



# Memorandum

**Date:** October 28, 2021

**To:** Southern Nevada Community Health Center Governing Board

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

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT**

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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.

**September Highlights:**

- **Response to COVID-19**
  - Collecting data from FQHC partners for point of care (POC) testing
  - Project Manager for FEMA NCS grant
  - COVID-19 Vaccination Campaign
- **Administrative**
  - Service Area Competition Grant was awarded for next 3 years. (Noncompeting Continuation was approved through January of 2023)

**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 September 2021, the health center has administered 20,420 COVID-19 vaccinations.

**I. HIV / Ryan White Care Program**

- A. The HIV/Medical Case Management (MCM) program received 26 referrals between September 1<sup>st</sup> through September 30<sup>th</sup>. There were 2 pediatric clients referred to the program this month. The program received 1 referral for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 266 visits: There were 19 initial provider visits, 117 established provider visits, 7 tele-visits, 14 nurse visits and 116 lab visits in the month of September.
- 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. Ten clients were seen under the Rapid StART program in the month of September.



- D. The Mental health APRN continues to serve clients and provide screening for mental health conditions at SNCHC. Among clients serviced in September, 12 clients were seen under Ryan White program. The Licensed Social worker continues to see clients for mental health therapy at SNCHC. Among clients seen in September, 6 clients were seen under the Ryan White program.
- E. The Ryan White program dietitian continues to provide medical nutritional therapy to clients. A total of 4 clients were seen under the Ryan White program and screened for nutrition services in September.
- F. The Ryan White APRN attended the RWHAP Clinic Conference on September 17<sup>th</sup>. The HIV Practitioners discussed challenges in antiretroviral therapy, preexposure prophylaxis, and perinatal care and treatment. The Ryan White APRN also attended a HIV and Ageing webinar on September 1, 2021.

**II. Family Planning (FP)**

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 430 clients; 413 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 158 clients; 154 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 272 clients; 259 of them were unduplicated.

**III. Family Healthcare Center**

- A. The Family Healthcare Clinic saw 316 patients in the month of September 2021.
- B. Twenty-two patients were under the age of 18.
- C. One child was from the Refugee Health Clinic.

**IV. Pharmacy Services**

- A. Dispensed 1,332 prescriptions for 1057 clients.
- B. Assessed/counseled 40 clients in clinics.
- C. Assisted 4 clients to obtain medication financial assistance.
- D. Assisted 5 clients with insurance approvals.

**V. Eligibility Case Narrative and Eligibility Monthly Report**

Eligibility Monthly Report		
September 2021		
Total number of referrals received	<b>47</b>	
Total number of applications submitted	Medicaid/SNAP/TANF: <b>28</b>	Hardship: <b>1</b>

- 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 225/474 or 47.46% 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; Jul 27/44; Aug – 29/45; Sept – 29/47

**VI. Refugee Health Program**

A. The Refugee Health Program served 44 adults and 24 children in September.

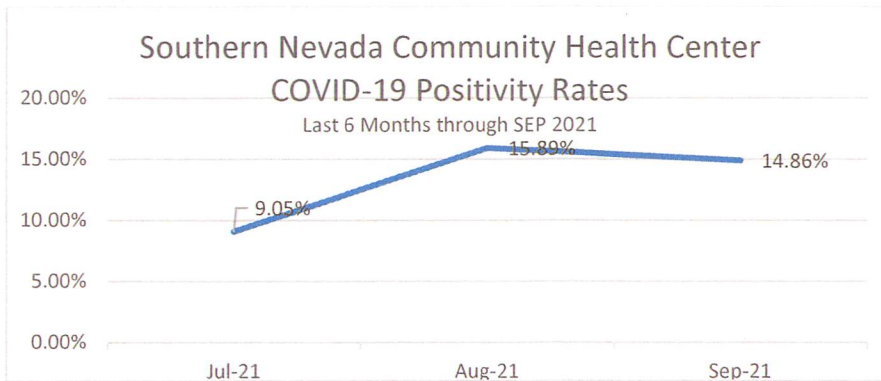
**VII. Quality & Risk Management:**

**Quality**

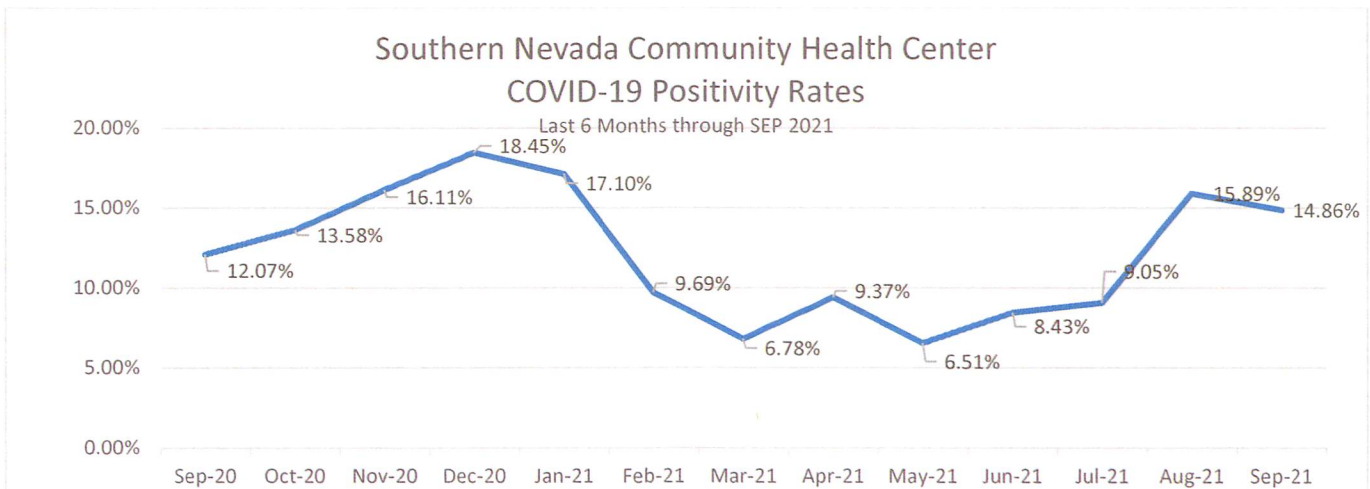
**COVID-19 Testing**

5,564 COVID-19 Tests were conducted in September 2021. In total, the Health Center completed 62,443 COVID-19 tests since testing began April 2020.

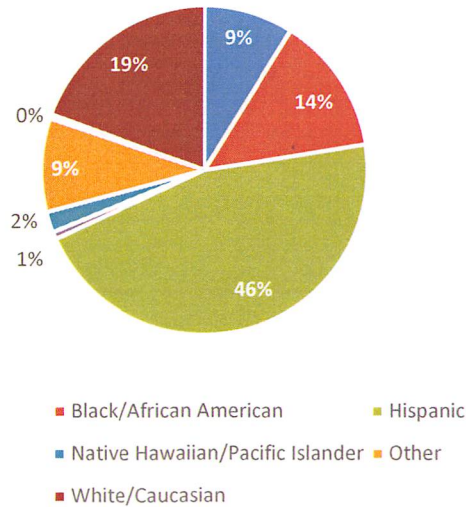
The Health Center and the Southern Nevada Health District continue to remind those who are sick to stay home and if they have been in contact with a person who has COVID-19 or think they have been exposed, they should get tested. The Health Center and Health District also encourage those who are medically appropriate to get the COVID-19 vaccine.



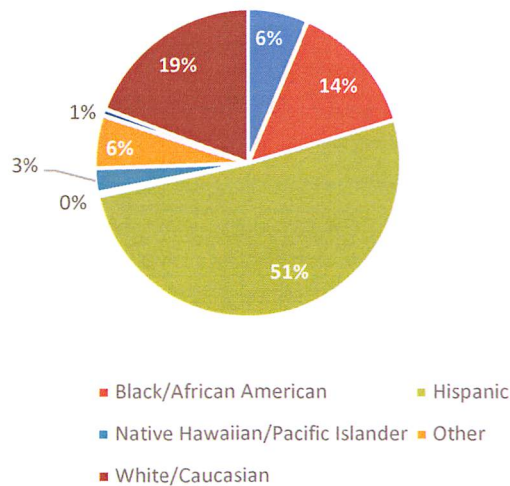
Over the last quarter, there was an average positivity rate of 13.27%, and an average positivity rate of 12.15% for the last 12 months.



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

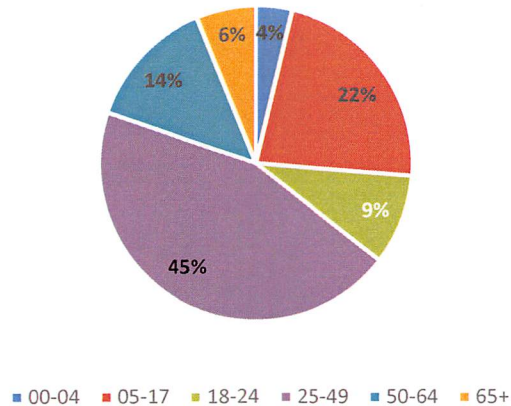


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
2021

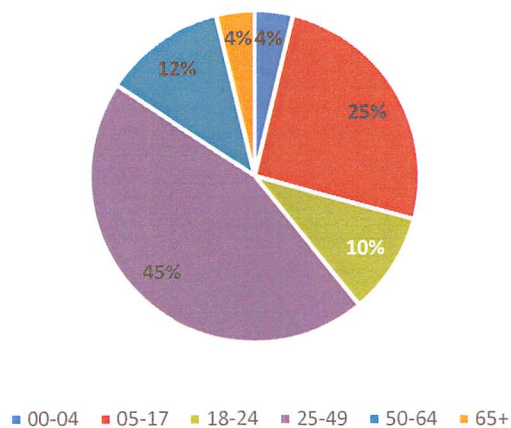




Southern Nevada Community Health Center  
COVID-19 Testing by Age Group (Negative Result)  
SEP 2021



Southern Nevada Community Health Center  
COVID-19 Testing by Age Group (Positive Result)  
SEP 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 South Parking Lot.

From May 3, 2021 to September 30, 2021, the Health Center has administered 21,163 doses of COVID-19 Vaccine.

In September, SNCHC's vaccine clinic administered 2590 doses of COVID-19 vaccine as follows:



- First Doses: 588
  - Moderna: 138
  - Pfizer: 450
- Second Doses: 1,532
  - Moderna: 370
  - Pfizer: 721
  - Janssen: 441
- Third Doses: 172
  - Moderna: 56
  - Pfizer: 116
- Booster Doses: 298
  - Moderna:
  - Pfizer: 298

### **Telehealth**

The Health Center saw 86 patients via telehealth, which equates to 9.1% 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. When medically appropriate, telehealth will continue to be offered, even following the COVID-19 pandemic.

### **Health Center Visits**

Of scheduled patients, 66.75% kept their appointments. There was a 7.59% cancellation rate and a 25.66% no-show rate.

## **Risk Management**

### **Health Insurance Portability and Accountability Act (HIPAA)**

There were no HIPAA breaches at the Health Center in September.

### **Exposure Incidents**

There was no exposure incident at the Health Center in September.

### **Medical Events**

There were no medical events at the Health Center in September.

### **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.

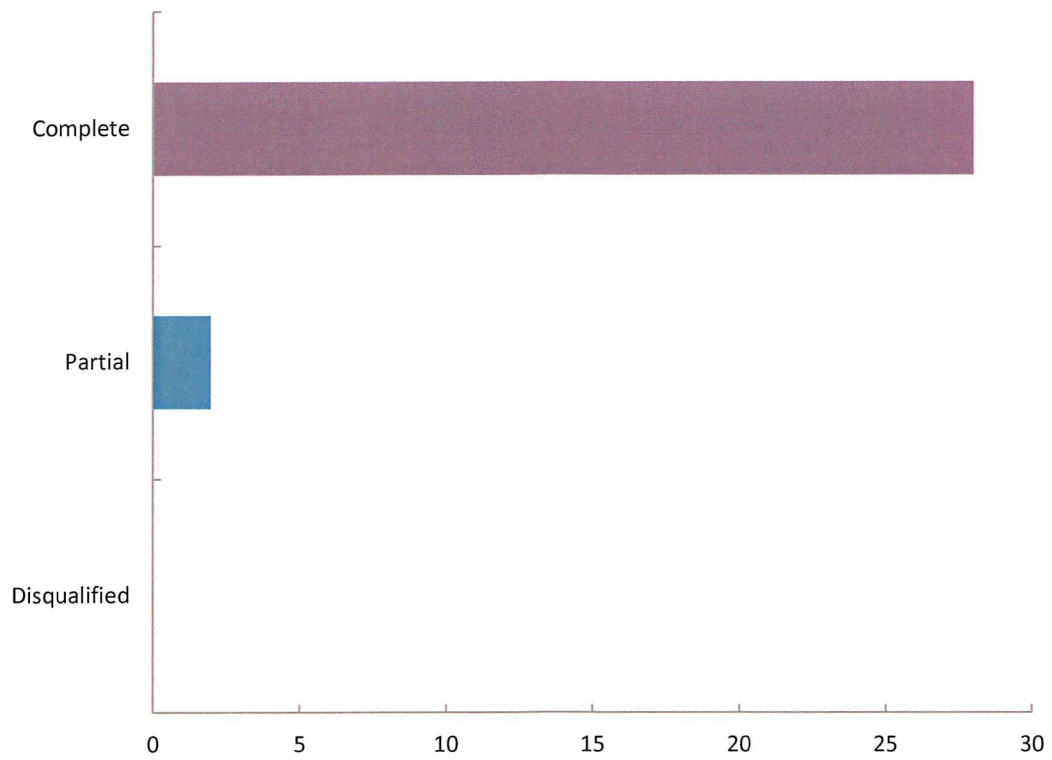
Please see the complete patient satisfaction survey reports attached.



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

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

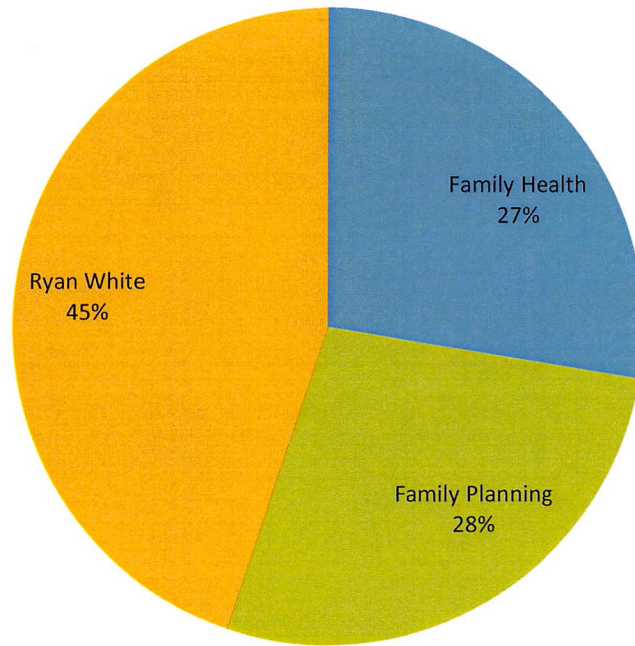
## Response Statistics



	Count	Percent
Complete	28	93.3
Partial	2	6.7
Disqualified	0	0
Totals	30	



1. Service received during your visit



Value	Percent	Count
Family Health	27.6%	8
Family Planning	27.6%	8
Ryan White	44.8%	13
	Totals	29

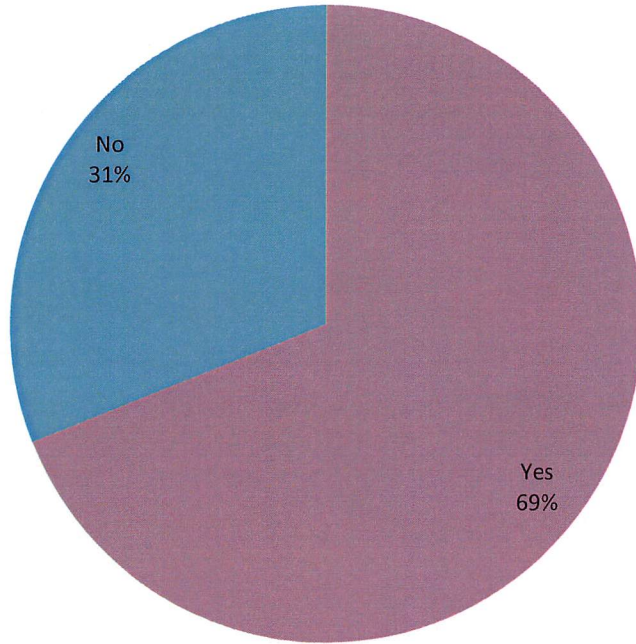


## 2.Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main - 280 S Decatur Blvd	100.0%	29
	Totals	29

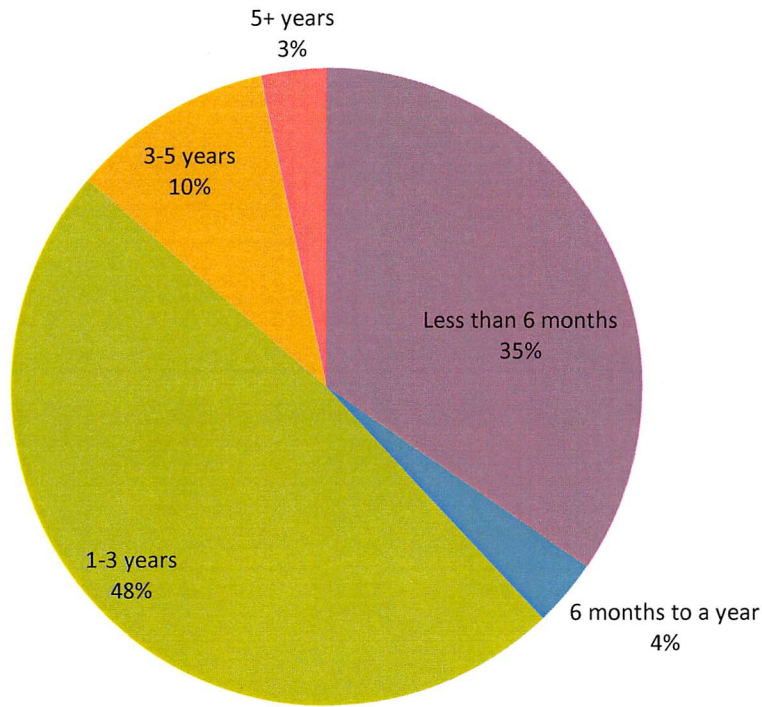
3. Do you have health insurance?



Value	Percent	Count
Yes	69.0%	20
No	31.0%	9
	Totals	29

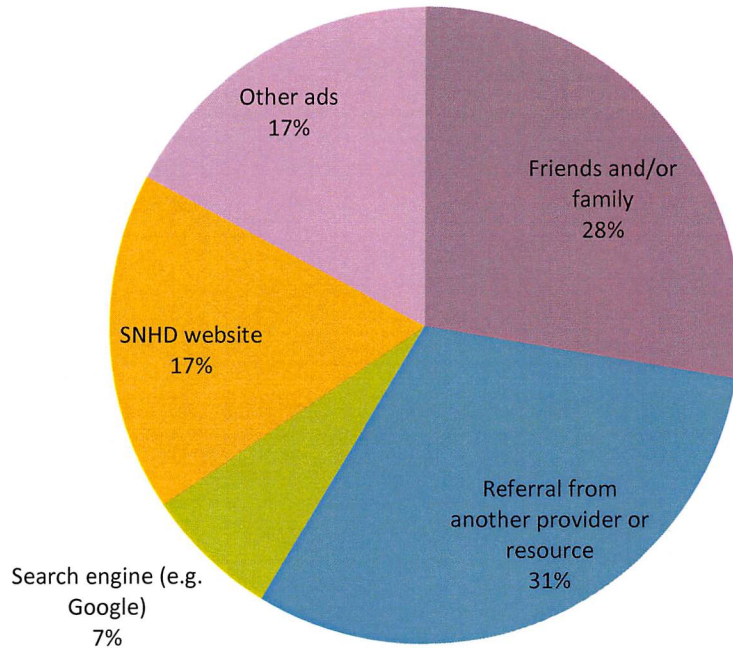


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Count
Less than 6 months	34.5%	10
6 months to a year	3.4%	1
1-3 years	48.3%	14
3-5 years	10.3%	3
5+ years	3.4%	1
	Totals	29

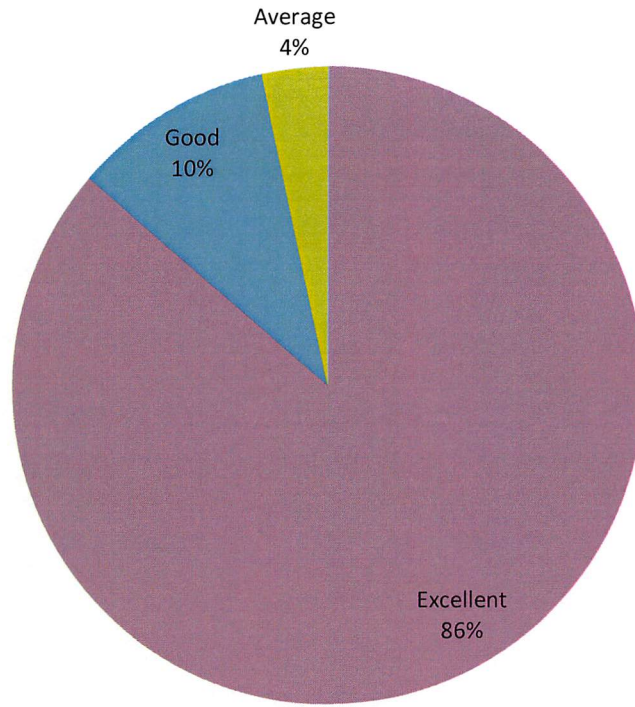
### 5. How did you hear about us?



Value	Percent	Count
Friends and/or family	27.6%	8
Referral from another provider or resource	31.0%	9
Search engine (e.g. Google)	6.9%	2
SNHD website	17.2%	5
Other ads	17.2%	5
	Totals	29

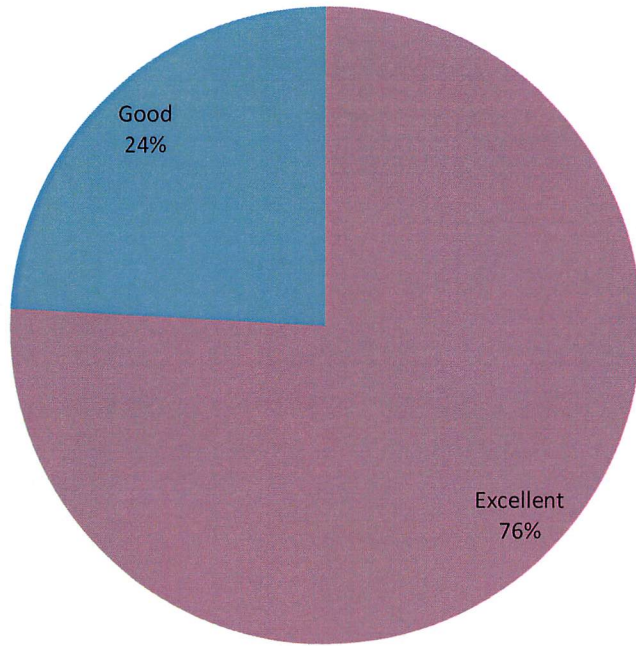


6.Ease of scheduling an appointment



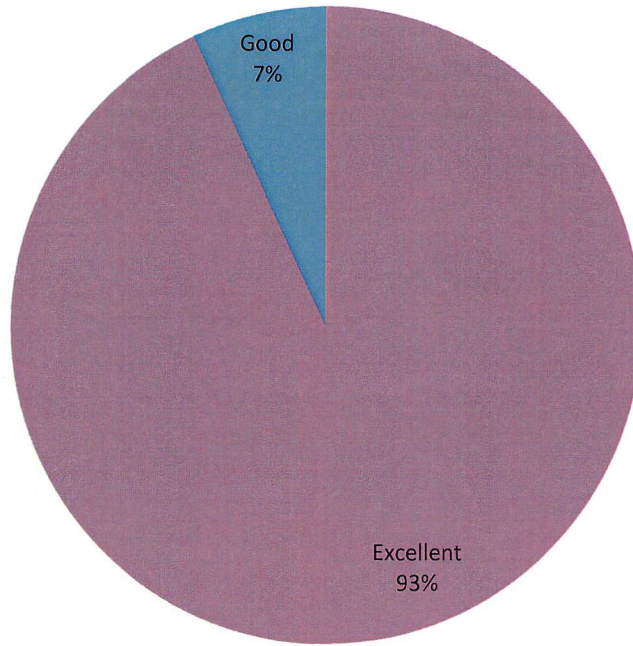
Value	Percent	Count
Excellent	86.2%	25
Good	10.3%	3
Average	3.4%	1
	Totals	29

7.Wait time to see provider



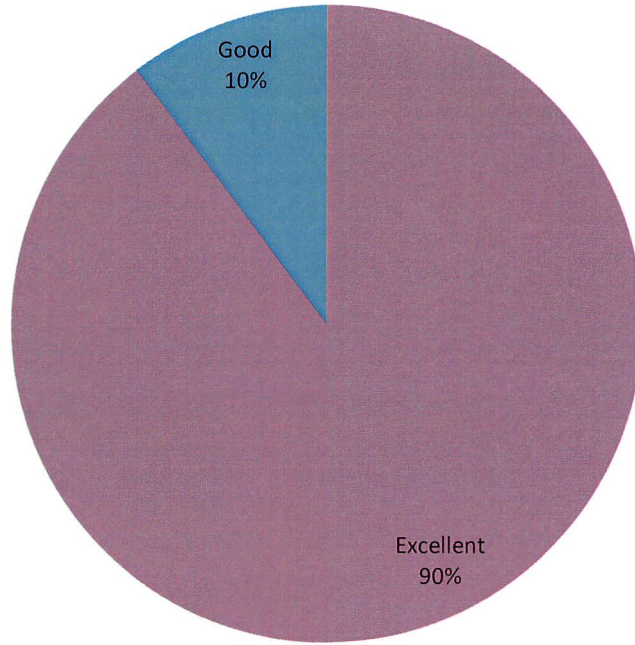
Value	Percent	Count
Excellent	75.9%	22
Good	24.1%	7
	Totals	29

8.Care received from providers and staff



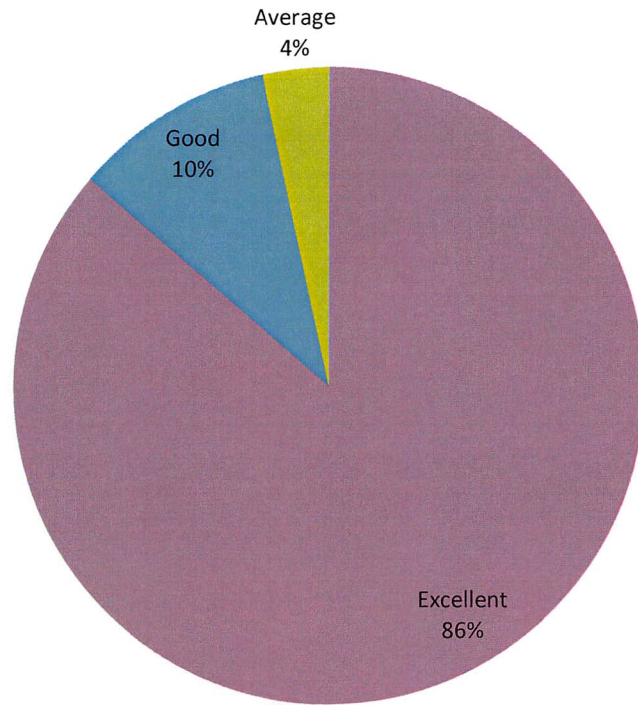
Value	Percent	Count
Excellent	93.1%	27
Good	6.9%	2
	Totals	29

9. Understanding of health care instructions following your visit



Value	Percent	Count
Excellent	89.7%	26
Good	10.3%	3
	Totals	29

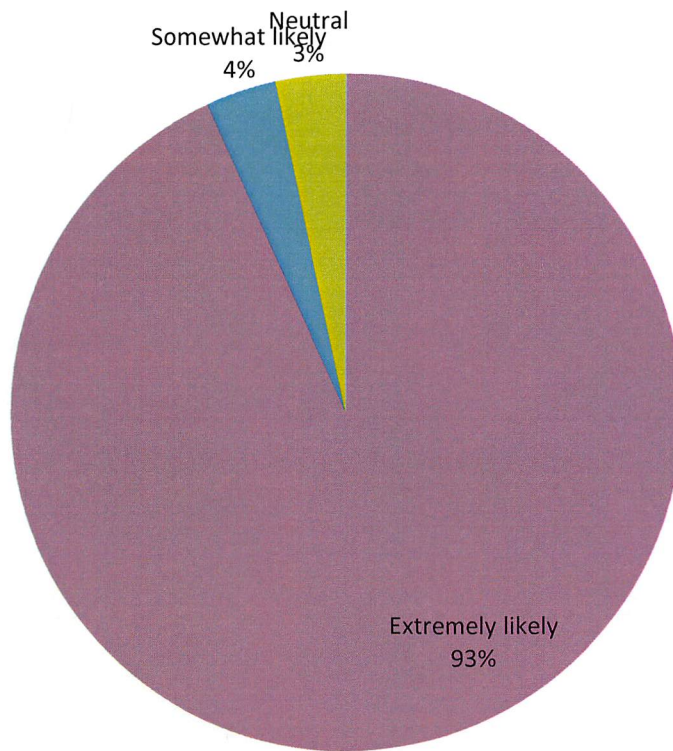
### 10.Hours of operation



Value	Percent	Count
Excellent	86.2%	25
Good	10.3%	3
Average	3.4%	1
	Totals	29



### 11.Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	93.1%	27
Somewhat likely	3.4%	1
Neutral	3.4%	1
	Totals	29



## Health Center Visit Report Summary: September 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	310	32.98%	55	3.63%	159	10.49%	55	76.39%	9	12.50%	64	88.89%	588	38.79%
Family Planning Clinic	295	31.38%	14	.92%	116	7.65%	0	0.00%	1	1.39%	1	1.39%	426	28.10%
Refugee Clinic	68	7.23%	2	.13%	24	1.58%	0	0.00%	0	0.00%	0	0.00%	94	6.20%
Ryan White	267	28.40%	44	2.90%	90	5.94%	0	0.00%	7	9.72%	7	9.72%	408	26.91%
<b>Totals</b>	<b>940</b>	<b>100.00%</b>	<b>115</b>	<b>7.59%</b>	<b>389</b>	<b>25.66%</b>	<b>55</b>	<b>76.39%</b>	<b>17</b>	<b>23.61%</b>	<b>72</b>	<b>100.00%</b>	<b>1516</b>	<b>100.00%</b>

<i>Percent of scheduled patients who cancelled</i>	7.59%
<i>Percent of scheduled patients who no showed</i>	25.66%
<i>Percent of scheduled patients who cancelled and no showed</i>	33.25%

Attachments: September 2021 Quality Report  
September 2021 Stats Report