



## Southern Nevada Community Health Center Quality Improvement Report, January 2021

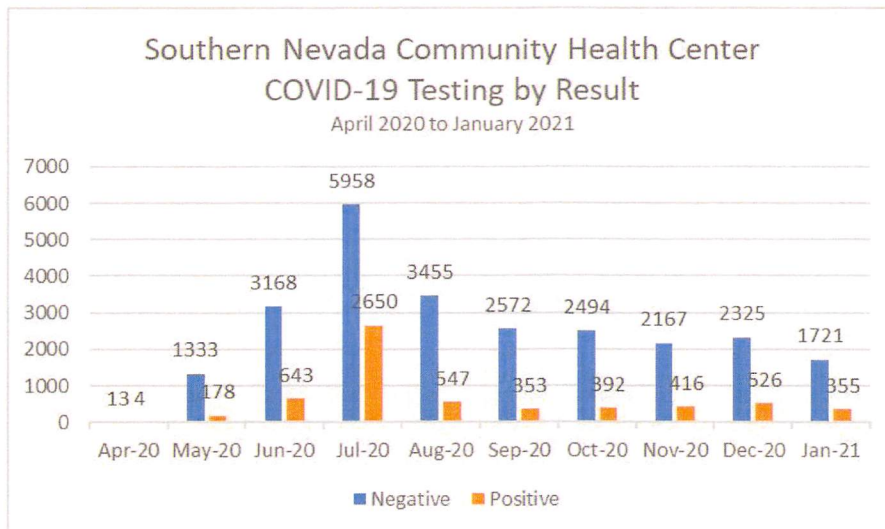
Fantasi 'Stasi' Pridgon, MHA, FQHC Quality Management Coordinator *FP*  
David Kahananui, Senior FQHC Manager *DK*

### COVID-19 Testing

As of January 31, 2021, the Southern Nevada Community Health Center has completed 31,403 COVID-19 tests. In January alone, 2,084 COVID-19 tests were completed at the Health Center, a decrease of 27.1% over December.

There was a 17% positivity rate in January, a decrease of 1.5% over December. This decrease is the first we have seen since September 2020 when the positivity rate was 12%. 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.





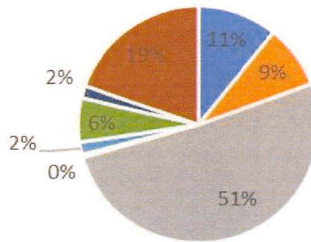
### Southern Nevada Community Health Center COVID-19 Positivity Rates

April 2020 to January 2021



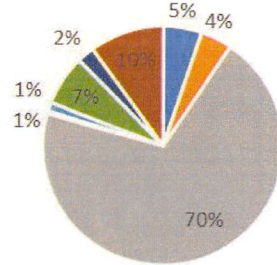
### Southern Nevada Community Health Center COVID-19 Testing by Race and Ethnicity (Negative Result)

April 2020 to January 2021



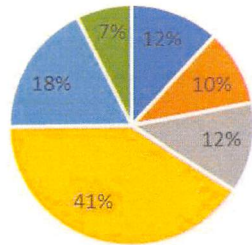
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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

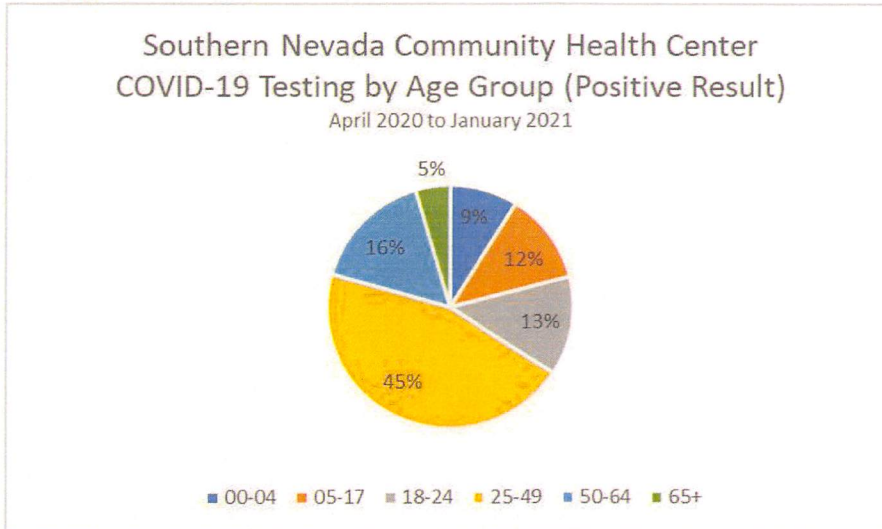


- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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



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



**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. 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. We're examining ways to increase patient portal utilization in efforts to promote better communication between providers and patients and improve clinical outcomes.

**Patient Satisfaction**

The Health Center and Southern Nevada Health District 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% 12.8% and Family Health at 15%. 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 in January took the patient satisfaction survey, a decrease of 3% over December.

Between the Health Center and East Las Vegas, 56% of survey respondents self-reported that they do not have health insurance. Of respondents who took the Spanish version of the survey, approximately 91% self-reported that they do not have health insurance. Ninety-two 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.

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





### **Telehealth**

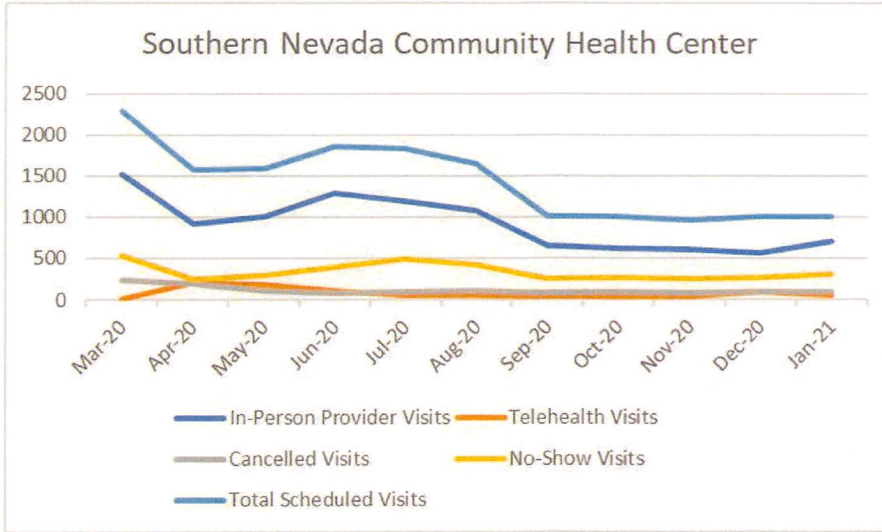
The Health Center implemented telehealth following the need for modified clinic operations as we continue to navigate the COVID-19 pandemic. The goal of the Health Center is to continue fulfilling its mission to provide safe, quality healthcare to the community amid the COVID-19 public health emergency. 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.
- In January 2021, telehealth saw 46 patients — 6.2% of patient visits, a decrease of 47.7% 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 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.

*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.*

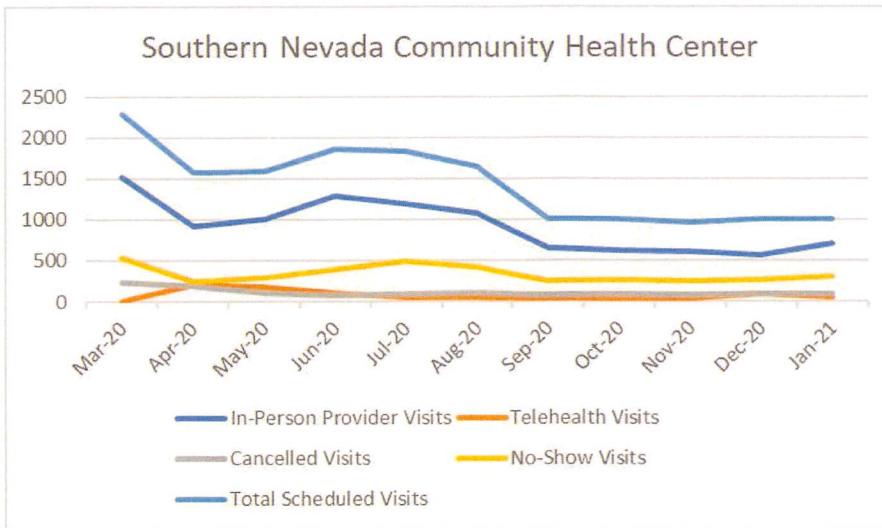


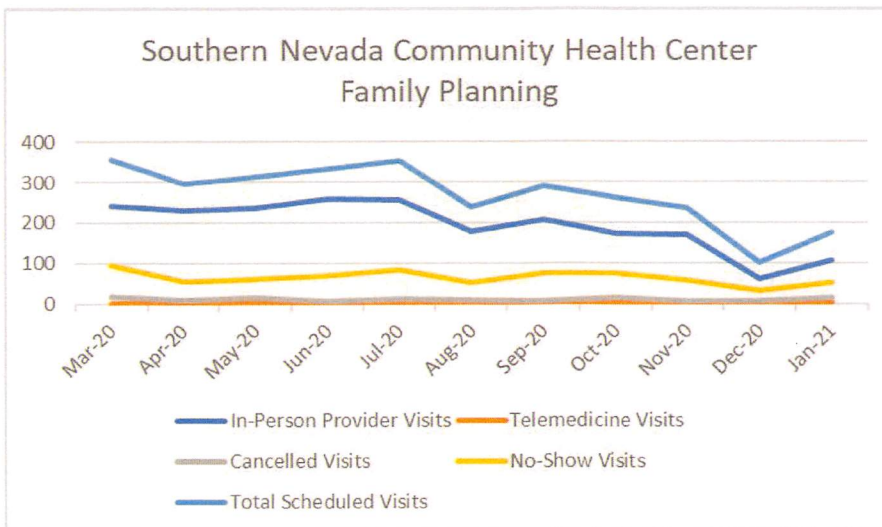
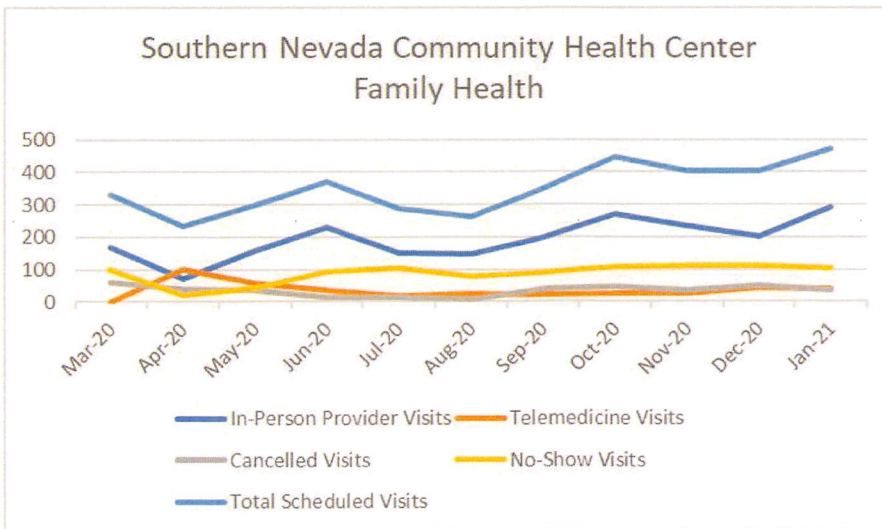
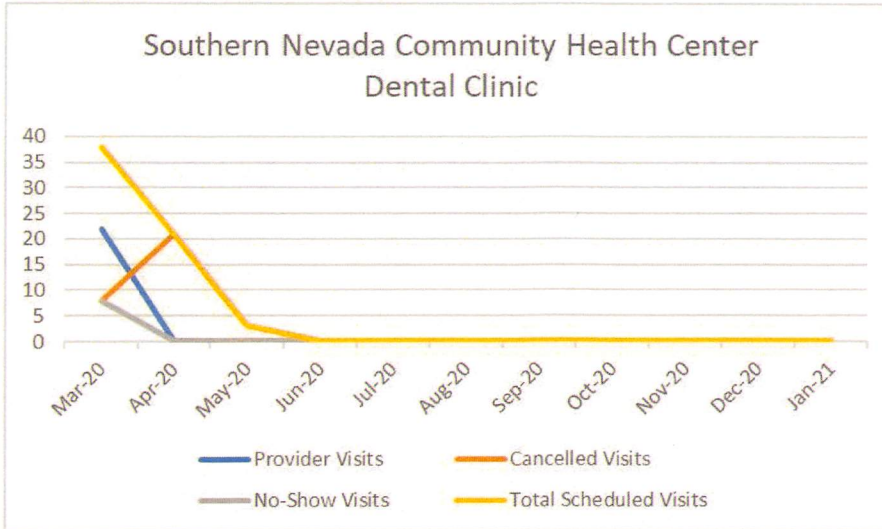
**Health Center Visits**

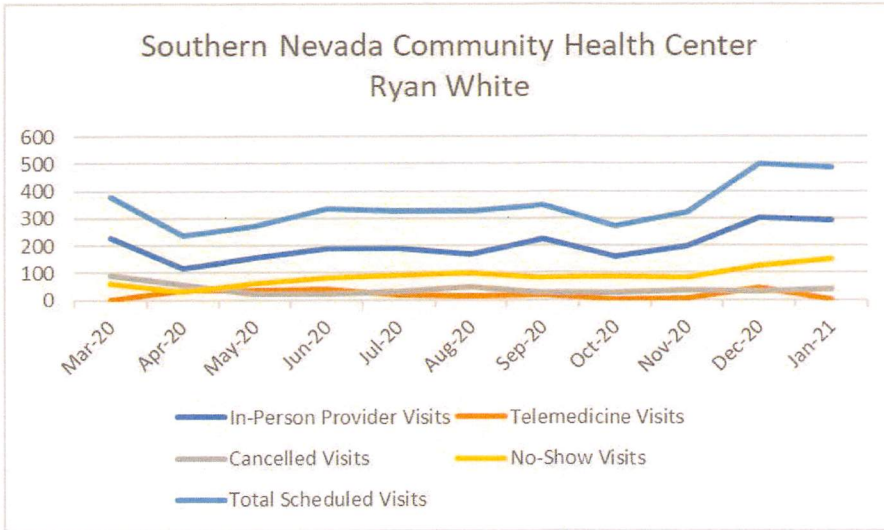
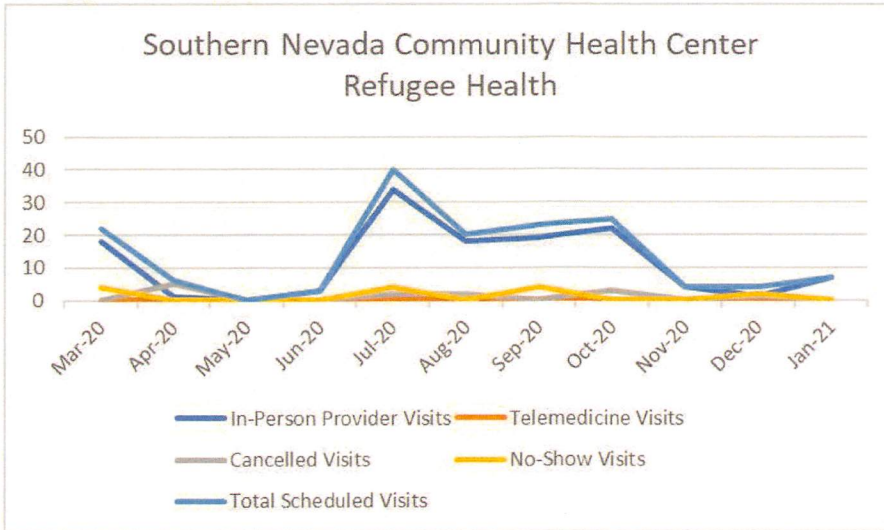
The Health Center had 1,140 scheduled patient appointments in January, a 13.2% increase over December. Of scheduled patients, 65.4% kept their appointments, a less than 1% increase over December; there was a 7.8% cancellation rate, a decrease of less than 1% over December, and a 26.8 no-show rate, an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

Of scheduled patient appointments, 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.

*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.*









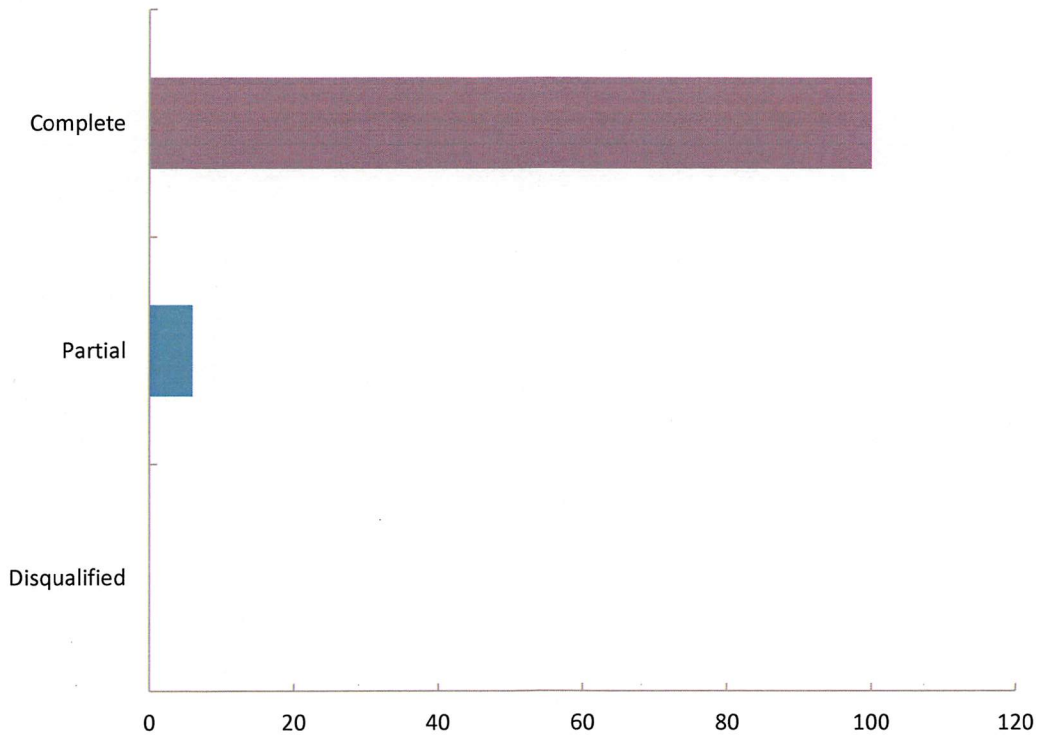


# Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



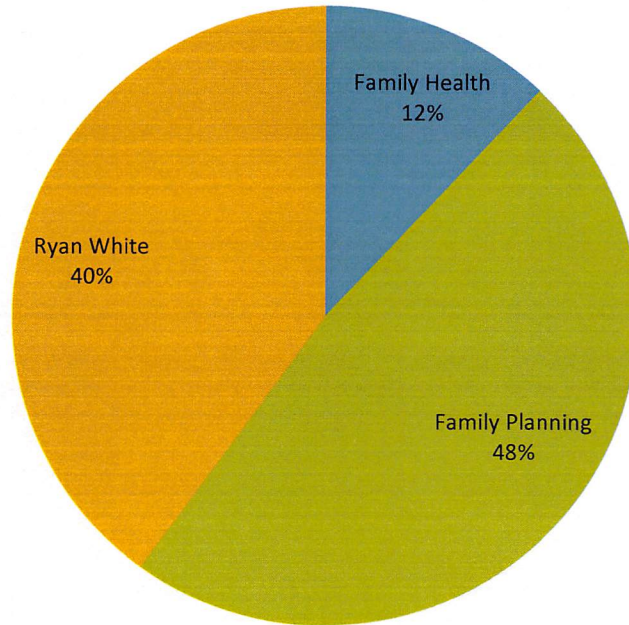
### Response Statistics



	Count	Percent
Complete	100	94.3
Partial	6	5.7
Disqualified	0	0
Totals	106	



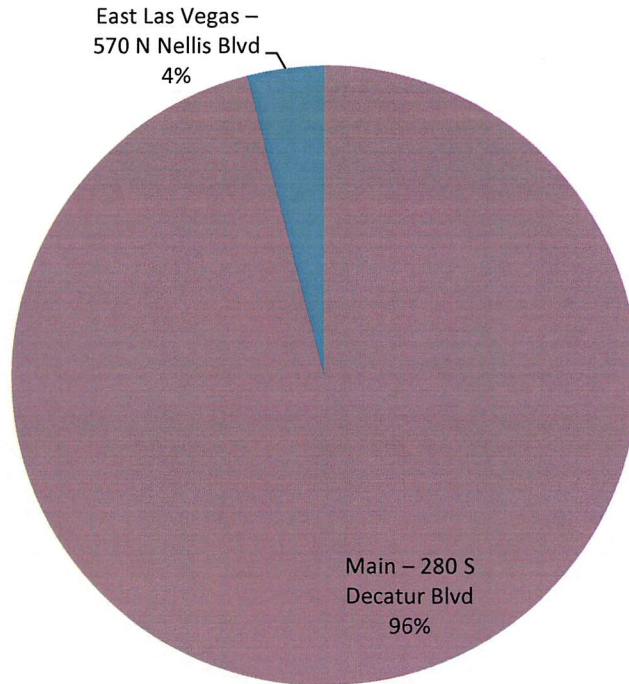
1. Service received during your visit



Value	Percent	Count
Family Health	12.0%	12
Family Planning	48.0%	48
Ryan White	40.0%	40
	Totals	100



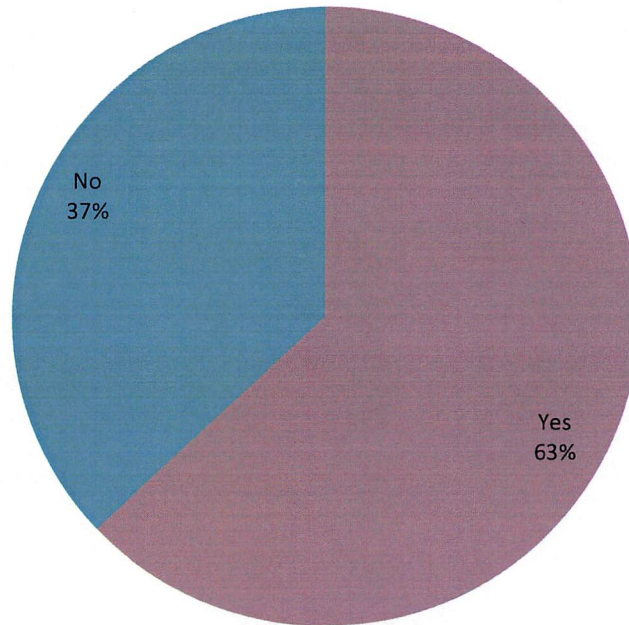
## 2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main – 280 S Decatur Blvd	96.0%	96
East Las Vegas – 570 N Nellis Blvd	4.0%	4
	Totals	100



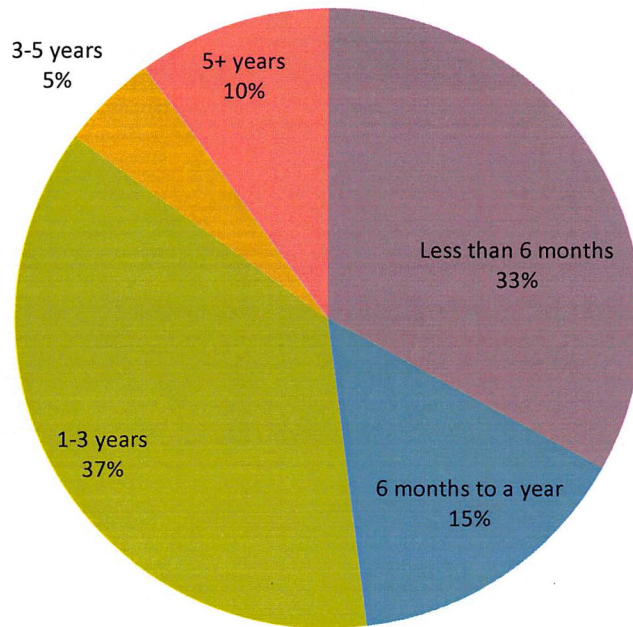
3. Do you have health insurance?



Value	Percent	Count
Yes	63.0%	63
No	37.0%	37
	Totals	100



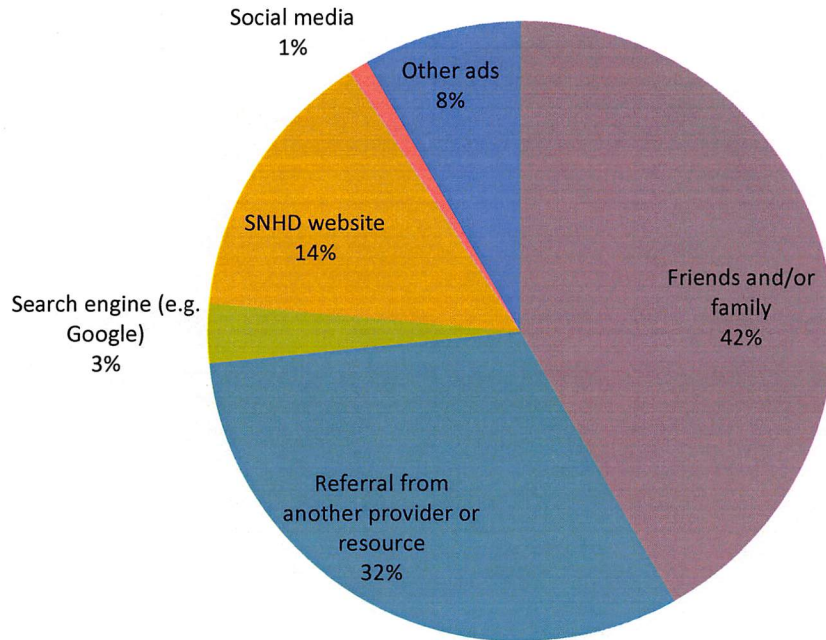
**4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?**



Value	Percent	Count
Less than 6 months	33.0%	33
6 months to a year	15.0%	15
1-3 years	37.0%	37
3-5 years	5.0%	5
5+ years	10.0%	10
	Totals	100

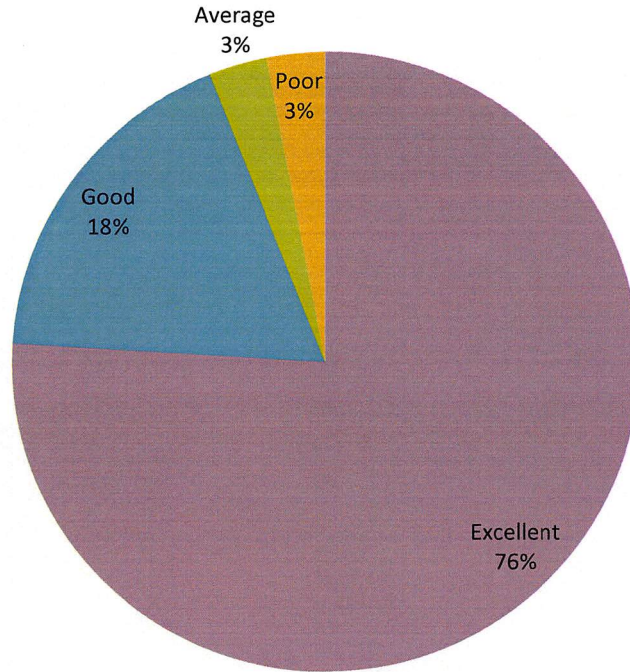


5. How did you hear about us?



Value	Percent	Count
Friends and/or family	41.8%	41
Referral from another provider or resource	31.6%	31
Search engine (e.g. Google)	3.1%	3
SNHD website	14.3%	14
Social media	1.0%	1
Other ads	8.2%	8
	Totals	98

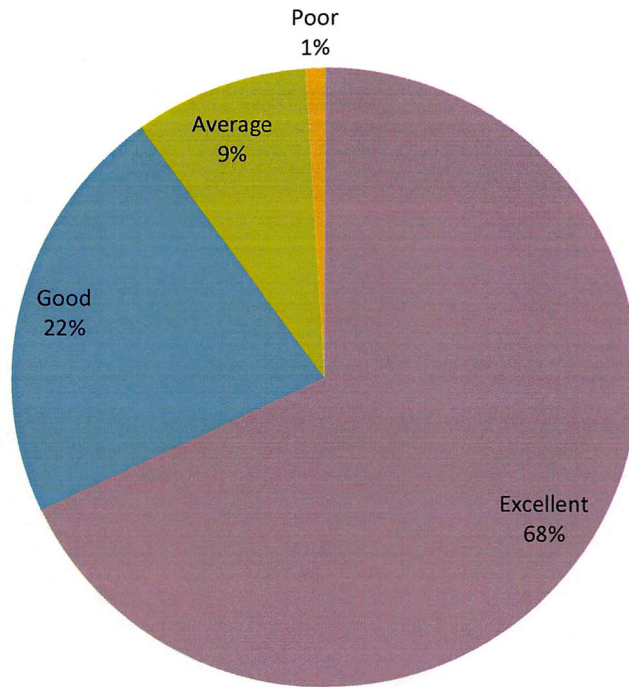
6. Ease of scheduling an appointment



Value	Percent	Count
Excellent	76.0%	76
Good	18.0%	18
Average	3.0%	3
Poor	3.0%	3
	Totals	100



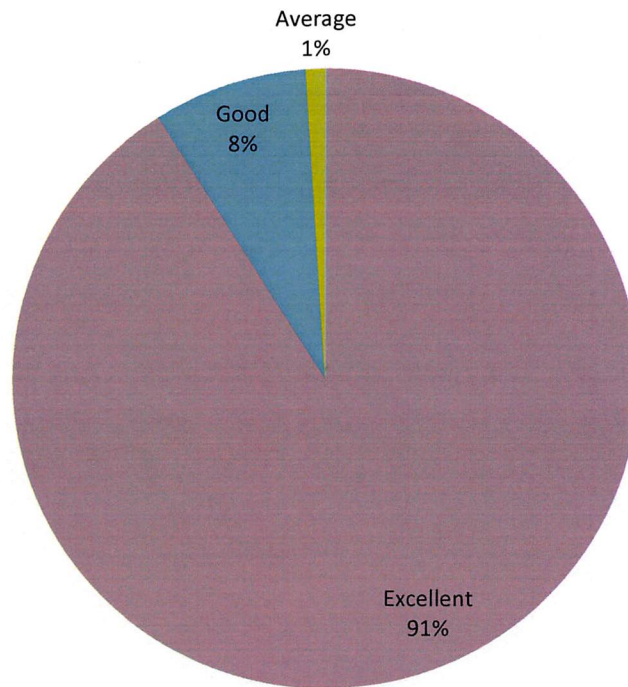
7. Wait time to see provider



Value	Percent	Count
Excellent	68.0%	68
Good	22.0%	22
Average	9.0%	9
Poor	1.0%	1
	Totals	100



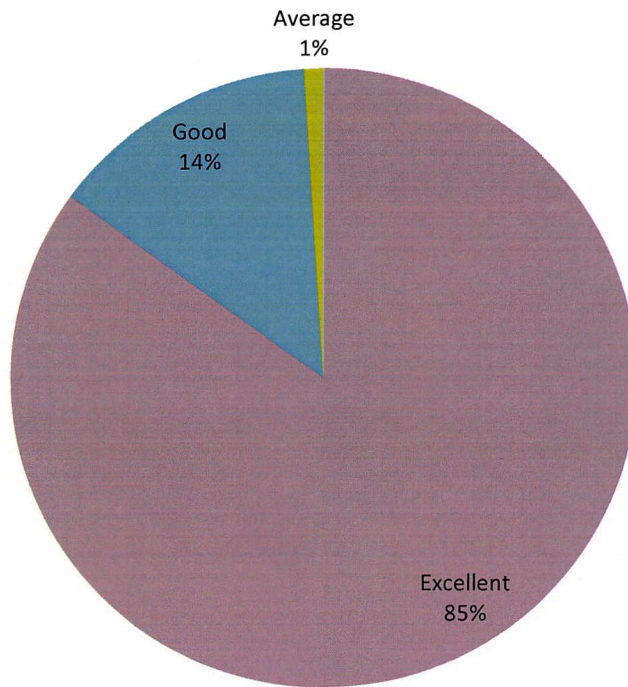
8. Care received from providers and staff



Value	Percent	Count
Excellent	91.0%	91
Good	8.0%	8
Average	1.0%	1
	Totals	100

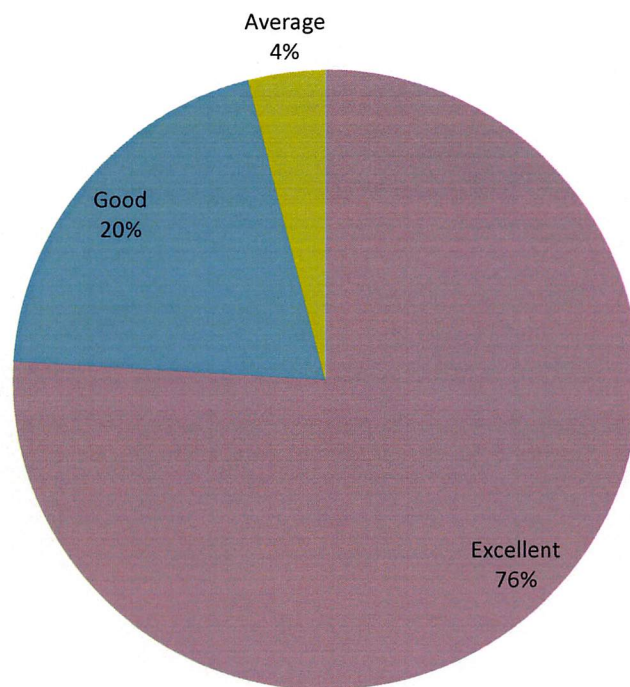


9. Understanding of health care instructions following your visit



Value	Percent	Count
Excellent	85.0%	85
Good	14.0%	14
Average	1.0%	1
	Totals	100

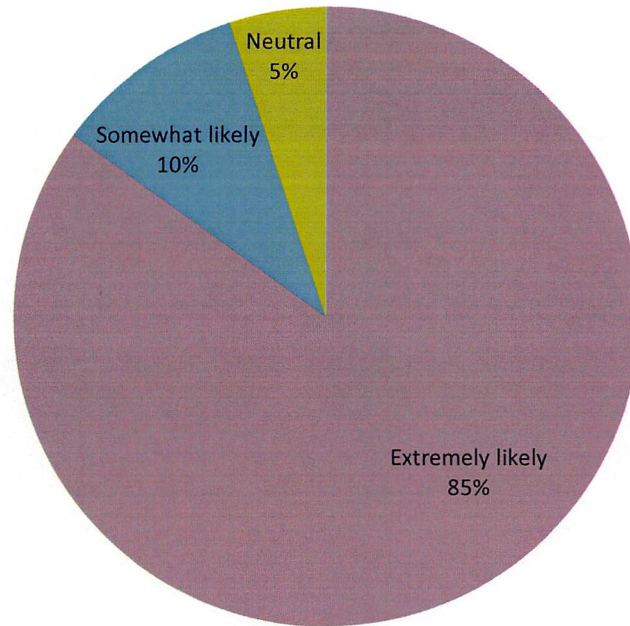
### 10. Hours of operation



Value	Percent	Count
Excellent	76.0%	76
Good	20.0%	20
Average	4.0%	4
	Totals	100



11. Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	85.0%	85
Somewhat likely	10.0%	10
Neutral	5.0%	5
	Totals	100

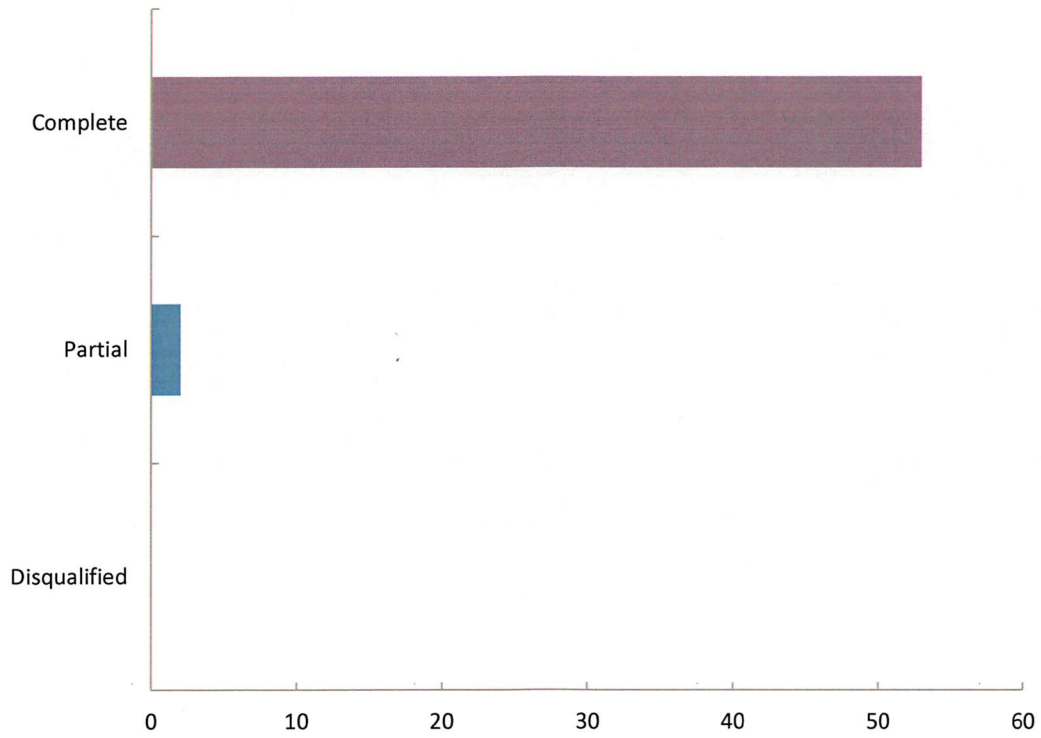


# Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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

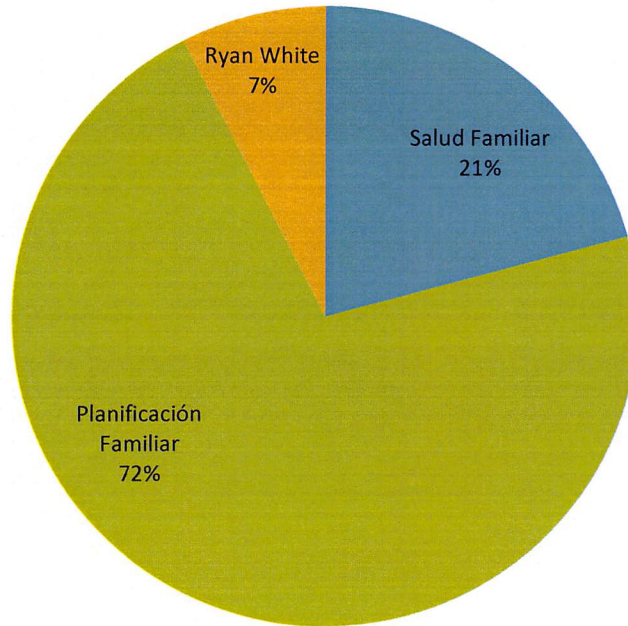


## Response Statistics



	Count	Percent
Complete	53	96.4
Partial	2	3.6
Disqualified	0	0
Totals	55	

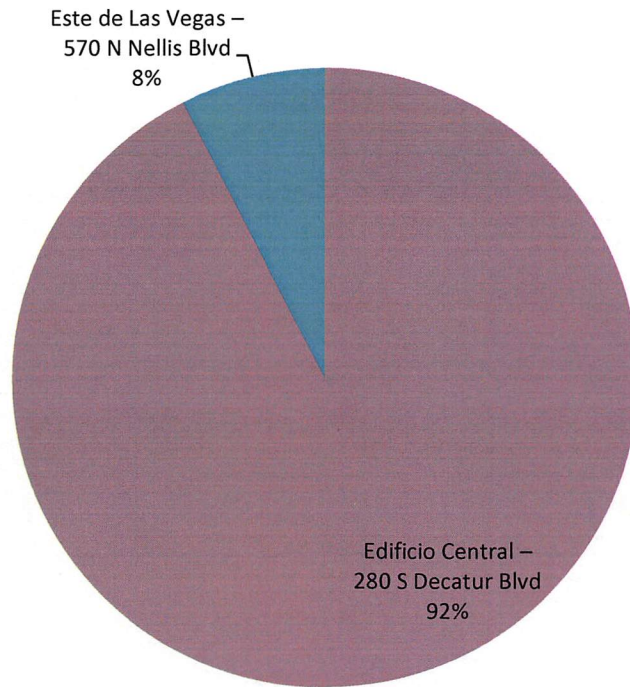
1. Marque los servicios recibidos durante su visita



Value	Percent	Count
Salud Familiar	20.8%	11
Planificación Familiar	71.7%	38
Ryan White	7.5%	4
	Totals	53



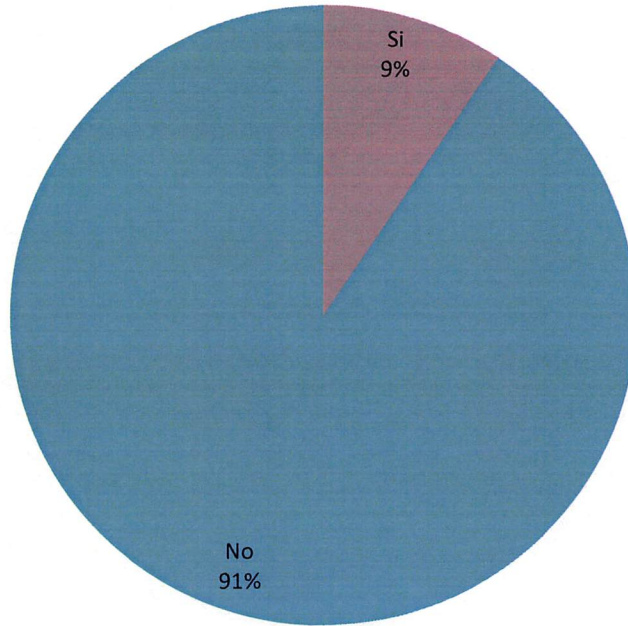
2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	92.5%	49
Este de Las Vegas – 570 N Nellis Blvd	7.5%	4
	Totals	53

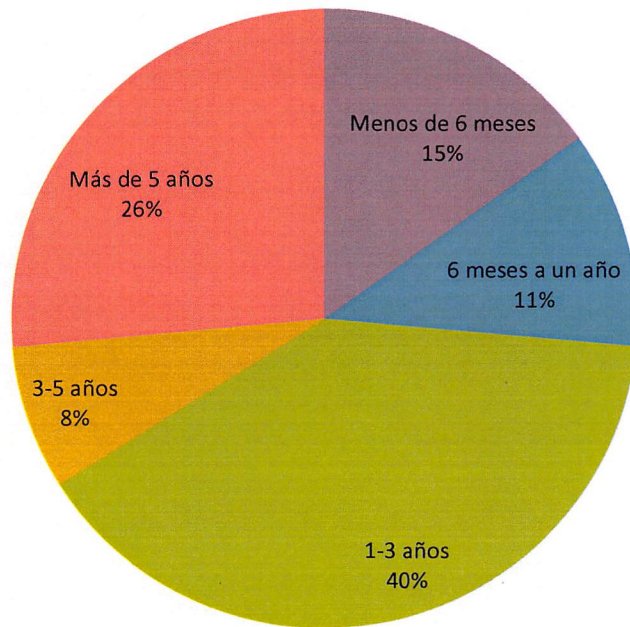


3. ¿Tiene seguro médico?



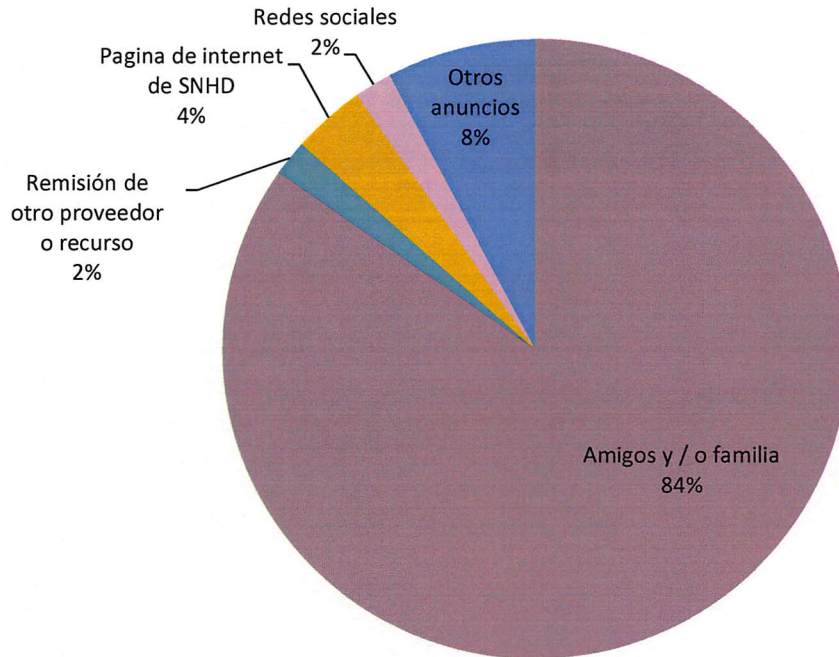
Value	Percent	Count
Si	9.4%	5
No	90.6%	48
	Totals	53

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



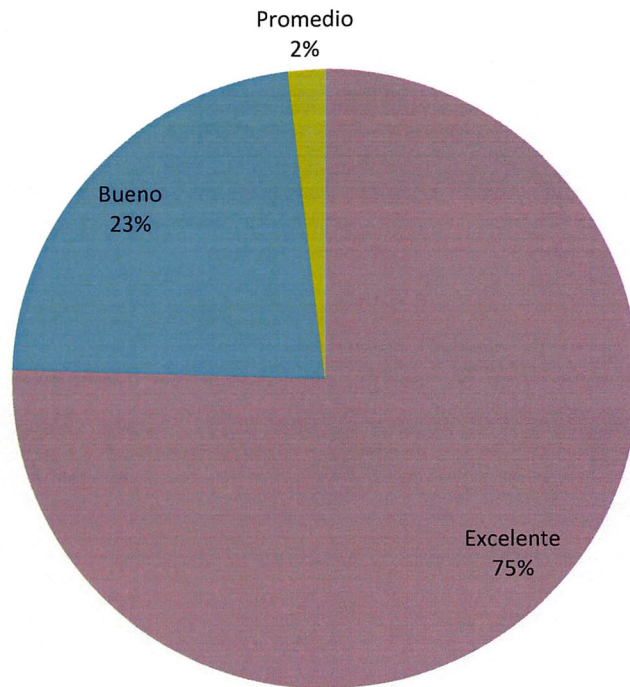
Value	Percent	Count
Menos de 6 meses	15.1%	8
6 meses a un año	11.3%	6
1-3 años	39.6%	21
3-5 años	7.5%	4
Más de 5 años	26.4%	14
	Totals	53

5. ¿Como usted supo de nosotros?



Value	Percent	Count
Amigos y / o familia	84.6%	44
Remisión de otro proveedor o recurso	1.9%	1
Pagina de internet de SNHD	3.8%	2
Redes sociales	1.9%	1
Otros anuncios	7.7%	4
	Totals	52

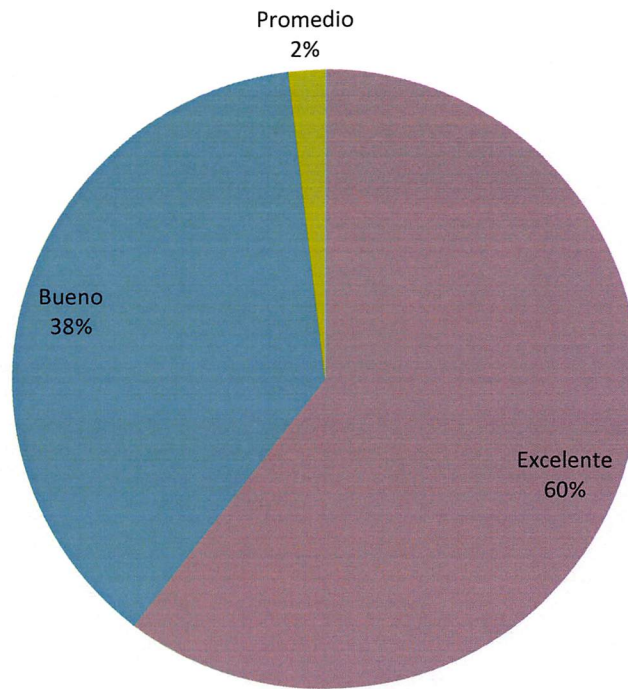
### 6. Facilidad para programar una cita



Value	Percent	Count
Excelente	75.5%	40
Bueno	22.6%	12
Promedio	1.9%	1
	Totals	53

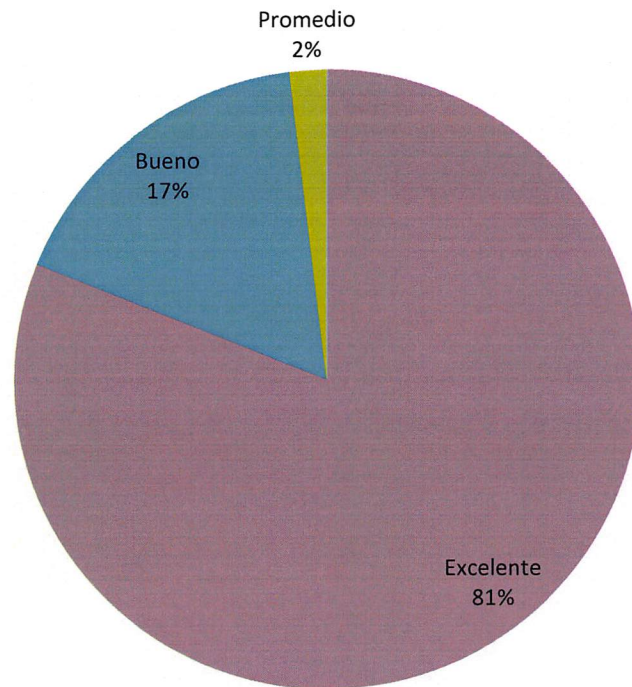


7. Tiempo de espera para ver a un proveedor de salud



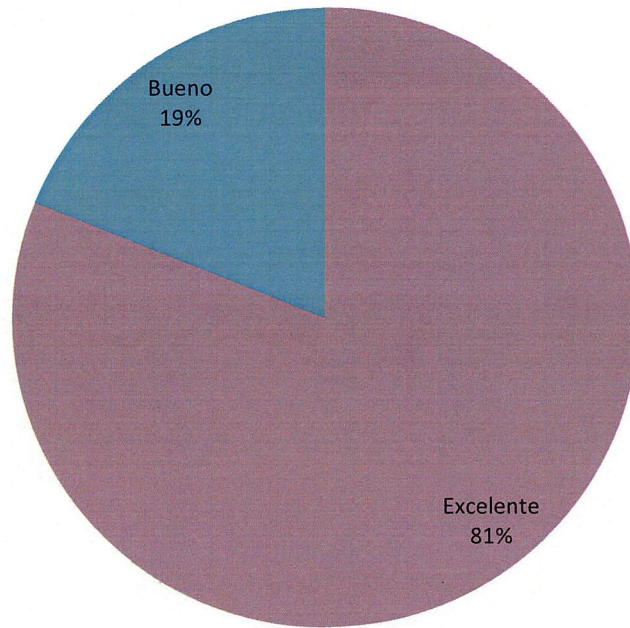
Value	Percent	Count
Excelente	60.4%	32
Bueno	37.7%	20
Promedio	1.9%	1
	Totals	53

### 8. Atención recibida de los proveedores y personal



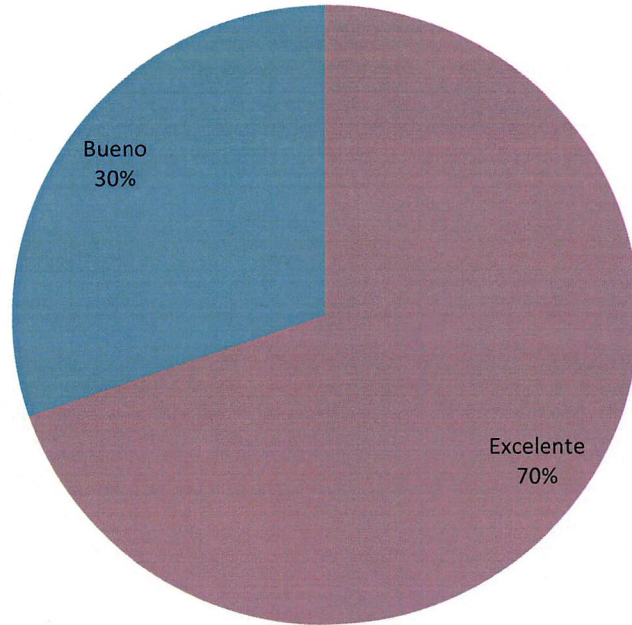
Value	Percent	Count
Excelente	81.1%	43
Bueno	17.0%	9
Promedio	1.9%	1
	Totals	53

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



Value	Percent	Count
Excelente	81.1%	43
Bueno	18.9%	10
	Totals	53

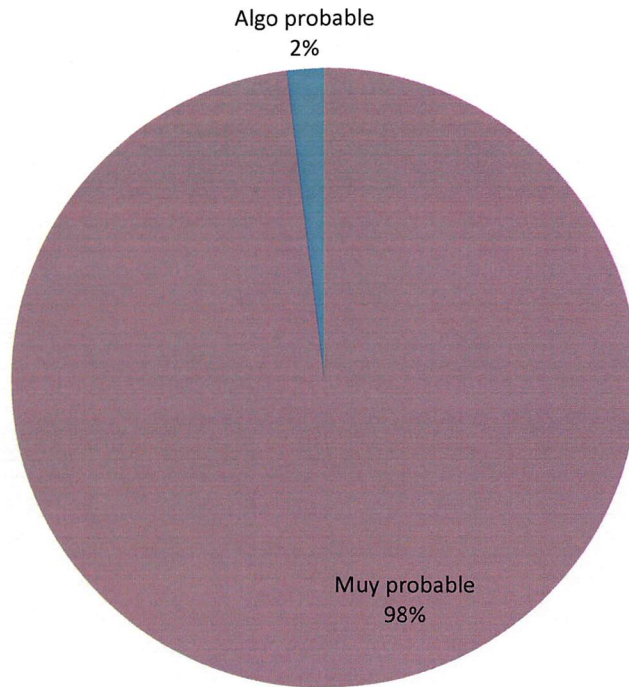
10. Horarios de operación



Value	Percent	Count
Excelente	69.8%	37
Bueno	30.2%	16
	Totals	53



11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	98.1%	52
Algo probable	1.9%	1
	Totals	53



**eBO Report Summary: January 2021**

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	291	41.57%	37	41.57%	104	34.10%	24	85.71%	16	88.89%	40	86.96%	472	41.40%
Family Planning Clinic	107	15.29%	14	15.73%	51	16.72%	2	7.14%	0	0.00%	2	4.35%	174	15.26%
Refugee Clinic	7	1.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	0.61%
Ryan White	295	42.14%	38	42.70%	150	49.18%	1	3.57%	1	5.56%	2	4.35%	485	42.54%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	1	3.57%	1	5.56%	2	4.35%	2	0.18%
<b>Totals</b>	<b>700</b>	<b>100.00%</b>	<b>89</b>	<b>100.00%</b>	<b>305</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>18</b>	<b>100.00%</b>	<b>46</b>	<b>100.00%</b>	<b>1140</b>	<b>100.00%</b>

<i>Percent of scheduled patients who cancelled</i>	7.81%
<i>Percent of scheduled patients who no showed</i>	26.75%
<i>Percent of scheduled patients who cancelled and no showed</i>	34.56%