



Memorandum

Date: July 8, 2021

To: Southern Nevada District Board of Health

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

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.

June 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
- **Administrative**
 - Service Area Competition Grant was awarded for next 3 years.

COVID-19 Vaccine Clinic Facility: COVID-19 Response

- 1) NCS Facility was converted into a Health Center COVID-19 vaccination clinic on 5/3/2021
 - a. To date, the health center has administered 11,099 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 30 referrals between June 1st through June 30th. 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 336 visits: 29 initial provider visits, 144 established provider visits, 16 televisits, 0 audio visits, 16 Nurse visits and 112 lab visits in the month of June.
- 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.



- 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. The program had no referrals this month.
- E. The Ryan White program Mental health APRN continues to serve clients and provide screening for mental health conditions. 20 clients were serviced this month.
- F. The Ryan White program dietitian is providing medical nutritional therapy to clients during this period. 8 clients were screened for nutrition services this month.
- G. Staff attended the "Interactive Conversation Map" training, which discussed how to effectively speak to clients about type 2 Diabetes, in such a way to address their feelings and questions surrounding the disease.

II. Sexual Health Clinic

- A. The clinic provided services provided 1,244 unique services to 876 unduplicated patients for the month of June.
- 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. SHC staff also participated in a research project, CAB-LA Usage for Transgender Women.
- 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 the following trainings: 1) Mental Health First Aid Training which teaches how to identify, understand and respond to signs of mental illnesses and substance use disorders 2) PrEPared to Support Women and Their Sexual Health which identifies the disparities in PrEP services for women, especially for women of color, and provides recommendations on how to approach the discussion of PrEP services with women 3) Target BP- The importance of Measuring which teaches accurate blood pressure measurement technique and factors affecting blood pressure measurement accuracy.



III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 500 clients; 495 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 222 clients; 221 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 278 clients; 274 of them were duplicated.

IV. Family Healthcare Center

- A. The Family Health Care Clinic saw 96 patients in the month of June 2021. Six patients were under age 18 and includes two children from the Refugee Health Clinic.

V. Pharmacy Services

- A. Dispensed 1,162 prescriptions for 894 clients.
- B. Assessed/counseled 51 clients in the Ryan White Program, Sexual Health Clinic and Family Health Clinic
- C. Assessed/counseled two clients in the Tuberculosis Clinic.
- D. Assisted 11 clients to obtain medication financial assistance.
- E. Assisted 4 clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
June 2021		
Total number of referrals received	47	
Total number of no action-closed	13	
Total number of applications submitted	Medicaid/SNAP/TANF: 31	Hardship: 1

- Eligibility support continues to increase with new operational adjustments.
 - Eligibility applications are being facilitated at the front desks of both clinic sites, at mobile clinic events, and in the COVID-19 vaccine clinic.
- Since January 140/338 or 41.42% Conversion of referrals to applications successfully accepted and processed
 - Eligibility services production = Jan – 17/57; Feb – 20/42; Mar – 19/59; Apr – 28/58; May – 25/75; Jun – 31/47

VII. Refugee Health Program

- A. The Refugee Health Program served 28 adults in June.

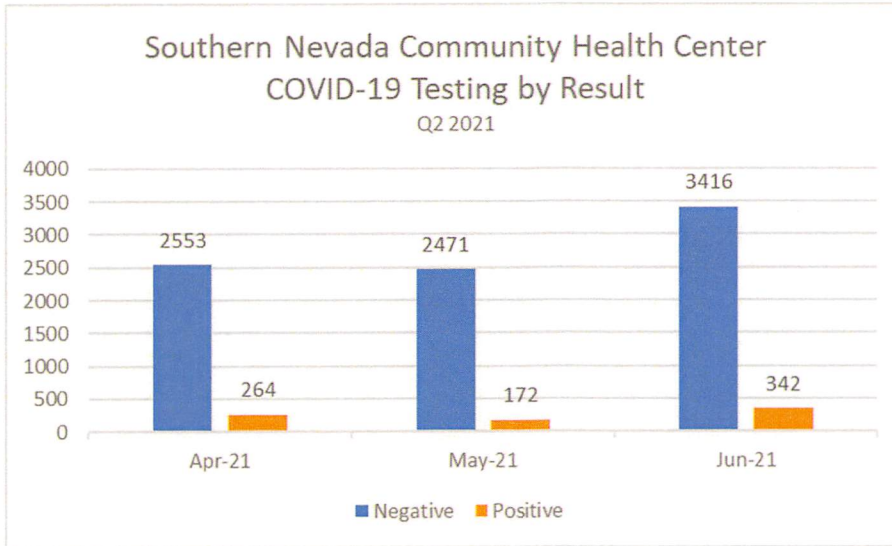
VII. Quality & Risk Management:

**Quality
COVID-19 Testing**

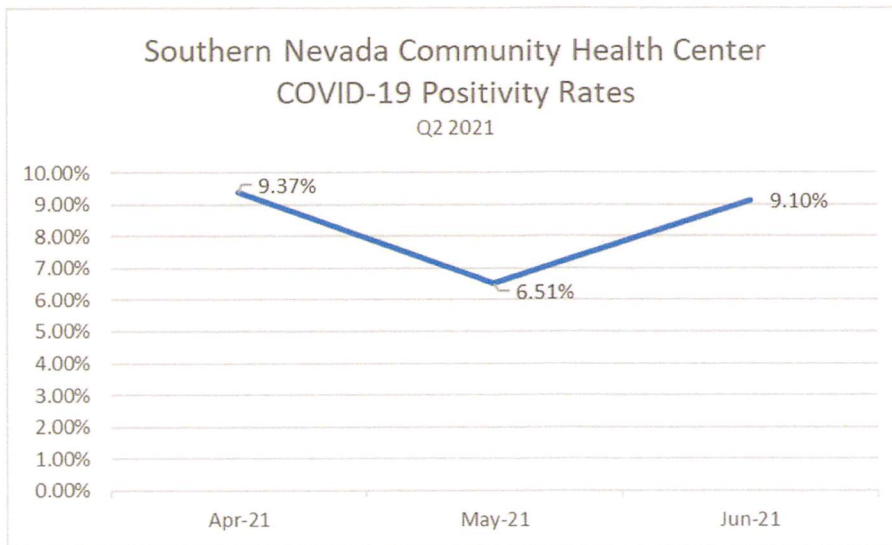


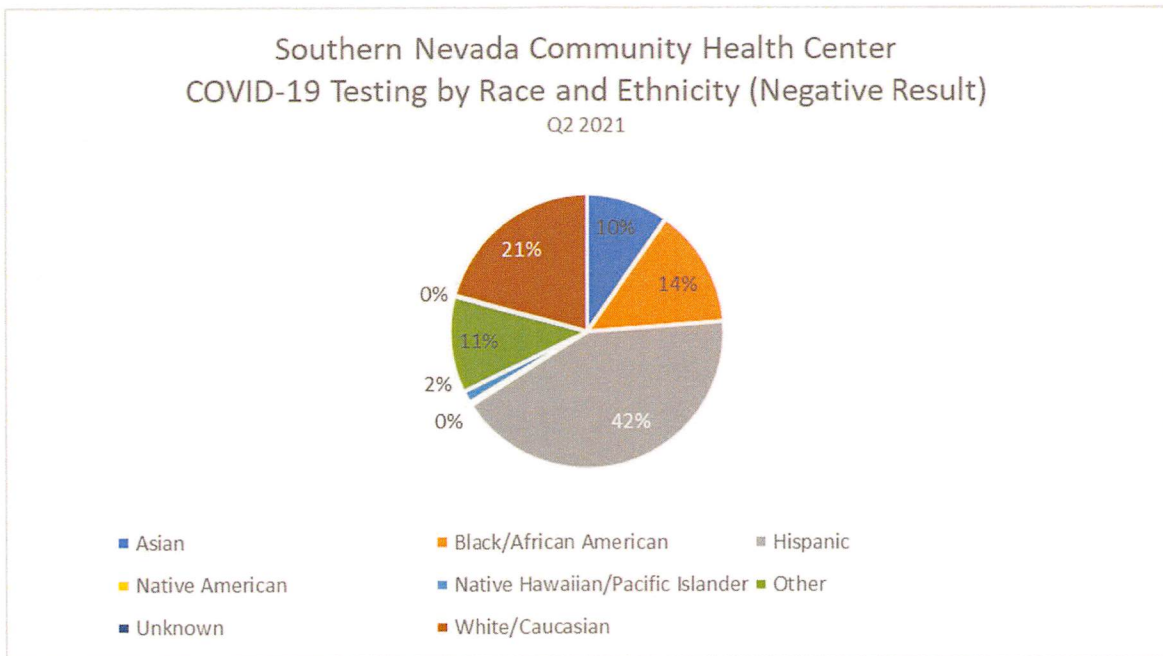
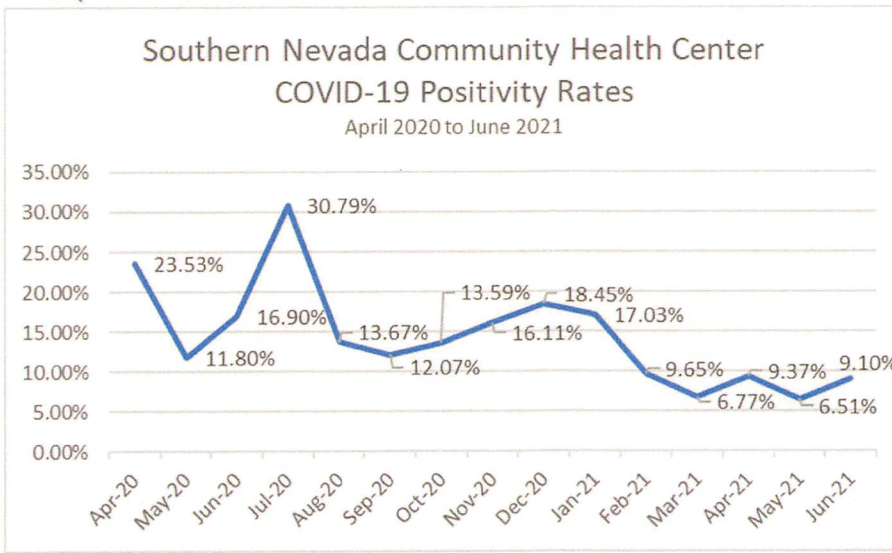
From April to June 2021 (Q2) the Southern Nevada Community Health Center completed 9,218 COVID-19 tests. In total, the Health Center completed 45,576 COVID-19 tests since testing began April 2020.

The 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 appropriate to get the COVID-19 vaccine.



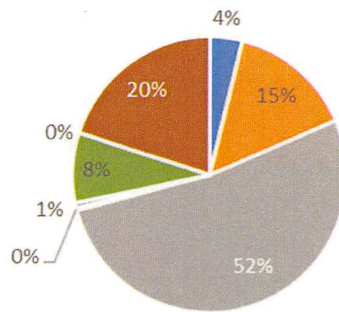
In Q2, there was an average 8.3% positivity rate.





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

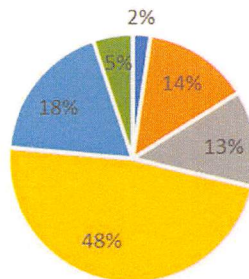
Q2 2021



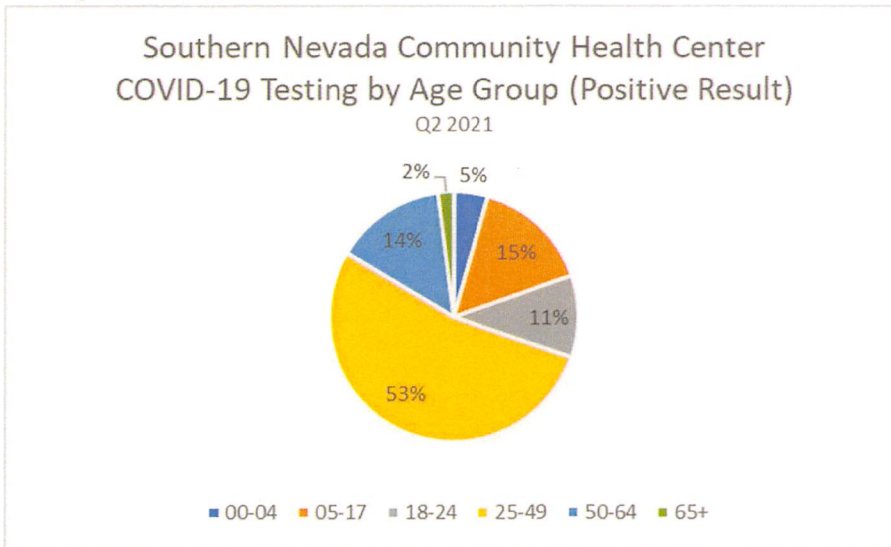
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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

Q2 2021



- 00-04
- 05-17
- 18-24
- 25-49
- 50-64
- 65+

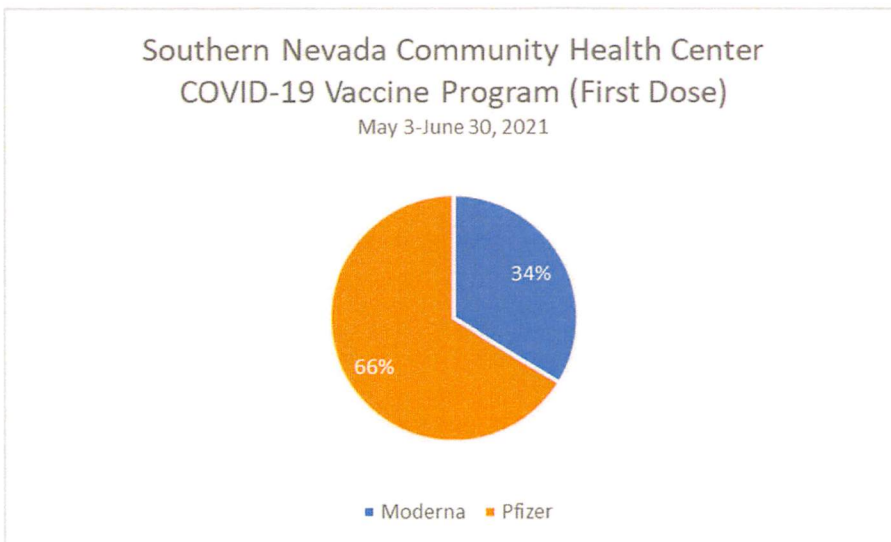


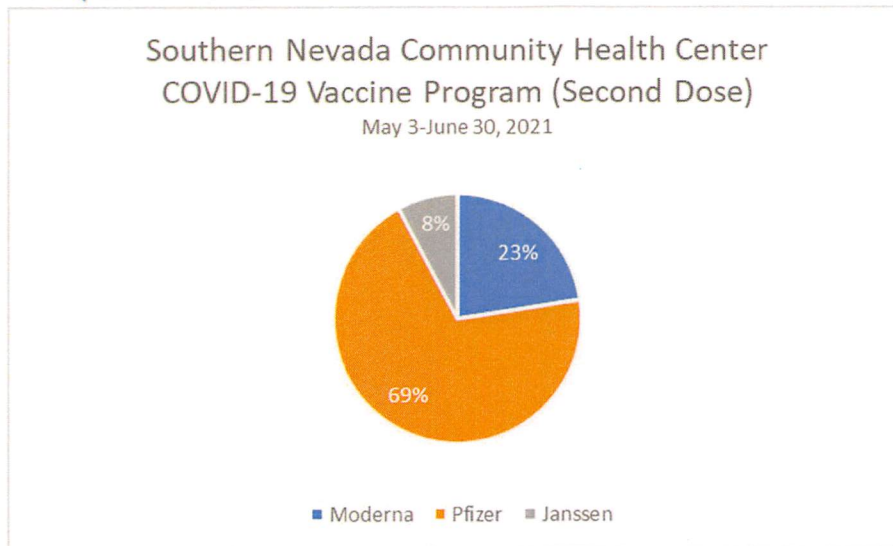
COVID-19 Vaccine Program

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.

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





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.

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

In Q2, the Health Center saw 196 patients via telehealth, 9.4% of the patients that were seen in our clinics.

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. 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

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

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 event was handled appropriately and closed without issue.

Medical Events

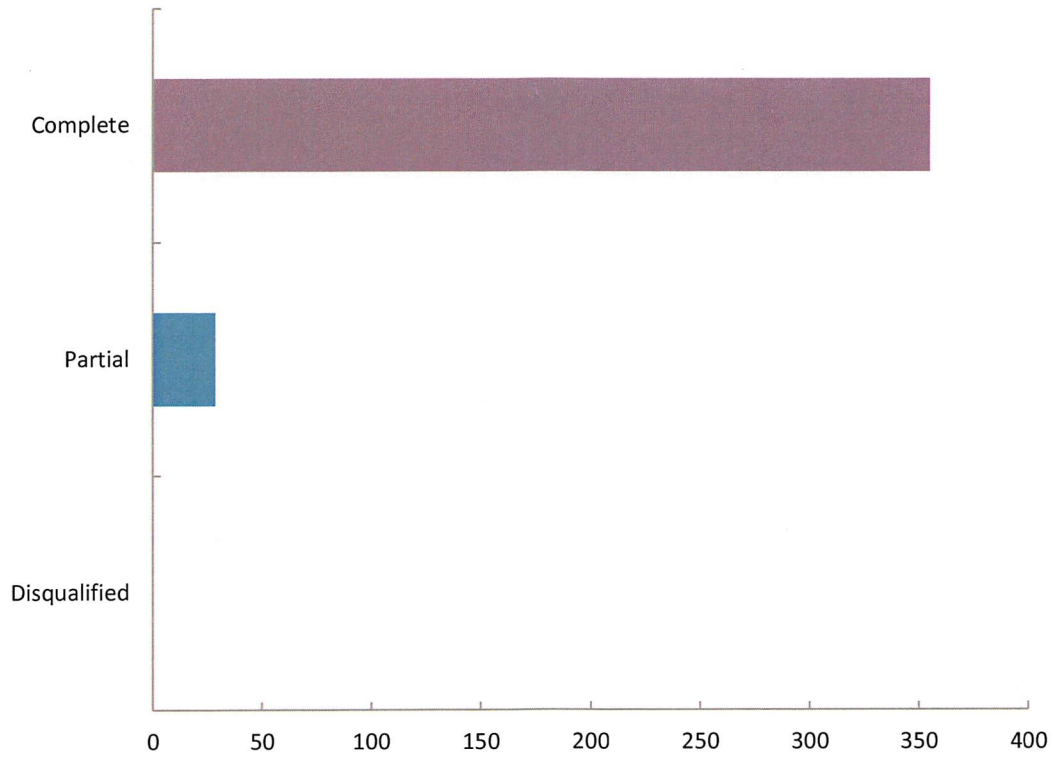
There were two medical events at the Health Center in Q2. Those events were handled appropriately and closed without issue.



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

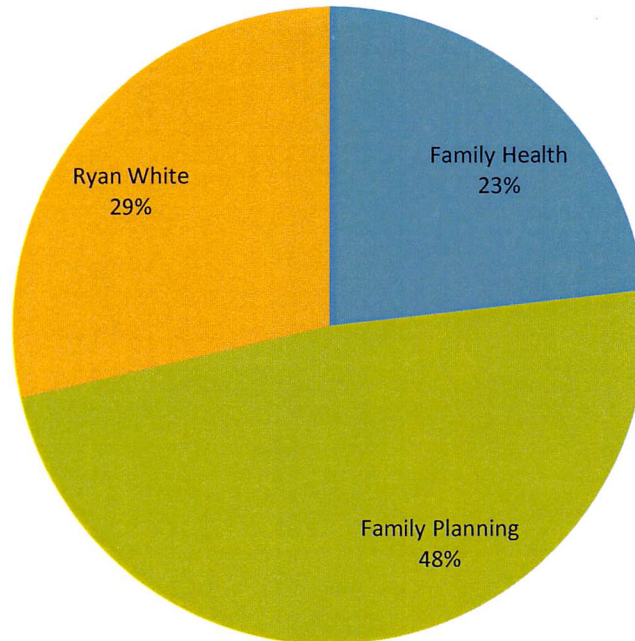
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Response Statistics



	Count	Percent
Complete	355	92.4
Partial	29	7.6
Disqualified	0	0
Totals	384	

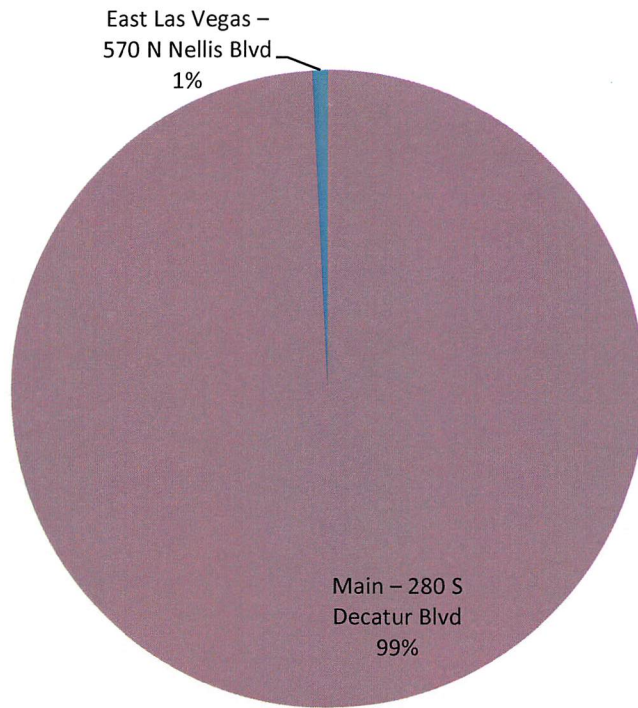
1. Service received during your visit



Value	Percent	Count
Family Health	23.2%	85
Family Planning	48.2%	177
Ryan White	28.6%	105
	Totals	367

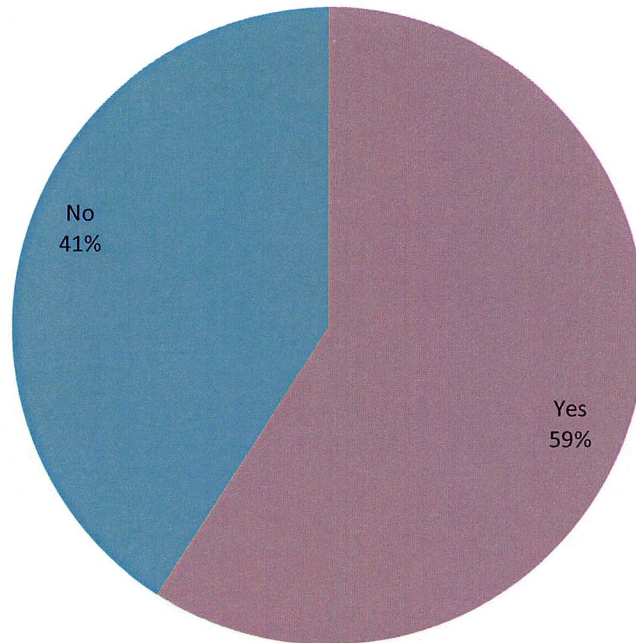


2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main - 280 S Decatur Blvd	99.2%	364
East Las Vegas - 570 N Nellis Blvd	0.8%	3
	Totals	367

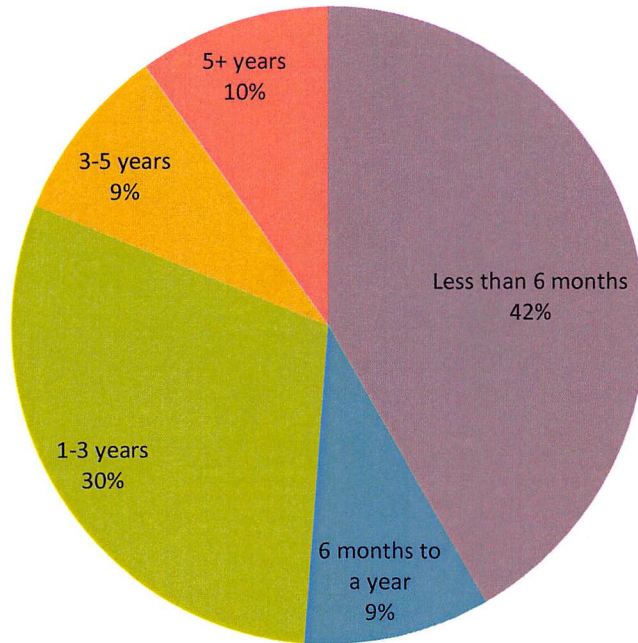
3. Do you have health insurance?



Value	Percent	Count
Yes	59.1%	217
No	40.9%	150
	Totals	367

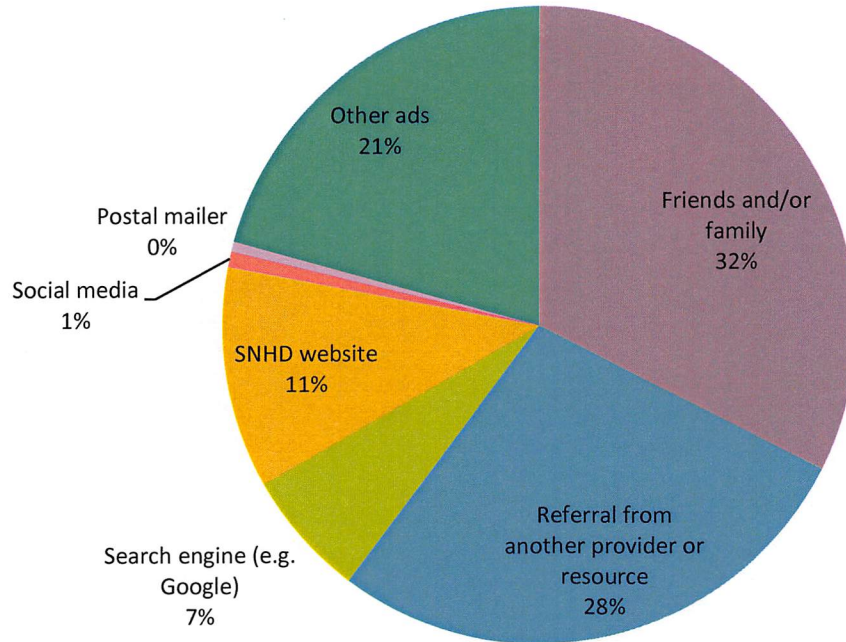


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Count
Less than 6 months	41.7%	153
6 months to a year	9.5%	35
1-3 years	30.0%	110
3-5 years	9.0%	33
5+ years	9.8%	36
	Totals	367

5. How did you hear about us?

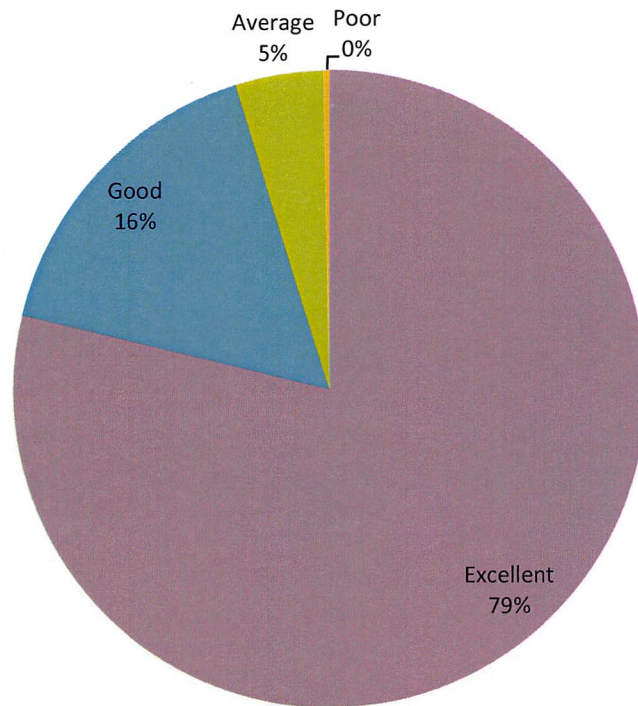


Value	Percent	Count
Friends and/or family	32.4%	119
Referral from another provider or resource	27.8%	102
Search engine (e.g. Google)	6.5%	24
SNHD website	11.2%	41
Social media	0.8%	3
Postal mailer	0.5%	2
Other ads	20.7%	76



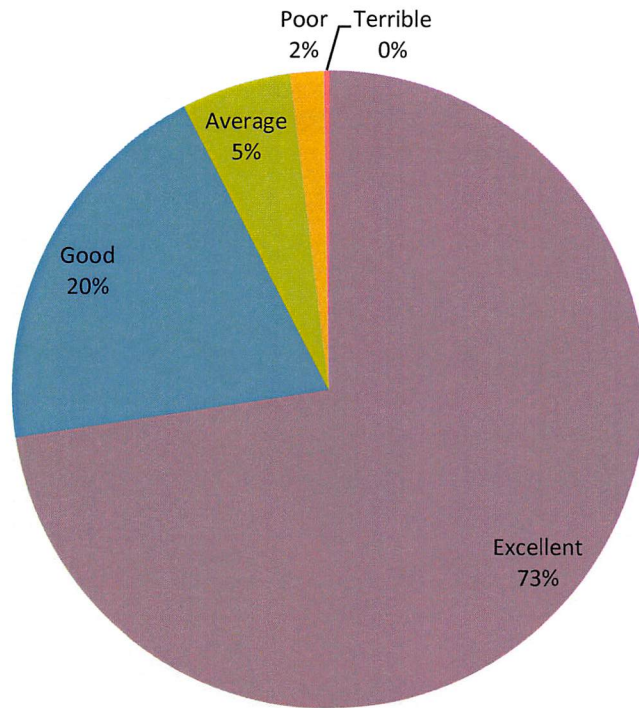
	Totals	367
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6. Ease of scheduling an appointment



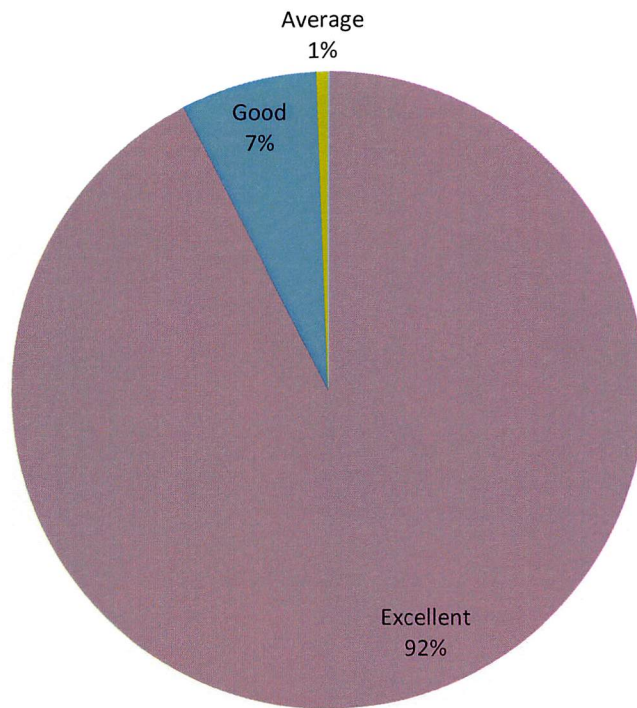
Value	Percent	Count
Excellent	78.8%	283
Good	16.4%	59
Average	4.5%	16
Poor	0.3%	1
	Totals	359

7. Wait time to see provider



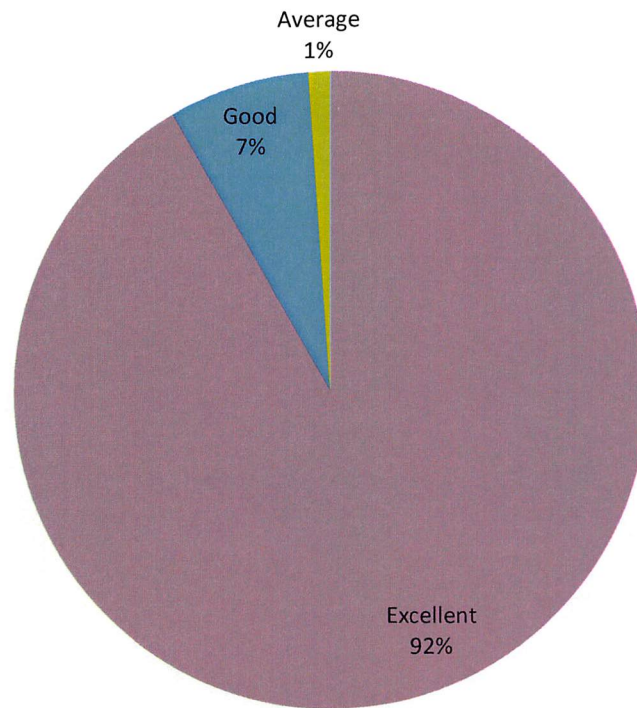
Value	Percent	Count
Excellent	72.7%	261
Good	19.8%	71
Average	5.6%	20
Poor	1.7%	6
Terrible	0.3%	1
	Totals	359

8. Care received from providers and staff



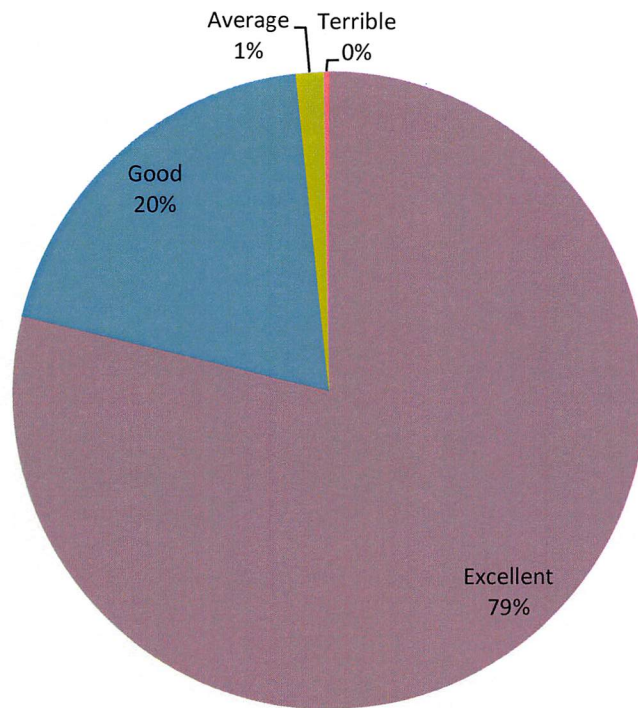
Value	Percent	Count
Excellent	92.5%	332
Good	7.0%	25
Average	0.6%	2
	Totals	359

9. Understanding of health care instructions following your visit



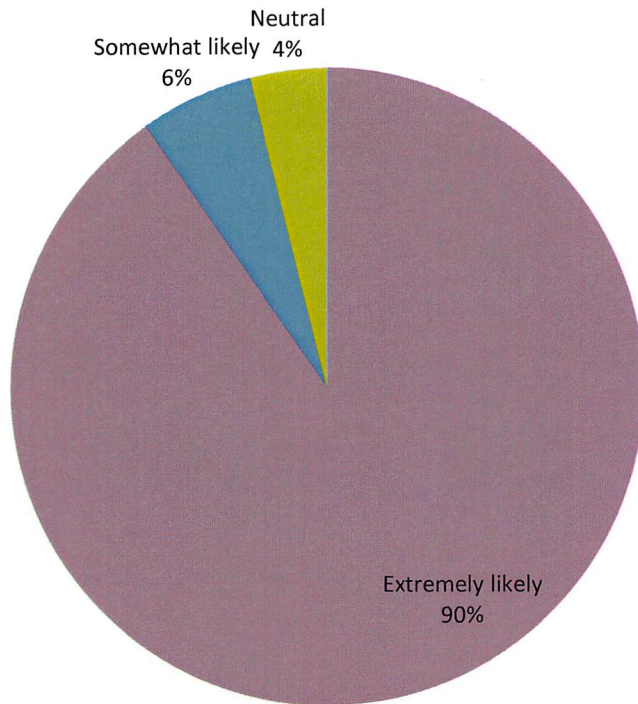
Value	Percent	Count
Excellent	91.6%	329
Good	7.2%	26
Average	1.1%	4
	Totals	359

10. Hours of operation



Value	Percent	Count
Excellent	78.8%	283
Good	19.5%	70
Average	1.4%	5
Terrible	0.3%	1
	Totals	359

11. Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	90.3%	324
Somewhat likely	5.8%	21
Neutral	3.9%	14
	Totals	359

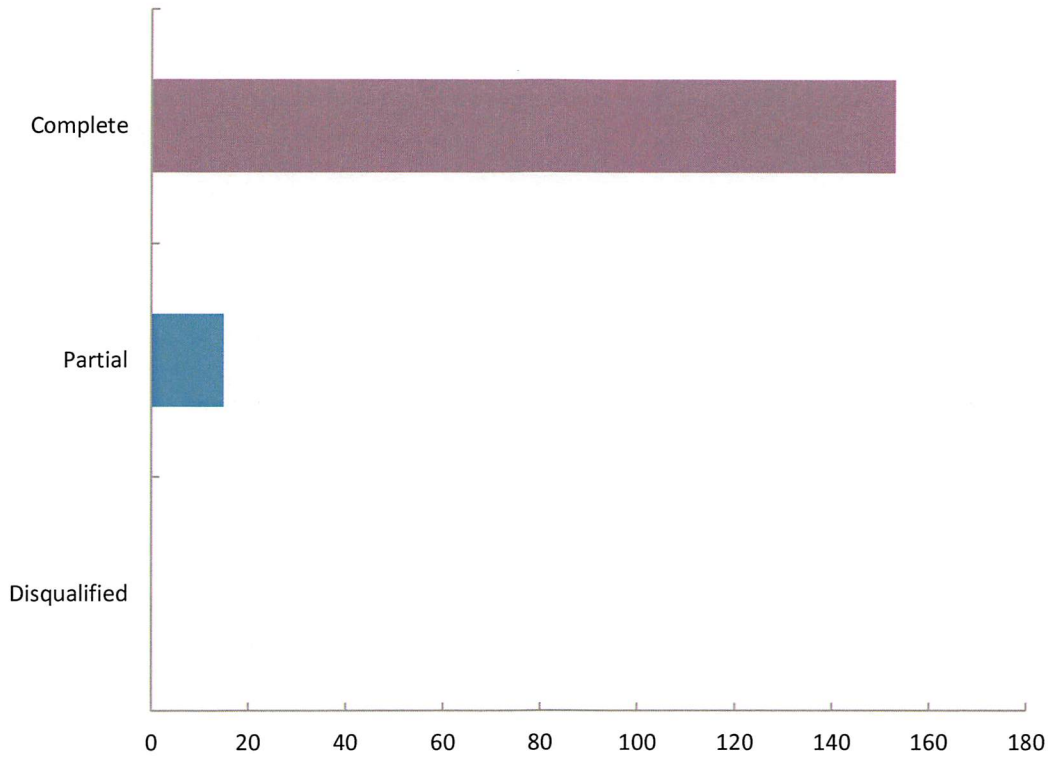


Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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

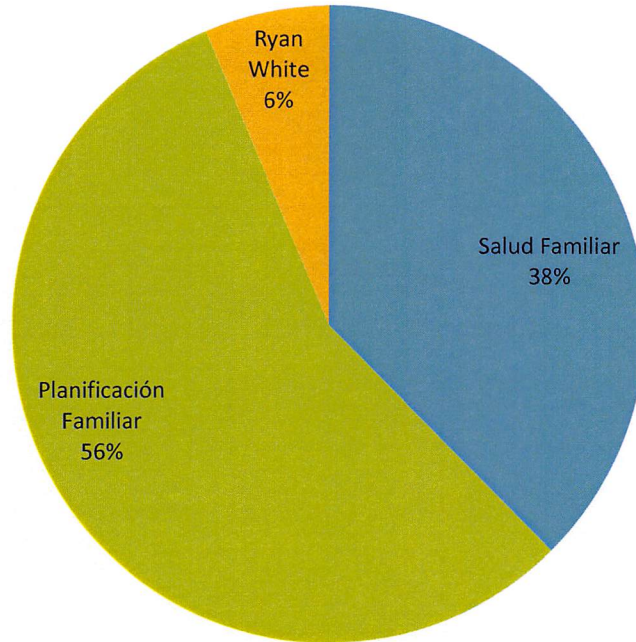


Response Statistics



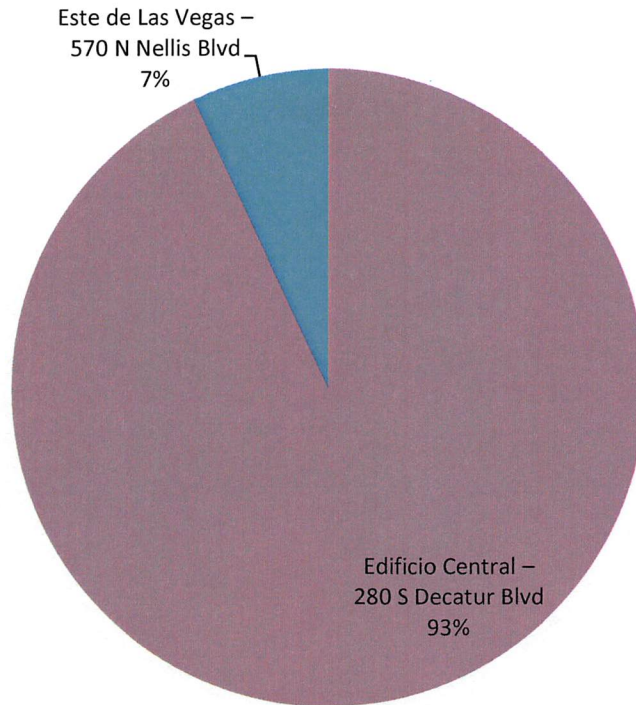
	Count	Percent
Complete	153	91.1
Partial	15	8.9
Disqualified	0	0
Totals	168	

1. Marque los servicios recibidos durante su visita



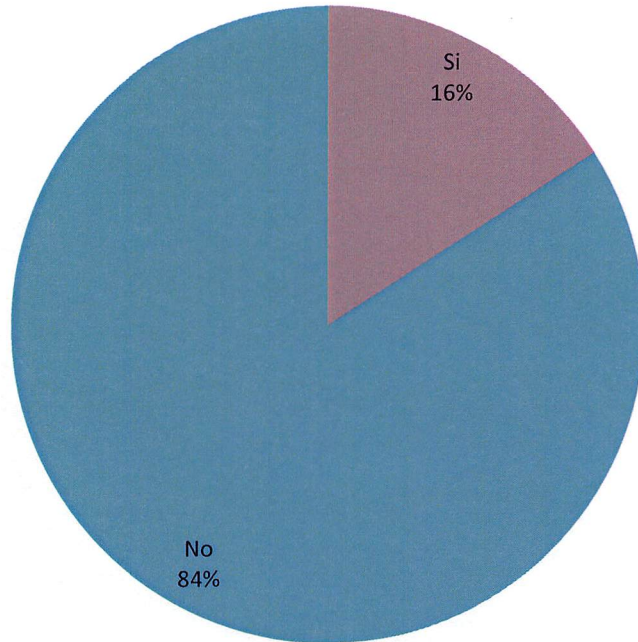
Value	Percent	Count
Salud Familiar	37.6%	59
Planificación Familiar	56.1%	88
Ryan White	6.4%	10
	Totals	157

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



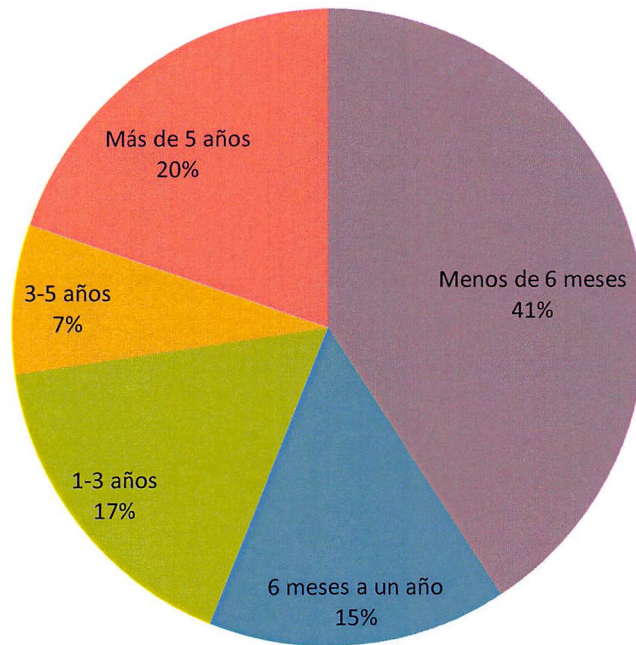
Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	93.0%	146
Este de Las Vegas – 570 N Nellis Blvd	7.0%	11
	Totals	157

3. ¿Tiene seguro médico?



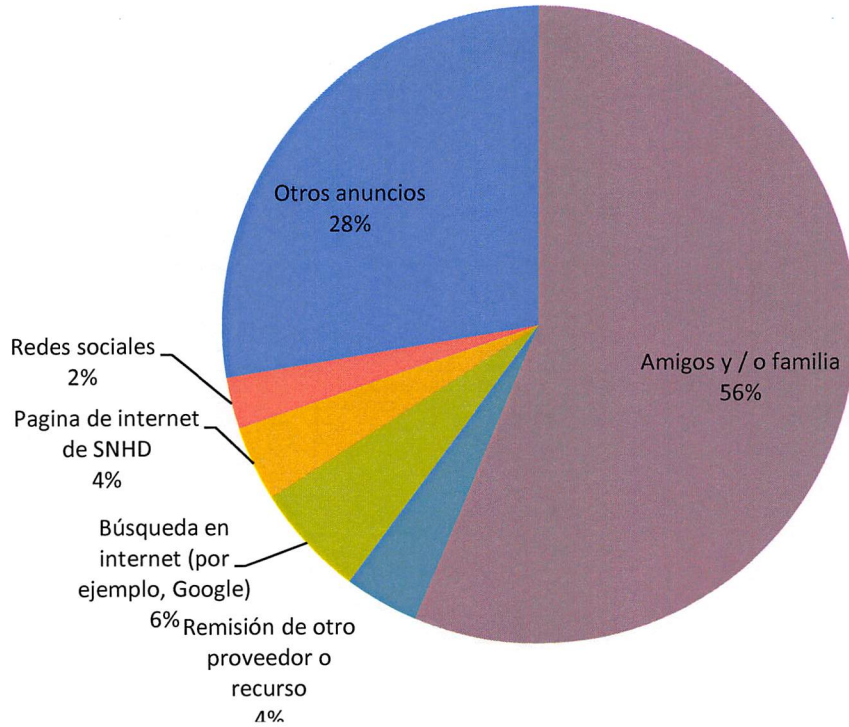
Value	Percent	Count
Si	15.9%	25
No	84.1%	132
	Totals	157

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	40.8%	64
6 meses a un año	15.3%	24
1-3 años	16.6%	26
3-5 años	7.6%	12
Más de 5 años	19.7%	31
	Totals	157

5. ¿Como usted supo de nosotros?

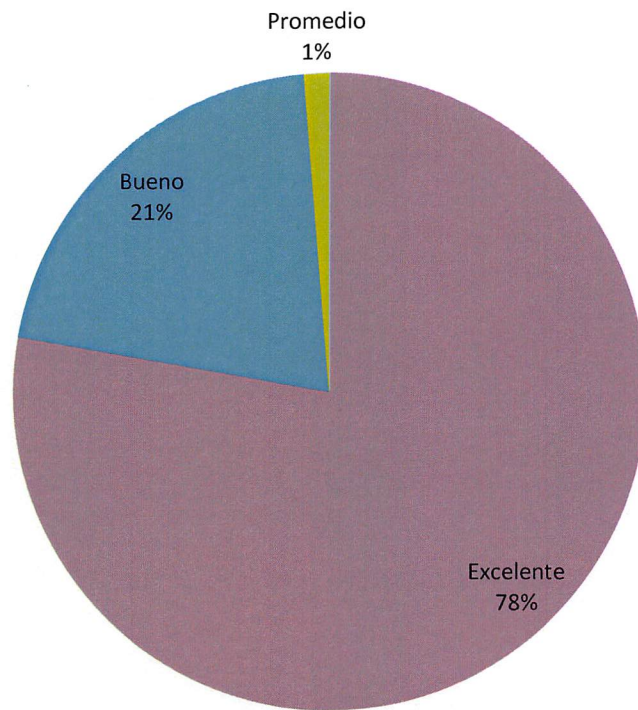


Value	Percent	Count
Amigos y / o familia	56.4%	88
Remisión de otro proveedor o recurso	3.8%	6
Búsqueda en internet (por ejemplo, Google)	5.8%	9
Página de internet de SNHD	3.8%	6
Redes sociales	2.6%	4
Otros anuncios	27.6%	43



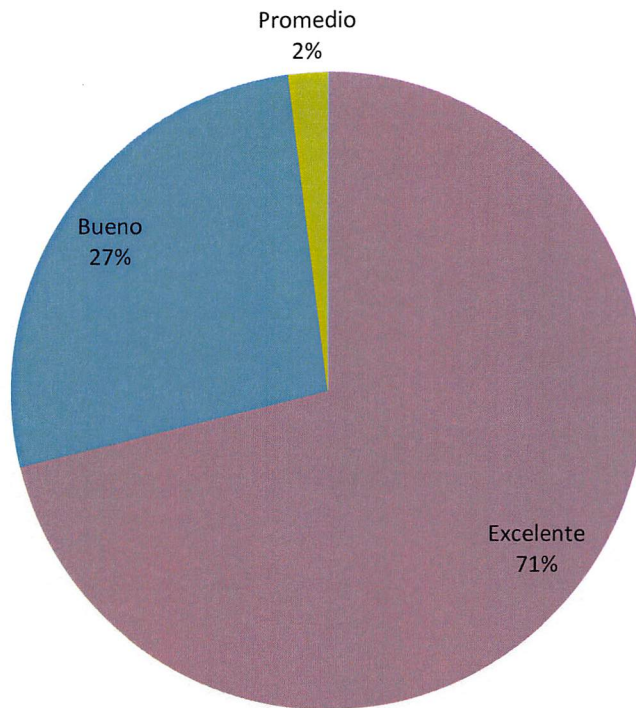
	Totals	156
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6. Facilidad para programar una cita



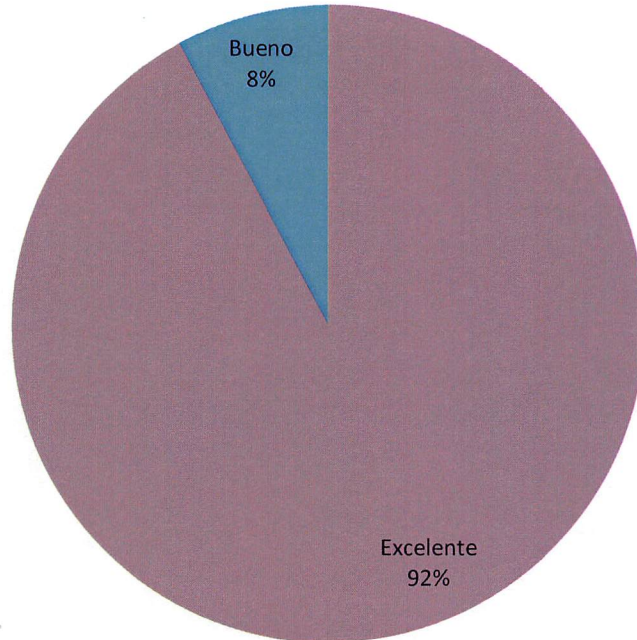
Value	Percent	Count
Excelente	77.8%	119
Bueno	20.9%	32
Promedio	1.3%	2
	Totals	153

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



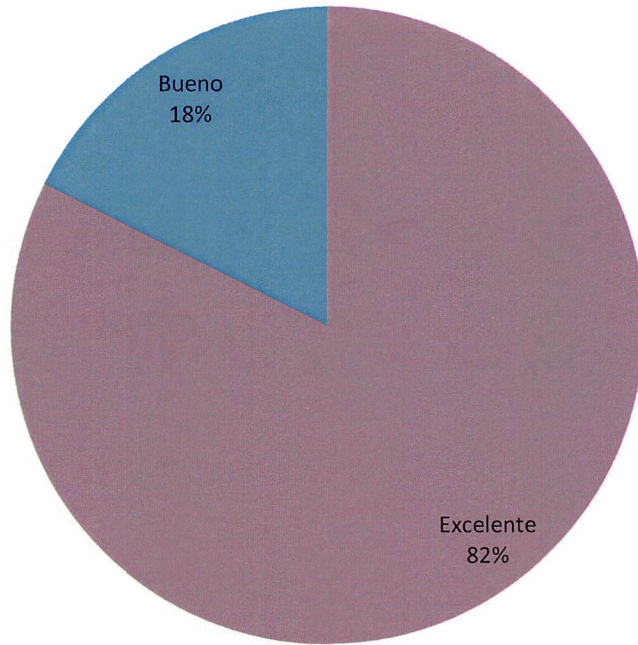
Value	Percent	Count
Excelente	71.2%	109
Bueno	26.8%	41
Promedio	2.0%	3
	Totals	153

8. Atención recibida de los proveedores y personal



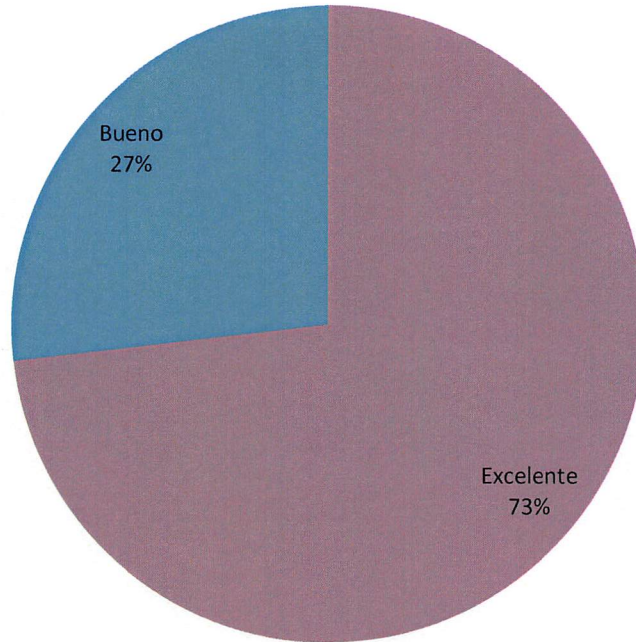
Value	Percent	Count
Excelente	92.2%	141
Bueno	7.8%	12
	Totals	153

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



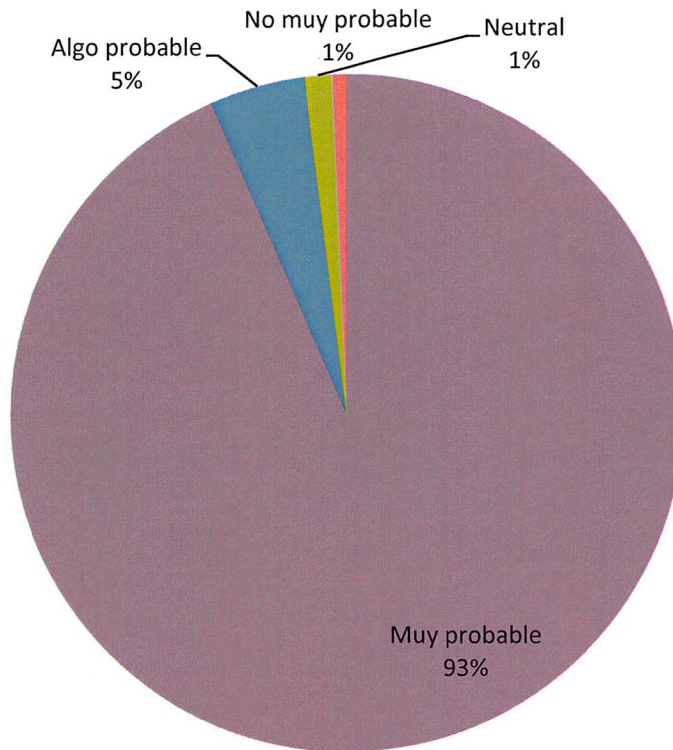
Value	Percent	Count
Excelente	82.4%	126
Bueno	17.6%	27
	Totals	153

10. Horarios de operación



Value	Percent	Count
Excelente	73.2%	112
Bueno	26.8%	41
	Totals	153

11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	93.5%	143
Algo probable	4.6%	7
Neutral	1.3%	2
No muy probable	0.7%	1
	Totals	153



Health Center Visit Report Summary: Q2 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	791	41.85%	88	5.90%	454	30.43%	124	63.27%	35	17.86%	159	81.12%	1492	44.25%
Family Planning Clinic	437	23.12%	46	5.94%	289	37.29%	1	0.13%	2	0.26%	3	1.53%	775	22.98%
Refugee Clinic	59	3.12%	6	6.90%	22	25.29%	0	0.00%	0	0.00%	0	0.00%	87	2.58%
Ryan White	603	31.90%	116	11.39%	265	26.03%	0	0.00%	34	3.34%	34	17.35%	1018	30.19%
Totals	1890	100.00%	256	7.59%	1030	30.55%	125	63.39%	71	21.46%	196	100.00%	3372	100.00%

<i>Percent of scheduled patients who cancelled</i>	7.59%
<i>Percent of scheduled patients who no showed</i>	30.55%
<i>Percent of scheduled patients who cancelled and no showed</i>	38.14%

Attachments: June 2021 Quality Report
June 2021 Stats Report