



Southern Nevada Community Health Center Quality & Risk Management Report, April 2021

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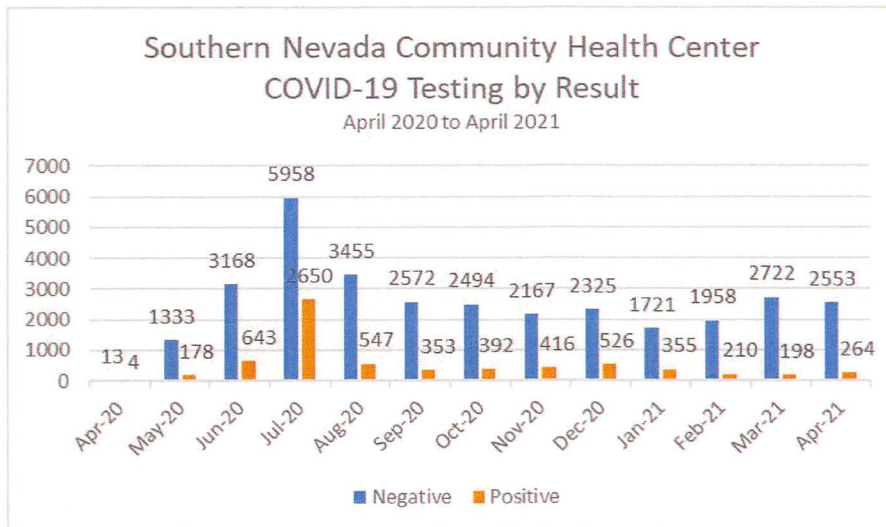
Quality

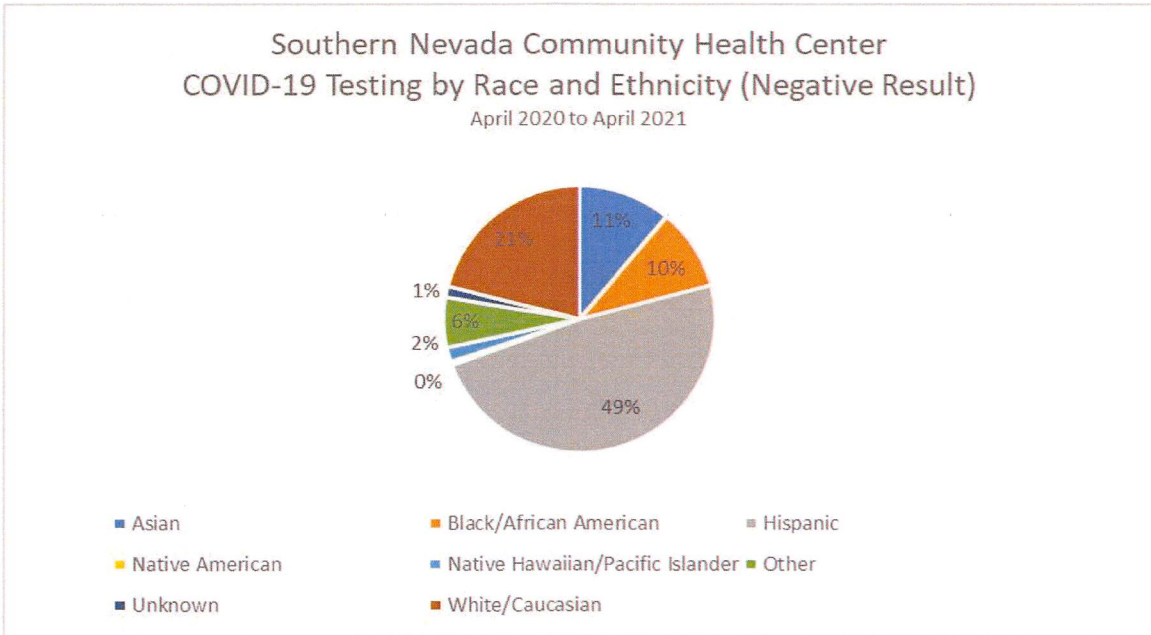
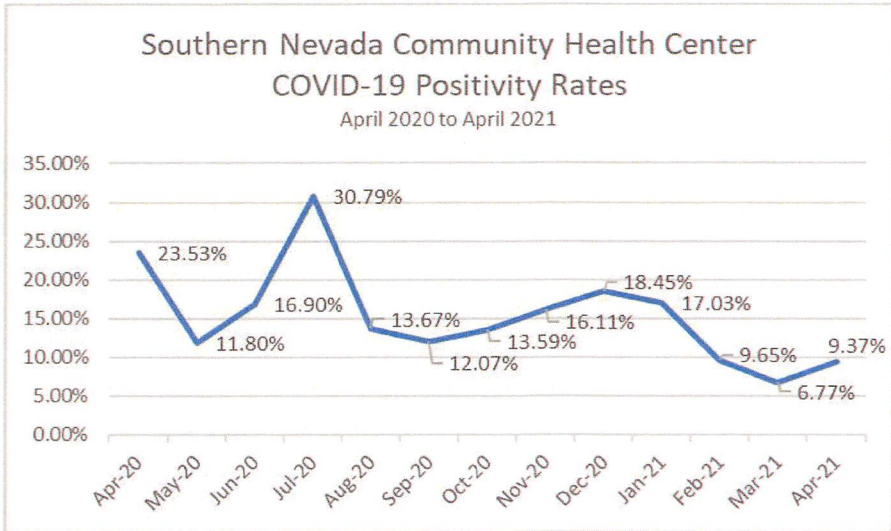
COVID-19 Testing

As of April 30, 2021, the Southern Nevada Community Health Center has completed 39,320 COVID-19 tests. In April alone, 2,817 COVID-19 tests were completed at the Health Center, a decrease of 3.7% over March.

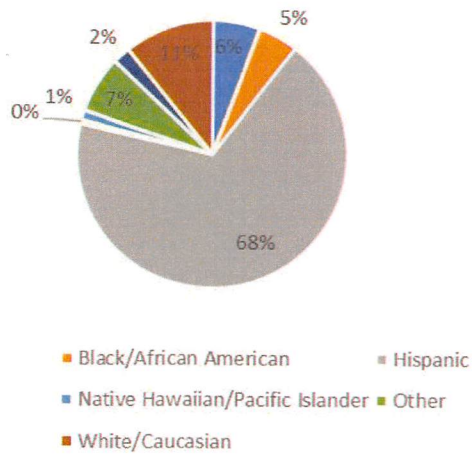
There was a 9.4% positivity rate in April, an increase of 2.6% over March. This is the first increase of the positivity rate the Health Center has seen since December 2020. The Southern Nevada Health District and the Health Center continue to remind the public of the importance of following public health 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.

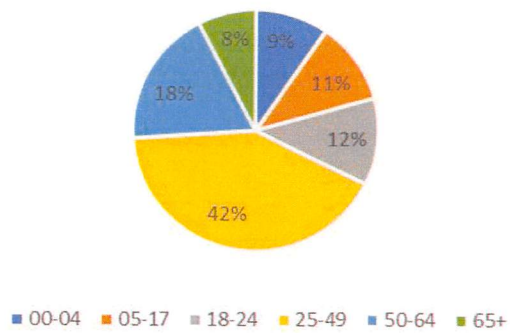


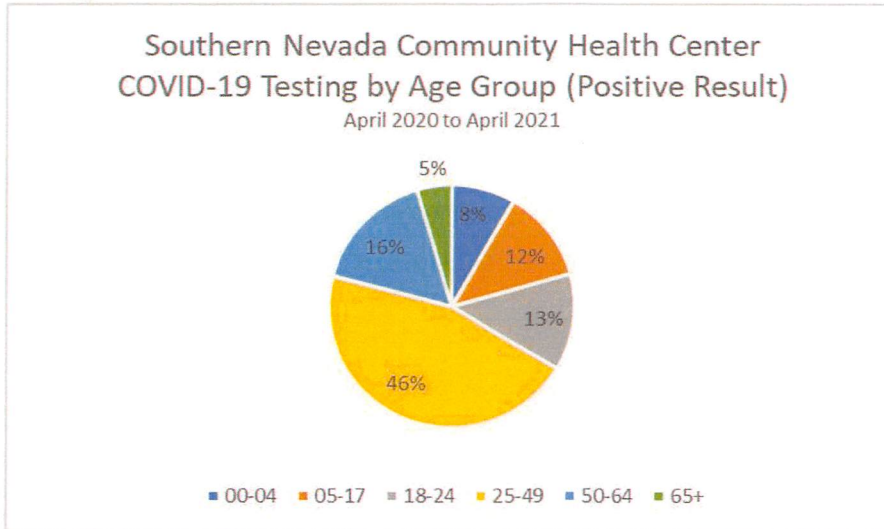


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April 2020 to April 2021



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





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.

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:

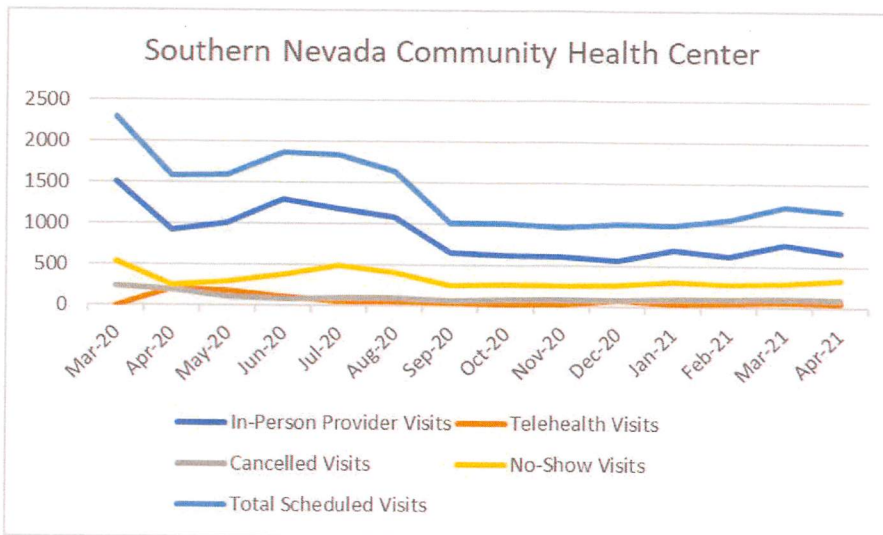
- In the month of April, telehealth saw 204 patients — 18% of Health Center visits.
- In the month of May, telehealth saw 179 patients — 15.1% of Health Center visits and a 12.3% decrease over the month prior.
- In the month of June, telehealth saw 106 patients — 7.6% of Health Center visits and a 40.8% 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.
- In April 2021, telehealth saw 59 patients — 8% of patient visits, an increase of less than 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.



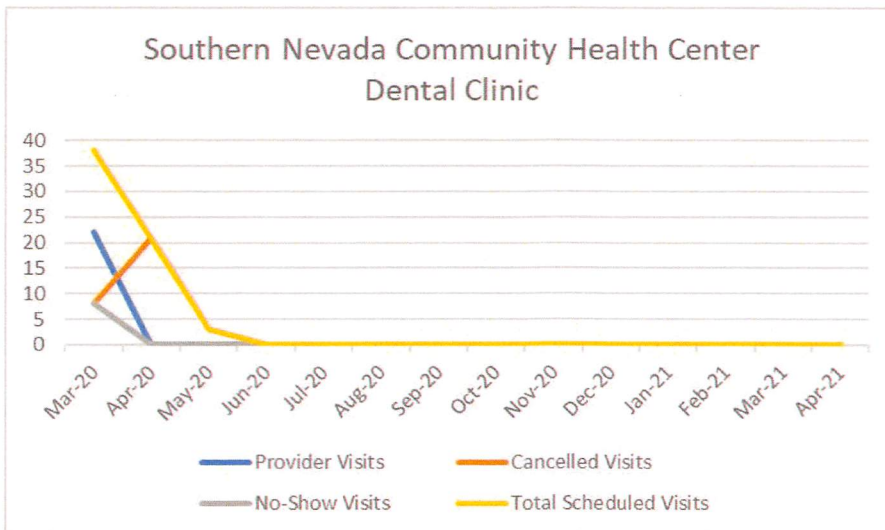
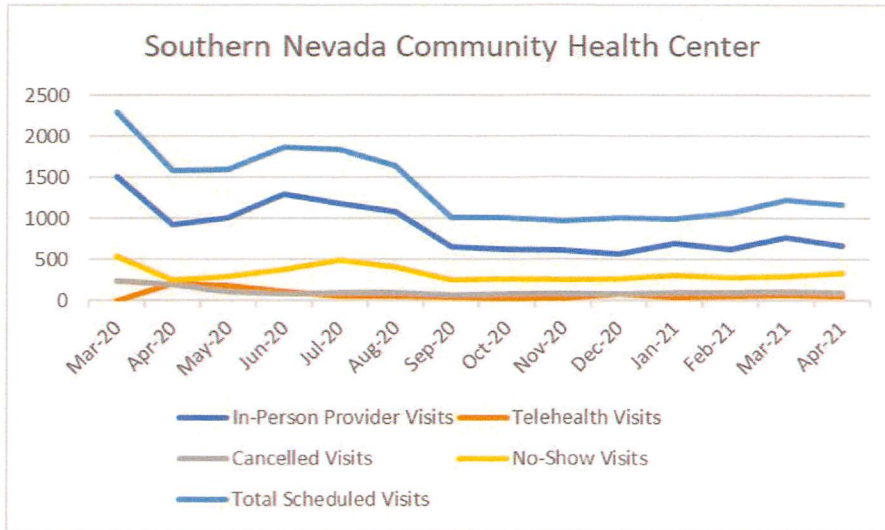
Health Center Visits

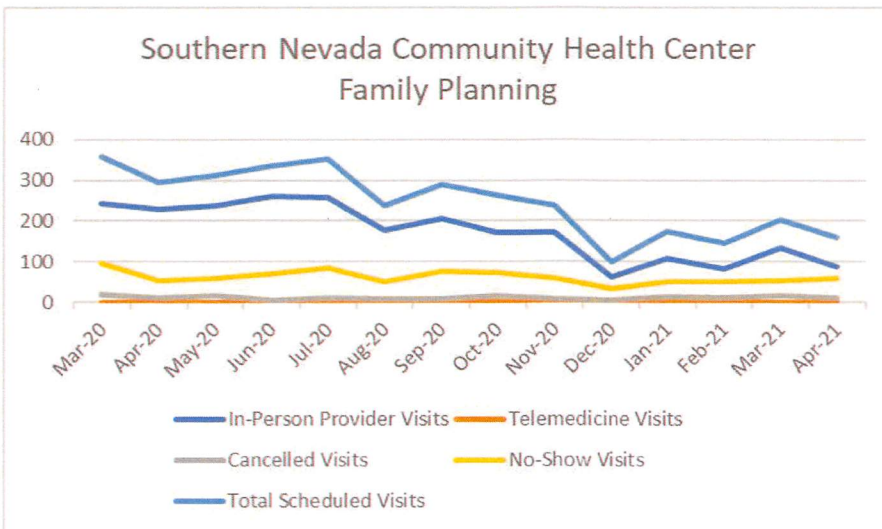
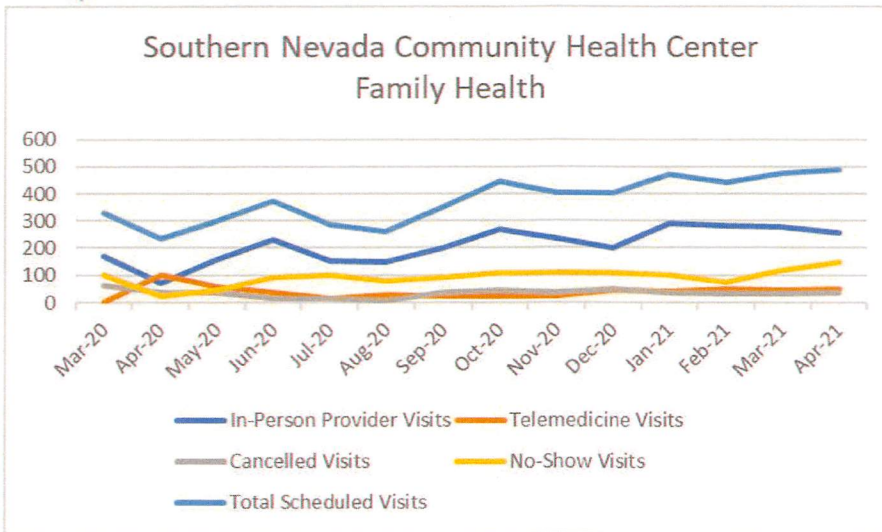
The Health Center had 1,167 scheduled patient appointments in April, a 4.8% decrease over March. Of scheduled patients, 62.8% kept their appointments, a 4.6% decrease over March; there was an 8.5% cancellation rate, no change over March, and a 28.7% no-show rate, an increase of 4.6% over March. Telemedicine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

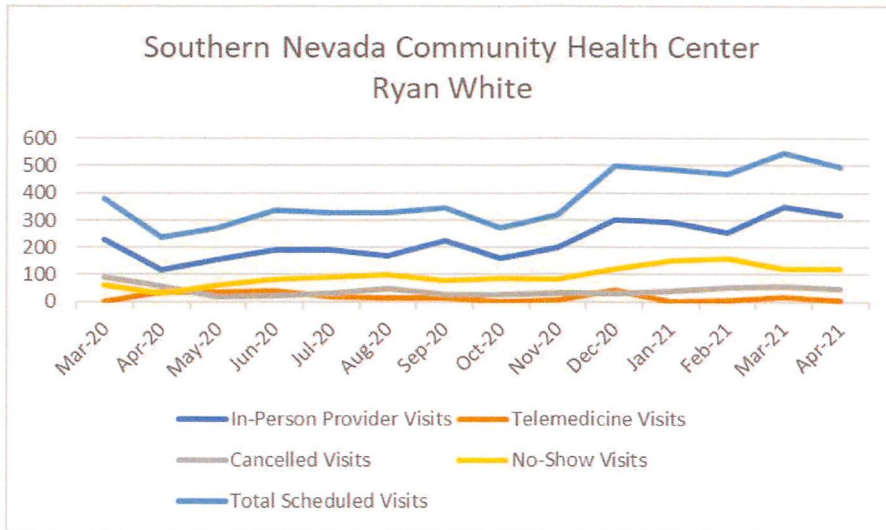
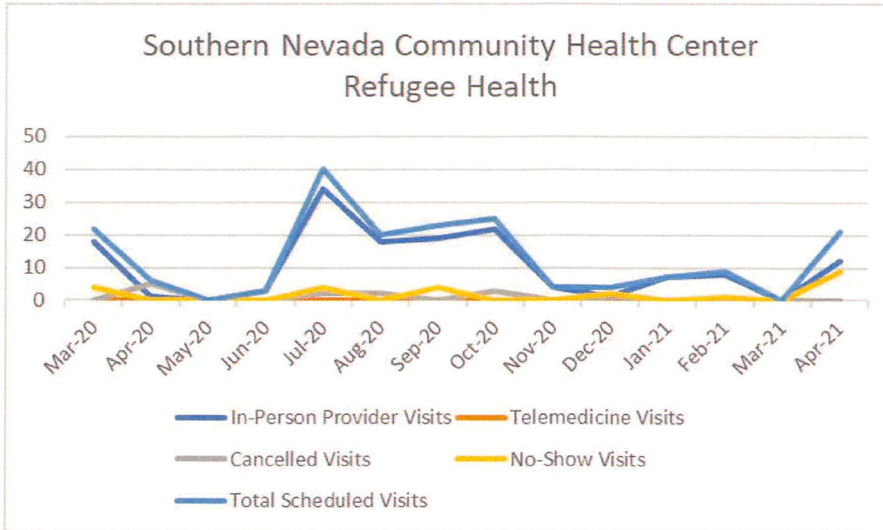
Of scheduled patient appointments, cancellation rates were highest among Ryan White and Family Health at 49.5% and 38.4%, respectively. The no-show rate was highest among Family Health and Ryan White at 43.9% and 35.8%, respectively.



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 April.

Exposure Incidents

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

Medical Events

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

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.

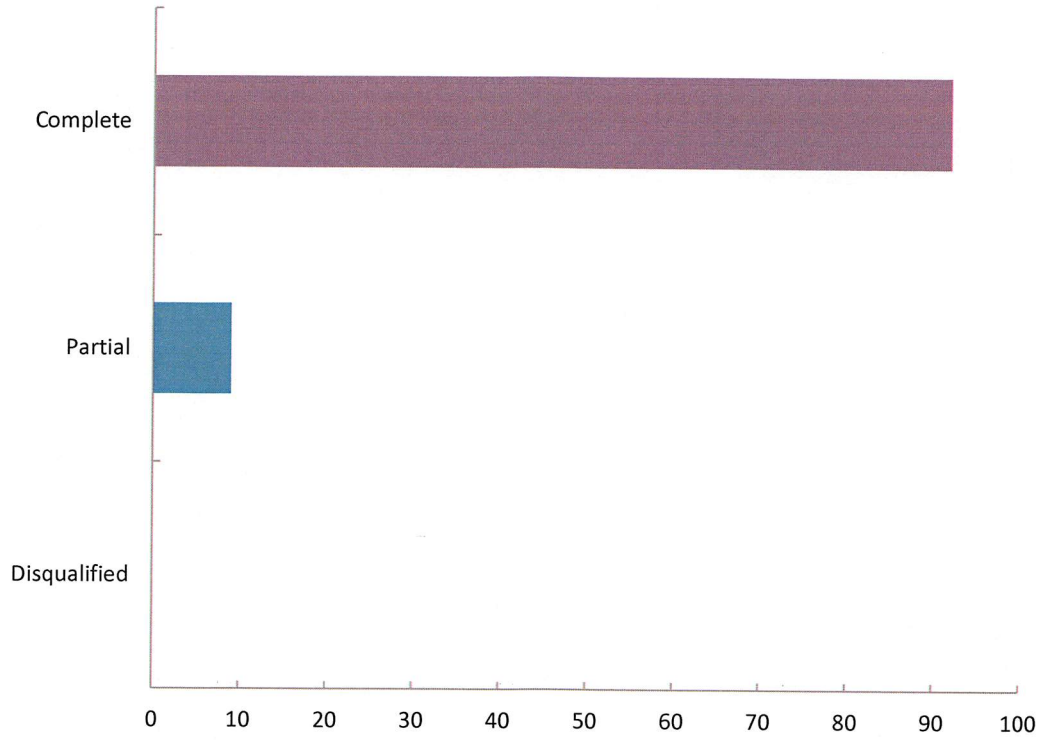


Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

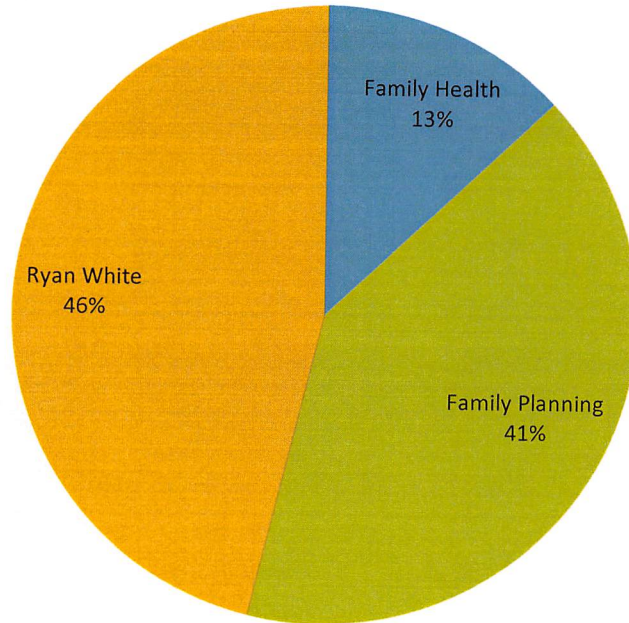


Response Statistics



| | Count | Percent |
|--------------|-------|---------|
| Complete | 92 | 91.1 |
| Partial | 9 | 8.9 |
| Disqualified | 0 | 0 |
| Totals | 101 | |

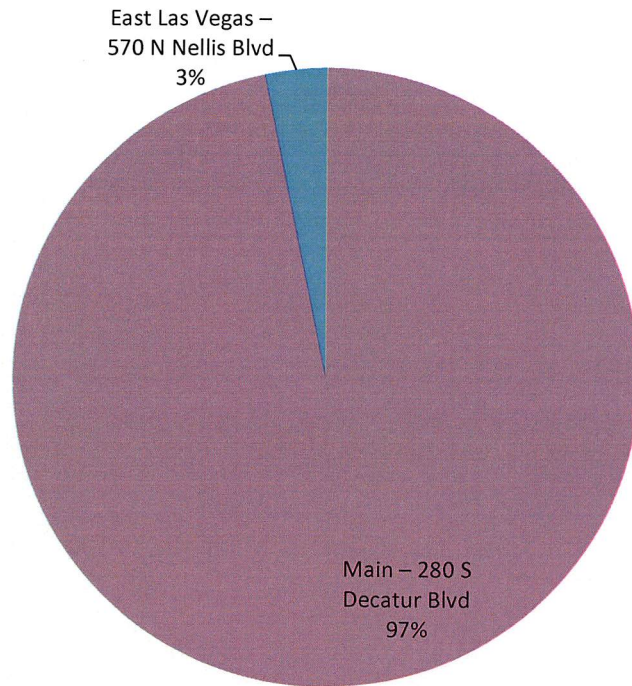
1. Service received during your visit



| Value | Percent | Count |
|-----------------|---------|-------|
| Family Health | 12.9% | 12 |
| Family Planning | 40.9% | 38 |
| Ryan White | 46.2% | 43 |
| | Totals | 93 |

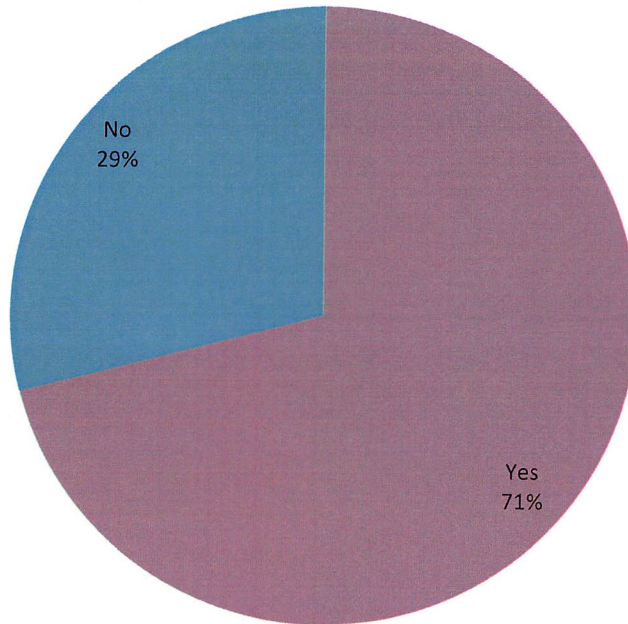


2. Southern Nevada Health District (SNHD) location



| Value | Percent | Count |
|------------------------------------|---------|-------|
| Main - 280 S Decatur Blvd | 96.8% | 90 |
| East Las Vegas - 570 N Nellis Blvd | 3.2% | 3 |
| | Totals | 93 |

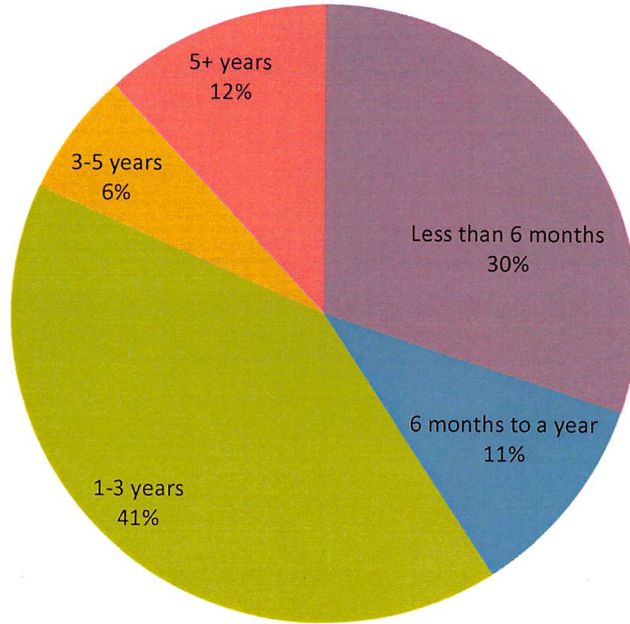
3. Do you have health insurance?



| Value | Percent | Count |
|-------|---------|-------|
| Yes | 71.0% | 66 |
| No | 29.0% | 27 |
| | Totals | 93 |

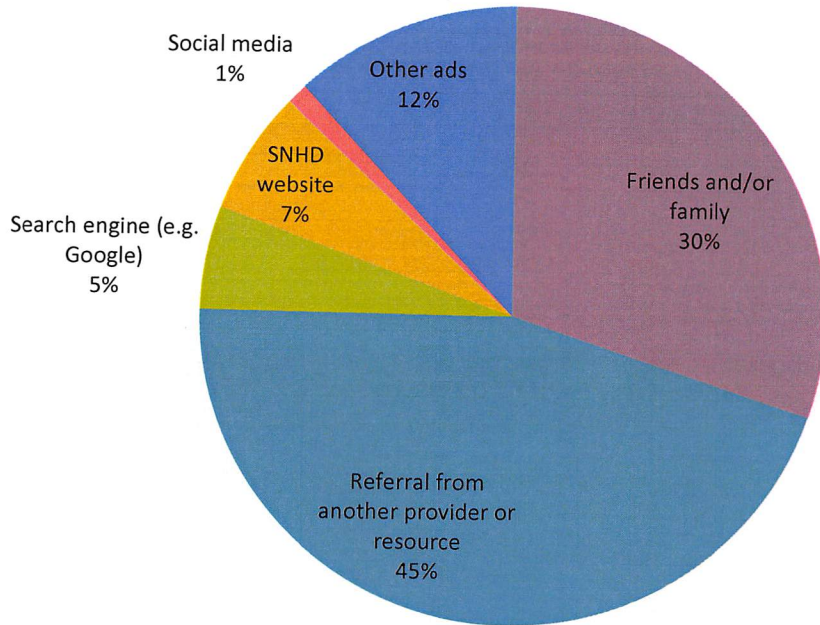


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



| Value | Percent | Count |
|--------------------|---------|-------|
| Less than 6 months | 30.1% | 28 |
| 6 months to a year | 10.8% | 10 |
| 1-3 years | 40.9% | 38 |
| 3-5 years | 6.5% | 6 |
| 5+ years | 11.8% | 11 |
| | Totals | 93 |

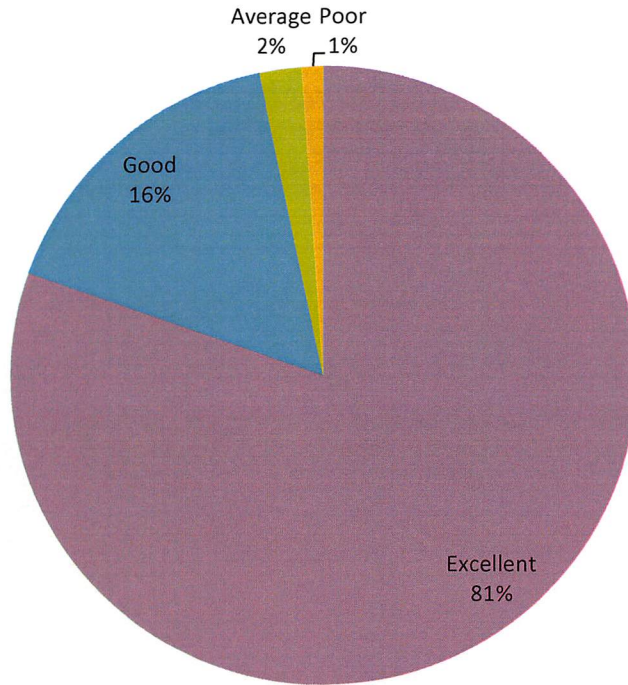
5. How did you hear about us?



| Value | Percent | Count |
|--|---------|-------|
| Friends and/or family | 30.1% | 28 |
| Referral from another provider or resource | 45.2% | 42 |
| Search engine (e.g. Google) | 5.4% | 5 |
| SNHD website | 6.5% | 6 |
| Social media | 1.1% | 1 |
| Other ads | 11.8% | 11 |
| | Totals | 93 |



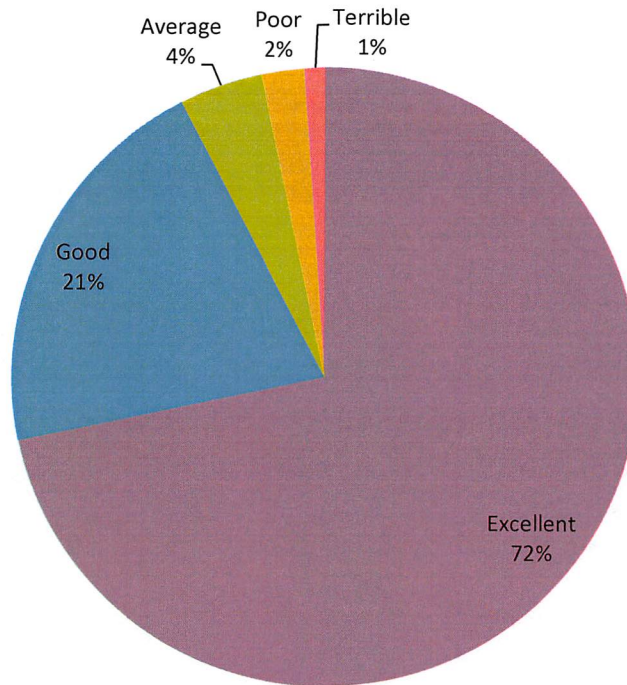
6. Ease of scheduling an appointment



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 80.4% | 74 |
| Good | 16.3% | 15 |
| Average | 2.2% | 2 |
| Poor | 1.1% | 1 |
| | Totals | 92 |



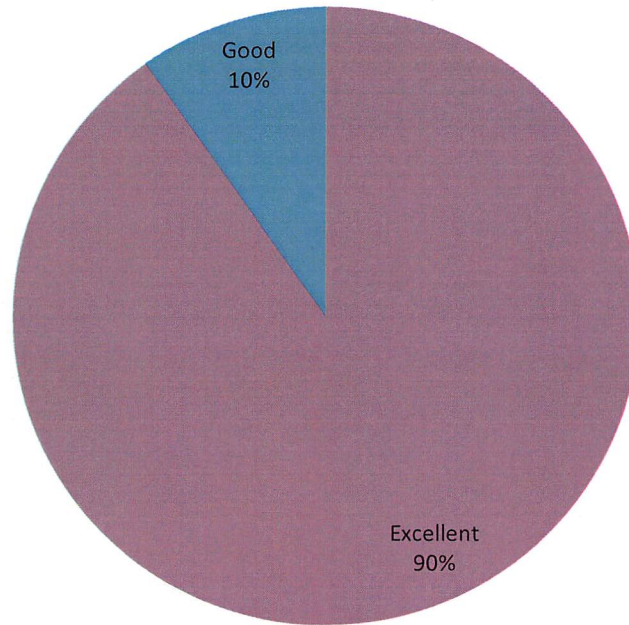
7. Wait time to see provider



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 71.7% | 66 |
| Good | 20.7% | 19 |
| Average | 4.3% | 4 |
| Poor | 2.2% | 2 |
| Terrible | 1.1% | 1 |
| | Totals | 92 |



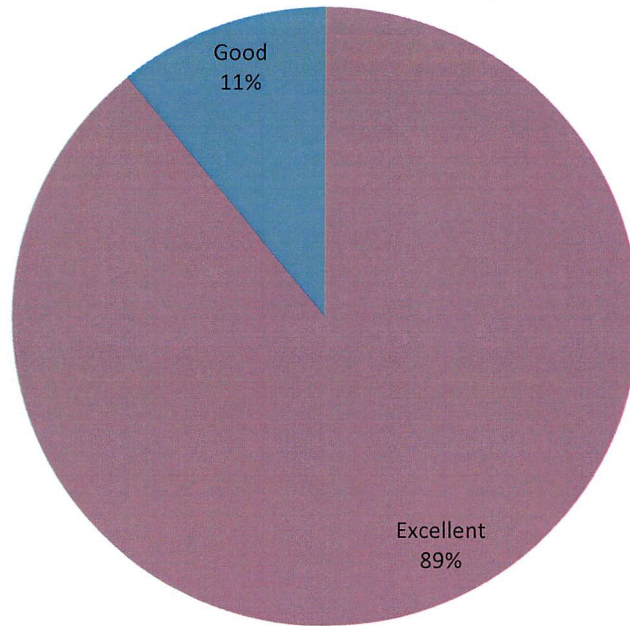
8. Care received from providers and staff



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 90.2% | 83 |
| Good | 9.8% | 9 |
| | Totals | 92 |

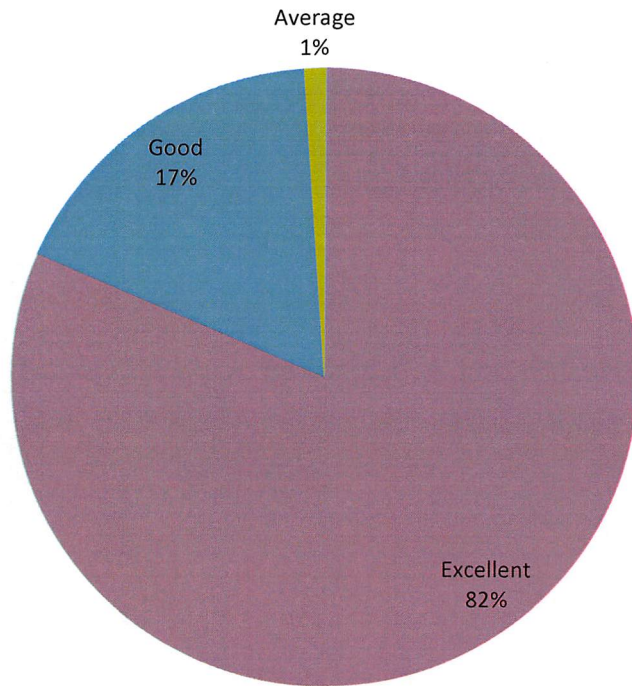


9. Understanding of health care instructions following your visit



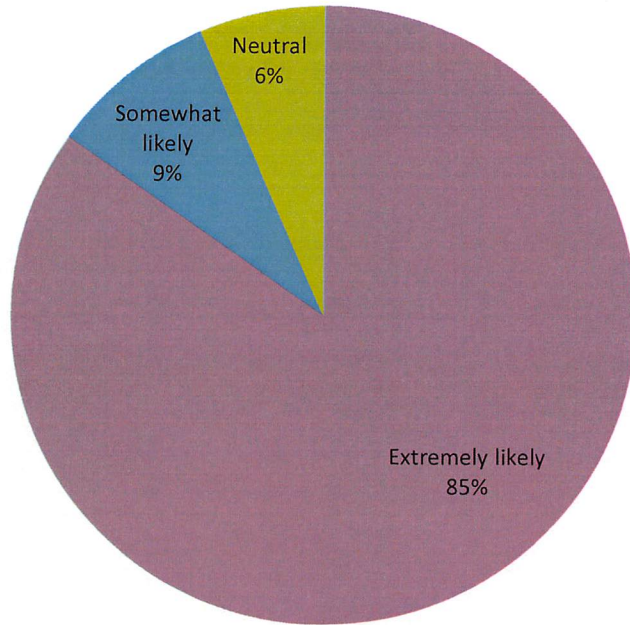
| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 89.1% | 82 |
| Good | 10.9% | 10 |
| | Totals | 92 |

10. Hours of operation



| Value | Percent | Count |
|-----------|---------|-------|
| Excellent | 81.5% | 75 |
| Good | 17.4% | 16 |
| Average | 1.1% | 1 |
| | Totals | 92 |

11. Recommendation of our health center to friends and family



| Value | Percent | Count |
|------------------|---------|-------|
| Extremely likely | 84.8% | 78 |
| Somewhat likely | 8.7% | 8 |
| Neutral | 6.5% | 6 |
| | Totals | 92 |

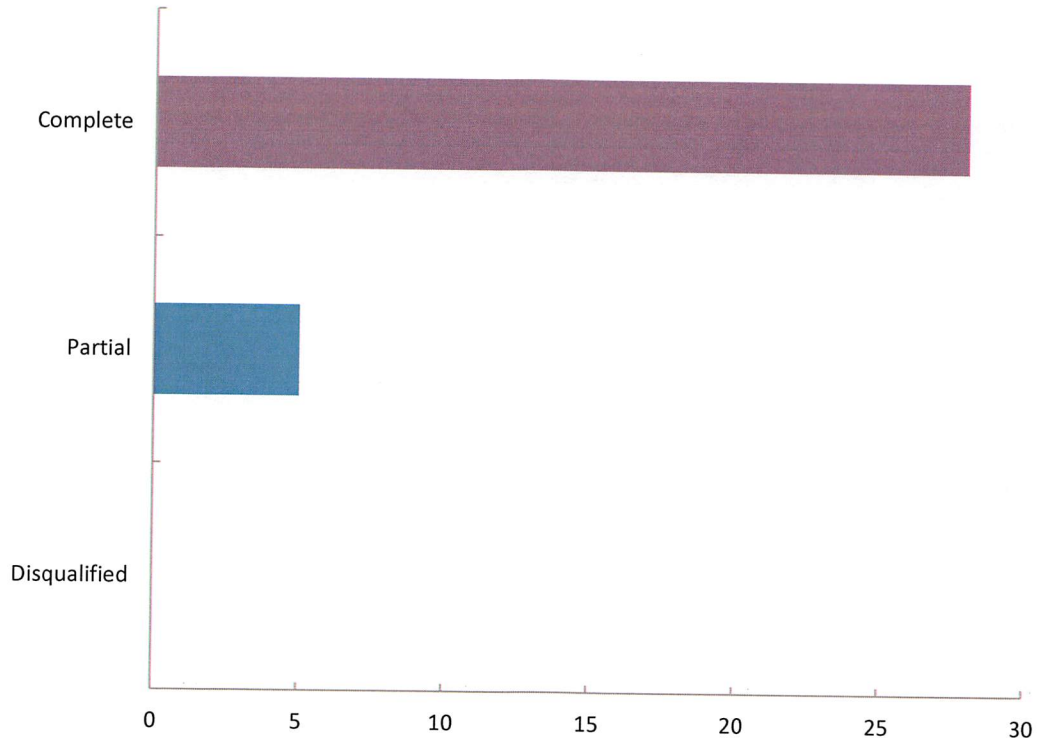


Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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



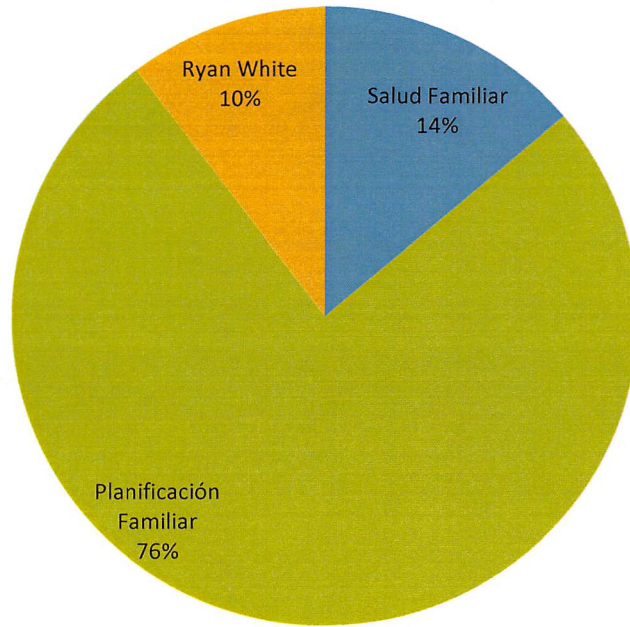
Response Statistics



| | Count | Percent |
|--------------|-------|---------|
| Complete | 28 | 84.8 |
| Partial | 5 | 15.2 |
| Disqualified | 0 | 0 |
| Totals | 33 | |



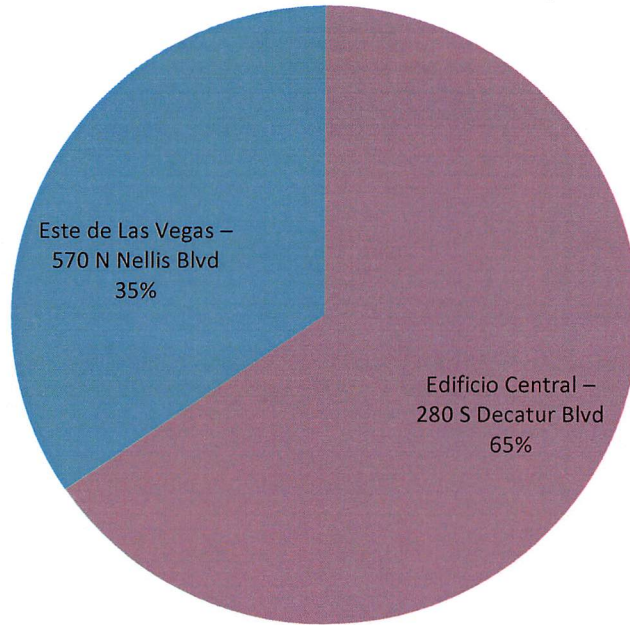
1. Marque los servicios recibidos durante su visita



| Value | Percent | Count |
|------------------------|---------|-------|
| Salud Familiar | 13.8% | 4 |
| Planificación Familiar | 75.9% | 22 |
| Ryan White | 10.3% | 3 |
| | Totals | 29 |

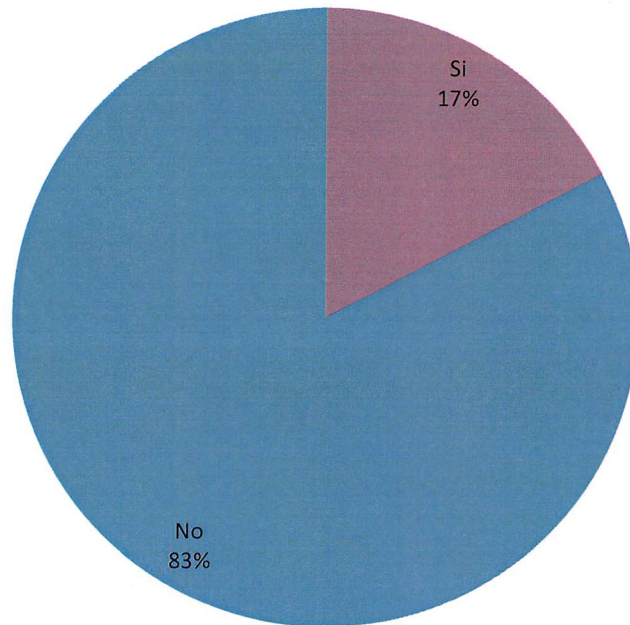


2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



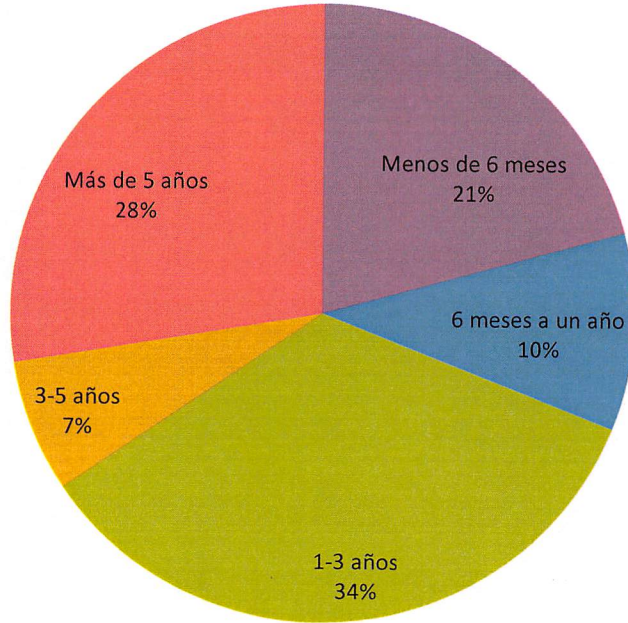
| Value | Percent | Count |
|---------------------------------------|---------|-------|
| Edificio Central – 280 S Decatur Blvd | 65.5% | 19 |
| Este de Las Vegas – 570 N Nellis Blvd | 34.5% | 10 |
| | Totals | 29 |

3. ¿Tiene seguro médico?



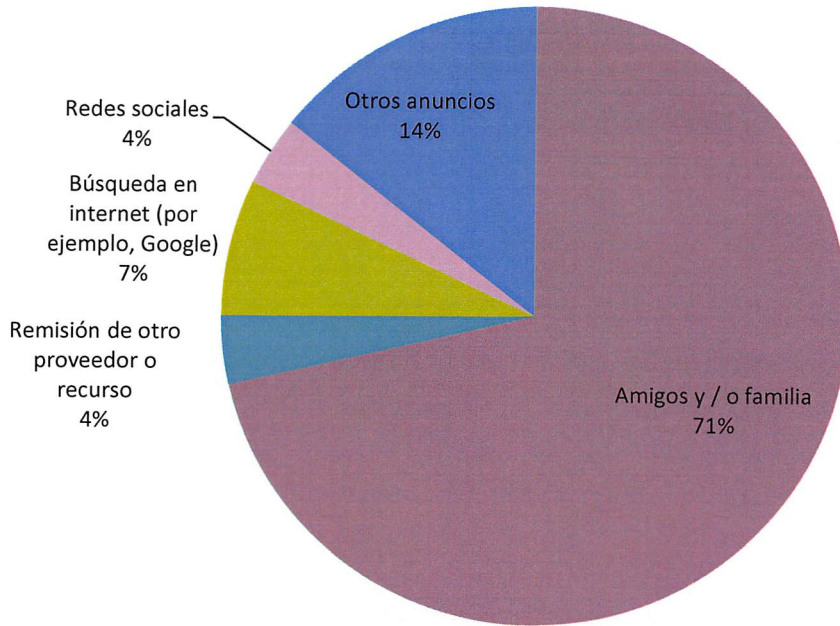
| Value | Percent | Count |
|-------|---------|-------|
| Si | 17.2% | 5 |
| No | 82.8% | 24 |
| | Totals | 29 |

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



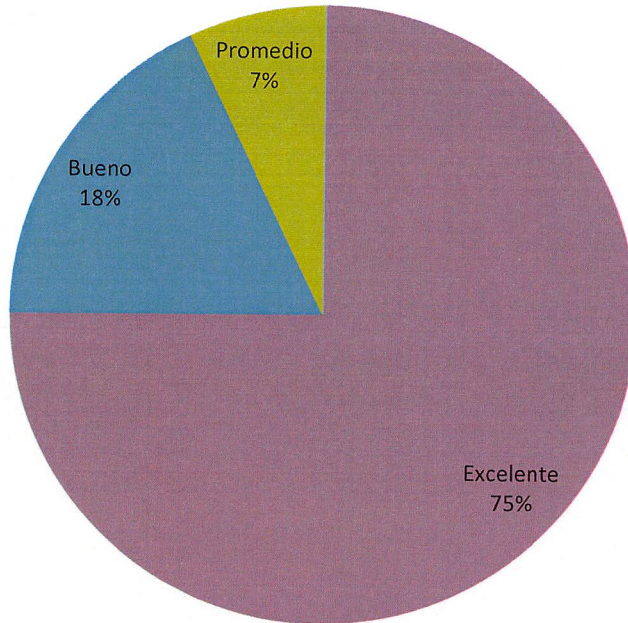
| Value | Percent | Count |
|------------------|---------|-------|
| Menos de 6 meses | 20.7% | 6 |
| 6 meses a un año | 10.3% | 3 |
| 1-3 años | 34.5% | 10 |
| 3-5 años | 6.9% | 2 |
| Más de 5 años | 27.6% | 8 |
| | Totals | 29 |

5. ¿Como usted supo de nosotros?



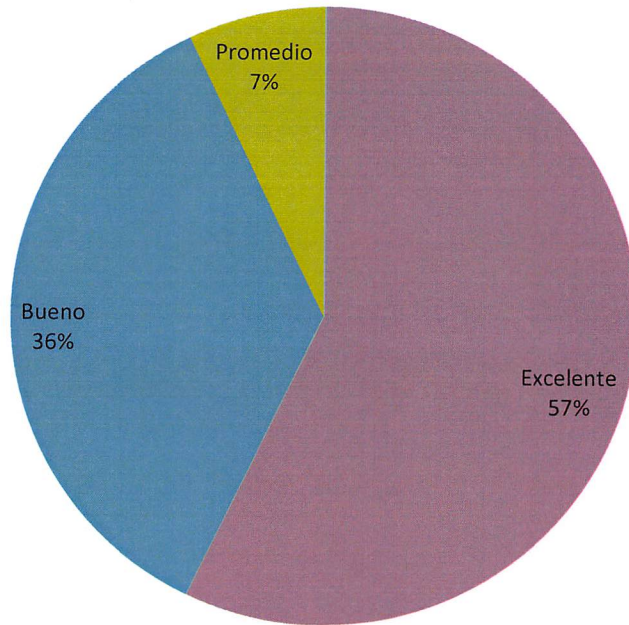
| Value | Percent | Count |
|--|---------|-------|
| Amigos y / o familia | 71.4% | 20 |
| Remisión de otro proveedor o recurso | 3.6% | 1 |
| Búsqueda en internet (por ejemplo, Google) | 7.1% | 2 |
| Redes sociales | 3.6% | 1 |
| Otros anuncios | 14.3% | 4 |
| | Totals | 28 |

6. Facilidad para programar una cita



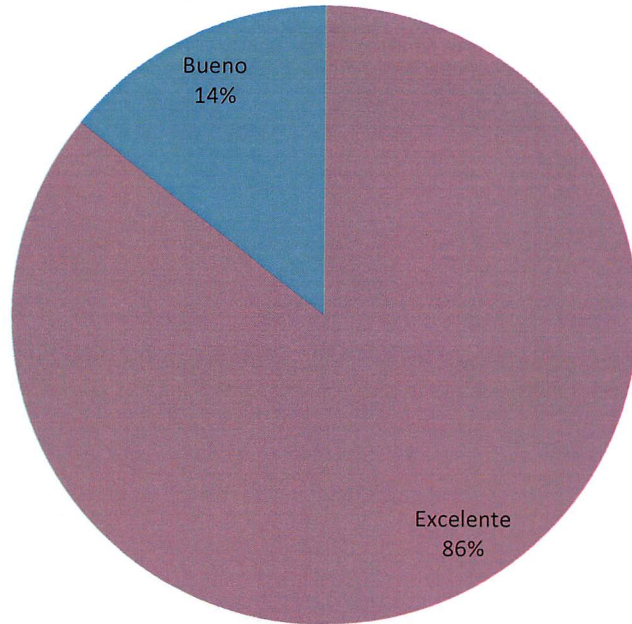
| Value | Percent | Count |
|-----------|---------|-------|
| Excelente | 75.0% | 21 |
| Bueno | 17.9% | 5 |
| Promedio | 7.1% | 2 |
| | Totals | 28 |

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



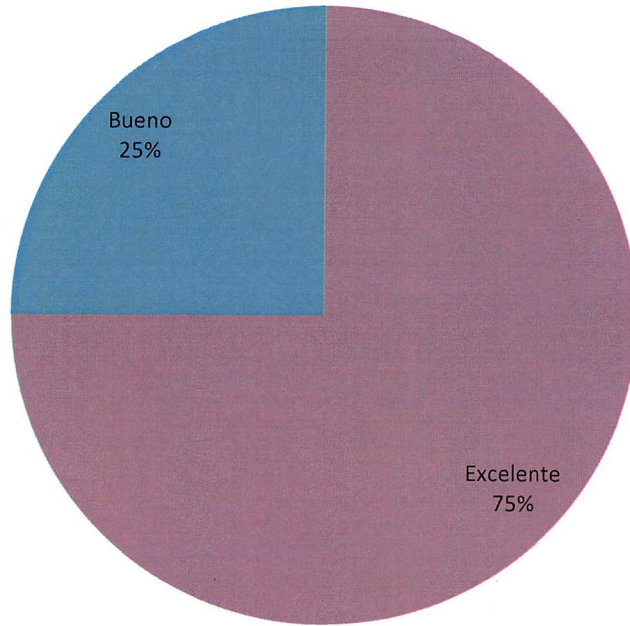
| Value | Percent | Count |
|-----------|---------|-------|
| Excelente | 57.1% | 16 |
| Bueno | 35.7% | 10 |
| Promedio | 7.1% | 2 |
| | Totals | 28 |

8. Atención recibida de los proveedores y personal



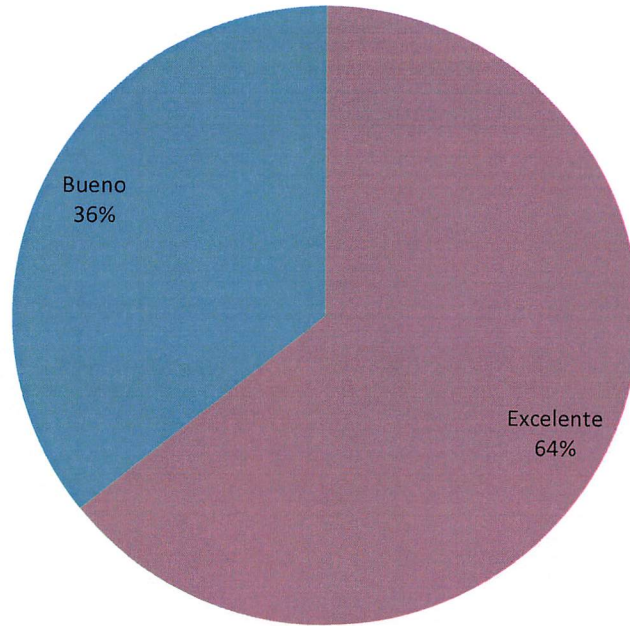
| Value | Percent | Count |
|-----------|---------|-------|
| Excelente | 85.7% | 24 |
| Bueno | 14.3% | 4 |
| | Totals | 28 |

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



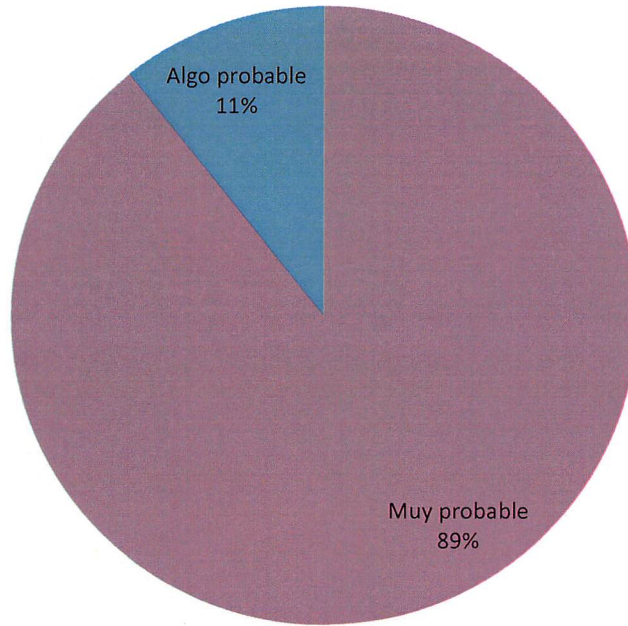
| Value | Percent | Count |
|-----------|---------|-------|
| Excelente | 75.0% | 21 |
| Bueno | 25.0% | 7 |
| | Totals | 28 |

10. Horarios de operación



| Value | Percent | Count |
|-----------|---------|-------|
| Excelente | 64.3% | 18 |
| Bueno | 35.7% | 10 |
| | Totals | 28 |

11. Recomendaría nuestro centro de salud a amigos y familiares



| Value | Percent | Count |
|---------------|---------|-------|
| Muy probable | 89.3% | 25 |
| Algo probable | 10.7% | 3 |
| | Totals | 28 |



Health Center Visit Report Summary: April 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 | 255 | 37.83% | 38 | 38.38% | 147 | 43.88% | 37 | 62.71% | 12 | 20.34% | 49 | 83.05% | 489 | 41.90% |
| Family Planning Clinic | 87 | 12.91% | 12 | 12.12% | 59 | 17.61% | 1 | 1.69% | 2 | 3.39% | 3 | 5.08% | 161 | 13.80% |
| Refugee Clinic | 12 | 1.78% | 0 | 0.00% | 9 | 2.69% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 21 | 1.80% |
| Ryan White | 320 | 47.48% | 49 | 49.49% | 120 | 35.82% | 0 | 0.00% | 7 | 11.86% | 7 | 11.86% | 496 | 42.50% |
| Totals | 674 | 100.00% | 99 | 100.00% | 335 | 100.00% | 38 | 64.41% | 21 | 35.59% | 59 | 100.00% | 1167 | 100.00% |

| | |
|--|--------|
| <i>Percent of scheduled patients who cancelled</i> | 8.48% |
| <i>Percent of scheduled patients who no showed</i> | 28.71% |
| <i>Percent of scheduled patients who cancelled and no showed</i> | 37.19% |