

# Southern Nevada Community Health Center Quality Improvement Narrative

## April 2020

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### Quality Improvement

Our telemedicine efforts remain strong as we continue our response to COVID-19 and fulfill our mission to provide safe, quality healthcare to the community. Patients can be seen by a provider via audio (telephone) or via Healow, an app by eClinicalWorks. Some patients have the opportunity to be seen in-person as we navigate the pandemic, though telemedicine will be our first-line approach. Telemedicine will continue beyond our response to COVID-19.

A Sliding Fee Discount Program (SFDP) survey was completed by patients at the health center to gauge knowledge of its effectiveness and awareness of the program, and learn of barriers that impact affordability. Survey highlights include 50% of respondents stating they are unable to pay the health center's nominal fee for services due to prioritizing bills, unemployment, homelessness and the impact of COVID-19, and 40% of respondents stating they have avoided seeing their provider due to their inability to pay. This survey will help inform an evaluation of the effectiveness of the SFDP and potential modifications aimed at eliminating barriers to patients seeking our health care services.

Our patient satisfaction survey has been finalized and will soon be available. Patients will have the opportunity to complete the survey via tablet after each visit, eliminating the need for our paper-based survey. With an electronic survey in place, we will have the ability to keep a pulse on the patient experience and respond to concerns and/or complaints in real time, in addition to highlighting the positive.

A Key Performance Indicators (KPI) dashboard is in development and will provide monthly updates on our quality improvement performance. This dashboard will promote accountability and continuous improvement among our health center as we provide essential health care services to the community. The dashboard will feature Health Resources & Services Administration (HRSA) Uniform Data System (UDS) Performance Measures and other performance indicators deemed necessary. An electronic version of the dashboard is in development and will be housed on SNHD's intranet site.

### UDS Performance Measures: April 2020

Diabetes: Hemoglobin A1c (HbA1c) Poor Control (> 9.0%)

Percentage of patients 18-75 years of age with diabetes who had hemoglobin A1c > 9.0% during the measurement period

- 27 patients with a diagnosis of diabetes were seen in April
  - Of these patients, 24 (88.89%) did not have an HbA1c test completed in the past year
  - Of these patients, 3 (11.11%) had an HbA1c test completed in the past year
    - The HbA1c of 2 patients (66.67%) was > 9.0%
    - The HbA1c of 1 patient (33.33%) was < 9.0%

Depression:

Patients aged 12 and over who were (1) screened for depression with a standardized tool and (2) had a follow-up plan documented if screened positive

- 937 patients aged 12 and over were seen in April

- Of these patients, 9 (0.96%) were screened and documented as appropriate

#### **Weight Assessment, Minors:**

Percentage of patients 3-17 years of age with a BMI percentile, and counseling on nutrition and physical activity documented

- 13 patients aged 3-17 years were seen in April
  - Of these patients, 0 (0.00%) had a documented BMI and counseling on nutrition and physical activity

#### **BMI Screening:**

Patients aged 18 and over with (1) BMI charted and (2) follow-up plan documented if patients are overweight or underweight

- 924 patients aged 18 and over were seen in April
  - Of these patients, 336 (36.36%) had a documented BMI and follow-up plan

#### **High Blood Pressure:**

Percentage of patients 18-85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (less than 140/90 mm Hg)

- 67 patients with a diagnosis of hypertension were seen in April
  - Of these patients, 15 (22.38%) had adequately controlled blood pressure

#### **Low Birth Weight:**

Percentage of babies of health center prenatal care patients born whose birth weight was below normal (less than 2,500 grams)

- No Data Available

#### **Early Entry into Prenatal Care:**

Percentage of prenatal care patients who entered prenatal care during their first trimester

- No Data Available

#### **Childhood Immunization Status:**

Children who have received age appropriate vaccines who are 2 years of age before the end of the reporting period

- No Data Available

#### **Cervical Cancer Screening:**

Female patients aged 23-64 who received one or more Pap tests to screen for cervical cancer

- 356 patients aged 23-64 were seen in April
  - Of these patients, 65 (18.26%) received at least one Pap test to screen for cervical cancer

#### **Tobacco Use: Screening and Cessation Intervention:**

Tobacco users aged 18 or older who have received cessation advice or medication

- 40 patients aged 18 or older were seen in April
  - Of these patients, 12 (30%) received cessation advice or medication

#### **Use of Appropriate Medication for Asthma:**

Percentage of patients aged 5 through 64 years of age identified as having persistent asthma and were appropriately prescribed medication during the measurement period

- 1 patient with a diagnosis of asthma was seen in April
  - This patient was appropriately prescribed medication during the measurement period (100%)

Ischemic Vascular Disease (IVD): Use of Aspirin or Another Antiplatelet:

Patients aged 18 and older with a diagnosis of IVD, or AMI, CABG, or PTCA procedure with Aspirin or another Antithrombotic Therapy

- 3 patients with a diagnosis of IVD or AMI, CABG, or PTCA procedure were seen in April
  - Of these patients, 1 (33.33%) is receiving Aspirin or another Antithrombotic Therapy

Colorectal Cancer Screening:

Patients age 50 through 75 years of age during measurement year (on or prior to 31 December) with appropriate screening for colorectal cancer

- 113 patients 50 through 75 years of age were seen in April
  - Of these patients, 0 (0.00%) were screened for colorectal cancer

HIV Linkage to Care:

Percentage of patients whose first ever HIV diagnosis was made by health center staff between October 1 of the prior year and September 30 of the measurement year and who were seen for follow-up treatment within 90 days of that first-ever diagnosis

- 21 patients with an initial diagnosis of HIV were seen in April
  - Of these patients, 4 (19.05%) were seen for follow-up care within 90 days

Dental Sealants for Children Between 6-9 Years:

Percentage of children, 6-9 years of age, at moderate to high risk for caries who received a sealant on a permanent first molar during the measurement period

- No Data Available

Statin Therapy for the Prevention of Cardiovascular Disease:

Percentage of patients 21 years of age and older at high risk of cardiovascular events who were prescribed or were on statin therapy

- 23 patients 21 years of age and older at high risk of cardiovascular events were seen in April
  - Of these patients, 13 (56.52%) were prescribed or were on statin therapy

## Visits

The Southern Nevada Community Health Center had 1,578 scheduled patient appointments in April 2020, a 32% decrease over the month prior. This overall decrease in volume can presumptively be attributed to the COVID-19 response. Of our scheduled patients, 71.67 percent kept their appointments, 5.51 percent more than the month prior; there was a 12.10 percent cancellation rate, an increase of 1.62 percent over the month prior and a 16.22 percent no-show rate, a decrease of 7.14 percent over the month prior.

Cancellation rates were highest among Ryan White and SHC Uninsured at 28.80 percent and 21.99 percent, respectively. The no-show rate was highest among SHC Uninsured and Family Planning at 39.06 percent and 21.09 percent, respectively.

With the implementation of telemedicine, we have seen 204 patients via audio and Healow — 18.04% of patient visits for the month. Our telemedicine efforts have afforded us the opportunity to continue providing care to the community in a safe, effective and efficient manner as we navigate the COVID-19 pandemic and modified clinic operations. The moderate decrease in our no-show rate can presumptively be attributed to our telemedicine implementation.

### eBO Report Summary: April 2020

Southern Nevada Community Health Center	Provider Visits		Cancelled Visits		No Show Visits		Telemedicine Visits					Total Scheduled Patients		
							Audio Visit		Healow		Total Visits			
Dental Clinic	0	0.00%	21	10.99%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	21	1.33%
Family Health	72	7.77%	38	19.90%	23	8.98%	67	32.84%	33	16.18%	100	49.02%	233	14.77%
Family Planning	230	24.81%	10	5.24%	54	21.09%	1	0.49%	0	0.00%	1	0.49%	295	18.69%
Refugee Health	1	0.11%	5	2.62%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	0.38%
RW Patient Bill/Full Pay	1	0.11%	1	0.52%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.13%
Ryan White Insured/Account Bill	73	7.87%	38	19.90%	24	9.38%	21	10.29%	7	3.43%	28	13.73%	163	10.33%
RWA Ambulatory	30	3.24%	12	6.28%	3	1.17%	2	0.98%	2	0.98%	4	1.96%	49	3.11%
RWA EIS	11	1.19%	1	0.52%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	12	0.76%
Ryan White Program	2	0.22%	3	1.57%	3	1.17%	2	0.98%	0	0.00%	2	0.98%	10	0.63%
SHC Insured	266	28.69%	20	10.47%	49	19.14%	15	7.35%	21	10.29%	36	17.65%	371	23.51%
SHC Uninsured	241	26.00%	42	21.99%	100	39.06%	7	3.43%	23	11.27%	30	14.71%	413	26.17%
SHC Patient Bill/Full Pay	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SHC Special Pay	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	1.47%	3	1.47%	3	0.19%
<b>Totals</b>	<b>927</b>	<b>100.00%</b>	<b>191</b>	<b>100.00%</b>	<b>256</b>	<b>100.00%</b>	<b>115</b>	<b>56.37%</b>	<b>89</b>	<b>43.63%</b>	<b>204</b>	<b>100.00%</b>	<b>1578</b>	<b>100.00%</b>

<i>Percent of scheduled patients who cancelled</i>	12.10%
<i>Percent of scheduled patients who no showed</i>	16.22%
<i>Percent of scheduled patients who cancelled and no showed</i>	28.33%

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Southern Nevada Community Health Center (SNCHC) Sliding Fee Discount Program Survey (April 2020)*						
Questions	Yes	Percent	No	Percent	N/A	Percent
Are you able to pay the SNCHC nominal fee for services you are seeking?	9	45%	10	50%	1	5%
If no, what would cause you not to be able to pay? (bills, childcare, other expenses)	Bills, unemployment, homelessness, COVID-19					
Are you aware of our Sliding Fee Discount Program?	11	55%	6	30%	3	15%
Do you feel our fees are fair and within market rates?	10	50%	0	0%	10	50%
Do you pay your copay each time you come to SNCHC to see your provider?	11	55%	3	15%	6	30%
If no, what prevents you from paying your copay each time?	Bills, limited financial resources, homelessness, unemployment					
Have you ever avoided going to see your provider because you were unable to pay?	8	40%	8	40%	4	20%

Total Respondents: 20

Are you able to pay the SNCHC nominal fee for services you are seeking? If no, what would cause you not to be able to pay? (bills, childcare, other expenses)

- 45% of respondents can pay the SNCHC nominal fee for services
- 50% of respondents are unable to pay the SNCHC nominal fee for services
  - Of those respondents who are unable to pay the SNCHC nominal fee for services, 60% site bills, unemployment, homelessness and the COVID-19 response as barriers
- Ability to pay the SNCHC nominal fee for services does not apply to 5% of respondents

Are you aware of our Sliding Fee Discount Program?

- 55% of respondents are aware of the SNCHC Sliding Fee Discount Program
- 30% of respondents are unaware of the SNCHC Sliding Fee Discount Program
- Knowledge of the SNCHC Sliding Fee Discount Program is not applicable to 15% of respondents

Do you feel our fees are fair and within market rates?

- 50% of respondents feel SNCHC fees are fair and within market rates
- 0% of respondents do not feel SNCHC fees are fair and within market rates
- Assessment of SNCHC fees compared to market rates is not applicable to 50% of respondents

Do you pay your copay each time you come to SNCHC to see your provider? If no, what prevents you from paying copay each time?

- 55% of respondents pay their copay each time they come to SNCHC to see their provider
- 15% of respondents do not pay their copay each time they come to SNCHC to see their provider
  - Of those respondents who are unable to pay their copay each time they come to SNCHC to see their provider, 100% site bills, limited financial resources, homelessness and unemployment as barriers
- Ability to pay their copay each time they come to SNCHC to see their provider does not apply to 30% of respondents

Have you ever avoided going to see your provider because you were unable to pay?

- 40% of respondents have avoided going to see their provider because they were unable to pay
- 40% of respondents have not avoided going to see their provider because they were unable to pay
- Avoidance of going to see their provider is not applicable to 20% of respondents

SNCHC Self-Pay Patient Population by P-Level*		
P0	1394	41.70%
P1	252	7.50%
P2	190	5.70%
P3	270	8.10%
P4	194	5.80%
P5	215	6.40%
P6	180	5.40%
NO P-Level	650	19.40%
Total	3345	100.00%

- As of March 2020, there are 3345 self-pay patients at SNCHC
- 41.7% of SNCHC's P-Level self-pay patients stand at P0 in our Sliding Fee Discount Program, compared to 38.9% of P-Level self-pay patients who collectively fall between P1-P6
  - This could indicate a correlation between the inability of some patients to pay the SNCHC nominal fee for services, as 50% of respondents indicated financial hardship
- 19.4% of the SNCHC's self-pay patient population has no P-Level assigned

\*NOTE: Data may be skewed due to the COVID-19 response (unusually high unemployment rates resulting in financial instability)



Southern Nevada Community Health Center  
Patient Satisfaction Survey

Dear Patient,

The Southern Nevada Community Health Center is committed to providing you with quality healthcare and customer service. Please tell us about your experience and the service you receive as a patient in our health center. We strive for continuous improvement, and your feedback informs our decisions when it comes to the patient experience. Your responses will be kept confidential.

We appreciate your time.

Please rate the following:

Ease of scheduling an appointment by phone	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied
Wait time in reception area	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied
Wait time in exam room	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied
Level of understanding and care received by providers and staff	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied
Sliding Fee Scale and payment at visit	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied
Hours of operation	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied
Recommendation of our health center to friends and family	Extremely satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Extremely dissatisfied

Comments: