

Southern Nevada Community Health Center

Quality & Risk Management

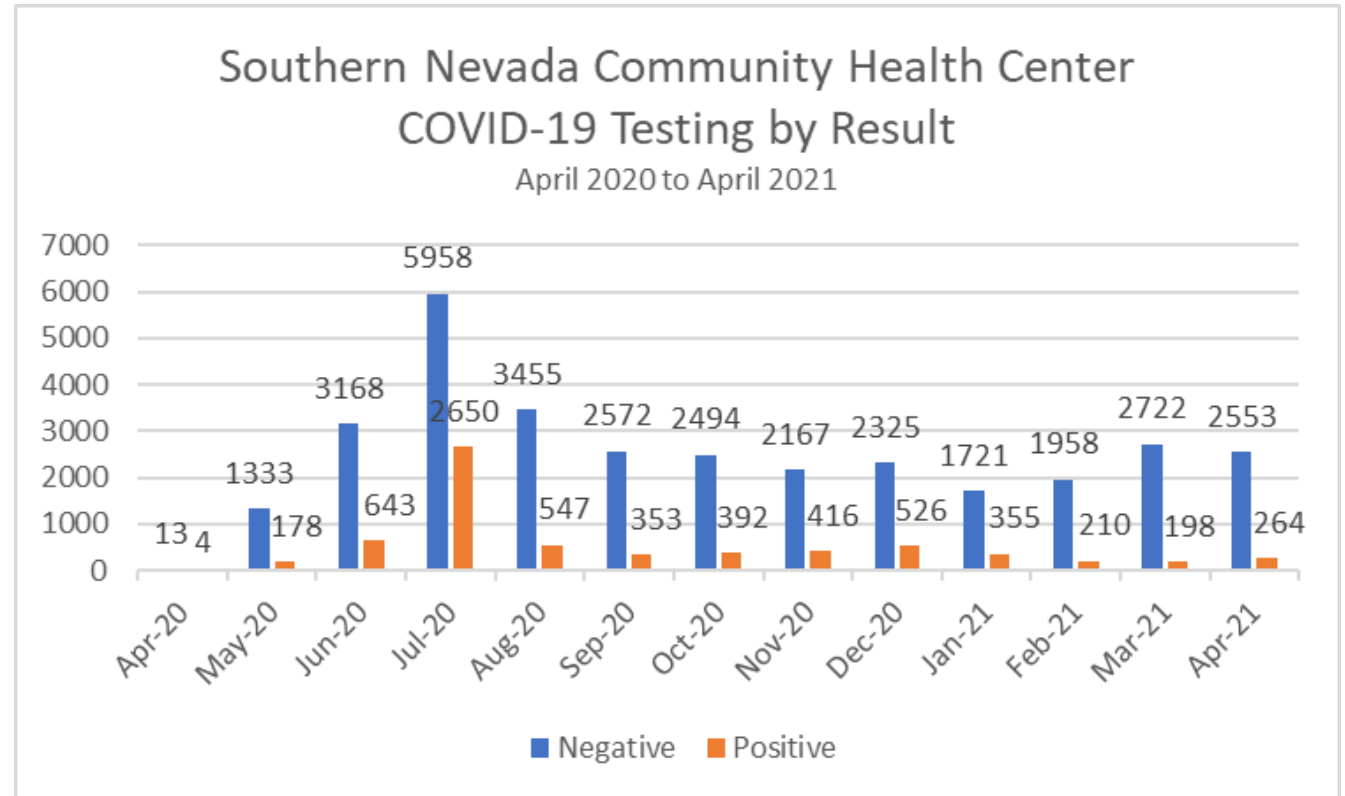
May 2021

COVID-19 Testing

Southern Nevada Community Health Center

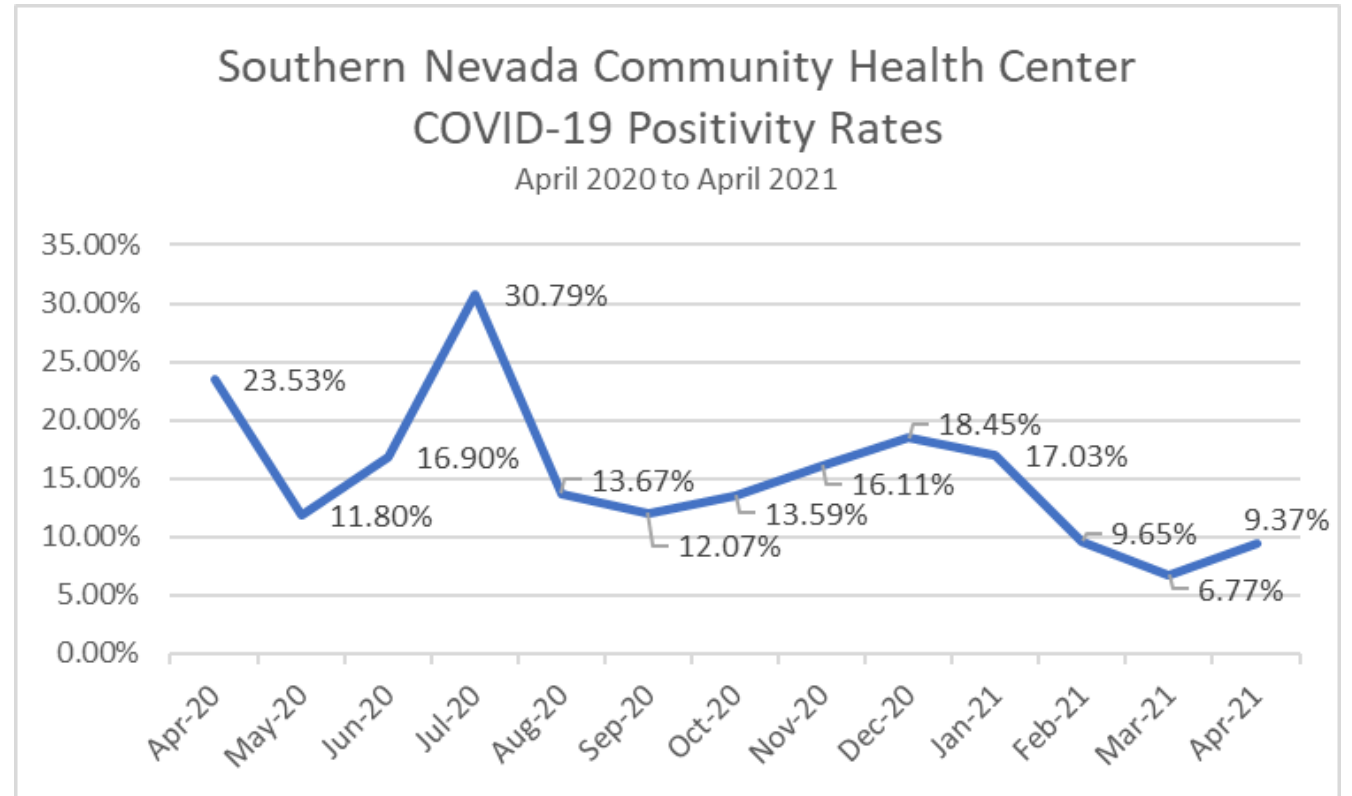
SNCHC: COVID-19 Testing

- As of April 30, 2021, the Health Center has completed 39,320 COVID-19 tests.
- In April alone, 2,817 COVID-19 tests were completed at the Health Center.



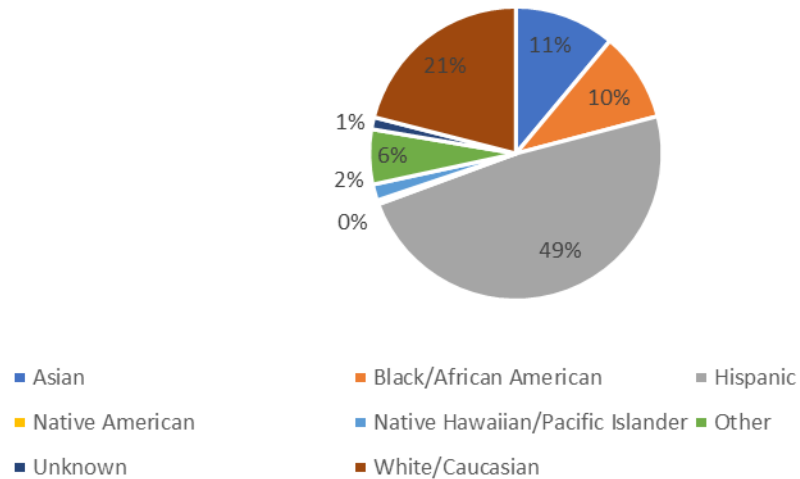
SNCHC: COVID-19 Testing (cont.)

- There was a 9.4% positivity rate in April, an increase of 2.6% over March.
- This is the first increase in the positivity rate the Health Center has seen since December 2020.

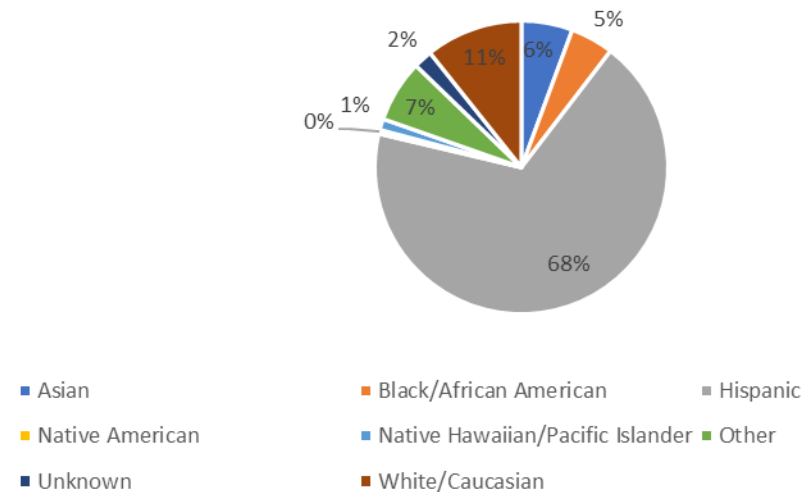


SNCHC: COVID-19 Testing (cont.)

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

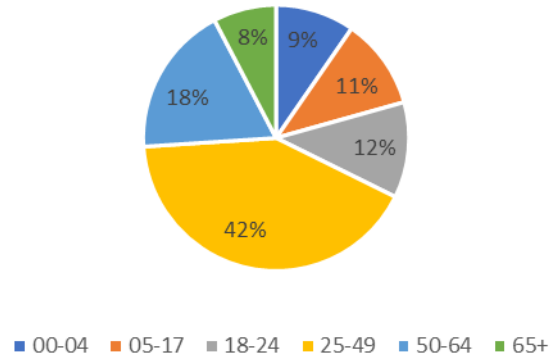


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April 2020 to April 2021

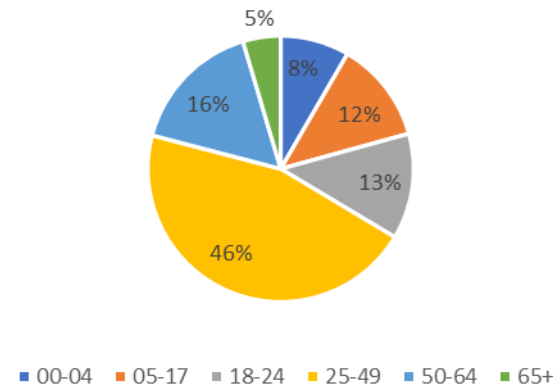


SNCHC: COVID-19 Testing (cont.)

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



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



Patient Satisfaction

Southern Nevada Community Health Center

SNCHC: Patient Satisfaction

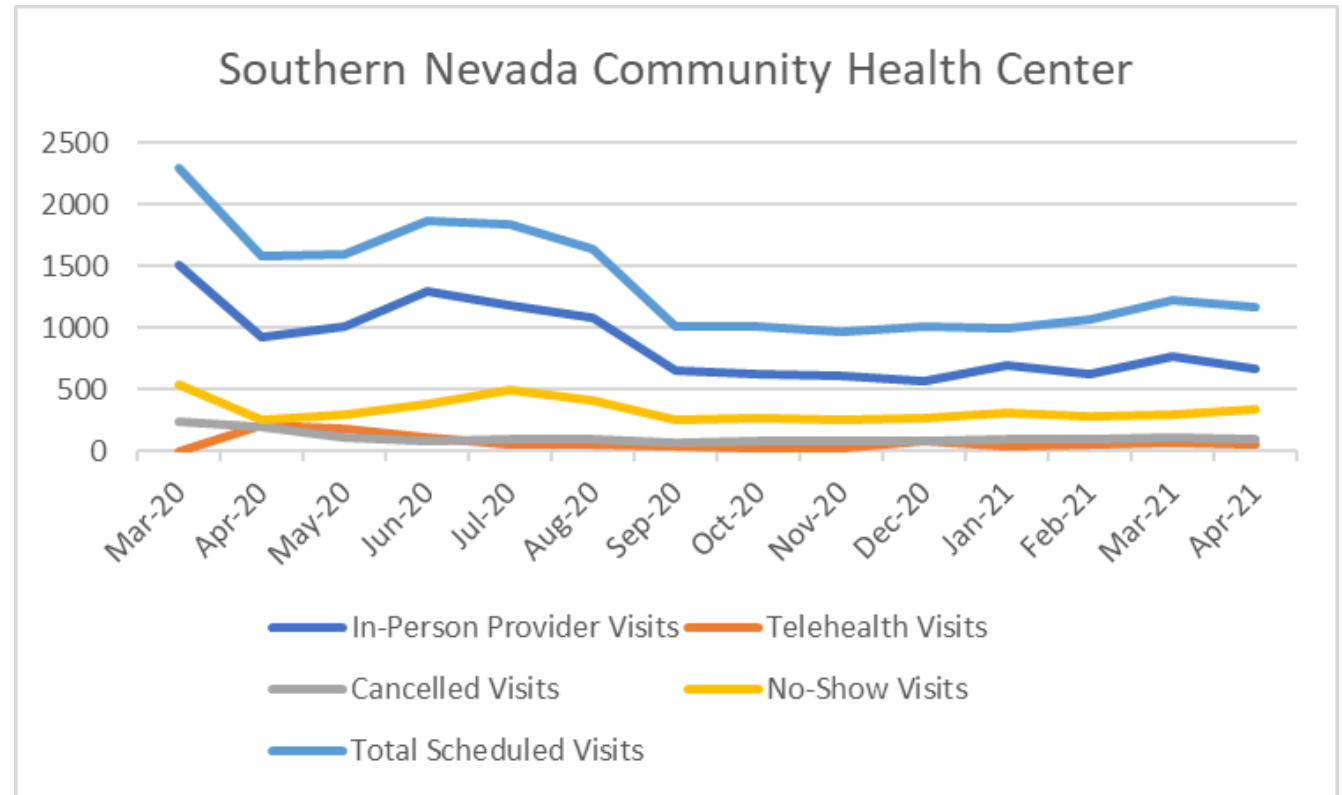
- The Health Center received 138 patient satisfaction surveys in April, a decrease of 38.1% over March.
- Family Planning made up 48.4% of survey responses followed by Ryan White at 38.1% and Family Health at 13.5%.
- Approximately 19% of patients seen at the Health Center in April took the patient satisfaction survey, a decrease of 8% over March.

Telehealth

Southern Nevada Community Health Center

SNCHC: Telehealth

- In April, telehealth saw 59 patients — 8% of patient visits, an increase of less than 1% over March.
- *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

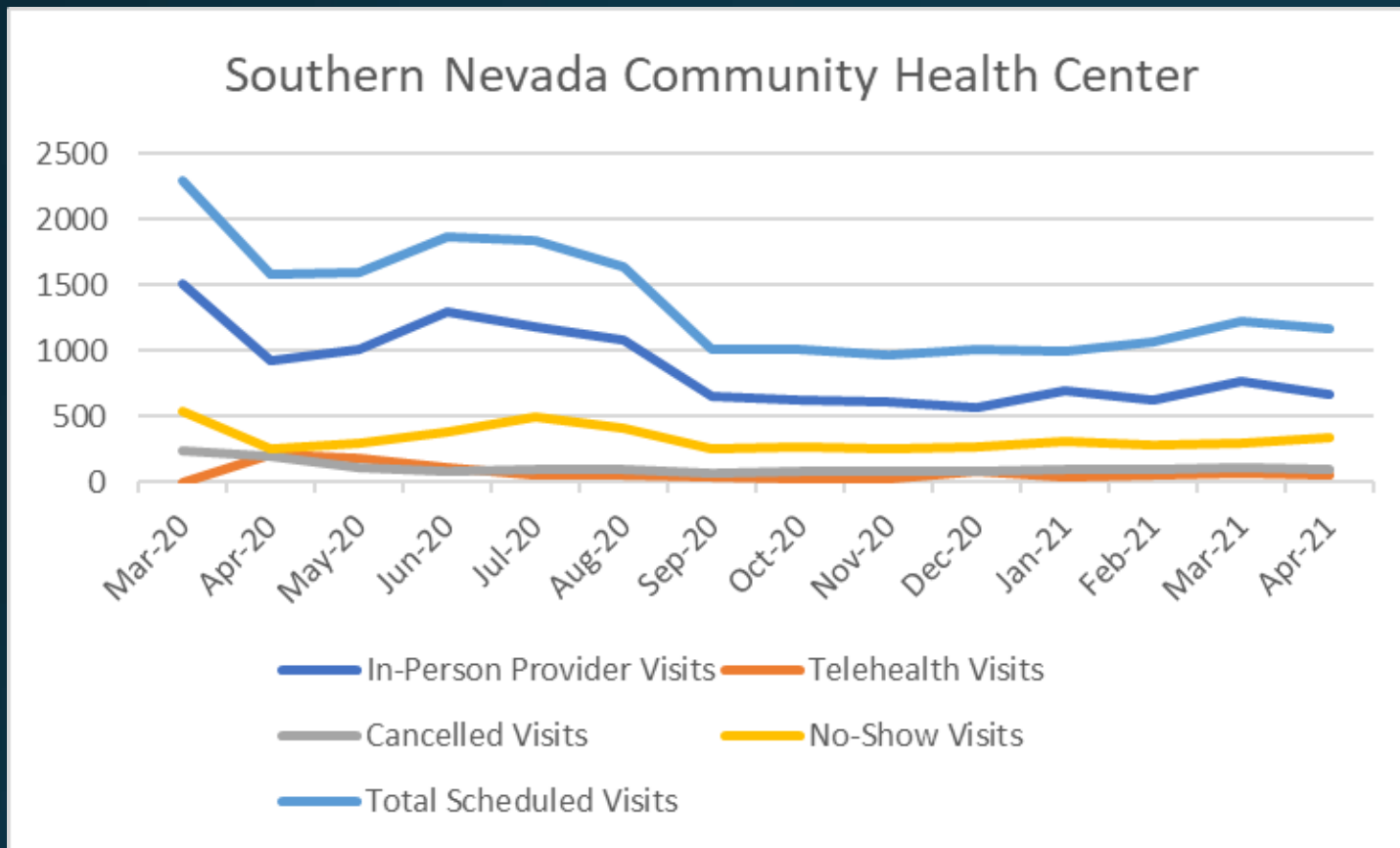
SNCHC: Health Center Visits

- The Health Center had 1,167 scheduled patient appointments in April, a 4.8% decrease over March.
- Of scheduled patients, 62.8% kept their appointments, a 4.6% decrease over March.
 - The cancellation rate was 8.5%, no change over March.
 - The no-show rate was 28.7%, an increase of 4.6% over March.
 - Telemedicine saw 59 patients — 8% of patient visits, an increase of less than 1% over March.

SNCHC: Health Center Visits (cont.)

- Cancellation rates were highest among Ryan White and Family Health at 49.5% and 38.4%, respectively.
- The no-show rate was highest among Family Health and Ryan White at 43.9% and 35.8%, 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 April.
- Exposure Incidents
 - There were no exposure incidents at the Health Center in April.

Risk Management (cont.)

- Medical Events
 - There was one medical event at the Health Center in April. The event was handled appropriately and closed without issue.

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!