

Southern Nevada Community Health Center

Quality Improvement

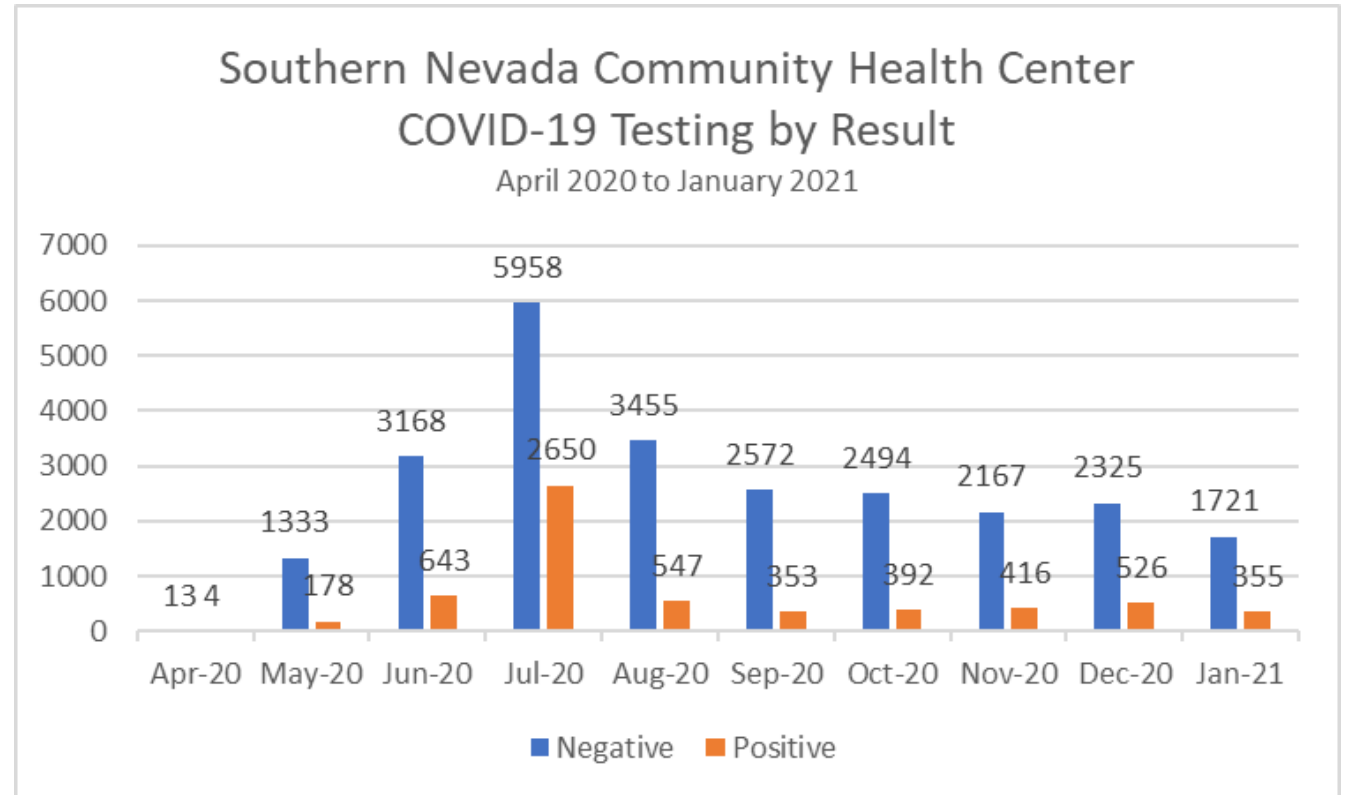
February 2021

COVID-19 Testing

Southern Nevada Community Health Center

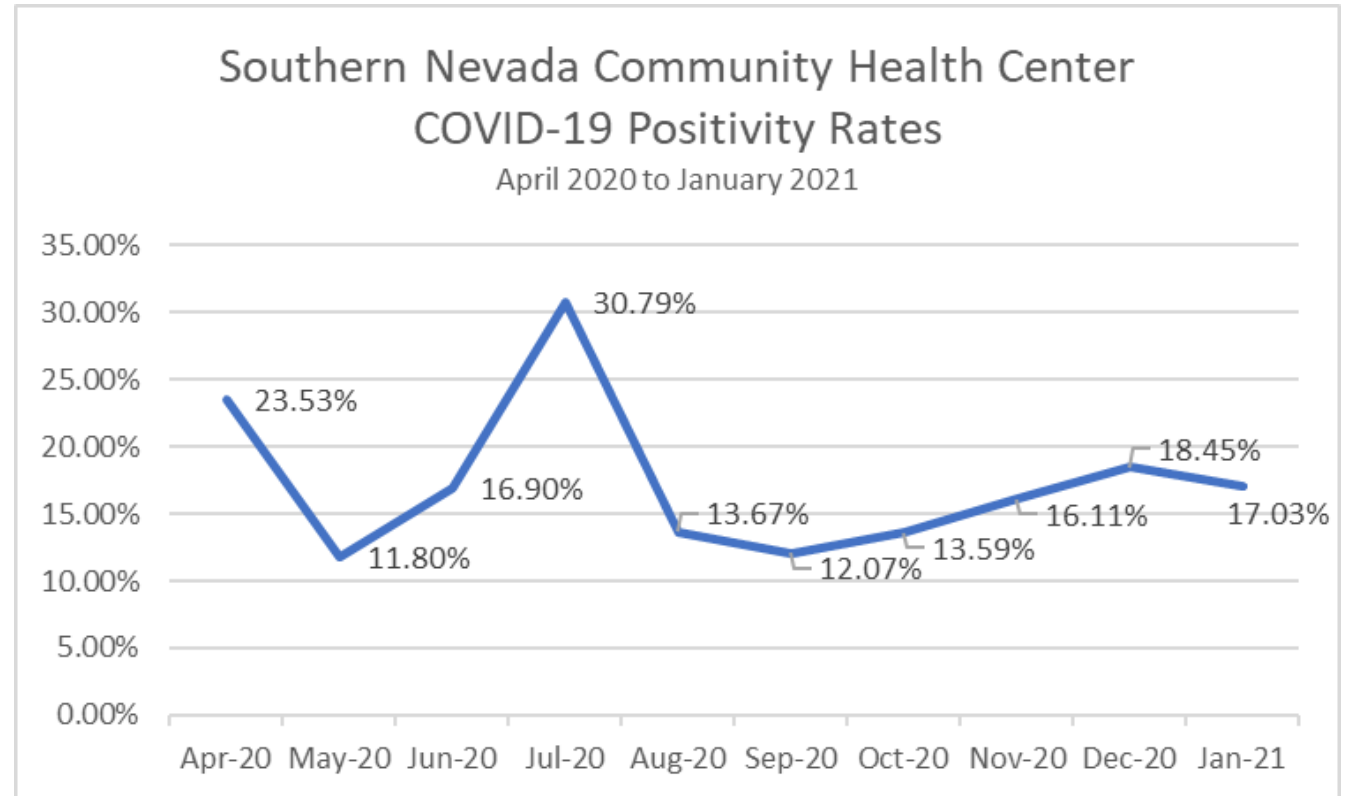
SNCHC: COVID-19 Testing

- As of January 31, 2021, the Health Center has completed 31,403 COVID-19 tests.
- In January alone, 2,084 COVID-19 tests were completed at the Health Center.



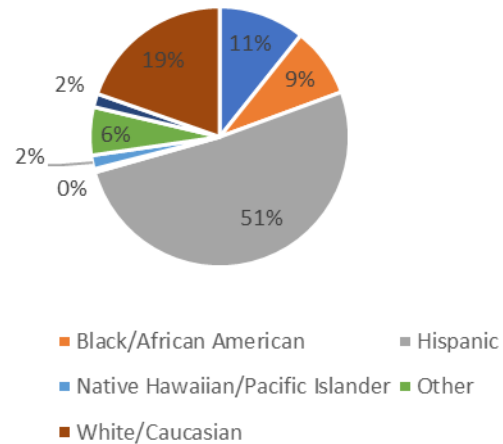
SNCHC: COVID-19 Testing (cont.)

- There was a 17% positivity rate in January, a decrease of about 1.4% over December.

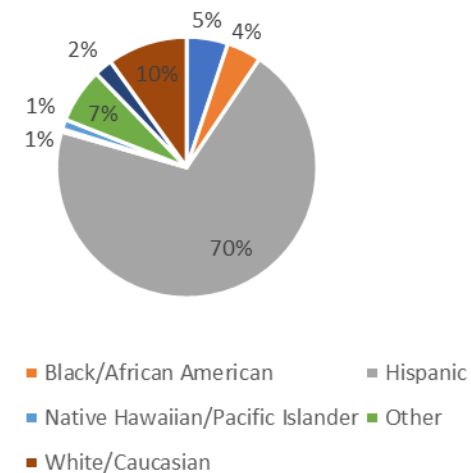


SNCHC: COVID-19 Testing (cont.)

Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
April 2020 to January 2021

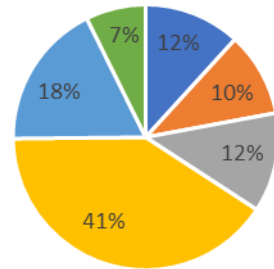


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April 2020 to January 2021



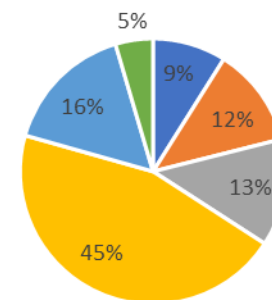
SNCHC: COVID-19 Testing (cont.)

Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Negative Result)
April 2020 to January 2021



■ 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 2020 to January 2021



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

Quality Improvement

Southern Nevada Community Health Center

SNCHC: Quality Improvement

- In January, 165 patients at the Health Center accessed their patient portals. The Health Center saw 746 patients in January, putting patient portal utilization at 22.1% for the month. The Health Center saw 6,752 patients in 2020.
- The national average of patient portal utilization is around 1/3 of clinic patient populations with about 20% being regular users.

SNCHC: Quality Improvement (cont.)

- Patients can access lab results, request prescription refills and request appointments via the patient portal.
- Patient portals are also useful for administrative tasks such as registration.
- The Health Center is examining ways to increase patient portal utilization in efforts to promote better communication between providers and patients and improve clinical outcomes.

Patient Satisfaction

Southern Nevada Community Health Center

SNCHC: Patient Satisfaction

- The Health Center and the Health District's East Las Vegas location received 161 patient satisfaction surveys in January, a decrease of 7% over December.
- Family Planning made up 56.2% of survey responses followed by Ryan White at 28.8% and Family Health at 15%.

SNCHC: Patient Satisfaction (cont.)

- About 95% of survey respondents were seen at the Health Center and about 5% were seen at East Las Vegas.
- Approximately 22% of patients seen at the Health Center took the patient satisfaction survey in January, a decrease of 3% over December.

SNCHC: Patient Satisfaction (cont.)

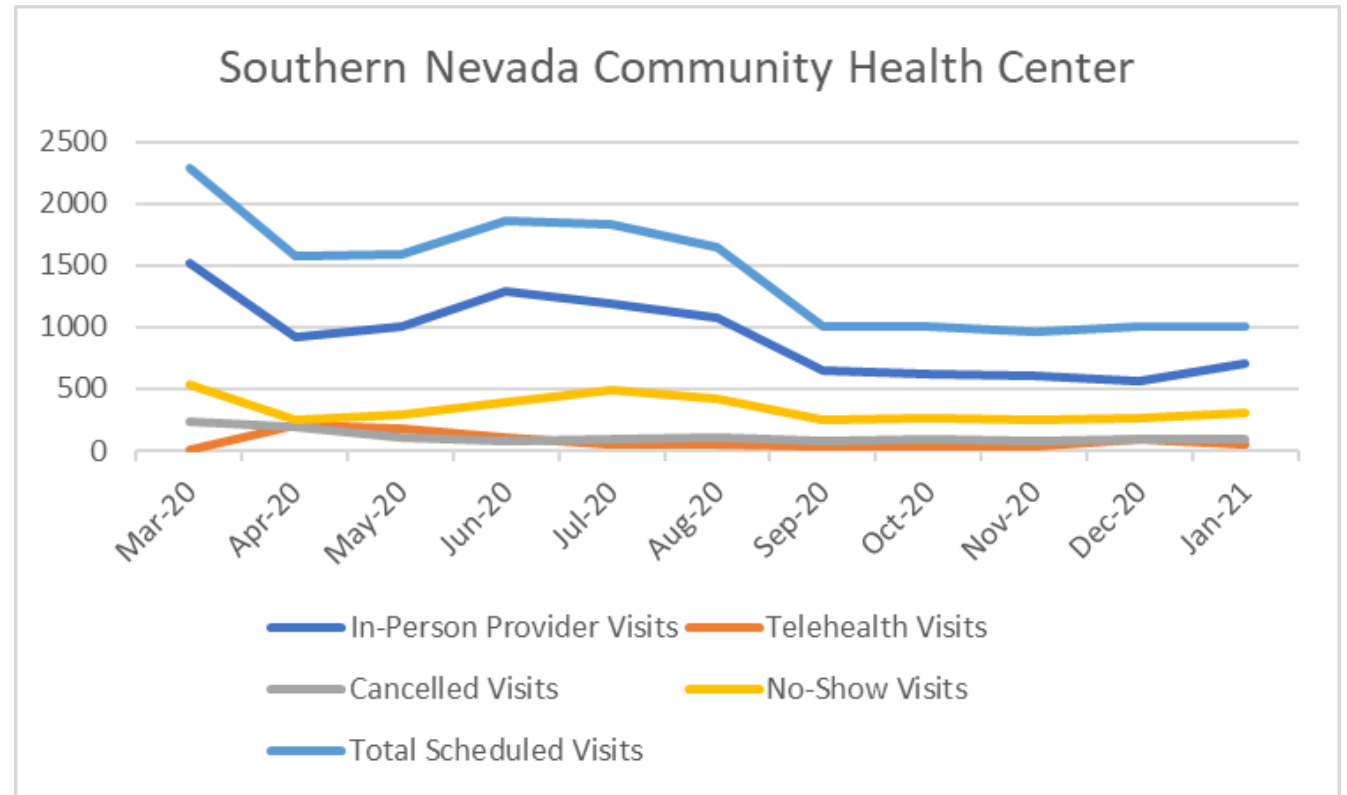
- Between the Health Center and East Las Vegas, 56% of survey participants self-reported that they do not have health insurance.
 - Approximately 91% of survey participants who took the Spanish survey self-reported they do not have health insurance.
 - Approximately 92% of survey participants who took the Spanish survey were seen at the Health Center.

Telehealth

Southern Nevada Community Health Center

SNCHC: Telehealth

- In January, telehealth saw 46 patients — 6.2% of patient visits, a decrease of 47.7% over December.
- *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.)

- As the Health Center continues responding to the COVID-19 pandemic, telehealth utilization is expected and promoted as an alternative for patients who are medically appropriate for virtual visits.

Health Center Visits

Southern Nevada Community Health Center

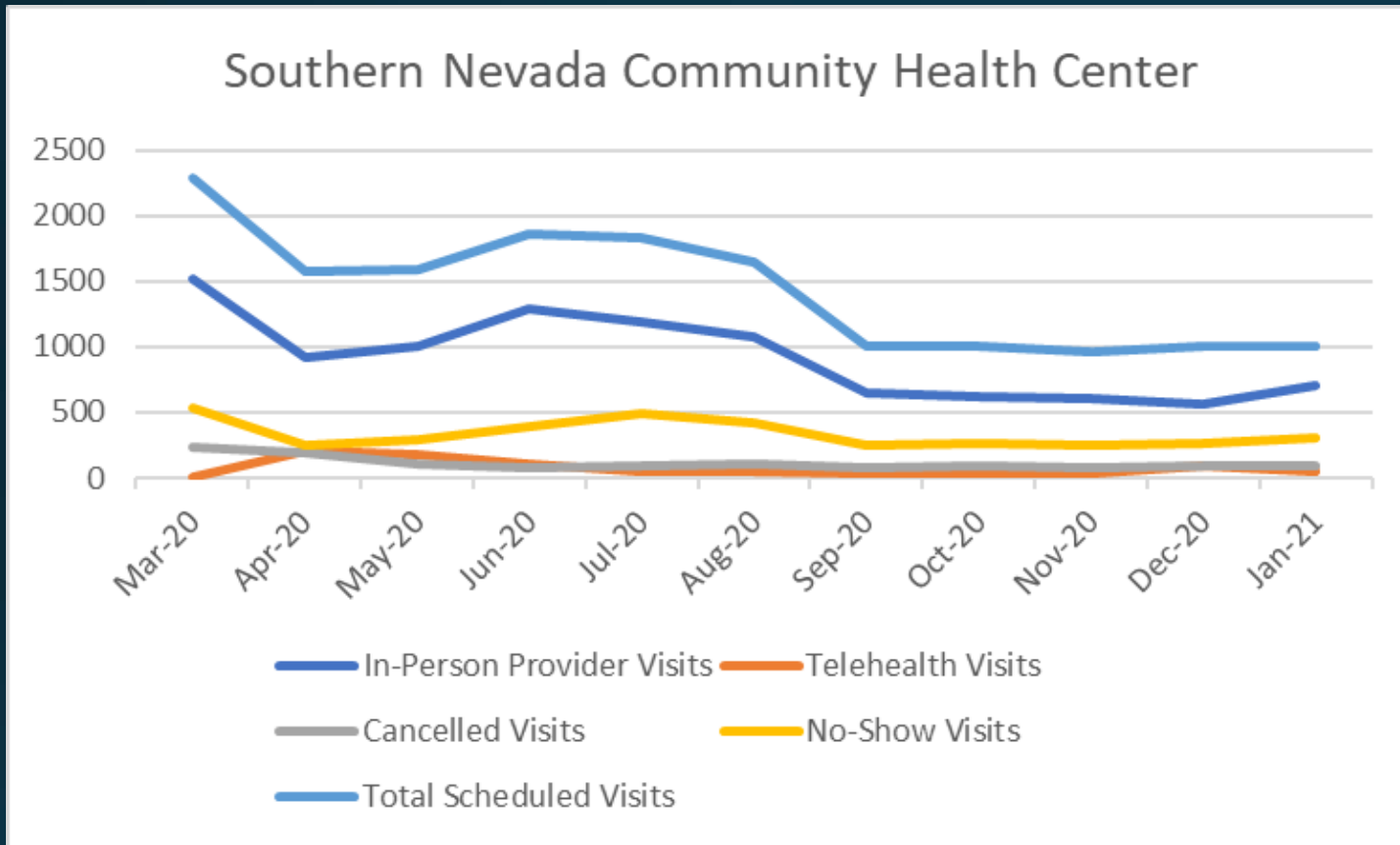
SNCHC: Health Center Visits

- The Health Center had 1,140 scheduled patient appointments in January, a 13.2% increase over December.
- Of scheduled patients, 65.4% kept their appointments, a less than 1% increase over December.
 - The cancellation rate was 7.8%, a decrease of less than 1% over December.
 - The no-show rate was 26.8%, an increase of less than 1% over December.
 - Telemedicine saw 46 patients — 6.2% of patient visits, a decrease of 47.7% over December.

SNCHC: Health Center Visits (cont.)

- Cancellation rates were highest among Ryan White and Family Health at 41.6% and 42.1%, respectively.
- The no-show rate was highest among Ryan White and Family Health at 49% and 34%, 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!