



Memorandum

Date: November 5, 2020

To: Southern Nevada Community Health Center Board of Directors

From: Alfred McGugin, MPA, FQHC Operations Officer *AM*
Fermin Leguen, MD, MPH, Acting Chief Health Officer *FL*

RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT

Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

Non-congregate Shelter (NCS): COVID-19 Response

- The NCS received its extension approval for the month of October. The program is still working with the state of Nevada and FEMA on the reimbursement for the project period 1.

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 33 referrals between October 1st through October 30th. No babies were born this month. The program received 1 referral for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 161 visits : 77 established provider visits, 14 initial provider visits, 2 audio visits, 6 Nurse visits and 64 lab visits in the month of September.
- C. The Ryan White clinic continues to implement the Rapid stART project which has a goal of rapid treatment initiation for newly diagnosed patients with HIV. The program continues to receive referrals and accommodate clients on a walk-in basis, while adhering to CDC guidelines for COVID-19.
- D. The Transitional Case Management (TCM) program education of inmates is currently on hold due to the COVID-19 pandemic. The program received 1 referral from the Southern Desert Correctional Facility, who was linked to SNCHC for HIV care. There is on-going case management services for clients already enrolled in the program.
- E. The Ryan White program dietitian continues to provide medical nutritional therapy to clients during this period. 13 clients were screened and assessed for nutrition services.
- F. The Ryan White program Mental health APRN continues to serve clients and provided screening for mental health issues to 6 clients during this period.
- G. RW staff attended a socially distanced, in-person training for SBIRT, which will help to better identify substance abuse in the vulnerable client population. RW staff also



attended an FQHC training where information on billing and workflow was shared, and different programs presented on their services in order to help facilitate interdisciplinary services within the district.

- H. RW staff attended multiple trainings in October. The Homeless 101 training discussed barriers to overcome homelessness and what kind of resources are needed to assist those in the community who are chronically homeless. Some staff also attended the NMAP training for updates on the transition to using Walgreens to fill the prescriptions of Ryan White clients. The Legal Aide training provided staff with information on evictions and how clients can avoid being evicted during COVID-19. With Open Enrollment in session, staff received training from an eligibility specialist on how to speak to clients about enrolling in insurance programs.

II. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 489 clients; 471 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 262 clients; 253 of them were unduplicated.
- C. The Decatur Family Planning clinic served 227 clients; 218 of them were unduplicated.

III. Family Healthcare Center

- A. The Family Health Care Clinic saw 283 patients in the month of October. Twenty-one patients were under age 18 and includes ten children from the Refugee Health Clinic.
- B. Immunizations were offered to those in need, according to the ACIP recommended Immunization schedule.

IV. Pharmacy Services

- A. Dispensed 879 prescriptions for 659 clients.
- B. Assessed/counseled 22 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled 4 clients in the Tuberculosis Clinic.
- D. Assisted 22 clients to obtain medication financial assistance.
- E. Assisted 5 clients with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Case I

49 y/o male who is currently experiencing homelessness was admitted to SNHD's Non-congregate shelter (NCS) on 10/7/2020 to isolate for 10 days after a positive COVID-19 diagnoses. Client lost his housing some time ago, due to a decrease in hours of employment at the start of the pandemic and has since been utilizing local homeless shelters. An application for Medicaid and SNAP benefits was submitted to DWSS on 10/9/2020. Eligibility is based on all household income received during the 30 days prior to completing an application. Unfortunately, the client's total gross income during this



time was \$1736.72 which put him over income by approximately \$200 to qualify for Medicaid. Client was however, approved for emergency SNAP benefits (\$149- October only). Client then applied for a financial hardship waiver with the Southern Nevada Community Health Center (SNCHC), as he would need follow up care after being discharged from the NCS. Client's request for a hardship waiver was approved and is valid from 10/16/20-10/16/21. The financial hardship waiver will allow the client to seek Medical care and continue to save money to obtain stable housing.

During the client's 10-day isolation period he was provided with brokerage model case management services, which allowed me to connect him with necessary services to address his current housing situation as well as coordinate his aftercare with SNCHC's primary care provider for follow care after being discharged from the NCS. Client was able to complete an initial screening with Clark County Social Services (CCSS) for enrollment into the Coordinated Entry Program and was also connected with a local organization that assists individuals and families with locating income based rental properties. Client was also provided with information to obtain private, but affordable health insurance through Nevada Health Link, as open enrollment 2020 begins November 1st for plan year 2021.

Case II

The patient requested to apply for the Financial Hardship Program, I interviewed her for Medicaid Assistance, but she does not qualify for Medicaid due to her immigration status.

The patient claimed she has \$10,000.00 in debt because she was getting blind from her two eyes. She already did one surgical procedure in one eye, and she's still paying it.

Also, she has to pay rent, food, transportation, and some bills and cannot afford her medical visit here at the Health District. The patient stated that she is missing some days at work because she can barely see, and her coworkers sometimes help her complete her tasks on her job. For October 2020, she hasn't paid her rent yet. I provided the patient with some rental assistance and utility assistance resources. I called Lutheran Social Services to get more information about eligibility for low-income family programs available for the patient.

Eligibility Monthly Report			
October 2020			
Total number of referrals received		67	
Total number of no action-closed		14	
Total number of applications submitted		Medicaid/SNAP/TANF: 33 Hardship: 4	
Application Status			
Medicaid/SNAP/TANF Applications		Hardship Applications	
# of approvals	20	# of approvals	4
# of ineligible	6	# of denials	0
# pending cases	6	# of pending cases	0
# Medicaid ineligible; SNAP eligible	1		

SOUTHERN NEVADA COMMUNITY HEALTH CENTER MONTHLY REPORT



October 2020

Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	283		
Family Planning	227	262	489
Refugee Health Screening	10		78
Ryan White Care Services	597		
Pharmacy Clients	659		
Dental Clinic	0	0	
TOTAL	1,776	262	567

Client Encounters by Program

Program	Oct 2019	Oct 2020	FY 19-20	FY 20-21	
Family Health Clinic	203	283	909	798	↓
Family Planning	619	489	2,282	1,886	↓
Refugee Health Screening	49	10	223	78	↓
Ryan White Care Services	510	597	1,362	2,360	↑
Pharmacy Clients	535	659	2319	2896	↑
Dental Clinic	0	0	0	0	→
TOTAL	1,916	2,038	7,095	8,018	↑

Family Planning Program

Unduplicated Patients	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Number of Pt: East LV PHC	303	253	↓	947	809	↓
Number of Pt: Decatur PHC	284	218	↓	892	706	↓

Duplicated Patients	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Number of Pt: East LV PHC	315	262	↓	1,152	990	↓
Number of Pt: Decatur PHC	304	227	↓	1,130	896	↓
New Patients						
Number of Pt: East LV	89	75	↓	318	250	↓
Number of Pt: Decatur PHC	83	62	↓	311	214	↓
APRN Visits						
Number of Pt: East LV	190	171	↓	674	654	↓
Number of Pt: Decatur PHC	162	169	↑	632	639	↑



Pharmacy Services

Pharmacy Services	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Clients seen (Pharmacy)	535	659	↑	1949	2316	↑
Prescriptions Filled	628	879	↑	2319	2896	↑
Clients seen (Pharmacist-SHC)	6	22	↑	74	85	↑
Clients seen (Pharmacist-TB)	24	4	↓	89	20	↓
Financial Assistance Provided	41	22	↓	193	68	↓
Insurance Assistance Provided	6	5	↓	35	14	↓

Ryan White Care Services



	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Medical Case Management						
ALL MCM service encounters	510	597	↑	1,362	2,360	↑
Total # of new referrals	27	33	↑	95	99	↑
Total # of new referrals - pregnant women	2	1	↓	6	7	↑
Total # of new referrals - infant/children/youth<18	5	1	↓	11	5	↓
Total Admission	18	26	↑	63	92	↑

*New Data for 2019-2020

	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Eligibility and Enrollment						
All Eligibility service encounters	212	186	↓	517	694	↑

	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Early Intervention Services (EIS)						
Total # of NEW patients seen in clinic	38	17	↓	194	73	↓
Total # of patients *LINKED to SNHD Provider (first provider visit)	28	14	↓	116	54	↓
Total # of patients under the Rapid Start Project	11	6	↓	44	38	↓

*New Data for 2019-2020

	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Outpatient / Ambulatory Health Services (OAHS)						
Total # of Provider encounters	255	161	↓	639	849	↑

Clinical Services Refugee Health Program

	Oct 2019	Oct 2020		FY 19- 20	FY 20- 21	
Refugee Health Program						
Clients Seen	49	10	↓	223	78	↓
Clients Requiring Medical Follow-up for Communicable Diseases	9	1	↓	45	18	↓
Referrals for TB Issues	5	0	→	20	7	↓
Referrals for Possible Chronic Hep B	0	1	↓	13	10	↓
Referrals for STD	3	0	↓	12	1	↓
Pediatric Refugee Exams	8	10	↑	49	10	↑



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

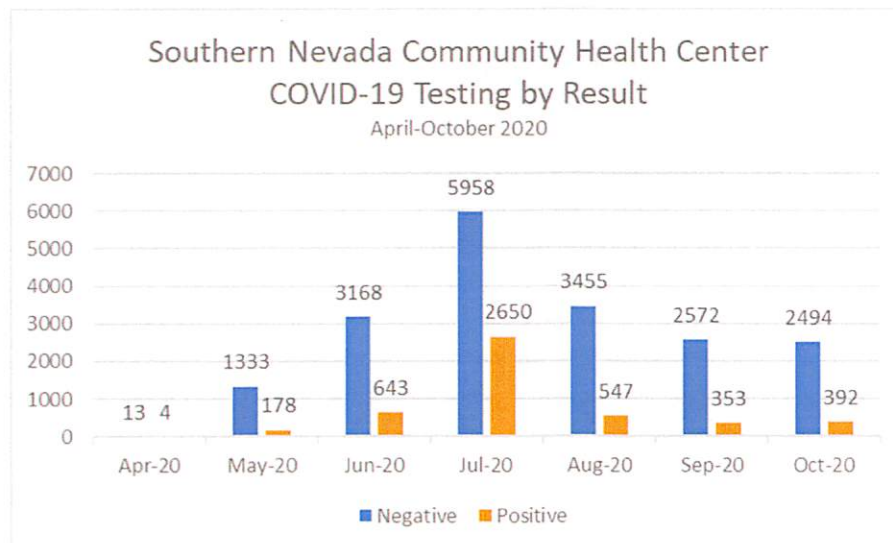
COVID-19 Testing

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.

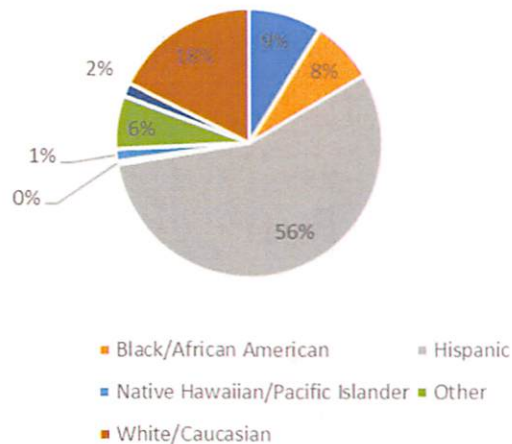
Further, additional preventive measures include frequent handwashing, covering coughs and sneezes, and disinfecting frequently touched surfaces. The Health District and Health Center is also encouraging everyone to get a flu shot this season.



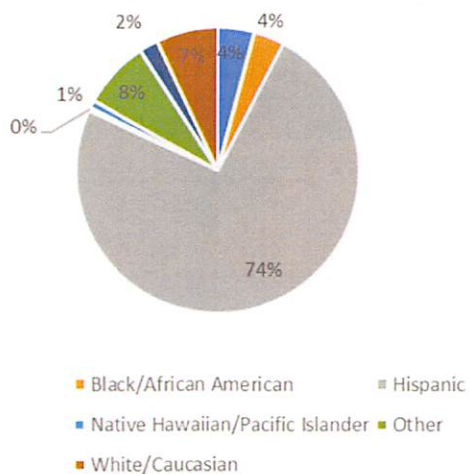
Southern Nevada Community Health Center
COVID-19 Positivity Rates
April-October 2020



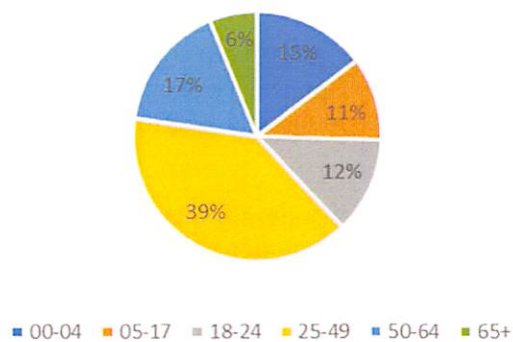
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
April-October 2020



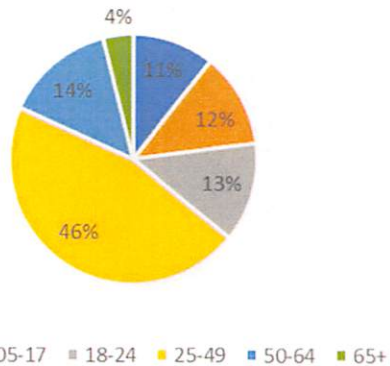
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April-October 2020



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

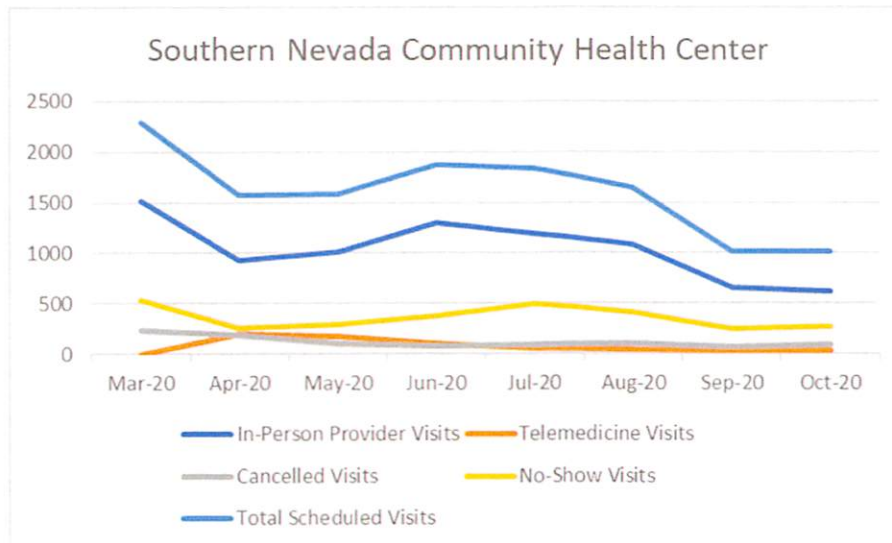


amid the COVID-19 public health emergency. Health Center patients are seen by providers via audio (telephone) or via Healow, an app by eClinicalWorks. Though patients can still be seen in-person, when medically appropriate, telemedicine is offered and encouraged to be utilized.

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.

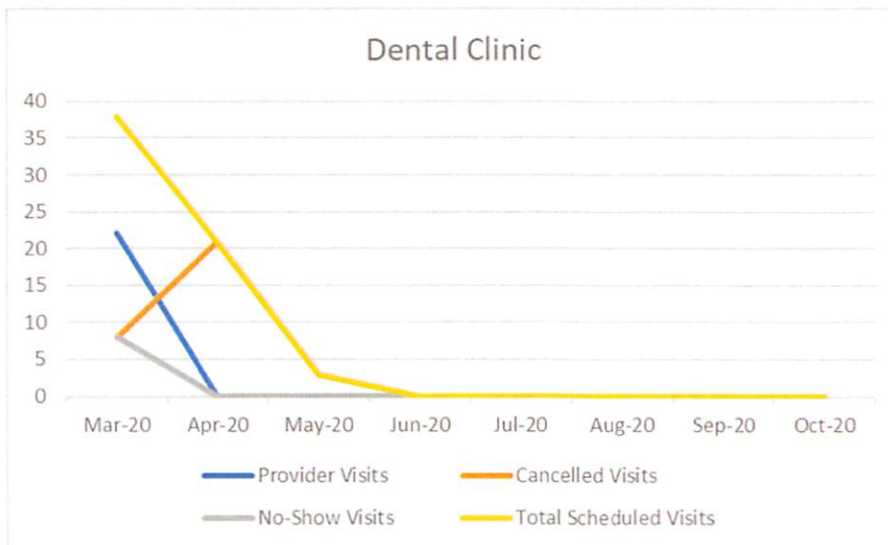
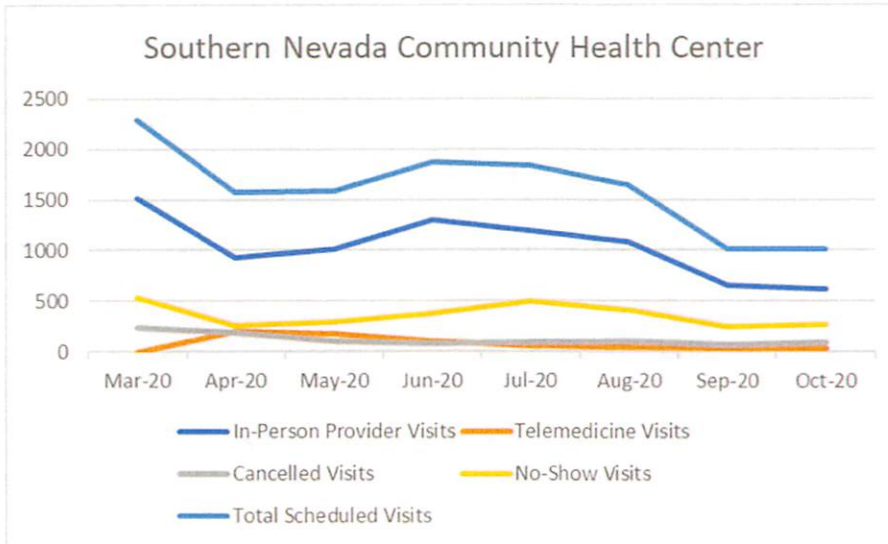


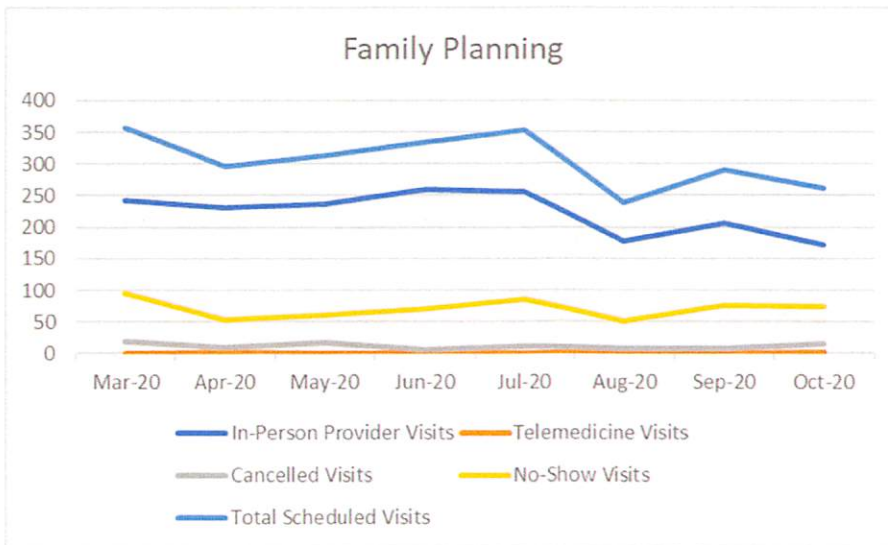
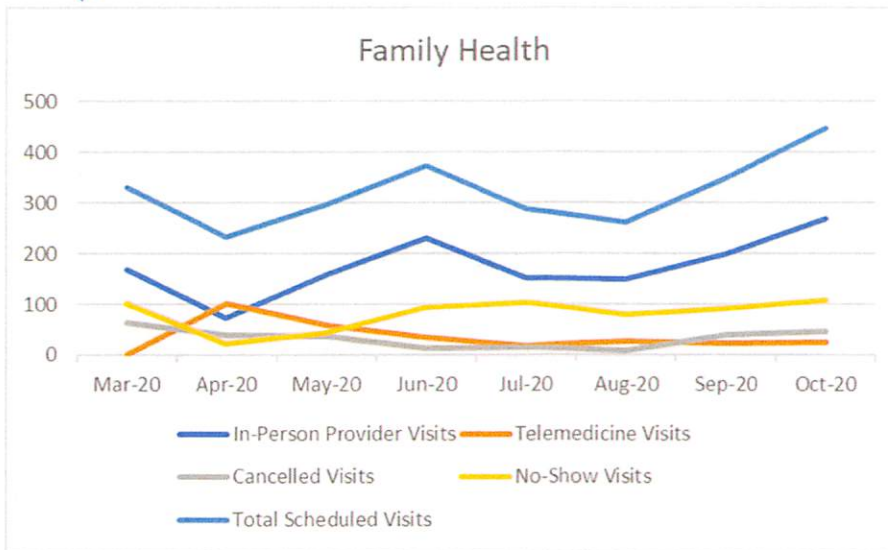
Health Center Visits

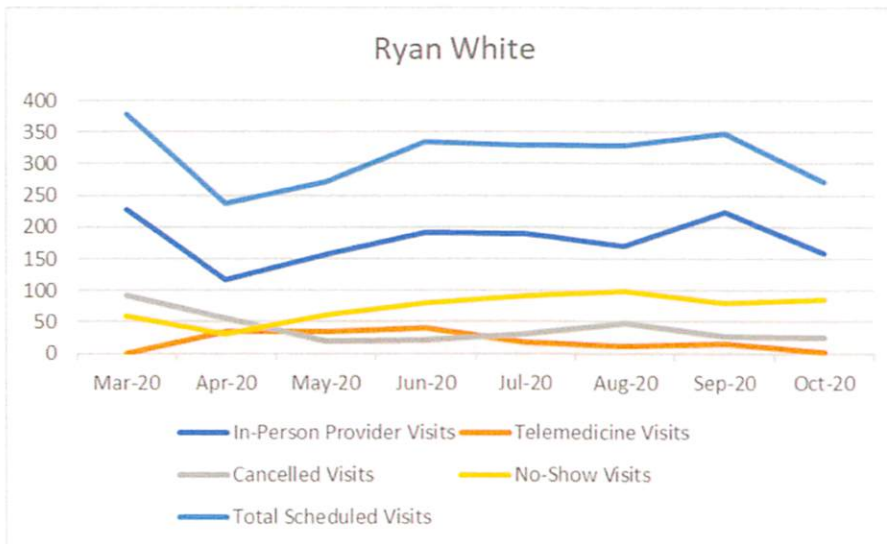
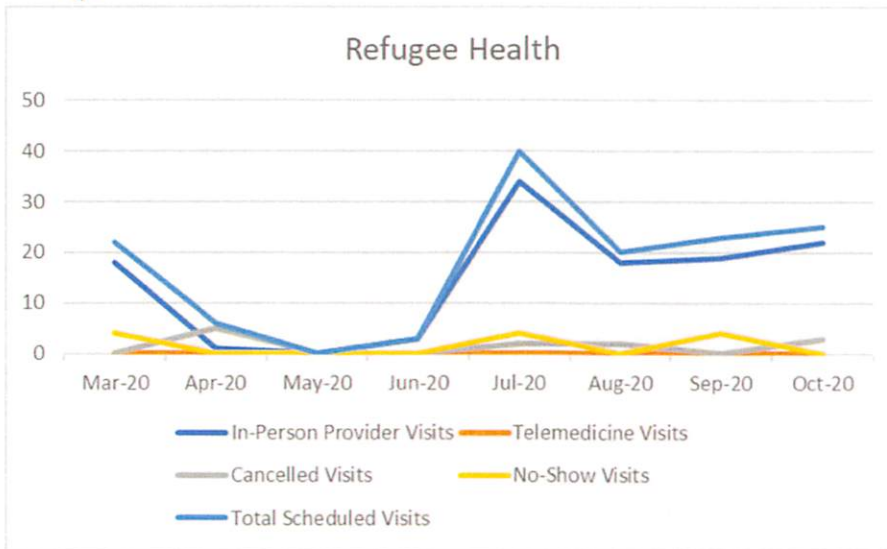
The Health Center had 1,006 scheduled patient appointments in October, a 0.40% decrease over the month of September. Of scheduled patients, 64.51% kept their appointments, a decrease of 3.51% over the month of September; there was a 8.75% cancellation rate, an increase of 1.62% over the month of September, 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.





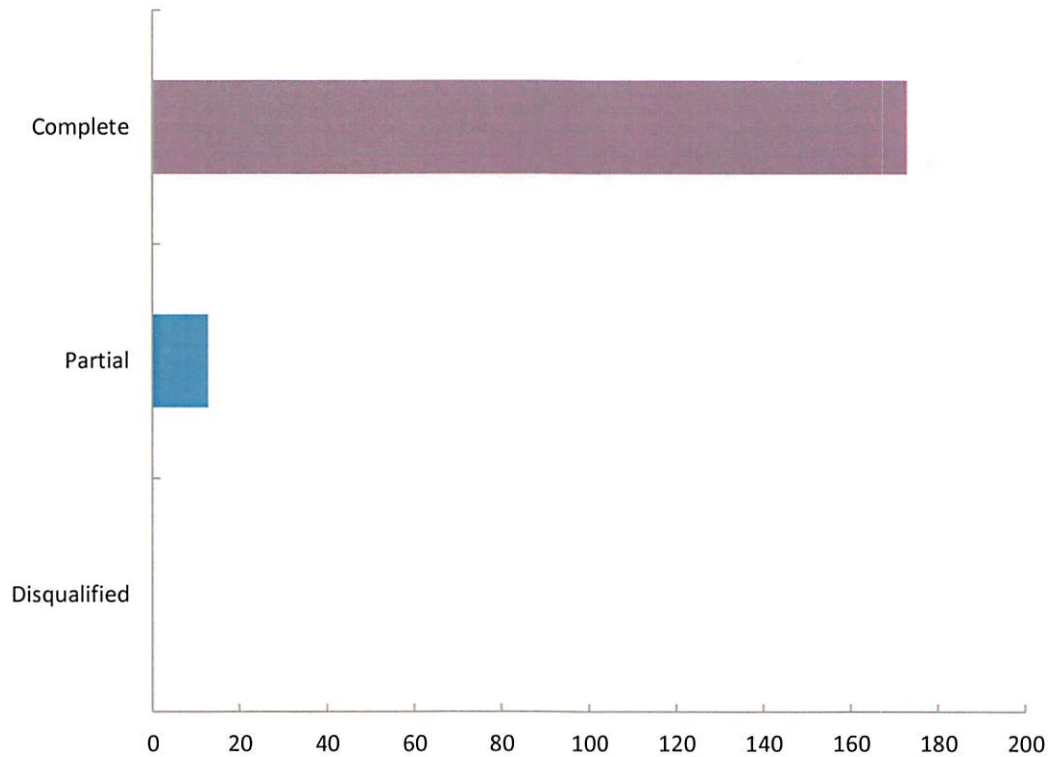




Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

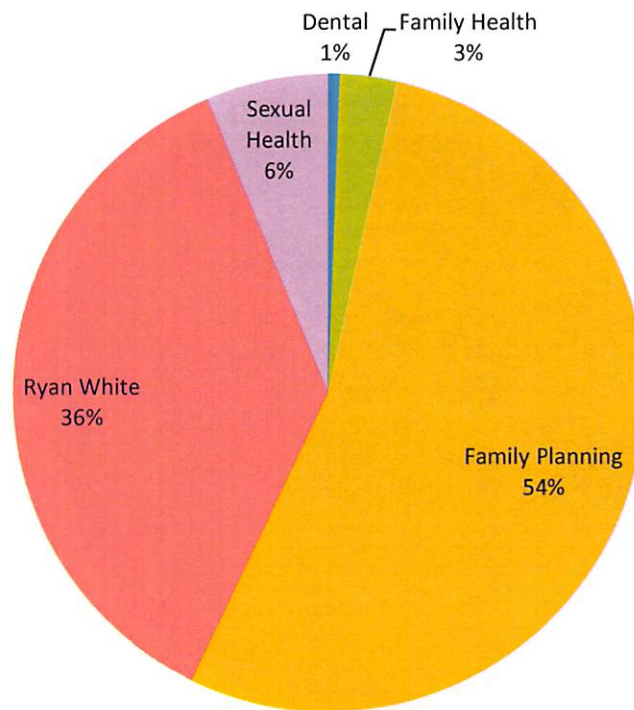
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Response Statistics



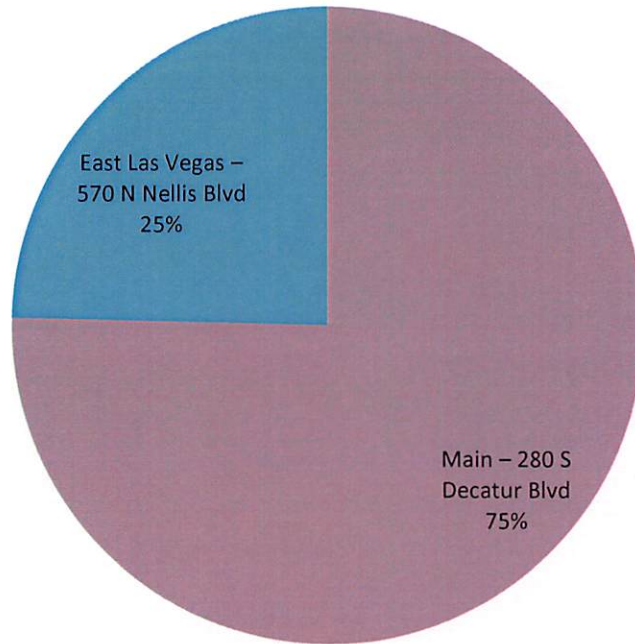
	Count	Percent
Complete	173	93
Partial	13	7
Disqualified	0	0
Totals	186	

1. Service received during your visit



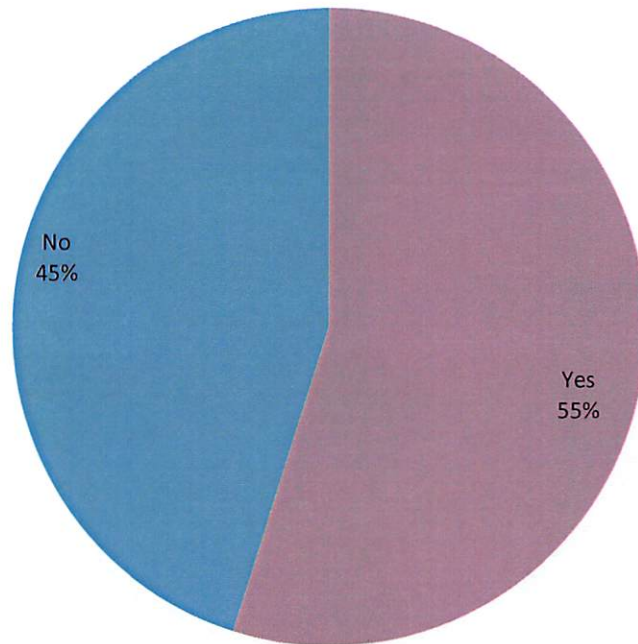
Value	Percent	Count
Dental	0.6%	1
Family Health	2.9%	5
Family Planning	53.7%	94
Ryan White	36.6%	64
Sexual Health	6.3%	11
	Totals	175

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

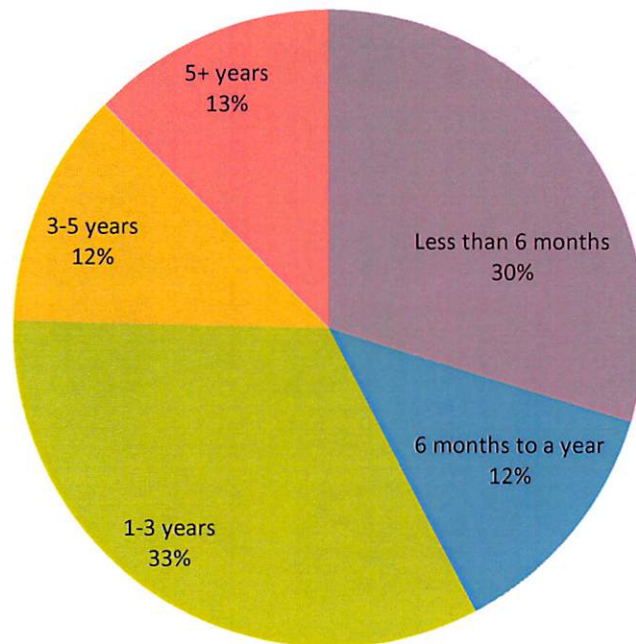
3. Do you have health insurance?



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

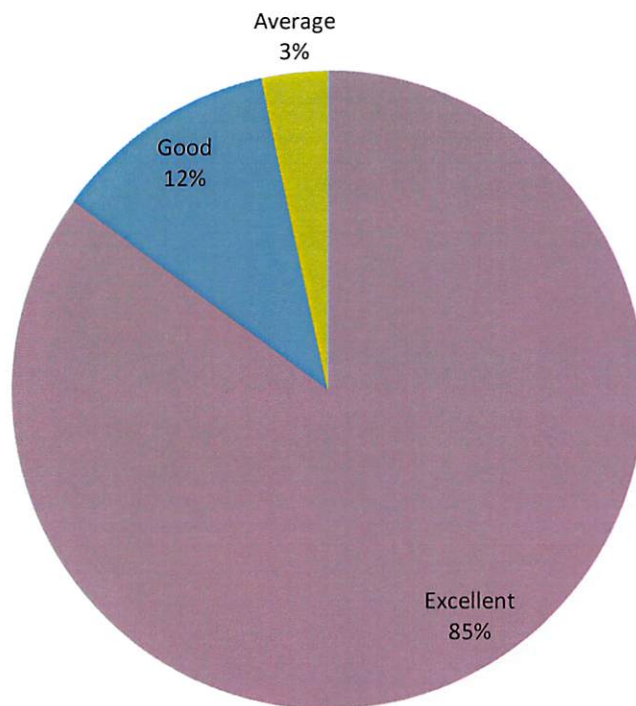


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



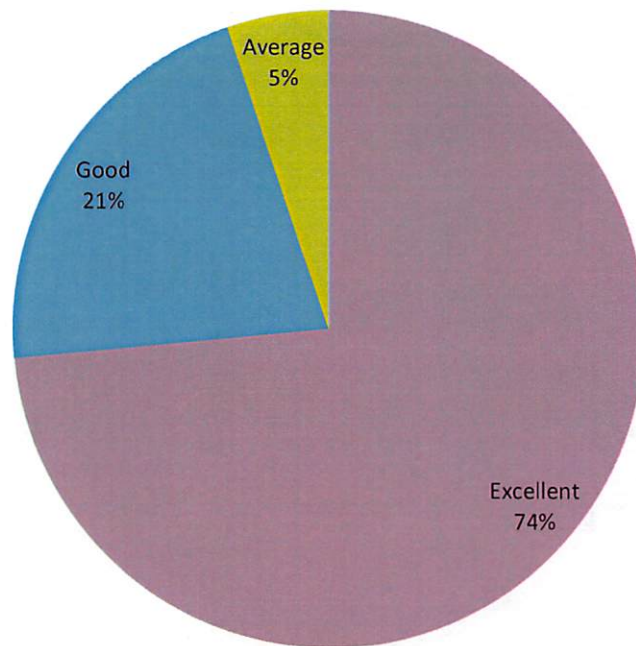
Value	Percent	Count
Less than 6 months	29.7%	52
6 months to a year	12.6%	22
1-3 years	33.1%	58
3-5 years	12.0%	21
5+ years	12.6%	22
	Totals	175

5. Ease of scheduling an appointment



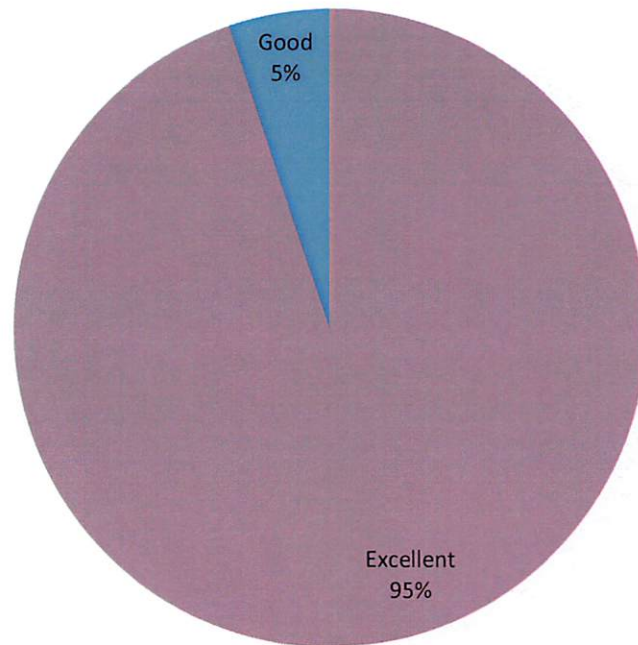
Value	Percent	Count
Excellent	85.1%	148
Good	11.5%	20
Average	3.4%	6
	Totals	174

6. Wait time to see provider



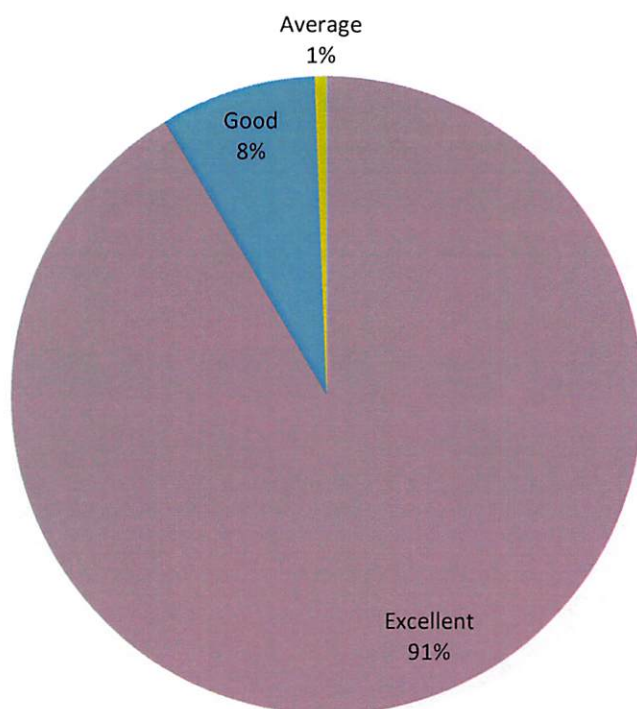
Value	Percent	Count
Excellent	73.6%	128
Good	21.3%	37
Average	5.2%	9
	Totals	174

7. Care received from providers and staff



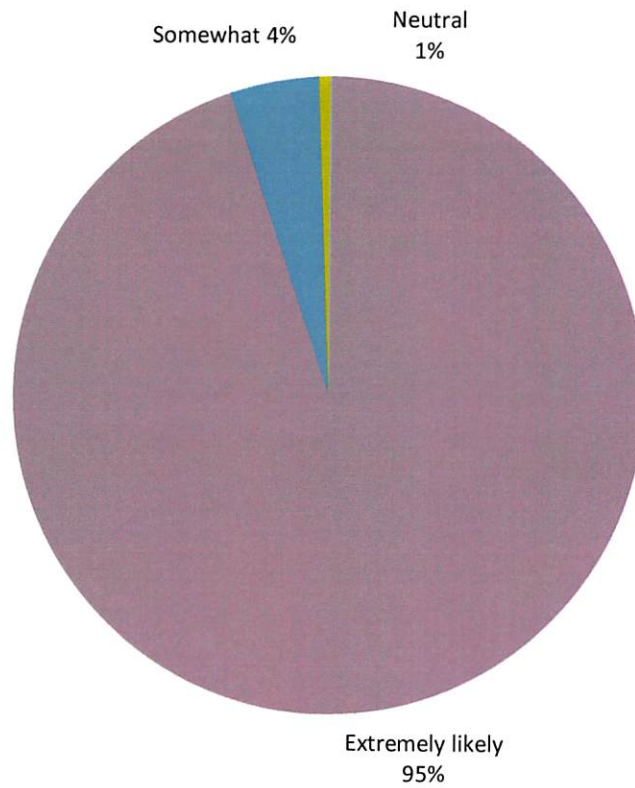
Value	Percent	Count
Excellent	94.8%	165
Good	5.2%	9
	Totals	174

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

10. Recommendation of our health center to friends and family



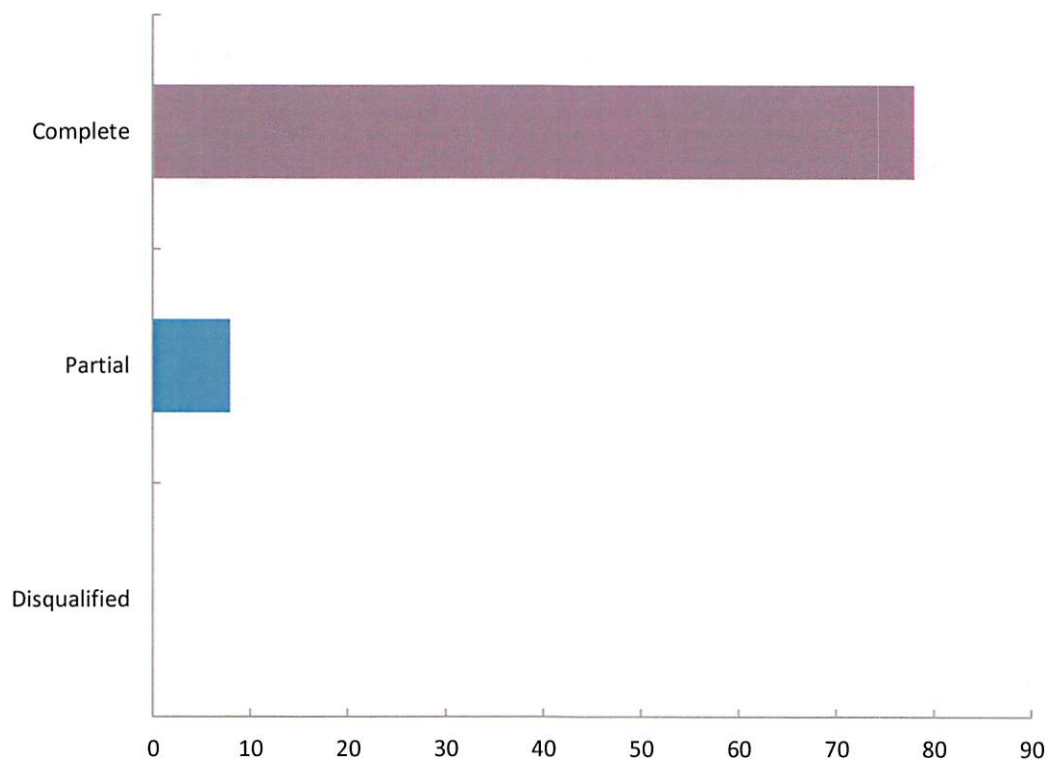
Value	Percent	Count
Extremely likely	94.8%	165
Somewhat likely	4.6%	8
Neutral	0.6%	1
	Totals	174



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

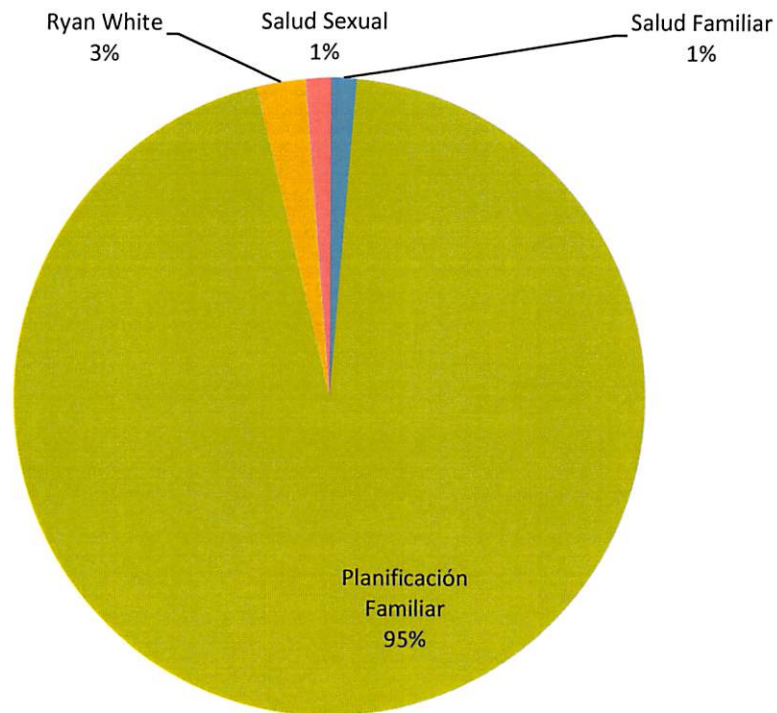
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

Response Statistics



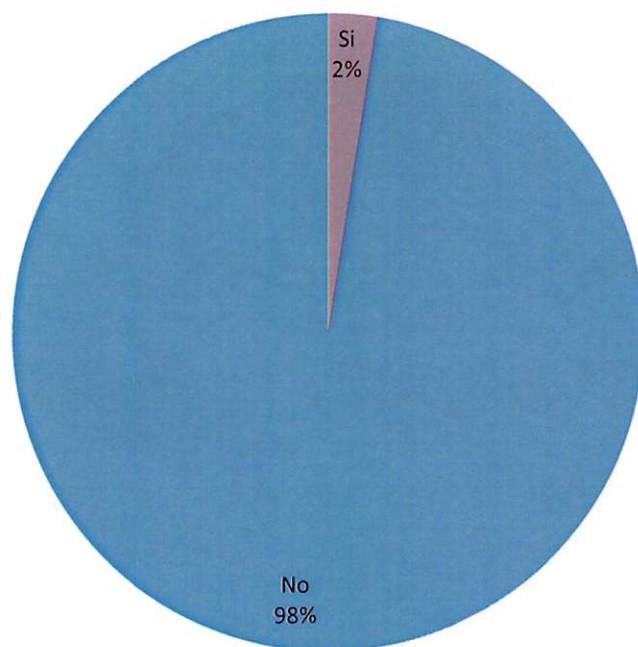
	Count	Percent
Complete	78	90.7
Partial	8	9.3
Disqualified	0	0
Totals	86	

1. Marque los servicios recibidos durante su visita



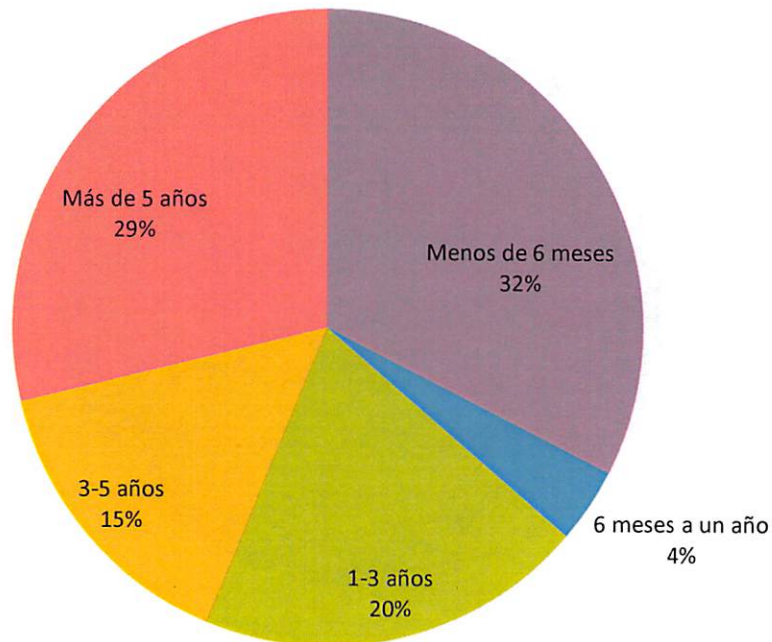
Value	Percent	Count
Salud Familiar	1.3%	1
Planificación Familiar	94.9%	75
Ryan White	2.5%	2
Salud Sexual	1.3%	1
	Totals	79

3. ¿Tiene seguro médico?



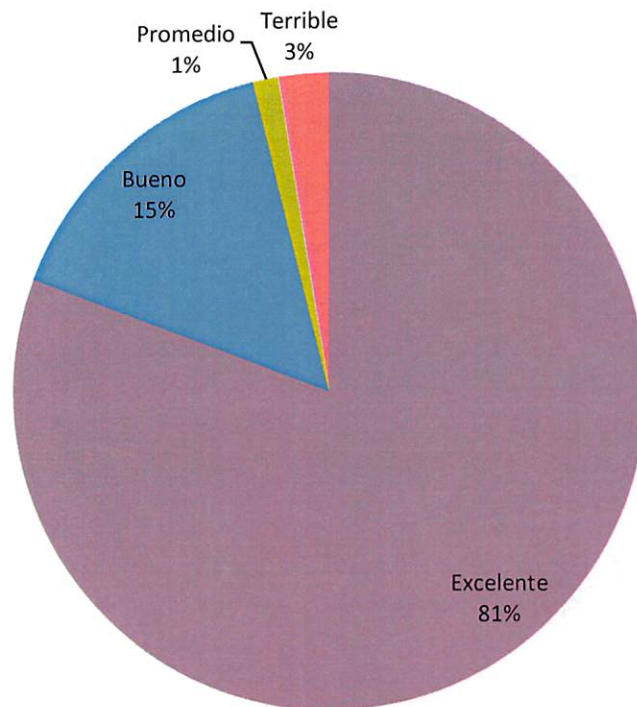
Value	Percent	Count
Si	2.5%	2
No	97.5%	78
	Totals	80

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



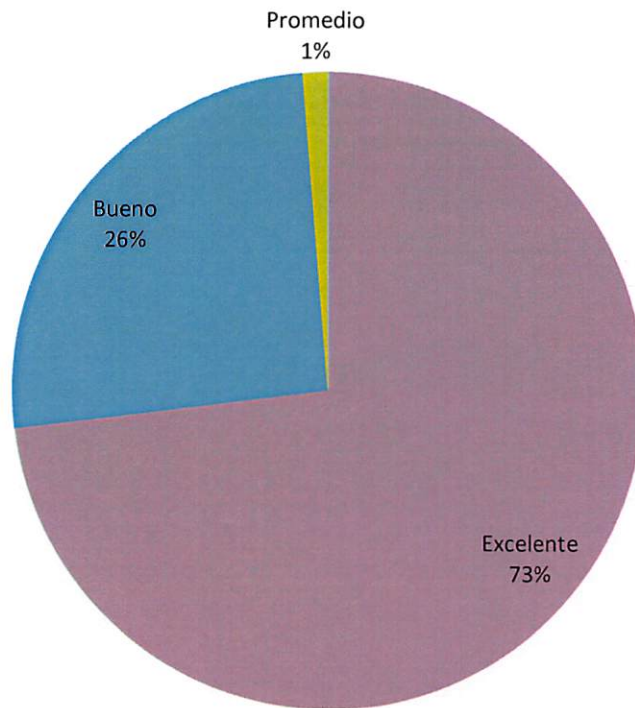
Value	Percent	Count
Menos de 6 meses	32.5%	26
6 meses a un año	3.8%	3
1-3 años	20.0%	16
3-5 años	15.0%	12
Más de 5 años	28.8%	23
	Totals	80

5. Facilidad para programar una cita



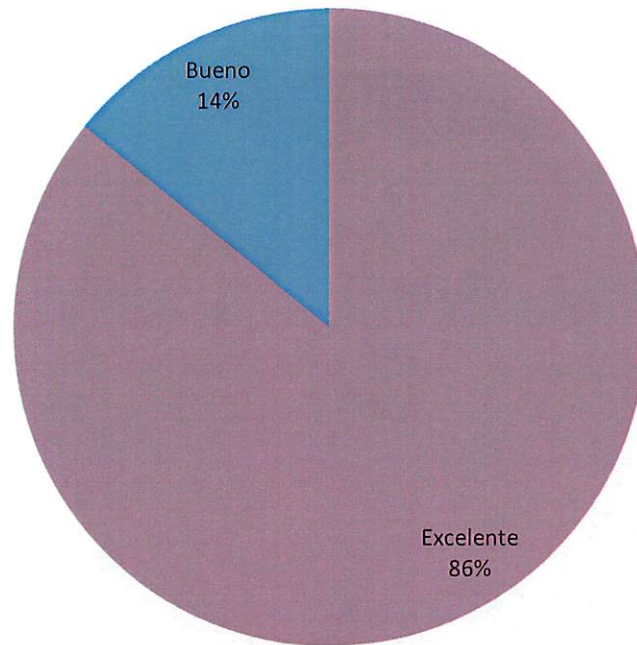
Value	Percent	Count
Excelente	80.8%	63
Bueno	15.4%	12
Promedio	1.3%	1
Terrible	2.6%	2
	Totals	78

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



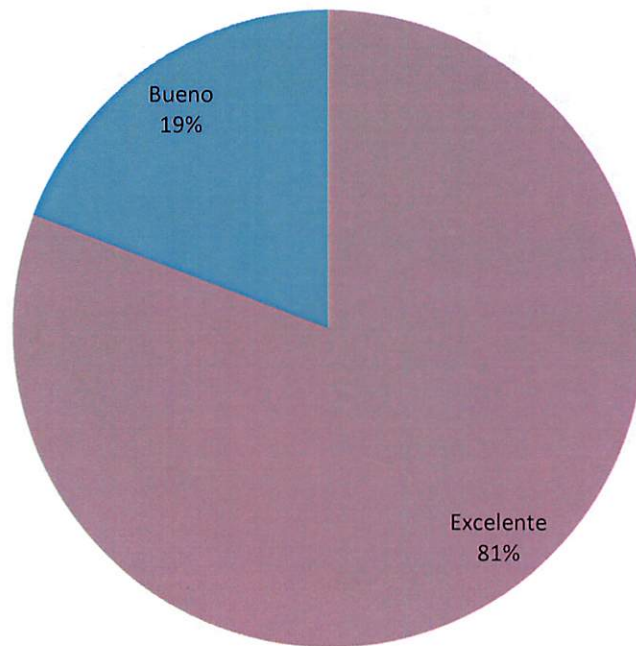
Value	Percent	Count
Excelente	73.1%	57
Bueno	25.6%	20
Promedio	1.3%	1
	Totals	78

7. Atención recibida de los proveedores y personal



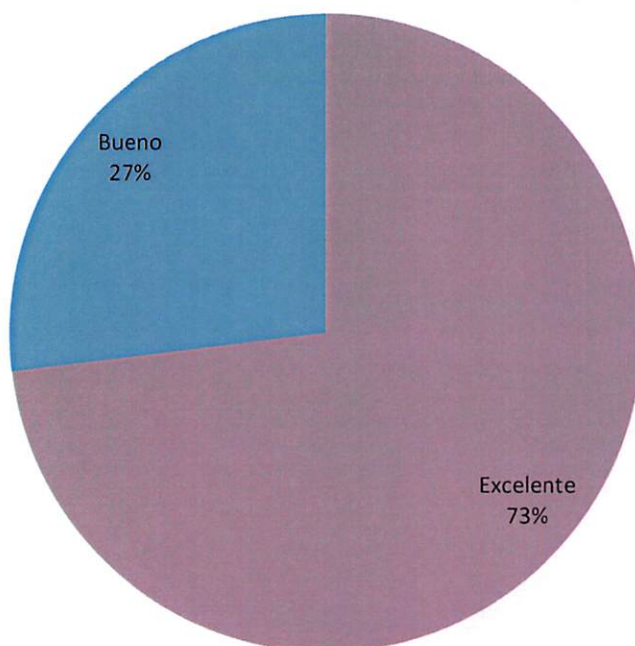
Value	Percent	Count
Excelente	85.9%	67
Bueno	14.1%	11
	Totals	78

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



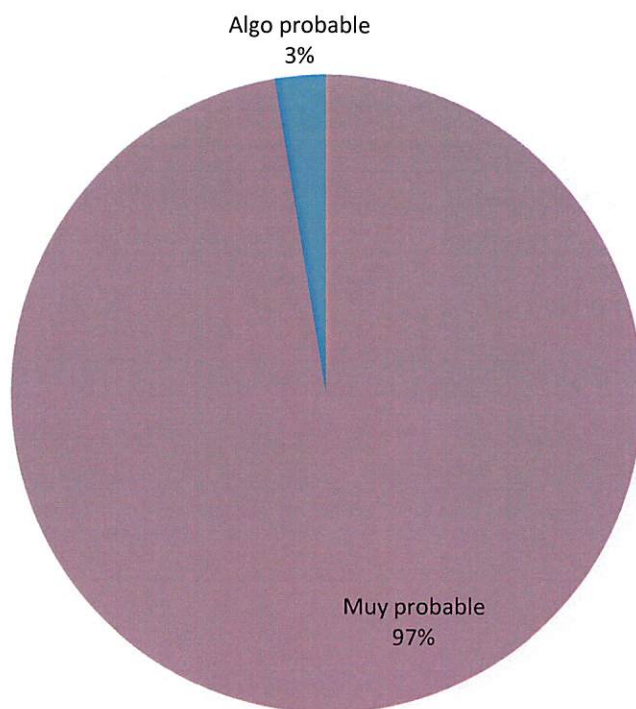
Value	Percent	Count
Excelente	80.8%	63
Bueno	19.2%	15
	Totals	78

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%