

Southern Nevada Community Health Center

# Quality Improvement

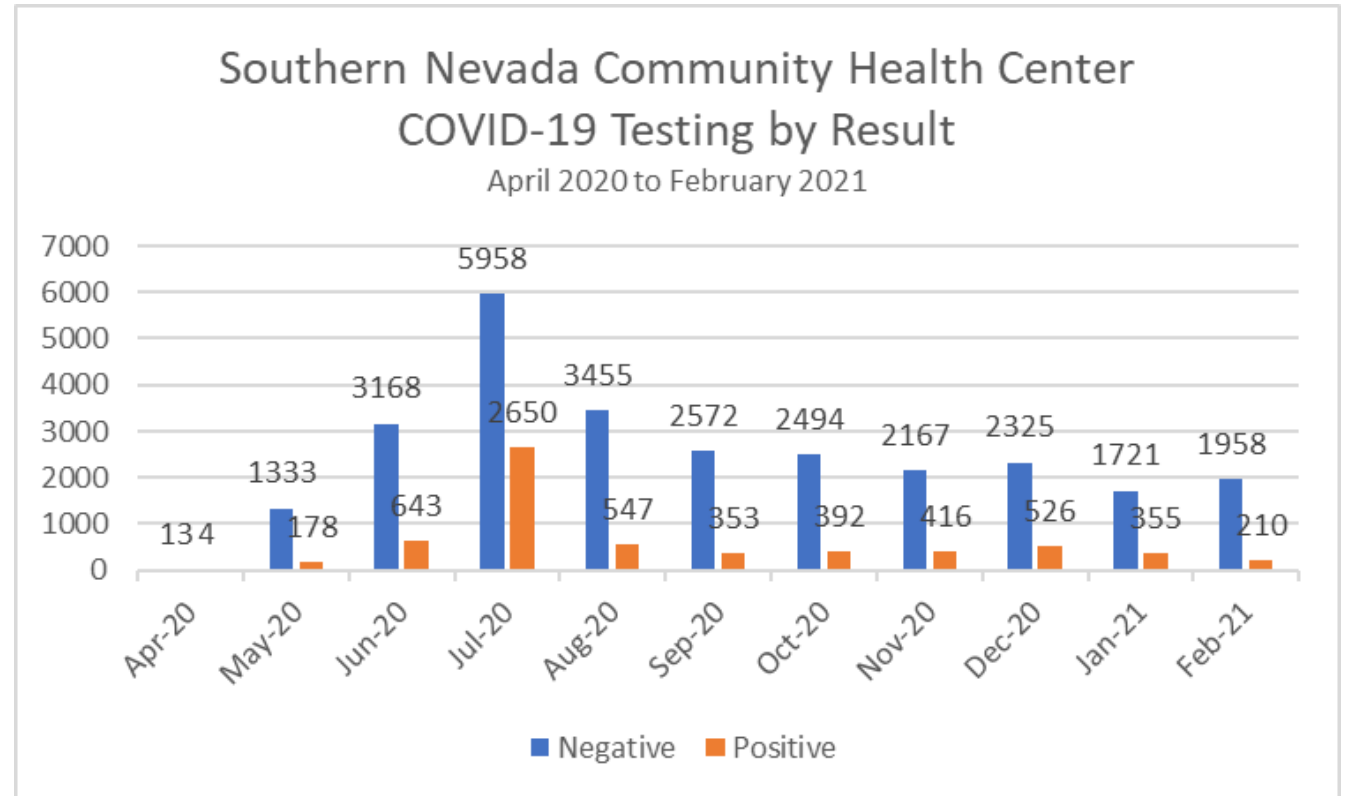
March 2021

# COVID-19 Testing

Southern Nevada Community Health Center

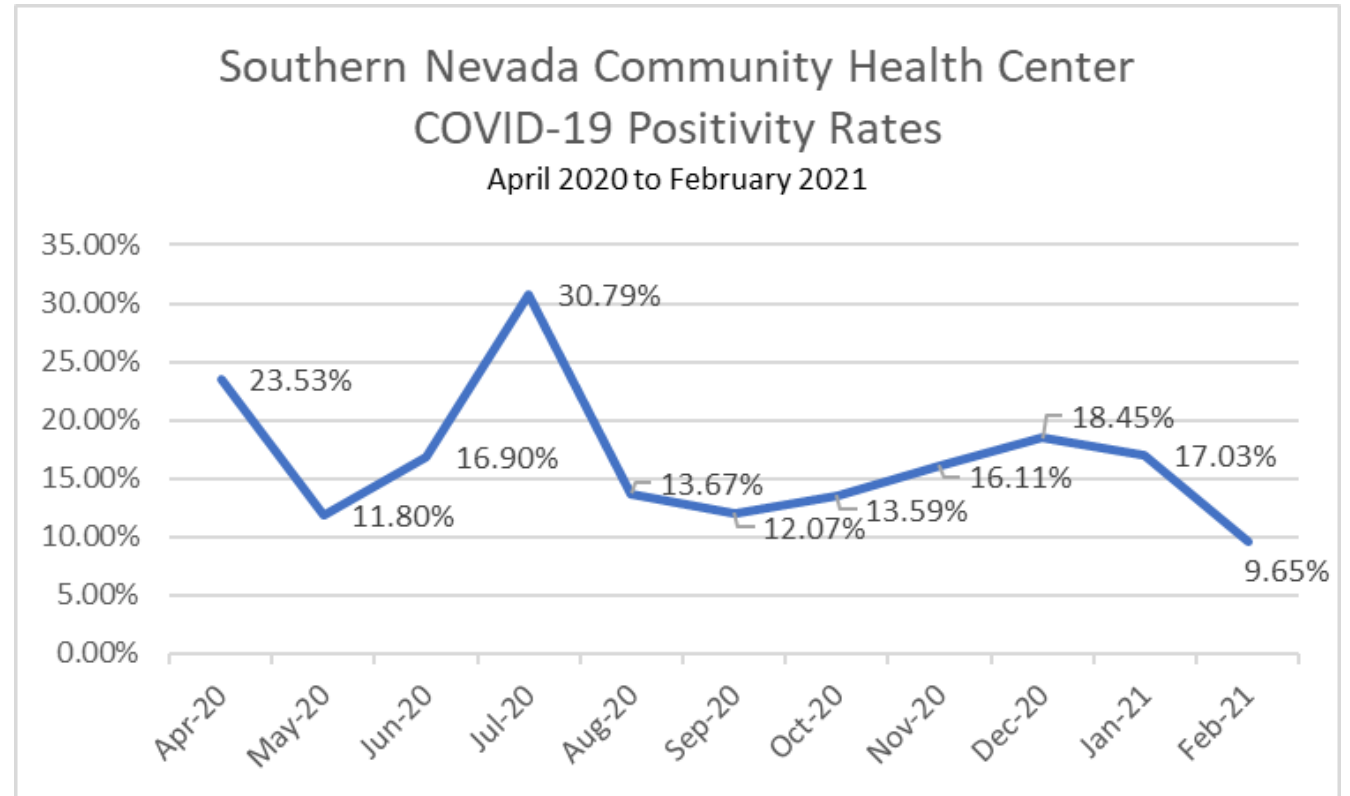
# SNCHC: COVID-19 Testing

- As of February 28, 2021, the Health Center has completed 33,579 COVID-19 tests.
- In February alone, 2,176 COVID-19 tests were completed at the Health Center.



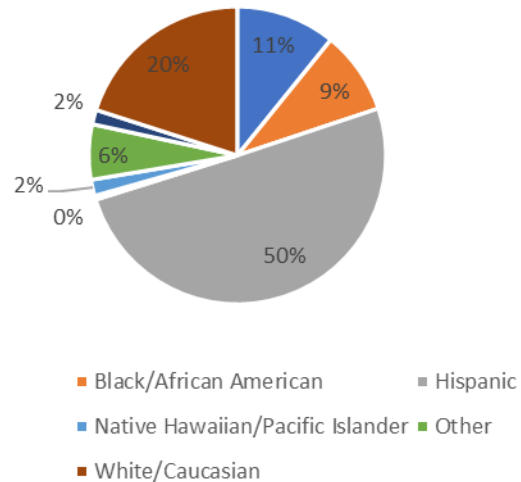
# SNCHC: COVID-19 Testing (cont.)

- There was a 9.7% positivity rate in February, a decrease of about 7.3% over January.

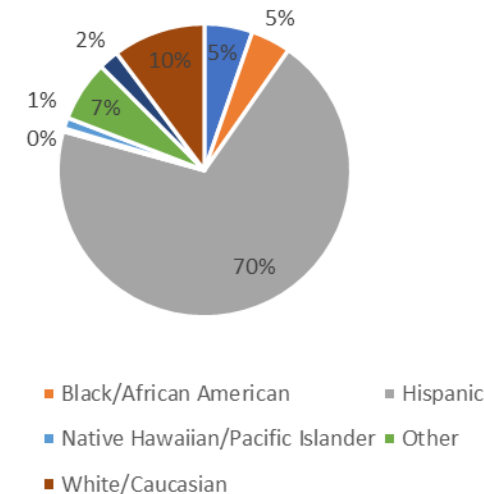


# SNCHC: COVID-19 Testing (cont.)

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

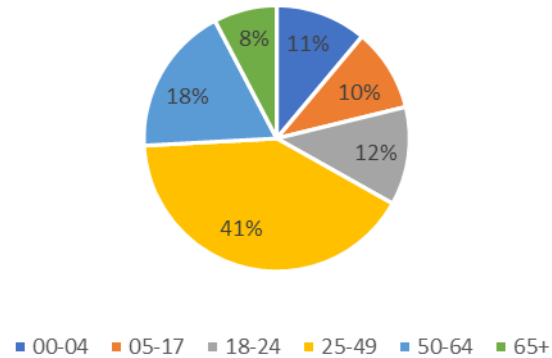


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
April 2020 to February 2021

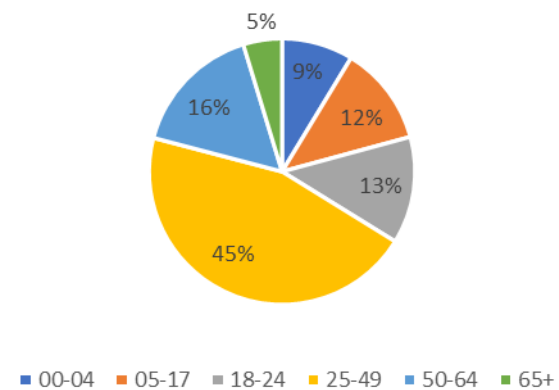


# SNCHC: COVID-19 Testing (cont.)

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



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



# Quality Improvement

Southern Nevada Community Health Center

# SNCHC: 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).



# SNCHC: Quality Improvement (cont.)

- 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

Southern Nevada Community Health Center

# SNCHC: Patient Satisfaction

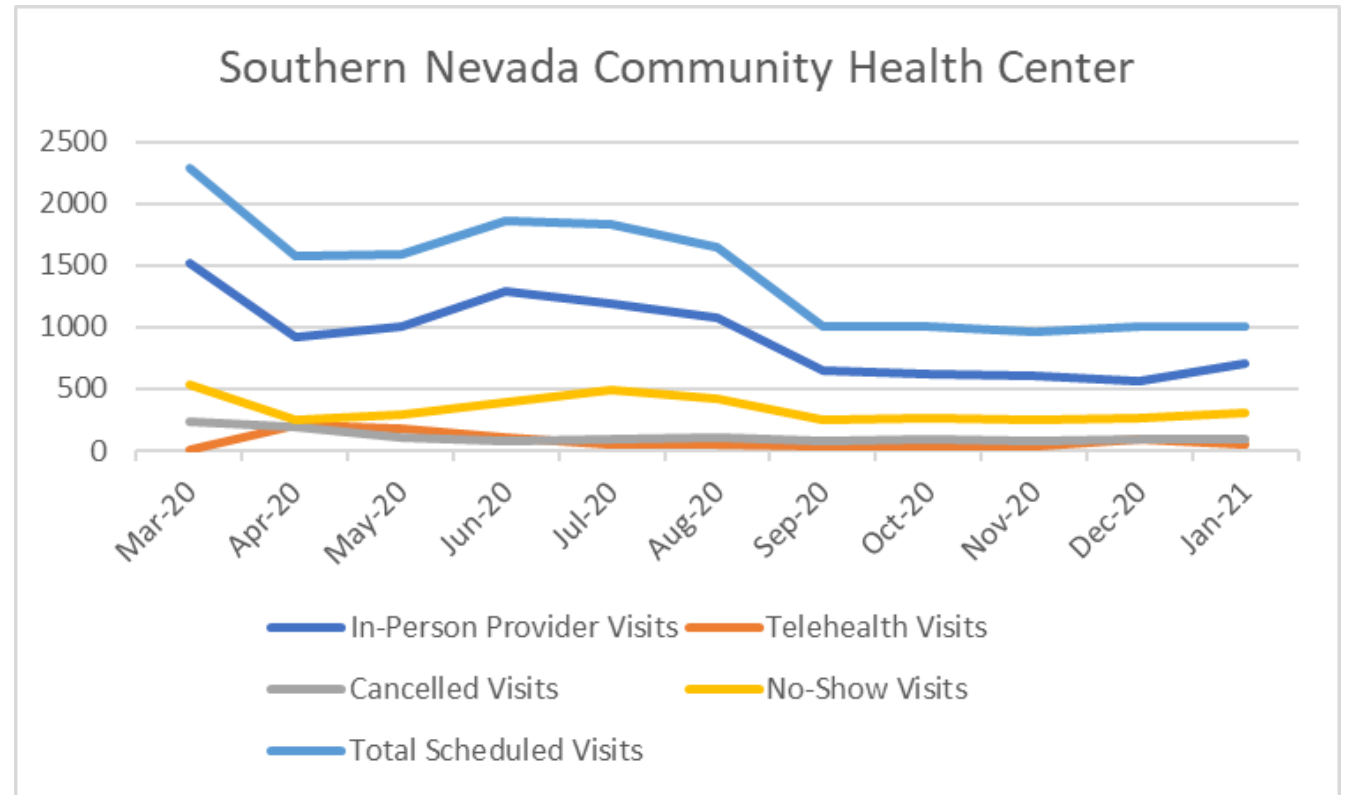
- The Health Center received 206 patient satisfaction surveys in February, an increase of 27.9% over January.
- Family Health made up 55% of survey responses followed by Ryan White at 23% and Family Planning at 22%.
- Approximately 30% of patients seen at the Health Center took the patient satisfaction survey in February, an increase of 8.1% over January.

# Telehealth

Southern Nevada Community Health Center

# SNCHC: Telehealth

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

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# SNCHC: Health Center Visits

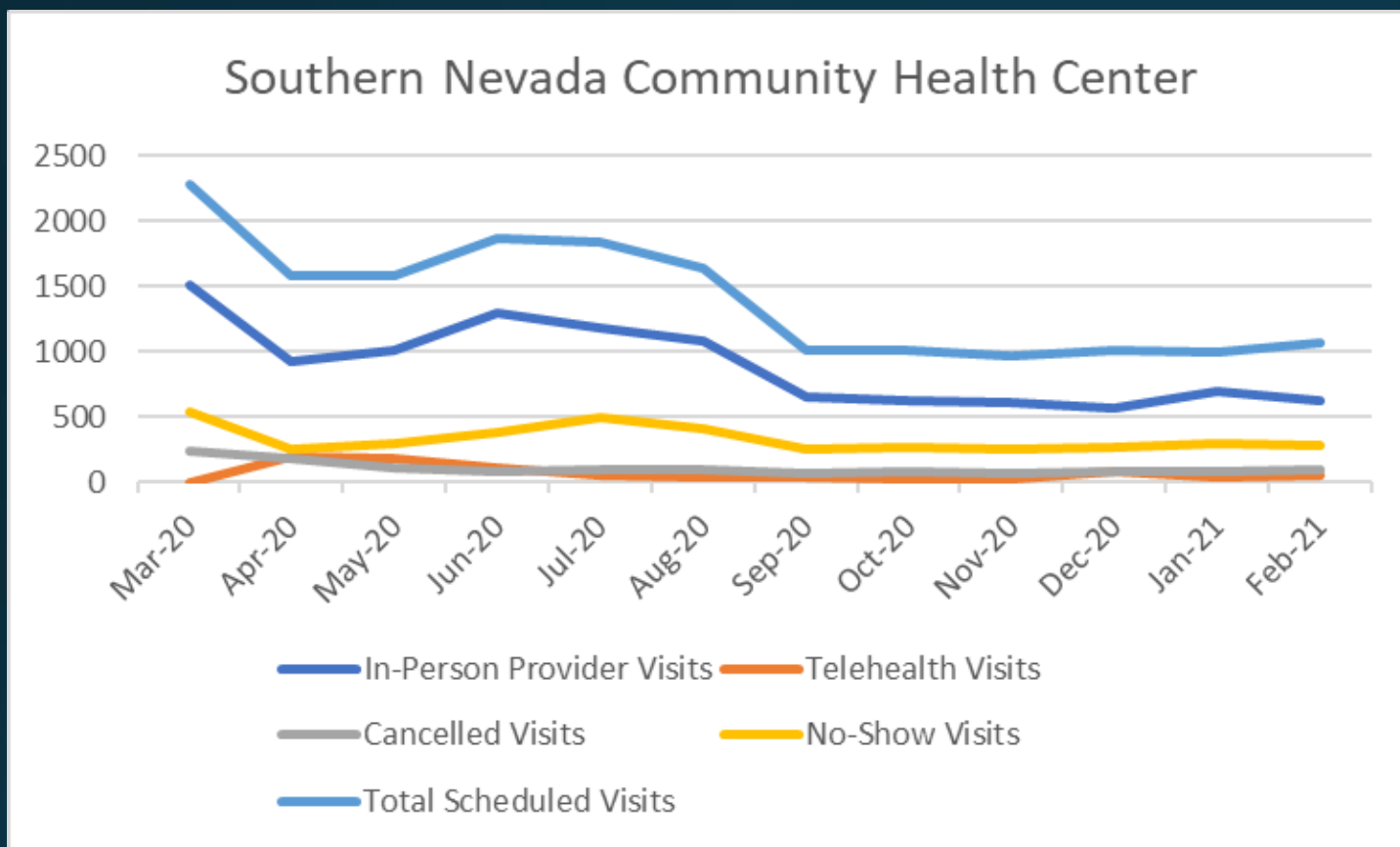
- The Health Center had 1,067 scheduled patient appointments in February, a 6.4% decrease over January.
- Of scheduled patients, 64.2% kept their appointments, a 1.2% decrease over January.
  - The cancellation rate was 8.8%, an increase of 1% over January.
  - The no-show rate was 26.9%, an increase of less than 1% over January.
  - Telemedicine saw 59 patients — 8.6% of patient visits, an increase of 26.7% over January.



# SNCHC: Health Center Visits (cont.)

- 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.

# 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!