

Southern Nevada Community Health Center

Quality & Risk Management

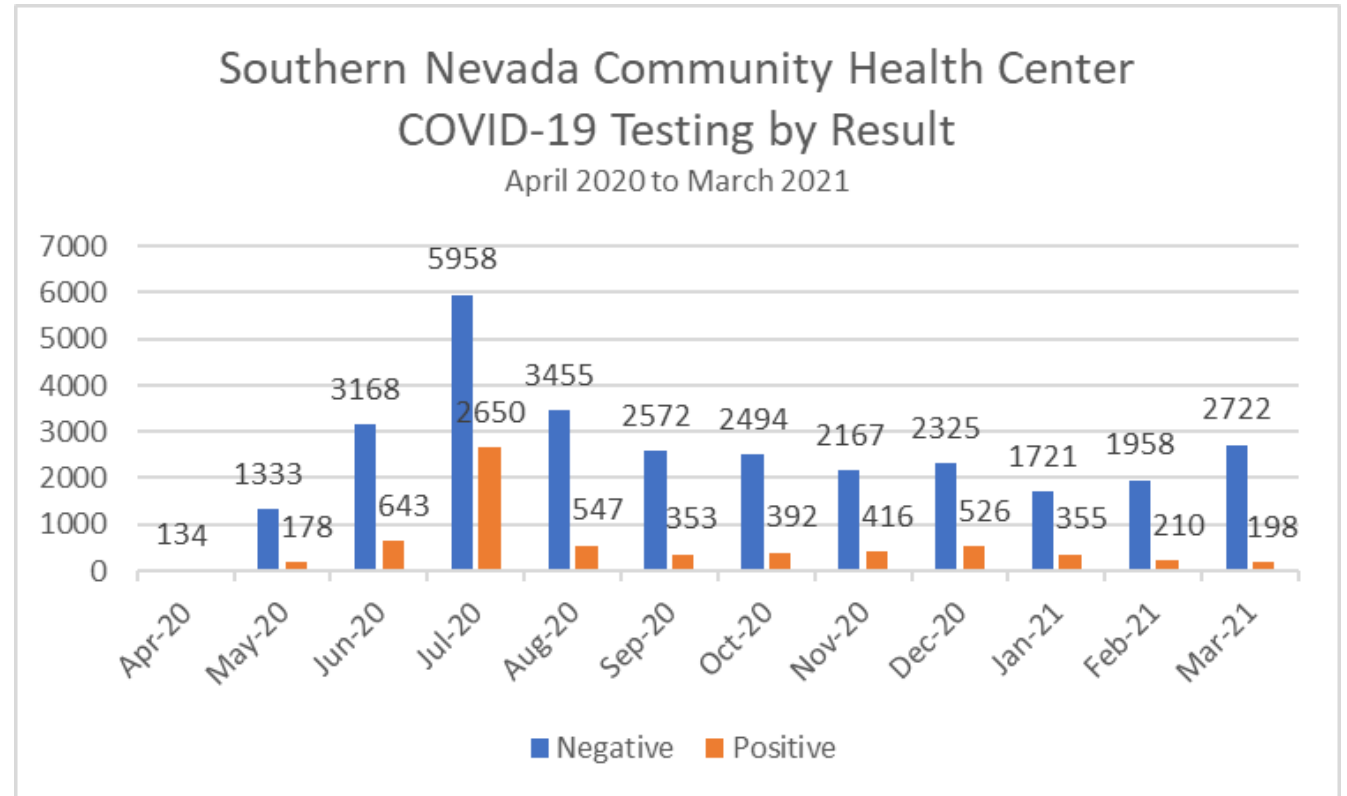
April 2021

COVID-19 Testing

Southern Nevada Community Health Center

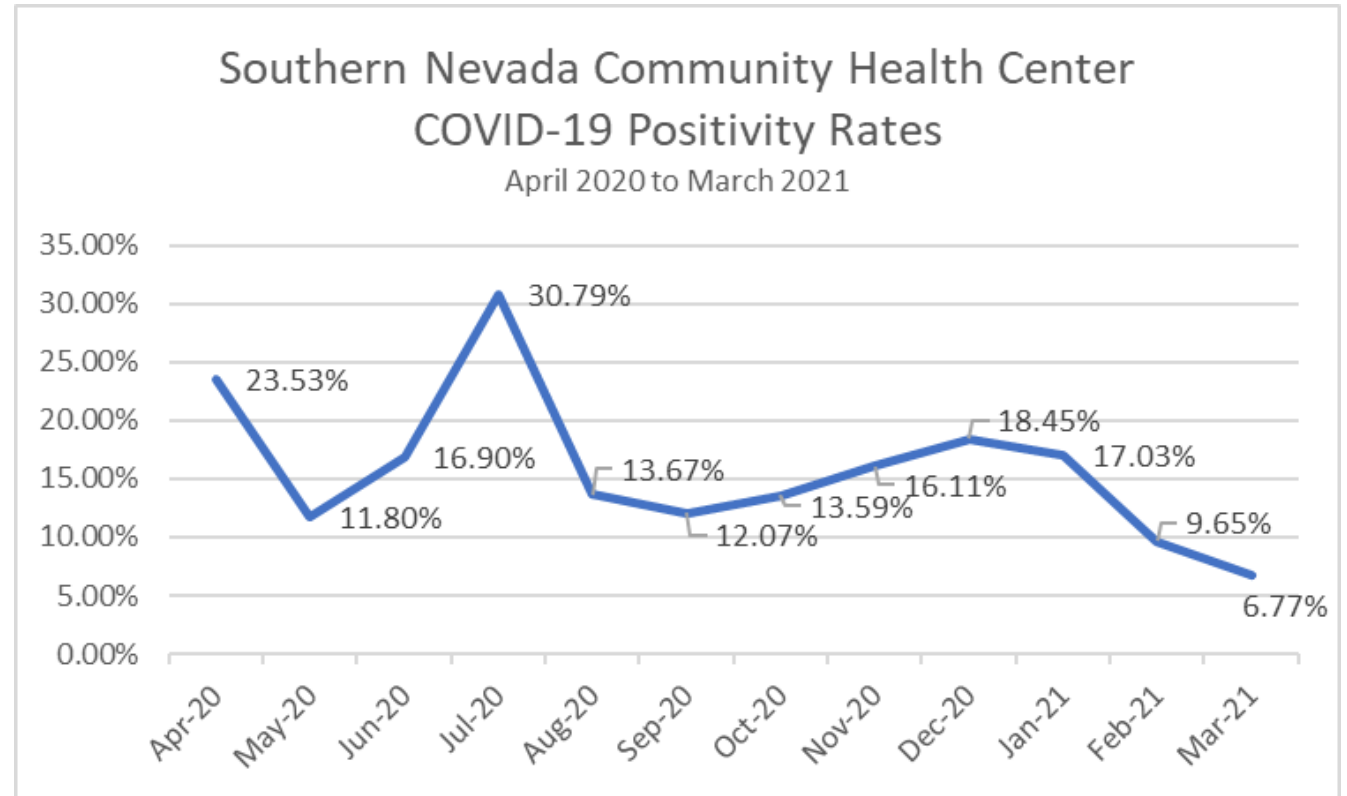
SNCHC: COVID-19 Testing

- As of March 31, 2021, the Health Center has completed 36,503 COVID-19 tests.
- In March alone, 2,924 COVID-19 tests were completed at the Health Center.



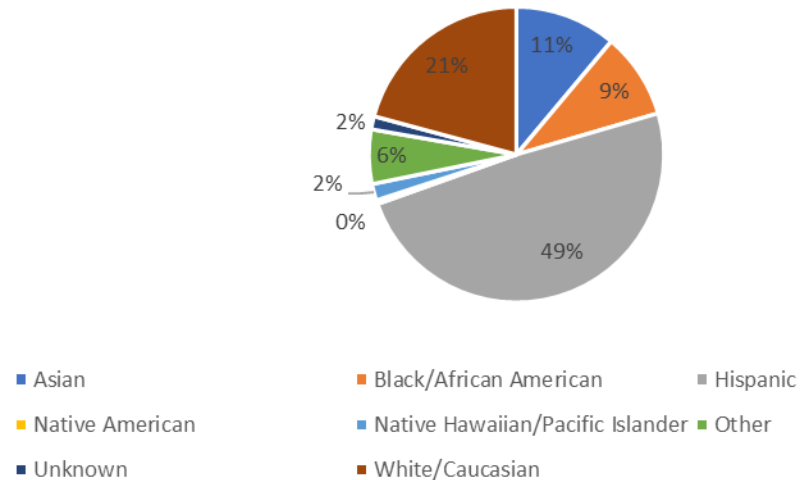
SNCHC: COVID-19 Testing (cont.)

- 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.
- This is the third consecutive month we have seen a decrease in COVID-19 cases.

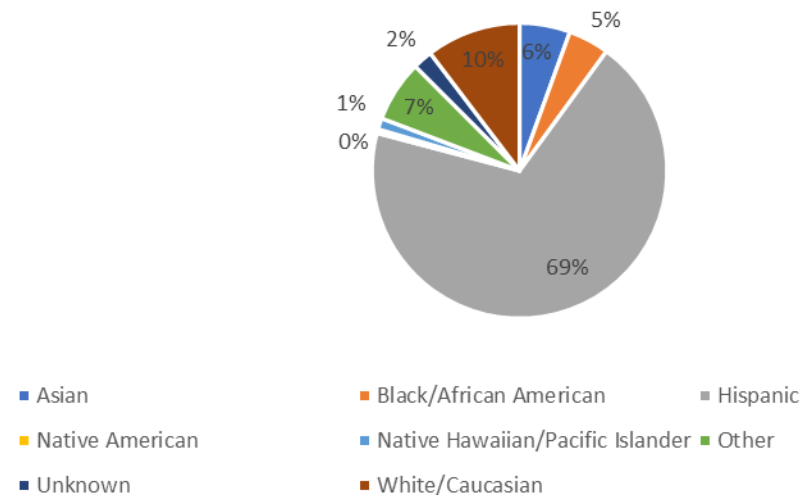


SNCHC: COVID-19 Testing (cont.)

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

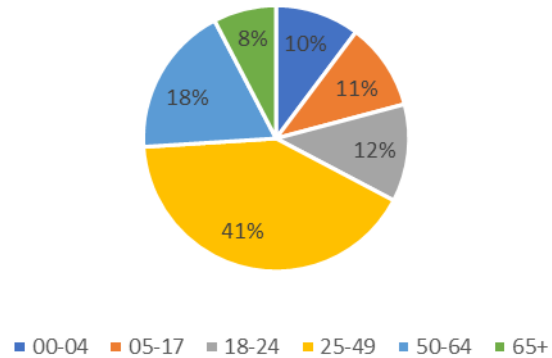


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April 2020 to March 2021

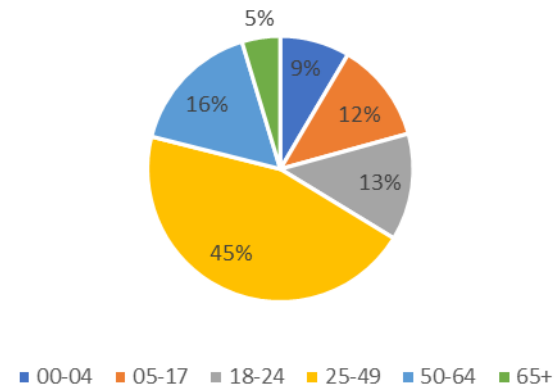


SNCHC: COVID-19 Testing (cont.)

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

Southern Nevada Community Health Center

SNCHC: Patient Satisfaction

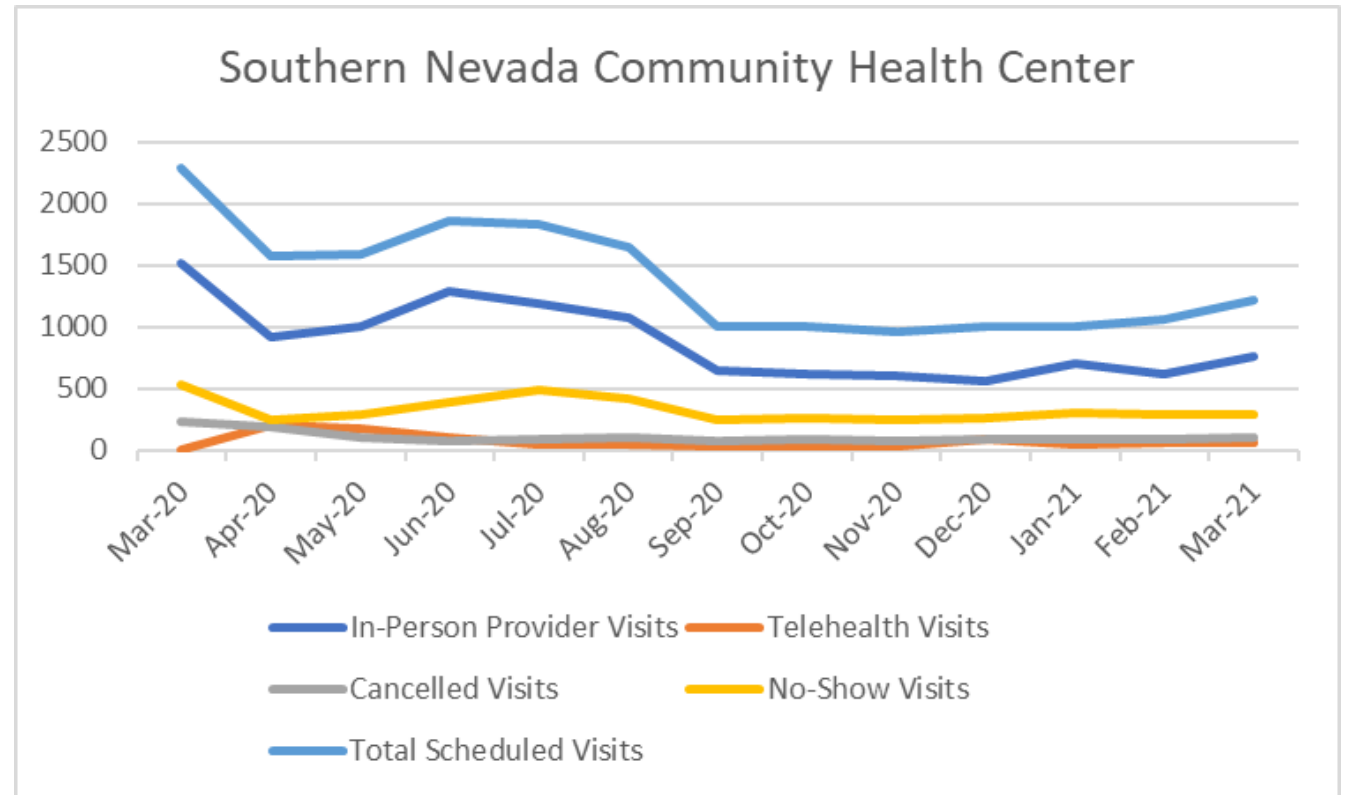
- The Health Center received 223 patient satisfaction surveys in March, an increase of 8.3% over February.
- Family Planning made up 51.6% of survey responses followed by Ryan White at 31% and Family Health at 17.4%.
- Approximately 27% of patients seen at the Health Center in March took the patient satisfaction survey, a decrease of 3.1% over February.

Telehealth

Southern Nevada Community Health Center

SNCHC: Telehealth

- In March, telehealth saw 62 patients — 7.5% of patient visits, an increase of 5.1% over February.
- *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 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.

Health Center Visits

Southern Nevada Community Health Center

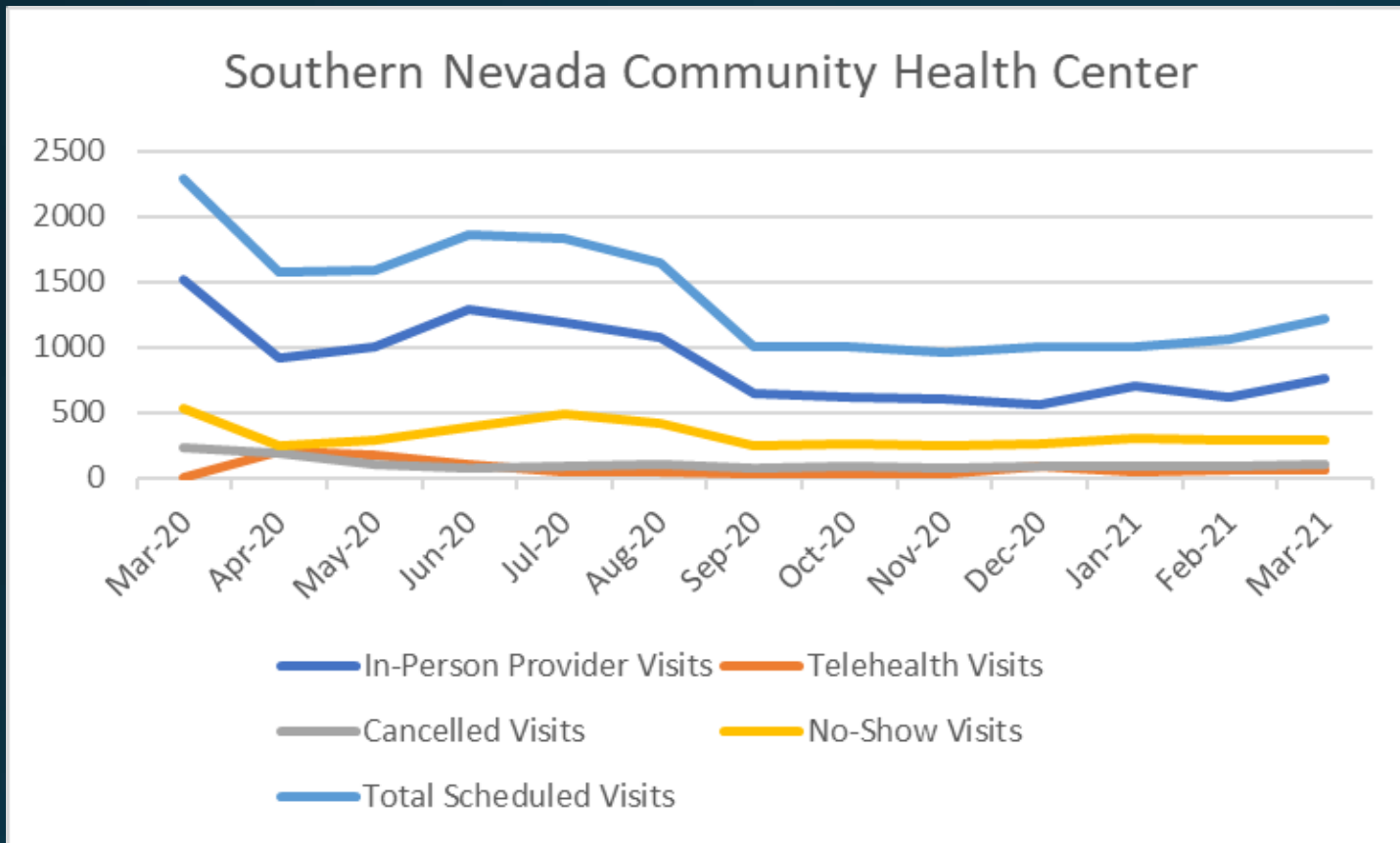
SNCHC: Health Center Visits

- 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.
 - The cancellation rate was 8.5%, a decrease of less than 1% over February.
 - The no-show rate was 24.1%, a decrease of less than 2.8% over February.
 - Telemedicine saw 62 patients — 7.5% of patient visits, an increase of 5.1% over February.

SNCHC: Health Center Visits (cont.)

- 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.

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.*

Risk Management

Southern Nevada Community Health Center

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.

Risk Management (cont.)

- 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.

Risk Management (cont.)

- Medical Events
 - There were two medical events at the Health Center in March:
 - 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.

Risk Management (cont.)

- 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 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.

Questions?

Thank you!