



## Southern Nevada Community Health Center Quality Improvement Report, December 2020

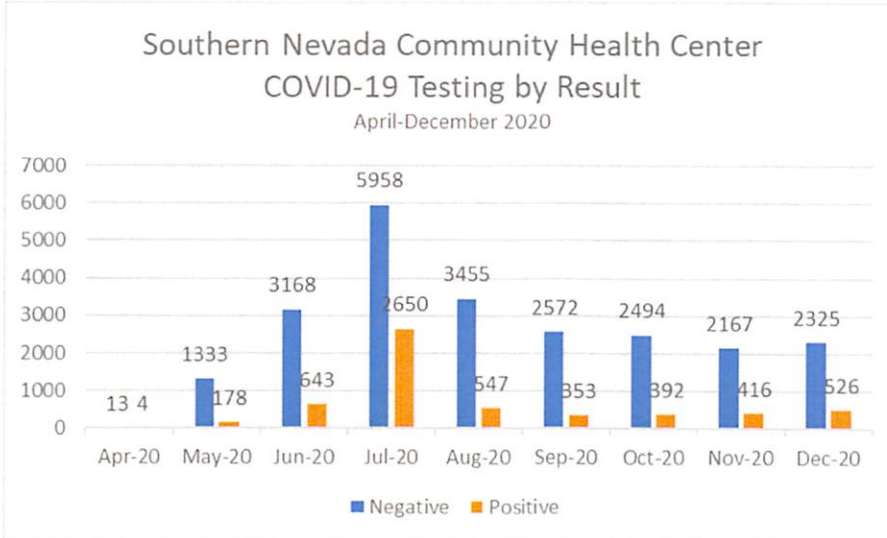
Fantasi 'Stasi' Pridgon, MHA, FQHC Quality Management Coordinator *FP*  
David Kahananui, Senior FQHC Manager *DK*

### 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.



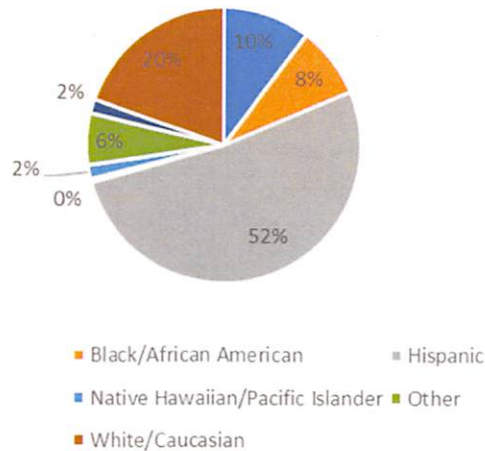
Southern Nevada Community Health Center  
COVID-19 Positivity Rates

April-December 2020

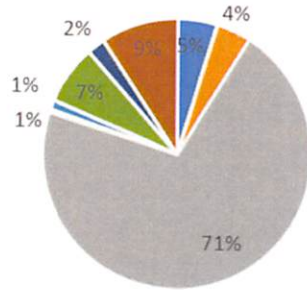


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Negative Result)

April-December 2020

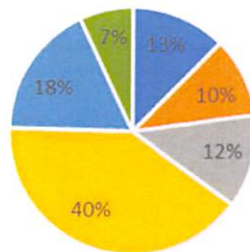


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
April-December 2020



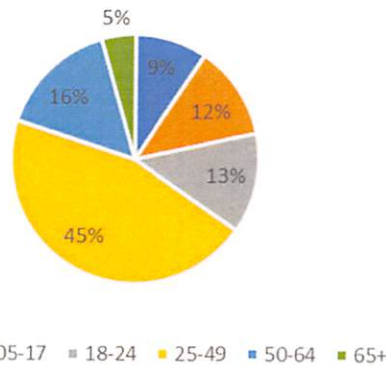
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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



- 00-04
- 05-17
- 18-24
- 25-49
- 50-64
- 65+

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

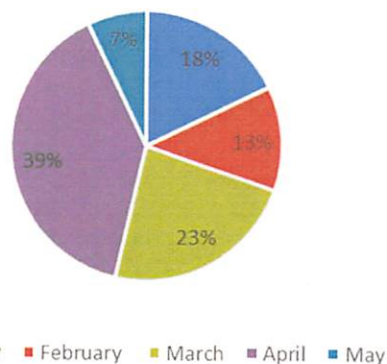


### Continuity of Care

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.

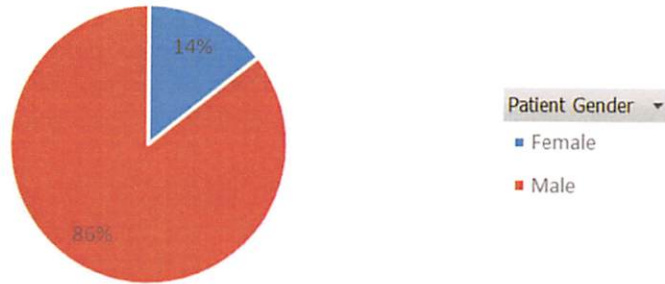
Of the Ryan White patients the CHWs were able to reach, responses to not having been seen at our health center in 6 or more months included their transferring care to the University Medical Center Wellness Center (UMCWC) or having moved out of state. In addition, some of the phone numbers that are on 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



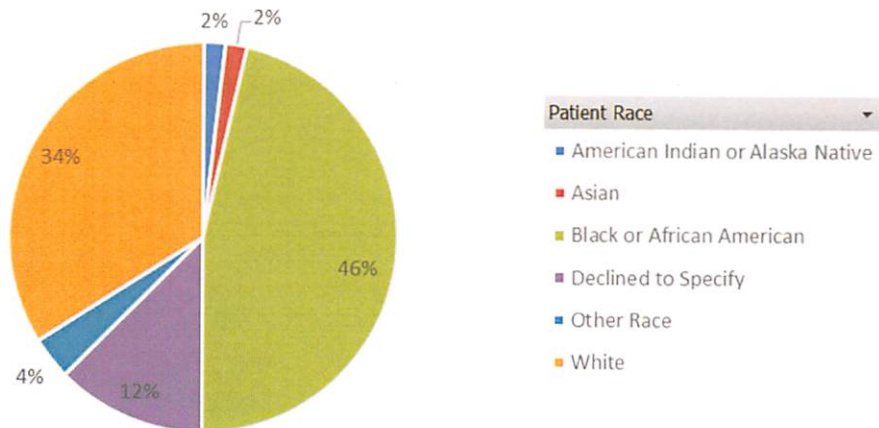
Count of Patient Gender

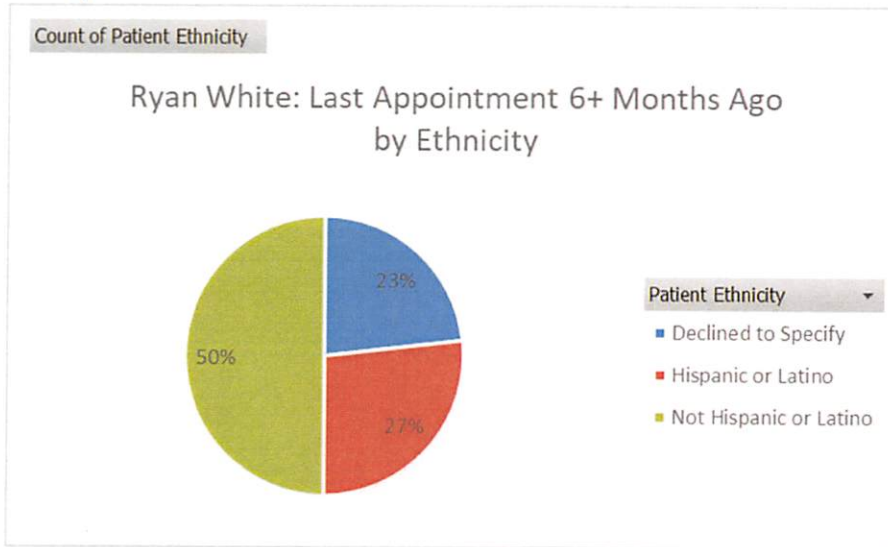
Ryan White: Last Appointment 6+ Months Ago  
by Gender



Count of Patient Race

Ryan White: Last Appointment 6+ Months Ago by Race





### 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

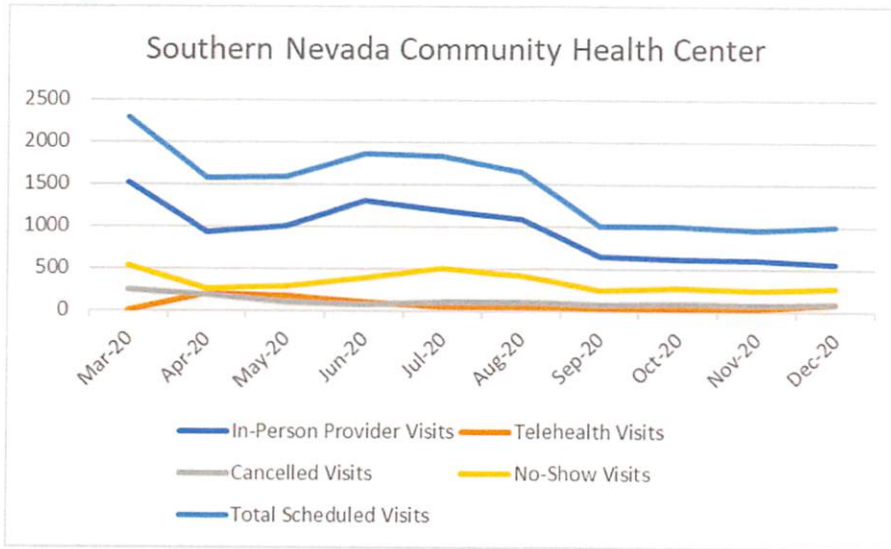
The Health Center implemented telehealth following the need for modified clinic operations as we continue to navigate the COVID-19 pandemic. The goal of the Health Center is to continue fulfilling its mission to provide safe, quality healthcare to the community amid the COVID-19 public health emergency. 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.*

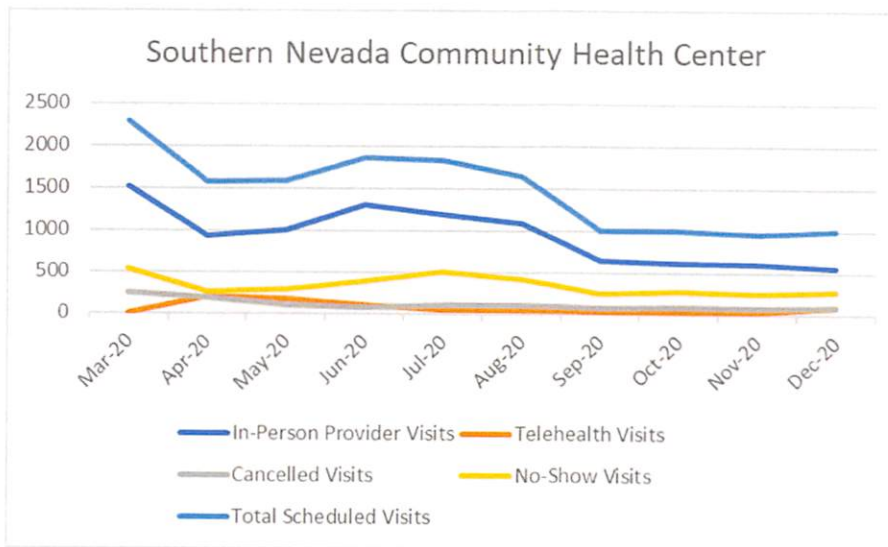


**Health Center Visits**

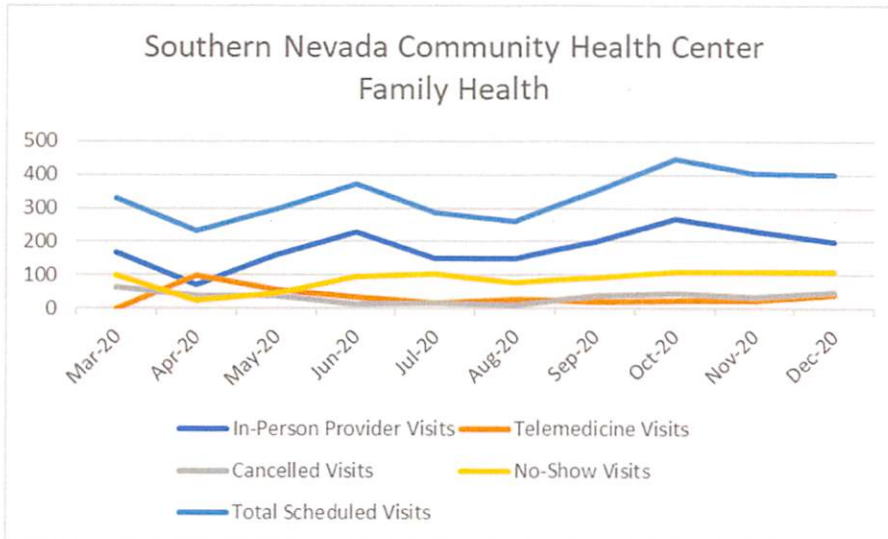
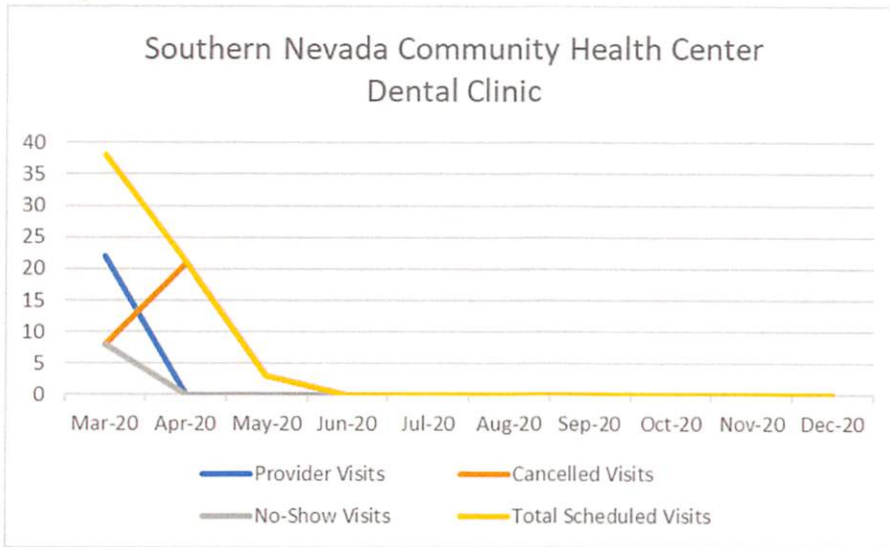
The Health Center had 1,007 scheduled patient appointments in December, a 4.5% increase over November. Of scheduled patients, 64.8% kept their appointments, a 1.4% decrease over November; there was an 8.6% cancellation rate, an increase of less than 1% over November, and a 26.6% no-show rate, an increase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

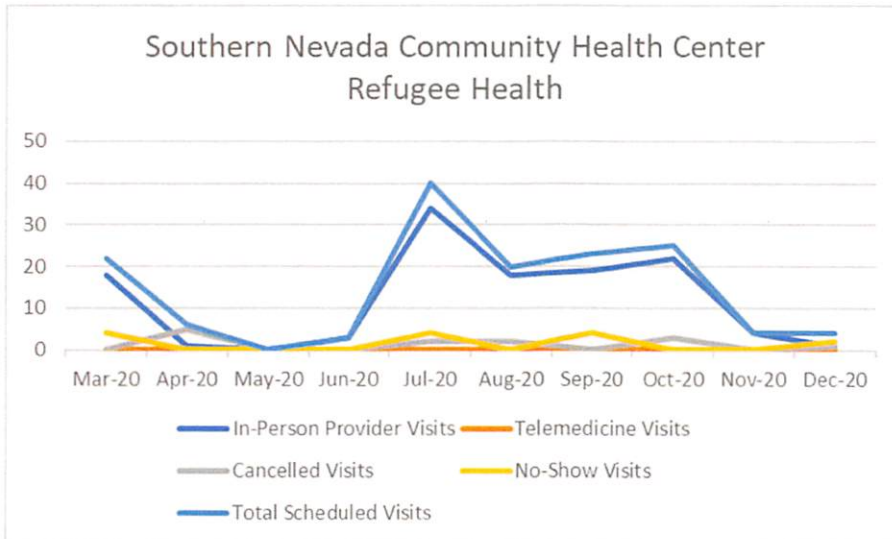
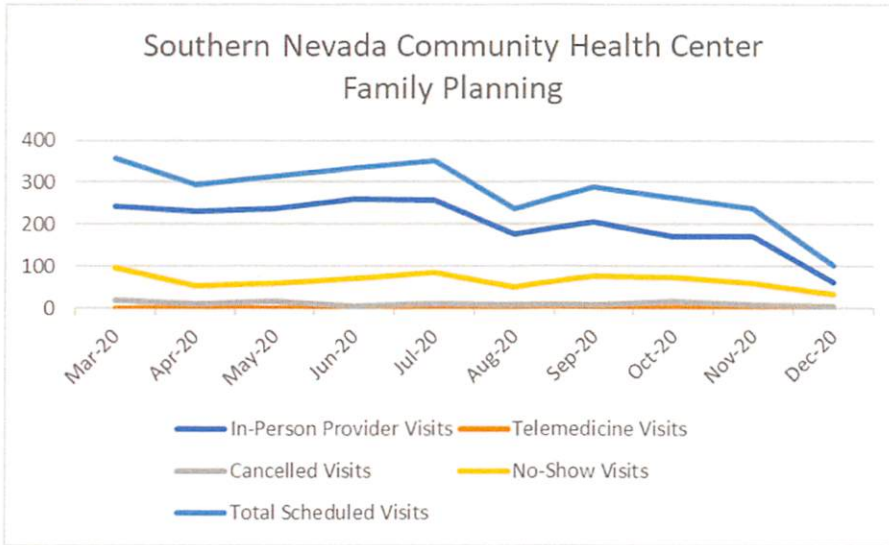
Of scheduled patient appointments, cancellation rates were highest among Family Health and Ryan White at 56.3% and 36.8, respectively. The no-show rate was highest among Ryan White and Family Health at 46% and 41%, respectively.

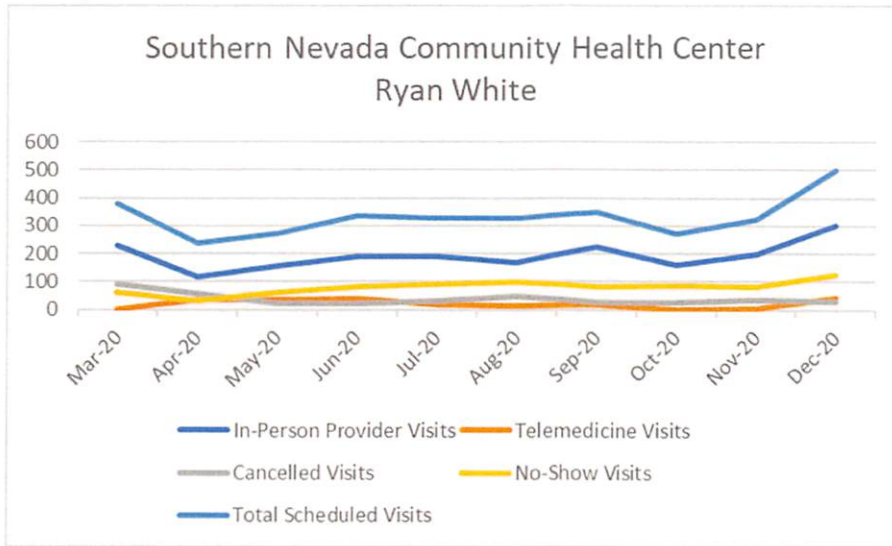
*NOTE: As of September 1, 2020, the Sexual Health Clinic is no longer a part of the Health Center. This has resulted in an overall decrease in visit volume.*











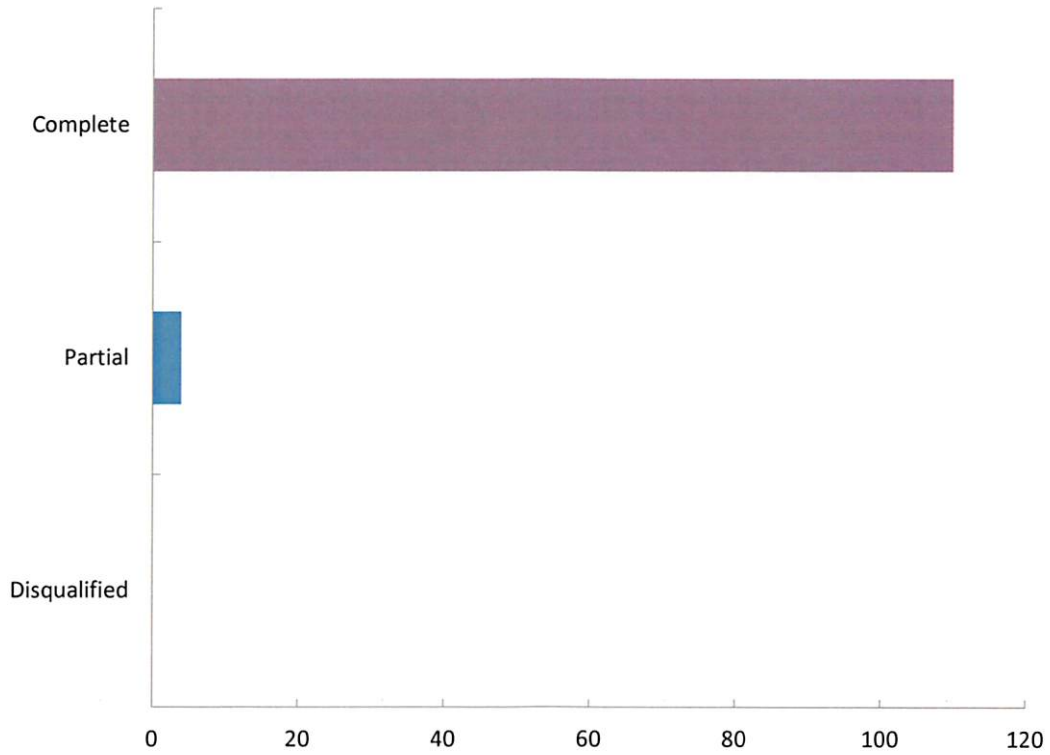


# Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



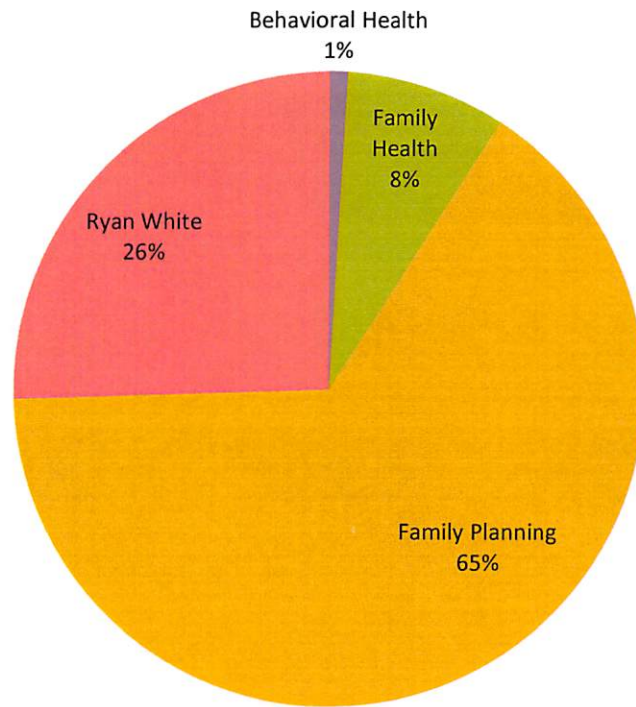
## Response Statistics



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



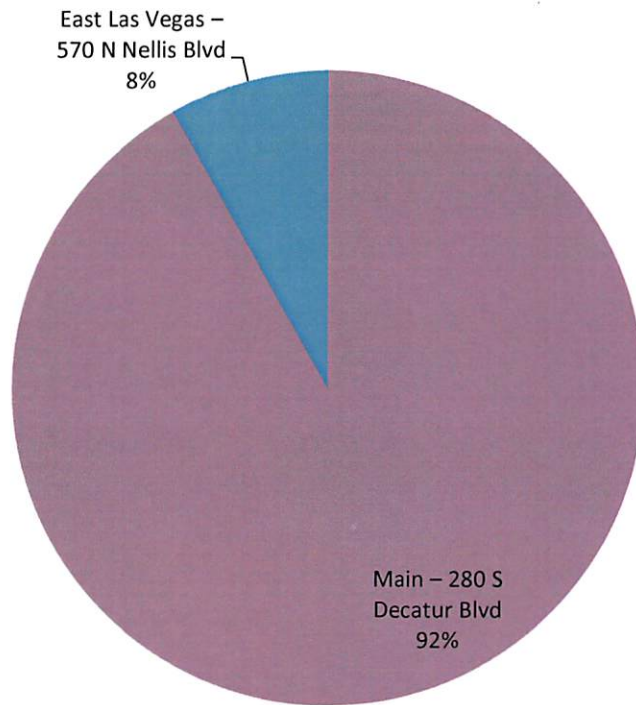
1. Service received during your visit



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

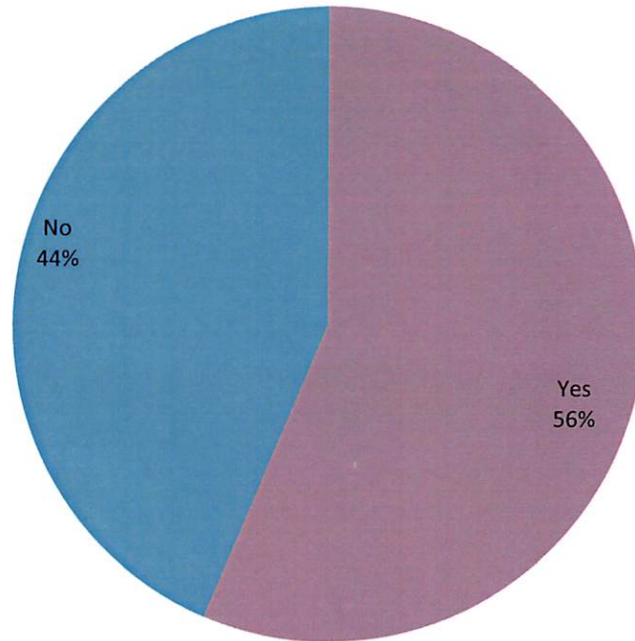


## 2. Southern Nevada Health District (SNHD) location



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?

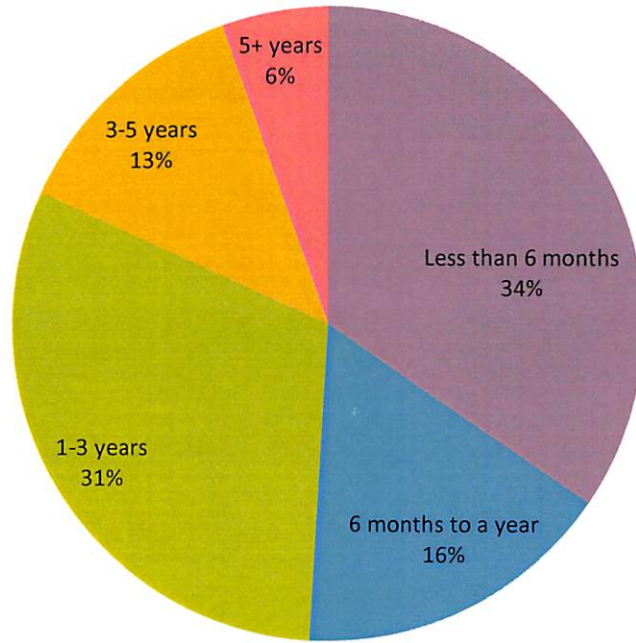


Value	Percent	Count
Yes	56.4%	62
No	43.6%	48
	Totals	110





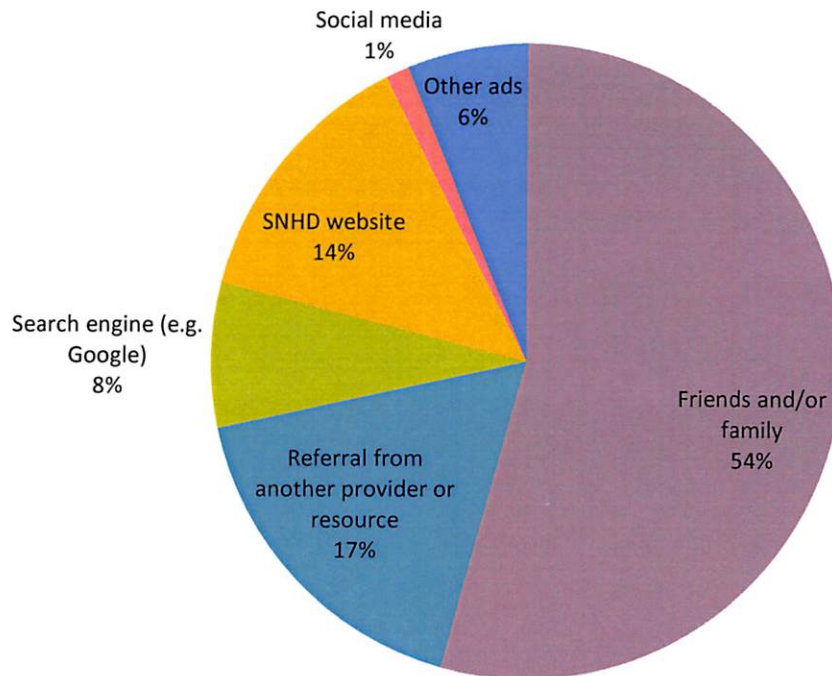
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



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

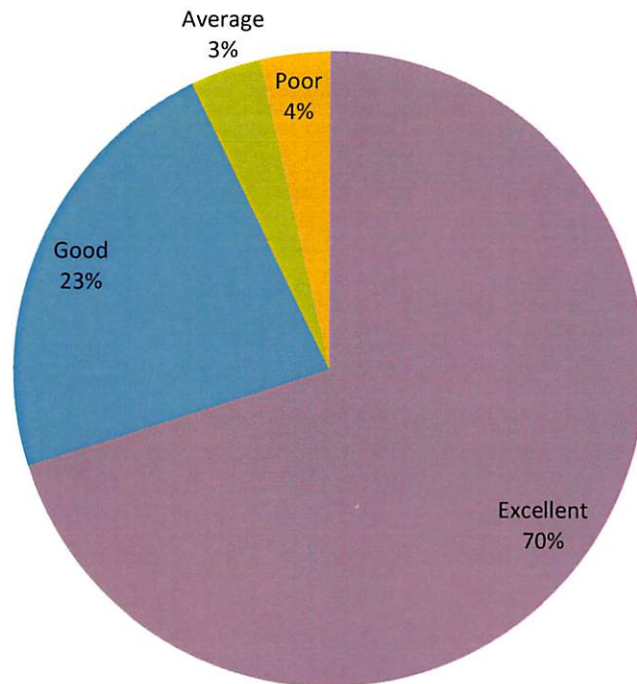


5. How did you hear about us?



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

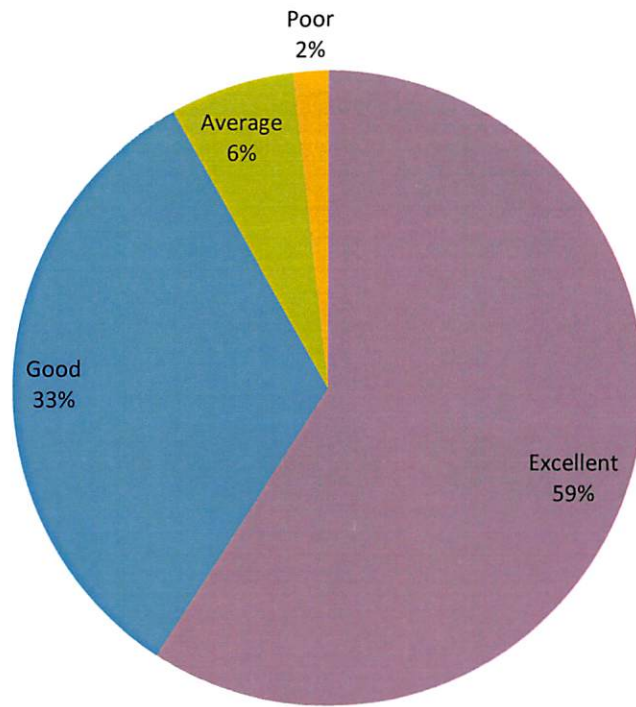
## 6. Ease of scheduling an appointment



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



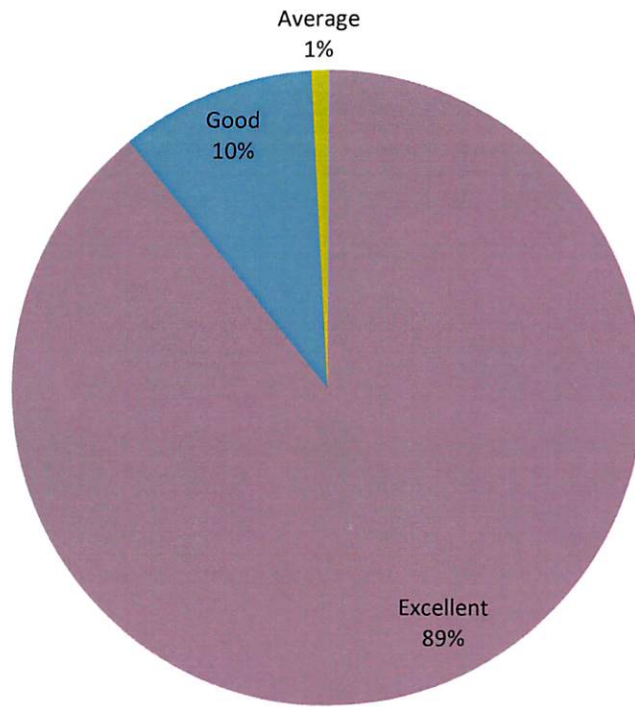
7. Wait time to see provider



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



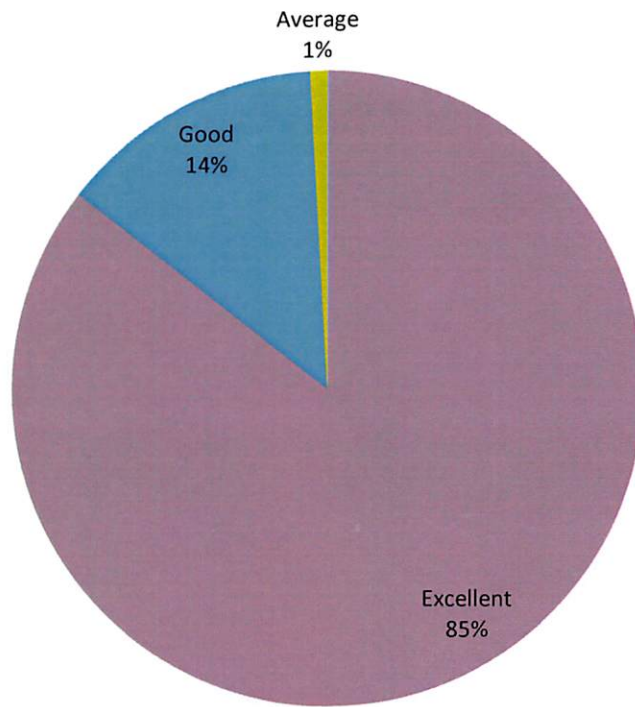
8. Care received from providers and staff



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

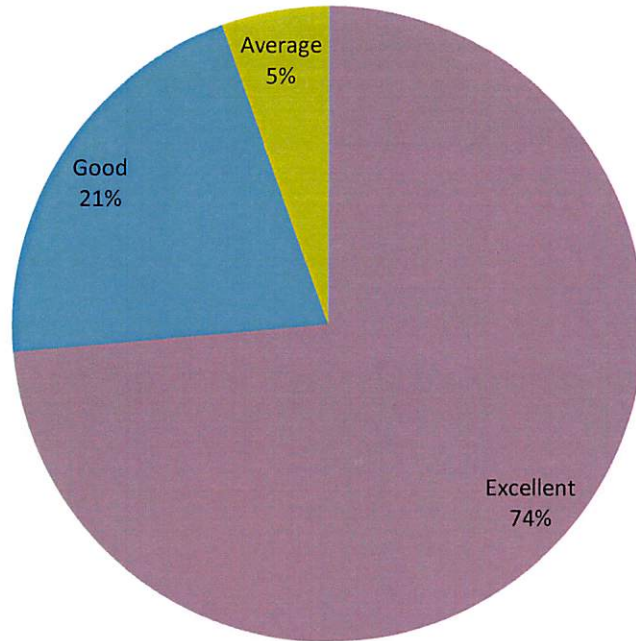


9. Understanding of health care instructions following your visit



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

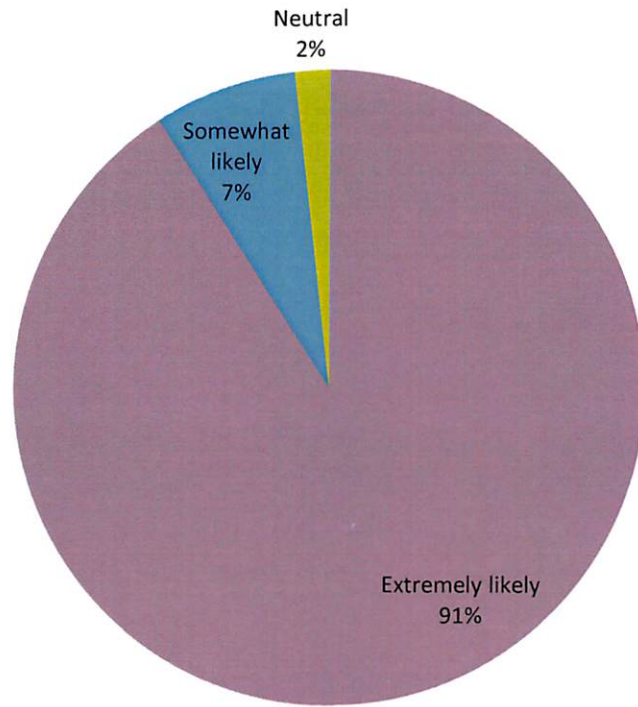
### 10. Hours of operation



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



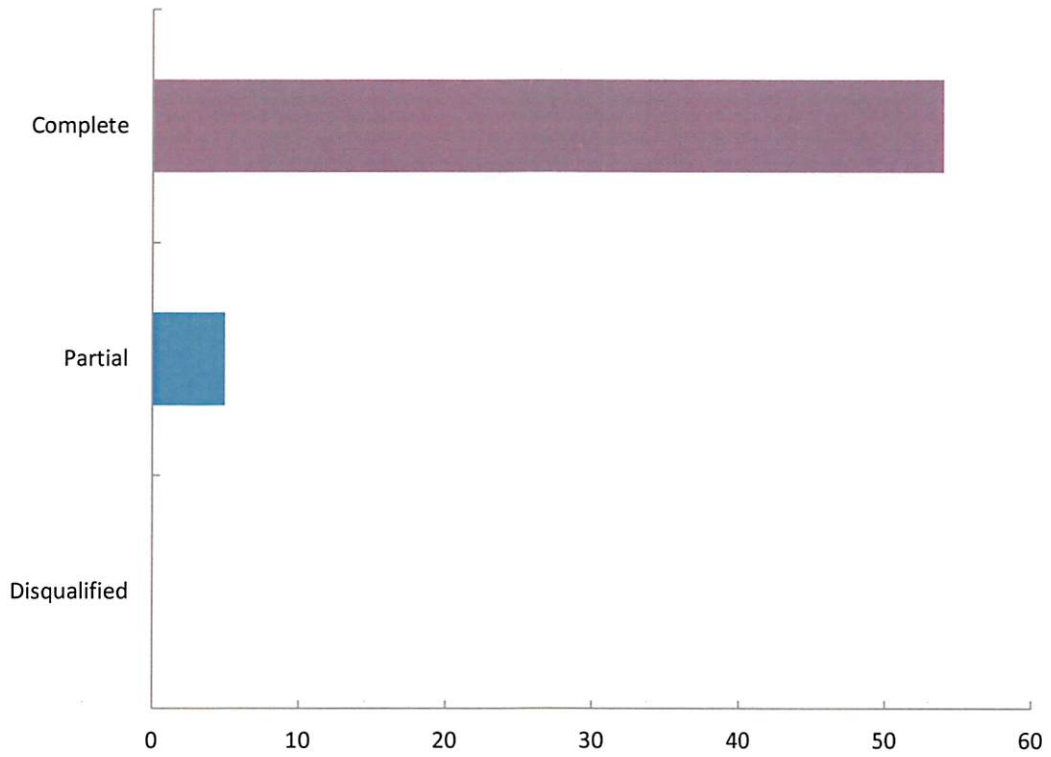


# Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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



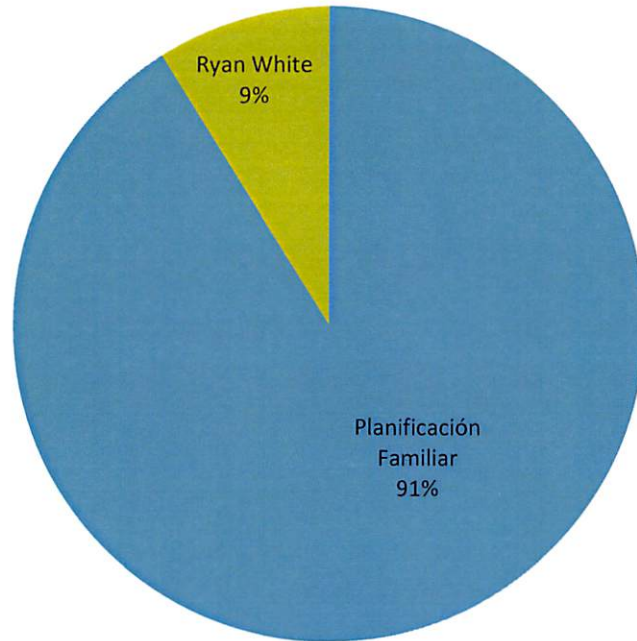
## Response Statistics



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



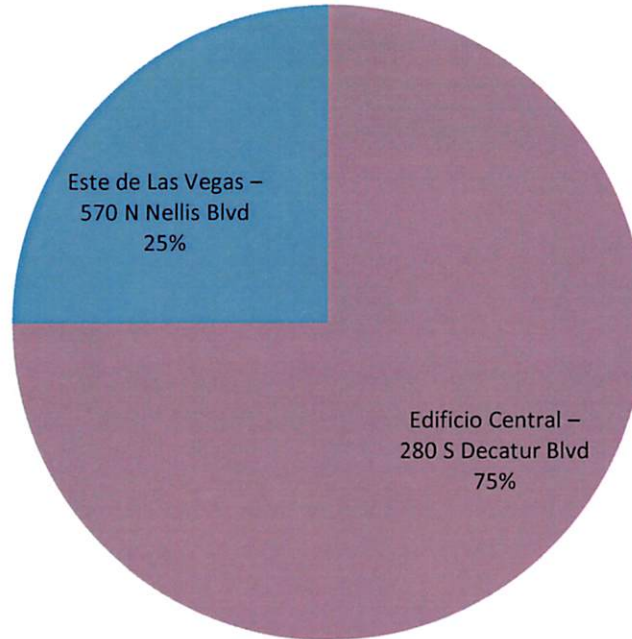
1. Marque los servicios recibidos durante su visita



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

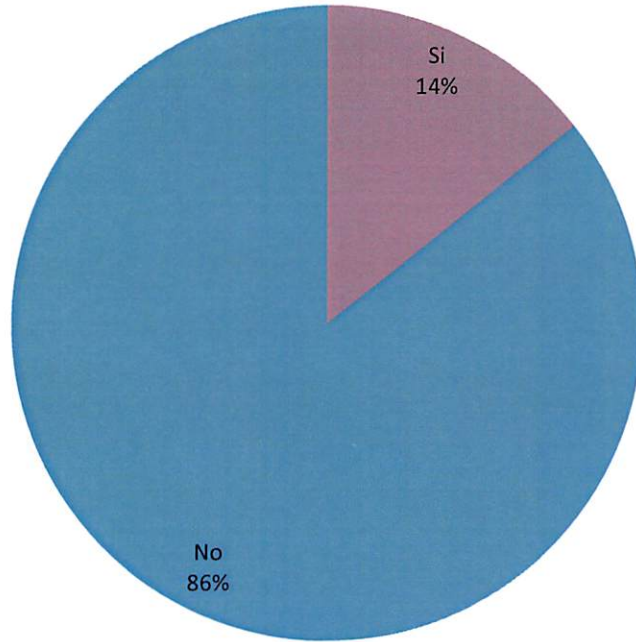


2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



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

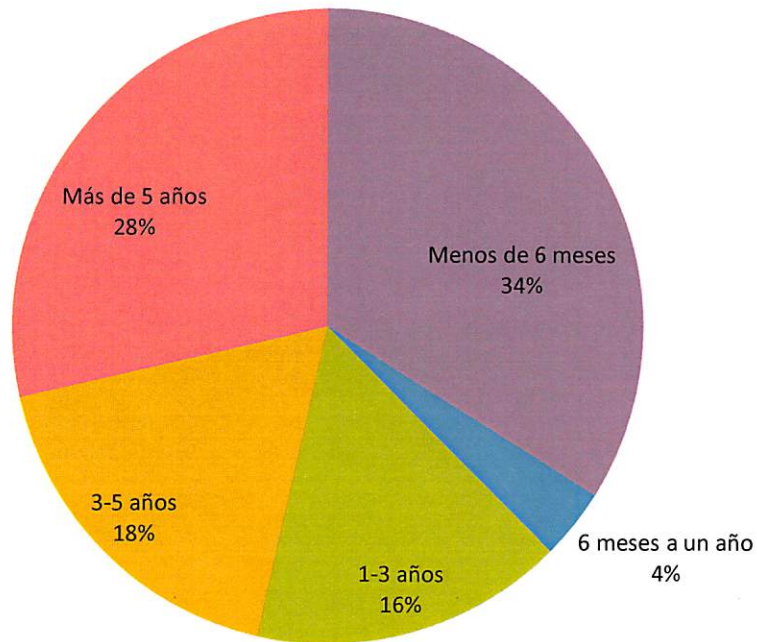
3. ¿Tiene seguro médico?



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

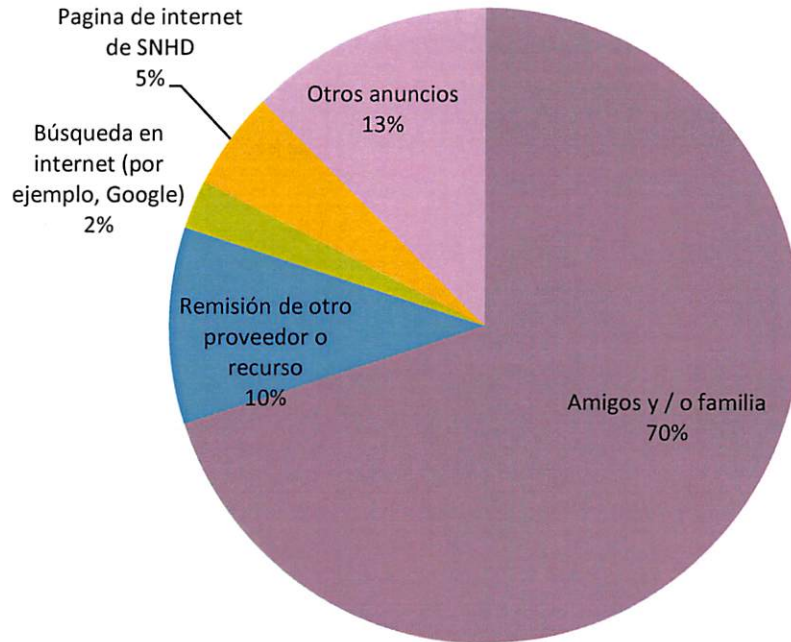


4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



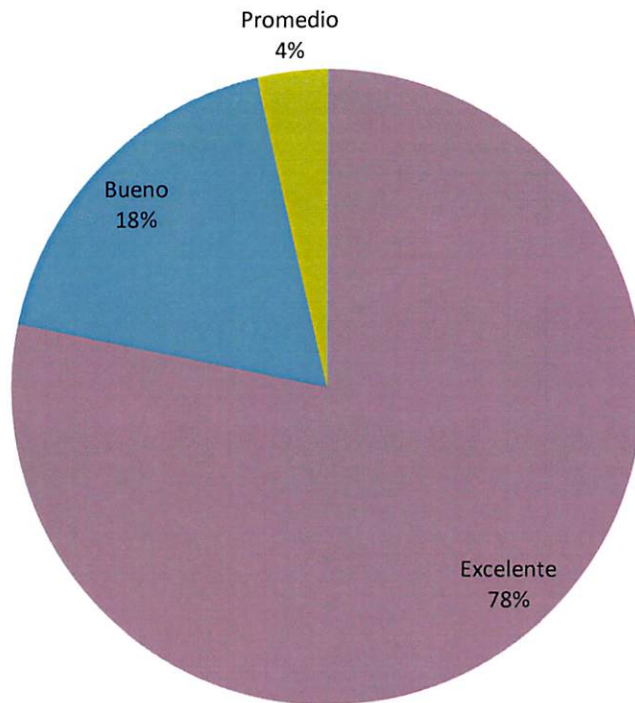
Value	Percent	Count
Menos de 6 meses	33.9%	19
6 meses a un año	3.6%	2
1-3 años	16.1%	9
3-5 años	17.9%	10
Más de 5 años	28.6%	16
	Totals	56

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
Página de internet de SNHD	5.0%	2
Otros anuncios	12.5%	5
	Totals	40

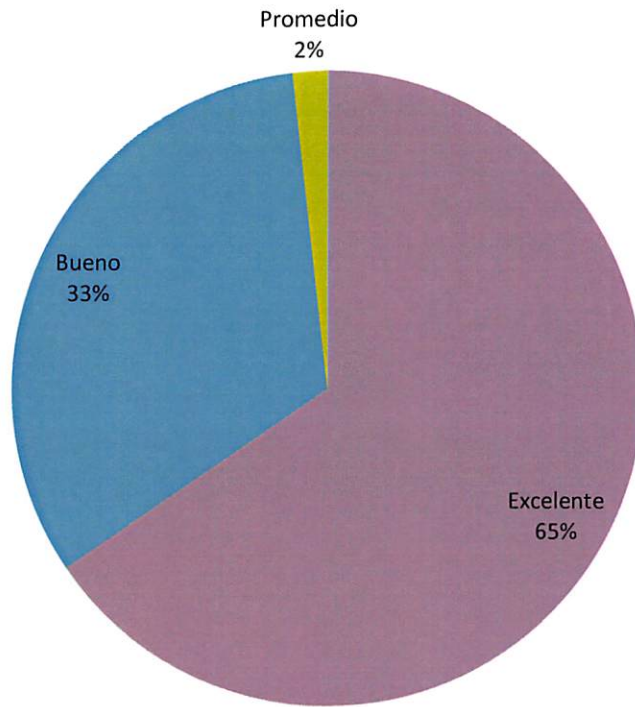
6. Facilidad para programar una cita



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



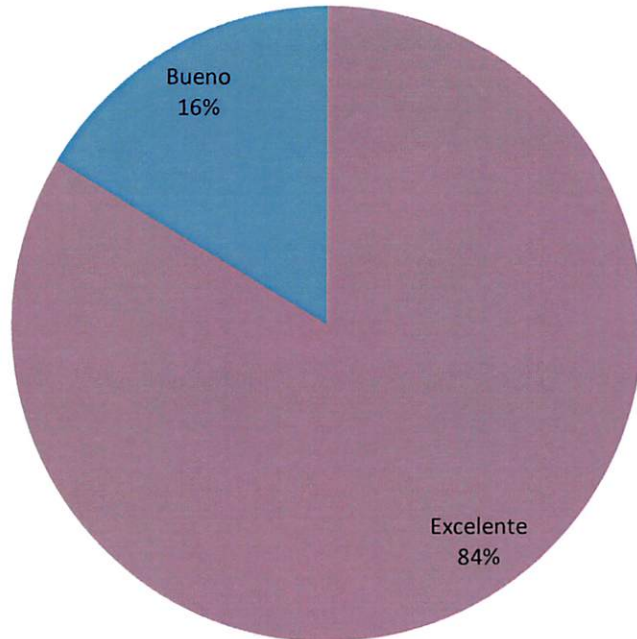
7. Tiempo de espera para ver a un proveedor de salud



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

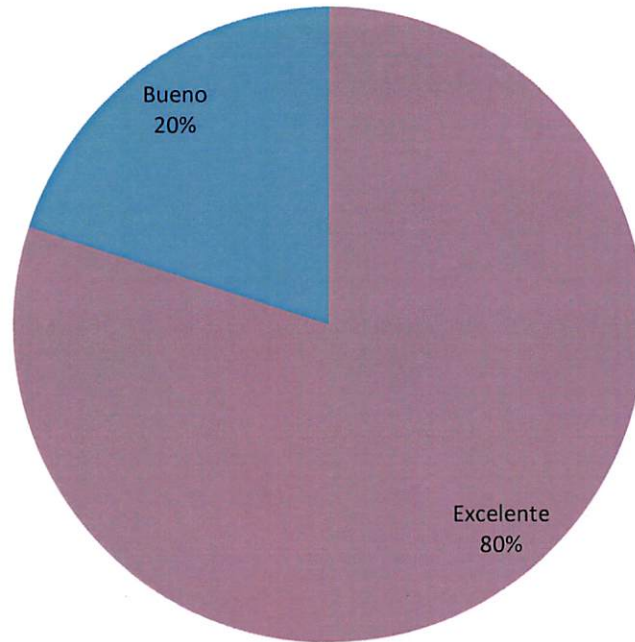


8. Atención recibida de los proveedores y personal



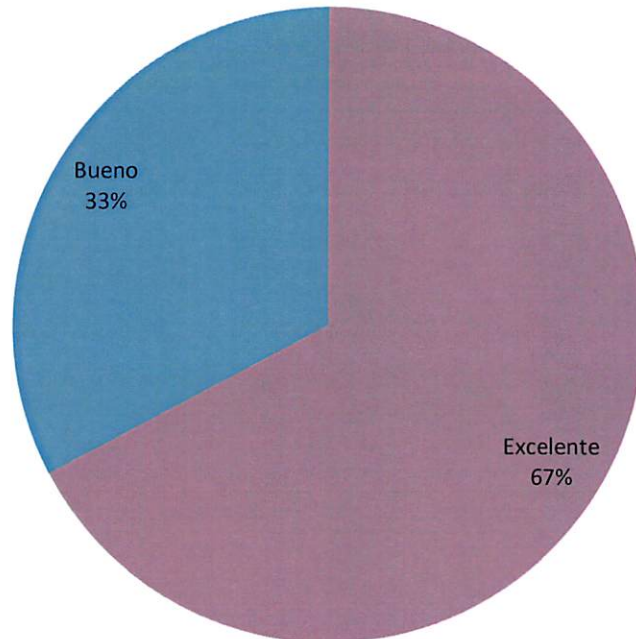
Value	Percent	Count
Excelente	83.6%	46
Bueno	16.4%	9
	Totals	55

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



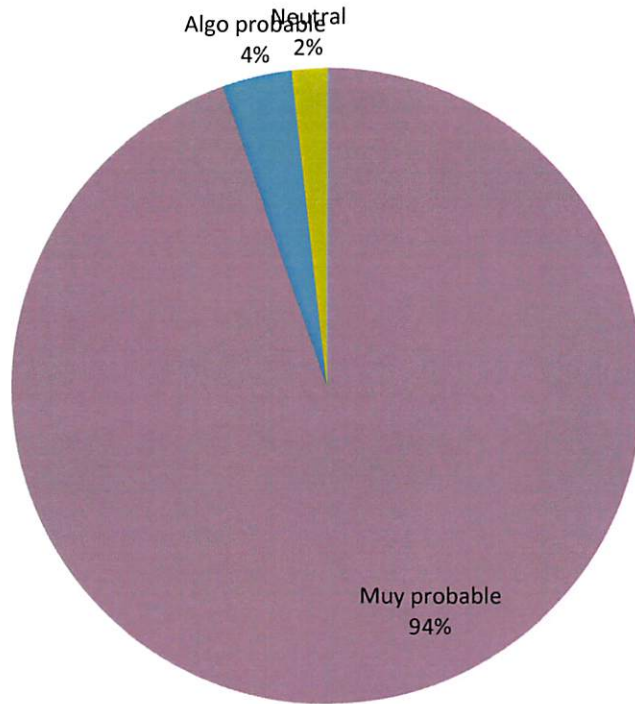
Value	Percent	Count
Excelente	80.0%	44
Bueno	20.0%	11
	Totals	55

## 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	
							Audio Visit		Televisit		Total Visits			
Family Health Clinic	200	35.46%	49	56.32%	110	41.04%	38	84.44%	5	11.63%	43	48.86%	402	39.92%
Family Planning Clinic	62	10.99%	5	5.75%	33	12.31%	1	2.22%	0	0.00%	1	1.14%	101	10.03%
Refugee Clinic	1	0.18%	1	1.15%	2	0.75%	0	0.00%	0	0.00%	0	0.00%	4	0.40%
Ryan White	301	53.37%	32	36.78%	123	45.90%	6	13.33%	36	83.72%	42	47.73%	498	49.45%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	4.65%	2	2.27%	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>100.00%</b>	<b>43</b>	<b>100.00%</b>	<b>88</b>	<b>100.00%</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%