

Memorandum

Date: January 17, 2023

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 – DECEMBER 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.

December Highlights:

Operations

Total unduplicated patient count for 2022 - 6,048
Total number of visits for 2022 - 14,820

Administrative

- HRSA Grant Project Period ends 1/31/2024
- New Medical Director started on January 3, 2023
- Annual UDS Report due mid-February

COVID-19 Vaccine Clinic Facility: COVID-19 Response

- COVID-19 vaccination clinic now providing services at Fremont and Decatur
- COVID-19 Services – New HRSA funding to support this work through May 2023

HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 20 referrals between December 1st through December 31st. There was 1 pediatric client referred to the program in December and the program received 2 referrals for pregnant women living with HIV during this time.
- B. There were 426 total service encounters in the month of December provided by the Ryan White program (Linkage coordinator, Eligibility workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 199 unduplicated clients served under these programs in December.

- C. The Ryan White ambulatory clinic had a total of 322 visits in the month of December: 23 initial provider visits, 123 established provider visits, 9 tele-visits (established clients). There were 18 Nurse visits and 148 lab visits. There were 32 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of December.
- 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 8 patients enrolled and seen under the Rapid stART program in December.

Family Planning (FP)

Unduplicated Patients	Dec 2021	Dec 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	114	184	↑	727	584	↓
Number of Pt: Decatur PHC	271	310	↑	1,200	1,396	↑
Duplicated Patients	Dec 2021	Dec 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	114	193	↑	959	846	↓
Number of Pt: Decatur PHC	280	340	↑	1,679	2,098	↑

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 533 clients: 494 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 193 clients: 184 of them were unduplicated.
- C. The Decatur Family Planning Clinic serviced 340 clients: 310 of them were unduplicated.

Pharmacy Services

Pharmacy Services	Dec-21	Dec-22		FY22	FY23		% Change YTD
Client Encounters (Pharmacy)	1084	1076	↓	6245	6913	↑	10.7%
Prescriptions Filled	1396	1460	↑	7944	9208	↑	15.9%
Client Clinic Encounters (Pharmacist)	14	24	↑	166	264	↑	59.0%
Financial Assistance Provided	21	5	↓	60	41	↓	-31.7%
Insurance Assistance Provided	2	0	↓	20	7	↓	-65.0%

- A. Dispensed 1460 prescriptions for 1076 clients.
- B. Pharmacist assessed/counseled 24 clients in clinics.
- C. Assisted 5 clients to obtain medication financial assistance.
- D. Assisted zero clients with insurance approvals.

Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report- EW Team		
December 2022		
Total number of referrals received	630	
Total number of referrals inactive/cancelled	TANF: 1	
Total number of applications submitted	Medicaid only: 56	SNAP only: 33
	Medicaid/SNAP: 47	Hardship: 2

Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of December 2022.

Clients seen December 2022	31
Client required medical follow- up for Communicable Diseases	12
Referrals for TB issues	6
Referrals for Chronic Hep B	3
Referrals for STD	2
Pediatric Refugee Exams	2
Clients encounter by program	31
Total for FY22-23	253

Quality & Risk Management

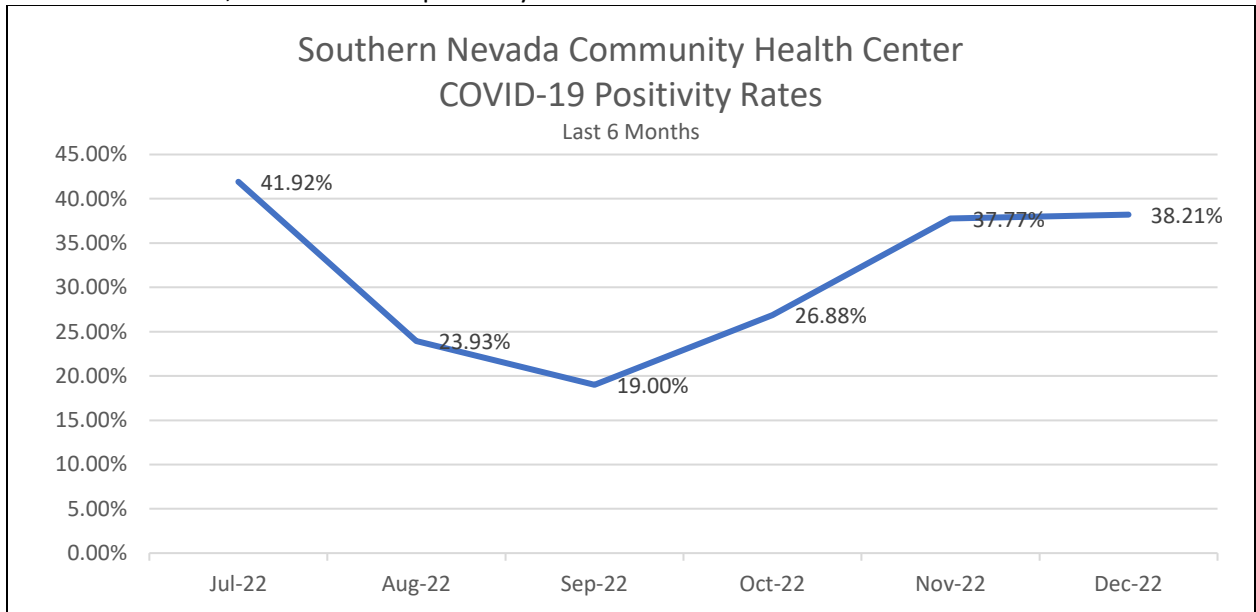
A. Quality

COVID-19 Testing

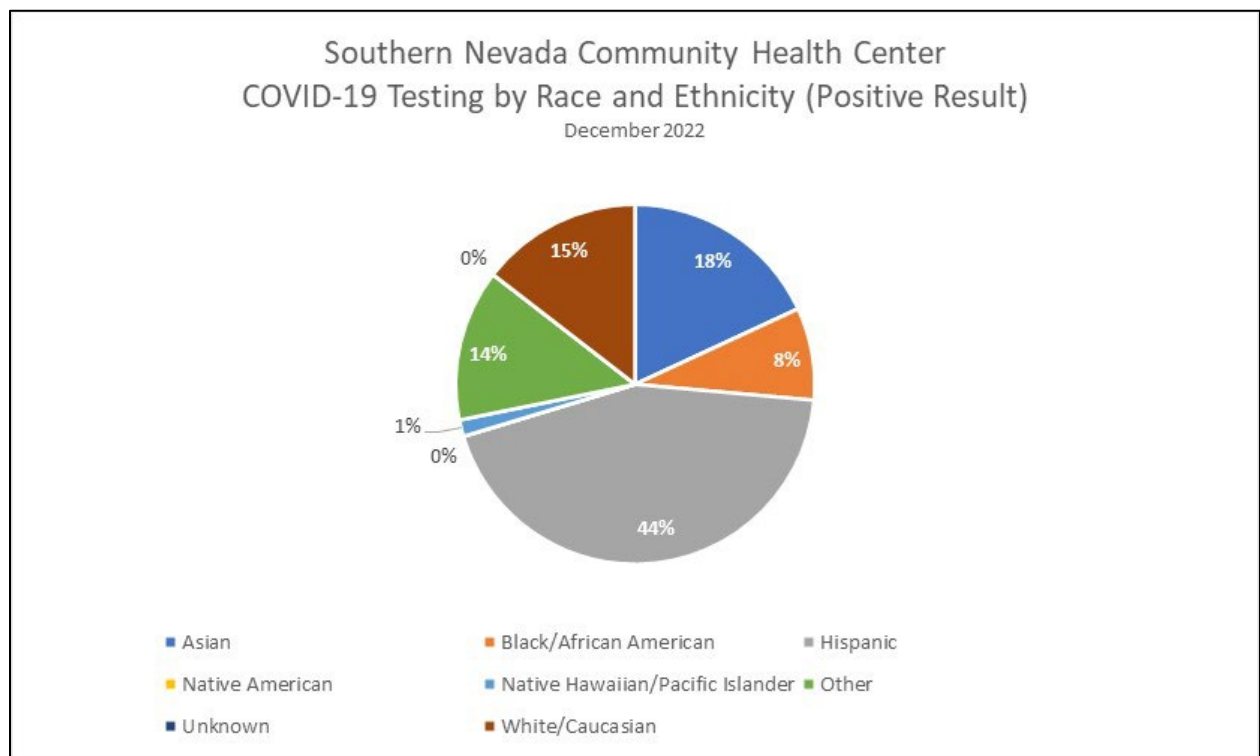
From April 2020 to December 2022 the Southern Nevada Community Health Center completed 98,323 COVID-19 tests, 895 of which were conducted in December of 2022.

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.

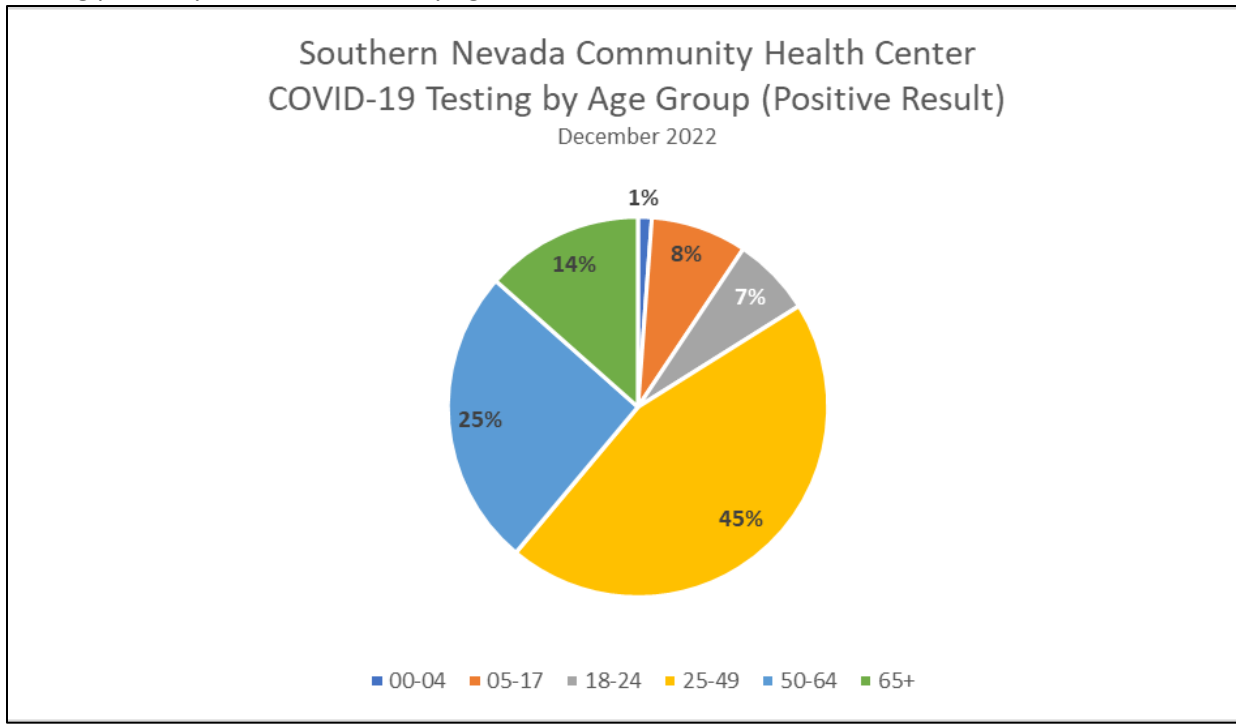
In December 2022, the COVID test positivity rate was 38.21%.



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 647 COVID doses in the month of December.

C. Monkeypox

The Southern Nevada Community Health Center administered 140 Monkeypox doses in the month of December.

D. Telehealth

The Health Center saw 82 patients via telehealth, 8.22% of the patients that were seen in our clinics.

E. Health Center Visits

The Health Center scheduled 1505 patient appointments in December. Of scheduled patients, 60.80% kept their appointments. There was a 33.75% no-show rate including cancellations.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

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

Exposure Incidents:

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

Medical Events:

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

Refugee Patients

- < 18 – Zero (0)

Family Health Patients

- < 18 – Two (2)

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 – December 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	277	18.41%	67	4.45%	130	8.64%	53	64.63%	7	8.54%	60	3.99%	534	35.48%
Behavioral Health Clinic*		0.00%		0.00%		0.00%	3	3.66%		0.00%	3	0.20%	3	0.20%
Family Planning Clinic	248	16.48%	8	0.53%	103	6.84%		0.00%	2	2.44%	2	0.13%	361	23.99%
Refugee Clinic	51	3.39%	9	0.60%	22	1.46%		0.00%		0.00%	0	0.00%	82	5.45%
Ryan White	339	22.52%	24	1.59%	145	9.63%	3	7.00%	14	17.07%	17	1.13%	525	34.88%
Totals	915	60.80%	108	7.18%	400	26.58%	59	71.95%	23	28.05%	82	5.45%	1505	100.00%

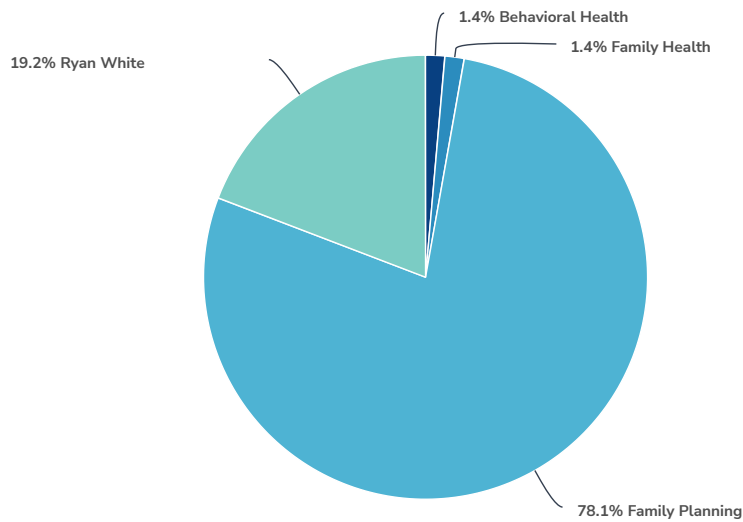
*Visits included in Family Planning Clinic

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

Response Counts

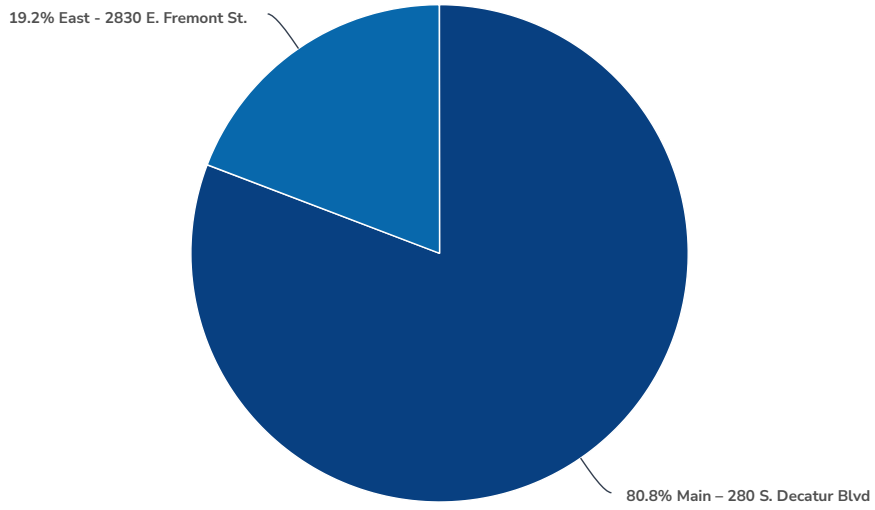
Completion Rate:	98.6%	
	Complete	73
	Partial	1
		Totals: 74

1. Service received during your visit



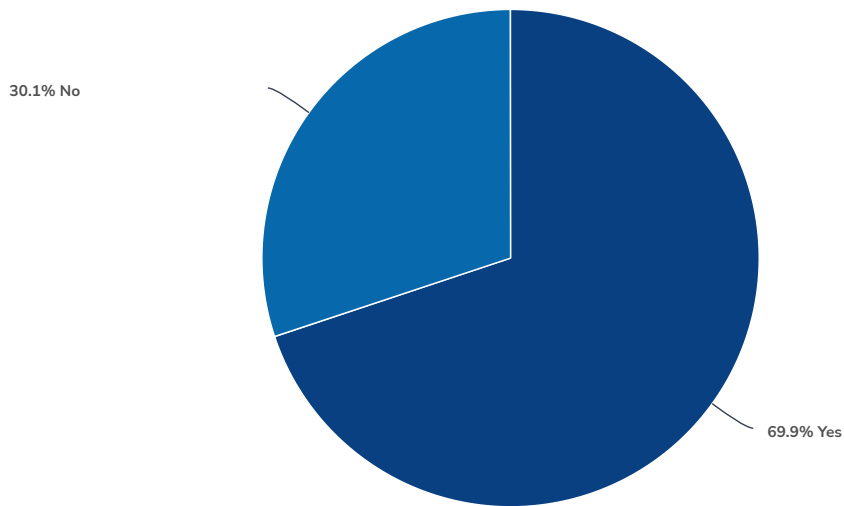
Value	Percent	Responses
Behavioral Health	1.4%	1
Family Health	1.4%	1
Family Planning	78.1%	57
Ryan White	19.2%	14
		Totals: 73

2. Southern Nevada Health District (SNHD) location



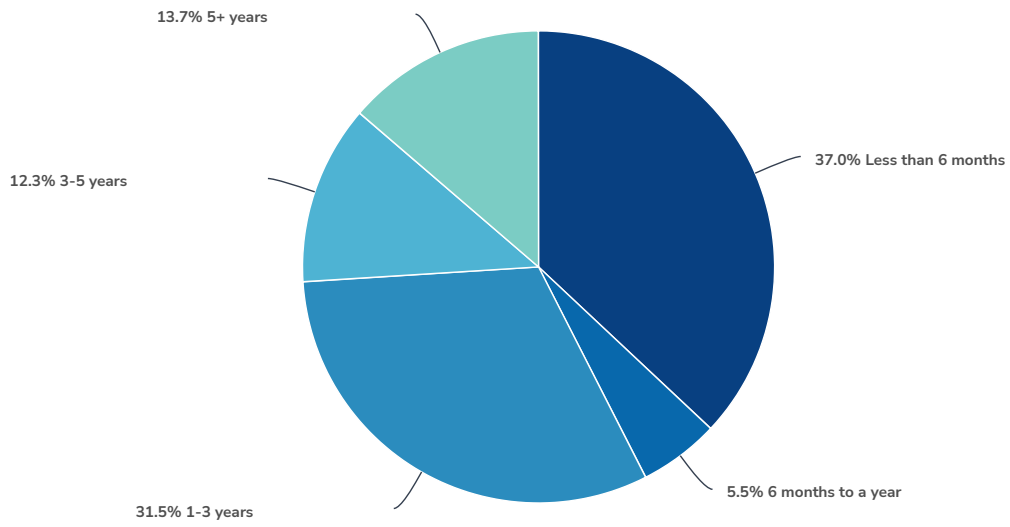
Value	Percent	Responses
Main - 280 S. Decatur Blvd	80.8%	59
East - 2830 E. Fremont St.	19.2%	14
		Totals: 73

3. Do you have health insurance?



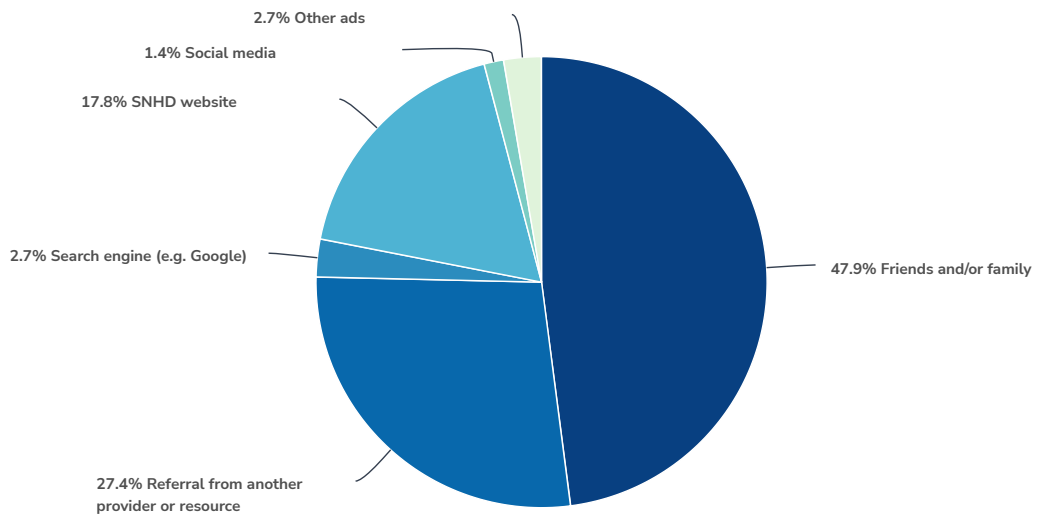
Value	Percent	Responses
Yes	69.9%	51
No	30.1%	22
		Totals: 73

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	37.0%	27
6 months to a year	5.5%	4
1-3 years	31.5%	23
3-5 years	12.3%	9
5+ years	13.7%	10
		Totals: 73

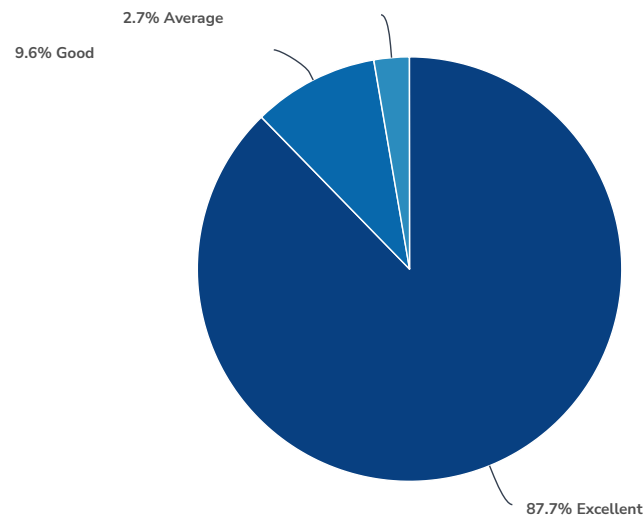
5. How did you hear about us?



Value	Percent	Responses
Friends and/or family	47.9%	35
		Totals: 73

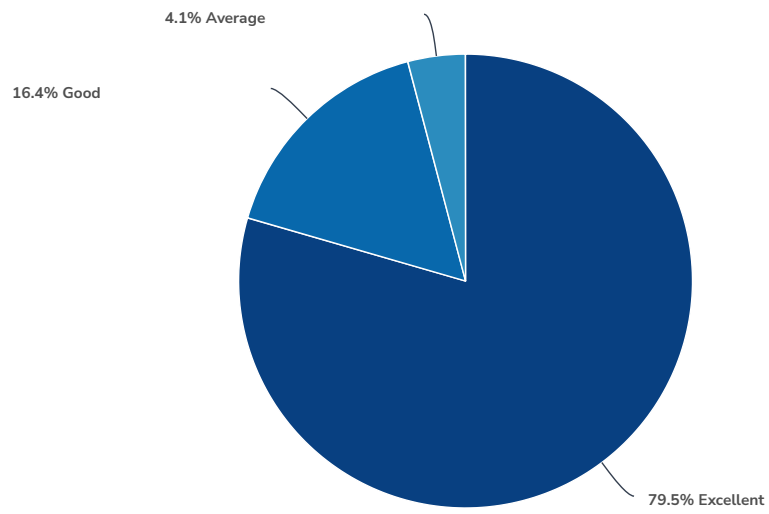
Value	Percent	Responses
Referral from another provider or resource	27.4%	20
Search engine (e.g. Google)	2.7%	2
SNHD website	17.8%	13
Social media	1.4%	1
Other ads	2.7%	2
		Totals: 73

6. Ease of scheduling an appointment



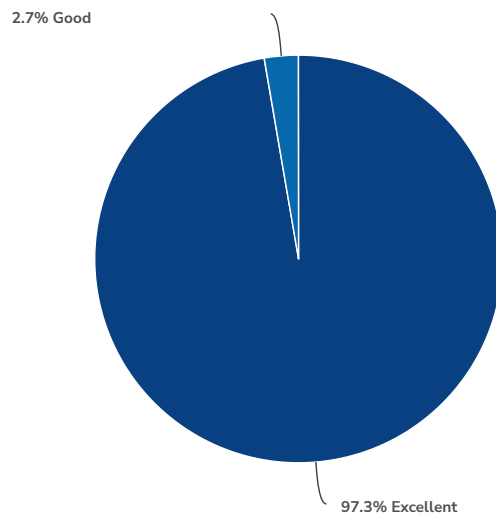
Value	Percent	Responses
Excellent	87.7%	64
Good	9.6%	7
Average	2.7%	2
		Totals: 73

7. Wait time to see provider



Value	Percent	Responses
Excellent	79.5%	58
Good	16.4%	12
Average	4.1%	3
		Totals: 73

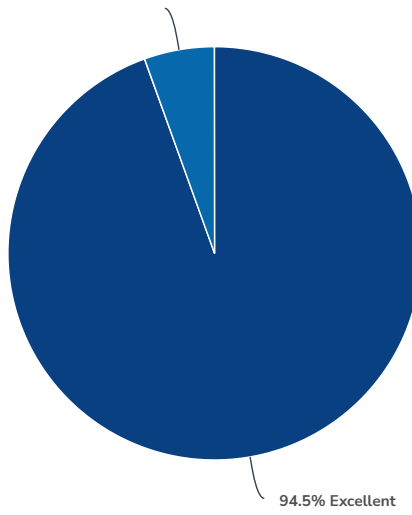
8. Care received from providers and staff



Value	Percent	Responses
Excellent	97.3%	71
Good	2.7%	2
		Totals: 73

9. Understanding of health care instructions following your visit

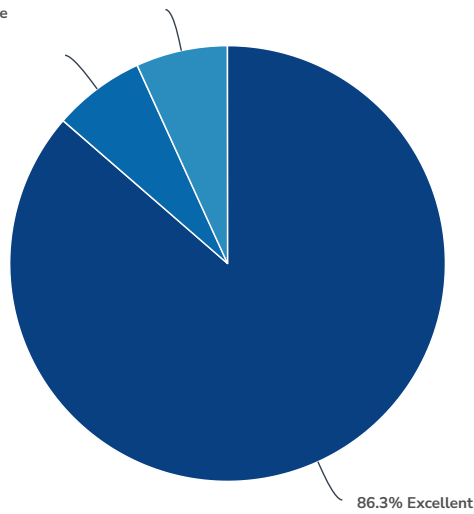
5.5% Good



Value	Percent	Responses
Excellent	94.5%	69
Good	5.5%	4
		Totals: 73

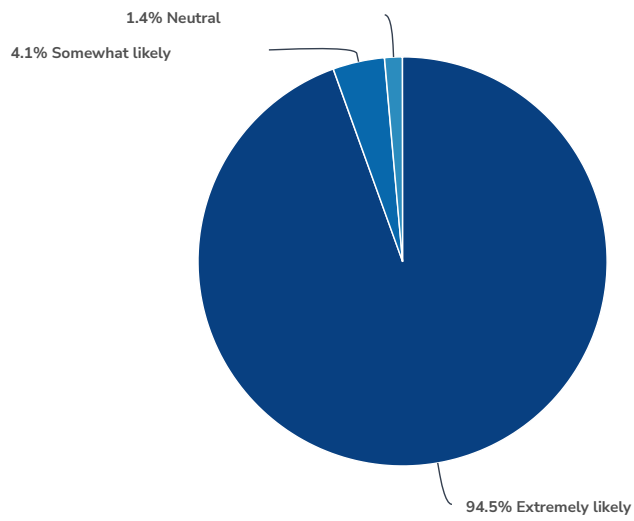
10. Hours of operation

6.8% Average
6.8% Good



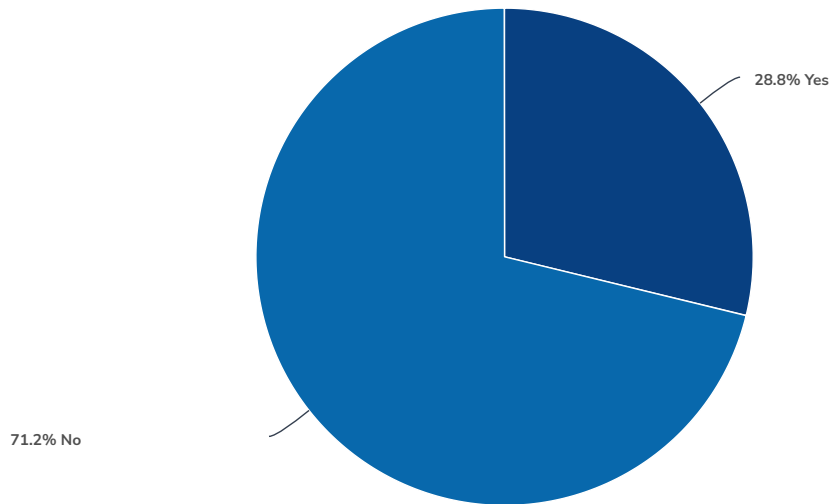
Value	Percent	Responses
Excellent	86.3%	63
Good	6.8%	5
Average	6.8%	5
		Totals: 73

11. Recommendation of our health center to friends and family



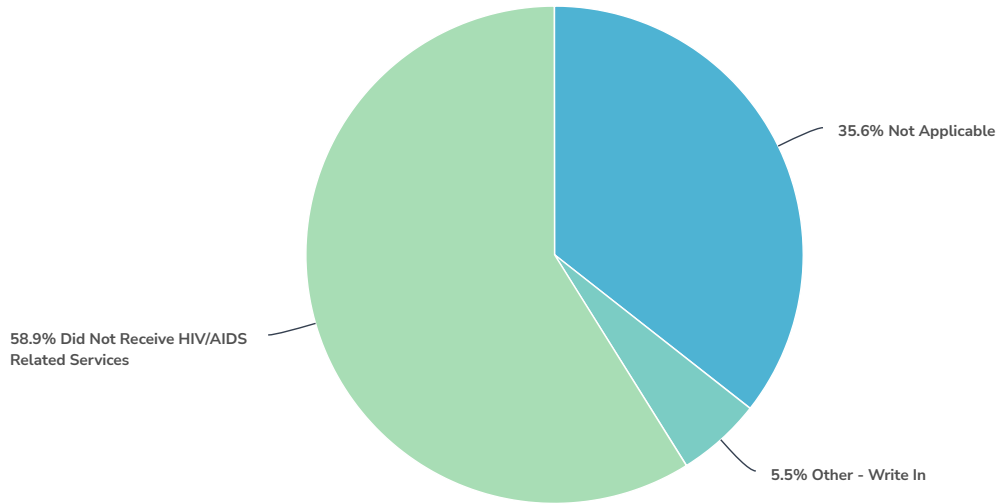
Value	Percent	Responses
Extremely likely	94.5%	69
Somewhat likely	4.1%	3
Neutral	1.4%	1
		Totals: 73

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



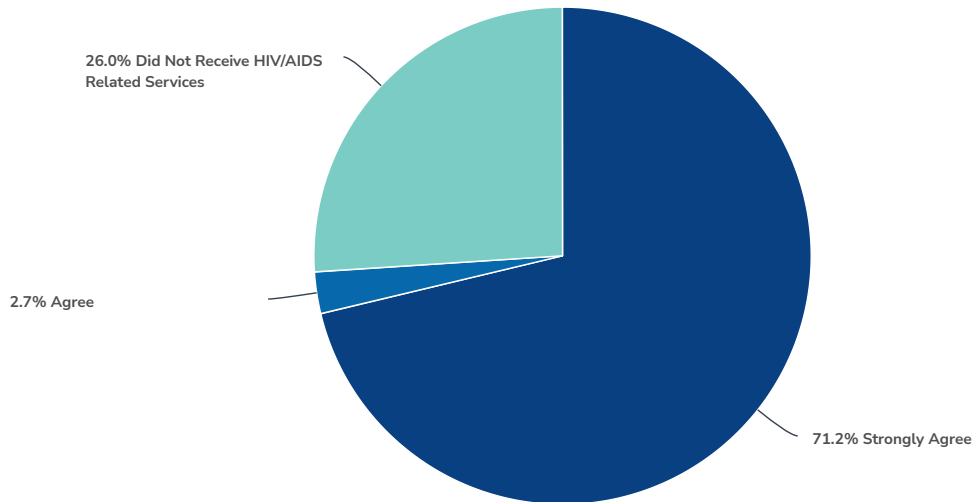
Value	Percent	Responses
Yes	28.8%	21
No	71.2%	52
		Totals: 73

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



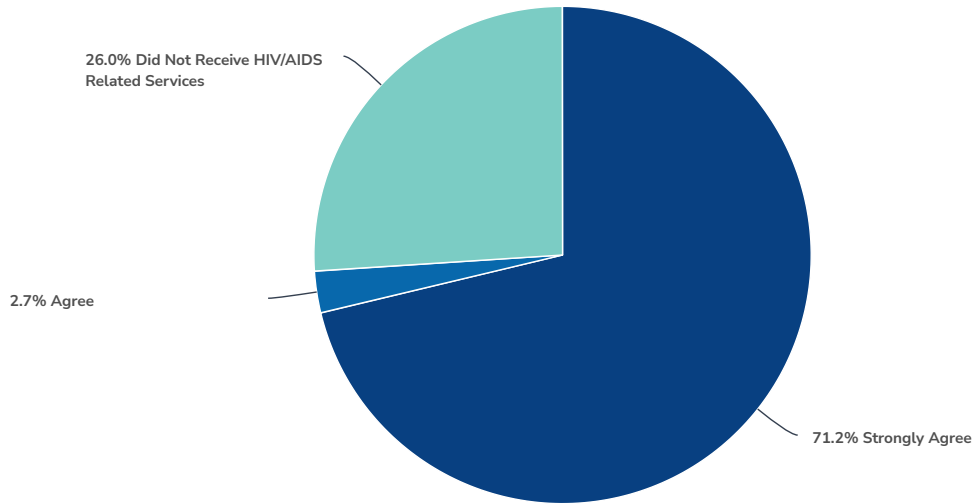
Value	Percent	Responses
Not Applicable	35.6%	26
<u>Other - Write In (click to view).</u>	5.5%	4
Did Not Receive HIV/AIDS Related Services	58.9%	43
		Totals: 73

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



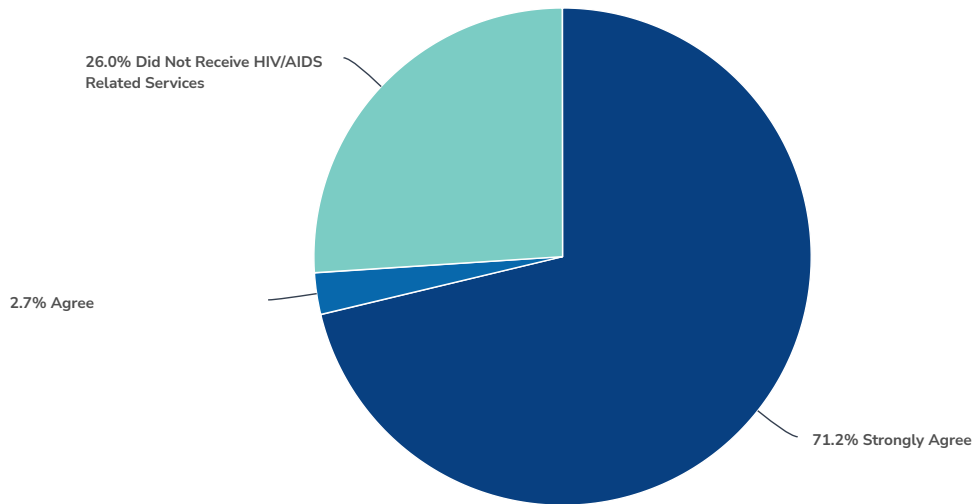
Value	Percent	Responses
Strongly Agree	71.2%	52
Agree	2.7%	2
Did Not Receive HIV/AIDS Related Services	26.0%	19
		Totals: 73

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



Value	Percent	Responses
Strongly Agree	71.2%	52
Agree	2.7%	2
Did Not Receive HIV/AIDS Related Services	26.0%	19
		Totals: 73

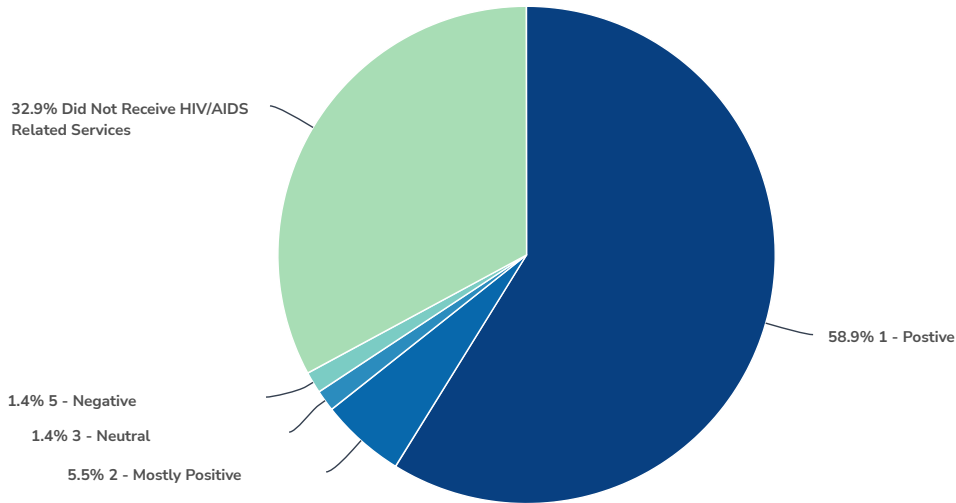
16. During your visit, did you feel that staff members were supportive?



Value	Percent	Responses
Strongly Agree	71.2%	52
Agree	2.7%	2
		Totals: 73

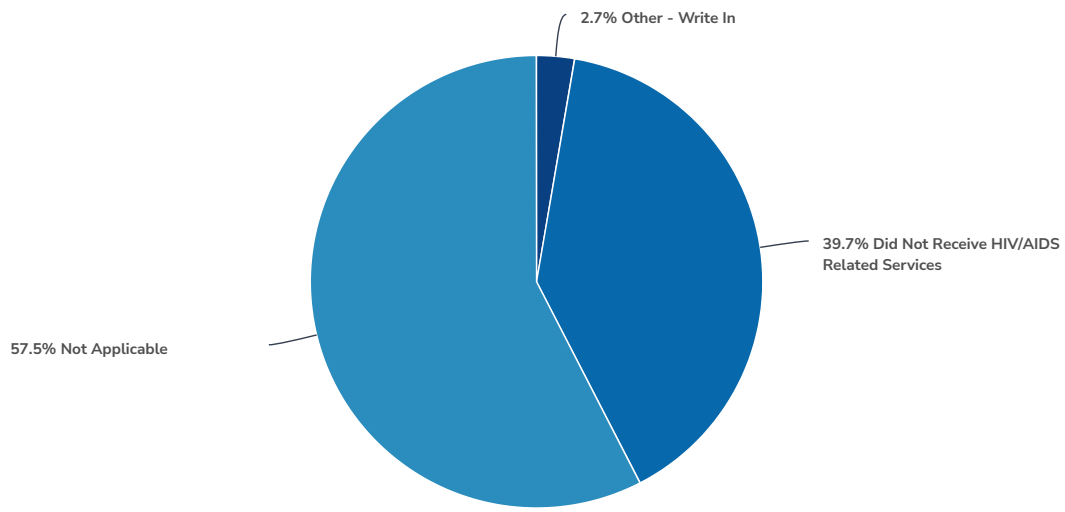
Value	Percent	Responses
Did Not Receive HIV/AIDS Related Services	26.0%	19
Totals: 73		

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 - Postive	58.9%	43
2 - Mostly Positive	5.5%	4
3 - Neutral	1.4%	1
5 - Negative	1.4%	1
Did Not Receive HIV/AIDS Related Services	32.9%	24
Totals: 73		

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)	2.7%	2
Did Not Receive HIV/AIDS Related Services	39.7%	29
Not Applicable	57.5%	42
		Totals: 73

19. Comments

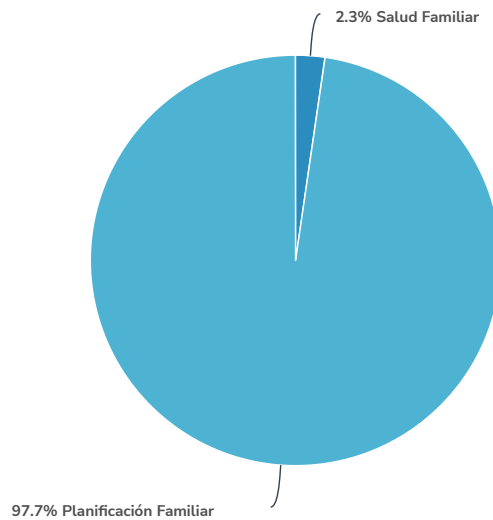
[Show Responses](#) ▾

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

Response Counts

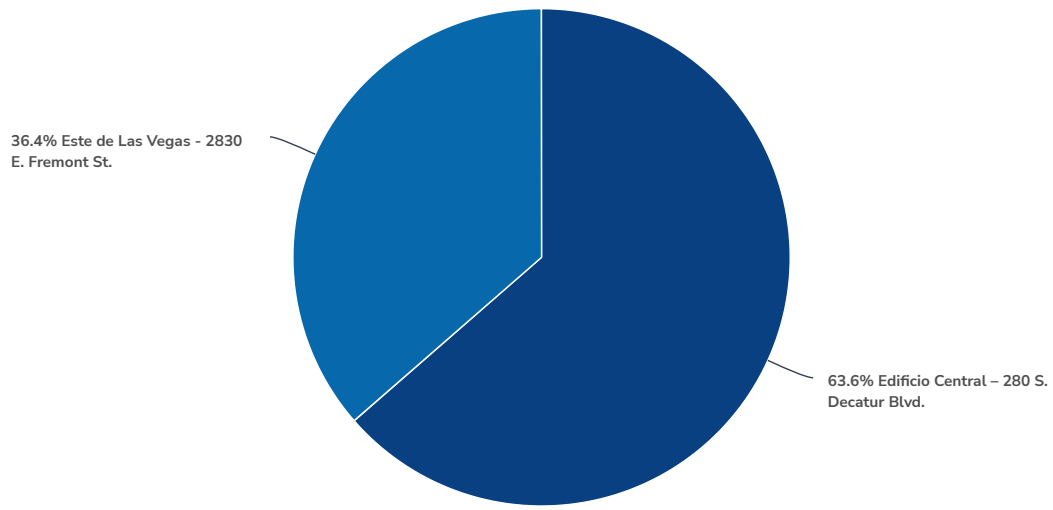
Completion Rate:	93.5%	
	Complete	43
	Partial	3
		Totals: 46

1. Marque los servicios recibidos durante su visita



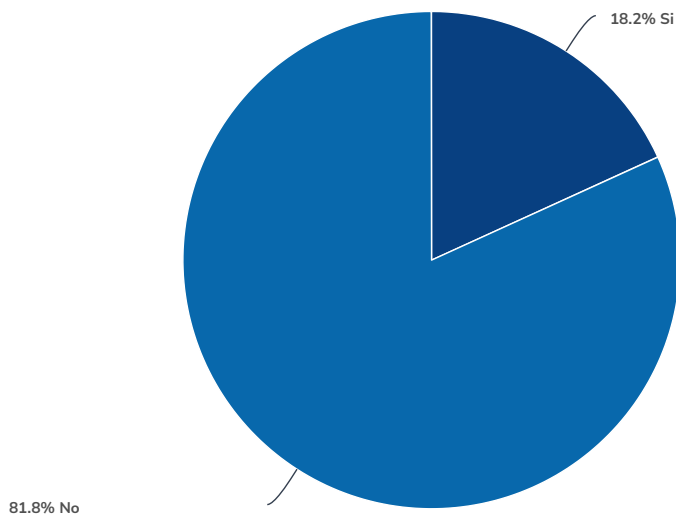
Value	Percent	Responses
Salud Familiar	2.3%	1
Planificación Familiar	97.7%	43
		Totals: 44

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



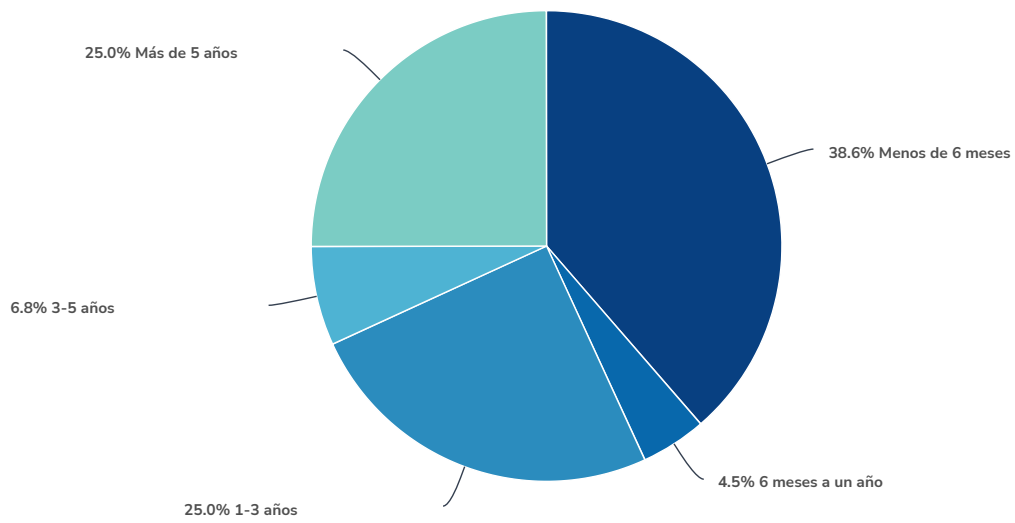
Value	Percent	Responses
Edificio Central – 280 S. Decatur Blvd.	63.6%	28
Este de Las Vegas - 2830 E. Fremont St.	36.4%	16
		Totals: 44

3. ¿Tiene seguro médico?



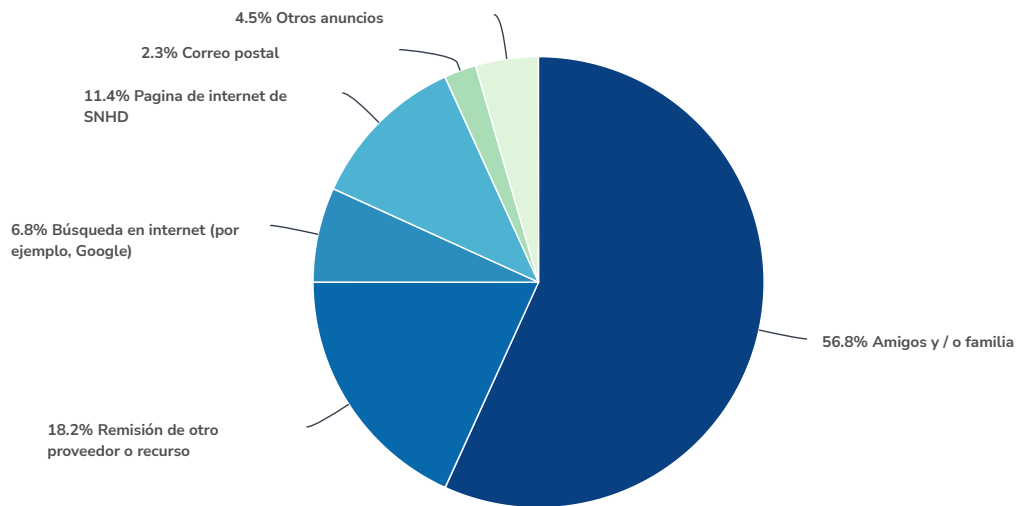
Value	Percent	Responses
Si	18.2%	8
No	81.8%	36
		Totals: 44

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



Value	Percent	Responses
Menos de 6 meses	38.6%	17
6 meses a un año	4.5%	2
1-3 años	25.0%	11
3-5 años	6.8%	3
Más de 5 años	25.0%	11
		Totals: 44

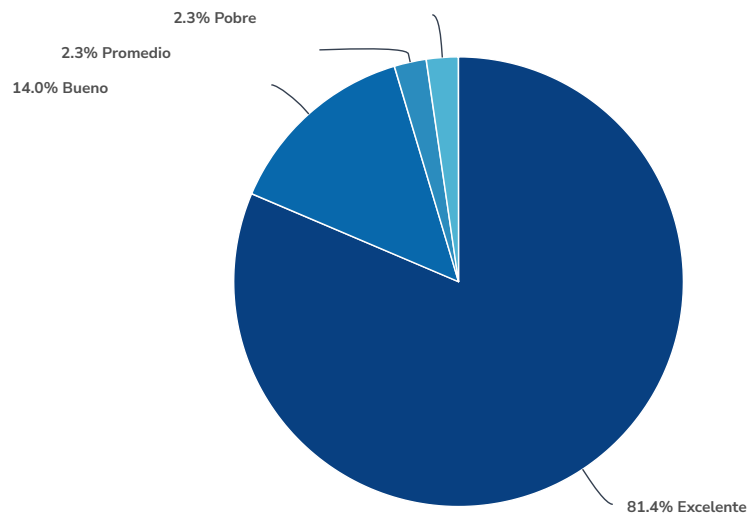
5. ¿Como usted supo de nosotros?



Value	Percent	Responses
Amigos y / o familia	56.8%	25
		Totals: 44

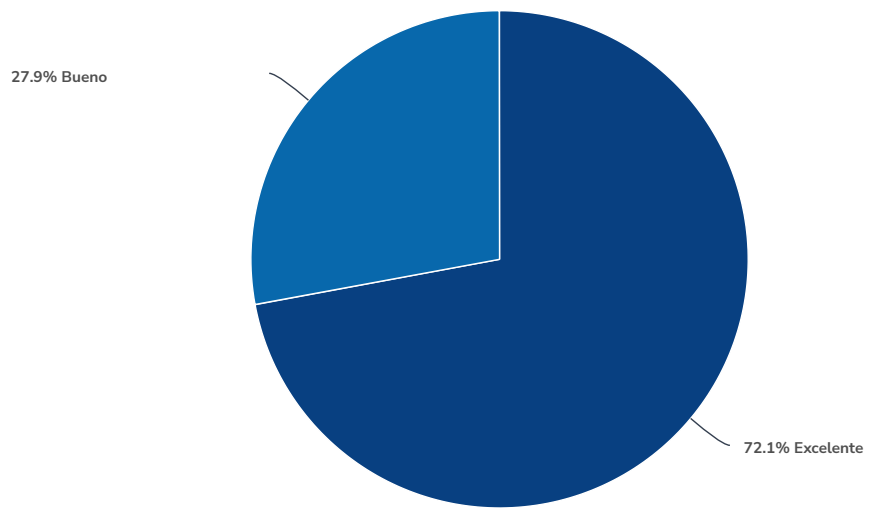
Value	Percent	Responses
Remisión de otro proveedor o recurso	18.2%	8
Búsqueda en internet (por ejemplo, Google)	6.8%	3
Página de internet de SNHD	11.4%	5
Correo postal	2.3%	1
Otros anuncios	4.5%	2
		Totals: 44

6. Facilidad para programar una cita



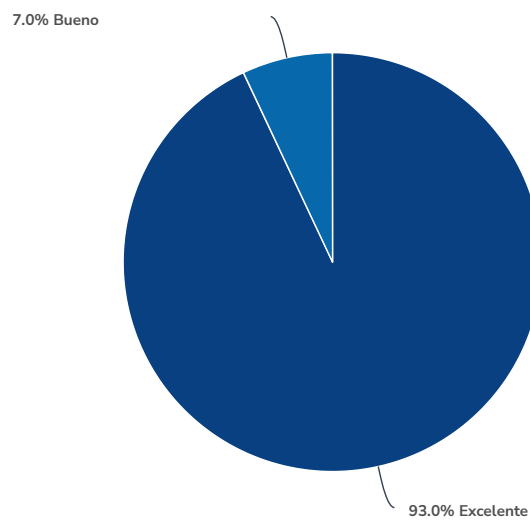
Value	Percent	Responses
Excelente	81.4%	35
Bueno	14.0%	6
Promedio	2.3%	1
Pobre	2.3%	1
		Totals: 43

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



Value	Percent	Responses
Excelente	72.1%	31
Bueno	27.9%	12
		Totals: 43

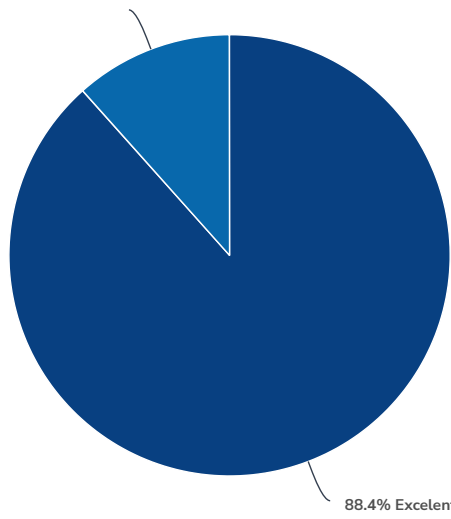
8. Atención recibida de los proveedores y personal



Value	Percent	Responses
Excelente	93.0%	40
Bueno	7.0%	3
		Totals: 43

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

11.6% Bueno

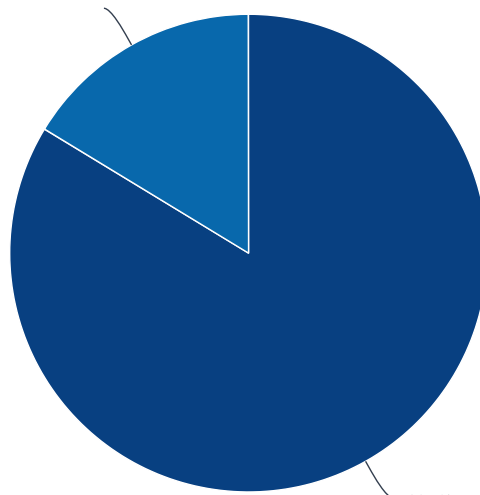


88.4% Excelente

Value	Percent	Responses
Excelente	88.4%	38
Bueno	11.6%	5
		Totals: 43

10. Horarios de operación

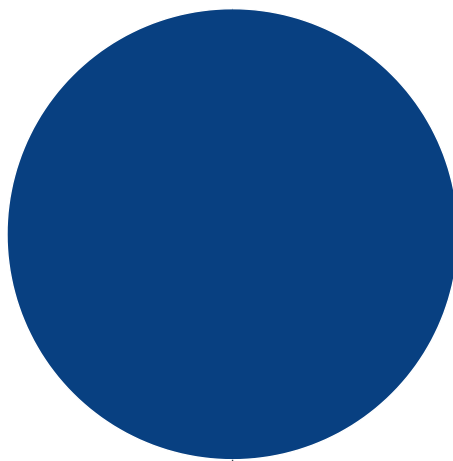
16.3% Bueno



83.7% Excelente

Value	Percent	Responses
Excelente	83.7%	36
Bueno	16.3%	7
		Totals: 43

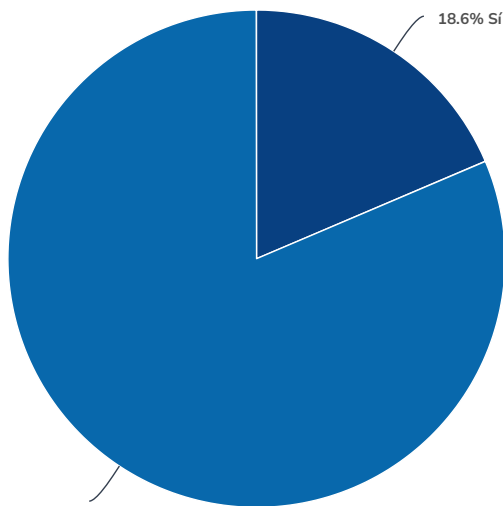
11. Recomendaría nuestro centro de salud a amigos y familiares



100.0% Muy probable

Value	Percent	Responses
Muy probable	100.0%	43
		Totals: 43

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

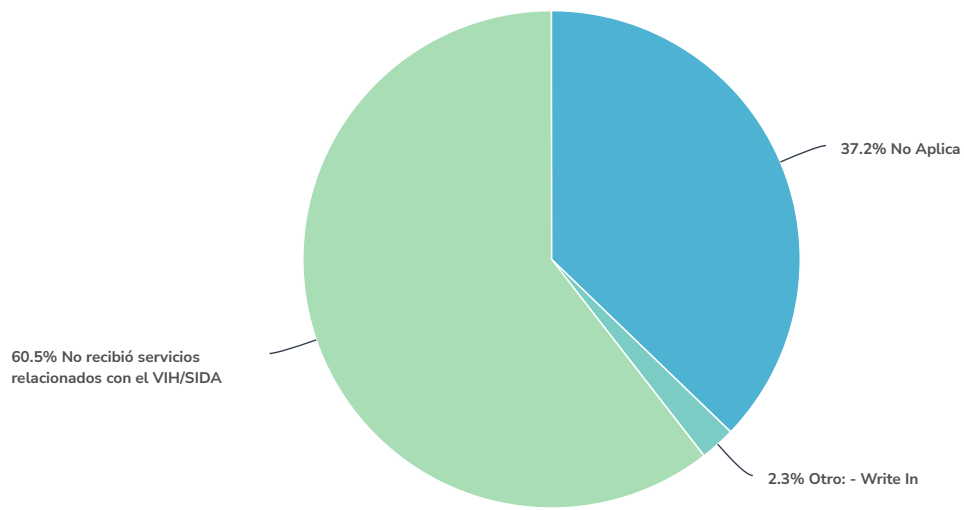


18.6% Sí

81.4% No

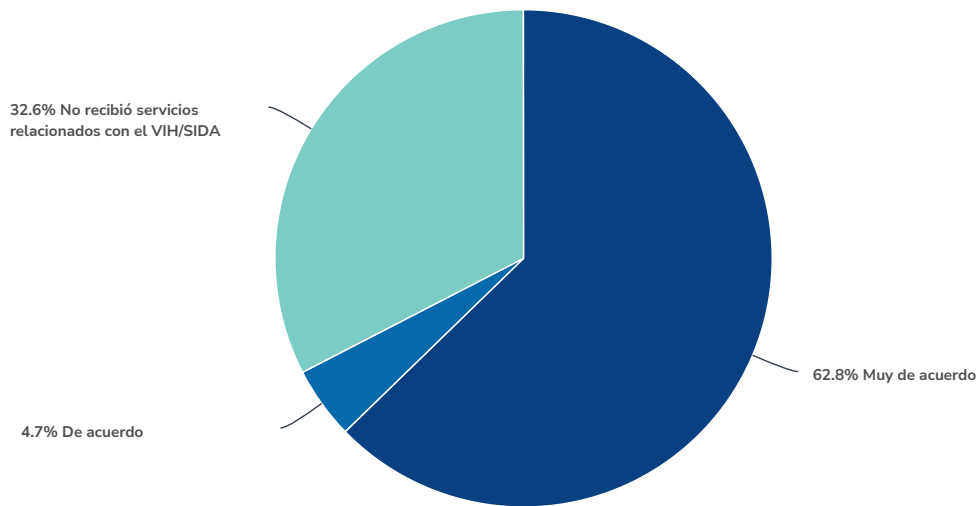
Value	Percent	Responses
Sí	18.6%	8
No	81.4%	35
		Totals: 43

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



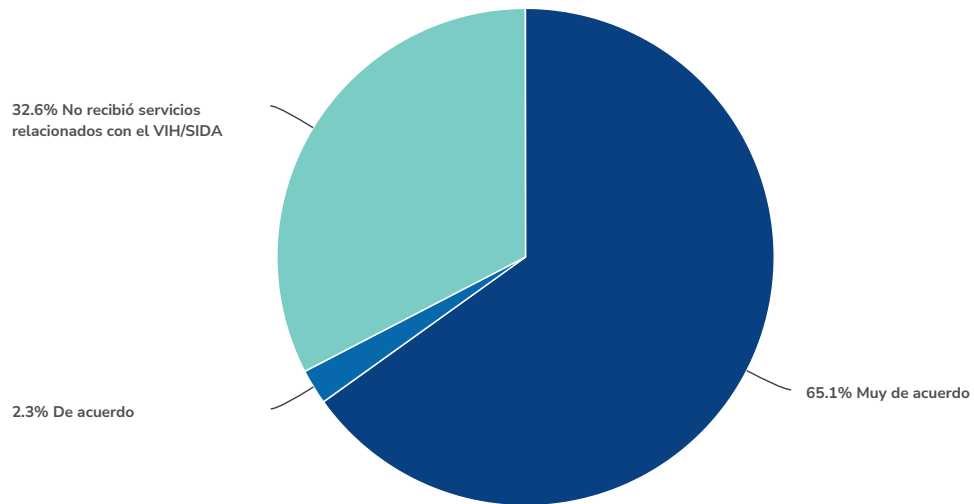
Value	Percent	Responses
No Aplica	37.2%	16
<u>Otro: - Write In (click to view)</u>	2.3%	1
No recibió servicios relacionados con el VIH/SIDA	60.5%	26
		Totals: 43

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



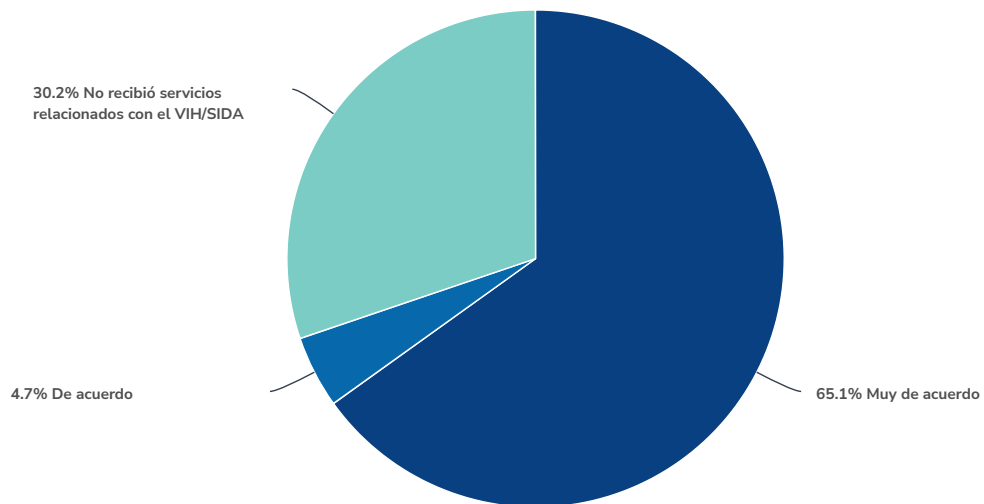
Value	Percent	Responses
Muy de acuerdo	62.8%	27
De acuerdo	4.7%	2
No recibió servicios relacionados con el VIH/SIDA	32.6%	14
		Totals: 43

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



Value	Percent	Responses
Muy de acuerdo	65.1%	28
De acuerdo	2.3%	1
No recibió servicios relacionados con el VIH/SIDA	32.6%	14
		Totals: 43

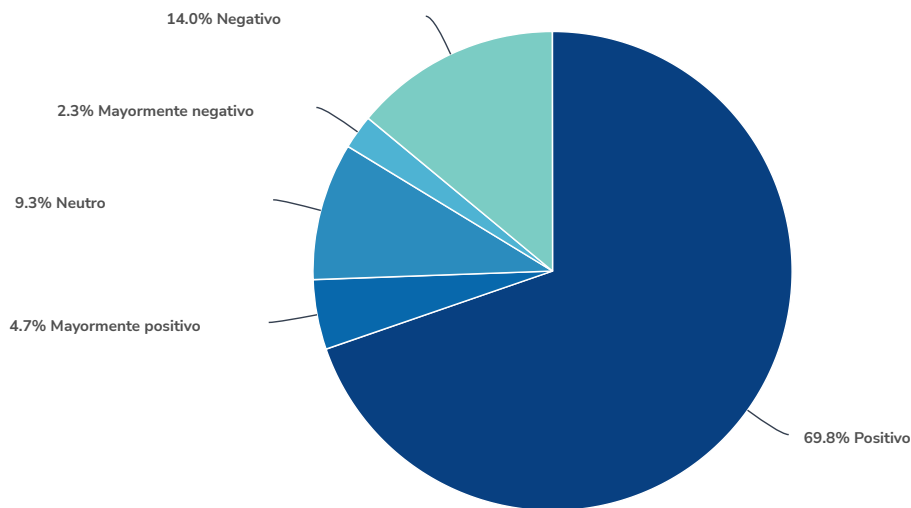
16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



Value	Percent	Responses
Muy de acuerdo	65.1%	28
De acuerdo	4.7%	2
		Totals: 43

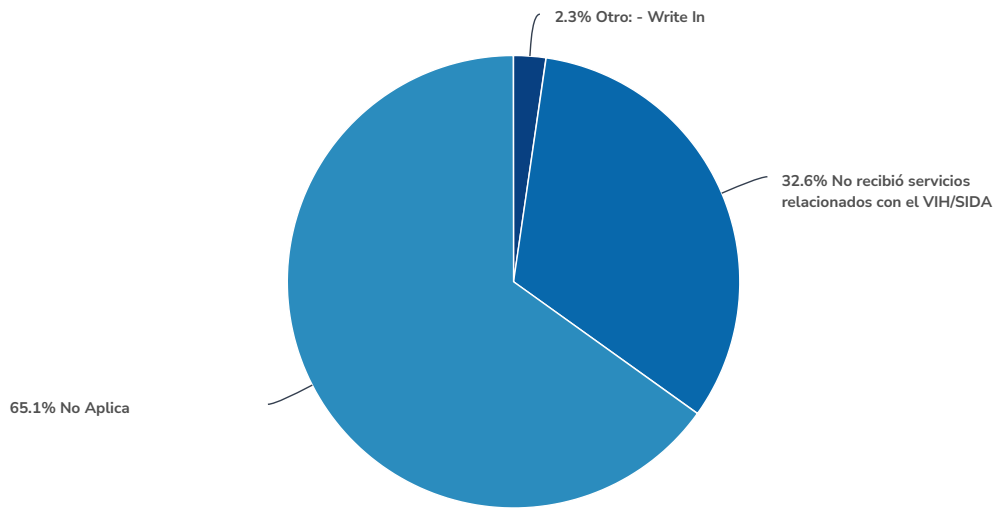
Value	Percent	Responses
No recibió servicios relacionados con el VIH/SIDA	30.2%	13
Totals: 43		

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	69.8%	30
Mayormente positivo	4.7%	2
Neutro	9.3%	4
Mayormente negativo	2.3%	1
Negativo	14.0%	6
Totals: 43		

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)	2.3%	1
No recibió servicios relacionados con el VIH/SIDA	32.6%	14
No Aplica	65.1%	28
		Totals: 43

19. Comentarios

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20.