



Memorandum

Date: June 10, 2021

To: Southern Nevada District Board of Health

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

RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT

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.

May 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
 - ARPA Health Center COVID-19 Vaccination Program
- **Administrative**
 - Service Area Competition Grant was awarded until 2024

The IRS Building, Formerly known as the Non-congregate Shelter (NCS): COVID-19 Response

- 1) The COVID-19 vaccination clinic has been operating in the IRS building since May 3, 2021. During the month of May, 4,894 COVID-19 vaccinations were administered out of this facility.

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 31 referrals between May 1st through May 31st. There were no pediatric clients referred to the program this month. The program received 2 referrals for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 315 visits: 24 initial provider visits, 104 established provider visits, 11 tele-visits, 0 audio visits, 25 Nurse visits and 112 lab visits in the month of May.
- 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. Fourteen clients were enrolled in RapidstART program and linked to care at Southern Nevada Community Health Center in the month of May.

- 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.
- E. The Ryan White program Mental health APRN continues to serve clients and provide screening for mental health conditions. 18 clients were serviced this month.
- F. The Ryan White program dietitian started providing medical nutritional therapy to clients during this period. 4 clients were screened and enrolled for nutrition services.
- G. Staff attended an SBIRT training this month in order to ensure proper use of the tool, which is used to screen patients for risky alcohol and drug use.

II. Sexual Health Clinic

- A. The clinic provided services provided 1,274 unique services to 914 unduplicated patients for the month of May, exceeding the numbers from April 2020.
- B. The Sexual Health Clinic (SHC) 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. New HIV diagnosis are immediately referred to the Health Center's Rapid stART clinic.
- D. Express Testing resumed last February 15th in SHC. Express Testing is a collaborative service between SHC and Office of Disease Surveillance 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.



- E. SHC staffs attended trainings on Mental Health First Aid which teaches how to identify, understand and respond to signs of mental illnesses and substance use disorders. Staff also attended suicide prevention training.

III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 390 clients; 389 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 215 clients; 215 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 175 clients; 174 of them were duplicated.

IV. Family Healthcare Center

- A. The Family Health Care Clinic saw 290 patients in the month of May 2021. Eleven patients were under age 18 and includes two children from the Refugee Health Clinic.

V. Pharmacy Services

- A. Dispensed 11140 prescriptions for 888 clients.
- B. Assessed/counseled 39 clients in the Ryan White – Sexual Health Clinic
- C. Assessed/counseled one client in the Tuberculosis Clinic.
- D. Assisted 8 clients to obtain medication financial assistance.
- E. Assisted 1 clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
May 2021		
Total number of referrals received	75	
Total number of no action-closed	41	
Total number of applications submitted	Medicaid/SNAP/TANF: 25	Hardship: 1

VII. Refugee Health Program

- A. The Refugee Health Program served 9 adults in May.

VII. Quality & Risk Management:

Quality

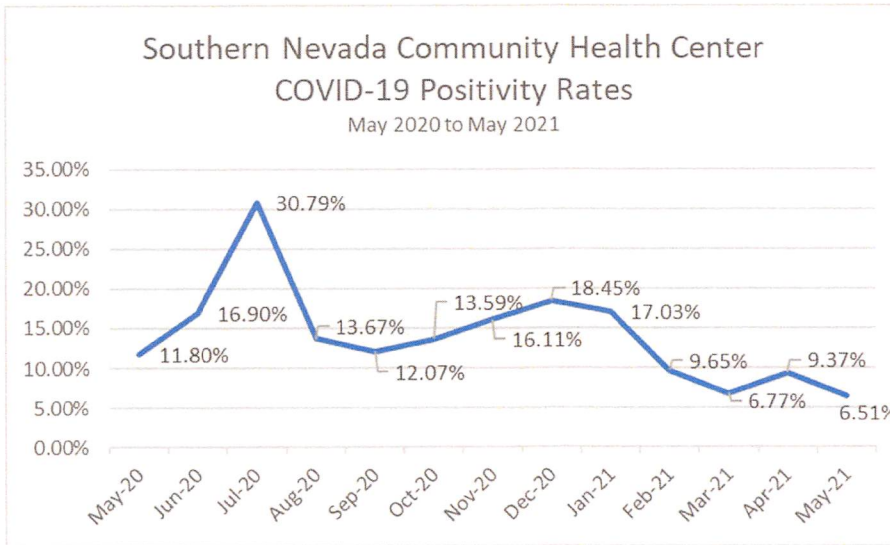
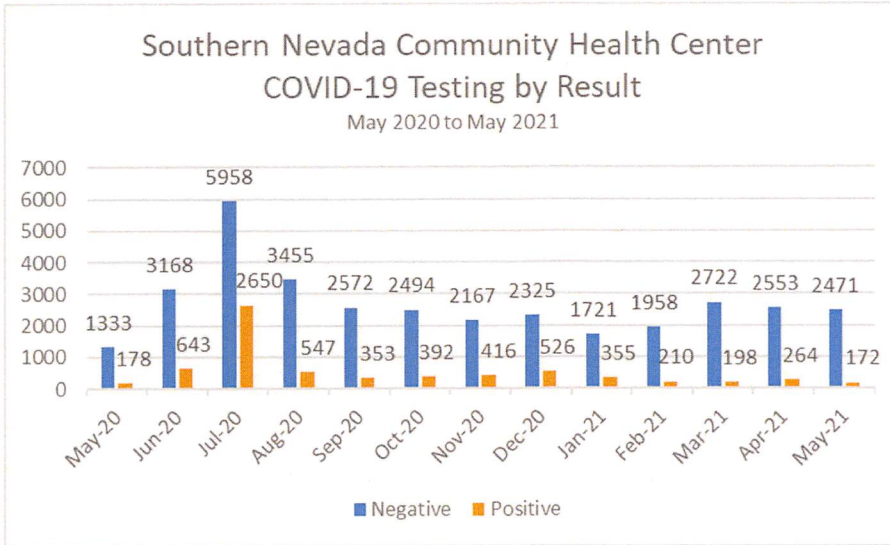
COVID-19 Testing

As of May 31, 2021, the Southern Nevada Community Health Center has completed 41,963 COVID-19 tests. In May alone, 2,643 COVID-19 tests were completed at the Health Center, a decrease of 6.2% over April.

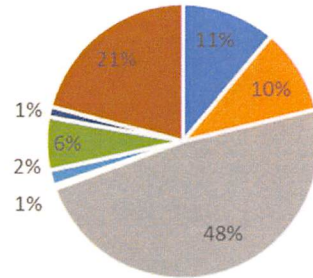


There was a 6.51% positivity rate in May, a decrease of 2.89% over April. This is the lowest positivity rate the Health Center has seen since we began testing for COVID-19 in April 2020.

The Southern Nevada Community Health Center and the Southern Nevada Health District continue to remind those who are sick to 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. The Health Center and Health District also encourage those who are medically able to get the COVID-19 vaccine.

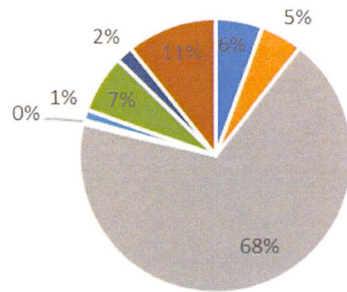


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
May 2020 to May 2021



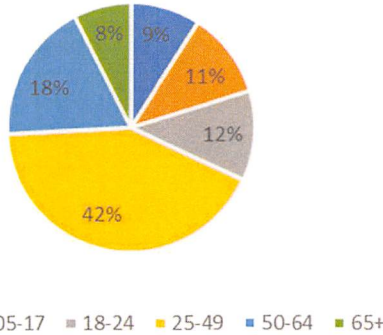
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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

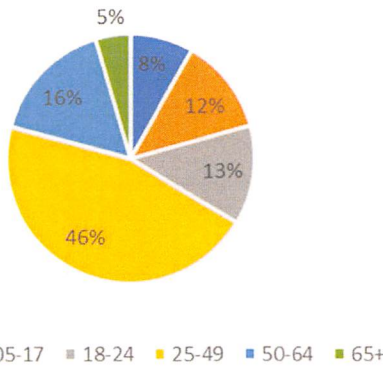


- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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



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



COVID-19 Vaccine Program

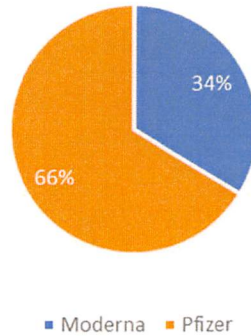
The Southern Nevada Community Health Center began administering the COVID-19 vaccine on May 3, 2021 as part of HRSA's COVID-19 Vaccine Program. The vaccine site is located at the Southern Nevada Health District main location in the NCS Building.

As of Monday, June 7, 2021 the Health Center has given 6,129 doses of the COVID-19 Vaccine:

- First Dose
 - Moderna: 1,058
 - Pfizer: 2,078
- Second Dose
 - Moderna: 614
 - Pfizer: 2,093
 - Janssen: 286

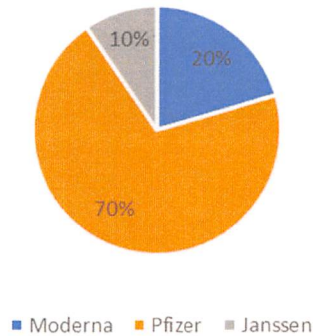
Southern Nevada Community Health Center
COVID-19 Vaccine Program (First Dose)

As of June 7, 2021



Southern Nevada Community Health Center
COVID-19 Vaccine Program (Second Dose)

As of June 7, 2021



Patient Satisfaction

The Health Center received 127 patient satisfaction surveys in May, a decrease of 8% over April.

Family Planning made up 72.6% of survey responses followed by Ryan White at 17.9% and Family Health at 9.5%. Approximately 14% of patients seen at the Health Center in May took the patient satisfaction survey, a decrease of 5% over April.

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 COVID-19 positivity rates are trending downward, when medically appropriate, telehealth will continue to be offered post 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.
- In May 2021, telehealth saw 62 patients — 10.9% of patient visits, an increase of 2.9% over April

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 1,025 scheduled patient appointments in May. Of scheduled patients, 61.8% kept their appointments. There was a 6.6% cancellation rate and a 31.6% no-show rate. Telemedicine saw 62 patients — 10.9% of patient visits.

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 May.

Exposure Incidents



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

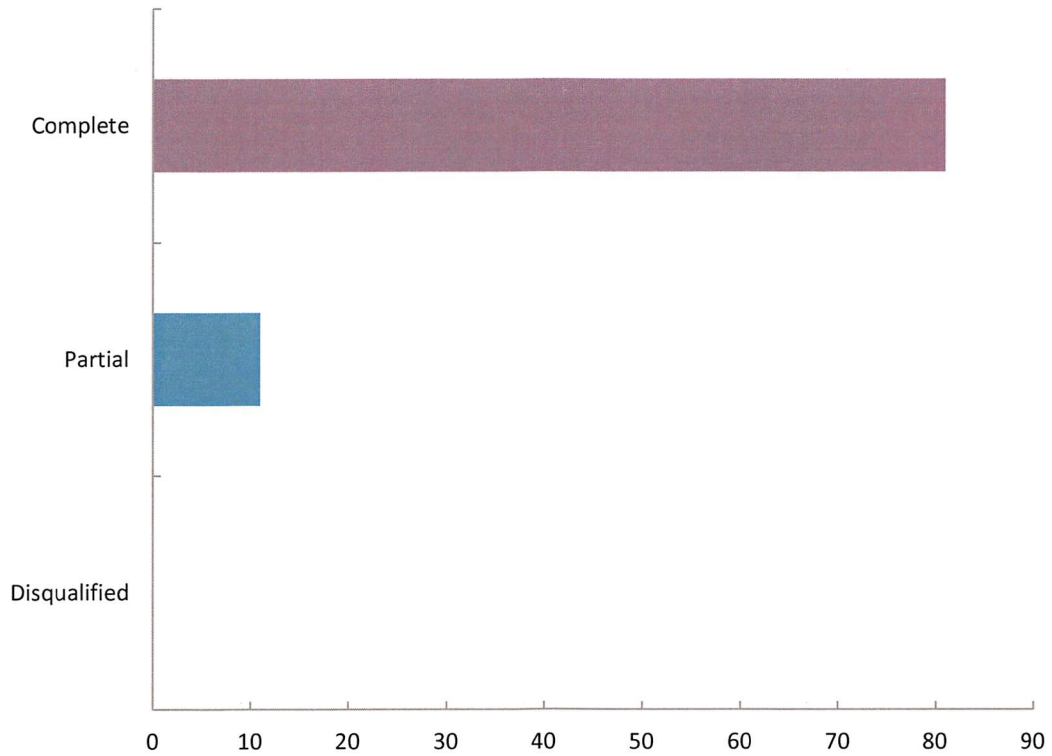
Medical Events

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

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

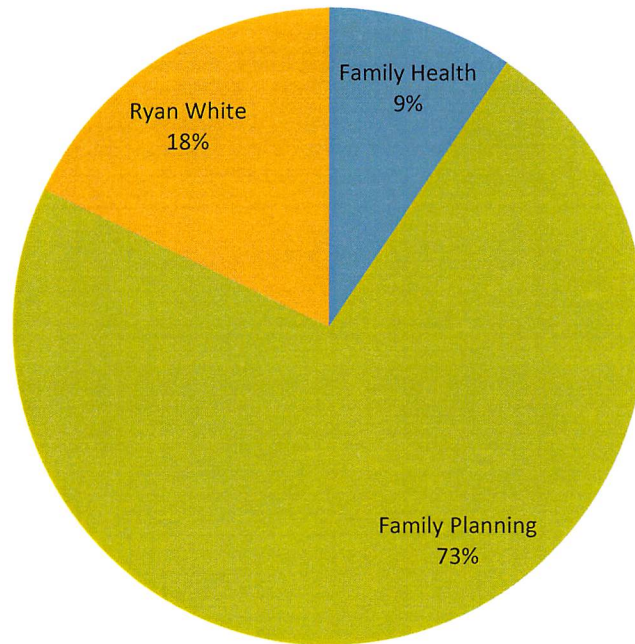
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Response Statistics



	Count	Percent
Complete	81	88
Partial	11	12
Disqualified	0	0
Totals	92	

1. Service received during your visit



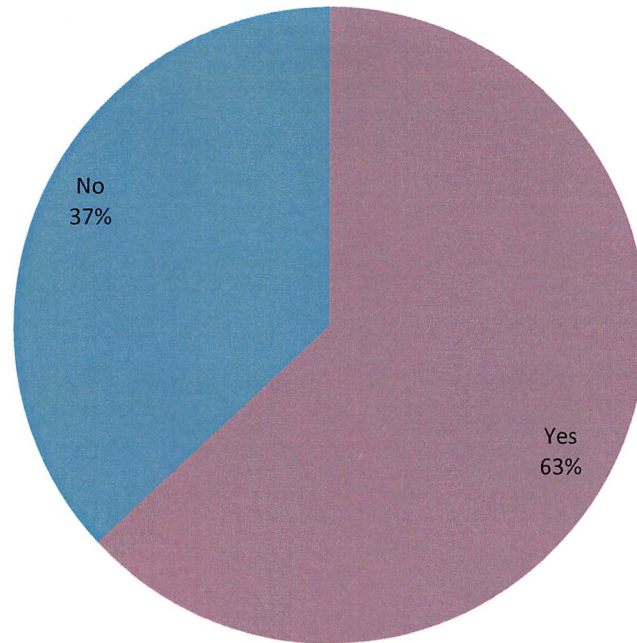
Value	Percent	Count
Family Health	9.5%	8
Family Planning	72.6%	61
Ryan White	17.9%	15
	Totals	84

2. Southern Nevada Health District (SNHD) location



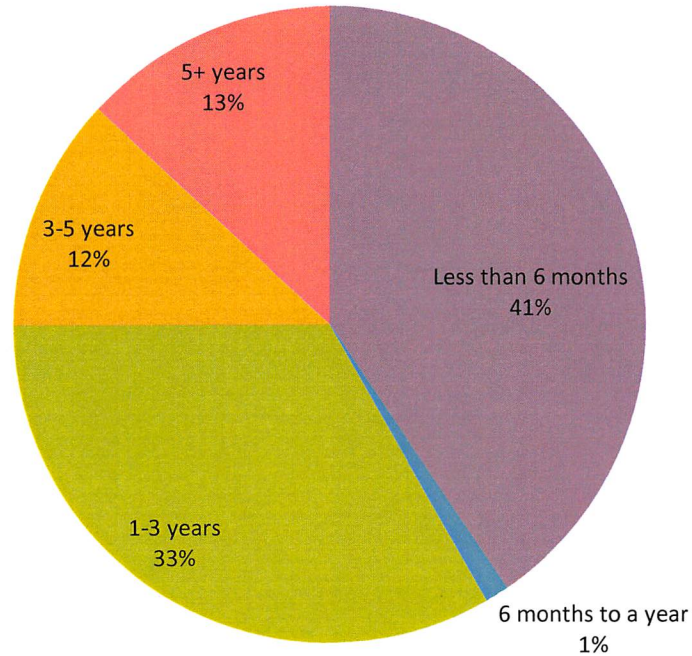
Value	Percent	Count
Main - 280 S Decatur Blvd	100.0%	84
	Totals	84

3. Do you have health insurance?



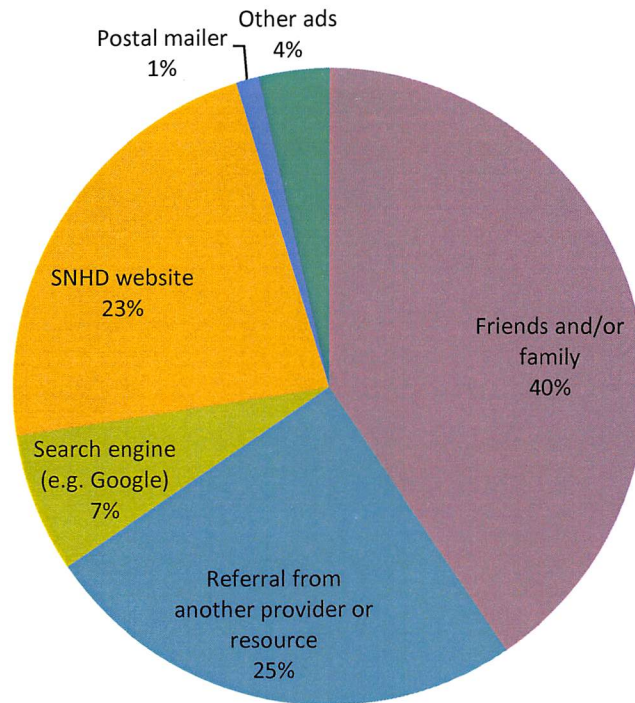
Value	Percent	Count
Yes	63.1%	53
No	36.9%	31
	Totals	84

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



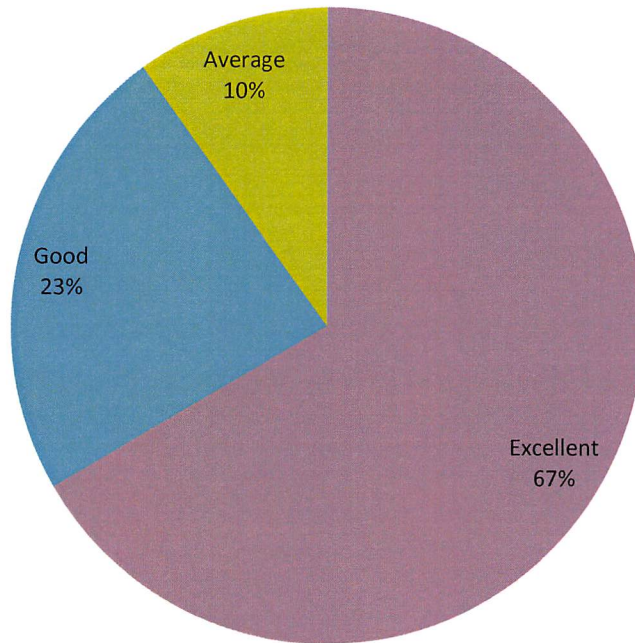
Value	Percent	Count
Less than 6 months	40.5%	34
6 months to a year	1.2%	1
1-3 years	33.3%	28
3-5 years	11.9%	10
5+ years	13.1%	11
	Totals	84

5. How did you hear about us?



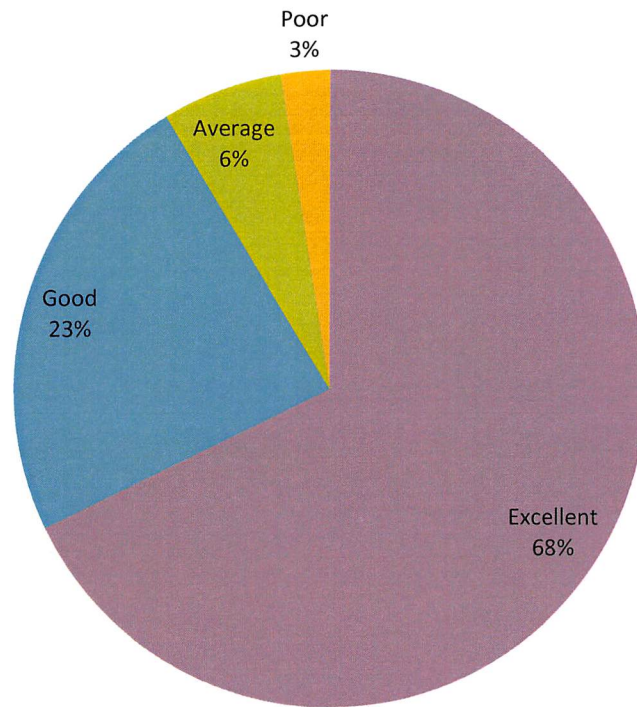
Value	Percent	Count
Friends and/or family	40.5%	34
Referral from another provider or resource	25.0%	21
Search engine (e.g. Google)	7.1%	6
SNHD website	22.6%	19
Postal mailer	1.2%	1
Other ads	3.6%	3
Totals		84

6. Ease of scheduling an appointment



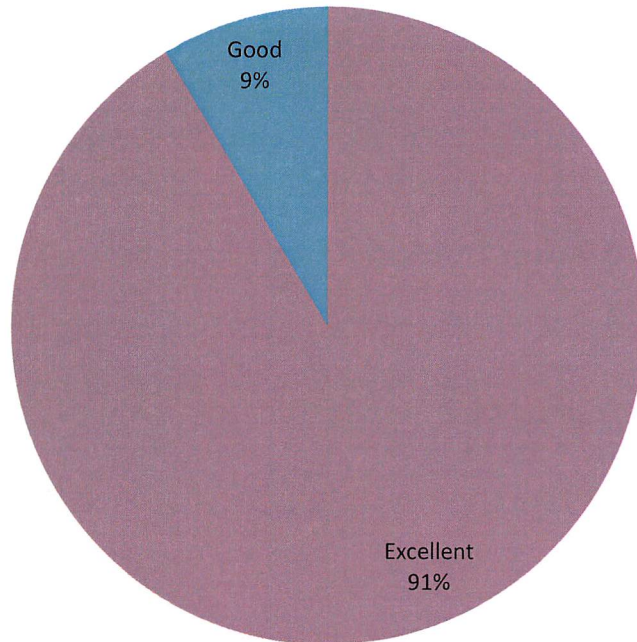
Value	Percent	Count
Excellent	66.7%	54
Good	23.5%	19
Average	9.9%	8
	Totals	81

7. Wait time to see provider



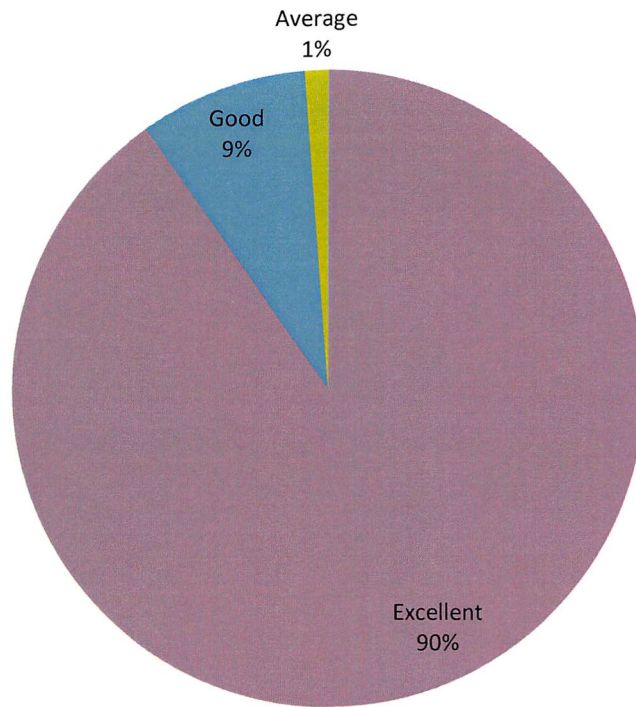
Value	Percent	Count
Excellent	67.9%	55
Good	23.5%	19
Average	6.2%	5
Poor	2.5%	2
	Totals	81

8. Care received from providers and staff



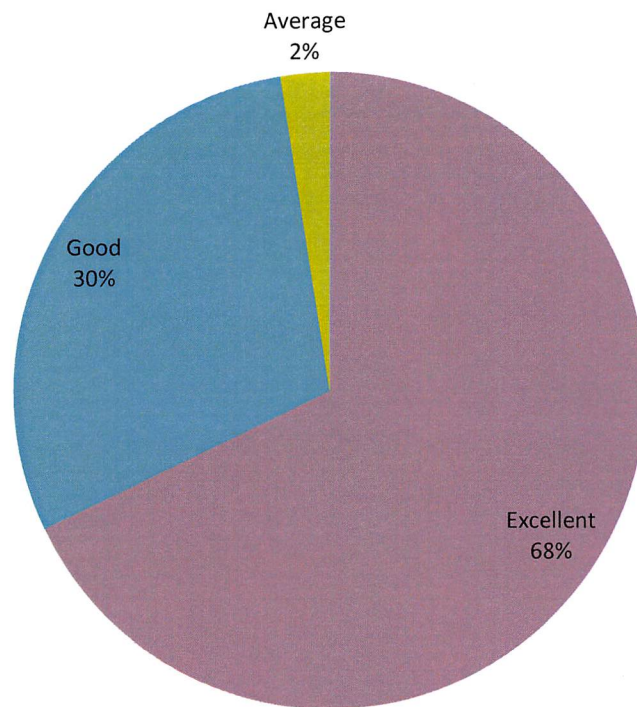
Value	Percent	Count
Excellent	91.4%	74
Good	8.6%	7
	Totals	81

9. Understanding of health care instructions following your visit



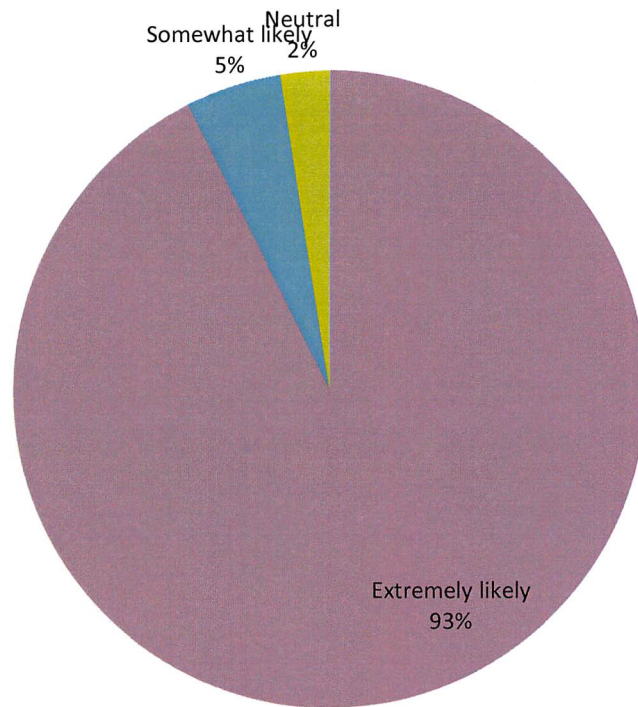
Value	Percent	Count
Excellent	90.1%	73
Good	8.6%	7
Average	1.2%	1
	Totals	81

10. Hours of operation



Value	Percent	Count
Excellent	67.9%	55
Good	29.6%	24
Average	2.5%	2
	Totals	81

11. Recommendation of our health center to friends and family



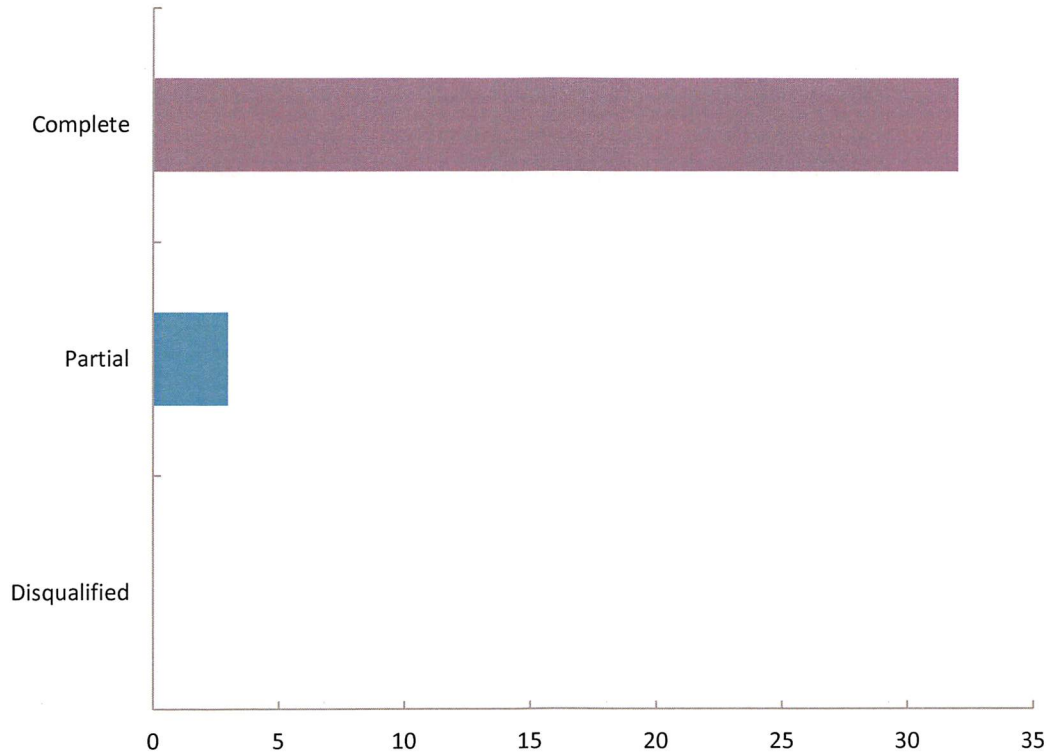
Value	Percent	Count
Extremely likely	92.6%	75
Somewhat likely	4.9%	4
Neutral	2.5%	2
	Totals	81



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

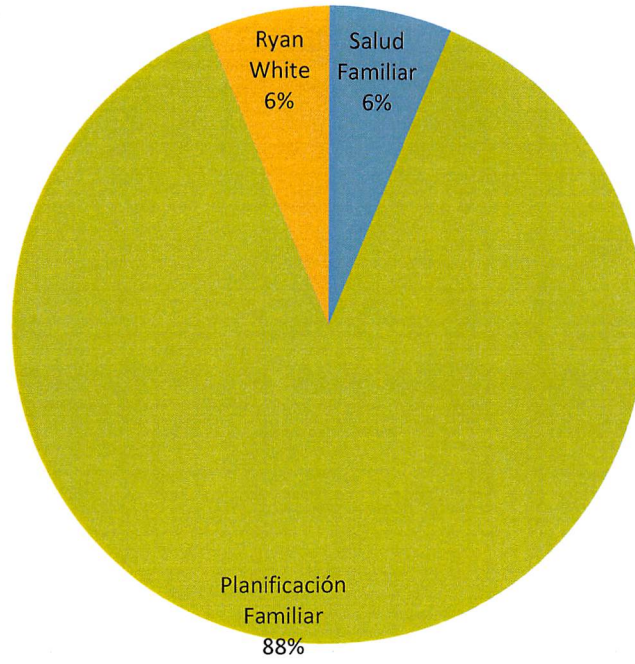
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

Response Statistics



	Count	Percent
Complete	32	91.4
Partial	3	8.6
Disqualified	0	0
Totals	35	

1. Marque los servicios recibidos durante su visita



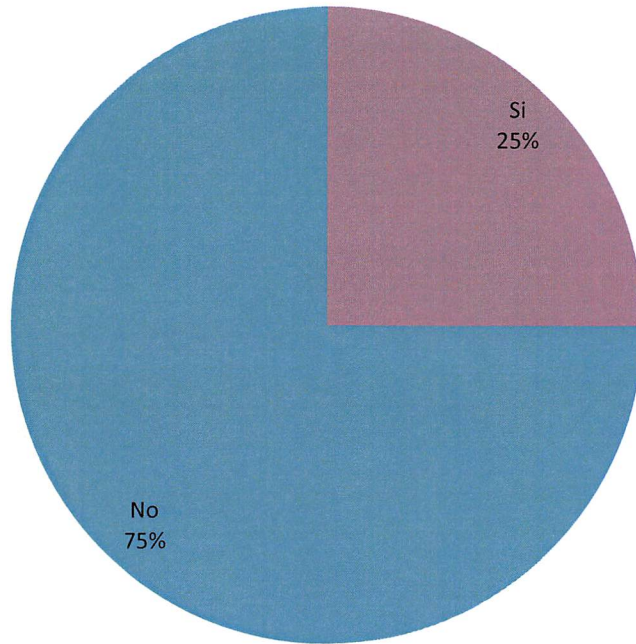
Value	Percent	Count
Salud Familiar	6.3%	2
Planificación Familiar	87.5%	28
Ryan White	6.3%	2
	Totals	32

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



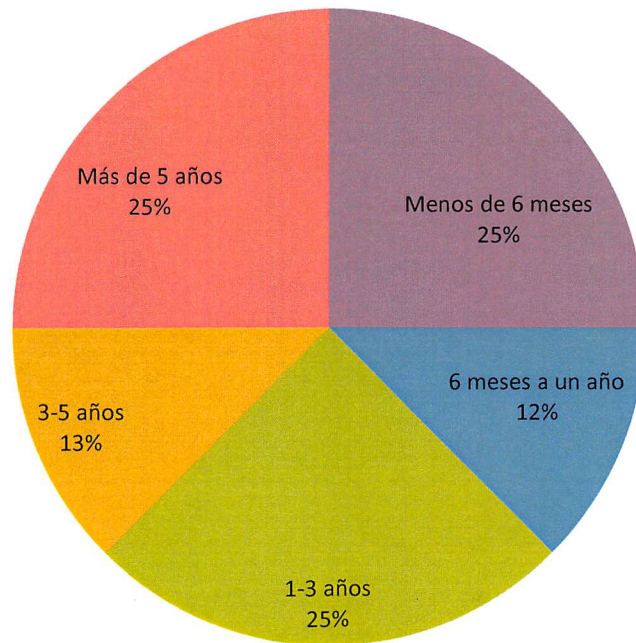
Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	100.0%	32
	Totals	32

3. ¿Tiene seguro médico?



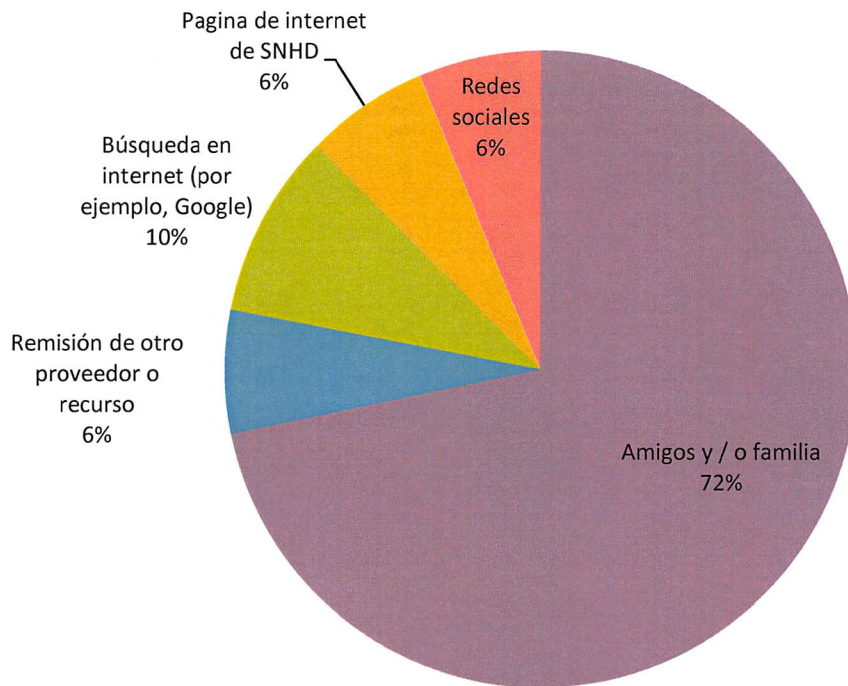
Value	Percent	Count
Si	25.0%	8
No	75.0%	24
	Totals	32

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



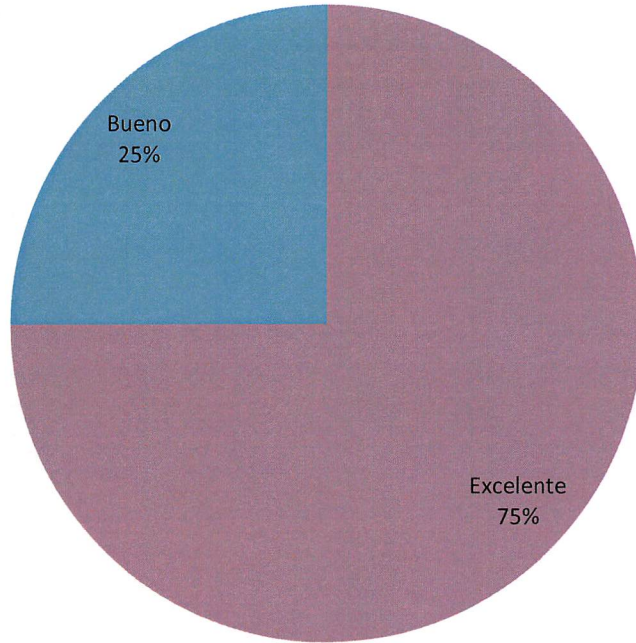
Value	Percent	Count
Menos de 6 meses	25.0%	8
6 meses a un año	12.5%	4
1-3 años	25.0%	8
3-5 años	12.5%	4
Más de 5 años	25.0%	8
	Totals	32

5. ¿Como usted supo de nosotros?



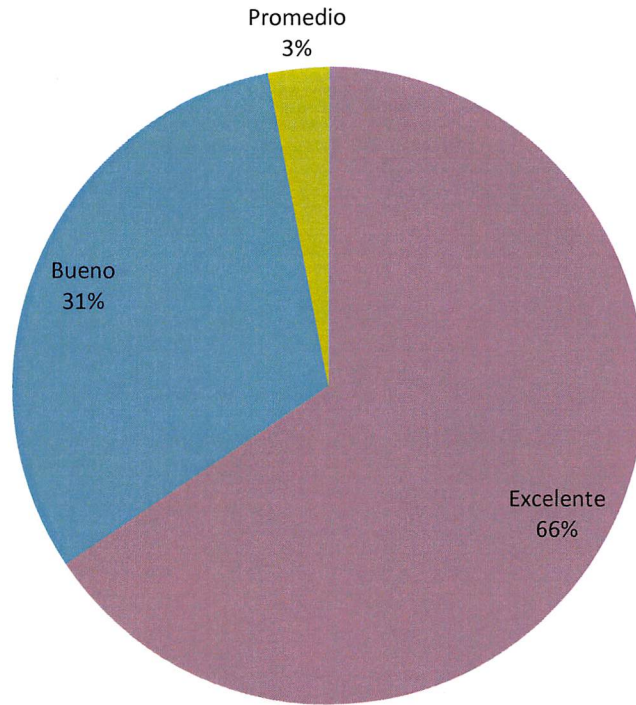
Value	Percent	Count
Amigos y / o familia	71.9%	23
Remisión de otro proveedor o recurso	6.3%	2
Búsqueda en internet (por ejemplo, Google)	9.4%	3
Página de internet de SNHD	6.3%	2
Redes sociales	6.3%	2
	Totals	32

6. Facilidad para programar una cita



Value	Percent	Count
Excelente	75.0%	24
Bueno	25.0%	8
	Totals	32

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



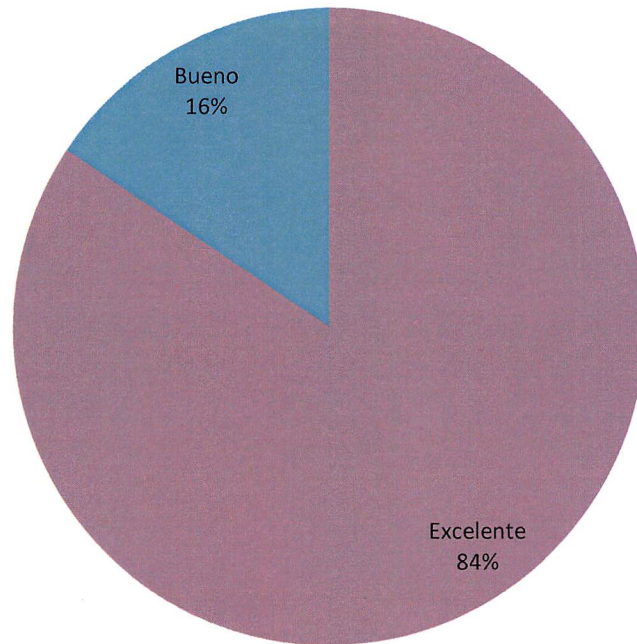
Value	Percent	Count
Excelente	65.6%	21
Bueno	31.3%	10
Promedio	3.1%	1
	Totals	32

8. Atención recibida de los proveedores y personal



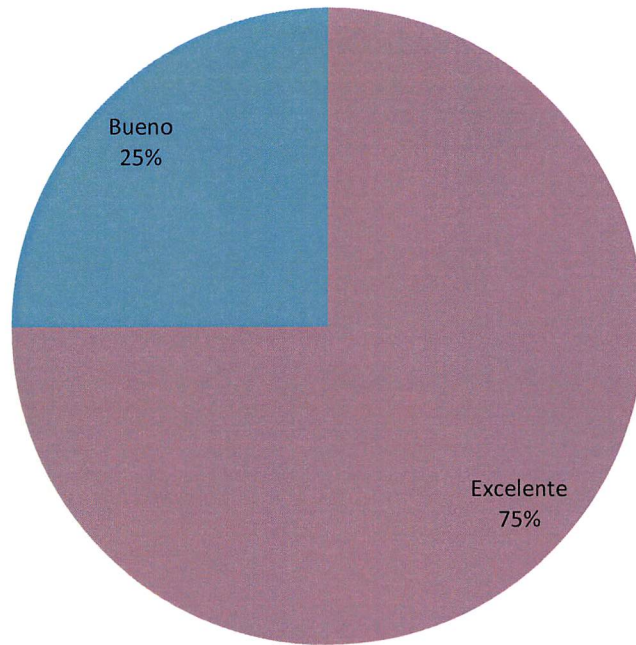
Value	Percent	Count
Excelente	100.0%	32
	Totals	32

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



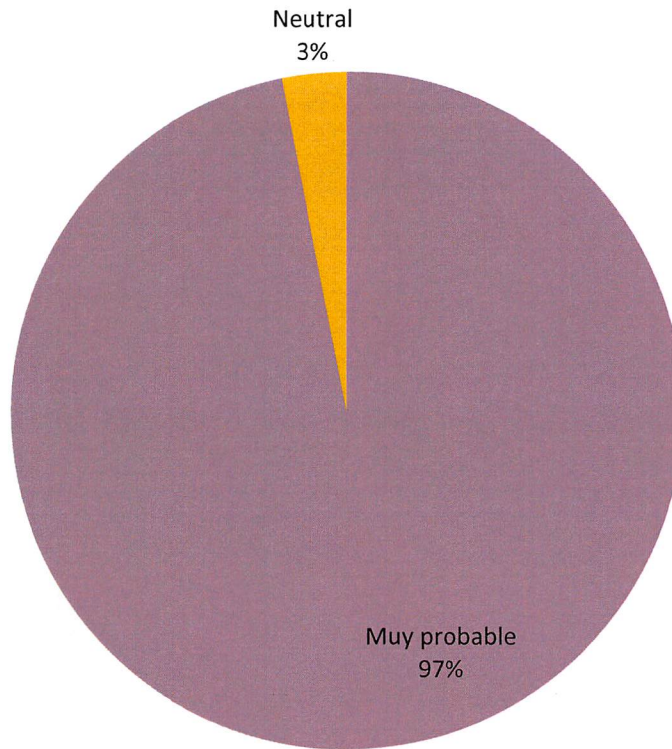
Value	Percent	Count
Excelente	84.4%	27
Bueno	15.6%	5
	Totals	32

10. Horarios de operación



Value	Percent	Count
Excelente	75.0%	24
Bueno	25.0%	8
	Totals	32

11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	96.9%	31
Neutral	3.1%	1
	Totals	32

Health Center Visit Report Summary: May 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	263	46.06%	22	4.37%	167	33.20%	39	62.90%	12	19.35%	51	82.26%	503	49.07%
Family Planning Clinic	131	22.94%	12	5.00%	97	40.42%	0	0.00%	0	0.00%	0	0.00%	240	23.41%
Refugee Clinic	12	2.10%	3	14.29%	6	28.57%	0	0.00%	0	0.00%	0	0.00%	21	2.05%
Ryan White	165	28.90%	31	11.88%	54	20.69%	0	0.00%	11	4.21%	11	17.74%	261	25.46%
Totals	571	100.00%	68	6.63%	324	31.61%	39	62.90%	23	23.57%	62	100.00%	1025	100.00%

<i>Percent of scheduled patients who cancelled</i>	6.63%
<i>Percent of scheduled patients who no showed</i>	31.61%
<i>Percent of scheduled patients who cancelled and no showed</i>	38.24%

DK: ms

Attachments: May 2021 Quality Report
 May 2021 Stats Report

SOUTHERN NEVADA COMMUNITY HEALTH CENTER
MONTHLY REPORT
May 2021

Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	290		290
Family Planning	175	215	390
Refugee Health Screening	9		113
Ryan White Care Services	850		850
Sexual Health Clinic	1,274		1,274
Pharmacy Clients	888		888
Dental Clinic	0	0	0
TOTAL	3,486	215	3,805

Client Encounters by Program

Program	May 2020	May 2021	FY 19-20	FY 20-21	
Family Health Clinic	216	290	2,416	2,746	↑
Family Planning	466	390	5,759	4,405	↓
Refugee Health Screening	0	9	351	113	↓
Ryan White Care Services	718	850	6,009	8,557	↑
Sexual Health Clinic	484	1,274	11,554	7,517	↓
Pharmacy Clients	438	888	5,437	7,758	↑
Dental Clinic	0	0	0	0	→
TOTAL		3,701	31,526	31,096	↓

Family Planning Program

Unduplicated Patients	May 2020	May 2021		FY 19-20	FY 20-21	
Number of Pt: East LV PHC	230	215	↓	2,367	2,068	↓
Number of Pt: Decatur PHC	235	174	↓	2,426	1,852	↓

Duplicated Patients	May 2020	May 2021		FY 19-20	FY 20-21	
Number of Pt: East LV PHC	231	215	↓	2,843	2,341	↓
Number of Pt: Decatur PHC	235	175	↓	2,916	2,064	↓
New Patients						
Number of Pt: East LV	57	71	↓	751	542	↓
Number of Pt: Decatur PHC	76	52	↓	812	497	↓
APRN Visits						
Number of Pt: East LV	149	165	↑	1690	1509	↓
Number of Pt: Decatur PHC	165	149	↓	1,719	1,434	↓

Pharmacy Services

Pharmacy Services	May 2020	May 2021		FY 19-20	FY 20-21	
Clients seen (Pharmacy)	438	888	↑	5437	7758	↑
Prescriptions Filled	517	1140	↑	6360	9704	↑
Clients seen (Pharmacist-SHC)	16	39	↑	199	317	↑
Clients seen (Pharmacist-TB)	2	1	↓	98	25	↓
Financial Assistance Provided	12	8	↓	334	171	↓
Insurance Assistance Provided	1	1	→	54	31	↓

Dental Clinic

Unduplicated Patients	May 2020	May 2021		FY 19-20	FY 20-21	
Number of Pt: East LV PHC	0	0	→	0	0	→
Number of Pt: Decatur PHC	0	0	→	0	0	→

Duplicated Patients	May 2020	May 2021		FY 19-20	FY 20-21	
Number of Pt: East LV PHC	0	0	→	0	0	→
Number of Pt: Decatur PHC	0	0	→	0	0	→

*New Report in FY19-20

Ryan White Care Services

Medical Case Management	May 2020	May 2021		FY 19-20	FY 20-21	
ALL MCM service encounters	532	552	↑	6,108	5,960	↓
Total # of new referrals	25	31	↑	284	278	↓
Total # of new referrals - pregnant women	1	2	↑	17	28	↑
Total # of new referrals - infant/children/youth<18	2	0	↓	20	13	↓
Total Admission	19	20	↑	219	223	↑

*New Data for 2019-2020

Eligibility and Enrollment	May 2020	May 2021		FY 19-20	FY 20-21	
All Eligibility service encounters	147	159	↑	968	1,961	↑

Early Intervention Services (EIS)	May 2020	May 2021		FY 19-20	FY 20-21	
Total # of NEW patients seen in clinic	13	25	↑	406	238	↓
Total # of patients *LINKED to SNHD Provider (first provider visit)	12	24	↑	302	217	↓
Total # of patients under the Rapid Start Project	9	14	↑	165	182	↑

*New Data for 2019-2020

Outpatient / Ambulatory Health Services (OAHS)	May 2020	May 2021		FY 19-20	FY 20-21	
Total # of Provider encounters	95	139	↑	2,363	2,584	↑

Clinical Services Refugee Health Program

Refugee Health Program	May 2020	May 2021		FY 19-20	FY 20-21	
Clients Seen	0	9	↓	351	113	↓
Clients Requiring Medical Follow-up for Communicable Diseases	0	3	↓	67	25	↓
Referrals for TB Issues	0	3	→	35	12	↓
Referrals for Possible Chronic Hep B	0	0	↓	17	11	↓
Referrals for STD	0	0	↓	21	2	↓
Pediatric Reguee Exams	0	0	↑	67	21	↑

Sexual Health Clinic Program

STD Services	May 2020	May 2021		FY 19-20	FY 20-21	
STD treatment/screening/exam	484	1,274	↑	11,554	7,517	↓
Total # of patients served	359	914	↑	9,706	5,885	↓