






Memorandum

Date: November 18, 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 

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.

October 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 through 1/31/2024. – Noncompeting Awarded Through 1/31/2023.

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. May through October, the health center has administered 23,389 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 20 referrals between October 1 through October 31. There were 2 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 290 visits: There were 15 initial provider visits, 118 established provider visits, 13 nurse visits and 144 lab visits in the month of October. There were 17 Ryan White clients were seen for Behavioral Health.



- 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 dietitian continues to provide medical nutritional therapy to clinic clients.

II. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 426 clients; 421 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 187 clients; 186 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 239 clients; 235 of them were unduplicated.

III. Family Healthcare Center

- A. The Family Healthcare Clinic saw 294 patients in the month of October 2021.
- B. Nineteen patients were under the age of 18.
- C. Nine children were from the Refugee Health Clinic.

IV. Pharmacy Services

- A. Dispensed 1,381 prescriptions for 1076 clients.
- B. Pharmacist assessed/counseled 23 clients in clinics.
- C. Assisted 13 clients to obtain medication financial assistance.
- D. Assisted 1 clients with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
October 2021		
Total number of referrals received	69	
Total number of applications submitted	Medicaid/SNAP/TANF: 52	Hardship: 3

- ☒ 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 280/543 or 51.57% 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; Oct – 55/69



VI. Refugee Health Program

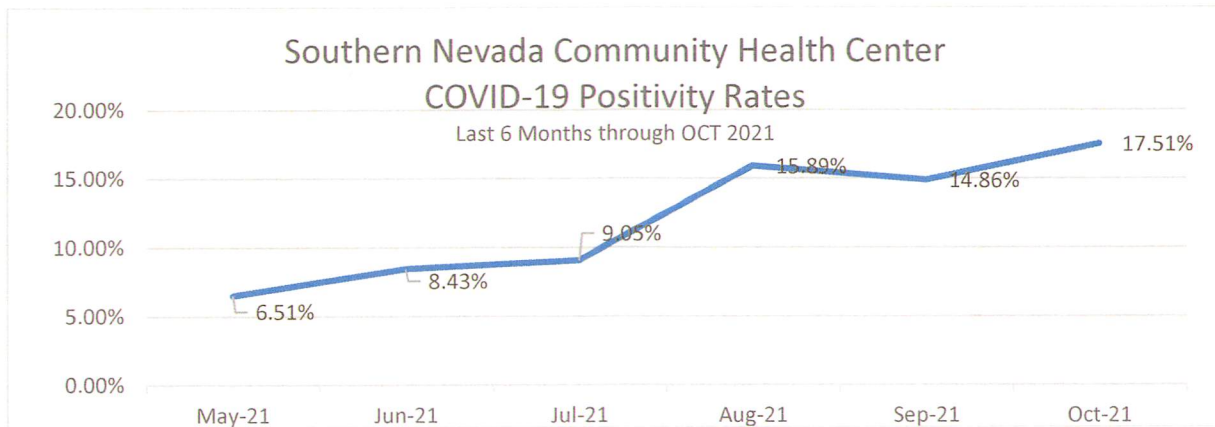
A. The Refugee Health Program served 42 adults in October.

VII. Quality & Risk Management:

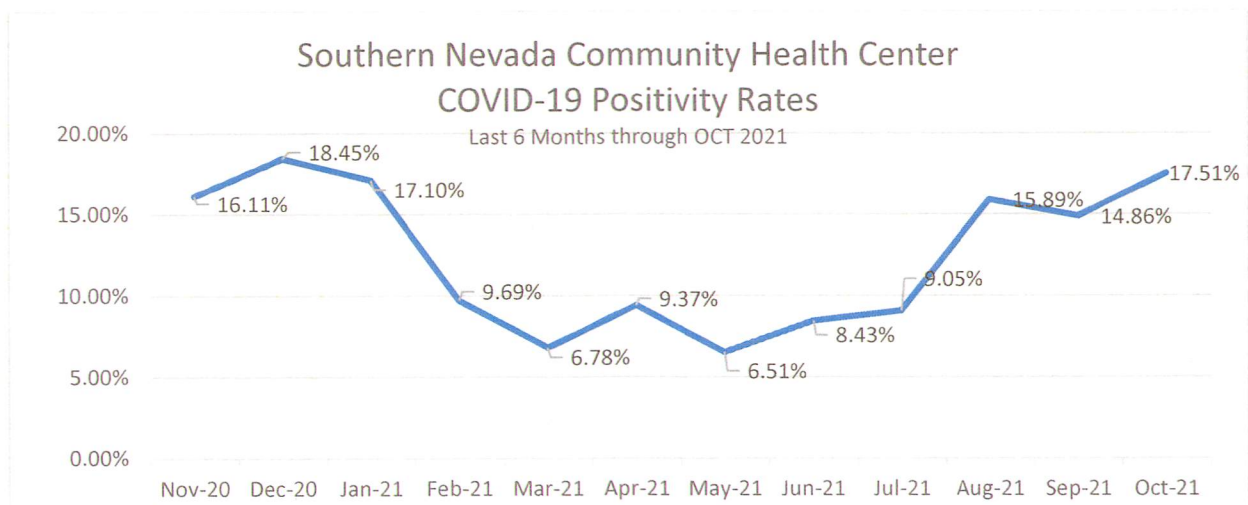
COVID-19 Testing

4,385 COVID-19 Tests were conducted in October 2021. In total, the Health Center completed 65,646 COVID-19 tests since testing began April 2020.

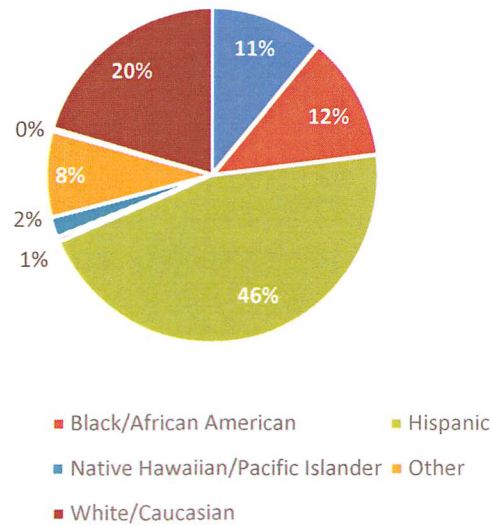
The Health Center and the Southern Nevada Health District continue to remind those who are sick to stay home and if they have been in contact with a person who has COVID-19 or think they have been exposed, they should get tested. The Health Center and Health District also encourage those who are medically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



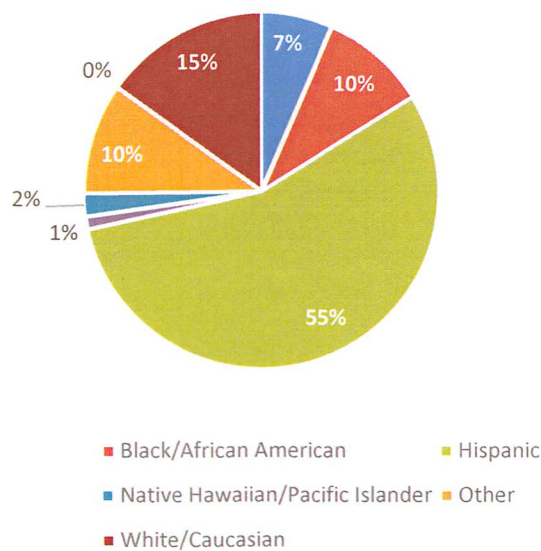
Over the last six months, there was an average positivity rate of 12.04%, and an average positivity rate of 12.48% for the last 12 months.



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

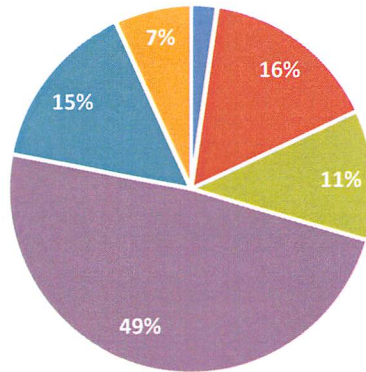


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
OCT 2021



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

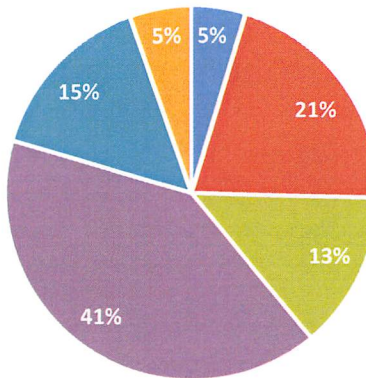
OCT 2021



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

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

OCT 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 South Parking Lot.

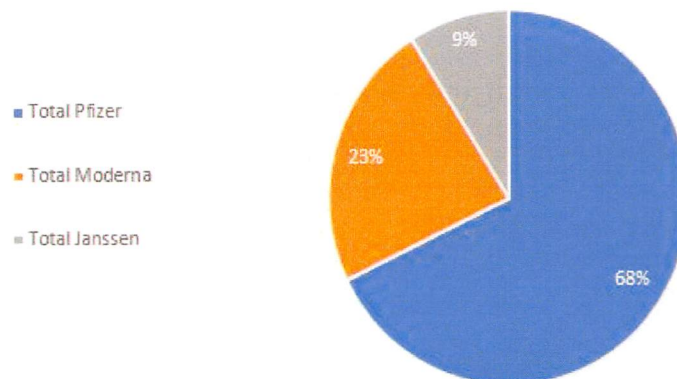
From May 3, 2021 to October 31, 2021, the Health Center has administered 23,989 doses of COVID-19 Vaccine.

In October, SNCHC’s vaccine clinic administered 3668 doses of COVID-19 vaccine, 61.5% of which were booster doses:

	First Doses		Second Doses			Third Doses			Booster Doses			Totals
	Pfizer	Moderna	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	
Jan-21												0
Feb-21												0
Mar-21												0
Apr-21												0
May-21	2046	1021	1284	255	288							4894
Jun-21	627	327	2723	1191	231							5099
Jul-21	1233	394	1640	396	329							3992
Aug-21	1014	422	1520	414	521	31	20					3942
Sep-21	450	138	724	370	441	117	56		98			2394
Oct-21	335	87	462	145	332	165	88		1797	239	18	3668
Nov-21												0
Dec-21												0
Total	5705	2389	8353	2771	2142	313	164	0	1895	239	18	23989

Total Pfizer	16266
Total Moderna	5563
Total Janssen	2160
Total	23989

YTD Southern Nevada Community Health Center COVID-19 Vaccine Program (Overall)





Telehealth

The Health Center saw 54 patients via telehealth, which equates to 4.73% of the patients that were seen in our clinics in October.

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, 63.94% kept their appointments. There was a 7.53% cancellation rate and a 25.35% no-show rate.

Client Encounters by Program					
Program	Oct 2020	Oct 2021	FY 20-21	FY 21-22	
Family Health Clinic	283	294	811	1,293	↑
Family Planning	490	426	1,892	1,849	↓
Refugee Health Screening	10	42	78	170	↑
Ryan White Care Services	758	621	3,526	2,694	↓
Pharmacy Clients	659	1,076			→
Dental Clinic	0	0	0	0	→
TOTAL	2,200	2,459	6,307	6,006	↓

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)

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

Exposure Incidents

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

Medical Events

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

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.



Health Center Visit Report Summary: October 2021

Southern Nevada Community Health Center

Completed Pt Visits

	Provider Visits		Behavioral Health Visits		Cancelled Visits		No Show Visits		Telehealth Visits			Total Scheduled Patients				
									Audio Visit	Televisit	Total Telehealth Visits					
Family Health Clinic	430	39.56%	0	0.00%	66	3.88%	166	9.76%	40	74.07%	9	16.67%	49	2.88%	711	41.82%
Family Planning Clinic	310	28.52%	0	0.00%	16	0.94%	140	8.24%	0	0.00%	2	3.70%	2	0.12%	468	27.53%
Refugee Clinic	59	5.43%	0	0.00%	11	0.65%	14	0.82%	0	0.00%	0	0.00%	0	0.00%	84	4.94%
Ryan White	288	26.49%	0	0.00%	35	2.06%	111	6.53%	0	0.00%	3	5.56%	3	0.18%	437	25.71%
Totals	1087	100.00%	0	0.00%	128	7.53%	431	25.35%	40	74.07%	14	25.93%	54	3.18%	1700	100.00%

Percent of scheduled patients who cancelled 7.53%

Percent of scheduled patients who no showed 25.35%

Percent of scheduled patients who cancelled and no showed 32.88%

Percentage of Seen Pts that were Telehealth Visits 4.73%

Percentage of Seen Pts that were Behavioral Health Visits 0.00%

Attachments: October 2021 Quality Report
October 2021 Stats Report