



# Memorandum

**Date:** April 8, 2021

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

**From:** David Kahananui, FQHC Senior Manager *[Signature]*  
Cortland Lohff, MD, Chief Medical Officer, Director of Primary & Preventative Care *[Signature]*  
Fermin Leguen, MD, MPH, District Health Officer *[Signature]*

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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.

**March 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 for next 3 years.

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

- 1) From 9/15/2020 through 3/31/2020, the facility has served 133 individuals who needed a safe place to isolate. Individuals admitted in the facility receive wrap around services which includes 24/7 nursing services, case management services, Resilience Ambassadors, eligibility, and primary care services among others.
  - a. 60% were referred from hospitals
  - b. 83% were experiencing Homelessness

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

- A. The HIV/Medical Case Management (MCM) program received 23 referrals between March 1<sup>st</sup> through March 31<sup>st</sup>. There was 1 pediatric client 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 356 visits: 31 initial provider visits, 131 established provider visits, 19 tele-visits, 0 audio visits, 13 Nurse visits and 147 lab visits in the month of March.

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- 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's 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, and one client who was 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. Staff attended the virtual RWISE training on March 17<sup>th</sup> and March 18<sup>th</sup> to learn how to use the new CAREWare feature to check a client's eligibility. Staff also attended "Immigration- Path to legal Status in the U.S.," which was hosted by the Legal Aid Center of Southern Nevada and Nevada Legal Services to provide information on how to help clients who are struggling with their immigration status.

## **II. Sexual Health Clinic**

- A. The clinic provided services provided 808 unique services to 639 unduplicated patients for the month of February. This is about 95% of last year's March numbers before COVID 19 restrictions and appointments and completed visits continue to increase.
- B. The Sexual Health Clinic is participating in three Learning Collaboratives under the Ending the HIV Epidemic efforts : 1) Community-wide Rapid stART Program through the Ryan White Part A grant recipient with the goal of decreasing the time from HIV diagnosis to treatment initiation and 2) STD Specialty Clinic Learning Community through the University of Washington's Prevention Training Center with the goal of scaling up HIV preventive services in STD specialty clinics 3) NASTAD's TelePrEP Learning Collaborative: Cohort 2 which provides technical assistance from peers and subject matter experts to increase the uptake of telePrEP programs.
- C. The SHC offers sexually transmitted infection (STI) screening and treatment, HIV pre-exposure prophylaxis (PrEP), non-occupational post-exposure prophylaxis (nPEP) services, and referral to primary care and support services. Services include screening for sexually transmitted infections, treatment and referral to a disease investigator for partner investigation.
- D. Express Testing resumed last February 15<sup>th</sup> in SHC. Express Testing is a collaborative service between SHC and Office of Disease Investigation to screen asymptomatic patients for STI without the full clinic visit. This has significantly enhanced the clinic's ability to provide more STI screening services to our community.

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

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 409 clients; 407 of them were unduplicated.



- B. The East Las Vegas Family Planning Clinic served 212 clients; 211 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 197 clients; 196 of them were duplicated.

**IV. Family Healthcare Center**

- A. The Family Health Care Clinic saw 292 patients in the month of March 2021. Twenty-six patients were under age 18 and includes zero children from the Refugee Health Clinic.

**V. Pharmacy Services**

- A. Dispensed 1115 prescriptions for 918 clients.
- B. Assessed/counseled 40 clients in the Ryan White – Sexual Health Clinic
- C. Assessed/counseled 0 clients in the Tuberculosis Clinic.
- D. Assisted 13 clients to obtain medication financial assistance.
- E. Assisted 1 clients with insurance approvals.

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

Eligibility Monthly Report			
March 2021			
Total number of referrals received	59		
Total number of no action-closed	32		
Total number of applications submitted	Medicaid/SNAP/TANF: 19	Hardship: 4	
Application Status			
Medicaid/SNAP/TANF Applications		Hardship Applications	
# of approvals	5	# of approvals	1
# of ineligible	2	# of denials	0
# pending cases	12	# of pending cases	3
# Medicaid ineligible; SNAP eligible	0		

**Eligibility Case Narrative**

Client was originally referred to the eligibility department at the Southern Nevada Community Health Center to apply for Medicaid for her family in October 2020. During the application process, it was determined the client’s family also needed food assistance. An application was submitted for both Medicaid and SNAP and was approved in November 2020.

I was contacted by client for assistance again in March 2021. Client informed me that her spouse recently died, and she has been struggling financially to provide for her children. Client also informed me that she has been unable to return to work since her husband’s death and has no current source of income. An application for the Temporary Assistance for Needy Families Program





(TANF/cash assistance) was completed the same day and is currently pending decision with the Division of Welfare & Supportive Services.

Client expressed that her children have been having difficulty coping with the death of their father and that she would like to get them into therapy or grief counseling. I informed client that her current insurance plan covers behavioral health services. After verifying which MCO (managed care organization) insurance plan the children were enrolled in, I was able to provide client with information to contact the insurance provider directly for more information and appointment scheduling.

***Eligibility Worker: Kimberly Patterson***

I interviewed the patient for Medicaid assistance; based on his immigration status, he does not qualify for Medicaid Benefits. The patient stated he lost his job during the current pandemic crisis. The only income he has received this year is the stimulus check of \$600.00 this year, 2021, and his friend is helping him out to get resources for food and rental assistance for now; the rent is \$700.00 a month expensive in his apartment. The client requested to apply for Financial assistance because he cannot afford to pay for his visit here at the Health District.

***Eligibility Worker: Juan Carlos Rodriguez***

## **VII. Refugee Health Program**

- A. The Refugee Health Program served 0 adults in March.

## **VII. Quality & Risk Management:**

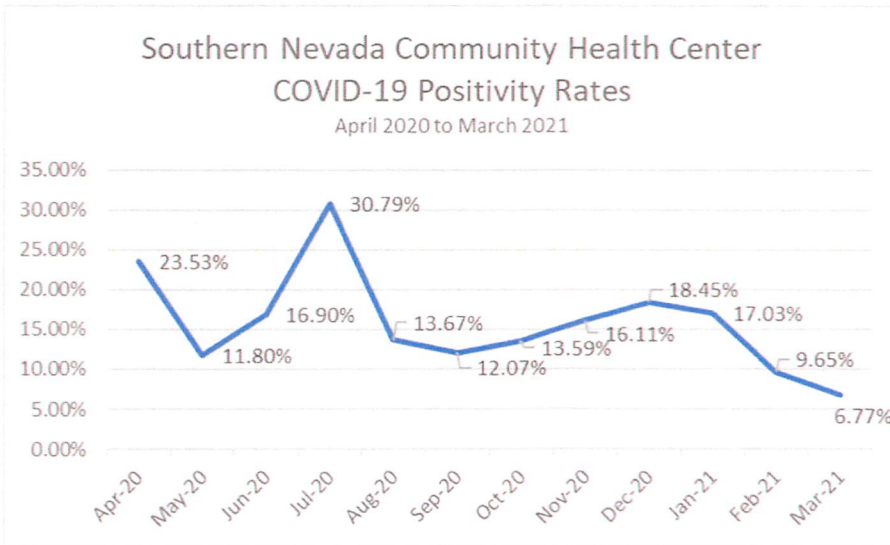
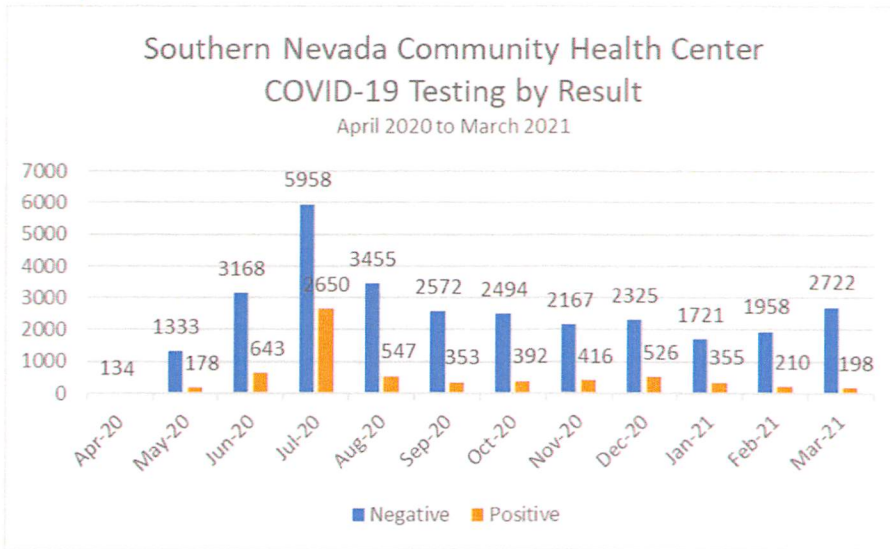
### **Quality**

#### **COVID-19 Testing**

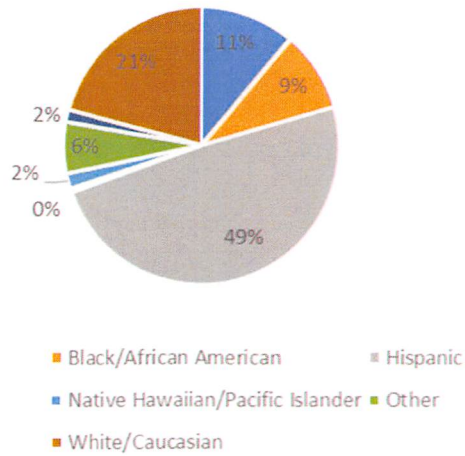
As of March 31, 2021, the Southern Nevada Community Health Center has completed 36,503 COVID-19 tests. In March alone, 2,924 COVID-19 tests were completed at the Health Center, an increase of 34.4% over February.

There was a 6.8% positivity rate in March, a decrease of 2.9% over February. 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.

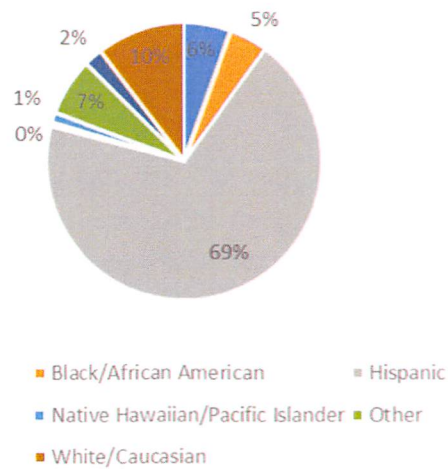
Reminders include limiting time in public and wearing face coverings when in contact with anyone outside common households. Those who are sick should stay home and if they have been in contact with a person who has COVID-19 or think they have been exposed, they should get tested. Additional preventive measures include frequent handwashing, covering coughs and sneezes, and disinfecting frequently touched surfaces. The Health District and Health Center also encourages those who are medically appropriate to get the COVID-19 vaccine.



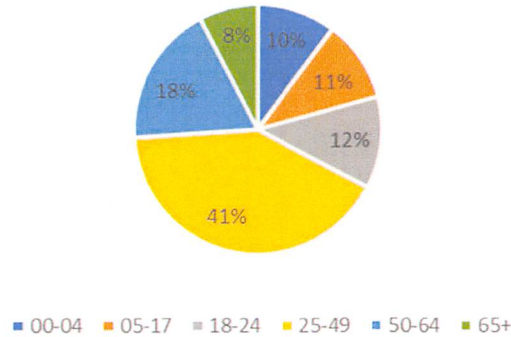
Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Negative Result)  
April 2020 to March 2021



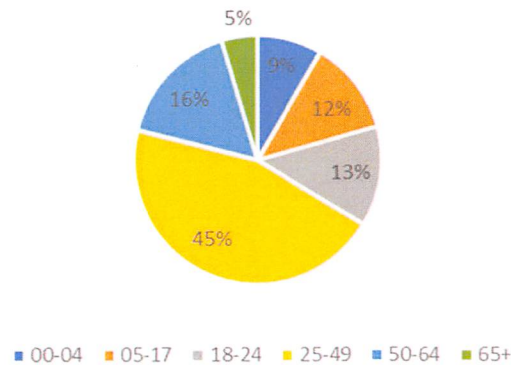
Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
April 2020 to March 2021



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



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



### Patient Satisfaction

The Health Center received 223 patient satisfaction surveys in March, an increase of 8.3% over February.

Family Planning made up 51.6% of survey responses followed by Ryan White at 31% and Family Health at 17.4%. Approximately 27% of patients seen at the Health Center in March took the patient satisfaction survey, a decrease of 3.1% over February.

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





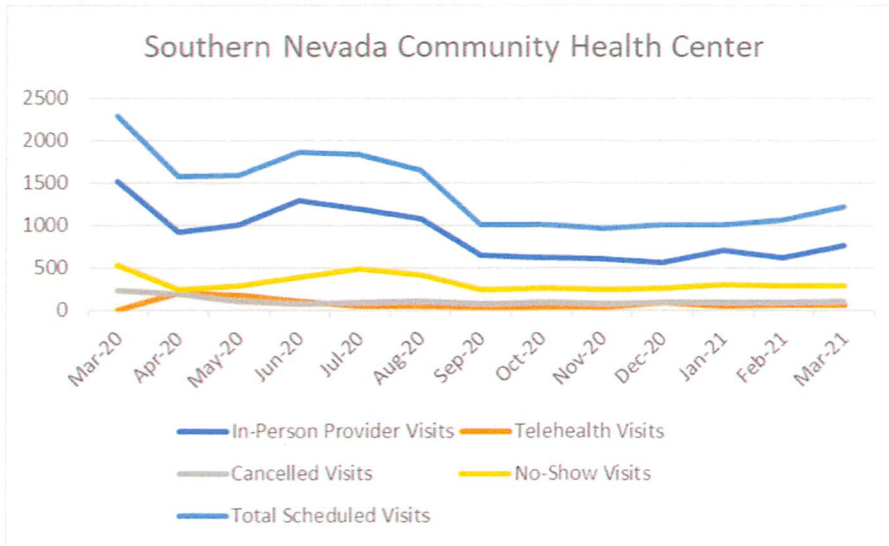
The Health Center implemented telehealth following the need for modified clinic operations as we continue to navigate the COVID-19 pandemic. The goal of the Health Center is to continue fulfilling its mission to provide safe, quality healthcare to the community amid the COVID-19 public health emergency. 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.
- In March 2021, telehealth saw 62 patients — 7.5% of patient visits, an increase of 5.1% over the month prior.

As with other health care organizations across the county and state, telehealth visits have fluctuated over the past few months. This is largely due to fluctuations in COVID-19 positivity rates and subsequent modifications to clinic operations. The Health Center will continue provide telehealth and as we closely monitor the ongoing COVID-19 pandemic.

*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.*

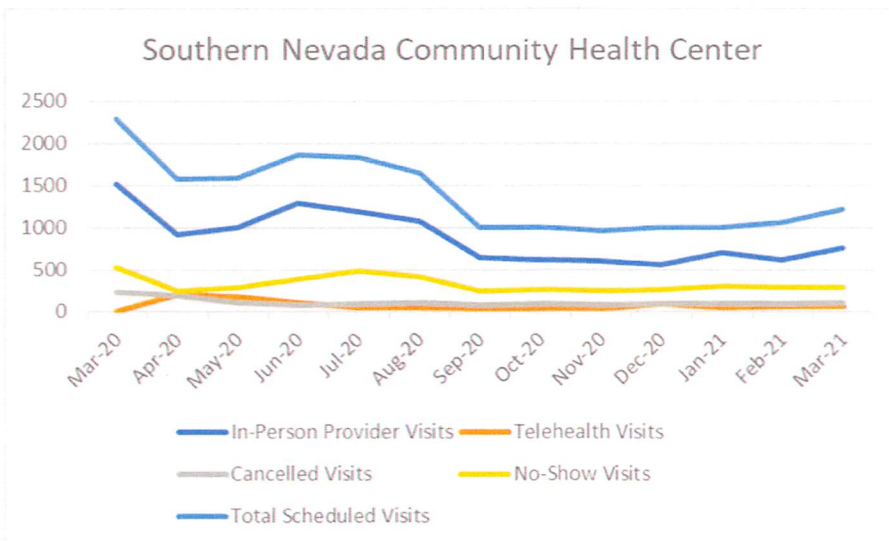


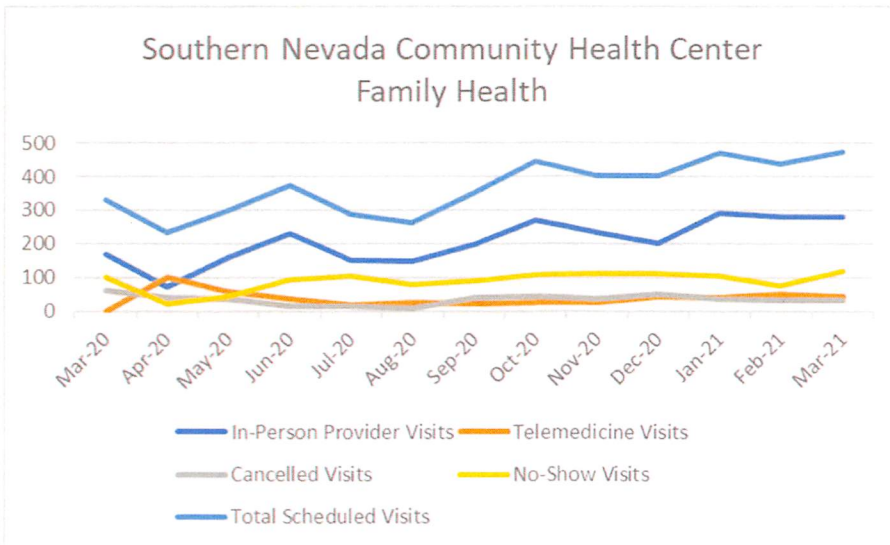
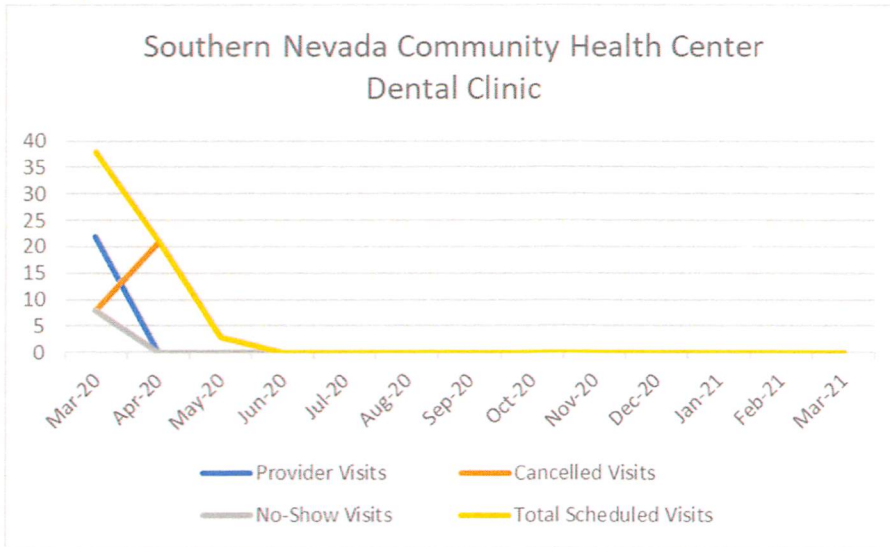
**Health Center Visits**

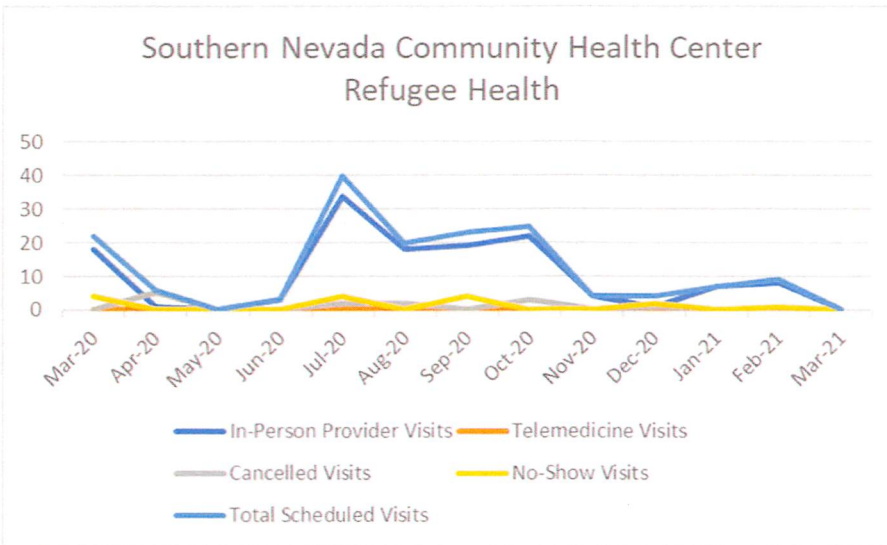
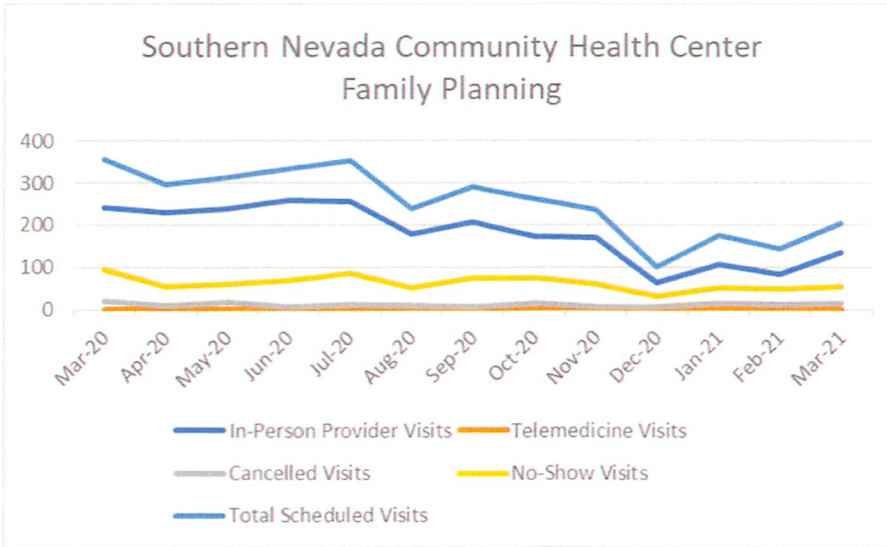
The Health Center had 1,226 scheduled patient appointments in March, a 14.9% increase over February. Of scheduled patients, 67.4% kept their appointments, a 3.2% increase over February; there was an 8.5% cancellation rate, a decrease of less than 1% over February, and a 24.1% no-show rate, a decrease of 2.8% over February. Telemedicine saw 62 patients — 7.5% of patient visits, an increase of 5.1% over February.

Of scheduled patient appointments, cancellation rates were highest among Ryan White and Family Health at 54.8% and 30.8%, respectively. The no-show rate was highest among Ryan White and Family Health at 40.9% and 40.5%, respectively.

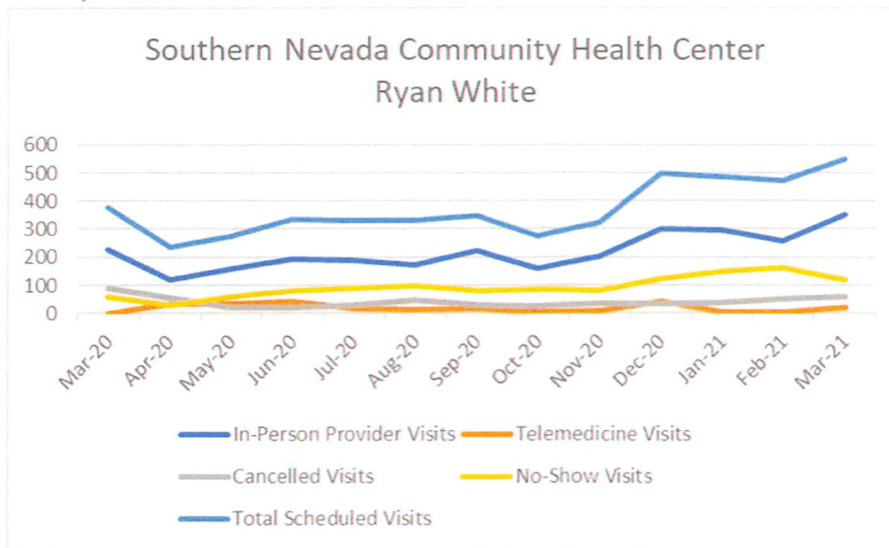
*NOTE: As of September 1, 2020, the Sexual Health Clinic is no longer a part of the Health Center. This has resulted in an overall decrease in visit volume.*











## Risk Management

### Health Insurance Portability and Accountability Act (HIPAA)

There were no HIPAA breaches at the Health Center in March.

### Exposure Incidents

There were no exposure incidents at the Health Center in March.

### Medical Events

There were two medical events at the Health Center in March:

- 1) A Health Center patient arrived for a scheduled appointment. During routine vital checks, the MA noted the patient's blood pressure was abnormally high. Upon a second blood pressure check, the patient's blood pressure remained abnormally high. The patient declined any symptoms (e.g. dizziness, blurred vision, chest pain, etc.). The patient was alert, speech normal, and gait steady. The patient was notified that EMS/911 would be called per Health Center protocol. Security at the Southern Nevada Health District was also notified per Health Center protocol. Following telephonic triage by an EMS/911 RN, the patient and Health Center were informed that EMS transportation was not necessary at that time and that self-transportation was a safe option. The patient was seen at an ER where they were assessed and received fluids before being discharged. The Health Center followed up with the patient the next day. The patient was advised to take hypertension medication as directed and will continue follow up with their primary care provider.
- 2) A patient experienced vasovagal syncope (fainting) after getting blood drawn at the Health Center. The patient was given juice, and following assessment by Health Center staff, including two rounds of vital checks, they were deemed alert with normal speech. The patient was stable upon leaving the Health Center. The following day, Health Center staff reached out to the patient who stated they felt normal.

### Policies and Procedures

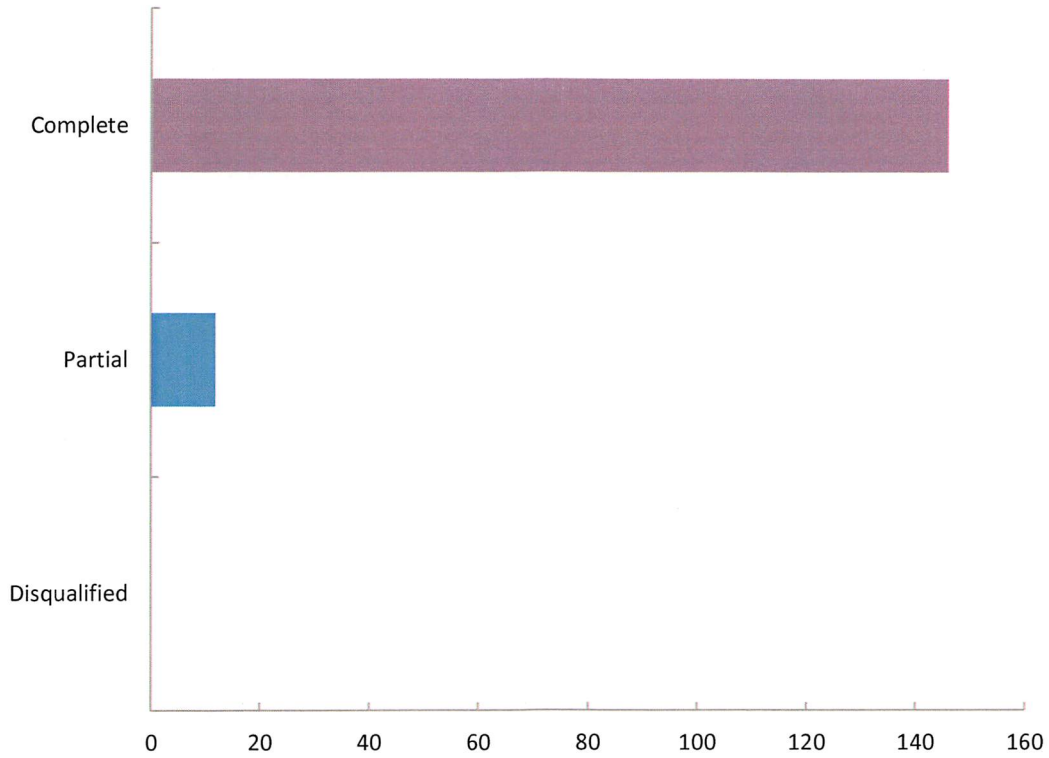
The Health Center is currently reviewing existing Risk Management policies and procedures for completeness and are identifying the need for new policies and procedures that need to be developed. These policies include, but are not limited to, Patient Safety, Medication Events, Hospitalizations and Transfer of Patients, and Medical and Dental Referrals.



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

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

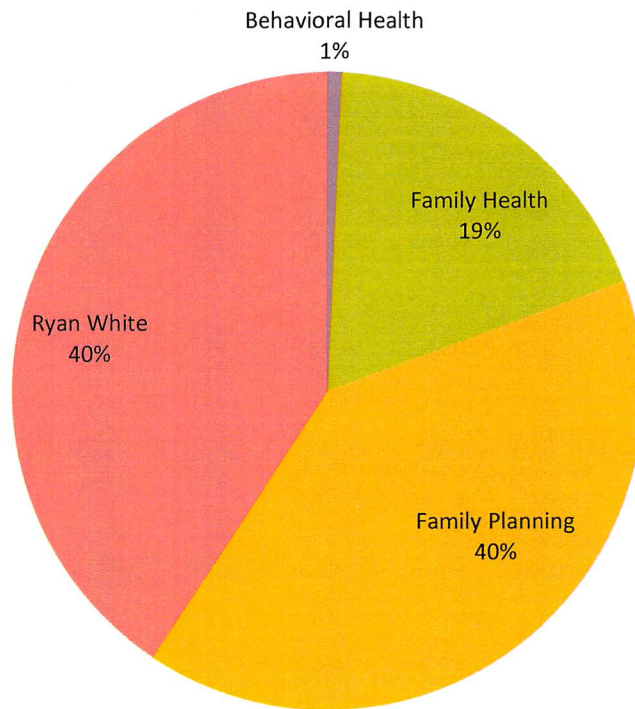
## Response Statistics



	Count	Percent
Complete	146	92.4
Partial	12	7.6
Disqualified	0	0
Totals	158	



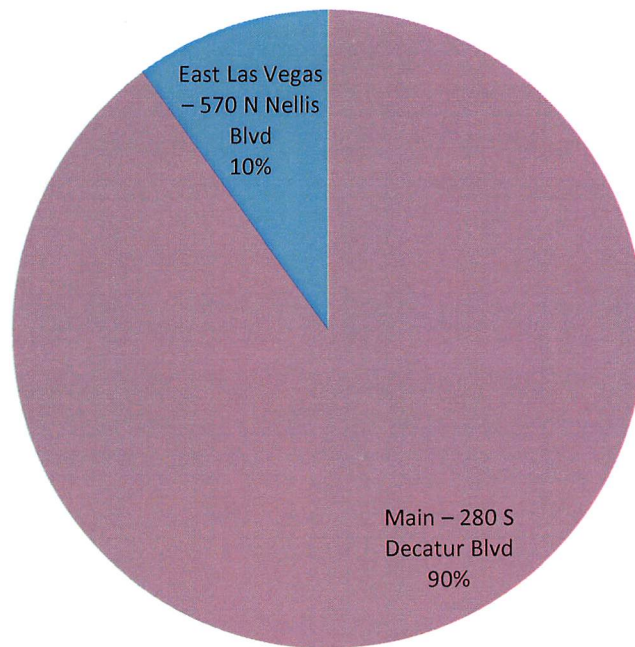
1. Service received during your visit



Value	Percent	Count
Behavioral Health	0.7%	1
Family Health	18.7%	28
Family Planning	40.0%	60
Ryan White	40.7%	61
	Totals	150

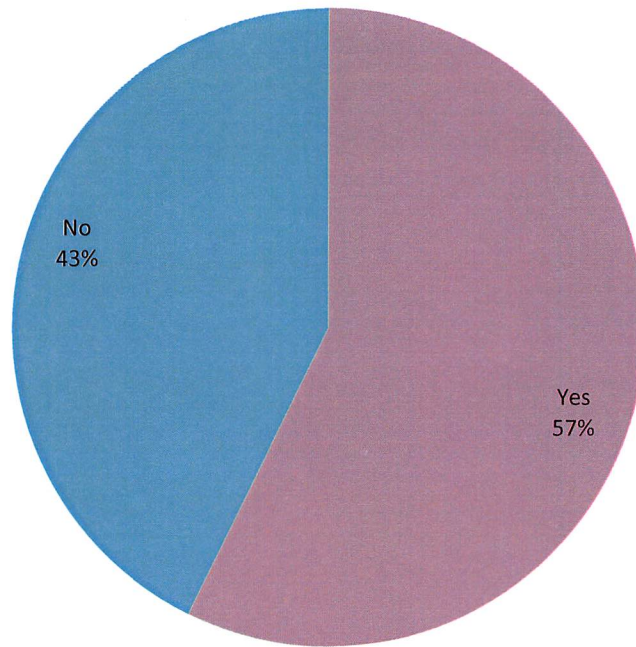


## 2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main - 280 S Decatur Blvd	90.0%	135
East Las Vegas - 570 N Nellis Blvd	10.0%	15
	Totals	150

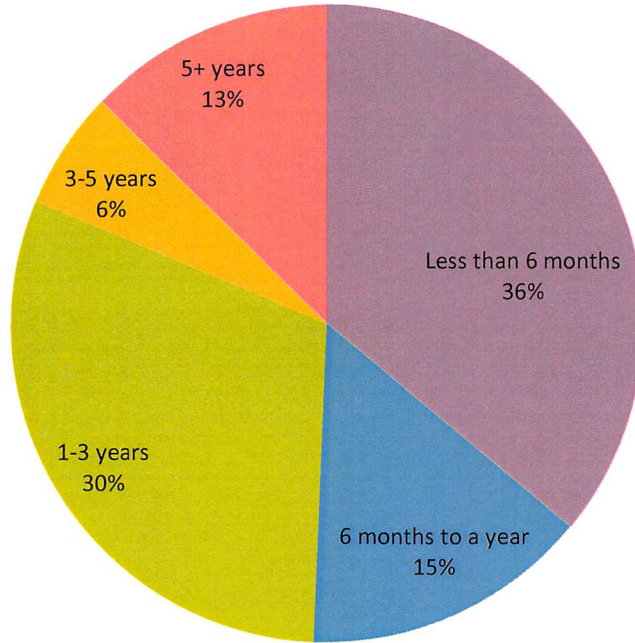
3. Do you have health insurance?



Value	Percent	Count
Yes	57.3%	86
No	42.7%	64
	Totals	150

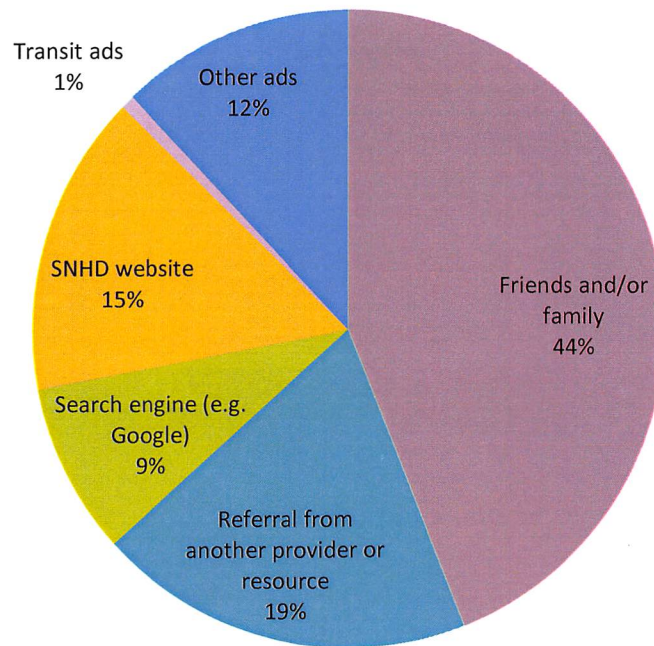


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Count
Less than 6 months	36.0%	54
6 months to a year	14.7%	22
1-3 years	30.7%	46
3-5 years	6.0%	9
5+ years	12.7%	19
	Totals	150

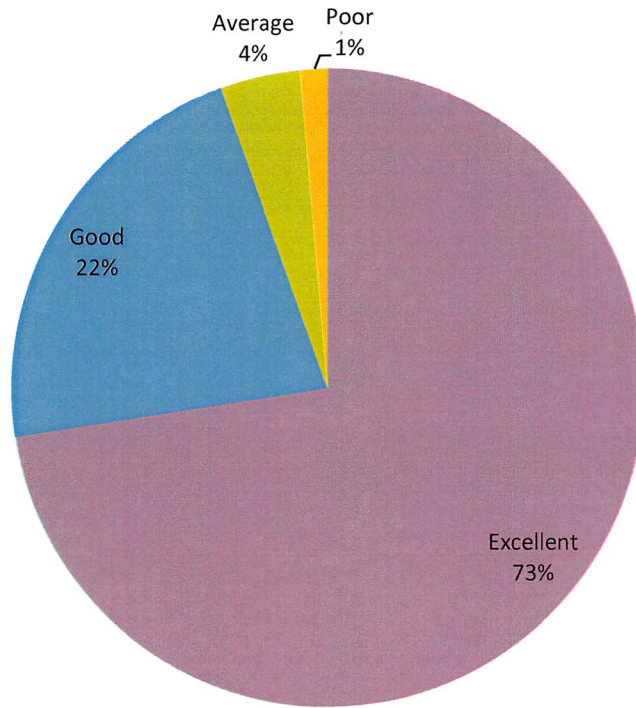
5. How did you hear about us?



Value	Percent	Count
Friends and/or family	44.0%	66
Referral from another provider or resource	19.3%	29
Search engine (e.g. Google)	8.7%	13
SNHD website	15.3%	23
Transit ads	0.7%	1
Other ads	12.0%	18
	Totals	150

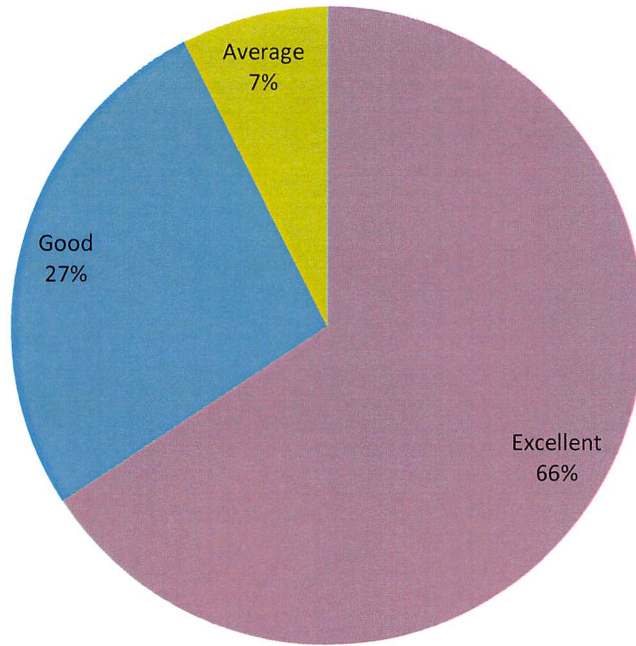


6. Ease of scheduling an appointment



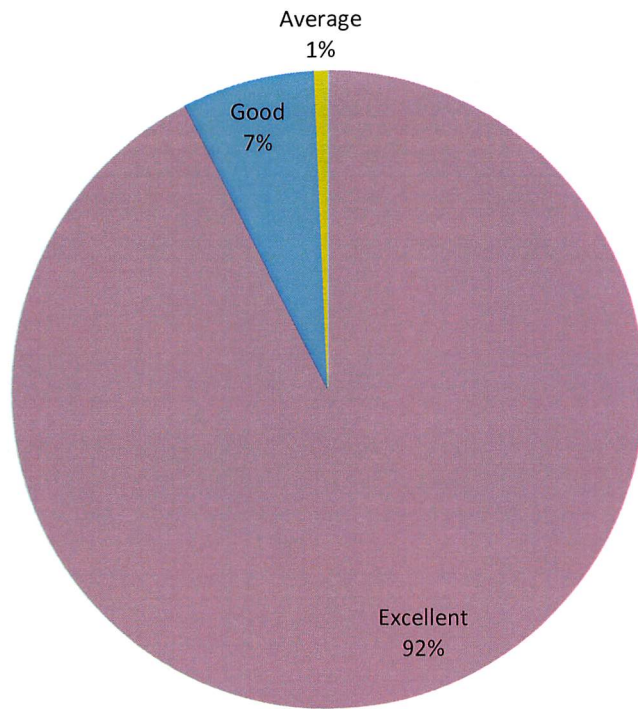
Value	Percent	Count
Excellent	72.6%	106
Good	21.9%	32
Average	4.1%	6
Poor	1.4%	2
	Totals	146

7. Wait time to see provider



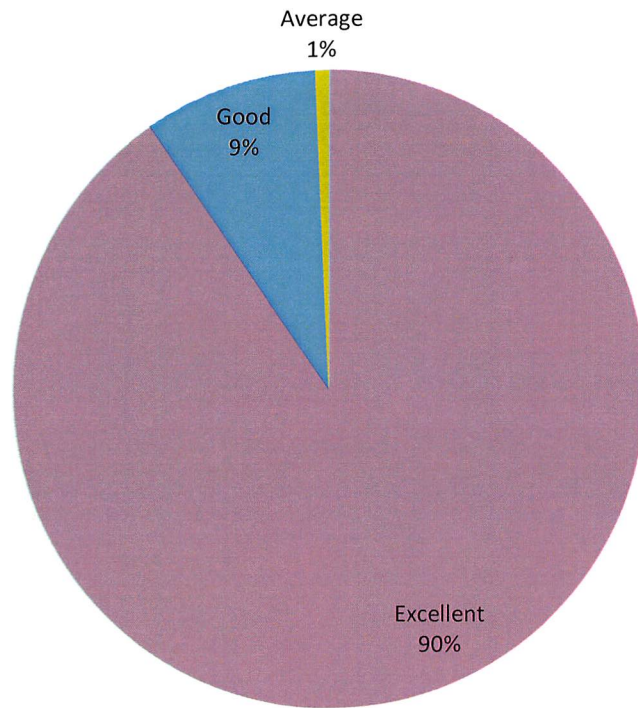
Value	Percent	Count
Excellent	65.8%	96
Good	26.7%	39
Average	7.5%	11
	Totals	146

8. Care received from providers and staff



Value	Percent	Count
Excellent	92.5%	135
Good	6.8%	10
Average	0.7%	1
	Totals	146

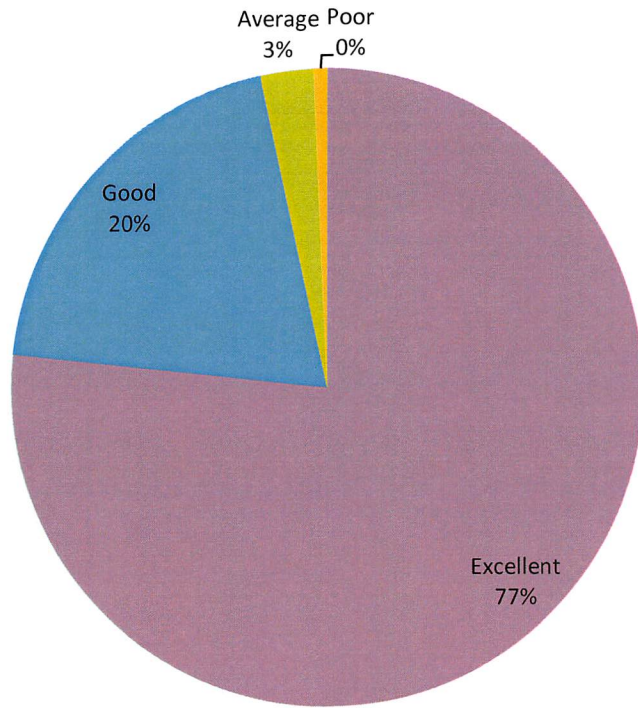
9. Understanding of health care instructions following your visit



Value	Percent	Count
Excellent	90.4%	132
Good	8.9%	13
Average	0.7%	1
	Totals	146

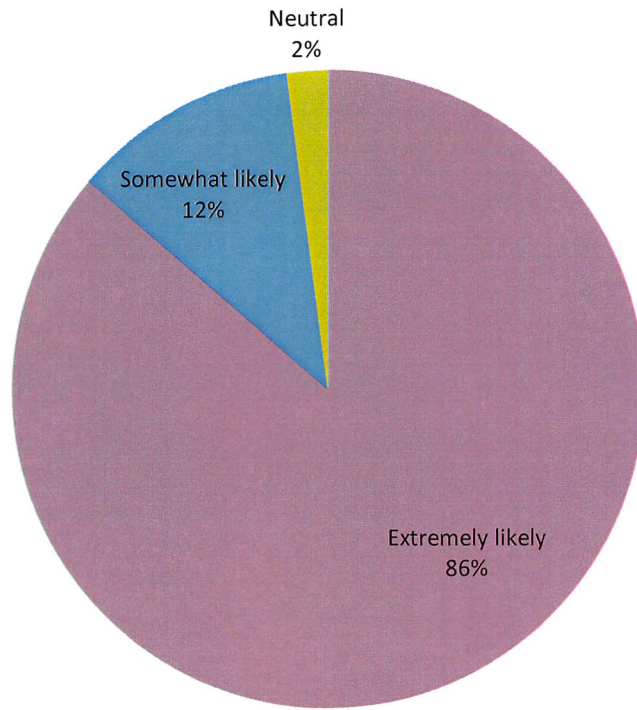


10. Hours of operation



Value	Percent	Count
Excellent	76.7%	112
Good	19.9%	29
Average	2.7%	4
Poor	0.7%	1
	Totals	146

11. Recommendation of our health center to friends and family



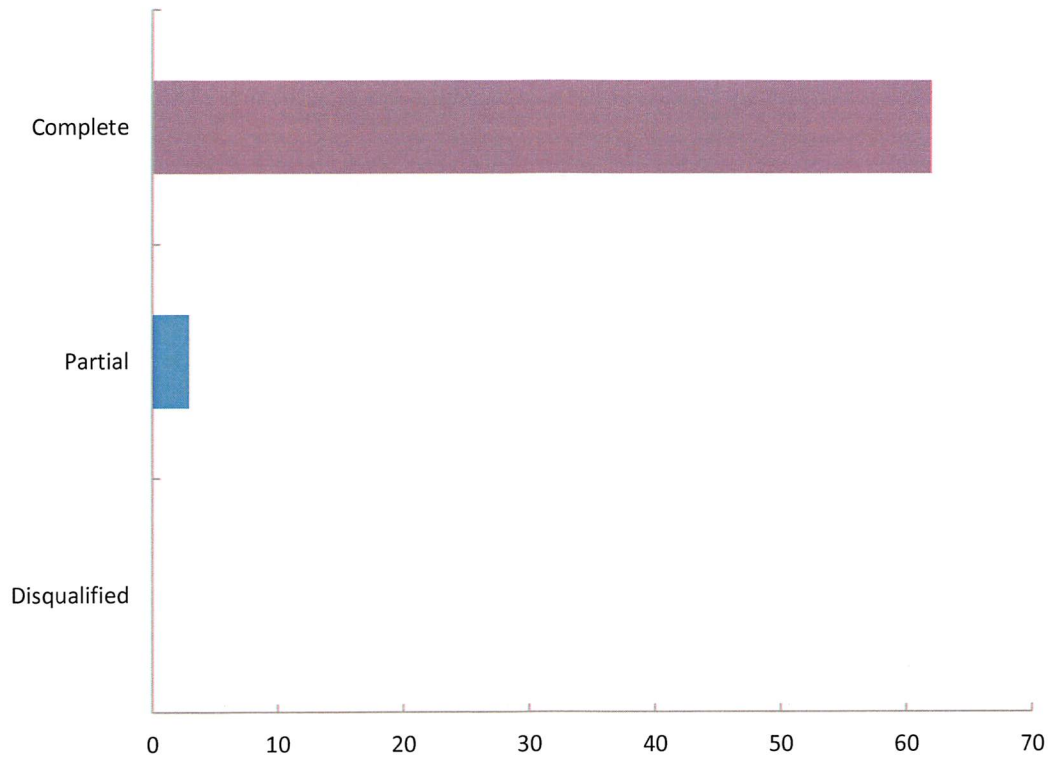
Value	Percent	Count
Extremely likely	86.3%	126
Somewhat likely	11.6%	17
Neutral	2.1%	3
	Totals	146



# 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

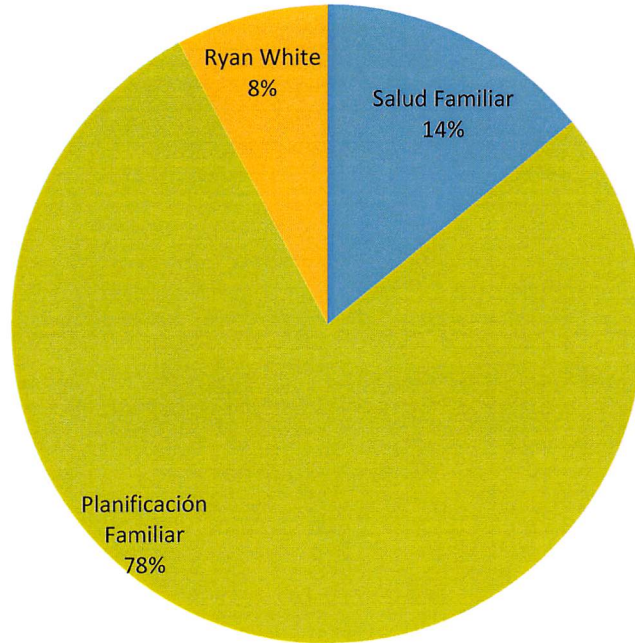
## Response Statistics



	Count	Percent
Complete	62	95.4
Partial	3	4.6
Disqualified	0	0
Totals	65	

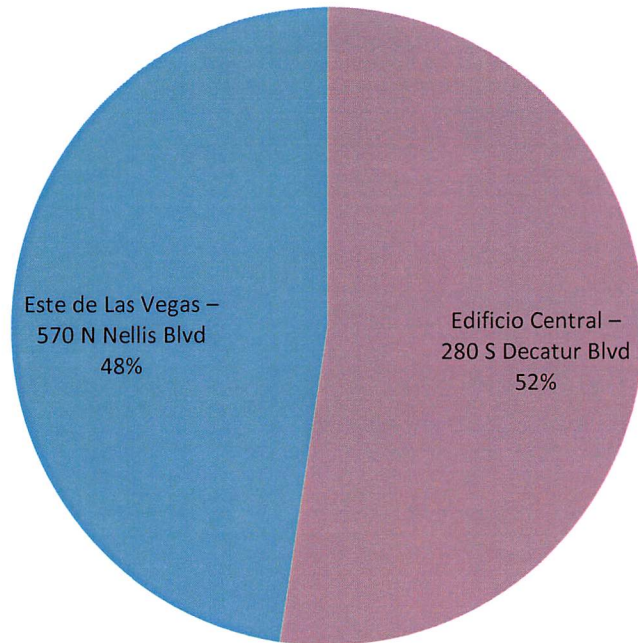


1. Marque los servicios recibidos durante su visita



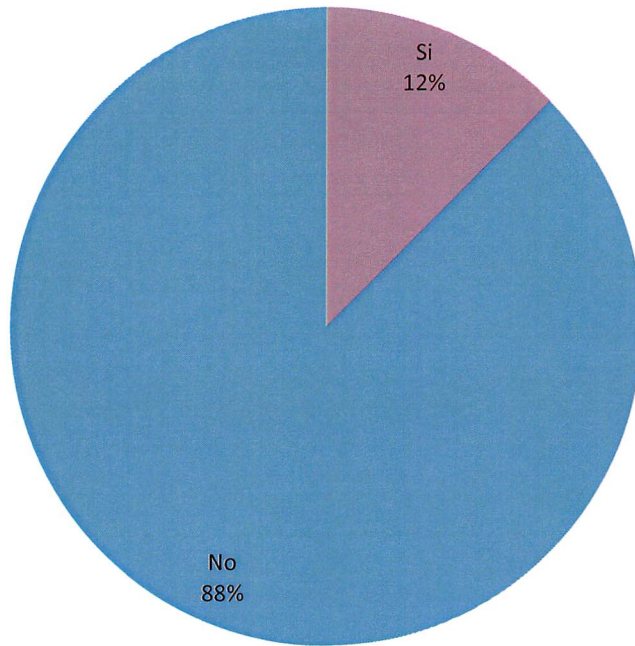
Value	Percent	Count
Salud Familiar	14.1%	9
Planificación Familiar	78.1%	50
Ryan White	7.8%	5
	Totals	64

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



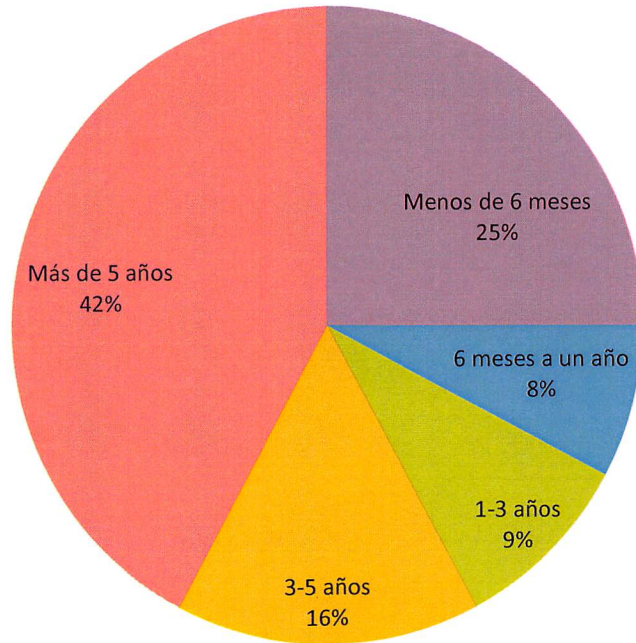
Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	52.4%	33
Este de Las Vegas – 570 N Nellis Blvd	47.6%	30
	Totals	63

3. ¿Tiene seguro médico?



Value	Percent	Count
Si	12.5%	8
No	87.5%	56
	Totals	64

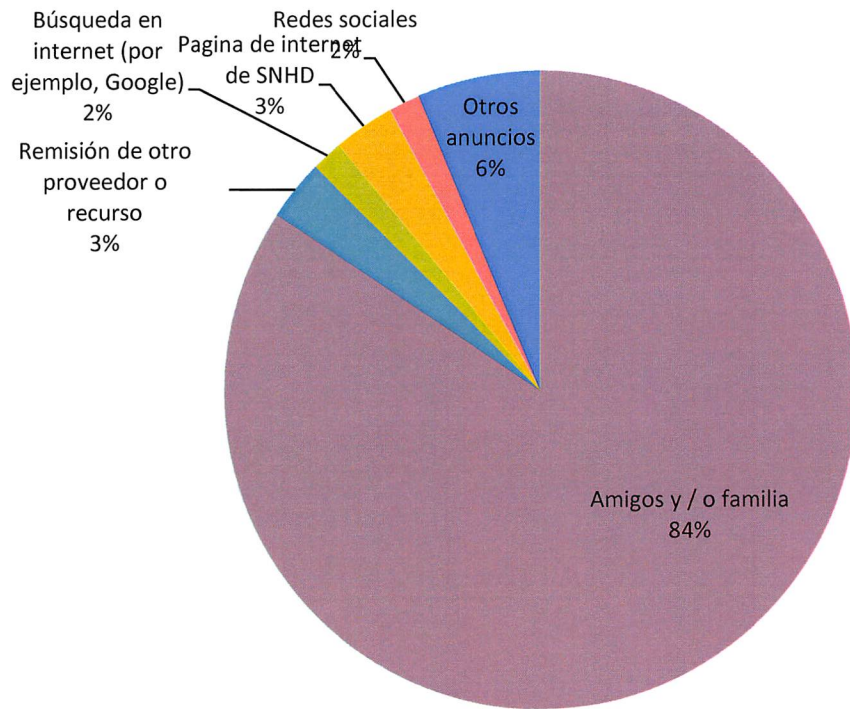
4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



Value	Percent	Count
Menos de 6 meses	25.0%	16
6 meses a un año	7.8%	5
1-3 años	9.4%	6
3-5 años	15.6%	10
Más de 5 años	42.2%	27
	Totals	64



5. ¿Como usted supo de nosotros?

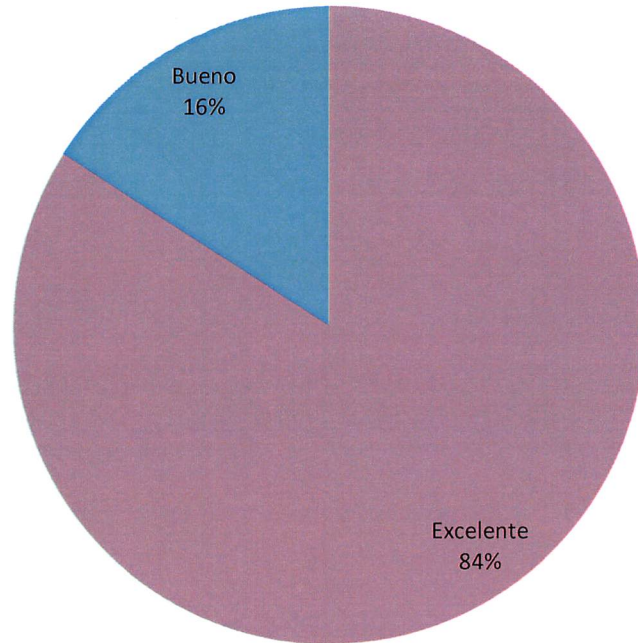


Value	Percent	Count
Amigos y / o familia	84.4%	54
Remisión de otro proveedor o recurso	3.1%	2
Búsqueda en internet (por ejemplo, Google)	1.6%	1
Página de internet de SNHD	3.1%	2
Redes sociales	1.6%	1
Otros anuncios	6.3%	4



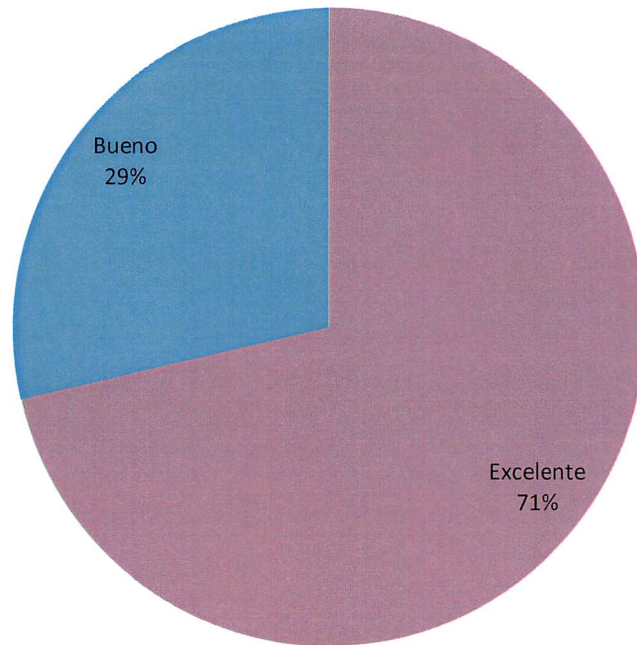
	Totals	64
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6. Facilidad para programar una cita



Value	Percent	Count
Excelente	84.1%	53
Bueno	15.9%	10
	Totals	63

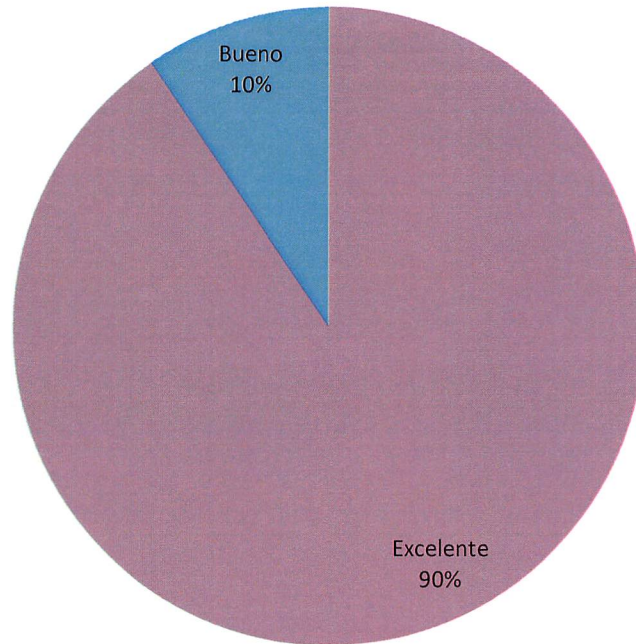
7. Tiempo de espera para ver a un proveedor de salud



Value	Percent	Count
Excelente	71.4%	45
Bueno	28.6%	18
	Totals	63

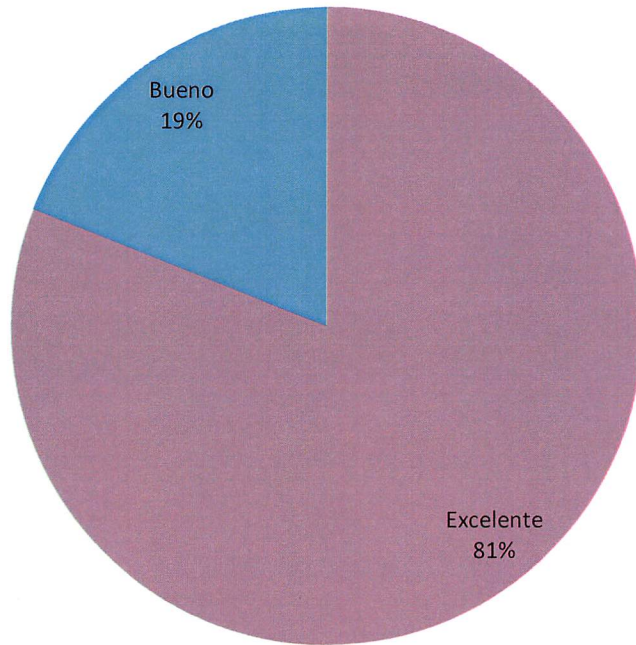


8. Atención recibida de los proveedores y personal



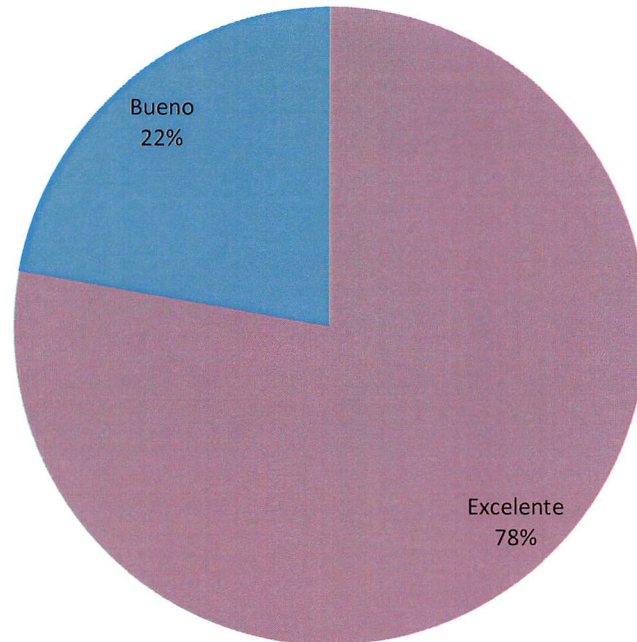
Value	Percent	Count
Excelente	90.5%	57
Bueno	9.5%	6
	Totals	63

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



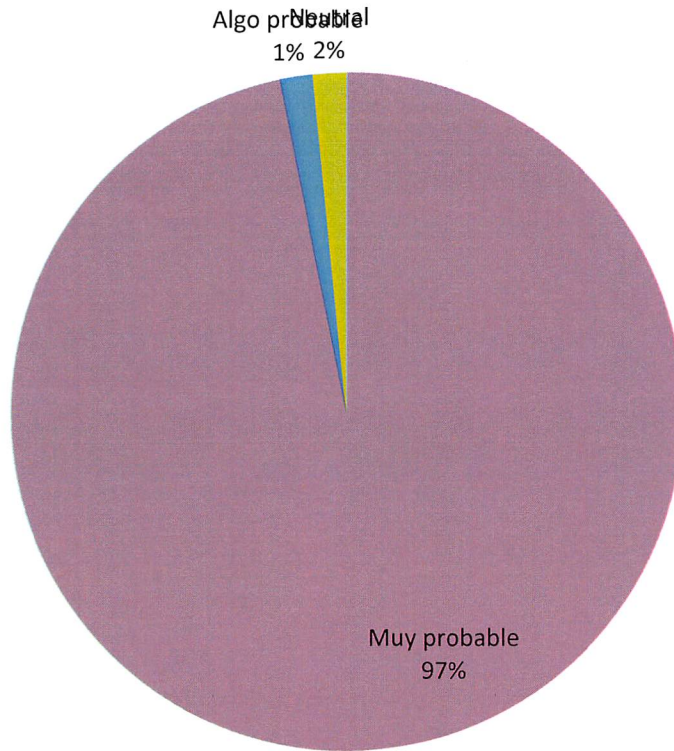
Value	Percent	Count
Excelente	81.0%	51
Bueno	19.0%	12
	Totals	63

## 10. Horarios de operación



Value	Percent	Count
Excelente	77.8%	49
Bueno	22.2%	14
	Totals	63

11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	96.8%	61
Algo probable	1.6%	1
Neutral	1.6%	1
	Totals	63

## Health Center Visit Report Summary: March 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	279	36.52%	32	30.77%	120	40.54%	25	40.32%	18	29.03%	43	69.35%	474	38.66%
Family Planning Clinic	134	17.54%	15	14.42%	55	18.58%	0	0.00%	0	0.00%	0	0.00%	204	16.64%
Refugee Clinic	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Ryan White	351	45.94%	57	54.81%	121	40.88%	0	0.00%	19	30.65%	19	30.65%	548	44.70%
<b>Totals</b>	<b>764</b>	<b>100.00%</b>	<b>104</b>	<b>100.00%</b>	<b>296</b>	<b>100.00%</b>	<b>25</b>	<b>40.32%</b>	<b>37</b>	<b>59.68%</b>	<b>62</b>	<b>100.00%</b>	<b>1226</b>	<b>100.00%</b>

<i>Percent of scheduled patients who cancelled</i>	8.48%
<i>Percent of scheduled patients who no showed</i>	24.14%
<i>Percent of scheduled patients who cancelled and no showed</i>	32.63%

DK: ms

Attachments: March 2021 Quality Report  
 March 2021 Stats Report