



Southern Nevada Community Health Center Quality Improvement Narrative

July 2020

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Quality Improvement

Following the Health Center's initial response to the COVID-19 pandemic, efforts to be designated as a Patient Centered Medical Home (PCMH) through collaboration with the Nevada Primary Care Association have resumed. The PCMH is an approach for providing comprehensive, coordinated primary care. It facilitates partnerships between individual patients, and their personal physicians, the care team, and when appropriate, the patient's family.

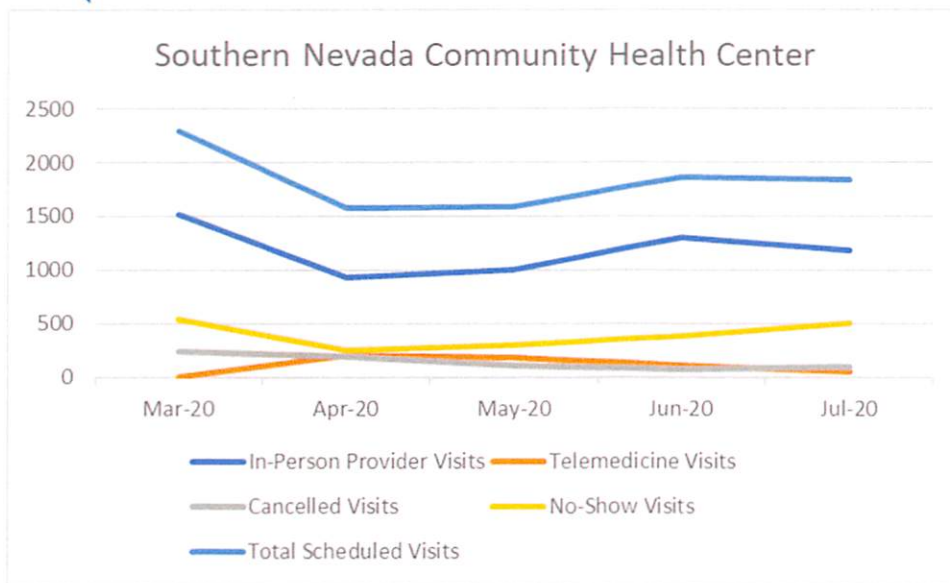
PCMH is a key strategy to improve health outcomes, reduce total costs, and strengthen primary care. Care is facilitated by registries, information technology, health information exchange, and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner. The goal of the Health Center is to complete requirements and receive designation by June 2021.

The Health Center, in response to the COVID-19 pandemic, moved up the implementation of telemedicine following the need for modified clinic operations. The goal of the Health Center was to continue fulfilling its mission to provide safe, quality healthcare to the community amid the COVID-19 public health emergency. Health Center patients are seen by providers via audio (telephone) or via Healow, an app by eClinicalWorks. Though patients can still be seen in-person, when medically appropriate, telemedicine is offered and encouraged to be utilized.

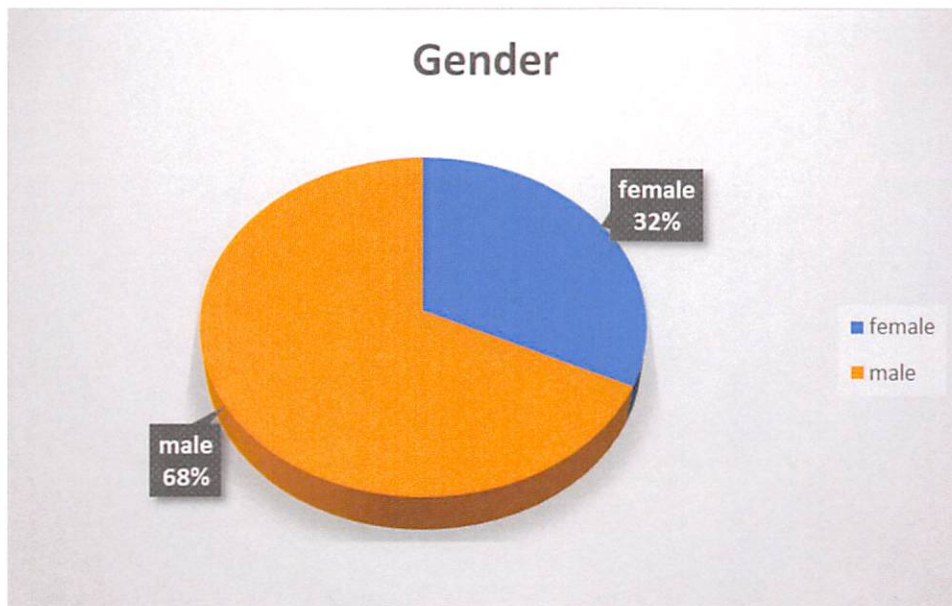
The following is a breakdown of telemedicine visit volume since implementation in April 2020:

- In the month of April, telemedicine saw 204 patients — 18.04% of Health Center visits.
- In the month of May, telemedicine saw 179 patients — 15.11% of Health Center visits and a 12.25% decrease over the month prior.
- In the month of June, telemedicine saw 106 patients — 7.56% of Health Center visits and a 40.78% decrease over the month prior.
- In the month of July, telemedicine saw 53 patients — 4.27% of Health Center visits and a 50% decrease over the month prior

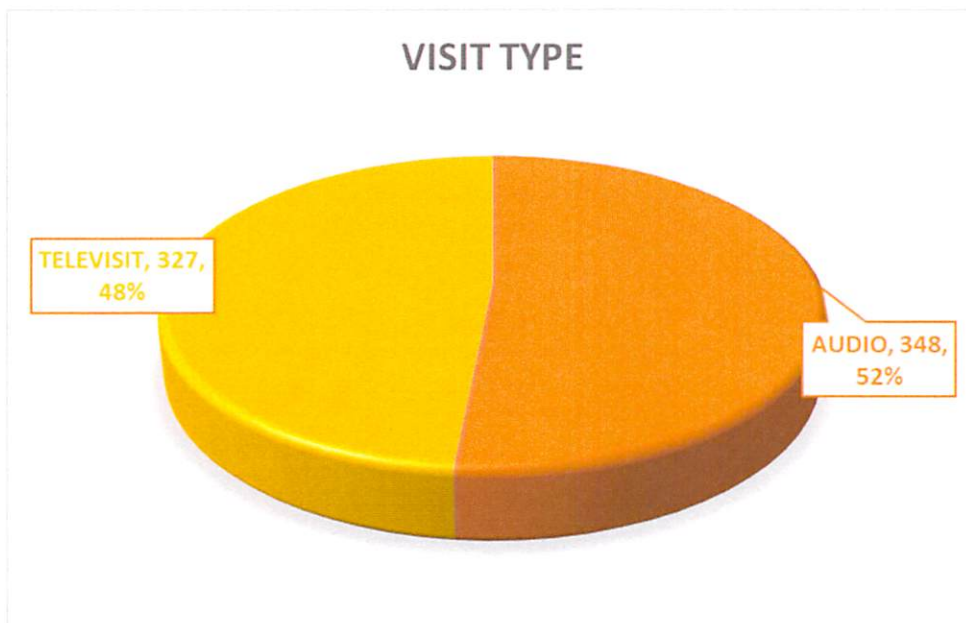
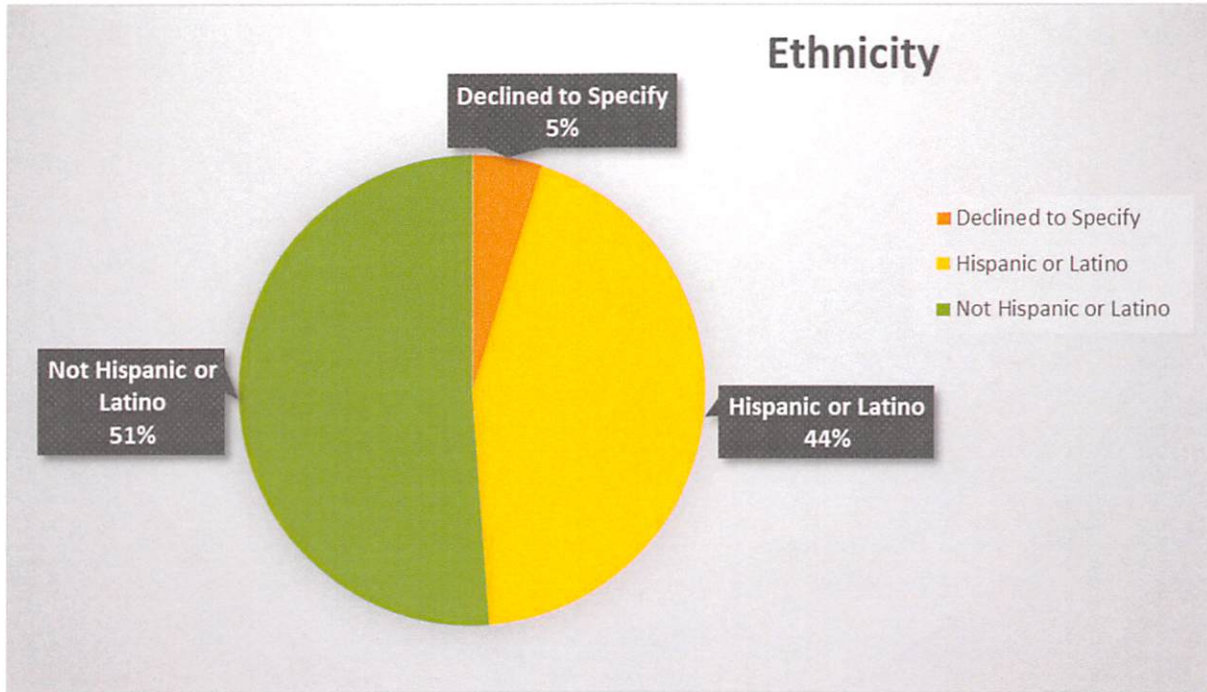
As with other health care organizations across the county and state, telemedicine visits have declined over the past 3 months. This is largely due to an increase in in-person patient visits following incremental shifts to return to pre-COVID-19 operations. Though as we continue to respond to the COVID-19 pandemic, we may see an increase in telemedicine utilization, especially if positive COVID-19 cases continue to trend upward.



Male patients have been the primary utilizers of telemedicine at the Health Center. This is likely attributed to the patient population of Ryan White programming, which is largely male.

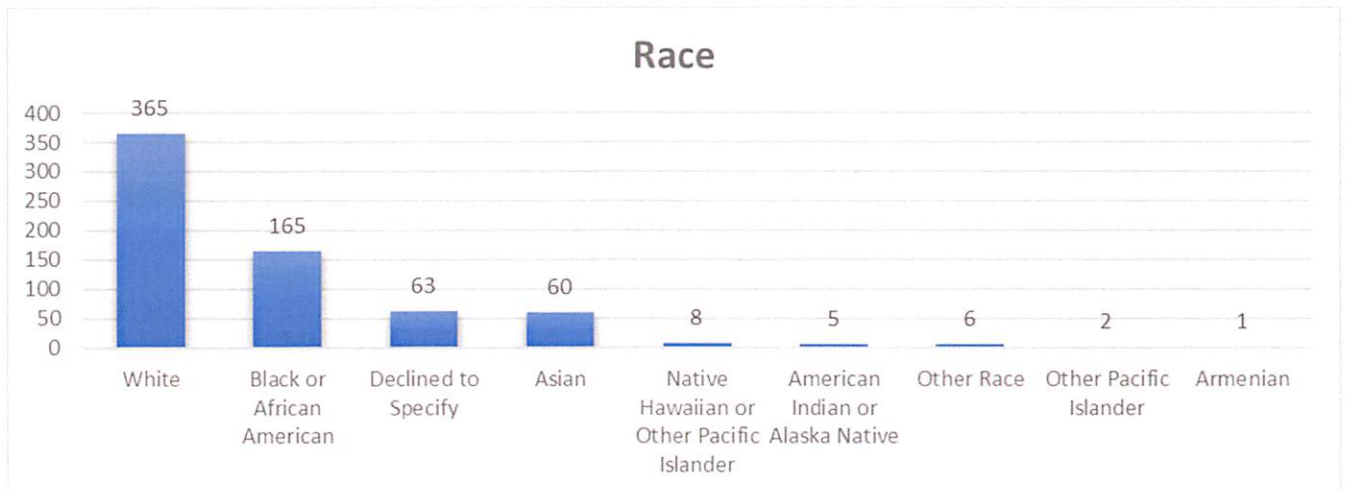
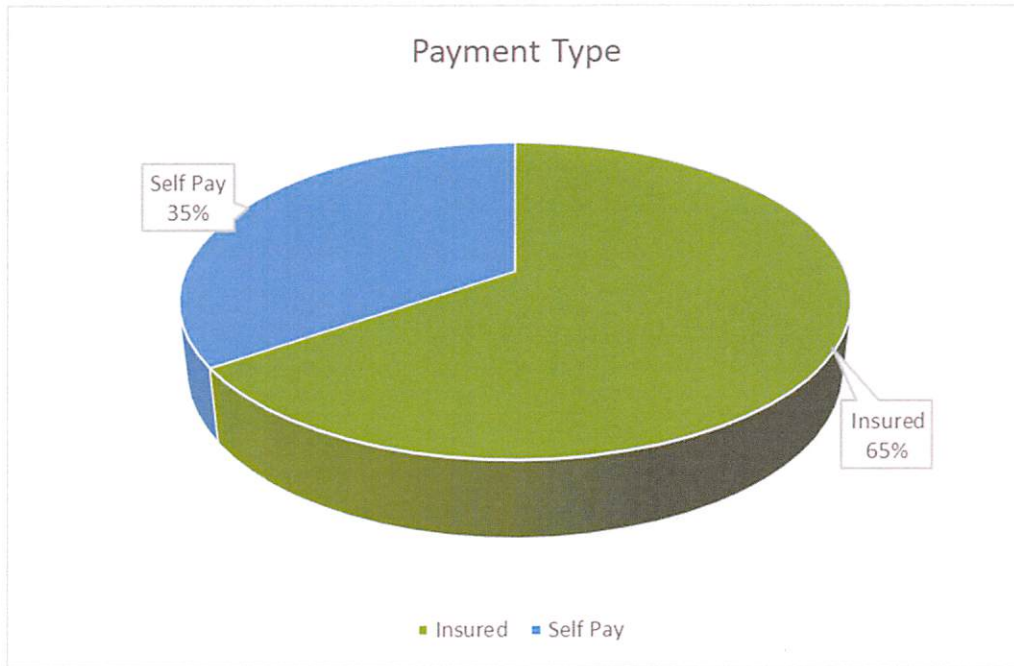


The Health Center is in an underserved community and serves a patient population that includes a high number of Hispanic patients, which lends to our seeing Hispanic patients via telemedicine at 44%.



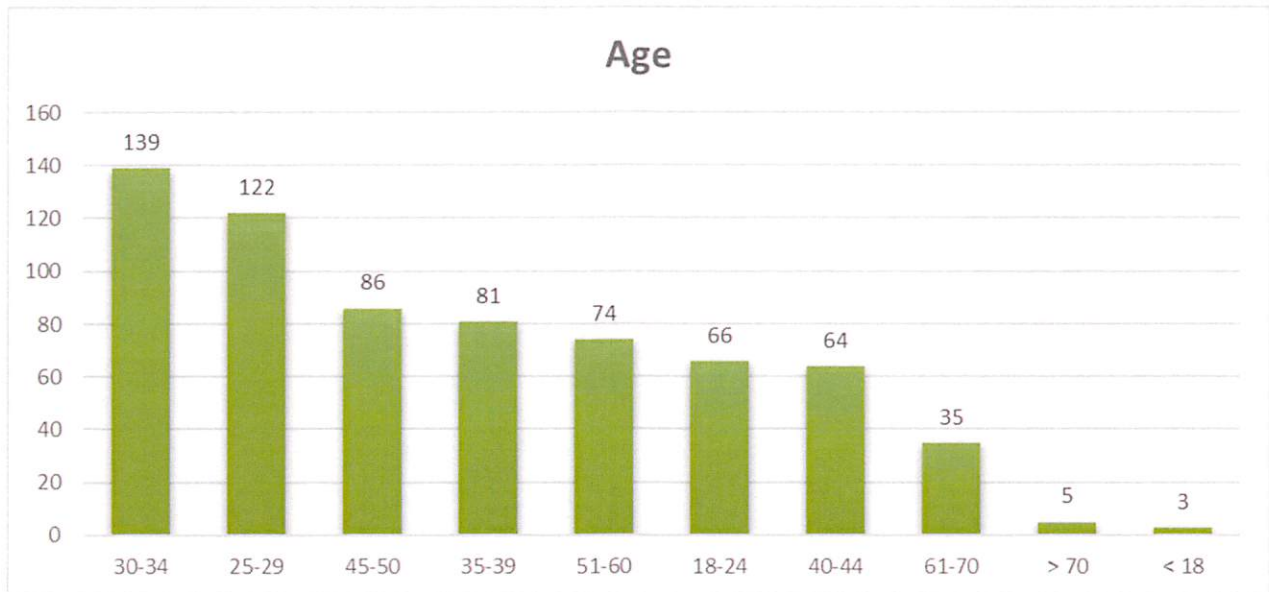


Most patients seen via telemedicine at the Health Center are insured (65%). Patients who are uninsured are less likely to seek medical care, namely if the care they need is non-emergent. This is true even with the nominal fees charged as part of our Sliding Fee Discount Program. In April, a survey distributed to Health Center patients indicated 50% of respondents are unable to pay the nominal fee and 40% of patients have forgone seeing their provider due to their inability to pay.





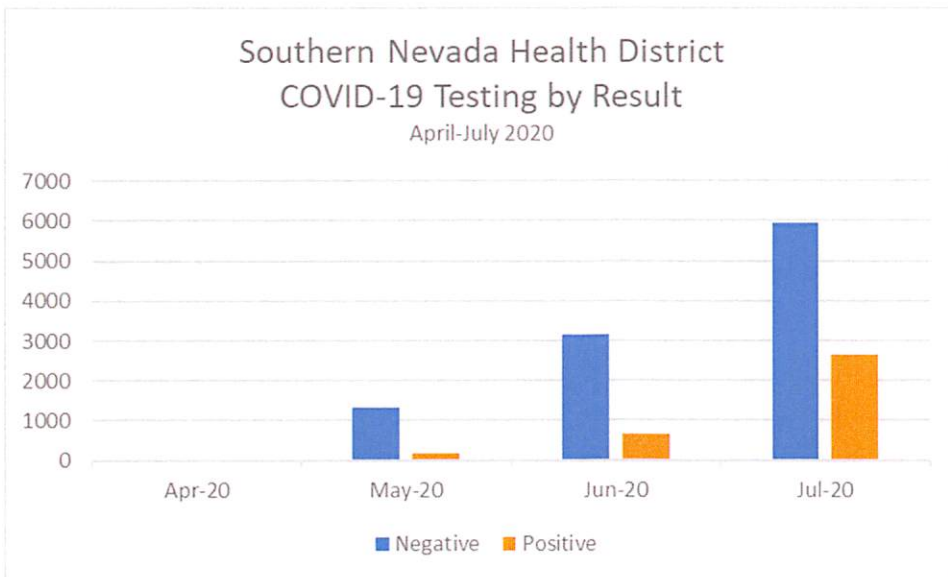
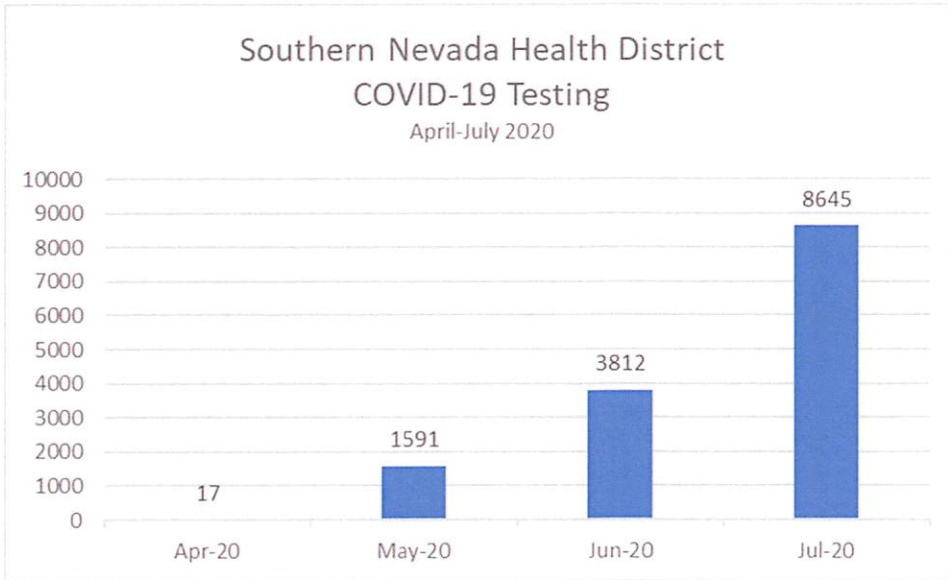
Health Center patients seen via telemedicine tend to be younger, as those aged 30-34 make up 21% of visits and those aged 25-29 make up 18.07% of visits. This is likely attributed to those in these age groups having more experience and comfort with technology, resulting in the ability to navigate telemedicine with more ease than those who are older.





COVID-19 Testing
As of July 31, 2020

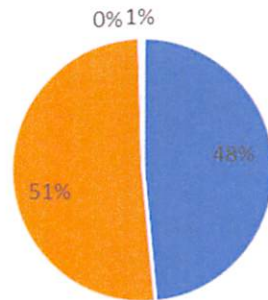
A progress report detailing COVID-19 testing activity from April to July 2020 has been submitted to the Health Resources and Services Administration (HRSA).



Positivity Rates:
 April 2020: 30.77%
 May 2020: 13.35%
 June 2020: 20.30%
 July 2020: 44.48%

Southern Nevada Health District COVID-19 Testing by Gender

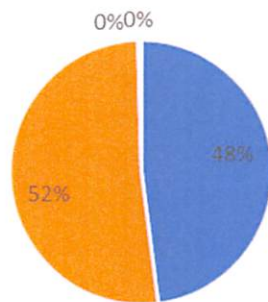
April-July 2020



■ Male ■ Female ■ Transgender ■ Unknown

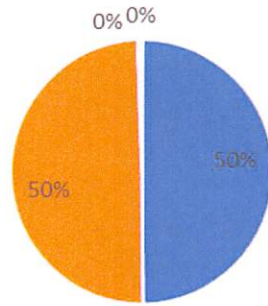
Southern Nevada Health District COVID-19 Testing by Gender (Negative Result)

April-July 2020



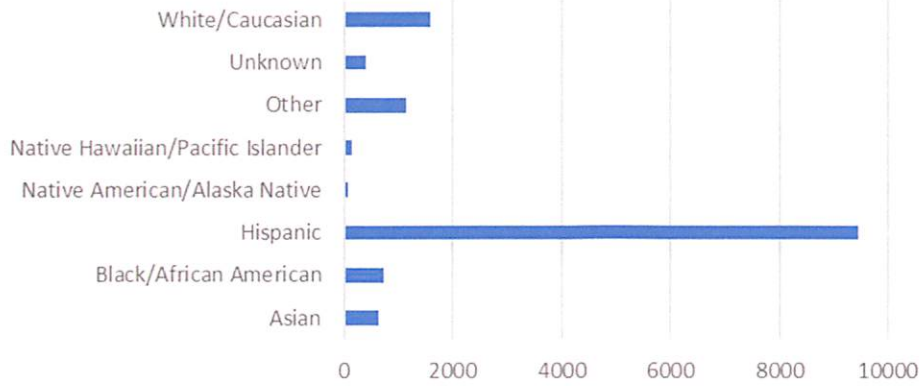
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Southern Nevada Health District
COVID-19 Testing by Gender (Positive Result)
April-July 2020

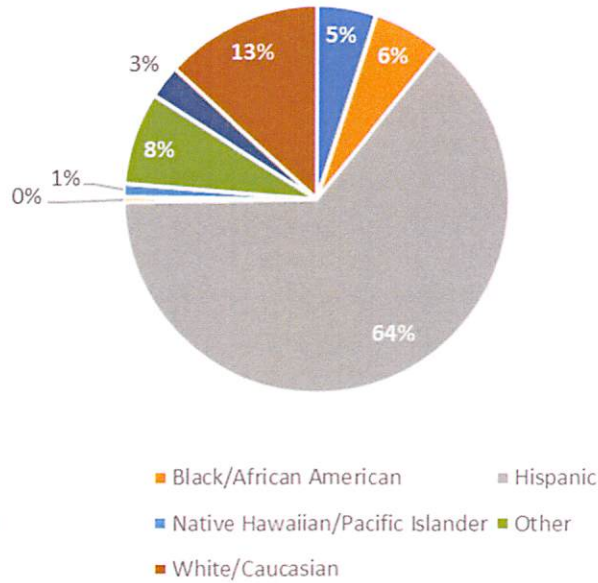


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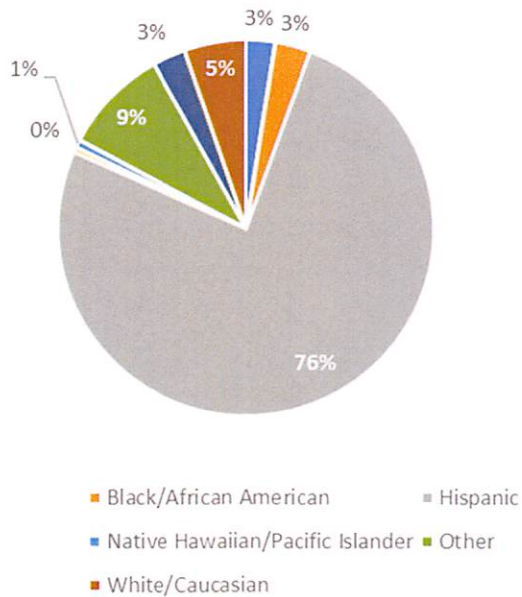
Southern Nevada Health District
COVID-19 Testing by Race and Ethnicity
April-July 2020



Southern Nevada Health District
COVID-19 Testing by Race and Ethnicity (Negative Result)
April-July 2020

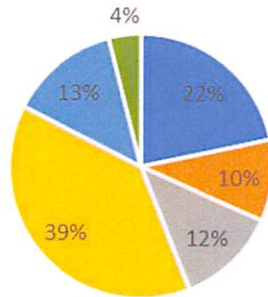


Southern Nevada Health District
COVID-19 Testing by Race and Ethnicity (Positive Result)
April-July 2020



Southern Nevada Health District COVID-19 Testing by Age

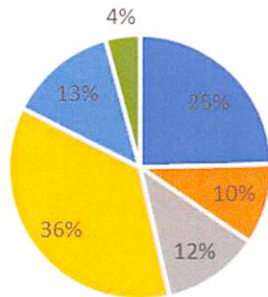
April-July 2020



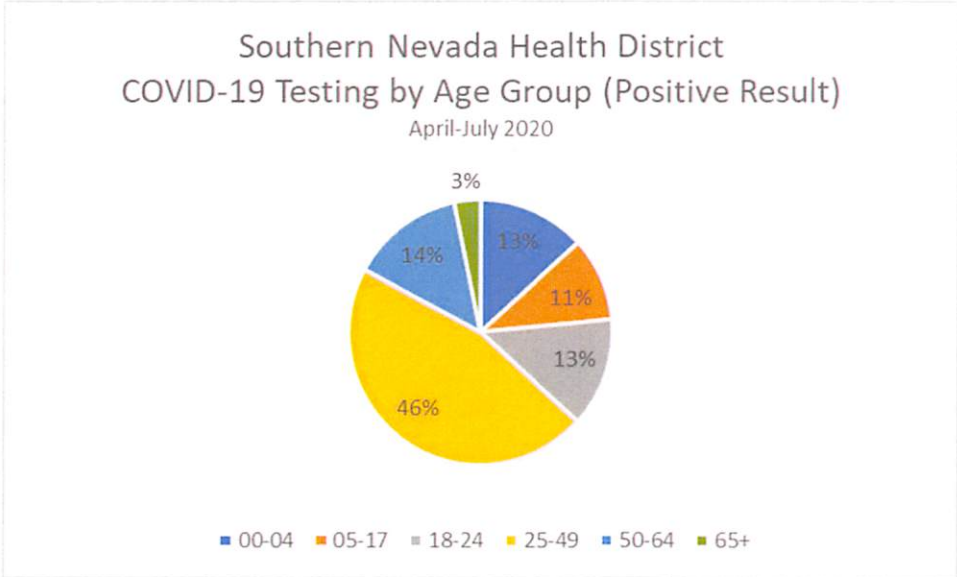
■ 00-04 ■ 05-17 ■ 18-24 ■ 25-49 ■ 50-64 ■ 65+

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

April-July 2020



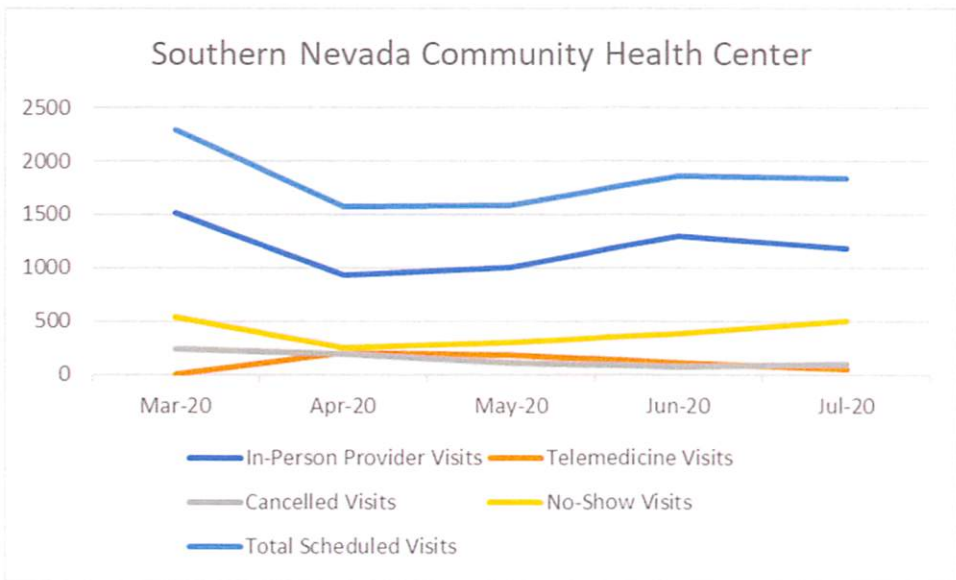
■ 00-04 ■ 05-17 ■ 18-24 ■ 25-49 ■ 50-64 ■ 65+

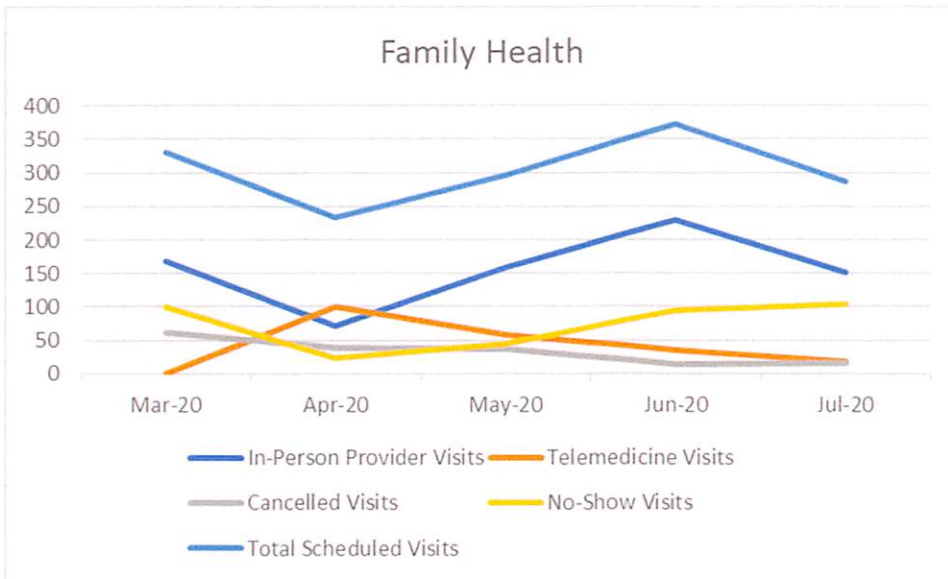
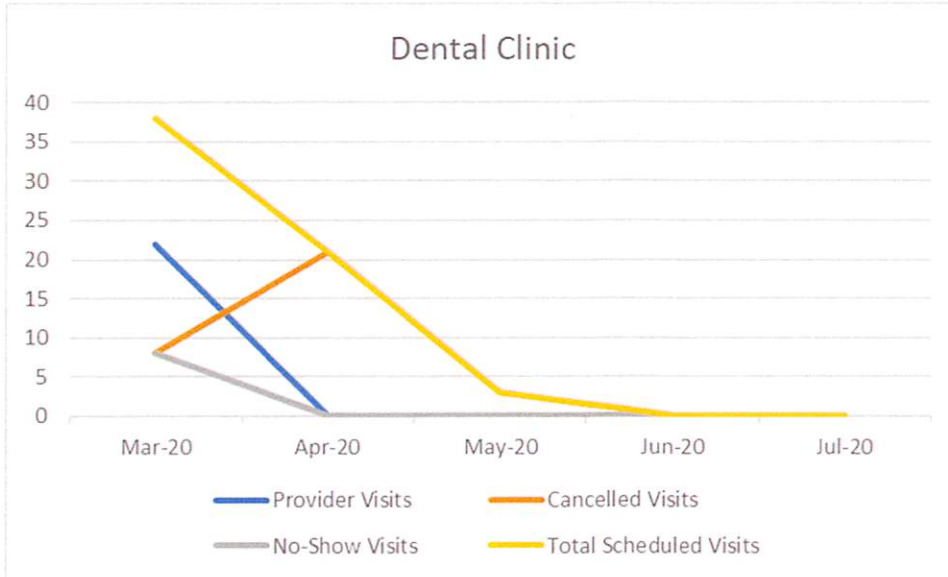


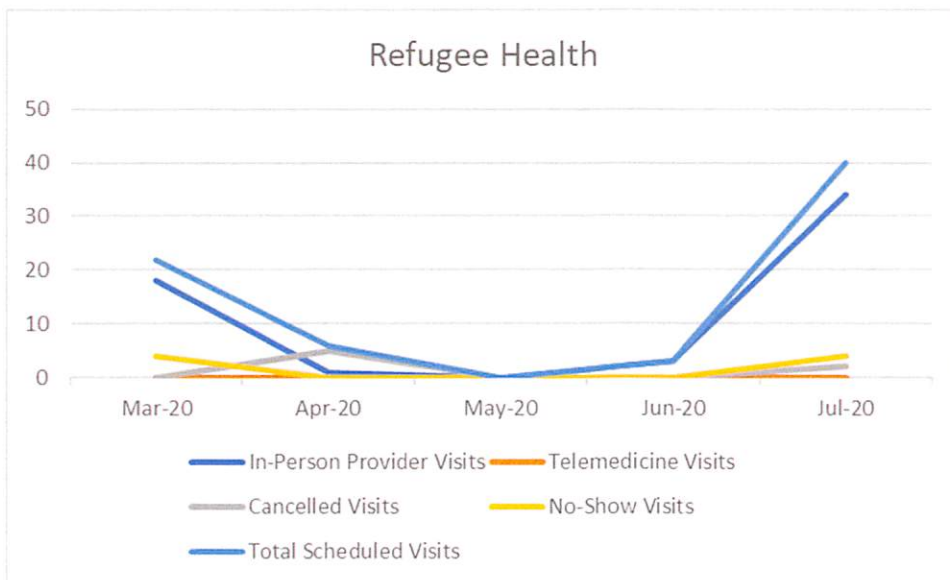
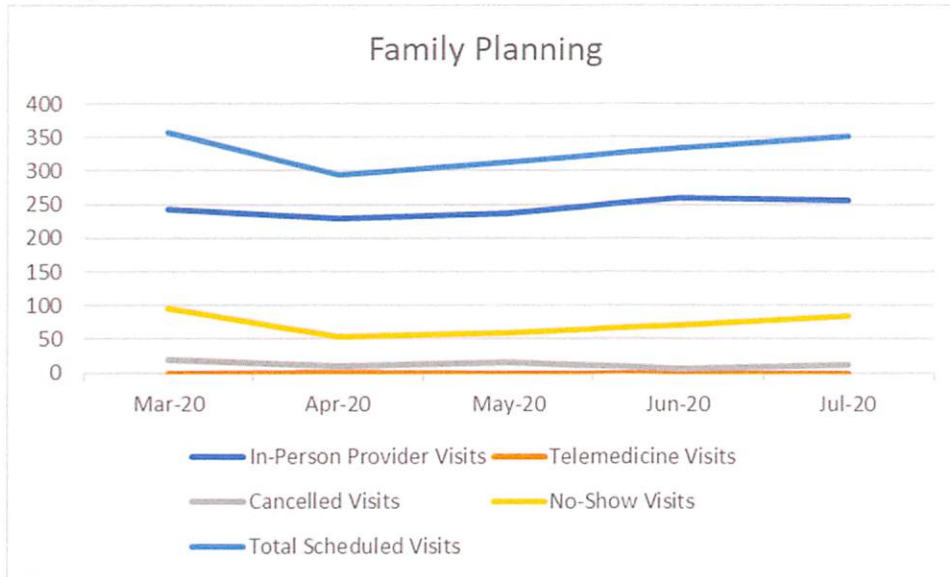
Health Center Visits

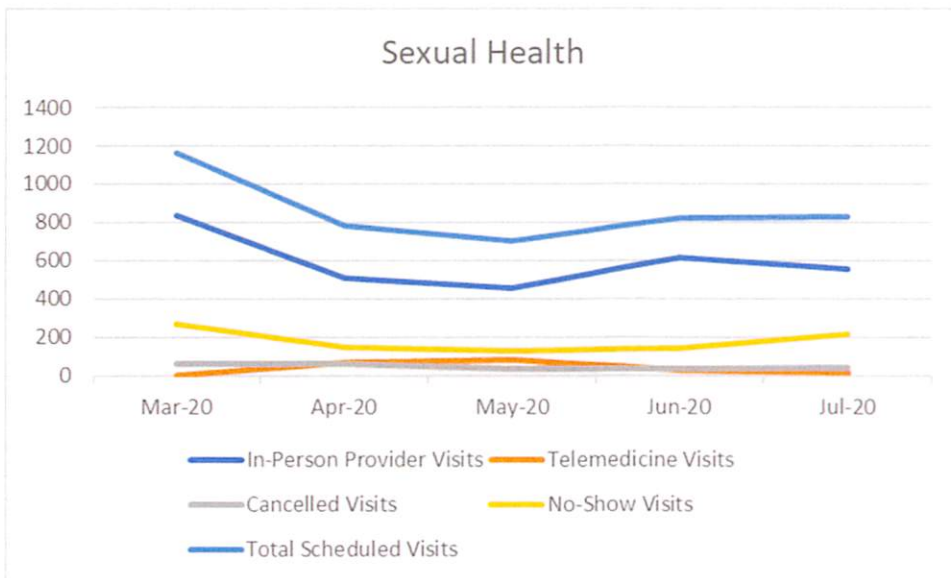
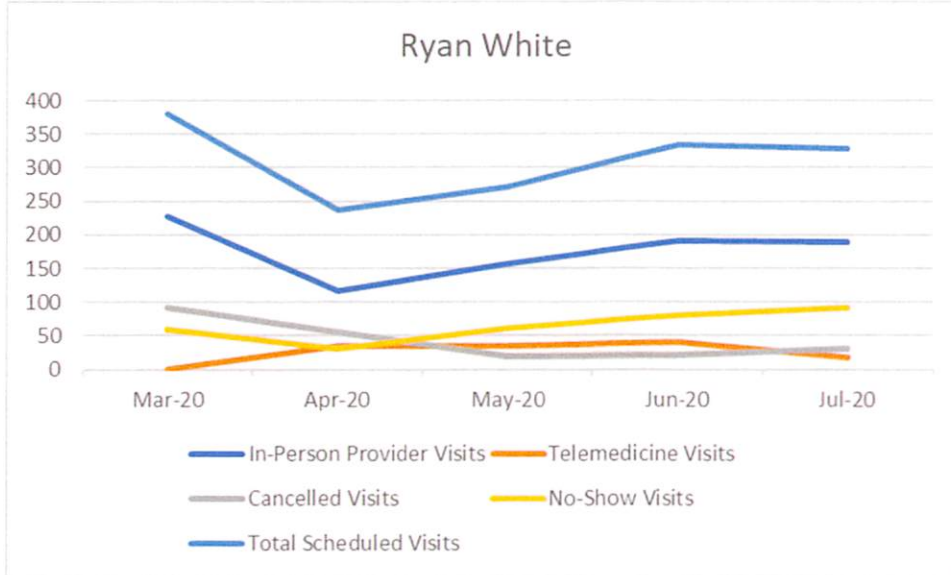
The Health Center had 1,836 scheduled patient appointments in July 2020, a 1.55% decrease over the month prior. This is the first month the Health Center has seen a decrease in scheduled patient appointments since April. Of scheduled patients, 67.59% kept their appointments, 7.64% less than the month prior; there was a 5.28% cancellation rate, an increase of 1.15% over the month prior and a 27.12% no-show rate, an increase of 6.48% over the month prior. Telemedicine saw 53 patients — 4.27% of patient visits, a 50% decrease over the month prior.

Of scheduled patient appointments, cancellation rates were highest among the Sexual Health Clinic and Ryan White at 39.18% and 30.93%, respectively. The no-show rate was highest among the Sexual Health and Family Health clinics at 43.17% and 20.68%, respectively.











eBO Report Summary: July 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	151	12.71%	16	16.49%	103	20.68%	14	26.42%	3	5.66%	17	32.08%	287	15.63%
Family Planning Clinic	256	21.55%	11	11.34%	85	17.07%	0	0.00%	0	0.00%	0	0.00%	352	19.17%
Refugee Clinic	34	2.86%	2	2.06%	4	0.80%	0	0.00%	0	0.00%	0	0.00%	40	2.18%
Ryan White	189	15.91%	30	30.93%	91	18.27%	16	30.19%	2	3.77%	18	33.96%	328	17.86%
Sexual Health Clinic	558	46.97%	38	39.18%	215	43.17%	8	15.09%	7	13.21%	15	28.30%	826	44.99%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	3	5.66%	0	0.00%	3	5.66%	3	0.16%
Totals	1188	100.00%	97	100.00%	498	100.00%	41	77.36%	12	22.64%	53	100.00%	1836	100.00%

<i>Percent of scheduled patients who cancelled</i>	5.28%
<i>Percent of scheduled patients who no showed</i>	27.12%
<i>Percent of scheduled patients who cancelled and no showed</i>	32.41%