



Southern Nevada Community Health Center Quality Improvement Report
September 2020

Fantasi 'Stasi' Pridgon, MHA, Quality Management Coordinator *FP*
Alfred McGugin, MPA, FQHC Operations Officer *AM*

Quality Improvement

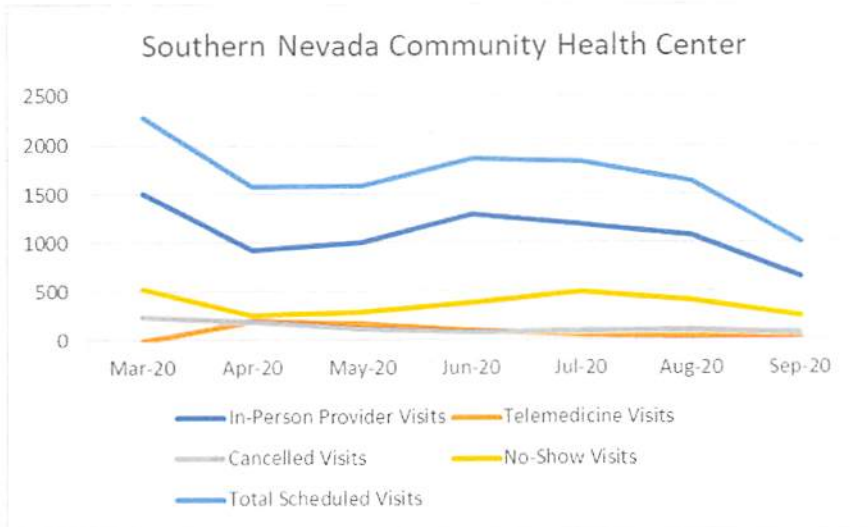
As of September 1, 2020, the Sexual Health Clinic has separated from the Southern Nevada Community Health Center.

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.
- In the month of September, telemedicine saw 39 patients — 6.02% of patient visits.

As with other health care organizations across the county and state, telemedicine visits have declined over the past 5 months. This is largely due to an increase in in-person patient visits following incremental phases to pre-COVID-19 operations.

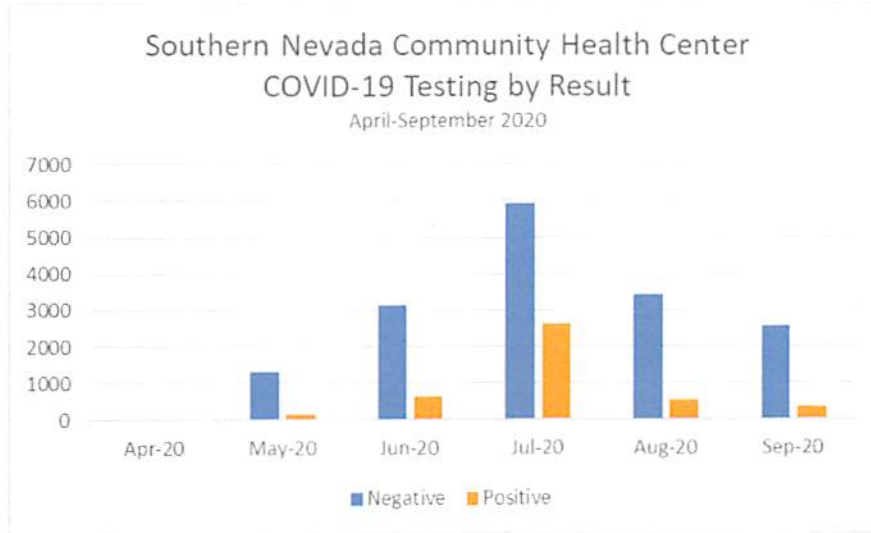




Please see the Health Center's patient satisfaction survey report for September 2020 attached.

COVID-19 Testing

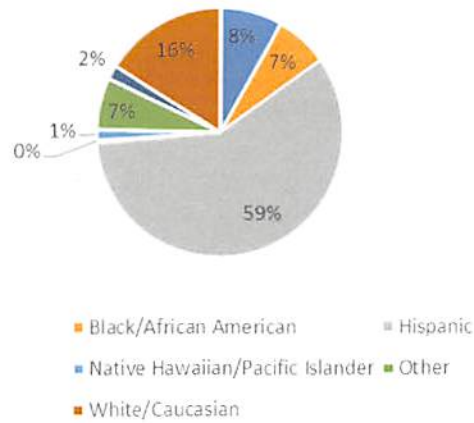
As of September 30, 2020, the Health Center has completed 21,021 COVID-19 tests.



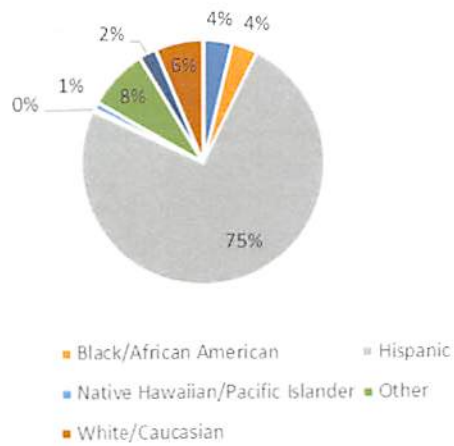
Positive Rates:

- April: 23.53%
- May: 11.8%
- June: 16.9%
- July: 30.79%
- August: 13.67%
- September: 12.07%

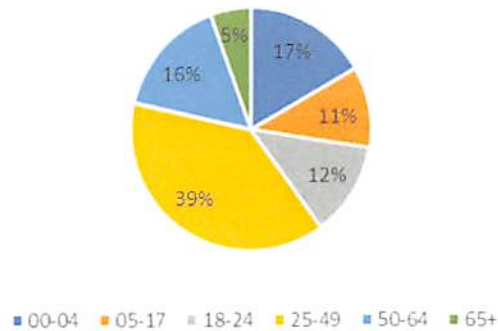
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
April-September 2020



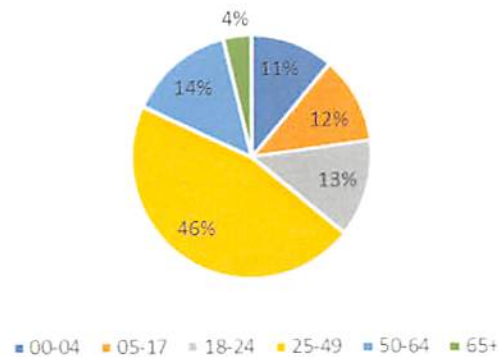
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April-September 2020



Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Negative Result)
April-September 2020



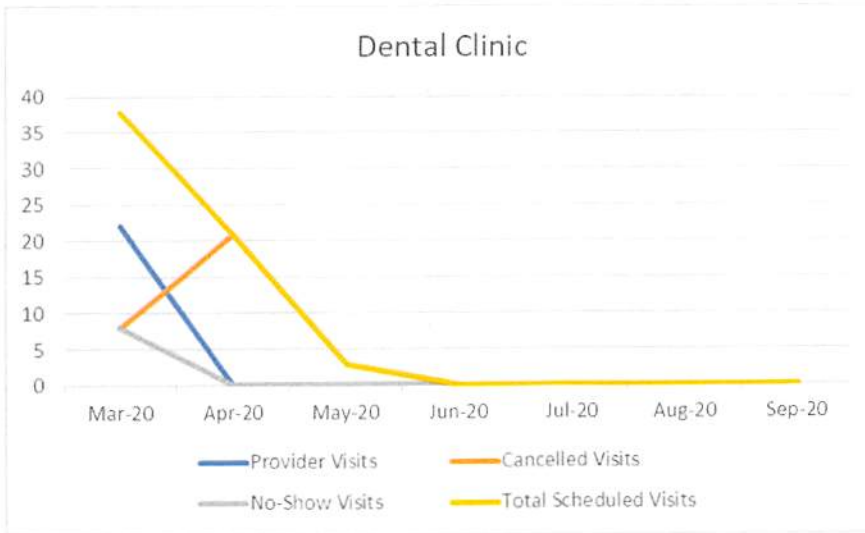
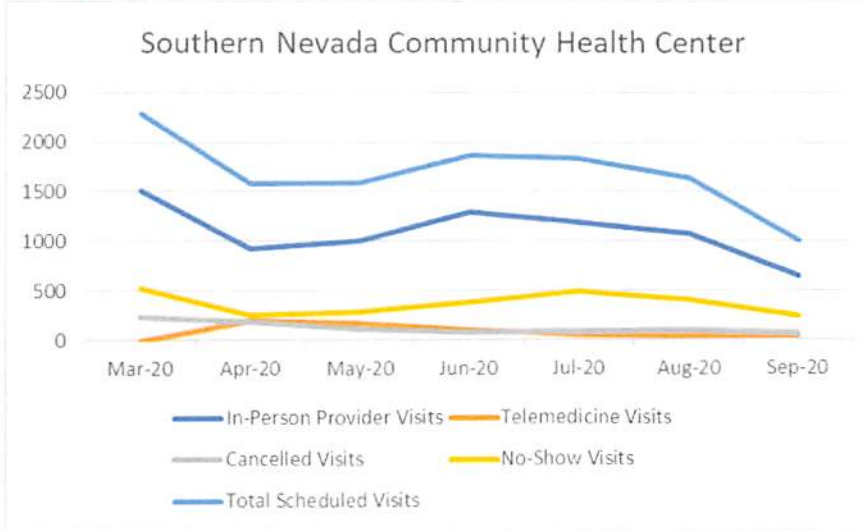
Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Positive Result)
April-September 2020

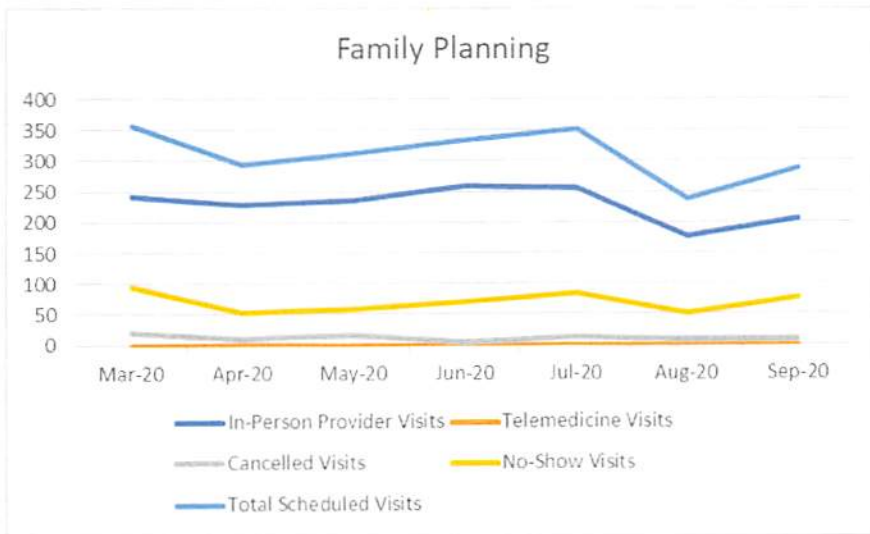
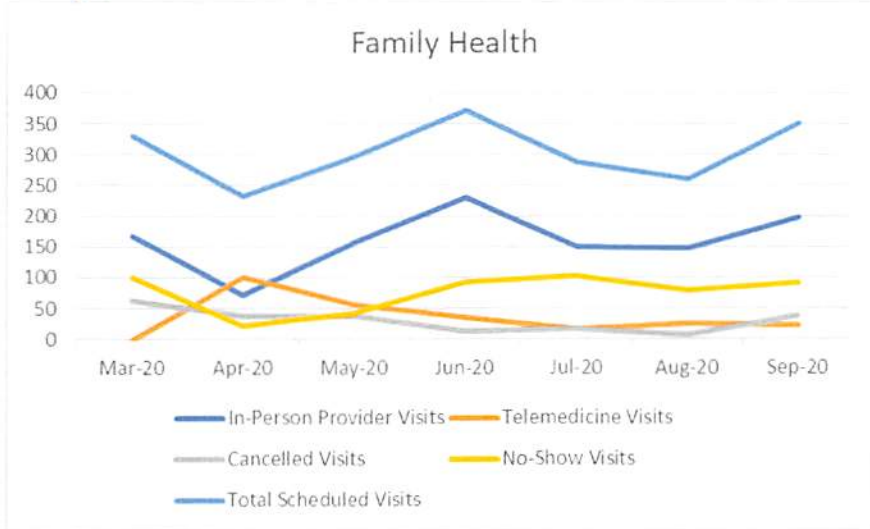


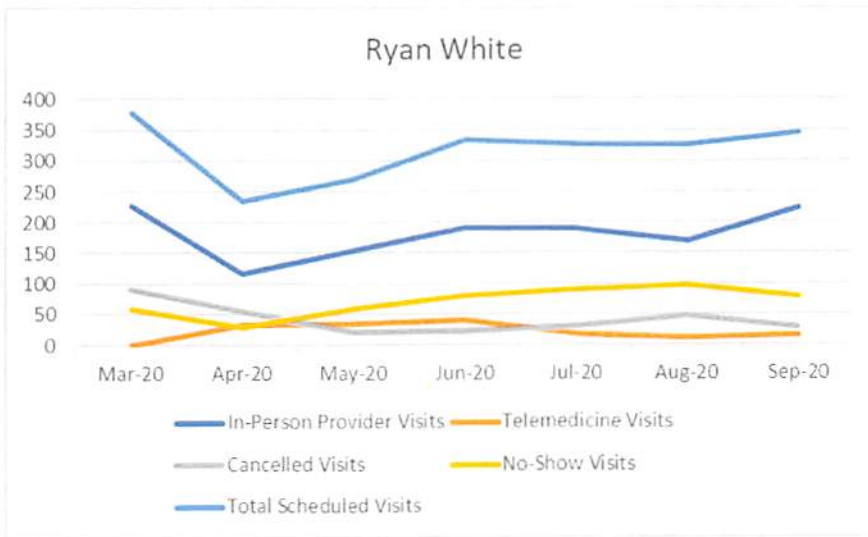
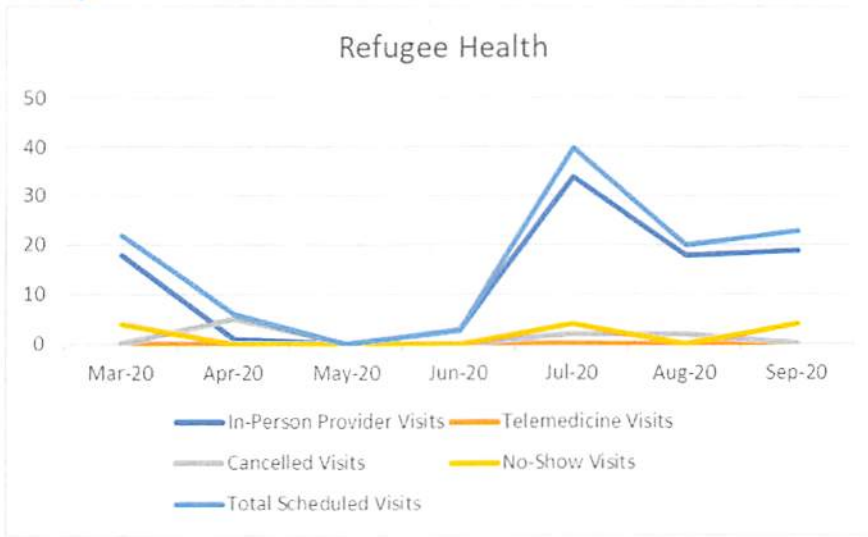
Health Center Visits

The Health Center had 1,010 scheduled patient appointments in September 2020, a 38.6% decrease over the month prior. Much of this decrease is the result of the Sexual Health Clinic separating from the Health Center. Of scheduled patients, 68.02% kept their appointments, a decrease of 0.73% over the month prior; there was a 7.13% cancellation rate, an increase of 1.05% over the month prior and a 24.85% no-show rate, a decrease of 0.32% over the month prior. Telemedicine saw 47 patients — 6.02% of patient visits.

Of scheduled patient appointments, cancellation rates were highest among Family Health and Ryan White at 52.78% and 37.5%, respectively. The no-show rate was highest among Family Health and Ryan White at 36.25% and 31.87%, respectively.







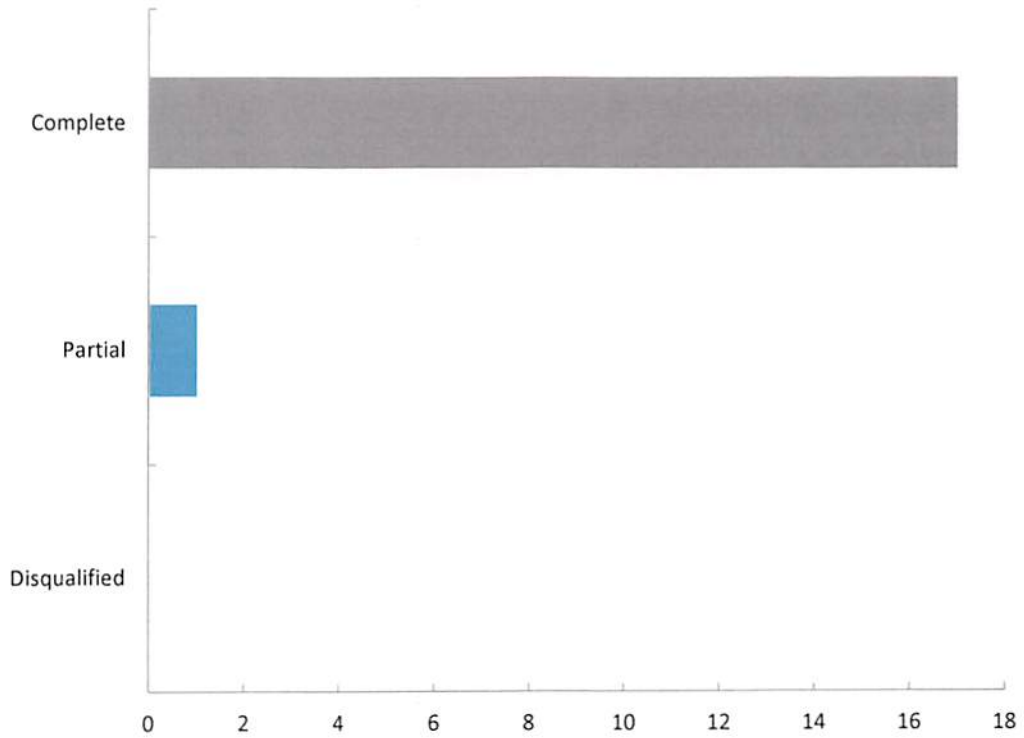


Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

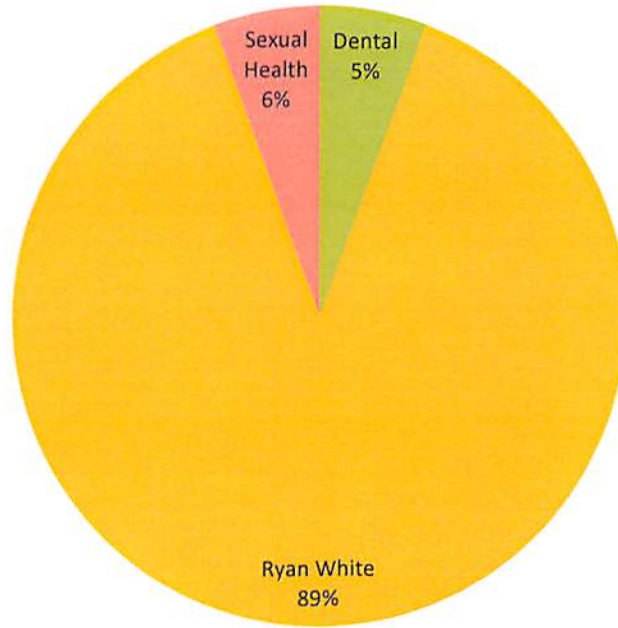


Response Statistics



	Count	Percent
Complete	17	94.4
Partial	1	5.6
Disqualified	0	0
Totals	18	

1. Service received during your visit



Value	Percent	Count
Dental	5.6%	1
Ryan White	88.9%	16
Sexual Health	5.6%	1
	Totals	18

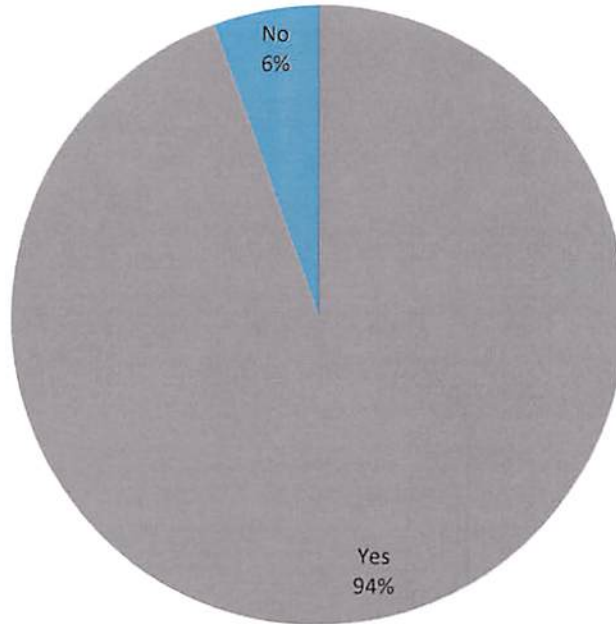


2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main - 280 S Decatur Blvd	100.0%	18
	Totals	18

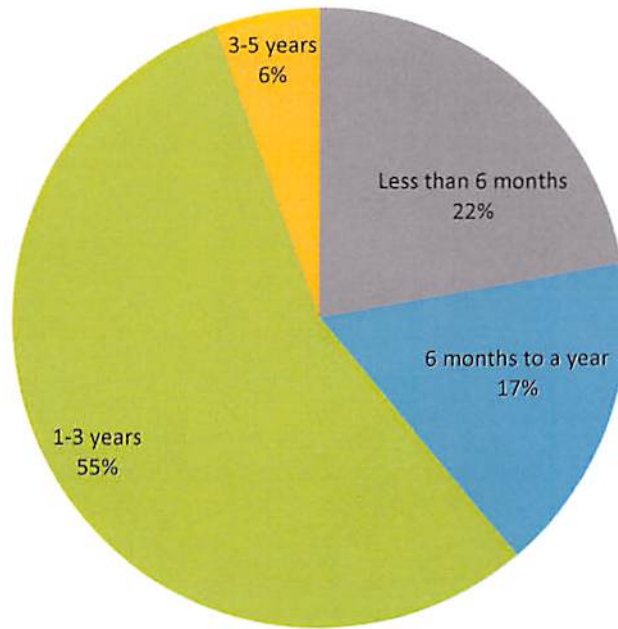
3. Do you have health insurance?



Value	Percent	Count
Yes	94.4%	17
No	5.6%	1
	Totals	18

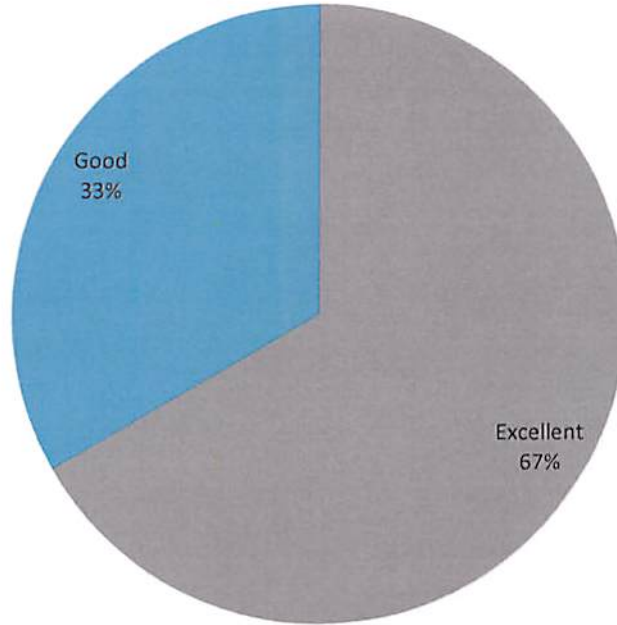


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



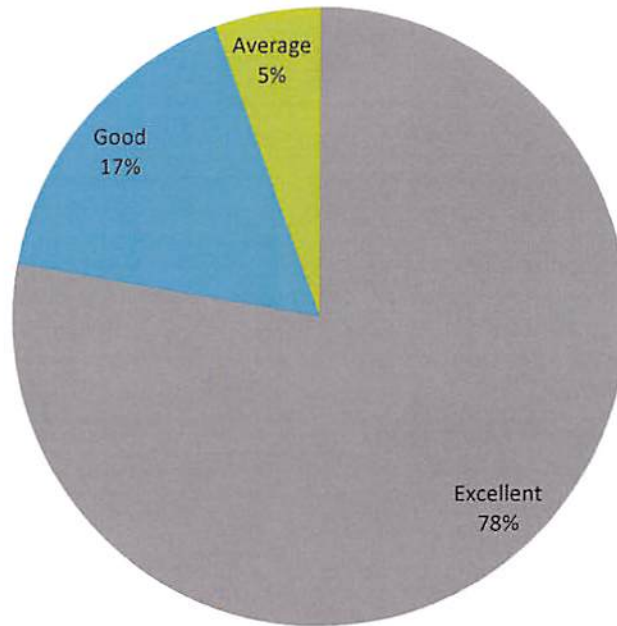
Value	Percent	Count
Less than 6 months	22.2%	4
6 months to a year	16.7%	3
1-3 years	55.6%	10
3-5 years	5.6%	1
	Totals	18

5. Ease of scheduling an appointment



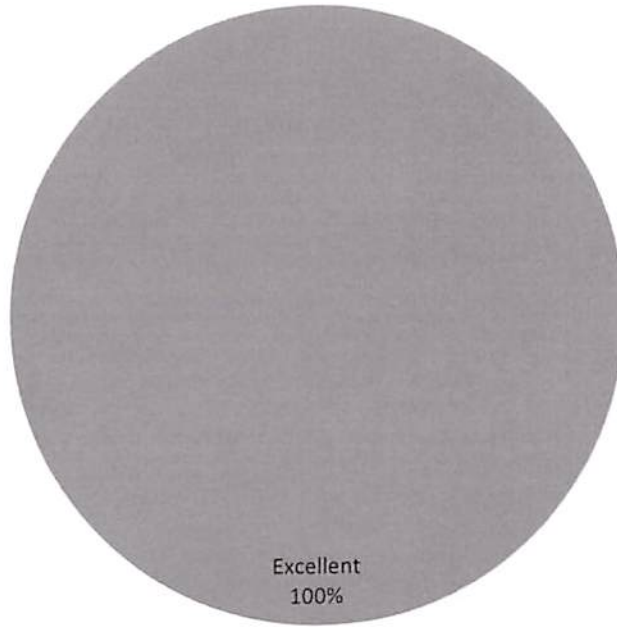
Value	Percent	Count
Excellent	66.7%	12
Good	33.3%	6
	Totals	18

6. Wait time to see provider



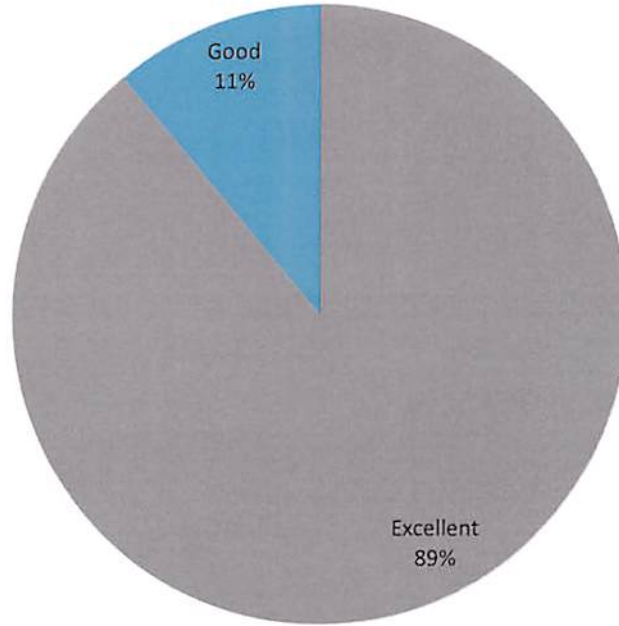
Value	Percent	Count
Excellent	77.8%	14
Good	16.7%	3
Average	5.6%	1
	Totals	18

7. Care received from providers and staff



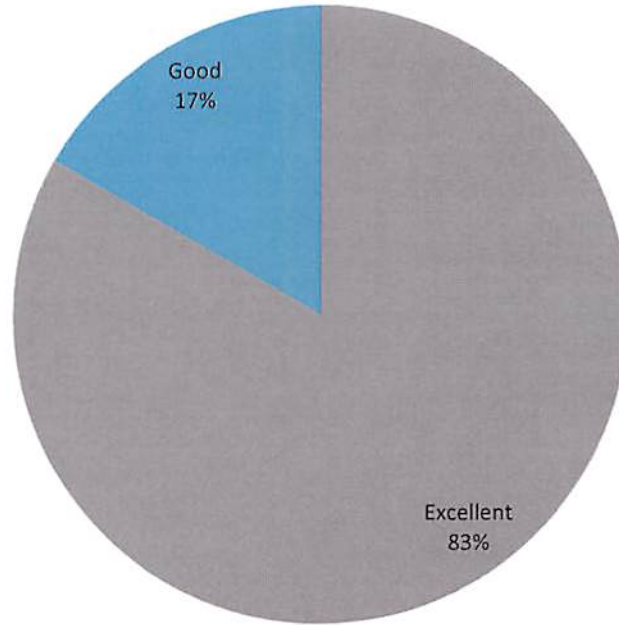
Value	Percent	Count
Excellent	100.0%	18
	Totals	18

8. Understanding of health care instructions following your visit



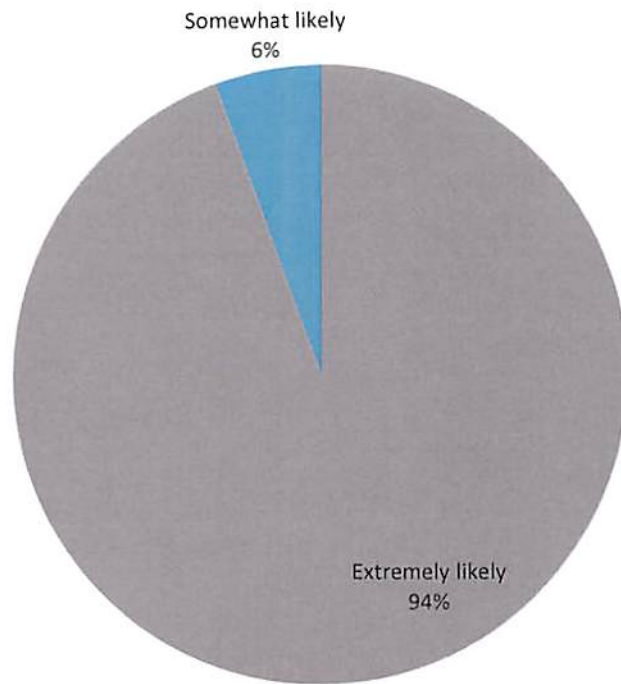
Value	Percent	Count
Excellent	88.9%	16
Good	11.1%	2
	Totals	18

9. Hours of operation



Value	Percent	Count
Excellent	83.3%	15
Good	16.7%	3
	Totals	18

10. Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	94.4%	17
Somewhat likely	5.6%	1
	Totals	18



eBO Report Summary: September 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	199	30.71%	38	52.78%	91	36.25%	21	53.85%	1	2.56%	22	56.41%	350	34.65%
Family Planning Clinic	206	31.79%	7	9.72%	76	30.28%	0	0.00%	0	0.00%	0	0.00%	289	28.61%
Refugee Clinic	19	2.93%	0	0.00%	4	1.59%	0	0.00%	0	0.00%	0	0.00%	23	2.28%
Ryan White	224	34.57%	27	37.50%	80	31.87%	16	41.03%	0	0.00%	16	41.03%	347	34.36%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	1	2.56%	0	0.00%	1	2.56%	1	0.10%
Totals	648	100.00%	72	100.00%	251	100.00%	38	97.44%	1	2.56%	39	100.00%	1010	100.00%

<i>Percent of scheduled patients who cancelled</i>	7.13%
<i>Percent of scheduled patients who no showed</i>	24.85%
<i>Percent of scheduled patients who cancelled and no showed</i>	31.98%