



Memorandum

Date: September 23, 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 *CTL*
Fermin Leguen, MD, MPH, District 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.

August Highlights:

- **Response to COVID-19**
 - Coordinating the efforts of the Vaccination Clinic activities.
 - Collecting data from FQHC partners for point of care (POC) testing
- **Administrative**
 - Noncompeting Continuation of New Access Point/Service Area Competition Grant was awarded through January of 2023. SAC has been preliminarily approved through January of 2024.
 - CIS extension for ELV granted through December 7, 2021
 - Temp CIS will be filed when temporary lease is complete
 - New Permanent ELV CIS will be filed when lease is complete for the new facility.

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. Through the end of August 2021, the health center has administered 18,573 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 24 referrals between August 1st through August 31st. There was 2 pediatric clients referred to the program this month. The program did not receive any referrals for pregnant women living with HIV during the month.
- B. The Ryan White ambulatory clinic had a total of 289 visits: There were 17 initial provider visits, 116 established provider visits, 16 tele-visits, 0 audio visits, 17 nurse visits and 123 lab visits in the month of August.



- 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. There were 11 clients were served this month.
- E. The Ryan White program dietitian is providing medical nutritional therapy to clients during this period. There were 4 clients screened for nutrition services this month.
- F. Program staff attended an eligibility training on August 3rd in order to learn about updates to the Ryan White eligibility process. On August 8th, A behavioral health Lunch and Learn session was attended by staff so that information about SNHD's options for behavioral health care could be shared. Also, on August 8th, program staff attended a training by Chicanos Por La Causa to learn how to send referrals for clients in need of housing. Staff attended the Southern Nevada Rapid stART Learning Collaborative on August 24th and August 26th, hosted by TriYoung, to learn about the new Rapid stART module used to generate reports.

II. Sexual Health Clinic

- A. The clinic provided services provided 1,248 unique services to 876 unduplicated patients for the month of August.
- 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 tele PrEP 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 training on Trauma Informed Care and Presented the SHC/Annex A Rapid stART Agency Storyboard, describing the progress of improving HIV Rapid stART testing and referral services, at the Southern Nevada Rapid stART Learning Collaborative Learning Session 3.

III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 474 clients; 473 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 206 clients; 206 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 268 clients; 267 of them were unduplicated.

IV. Family Healthcare Center

- A. The Family Healthcare Clinic saw 347 patients in the month of August 2021.
- B. Fifty-eight patients were under the age of 18.
- C. Two children were from the Refugee Health Clinic.

V. Pharmacy Services

- A. Dispensed 1,243 prescriptions for 982 clients.
- B. Assessed/counseled 34 clients in clinics.
- C. Assisted 3 clients to obtain medication financial assistance.
- D. Assisted zero clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
August 2021		
Total number of referrals received	45	
Total number of no action-closed	16	
Total number of applications submitted	Medicaid/SNAP/TANF: 29	Hardship: 0

- 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 197/427 or 46.13% 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 – 31/47; Jul 27/44; Aug – 29/45

VII. Refugee Health Program

- A. The Refugee Health Program served 43 adults in August.



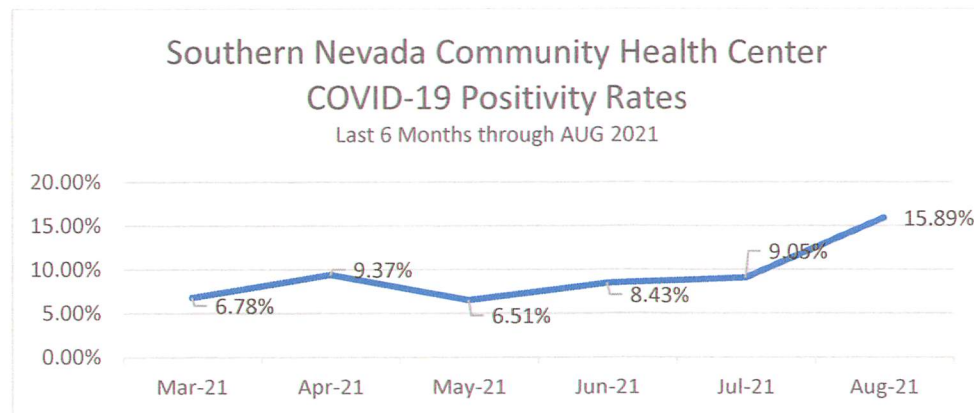
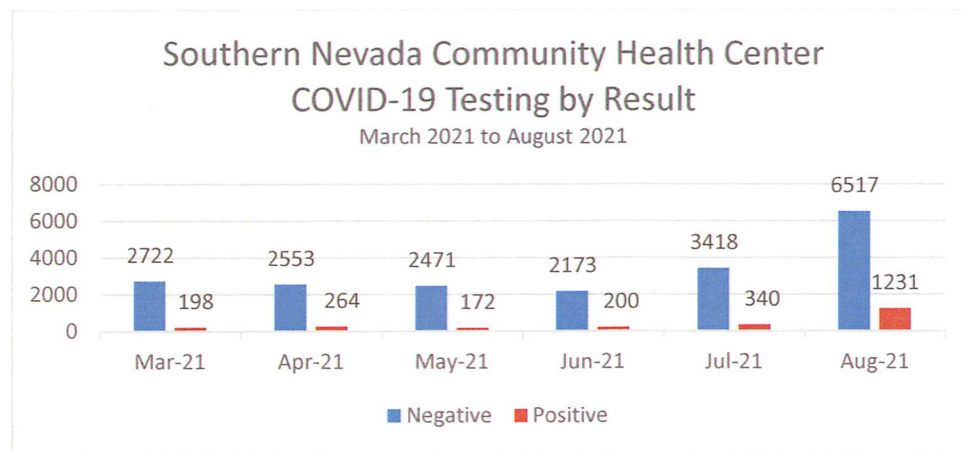
VII. Quality & Risk Management:

Quality

COVID-19 Testing

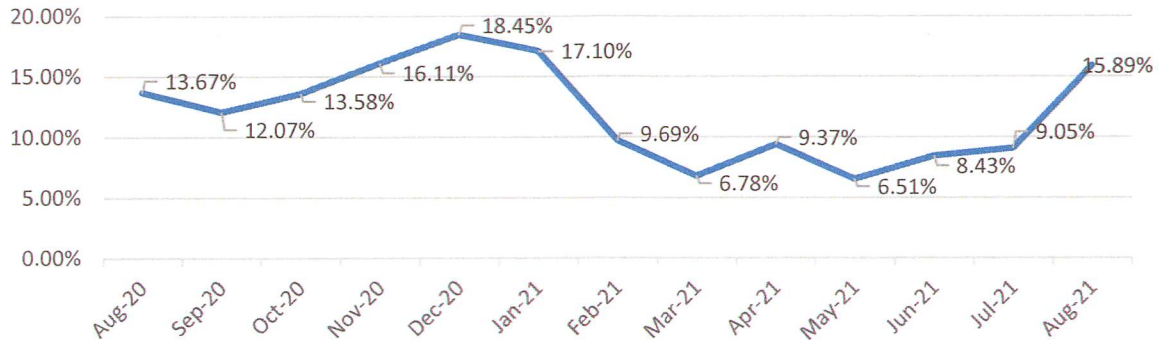
7,545 tests were conducted in August of 2021. From April to August 2021 (Q2) the Southern Nevada Community Health Center completed 9,218 COVID-19 tests. In total, the Health Center completed 56,879 COVID-19 tests since testing began April 2020.

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.



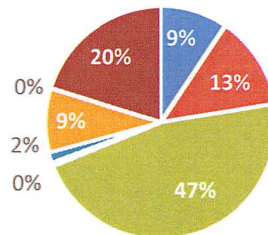
Southern Nevada Community Health Center COVID-19 Positivity Rates

AUG 2020 to AUG 2021



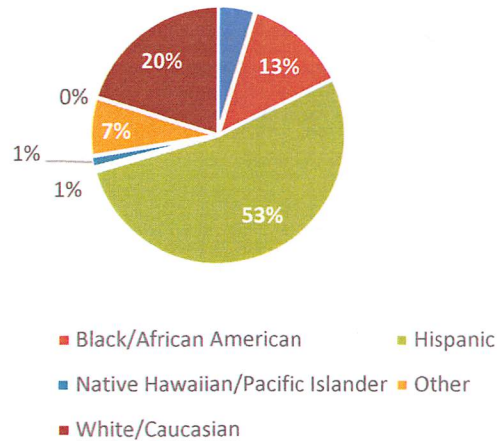
Southern Nevada Community Health Center COVID-19 Testing by Race and Ethnicity (Negative Result)

AUG 2021

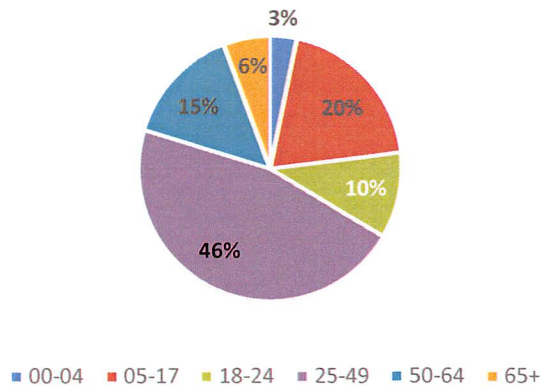


- Asian
 ■ Black/African American
 ■ Hispanic
- Native American
 ■ Native Hawaiian/Pacific Islander
 ■ Other
- Unknown
 ■ White/Caucasian

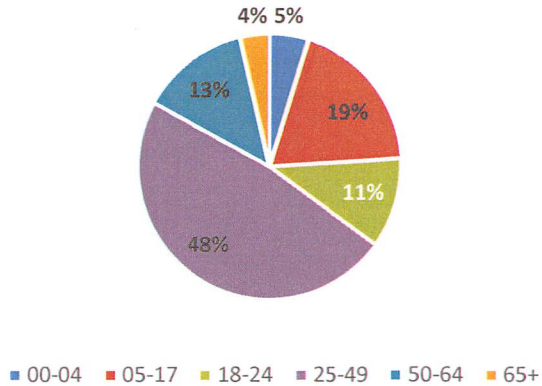
Southern Nevada Community Health Center COVID-19 Testing by Race and Ethnicity (Positive Result) AUG 2021



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



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



COVID-19 Vaccine Program

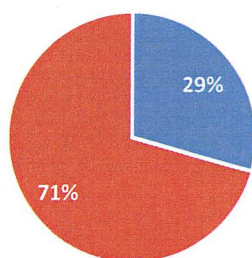
The Southern Nevada Community Health Center began administering COVID-19 Vaccine on May 3, 2021 as part of HRSA's COVID-19 Vaccine Program. The vaccine site is located at the Southern Nevada Health District main location in the NCS Building.

From May 3, 2021 through August 31, 2021, the Health Center administered 18,573 doses of COVID-19 Vaccine, 3,936 of which were administered during the month of August of 2021:

- First Dose: 1,436
 - Moderna: 422
 - Pfizer: 1,014
- Second Dose: 2,455
 - Moderna: 414
 - Pfizer: 1,520
 - Janssen: 521
- Third Dose: 45
 - Moderna: 17
 - Pfizer: 28

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

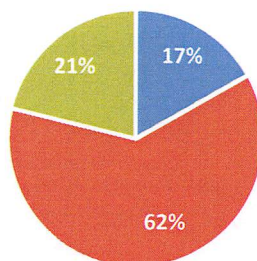
August 2021



■ Moderna ■ Pfizer

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

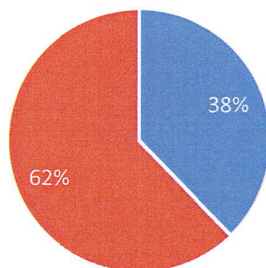
August 2021



■ Moderna ■ Pfizer ■ Janssen

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

August 2021



■ Moderna ■ Pfizer



Patient Satisfaction

The Health Center received 68 patient satisfaction surveys in August 2021.

Family Planning made up 43.8% of survey responses followed by Family Health at 26.6% and Ryan White at 29.7%. Approximately 6.9% of patients seen at the Health Center in August 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 Q2, the Health Center saw 108 patients via telehealth, 10.9% 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 1535 scheduled patient appointments in August. Of scheduled patients, 64.3% kept their appointments. There was a 9.3% cancellation rate and a 26.5% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)

There were no HIPAA breaches at the Health Center in August of 2021.

Safety/Security Events

There were no safety/security incidents at the Health Center in August 2021

Exposure Incidents

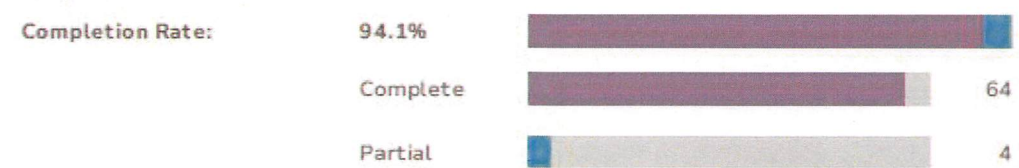
There were no exposure incidents at the Health Center in August 2021.

Medical Events

There were two medical events at the Health Center in August 2021. Those events were handled appropriately and closed without issue.

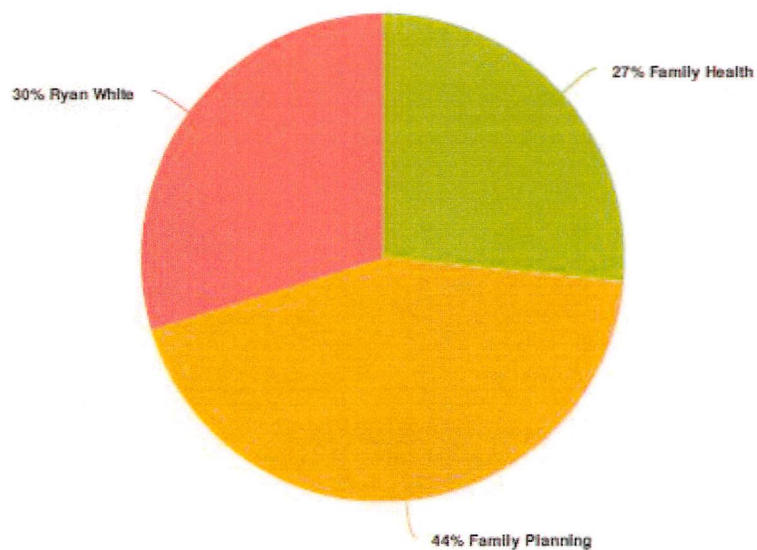
Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey




Response Counts



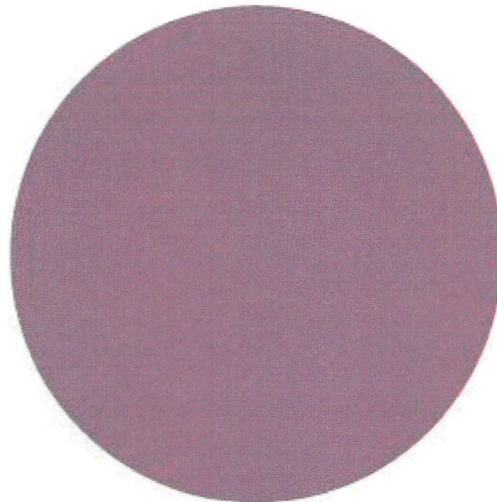
Totals: 68

1. Service received during your visit




Value		Percent	Responses
Family Health		26.6%	17
Family Planning		43.8%	28
Ryan White		29.7%	19
Totals: 64			

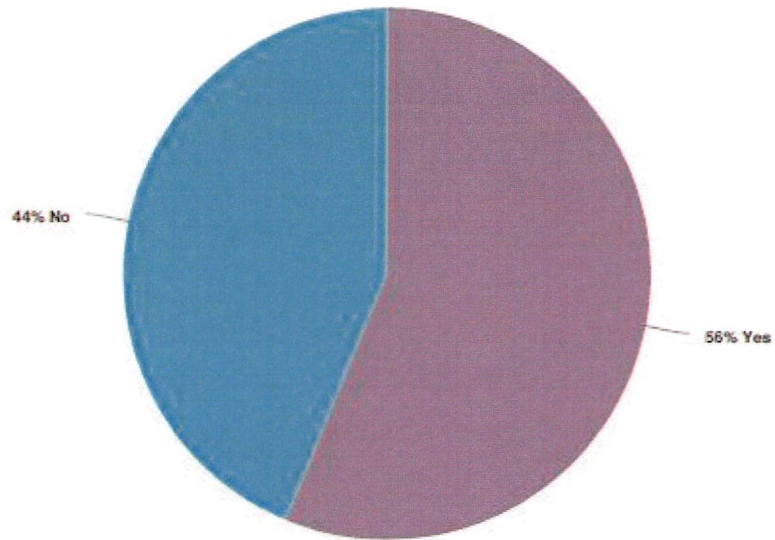
2. Southern Nevada Health District (SNHD) location





100% Main - 280 S Decatur Blvd

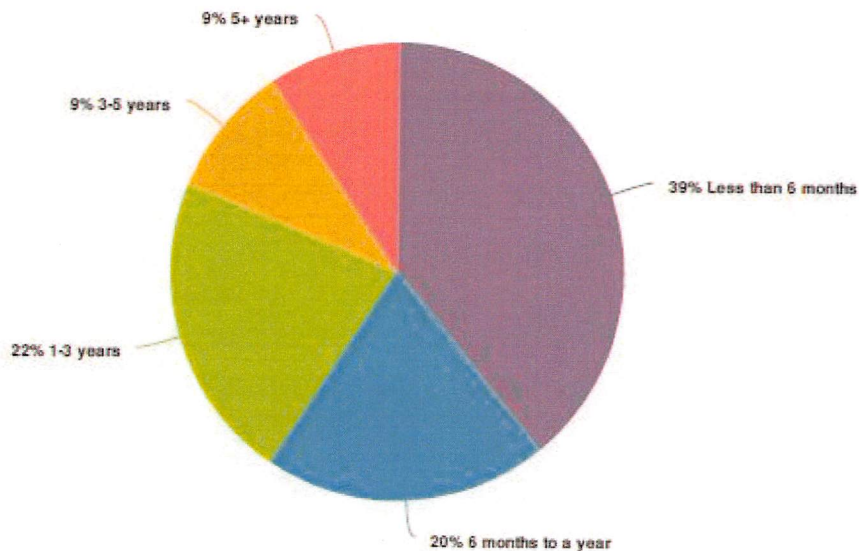
Value		Percent	Responses
Main - 280 S Decatur Blvd		100.0%	64
			Totals: 64






3. Do you have health insurance?



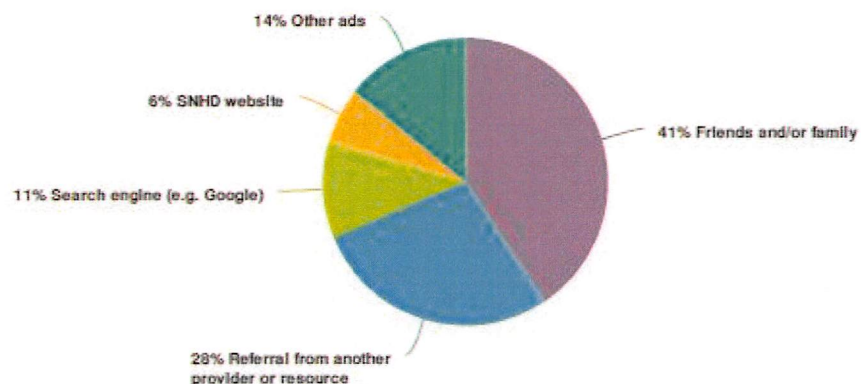
Value		Percent	Responses
Yes		56.3%	36
No		43.8%	28
Totals: 64			


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



Value		Percent	Responses
Less than 6 months		39.1%	25
6 months to a year		20.3%	13
1-3 years		21.9%	14
3-5 years		9.4%	6
5+ years		9.4%	6
Totals: 64			

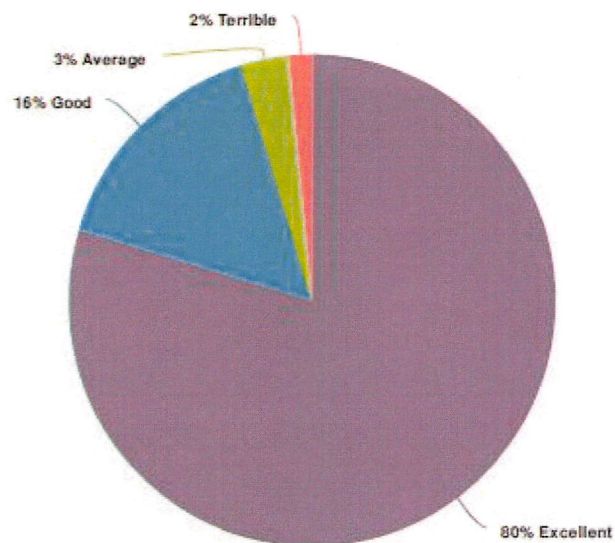
5. How did you hear about us?


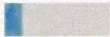




Value		Percent	Responses
Friends and/or family		40.6%	26
Referral from another provider or resource		28.1%	18
Search engine (e.g. Google)		10.9%	7
SNHD website		6.3%	4
Other ads		14.1%	9

Totals: 64

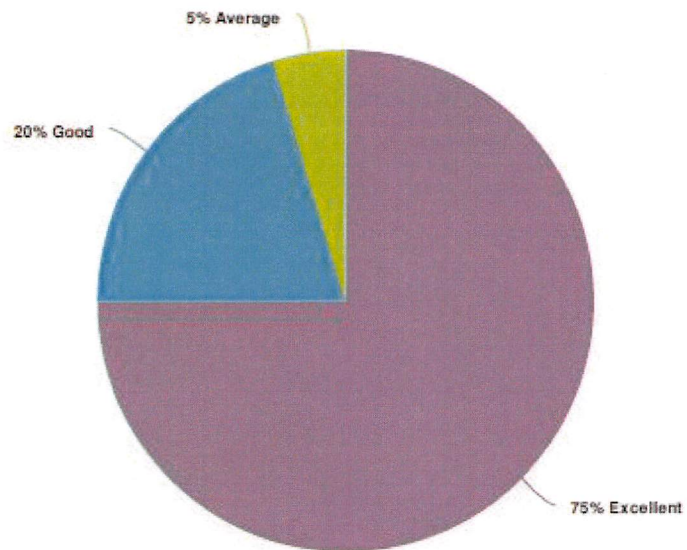
6. Ease of scheduling an appointment






Value		Percent	Responses
Excellent		79.7%	51
Good		15.6%	10
Average		3.1%	2
Terrible		1.6%	1

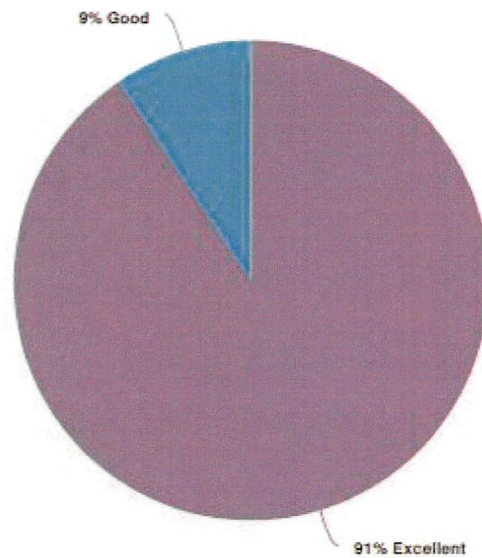
Totals: 64

7. Wait time to see provider



Value		Percent	Responses
Excellent		75.0%	48
Good		20.3%	13
Average		4.7%	3
Totals: 64			

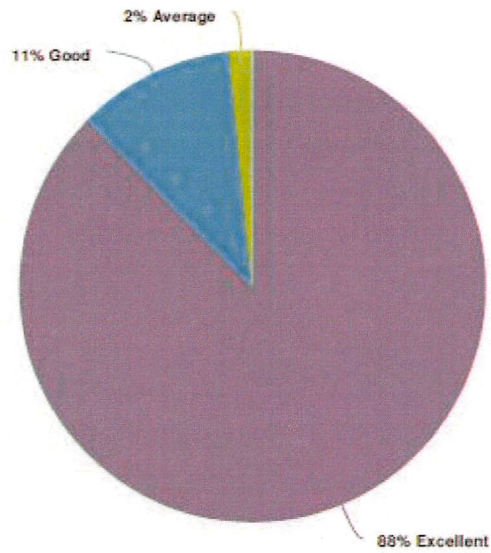
8. Care received from providers and staff


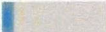
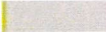


Value		Percent	Responses
Excellent	<div style="width: 90.6%; height: 10px; background-color: #1f4e79;"></div>	90.6%	58
Good	<div style="width: 9.4%; height: 10px; background-color: #a6c9ec;"></div>	9.4%	6

Totals: 64

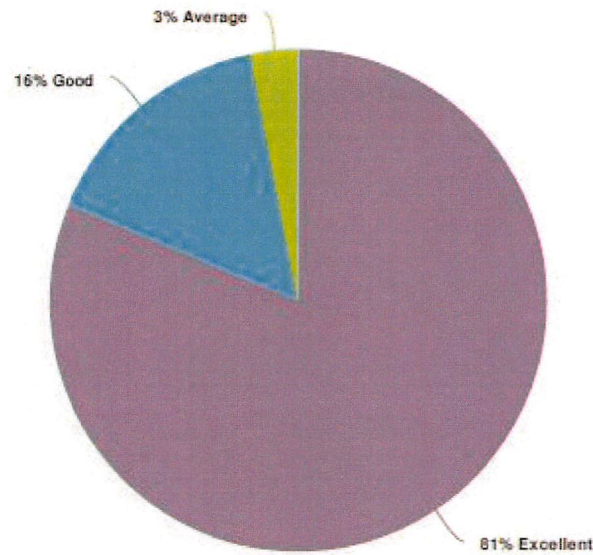
9. Understanding of health care instructions following your visit


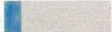
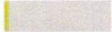


Value		Percent	Responses
Excellent		87.5%	56
Good		10.9%	7
Average		1.6%	1

Totals: 64

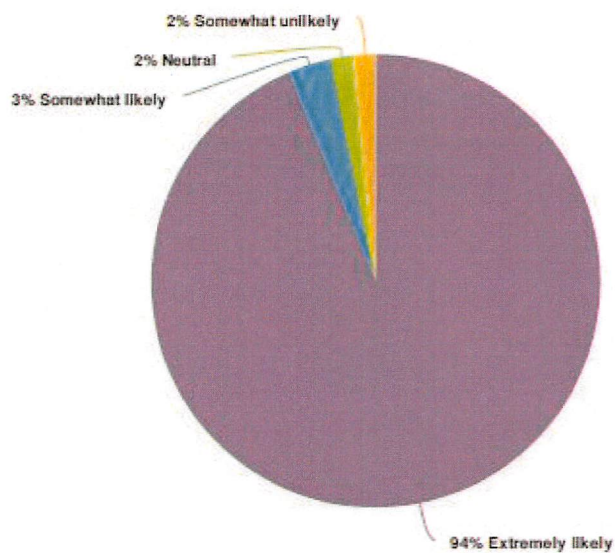
10. Hours of operation







Value		Percent	Responses
Excellent		81.3%	52
Good		15.6%	10
Average		3.1%	2

Totals: 64

11. Recommendation of our health center to friends and family



Value		Percent	Responses
Extremely likely		93.8%	60
Somewhat likely		3.1%	2
Neutral		1.6%	1
Somewhat unlikely		1.6%	1

Totals: 64



Health Center Visit Report Summary: August 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	295	29.89%	52	5.27%	166	34.09%	45	15.25%	18	6.1%	63	21.36%%	513	33.42%
Family Planning Clinic	350	35.46%	32	3.24%	132	25.68%	0	0.00%	0	0.00%	0	0.00%	514	33.49%
Refugee Clinic	55	5.57%	10	1.01%	19	22.62%	0	0.00%	0	0.00%	0	0.00%	84	5.47%
Ryan White	287	29.08%	48	4.86%	89	21.09%	0	0.00%	16	5.57%	16	5.57%	418	27.23%
Totals	987	100.00%	142	14.39%	406	26.45%	45	4.56%	34	3.44%	79	100.00%	1535	100.00%

Percent of scheduled patients who cancelled	14.39%
Percent of scheduled patients who no showed	26.45%
Percent of scheduled patients who cancelled and no showed	40.84%

Attachments: August 2021 Quality Report
August 2021 Stats Report