



Southern Nevada Community Health Center Quality Improvement Narrative August 2020

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Quality Improvement

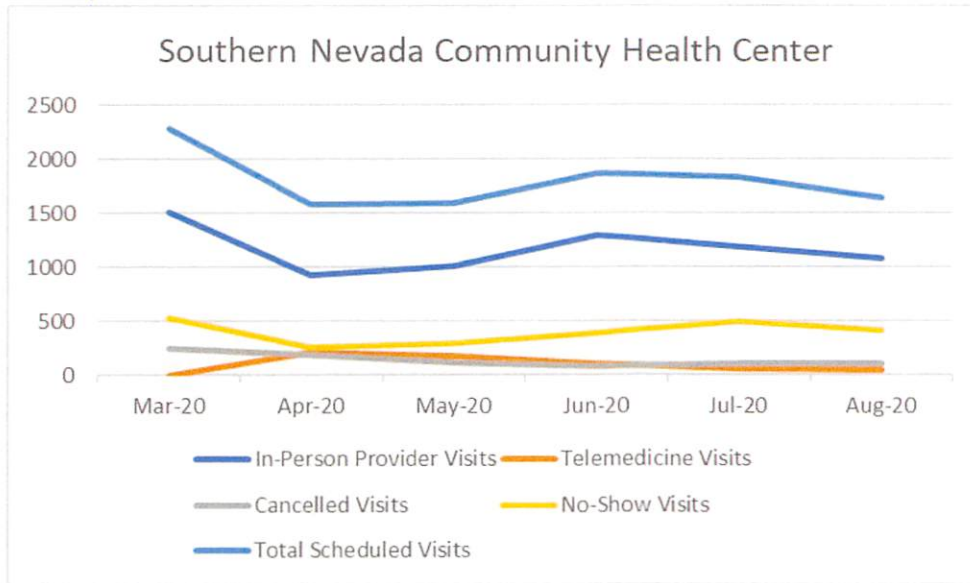
A crosswalk including Family Planning Annual Report (FPAR), Healthcare Effectiveness Data Information Set (HEDIS), HIV Quality Improvement (HIVQUAL), and Uniform Data System (UDS) performance measures has been created as we move forward with developing our Key Performance Indicators (KPI) dashboard and decision support function in eClinicalWorks (eCW). The Health Center will provide monthly updates on our quality improvement performance, promoting accountability and continuous improvement as we provide essential health care services to the community.

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.
- In the month of August, telemedicine saw 47 patients — 4.16% of patient visits, an 11.32% decrease over the month prior.

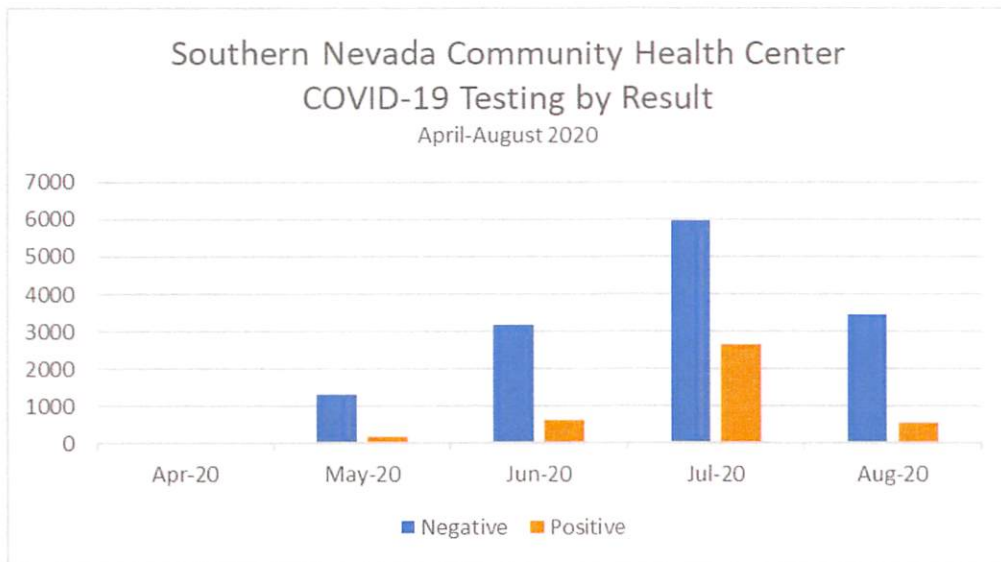
As with other health care organizations across the county and state, telemedicine visits have declined over the past 4 months. This is largely due to an increase in in-person patient visits following incremental phases to return to pre-COVID-19 operations.



Please see the Health Center’s patient satisfaction survey report for August 2020 attached.

COVID-19 Testing

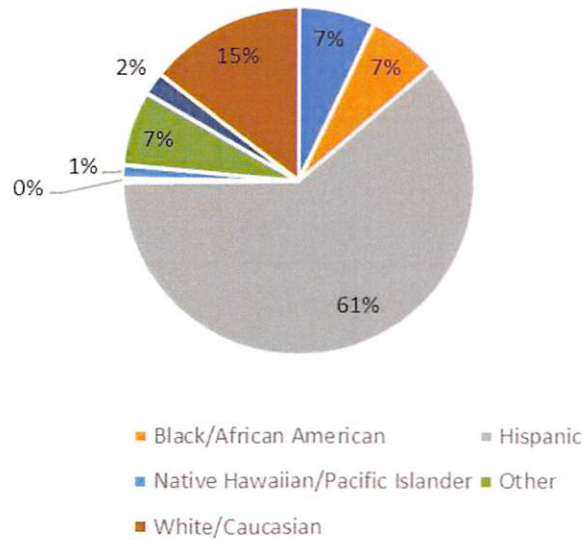
As of August 31, 2020, the Health Center has completed 18,088 COVID-19 tests.



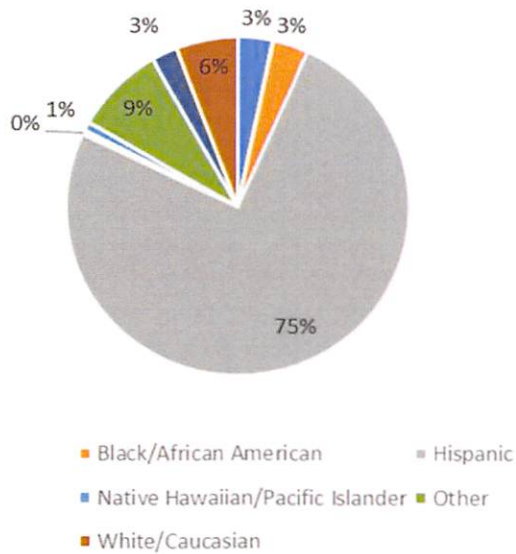
Positive Rates:

- April: 23.53%
- May: 11.8%
- June: 16.9%
- July: 30.79%
- August: 13.6%

Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
April-August 2020

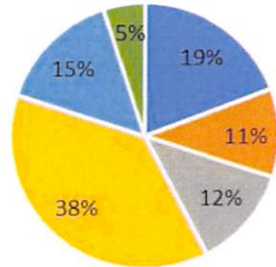


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April-August 2020



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

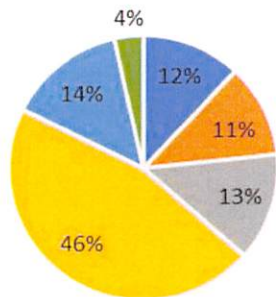
April-August 2020



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

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

April-August 2020

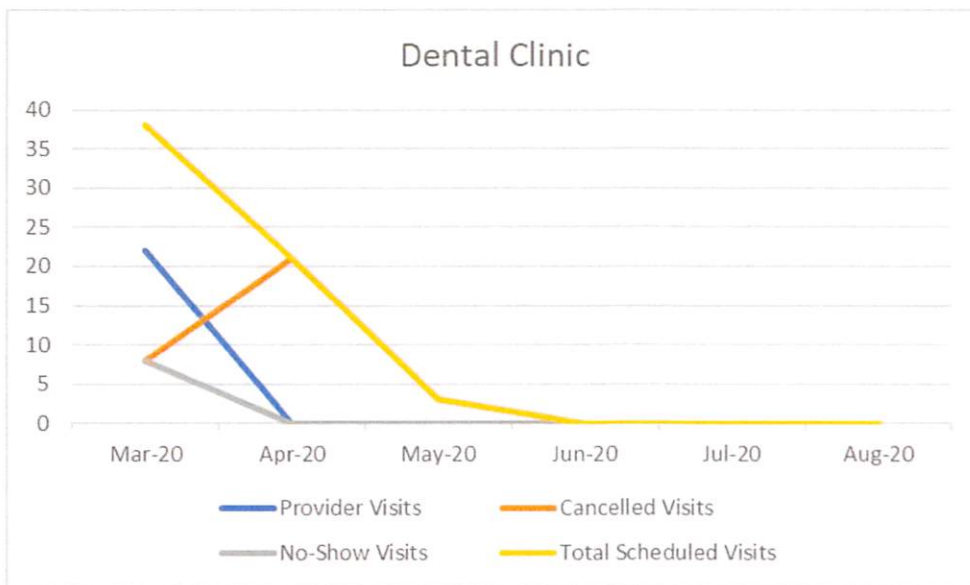
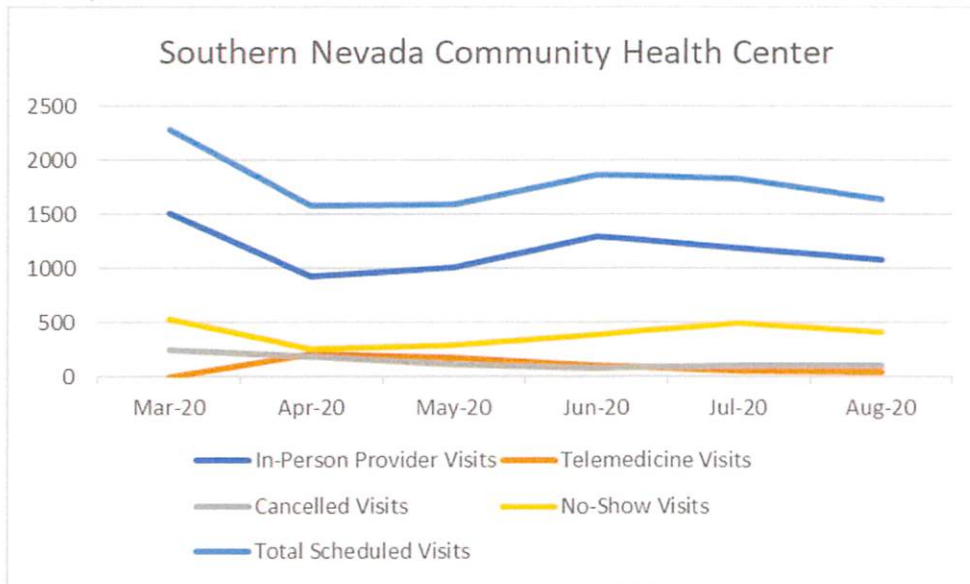


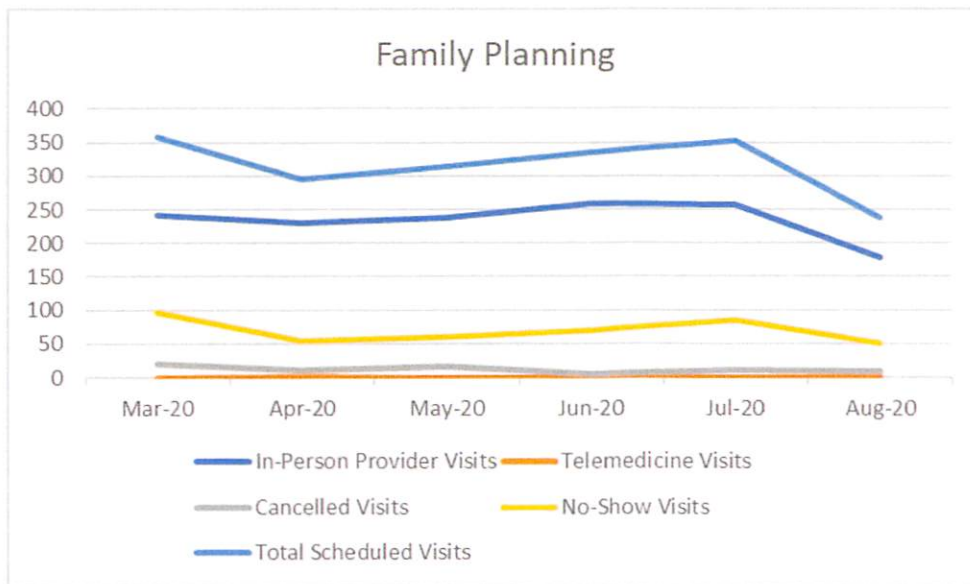
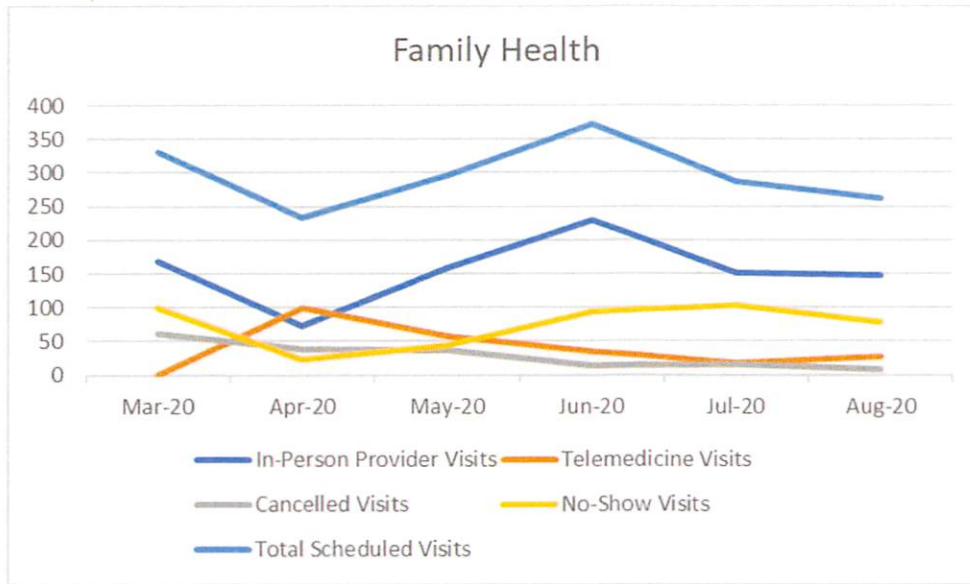
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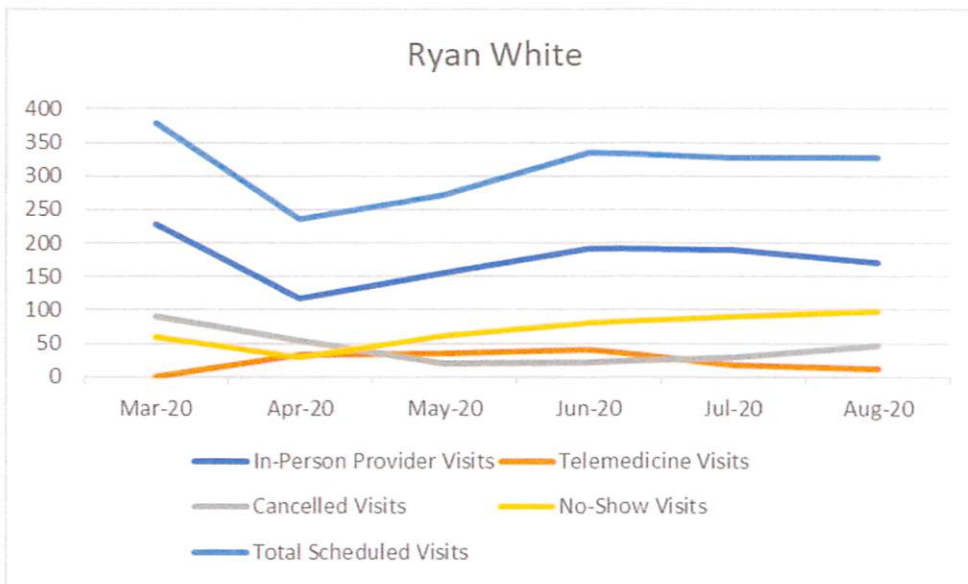
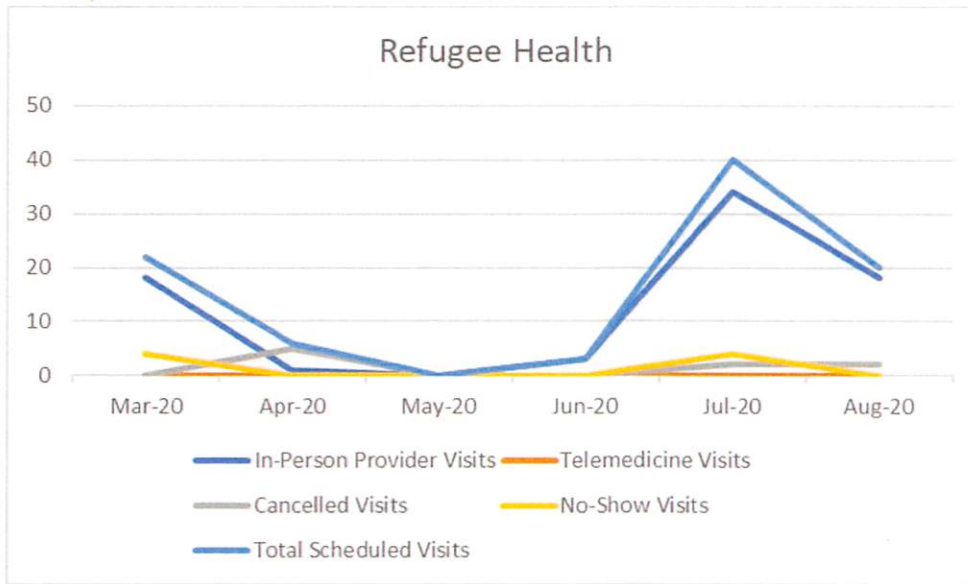
Health Center Visits

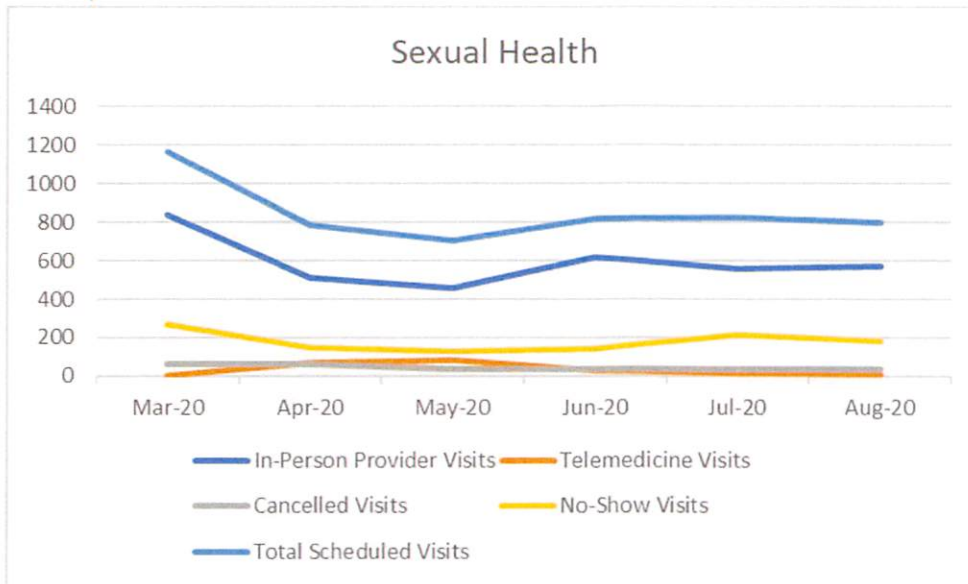
The Health Center had 1,645 scheduled patient appointments in August 2020, a 10.4% decrease over the month prior. Of scheduled patients, 68.75% kept their appointments, an increase of 1.16% over the month prior; there was a 6.08% cancellation rate, an increase of 0.8% over the month prior and a 25.17% no-show rate, a decrease of 1.95% over the month prior. Telemedicine saw 47 patients — 4.16% of patient visits, an 11.32% decrease over the month prior.

Of scheduled patient appointments, cancellation rates were highest among Ryan White and the Sexual Health Clinic at 47% and 35%, respectively. The no-show rate was highest among the Sexual Health Clinic and Ryan White at 44.69% and 23.91%, respectively.









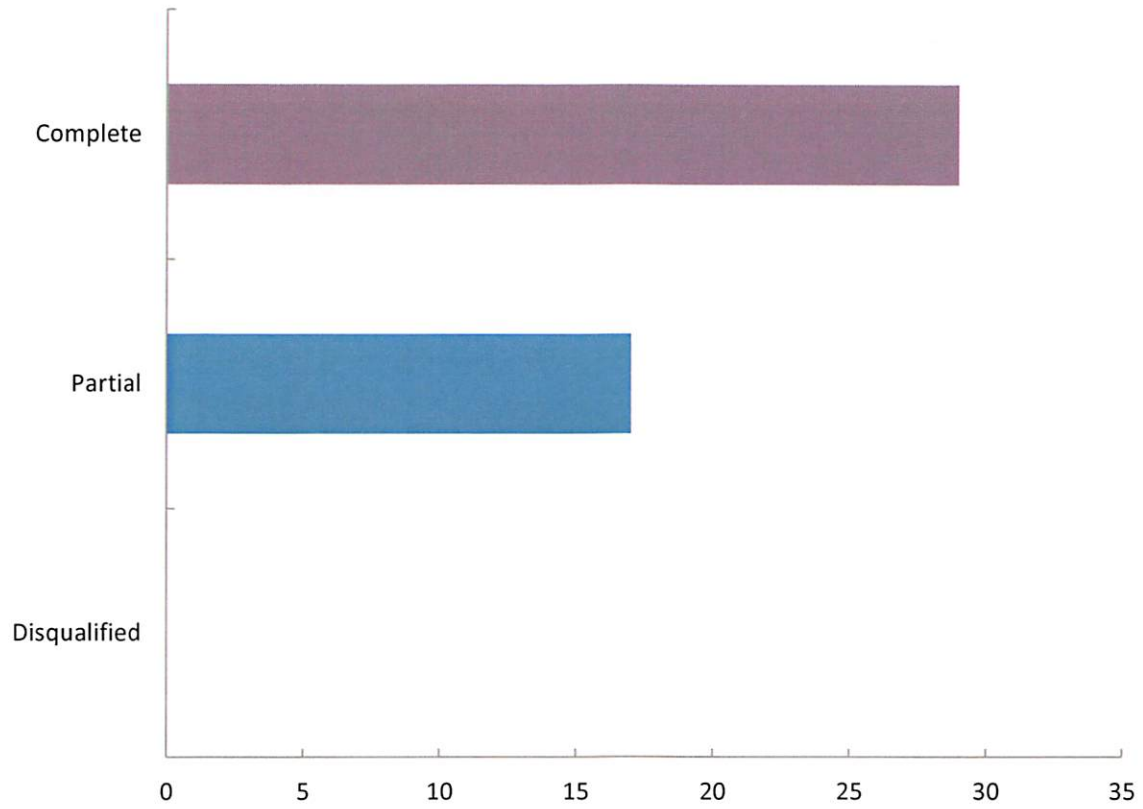


Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



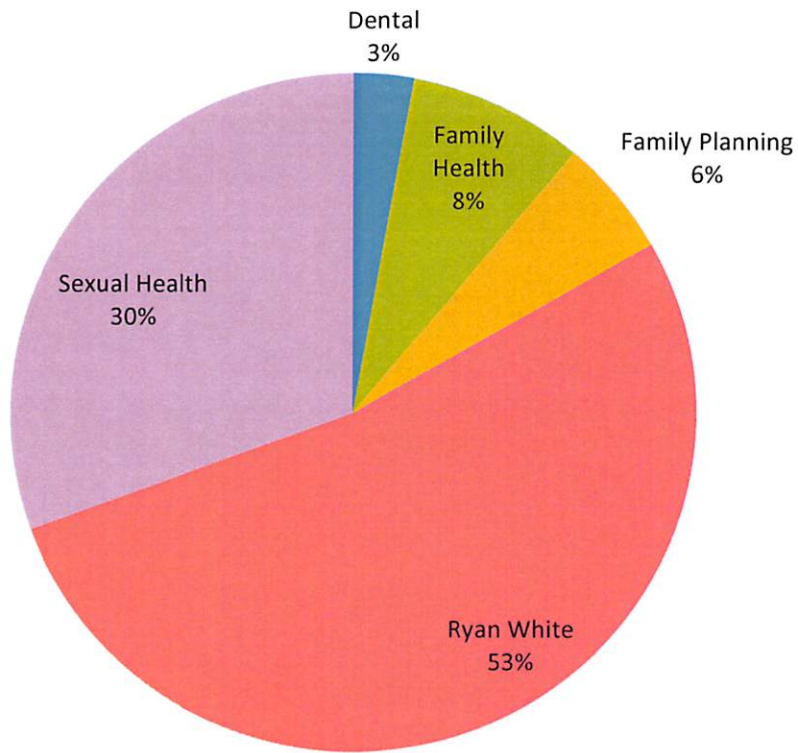
Response Statistics



| | Count | Percent |
|--------------|-------|---------|
| Complete | 29 | 63 |
| Partial | 17 | 37 |
| Disqualified | 0 | 0 |
| Totals | 46 | |



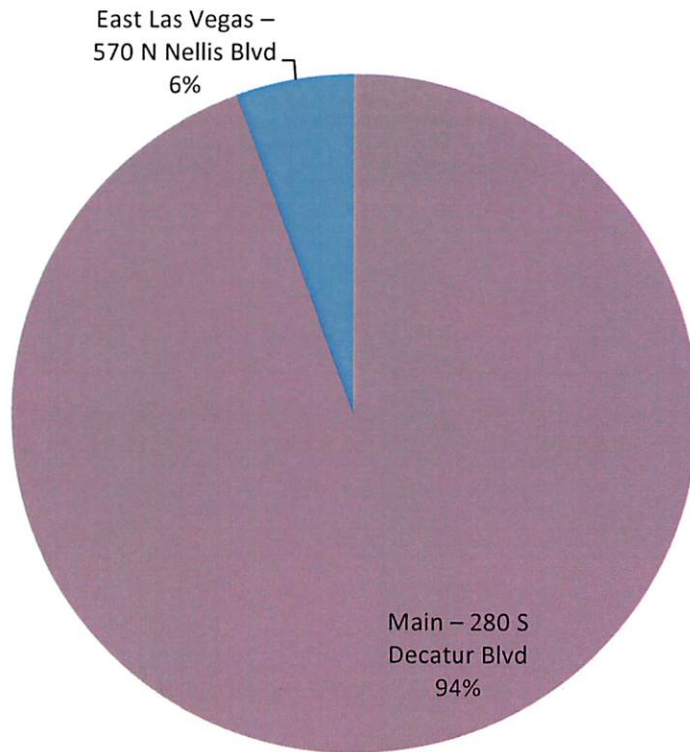
1. Service received during your visit



| Value | Percent | Count |
|-----------------|---------|-------|
| Dental | 2.8% | 1 |
| Family Health | 8.3% | 3 |
| Family Planning | 5.6% | 2 |
| Ryan White | 52.8% | 19 |
| Sexual Health | 30.6% | 11 |
| | Totals | 36 |

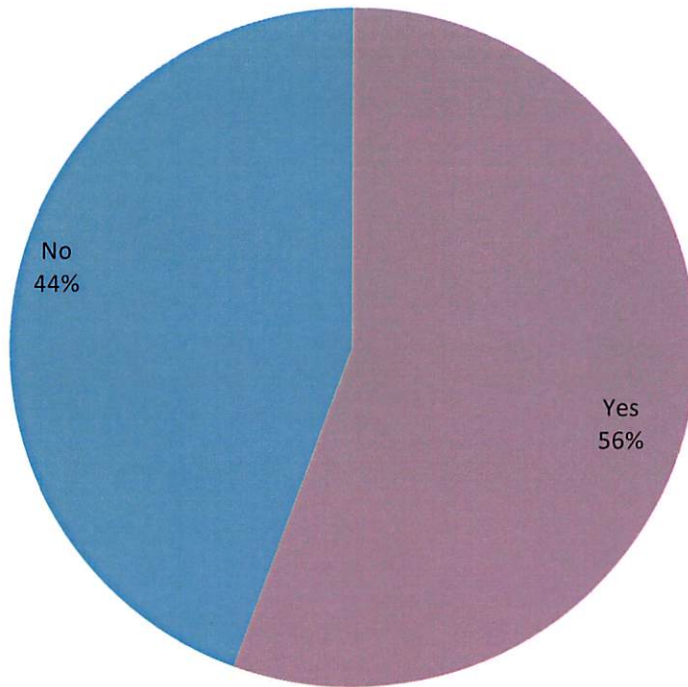


2. Southern Nevada Health District (SNHD) location



| Value | Percent | Count |
|------------------------------------|---------|-------|
| Main - 280 S Decatur Blvd | 94.4% | 34 |
| East Las Vegas - 570 N Nellis Blvd | 5.6% | 2 |
| | Totals | 36 |

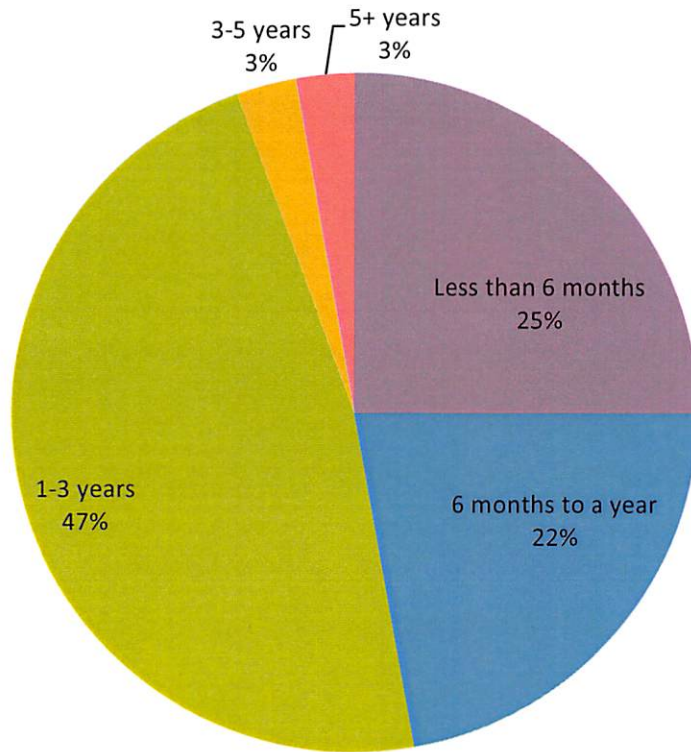
3. Do you have health insurance?



| Value | Percent | Count |
|-------|---------|-------|
| Yes | 55.6% | 20 |
| No | 44.4% | 16 |
| | Totals | 36 |

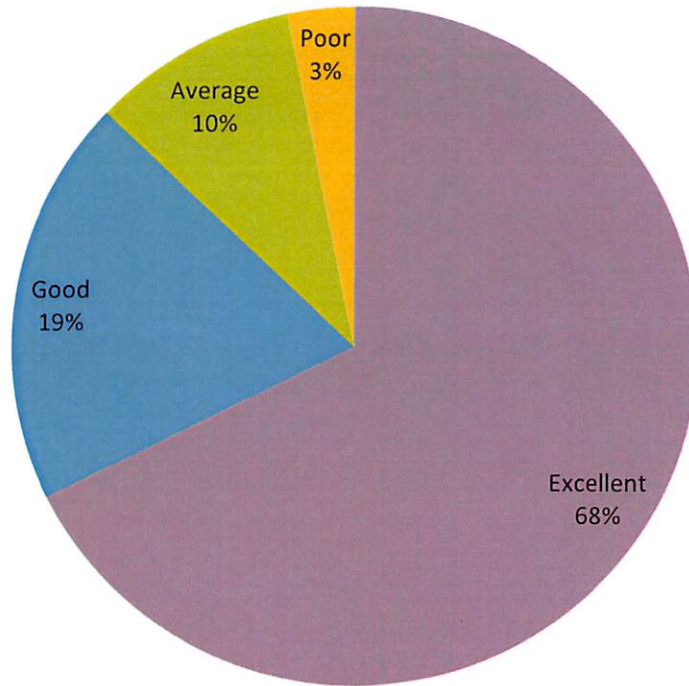


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



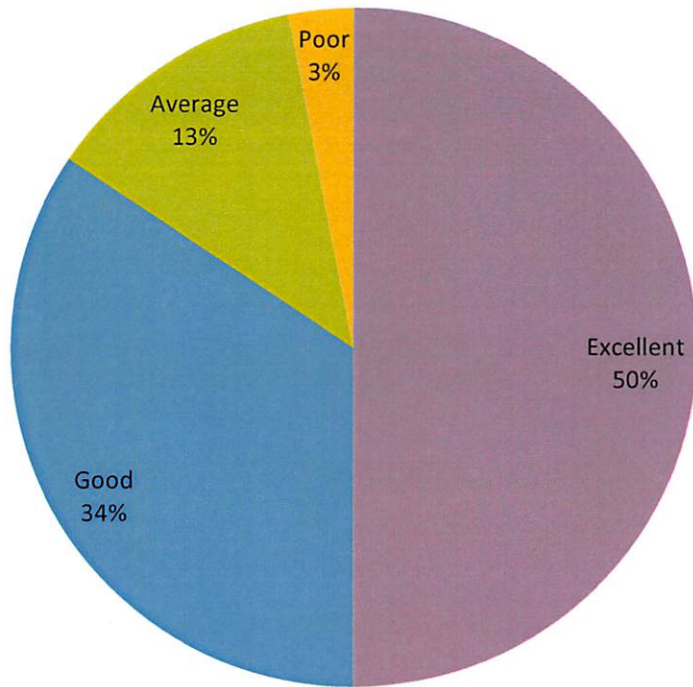
| Value | Percent | Count |
|--------------------|---------|-------|
| Less than 6 months | 25.0% | 9 |
| 6 months to a year | 22.2% | 8 |
| 1-3 years | 47.2% | 17 |
| 3-5 years | 2.8% | 1 |
| 5+ years | 2.8% | 1 |
| | Totals | 36 |

5. Ease of scheduling an appointment



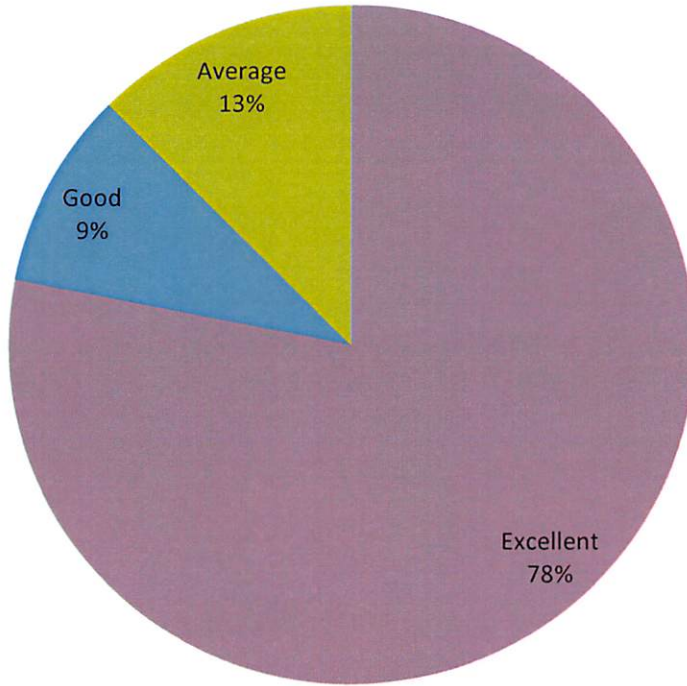
| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 67.7% | 21 |
| Good | 19.4% | 6 |
| Average | 9.7% | 3 |
| Poor | 3.2% | 1 |
| | Totals | 31 |

6. Wait time to see provider



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 50.0% | 16 |
| Good | 34.4% | 11 |
| Average | 12.5% | 4 |
| Poor | 3.1% | 1 |
| | Totals | 32 |

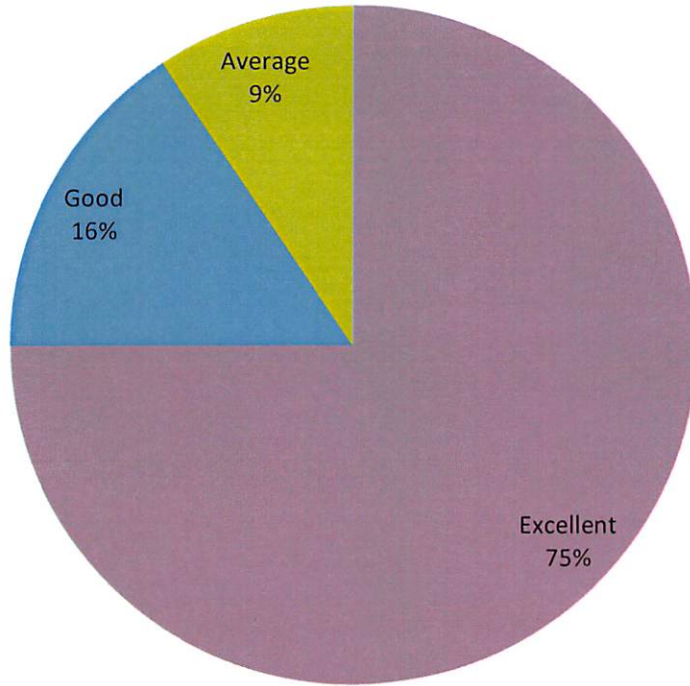
7. Care received from providers and staff



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 78.1% | 25 |
| Good | 9.4% | 3 |
| Average | 12.5% | 4 |
| | Totals | 32 |

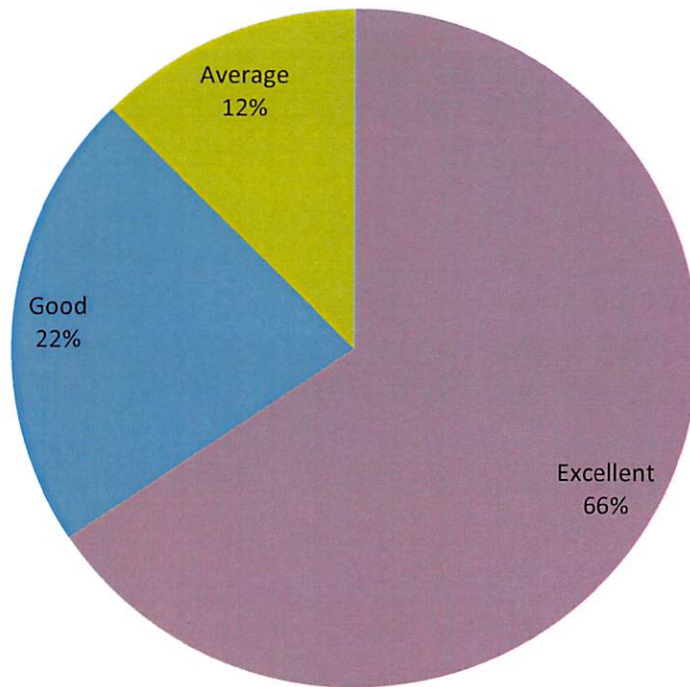


8. Understanding of health care instructions following your visit



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 75.0% | 24 |
| Good | 15.6% | 5 |
| Average | 9.4% | 3 |
| | Totals | 32 |

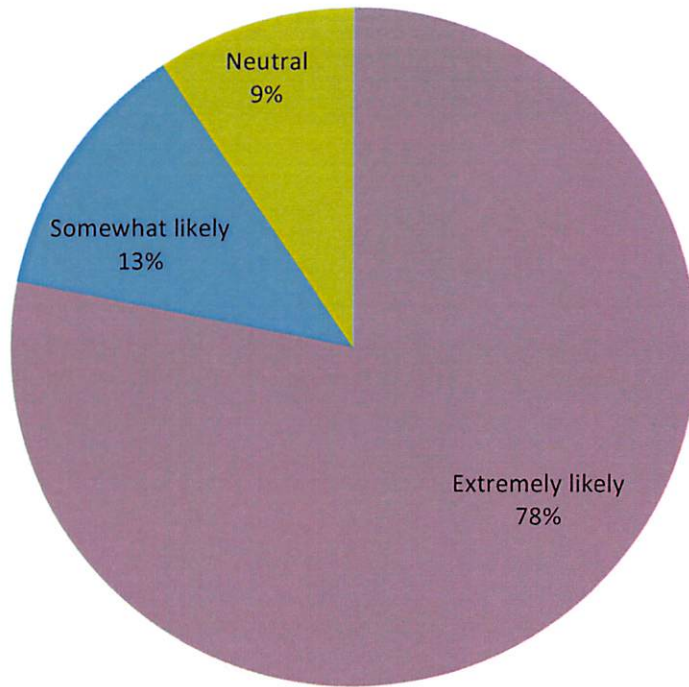
9. Hours of operation



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 65.6% | 21 |
| Good | 21.9% | 7 |
| Average | 12.5% | 4 |
| | Totals | 32 |



10. Recommendation of our health center to friends and family



| Value | Percent | Count |
|------------------|---------|-------|
| Extremely likely | 78.1% | 25 |
| Somewhat likely | 12.5% | 4 |
| Neutral | 9.4% | 3 |
| | Totals | 32 |



eBO Report Summary: August 2020

| Southern Nevada Community Health Center | Provider Visits | | Cancelled Visits | | No Show Visits | | Telemedicine | | | |
|---|-----------------|----------------|------------------|----------------|----------------|----------------|--------------|---------------|--------------|----------|
| | | | | | | | Audio Visit | | Telemedicine | |
| Family Health Clinic | 148 | 13.65% | 8 | 8.00% | 79 | 19.08% | 24 | 51.06% | 2 | 4 |
| Family Planning Clinic | 178 | 16.42% | 8 | 8.00% | 51 | 12.32% | 0 | 0.00% | 1 | 2 |
| Refugee Clinic | 18 | 1.66% | 2 | 2.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0 |
| Ryan White | 170 | 15.68% | 47 | 47.00% | 99 | 23.91% | 11 | 23.40% | 1 | 2 |
| Sexual Health Clinic | 570 | 52.58% | 35 | 35.00% | 185 | 44.69% | 8 | 17.02% | 0 | 0 |
| Totals | 1084 | 100.00% | 100 | 100.00% | 414 | 100.00% | 43 | 91.49% | 4 | 8 |

| | |
|---|--------|
| Percent of scheduled patients who cancelled | 6.08% |
| Percent of scheduled patients who no showed | 25.17% |
| Percent of scheduled patients who cancelled and no showed | 31.25% |