



Southern Nevada Community Health Center Quality Improvement Report, October 2020

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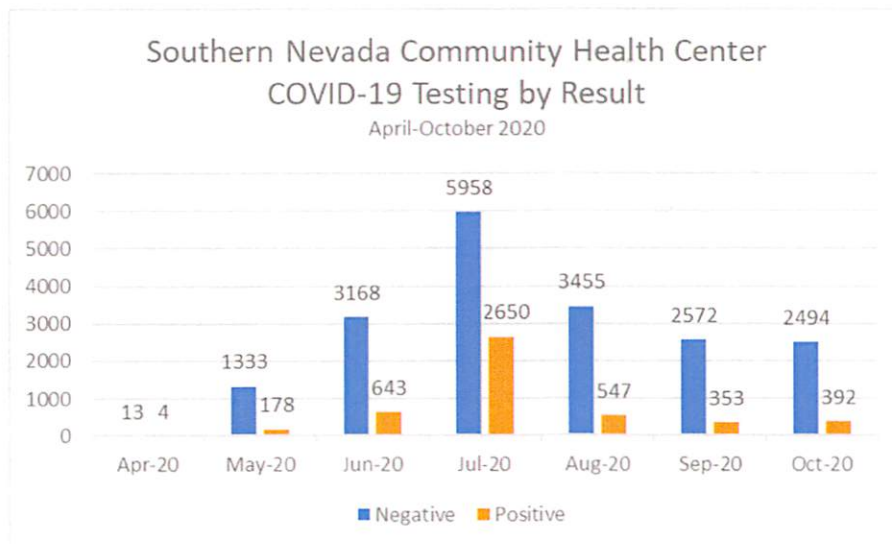
COVID-19 Testing

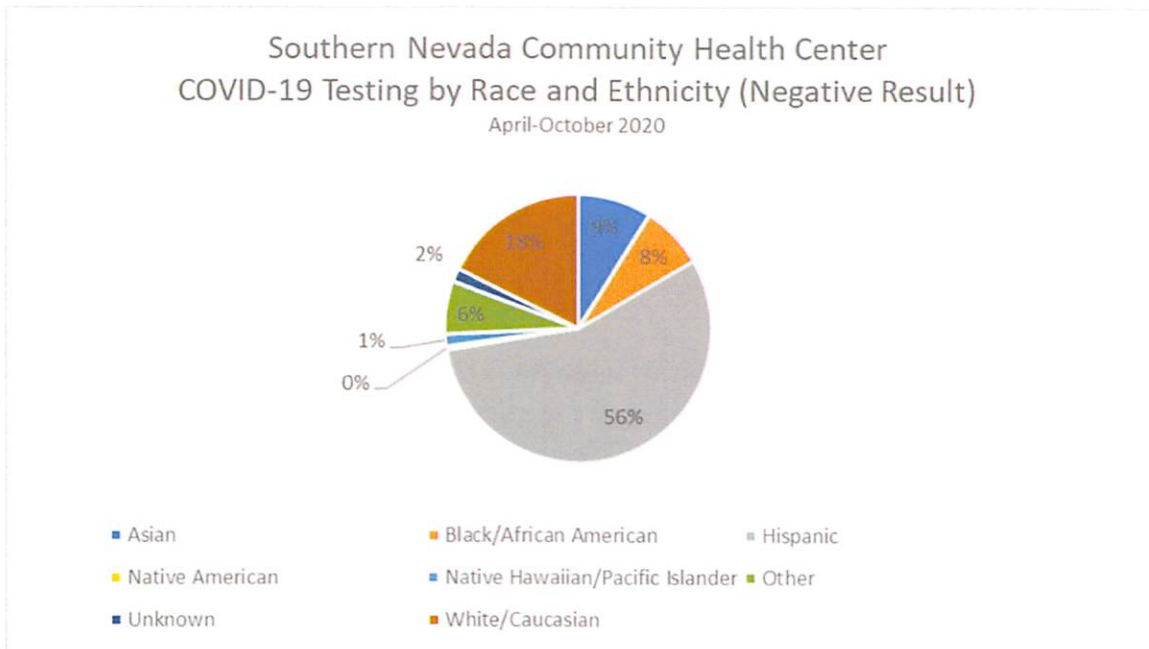
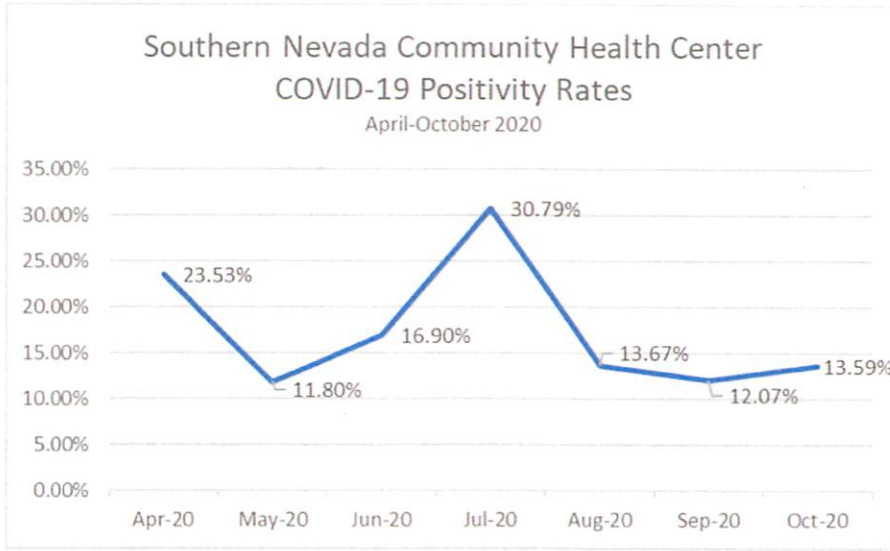
As of October 31, 2020, the Southern Nevada Community Health Center has completed 23,907 COVID-19 tests. In October alone, 2,886 COVID-19 tests were completed at the Health Center.

There was a 13.59% positivity rate in October, an increase of 1.52% over the month of September. This increase in new case reports is not unexpected as we are seeing continued community transmission. The Southern Nevada Health District and the Health Center continue to remind the public of the importance of following public health recommendations to protect themselves and others to limit the spread of COVID-19 in the community.

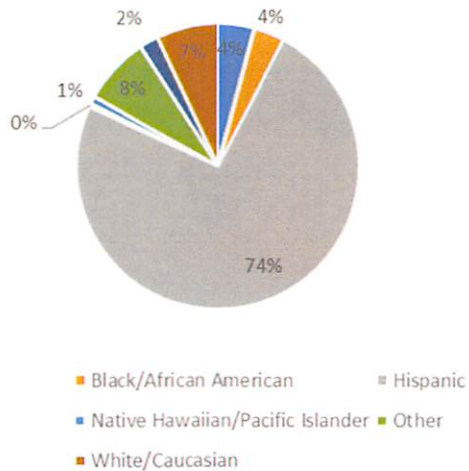
Reminders include limiting time in public and wearing face coverings when in contact with anyone outside common households. Those who are sick should stay home and if they have been in contact with a person who has COVID-19 or think they have been exposed, they should get tested. People should stay home and away from others for 14 days from the last day of their possible exposure.

Further, additional preventive measures include frequent handwashing, covering coughs and sneezes, and disinfecting frequently touched surfaces. The Health District and Health Center is also encouraging everyone to get a flu shot this season.

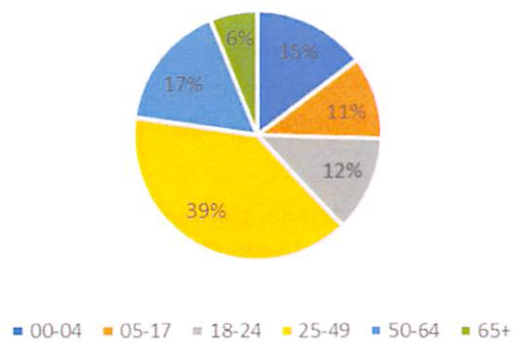




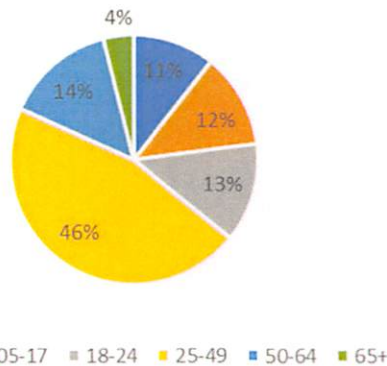
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April-October 2020



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



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



Patient Satisfaction

The Health Center and Southern Nevada Health District East Las Vegas location received 260 patient satisfaction surveys (excluding the Sexual Health Clinic) in October, an increase of 1,525% over the month of September.

Family Planning made up 65% of survey responses followed by Ryan White at 25.38% and Family Health at 2.31%. About 61% of survey respondents were seen at the Health Center and nearly 37% were seen at East Las Vegas. About 24% of patients seen at the Health Center took the patient satisfaction survey.

Between the Health Center and East Las Vegas, 60.38% of survey respondents do not have health insurance. Of respondents who took the Spanish version of the survey, 97.5% do not have health insurance. About 66% of survey respondents who took the Spanish survey were seen at East Las Vegas.

The Health Center and East Las Vegas received generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation of the Health Center to friends and family.

Comments from survey respondents include:

“Everybody is really nice!”

“Thank you for your help and support.”

“The staff was nice. They made me feel comfortable and they answered all of my questions quickly and in a way I could understand.”

“Amazing service, great providers.”

Please see the complete patient satisfaction survey reports in English and Spanish attached.

Telemedicine

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

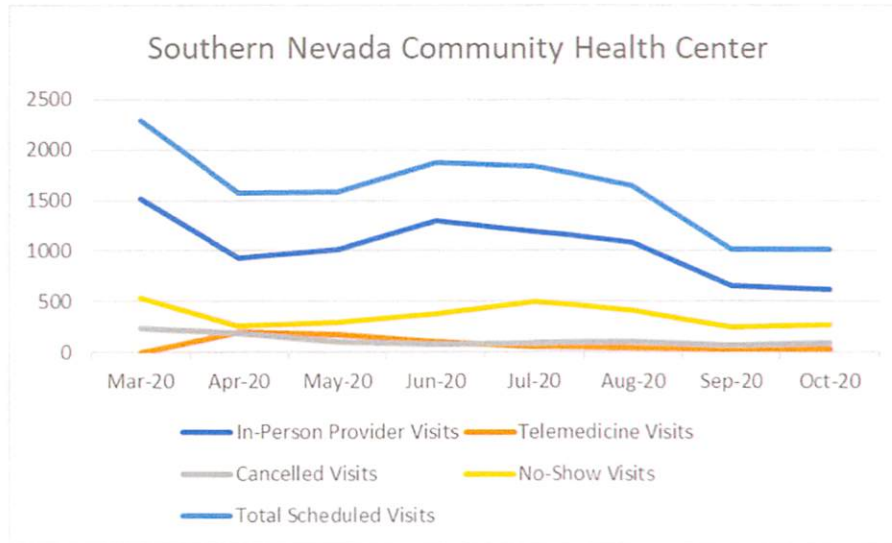


amid the COVID-19 public health emergency. Health Center patients are seen by providers via audio (telephone) or via Healow, an app by eClinicalWorks. Though patients can still be seen in-person, when medically appropriate, telemedicine is offered and encouraged to be utilized.

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.
- In the month of October, telemedicine saw 28 patients — 4.31%, a 28.21% decrease over the month prior.

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

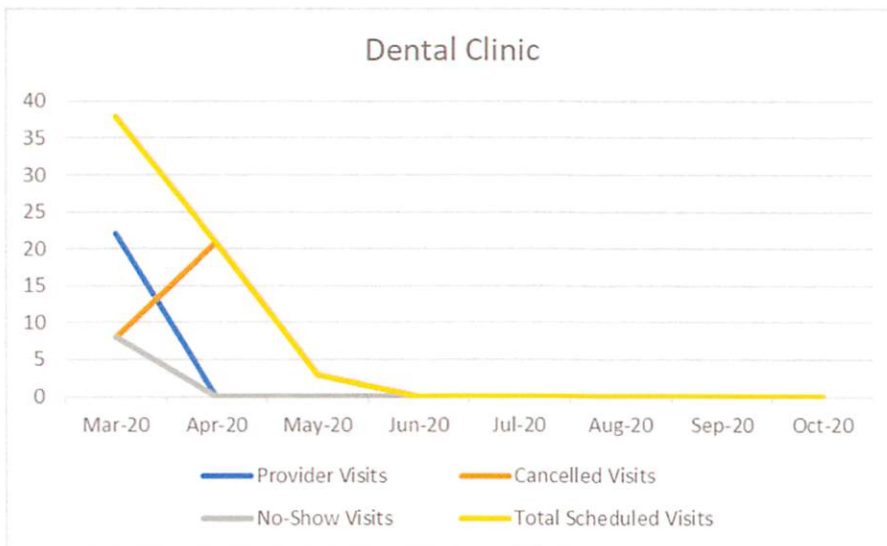
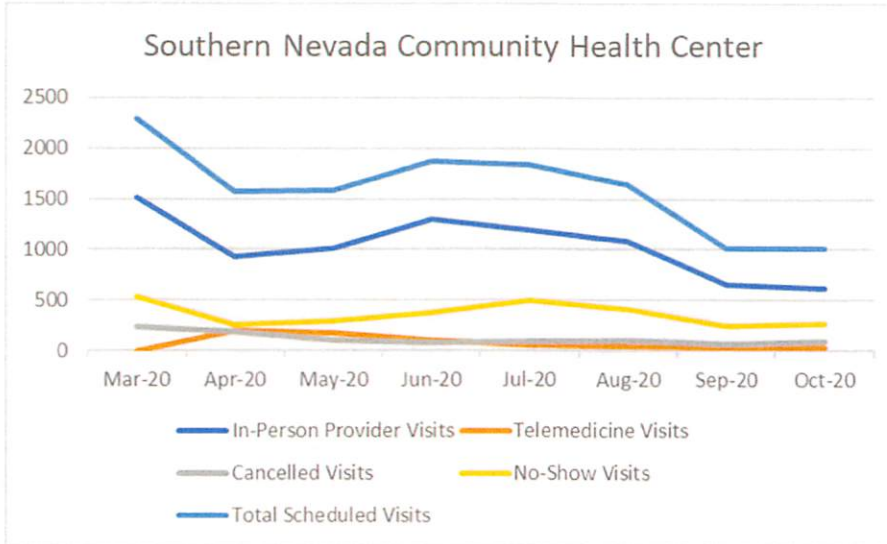


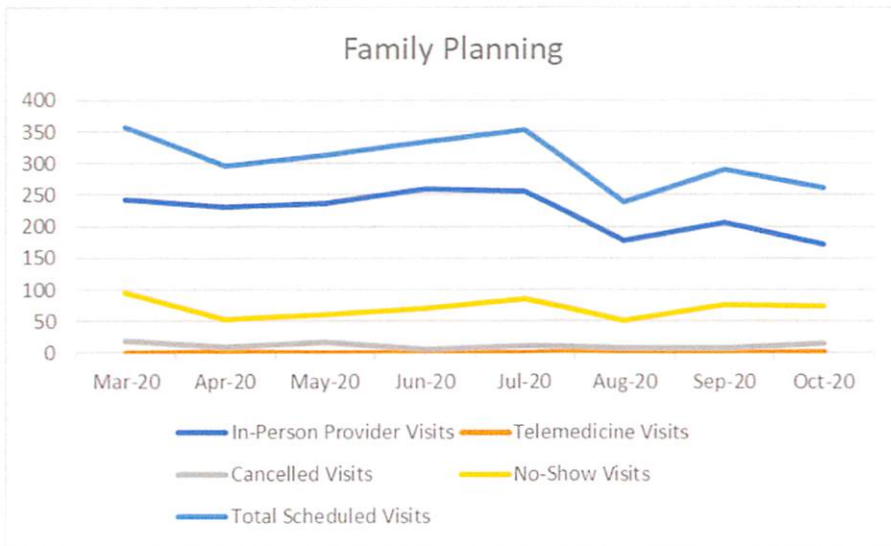
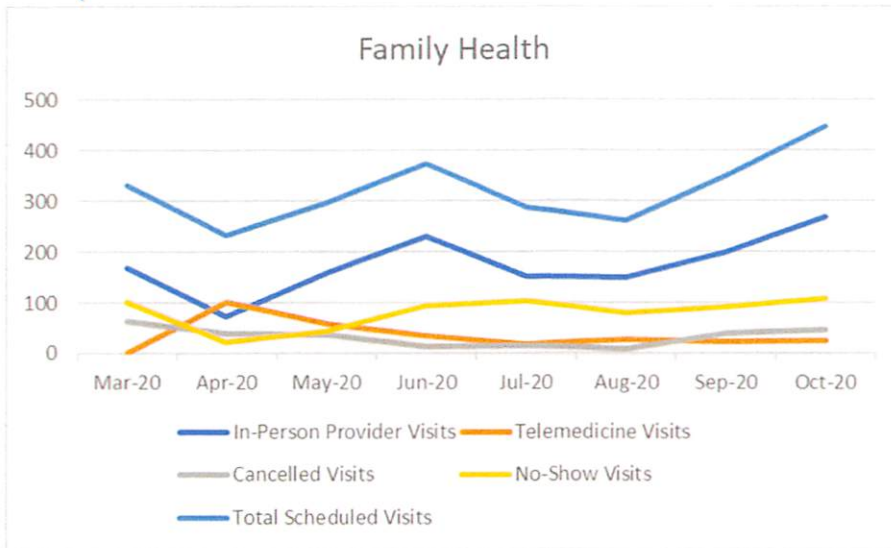
Health Center Visits

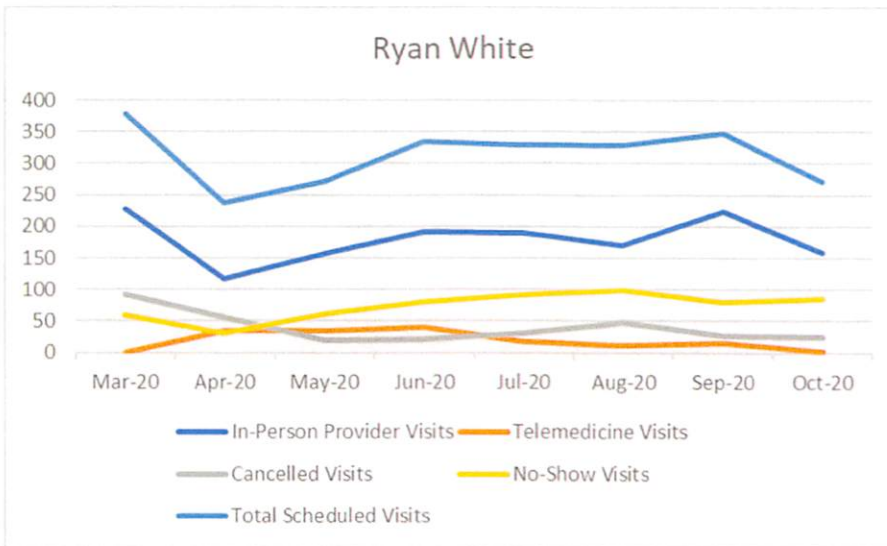
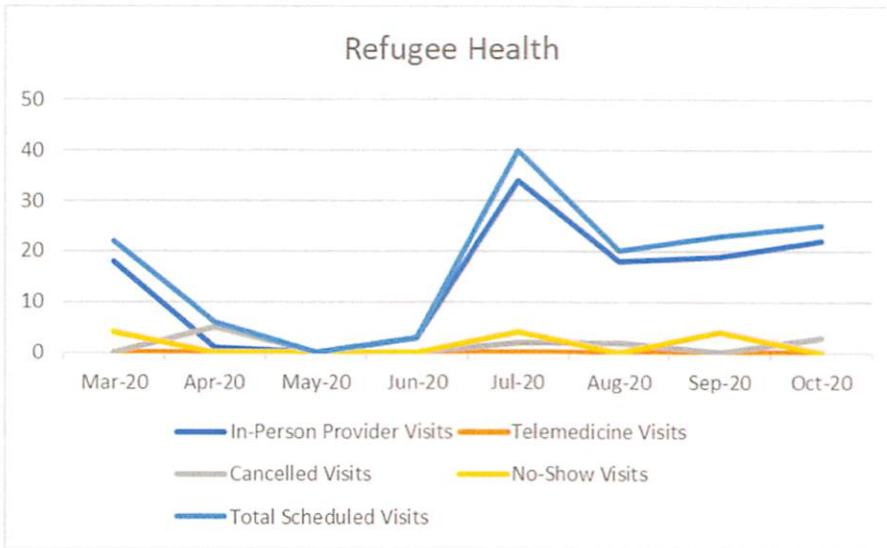
The Health Center had 1,006 scheduled patient appointments in October, a 0.40% decrease over the month of September. Of scheduled patients, 64.51% kept their appointments, a decrease of 3.51% over the month of September; there was a 8.75% cancellation rate, an increase of 1.62% over the month of September, and a 26.74% no-show rate, an increase of 1.89% over the month of September. Telemedicine saw 28 patients — 4.31% of patient visits.



Of scheduled patient appointments, cancellation rates were highest among Family Health and Ryan White at 51.14% and 28.41%, respectively. The no-show rate was highest among Family Health and Ryan White at 40.52% and 31.97%, respectively.





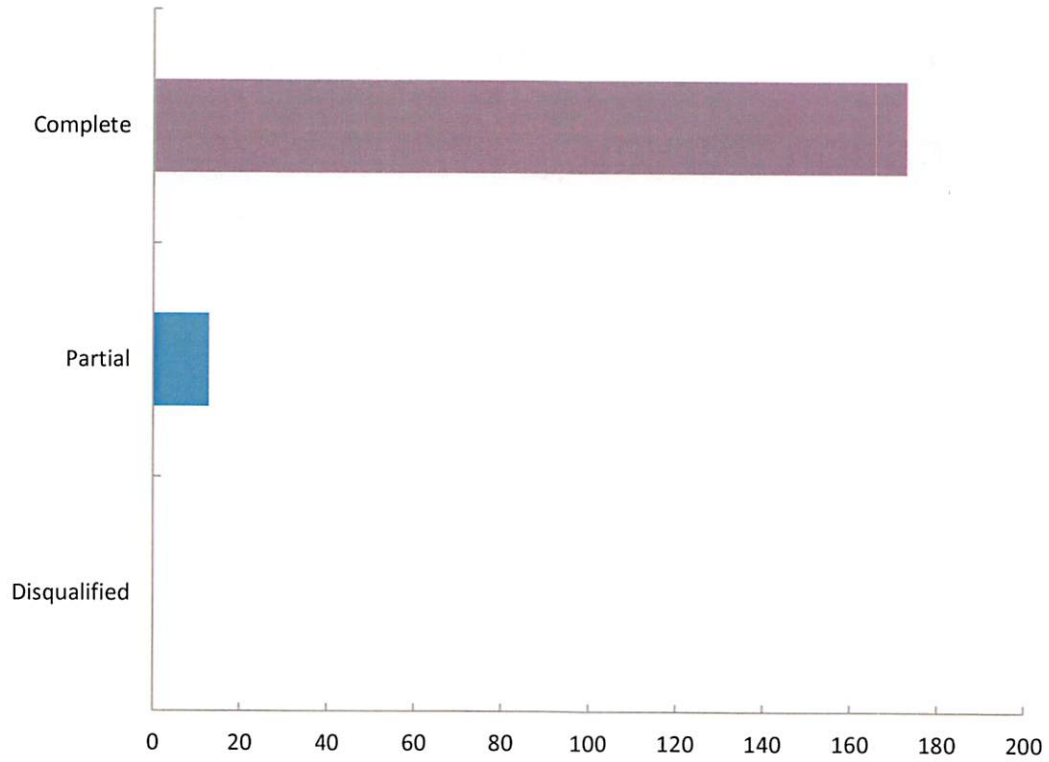




Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

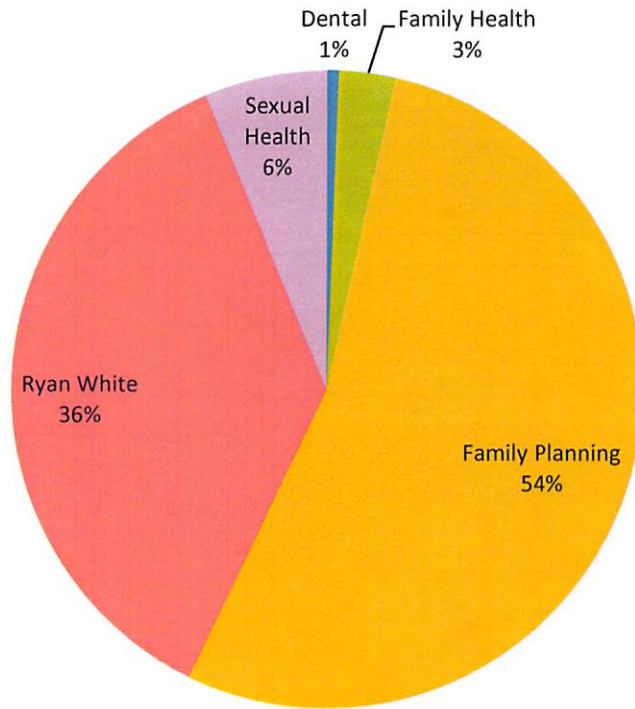
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Response Statistics



	Count	Percent
Complete	173	93
Partial	13	7
Disqualified	0	0
Totals	186	

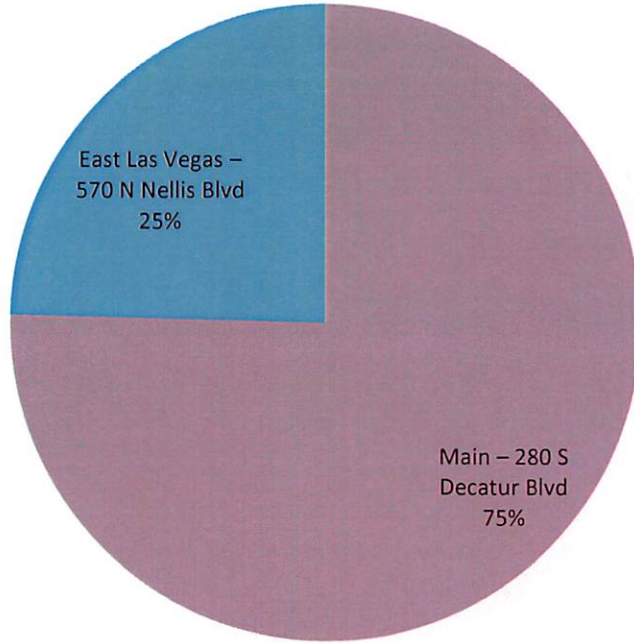
1. Service received during your visit



Value	Percent	Count
Dental	0.6%	1
Family Health	2.9%	5
Family Planning	53.7%	94
Ryan White	36.6%	64
Sexual Health	6.3%	11
	Totals	175

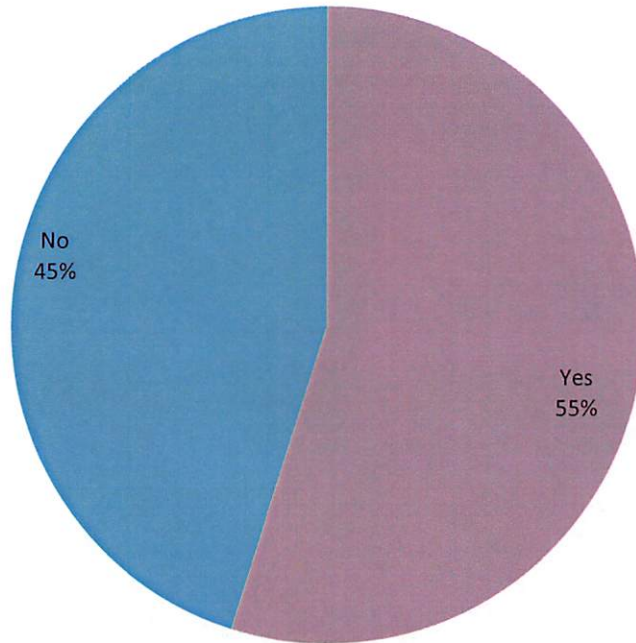


2. Southern Nevada Health District (SNHD) location



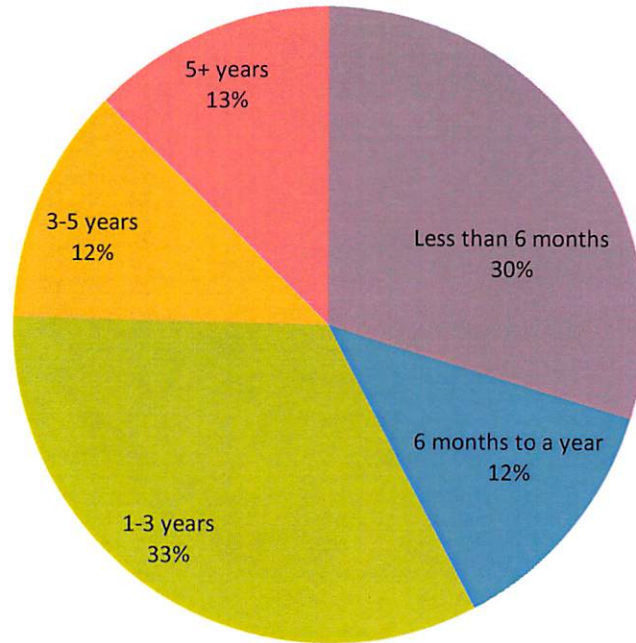
Value	Percent	Count
Main – 280 S Decatur Blvd	75.4%	132
East Las Vegas – 570 N Nellis Blvd	24.6%	43
	Totals	175

3. Do you have health insurance?



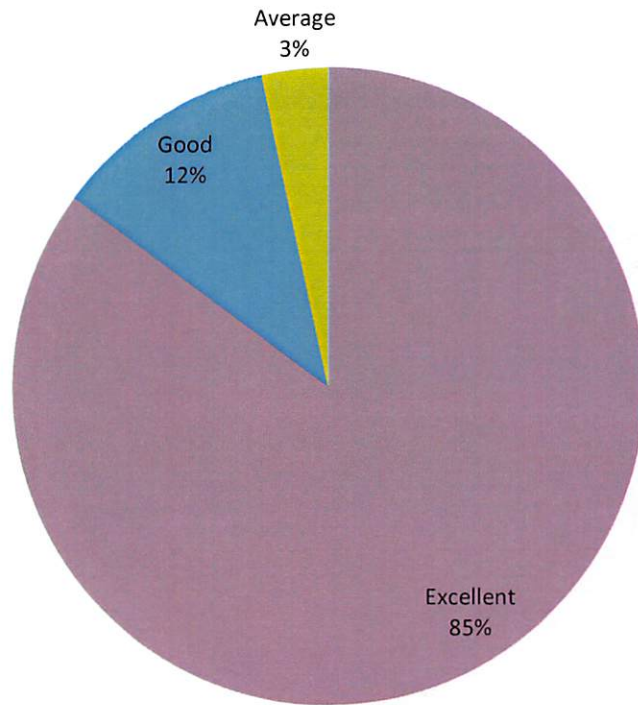
Value	Percent	Count
Yes	54.9%	96
No	45.1%	79
	Totals	175

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



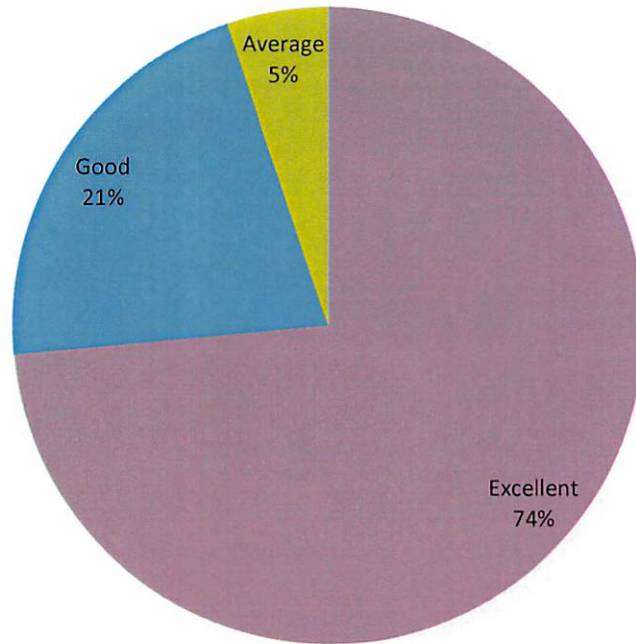
Value	Percent	Count
Less than 6 months	29.7%	52
6 months to a year	12.6%	22
1-3 years	33.1%	58
3-5 years	12.0%	21
5+ years	12.6%	22
	Totals	175

5. Ease of scheduling an appointment



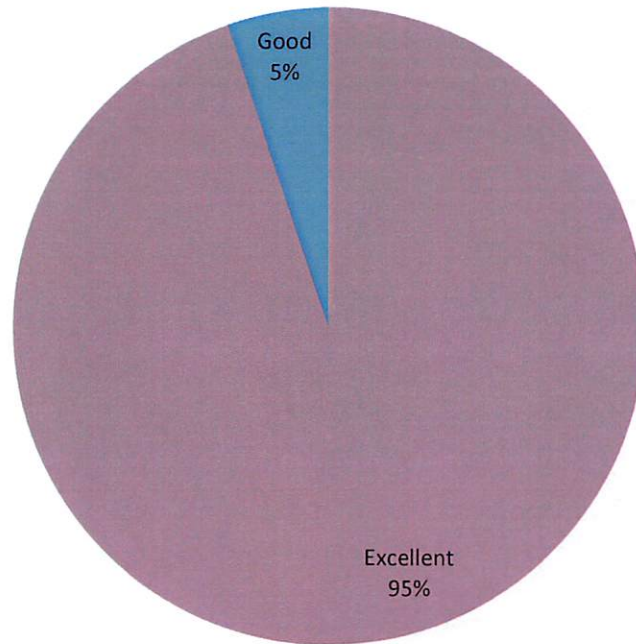
Value	Percent	Count
Excellent	85.1%	148
Good	11.5%	20
Average	3.4%	6
	Totals	174

6. Wait time to see provider



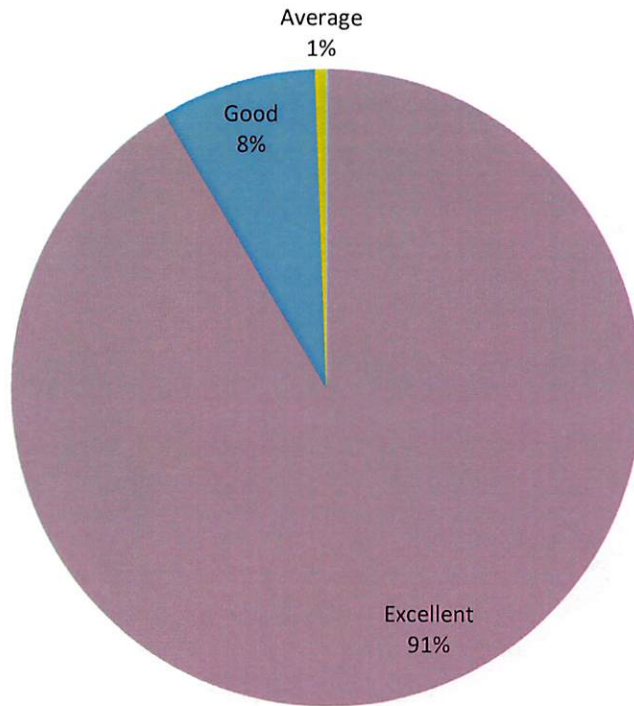
Value	Percent	Count
Excellent	73.6%	128
Good	21.3%	37
Average	5.2%	9
	Totals	174

7. Care received from providers and staff



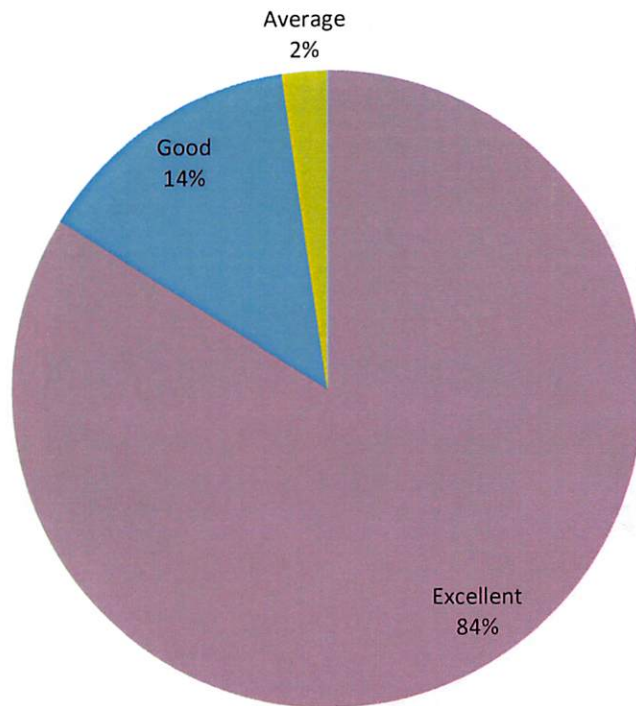
Value	Percent	Count
Excellent	94.8%	165
Good	5.2%	9
	Totals	174

8. Understanding of health care instructions following your visit



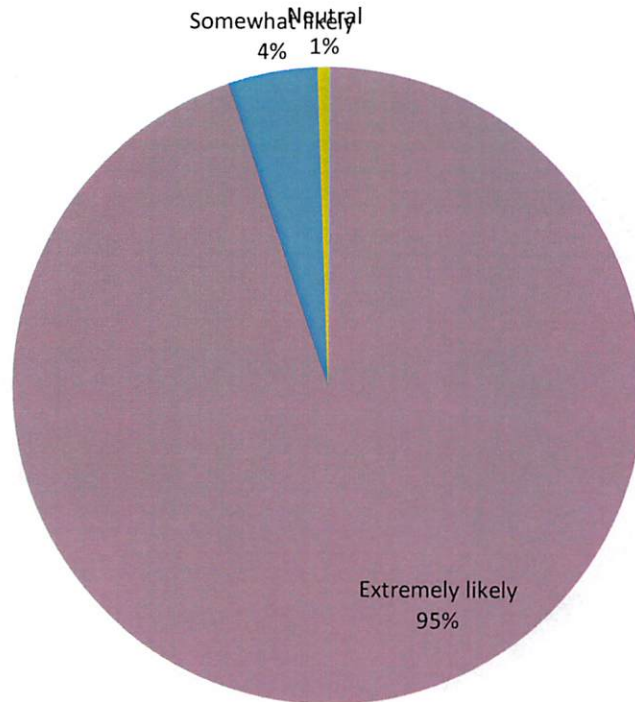
Value	Percent	Count
Excellent	91.4%	159
Good	8.0%	14
Average	0.6%	1
	Totals	174

9. Hours of operation



Value	Percent	Count
Excellent	83.9%	146
Good	13.8%	24
Average	2.3%	4
	Totals	174

10. Recommendation of our health center to friends and family



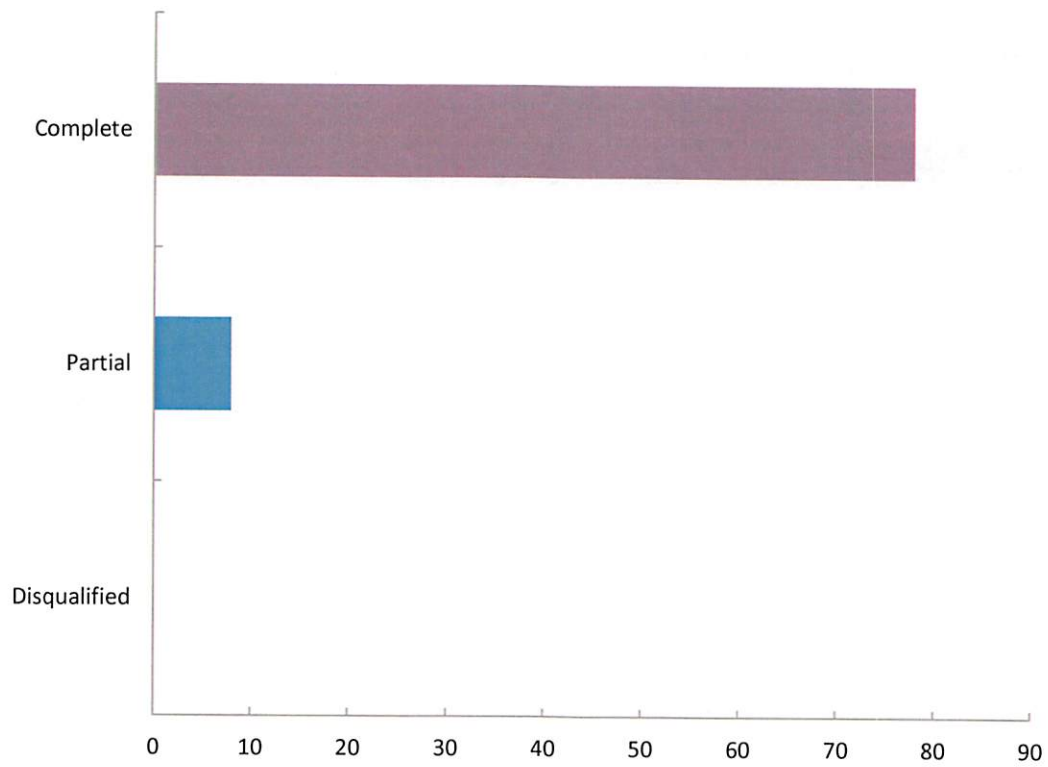
Value	Percent	Count
Extremely likely	94.8%	165
Somewhat likely	4.6%	8
Neutral	0.6%	1
	Totals	174



Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

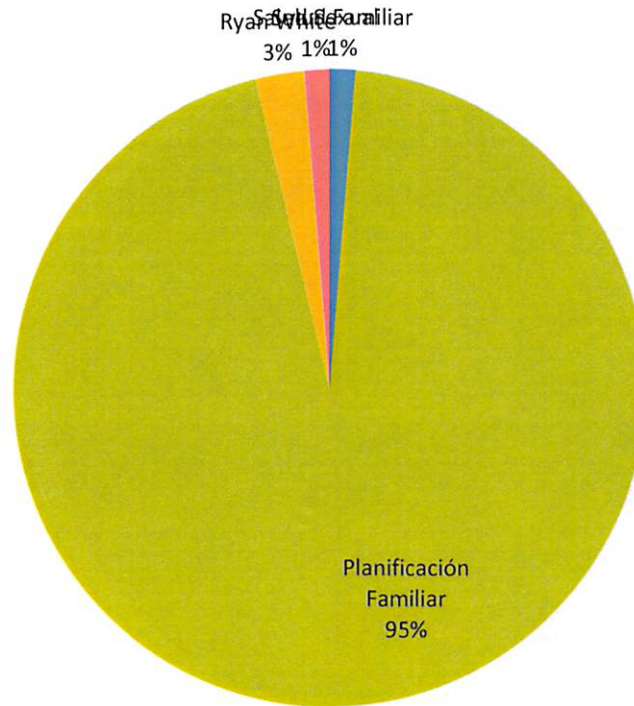
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

Response Statistics



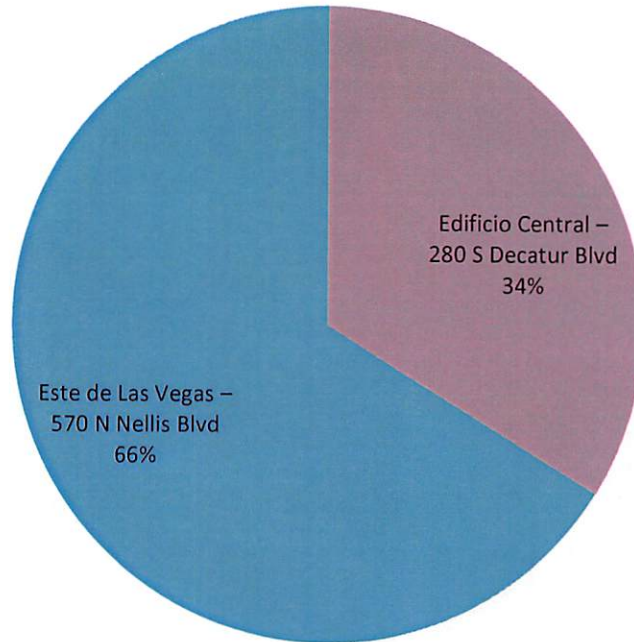
	Count	Percent
Complete	78	90.7
Partial	8	9.3
Disqualified	0	0
Totals	86	

1. Marque los servicios recibidos durante su visita



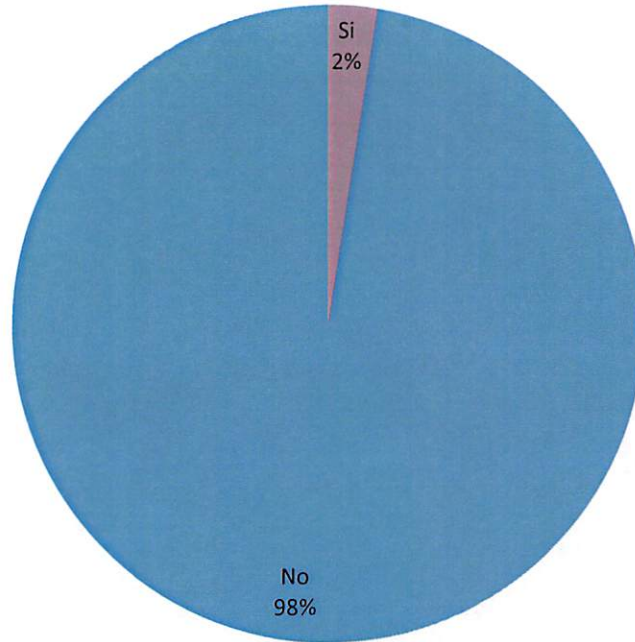
Value	Percent	Count
Salud Familiar	1.3%	1
Planificación Familiar	94.9%	75
Ryan White	2.5%	2
Salud Sexual	1.3%	1
	Totals	79

2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



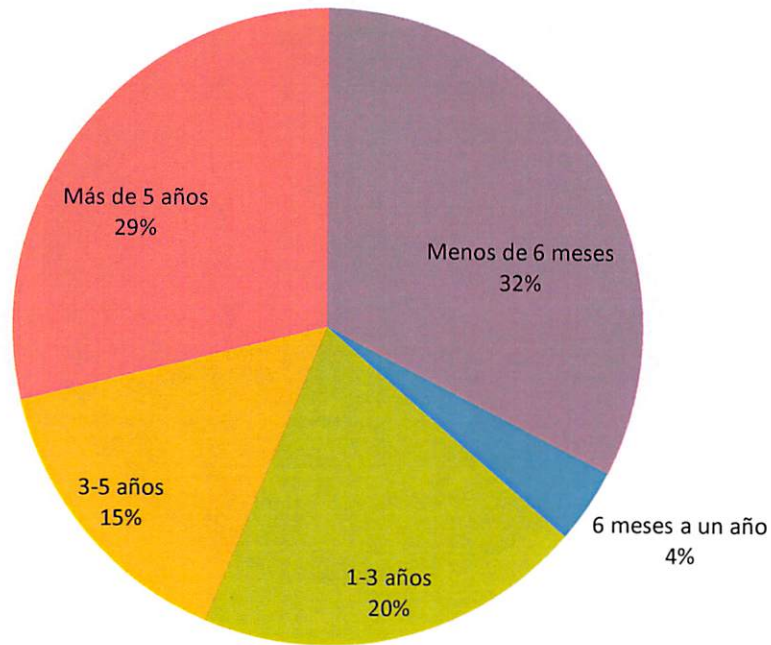
Value	Percent	Count
Edificio Central - 280 S Decatur Blvd	33.8%	27
Este de Las Vegas - 570 N Nellis Blvd	66.3%	53
	Totals	80

3. ¿Tiene seguro médico?



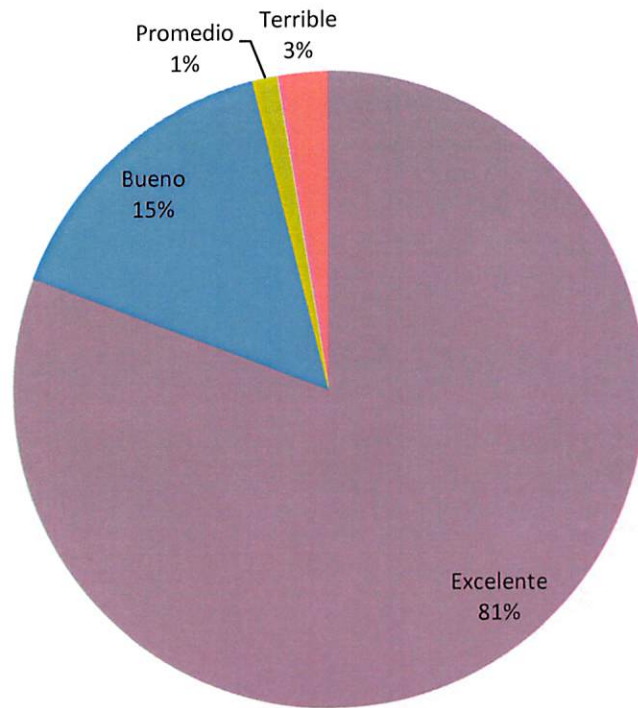
Value	Percent	Count
Si	2.5%	2
No	97.5%	78
	Totals	80

4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



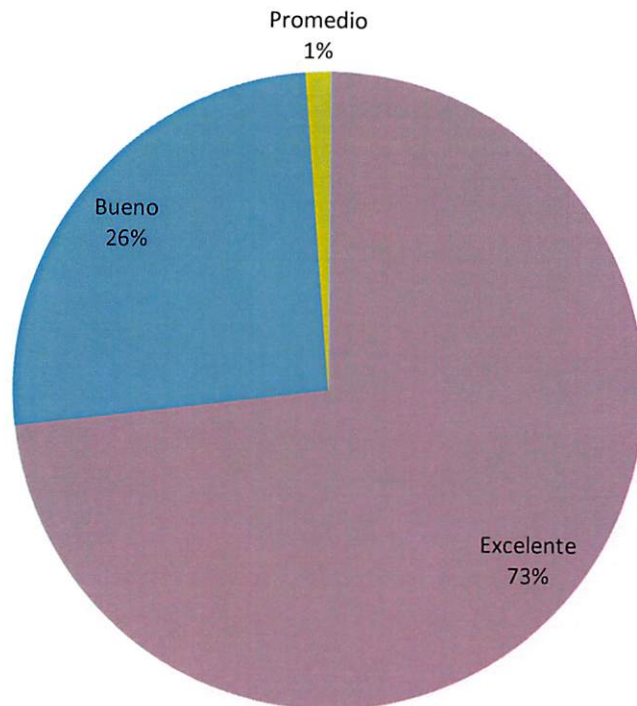
Value	Percent	Count
Menos de 6 meses	32.5%	26
6 meses a un año	3.8%	3
1-3 años	20.0%	16
3-5 años	15.0%	12
Más de 5 años	28.8%	23
	Totals	80

5. Facilidad para programar una cita



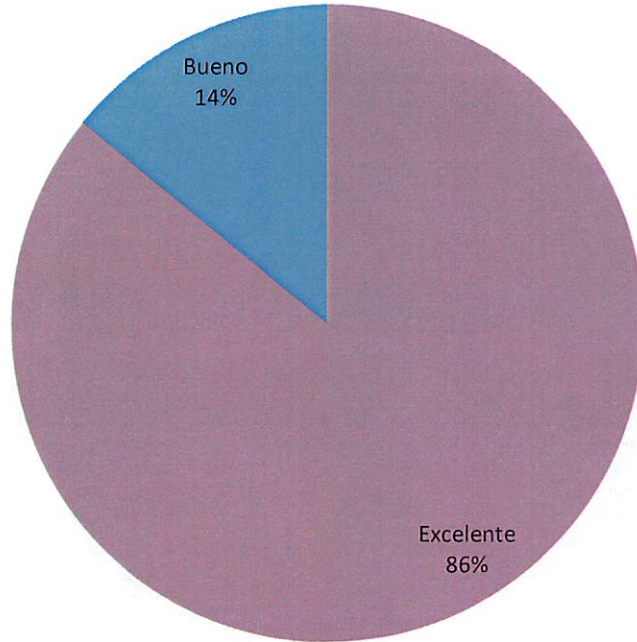
Value	Percent	Count
Excelente	80.8%	63
Bueno	15.4%	12
Promedio	1.3%	1
Terrible	2.6%	2
	Totals	78

6. Tiempo de espera para ver a un proveedor de salud



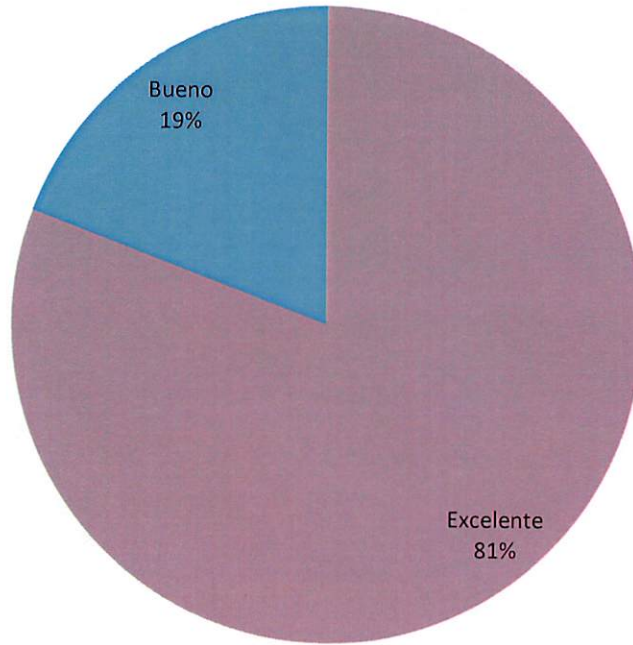
Value	Percent	Count
Excelente	73.1%	57
Bueno	25.6%	20
Promedio	1.3%	1
	Totals	78

7. Atención recibida de los proveedores y personal



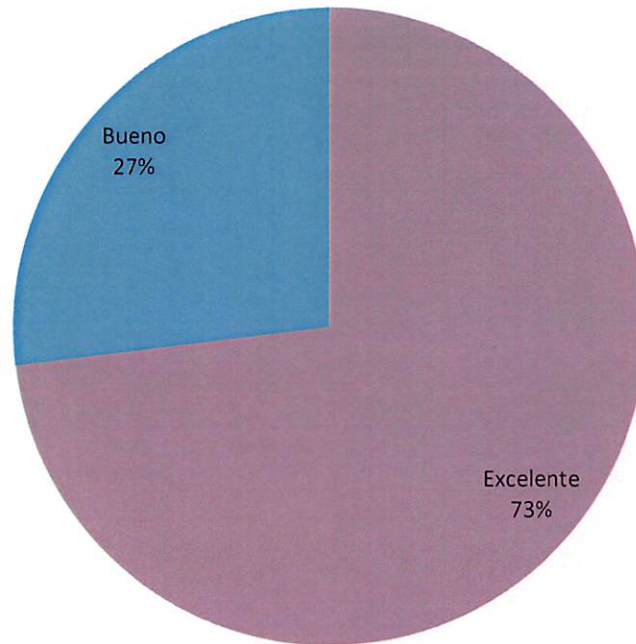
Value	Percent	Count
Excelente	85.9%	67
Bueno	14.1%	11
	Totals	78

8. Comprensión de las instrucciones del cuidado de salud después de su visita



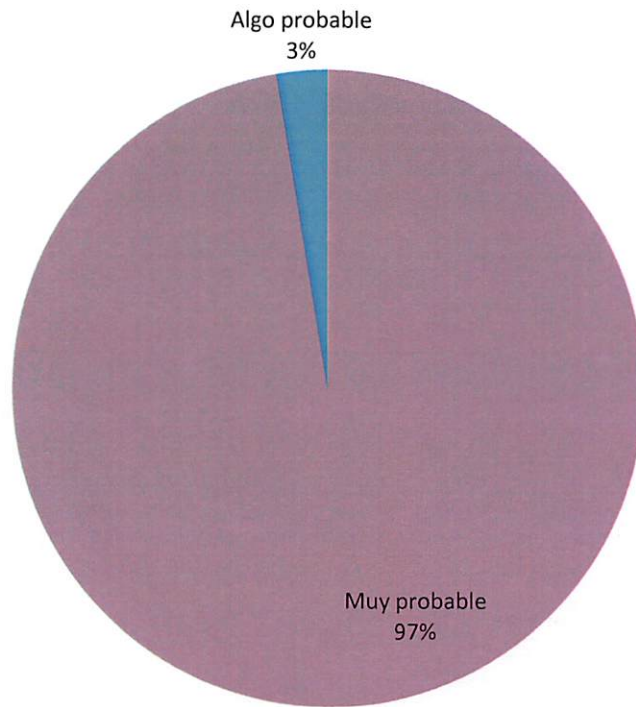
Value	Percent	Count
Excelente	80.8%	63
Bueno	19.2%	15
	Totals	78

9. Horarios de operación



Value	Percent	Count
Excelente	73.1%	57
Bueno	26.9%	21
	Totals	78

10. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	97.4%	76
Algo probable	2.6%	2
	Totals	78



eBO Report Summary: October 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	268	43.16%	45	51.14%	109	40.52%	23	82.14%	1	3.57%	24	85.71%	446	44.33%
Family Planning Clinic	172	27.70%	15	17.05%	74	27.51%	1	3.57%	0	0.00%	1	3.57%	262	26.04%
Refugee Clinic	22	3.54%	3	3.41%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	25	2.49%
Ryan White	159	25.60%	25	28.41%	86	31.97%	2	7.14%	0	0.00%	2	7.14%	272	27.04%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	1	3.57%	0	0.00%	1	3.57%	1	0.10%
Totals	621	100.00%	88	100.00%	269	100.00%	27	96.43%	1	3.57%	28	100.00%	1006	100.00%

<i>Percent of scheduled patients who cancelled</i>	8.75%
<i>Percent of scheduled patients who no showed</i>	26.74%
<i>Percent of scheduled patients who cancelled and no showed</i>	35.49%