




Memorandum

Date: March 24, 2022

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 - February 2022

Division Information/Highlights: The Southern Nevada Community Health Center (SNCHC), a division of the Southern Nevada Health District (SNHD), 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.

February Highlights:

- Administrative:
 - Submission of HRSA UDS Report initially submitted on 2/11/2022, inquiries from the HRSA reviewer were received on 2/26/22, then responses to HRSA Reviewer Inquiries sent back on 3/7/2022 and the Final Submission was accepted by HRSA on 3/9/22.

COVID-19 Vaccine Clinic Facility: COVID-19 Response

- NCS Facility was converted into a Health Center COVID-19 vaccination clinic on May 2021
 - To date, the health center has administered 39,403 COVID-19 vaccinations.

I. HIV / Ryan White (RW) Program:

- A. The HIV/Medical Case Management (MCM) program received 10 referrals in December. There were 2 pediatric clients and 2 pregnant women living with HIV were referred to the program.
- B. There were 238 visits for the Ryan White Program: There were 10 initial provider visits, 102 established provider visits, 18 nurse visits and 102 lab visits in the month of February. There were 8 Ryan White clients seen for Behavioral Health; by either the Licensed Clinical Social Worker (LCSW) or the Psychiatric Advanced Practice Registered Nurse (APRN).
- C. The Ryan White Program 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.

II. Family Planning (FP):

A. FP Program services at East Las Vegas and Decatur Public Health Centers served 218 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 Health (FH):

A. FH providers saw 361 patients in the month of February.

B. 31 patients were under the age of 18.

C. 23 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.

IV. Eligibility Case Narrative and Eligibility Monthly Report:

Eligibility Monthly Report		
February 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.

- Recruitment continues for additional Eligibility Workers to help convert uninsured patients to insured patients.

☛ In 2021 Eligibility submitted 348/639 assistance applications or 54.46% of patients starting the application process.

☛ This year, 26/41 of the applications started were successfully submitted, or a conversion rate of 63.4%.

☛ Eligibility services is offered to patients at our East Las Vegas Center, Decatur Center, Mobile Unite, Community Events, and the Vaccine Center.

V. Refugee Health Program:

A. The Refugee Health Program provided services to 56 patients in February.

VI. Quality & Risk Management:

Quality:

COVID-19 Testing:

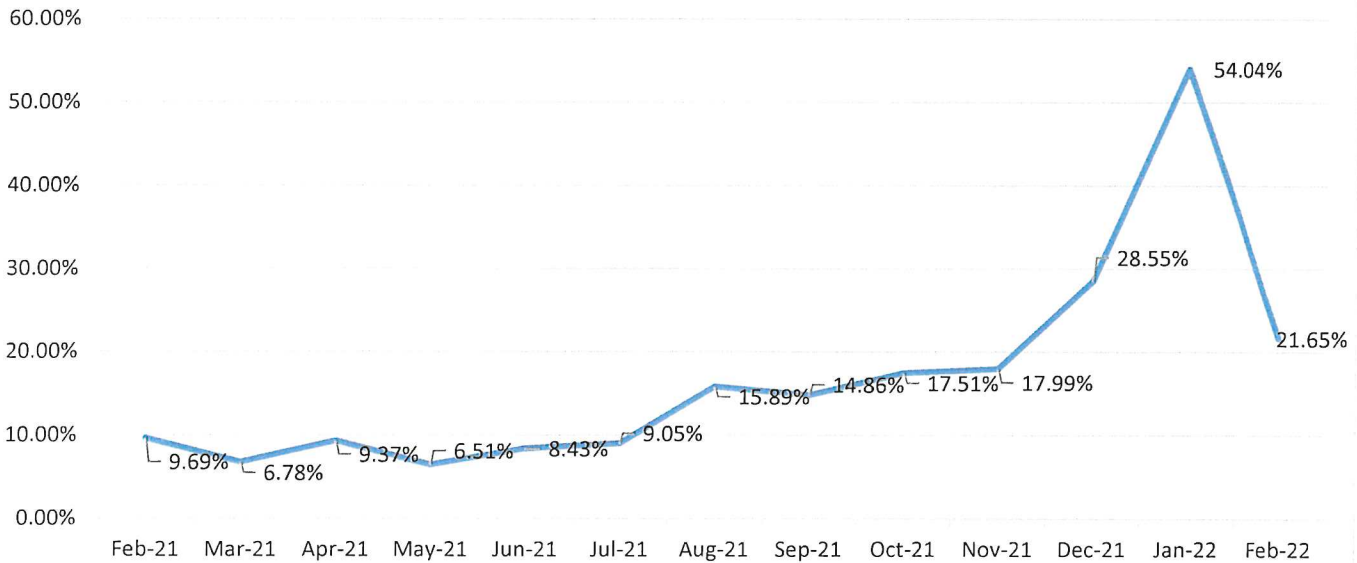
April 2020 to February 2022, SNCHC completed 86,816 COVID-19 tests. In February 2,240 tests were conducted, with a reduction in the positive rate to 21.65%.

The SNCHC and the SNHD continue to encourage those experiencing symptoms to remain at home, or if they have been in close contact with a person who is COVID-19 positive or think they have been exposed; they should be tested. SNCHC and SNHD also encourages the public to get the COVID-19 vaccine.

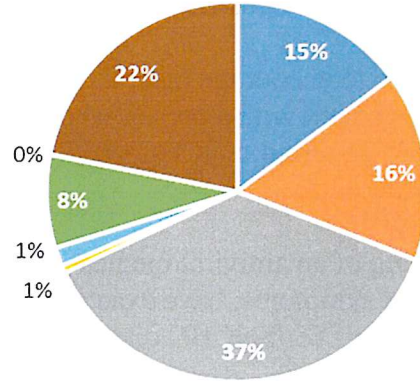
SNCHC is participating in dispensing of an antiviral medication for patients who test positive, who have fewer than five (5) days of symptoms, have exacerbating health conditions and comorbidities, and/or are over the age of 65. SNCHC dispensed the antiviral medication to 11 patients in February.

SNCHC was also chosen to participate in the Federal N95 mask distribution program and we have received started distributing the masks.

Southern Nevada Community Health Center
COVID-19 Positivity Rates
Last 13 Months

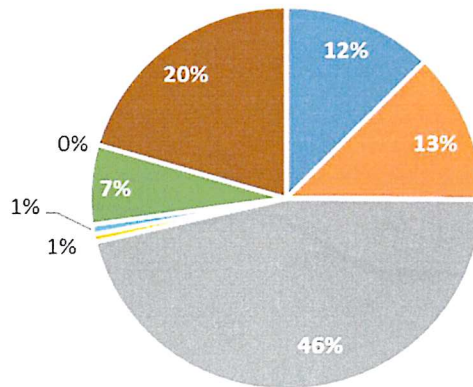


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Negative Result)
Feb 2022



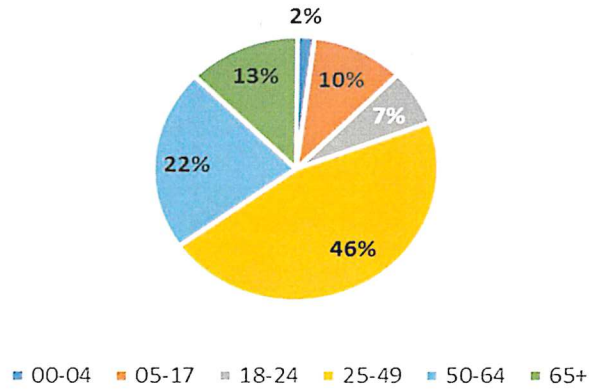
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
Feb 2022

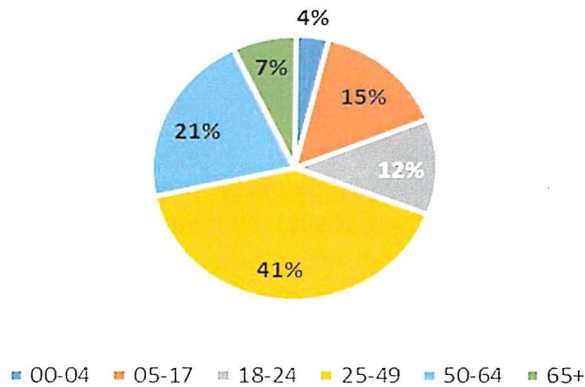


- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Negative Result)
Feb 2022



Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Positive Result)
Feb 2022



COVID-19 Vaccine Program:

The Southern Nevada Community Health Center began administering the COVID-19 vaccine in May 2021, as part of HRSA’s COVID-19 Vaccine Program. The vaccine site is located at the SNHD main location inside the NCS Building. Through the end of February, SNCHC has administered 39,403 doses of COVID-19 vaccine in Southern Nevada

Calendar	Year																	
	2022																	
Total Doses Administered Overall-		5483																
	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	153	33	237	58	50	7	3		508	195	48	91			247			1630
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	453	97	542	128	142	29	11	0	1949	893	156	457	0	0	626	0	0	5483

2022	Company	Pfizer	Moderna	Janssen	ALL
Totals		4056	1129	298	5483
		73.97%	20.59%	5.43%	

Overall	Company	Pfizer	Moderna	Janssen	ALL
Totals		26563	9778	3062	39403
		67.41%	24.82%	7.77%	

Telehealth:

The Health Center saw 39 patients via telehealth, or 2.92% of the patients that were seen in February. 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. Telehealth will continue to be offered, even following the COVID-19 pandemic.

SNCHC Visits:

There were 1,336 patient visits to the Health Center in February. There was a 4.34% cancellation rate that factored into February's 25.97% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

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

Exposure Incidents:

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

Medical Events:

There were three medical events at the Health Center in February. All three events were handled appropriately by the clinical staff and closed without issue.

Patient Satisfaction:

The Health Center received 134 patient satisfaction surveys in February. Overall survey completion 94.8%. Breakdown

- Family Health: 49.2%
- Family Planning: 18.8%
- Ryan White: 32.0%

Approximately 10.02% of patients seen at the Health Center in February took the patient satisfaction survey. Overall Satisfaction rating for February 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.

SNCHC Patient Satisfaction Survey:

1. Service received during your visit?

- ☒ 49.2% Family Health
- ☒ 18.8% Family Planning
- ☒ 32.0% Ryan White

2. Southern Nevada Health District (SNHD) location?

- ☒ Main: 100%
- ☒ East Las Vegas: 0.00%

3. Do you have health insurance?

- ☒ Yes – 63.3%
- ☒ No – 36.7%

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

- ☒ Less than 6 months – 42.2%
- ☒ 6 months to a year – 12.5%
- ☒ 1-3 years – 35.2%
- ☒ 3-5 years – 9.4%
- ☒ 5+ years – 0.8%

5. How did you hear about us?

- 📊 Friends and/or Family – 55.55%
- 📊 Referral from another Provider/Resource – 22.7%
- 📊 Search Engine (e.g. Google) – 7.0%
- 📊 SNHD Website – 8.6%
- 📊 Social Media – 1.6%
- 📊 Other Ads – 4.7%

6. Ease of scheduling an appointment? – 92.2% Positive

- 📊 75.07% Excellent
- 📊 17.2% Good
- 📊 7.0% Average
- 📊 0.8% Poor

7. Wait time to see provider? – 93.88% Positive

- 📊 68.88% Excellent
- 📊 25.0% Good
- 📊 4.7% Average
- 📊 1.6% Poor

8. Care received from providers and staff? – 100% Positive

- 📊 79.7% Excellent
- 📊 20.3% Good
- 📊 0% Poor

9. Understanding of health care instructions following your visit? – 97.6% Positive

- 📊 78.1% Excellent
- 📊 19.5% Good
- 📊 2.3% Average
- 📊 0% Poor

10. Hours of operation? – 96.9% Positive

- 📊 63.3% Excellent
- 📊 33.6% Good
- 📊 1.6% Average
- 📊 1.6% Poor

11. Recommendation of our health center to friends and family? – 95.3% Positive

- 📊 82.8% Extremely Likely
- 📊 12.5% Somewhat Likely
- 📊 4.7% Neutral



Health Center Visit Report Summary: February 2022

Southern Nevada Community Health Center

Completed Pt

	Provider Visits	Cancelled Visits	No Show Visits	Audio Visit		Telehealth Visits		Total Scheduled Patients
				32	82.05%	2	5.13%	
Family Health Clinic	361 #REF!	32 2.40%	125 9.36%	32	82.05%	2	5.13%	552 41.32%
Behavioral Health Clinic	#REF!	0.00%	0.00%		0.00%		0.00%	0 0.00%
Family Planning Clinic	218 #REF!	6 0.45%	78 5.84%	1	2.56%		0.00%	303 22.68%
Refugee Clinic	56 #REF!	6 0.45%	8 0.60%		0.00%		0.00%	70 5.24%
Ryan White	257 #REF!	14 1.05%	136 10.18%		0.00%	4	10.26%	411 30.76%
Totals	892 #REF!	58 4.34%	347 25.97%	33	84.62%	6	15.38%	1336 100.00%

DK:cgm

