

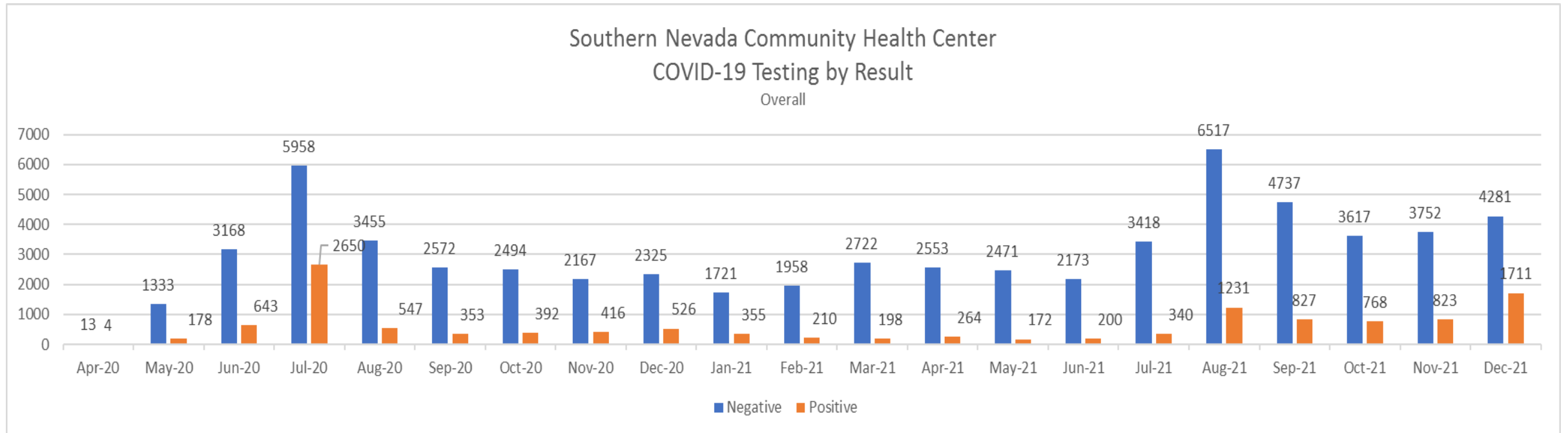
Quality and Risk Management

Southern Nevada Community Health Center

January 26, 2022

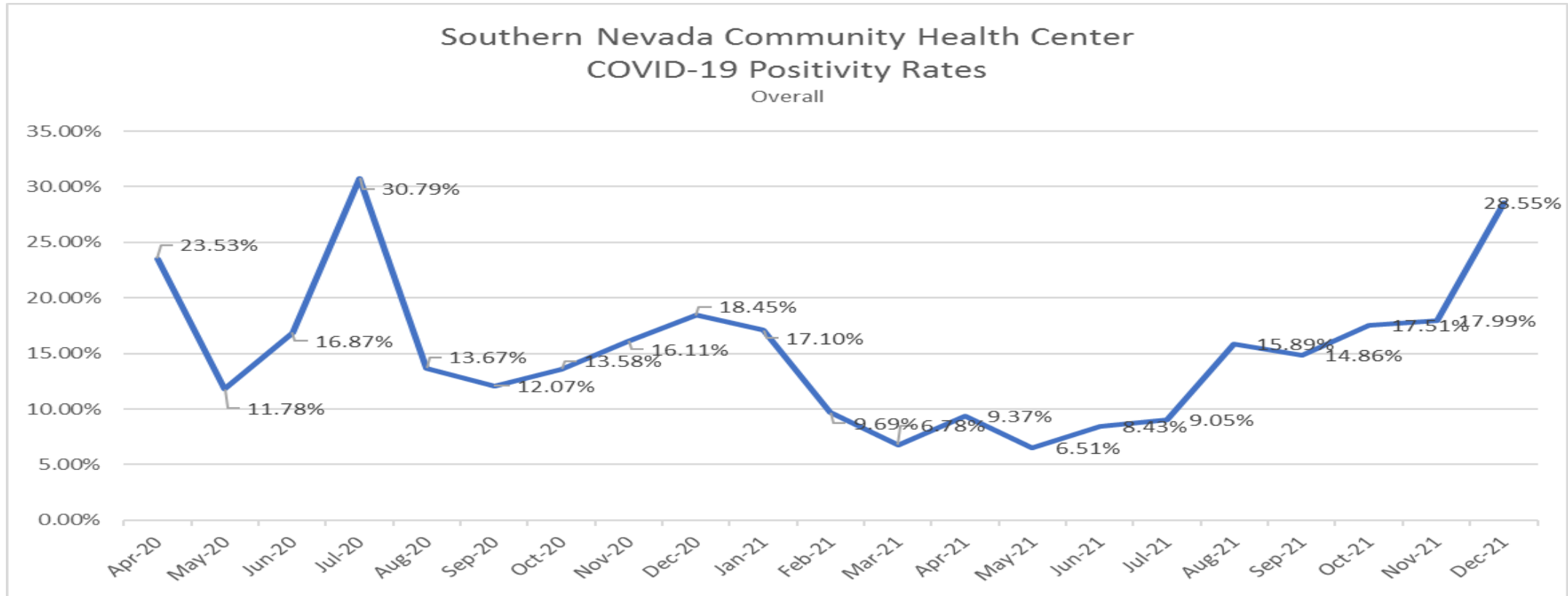
COVID-19 Testing
Southern Nevada Community Health Center

COVID-19 Testing



- In total, the Health Center completed 47,019 COVID-19 tests in 2021.

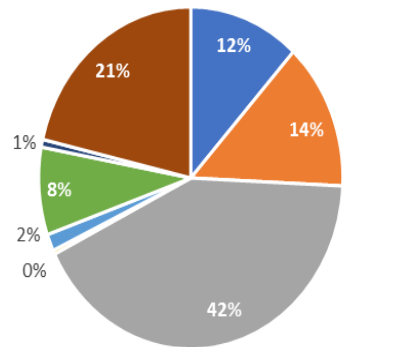
COVID-19 Testing (cont.)



- In 2021, the COVID-19 average positivity rate of 13.47%

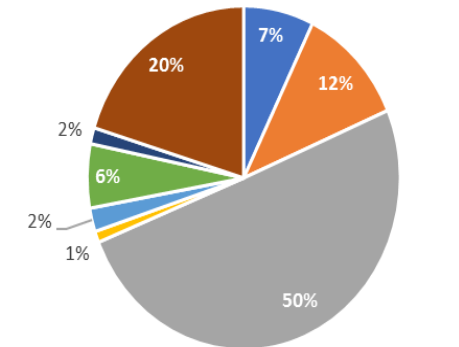
COVID-19 Testing (cont.)

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



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

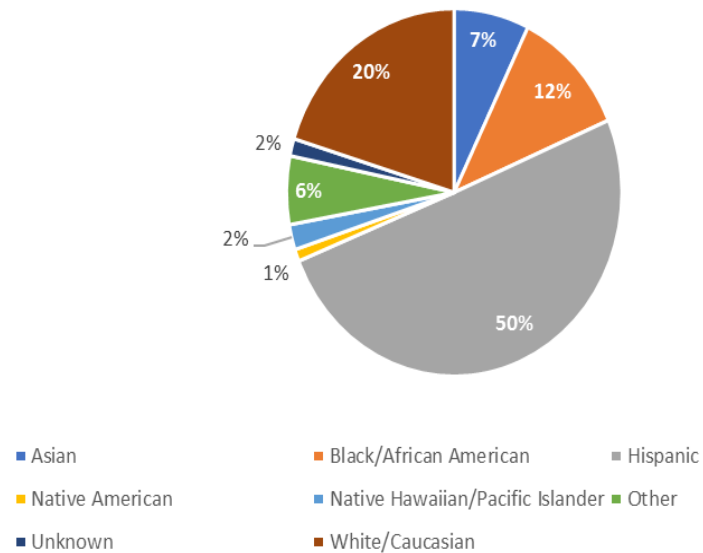
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
Dec 2021



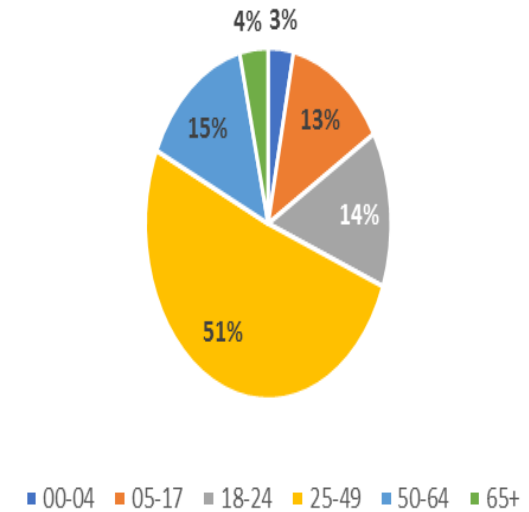
■ Asian
■ Black/African American
■ Hispanic
■ Native American
■ Native Hawaiian/Pacific Islander
■ Other
■ Unknown
■ White/Caucasian

COVID-19 Testing (cont.)

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



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



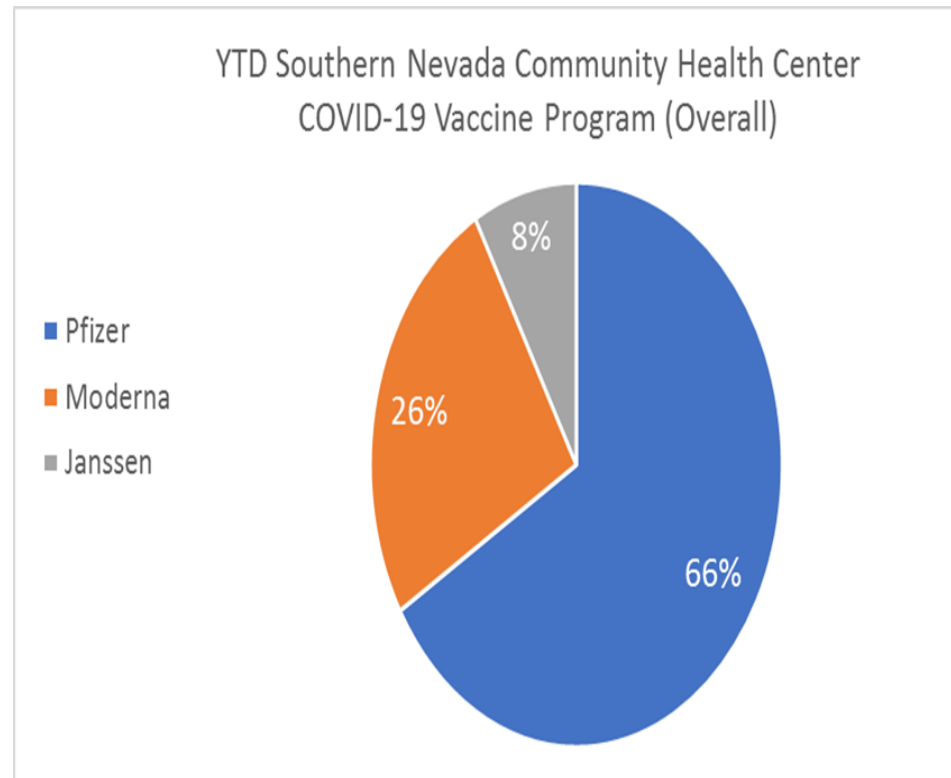
COVID-19 Vaccine Program
Southern Nevada Community Health Center

COVID-19 Vaccine Program

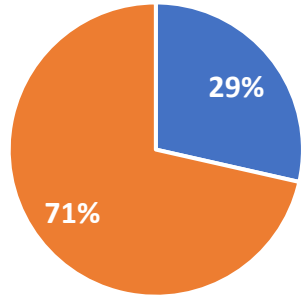
- The Southern Nevada Community Health Center began administering COVID-19 Vaccine on May 3, 2021, as part of HRSA's COVID-19 Vaccine Program.
- The vaccine site is located at the Southern Nevada Health District main location in the NCS Building.

COVID-19 Vaccine Program (cont.)

- In 2021, the Health Center has administered 33,920 doses of COVID-19 Vaccine.
- First Doses: 8,786
 - Moderna: 2,507
 - Pfizer: 6,279
- Second Doses: 14,183
 - Moderna: 2,909
 - Pfizer: 8,901
 - Janssen: 2,373
- Third Doses: 707
 - Moderna: 257
 - Pfizer: 450
- Booster Doses: 9,402
 - Moderna: 2,976
 - Pfizer: 6,035
 - Janssen: 391

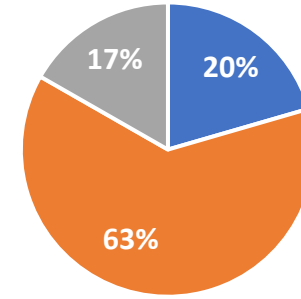


YTD Southern Nevada Community Health Center
COVID-19 Vaccine Program (First Dose)



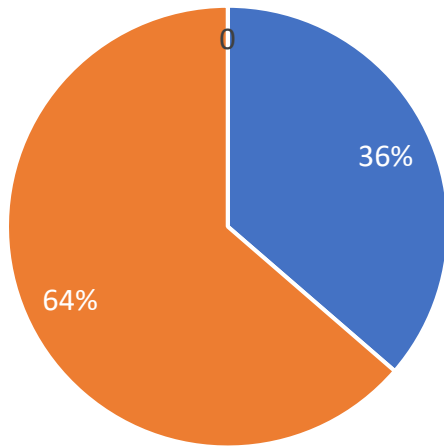
■ Moderna ■ Pfizer

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



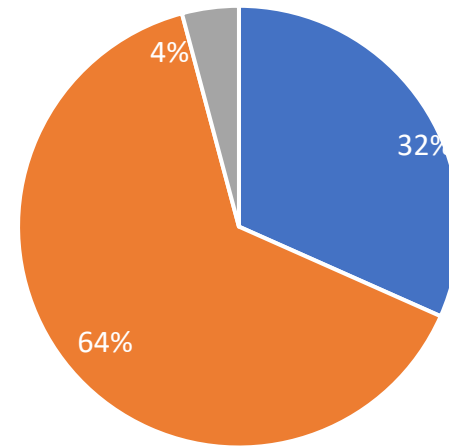
■ Moderna ■ Pfizer ■ Janssen

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



■ Moderna ■ Pfizer ■ Janssen

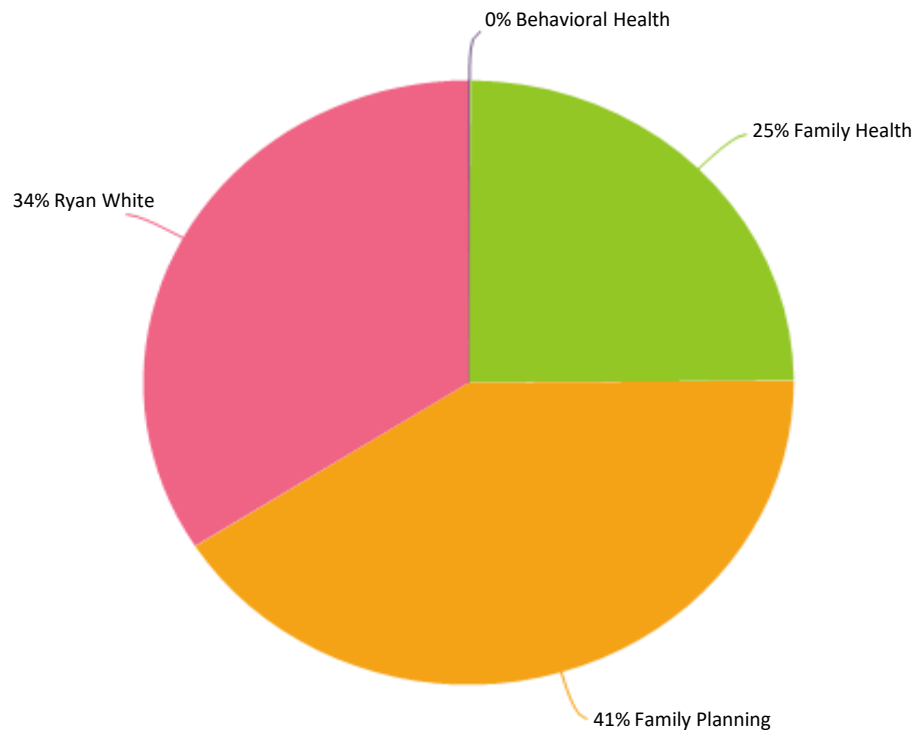
YTD Southern Nevada Community Health Center
COVID-19 Vaccine Program (Booster Dose)



■ Moderna ■ Pfizer ■ Janssen

Patient Satisfaction Survey
Southern Nevada Community Health Center

Patient Satisfaction Surveys



- The Health Center received 1,225 patient satisfaction surveys
- The patient satisfaction survey is available in both English and Spanish.

Patient Satisfaction Results

- Recommendation of health center to friends & family: Extremely Likely
 - 87.7% (1,014 responses)
- Care received by providers and staff: Excellent
 - 89.6% (1,036 responses)
- Ease of scheduling an appointment: Excellent
 - 76.8% (888 responses)
- Do you have health insurance: Yes
 - 61.2% (715 responses)

Telehealth

Southern Nevada Community Health Center

SNCHC: Telehealth

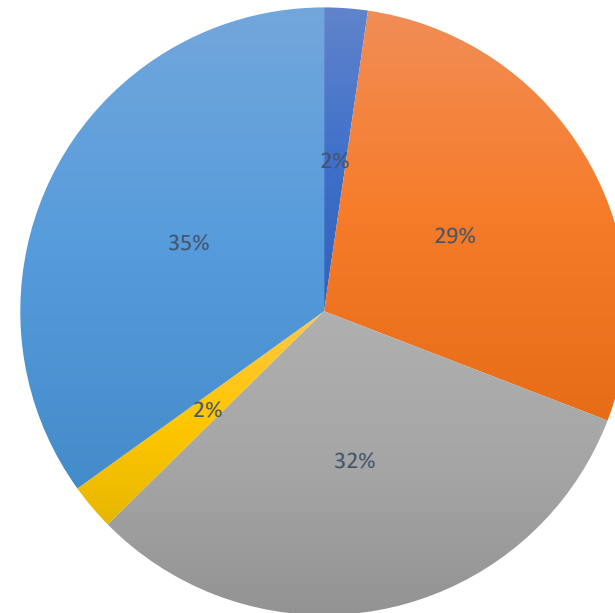
- In 2021, the Health Center had 1,371 patient visits via telehealth.
- Nevada Legislation reimbursements for audio only telehealth visits was passed, as well as Community Health Workers (CHW) visit reimbursement. CMS has not set a rate of reimbursements for these services.
- SNCHC will continue to offer Telehealth post COVID-19 pandemic.

Health Center Visits
Southern Nevada Community Health Center

Community Health Center Visits

- In 2021 the Health Center had 23,611 visits.
- Breakdown
 - Behavioral Health: 545
 - Family Health: 6,741
 - Family Planning: 7,499
 - Refugee Health: 582
 - Ryan White: 8,244

SNCHC 2021 Patient Visits



■ Behavioral Health ■ Family Health ■ Family Planning ■ Refugee Health ■ Ryan White

Risk Management
Southern Nevada Community Health Center

Risk Management

- No significant adverse events ending 2021 (October, November or December).
 - Health Insurance Portability and Accountability Act (HIPAA) Violation: None
 - Exposure Incidents: None
 - Patient Complaints: One (1); resolved
 - Medical Events: None

Questions?

Thank you!