



Memorandum-DRAFT

Date: February 24, 2022

To: Southern Nevada Community Health Center Governing Board

From: David Kahananui, FQHC Senior Manager *DK*
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 -January 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.

January 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 38,893 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 10 referrals in December. There were 2 pediatric clients and two pregnant women living with HIV that were referred to the program this month.
- B. The Ryan White ambulatory clinic had a total of 238 visits: There were 10 initial provider visits, 102 established provider visits, 18 nurse visits and 102 lab visits in the month of January . There were 8 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 377 clients; 366 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 156 clients; 152 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 221 clients; 214 of them were unduplicated.

III. Family Healthcare Center

- A. The Family Healthcare Clinic saw 337 patients in the month of January.
- B. Thirty-one patients were under the age of 18.
- C. Twenty-three were from the Refugee Health Clinic.

IV. Pharmacy Services

- A. Dispensed 1,379 prescriptions for 1,068 clients.
- B. Pharmacist assessed/counseled 29 clients in clinics.
- C. Assisted 16 clients to obtain medication financial assistance.
- D. Assisted 8 clients with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
January 2022		
Total number of referrals received	41	
Total number of applications submitted	Medicaid/SNAP/TANF: 25	Hardship: 1

- 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.
 - o New Eligibility Workers are also being recruited to help convert uninsured patients to being insured patients.
 - In 2021 Eligibility submitted 348/639 assistance applications or 54.46% of patients starting the application process.
 - 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
 - This year, 26/41 of the applications started were successfully submitted, or a conversion rate of 63.4%.
 - Eligibility services continue to be offered at ELV, Decatur, Mobile, Community Events, and in the vaccine clinic.



VI. Refugee Health Program

A. The Refugee Health Program served 50 adults in January.

VII. Quality & Risk Management:

Quality

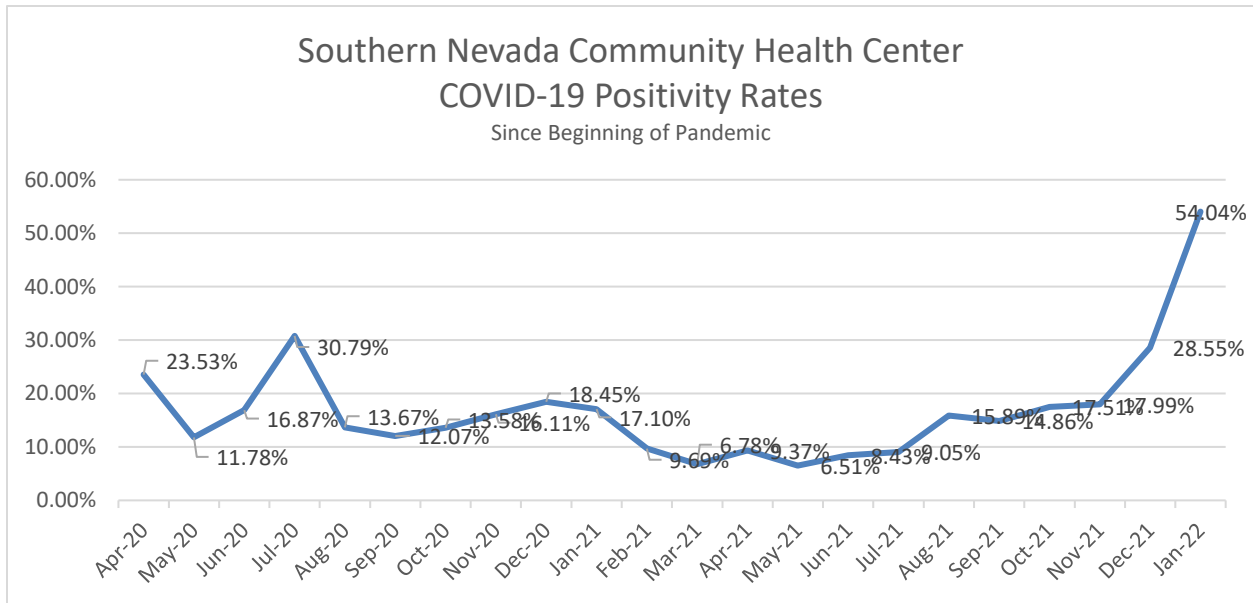
COVID-19 Testing

From April 2020 to January 2022 the Southern Nevada Community Health Center completed 84,576 COVID-19 tests. In January alone, 8,363 tests were conducted, yielding SNCHC's highest positivity rate since the beginning of the pandemic of 54.04%.

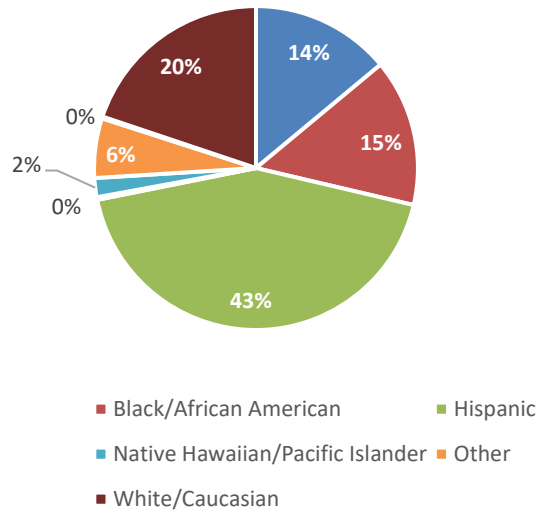
The Health Center and the Southern Nevada Health District continue to remind those who are sick to stay home and if they have been in contact with a person who has COVID-19 or think they have been exposed, they should get tested. The Health Center and Health District also encourage those who are medically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

SNCHC was also chosen to participate in dispensing an antiviral medication for patients who test positive, who have fewer than 5 days of symptoms, have exacerbating health conditions and comorbidities, and/or are over the age of 65. 11 patients were given the antiviral medications in January.

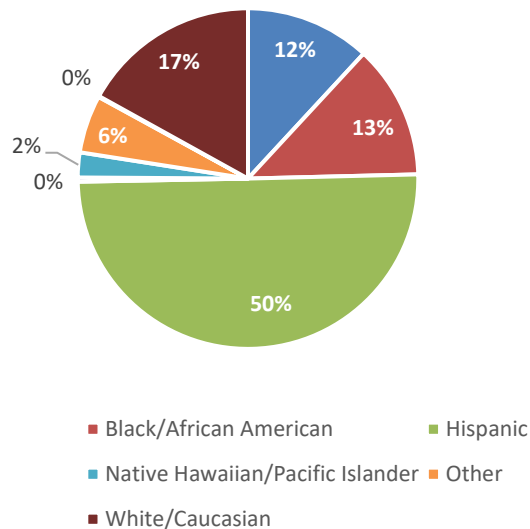
SNCHC was also chosen to participate in the federal N95 mask distribution and will receive those masks in February to begin public distribution.



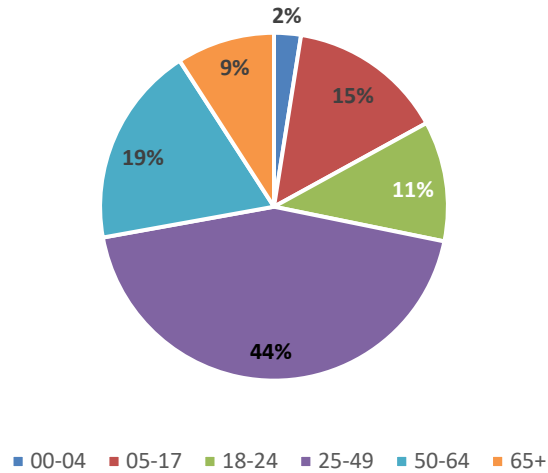
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
Previous Month



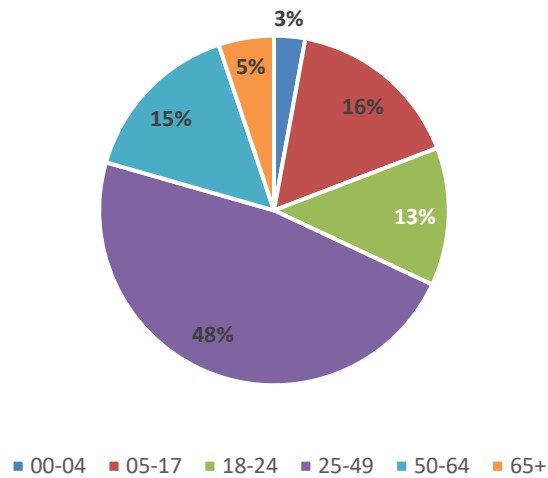
Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
Previous Month



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. Through the end of January, SNCHC has administered a total of 38,893 doses of COVID-19 vaccine to Southern Nevada communities.

Below is a breakdown of how many of each vaccine was administered:

	First Doses		Second Doses			Third Doses			Booster Doses			Ped (Age 5-11) 1st Dose			Ped (Age 5-11) 2nd Dose			Totals
	Pfizer	Moderna	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	
Jan-22	300	64	305	70	92	22	8		1441	698	108	366			379			3853
Feb-22																		0
Mar-22																		0
Apr-22																		0
May-22																		0
Jun-22																		0
Jul-22																		0
Aug-22																		0
Sep-22																		0
Oct-22																		0
Nov-22																		0
Dec-22																		0
Total	300	64	305	70	92	22	8	0	1441	698	108	366	0	0	379	0	0	3853
			2022	Company	Pfizer	Moderna	Janssen	ALL				Overall	Company	Pfizer	Moderna	Janssen	ALL	
			Totals		2813	840	200	3853				Totals		25320	9489	2964	37773	
					73.01%	21.80%	5.19%							67.03%	25.12%	7.85%		

Telehealth

The Health Center saw 50 patients via telehealth, or 5.65% of the patients that were seen in January. 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 1,338 scheduled patient appointments in November. Of scheduled patients, 74.66% kept their appointments. There was a 7.48% cancellation rate that factored into January's 25.34% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)

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

Exposure Incidents

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

Medical Events

There were two medical events at the Health Center in January. That event was handled appropriately and closed without issue.

Patient Satisfaction

The Health Center received 162 patient satisfaction surveys in January.

Family Planning made up 64.5% of survey responses followed by Family Health at 16.8% and Ryan White at 18.7%. Approximately 19.4% of patients seen at the Health Center in January took the patient satisfaction survey. Overall Satisfaction rating for January was 97.7%

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 and Spanish attached.

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

1. Service received during your visit

- ▮ 16.8% Health
- ▮ 64.5% Planning
- ▮ 18.7% Ryan White

2. Southern Nevada Health District (SNHD) location

- ▮ Main – 280 S Decatur Blvd - 78.8%
- ▮ East Las Vegas – 21.2%

3. Do you have health insurance?

- ▮ Yes - 55.5%
- ▮ No - 44.5%

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

- ▮ Less than 6 months - 38.1%
- ▮ 6 months to a year - 16.8%



- 1-3 years - 22.6%
- 3-5 years - 8.4%
- 5+ years - 14.2%

5. How did you hear about us?

- Friends and/or family - 38.7%
- Referral from another provider or resource - 16.8%
- Search engine (e.g. Google) - 5.8%
- SNHD website - 20.0%
- Social media - 1.9%
- Other ads - 16.8%

6. Ease of scheduling an appointment

- 96.7% Positive
- 3.3% Average
- 0% Poor

7. Wait time to see provider

- 97.4% Positive
- 2.6% Average
- 0% Poor

8. Care received from providers and staff

- 99.3% Positive
- .7% Average
- 0% Poor

9. Understanding of health care instructions following your visit

- 98% Positive
- 2% Average
- 0% Poor

10. Hours of operation

- 96.1% Positive
- 3.9% Average
- 0% Poor

11. Recommendation of our health center to friends and family

- 98.6% Positive
- 1.4% Average
- 0% Poor



Health Center Visit Report Summary: January 2022														
Southern Nevada Community Health Center														
	Completed Pt													
	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits					Total Scheduled Patients		
							Audio Visit	Televisit	Total Telehealth Visits					
Family Health Clinic	323	38.68%	45	3.36%	134	10.01%	31	62.00%	6	12.00%	37	2.77%	539	40.28%
Behavioral Health Clinic		0.00%		0.00%		0.00%		0.00%		0.00%	0	0.00%	0	0.00%
Family Planning Clinic	158	18.92%	11	0.82%	80	5.98%		0.00%		0.00%	0	0.00%	249	18.61%
Refugee Clinic	178	21.32%	20	1.49%	6	0.45%		0.00%		0.00%	0	0.00%	204	15.25%
Ryan White	176	21.08%	38	2.84%	119	8.89%		0.00%	13	26.00%	13	0.97%	346	25.86%
Totals	835	100.00%	114	8.52%	339	25.34%	31	62.00%	19	38.00%	50	3.74%	1338	100.00%
Percent of scheduled patients who cancelled	8.52%													
Percent of scheduled patients who no showed	25.34%													
Percentage of Seen Pts that were Telehealth Visits	5.65%													

DK: ms

Attachments: