



SOUTHERN NEVADA

*Community*  
HEALTH CENTER

# Southern Nevada Community Health Center

Executive Director & Staff Accomplishments FY19-20

# Executive Director & Staff Accomplishments General

- Applied and received New Access Point funding to establish an FQHC
- Successfully completed the Operational Site Visit for H80 Compliance under HRSA
- Received provisional enhanced FQHC billing rate for Medicare/Medicaid
- Completed entity credentialing with new NPI number

# Executive Director & Staff Accomplishments General

- Received 3 supplemental funding awards in response to COVID-19 pandemic
- Applied and received emergency scope designation to respond to COVID-19
- Received National Health Service Corps designation for Providers (including designation for SNHD)

# Executive Director & Staff Accomplishments General

- Received National Nurses Corps designation for Nurses (including designation for SNHD)
- Partnered with other FQHC's and UMC to provide Point of Care COVID-19 testing
- Built successful alliance with local church to offer additional COVID-19 testing to the Hispanic community

# Executive Director & Staff Accomplishments General

- Grew the SNCHC Board of Directors to include additional health center consumers
- Produced and rolled out bus marketing campaign
- Rebranded the Health District clinical services to SNCHC – health center programs
- Fully implemented new EMR system, eClinicalWorks

# Executive Director & Staff Accomplishments Ryan White Program

- Participated in demonstration/research project with Boston University to integrate Community Health Workers into Ryan White services
- Received new funding for
  - Transitional Care Coordination program with correctional facilities
  - Medical Nutrition Therapy program
- Participated in a Learning Collaborative through the Ending the HIV Epidemic Initiative

# Executive Director & Staff Accomplishments

## Family Planning

- Procured a new mobile unit
- Added an additional Women's Health NP to our ELV location
- Rolled out various marketing campaigns to enhance use of FP services; included “No Bun in My Oven” and “Show Us Your Cervix”.
- Implemented telehealth service for women needing birth control refills and annual exams without PAPs

# Executive Director & Staff Accomplishments Family Planning

- Built four additional exam rooms to be used as pediatrics and additional family care wing
- Instituted telehealth to reach patients in settings outside of the clinic to facilitate continuity of care
- Established a sick care clinic for clients needing COVID-related outpatient services
- Received funding to enhance the use of PrEP in primary care settings



# Executive Director & Staff Accomplishments Family Health Center

- Built four additional exam rooms to be used as pediatrics and additional family care wing
- Instituted telehealth to reach patients in settings outside of the clinic to provide continuity of care
- Established a sick care clinic for clients needing COVID-related outpatient follow-up
- Received funding to enhance the use of PrEP in primary care

# Executive Director & Staff Accomplishments Dental Clinic

- Offered low-cost preventive dental services for adults and children
- Received funding and purchased dental equipment to enhance dental services for individuals with HIV and expand our dental services

# Executive Director & Staff Accomplishments COVID-19

- Offered a combination of point of care testing and SNPHL PCR COVID-19 tests to over 10,000 community members
- Collaborated to secure a non-congregate shelter facility to provide isolation for COVID-19 positive patients
- In collaboration with the SNHD ICS secured and coordinated the efforts of COVID-19 Crisis Counselors

# Executive Director & Staff Accomplishments Communications

- Rolled out a Southern Nevada Community Health Center awareness campaign with a new logo, interior and exterior building signage, a new website section at [www.snhd.info/snchc](http://www.snhd.info/snchc), and a new location on Google Maps. The marketing campaign included a highly visible and targeted transit campaign across 60 bus shelter ad panels, 40 bus exteriors, and 300 bus interior cards throughout select ZIP codes.

# Executive Director & Staff Accomplishments

## Human Resources

- Completion and implementation of the Human Resources SharePoint site. The Human Resources SharePoint provides detail information for employee use relative to Benefits, Careers (Recruitment), Labor Relations, Employee Resources and Training

<https://southernnevadahealth.sharepoint.com/sites/Intranet-hr>

# Executive Director & Staff Accomplishments

## Human Resources

- Updated recruitment processes to include virtual interviews, pdf fillable interview sheets and trained hiring managers on new processes
- Updated recruitment filing system to electronic files
- Developed HR processes to assist FQHC with onboarding and credentialing of new providers
- Implemented job hotline for external callers

# Executive Director & Staff Accomplishments Information Technology

- Won a Government Technology Innovation Award – Citizens category award for the Food Handler Card system
- Completed contracting and onboarding of the 24x7 managed cyber security processes with Mosaic 451
- Transitioned over 300 users to Virtual Desktops
- Went live with new Intranet site in the cloud.

# Executive Director & Staff Accomplishments Information Technology

- Upgraded all district phones to new models with video calling capabilities
- Developed multiple applications to assist with COVID testing, contact tracing and public access to lab reports
  - COVID-19 symptom tracking mobile app
  - SMS / Email mass notification system for close contacts
  - Online testing registration and accessioning into SNPHL Orchard System
  - Online lab results patient portal



# Executive Director & Staff Accomplishments Information Technology

- Onboarded over 350 contact tracers to assist with the COVID response
- Enabled over 400 employees and volunteers to work remotely during the pandemic
- Added and implemented new eClinicalWorks modules
  - MCH
  - Dental
  - FQHC
  - Patient Engagement and Portal
  - Telehealth

# Executive Director & Staff Accomplishments Information Technology

- Implemented new Learning Management System for both internal and public use
- Acquired WebEx capabilities for all employees
- Staff presented at three national webinars about SNHD's IT response to COVID-9

# Next Period Goals

## October 2020-September 2021

- 1) Purchase and implement additional elements of eClinical Works (e.g. Dental module, Population Management Module).
- 2) Development of Dental Services infrastructure in partnership with UNLV Dental School.
- 3) Expand scope of services of the Health Center by adding the SNHD East Las Vegas clinic site, and a mobile unit.

# Next Period Goals

## October 2020-September 2021

- 4) Enhance delivery of behavioral/mental health services at the Health Center by diversifying the services offered and identifying additional space for this service.
- 5) Increase the number of annual patient encounters by 4%.
- 6) Achieve and Approve CHC strategic plan by May 2021.

# Next Period Goals

## October 2020-September 2021

- 7) Implementation of a Saturday Free Community Clinic in partnership with UNLV School of Medicine.
- 8) Continue working on developing improved clinical services for our residents.

# Questions?

