

# Memorandum

**Date:** October 27, 2022

**To:** Southern Nevada Community Health Center Governing Board

**From:** Randy Smith, FQHC Operations Officer *RS*

## RE: QUALITY IMPROVEMENT AND RISK MANAGEMENT NARRATIVE - SEPTEMBER 2022

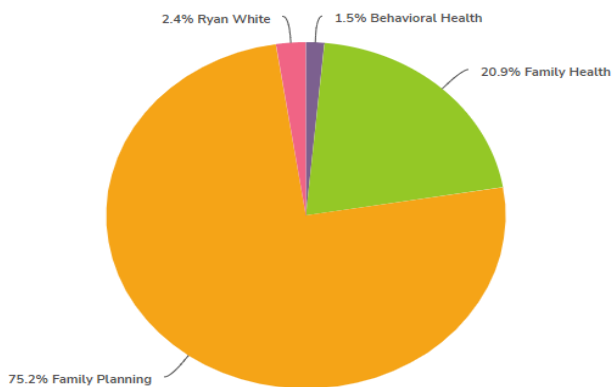
### Quality Improvement

- We continue our collaboration with Nevada Primary Care Association (NV PCA) and other Nevada FQHC's on hypertension and diabetes improvement initiative.
- We've entered the last quarter of 2022 for our UDS clinical quality measures.

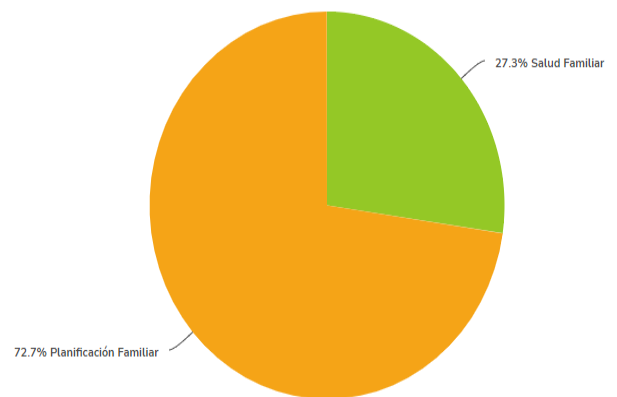
### Quality Improvement Activities

- Quality Management Committee Meetings
- Ongoing QI Training
- Tools:
  - AZARA
  - Workflows
- Federal Tort Claims Act (FTCA) Deeming Application
- Patient Centered Medical Home (PCMH) Recognition

### Patient Satisfaction Survey (Jul-Sep)



213 English



125 Spanish

### **Risk Events (Jul-Sep)**

- HIPAA Violations: Zero (0)
- Exposure Incidents: Zero (0)
- Patient Complaints: Zero (0)
- Medical Events: Nine (9)
- Medication Errors: One (1)
- Patient Incidents: (2)
  - One (1) discharged from practice

## SNCHC Clinical Quality Measures

Clinical Quality Measure	2020 Nevada Percentage	2021 Nevada Percentage	2021 SNCHC Percentage	2022 SNCHC Goal	January	February	March	April	May	June	July	August	September
	Early Entry into Prenatal Care	92.79%	85.90%	0.00%		No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Childhood Immunization Status	40.80%	34.21%	4.76%	75.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Cervical Cancer Screening	36.45%	40.18%	33.92%	45.00%	40.72%	46.33%	47.89%	47.68%	47.02%	46.55%	46.25%	41.41%	45.40%
Breast Cancer Screening	39.94%	44.44%	5.84%	45.00%							0.00%	0.00%	0.00%
Weight Assessment & Counseling for Nutrition & Physical Activity for Children & Adolescents	76.80%	55.90%	1.90%	85.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.50%	0.41%	0.28%	0.33%
Preventive Care & Screening: Body Mass Index (BMI) Screening & Follow-up Plan	76.98%	76.67%	26.27%	75.00%	28.88%	34.87%	35.90%	36.19%	35.69%	35.11%	34.21%	31.15%	33.59%
Preventive Care & Screening: Tobacco Use: Screening & Cessation Intervention	78.48%	82.10%	54.10%	75.00%	45.19%	48.73%	51.40%	53.81%	55.07%	54.07%	1.83%	7.77%	11.85%
Statin Therapy for the Prevention & Treatment of Cardiovascular Disease	72.36%	68.29%	46.29%	70.00%	47.56%	44.87%	46.41%	42.95%	41.03%	39.18%	39.82%	40.04%	39.59%
Ischemic Vascular Disease (IVD): Use of Aspirin or Another Antiplatelet		72.92%	62.50%	65.00%	100.00%	100.00%	100.00%	80.00%	80.00%	66.67%	66.67%	66.67%	33.33%
Colorectal Cancer Screening	28.36%	27.06%	4.20%	35.00%	1.71%	2.59%	2.49%	2.89%	2.72%	2.90%	2.68%	2.50%	2.35%
HIV Linkage to Care	72.00%	81.70%	82.71%	60.00%	71.43%	86.67%	80.77%	91.67%	84.44%	92.45%	92.45%	86.59%	92.94%
HIV Screening	30.92%	37.03%	27.50%	75.00%	34.77%	40.74%	43.08%	46.37%	48.46%	50.17%	51.19%	52.25%	54.02%
Preventive Care & Screening: Screening for Depression & Follow-up Plan	72.79%	72.80%	21.58%	72.00%	22.61%	32.11%	36.30%	40.86%	43.56%	47.68%	51.13%	52.52%	54.26%
Depression Remission at Twelve Months	94.90%	12.53%	9.38%	15.00%	0.00%	3.12%	2.44%	2.00%	3.92%	3.77%	4.94%	6.17%	6.10%
Dental Sealants for Children between 6-9 years	64.67%	76.32%	0.00%		No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Low Birth Weight	36.40%	10.00%	0.00%		No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data
Controlling High Blood Pressure	58.58%	61.79%	15.51%	65.00%	46.53%	44.82%	46.92%	52.31%	51.28%	52.48%	52.17%	54.23%	52.54%
Diabetes Hemoglobin A1c (HBA1c) Poor Control (>9%)	38.95%	32.17%	74.37%	< 39%	61.22%	54.54%	50.38%	48.70%	51.67%	45.95%	43.86%	43.89%	42.73%