



Southern Nevada Community Health Center Quality Improvement Narrative

June 2020

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Quality Improvement

The Health Center has been approved as a National Health Service Corps (NHSC) site. The NHSC is a federal government program administered by the U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA) Bureau of Health Workforce (BHW). Since 1972, the NHSC has been building healthy communities, ensuring access to health care for everyone, preventing disease and illness, and caring for the most vulnerable populations who may otherwise go without care.

NHSC programs provide scholarships and student loan repayment to health care professionals in exchange for a service commitment to practice in designated areas across the country with a shortage of health care professionals. Because the Health Center is a Federally Qualified Health Center (FQHC) and designated a Health Professional Shortage Area (HPSA), providers are eligible to participate in the NHSC program by committing to serving at least two years of service in either a full-time or part-time capacity. This newly approved NHSC status will improve recruitment and retention for the Health Center in our efforts to provide quality health care and improved outcomes in the community.

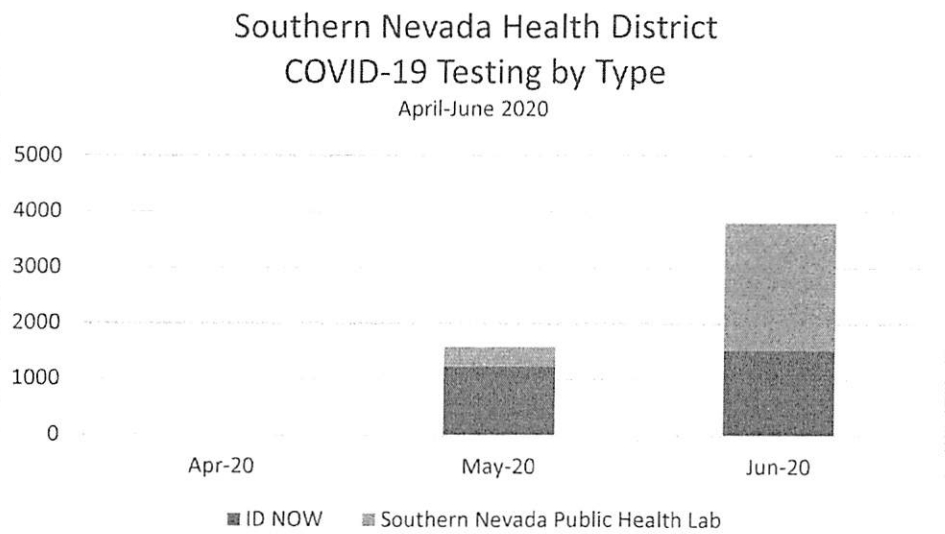
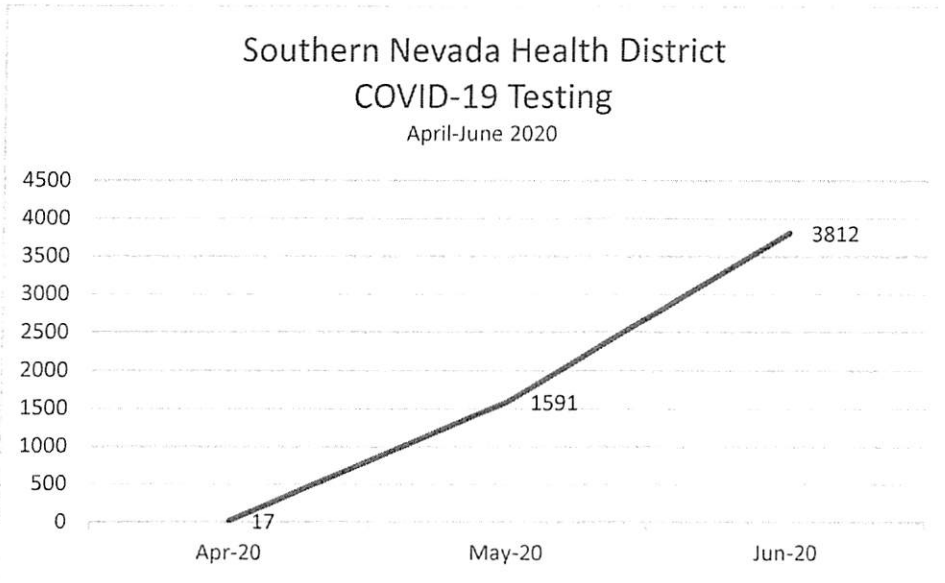
The Public Health Accreditation Board (PHAB) has granted the Southern Nevada Health District (SNHD) a yearlong extension on our accreditation application following a COVID-19 impact survey distributed to all organizations seeking accreditation; SNHD, in part, indicated we would likely request a 6 month or longer accreditation extension as a result of our intensive COVID-19 response efforts. This extension followed PHAB's automatic 90-day extension granted to all organizations seeking accreditation earlier this year at the start of the COVID-19 pandemic. Our new accreditation deadline is January 4, 2022.

PHAB is a nonprofit organization dedicated to advancing the continuous quality improvement of Tribal, state, local, and territorial public health departments. PHAB is working to promote and protect the health of the public by advancing the quality and performance of all public health departments in the United States through national public health department accreditation. PHAB's vision is a high-performing governmental public health system that will make the U.S. a healthier nation.

SNHD has discontinued use of Qualtrics, a survey platform, after being deemed no longer viable by the Academy of Science (AOS). SNHD is implementing a new survey platform, SurveyGizmo, through AOS. The Health Center's patient satisfaction survey will move to SurveyGizmo.

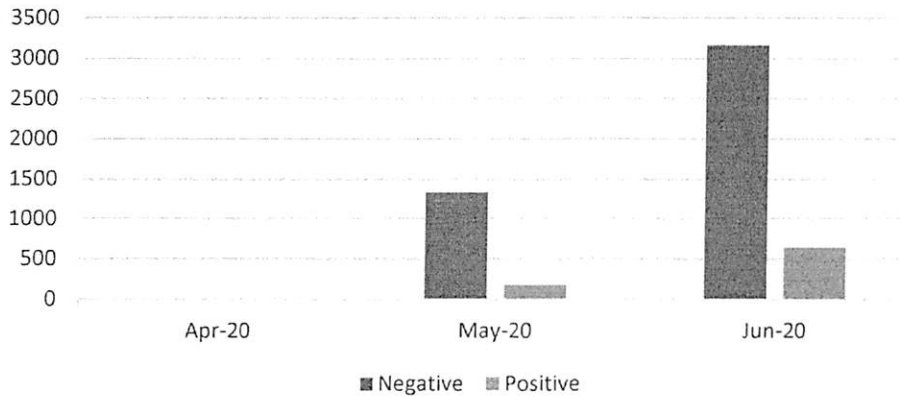


COVID-19 Testing
As of June 30, 2020



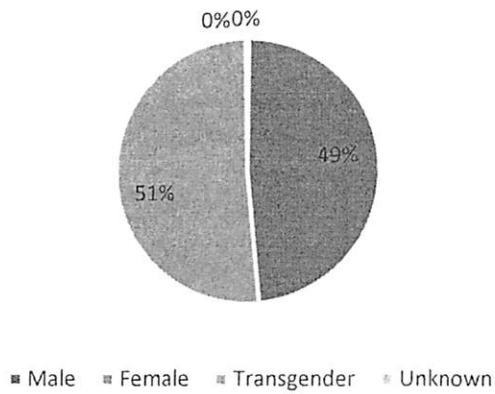
Southern Nevada Health District COVID-19 Testing by Result

April-June 2020



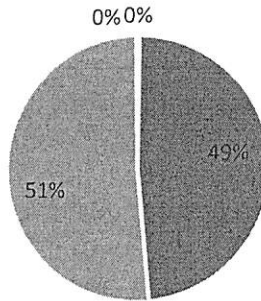
Southern Nevada Health District COVID-19 Testing by Gender

April-June 2020



Southern Nevada Health District
COVID-19 Testing by Gender (Negative Result)

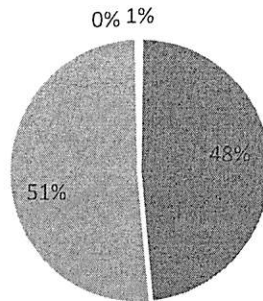
April-June 2020



■ Male ■ Female ■ Transgender ■ Unknown

Southern Nevada Health District
COVID-19 Testing by Gender (Positive Result)

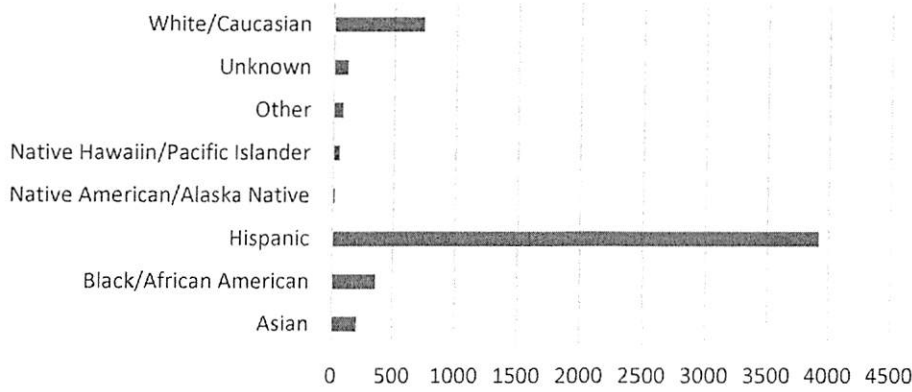
April-June 2020



■ Male ■ Female ■ Transgender ■ Unknown

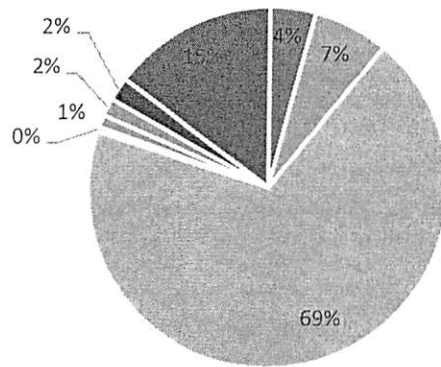
Southern Nevada Health District COVID-19 Testing by Race and Ethnicity

April-June 2020



Southern Nevada Health District COVID-19 Testing by Race and Ethnicity (Negative Result)

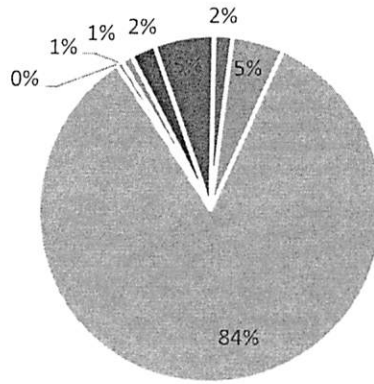
April-June 2020



- Asian
- Black/African American
- Hispanic
- Native American/Alaska Native
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

Southern Nevada Health District COVID-19 Testing by Race and Ethnicity (Positive Result)

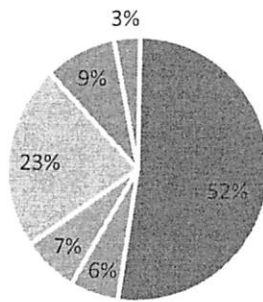
April-June 2020



- Asian
- Black/African American
- Hispanic
- Native American/Alaska Native
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

Southern Nevada Health District COVID-19 Testing by Age

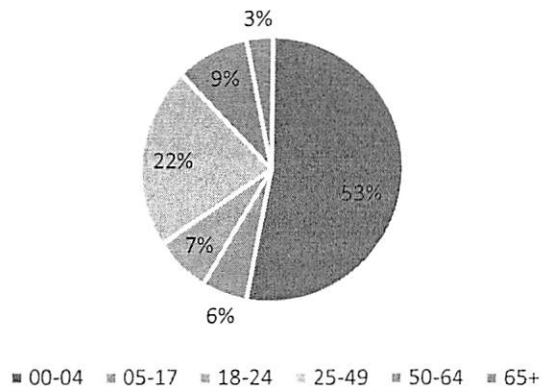
April-June 2020



- 00-04
- 17-24
- 18-24
- 25-49
- 50-64
- 65+

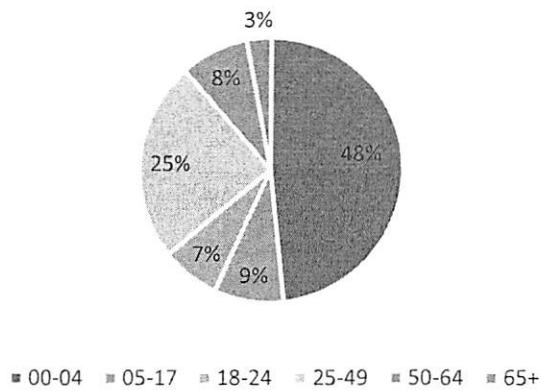
Southern Nevada Health District
COVID-19 Testing by Age Group (Negative Result)

April-June 2020



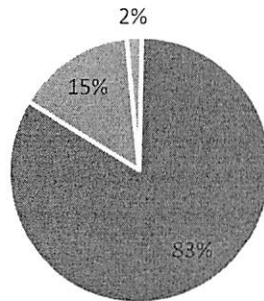
Southern Nevada Health District
COVID-19 Testing by Age Group (Positive Result)

April-June 2020



Southern Nevada Health District COVID-19 Testing by Symptom

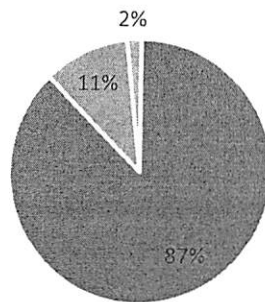
April-June 2020



■ Asymptomatic ■ Symptomatic ■ Unknown

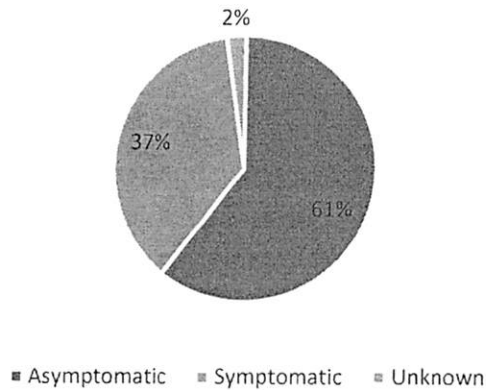
Southern Nevada Health District COVID-19 Testing by Symptom (Negative Result)

April-June 2020



■ Asymptomatic ■ Symptomatic ■ Unknown

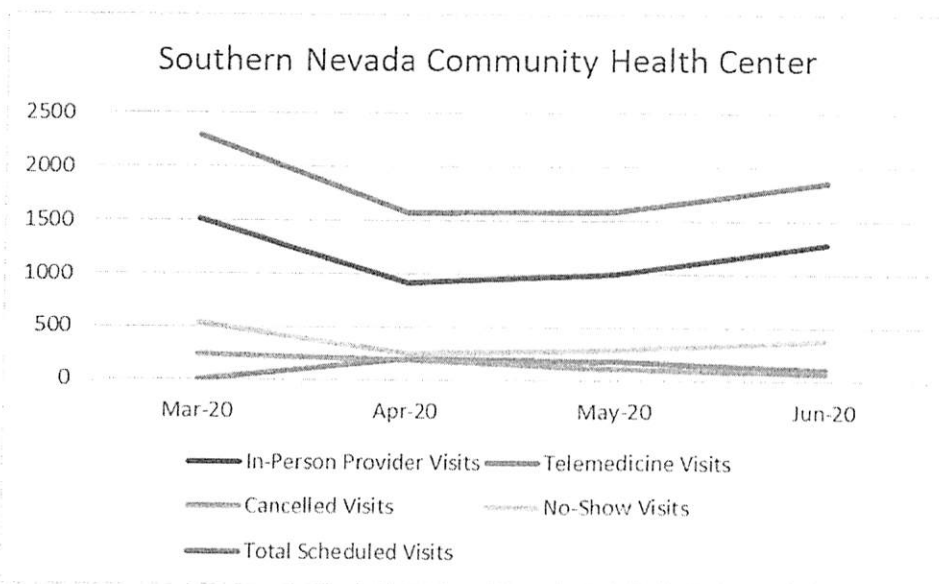
Southern Nevada Health District
COVID-19 Testing by Symptom (Positive Result)
April-June 2020

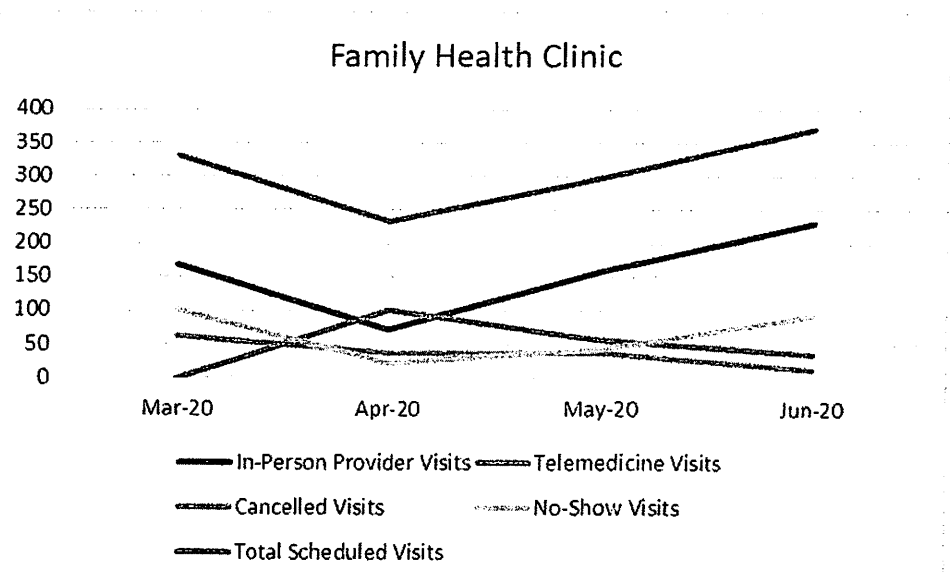
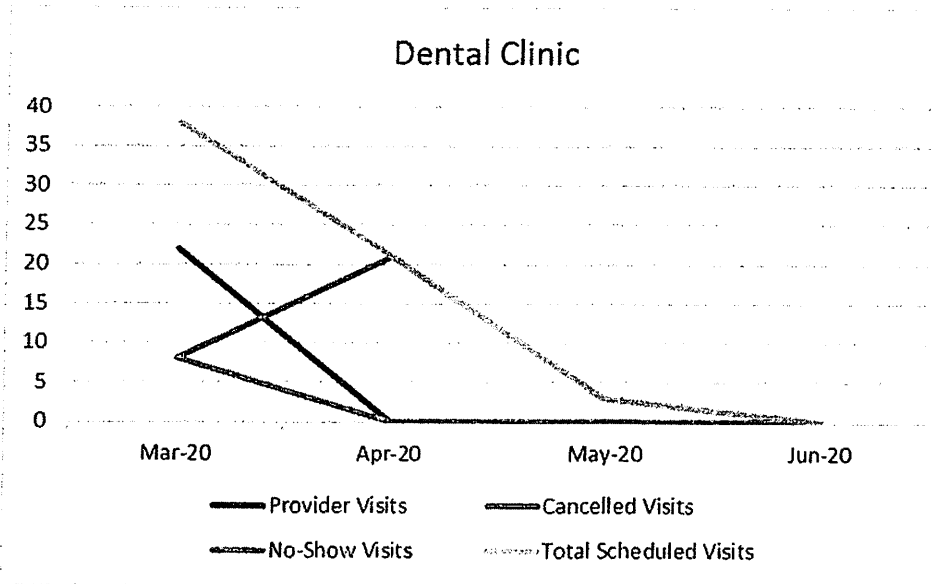


Health Center Visits

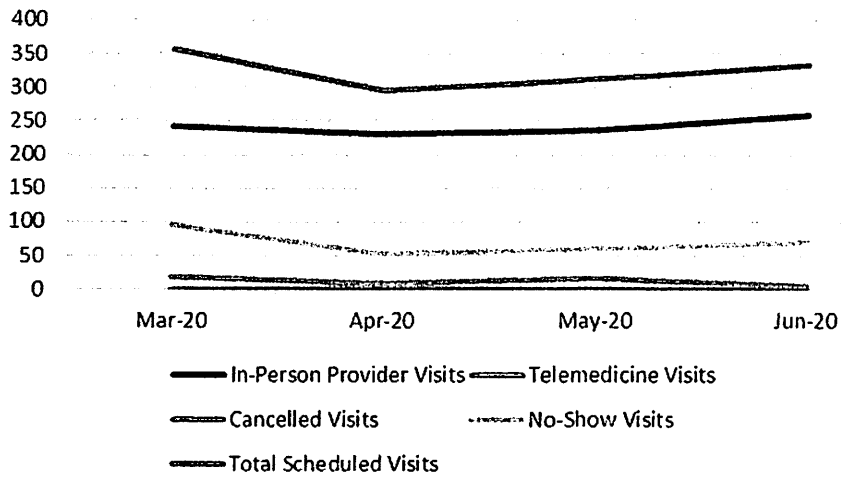
The Health Center had 1,865 scheduled patient appointments in June 2020, a 17.07% increase over the month prior. This is the second month the Health Center has seen an increase in scheduled patient appointments since the COVID-19 pandemic began in March. Of scheduled patients, 75.23% kept their appointments, 0.65% more than the month prior; there was a 4.13% cancellation rate, a decrease of 2.78% over the month prior and a 20.64% no-show rate, an increase of 2.12% over the month prior. Telemedicine saw 106 patients — 8.17% of patient visits, a 7.15% decrease over the month prior.

Of scheduled patient appointments, cancellation rates were highest among Ryan White and the Sexual Health Clinic at 6.57% and 4.51%, respectively. The no-show rate was highest among Family Health and Ryan White at 25.27% and 24.18%, respectively.

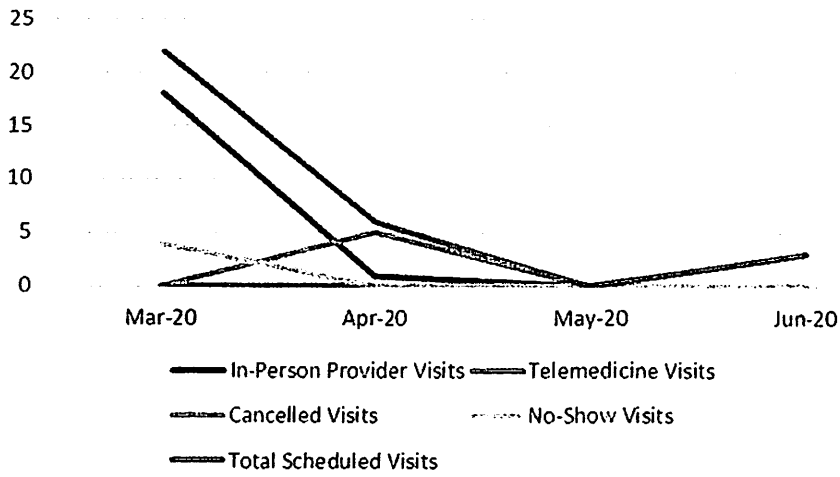




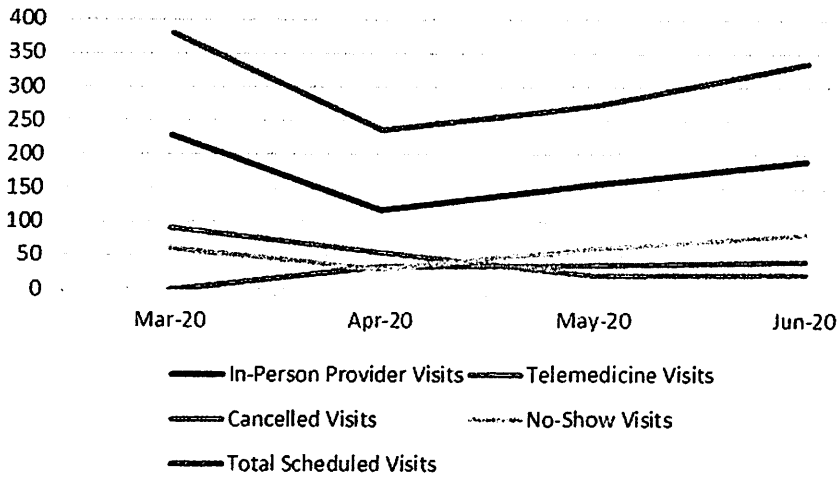
Family Planning Clinic



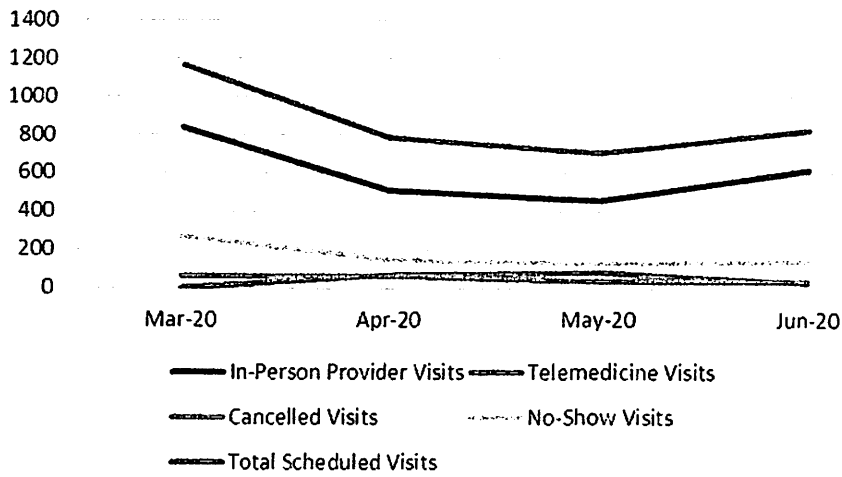
Refugee Clinic



Ryan White



Sexual Health Clinic





eBO Report Summary: June 2020

Southern Nevada Community Health Center	Provider Visits		Cancelled Visits		No Show Visits		Telemedicine Visits						Total Scheduled Patients	
							Audio Visit	Televisit	Total Visits					
Family Health Clinic	230	17.73%	13	16.88%	94	24.42%	23	21.70%	12	11.32%	35	33.02%	372	19.95%
Family Planning Clinic	259	19.97%	5	6.49%	70	18.18%	0	0.00%	0	0.00%	0	0.00%	334	17.91%
Refugee Clinic	3	0.23%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.16%
Ryan White	191	14.73%	22	28.57%	81	21.04%	35	33.02%	6	5.66%	41	38.68%	335	17.96%
Sexual Health Clinic	614	47.34%	37	48.05%	140	36.36%	6	9.23%	23	56.10%	29	27.36%	820	43.97%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	1	0.94%	0	0.00%	1	0.94%	1	0.05%
Totals	1297	100.00%	77	100.00%	385	100.00%	65	64.89%	41	73.08%	106	100.00%	1865	100.00%

<i>Percent of scheduled patients who cancelled</i>	4.13%
<i>Percent of scheduled patients who no showed</i>	20.64%
<i>Percent of scheduled patients who cancelled and no showed</i>	24.77%