

Memorandum

Date: November 17, 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 - OCTOBER 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.

October Highlights:

Operations

- Unique patients seen in Oct. 2022: 1,017 vs Oct. 2021: 1,062
- YTD patients seen for CY22: 5,392 vs YTD patients seen for CY21: 4,753

Administrative

- HRSA 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 response was submitted on 11/2/2022. Due date is by 11/17/2022.

COVID-19 Vaccine Clinic Facility: COVID-19 Response

- COVID-19 vaccination clinic now providing services at Fremont and Decatur.

HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 29 referrals between October 1st through October 31st. The program received 3 referrals for pregnant women living with HIV during this time.
- B. There were 537 total service encounters in the month of October provided by the Ryan White program (Linkage coordinator, Eligibility workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 237 unduplicated clients served under these programs in October.

- C. The Ryan White ambulatory clinic had a total of 325 visits in the month of October: 13 initial provider visits, 116 established provider visits, 13 tele-visits (established clients). There were 21 Nurse visits and 160 lab visits. There were 45 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of October.
- D. 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 9 patients enrolled and seen under the Rapid stART program in October.

Family Planning (FP)

Unduplicated Patients	Oct 2021	Oct 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	183	150	↓	629	426	↓
Number of Pt: Decatur PHC	228	324	↑	850	1,075	↑
Duplicated Patients	Oct 2021	Oct 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	185	160	↓	774	542	↓
Number of Pt: Decatur PHC	244	346	↑	1,074	1,403	↑

- A. Family Planning Program services at East Las Vegas and Decatur Public Health Centers served 506 clients: 474 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 160 clients: 150 of them were unduplicated.
- C. The Decatur Family Planning Clinic serviced 346 clients: 324 of them were unduplicated.

Pharmacy Services

Pharmacy Services	Oct-21	Oct-22		FY22	FY23		% Change
Client Encounters (Pharmacy)	1076	1160	↑	4051	4693	↑	15.8%
Prescriptions Filled	1381	1560	↑	5155	6211	↑	20.5%
Client Clinic Encounters (Pharmacist)	23	32	↑	128	210	↑	64.1%
Financial Assistance Provided	13	4	↓	30	28	↓	-6.7%
Insurance Assistance Provided	1	0	↓	10	5	↓	-50.0%

- A. Dispensed 1560 prescriptions for 1160 clients.
- B. Pharmacist assessed/counseled 32 clients in clinics.
- C. Assisted 4 clients to obtain medication financial assistance.

Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
October 2022		
Total number of referrals received	621	
Total number of referrals inactive/cancelled		
Total number of applications submitted	Medicaid only: 46	SNAP only: 19
	Medicaid/SNAP: 33	Hardship: 1 TANF: 1

Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of October 2022.

Clients seen October 2022	27
Client required medical follow- up for Communicable Diseases	13
Referrals for TB issues	7
Referrals for Chronic Hep B	4
Referrals for STD	6
Pediatric Refugee Exams	10
Clients encounter by program	37

Quality & Risk Management

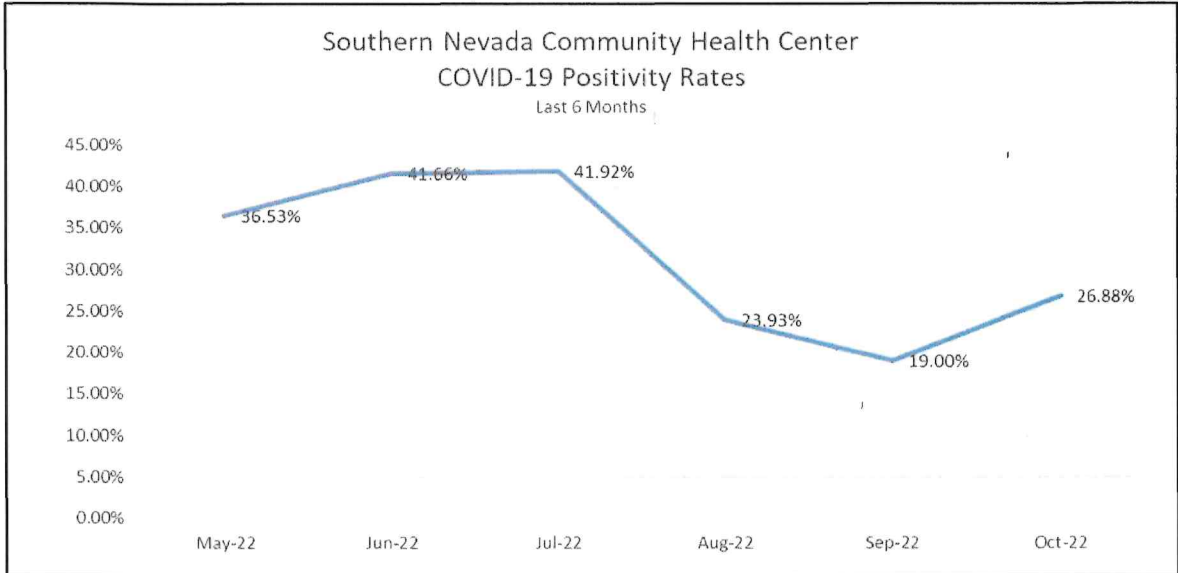
A. Quality

COVID-19 Testing

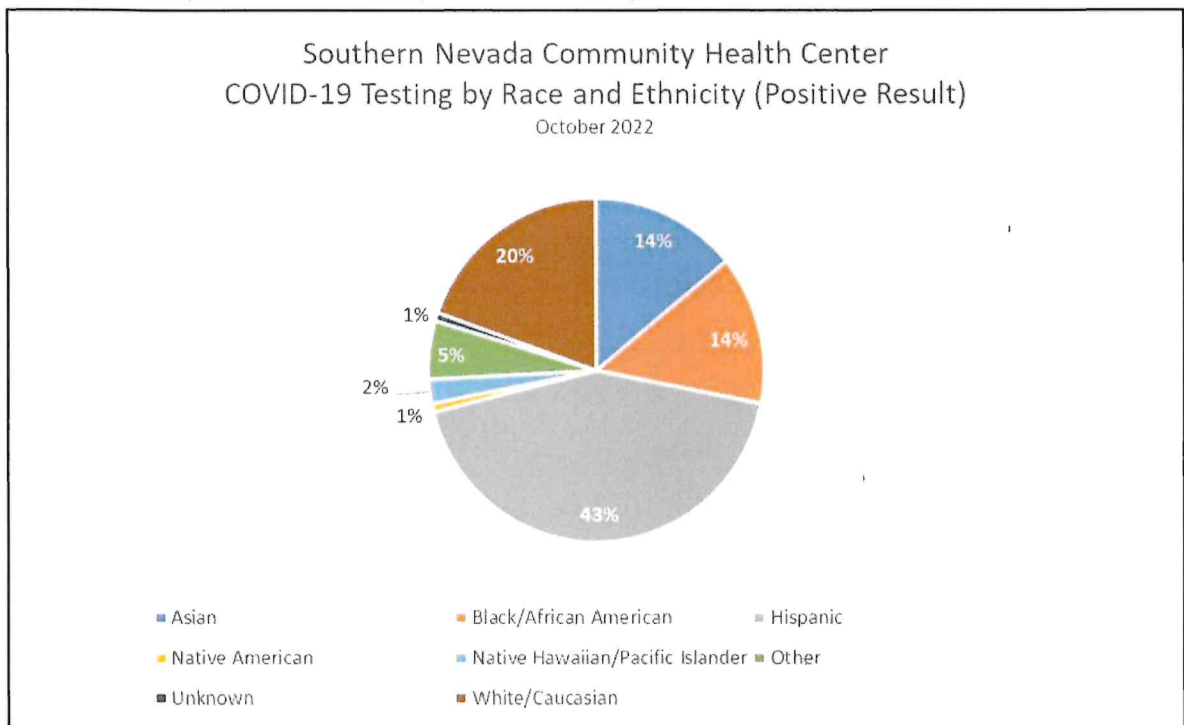
From April 2020 to October 2022 the Southern Nevada Community Health Center completed 96,647 COVID-19 tests, 517 of which were conducted in October of 2022.

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.

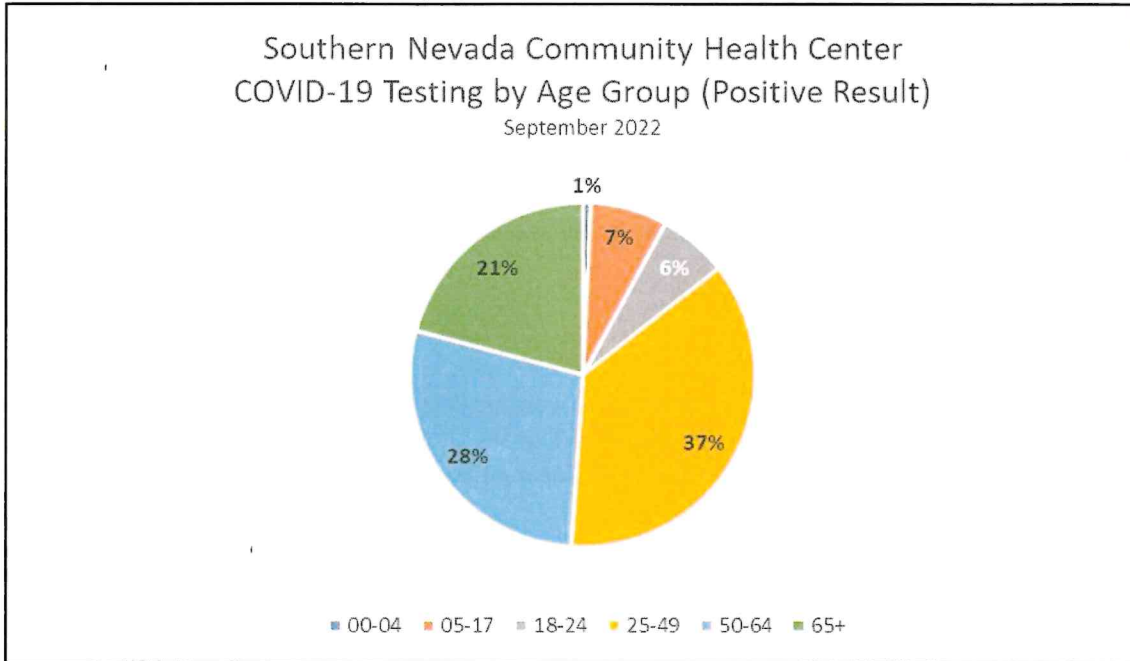
In October 2022, the COVID test positivity rate was 26.88%



Testing positivity rates broken out by race and ethnicity below:



Testing positivity rates broken out by age below:



B. COVID-19 Vaccine Program

The Southern Nevada Community Health Center administered 678 COVID doses in the month of October.

C. Monkeypox

The Southern Nevada Community Health Center administered 719 Monkeypox doses in the month of October.

D. Telehealth

The Health Center saw 77 patients via telehealth, 5.22% of the patients that were seen in our clinics.

E. Health Center Visits

The Health Center scheduled 1,475 patient appointments in October. Of scheduled patients, 67.93% kept their appointments. There was a 32.07% no-show rate including cancellations.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

- There were no HIPAA breaches at the Health Center in October.

Exposure Incidents:

- There were no exposure incidents at the Health Center in October.

Medical Events:

- There were no medical events at the Health Center in October.

Patient Satisfaction:

- See survey results.

The Health Center continues to receive 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.

Health Center Visit Report Summary – October 2022



	Completed Pt Visits		Cancelled Visits		No Show Visits		Telehealth Visits				Total Scheduled Patients			
	Provider Visits						Audio Visit	Televisit	Total Telehealth Visits					
Family Health Clinic	284	19.25%	57	3.86%	140	9.49%	38	49.35%	7	9.09%	45	3.05%	526	35.66%
Behavioral Health Clinic*		0.00%		0.00%		0.00%	15	19.48%	1	1.30%	16	1.08%	16	1.08%
Family Planning Clinic	248	16.81%	26	1.76%	98	6.64%	0	0.00%	0	0.00%	0	0.00%	372	25.22%
Refugee Clinic	68	4.61%	5	0.34%	27	1.83%	0	0.00%	0	0.00%	0	0.00%	100	6.78%
Ryan White	325	22.03%	40	2.71%	80	5.42%	2	7.00%	14	18.18%	16	1.08%	461	31.25%
Totals	925	62.71%	128	8.68%	345	23.39%	55	71.43%	22	28.57%	77	5.22%	1475	100.00%

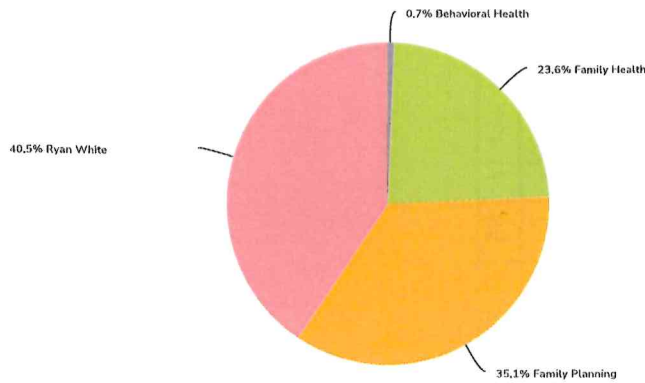
*Visits included in Family Planning Clinic

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

Response Counts

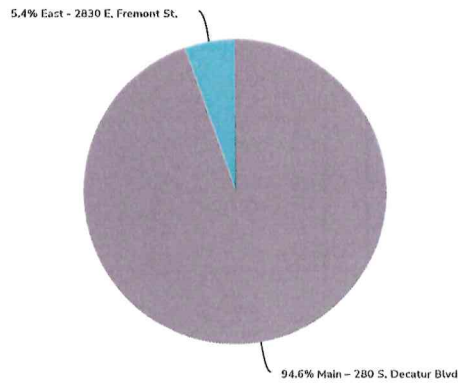
Completion Rate:	94.1%	
Complete		144
Partial		9
		Totals: 153

1. Service received during your visit



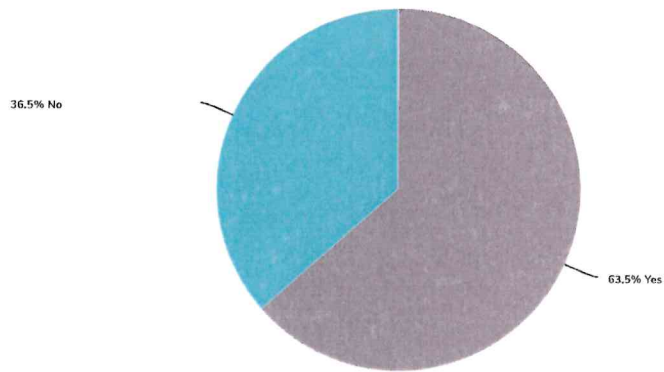
Value	Percent	Responses
Behavioral Health	0.7%	1
Family Health	23.6%	35
Family Planning	35.1%	52
Ryan White	40.5%	60
		Totals: 148

2. Southern Nevada Health District (SNHD) location



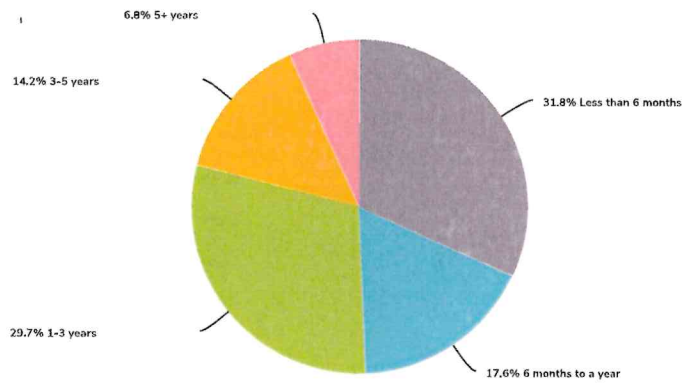
Value	Percent	Responses
Main - 280 S. Decatur Blvd	94.6%	140
East - 2830 E. Fremont St.	5.4%	8
		Totals: 148

3. Do you have health insurance?



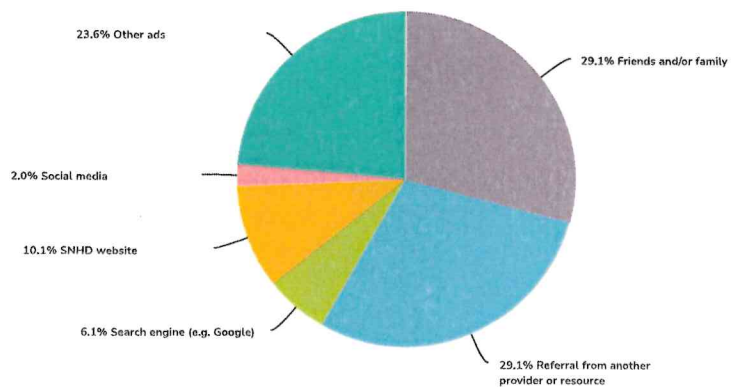
Value	Percent	Responses
Yes	63.5%	94
No	36.5%	54
Totals: 148		

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



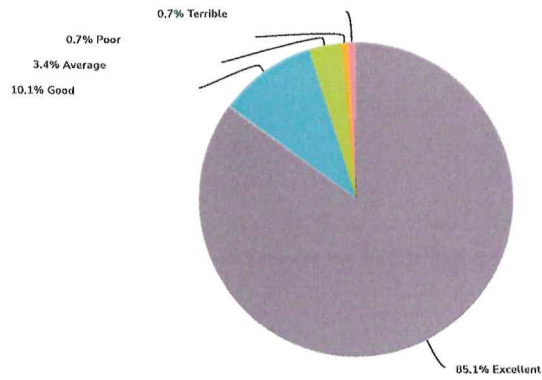
Value	Percent	Responses
Less than 6 months	31.8%	47
6 months to a year	17.6%	26
1-3 years	29.7%	44
3-5 years	14.2%	21
5+ years	6.8%	10
Totals: 148		

5. How did you hear about us?



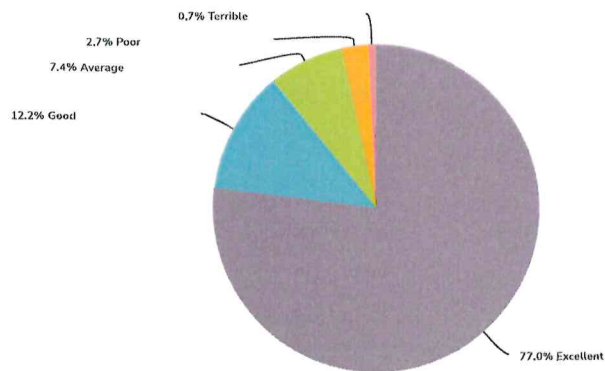
Value	Percent	Responses
Friends and/or family	29.1%	43
Referral from another provider or resource	29.1%	43
Search engine (e.g. Google)	6.1%	9
SNHD website	10.1%	15
Social media	2.0%	3
Other ads	23.6%	35
		Totals: 148

6. Ease of scheduling an appointment



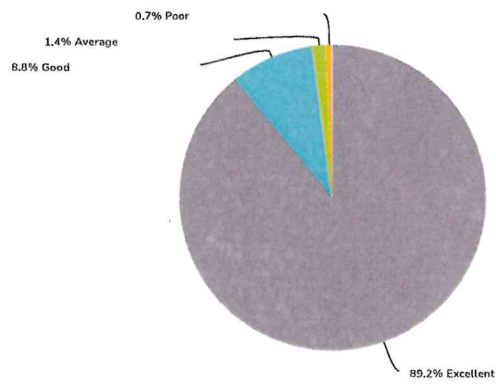
Value	Percent	Responses
Excellent	85.1%	126
Good	10.1%	15
Average	3.4%	5
Poor	0.7%	1
Terrible	0.7%	1
		Totals: 148

7. Wait time to see provider



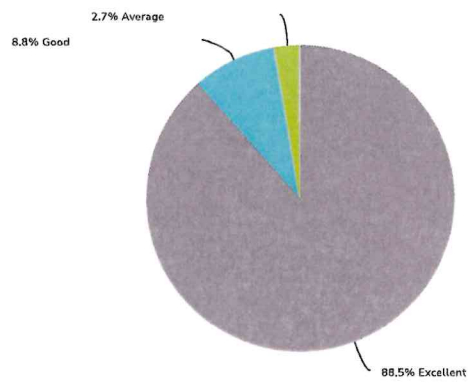
Value	Percent	Responses
Excellent	77.0%	114
Good	12.2%	18
Average	7.4%	11
Poor	2.7%	4
Terrible	0.7%	1
		Totals: 148

8. Care received from providers and staff



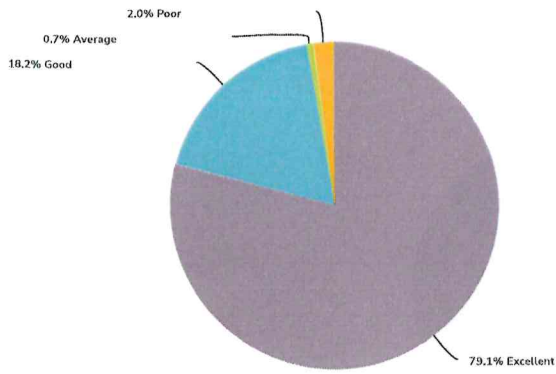
Value	Percent	Responses
Excellent	89.2%	132
Good	8.8%	13
Average	1.4%	2
Poor	0.7%	1
Totals: 148		

9. Understanding of health care instructions following your visit



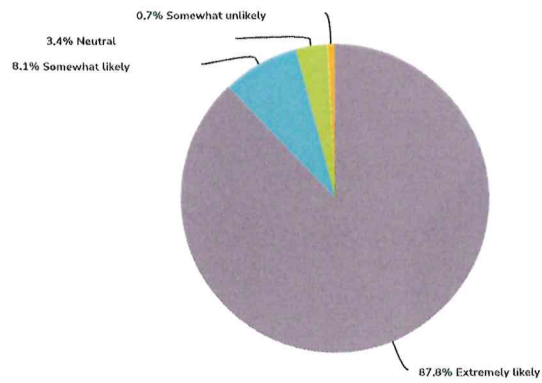
Value	Percent	Responses
Excellent	88.5%	131
Good	8.8%	13
Average	2.7%	4
Totals: 148		

10. Hours of operation



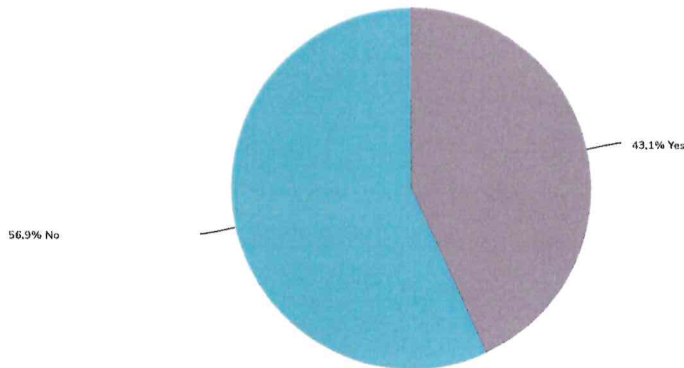
Value	Percent	Responses
Excellent	79.1%	117
Good	18.2%	27
Average	0.7%	1
Poor	2.0%	3
Totals: 148		

11. Recommendation of our health center to friends and family



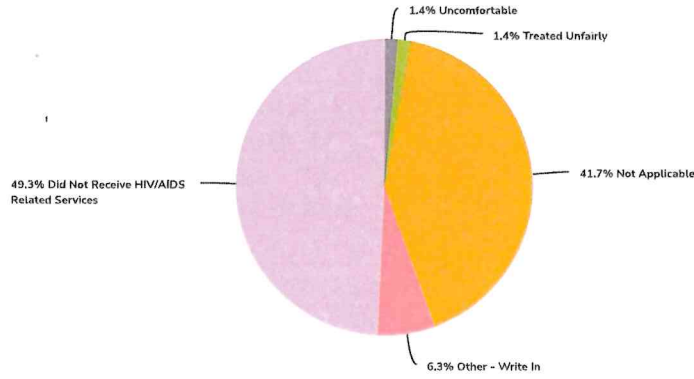
Value	Percent	Responses
Extremely likely	87.8%	130
Somewhat likely	8.1%	12
Neutral	3.4%	5
Somewhat unlikely	0.7%	1
Totals: 148		

12. Are you visiting today for HIV/AIDS related prevention or treatment services or to received relate information?



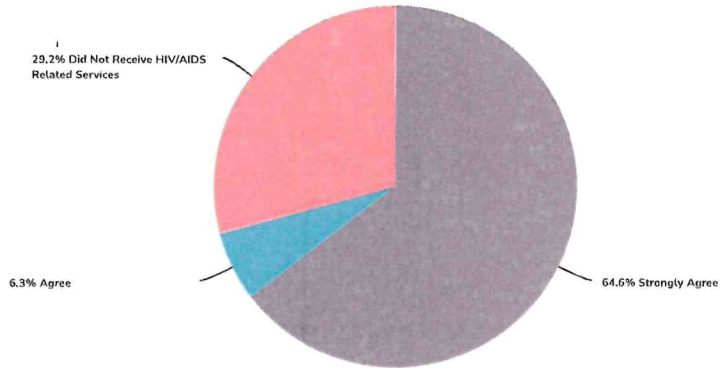
Value	Percent	Responses
Yes	43.1%	62
No	56.9%	82
		Totals: 144

13. Based on your HIV status, at any moment during your visit, did you feel...



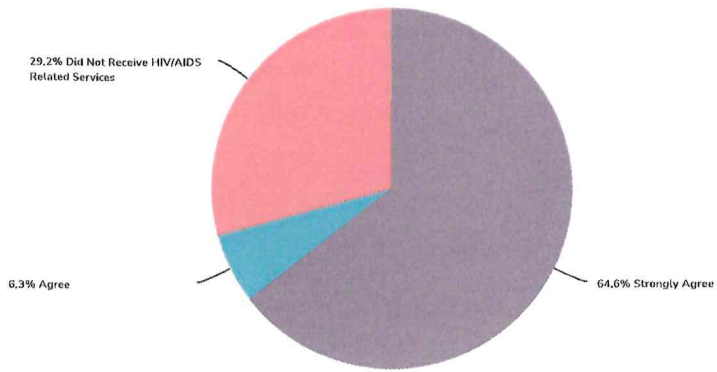
Value	Percent	Responses
Uncomfortable	1.4%	2
Treated Unfairly	1.4%	2
Not Applicable	41.7%	60
Other - Write In (click to view)	6.3%	9
Did Not Receive HIV/AIDS Related Services	49.3%	71
		Totals: 144

14. During your visit, did you feel that staff members treated you with care?



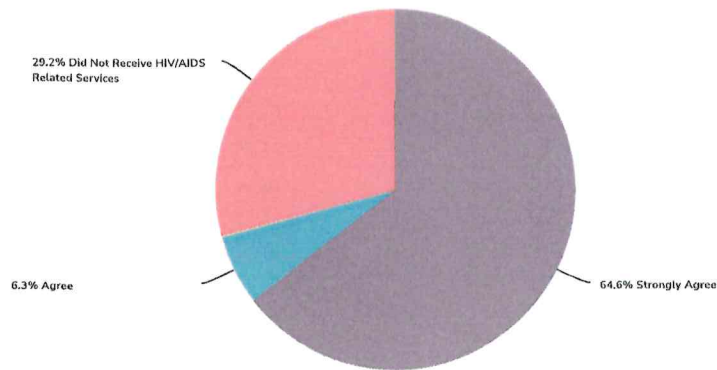
Value	Percent	Responses
Strongly Agree	64.6%	93
Agree	6.3%	9
Did Not Receive HIV/AIDS Related Services	29.2%	42
		Totals: 144

15. During your visit, did you feel that staff members treated you with respect



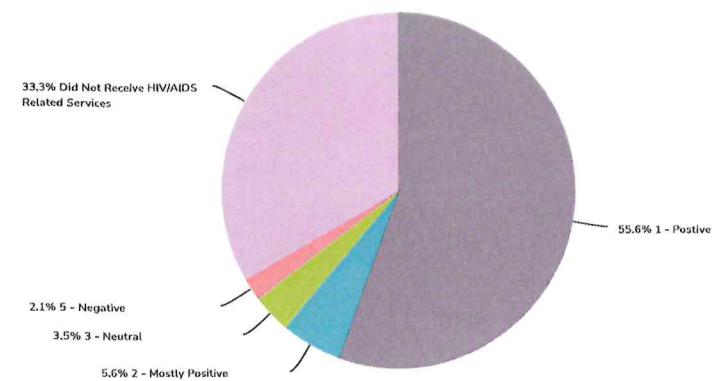
Value	Percent	Responses
Strongly Agree	64.6%	93
Agree	6.3%	9
Did Not Receive HIV/AIDS Related Services	29.2%	42
Totals: 144		

16. During your visit, did you feel that staff members were supportive?



Value	Percent	Responses
Strongly Agree	64.6%	93
Agree	6.3%	9
Did Not Receive HIV/AIDS Related Services	29.2%	42
Totals: 144		

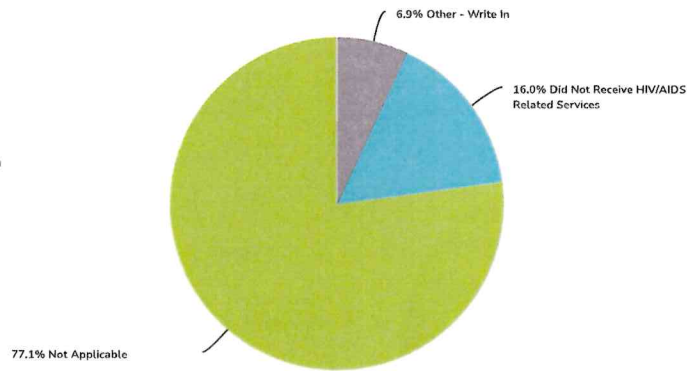
17. On a scale from 1-5, during your visit, did you feel that any staff interactions negatively or positively impacted your likelihood of remaining in care?



Value	Percent	Responses
1 - Positive	55.6%	80
2 - Mostly Positive	5.6%	8
3 - Neutral	3.5%	5
5 - Negative	2.1%	3
Did Not Receive HIV/AIDS Related Services	33.3%	48
Totals: 144		

Value	Percent	Responses
1 - Postive	55.6%	80
2 - Mostly Positive	5.6%	8
3 - Neutral	3.5%	5
5 - Negative	2.1%	3
Did Not Receive HIV/AIDS Related Services	33.3%	48
		Totals: 144

18. Please provide any feedback that can help SNCHC staff reduce HIV/AIDS related stigma and create a more welcoming and supportive environment.



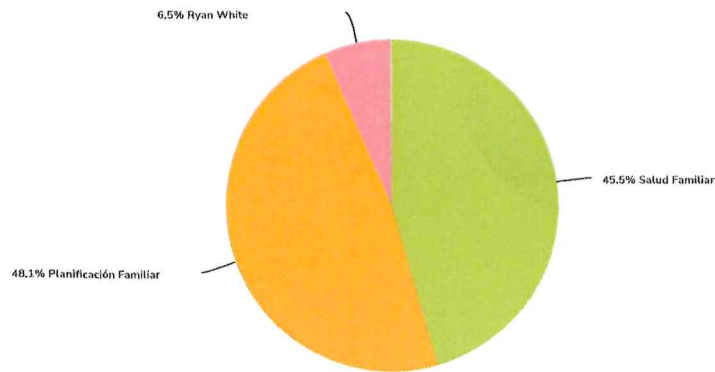
Value	Percent	Responses
Other - Write In (click to view)	6.9%	10
Did Not Receive HIV/AIDS Related Services	16.0%	23
Not Applicable	77.1%	111
		Totals: 144

Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

Response Counts

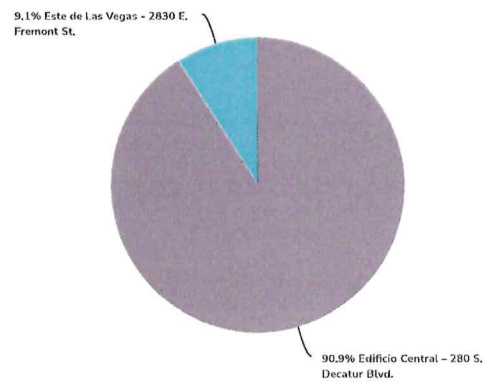
Completion Rate:	92.8%	
Complete		77
Partial		6
		Totals: 83

1. Marque los servicios recibidos durante su visita



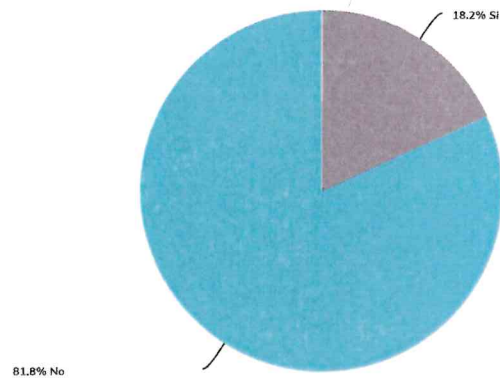
Value	Percent	Responses
Salud Familiar	45.5%	35
Planificación Familiar	48.1%	37
Ryan White	6.5%	5
		Totals: 77

2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?

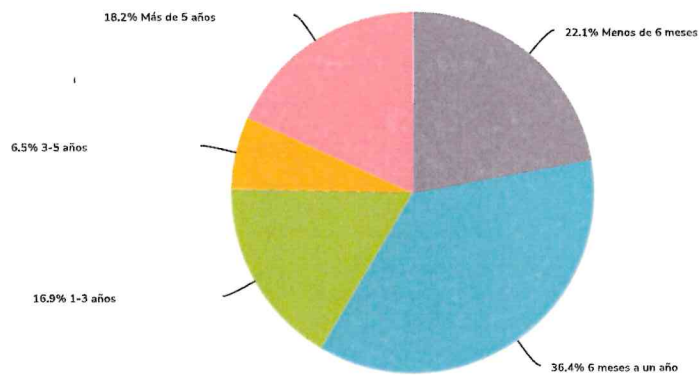


Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	90.9%	70
Este de Las Vegas - 2830 E. Fremont St.	9.1%	7
		Totals: 77

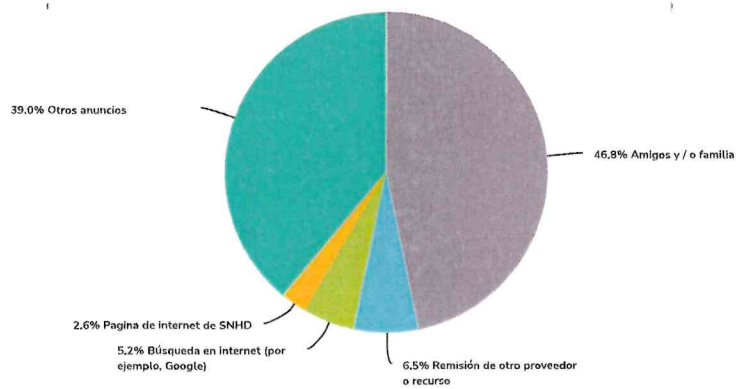
3. ¿Tiene seguro médico?



4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?

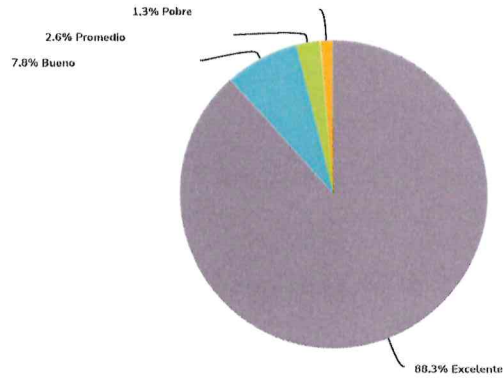


5. ¿Como usted supo de nosotros?



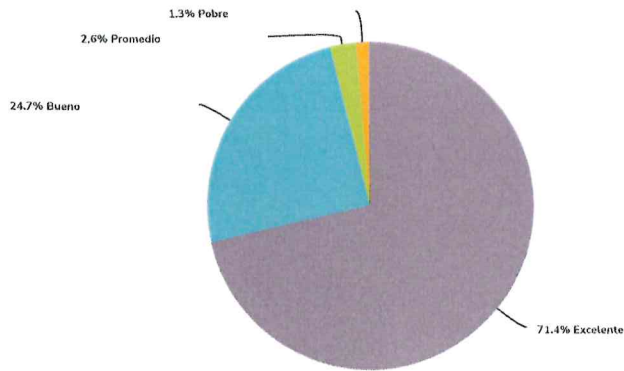
Value	Percent	Responses
Amigos y / o familia	46.8%	36
Remisión de otro proveedor o recurso	6.5%	5
Búsqueda en internet (por ejemplo, Google)	5.2%	4
Página de internet de SNHD	2.6%	2
Otros anuncios	39.0%	30
		Totals: 77

6. Facilidad para programar una cita



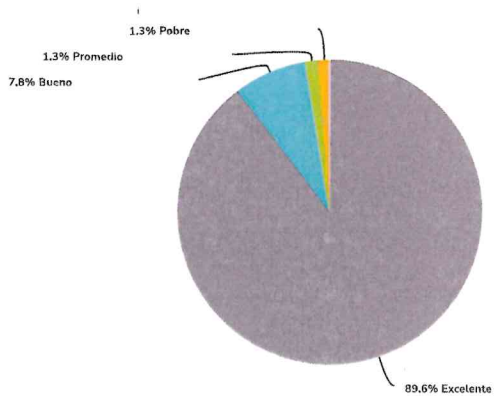
Value	Percent	Responses
Excelente	88.3%	68
Bueno	7.8%	6
Promedio	2.6%	2
Pobre	1.3%	1
		Totals: 77

7. Tiempo de espera para ver a un proveedor de salud



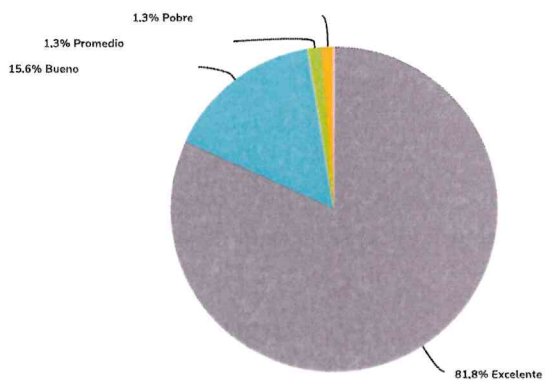
Value	Percent	Responses
Excelente	71.4%	55
Bueno	24.7%	19
Promedio	2.6%	2
Pobre	1.3%	1
		Totals: 77

8. Atención recibida de los proveedores y personal



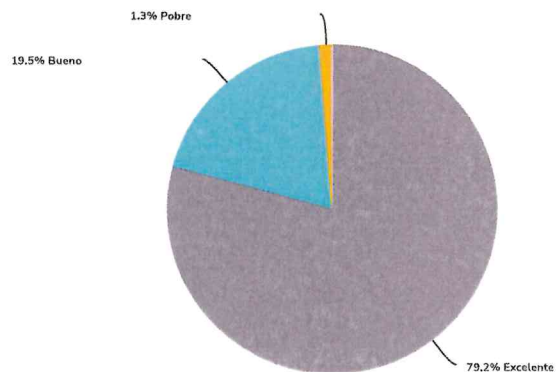
Value	Percent	Responses
Excelente	89.6%	69
Bueno	7.8%	6
Promedio	1.3%	1
Pobre	1.3%	1
		Totals: 77

9. Comprensión de las instrucciones del cuidado de salud después de su visita



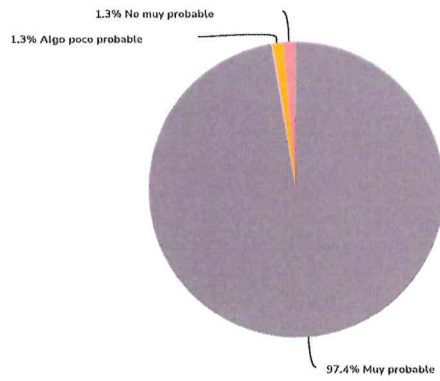
Value	Percent	Responses
Excelente	81.8%	63
Bueno	15.6%	12
Promedio	1.3%	1
Pobre	1.3%	1
		Totals: 77

10. Horarios de operación



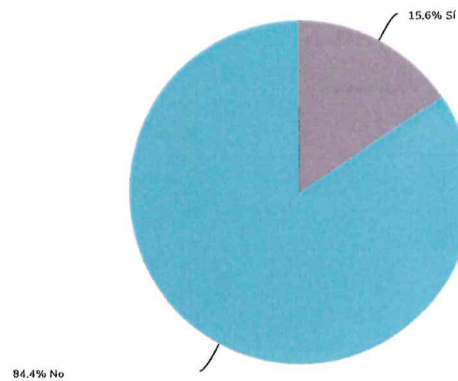
Value	Percent	Responses
Excelente	79.2%	61
Bueno	19.5%	15
Pobre	1.3%	1
Totals: 77		

11. Recomendaría nuestro centro de salud a amigos y familiares



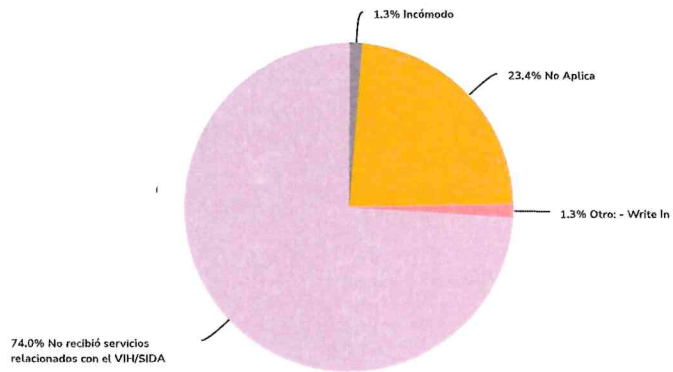
Value	Percent	Responses
Muy probable	97.4%	75
Algo poco probable	1.3%	1
No muy probable	1.3%	1
Totals: 77		

12. ¿Está de visita hoy para recibir servicios de prevención o tratamiento relacionados con el VIH/SIDA o para recibir información relacionada?



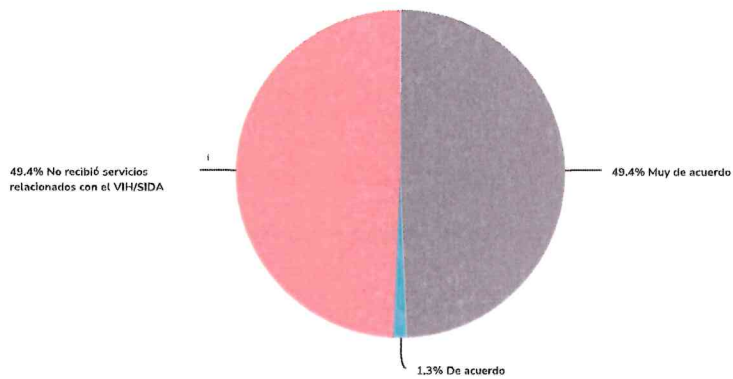
Value	Percent	Responses
Sí	15.6%	12
No	84.4%	65
Totals: 77		

13. Con base en su estatus de VIH, en algún momento de su visita, se sintió...



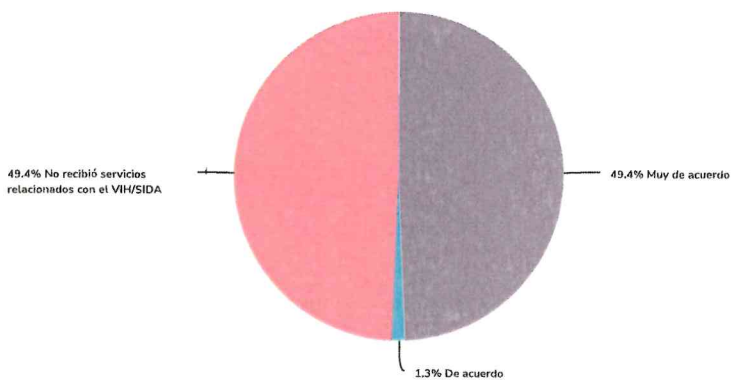
Value	Percent	Responses
Incómodo	1.3%	1
No Aplica	23.4%	18
Otro: - Write In (click to view)	1.3%	1
No recibió servicios relacionados con el VIH/SIDA	74.0%	57
Totals: 77		

14. ¿Durante su visita, sintió que los miembros del personal lo trataron bien?



Value	Percent	Responses
Muy de acuerdo	49.4%	38
De acuerdo	1.3%	1
No recibió servicios relacionados con el VIH/SIDA	49.4%	38
Totals: 77		

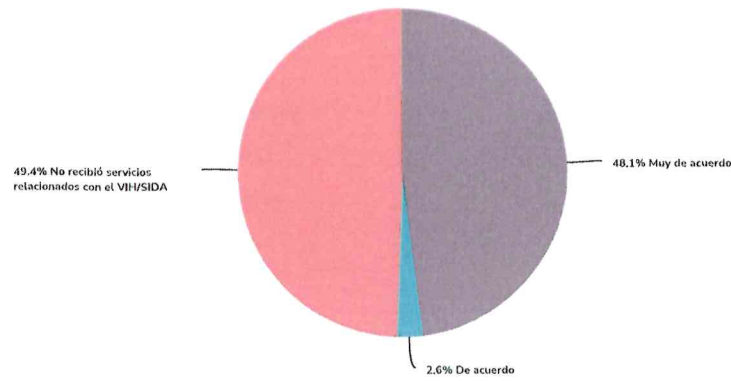
15. ¿Durante su visita, sintió que los miembros del personal lo trataron con respeto?



Value	Percent	Responses
Muy de acuerdo	49.4%	38
De acuerdo	1.3%	1
No recibió servicios relacionados con el VIH/SIDA	49.4%	38
Totals: 77		

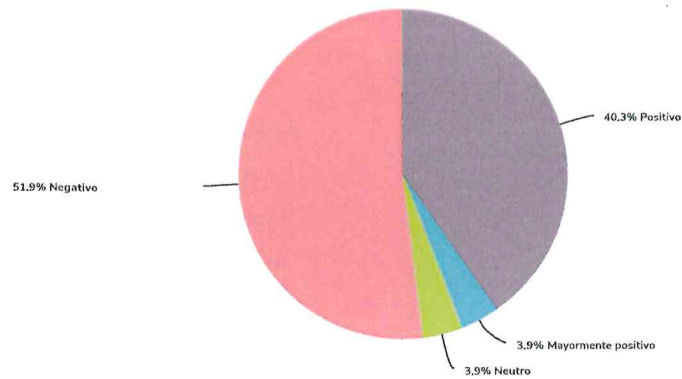
Value	Percent	Responses
Muy de acuerdo	49.4%	38
De acuerdo	1.3%	1
No recibí servicios relacionados con el VIH/SIDA	49.4%	38
		Totals: 77

16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



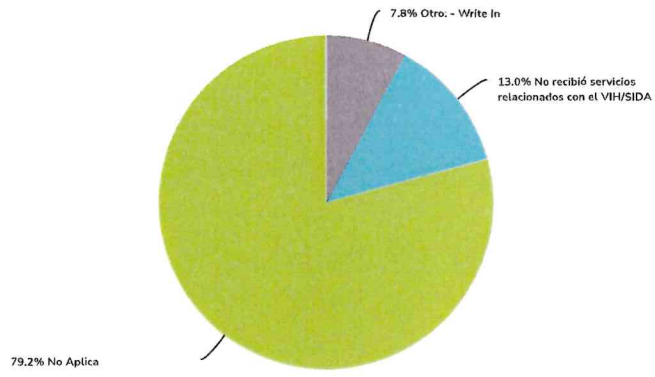
Value	Percent	Responses
Muy de acuerdo	48.1%	37
De acuerdo	2.6%	2
No recibí servicios relacionados con el VIH/SIDA	49.4%	38
		Totals: 77

17. En una escala del 1 al 5, durante su visita, ¿sintió que alguna interacción del personal tuvo un impacto negativo o positivo en su probabilidad de permanecer bajo cuidado?



Value	Percent	Responses
Positivo	40.3%	31
Mayormente positivo	3.9%	3
Neutro	3.9%	3
Negativo	51.9%	40
		Totals: 77

18. Proporcione cualquier comentario que pueda ayudar al personal de SNHD a reducir el estigma relacionado con el VIH/SIDA y crear un ambiente mas agradable y de apoyo.



Value	Percent	Responses
Otro: - Write In (click to view)	7.8%	6
No recibió servicios relacionados con el VIH/SIDA	13.0%	10
No Aplica	79.2%	61
		Totals: 77