

# Memorandum

**Date:** April 28, 2022

**To:** Southern Nevada District Board of Health

**From:** Randy Smith, FQHC Operations Officer *RS*  
Fermin Leguen, MD, MPH, District Health Officer *FL*

---

**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT  
March 2022**

---

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.

**March 2022 Highlights:**

- **Response to COVID-19**
  - Vaccine
  - Testing
  - Anti-viral Meds
  - Community Distribution of 4,000 face masks, 2,265 at-home-rapid test kits and N95s.
- **Administrative**
  - Service Area Competition Grant was awarded for next three years. Expires 1/31/2024.

**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 40,267 COVID-19 vaccinations.

**I. HIV / Ryan White (RW) Program**

- a. The HIV/Medical Case Management (MCM) program received 10 referrals in March. Of these referrals, two were pediatric clients and two were pregnant women living with HIV.
- b. There were 428 visits for the Ryan White Program, including: 10 initial provider visits, 102 established provider visits, 18 nurse visits and 102 lab visits in the month of March. There were eight Ryan White clients seen for behavioral health services; 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. Family Planning program services at Decatur and Bonanza Health Centers served 265 clients.

**III. Family Healthcare Center**

- A. The Family Healthcare Clinic saw 471 patients in the month of March.
- B. Six children 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 eight clients with insurance approvals.

**V. Eligibility Case Narrative and Eligibility Monthly Report**

Eligibility Monthly Report		
March 2021		
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 that started the application process.
- ☞ In 2022, 26/41 applications started were successfully submitted, a conversion rate of 63.4%.
- ☞ Eligibility services is offered to patients at the East Las Vegas Center, Decatur Center, Mobile Unit, Community Events and the Vaccine Center.

**VI. Refugee Health Program**

- A. The Refugee Health Program served 41 adults in March.

## VII. Quality & Risk Management:

### Quality:

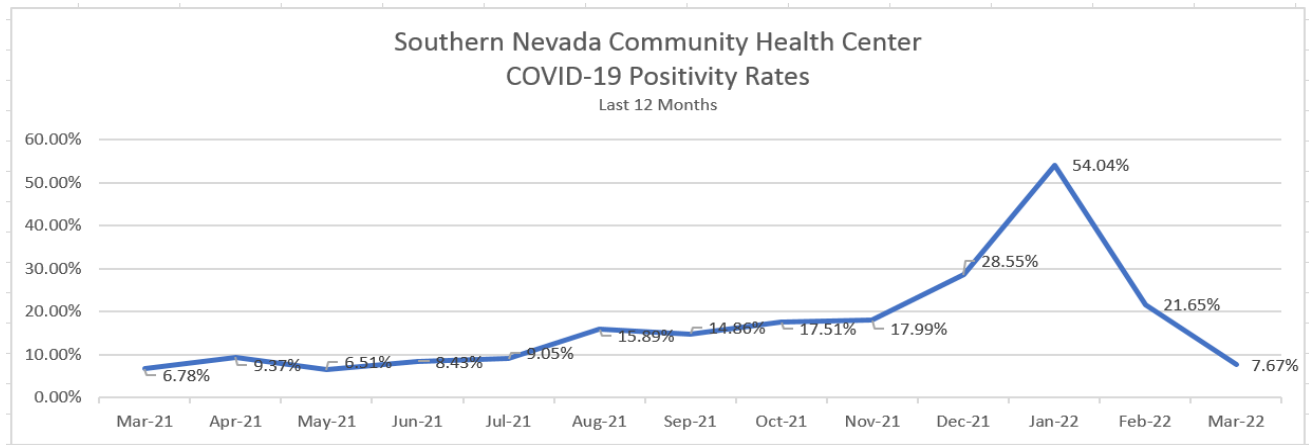
#### COVID-19 Testing:

April 2020 to March 2022, SNCHC completed 88,081 COVID-19 tests. In March, 1,265 tests were conducted; the positivity rate for these tests decreased to 7.67%.

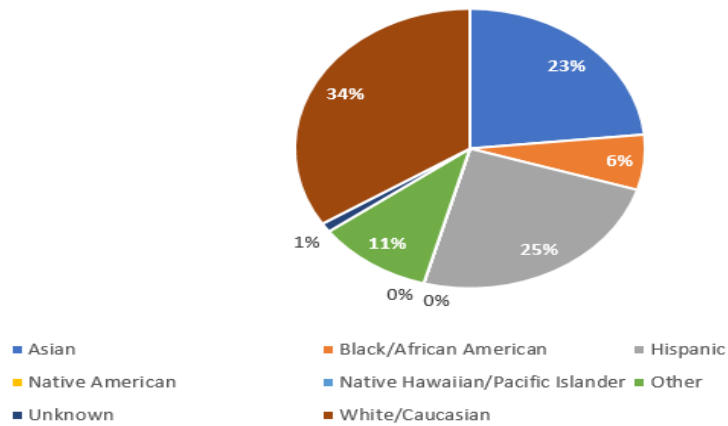
The SNCHC and the SNHD continue to encourage those experiencing symptoms to remain at home, or if they have been in close contact with a person who is COVID-19 positive or think they have been exposed; they should be tested. SNCHC and SNHD also encourages the public to get the COVID-19 vaccine.

SNCHC is participating in the dispensing of antiviral medication for patients who, (1) test positive, (2) have fewer than five days of symptoms, (3) have exacerbating health conditions and comorbidities, and/or (4) are over the age of 65. SNCHC dispensed antiviral medication to 11 patients in March.

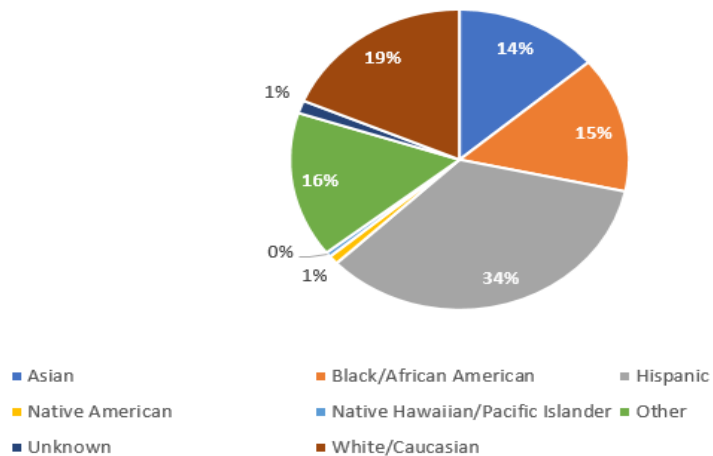
SNCHC was also chosen to participate in the Federal N95 mask distribution program and has started distributing the masks.



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

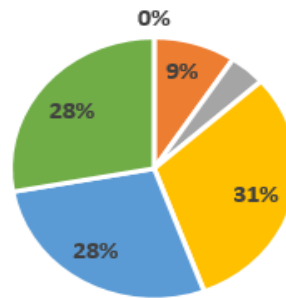


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Negative Result)  
March 2022



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

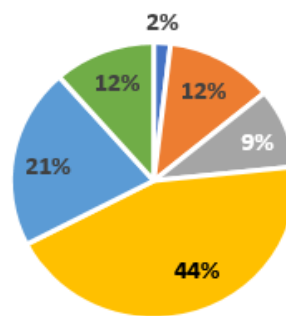
March 2022



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

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

March 2022



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

**COVID-19 Vaccine Program:**

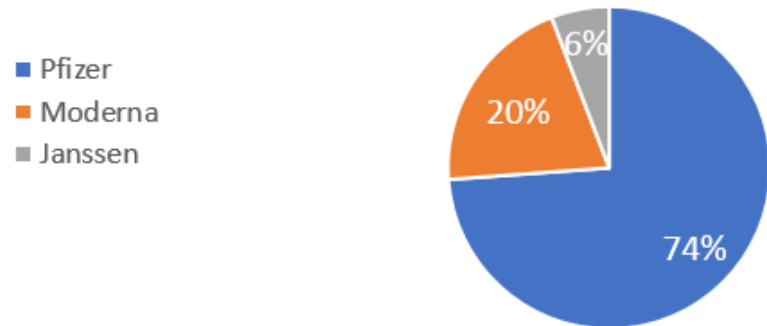
The Southern Nevada Community Health Center began administering the COVID-19 vaccine in May 2021, as part of HRSA’s COVID-19 Vaccine Program. The vaccine site is located at the SNHD main location inside the NCS Building. Through the end of March, SNCHC has administered 40,267 doses of COVID-19 vaccine in Southern Nevada

Calendar	Year	2022																
Total Doses Administered Overall-		6347																
	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	93	17	111	29	52	6	3		324	112	20	23			74			864
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
<b>Total</b>	<b>546</b>	<b>114</b>	<b>653</b>	<b>157</b>	<b>194</b>	<b>35</b>	<b>14</b>	<b>0</b>	<b>2273</b>	<b>1005</b>	<b>176</b>	<b>480</b>	<b>0</b>	<b>0</b>	<b>700</b>	<b>0</b>	<b>0</b>	<b>6347</b>

2022	Company	Pfizer	Moderna	Janssen	ALL	Overall	Company	Pfizer	Moderna	Janssen	ALL
	Totals	4687	1290	370	6347		Totals	27194	9939	3134	40267
		73.85%	20.32%	5.83%				67.53%	24.68%	7.78%	

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



#### Telehealth:

The Health Center conducted 83 patient visits via telehealth, an amount equal to 4.72% of the total encounters provided in March. The Health Center implemented telehealth following the heightened need for modified clinic operations while navigating 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 services will continue to be offered, even following the COVID-19 pandemic.

#### SNCHC Visits:

There were 1,205 patient visits to the Health Center in March. There was a 5.97% cancellation rate that factored into March's 20.81% no-show rate.

### **Risk Management**

#### Health Insurance Portability and Accountability Act (HIPAA):

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

#### Exposure Incidents:

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

#### Medical Events:

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

### **VIII. Patient Satisfaction:**

The Health Center received 314 patient satisfaction surveys in March. Overall survey completion 94.9% (English) and 90.6% Spanish. Breakdown:

- Family Health - 16.9% (English)/ 22.3% (Spanish)
- Family Planning - 53.5% (English)/ 71.5% (Spanish)
- Ryan White - 29.7% (English)/ 6.2% (Spanish)

Approximately 26.05% of patients seen at the Health Center in March took the patient satisfaction survey. Overall Satisfaction rating for March 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 Results:

### 1. Service received during your visit?

- ☞ Family Health - 17.0% (English)/ 22.3% (Spanish)
- ☞ Family Planning - 53.8% (English)/ 71.5% (Spanish)
- ☞ Ryan White - 29.2% (English)/ 6.2% (Spanish)

### 2. Southern Nevada Health District (SNHD) location?

- ☞ Main - 91.2% (English)/ 67.2% (Spanish)
- ☞ East Las Vegas - 8.8% (English)/ 32.8 (Spanish)

### 3. Do you have health insurance?

- ☞ Yes - 55.0% (English)/ 10.7% (Spanish)
- ☞ No - 45.0% (English)/ 89.3% (Spanish)

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

- ☞ Less than 6 months - 35.1% (English)/ 42.3% (Spanish)
- ☞ 6 months to a year - 19.3% (English)/ 17.7% (Spanish)
- ☞ 1-3 years - 28.1% (English)/ 11.5 (Spanish)
- ☞ 3-5 years - 9.9% (English)/ 3.8% (Spanish)
- ☞ 5+ years - 7.6% (English)/ 24.6% (Spanish)

### 5. How did you hear about us?

- ☞ Friends and/or Family - 33.9% (English)/ 57.3% (Spanish)
- ☞ Referral from another Provider/Resource - 18.7% (English)/ 3.8% (Spanish)
- ☞ Search Engine (e.g. Google) - 5.3% (English)/ 4.6% (Spanish)
- ☞ SNHD Website - 15.8% (English)/ 5.3% (Spanish)
- ☞ Social Media - 2.9% (English)/ 0.8% (Spanish)
- ☞ Postal Mailer - 0.6% (English)/ 1.5% (Spanish)
- ☞ Other Ads - 22.8% (English)/ 26.7% (Spanish)

### 6. Ease of scheduling an appointment?

- ☞ Excellent - 84.1% (English)/ 84.4% (Spanish)
- ☞ Good - 12.4% (English)/ 14.1% (Spanish)
- ☞ Average - 2.9% (English)/ 1.6% (Spanish)
- ☞ Poor - 0.6% (English)/ 0.0% (Spanish)

### 7. Wait time to see provider?

- ☞ Excellent - 1.2% (English)/ 78.9% (Spanish)
- ☞ Good - 17.1% (English)/ 20.3% (Spanish)
- ☞ Average - 1.8% (English)/ 0.8% (Spanish)
- ☞ Poor - 0.0% (English)/ 0.0% (Spanish)



8. Care received from providers and staff?

- 👍 Excellent - 90.6% (English)/ 93.0% (Spanish)
- 👍 Good - 9.4% (English)/ 7.0% (Spanish)
- 👍 Poor - 0.0% (English)/ 0.0% (Spanish)

9. Understanding of health care instructions following your visit?

- 👍 Excellent - 88.2% (English)/ 90.6% (Spanish)
- 👍 Good - 11.8% (English)/ 9.4% (Spanish)
- 👍 Average - 0.0% (English)/ 0.0% (Spanish)
- 👍 Poor - 0.0% (English)/ 0.0% (Spanish)

10. Hours of operation?

- 👍 Excellent - 75.3% (English)/ 86.7% (Spanish)
- 👍 Good - 20.6% (English)/ 13.3% (Spanish)
- 👍 Average - 3.5% (English)/ 0.0% (Spanish)
- 👍 Poor - 0.6% (English)/ 0.0% (Spanish)

11. Recommendation of our health center to friends and family?

- 👍 Extremely Likely - 91.8% (English)/ 99.2% (Spanish)
- 👍 Somewhat Likely - 6.5% (English)/ 0.8% (Spanish)
- 👍 Neutral - 1.8% (English)/ 0.0% (Spanish)



Health Center Visit Report Summary: March 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	471	39.09%	45	2.56%	162	9.21%	61	73.49%		0.00%	61	3.47%	739	42.01%
Behavioral Health Clinic		0.00%		0.00%		0.00%		0.00%	4	4.82%	4	0.23%	4	0.23%
Family Planning Clinic	265	21.99%	14	0.80%	80	4.55%		0.00%		0.00%	0	0.00%	359	20.41%
Refugee Clinic	41	3.40%	19	1.08%	10	0.57%		0.00%		0.00%	0	0.00%	70	3.98%
Ryan White	428	35.52%	27	1.53%	114	6.48%	16	19.28%	2	2.41%	18	1.02%	587	33.37%
<b>Totals</b>	<b>1205</b>	<b>100.00%</b>	<b>105</b>	<b>5.97%</b>	<b>366</b>	<b>20.81%</b>	<b>77</b>	<b>92.77%</b>	<b>6</b>	<b>7.23%</b>	<b>83</b>	<b>4.72%</b>	<b>1759</b>	<b>100.00%</b>
Percent of scheduled patients who cancelled	5.97%													
Percent of scheduled patients who no showed	20.81%													

DK

CGM