



Memorandum

Date: August 25, 2022

To: Southern Nevada Community Health Center Governing Board

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

RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT- July 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.

July 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
 - Antiviral medication treatment
 - Vaccine/Behavioral Health grant
 - PPE supply distribution
- **Administrative**
 - Grant Project Period ends 1/31/2024
 - HRSA Operational Site Visit (OSV) completed 6/28 – 6/30. Overall, the health center demonstrated strong performance, adherence to program requirements and engagement by the Governing Board. One area of non-compliance identified. Corrective action is underway.

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

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 20 referrals between July 1st through July 31st. There was one (1) pediatric client referred to the program in July. The program received one (1) referral for pregnant woman living with HIV during this time.



There were 385 total service encounters in the month of July provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers and Health Educator).

- B. The Ryan White ambulatory clinic conducted 301 visits in the month of July: 25 initial provider visits, 135 established provider visits, seven (7) telehealth visits (established clients). There were 15 Nurse encounters and 119 lab visits. There were 30 Ryan White clients seen under Behavioral Health by a Licensed Clinical Social Workers (LCSW) 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. There were 15 patients enrolled and seen under the Rapid stART program in July.
- D. The Ryan White program dietitian continues to provide medical nutritional therapy to clients at SNCHC.

II. Family Planning (FP)

- A. The FP program at East Las Vegas and Decatur Public Health Centers conducted 250 patient visits.

III. Family Healthcare Center

- A. The Family Healthcare Clinic conducted 346 patient visits in July.

IV. Pharmacy Services

- A. Dispensed 1,517 prescriptions for 1,163 clients.
- B. Pharmacist assessed/counseled 95 clients in clinics.
- C. Assisted 10 clients to obtain medication financial assistance.
- D. Assisted three (3) clients with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
July 2022		
Total number of referrals received	383	
Total number of applications submitted	Medicaid/SNAP/TANF: 53	Hardship: 0

Eligibility services are undergoing quality improvement initiatives to enhance workflows and infrastructure. New approaches and processes have been implemented to identify and proactively provide support.

VI. Refugee Health Program

- A. The Refugee Health Program served eight (8) adults in July.



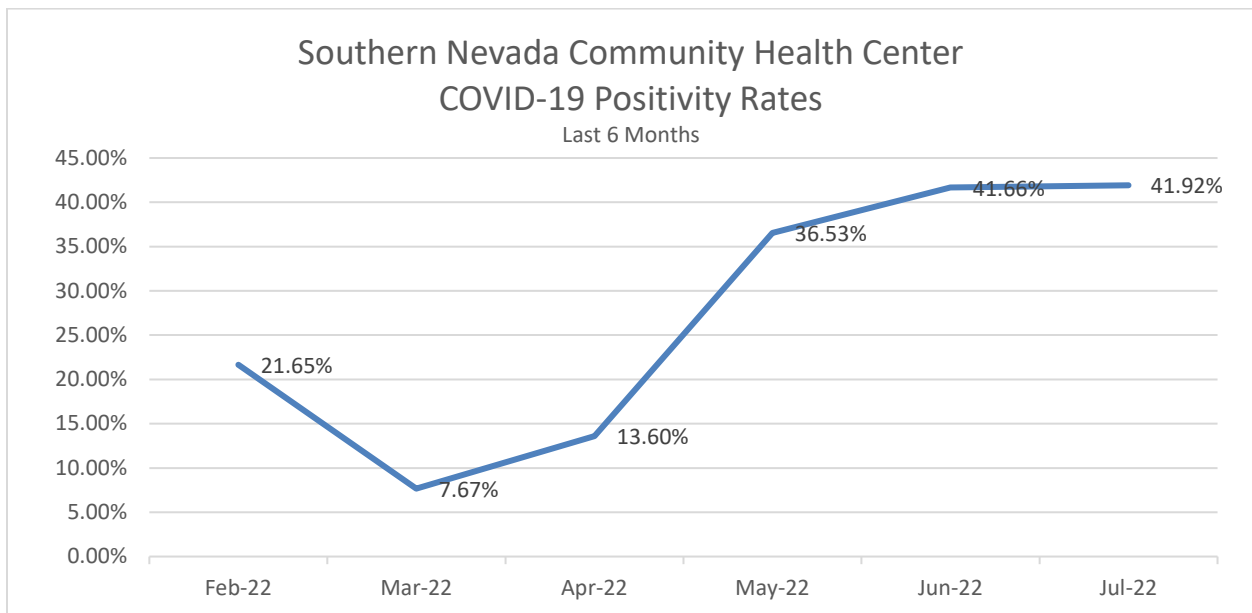
VII. Quality & Risk Management:

Quality

COVID-19 Testing

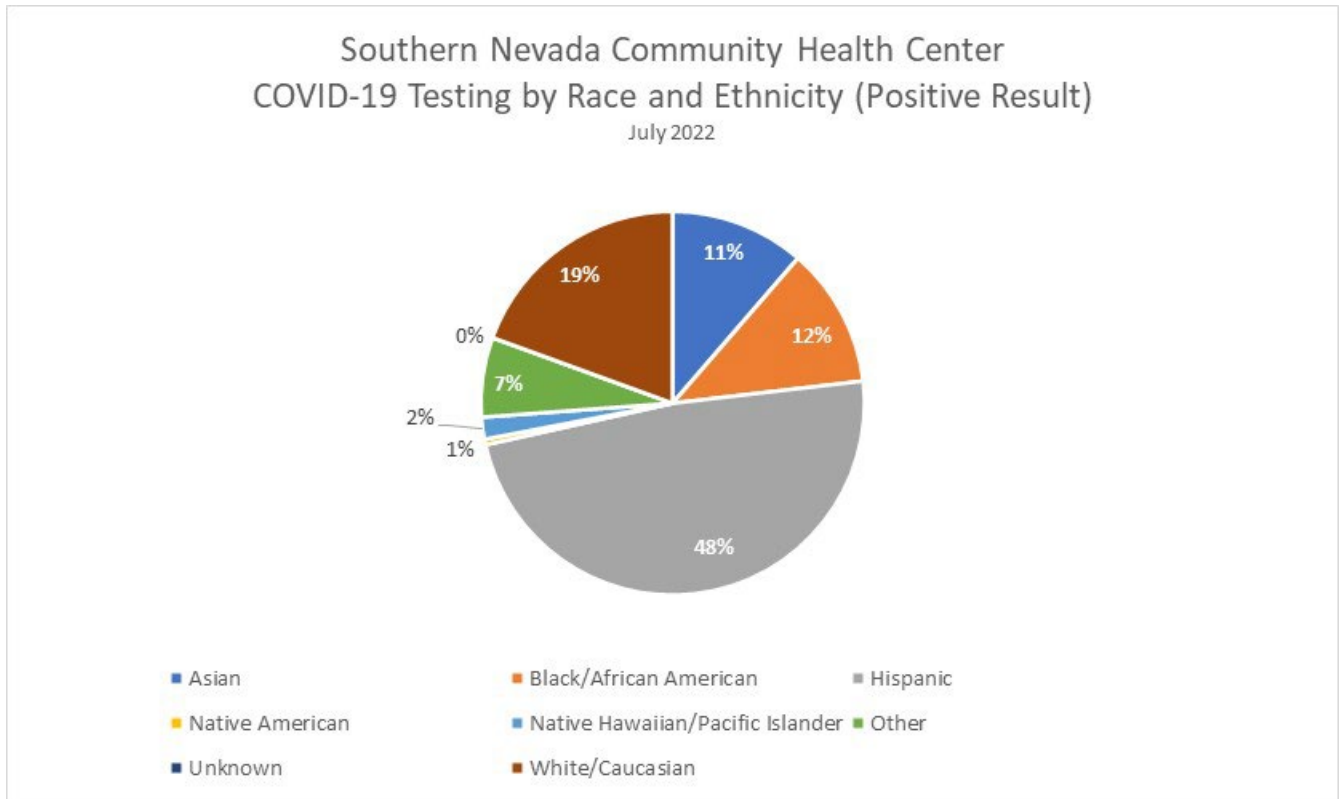
From April 2020 to July 2022 the Southern Nevada Community Health Center completed 94,171 COVID-19 tests, 1,107 of which were conducted in July of 2022.

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. SNCHC is also providing antiviral medications for appropriate candidates. The Health Center and Health District also encourage those who are medically appropriate to get the COVID-19 vaccine.

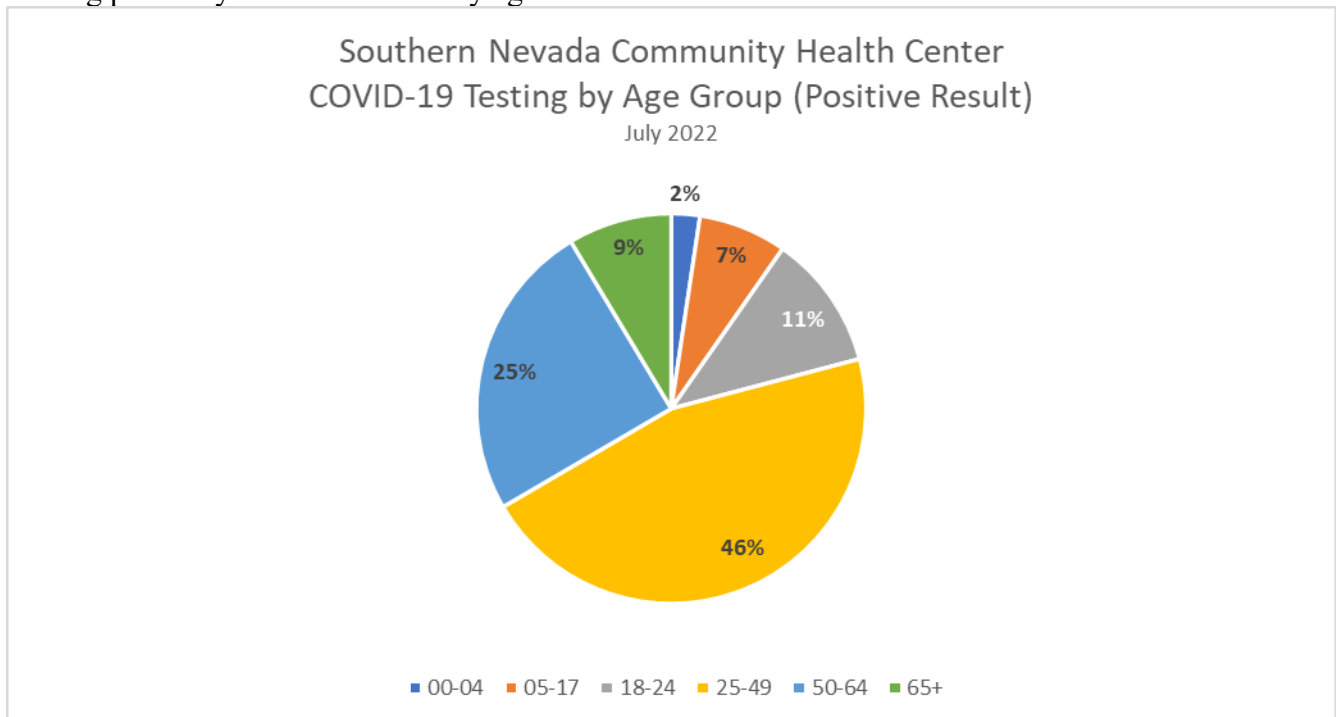


In July 2022, the COVID test positivity rate was 41.92%

Testing positivity rates broken out by race and ethnicity below:



Testing positivity rates broken out by age below:





COVID-19 Vaccine Program

The Southern Nevada Community Health Center began administering COVID-19 Vaccines 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. To date, the health center has administered 44,770 COVID-19 vaccinations

Telehealth

In Q2, the Health Center saw 52 patients via telehealth, 5.5% 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 scheduled 1,350 patient appointments in July. Of scheduled patients, 70.4% kept their appointments. There was a 29.56% no-show rate including cancellations.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

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

Exposure Incidents:

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

Medical Events:

There were two (2) medical events at the Health Center in July.

Patient Satisfaction:

See Results below.

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 for July:

1. Service received during your visit?
 - 🏠 Family Health – 15% (English)/ 20.9% (Spanish)
 - 🏠 Family Planning – 80% (English)/ 79.1% (Spanish)
 - 🏠 Ryan White – 3.8% (English)/ 2.0% (Spanish)
 - 🏠 Behavioral Health – 1.3% (English)/ 0.0% (Spanish)

2. Southern Nevada Health District (SNHD) location?
 - 🏠 Main – 90% (English)/ 86% (Spanish)
 - 🏠 East Las Vegas – 10% (English)/ 14% (Spanish)

3. Do you have health insurance?
 - 🏠 Yes – 57.5% (English)/ 4.7% (Spanish)
 - 🏠 No – 42.5% (English)/ 95.3% (Spanish)

4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?
 - 🏠 Less than 6 months – 60% (English)/ 51.2% (Spanish)
 - 🏠 6 months to a year – 10% (English)/ 7.0% (Spanish)
 - 🏠 1-3 years – 15% (English)/ 11.6% (Spanish)
 - 🏠 3-5 years – 6.3% (English)/ 7.0% (Spanish)
 - 🏠 5+ years – 8.8% (English)/ 23.3% (Spanish)

5. How did you hear about us?
 - 🏠 Friends and/or Family – 45% (English)/ 65.1% (Spanish)
 - 🏠 Referral from another Provider/Resource – 20% (English)/ 4.7% (Spanish)
 - 🏠 Search Engine (e.g. Google) – 6.3% (English)/ 4.7% (Spanish)
 - 🏠 SNHD Website – 12.3% (English)/ 4.7% (Spanish)
 - 🏠 Social Media – 5.4% (English)/ 4.7% (Spanish)
 - 🏠 Postal Mailer - 0.0% (English)/ 4.7% (Spanish)
 - 🏠 Other Ads – 7.7% (English)/ 16.3% (Spanish)

6. Ease of scheduling an appointment?
 - 🏠 Excellent – 80% (English)/ 86.08% (Spanish)
 - 🏠 Good – 15% (English)/ 14.0% (Spanish)
 - 🏠 Average – 3.8% (English)/ 0.0% (Spanish)
 - 🏠 Poor – 1.3% (English)/ 0.0% (Spanish)
 - 🏠 Terrible – 0.0% (English)/ 0.0% (Spanish)

7. Wait time to see provider?
 - 🏠 Excellent – 67.5% (English)/ 81.4% (Spanish)
 - 🏠 Good – 22.5% (English)/ 18.6% (Spanish)
 - 🏠 Average – 10% (English)/ 0.0% (Spanish)
 - 🏠 Poor – 0.0% (English)/ 0.0% (Spanish)
 - 🏠 Terrible – 0.0% (English)/ 0.0% (Spanish)



8. Care received from providers and staff?
- 🗳️ Excellent – 88.8% (English)/ 97.7% (Spanish)
 - 🗳️ Good – 11.3% (English)/ 2.3% (Spanish)
 - 🗳️ Average – 0.0% (English)/ 0.0% (Spanish)
 - 🗳️ Poor – 0.0% (English)/ 0.0% (Spanish)
9. Understanding of health care instructions following your visit?
- 🗳️ Excellent – 87.5% (English)/ 84.4% (Spanish)
 - 🗳️ Good – 12.5% (English)/ 11.6% (Spanish)
 - 🗳️ Average - 0.0% (English)/ 0.0% (Spanish)
 - 🗳️ Poor - 0.0% (English)/ 0.0% (Spanish)
10. Hours of operation?
- 🗳️ Excellent – 76.3% (English)/ 83.7% (Spanish)
 - 🗳️ Good – 23.8% (English)/ 16.3% (Spanish)
 - 🗳️ Average – 0.0% (English)/ 0.0% (Spanish)
 - 🗳️ Poor - 0.0% (English)/ 0.0% (Spanish)
11. Recommendation of our health center to friends and family?
- 🗳️ Extremely Likely – 92.5% (English)/ 90.7% (Spanish)
 - 🗳️ Somewhat Likely – 7.5% (English)/ 2.3% (Spanish)
 - 🗳️ Neutral – 0.0% (English)/ 2.3% (Spanish)
 - 🗳️ Somewhat Unlikely – 0.0% (English)/ 2.3% (Spanish)
 - 🗳️ Not Very likely – 0.0% (English)/ 2.3% (Spanish)

Health Center Visit Report Summary: July 2022												
Southern Nevada Community Health Center												
Completed Pt												
	Provider Visits		No Show Visits		Telehealth Visits						Total Scheduled Patients	
					Audio Visit		Televisit		Total Telehealth Visits			
Family Health Clinic	309	34.37%	128	9.48%	34	65.38%	3	5.77%	37	2.74%	474	35.11%
Behavioral Health Clinic*		0.00%		0.00%	1	1.92%	5	9.62%	6	0.44%	6	0.44%
Family Planning Clinic	248	27.59%	92	6.81%	2	3.85%		0.00%	2	0.15%	342	25.33%
Refugee Clinic	33	3.67%	35	2.59%		0.00%		0.00%	0	0.00%	68	5.04%
Ryan White	309	34.37%	144	10.67%	1	1.92%	6	11.54%	7	0.52%	460	34.07%
Totals	899	100.00%	399	29.56%	38	73.08%	14	26.92%	52	3.85%	1350	100.00%
Percent of scheduled patients who no showed	29.56%											

* Visits included in the Family Planning Clinic

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