

Southern Nevada Community Health Center

# Quality Improvement

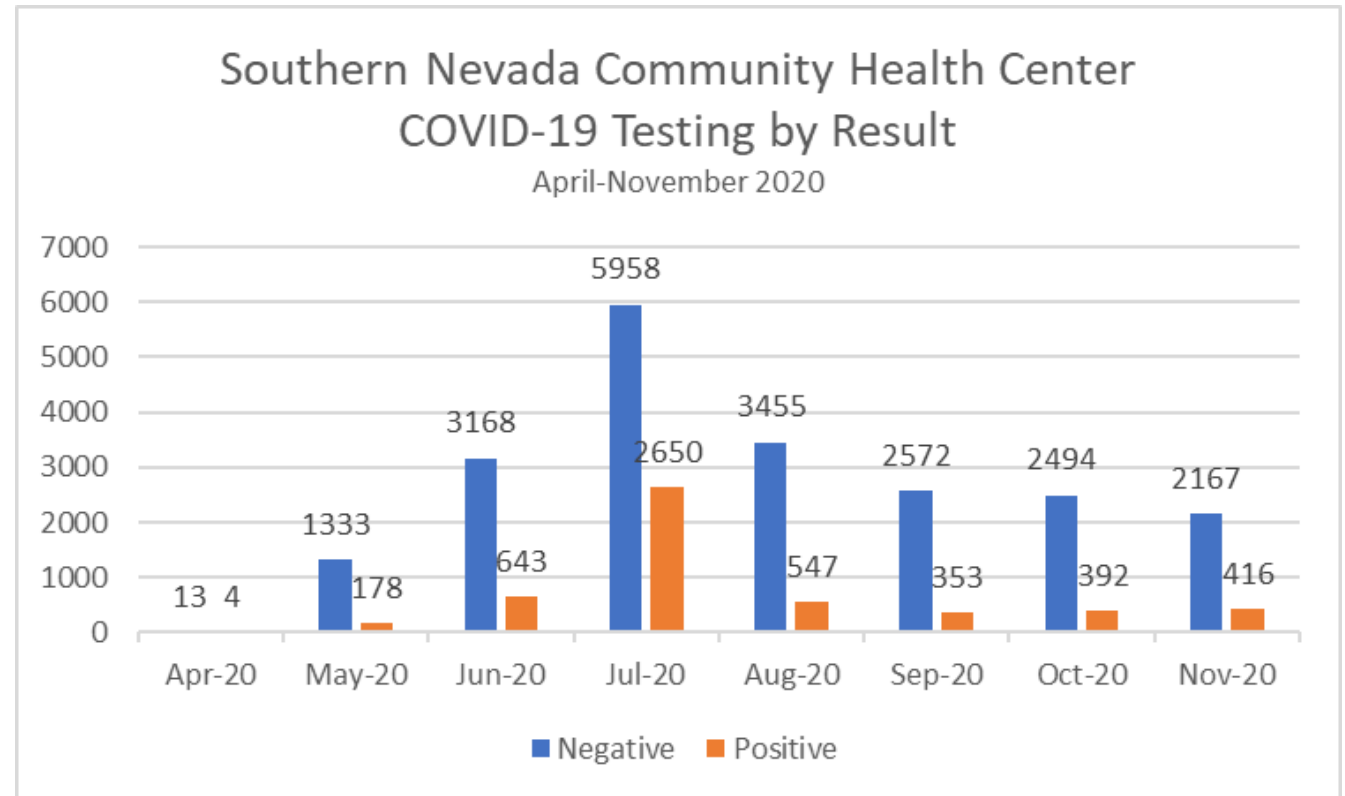
December 2020

# COVID-19 Testing

Southern Nevada Community Health Center

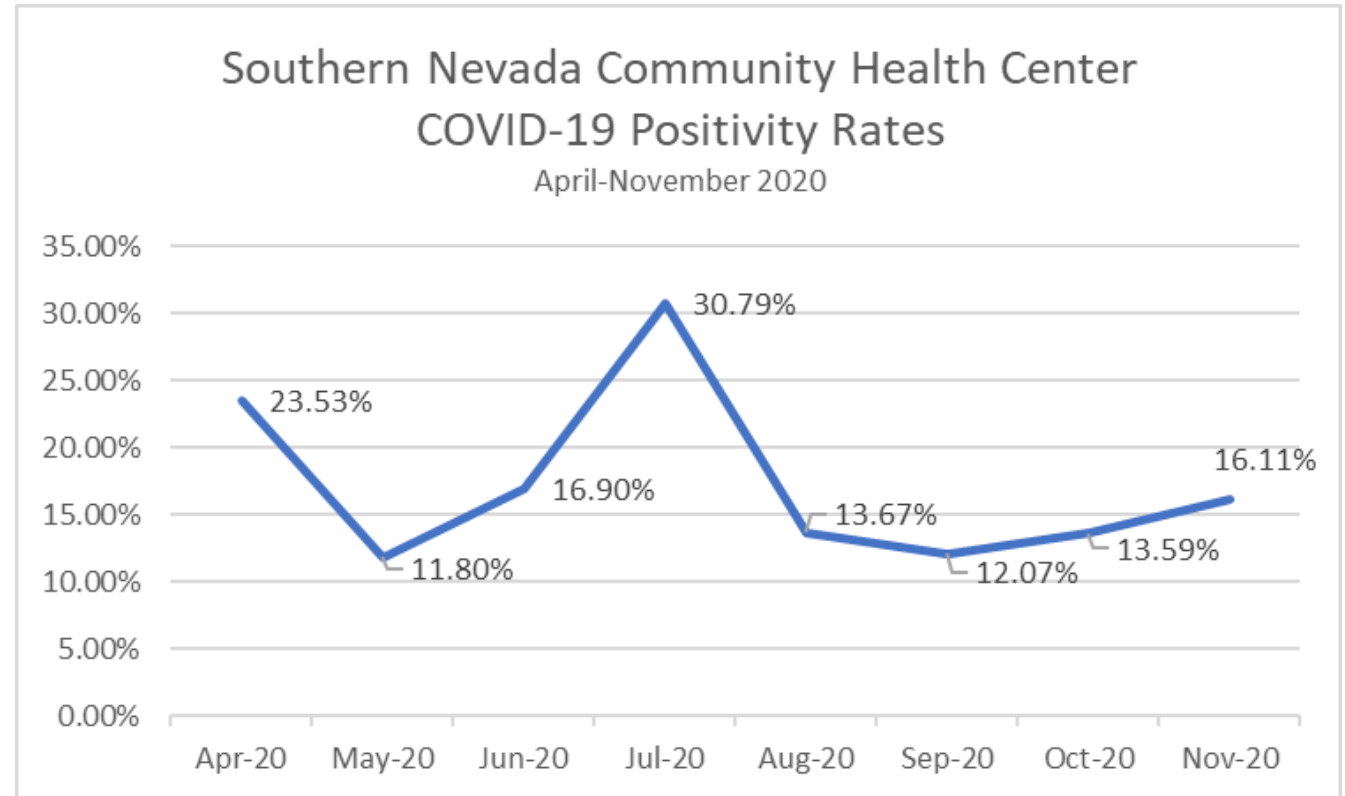
# SNCHC: COVID-19 Testing

- As of November 30, 2020, the Health Center has completed 26,490 COVID-19 tests.
- In November alone, 2,583 COVID-19 tests were completed at the Health Center.



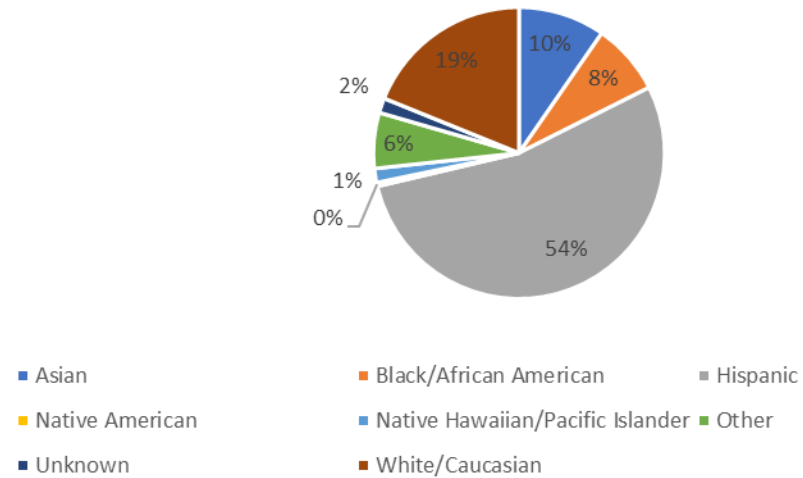
# SNCHC: COVID-19 Testing (cont.)

- There was a 16.1% positivity rate in November, an increase of 2.5% over October.

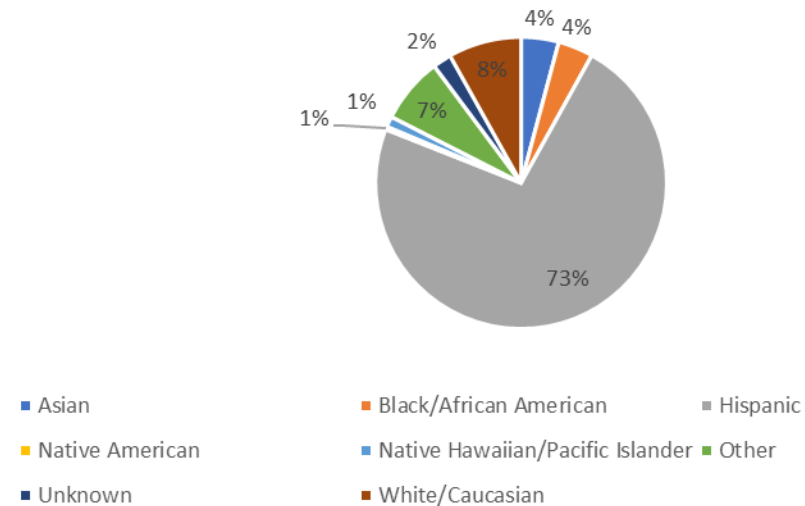


# SNCHC: COVID-19 Testing (cont.)

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

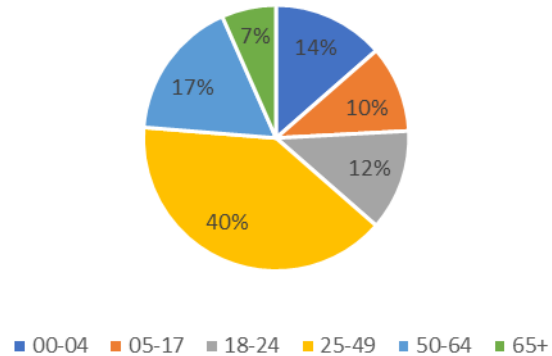


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
April-November 2020

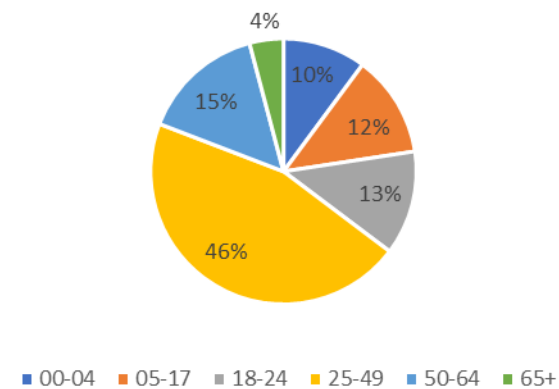


# SNCHC: COVID-19 Testing (cont.)

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



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



# Quality Measures

Southern Nevada Community Health Center

# SNCHC: Quality Measures

- The Health Center is progressing in its implementation of CDSS (Decision Support) in eClinicalWorks (eCW).
- This project aims to improve quality by alerting providers when patients are due for various tests and preventive screenings.
- The Health Center will focus on 60 performance measures that align across multiple quality reporting programs, including:
  - Family Planning Annual Report (FPAR)
  - Healthcare Effectiveness Data and Information Set (HEDIS)
  - HIV Quality of Care (HIVQUAL)
  - Uniform Data System (UDS)



# SNCHC: Quality Measures (cont.)

- Adult BMI
- Adult Immunization Status
- AIDS Drug Assistance Program (ADAP) Application Determination
- AIDS Drug Assistance Program (ADAP) Eligibility Recertification
- AIDS Drug Assistance Program (ADAP) Formulary
- AIDS Drug Assistance Program (ADAP) Inappropriate Antiretroviral Regimen Components Resolved by ADAP
- Annual Retention in Care
- Breast Cancer Screening
- Cervical Cancer Screening
- Childhood Immunization Status
- Chlamydia Screening in Women
- Chlamydia Screening in Men
- Colorectal Cancer Screening
- Comprehensive Diabetes Care
- Controlling High Blood Pressure
- Dental and Medical History
- Dental Sealants for Children between 6-9 Years
- Dental Treatment Plan
- Dental Visit/Oral Exam
- Depression Remission or Response for Adolescents and Adults
- Depression Screening and Follow-Up for Adolescents and Adults
- Diagnostic Testing to Exclude HIV Testing in Exposed Infants
- Flu Vaccinations
- Gap in HIV Medical Visits
- Gap in HIV Medical Visits (Medical Case Management)
- Gonorrhea Screening
- Hepatitis B Screening
- Hepatitis C Screening
- HIV Drug Resistance Testing Before Initiation of Therapy
- HIV Medical Visit Frequency
- HIV Medical Visit Frequency (Medical Case Management)
- HIV Positivity
- HIV Screening

# SNCHC: Quality Measures (cont.)

- HIV Test Results for People Living with HIV/AIDS
- HIV Viral Load Suppression
- Housing Status
- International Classification of Diseases (ICD)-10 Codes to Capture Human Trafficking and Intimate Partner Violence
- Ischemic Vascular Disease: Use of Aspirin or another Antiplatelet
- Late HIV Diagnosis
- Linkage to HIV Medical Care
- Lipid Screening
- Low Birth Weight
- Medical Assistance with Smoking and Tobacco Use Cessation
- Medical Case Management: Care Plan
- Neonatal Zidovudine Prophylaxis
- Oral Health Education
- PCP Prophylaxis for HIV Exposed Infants
- Periodontal Screening or Examination
- Phase 1 Treatment Plan Completion
- Pneumocystis jiroverci Pneumonia (PCP) Prophylaxis
- Pre-Exposure Prophylaxis (PrEP) Prescriptions
- Prenatal and Postpartum Care
- Prescription of HIV Antiretroviral Therapy
- Statin Therapy for Patients with Cardiovascular Disease and Diabetes
- Substance Abuse Screening
- Syphilis Screening
- Tuberculosis Screening
- Unhealthy Alcohol Use Screening and Follow-Up
- Waiting Time for Initial Access to Outpatient/Ambulatory Medical Care
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents

# Patient Satisfaction

Southern Nevada Community Health Center

# SNCHC: Patient Satisfaction

- The Health Center and the Health District's East Las Vegas location received 258 patient satisfaction surveys in November, a decrease of less than 1% over October.
- Family Planning made up 76.7% of survey responses followed by Ryan White at 12.8% and Family Health at 8.8%.

# SNCHC: Patient Satisfaction (cont.)

- About 73% of survey respondents were seen at the Health Center and about 27% were seen at East Las Vegas.
- Approximately 30% of patients seen at the Health Center took the patient satisfaction survey in November, an increase of 6% over October.

# SNCHC: Patient Satisfaction (cont.)

- Between the Health Center and East Las Vegas, 61.7% of survey participants do not have health insurance.
  - Approximately 53% of survey participants at the Health Center do not have health insurance.
  - Approximately 85% of survey participants at East Las Vegas do not have health insurance.
  - Approximately 95% of survey participants who took the Spanish survey do not have health insurance.
  - Approximately 49% of survey participants who took the Spanish survey were seen at East Las Vegas.

# SNCHC: Patient Satisfaction (cont.)

- The Health Center and East Las Vegas received generally favorable responses from survey participants in November. Comments include:
  - “Best community doctors in the state. Couldn’t be more grateful.”
  - “Staff has always been super kind and informative. I get seen so quick.”
  - “Every time I come here, they are so nice and open. They make me feel safe and well cared for.”
  - “Everything was explained to me very thoroughly and professionally. Everyone is very kind here.”
  - “I never have to wait long for my appointment. Everyone is always nice and super helpful with any questions or concerns I have. Love coming here!”

# SNCHC: Patient Satisfaction (cont.)

- Communications created patient satisfaction survey reminder cards for Health Center staff workstations
- Equal representation across service lines is a priority
- Staff asking patients if they would like to take the survey will become part of standard operations



**Did you  
ask your patient  
to complete a  
PATIENT  
SATISFACTION  
SURVEY?**



# PATIENT SATISFACTION SURVEY

Let us know how we are doing.

Please scan the QR code for your preferred language to complete the survey on your mobile device, or ask our staff about how to complete the survey via tablet.

ENGLISH



SPANISH



We appreciate  
your feedback.  
Thank you.



## SNCHC: Patient Satisfaction (cont.)

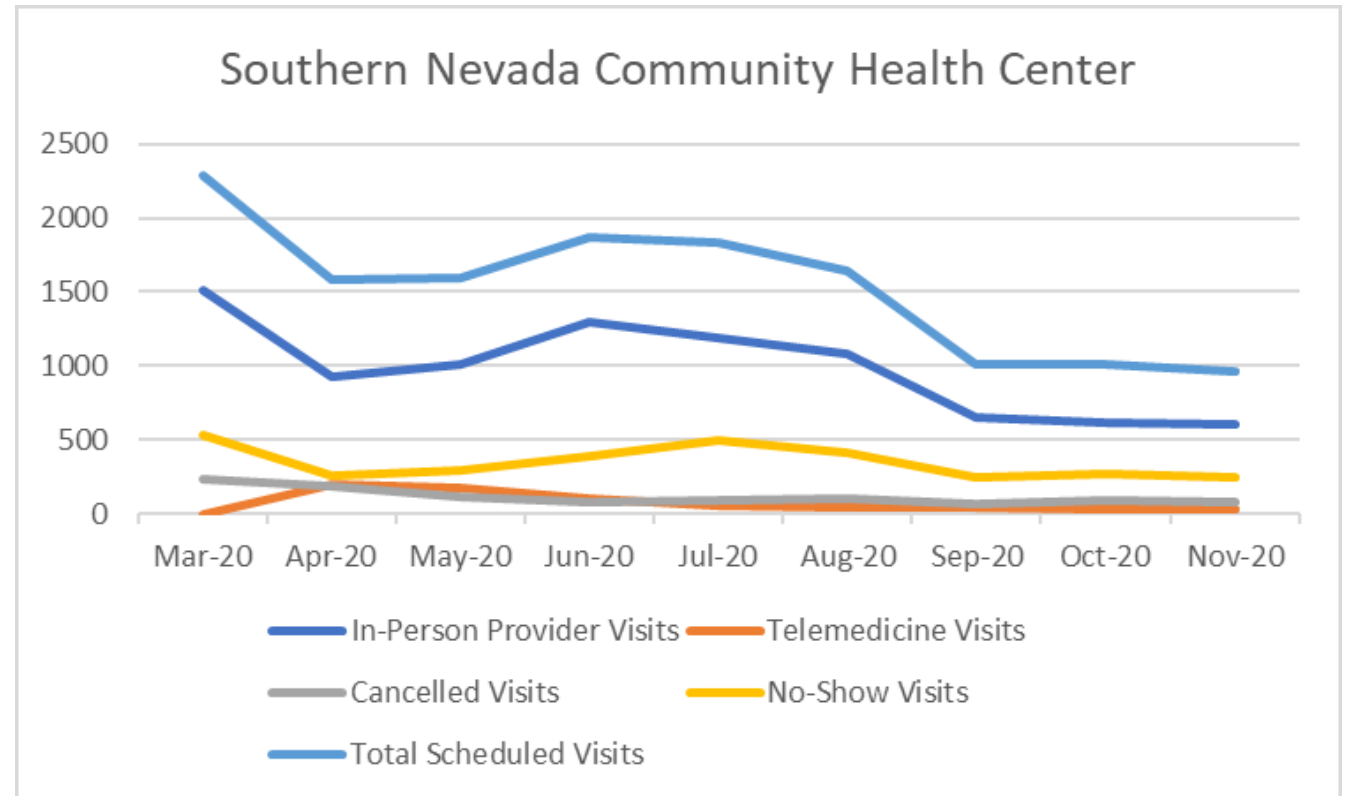
- Communications created a flyer promoting the survey
- In the event staff do not ask patients if they would like to participate, there is another opportunity to capture their experience
- Patients can take the survey on their own device by scanning a QR Code

# Telehealth

Southern Nevada Community Health Center

# SNCHC: Telehealth

- In November, telehealth saw 31 patients — 5.1% of patient visits, an increase of 10.7% over October.
- *NOTE: As of September 1, 2020, the Sexual Health Clinic is no longer a part of the Health Center. This has resulted in an overall decrease in visit volume.*



# SNCHC: Telehealth (cont.)

- With the rise in COVID-19 case reports and the latest mandate from Governor Sisolak, the Health Center is preparing for an increase in virtual visits.
- The Health Center hosted a telehealth refresher training for providers and staff on December 1, 2020, with specific focus on video visits.
- The training was developed and presented with the help of our IT and Informatics teams.
- There were 29 participants in the training.
- A follow-up telehealth training will be held December 17, 2020.

# Health Center Visits

Southern Nevada Community Health Center

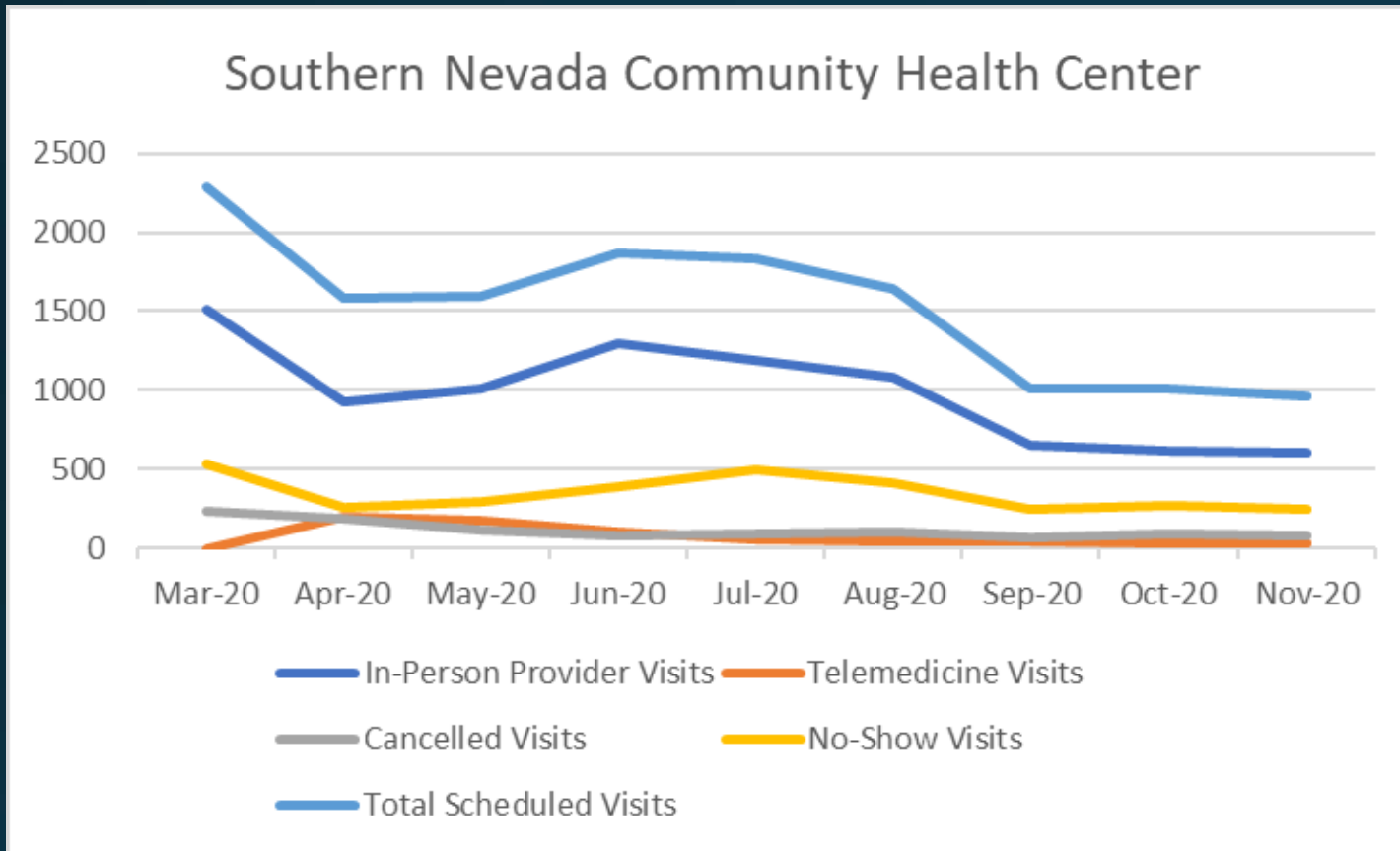
# SNCHC: Health Center Visits

- The Health Center had 964 scheduled patient appointments in November, a 4.2% decrease over October.
- Of scheduled patients, 66.2% kept their appointments, a nearly 2% increase over October.
  - The cancellation rate was 7.8%, a decrease of less than 1% over October.
  - The no-show rate was 26%, a decrease of less than 1% over October.
  - Telemedicine saw 31 patients — 5.1% of patient visits, an increase 10.7% over October.

# SNCHC: Health Center Visits (cont.)

- Cancellation rates were highest among Family Health and Ryan White at 46.7% and 44%, respectively.
- The no-show rate was highest among Family Health and Ryan White at 43.8% and 32.7%, respectively.

# SNCHC: Health Center Visits (cont.)



- NOTE: As of September 1, 2020, the Sexual Health Clinic is no longer a part of the Health Center. This has resulted in an overall decrease in visit volume.*



Questions?

Thank you!