



Memorandum

Date: August 12, 2021

To: Southern Nevada Community Health Center Governing Board

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

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.

July 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 more than 15,000 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 30 referrals between July 1st through July 31st. There was 1 pediatric client 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 249 visits: 12 initial provider visits, 90 established provider visits, 30 tele-visits, 0 audio visits, 13 Nurse visits and 104 Lab visits in the month of July.
- 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 Ryan White program Mental health APRN continues to serve clients and provide

screening for mental health conditions. 15 clients were serviced this month.

E. The Ryan White program dietitian is providing medical nutritional therapy to clients during this period. 4 clients were screened for nutrition services this month.

F. Staff attended the Ryan White Parts A & B Eligibility Training on July 27th and July 28th in order to be familiarized with changes to the eligibility process. Staff also attended the Rape Crisis Center Sexual Violence and Exploitation training on July 20th.

II. Sexual Health Clinic

A. The clinic provided services provided 962 unique services to 711 unduplicated patients for the month of July.

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. The SHC just wrapped up a cost analysis project with NACCHO/CDC on Express Testing. CDC will continue to analyze aggregate data from other participating STD specialty clinics and use the information to create a manuscript that can guide Express Testing practices nationally.

E. SHC staffs attended trainings the following training: Mental Health First Aid Training which teaches how to identify, understand and respond to signs of mental illnesses and substance use disorders.



III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 518 clients; 507 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 216 clients; 212 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 302 clients; 295 of them were unduplicated.

IV. Family Healthcare Center

- A. The Family Health Care Clinic saw 106 patients in the month of July 2021. Eight patients were seen under the age of 18 and includes 3 children from the Refugee Health Clinic.

V. Pharmacy Services

- A. Dispensed 1,199 prescriptions for 936 clients.
- B. Assessed/counseled 31 clients in clinics.
- C. Assisted 10 clients to obtain medication financial assistance.
- D. Assisted 4 clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
July 2021		
Total number of referrals received	44	
Total number of no action-closed	13	
Total number of applications submitted	Medicaid/SNAP/TANF: 26	Hardship: 1

- Eligibility support continues to increase with new operational adjustments.
 - o 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 168/382 or 43.97% Conversion of referrals to applications successfully accepted and processed
 - o Eligibility services production = Jan – 17/57; Feb – 20/42; Mar – 19/59; Apr – 28/58; May – 25/75; Jun – 32/47; Jul – 27/44

VII. Refugee Health Program

- A. The Refugee Health Program served 41 adults in July.

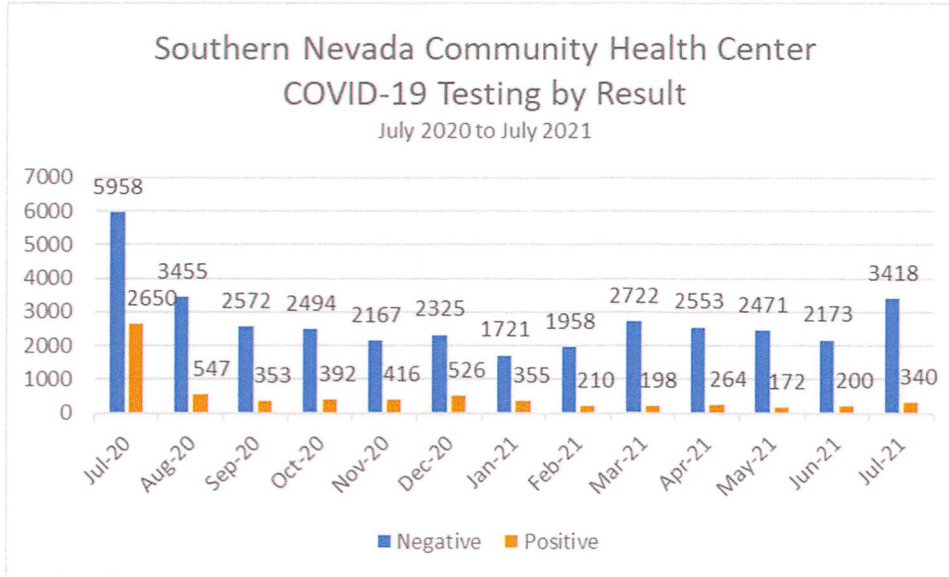
VII. Quality & Risk Management:

**Quality
COVID-19 Testing**

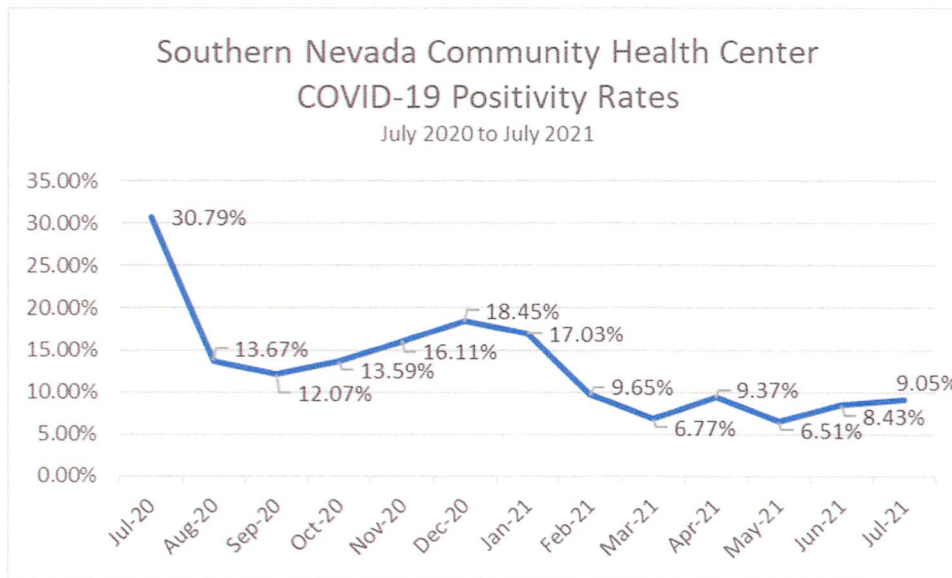


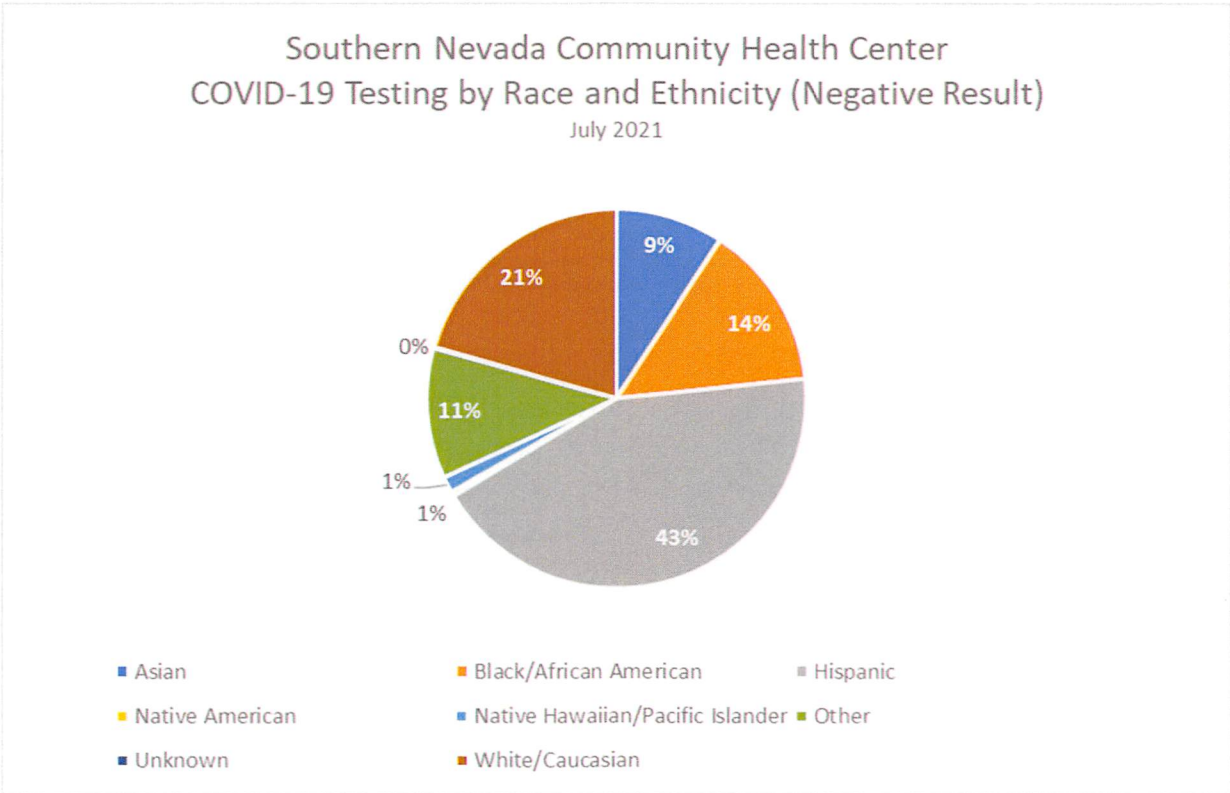
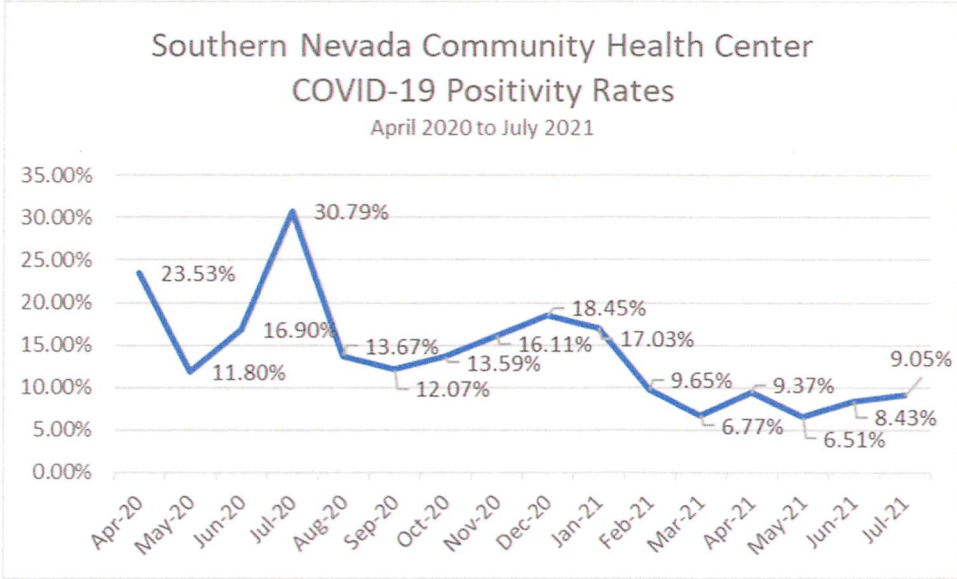
In July, the Southern Nevada Community Health Center completed 3,758 COVID-19 tests. In total, the Health Center completed 49,334 COVID-19 tests since testing began April 2020.

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.

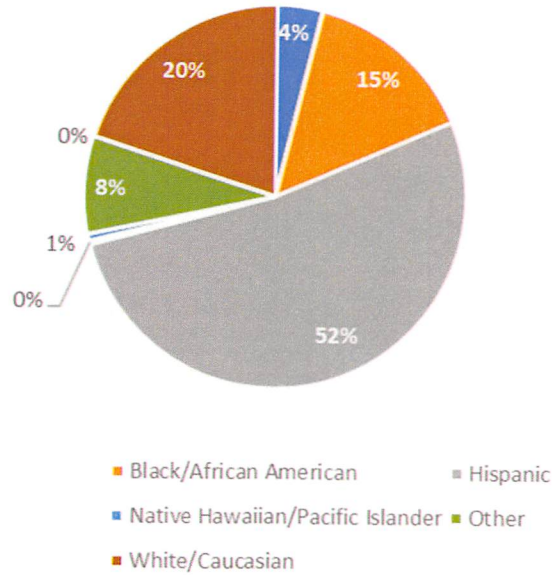


In July, there was a 9.1% positivity rate.

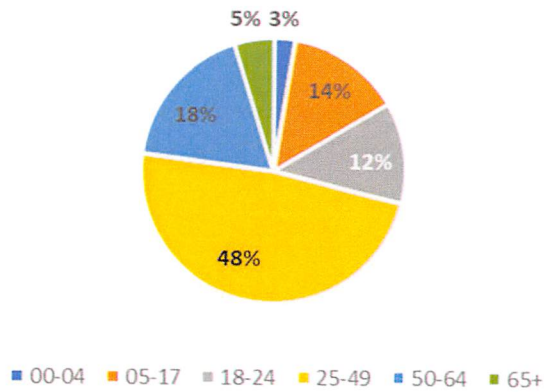




Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
July 2021

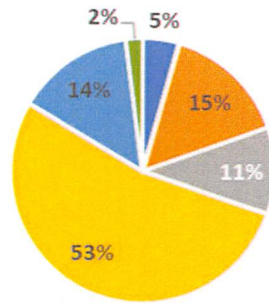


Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Negative Result)
July 2021



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

July 2021



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

COVID-19 Vaccine Program

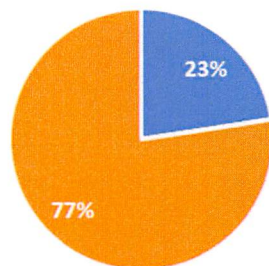
The Southern Nevada Community Health Center began administering COVID-19 Vaccine on May 3, 2021 as part of HRSA's COVID-19 Vaccine Program. The vaccine site is located at the Southern Nevada Health District main location in the NCS Building.

In July, the Health Center administered 3,875 doses of COVID-19 Vaccine:

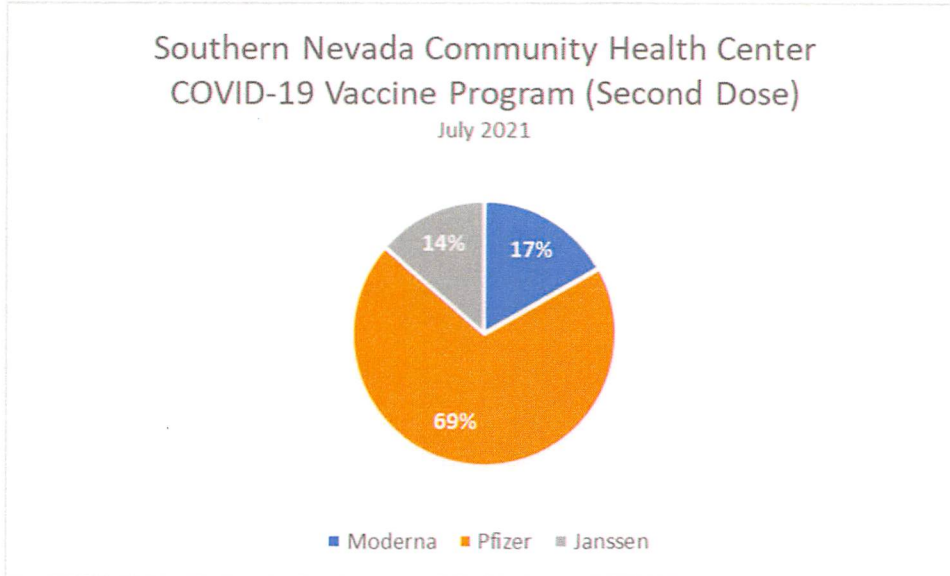
- First Dose: 1,523
 - Moderna: 344
 - Pfizer: 1,179
- Second Dose: 2,352
 - Moderna: 395
 - Pfizer: 1,636
 - Janssen: 321

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

July 2021



■ Moderna ■ Pfizer



Patient Satisfaction

The Health Center received 235 patient satisfaction surveys in July.

Family Planning made up 40.9% of survey responses followed by Family Health at 39.1% and Ryan White at 20%. Approximately 24% of patients seen at the Health Center in July 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.

Telehealth

In July, the Health Center saw 98 patients via telehealth, 10% of the patients that were seen in our clinics.

We are currently seeing an 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 1,397 scheduled patient appointments in July. Of scheduled patients, approximately 70% kept their appointments. There was a 5.3% cancellation rate and a 24.7% 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 were no Exposure Incidents at the Health Center in July.



Medical Events

There were no Medical Events at the Health Center in July.



Health Center Visit Report Summary: July 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	304	34.55%	23	4.43%	128	24.66%	53	54.08%	11	11.22%	64	65.31%	519	37.15%
Family Planning Clinic	230	26.14%	14	4.06%	101	29.28%	0	0.00%	0	0.00%	0	0.00%	345	24.70%
Refugee Clinic	52	5.91%	1	1.47%	15	22.06%	0	0.00%	0	0.00%	0	0.00%	68	4.87%
Ryan White	294	33.41%	36	7.74%	101	21.72%	0	0.00%	34	7.31%	34	34.69%	465	33.29%
Totals	880	100.00%	74	5.30%	345	24.70%	53	54.08%	45	18.54%	98	100.00%	1397	100.00%

<i>Percent of scheduled patients who cancelled</i>	5.30%
<i>Percent of scheduled patients who no showed</i>	24.70%
<i>Percent of scheduled patients who cancelled and no showed</i>	29.99%

DK: ms

Attachments: July 2021 Quality Report
 July 2021 Stats Report