

Southern Nevada Community Health Center

Quality & Risk Management

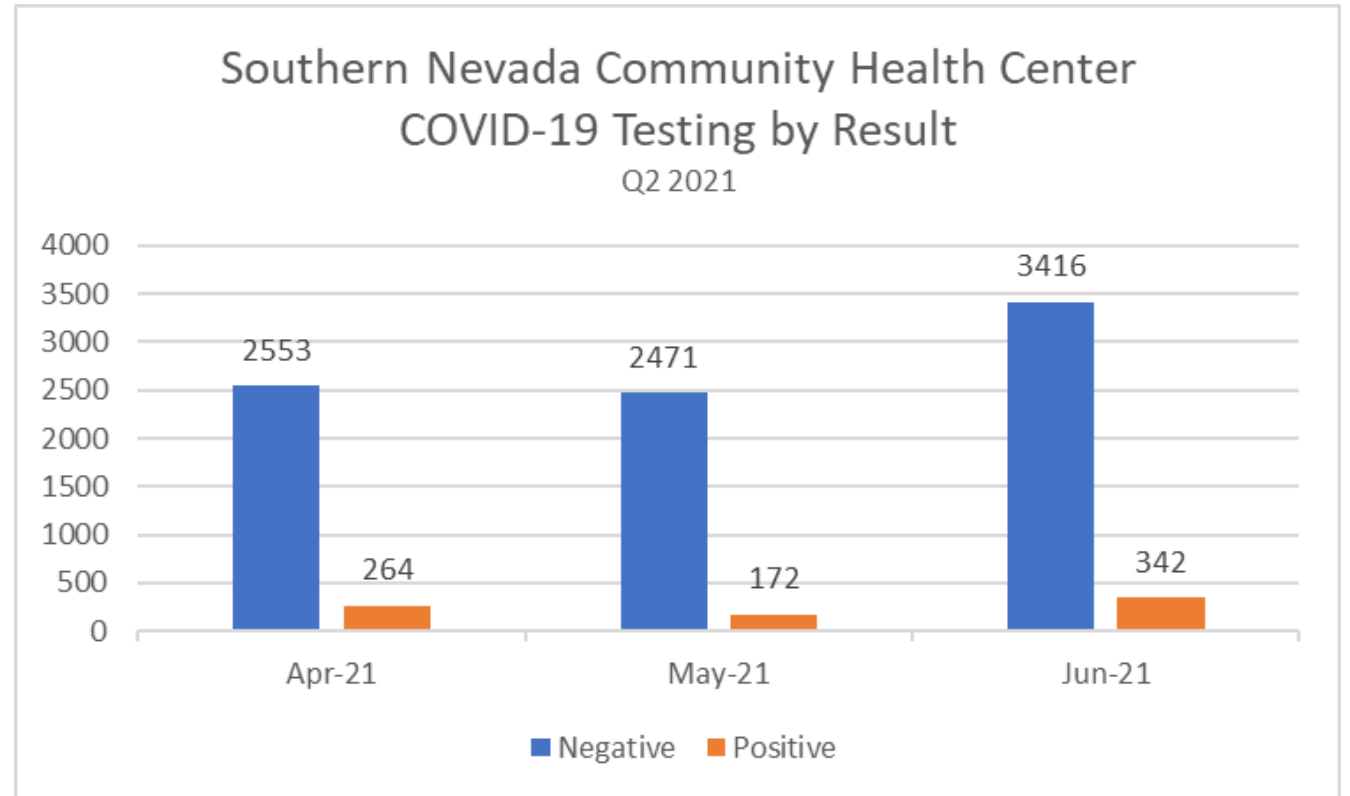
July 2021

COVID-19 Testing

Southern Nevada Community Health Center

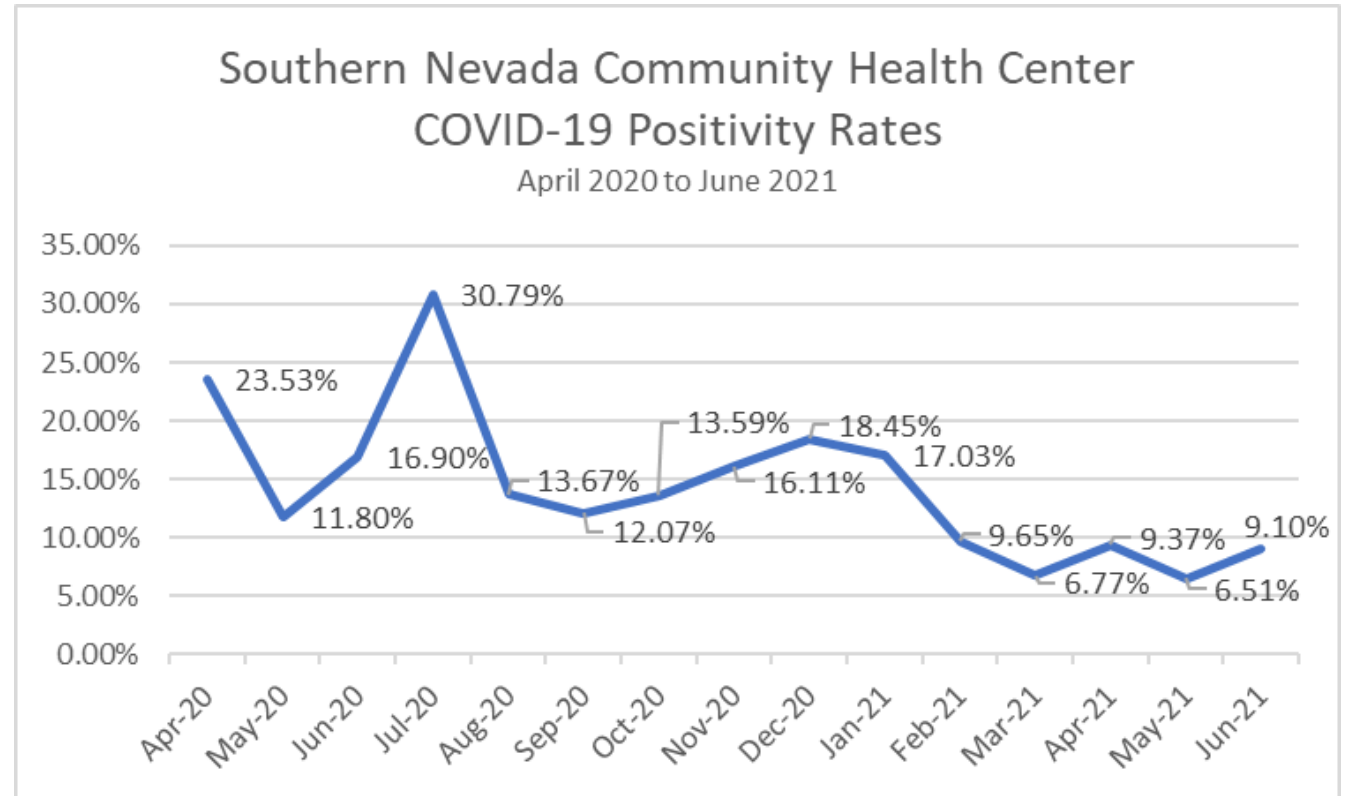
SNCHC: COVID-19 Testing

- From April to June 2021 (Q2) the Health Center completed 9,218 COVID-19 tests.
- In total, the Health Center has completed 45,576 COVID-19 tests since testing began April 2020.



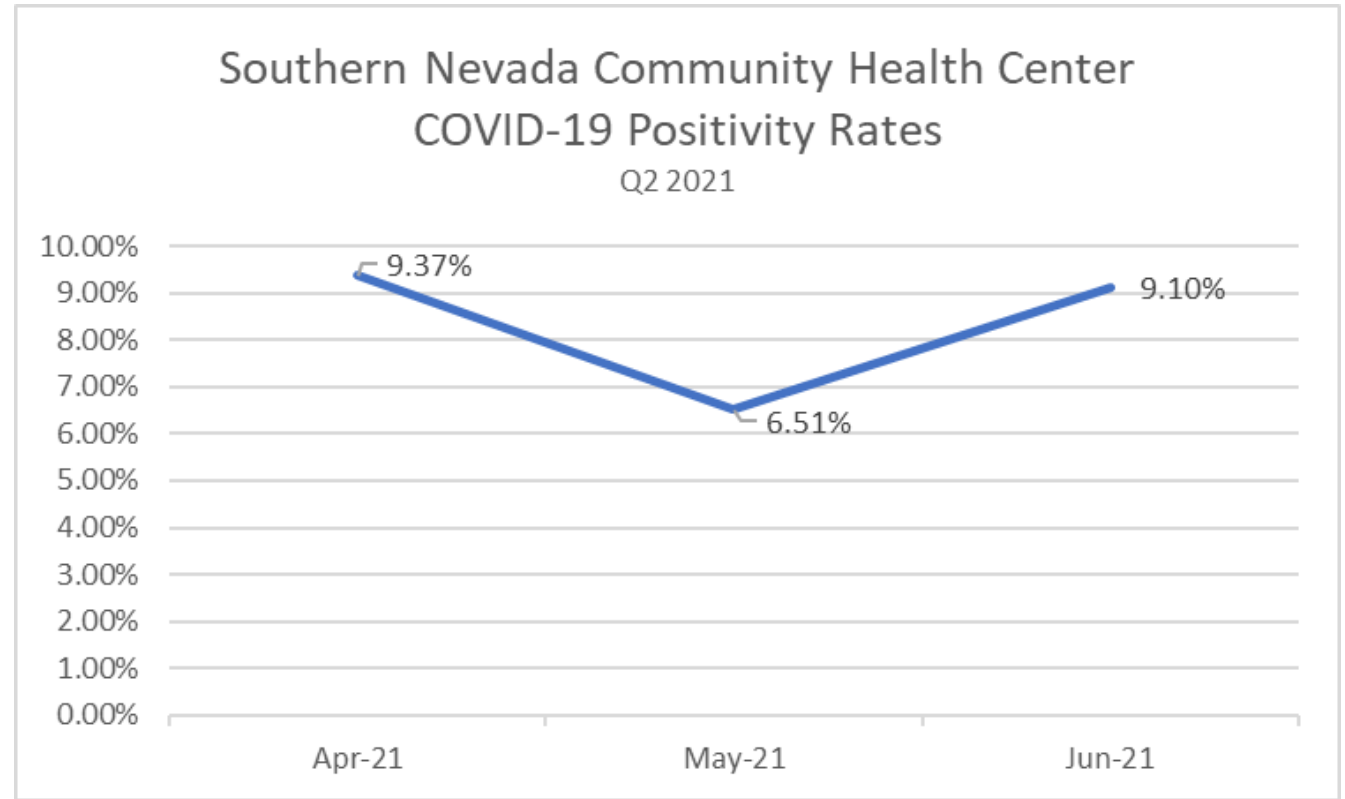
SNCHC: COVID-19 Testing (cont.)

- Since April 2020, positivity rates have fluctuated substantially, although we have been seeing some stability over the past few months.



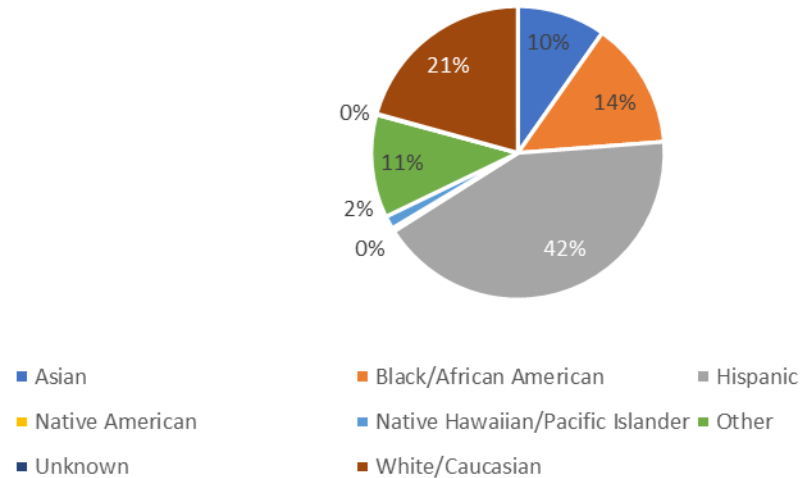
SNCHC: COVID-19 Testing (cont.)

- In Q2, there was an average 8.3% positivity rate.

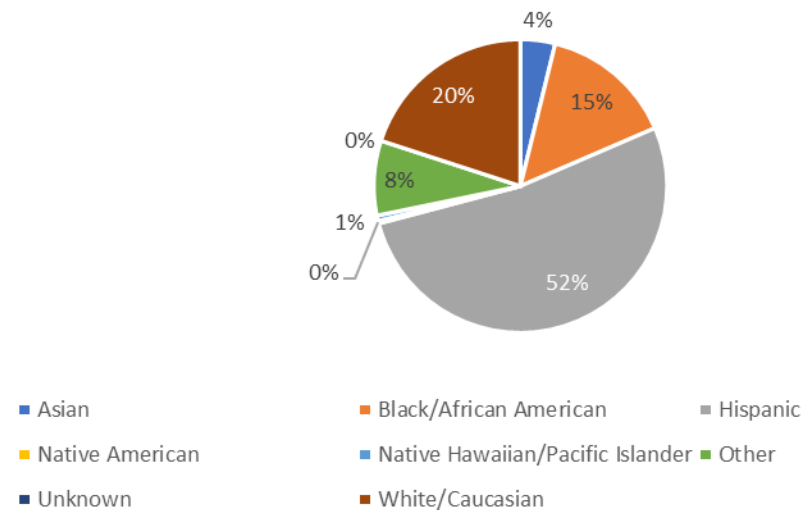


SNCHC: COVID-19 Testing (cont.)

Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
Q2 2021

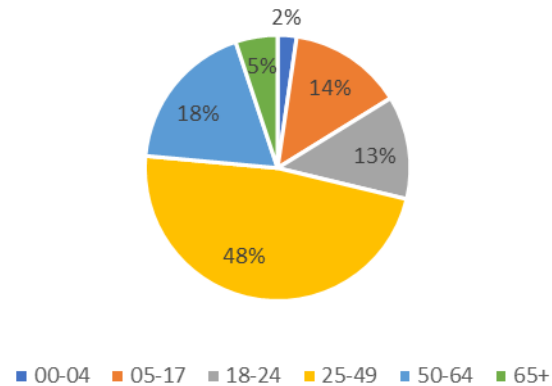


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
Q2 2021

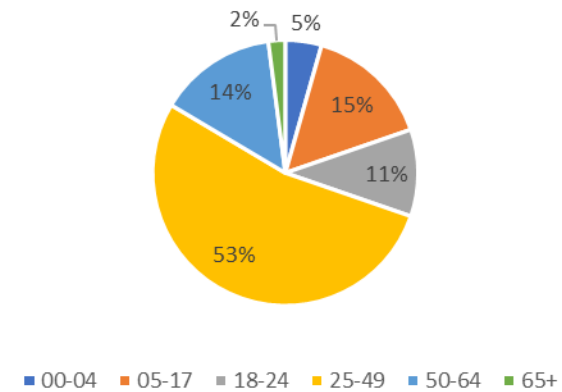


SNCHC: COVID-19 Testing (cont.)

Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Negative Result)
Q2 2021



Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Positive Result)
Q2 2021



COVID-19 Vaccine Program

Southern Nevada Community Health Center

SNCHC: COVID-19 Vaccine Program

- The Southern Nevada Community Health Center began administering 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.

SNCHC: COVID-19 Vaccine Program (cont.)

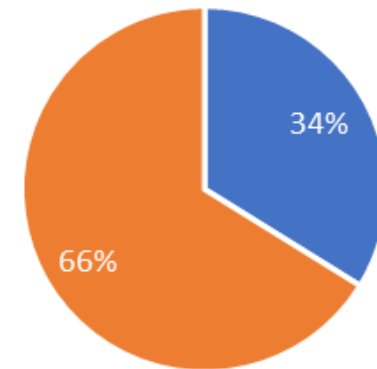
- From May 3, 2021 to June 30, 2021 ,the Health Center administered 10,377 doses of COVID-19 Vaccine
 - First Dose: 3,984
 - Moderna: 1,348
 - Pfizer: 2,636
 - Second Dose: 6,393
 - Moderna: 1,446
 - Pfizer: 4,445
 - Janssen: 502

SNCHC: COVID-19 Vaccine Program (cont.)

- Of those who received a first dose of COVID-19 Vaccine, 66% received Pfizer and 34% received Moderna.

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

May 3-June 30, 2021



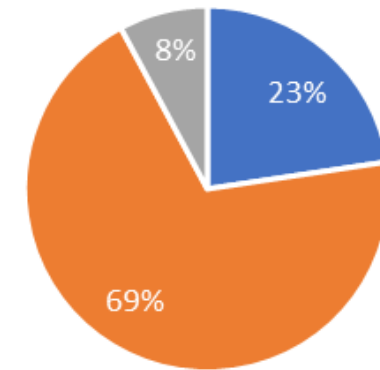
■ Moderna ■ Pfizer

SNCHC: COVID-19 Vaccine Program (cont.)

- Of those who received a second dose of COVID-19 Vaccine, 69% received Pfizer, 23% Moderna, and 8% Janssen.

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

May 3-June 30, 2021



■ Moderna ■ Pfizer ■ Janssen

Patient Satisfaction

Southern Nevada Community Health Center

SNCHC: Patient Satisfaction

- The Health Center received 553 patient satisfaction surveys in Q2.
 - Family Planning made up 50.7% of survey responses followed by Family Health at 27.4% and Ryan White at 22%.
- Approximately 26.5% of patients seen at the Health Center in Q2 took the patient satisfaction survey.

SNCHC: Patient Satisfaction

- 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.
- The patient satisfaction survey is available in both English and Spanish.

Telehealth

Southern Nevada Community Health Center

SNCHC: Telehealth

- In Q2, the Health Center saw 196 patients via telehealth, 9.4% of patients seen in our clinics.
- We are currently seeing a slight upward trend in COVID-19 positivity rates, and when medically appropriate, telehealth will continue to be offered, even following the COVID-19 pandemic.

Health Center Visits

Southern Nevada Community Health Center

SNCHC: Health Center Visits

- The Health Center had 3,372 scheduled patient appointments in Q2.
- Of scheduled patients, 61.9% kept their appointments
 - The cancellation rate was 7.6%
 - The no-show rate was 30.6%

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 Q2.
- Exposure Incidents
 - There was one exposure incident at the Health Center in Q2. That incident was handled appropriately and closed without issue.

Risk Management (cont.)

- Medical Events
 - There were two medical events at the Health Center in Q2. Those events were handled appropriately and closed without issue.

Questions?

Thank you!