



# Memorandum

**Date:** March 11, 2021

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

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

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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.

**February 2021 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 until for next 3 years through 1/31/2024.

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

- A. Total number of individuals sheltered in the previous 30 days: Forty-two (42) individuals (including thirty-three (33) admissions and nine (9) admitted in February and discharged early February)
  - a. Population type (homeless, first responders, health care workers): Eight (8) homeless individuals, two (2) veterans, one (1) tourist, twenty-nine (29) from a group living facility, two (2) living with family
  - b. Discharge planning starts on admission. Individuals needing housing assistance who have nowhere to go are discharged to local shelters/us vets and they continue to work with case management for permanent housing.

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

- A. The HIV/Medical Case Management (MCM) program received 22 referrals between February 1<sup>st</sup> through February 28<sup>th</sup>. There were no pediatric clients referred to the program this month. The program received 3 referrals for pregnant women living with HIV during this time.



- B. The Ryan White ambulatory clinic had a total of 250 visits: 21 initial provider visits, 108 established provider visits, 4 tele visit, 0 audio visits, 18 Nurse Visits and 99 lab visits in the month of February.
- 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.
- D. The Transitional Case Management (TCM) program education of inmates is currently on hold due to the COVID-19 pandemic. There is on-going case management services for clients already enrolled in the program. The program had 2 referrals this month who were linked to HIV services.
- E. The Ryan White program Mental health APRN continues to serve clients and provide screening for mental health issues. There were 12 clients who were serviced this month.
- F. Part A clinic staff attended three trainings this month. The “Cultural Humility” training focused on the need for culturally sensitive care when it comes to working with HIV positive clients. “A Community Approach to Overcoming Stigma” worked to define stigma in the world of HIV and come up with a community-based solution to ending it. “Adulthood” provided a discussion on the discrimination of young people. This training is part of a series aimed to help address racism and health disparities in HIV care.

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

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 283 clients; 282 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 158 clients; 157 of them were unduplicated.
- B. The Decatur Family Planning clinic served 125 clients; 125 of them were unduplicated.

## **III. Family Healthcare Center**

- A. The Family Health Care Clinic saw 304 patients in the month of February 2021. Sixteen patients were under age 18 and includes one child from the Refugee Health Clinic.

## **IV. Pharmacy Services**

- A. Dispensed 857 prescriptions for 703 clients.
- B. Assessed/counseled 24 clients in the Ryan White – Sexual Health Clinic
- C. Assessed/counseled 1 clients in the Tuberculosis Clinic.
- D. Assisted 18 clients to obtain medication financial assistance.
- E. Assisted 2 clients with insurance approvals.



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

Eligibility Monthly Report			
February 2021			
Total number of referrals received	42		
Total number of no action-closed	24		
Total number of applications submitted	Medicaid/SNAP/TANF: 20	Hardship: 3	
Application Status			
Medicaid/SNAP/TANF Applications		Hardship Applications	
# of approvals	7	# of approvals	3
# of ineligible	1	# of denials	0
# pending cases	12	# of pending cases	0
# Medicaid ineligible; SNAP eligible	0		

**Eligibility Case Narrative**

Client visited the immunizations clinic at the Southern Nevada Health District (SNHD) in February 2020 to have her child vaccinated with all Clark County School District required vaccines for school enrollment. At the time of her visit, client’s child had just relocated to Nevada and had not yet been added to her employer-sponsored insurance plan. Client did not pay for her child’s vaccines on the date of service and was later billed. Client received a statement from SNHD with a balance due in the amount of \$1072.00 in January 2021 but could not afford to pay the bill. Client lost her job in March 2020 at the start of the COVID-19 pandemic. Client applied for unemployment benefits and had been supporting her family on \$412.00 in unemployment benefits she received weekly; however, client had not received an unemployment payment since December 2020 due to an incomplete claim status. At the time of application, client had received minimal financial assistance from a relative, but she had no consistent source of income. Client was referred to eligibility to apply for a financial hardship waiver, as she could not afford to pay the bill she received or make payment arrangements. Client’s request for a financial hardship waiver was approved.

***Eligibility Worker: Kimberly Patterson***

I interviewed the patient for Medicaid assistance, and due to her immigration status, she does not qualify for those benefits yet. Also, the landlord is charging her \$500.00 for rent every month, including utilities. She stated she is currently working a few hours per week and getting paid around \$280 per week since last week because, due to the Covid-19 crisis, her hours have been reduced drastically from her job. Also, the patient has medical bills to pay plus her expenses and cannot afford her doctor's visit here at the Health District. She requested to apply for the Financial Hardship Program.



Eligibility Worker: Juan Carlos Rodriguez

**VI. Refugee Health Program**

A. The Refugee Health Program served 6 adults in February.

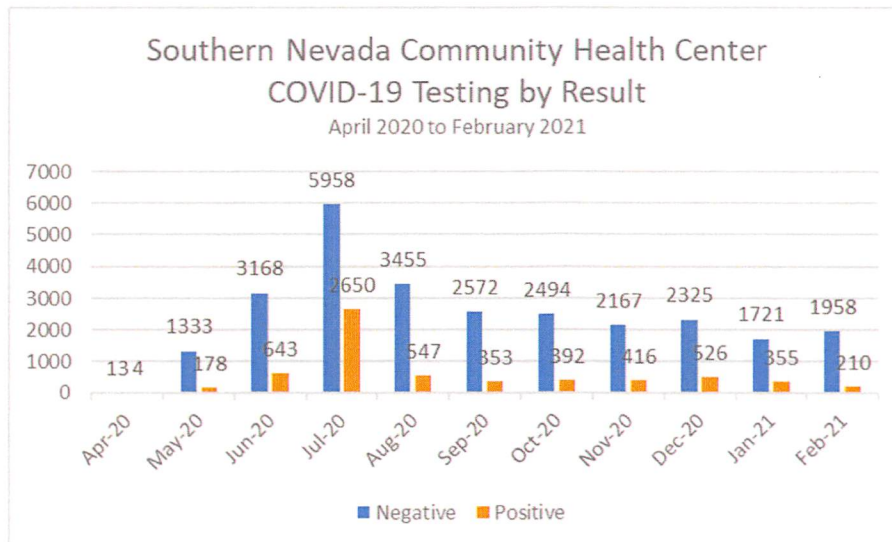
**VII. Quality Improvement:**

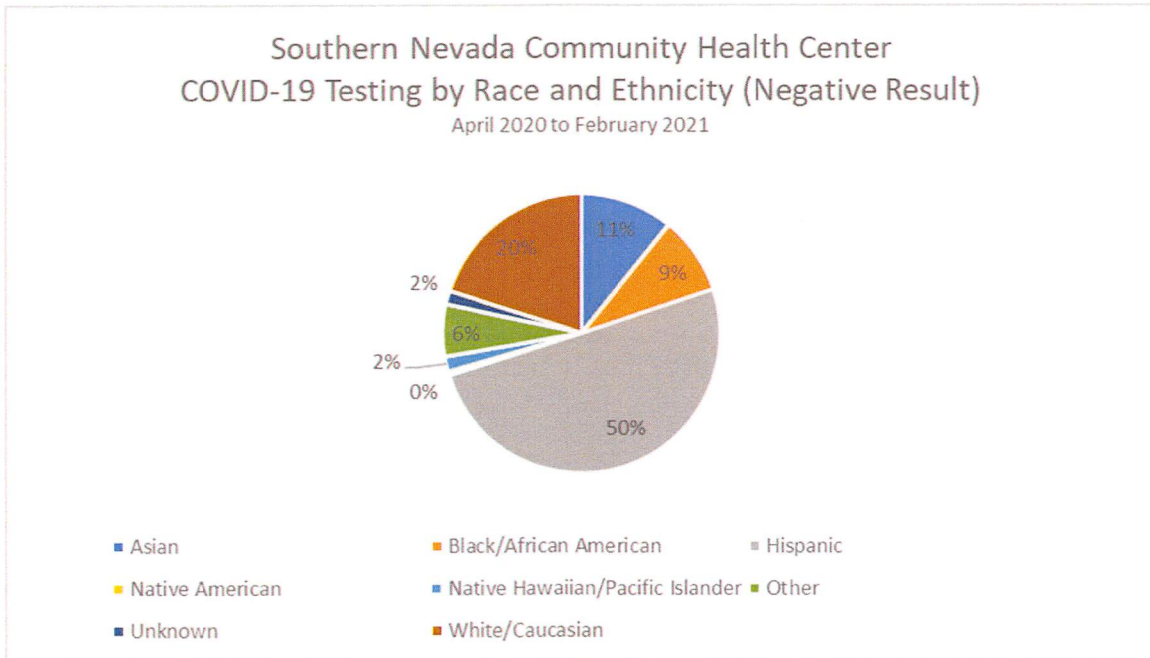
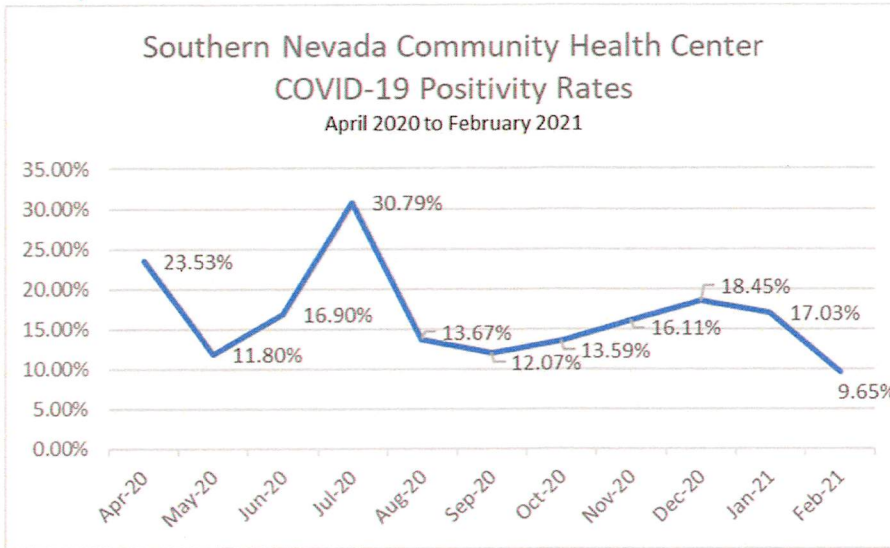
**COVID-19 Testing**

As of February 28, 2021, the Southern Nevada Community Health Center has completed 33,579 COVID-19 tests. In February alone, 2,176 COVID-19 tests were completed at the Health Center, an increase of 4.4% over January.

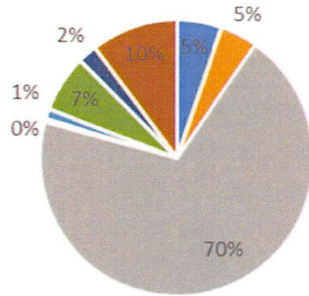
There was a 9.7% positivity rate in February, a decrease of 7.3% over January. This is the lowest positivity rate the Health Center has seen since testing for COVID-19 began April 2020. The Southern Nevada Health District and the Health Center continue to remind the public of the importance of following 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 also encourages those who are eligible, and medically appropriate, to get the COVID-19 vaccine.



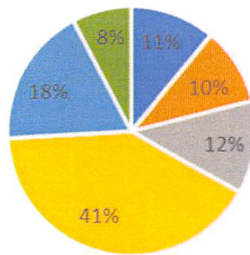


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
April 2020 to February 2021

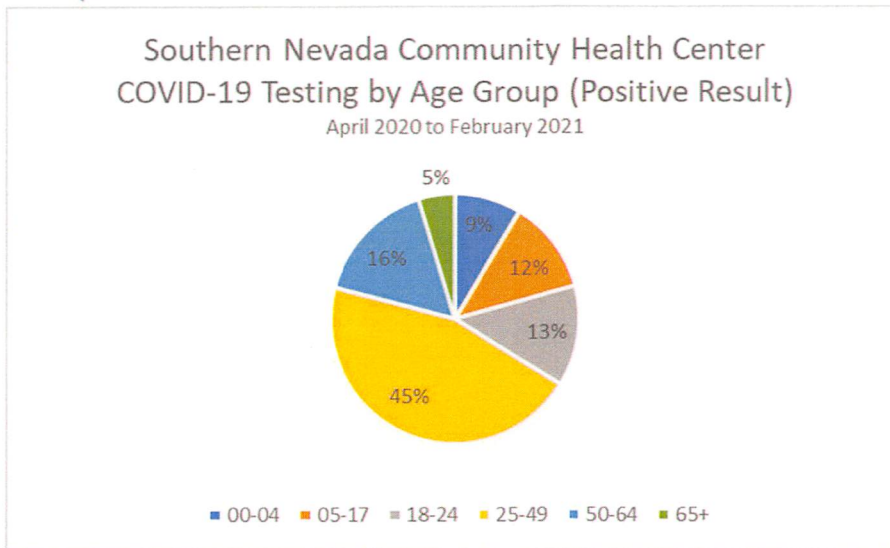


- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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



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



### Quality Improvement

The Health Center is progressing in its implementation of CDSS (Decision Support) in eClinicalWorks (eCW), the electronic health record (EHR) at the Southern Nevada Health District and the Health Center. 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. Quality Measure workflows for eCW are in development and will be used as a method to train providers and staff on clinical documentation for CDSS be meaningful and effective in our quality improvement efforts.

### Patient Satisfaction

The Health Center received 206 patient satisfaction surveys in February, an increase of 27.9% over January.

Family Health made of 55% of survey responses followed by Ryan White at 23% and Family Planning at 22%. Approximately 30.1% of patients seen at the Health Center in February took the patient satisfaction survey, an increase of 8.1% over January.

The Health Center 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



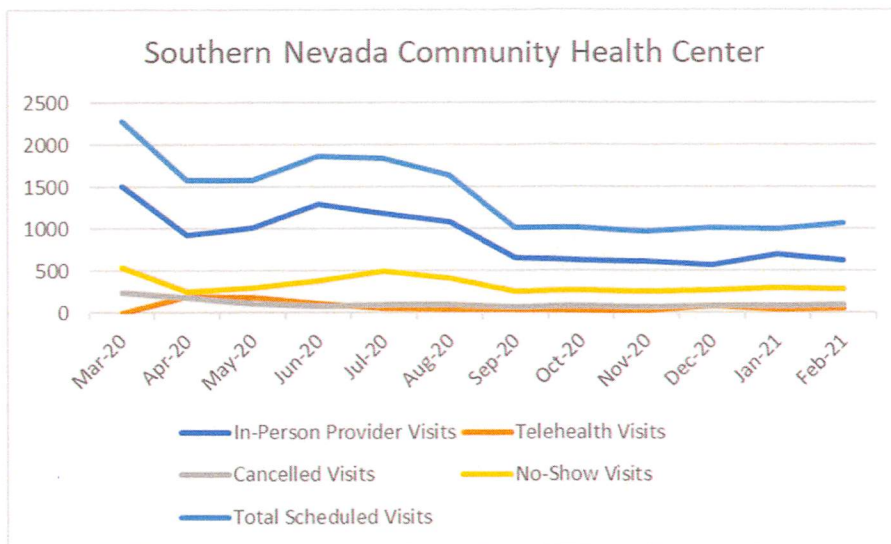
seen in-person, when medically appropriate, telehealth is offered and encouraged to be utilized, especially as we continue to navigate the COVID-19 pandemic.

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.
- In February 2021, telehealth saw 59 patients — 8.6% of patient visits, an increase of 28.3% 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.*





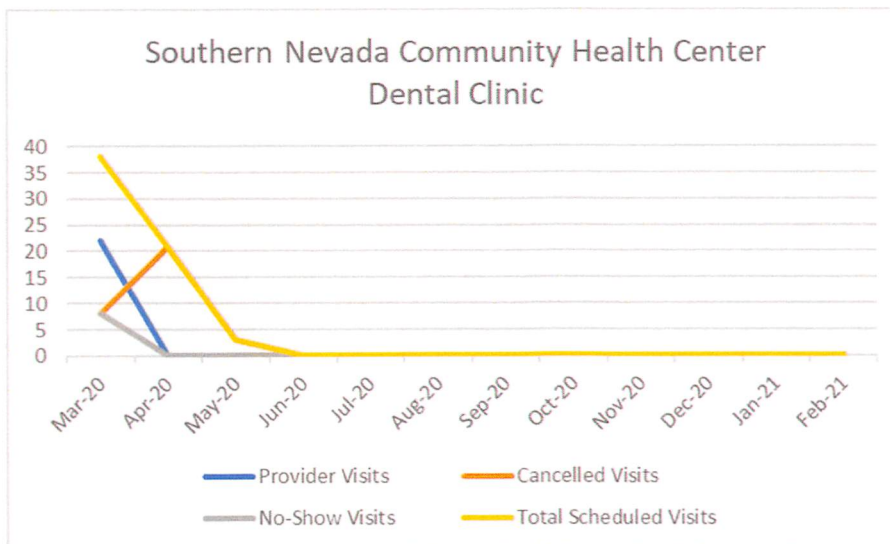
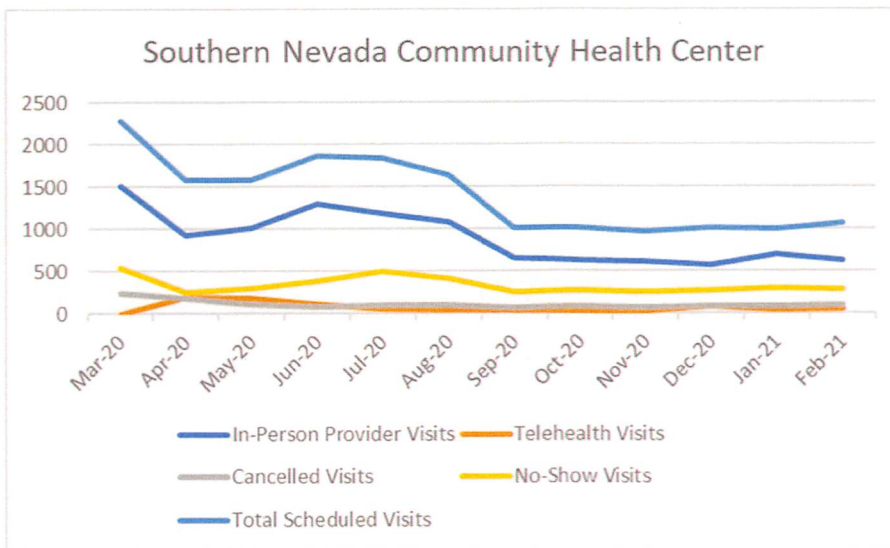


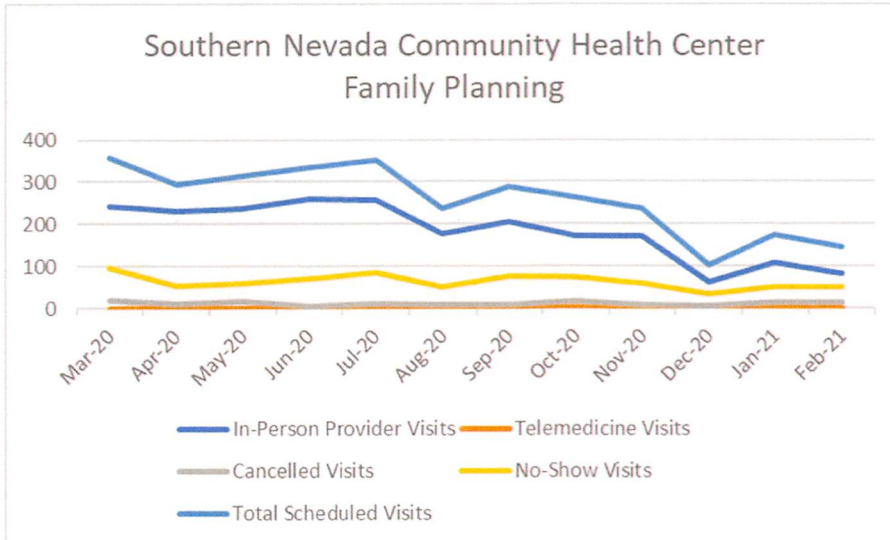
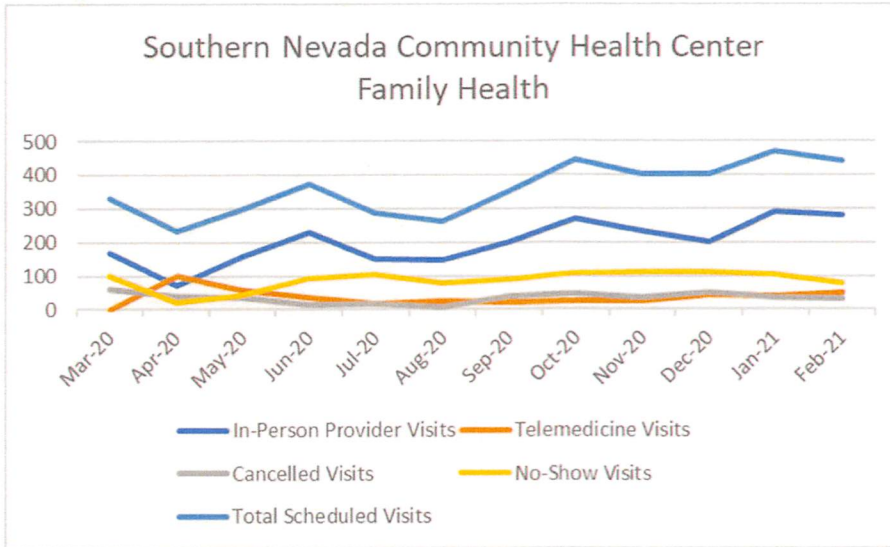
**Health Center Visits**

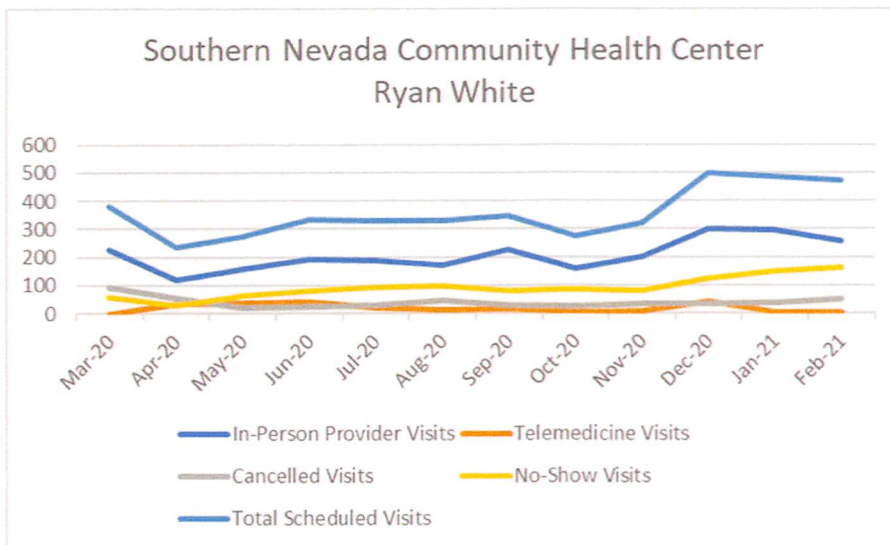
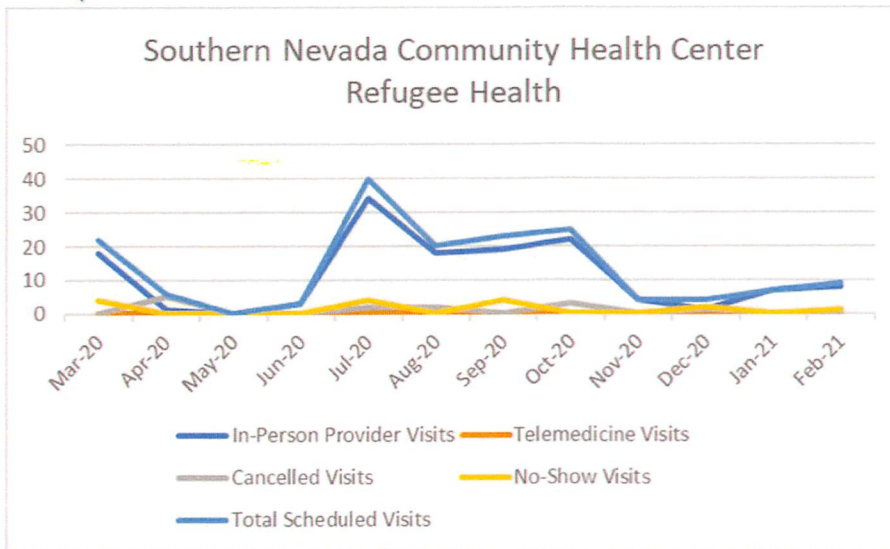
The Health Center had 1,067 scheduled patient appointments in February, a 6.4% decrease over January. Of scheduled patients, 64.2% kept their appointments, a 1.2% decrease over January; there was a 8.8% cancellation rate, an increase of 1% over January, and a 26.9% no-show rate, an increase of less than 1% over January. Telemedicine saw 59 patients — 8.6% of patient visits, an increase of 28.3% over January.

Of scheduled patient appointments, cancellation rates were highest among Ryan White and Family Health at 54.3% and 32.9%, respectively. The no-show rate was highest among Ryan White and Family Health at 55.6% and 26.7%, 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.*





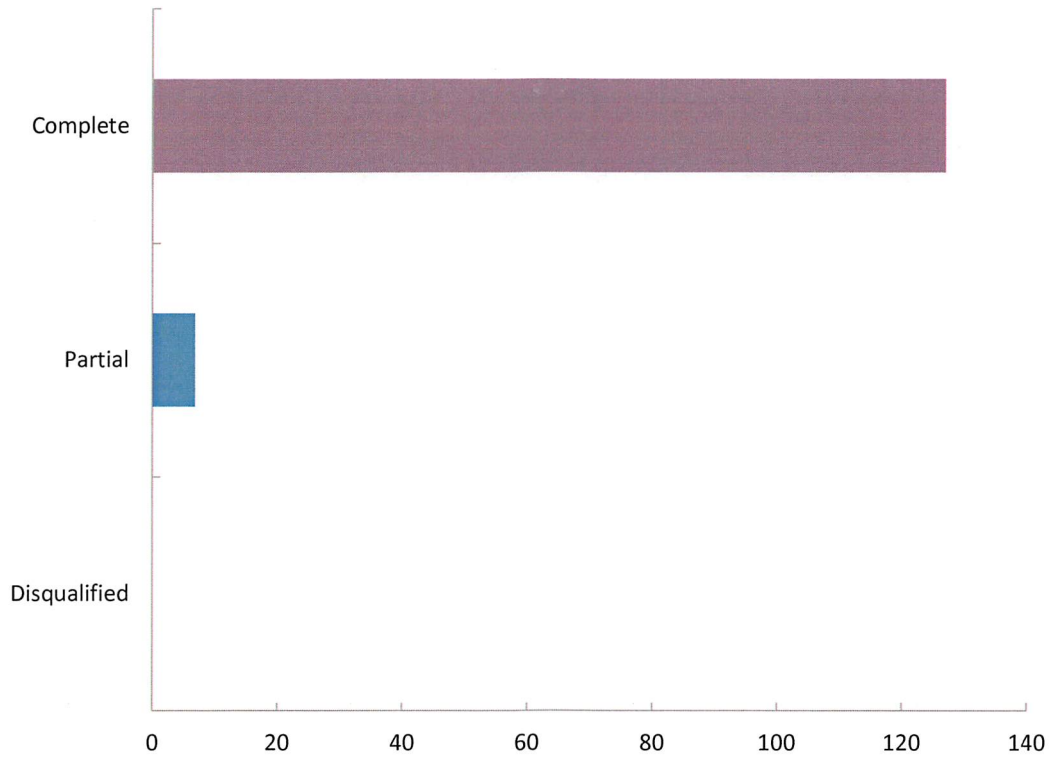




# Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

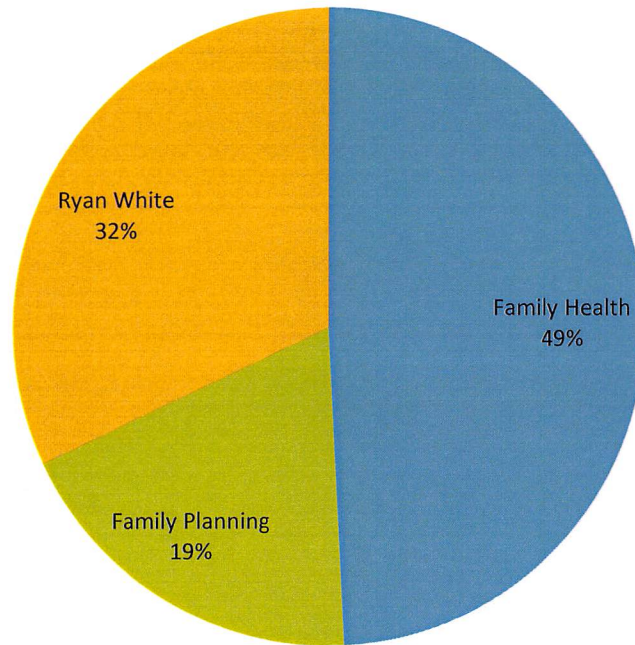
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

## Response Statistics



	Count	Percent
Complete	127	94.8
Partial	7	5.2
Disqualified	0	0
Totals	134	

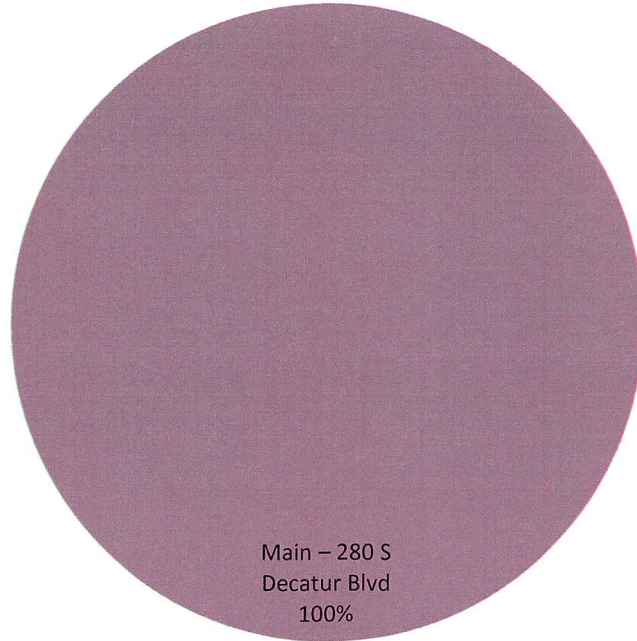
1. Service received during your visit



Value	Percent	Count
Family Health	49.2%	63
Family Planning	18.8%	24
Ryan White	32.0%	41
	Totals	128

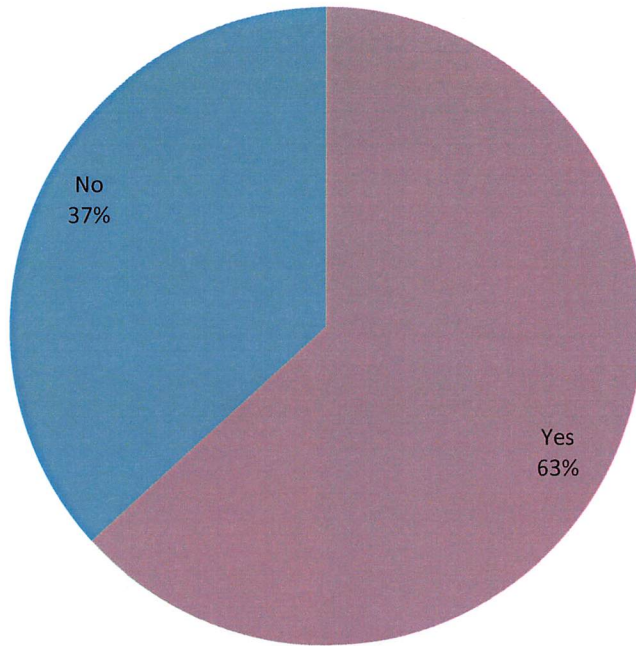


2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main - 280 S Decatur Blvd	100.0%	128
	Totals	128

3. Do you have health insurance?

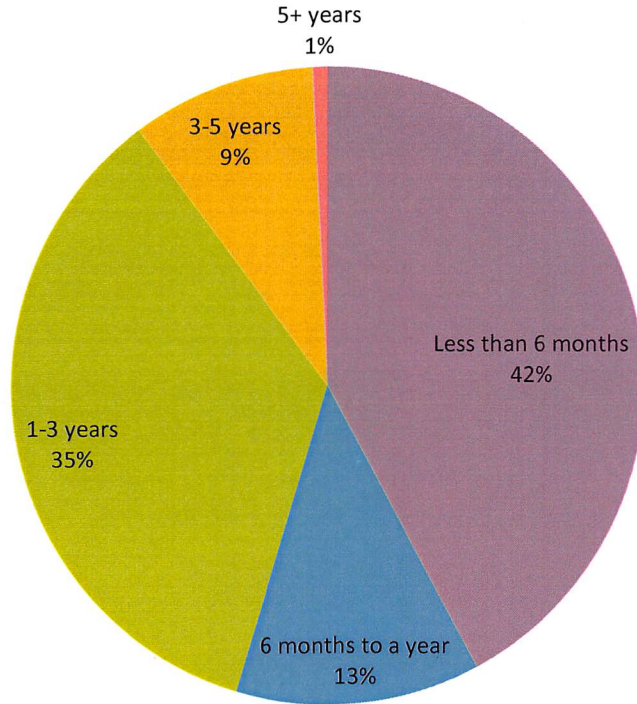


Value	Percent	Count
Yes	63.3%	81
No	36.7%	47
	Totals	128



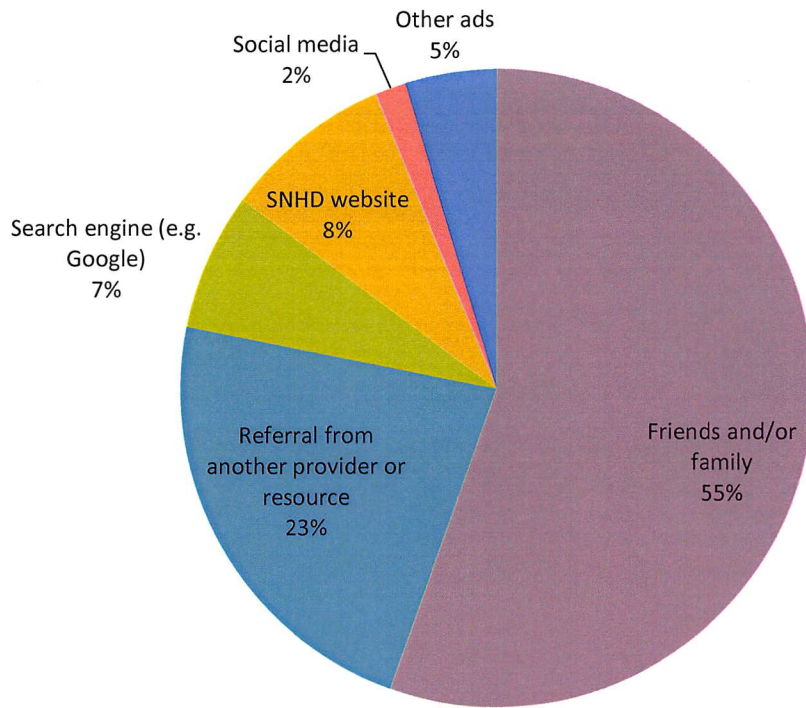


**4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?**



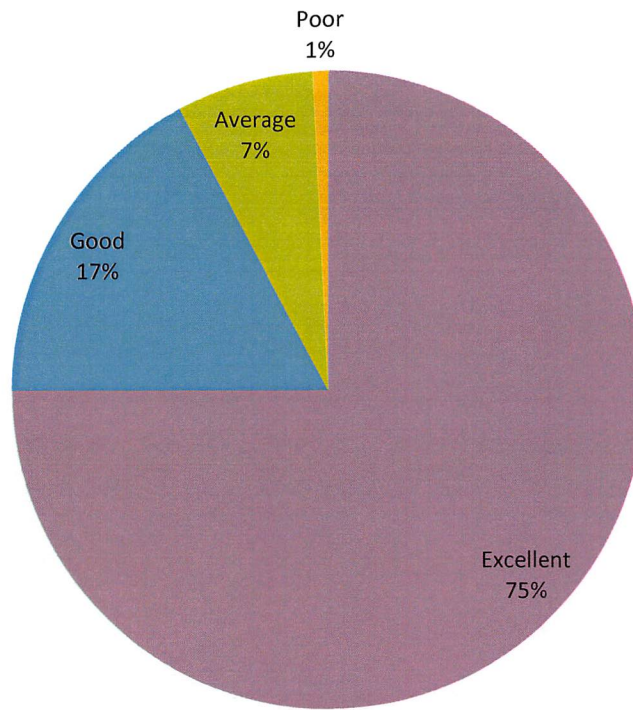
Value	Percent	Count
Less than 6 months	42.2%	54
6 months to a year	12.5%	16
1-3 years	35.2%	45
3-5 years	9.4%	12
5+ years	0.8%	1
	Totals	128

5. How did you hear about us?



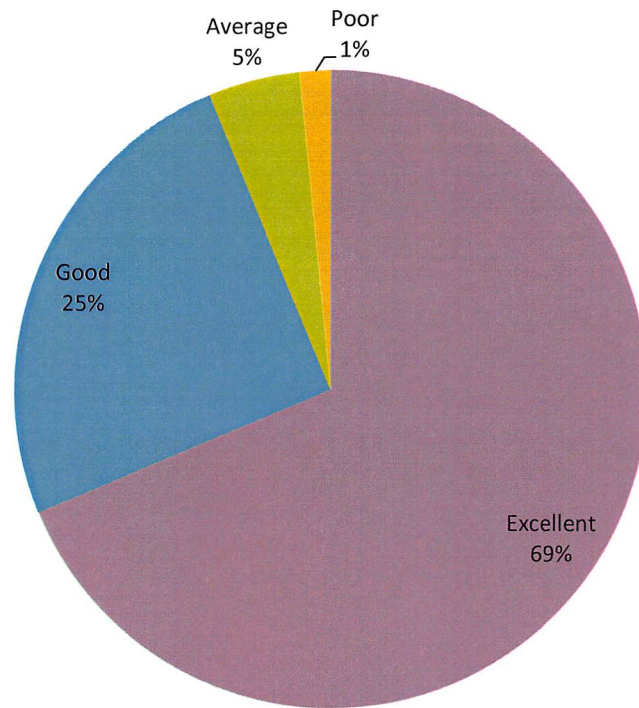
Value	Percent	Count
Friends and/or family	55.5%	71
Referral from another provider or resource	22.7%	29
Search engine (e.g. Google)	7.0%	9
SNHD website	8.6%	11
Social media	1.6%	2
Other ads	4.7%	6
	Totals	128

6. Ease of scheduling an appointment



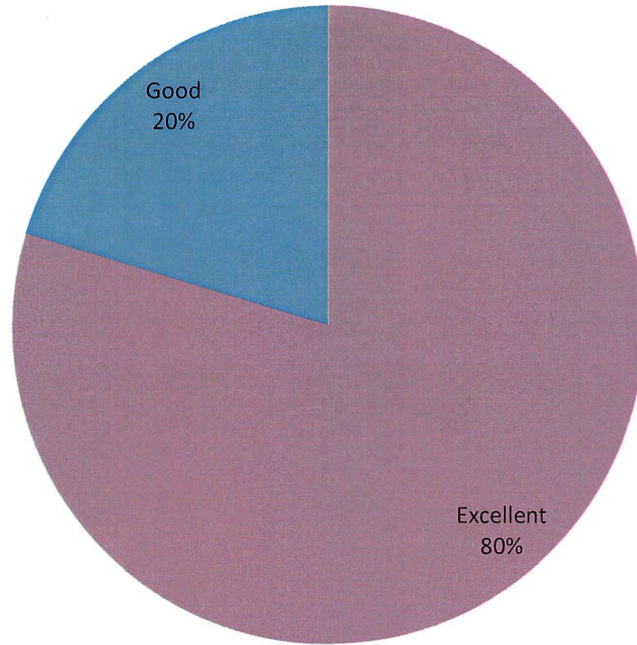
Value	Percent	Count
Excellent	75.0%	96
Good	17.2%	22
Average	7.0%	9
Poor	0.8%	1
	Totals	128

7. Wait time to see provider



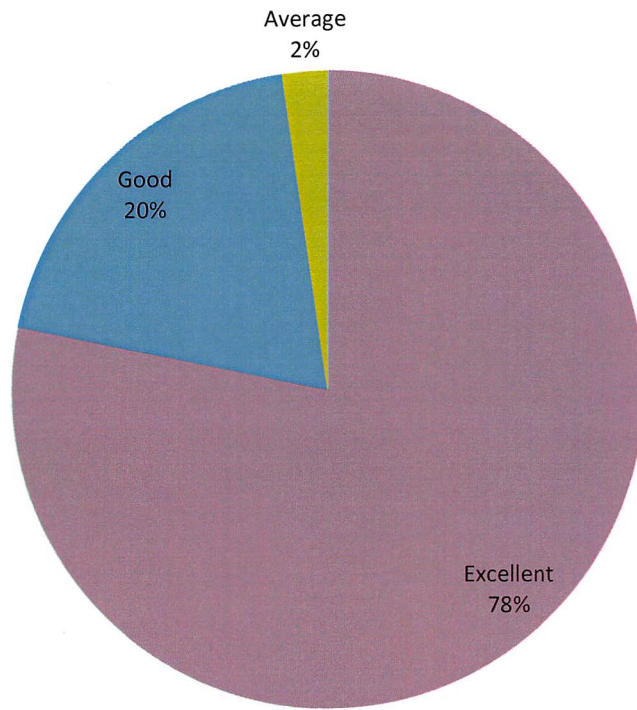
Value	Percent	Count
Excellent	68.8%	88
Good	25.0%	32
Average	4.7%	6
Poor	1.6%	2
	Totals	128

8. Care received from providers and staff



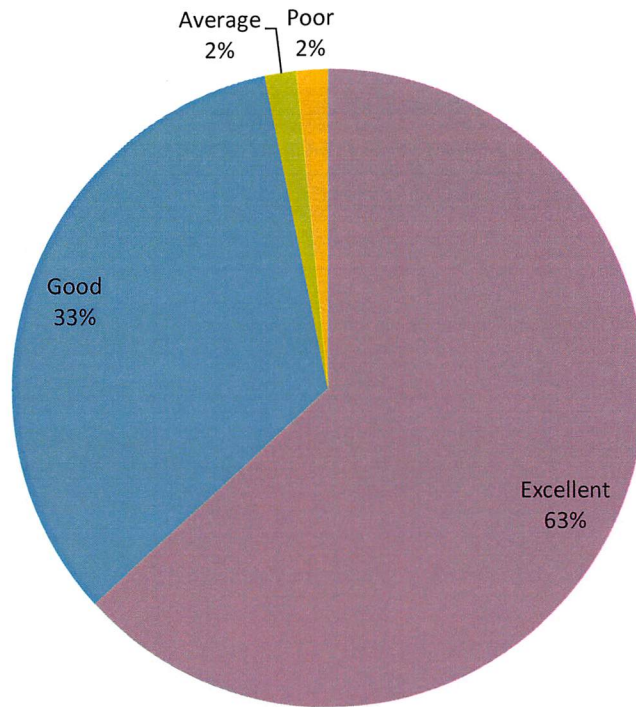
Value	Percent	Count
Excellent	79.7%	102
Good	20.3%	26
	Totals	128

9. Understanding of health care instructions following your visit



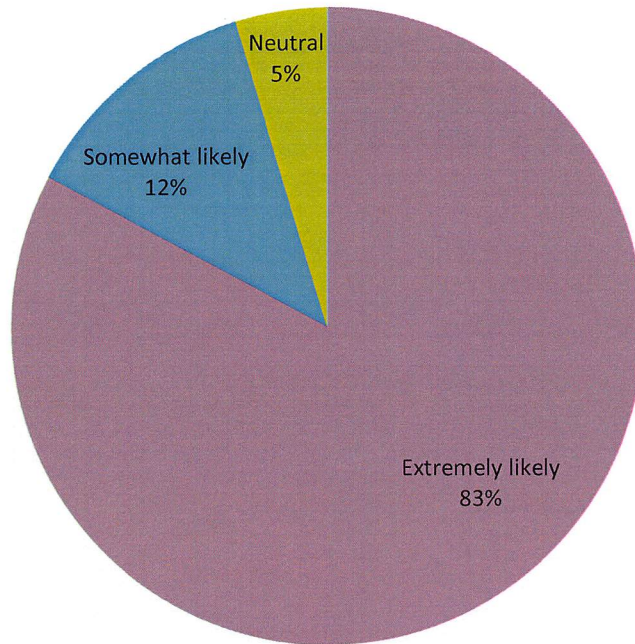
Value	Percent	Count
Excellent	78.1%	100
Good	19.5%	25
Average	2.3%	3
	Totals	128

10. Hours of operation



Value	Percent	Count
Excellent	63.3%	81
Good	33.6%	43
Average	1.6%	2
Poor	1.6%	2
	Totals	128

11. Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	82.8%	106
Somewhat likely	12.5%	16
Neutral	4.7%	6
	Totals	128

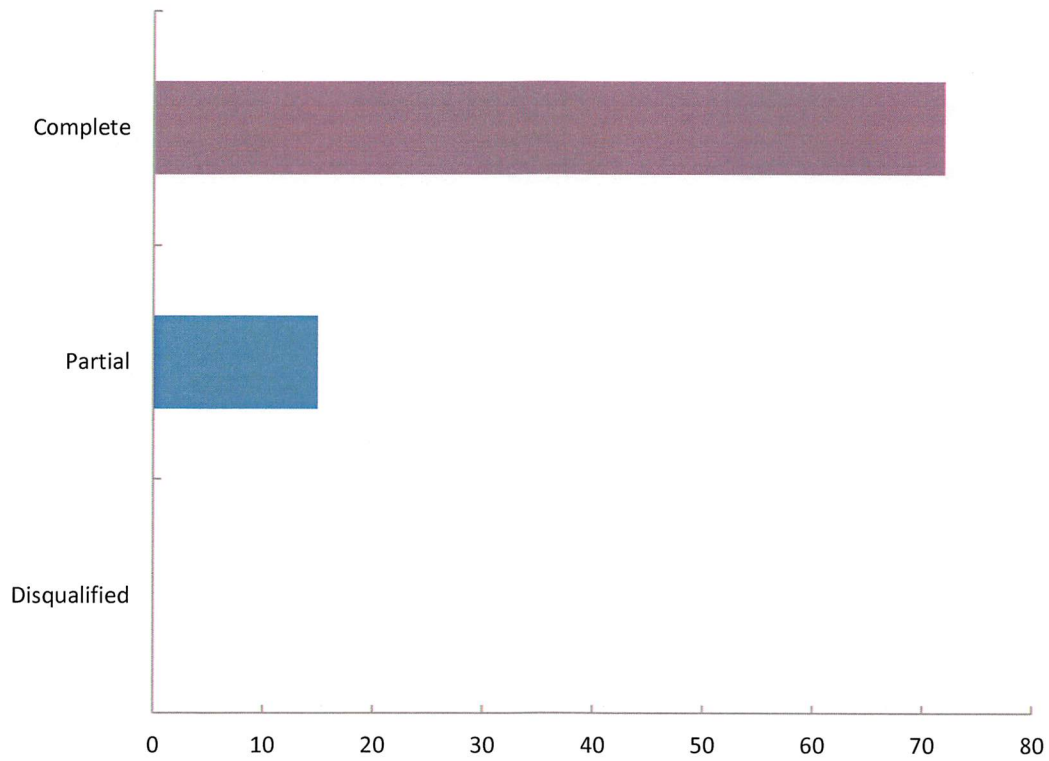




# Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

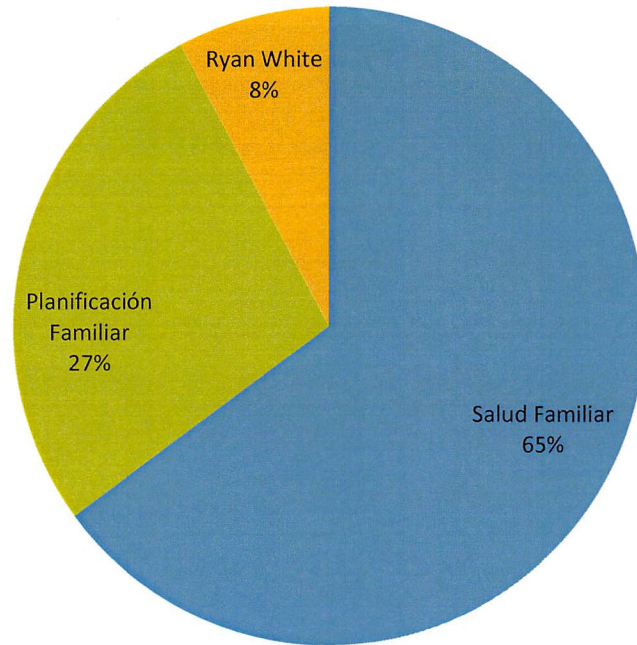
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

## Response Statistics



	Count	Percent
Complete	72	82.8
Partial	15	17.2
Disqualified	0	0
Totals	87	

1. Marque los servicios recibidos durante su visita



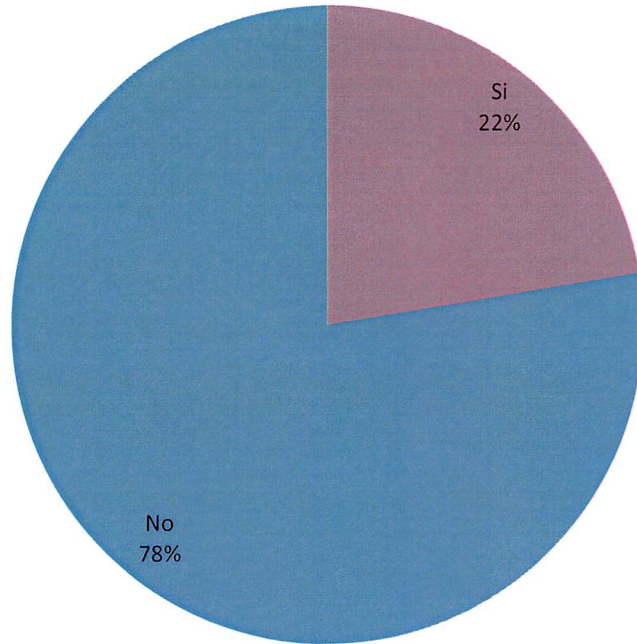
Value	Percent	Count
Salud Familiar	64.9%	50
Planificación Familiar	27.3%	21
Ryan White	7.8%	6
	Totals	77

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



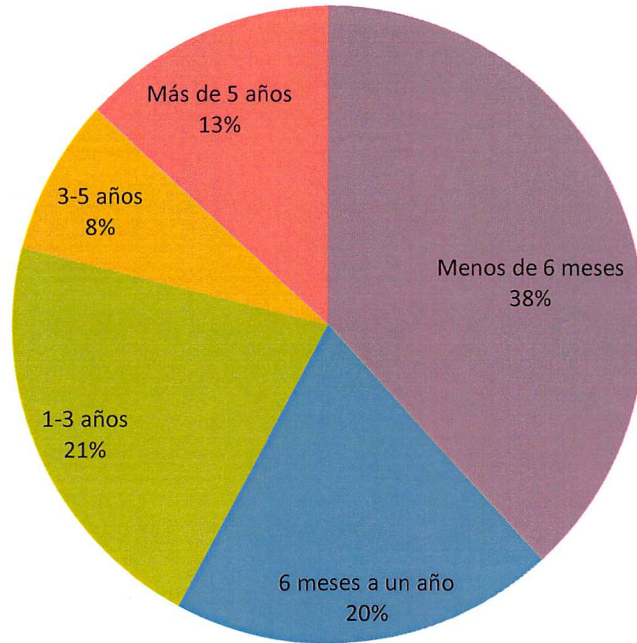
Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	100.0%	76
	Totals	76

3. ¿Tiene seguro médico?



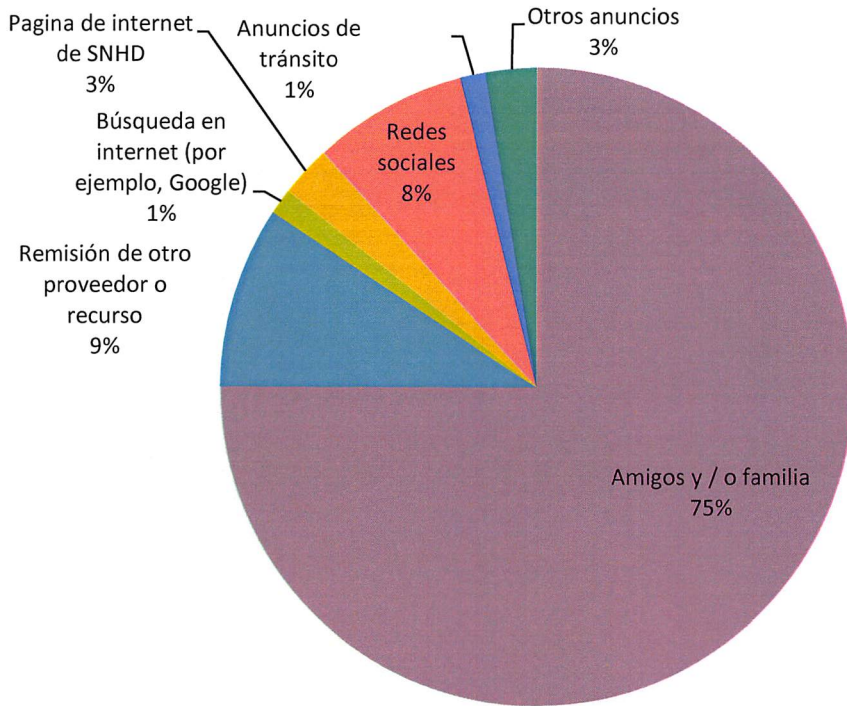
Value	Percent	Count
Si	22.4%	17
No	77.6%	59
	Totals	76

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	38.2%	29
6 meses a un año	19.7%	15
1-3 años	21.1%	16
3-5 años	7.9%	6
Más de 5 años	13.2%	10
	Totals	76

5. ¿Como usted supo de nosotros?



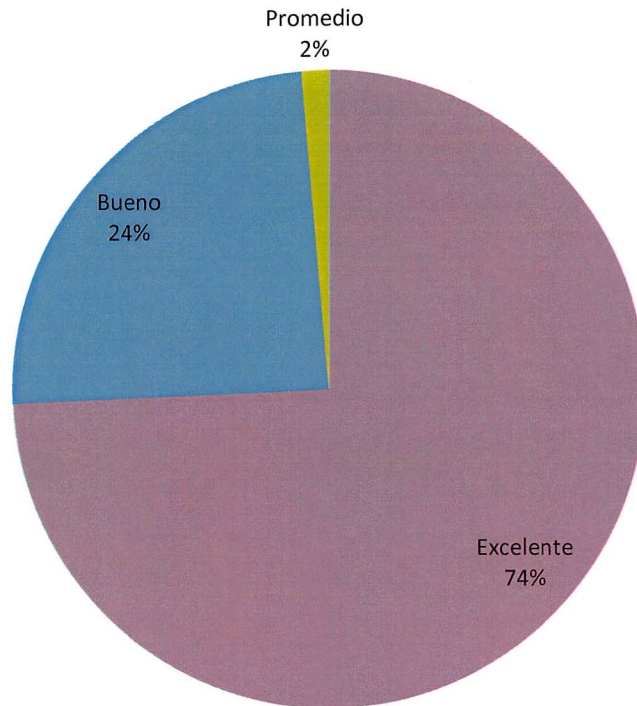
Value	Percent	Count
Amigos y / o familia	75.0%	57
Remisión de otro proveedor o recurso	9.2%	7
Búsqueda en internet (por ejemplo, Google)	1.3%	1
Pagina de internet de SNHD	2.6%	2
Redes sociales	7.9%	6
Anuncios de tránsito	1.3%	1



Otros anuncios	2.6%	2
	Totals	76

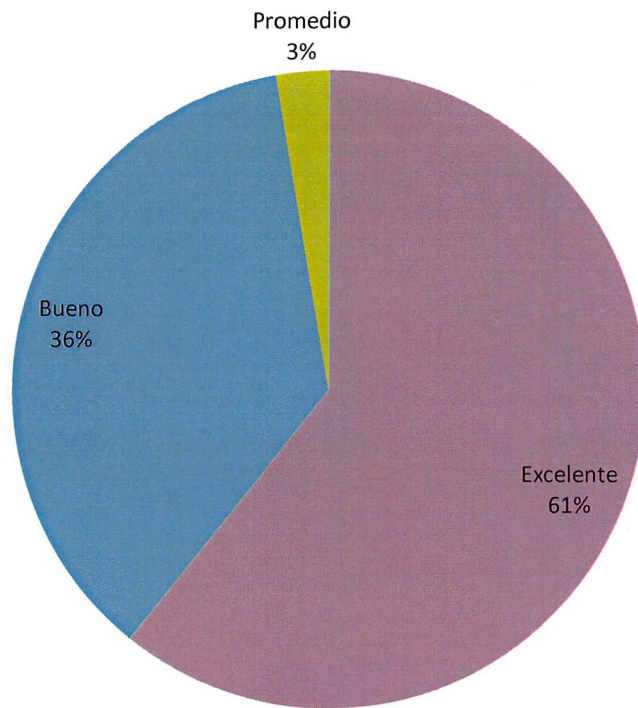


## 6. Facilidad para programar una cita



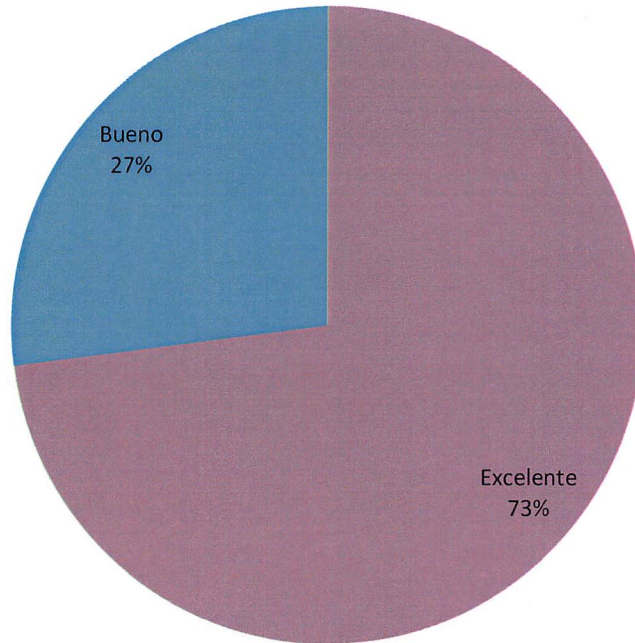
Value	Percent	Count
Excelente	74.3%	55
Bueno	24.3%	18
Promedio	1.4%	1
	Totals	74

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



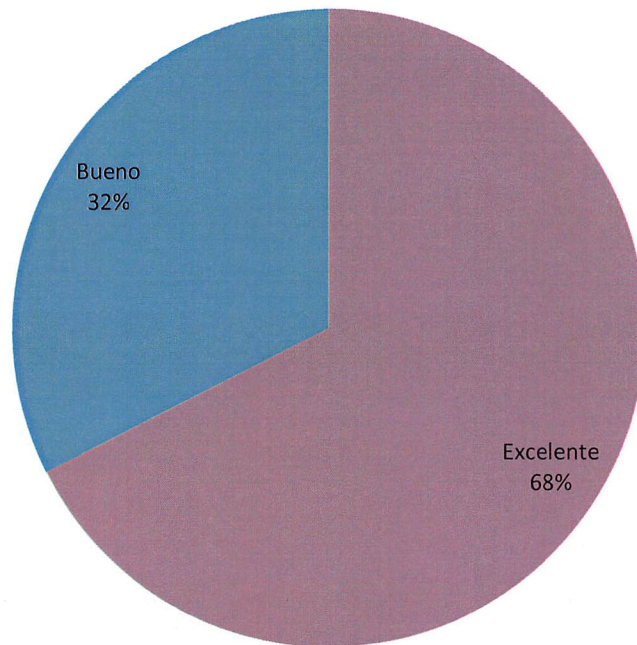
Value	Percent	Count
Excelente	60.8%	45
Bueno	36.5%	27
Promedio	2.7%	2
	Totals	74

8. Atención recibida de los proveedores y personal



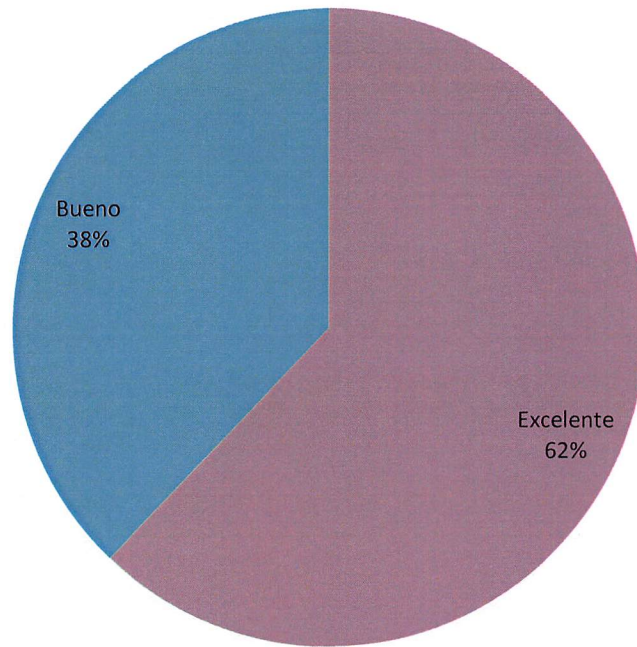
Value	Percent	Count
Excelente	73.0%	54
Bueno	27.0%	20
	Totals	74

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



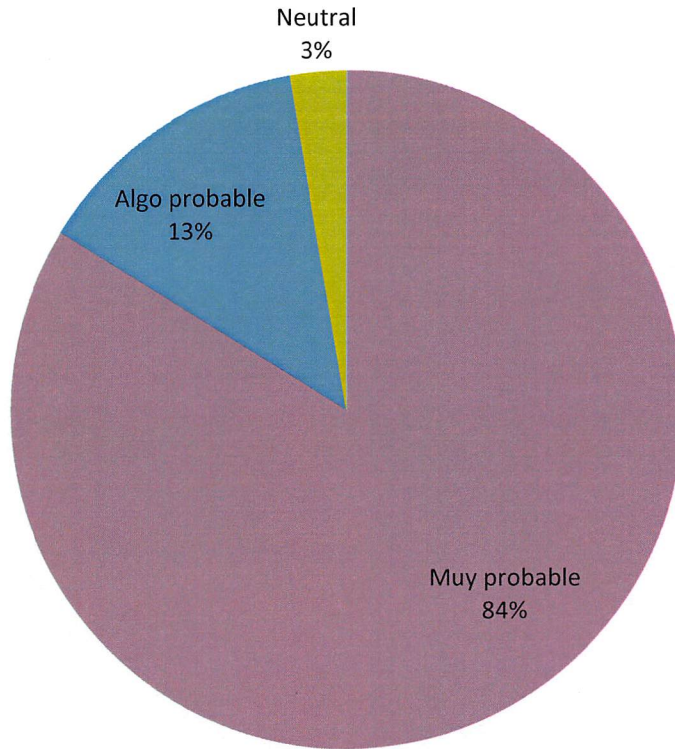
Value	Percent	Count
Excelente	67.6%	50
Bueno	32.4%	24
	Totals	74

## 10. Horarios de operación



Value	Percent	Count
Excelente	62.2%	46
Bueno	37.8%	28
	Totals	74

11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	83.8%	62
Algo probable	13.5%	10
Neutral	2.7%	2
	Totals	74



## eBO Report Summary: February 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	280	44.73%	31	32.98%	77	26.74%	29	96.67%	22	75.86%	51	86.44%	439	41.14%
Family Planning Clinic	83	13.26%	12	12.77%	50	17.36%	0	0.00%	0	0.00%	0	0.00%	145	13.59%
Refugee Clinic	8	1.28%	0	0.00%	1	0.35%	0	0.00%	0	0.00%	0	0.00%	9	0.84%
Ryan White	255	40.73%	51	54.26%	160	55.56%	0	0.00%	4	13.79%	4	6.78%	470	44.05%
Southern Nevada Community Health Center	0	0.00%	0	0.00%	0	0.00%	1	3.33%	2	6.90%	3	5.08%	3	0.28%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	3.45%	1	1.69%	1	0.09%
<b>Totals</b>	<b>626</b>	<b>100.00%</b>	<b>94</b>	<b>100.00%</b>	<b>288</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>59</b>	<b>100.00%</b>	<b>1067</b>	<b>100.00%</b>

<i>Percent of scheduled patients who cancelled</i>	8.81%
<i>Percent of scheduled patients who no showed</i>	26.99%
<i>Percent of scheduled patients who cancelled and no showed</i>	35.80%

DK: ms

Attachments: February 2021 Quality Report  
February 2021 Stats Report