



## Quality & Risk Management Report, Q2 2021

Fantasi 'Stasi' Pridgon, MHA, FQHC Quality Management Coordinator **FP**

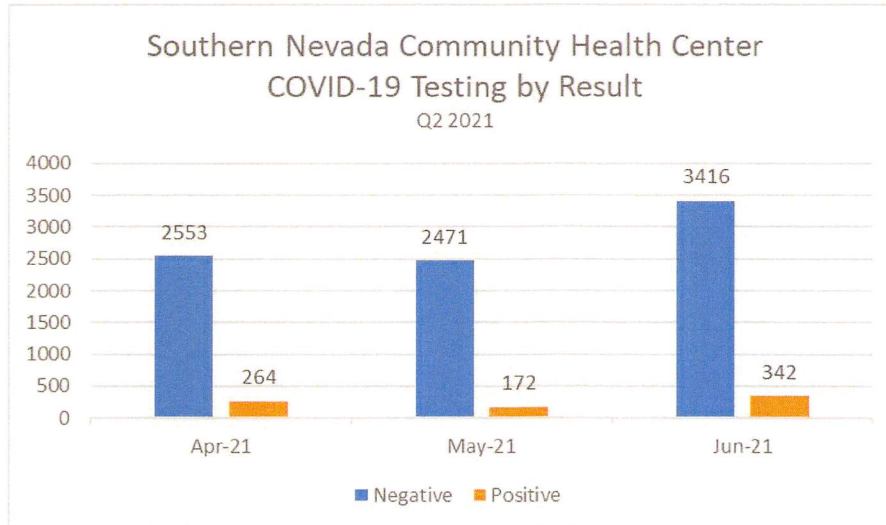
David Kahananui, Senior FQHC Manager **DK**

### Quality

#### COVID-19 Testing

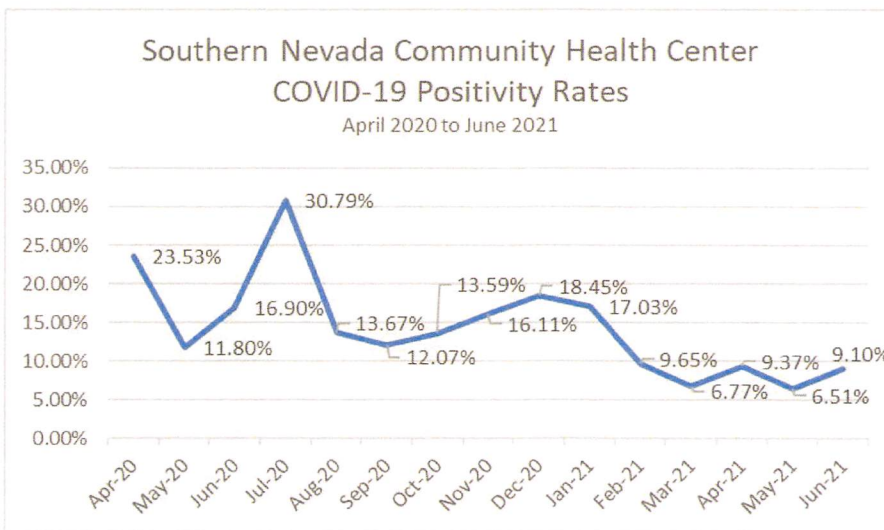
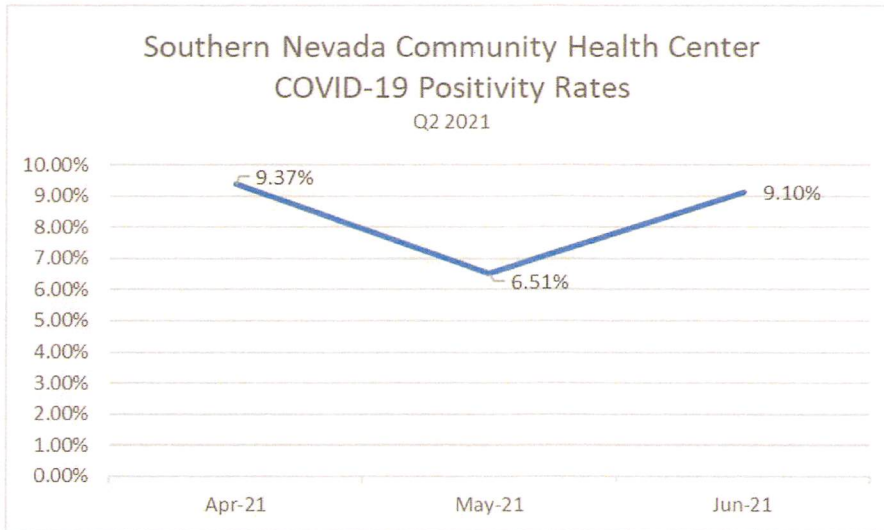
From April to June 2021 (Q2) the Southern Nevada Community Health Center completed 9,218 COVID-19 tests. In total, the Health Center completed 45,576 COVID-19 tests since testing began April 2020.

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.

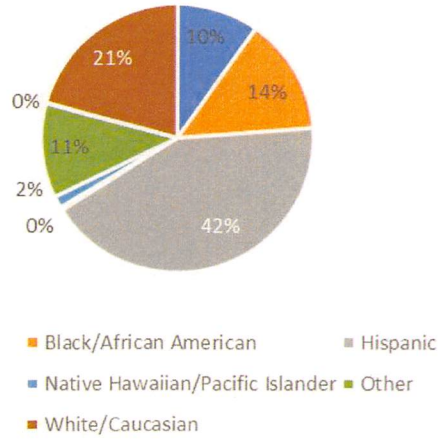




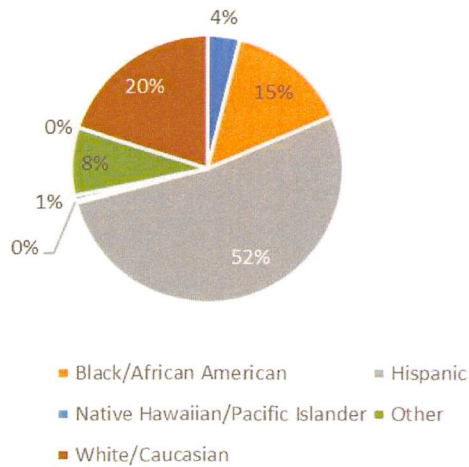
In Q2, there was an average 8.3% positivity rate.



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

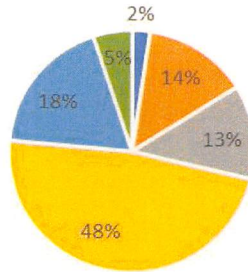


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
Q2 2021



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

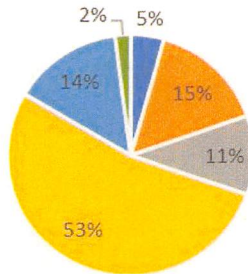
Q2 2021



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

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

Q2 2021



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

**COVID-19 Vaccine Program**

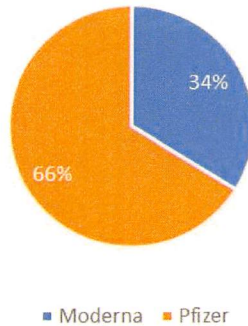
The Southern Nevada Community Health Center began administering COVID-19 Vaccine on May 3, 2021 as part of HRSA's COVID-19 Vaccine Program. The vaccine site is located at the Southern Nevada Health District main location in the NCS Building.

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

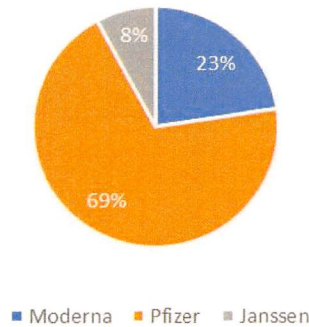
Southern Nevada Community Health Center  
COVID-19 Vaccine Program (First Dose)

May 3-June 30, 2021



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

May 3-June 30, 2021



**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.

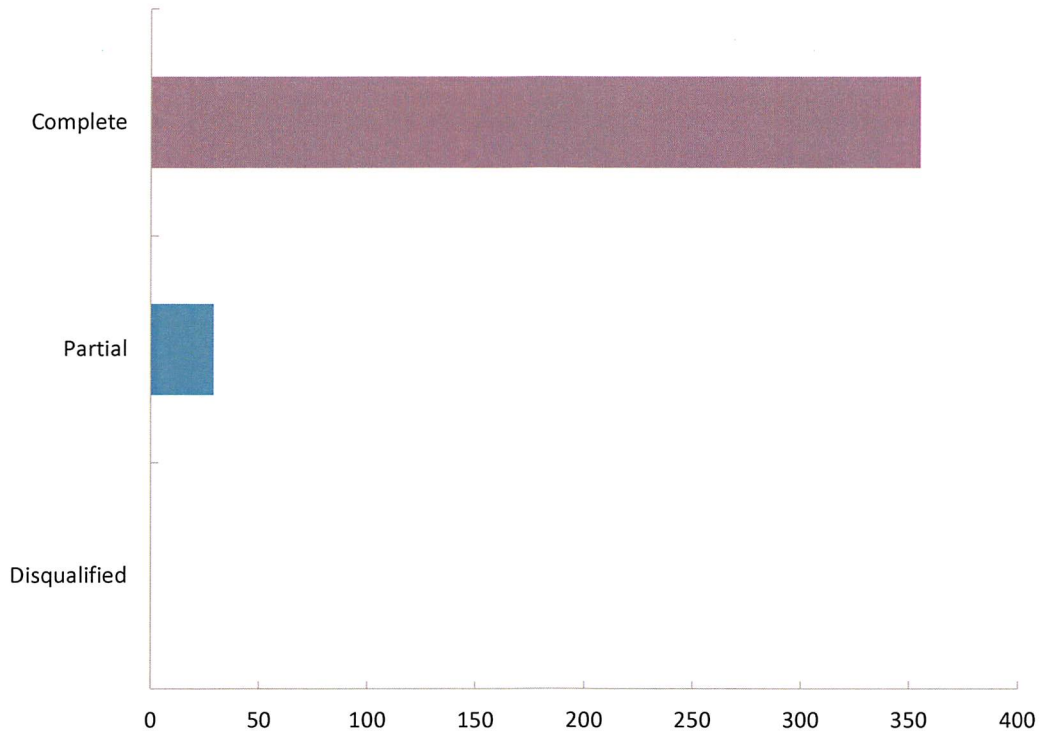


# Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



## Response Statistics

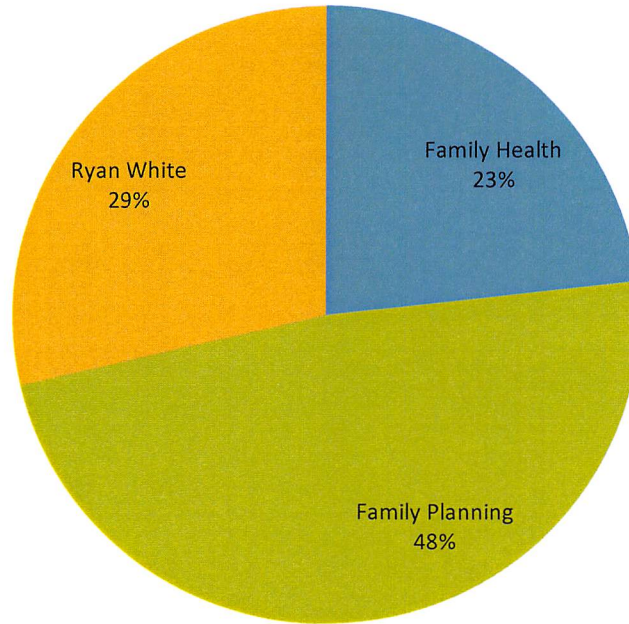


	Count	Percent
Complete	355	92.4
Partial	29	7.6
Disqualified	0	0
Totals	384	





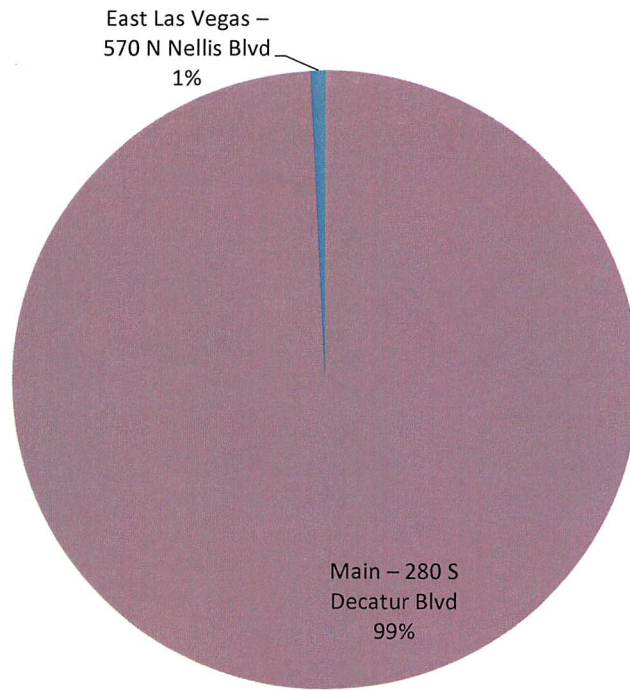
1. Service received during your visit



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

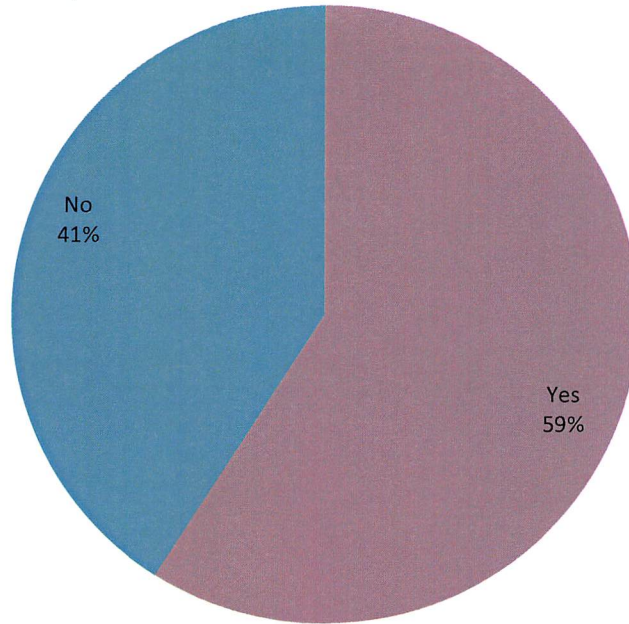


## 2. Southern Nevada Health District (SNHD) location



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

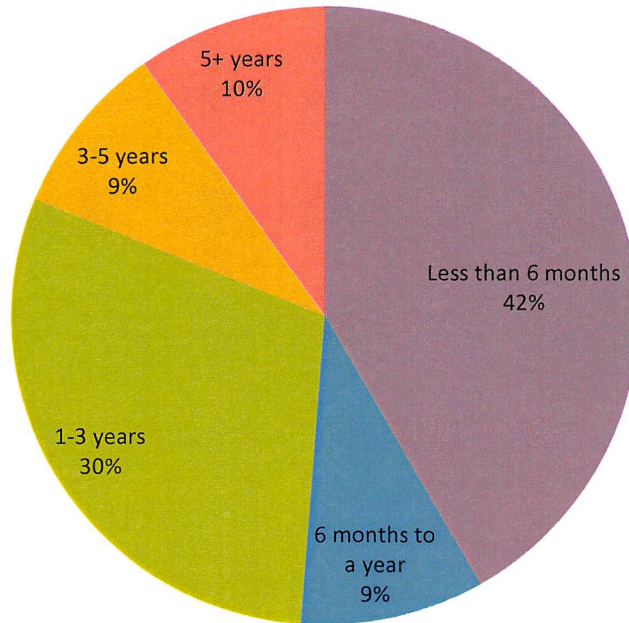
3. Do you have health insurance?



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



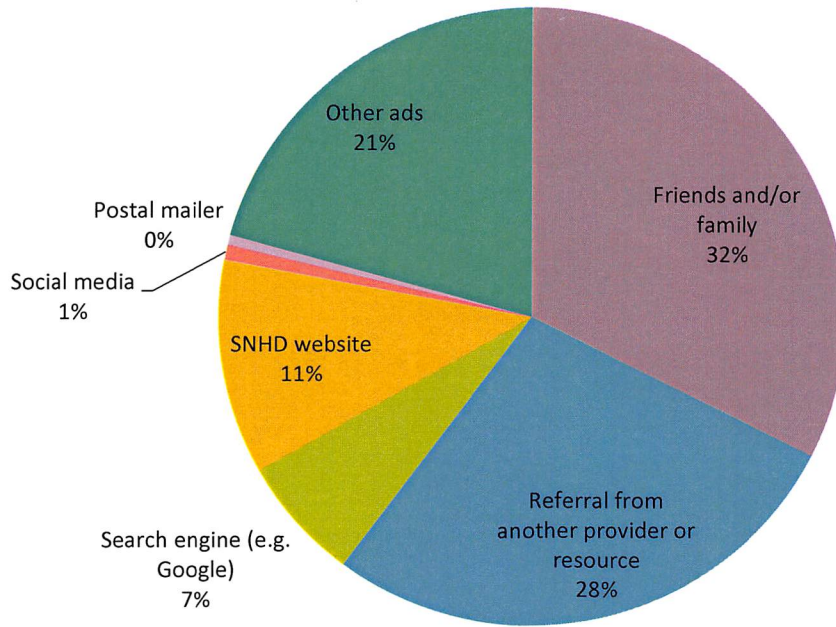
**4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?**



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?



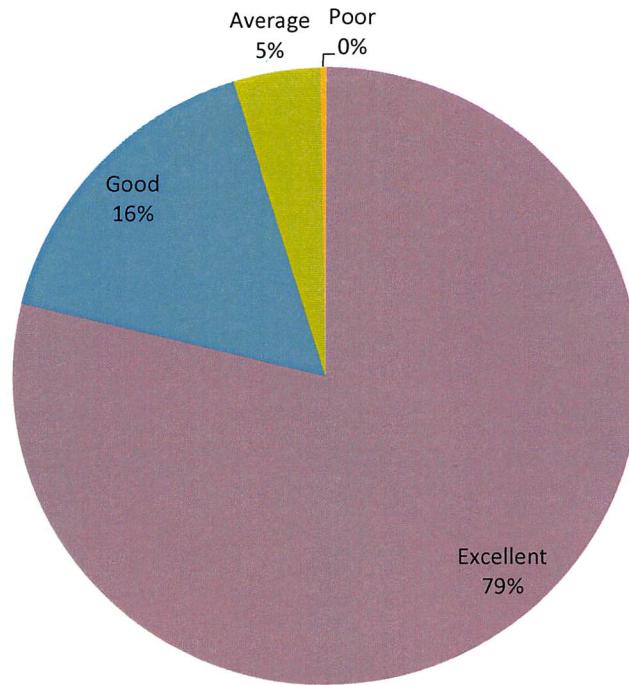
Value	Percent	Count
Friends and/or family	32.4%	119
Referral from another provider or resource	27.8%	102
Search engine (e.g. Google)	6.5%	24
SNHD website	11.2%	41
Social media	0.8%	3
Postal mailer	0.5%	2
Other ads	20.7%	76



	Totals	367
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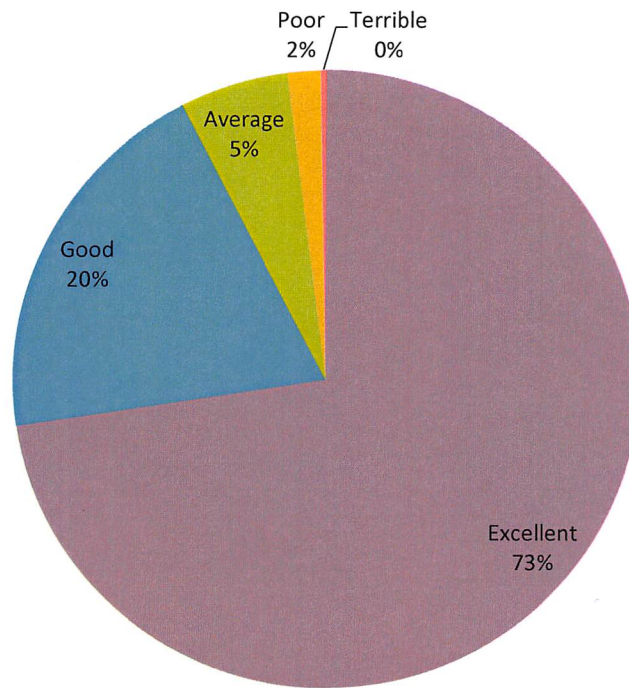
6. Ease of scheduling an appointment



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



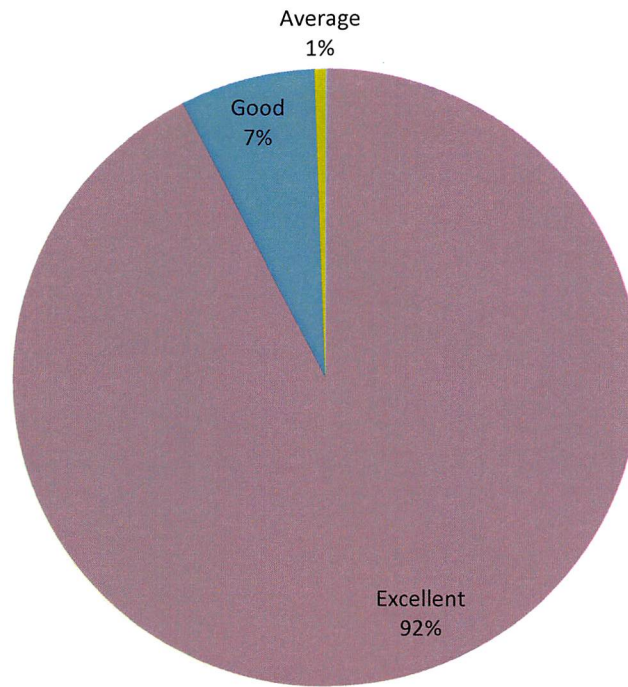
7. Wait time to see provider



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



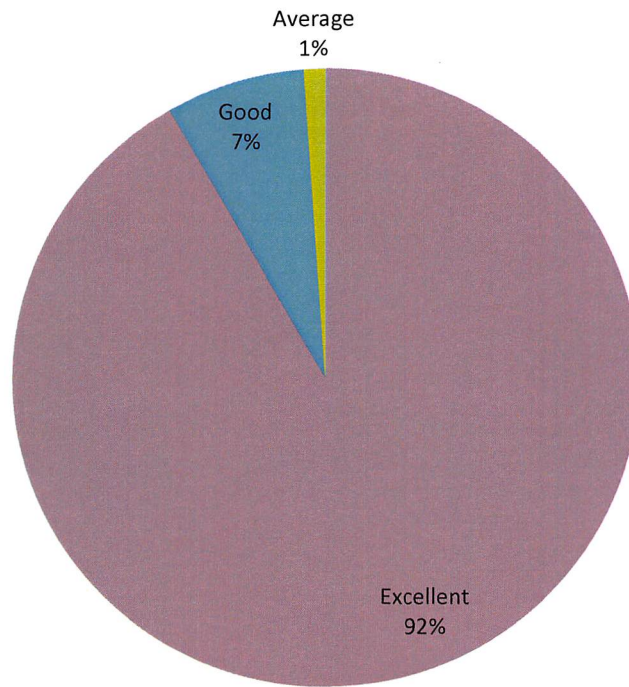
8. Care received from providers and staff



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

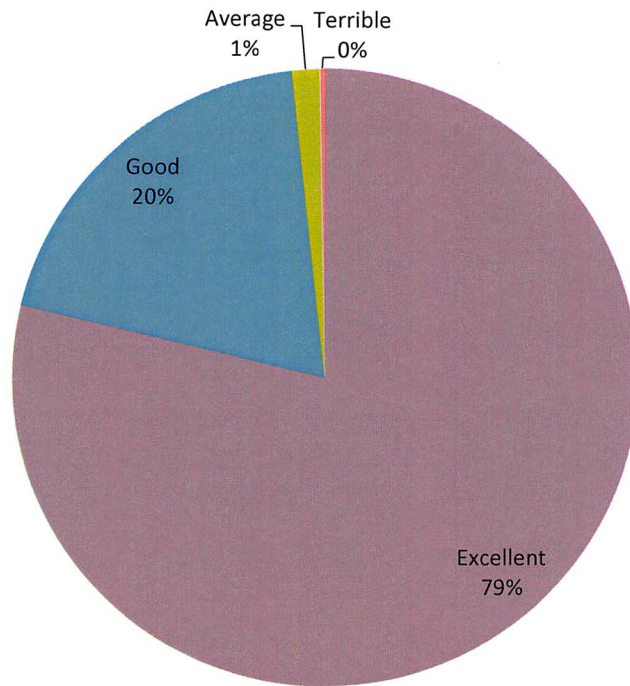


9. Understanding of health care instructions following your visit



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

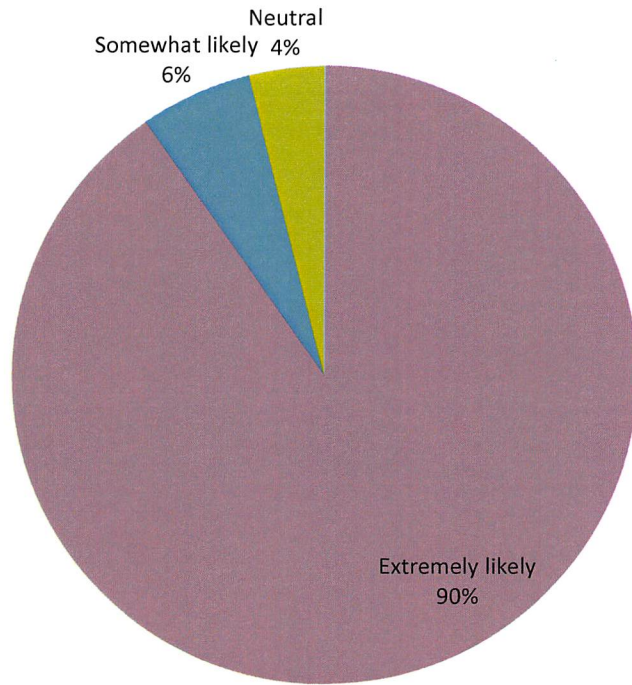
10. Hours of operation



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

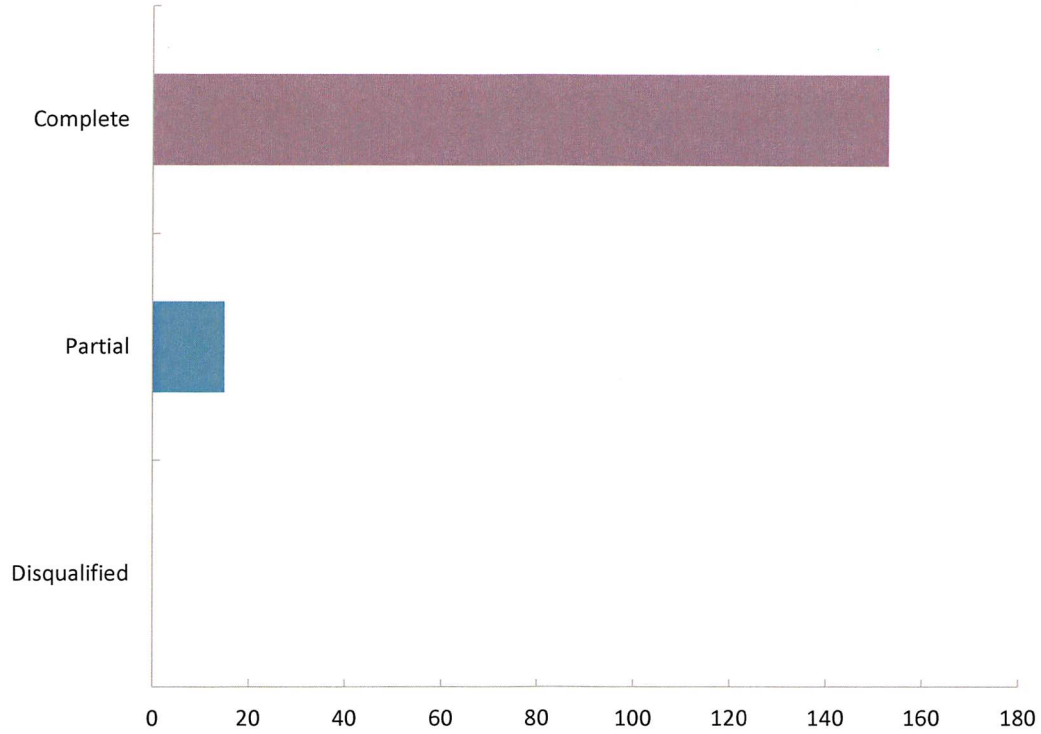


# Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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

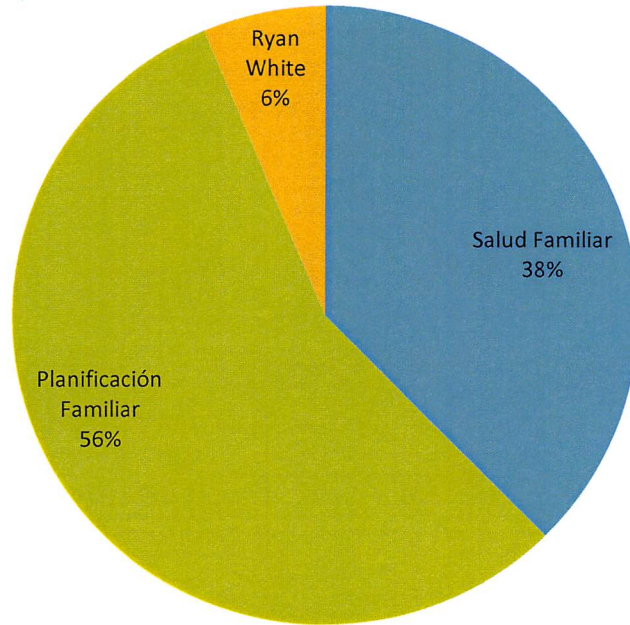


## Response Statistics



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

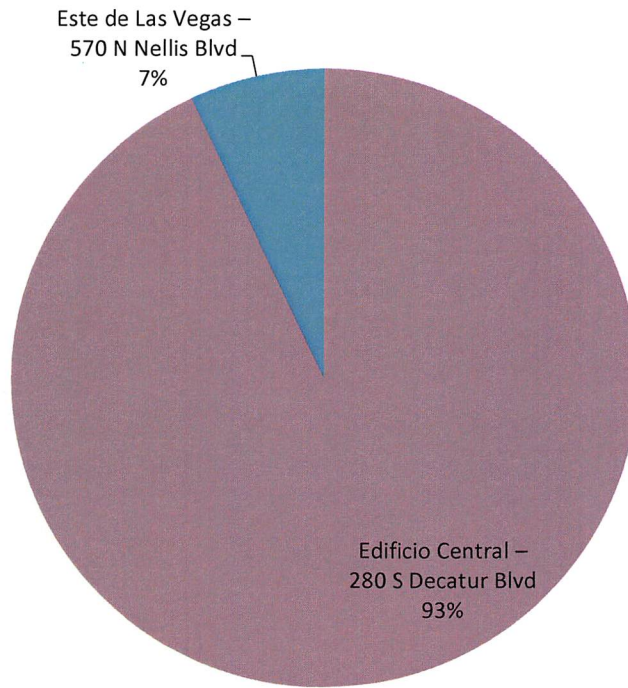
1. Marque los servicios recibidos durante su visita



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



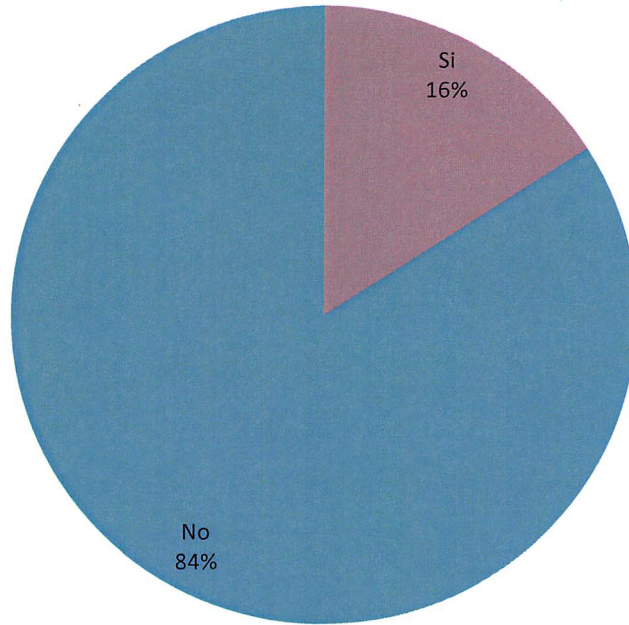
2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



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



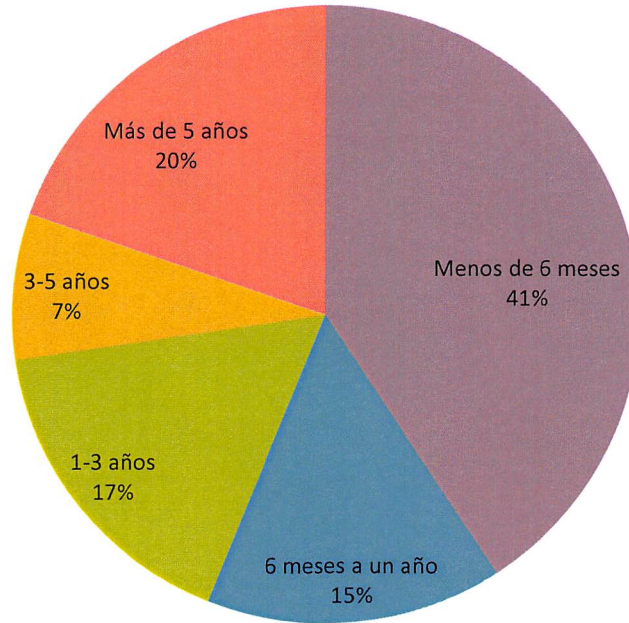
3. ¿Tiene seguro médico?



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

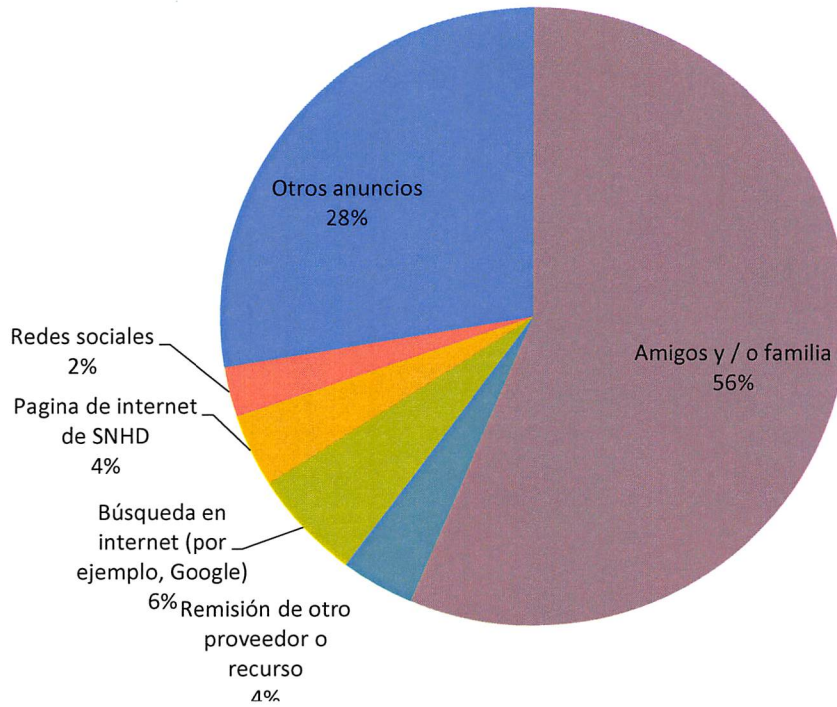


4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



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?

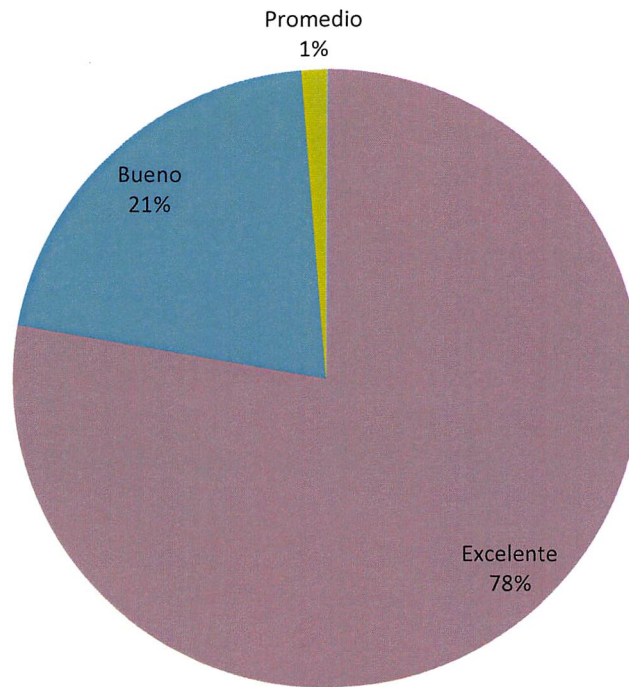


Value	Percent	Count
Amigos y / o familia	56.4%	88
Remisión de otro proveedor o recurso	3.8%	6
Búsqueda en internet (por ejemplo, Google)	5.8%	9
Página de internet de SNHD	3.8%	6
Redes sociales	2.6%	4
Otros anuncios	27.6%	43



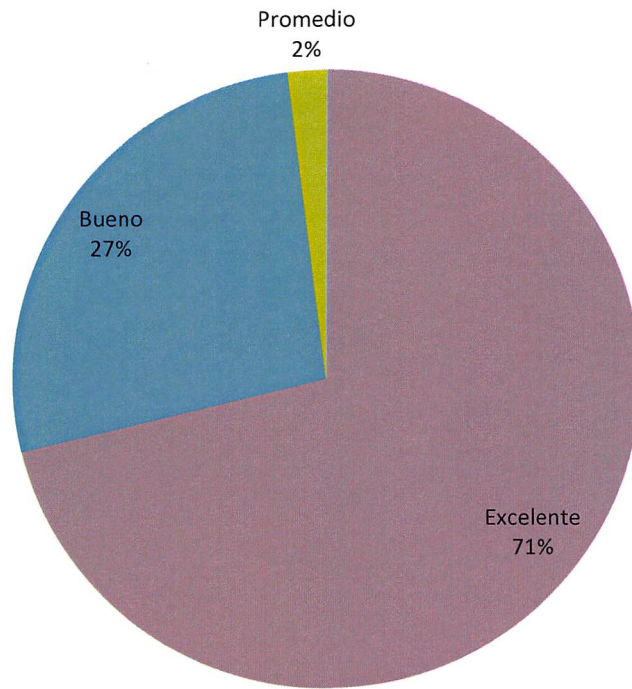
	Totals	156
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### 6. Facilidad para programar una cita



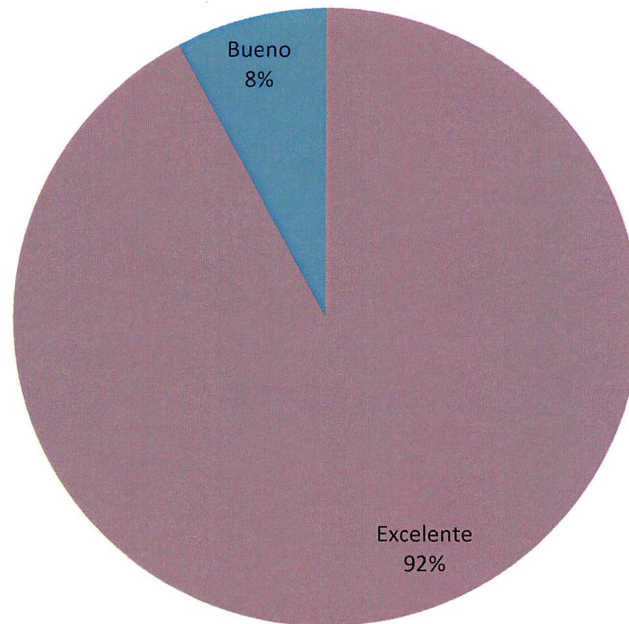
Value	Percent	Count
Excelente	77.8%	119
Bueno	20.9%	32
Promedio	1.3%	2
	Totals	153

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



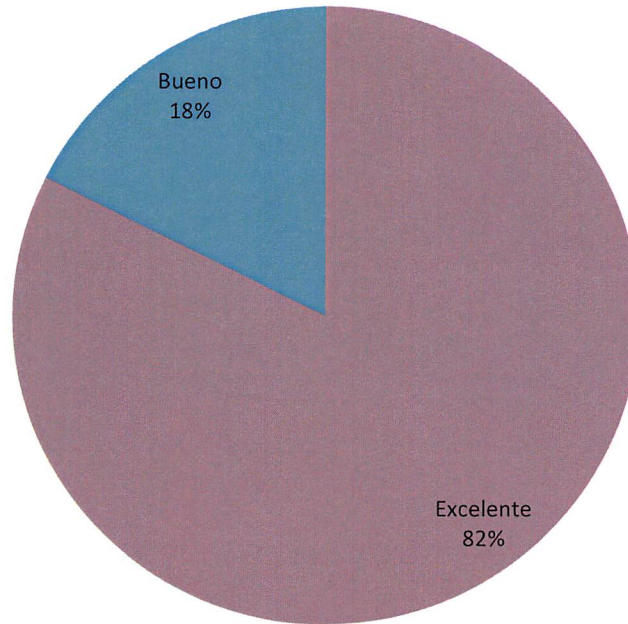
Value	Percent	Count
Excelente	71.2%	109
Bueno	26.8%	41
Promedio	2.0%	3
	Totals	153

### 8. Atención recibida de los proveedores y personal



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

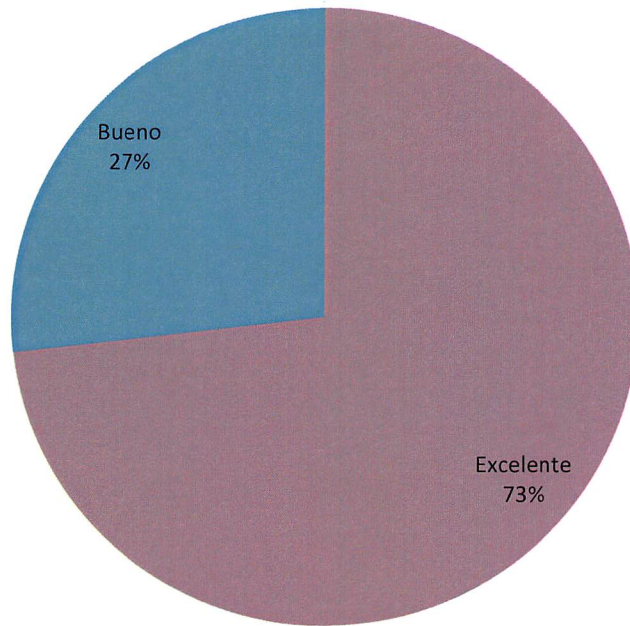
9. Comprensión de las instrucciones del cuidado de salud después de su visita



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

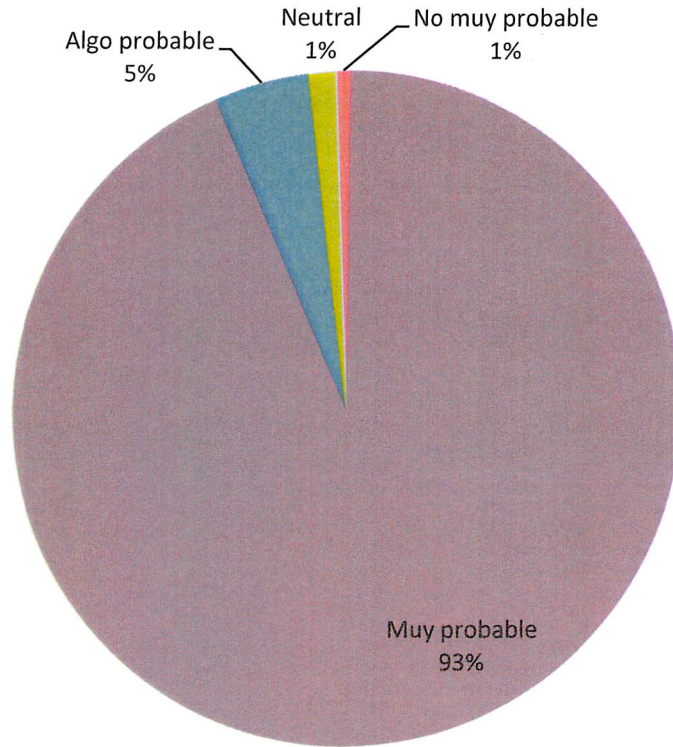


10. Horarios de operación



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%
<b>Totals</b>	<b>1890</b>	<b>100.00%</b>	<b>256</b>	<b>7.59%</b>	<b>1030</b>	<b>30.55%</b>	<b>125</b>	<b>63.39%</b>	<b>71</b>	<b>21.46%</b>	<b>196</b>	<b>100.00%</b>	<b>3372</b>	<b>100.00%</b>

<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%