

Southern Nevada Community Health Center

Quality Improvement

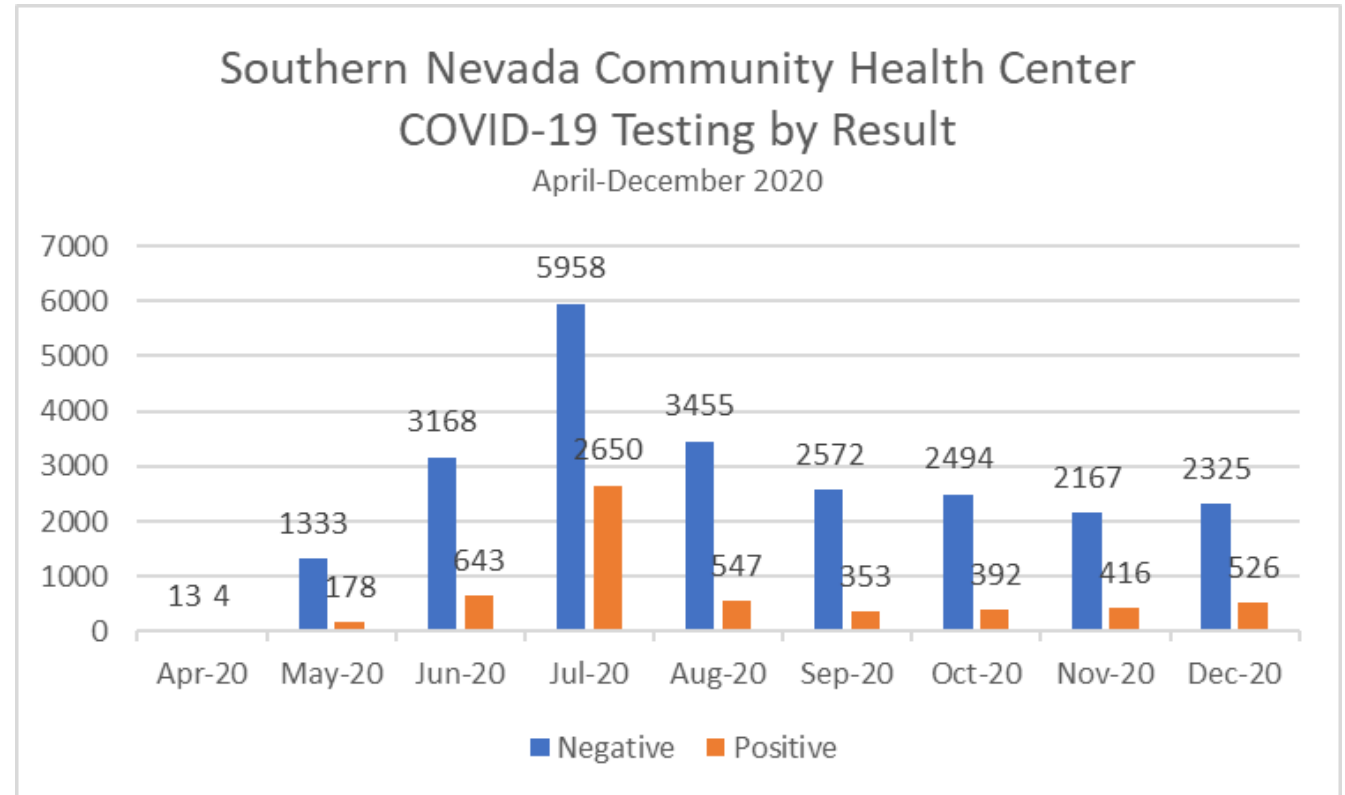
January 2021

COVID-19 Testing

Southern Nevada Community Health Center

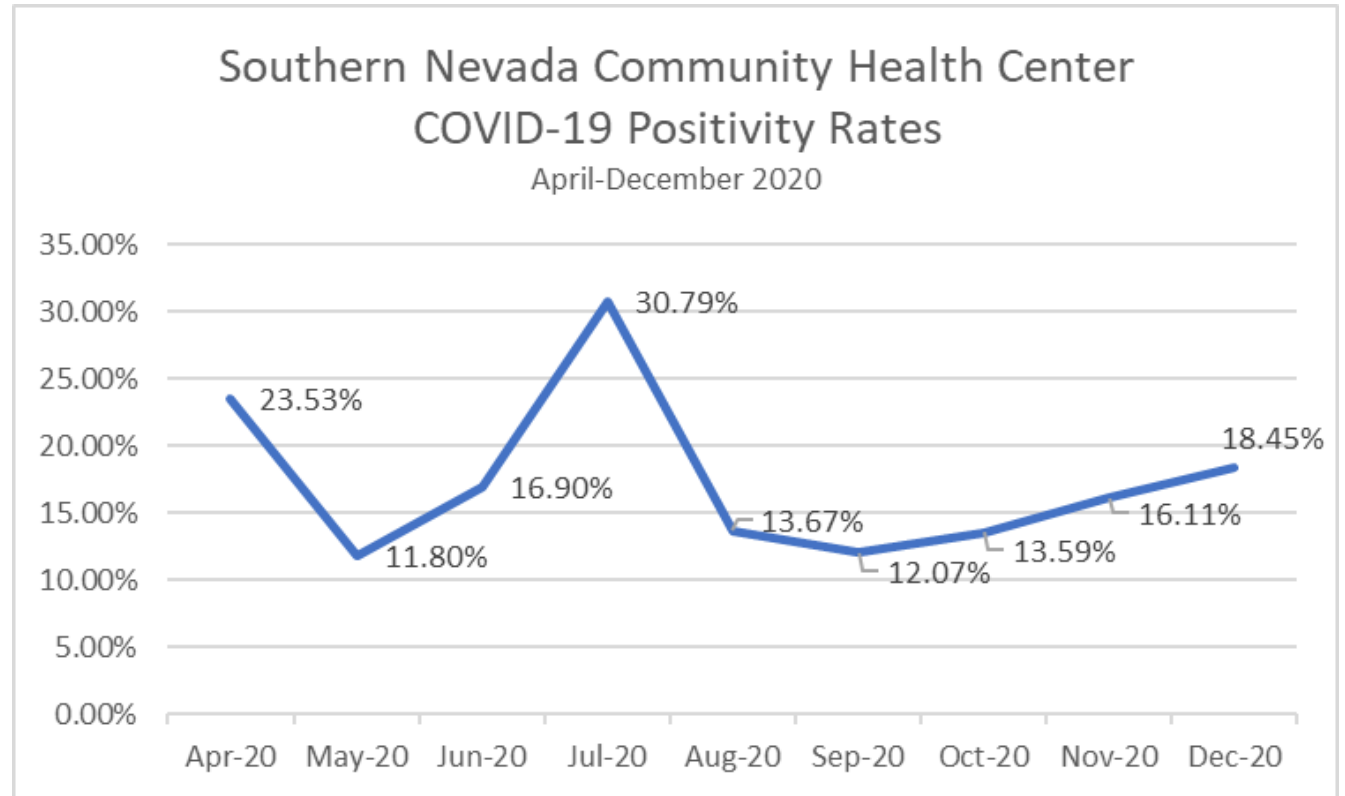
SNCHC: COVID-19 Testing

- As of December 31, 2020, the Health Center has completed 29,319 COVID-19 tests.
- In December alone, 2,859 COVID-19 tests were completed at the Health Center.



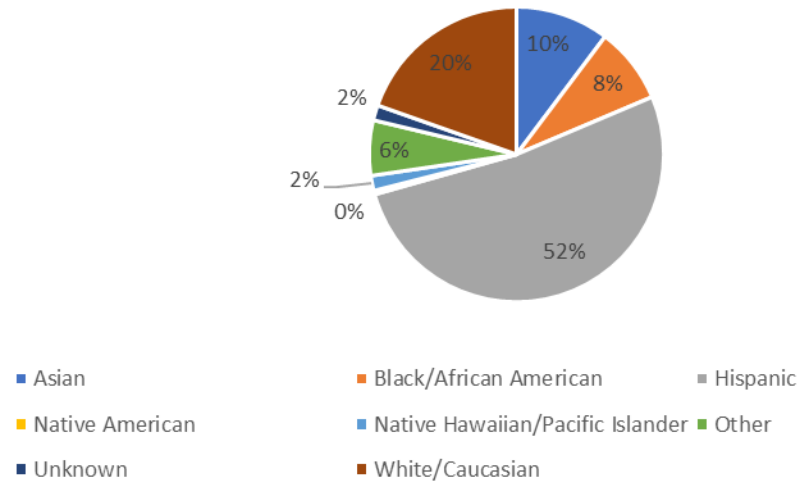
SNCHC: COVID-19 Testing (cont.)

- There was a 18.5% positivity rate in December, an increase of 2.3% over November.

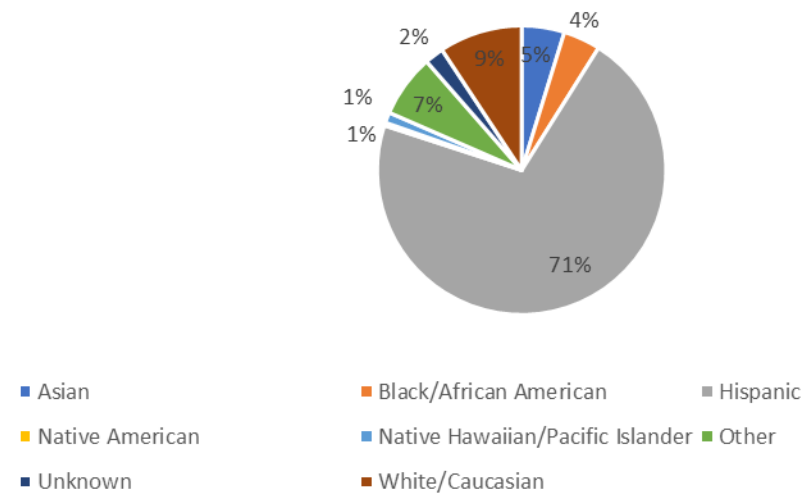


SNCHC: COVID-19 Testing (cont.)

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

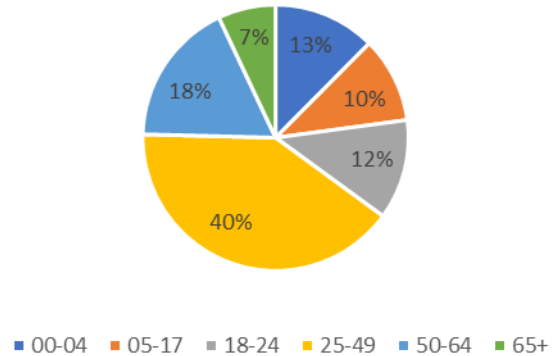


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April-December 2020

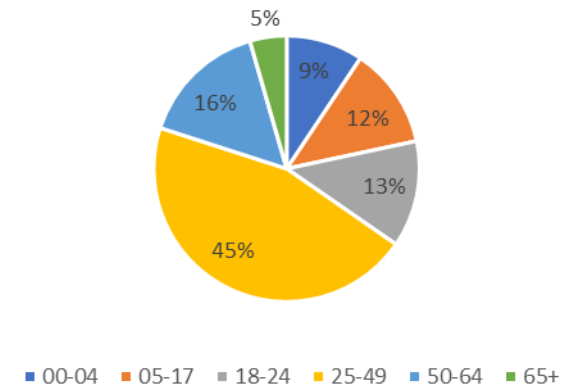


SNCHC: COVID-19 Testing (cont.)

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

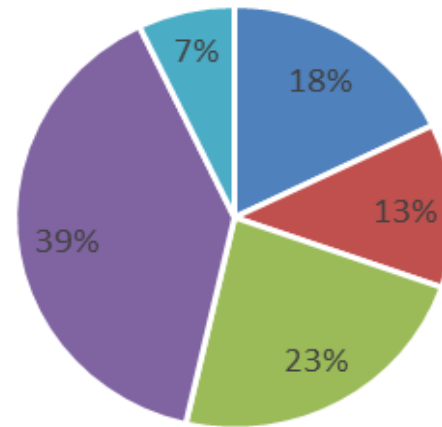
Southern Nevada Community Health Center

SNCHC: 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.
- With the Health Center's aim of preventing gaps in care and our providers staying up-to-date on the health of their patients and care they receive from their other providers, we assigned two Community Health Workers (CHWs) to work on a call campaign to learn why these patients had not come in for regular appointments and what, if any, barriers they may be facing related to accessing care. The goal was to get these patients scheduled.

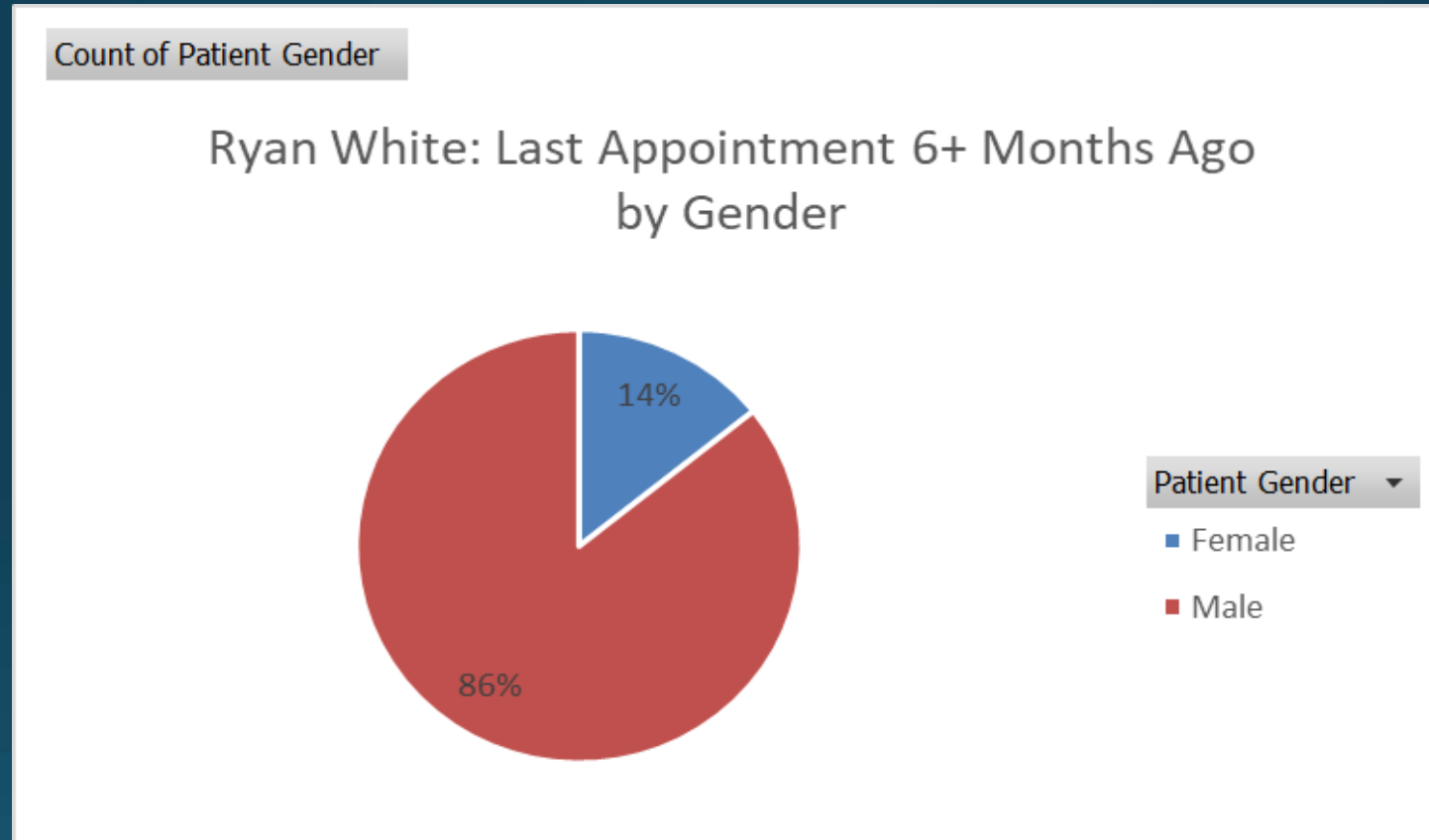
SNCHC: Continuity of Care (cont.)

Ryan White: Last Appointment 6+ Months Ago
by Month

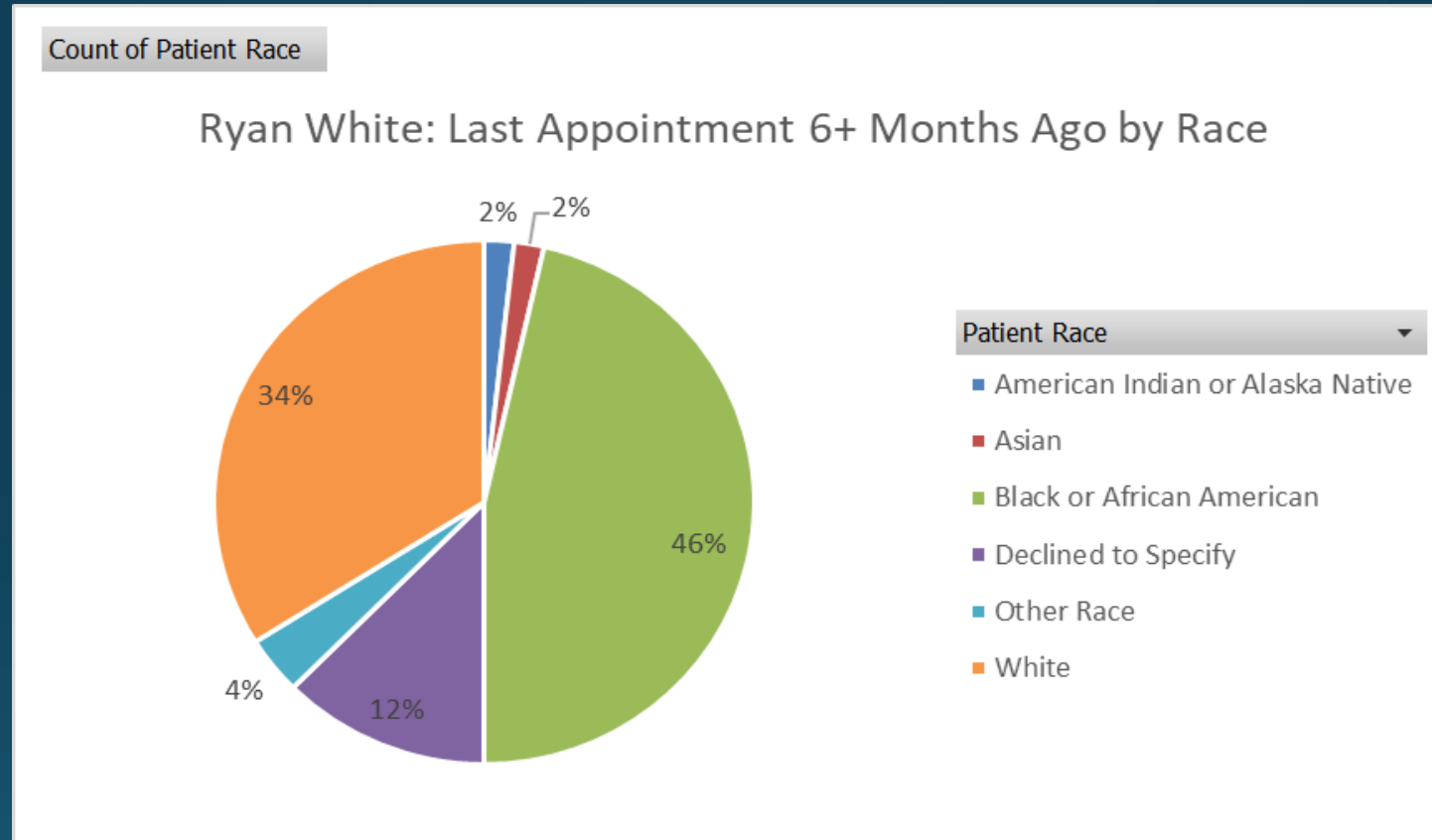


■ January ■ February ■ March ■ April ■ May

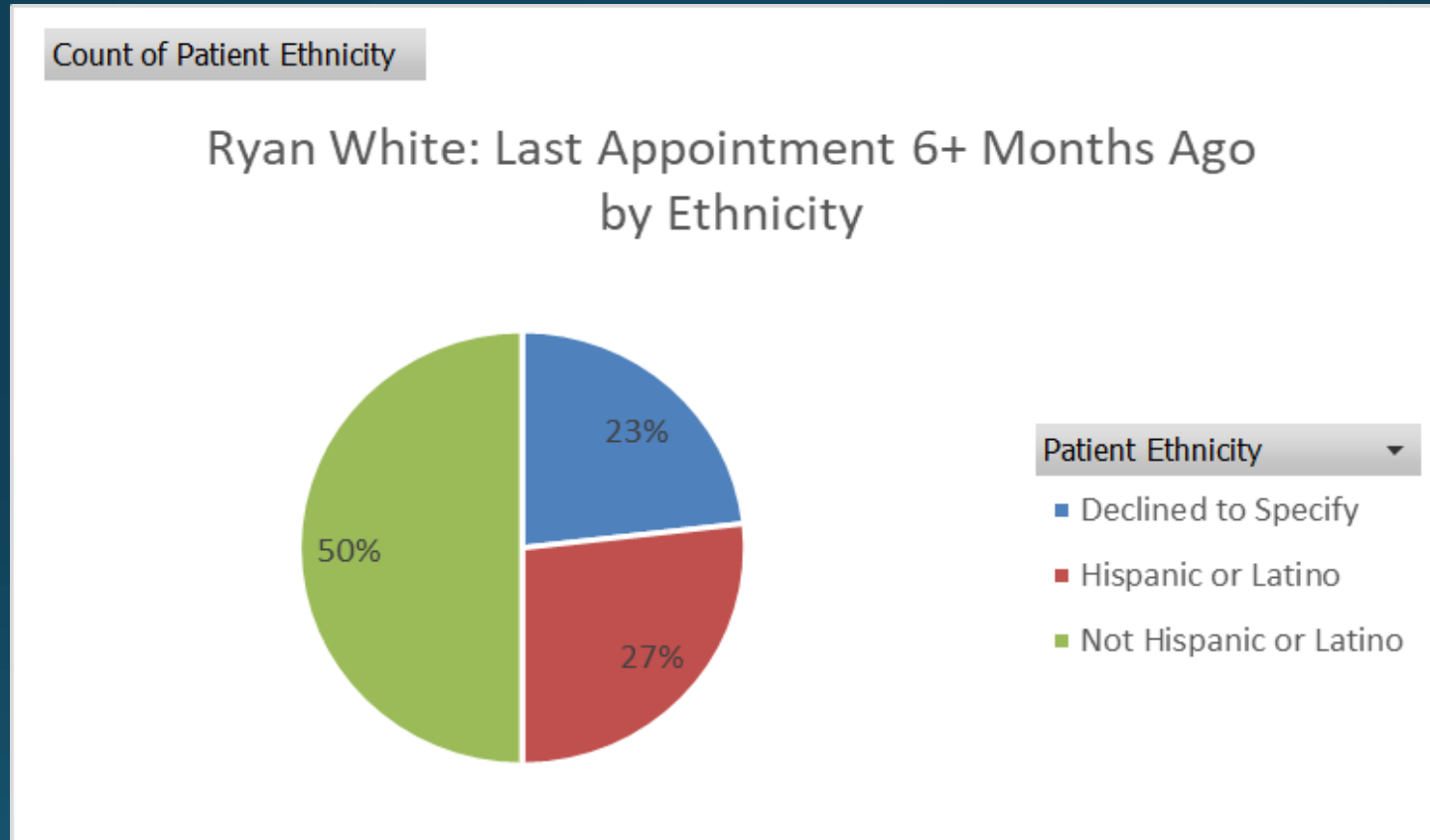
SNCHC: Continuity of Care (cont.)



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SNCHC: Continuity of Care (cont.)



SNCHC: Continuity of Care (cont.)

- 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 and voicemails were left.
- To date, the CHWs were successful in scheduling a few patients to see their providers at the Health Center.

Patient Satisfaction

Southern Nevada Community Health Center

SNCHC: Patient Satisfaction

- The Health Center and the Health District's 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% and Family Health at 5.2%.

SNCHC: Patient Satisfaction (cont.)

- 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 took the patient satisfaction survey in December, a decrease of 5% over November.

SNCHC: Patient Satisfaction (cont.)

- Between the Health Center and East Las Vegas, 52% of survey participants self-reported that they do not have health insurance.
 - Approximately 40% of survey participants at the Health Center self-reported they do not have health insurance.
 - Approximately 83% of survey participants at East Las Vegas self-reported they do not have health insurance.
 - Approximately 86% of survey participants who took the Spanish survey self-reported they do not have health insurance.
 - Approximately 75% of survey participants who took the Spanish survey were seen at the Health Center.

SNCHC: Patient Satisfaction (cont.)

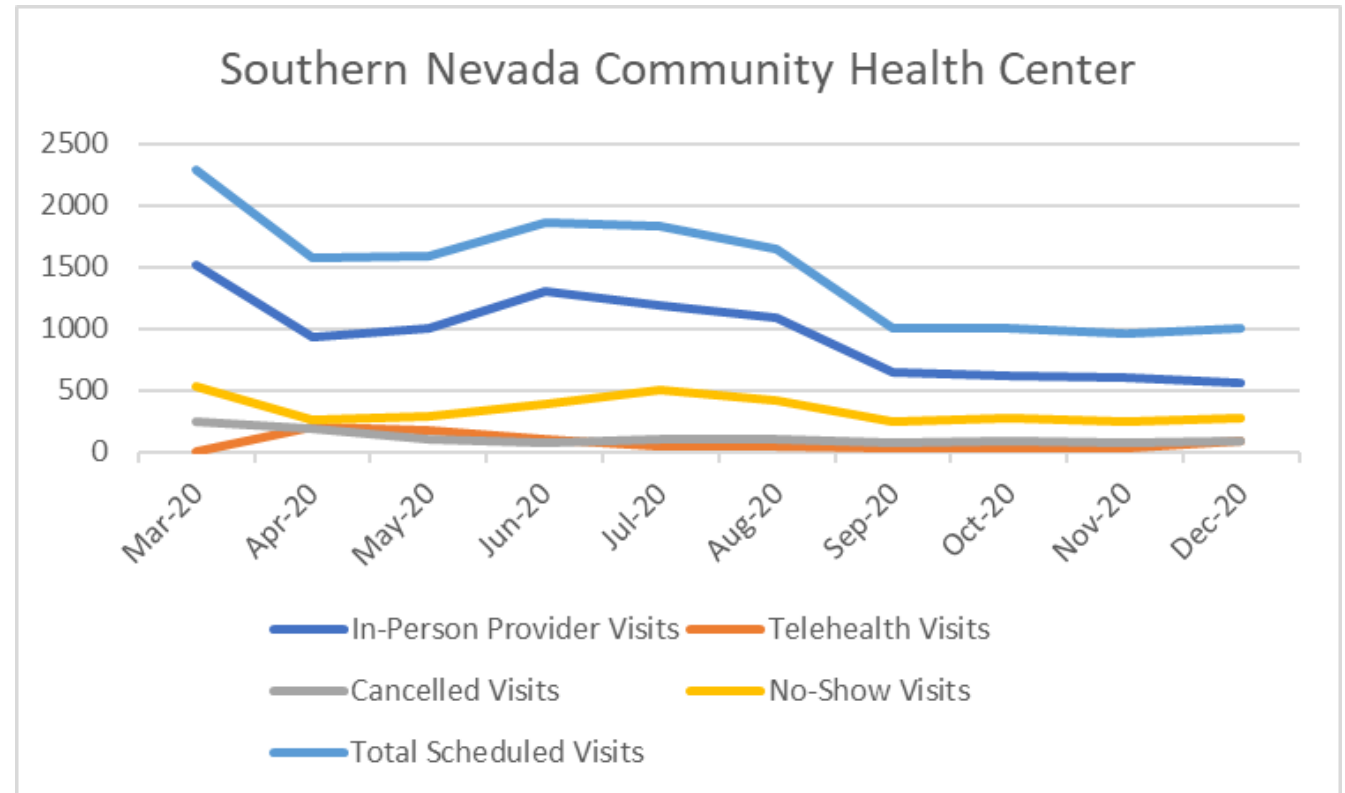
- The Health Center and East Las Vegas received generally favorable responses from survey participants in November. Comments include:
 - “The staff here is very friendly, and I always feel at ease here.”
 - “So pleased with the care I get every time I come!”
 - “Thank you for all you do. Very grateful.”
 - “You guys are amazing! Thank you.”

Telehealth

Southern Nevada Community Health Center

SNCHC: Telehealth

- In December, telehealth saw 88 patients — 13.5% of patient visits, an increase of 183.9% over November.
- *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 current mandate from Governor Sisolak, the Health Center has prepared for and experienced an increase in virtual visits.
- The Health Center hosted two telehealth trainings for providers and staff in December 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 trainings.
 - Both were recorded and are available to providers and staff on an ongoing basis.

Health Center Visits

Southern Nevada Community Health Center

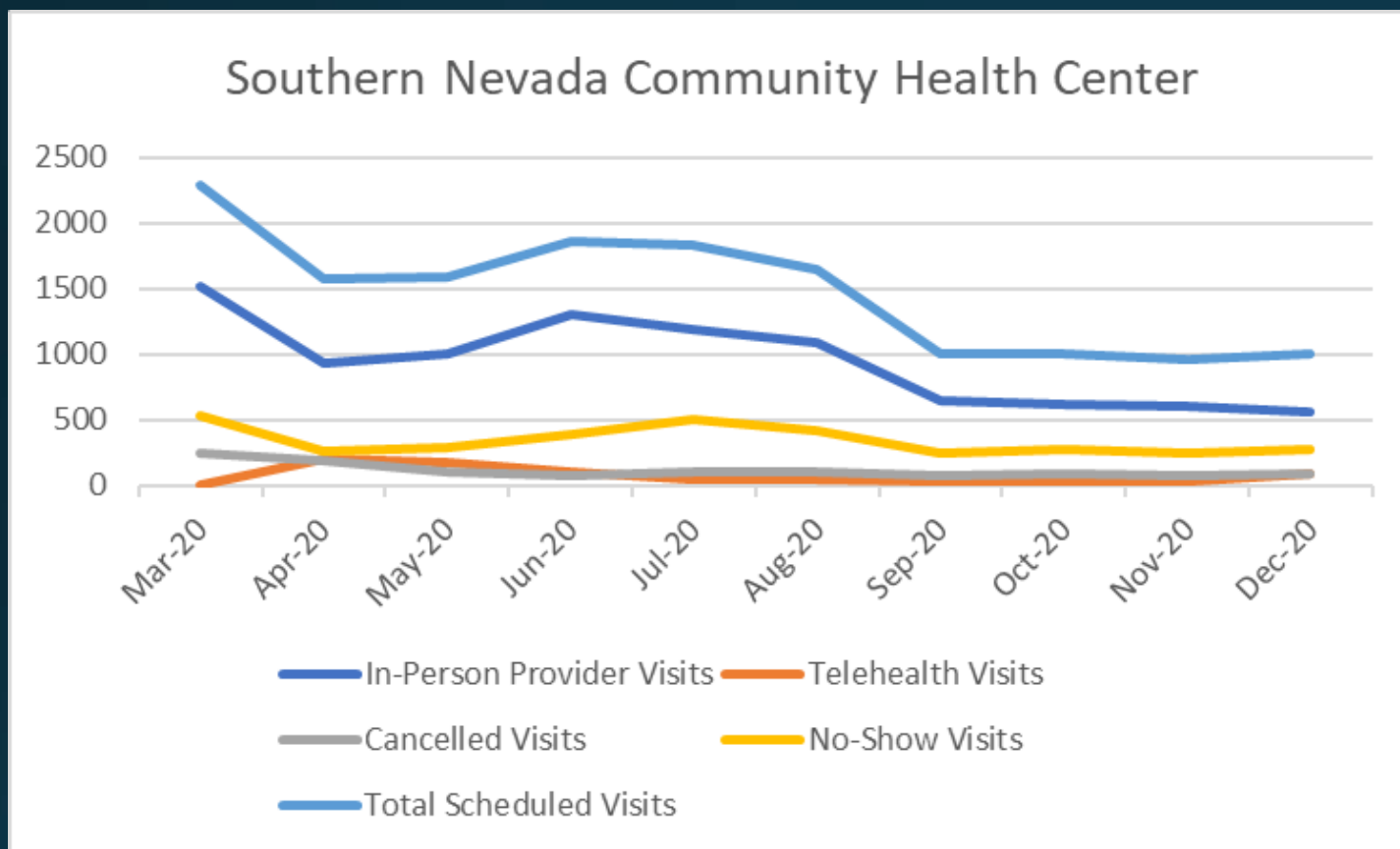
SNCHC: Health Center Visits

- 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.
 - The cancellation rate was 8.6%, an increase of less than 1% over November.
 - The no-show rate was 26.6%, an increase of less than 1% over November.
 - Telemedicine saw 88 patients — 13.5% of patient visits, an increase 183.9% over November.

SNCHC: Health Center Visits (cont.)

- 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.

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!