



Southern Nevada Community Health Center Quality Improvement Report, November 2020

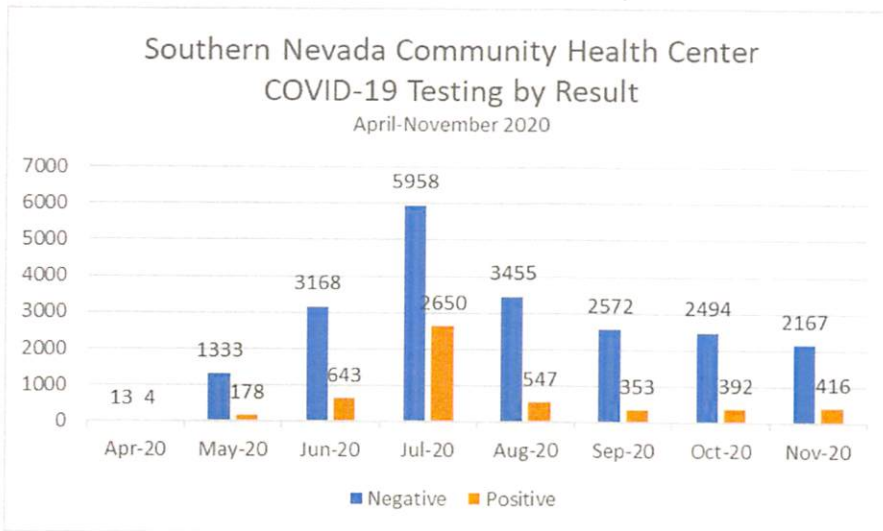
Fantasi 'Stasi' Pridgon, MHA, FQHC Quality Management Coordinator *FP*
David Kahananui, Senior FQHC Manager *DK*

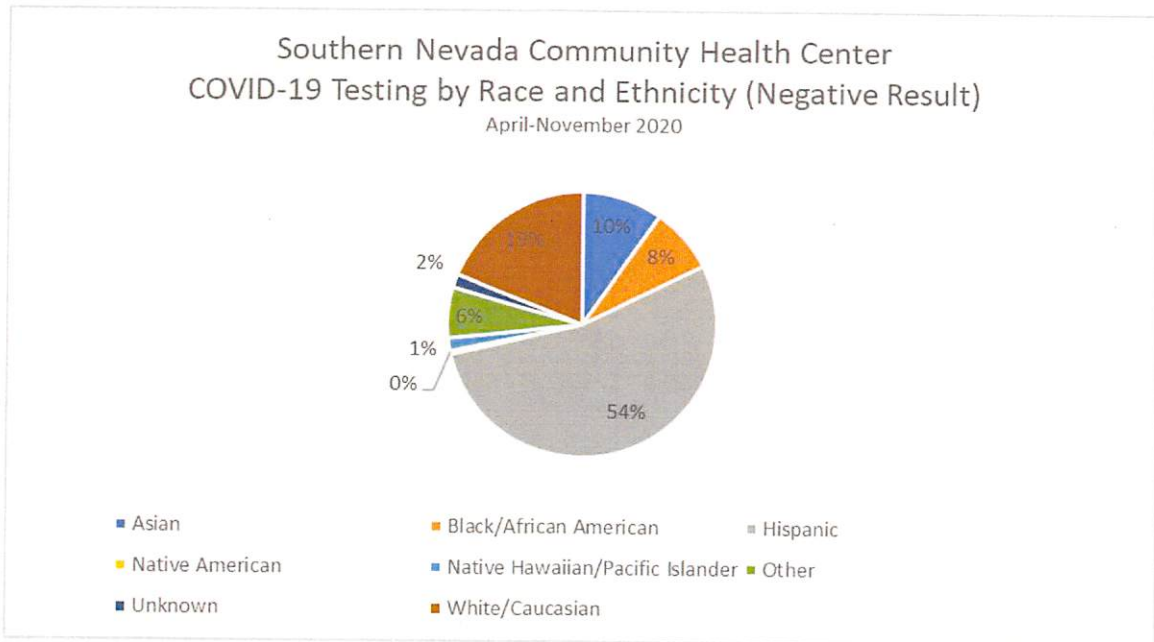
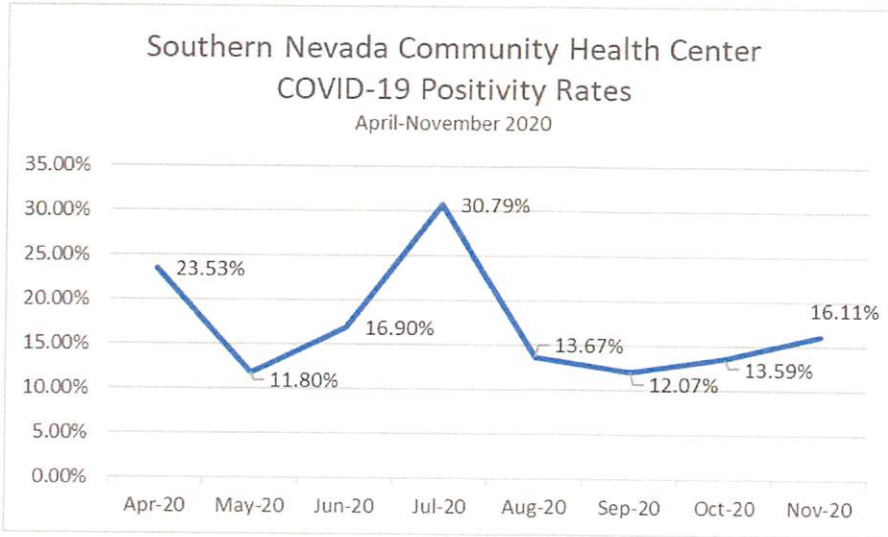
COVID-19 Testing

As of November 30, 2020, the Southern Nevada Community Health Center has completed 26,490 COVID-19 tests. In November alone, 2,583 COVID-19 tests were completed at the Health Center, a decrease of 10.5% over October.

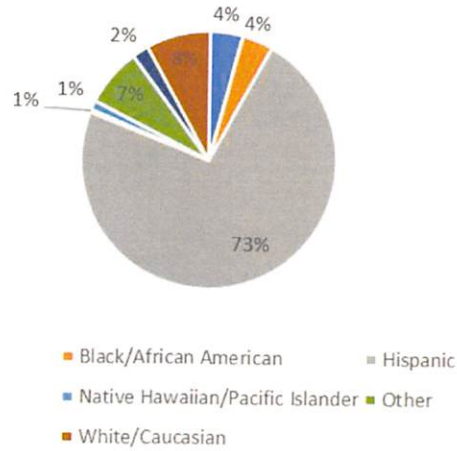
There was a 16.1% positivity rate in November, an increase of 2.5% over October. This increase in new case reports is not unexpected as we are seeing continued community transmission. The Southern Nevada Health District and the Health Center continue to remind the public of the importance of following 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. 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.

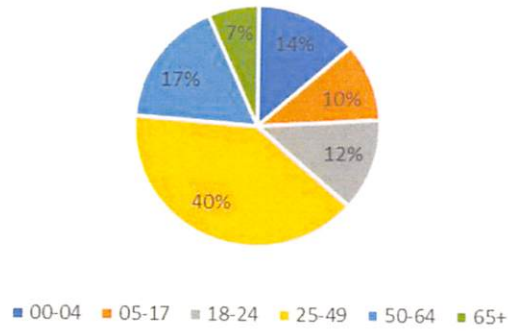


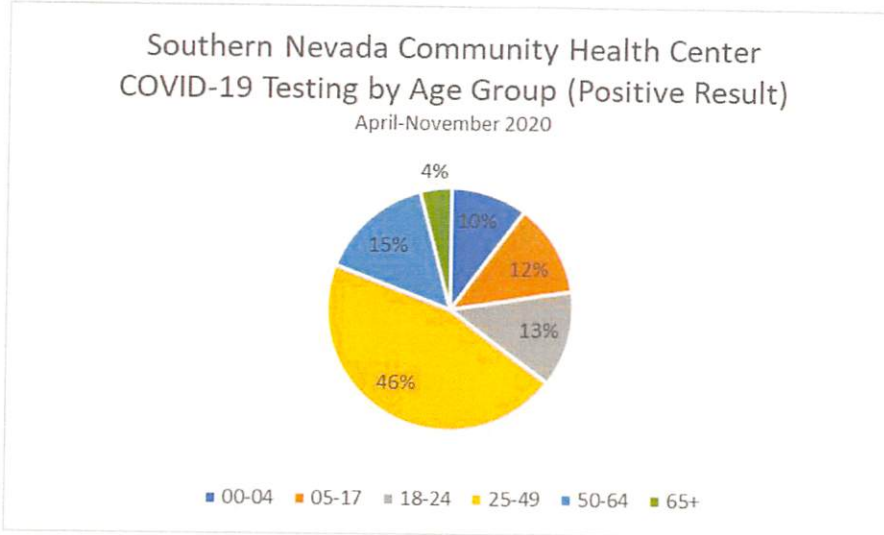


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April-November 2020



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





Quality Measures

The Health Center is progressing in its implementation of CDSS (Decision Support) in eClinicalWorks (eCW), the electronic health record (EHR) at the Health District. This project aims to improve quality by alerting providers when patients are due for various tests and preventive screenings across multiple quality reporting programs, including Family Planning Annual Report (FPAR), Healthcare Effectiveness Data and Information Set (HEDIS), HIV Quality of Care (HIVQUAL), and Uniform Data System (UDS).

The Health Center will focus on 60 performance measures that align across FPAR, HEDIS, HIVQUAL, and UDS and have been outlined in a crosswalk. A workgroup of select providers and other Health Center staff has been identified and will have an initial meeting on December 17th to collaborate and begin standardizing the workflow for providers and staff when charting in eCW. We can then enable CDSS so that providers will automatically receive alerts when patients are due for tests and preventive screenings identified in the performance measure crosswalk.

Patient Satisfaction

The Health Center and Southern Nevada Health District 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%. 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 in November took the patient satisfaction survey, an increase of 6% over October.

Of patients at the Health Center, approximately 53% do not have health insurance, and of patients at East Las Vegas, approximately 85% do not have health insurance. Between the Health Center and East Las Vegas, 61.7% of survey respondents do not have health insurance. Of respondents who took the Spanish version of the survey, approximately 95% do not have health insurance. About 49% 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:

- “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!”

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

Telehealth

The Health Center implemented telehealth following the need for modified clinic operations as we continue to navigate the COVID-19 pandemic. The goal of the Health Center is 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) and video via Healow, an app by eClinicalWorks. Though patients can still be seen in-person, when medically appropriate, telehealth is offered and encouraged to be utilized, especially as COVID-19 case reports increase.

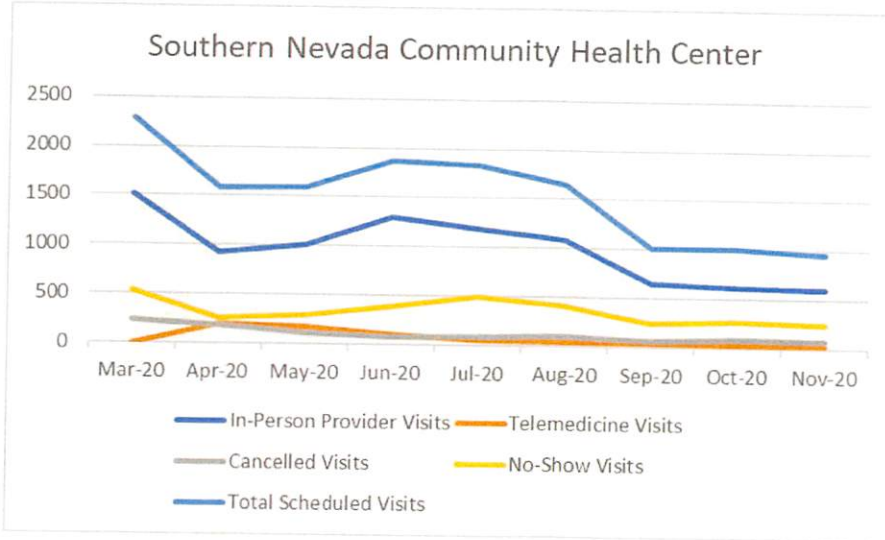
The following is a breakdown of telehealth visit volume since implementation in April 2020:

- In the month of April, telehealth saw 204 patients — 18% of Health Center visits.
- In the month of May, telehealth saw 179 patients — 15.1% of Health Center visits and a 12.3% decrease over the month prior.
- In the month of June, telehealth saw 106 patients — 7.6% of Health Center visits and a 40.8% decrease over the month prior.
- In the month of July, telehealth saw 53 patients — 4.3% of Health Center visits and a 50% decrease over the month prior
- In the month of August, telehealth saw 47 patients — 4.2% of patient visits, an 11.3% decrease over the month prior.
- In the month of September, telehealth saw 39 patients — 6% of patient visits.
- In the month of October, telehealth saw 28 patients — 4.3% of patient visits, a 28.2% decrease over the month prior.
- In the month of November, telehealth saw 31 patients — 5.1% of patient visits, an increase of 10.7% over the month prior.

As with other health care organizations across the county and state, telehealth visits had declined over the past few months. This was largely due to an increase in in-person patient visits following incremental phases to pre-COVID-19 operations. However, as COVID-19 case reports continue to rise, increases in telehealth utilization is expected as health care organizations adapt, and patients seek care as safely as possible during the pandemic. Telehealth trainings for providers and staff at the Health Center have been scheduled in December to see that telehealth visits are successful and effectively and efficiently carried out. Video visits via Healow are preferred.



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.

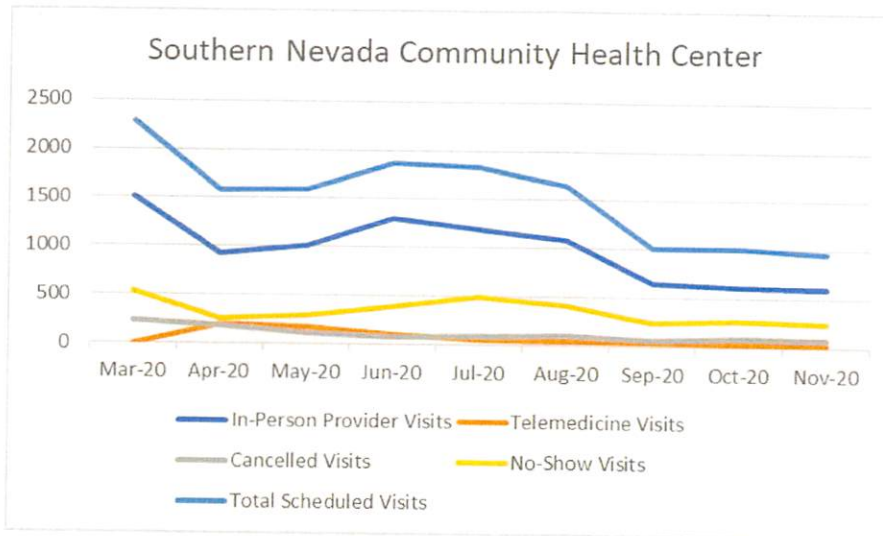


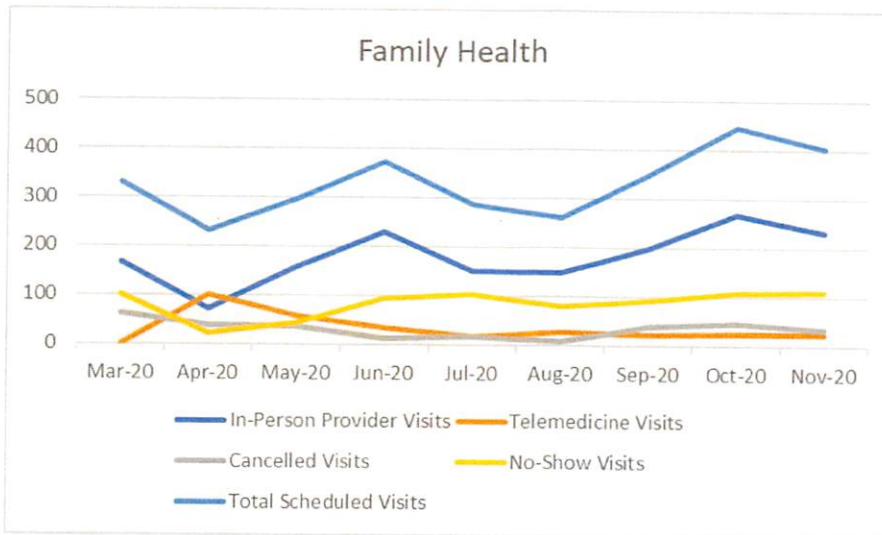
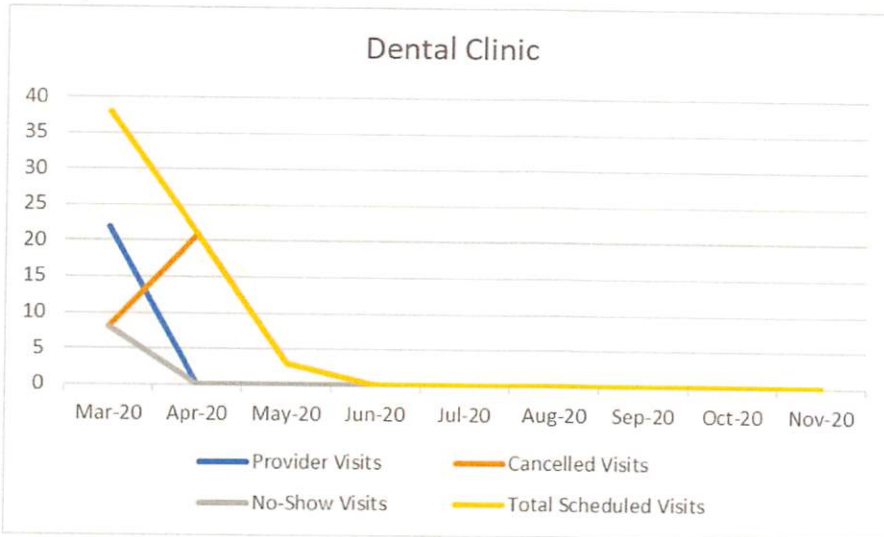
Health Center Visits

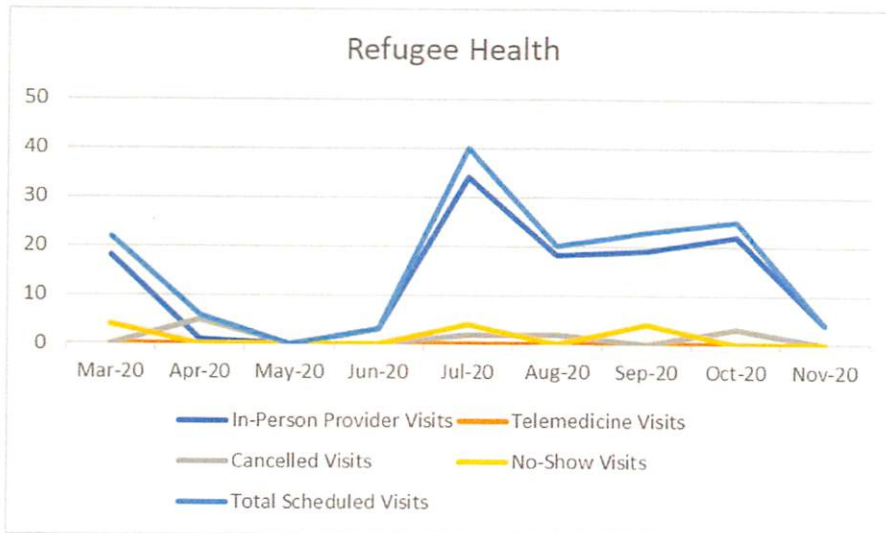
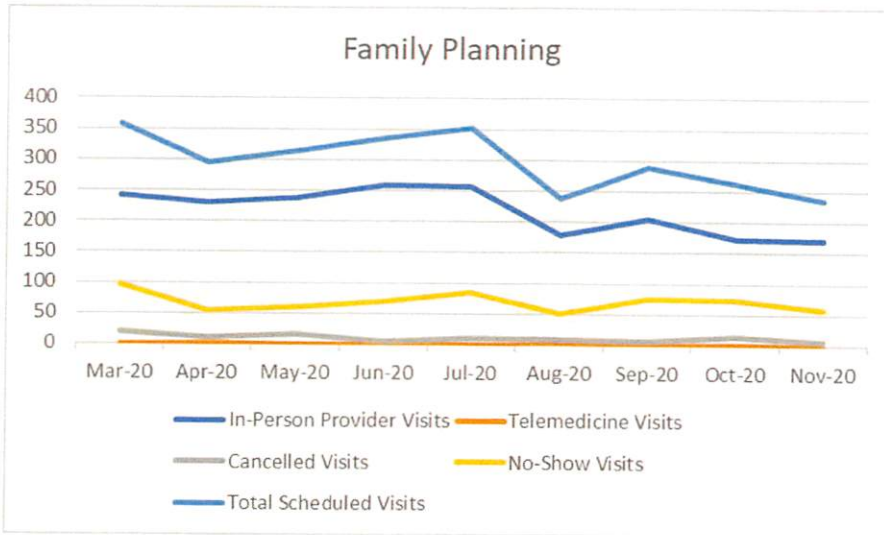
The Health Center had 964 scheduled patient appointments in November, a 4.2% decrease over October. Of scheduled patients, 66.2% kept their appointments, a nearly 2% increase over October; there was a 7.8% cancellation rate, a decrease of less than 1% over October, and a 26% no-show rate, a decrease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

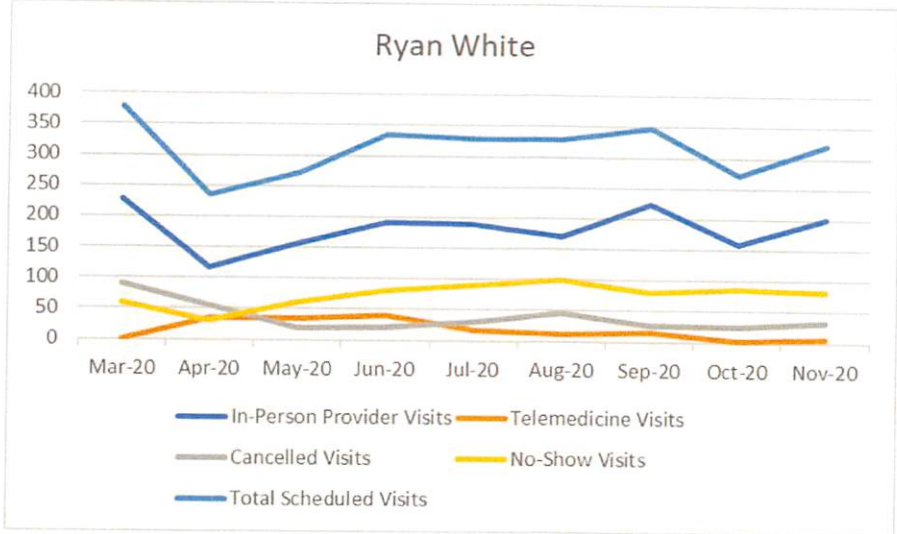
Of scheduled patient appointments, cancellation rates were highest among Family Health and Ryan White at 46.7% and 44%, respectively. The no-show rate was highest among Family Health and Ryan White at 43.8% and 32.7%, respectively.

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.









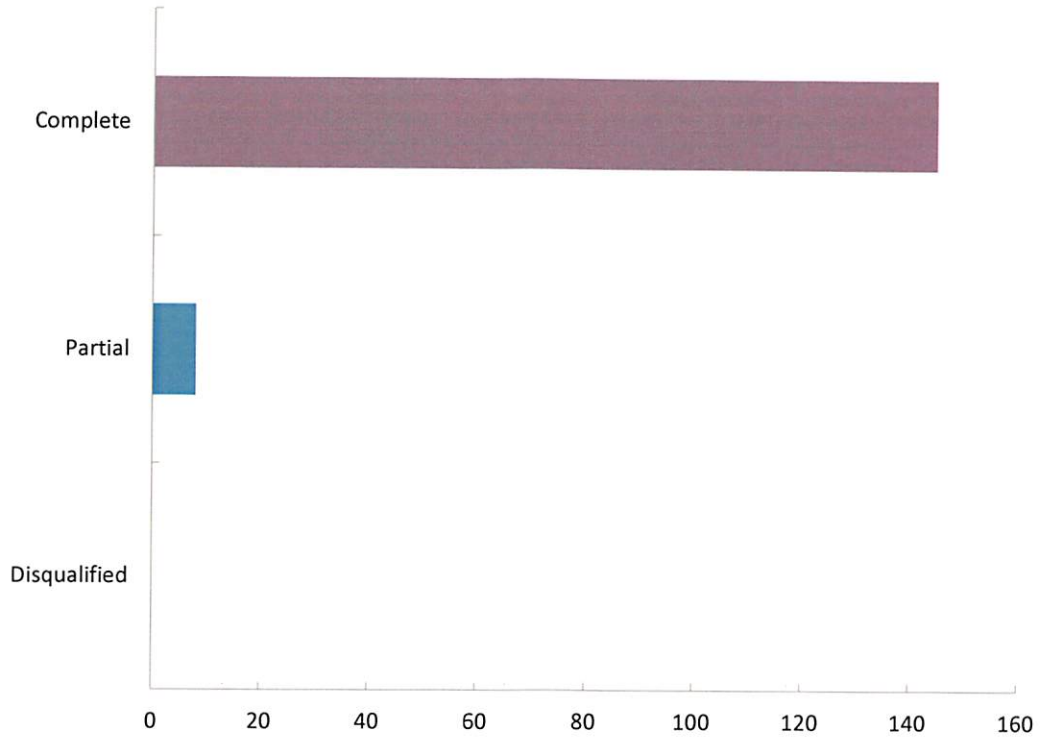


Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

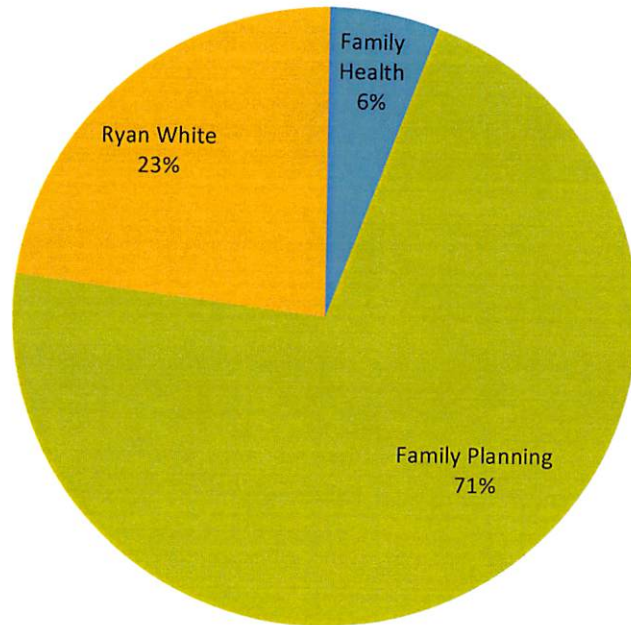


Response Statistics



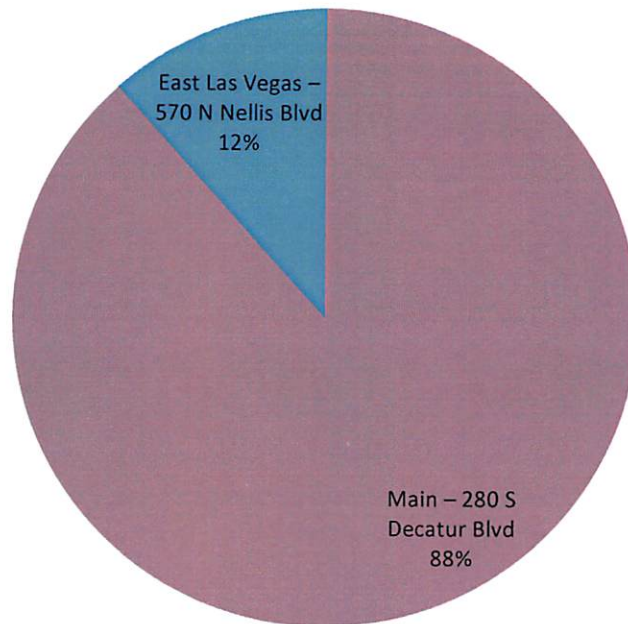
	Count	Percent
Complete	145	94.8
Partial	8	5.2
Disqualified	0	0
Totals	153	

1. Service received during your visit



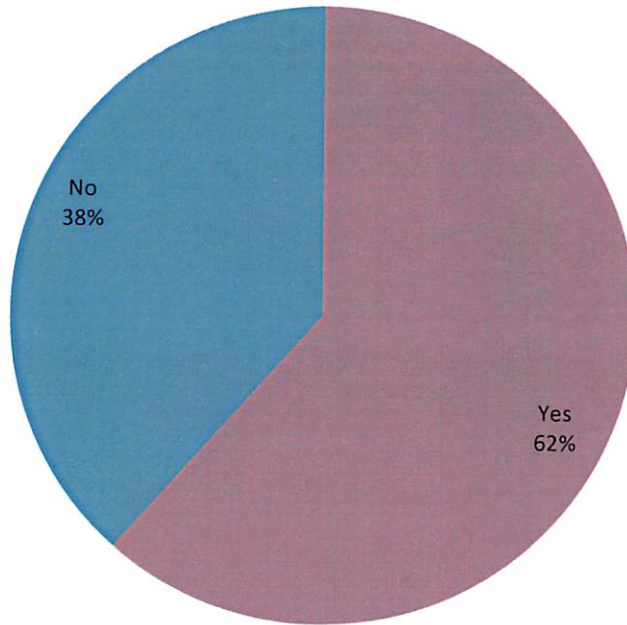
Value	Percent	Count
Family Health	5.7%	8
Family Planning	71.4%	100
Ryan White	22.9%	32
	Totals	140

2. Southern Nevada Health District (SNHD) location



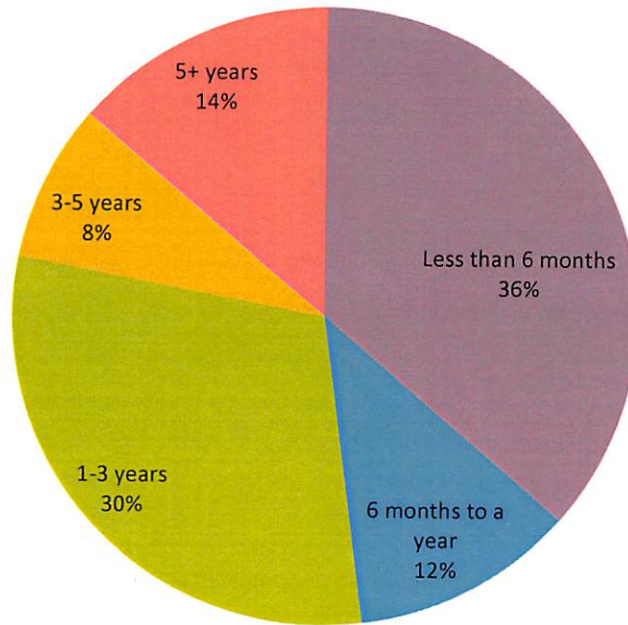
Value	Percent	Count
Main – 280 S Decatur Blvd	88.4%	129
East Las Vegas – 570 N Nellis Blvd	11.6%	17
	Totals	146

3. Do you have health insurance?



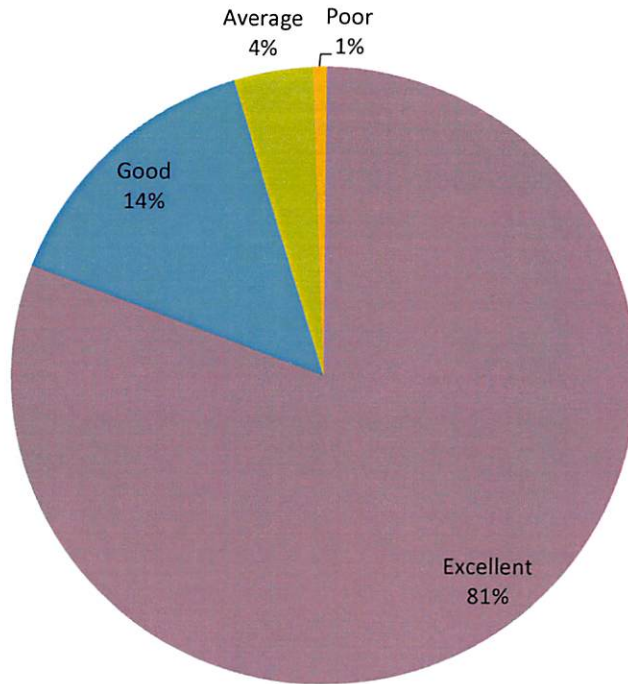
Value	Percent	Count
Yes	61.6%	90
No	38.4%	56
	Totals	146

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



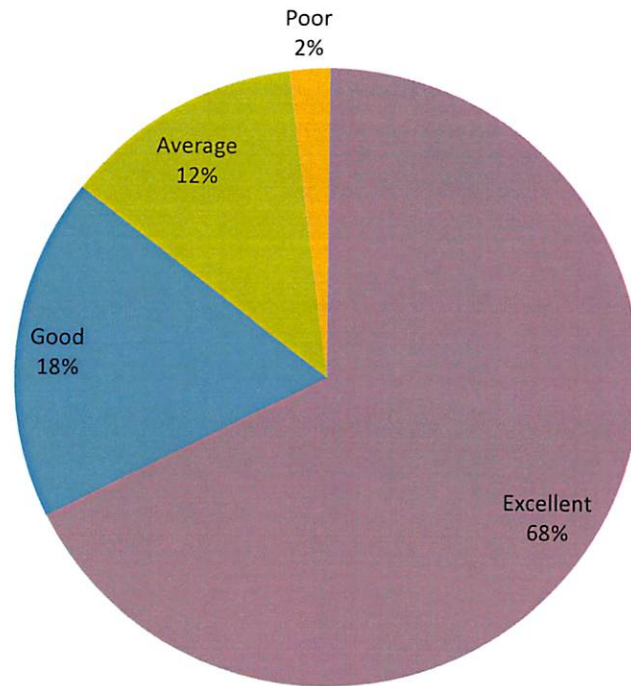
Value	Percent	Count
Less than 6 months	36.3%	53
6 months to a year	11.6%	17
1-3 years	30.1%	44
3-5 years	8.2%	12
5+ years	13.7%	20
	Totals	146

5. Ease of scheduling an appointment



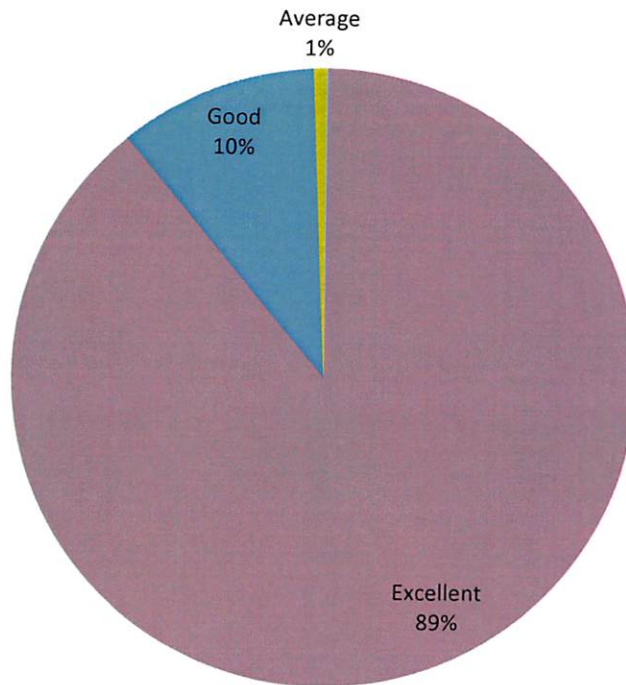
Value	Percent	Count
Excellent	80.7%	117
Good	14.5%	21
Average	4.1%	6
Poor	0.7%	1
	Totals	145

6. Wait time to see provider



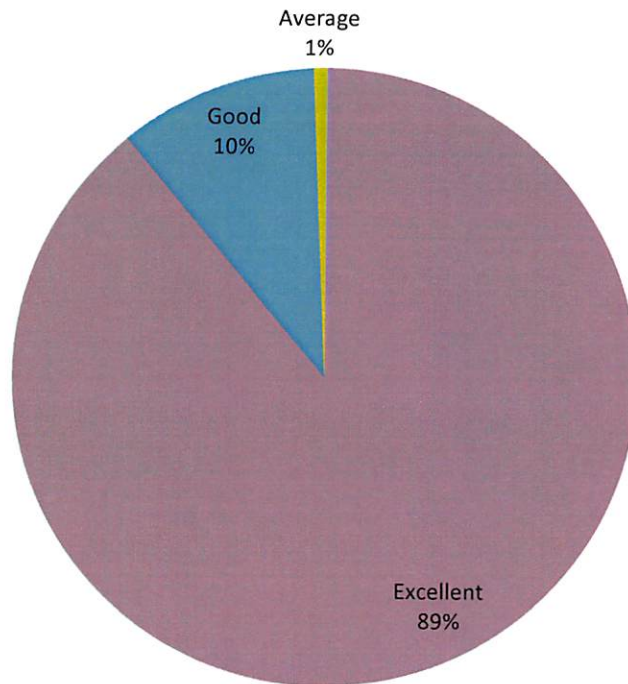
Value	Percent	Count
Excellent	67.6%	98
Good	17.9%	26
Average	12.4%	18
Poor	2.1%	3
	Totals	145

7. Care received from providers and staff



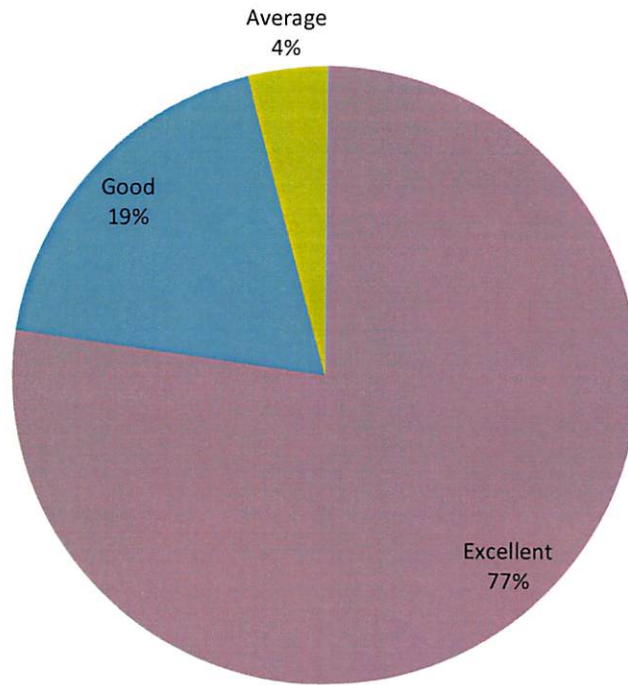
Value	Percent	Count
Excellent	89.0%	129
Good	10.3%	15
Average	0.7%	1
	Totals	145

8. Understanding of health care instructions following your visit



Value	Percent	Count
Excellent	89.0%	129
Good	10.3%	15
Average	0.7%	1
	Totals	145

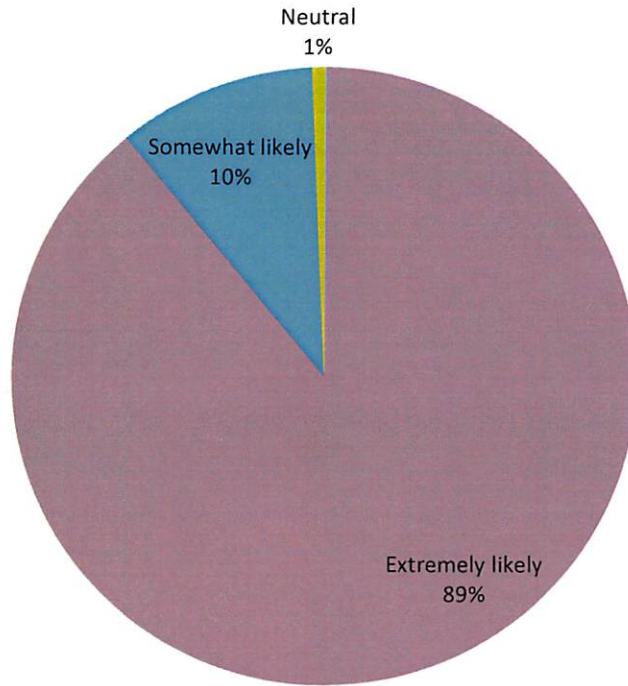
9. Hours of operation



Value	Percent	Count
Excellent	77.2%	112
Good	18.6%	27
Average	4.1%	6
	Totals	145



10. Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	89.0%	129
Somewhat likely	10.3%	15
Neutral	0.7%	1
	Totals	145

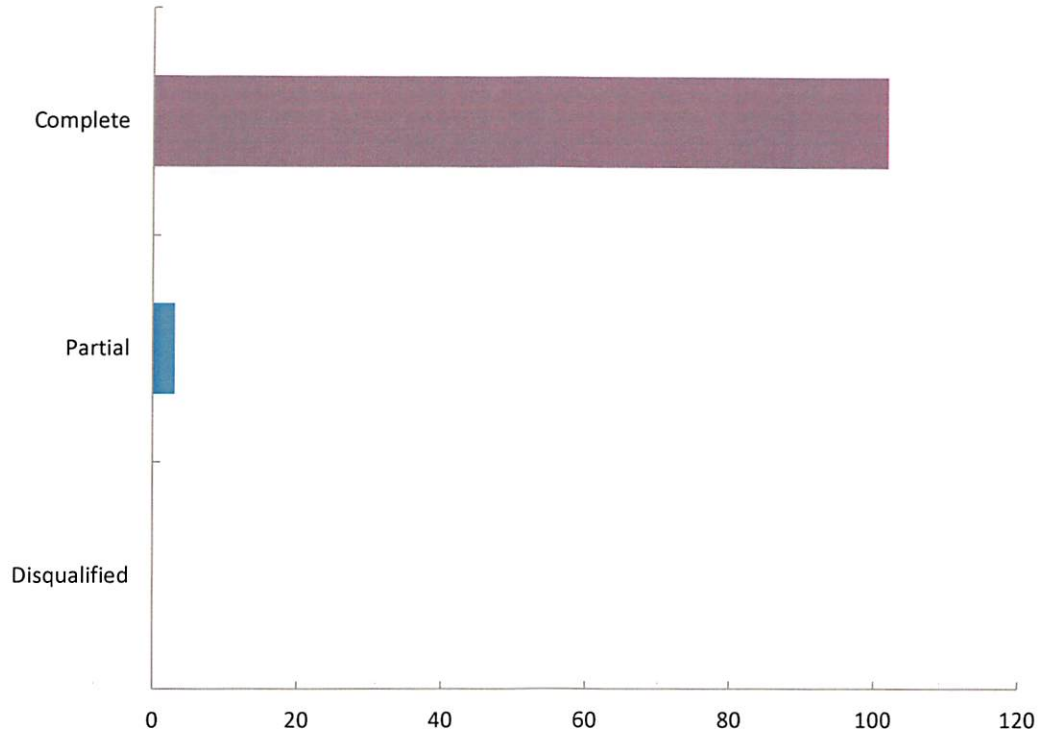


Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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

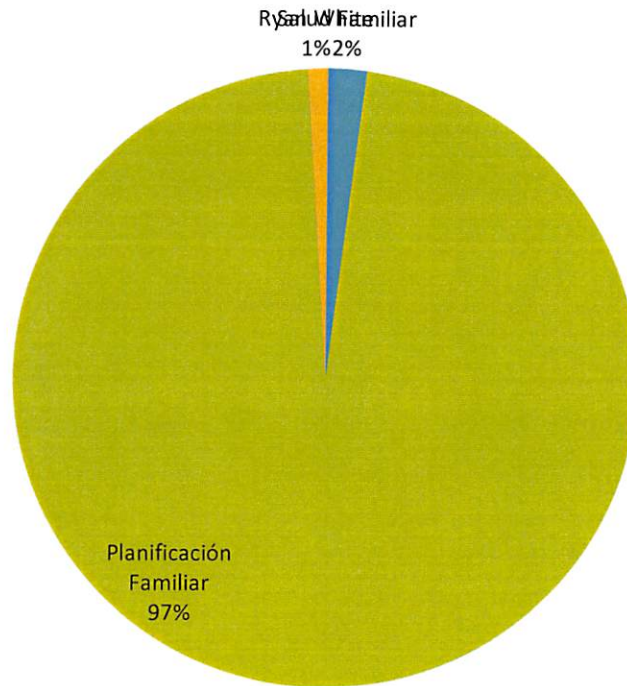


Response Statistics



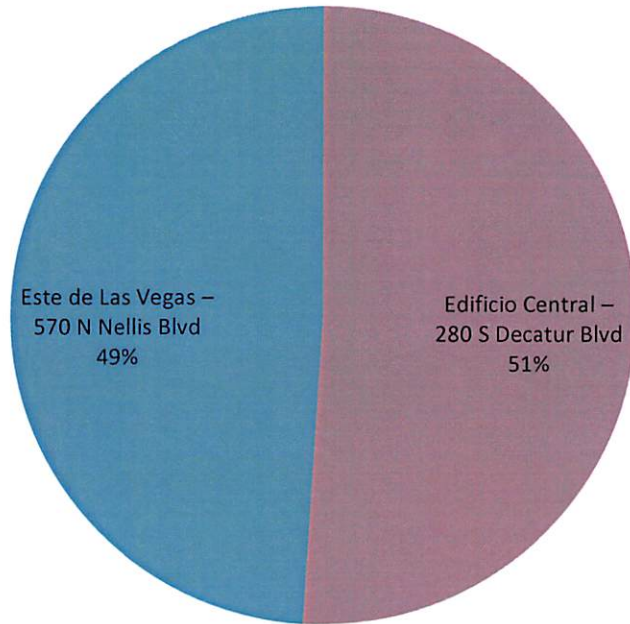
	Count	Percent
Complete	102	97.1
Partial	3	2.9
Disqualified	0	0
Totals	105	

1. Marque los servicios recibidos durante su visita



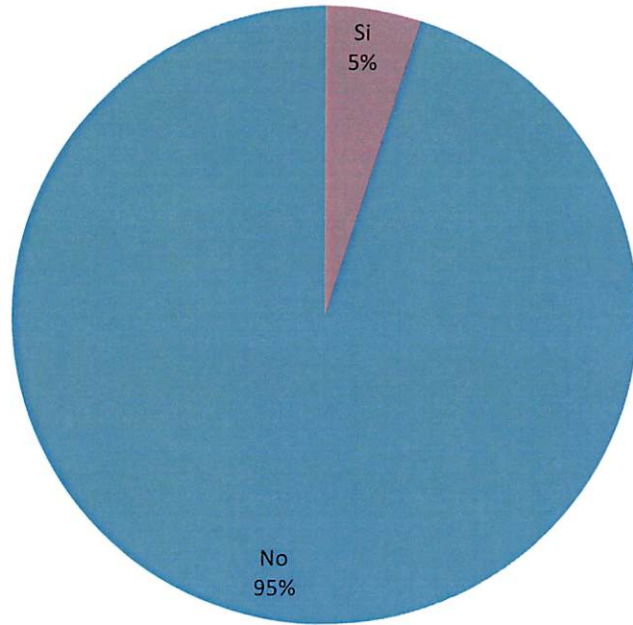
Value	Percent	Count
Salud Familiar	2.0%	2
Planificación Familiar	97.0%	98
Ryan White	1.0%	1
	Totals	101

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



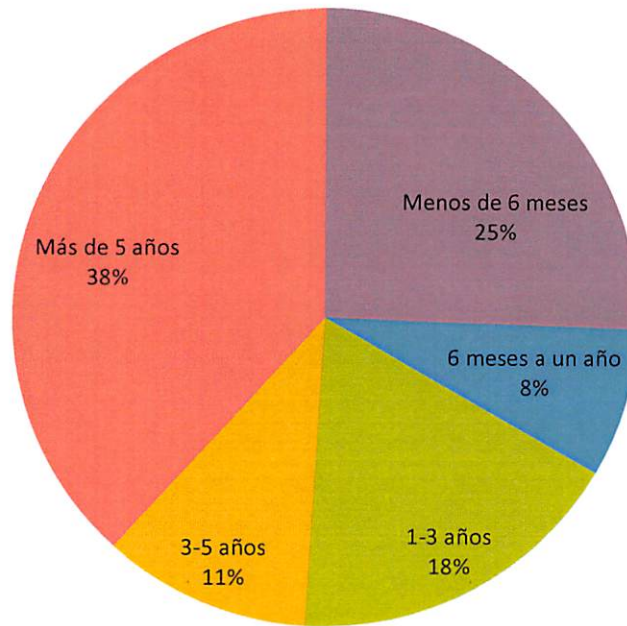
Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	51.0%	52
Este de Las Vegas – 570 N Nellis Blvd	49.0%	50
	Totals	102

3. ¿Tiene seguro médico?



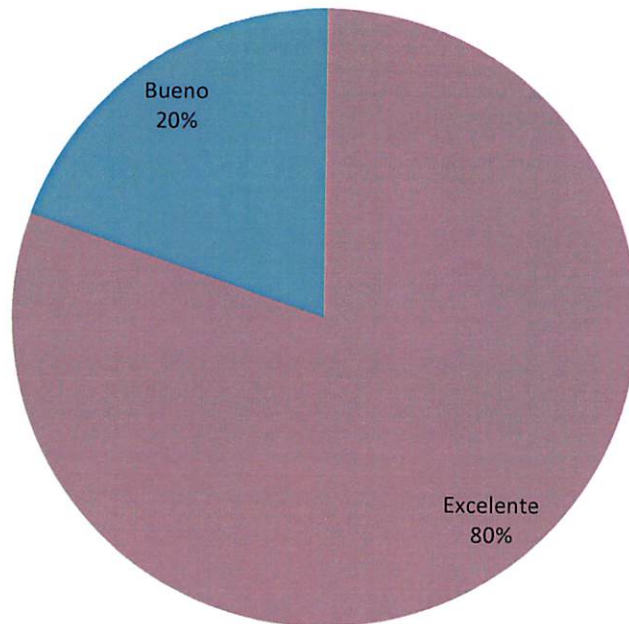
Value	Percent	Count
Si	4.9%	5
No	95.1%	97
	Totals	102

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



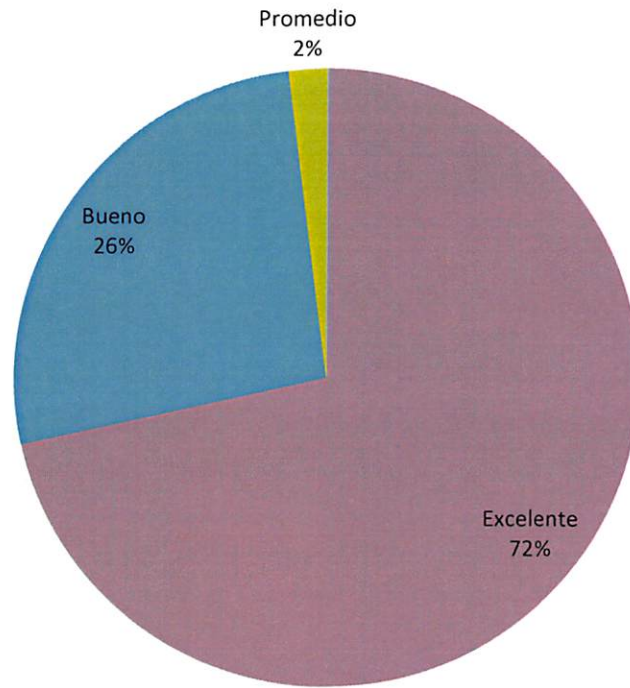
Value	Percent	Count
Menos de 6 meses	25.5%	26
6 meses a un año	7.8%	8
1-3 años	17.6%	18
3-5 años	10.8%	11
Más de 5 años	38.2%	39
	Totals	102

5. Facilidad para programar una cita



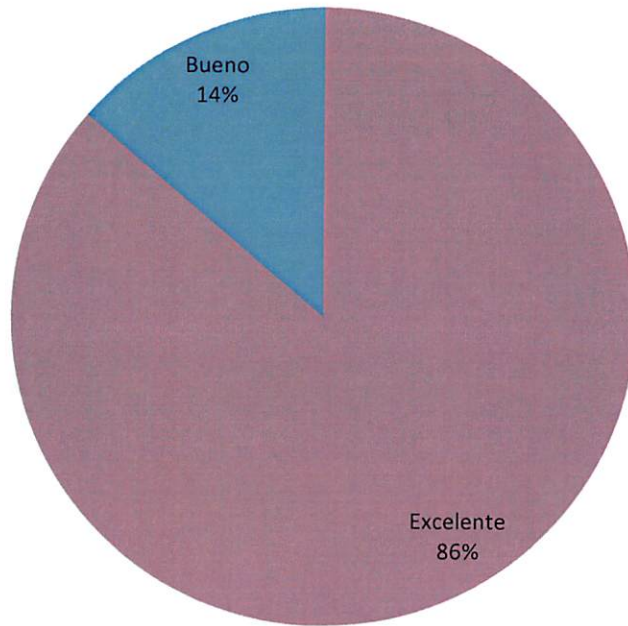
Value	Percent	Count
Excelente	80.4%	82
Bueno	19.6%	20
	Totals	102

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



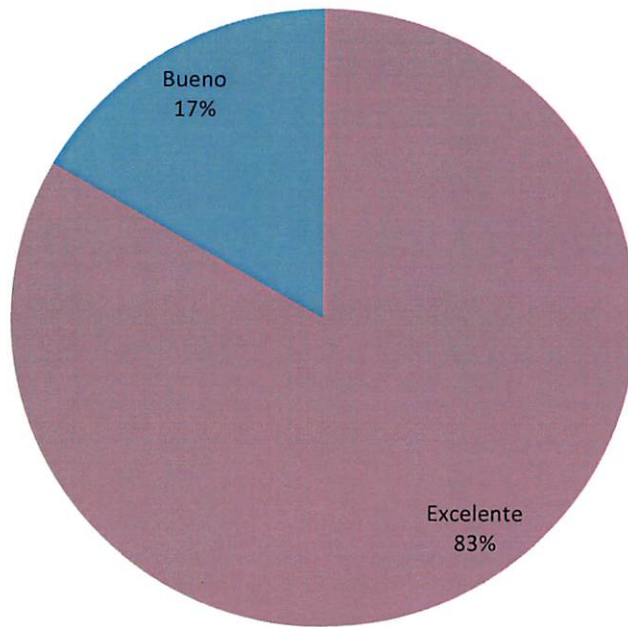
Value	Percent	Count
Excelente	71.6%	73
Bueno	26.5%	27
Promedio	2.0%	2
	Totals	102

7. Atención recibida de los proveedores y personal



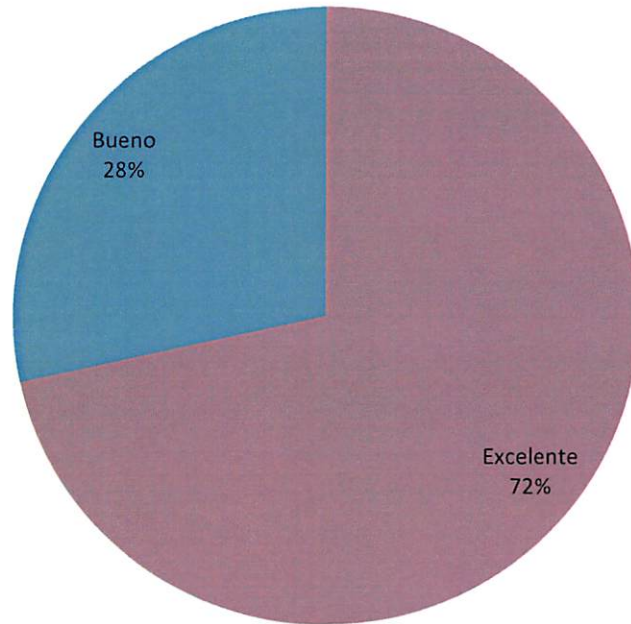
Value	Percent	Count
Excelente	86.3%	88
Bueno	13.7%	14
	Totals	102

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



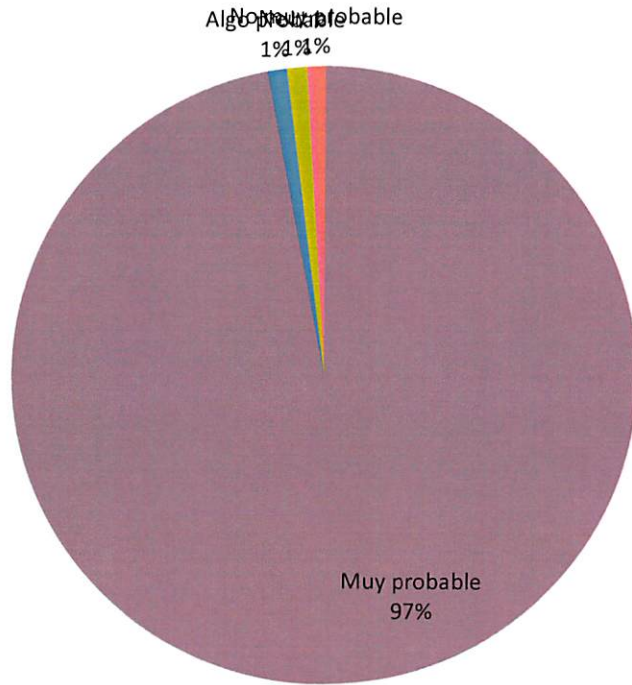
Value	Percent	Count
Excelente	83.3%	85
Bueno	16.7%	17
	Totals	102

9. Horarios de operación



Value	Percent	Count
Excelente	71.6%	73
Bueno	28.4%	29
	Totals	102

10. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	97.1%	99
Algo probable	1.0%	1
Neutral	1.0%	1
No muy probable	1.0%	1
	Totals	102



eBO Report Summary: November 2020

Southern Nevada Community Health Center	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits					Total Scheduled Patients		
							Audio Visit		Televisit		Total Visits			
Family Health Clinic	233	38.39%	35	46.67%	110	43.82%	25	80.65%	0	0.00%	25	80.65%	403	41.80%
Family Planning Clinic	170	28.01%	7	9.33%	59	23.51%	0	0.00%	0	0.00%	0	0.00%	236	24.48%
Refugee Clinic	4	0.66%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	0.41%
Ryan White	200	32.95%	33	44.00%	82	32.67%	6	19.35%	0	0.00%	6	19.35%	321	33.30%
Totals	607	100.00%	75	100.00%	251	100.00%	31	100.00%	0	0.00%	31	100.00%	964	100.00%

<i>Percent of scheduled patients who cancelled</i>	7.78%
<i>Percent of scheduled patients who no showed</i>	26.04%
<i>Percent of scheduled patients who cancelled and no showed</i>	33.82%