





# Memorandum

**Date:** January 14, 2021

**To:** Southern Nevada District Board of Health

**From:** David Kahananui, FQHC Senior Manager   
Fermin Leguen, MD, MPH, Acting Chief Health Officer 

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT**

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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.

**November Highlights:**

- **Response to COVID-19**
  - Coordinating the efforts of the NCS
  - Collecting data from FQHC partners for point of care (POC) testing
  - Project Manager for FEMA NCS grant
- **Administrative**
  - Service Area Competition Grant was awarded for next 3 years.

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

- 1) To date, the facility has served 42 individuals who needed a safe place to isolate. Individuals admitted in the facility receive wrap around services which includes 24/7 nursing services, case management services, Resilience Ambassadors, eligibility and primary care services among others. The program staff continue to coordinate with other community partners to ensure residents have appropriate places to isolate.
- 2) COVID testing continues to be offered at the Medical Evaluation & Treatment Site (METS). Patients that are symptomatic and have appointments to see providers are seen at this site.

**I. HIV / Ryan White Care Program**

- A. The HIV/Medical Case Management (MCM) program received 23 referrals between November 1st through November 30<sup>th</sup>. There was one baby born to a mother in Medical Case management program. The program received 1 referral for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 194 visits : 67 established provider visits, 19 initial provider visits, 5 audio visits, 20 Nurse visits and 83 lab visits in the month of November.



- 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 Florence McClure Women's Correctional Center for linkage to SNCHC for HIV care. 1 client, who previously received TCM education in prison followed up and was linked to care at SNCHC. There is on-going case management services for clients already enrolled in the program.
- E. The Ryan White program dietitian continued to provide medical nutritional therapy to clients during this period.
- F. The Ryan White program Mental health APRN continues to serve clients and provide screening for mental health issues.
- G. RW staff attended a 3 day virtual conference on November 11<sup>th</sup> to November 13<sup>th</sup>, 2020 presented by ANAC (Association of Nurses in AIDS Care). The session were presented by faculty and national experts in various fields relating or impacting HIV and HIV care.

## **II. Family Planning (FP)**

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 344 clients; 341 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 163 clients; 161 of them were unduplicated.
- B. The Decatur Family Planning clinic served 181 clients; 180 of them were unduplicated.

## **III. Family Healthcare Center**

- A. The Family Health Care Clinic saw 235 patients in the month of November. Sixteen patients were under age 18 and includes four children from the Refugee Health Clinic.

## **IV. Pharmacy Services**

- A. Dispensed 831 prescriptions for 684 clients.
- B. Assessed/counseled 30 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled 1 clients in the Tuberculosis Clinic.
- D. Assisted 21 clients to obtain medication financial assistance.
- E. Assisted 6 clients with insurance approvals.



**V. Eligibility Case Narrative and Eligibility Monthly Report**

Eligibility Monthly Report			
November 2020			
Total number of referrals received	57		
Total number of no action-closed	20		
Total number of applications submitted	Medicaid/SNAP/TANF: 28	Hardship: 5	
Application Status			
Medicaid/SNAP/TANF Applications		Hardship Applications	
# of approvals	9	# of approvals	5
# of ineligible	7	# of denials	0
# pending cases	11	# of pending cases	0
# Medicaid ineligible; SNAP eligible	1		

**Eligibility Case Narrative**

**Case #1**

Client has been an established patient at the Southern Nevada Health District (SNHD) since December 2019. Client was originally referred to eligibility for financial hardship during his first visit, but he decided not to pursue a hardship waiver at that time. During the initial eligibility interview in 2019, the client informed me that he was previously enrolled in Medicaid but lost coverage once he was added to his mother’s employer-sponsored insurance plan as a dependent in the state where she resides. The client was not sure if he would remain in Las Vegas permanently and decided not to reapply for Medicaid at that time.

Client was referred to me a second time in November 2020. Client has been unable to pay for any of his visits to SNHD and currently has an outstanding balance on his account. Client stated he no longer has private health insurance coverage through his mother’s plan and had a full-time job until recently. A new application was submitted to the Department of Welfare & Supportive Services (DWSS) on client’s behalf for both Medicaid and SNAP benefits. As of today, the client’s case is currently pending review and decision with DWSS. If DWSS determines that the client is ineligible for benefits, he has been informed of SNHD’s financial hardship waiver, which if approved, would allow him to continue receiving affordable health care at the Southern Nevada Health District and Southern Nevada Community Health Center respectively.

**Eligibility Worker: Kimberly Patterson**





## **Case #2**

I interviewed the client for the Financial Hardship Program and Medicaid Assistance; After I processed his Medicaid application, his status indicates he is not eligible for Medicaid Assistance at this time. Although he does not exceed the Federal Poverty Level, I advised him to appeal the case, he understood. The patient claimed he works around 23 hours per week at the Cosmopolitan Hotel, and his debt has increased because he is using credit cards to pay utility bills, car payments, and rent. His monthly salary is not enough to pay for all the expenses, and he feels he will not pay his rent, utilities, and expenses next month.

The client mentioned due to the pandemic crisis, his financial situation has worsened. He cannot pay for the doctor's visit here at the Southern Nevada Health District. The patient provided me all the documentation that I asked him to process his Financial Hardship Application. I referred him to Hopelink for rent and utility assistance and the Nevada Partner office to help him get a stable job during this pandemic crisis. I called Lutheran Social Services to get more information about the food pantry and financial resources. The client appreciated the assistance that he is receiving here at the Southern Nevada Health District.

*Eligibility Worker: Juan Carlos Rodriguez*

## **VI. Refugee Health Program**

### **A. The Refugee Health Program served 4 adults in November.**

## **VII. Quality Improvement:**

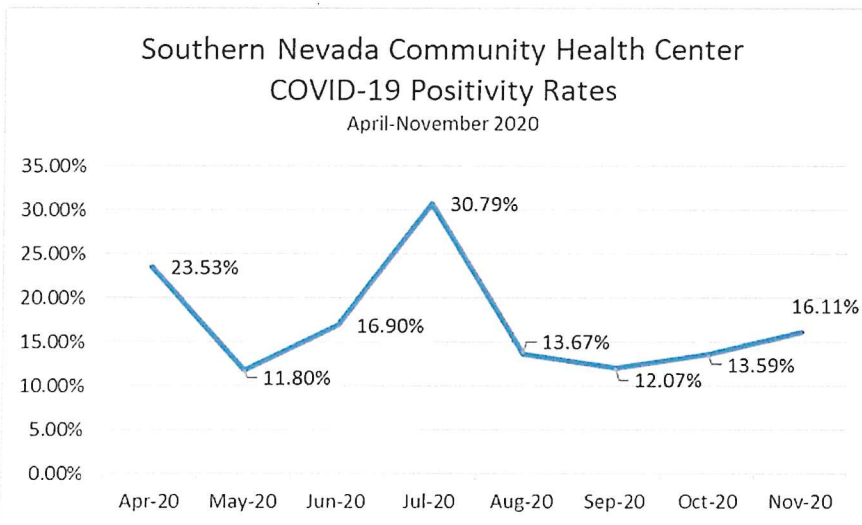
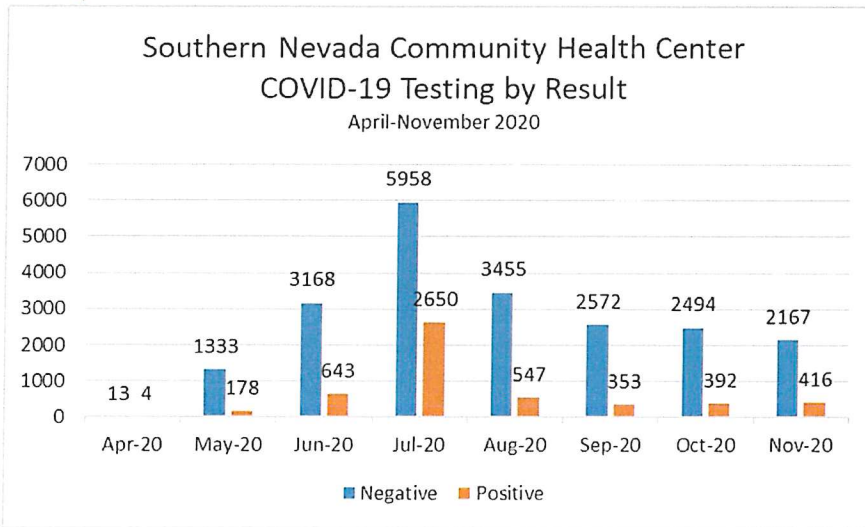
### **COVID-19 Testing**

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.

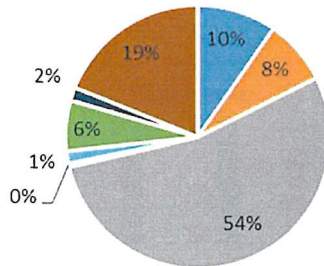
There was a 16.1% positivity rate in November, an increase of 2.5% over October. This increase in new case reports is not unexpected as we are seeing continued community transmission. The Southern Nevada Health District and the Health Center continue to remind the public of the importance of following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



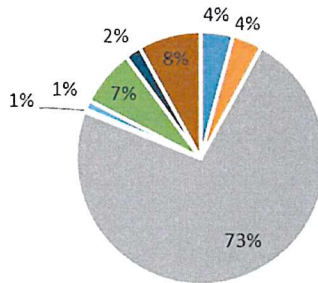


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Negative Result)  
April-November 2020



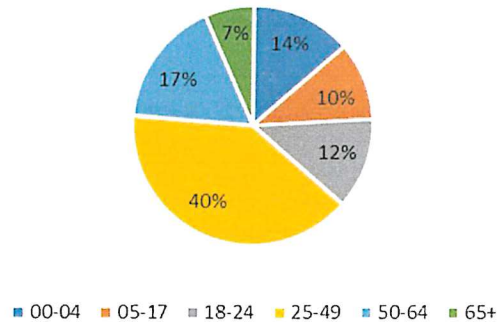
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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

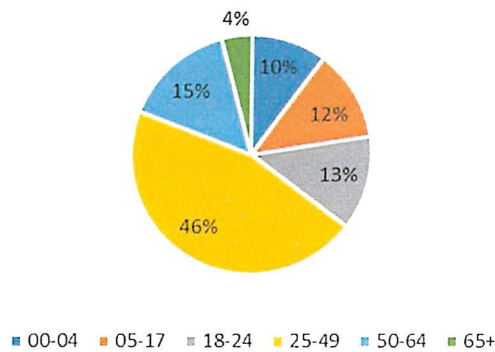


- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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

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 have been identified and will have an initial meeting on December 17<sup>th</sup> to collaborate and begin standardizing eCW charting workflows. 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 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%. 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 (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:

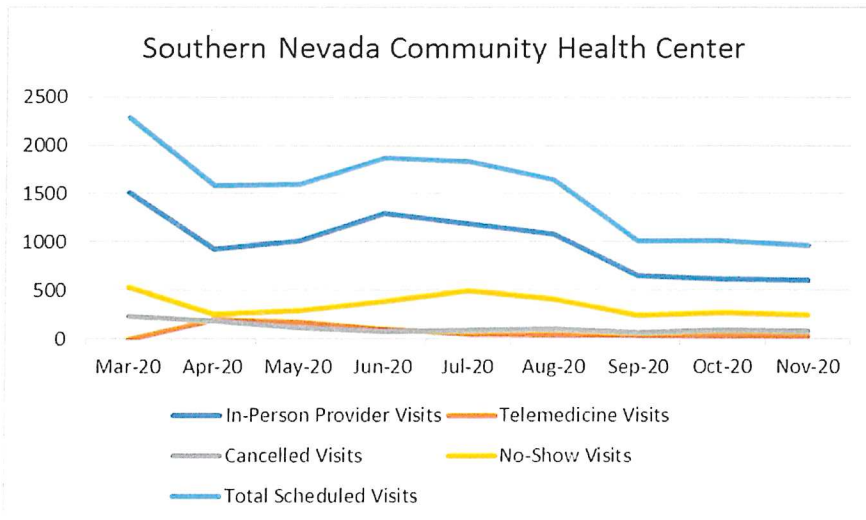
- In the month of April, telehealth saw 204 patients — 18% of Health Center visits.
- In the month of May, telehealth saw 179 patients — 15.1% of Health Center visits and a 12.3% decrease over the month prior.
- In the month of June, telehealth saw 106 patients — 7.6% of Health Center visits and a 40.8% 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.*



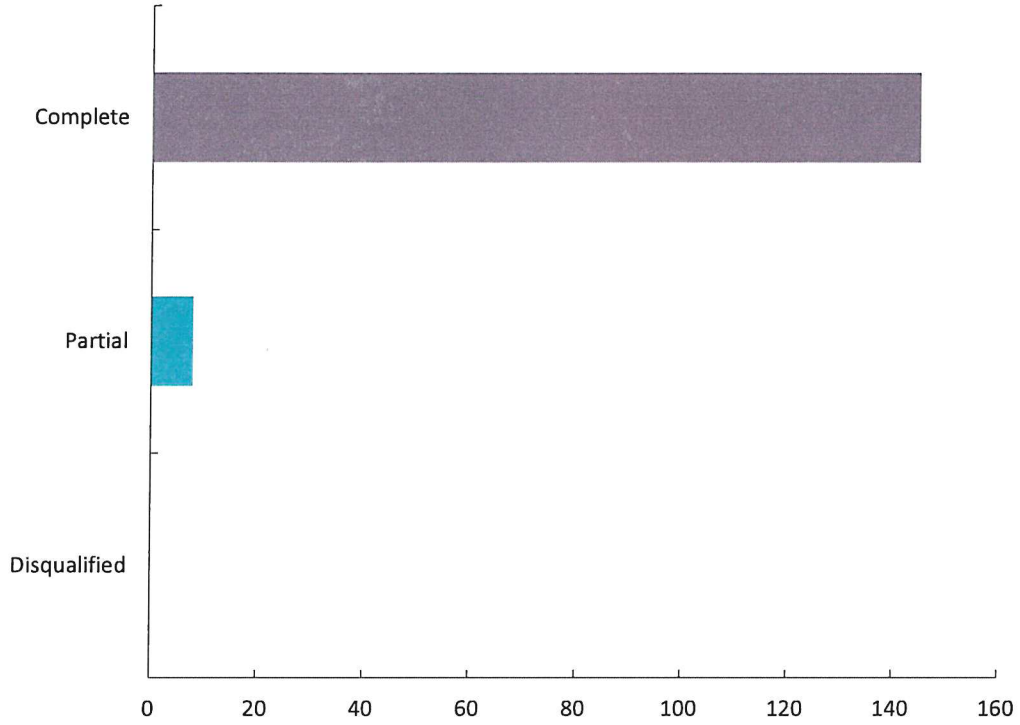


# **Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey**

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

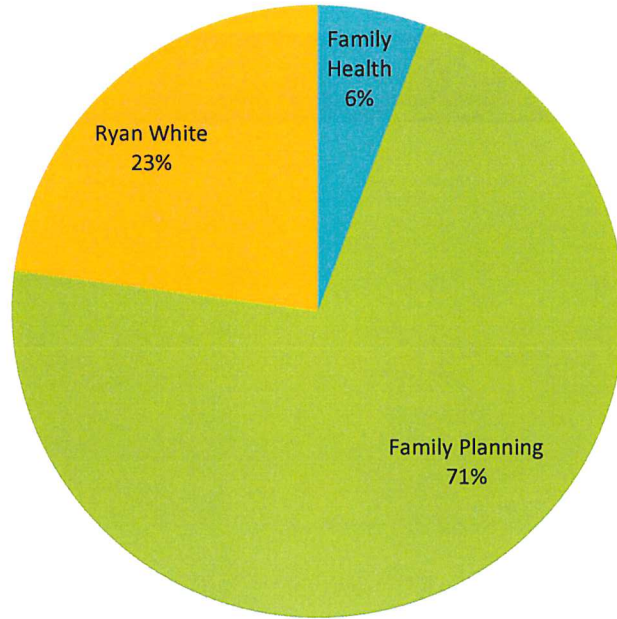


### Response Statistics



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

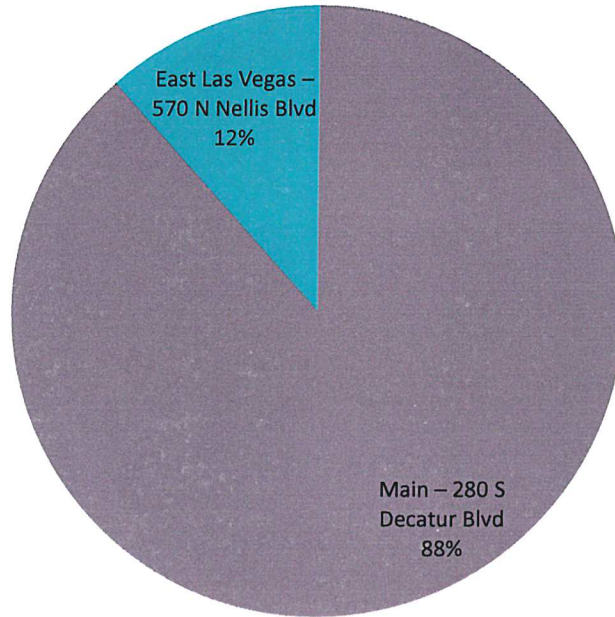
1. Service received during your visit



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



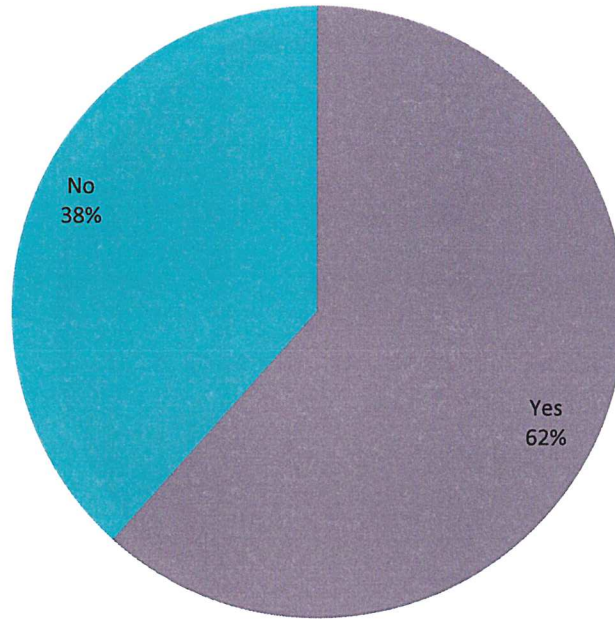
2. Southern Nevada Health District (SNHD) location



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



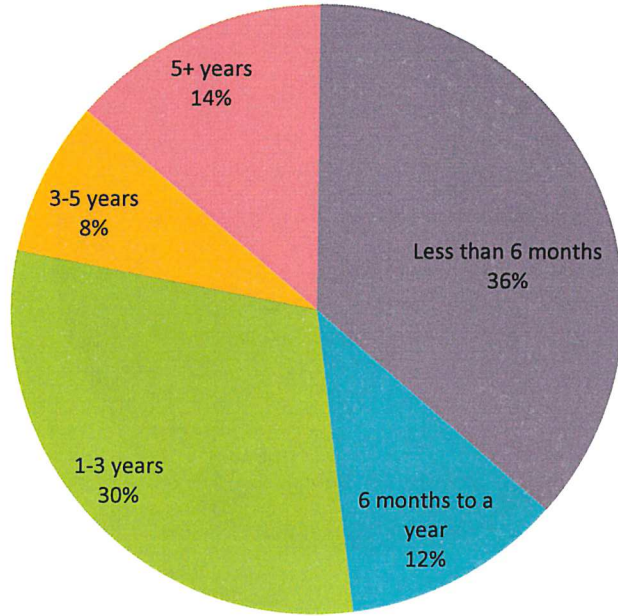
3. Do you have health insurance?



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

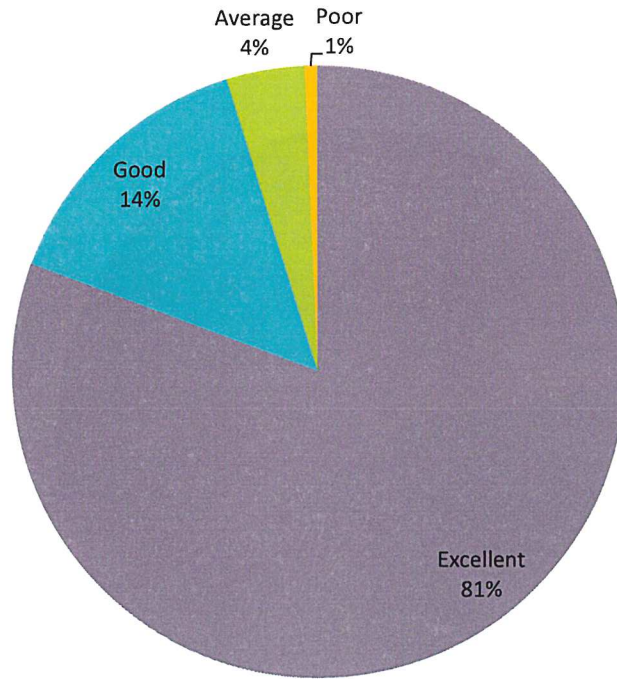


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



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

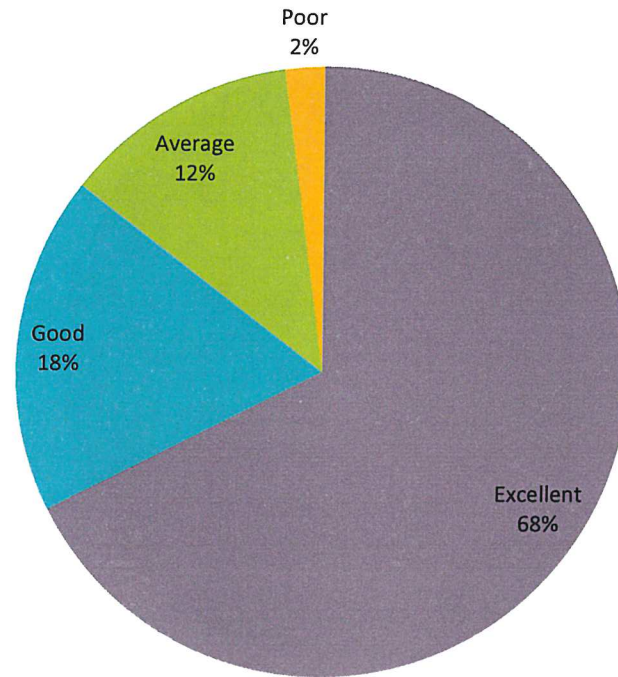
5. Ease of scheduling an appointment



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

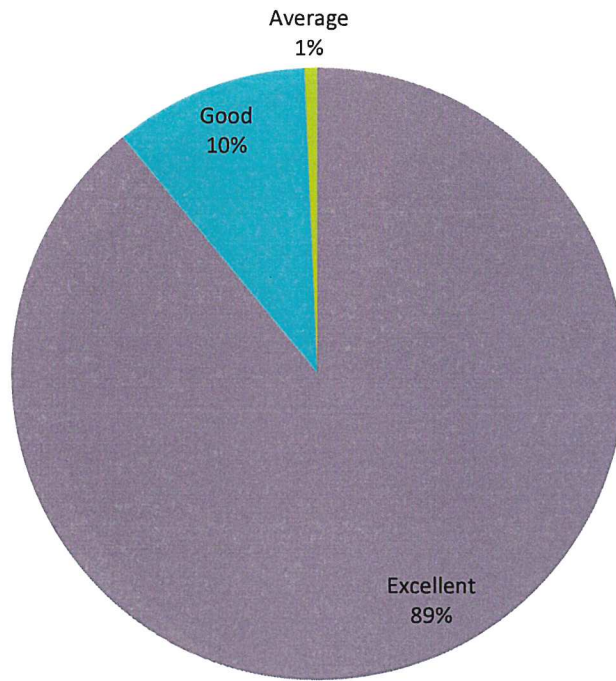


6. Wait time to see provider



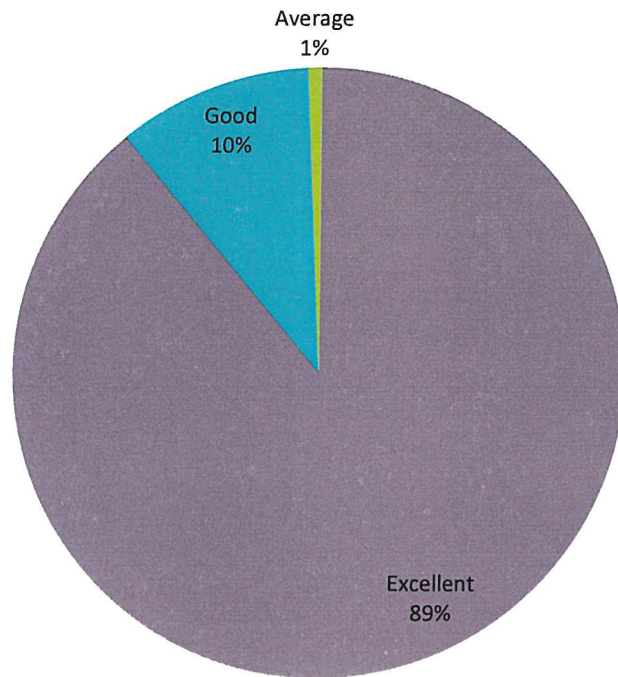
Value	Percent	Count
Excellent	67.6%	98
Good	17.9%	26
Average	12.4%	18
Poor	2.1%	3
	Totals	145

### 7. Care received from providers and staff



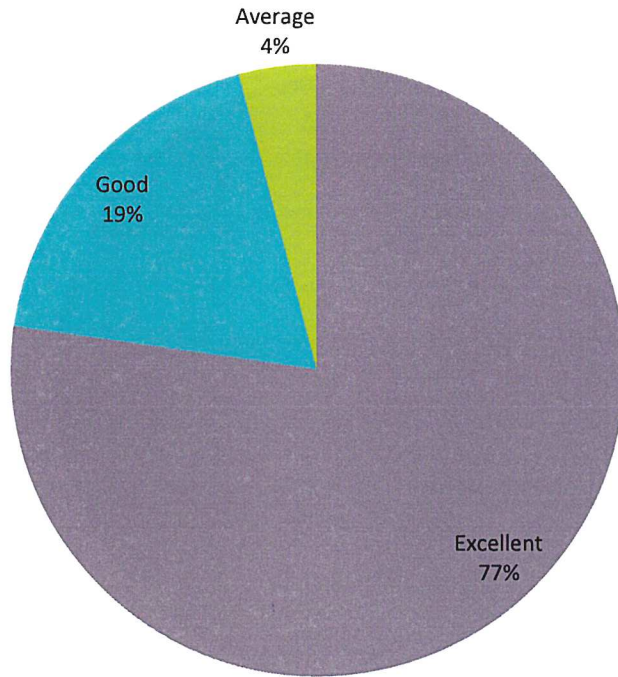
Value	Percent	Count
Excellent	89.0%	129
Good	10.3%	15
Average	0.7%	1
	Totals	145

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

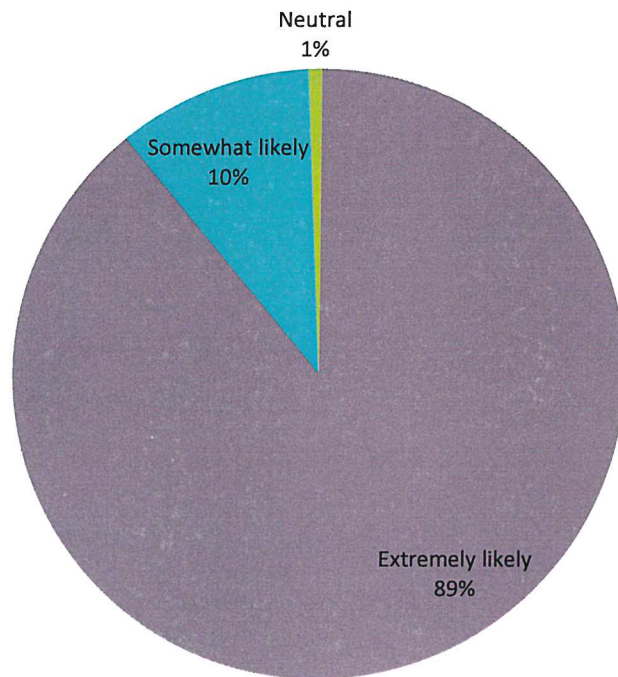
9. Hours of operation



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

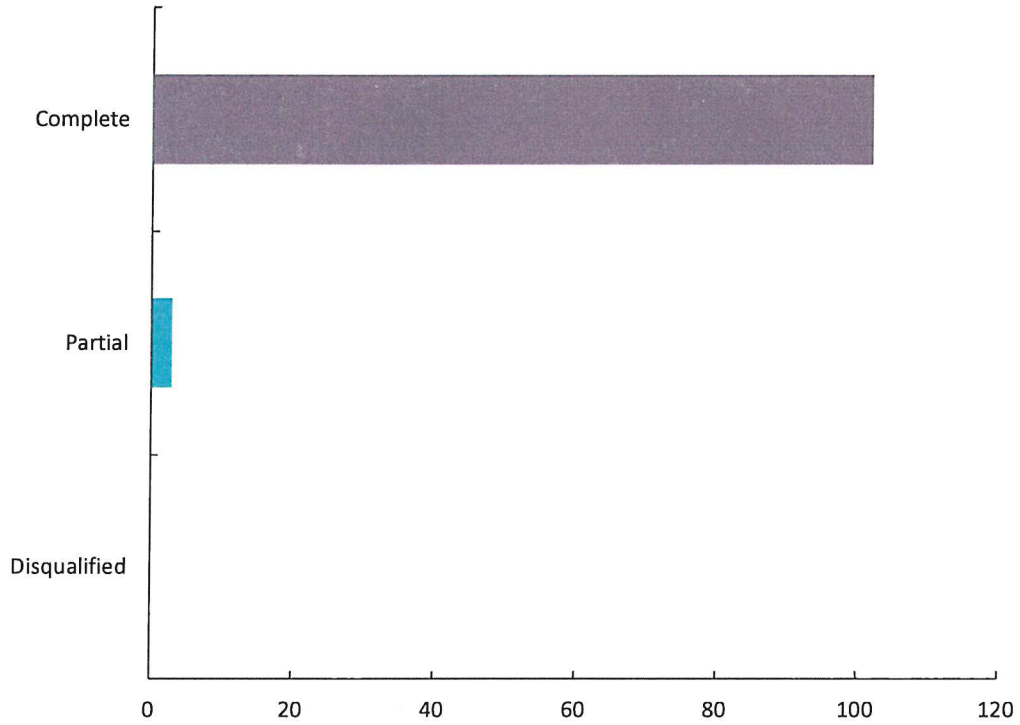


# Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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

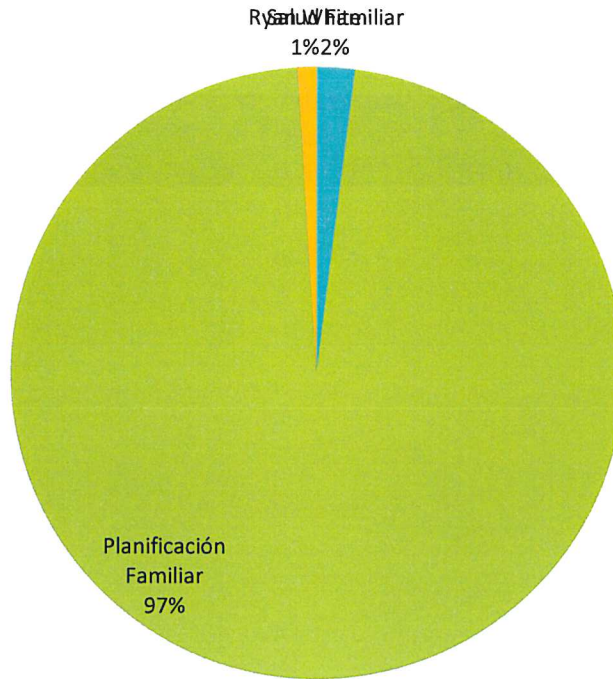


## Response Statistics



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

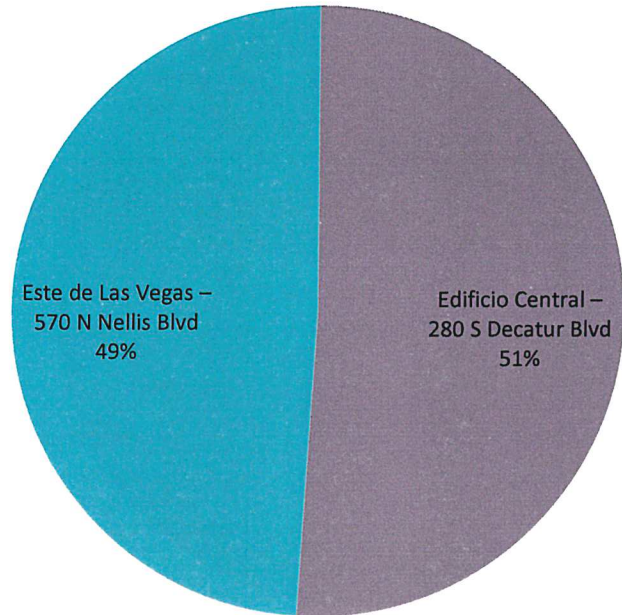
1. Marque los servicios recibidos durante su visita



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

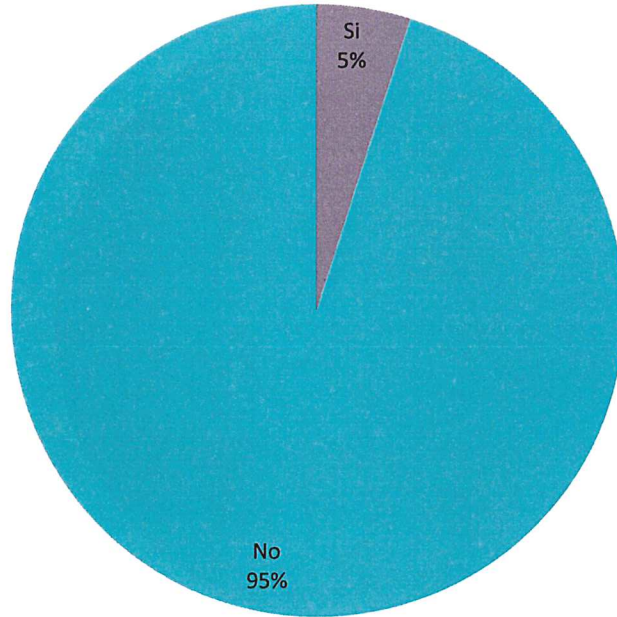


2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



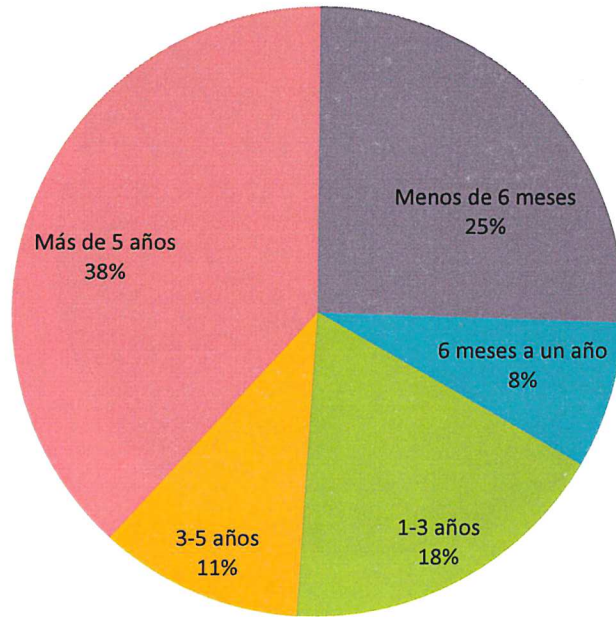
Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	51.0%	52
Este de Las Vegas – 570 N Nellis Blvd	49.0%	50
	Totals	102

3. ¿Tiene seguro médico?



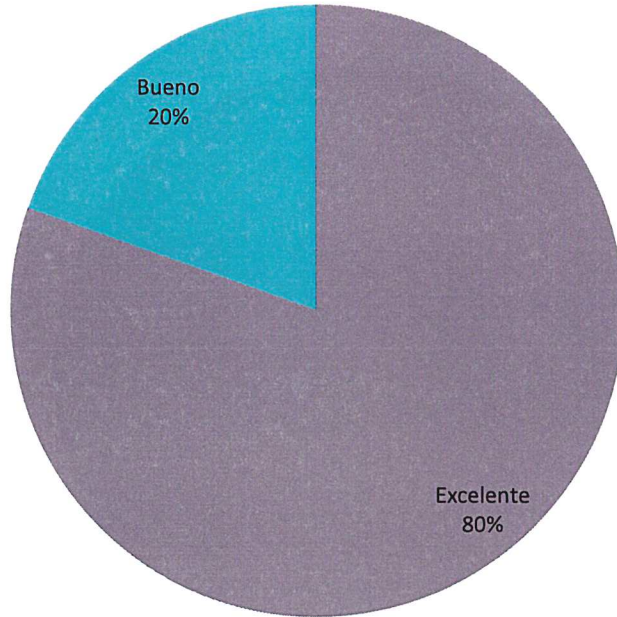
Value	Percent	Count
Si	4.9%	5
No	95.1%	97
	Totals	102

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

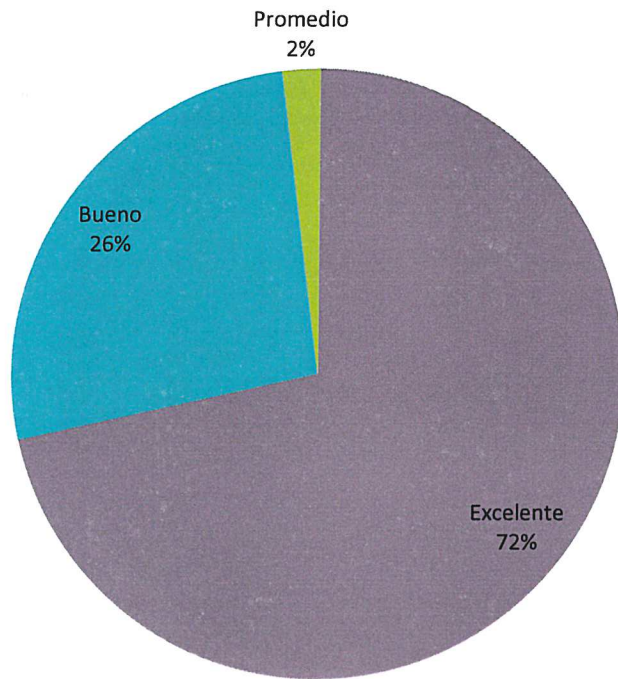
5. Facilidad para programar una cita



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

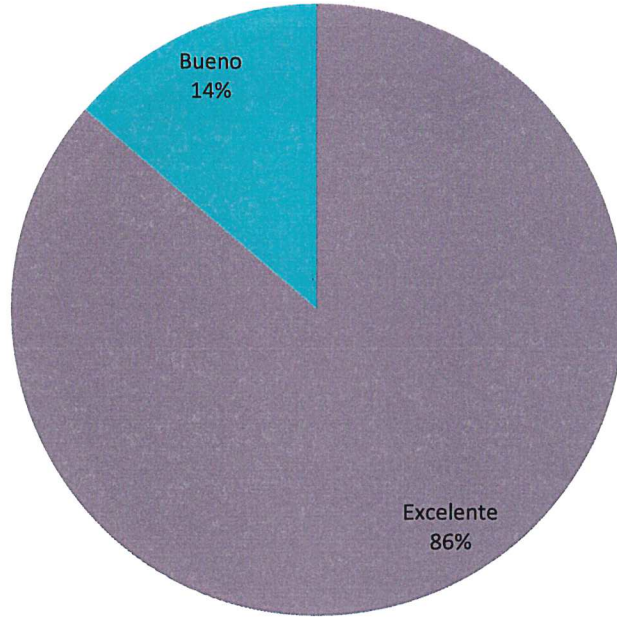


6. Tiempo de espera para ver a un proveedor de salud



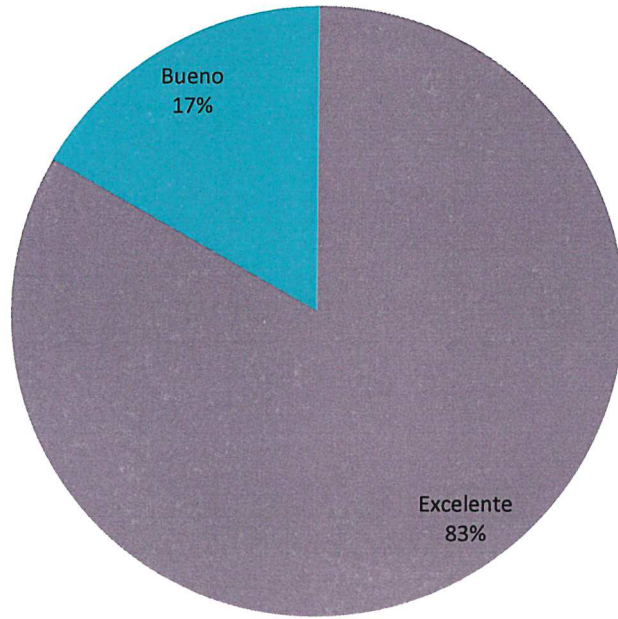
Value	Percent	Count
Excelente	71.6%	73
Bueno	26.5%	27
Promedio	2.0%	2
	Totals	102

7. Atención recibida de los proveedores y personal



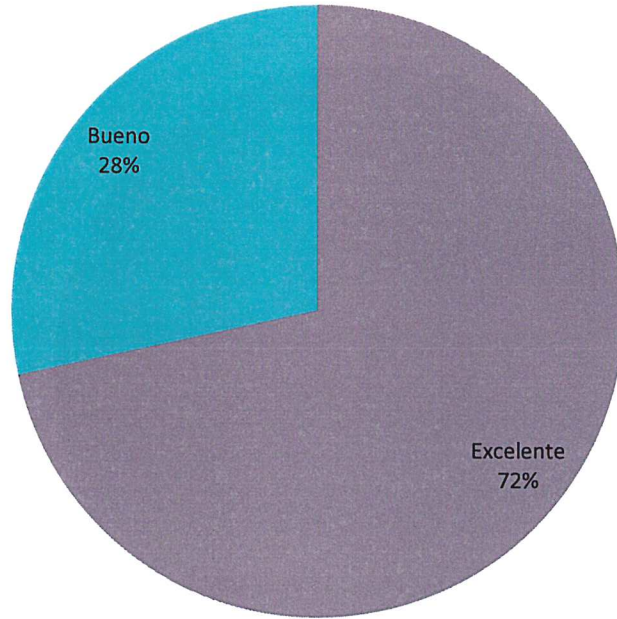
Value	Percent	Count
Excelente	86.3%	88
Bueno	13.7%	14
	Totals	102

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



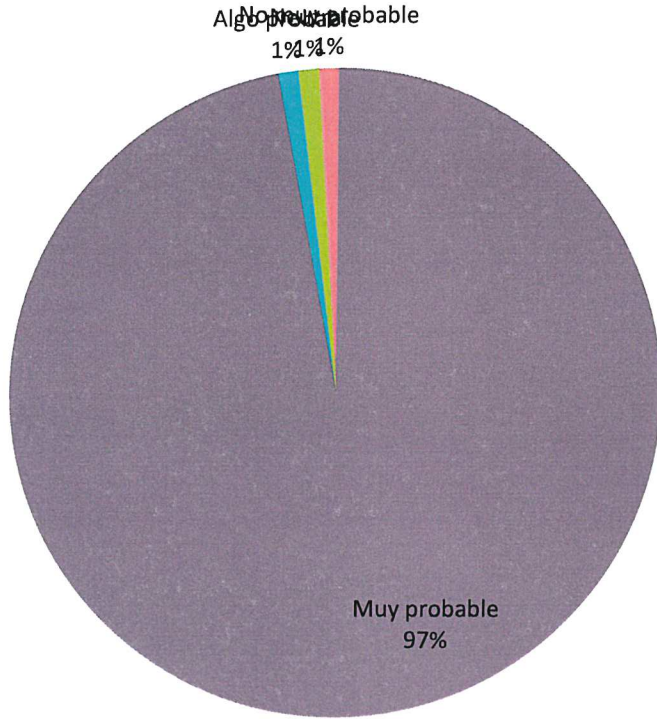
Value	Percent	Count
Excelente	83.3%	85
Bueno	16.7%	17
	Totals	102

## 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					
		233	35	46.67%	110	43.82%	25	80.65%	0	0.00%	25	80.65%	403	41.80%	
															7
Family Health Clinic	170	7	9.33%	59	23.51%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	0.41%
Family Planning Clinic	4	0	0.66%	0	0.00%	6	19.35%	6	19.35%	6	19.35%	6	19.35%	321	33.30%
Refugee Clinic	200	33	44.00%	82	32.67%	31	100.00%	31	100.00%	0	0.00%	31	100.00%	964	100.00%
Ryan White	<b>607</b>	<b>75</b>	<b>100.00%</b>	<b>251</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	<b>0</b>	<b>0.00%</b>	<b>31</b>	<b>100.00%</b>	<b>964</b>	<b>100.00%</b>
<b>Totals</b>															

<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%

**AM: ms**



**Attachments: November 2020 Quality Report  
November 2020 Stats Report**



# Memorandum

**Date:** January 14, 2021

**To:** Southern Nevada District Board of Health

**From:** David Kahananui, FQHC Senior Manager   
Fermin Leguen, MD, MPH, Acting Chief Health Officer 

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT**

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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.

**December Highlights:**

- **Response to COVID-19**
  - Coordinating the efforts of the NCS
  - Collecting data from FQHC partners for point of care (POC) testing
  - Project Manager for FEMA NCS grant
- **Administrative**
  - Service Area Competition Grant was awarded through 1/31/2024.

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

METS – In the month of December, SNHD testing site was able to provide testing to 2,817 people. Patients who present with COVID related symptoms and have medical appointments that cannot be rescheduled are seen in the facility.

IRS- In the month of December, the facility provided 24/7 services to 42 confirmed COVID positive patients. Apart from 24/7 nursing assessments, patients in the unit receive wraparound services including case management referrals and referral to Resiliency Ambassadors. Referrals are received from different sources and patients have to meet the admission criteria before they are admitted in the unit.



**December 2020**

**Client Encounters by Locations**

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	231		231
Family Planning	198	122	320
Refugee Health Screening	8		86
Ryan White Care Services	973		973
Pharmacy Clients	687		687
Dental Clinic	0	0	0
<b>TOTAL</b>	<b>2,097</b>	<b>122</b>	<b>2,297</b>

**Client Encounters by Program**

Program	Dec 2019	Dec 2020	FY 19-20	FY 20-21	
Family Health Clinic	150	231	1,202	1,277	↑
Family Planning	575	320	3,308	2,586	↓
Refugee Health Screening	28	8	296	86	↓
Ryan White Care Services	680	973	4,960	4,214	↓
Pharmacy Clients	489	687	2921	3651	↑
Dental Clinic	0	0	0	0	→
<b>TOTAL</b>	<b>1,922</b>	<b>2,219</b>	<b>12,687</b>	<b>11,814</b>	<b>↓</b>

**I. HIV / Ryan White Care Program**

- A. The HIV/Medical Case Management (MCM) program received 23 referrals between November 1st through November 30<sup>th</sup>. There was one baby born to a mother in Medical Case management program. The program received 1 referral for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 194 visits : 67 established provider visits, 19 initial provider visits, 5 audio visits, 20 Nurse visits and 83 lab visits in the month of November.
- 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





Florence McClure Women's Correctional Center for linkage to SNCHC for HIV care. 1 client, who previously received TCM education in prison followed up and was linked to care at SNCHC. There is on-going case management services for clients already enrolled in the program.

- E. The Ryan White program dietitian continued to provide medical nutritional therapy to clients during this period.
- F. The Ryan White program Mental health APRN continues to serve clients and provide screening for mental health issues.
- G. RW staff attended a 3 day virtual conference on November 11<sup>th</sup> to November 13<sup>th</sup>, 2020 presented by ANAC (Association of Nurses in AIDS Care). The session were presented by faculty and national experts in various fields relating or impacting HIV and HIV care.

**II. Family Planning (FP)**

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 320 clients; 317 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 122 clients; 122 of them were unduplicated.
- B. The Decatur Family Planning clinic served 198 clients; 195 of them were unduplicated.

**III. Family Healthcare Center**

- A. The Family Health Care Clinic saw 231 patients in the month of December. Nineteen patients were under age 18 and includes children from the Refugee Health Clinic.

**IV. Pharmacy Services**

- A. Dispensed 848 prescriptions for 687 clients.
- B. Assessed/counseled 30 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled 1 clients in the Tuberculosis Clinic.
- D. Assisted 12 clients to obtain medication financial assistance.
- E. Assisted 4 clients with insurance approvals.

**V. Eligibility Case Narrative and Eligibility Monthly Report**

Eligibility Monthly Report		
December 2020		
Total number of referrals received	75	
Total number of no action-closed	32	
Total number of applications submitted	Medicaid/SNAP/TANF: 36	Hardship: 3



Application Status			
Medicaid/SNAP/TANF Applications		Hardship Applications	
# of approvals	13	# of approvals	3
# of ineligible	2	# of denials	0
# pending cases	20	# of pending cases	0
# Medicaid ineligible; SNAP eligible			
# Medicaid eligible; SNAP ineligible	1		

### Eligibility Case Narrative

25 y/o established patient has been unable to pay for his visits at SNHD and currently has an outstanding balance on his account. An application was submitted to the Department of Welfare & Supportive Services (DWSS) on client's behalf for Medicaid and SNAP benefits in November 2020. During the application process the client moved to a new address and did not inform me or DWSS of his new mailing address. The client never received the notice mailed out by DWSS requesting additional documents and was subsequently determined ineligible for benefits for failure to provide requested information. A new application was submitted with all previously requested documentation and the client's application was approved without issue.

**Eligibility Worker: Kimberly Patterson**

I interviewed the patient for the Financial Hardship Program; she informed me she could not afford to pay for her medical visit with the providers. The patient claimed she lost her job on March 29, 2020, due to the pandemic crisis. Also, I interviewed her for Medicaid Assistance, but she does not qualify for the Medicaid Assistance due to her immigration status. She mentioned that she has no money to pay her rent and expenses; also, her friends help her get food from the Three Square and Catholic Charities. I provided her the Clark County website <https://chap.clarkcountynv.gov/> to get assistance with the rent and utilities. I offered her my assistance to process all the paperwork to apply for The CARES Housing Assistance Program (CHAP) at the Social Services Department. The patient did not expect the service that she received at the Health District Department, and she was extremely happy for everything that I did for her.

**Eligibility Worker: Juan Carlos Rodriguez**

**VI. Refugee Health Program**

A. The Refugee Health Program served 8 adults in December.

**VII. Quality Improvement:**

**COVID-19 Testing**

As of December 31, 2020, the Southern Nevada Community Health Center has completed 29,319 COVID-19 tests. In December alone, 2,859 COVID-19 tests were completed at the Health Center, an increase of 10.7% over November.

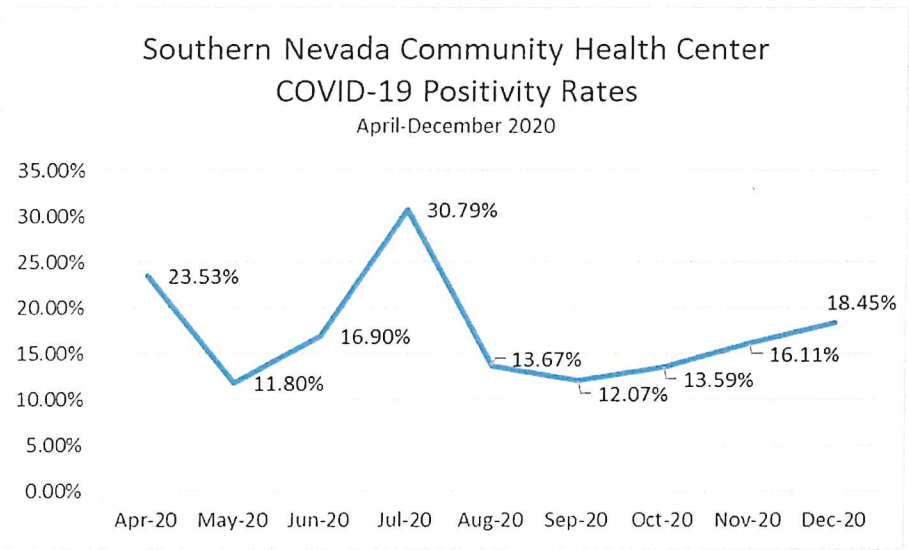
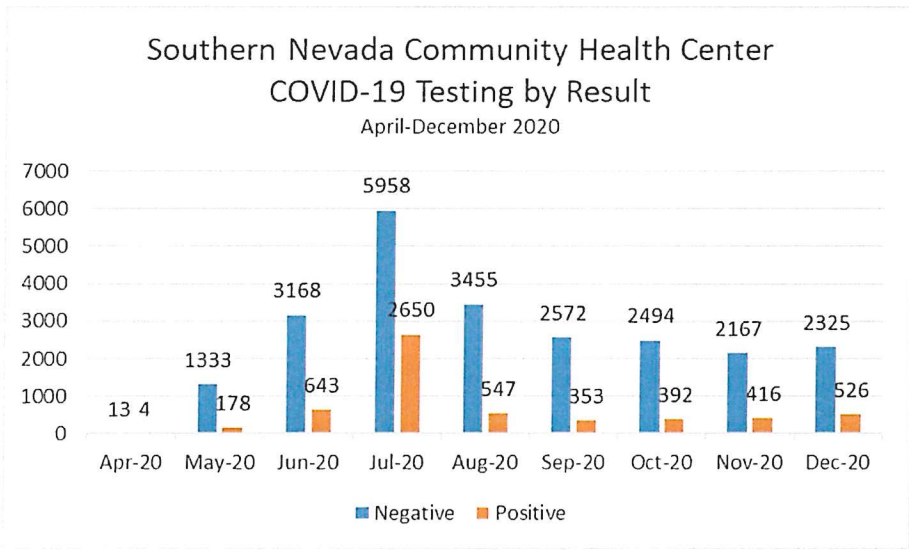
There was a 18.5% positivity rate in December, an increase of 2.3% over November. This increase in new case reports is not unexpected as we are seeing continued community



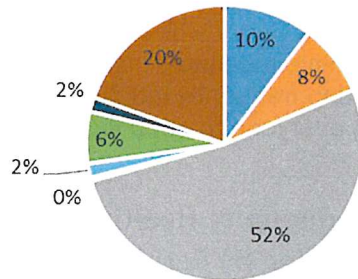


transmission. The Southern Nevada Health District and the Health Center continue to remind the public of the importance of following public health recommendations to protect themselves and others to limit the spread of COVID-19 in the community.

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.

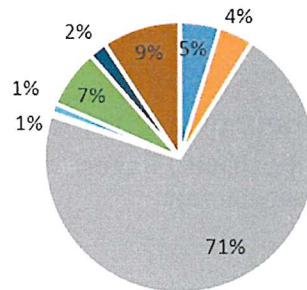


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Negative Result)  
April-December 2020



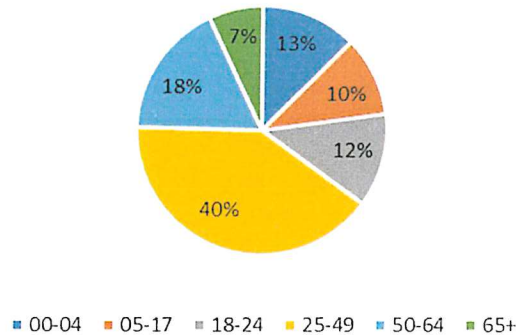
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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

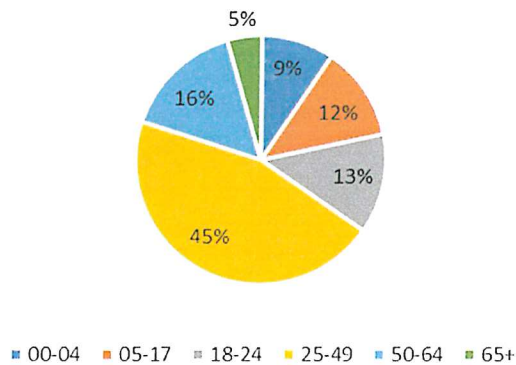


- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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



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

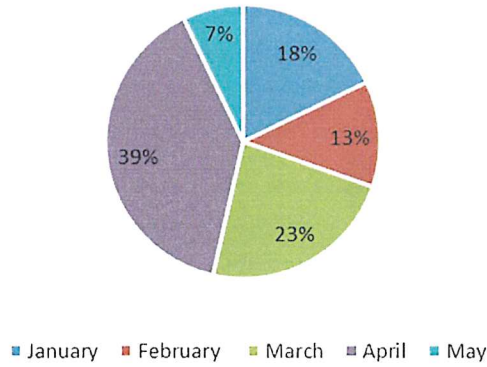


### Continuity of Care

The Health Center evaluated the number of Ryan White patients who had not had an appointment in 6 or more months. As of December, of our Ryan White patient population, we found that 56 had not seen their provider in 6 or more months. As a result, two Community Health Workers (CHWs) at the Health Center began a call campaign to learn why patients had not come in for an appointment and what, if any, barriers they may be facing related to accessing care. We aimed to schedule these patients to see their providers as soon as possible.

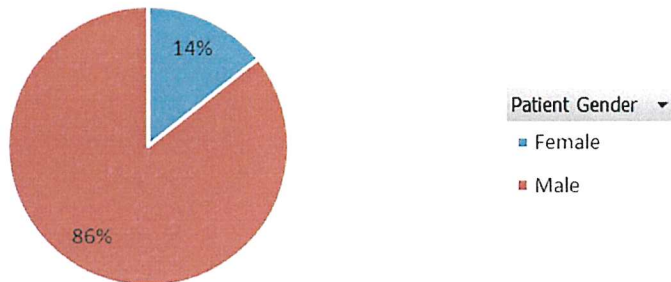
Of the Ryan White patients the CHWs were able to reach, responses to not having been seen at our health center in 6 or more months included their transferring care to the University Medical Center Wellness Center (UMCWC) or having moved out of state. In addition, some of the phone numbers that are on file were no longer in service or now belonged to others. When possible, the CHWs left voicemails with return call details, and in some cases, multiple calls were made along with multiple voicemails left.

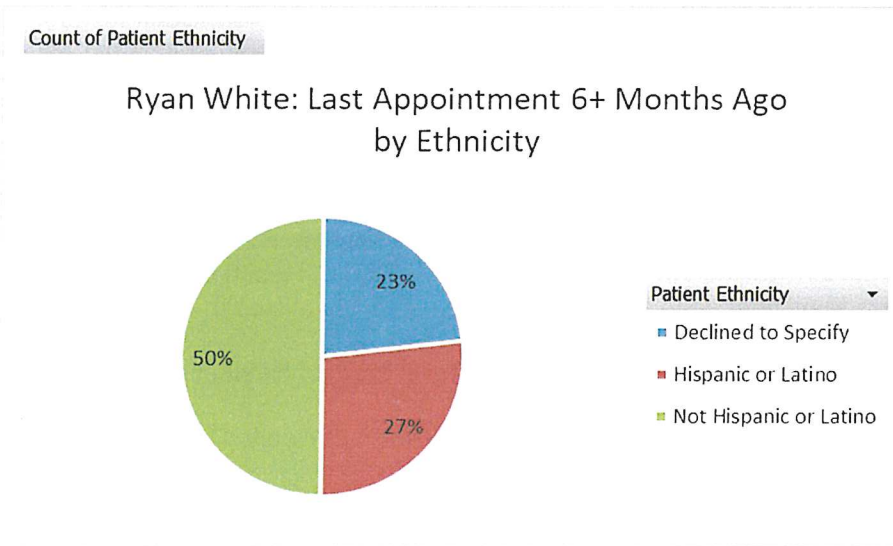
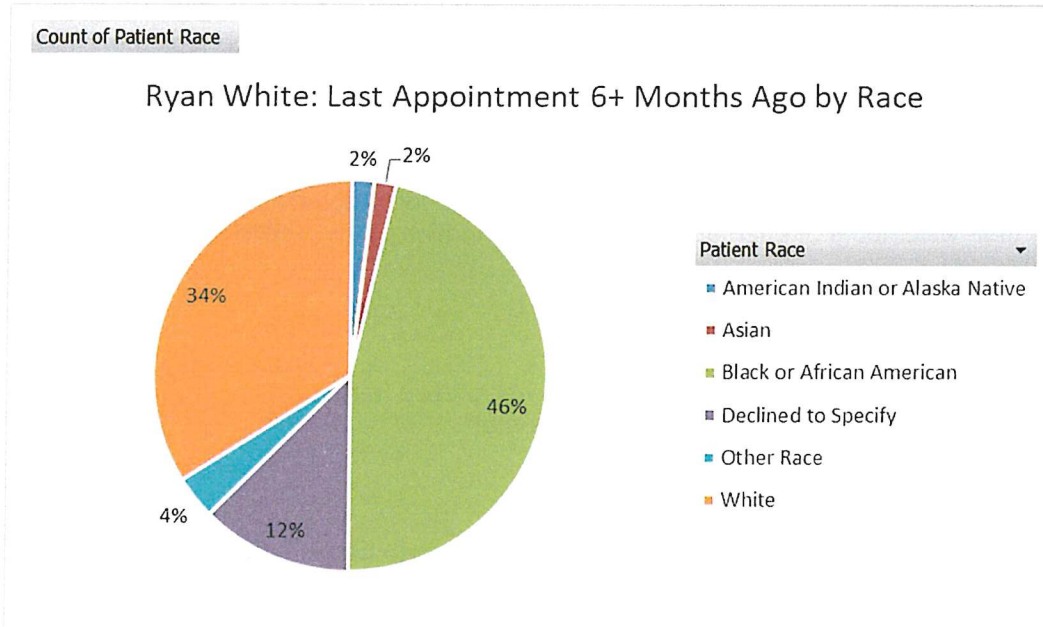
Ryan White: Last Appointment 6+ Months Ago  
by Month



Count of Patient Gender

Ryan White: Last Appointment 6+ Months Ago  
by Gender





**Patient Satisfaction**

The Health Center and Southern Nevada Health District East Las Vegas location received 173 patient satisfaction surveys in December, a decrease of 33% over November.

Family Planning made up 71.1% of survey responses followed by Ryan White at 19.1% 12.8% and Family Health at 5.2%. About 83% of survey respondents were seen at the Health Center and about 13% were seen at East Las Vegas. Approximately 25% of patients seen at the Health Center in December took the patient satisfaction survey, a decrease of 5% over November.

Of patients at the Health Center, approximately 40% self-reported that they do not have health insurance, and of patients at East Las Vegas, approximately 83% self-reported that they do not have health insurance. Between the Health Center and East Las Vegas, 52% of survey respondents self-reported that they do not have health insurance. Of respondents





who took the Spanish version of the survey, approximately 86% self-reported that they do not have health insurance. Seventy-five percent of survey respondents who took the Spanish survey were seen at the Health Center.

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:

- "The staff here is very friendly, and I always feel at ease here."
- "So pleased with the care I get every time I come!"
- "Thank you for all you do. Very grateful."
- "You guys are amazing! Thank you."

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 we continue to navigate the COVID-19 pandemic.

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

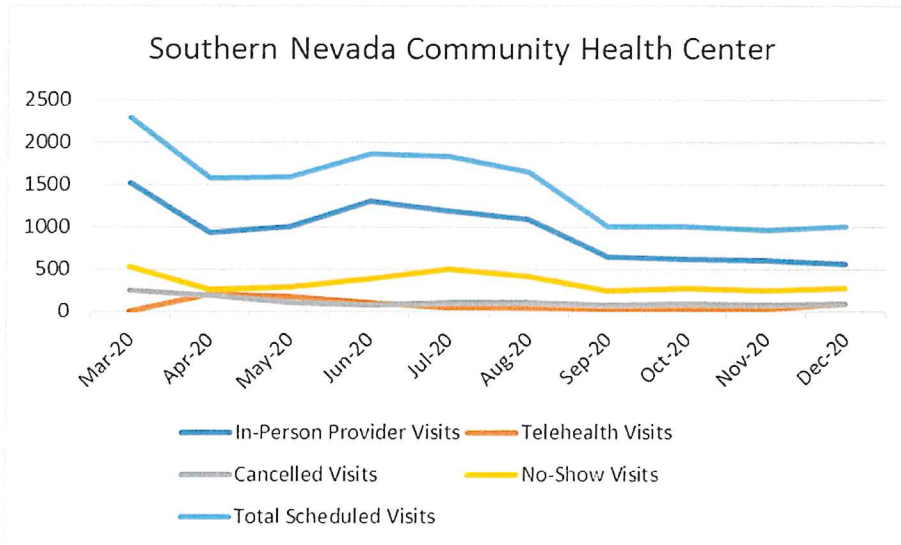
- In the month of April, telehealth saw 204 patients — 18% of Health Center visits.
- In the month of May, telehealth saw 179 patients — 15.1% of Health Center visits and a 12.3% decrease over the month prior.
- In the month of June, telehealth saw 106 patients — 7.6% of Health Center visits and a 40.8% 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.
- In the month of December, telehealth saw 88 patients — 13.5% of patient visits, an increase of 183.9% 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 we continue to respond to the COVID-19 pandemic, increases in telehealth utilization is expected as health care organizations adapt, and patients seek care as safely as possible. Telehealth trainings for providers and staff at the Health Center occurred in December to see that telehealth



visits are successful and effectively and efficiently carried out. Video visits via Healow is the preferred method of telehealth visits at the Health Center.

*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.*

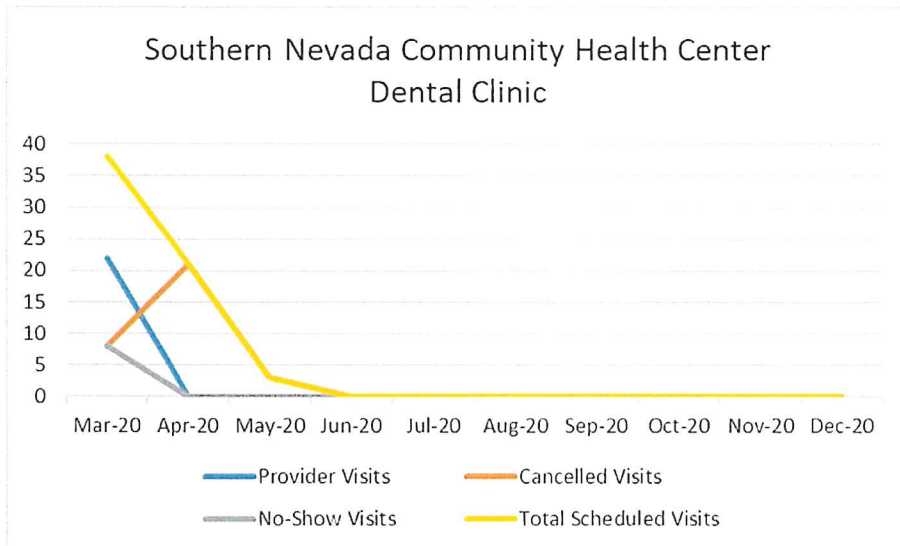
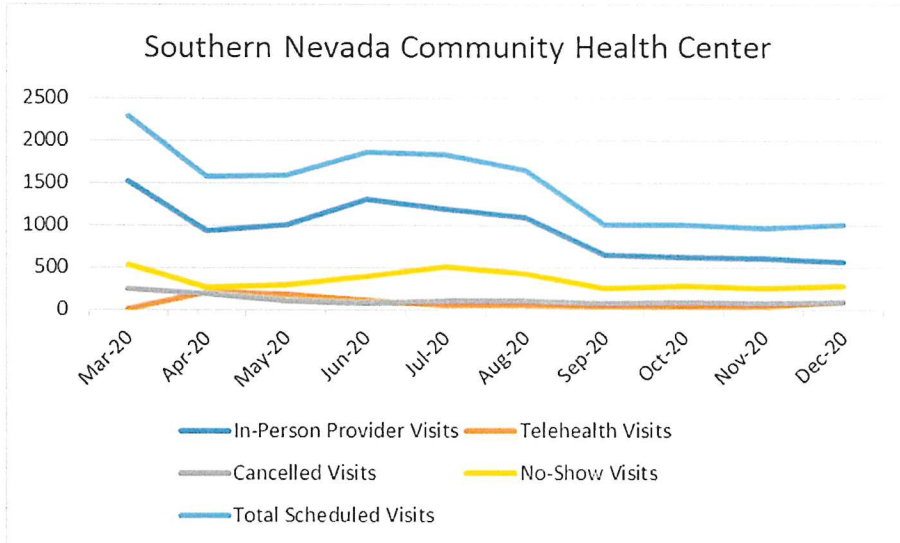


**Health Center Visits**

The Health Center had 1,007 scheduled patient appointments in December, a 4.5% increase over November. Of scheduled patients, 64.8% kept their appointments, a 1.4% decrease over November; there was an 8.6% cancellation rate, an increase of less than 1% over November, and a 26.6% no-show rate, an increase of less than 1% over November. Telemedicine saw 81 patients — 13.5 of patient visits, an increase of 183.9% over November.

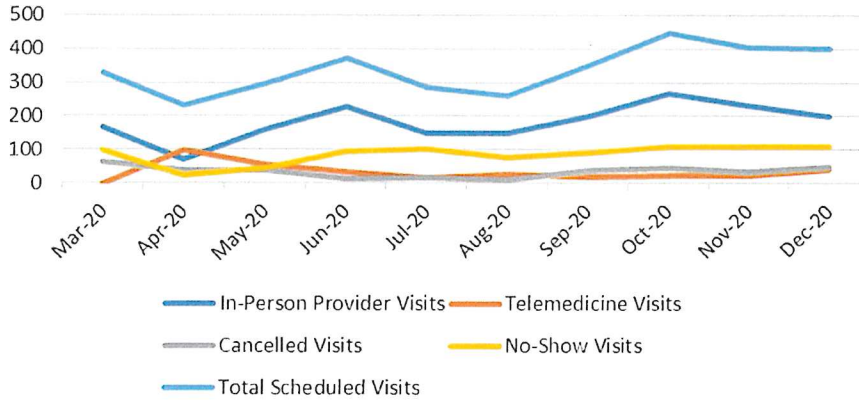
Of scheduled patient appointments, cancellation rates were highest among Family Health and Ryan White at 56.3% and 36.8, respectively. The no-show rate was highest among Ryan White and Family Health at 46% and 41%, respectively.

*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.*

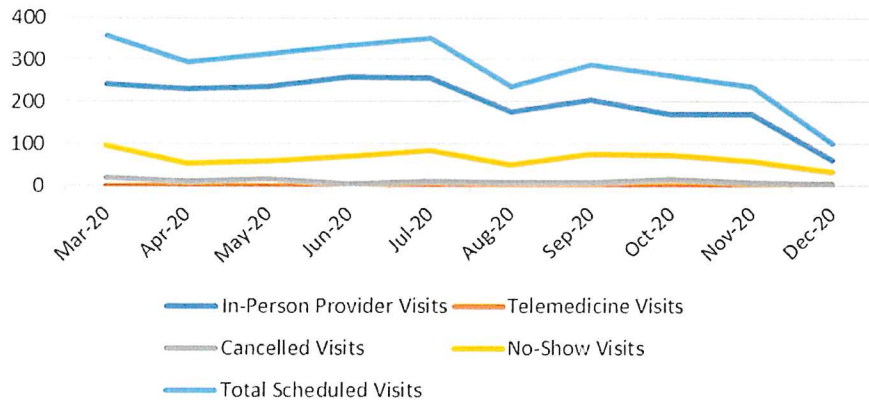




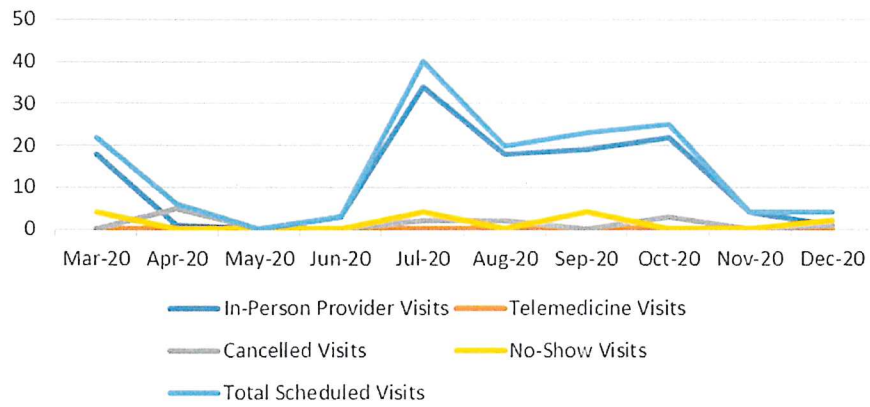
### Southern Nevada Community Health Center Family Health



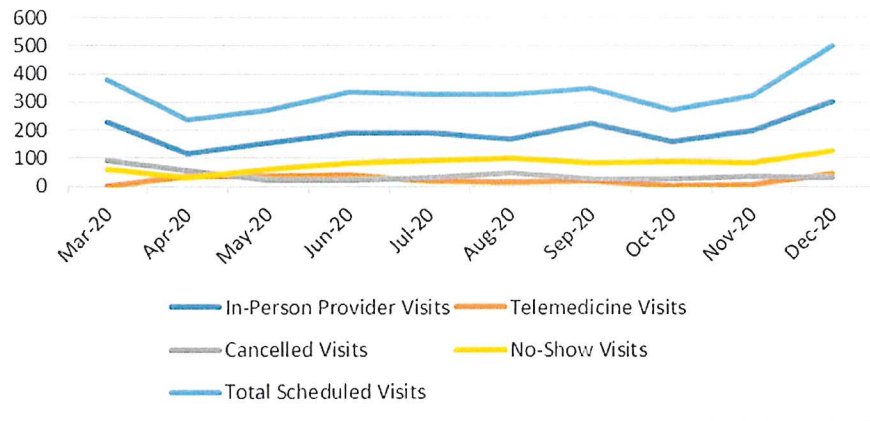
### Southern Nevada Community Health Center Family Planning



### Southern Nevada Community Health Center Refugee Health



### Southern Nevada Community Health Center Ryan White



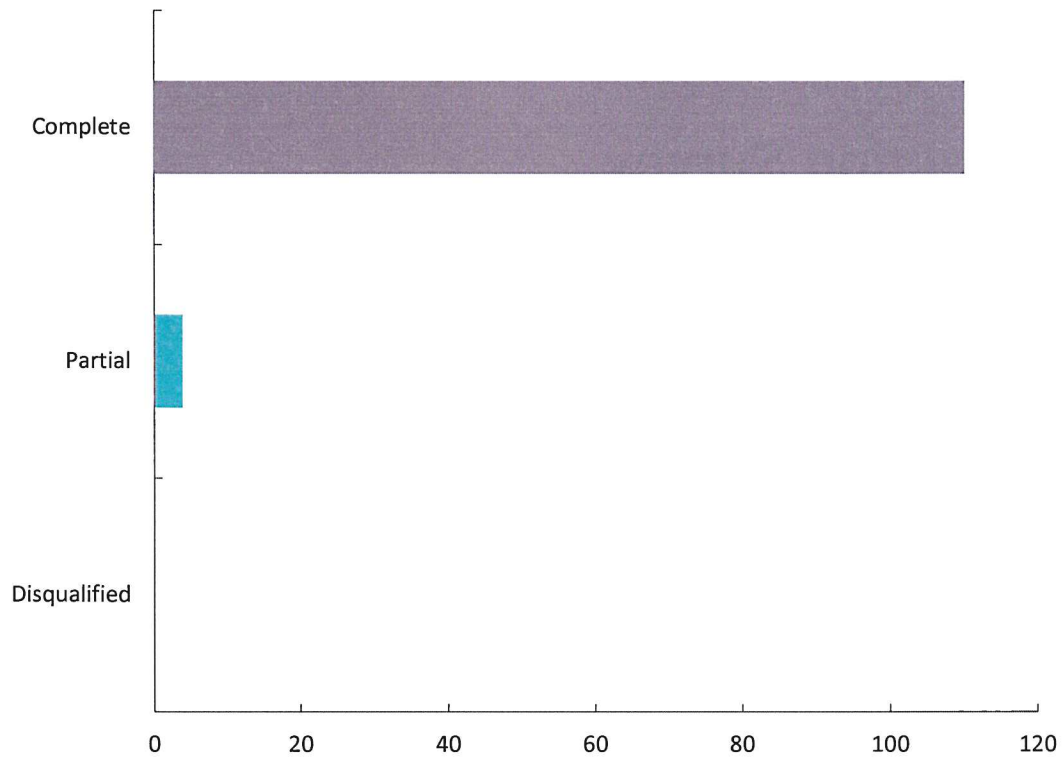




# Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

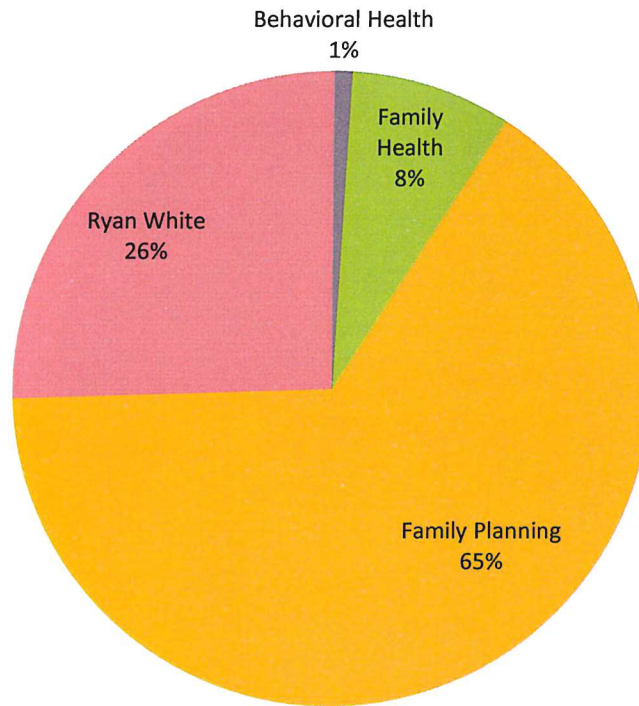
## Response Statistics



	Count	Percent
Complete	110	96.5
Partial	4	3.5
Disqualified	0	0
Totals	114	

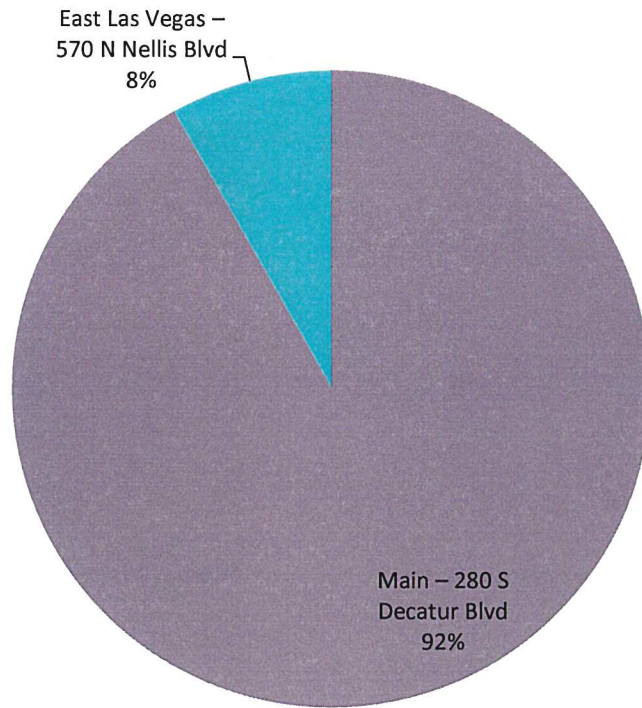


### 1. Service received during your visit



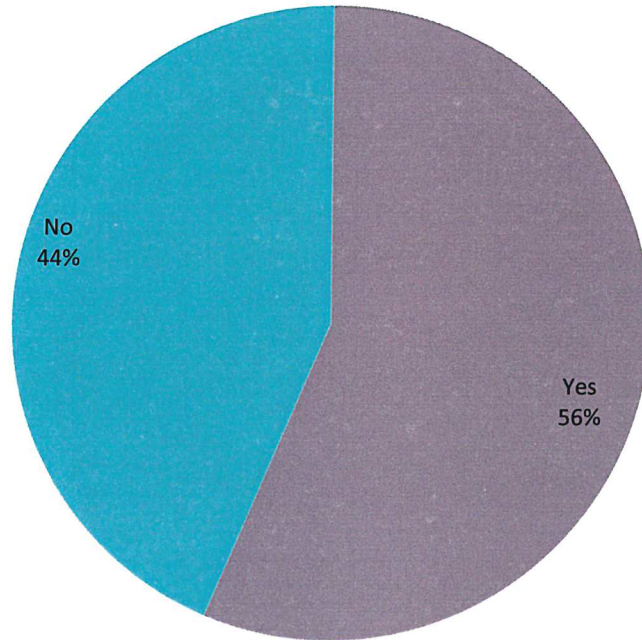
Value	Percent	Count
Behavioral Health	0.9%	1
Family Health	8.2%	9
Family Planning	65.5%	72
Ryan White	25.5%	28
	Totals	110

## 2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main – 280 S Decatur Blvd	91.8%	101
East Las Vegas – 570 N Nellis Blvd	8.2%	9
	Totals	110

3. Do you have health insurance?

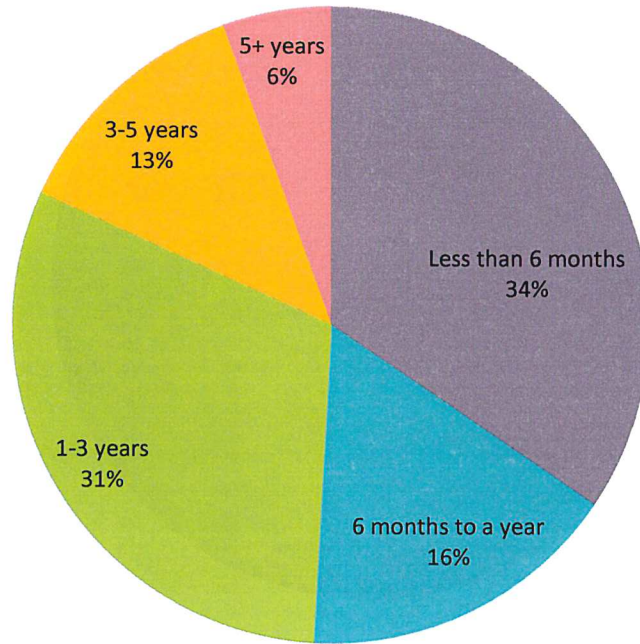


Value	Percent	Count
Yes	56.4%	62
No	43.6%	48
	Totals	110





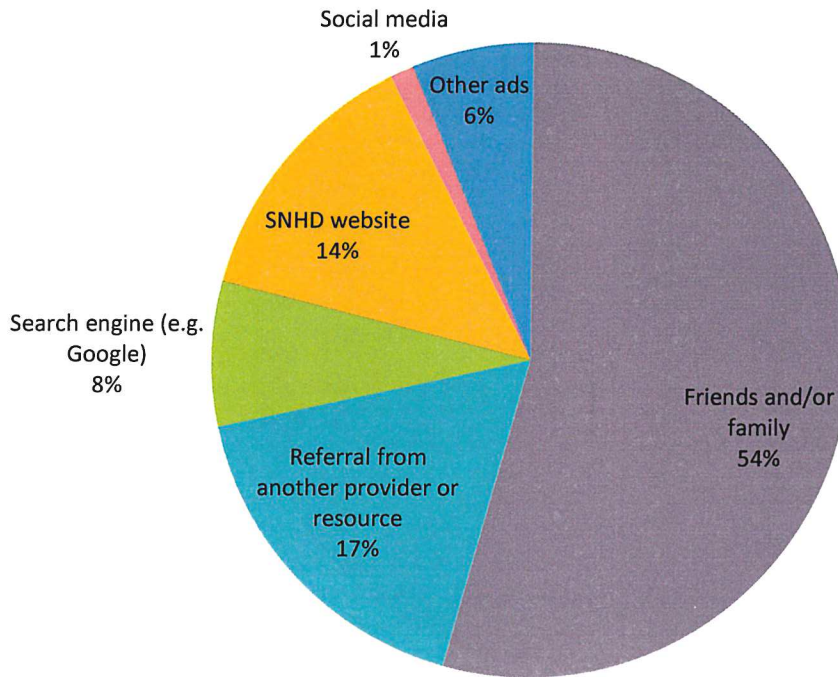
**4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?**



Value	Percent	Count
Less than 6 months	34.5%	38
6 months to a year	16.4%	18
1-3 years	30.9%	34
3-5 years	12.7%	14
5+ years	5.5%	6
	Totals	110

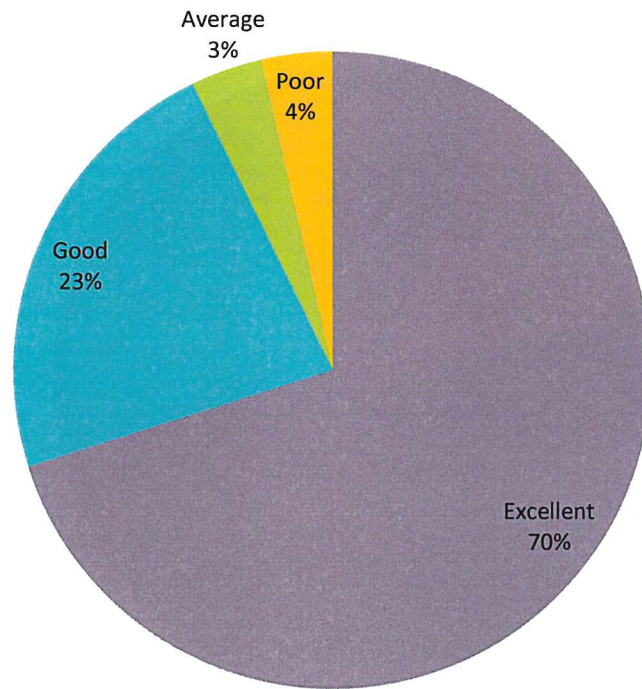


5. How did you hear about us?



Value	Percent	Count
Friends and/or family	54.3%	44
Referral from another provider or resource	17.3%	14
Search engine (e.g. Google)	7.4%	6
SNHD website	13.6%	11
Social media	1.2%	1
Other ads	6.2%	5
	Totals	81

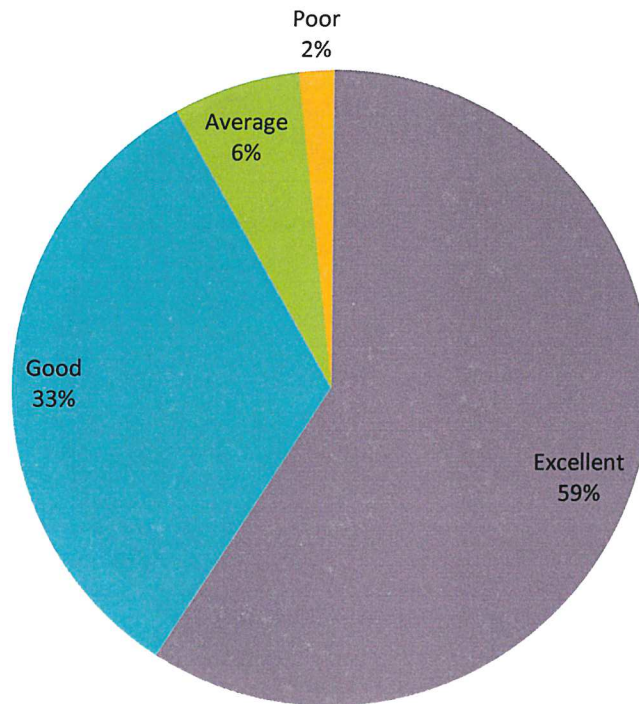
## 6. Ease of scheduling an appointment



Value	Percent	Count
Excellent	70.0%	77
Good	22.7%	25
Average	3.6%	4
Poor	3.6%	4
	Totals	110

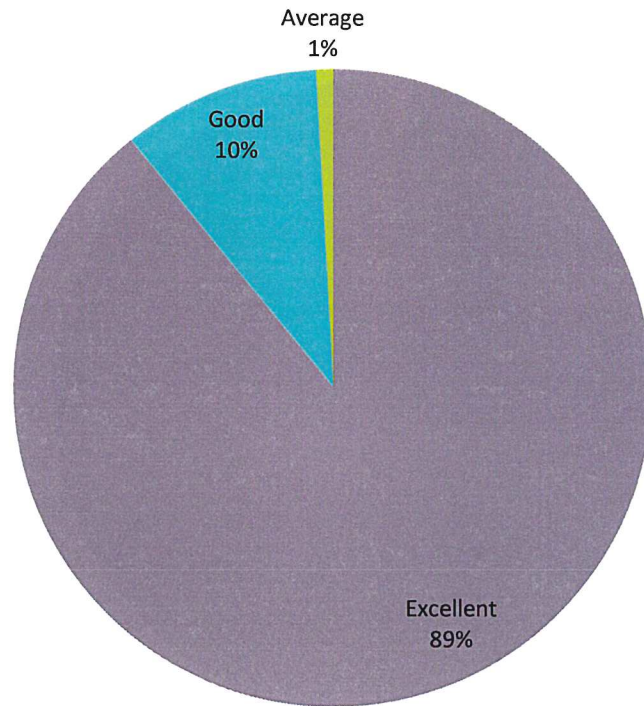


7. Wait time to see provider



Value	Percent	Count
Excellent	59.1%	65
Good	32.7%	36
Average	6.4%	7
Poor	1.8%	2
	Totals	110

### 8. Care received from providers and staff

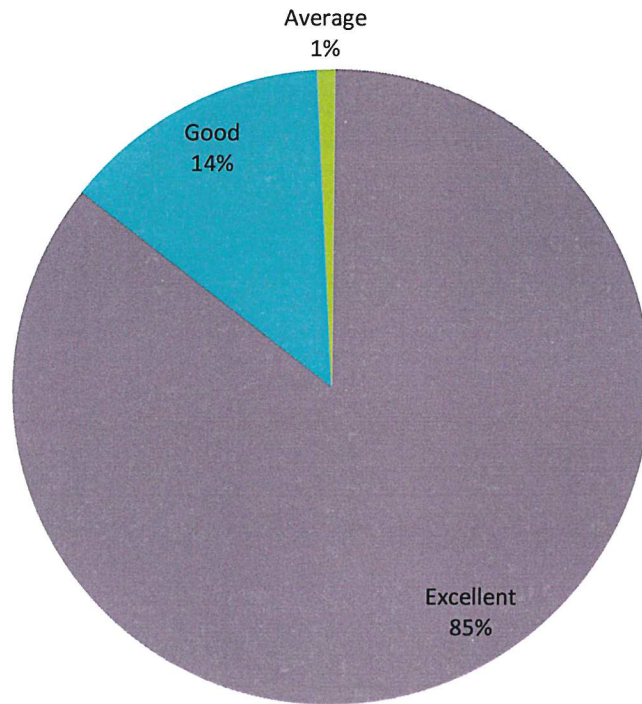


Value	Percent	Count
Excellent	89.1%	98
Good	10.0%	11
Average	0.9%	1
	Totals	110



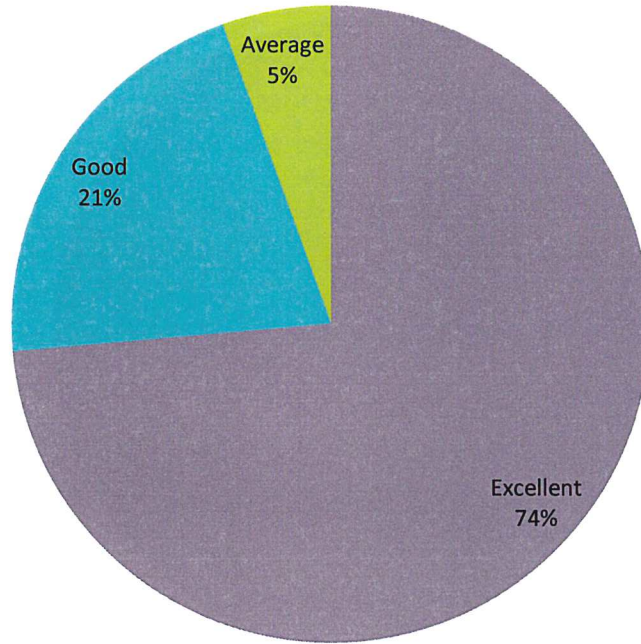


9. Understanding of health care instructions following your visit



Value	Percent	Count
Excellent	85.5%	94
Good	13.6%	15
Average	0.9%	1
	Totals	110

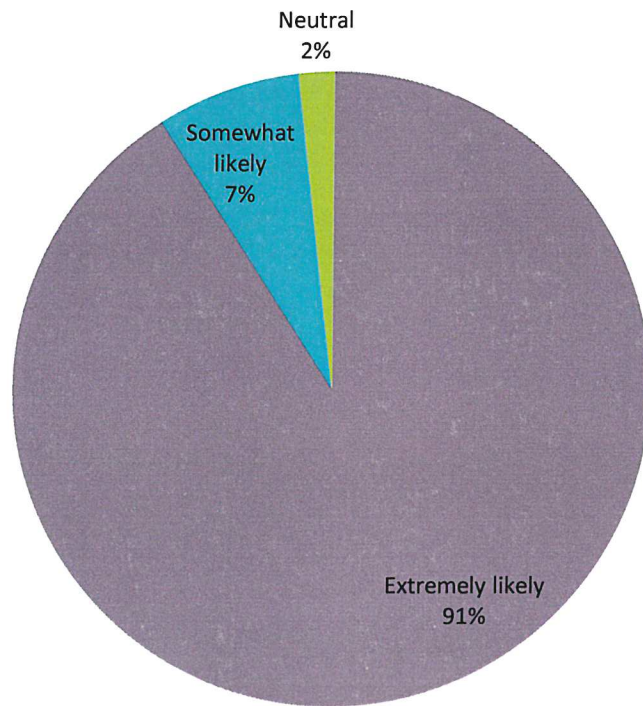
10. Hours of operation



Value	Percent	Count
Excellent	73.6%	81
Good	20.9%	23
Average	5.5%	6
	Totals	110



11. Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	90.9%	100
Somewhat likely	7.3%	8
Neutral	1.8%	2
	Totals	110

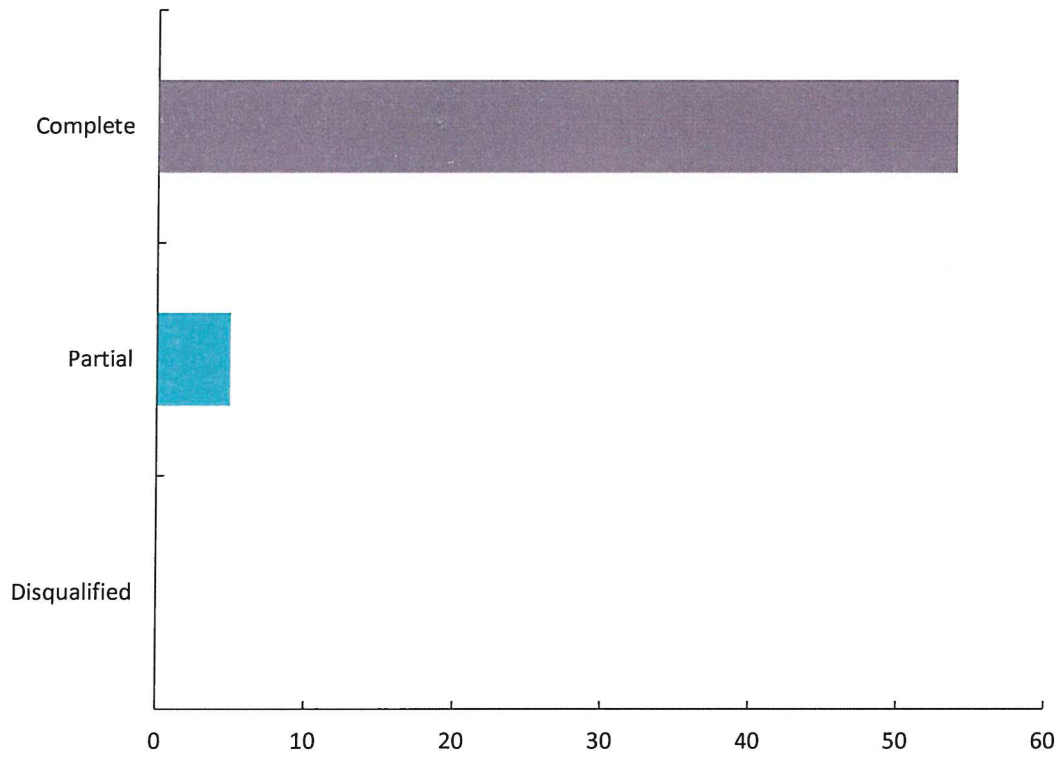


# Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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



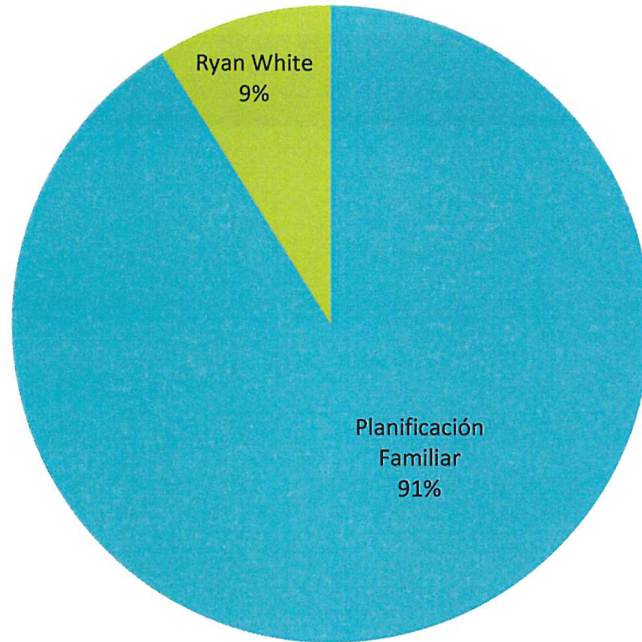
## Response Statistics



	Count	Percent
Complete	54	91.5
Partial	5	8.5
Disqualified	0	0
Totals	59	



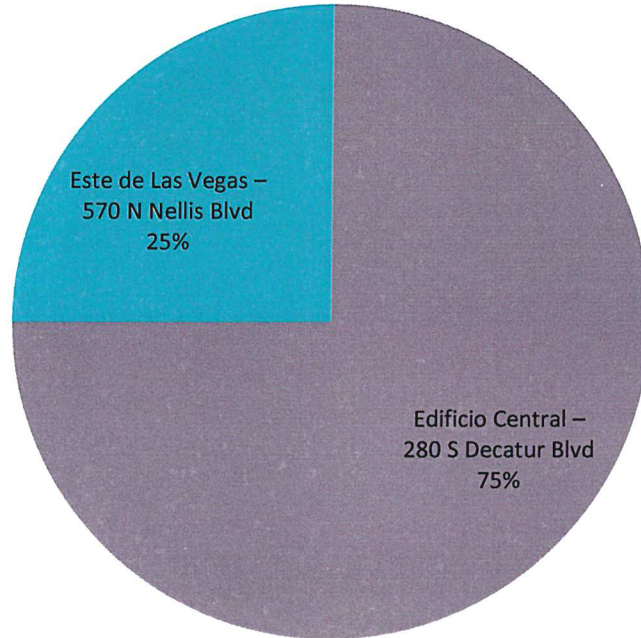
1. Marque los servicios recibidos durante su visita



Value	Percent	Count
Planificación Familiar	91.1%	51
Ryan White	8.9%	5
	Totals	56

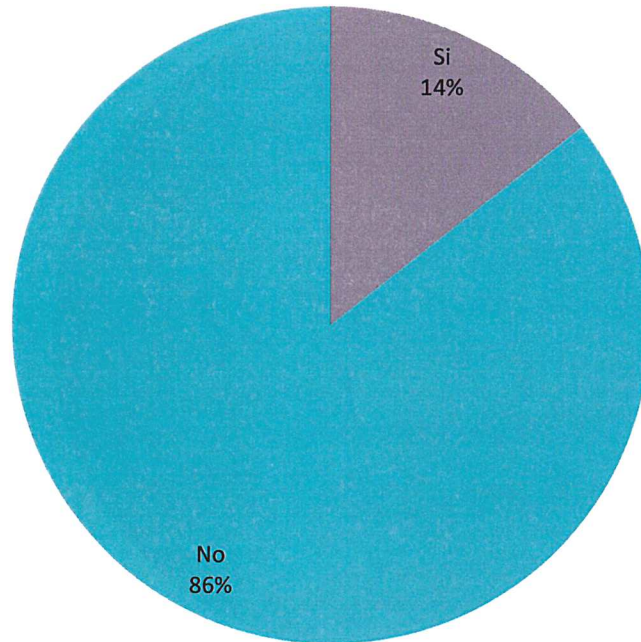


2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	75.0%	42
Este de Las Vegas – 570 N Nellis Blvd	25.0%	14
	Totals	56

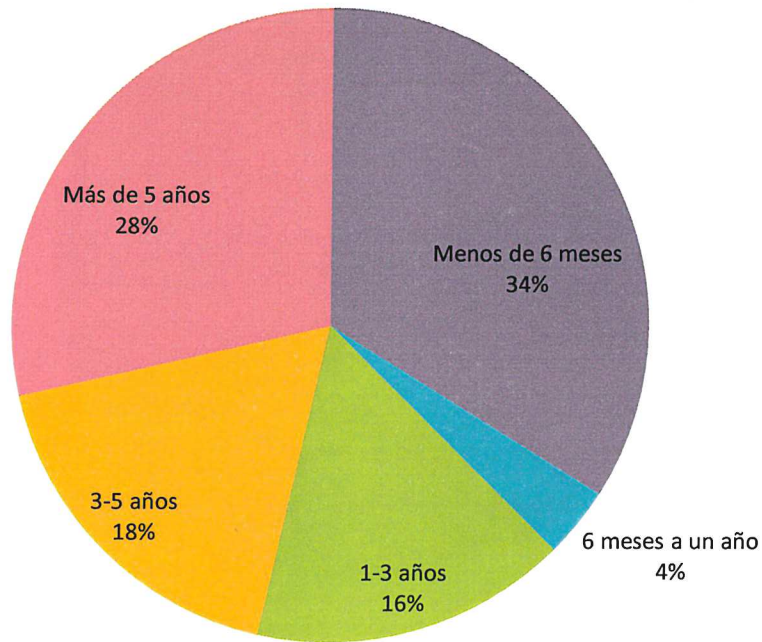
3. ¿Tiene seguro médico?



Value	Percent	Count
Si	14.3%	8
No	85.7%	48
	Totals	56

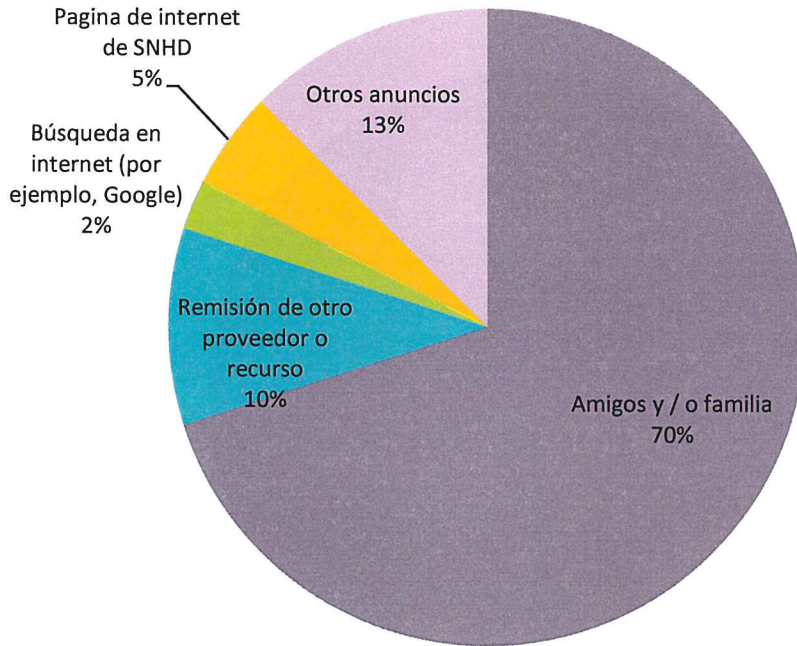


4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



Value	Percent	Count
Menos de 6 meses	33.9%	19
6 meses a un año	3.6%	2
1-3 años	16.1%	9
3-5 años	17.9%	10
Más de 5 años	28.6%	16
	Totals	56

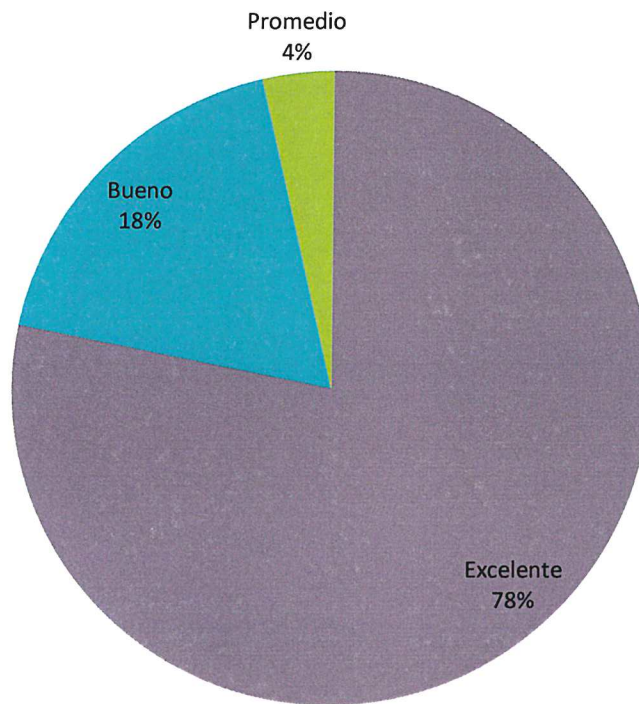
5. ¿Como usted supo de nosotros?



Value	Percent	Count
Amigos y / o familia	70.0%	28
Remisión de otro proveedor o recurso	10.0%	4
Búsqueda en internet (por ejemplo, Google)	2.5%	1
Pagina de internet de SNHD	5.0%	2
Otros anuncios	12.5%	5
	Totals	40

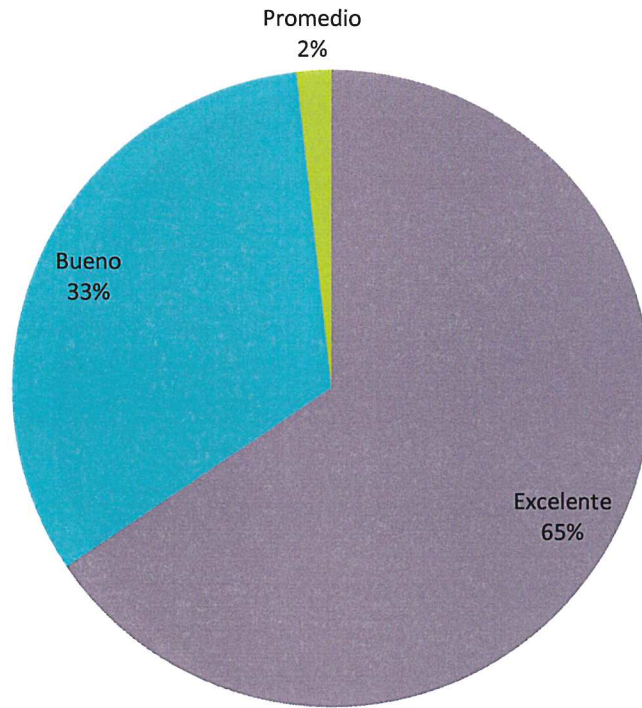


## 6. Facilidad para programar una cita



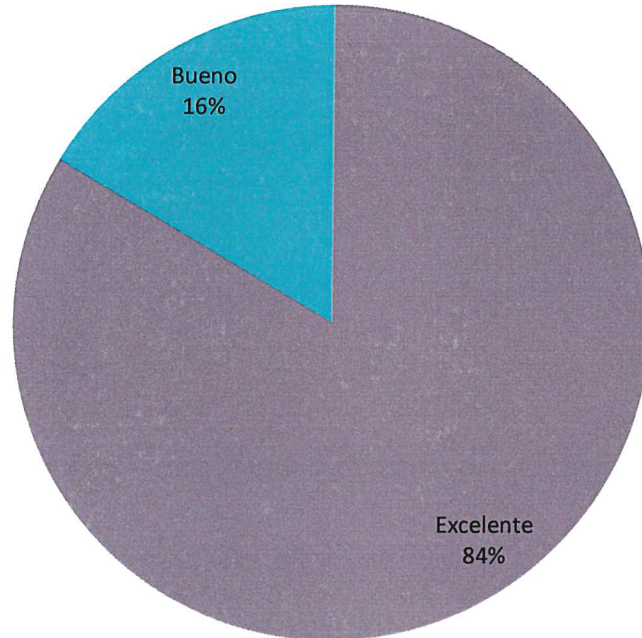
Value	Percent	Count
Excelente	78.2%	43
Bueno	18.2%	10
Promedio	3.6%	2
	Totals	55

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



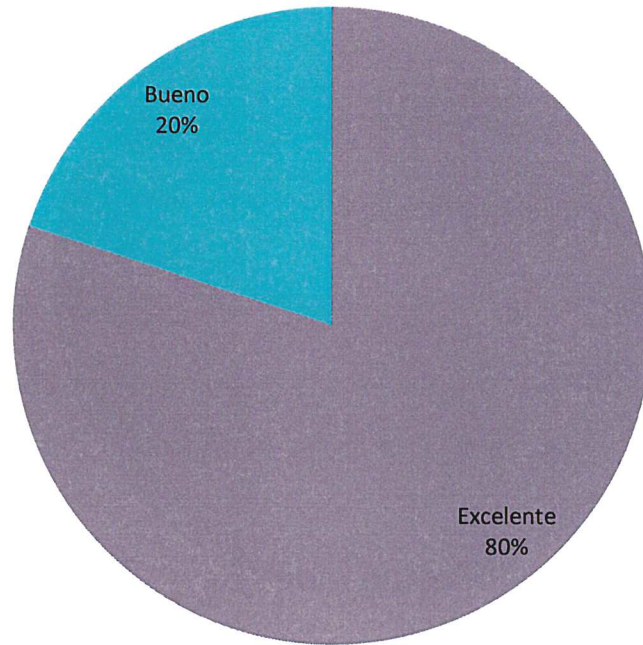
Value	Percent	Count
Excelente	65.5%	36
Bueno	32.7%	18
Promedio	1.8%	1
	Totals	55

8. Atención recibida de los proveedores y personal



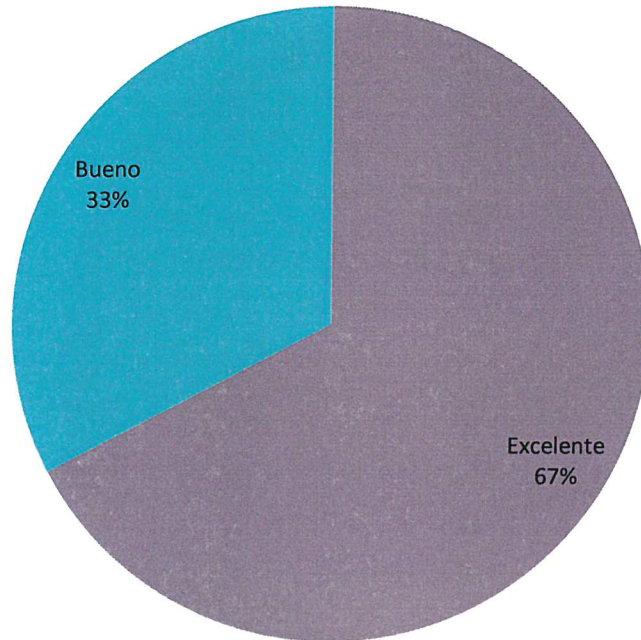
Value	Percent	Count
Excelente	83.6%	46
Bueno	16.4%	9
	Totals	55

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



Value	Percent	Count
Excelente	80.0%	44
Bueno	20.0%	11
	Totals	55

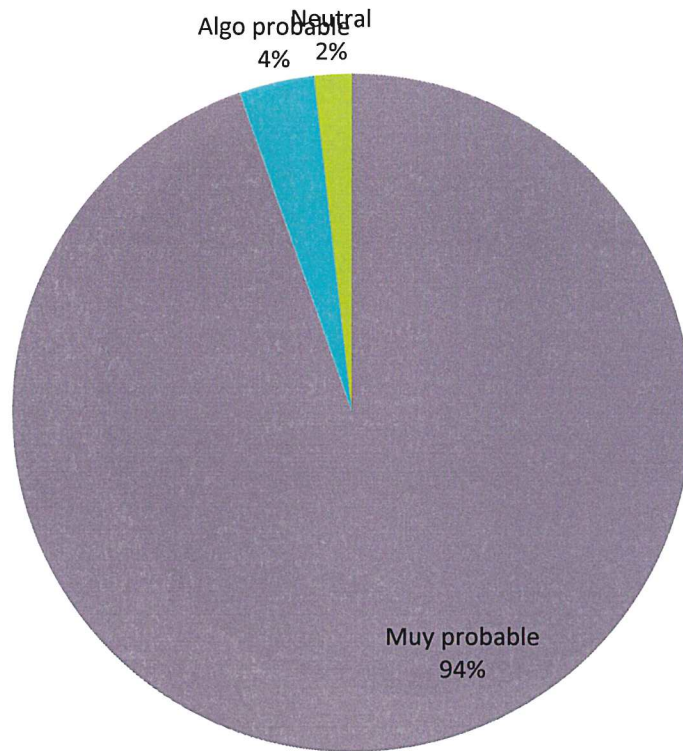
## 10. Horarios de operación



Value	Percent	Count
Excelente	67.3%	37
Bueno	32.7%	18
	Totals	55



11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	94.5%	52
Algo probable	3.6%	2
Neutral	1.8%	1
	Totals	55



**eBO Report Summary: December 2020**

Southern Nevada Community Health Center	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits			Total Scheduled Patients	
	Count	Percentage	Count	Percentage	Count	Percentage	Audio Visit	Televisit	Total Visits	Count	Percentage
Family Health Clinic	200	35.46%	49	56.32%	110	41.04%	38	5	43	402	39.92%
Family Planning Clinic	62	10.99%	5	5.75%	33	12.31%	1	0	1	101	10.03%
Refugee Clinic	1	0.18%	1	1.15%	2	0.75%	0	0	0	4	0.40%
Ryan White	301	53.37%	32	36.78%	123	45.90%	6	36	42	498	49.45%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	0	2	2	2	0.20%
<b>Totals</b>	<b>564</b>	<b>100.00%</b>	<b>87</b>	<b>100.00%</b>	<b>268</b>	<b>100.00%</b>	<b>45</b>	<b>43</b>	<b>88</b>	<b>1007</b>	<b>100.00%</b>

<i>Percent of scheduled patients who cancelled</i>	8.64%
<i>Percent of scheduled patients who no showed</i>	26.61%
<i>Percent of scheduled patients who cancelled and no showed</i>	35.25%

**DK: ms**

**Attachments: December 2020 Quality Report  
December 2020 Stats Report**

