

Memorandum



Date: January 27, 2022

To: Southern Nevada District Board of Health

From: Fermin Leguen, MD, MPH, District Health Officer *FL*
Cortland Lohff, MD, MPH, Director of Primary & Preventive Care *CL*

RE: Primary & Preventive Care Divison Monthly Report – November 2022

PREVENTIVE SERVICES – CLINICAL SERVICES REPORT

I. Immunization Program

A. Immunization Program Activities

1. The last day of services for the East Las Vegas Immunization Clinic at 570 N. Nellis Boulevard was on November 10, 2021. The clinic re-opened at its temporary location on 2950 E. Bonanza Road on November 18, 2021.
2. There were 61 successful reminder calls and postcards sent out for children 6 weeks through 4 years without appropriate number of Pevnar doses on November 15, 2021.
3. The clinics initiated the vaccination of pediatric COVID-19 vaccines for children 5-11 years November 8, 2021. Fifty-three doses of pediatric COVID-19 vaccines were administered. A total of 803 doses of COVID-19 vaccines were administered with routine vaccine during the month of November.

B. Immunization Outreach Activities

1. A total of 15 outreach clinics were conducted using the Flu subgrant. A total of 646 vaccines were administered and a total of 416 clients were seen. Clinics were held at the Courtyard, CCDC, and other sites in partnership with local organizations.
2. Staff provided vaccine services for Project Homeless Connect in partnership with Nevada Homeless Alliance and Touro University on November 17, 2021. A total of 112 vaccines were administered and 61 clients were seen. Vaccines administered to uninsured and underinsured children and adults included: Flu, Covid-19, Hepatitis A, Hepatitis B, Pneumonia, and Tdap.

II. COVID-19 Vaccine Campaign

A. Community COVID-19 Vaccine Clinics

1. There were 227 SNHD clinics conducted that administered 9,075 doses.
2. There were 27 community partner clinics conducted that administered 1,305 doses.

B. Immunization Outreach Provider – Covid Activities

1. There were 5 new Providers that completed registration to receive vaccine.
2. The Outreach Coordinator completed 11 Education Sessions.
3. The Outreach Coordinator updated the Vaccine Education and Training power point for pediatrician and providers in the community, i.e. Pfizer COVID-19 (12+yr).
4. The Outreach Coordinator recruited 3 Pediatrics clinics in November to receive vaccine.

III. Community Health Nursing

A. Maternal Child Health

1. There were two new reported childhood lead cases for the month of November.
2. There were no referrals for the Newborn Screening Program that required follow-up by the field nurse.

B. Nurse Family Partnership (NFP)

The Southern Nevada Health District's Nurse-Family Partnership (NFP) program has 142 active clients. 43 are participating through the Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program made available through the Nevada Division of Public and Behavioral Health under the Affordable Care Act (ACA).

The program has ten nurse home visitors at present. One nurse home visitor from the existing team moved to a position with the Immunization Outreach Project. Two are funded by the MIECHV program. Three nurse home visitors comprise the NFP expansion team. These three nurses remain in orientation. Two are enrolling clients. The Nurse-Family Partnership teams are serving clients and working to meet the program's goals primarily through home visits utilizing COVID-19 precautions.

C. Embracing Healthy Baby

The Southern Nevada Health District's Embracing Healthy Baby Program Community Health Workers (CHWs) are managing cases with minimal guidance from the program Community Health Nurse. Telephone, virtual and home visits continue with enrolled families. The program is providing services primarily through home visits utilizing COVID-19 safety protocols. Education and referrals to needed services continue to be provided to families. A Program Coordinator was hired for the program. This individual had previously served as a program CHW. Interviews were held and an offer extended for a replacement CHW.

November outreach included Mirabelli Community Center, the Southern Nevada Housing Program Coordinating Committee, First Choice Pregnancy Services, the Futuro Academy Health Fair, and the Clark County Department of Welfare and Social Services Craig, Nellis, Flamingo, Henderson and Owens locations.

IV. Tuberculosis Clinic

- #### **A.**
- There was seven new active adult TB case reported by the TB Clinic during this period. There were no new pediatric active TB case reported by the TB Clinic during November.

- #### **B.**
- The Refugee Health Program served 21 adults in November.

V. Employee Health Nurse

- #### **A.**
- Chris Mariano is temporarily filling the Employee Health Nurse position. The position is currently in the recruitment process.

- #### **B.**
- There were 38 SNHD employees tested for COVID-19 in November. This includes 38 PCR tests and 32 Rapid tests. Five employees tested with positive results.

- #### **C.**
- Employee Annual TB testing continued for the month of November. Twenty-six Tuberculosis tests were completed.

- #### **D.**
- There were no new employee Blood Borne Pathogen or TB exposure cases for November.

VI. Preventive Services Administration

- A. Clinical Services Division continues to retain Nevada State Board of Nursing approval to provide Continuing Education credits for SNHD Nursing staff. There were 0.75 CEU's offered in November.

**CLINICAL SERVICES DIVISION
MONTHLY REPORT
November 2021**

Clinical Services Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	Hend PHC	Mesquite PHC	Laughlin	Mobile Clinic	Homeless Outreach	Targeted Populations	TOTAL
Immunization	2,002	468	288	131	0	0	61	416	3,366
Immunization Records Issued	603	69	27	0					699
Newborn Metabolic Screening	1	0	0	0					1
TB Treatment & Control	983								983
SAPTA Services								23	23
TOTAL	3,589	537	315	131	0	0	61	439	5,072

Clinical Services Client Encounters by Program

Program	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Immunizations	3,490	3,366	↓	18,126	20,841	↑
Immunization Records Issued	218	699	↑	1,988	5,085	↑
COVID-19 Vaccines Given*	0	11,185	↑	786,289	41,424	↓
Newborn Met. Screening	1	1	→	5	3	↓
TB Treatment & Control	653	983	↑	3,974	4,199	↑
SAPTA Services	21	23	↑	126	97	↓
TOTAL	4,383	16,257	↑	810,508	71,649	↓

*Funded by COVID Grant Funds

Clinical Services Immunization Program

Immunizations	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Flu Vaccine Given	2,613	1,677	↓	8,942	5,062	↓
Gratis	135	173	↑	732	1,252	↑
COVID Vaccine*	n/a	803	↓	n/a	2,671	↓

*Given by Immunization Clinics

Vaccines for Children (VFC)*	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Number of VFC Compliance Visits	8	12	↑	48	38	↓
Number of IQIP Visits*	5	1	↓	9	1	↓
Number of Follow Up Contacts	37	38	↑	352	213	↓
Number of Annual Provider Training	0	12	↑	12	29	↑
Number of State Requested Visits	70	70	→	575	467	↓

Perinatal Hepatitis B	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
# of Expectant Women	18	13	↓	22	15	↓
# of Infants	77	77	→	80	77	↓
Total # of Infants Delivered	8	1	↓	4	18	↑
New Cases	3	0	↓	18	17	↓
Closed Cases	4	2	↓	36	20	↓

Childcare Program*	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Childcare Audits	2	4	↑	5	25	↑
Baseline Immunization Rate	77%	77%	→	71%	76%	↑
# of Re-Audits	2	9	↑	4	28	↑
Re-Audit Immunization Rate	96%	90%	↓	91%	92%	↑
# of Records Reviewed	179	499	↑	467	2,086	↑

Clinical Services Community Health Program

Nursing Field Services	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
MCH Team Home Visit Encounters	9	12	↑	52	59	↑

NFP	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Referrals	9	24	↑	55	89	↑
Enrolled	7	13	↑	27	52	↑
Active	159	142	↓			

MCH	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
# of Referrals Received**	6	1	↓	25	13	↓
# from CPS*	1	1	→	7	5	↓
# of Lead Referrals	2	0	↓	6	3	↓
# of Total Admissions	1	2	↑	8	6	↓

EHB	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Referrals	9	36	↑	34	89	↑
Enrolled	9	7	↓	35	32	↓
Active	44	45	↑			

Thrive by 0 - 3	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Referrals	97	85	↓	384	429	↑
Enrolled	5	3	↓	22	9	↓
Active	21	17	↓			

Clinical Services Tuberculosis Program

Tuberculosis	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
Number of Case Management Activities*	123	369	↑	778	1,067	↑
Number of Monthly Pulmonary Specialist Clinic Clients Seen	18	28	↑	115	116	↑
Number of Monthly Electronic Disease Notifications Clinic Clients (Class B)	0	16	↑	3	53	↑
Outreach Activities during the Month - Presentations, Physician Visits, Correctional Visits, etc.	0	0	→	0	0	→
Directly Observed Therapy (DOT) Field, clinic and televideo encounters	510	567	↑	3,075	2,956	↓

*New EMR system- Counting only successful activities.

Substance Abuse Prevention & Treatment Agency (SAPTA)	Nov 2020	Nov 2021		FY 20-21	FY 21-22	
# of Site Visits	2	2	→	9	10	↑
# of Clients Screened	21	23	↑	126	97	↓
# of TB Tests	21	18	↓	103	83	↓
# of Assessments only	0	5	↑	23	14	↓

SOUTHER NEVADA COMMUNITY HEALTH CENTER (FQHC) OPERATIONS

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.

November 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 28,659 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 8 referrals between November 1 through November 30. There were no 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 321 visits: There were 19 initial provider visits, 100 established provider visits, 23 nurse visits and 166 lab visits in the month of November. There were 18 Ryan White clients were seen for Behavioral Health by both the Licensed Clinical Social Worker and the APRN.
- 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. Sexual Health Clinic

- A. The clinic provided services provided 1,421 unique services to 821 unduplicated patients for the month of November.
- B. The Sexual Health Clinic (SHC) is participating in two 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. NASTAD provided participants with resources for future technical

assistance needs. One NASTAD Learning Collaborative on TelePrEP concluded on October 26, 2021.

- C. The SHC is promoting the **Status Neutral Approach** as a guiding principle for HIV prevention and care. The Status Neutral concept incorporates both people living with HIV and people at risk by using the same approach for engagement regardless of HIV status. This starts with an HIV test. A negative HIV test leads to pre-exposure prophylaxis (PrEP) education and offer for the purpose of preventing HIV and positive test leads to immediate referral to an HIV provider to start antiretroviral medications, preferably on the same day as the diagnosis. The clinic also continues to provide sexually transmitted infection (STI) screening and treatment, non-occupational post-exposure prophylaxis (nPEP) services, Hepatitis C screening for high risk individuals, and referral to disease investigators for partner services, and referral to primary care and support services.
- D. Express Testing has been strongly integrated into the clinic process since its inception one year ago. This is a collaborative effort 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.
- E. SHC staff attended the "22nd Annual Autumn Update" conference reviewing updates in HIV prevention and treatment. Among the topics presented were "COVID-19 202 Evolving Evidence when Hindsight is 2020", "PrEP: New Developments on the Horizon", and "Primary Care Considerations for Patients with HIV".
- F. SHC Community Health Nurse I/II Case Manager for Congenital Syphilis Program position has been filled this month and training will begin in December, 2021. This staff will work consistently with the Congenital Syphilis Review Board (CSRB) Team.

III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 394 clients; 382 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 71 clients; 71 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 323 clients; 311 of them were unduplicated.

IV. Family Healthcare Center

- A. The Family Healthcare Clinic saw 307 patients in the month of November 2021.
- B. Fifteen patients were under the age of 18.
- C. Thirteen children were from the Refugee Health Clinic.

V. Pharmacy Services

- A. Dispensed 1,393 prescriptions for 1110 clients.
- B. Pharmacist assessed/counseled 24 clients in clinics.
- C. Assisted 9 clients to obtain medication financial assistance.
- D. Assisted 8 clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
November 2021		
Total number of referrals received	59	
Total number of applications submitted	Medicaid/SNAP/TANF: 42	Hardship: 4

- ☞ 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 326/602 or 54.15% 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; Nov – 46/59

VII. Refugee Health Program

A. The Refugee Health Program served 21 adults in November.

VIII. Quality & Risk Management:

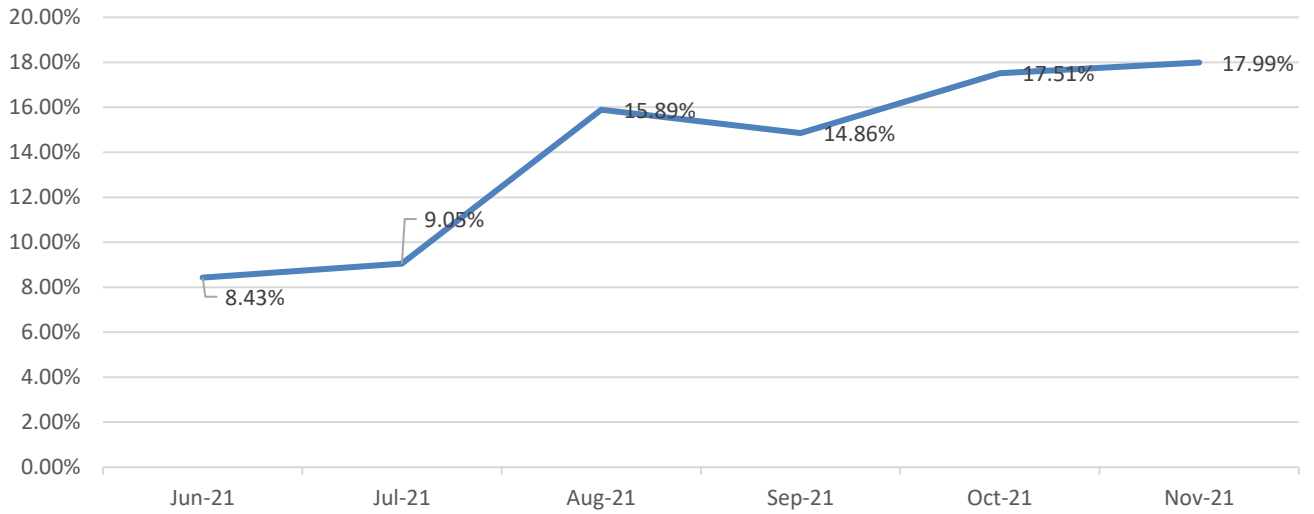
**Quality
COVID-19 Testing**

In November the Southern Nevada Community Health Center completed 4,575 COVID-19 tests. In total, the Health Center completed 70,221 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

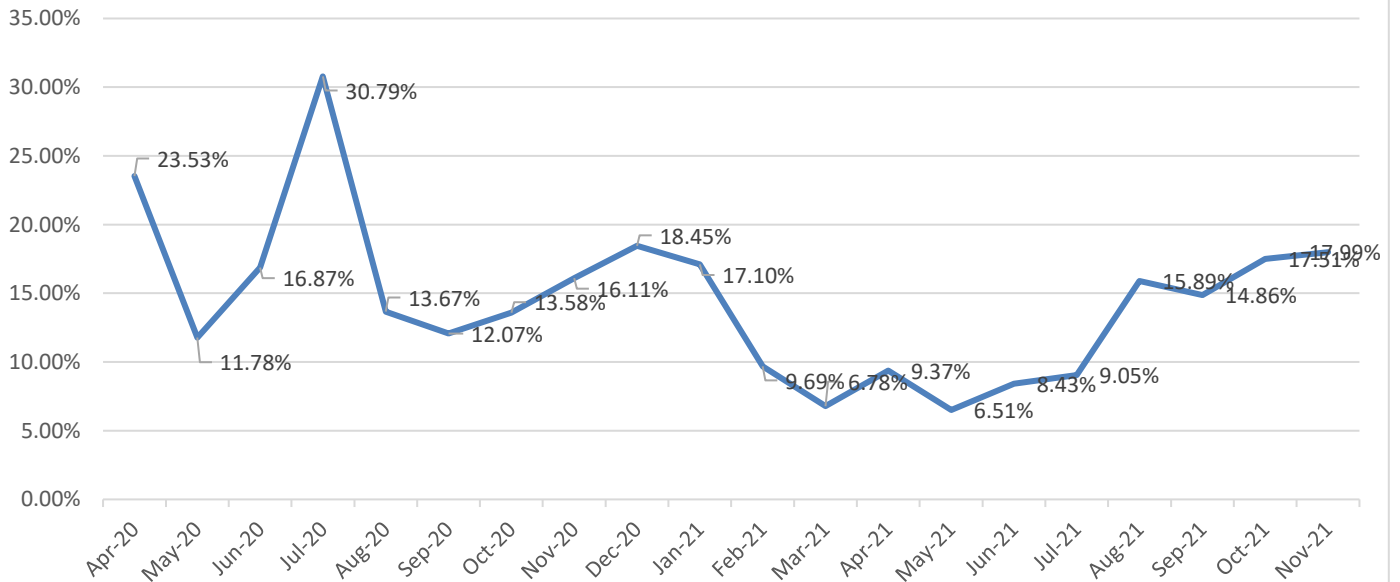
Last 6 Months



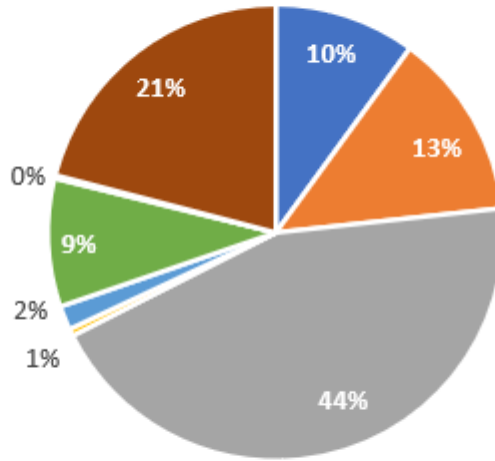
In November, there was a 17.99% positivity rate.

Southern Nevada Community Health Center COVID-19 Positivity Rates

April 2020 to NOV 2021

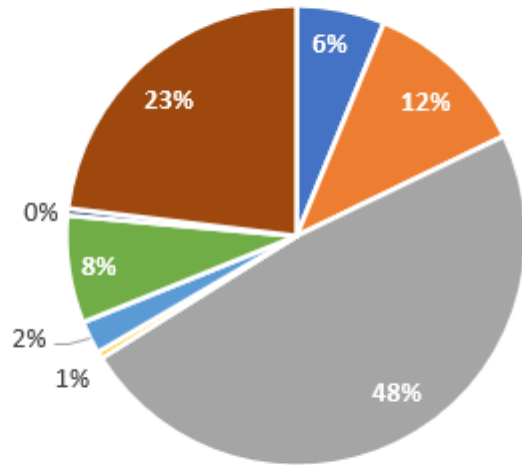


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
Nov 2021



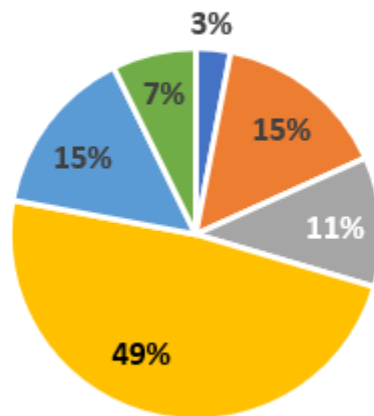
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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



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

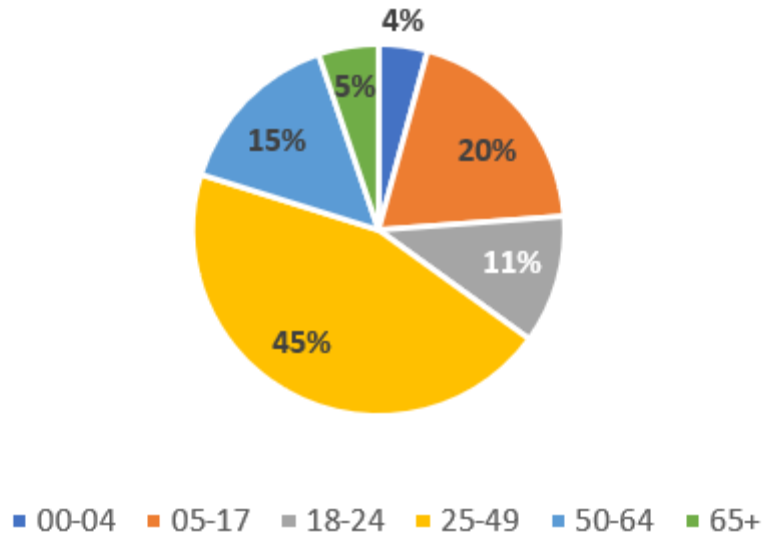
Chart Area Southern Nevada Community Health Center
 COVID-19 Testing by Age Group (Negative Result)
 Nov 2021



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

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

Nov 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 to November 30, 2021, the Health Center administered 28,659 doses of COVID-19 Vaccine, 4,670 of which were administered in November, 312 of which were administered to children ages 5-11:

	First Doses		Second Doses			Third Doses			Booster Doses			Pediatric (Age 5-11) 1st Dose			Pediatric (Age 5-11) 2nd Dose			Pediatric (Age 5-11) Booster			Totals	
	Pfizer	Moderna	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	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	381	74	282	74	216				1639	1491	201	302			10							4670
Dec-21																						0
Total	6086	2463	8635	2845	2358	313	164	0	3534	1730	219	302	0	0	10	0	0	0	0	0	0	28659

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 in English attached.

Telehealth

The Health Center saw 52 patients via telehealth, or 4.46% 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. We are currently seeing a slight 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 1,756 scheduled patient appointments in November. Of scheduled patients, 66.4% kept their appointments. There was a 7.12% cancellation rate and a 26.48% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)

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

Exposure Incidents

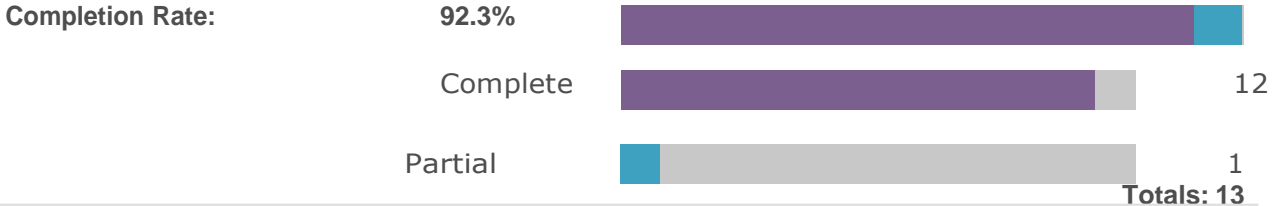
There were no exposure incidents at the Health Center in November.

Medical Events

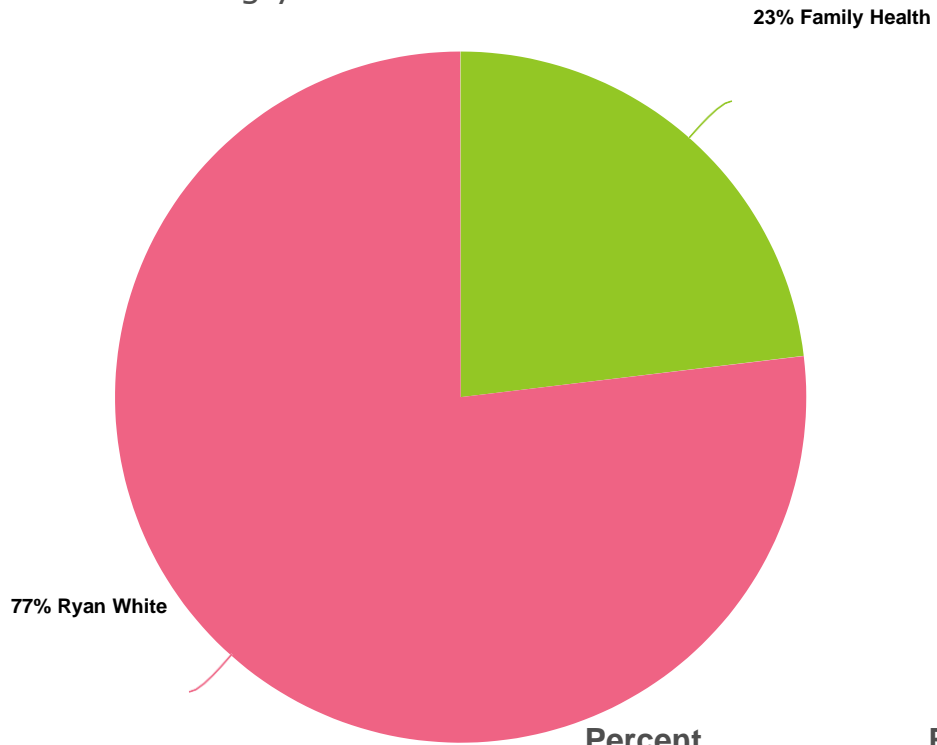
There were two medical events at the Health Center in November. Those events were handled appropriately and closed without issue.

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

Response Counts



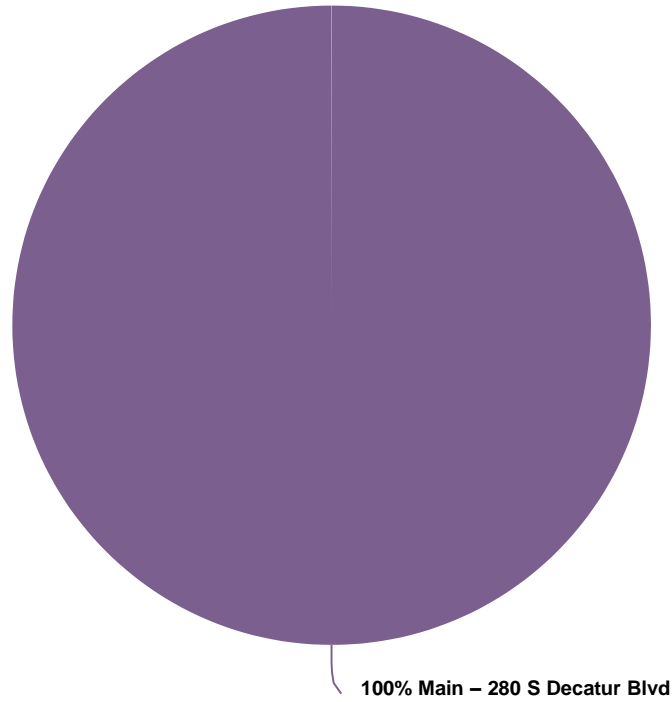
1. Service received during your visit



Value	Percent	Responses
Family Health	23.1%	3
Ryan White	76.9%	10

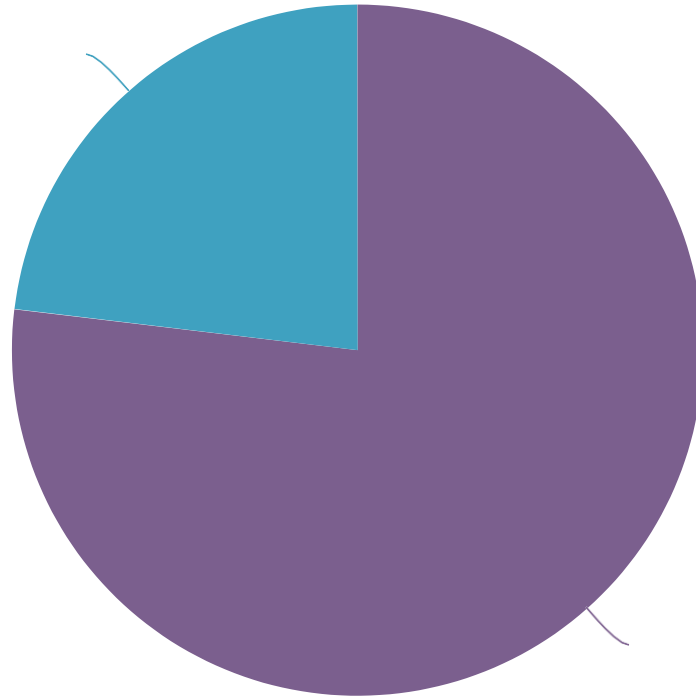
Totals: 13

2. Southern Nevada Health District (SNHD) location



Value	Percent	Responses
Main - 280 S Decatur Blvd	100.0%	13
		Totals: 13

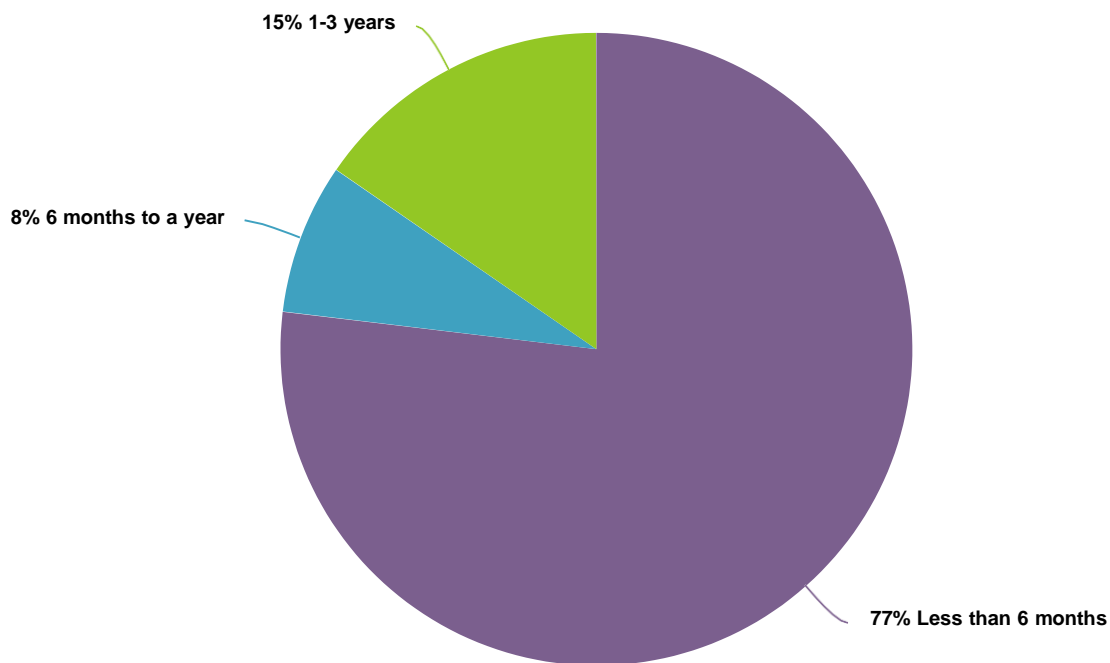
3. Do you have health insurance?



Value		Percent	Responses
Yes		76.9%	10
No		23.1%	3

Totals: 13

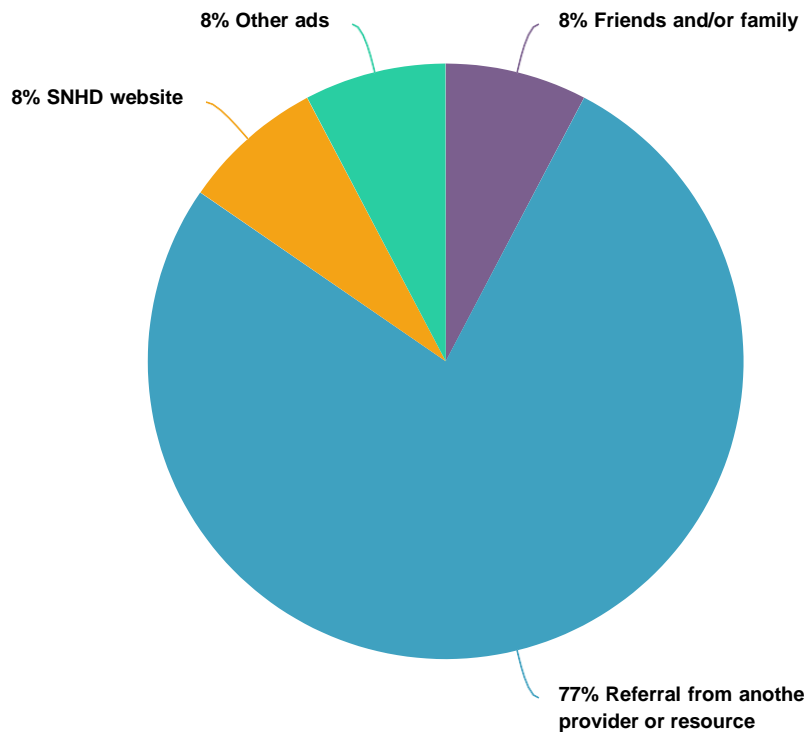
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?







Value	Percent	Response s
Less than 6 months	76.9%	10
6 months to a year	7.7%	1
1-3 years	15.4%	2

Totals: 13

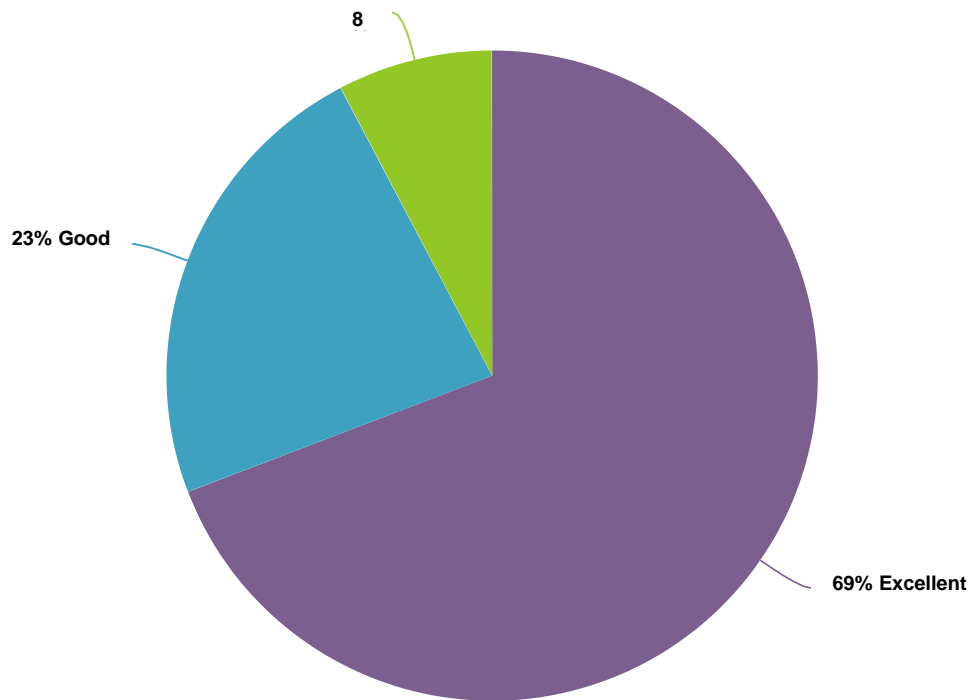
5. How did you hear about us?






Value		Percent	Responses
Friends and/or family		7.7%	1
Referral from another provider or resource		76.9%	10
SNHD website		7.7%	1
Other ads		7.7%	1

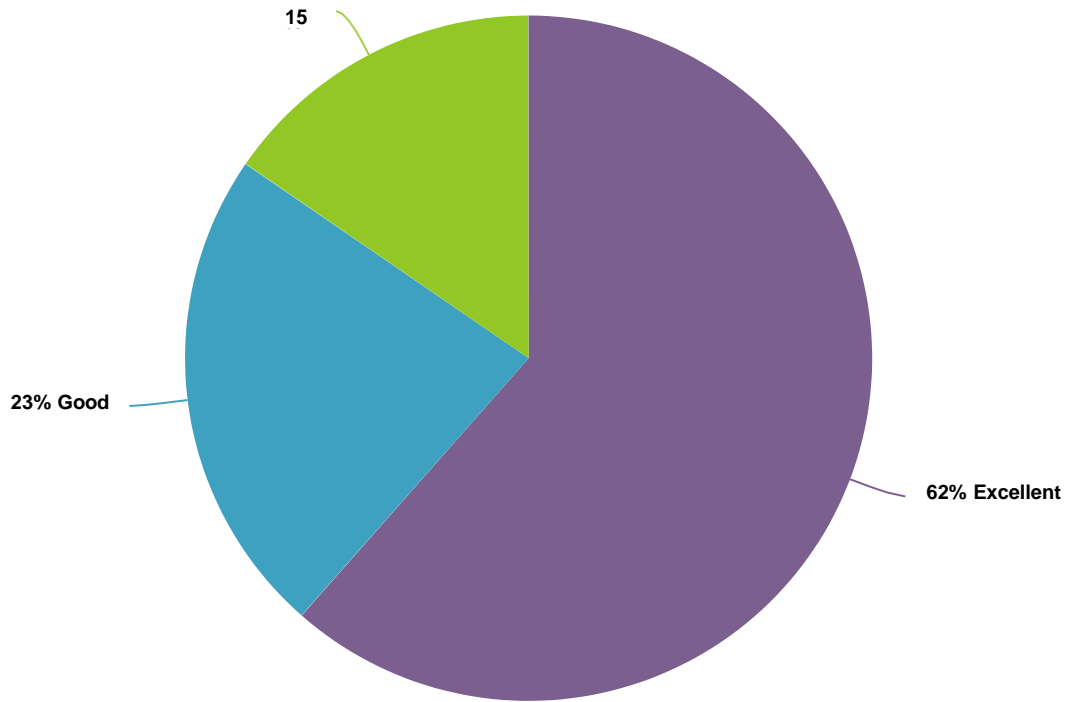
Totals:
13




6. Ease of scheduling an appointment



Value		Percent	Responses
Excellent		69.2%	9
Good		23.1%	3
Average		7.7%	1
Totals:			13

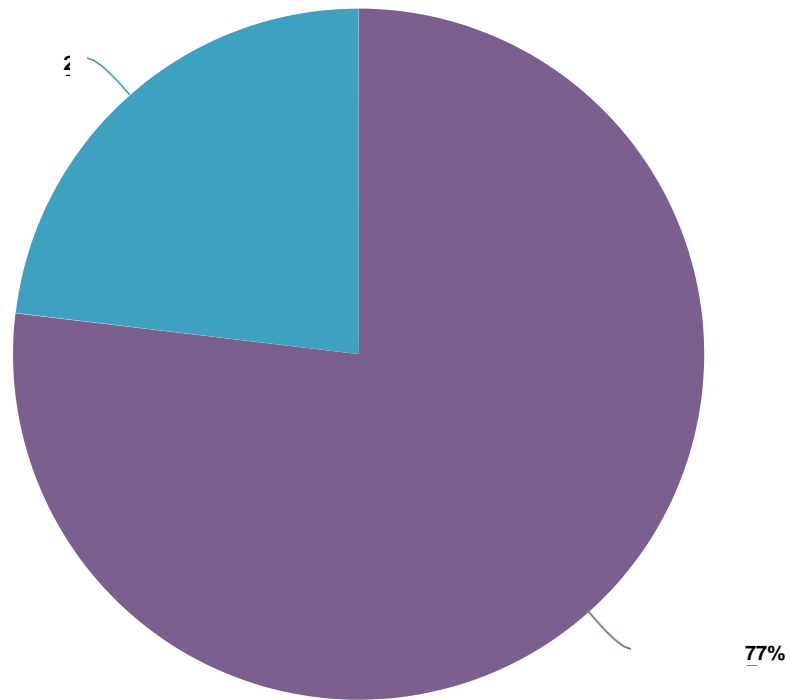
7. Wait time to see provider





Value		Percent	Responses
Excellent		61.5%	8
Good		23.1%	3
Average		15.4%	2

Totals: 13

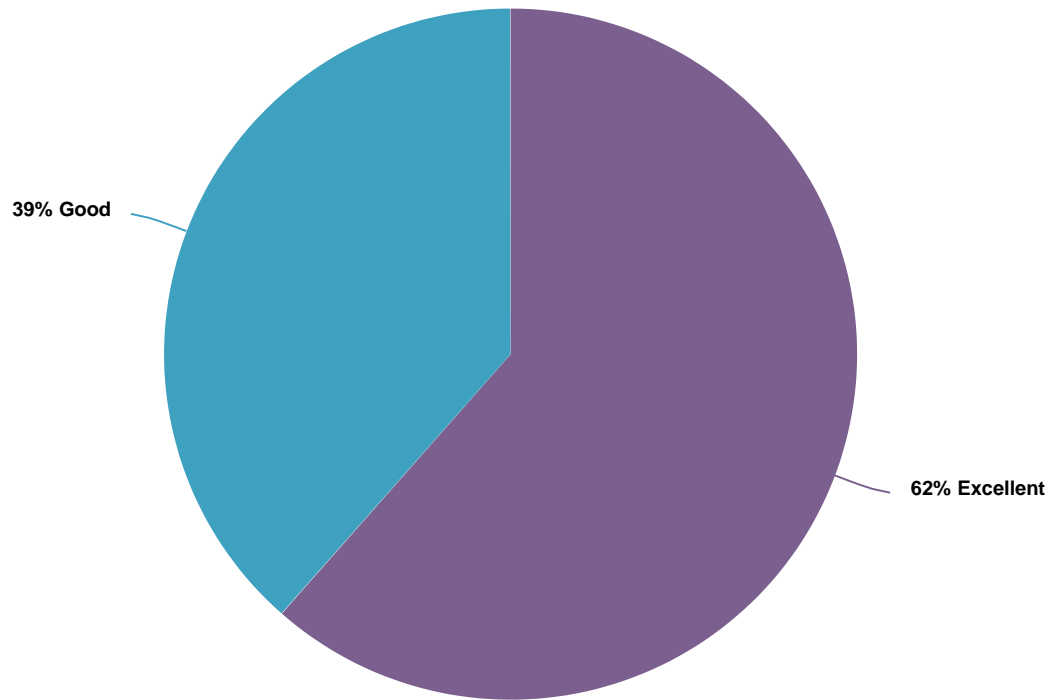
8. Care received from providers and staff





Value		Percent	Responses
Excellent		76.9%	10
Good		23.1%	3

Totals: 13

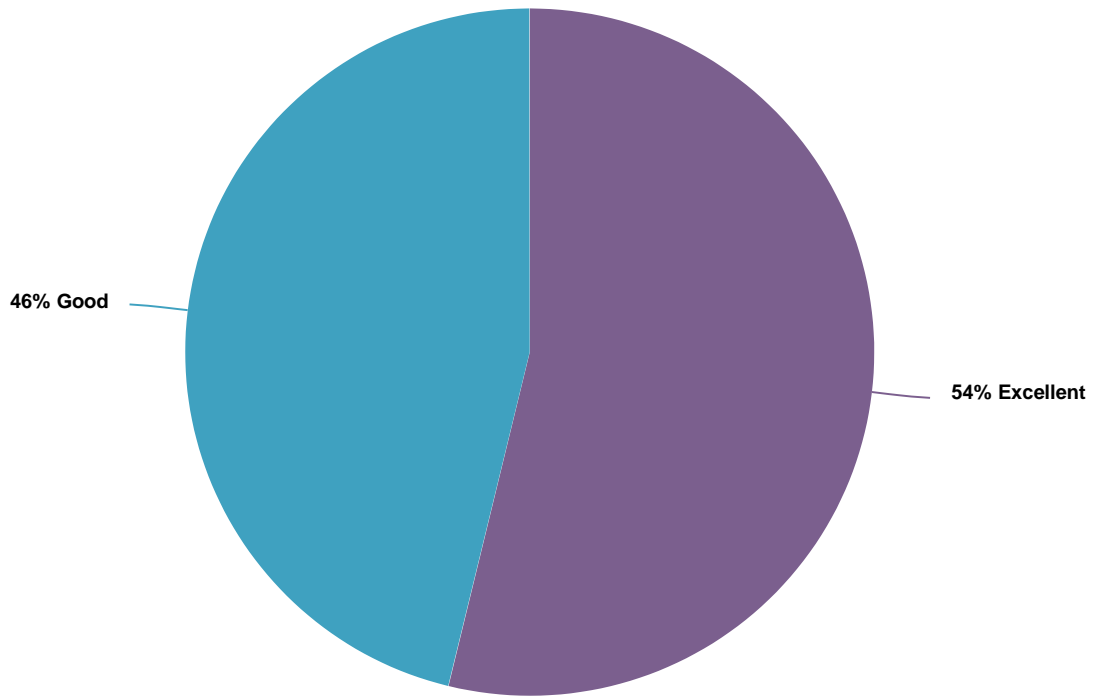
9. Understanding of health care instructions following your visit





Value		Percent	Responses
Excellent		61.5%	8
Good		38.5%	5

Totals: 13

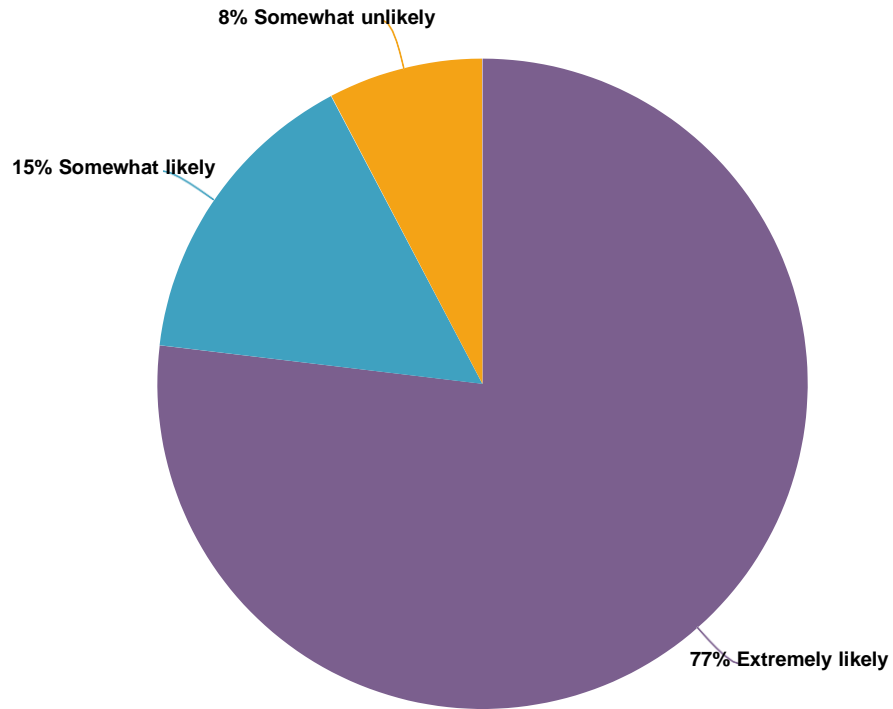
10. Hours of operation


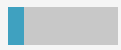



Value		Percent	Responses
Excellent		53.8%	7
Good		46.2%	6

Totals: 13

11. Recommendation of our health center to friends and family



Value		Percent	Responses
Extremely likely		76.9%	10
Somewhat likely		15.4%	2
Somewhat unlikely		7.7%	1

Totals: 13



Health Center Visit Report Summary: November 2021


Southern Nevada Community Health Center

	Completed Pt Visits												Total Scheduled Patients		
	Provider Visits		Behavioral Health Visits		Cancelled Visits		No Show Visits		Telehealth Visits						
								Audio Visit	Televisit	Total Telehealth Visits					
Family Health Clinic	565	50.72%	0.00%	54	3.08%	230	13.10%	34	65.38%	4	7.69%	38	2.16%	887	50.51%
Family Planning Clinic	251	22.53%	0.00%	14	0.80%	111	6.32%	1	1.92%		0.00%	1	0.06%	377	21.47%
Refugee Clinic	27	2.42%	0.00%	9	0.51%	11	0.63%		0.00%		0.00%	0	0.00%	47	2.68%
Ryan White	271	24.33%	0.00%	48	2.73%	113	6.44%		0.00%	13	25.00%	13	0.74%	445	25.34%
Totals	1114	100.00%	0.00%	125	7.12%	465	26.48%	35	67.31%	17	32.69%	52	2.96%	1756	100.00%
Percent of scheduled patients who cancelled												7.12%			
Percent of scheduled patients who no showed												26.48%			
Percent of scheduled patients who cancelled and no showed												33.60%			
Percentage of Seen Pts that were Telehealth Visits												4.46%			



Date: January 27, 2022

To: Southern Nevada District Board of Health

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

RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT -Dec 2021

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.

December 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 33,920 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received two referrals in December. There were no pediatric clients referred to the program this month. The program did not receive referrals for pregnant women living HIV in December.
- B. The Ryan White ambulatory clinic had a total of 314 visits: There were 17 initial provider visits, 111 established provider visits, 29 nurse visits and 144 lab visits in the month of December. There were 22 Ryan White clients were seen for Behavioral Health by both the Licensed Clinical Social Worker and the APRN.
- 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 394 clients; 385 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 114 clients; 114 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 280 clients; 271 of them were unduplicated.

III. Family Healthcare Center

- A. The Family Healthcare Clinic saw 406 patients in the month of December 2021.

IV. Pharmacy Services

- A. Dispensed 1,396 prescriptions for 1,084 clients.
- B. Pharmacist assessed/counseled 14 clients in clinics.
- C. Assisted 21 clients to obtain medication financial assistance.
- D. Assisted 2 clients with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
December 2021		
Total number of referrals received	37	
Total number of applications submitted	Medicaid/SNAP/TANF: 22	Hardship: 8

- 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 348/639 or 54.46% 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; Sept – 29/47; Oct – 55/69; Nov – 46/59; Dec – 22/37

VI. Refugee Health Program

- A. The Refugee Health Program served 46 adults in December.

VII. Quality & Risk Management:

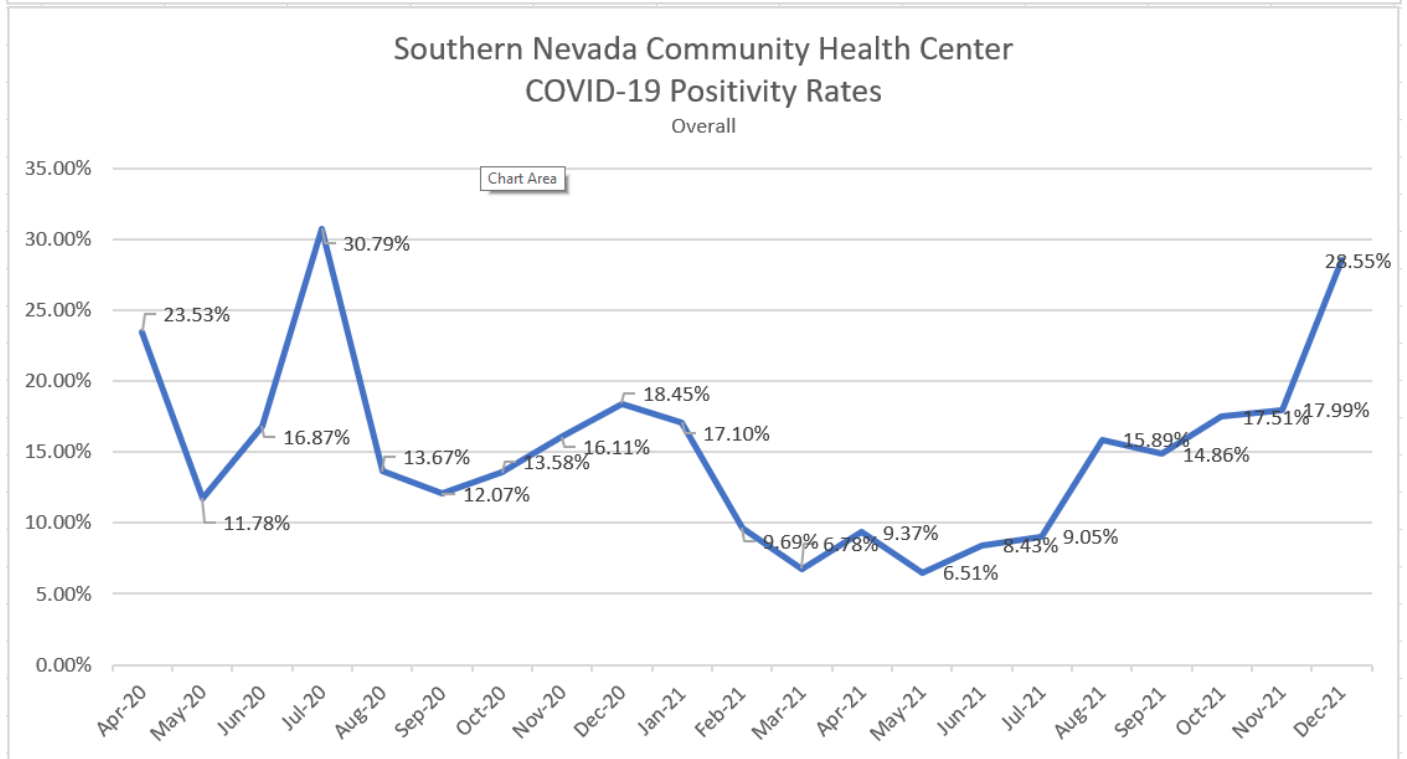
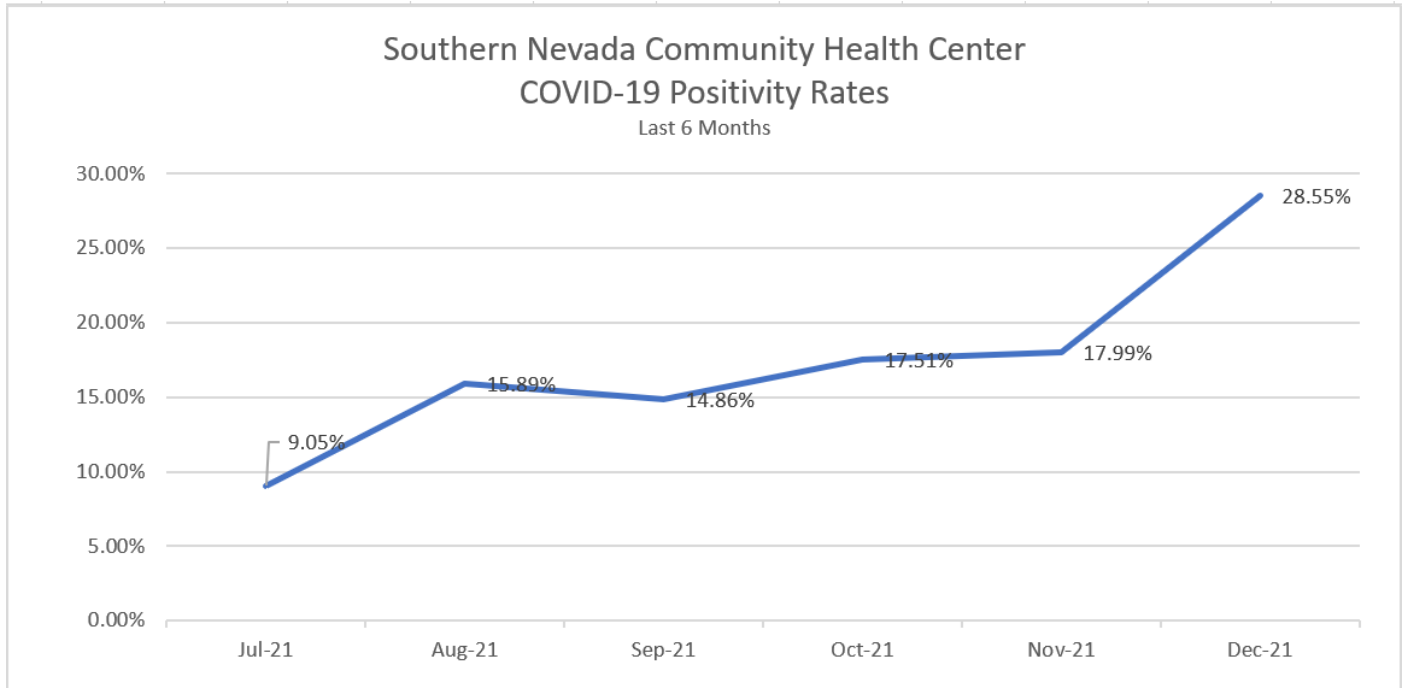
Quality

COVID-19 Testing

In December the Southern Nevada Community Health Center completed 5,992 COVID-19 tests. In total, the Health Center completed 76,213 COVID-19 tests since testing began April 2020.

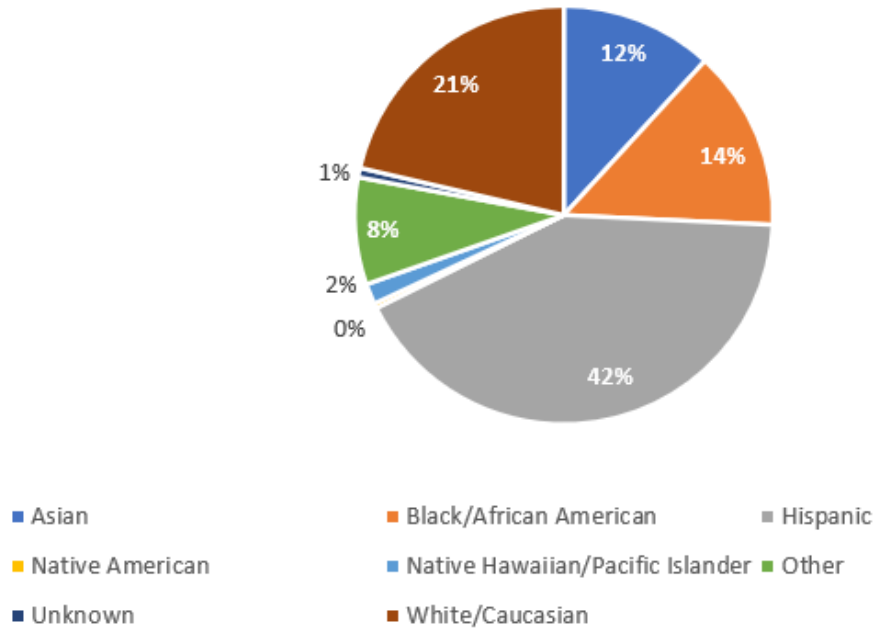
The Health Center and the Southern Nevada Health District continue to remind those who are sick to stay home and if they have been in contact with a person who has COVID-19 or think they have been

exposed, they should get tested. The Health Center and Health District also encourage those who are medically appropriate to get the COVID-19 vaccine.

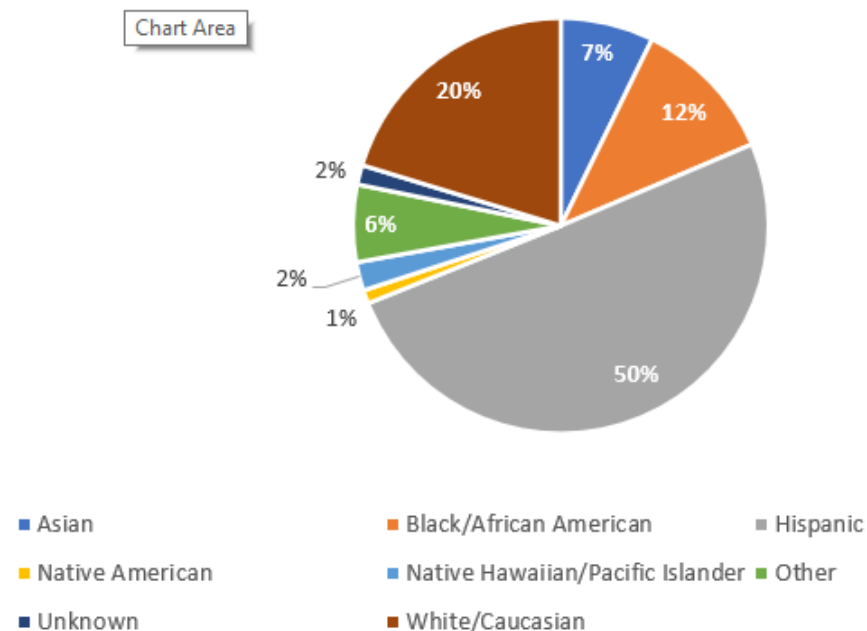


In December, there was a 28.55% positivity rate.

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

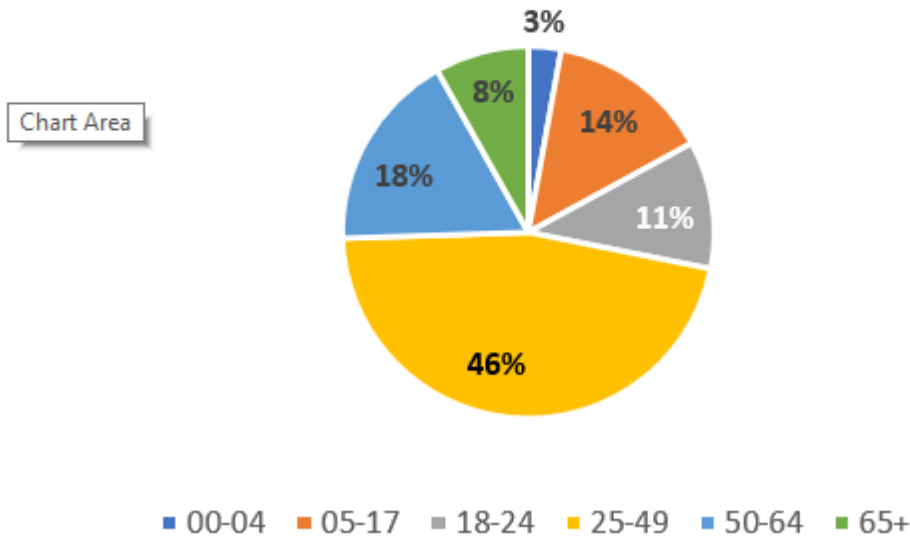


Southern Nevada Community Health Center COVID-19 Testing by Race and Ethnicity (Positive Result) Dec 2021



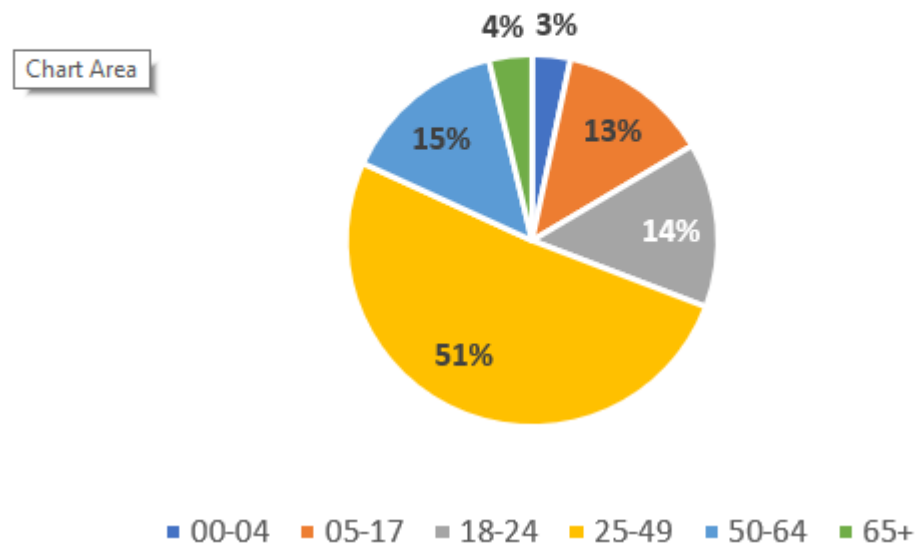
Southern Nevada Community Health Center COVID-19 Testing by Age Group (Negative Result)

Dec 2021



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

Dec 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 to December 31, 2021, the Health Center administered 33,920 doses of COVID-19 Vaccine, 5,261 of which were administered in November, 530 of which were administered to children ages 5-11:

	First Doses		Second Doses			Third Doses			Booster Doses			atric (Age 5-11) 1st		atric (Age 5-11) 2nd		atric (Age 5-11) 3rd		Totals
	Pfizer	Moderna	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	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	381	74	282	74	216				1639	1491	201	302			10			4670
Dec-21	193	44	266	64	15	137	93		2501	1246	172	223			307			5261
Total	6279	2507	8901	2909	2373	450	257	0	6035	2976	391	525	0	0	317	0	0	33920

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. 1149 completed and 76 partial; totaling 1225 surveys. Breakdown: Family Health 290, Family Planning 479, Ryan White 339, Behavioral Health 1. December patient survey ratings came in at 96.17% favorable.

Please see the complete patient satisfaction survey reports in English attached.

Telehealth

The Health Center saw 42 patients via telehealth, or 4.17% 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. We are currently seeing a slight 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 1,457 scheduled patient appointments in November. Of scheduled patients, 69.11% kept their appointments. There was a 7.48% cancellation rate and a 23.4% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)

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

Exposure Incidents

There were no exposure incidents at the Health Center in December.

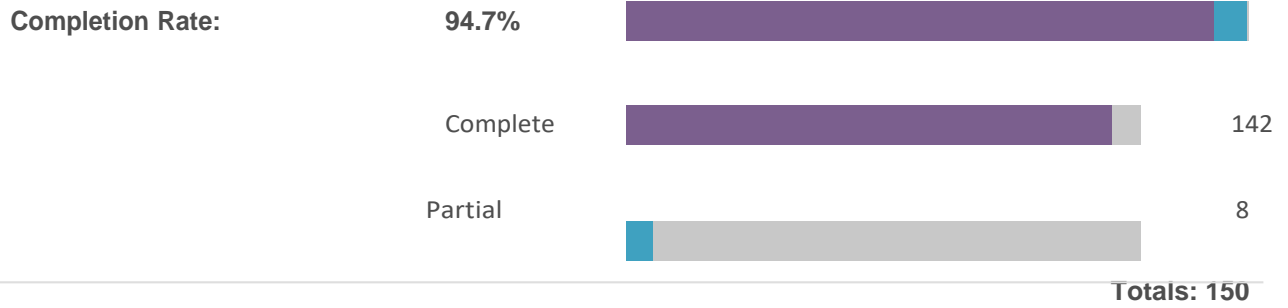
Medical Events

There was one medical event at the Health Center in December. That event was handled appropriately and closed without issue.

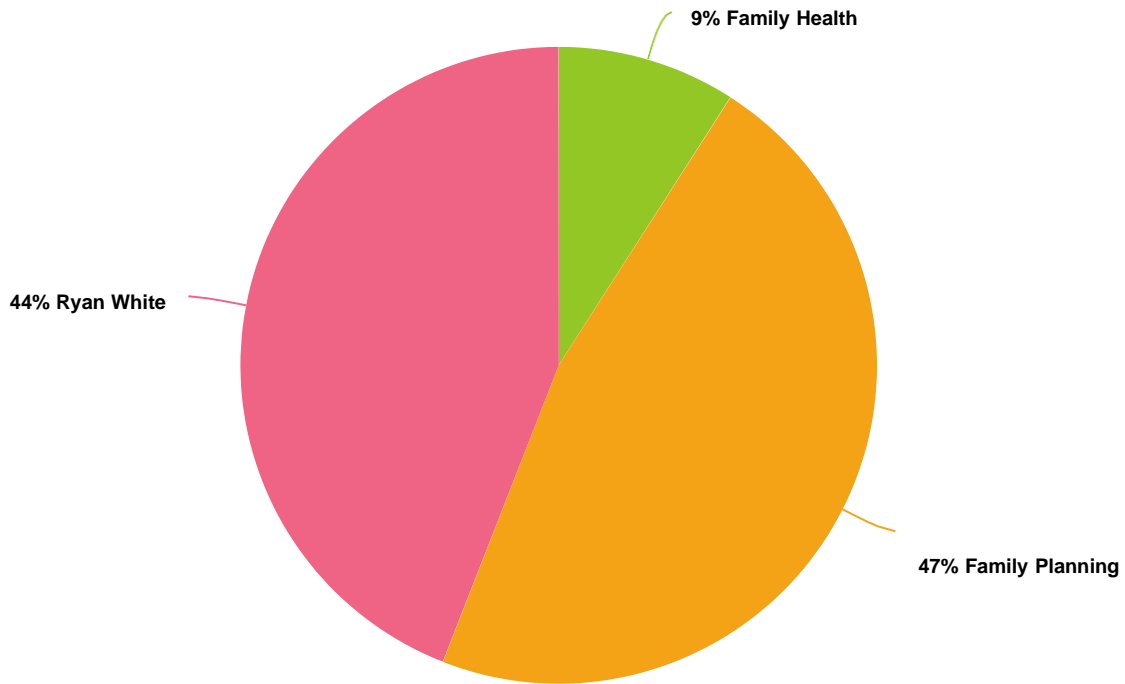





Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Response Counts



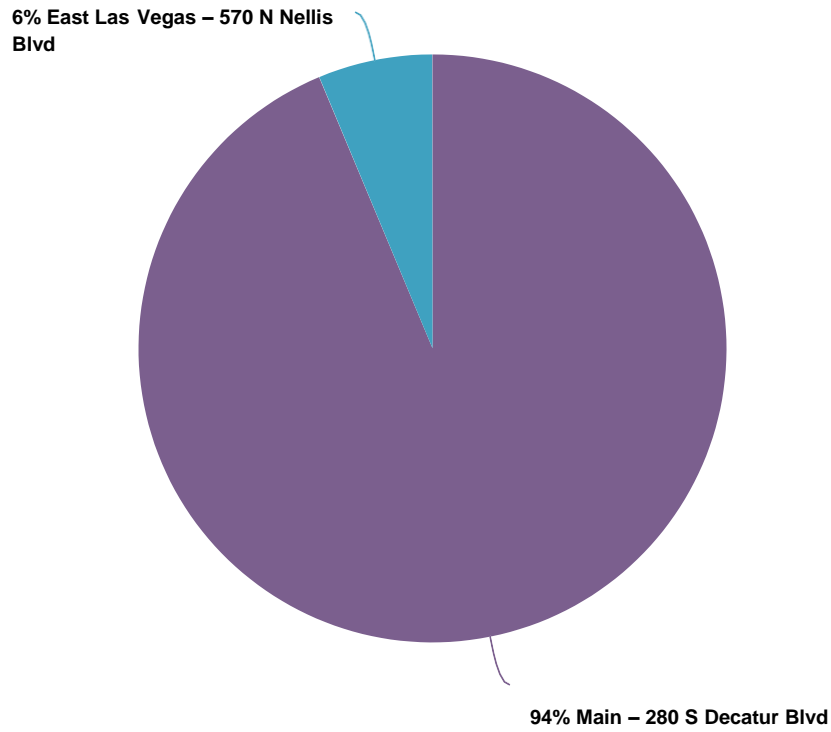
1. Service received during your visit



Value		Percent	Responses
Family Health		9.1%	13
Family Planning		46.9%	67
Ryan White		44.1%	63

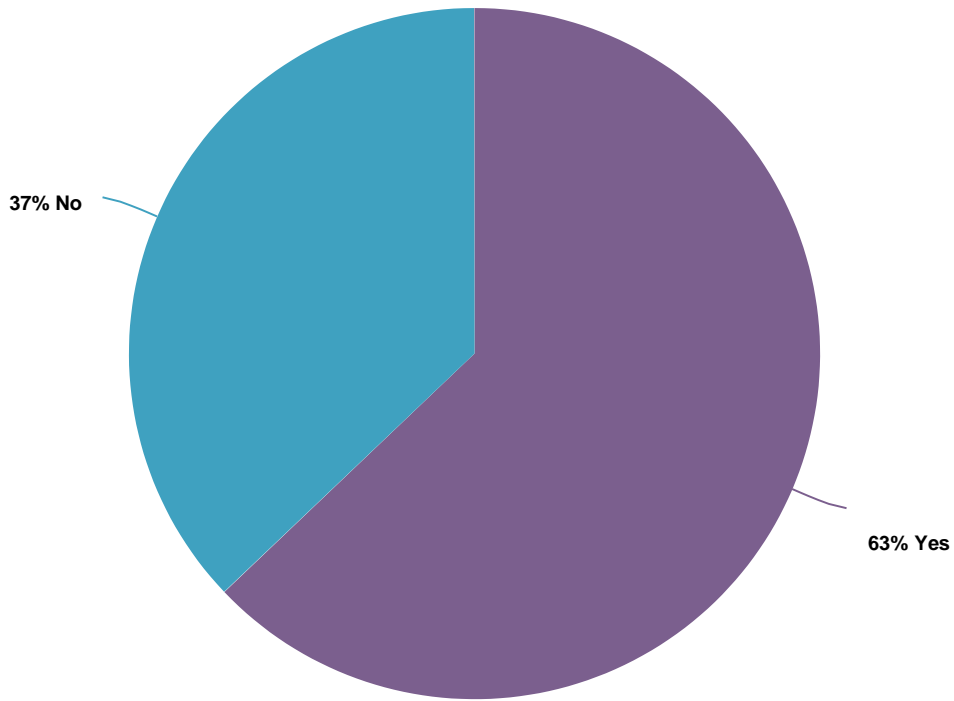
Totals: 143

2. Southern Nevada Health District (SNHD) location



Value	Percent	Responses
Main - 280 S Decatur Blvd	93.7%	134
East Las Vegas - 570 N Nellis Blvd	6.3%	9
		Totals: 143

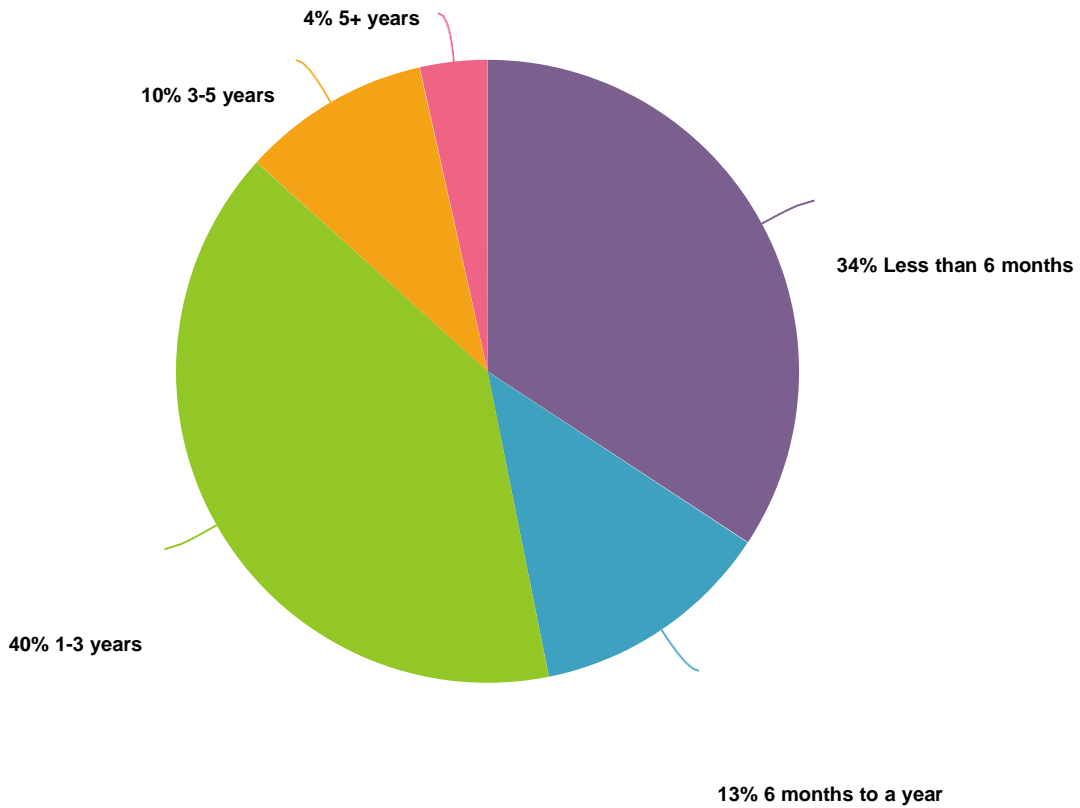
3. Do you have health insurance?



Value	Percent	Responses
Yes	62.9%	90
No	37.1%	53

Totals: 143

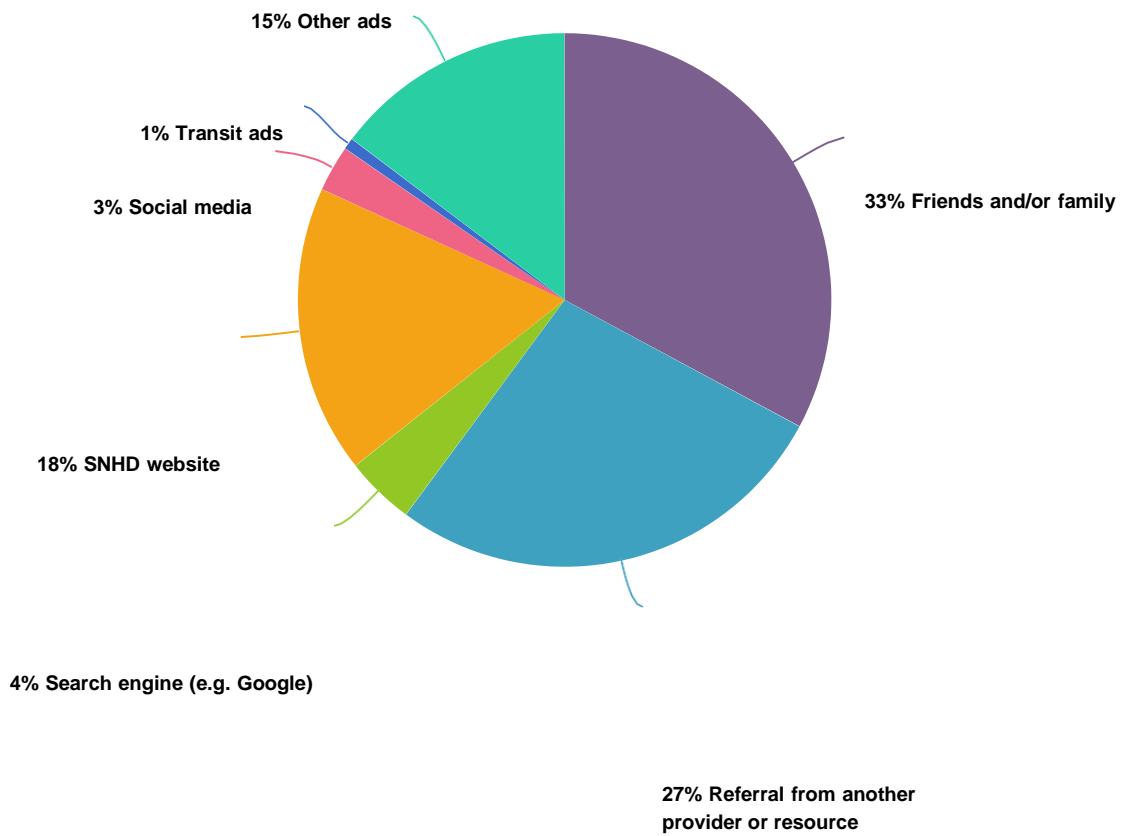
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Responses
Less than 6 months	34.3%	49
6 months to a year	12.6%	18
1-3 years	39.9%	57
3-5 years	9.8%	14
5+ years	3.5%	5

Totals: 143

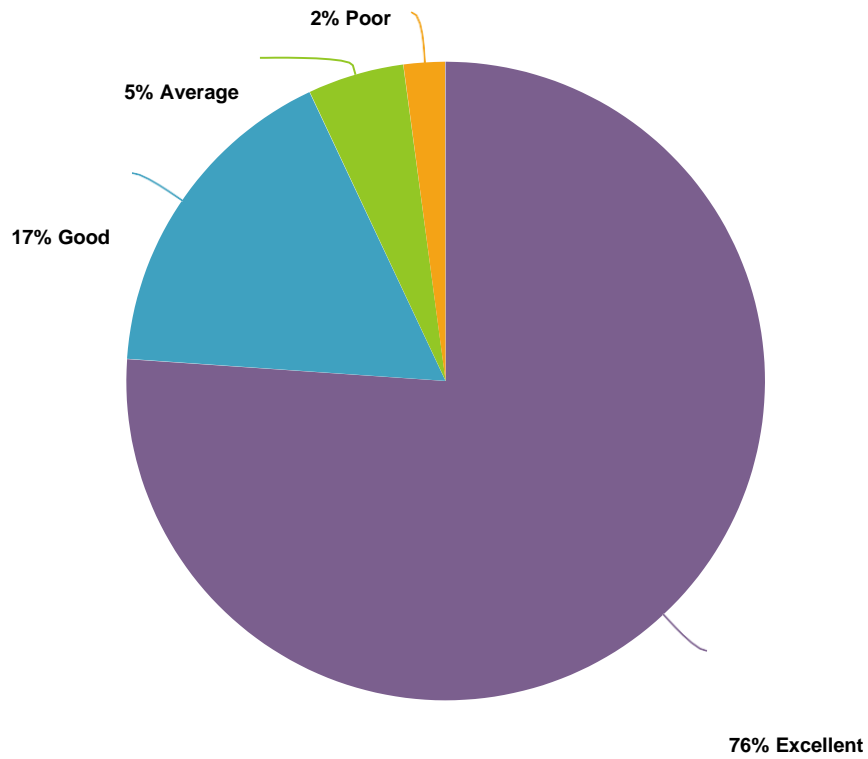
5. How did you hear about us?



Value	Percent	Responses
Friends and/or family	32.9%	47
Referral from another provider or resource	27.3%	39
Search engine (e.g. Google)	4.2%	6
SNHD website	17.5%	25
Social media	2.8%	4
Transit ads	0.7%	1
Other ads	14.7%	21

Totals: 143

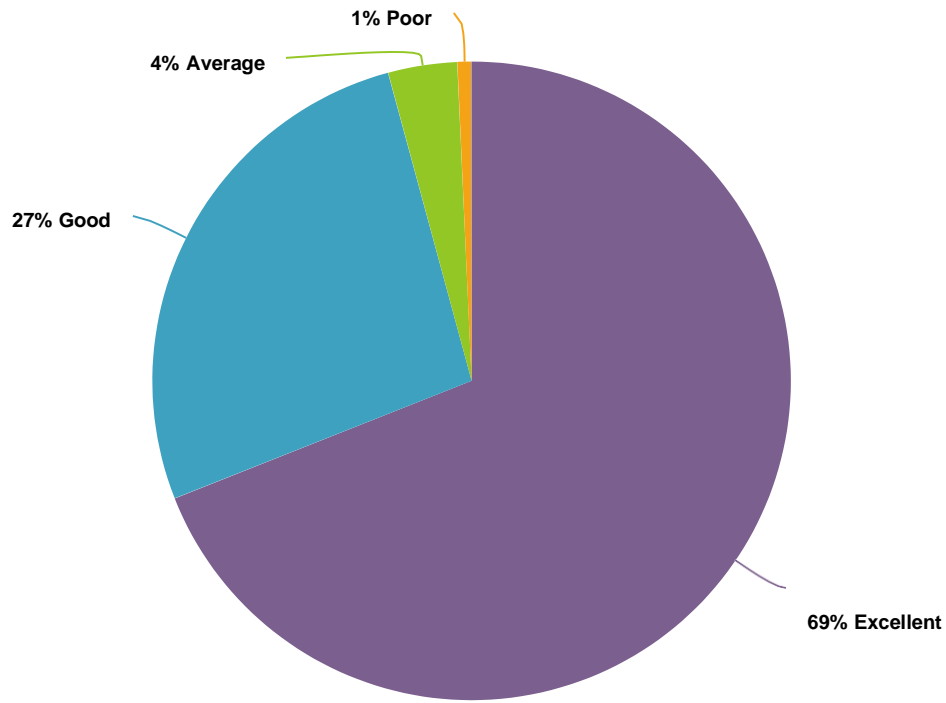
6. Ease of scheduling an appointment



Value	Percent	Responses
Excellent	76.1%	108
Good	16.9%	24
Average	4.9%	7
Poor	2.1%	3

Totals: 142

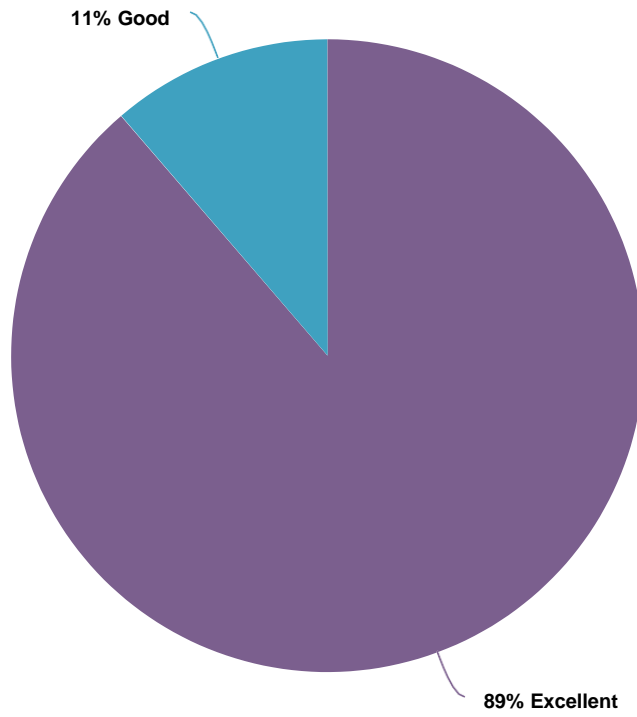
7. Wait time to see provider





Value	Percent	Responses
Excellent	69.0%	98
Good	26.8%	38
Average	3.5%	5
Poor	0.7%	1

Totals: 142

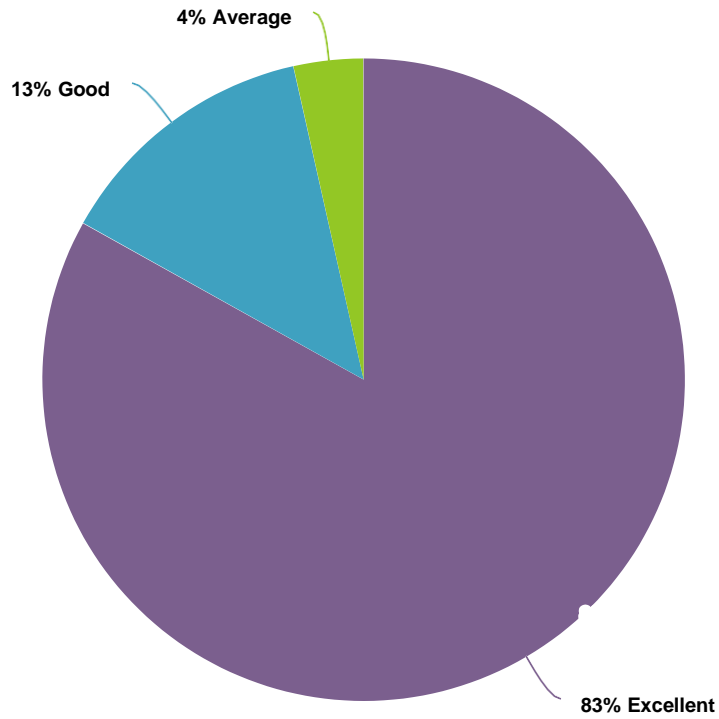
8. Care received from providers and staff


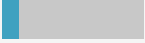



Value		Percent	Responses
Excellent		88.7%	126
Good		11.3%	16

Totals: 142

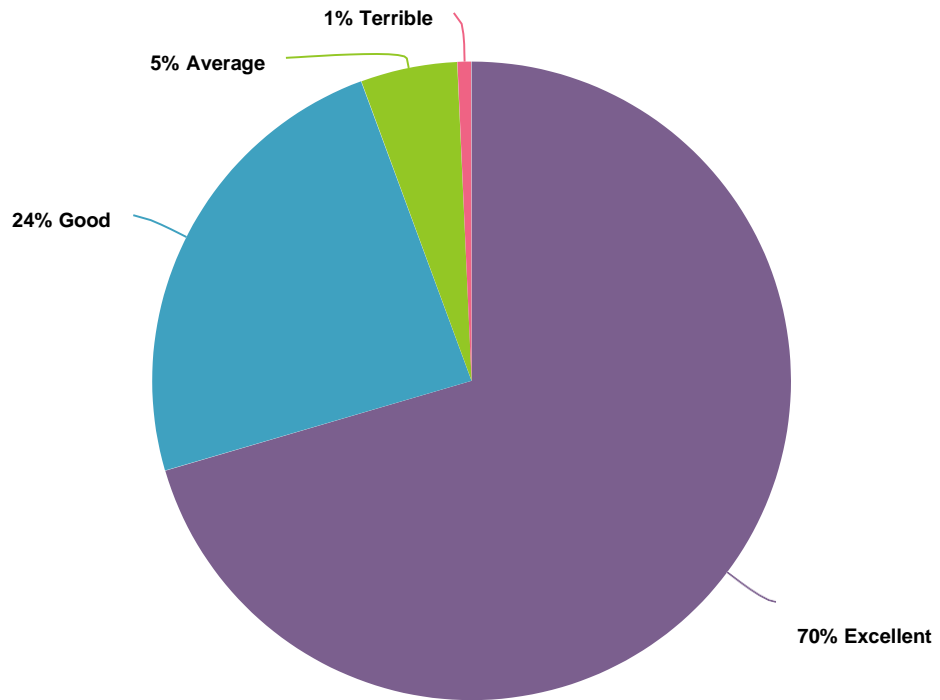
9. Understanding of health care instructions following your visit







Value		Percent	Responses
Excellent		83.1%	118
Good		13.4%	19
Average		3.5%	5

Totals: 142

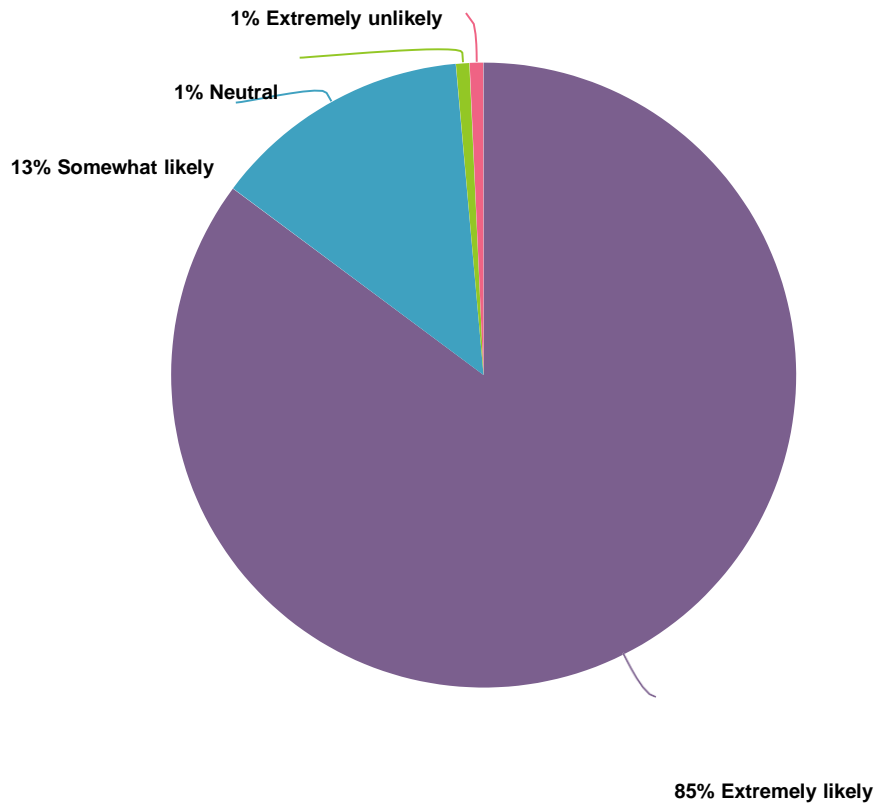
10. Hours of operation



Value		Percent	Responses
Excellent		70.4%	100
Good		23.9%	34
Average		4.9%	7
Terrible		0.7%	1

Totals: 142

11. Recommendation of our health center to friends and family



Value	Percent	Responses
Extremely likely	85.2%	121
Somewhat likely	13.4%	19
Neutral	0.7%	1
Extremely unlikely	0.7%	1

Totals: 142

Health Center Visit Report Summary: December 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	406	42.07%		0.00%	50	3.43%	149	10.23%	34	80.95%	1	2.38%	35	2.40%	640	43.93%
Family Planning Clinic	198	20.52%		0.00%	9	0.62%	78	5.35%		0.00%		0.00%	0	0.00%	285	19.56%
Refugee Clinic	70	7.25%		0.00%	6	0.41%	4	0.27%		0.00%		0.00%	0	0.00%	80	5.49%
Ryan White	291	30.16%		0.00%	44	3.02%	110	7.55%		0.00%	7	16.67%	7	0.48%	452	31.02%
Totals	965	100.00%	0	0.00%	109	7.48%	341	23.40%	34	80.95%	8	19.05%	42	2.88%	1457	100.00%
Percent of scheduled patients who cancelled					7.48%											
Percent of scheduled patients who no showed					23.40%											
Percent of scheduled patients who cancelled and no showed					30.89%											
Percentage of Seen Pts that were Telehealth Visits					4.17%											