

MINUTES

SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

January 17, 2023 – 2:30 p.m.

Meeting was conducted In-person and via WebEx Event

Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107
Red Rock Trail Rooms A and B

MEMBERS PRESENT: Jose L. Melendrez –Chair, Consumer Member (*In-person*)
Brian Knudsen – Consumer Member (*via Webex*)
Scott Black – Community Member, City of North Las Vegas (*via Webex*)
Erin Breen – Community Member, UNLV Vulnerable Road Users Project (*via Webex*)
Donna Feliz-Barrow – Consumer Member (*In-person*)
Father Rafael Pereira – Community Member, All Saints Episcopal Church (*In-person*)
Luz Castro – Consumer Member (*via Webex*)
Timothy Burch – Second Vice-Chair, Community Member, Clark County (*via Webex*)
Lucille Scott – Consumer Member (*In-person*)

ABSENT: April Allen-Carter – Consumer Member
Gary Costa – Community Member, Golden Rainbow

ALSO PRESENT:

LEGAL COUNSEL: Heather Anderson-Fintak, General Counsel

EXECUTIVE DIRECTOR: Fermin Leguen, MD, MPH, District Health Officer

STAFF: Tawana Bellamy, Andria Cordovez Mulet, Cassius Lockett, Randy Smith, Cassondra Major, Edward Wynder, Kimberly Monahan, Donnie Whitaker, Maria Arganoza-Priess, Leo Vega

I. **CALL TO ORDER and ROLL CALL**

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:33 p.m. Tawana Bellamy, Administrative Secretary, administered the roll call and confirmed a quorum.

II. **PLEDGE OF ALLEGIANCE**

III. **OATH OF OFFICE**

- **Members** – Tim Burch
- **Officer** – Tim Burch (Second Vice-Chair)

The Oath of Office was administered to member Tim Burch by Tawana Bellamy, Administrative Secretary.

IV. **FIRST PUBLIC COMMENT:** A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and address and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the First Public Comment portion.

V. ADOPTION OF THE JANUARY 17, 2023 MEETING AGENDA *(for possible action)*

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to approve the January 17, 2023 Agenda, as presented.

VI. CONSENT AGENDA: Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

- 1. Approve Minutes – Southern Nevada Community Health Center Governing Board Meeting:**
December 1, 2022 *(for possible action)*
- 2. Approve Credentialing and Privileging for Providers;** direct staff accordingly or take other action as deemed necessary *(for possible action)* *(Chris Elaine Mariano, Dr. Cortland Lohff and Dr. Alireza Farabi)*

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to approve the Consent Agenda, as presented

VII. REPORT / DISCUSSION / ACTION

- 1. Review and Approve the 2022 YTD November Financial Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Donnie (DJ) Whitaker, Chief Financial Officer presented the November 2022 YTD Financial Report. Ms. Whitaker informed the Board that Mark Pasek has left Health District and a new analyst will be trained to present the reports. Ms. Whitaker advised the FQHC Division November 2022 Budget Revenue was a little over \$9M. The Net Operating Budget was \$333K and the Net Operating Actual was \$154K. Ms. Whitaker reported the net operating position is cumulative and there is a timing difference in the data, depending on when the special revenue funds were processed. If the month ends November 30, the reporting to account for those funds is in December. Ms. Whitaker briefly reviewed the FQHC Programs YTD Budgets and Actuals.

Member Father Rafael inquired about the lack of detail in the financial report. Member Father Rafael commented that this is an area that needs improvement. Chair Melendrez acknowledged Member Father Rafael's comments. Chair Melendrez commented that one way to help this is to make sure our sub-committees are active and members in the sub-committees are doing their part. Dr. Leguen advised the Health District is going through some challenges in the finance department, especially with the analysis of the financial data. Dr. Leguen commented that the last report given to the board was detailed and the analyst who prepared the report left the company. Dr. Leguen shared that Ms. Whitaker and her team are working to address the issue. Dr. Leguen advised that the Finance Department is also in the process to finalize the audit and the budget augmentation for the entire organization, which takes a lot of time and energy. Member Feliz-Barrows made a motion to postpone the approval of the November Financial Report to give the Finance Department time to present a more detailed report.

Ms. Anderson-Fintak, General Counsel advised the board that Ms. Whitaker was promoted to Chief Financial Officer. Chair Melendrez and other board members congratulated Ms. Whitaker.

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to postpone the approval of the November 2022 YTD Financial Report until the next scheduled meeting.

- 2. Review and Approve the FTCA Initial Deeming Application;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Randy Smith, FQHC Operations Officer presented the Federal Tort Claims Act (FTCA) Initial Deeming Application. Mr. Smith advised that the FTCA is a benefit that provides medical malpractice insurance, resources, protection and coverage to the Health Center. Approval is needed by the board whenever the Health Center submits an application. Sometimes the timing for board approval does not always align

with some actions the Health Center needs to make. The FTCA process is based on a calendar year, and it was due for submission by December 31. Mr. Smith advised the application was submitted in December. Mr. Smith further advised that HRSA has already provided some feedback on the application. Three (3) areas needing improvement include the Risk Management Plan, Credentialing and Privileging and Claims Management. Mr. Smith commented that he will bring the application back to the board for approval in the next two to three months to resubmit with the feedback provided by HRSA. Mr. Smith advised that board approval was needed for the application submitted in December.

Member Feliz-Barrows inquired if this was insurance for the doctors. Ms. Anderson-Fintak advised it is not insurance. It replaces the medical malpractice insurance. It allows the government to act on our behalf. If someone sues the District for medical malpractice., they would essentially be suing the federal government. The federal government then provides us with the representation and pays any claims. Ms. Anderson-Fintak commented the Health District pays a little over \$90K in medical malpractice for the entire District, not just for FQHC. It is for all our providers. FTCA Deeming would allow the Health District to pay less in insurance and ensures we are doing everything possible to minimize the chance of having a claim against us. Ms. Anderson-Fintak further commented that the District has not had any medical malpractice claims and the District does a really great job to provide care.

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to approve FTCA Initial Deeming Application, as presented.

3. Discuss and Approve the Southern Nevada Community Health Center First Vice-Chair Officer Appointment; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith reminded the Board of previous discussions regarding the appointment of existing board members and officer roles. The direction of the Nominations Committee was to see if a new board member would have the ability and interest to serve as First Vice-Chair. Mr. Smith advised that Donna Feliz-Barrows had expressed an interest in filling the role. Mr. Smith recommended Member Feliz-Barrows to the board for consideration to fill the First Vice-Chair role.

Chair Melendrez inquired if any other board member was interested in serving and First Vice-Chair. There were no further recommendations. Chair Melendrez nominated Member Feliz-Barrows as First Vice-Chair, Father Rafael, Seconded

A motion was made by Chair Melendrez, seconded by Member Father Rafael, and carried unanimously to approve the nomination of Donna Feliz-Barrows to serve as the Southern Nevada Community Health Center First Vice-Chair, as presented.

4. Review and Discuss the Committee Assignments; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the current committee assignments and advised that this is a new year with new board members, and it is time for the committees to come back together. It is also the responsibility of each board members to participate on a committee. Ms. Bellamy will send communication to the board providing members an opportunity to select the committees they are interested in serving on. Each member must serve on at least one committee, however, are welcomed to serve on more than one.

Mr. Smith proposed to establish a Strategic Planning Committee. Strategic Planning and the approval of a strategic plan is a HRSA requirement that necessitates board involvement. Mr. Smith commented we are looking forward to the next HRSA funding period and the need to put together a competitive application, which would include a comprehensive needs assessment. Usually, the needs assessment and strategic plan go together. Mr. Smith provided information about how often the Strategic Planning Committee would meet.

Chair Melendrez commented that each board member must serve on one committee with the option to serve on multiple. Mr. Smith confirmed Chair Melendrez's comment. Member Feliz-Barrows inquired about descriptions and duties of each committee. Mr. Smith commented that he is not aware of a

description for each committee. He is accustomed to having charters that provided two to three sentences to explain the responsibilities and list some activities. Mr. Smith further commented that the board can establish charters if they want to. Member Feliz-Barrows inquired about the Executive Committee and what that committee is responsible for. Ms. Anderson-Fintak advised that the Executive Committee is about the leadership and appointment of leadership of the board. Member Father Rafael inquired if there is minimum number of members required on each committee. Mr. Smith commented there should be at least two or three members on each committee to be able to have a variety of experiences and insights. Mr. Smith advised the board that he and Ms. Bellamy will send a one-page interest form and a description of the committees to the board.

Chair Melendrez call for any questions or additional comments from board members. Member Breen inquired about an invitation to be on the Strategic Planning committee. Mr. Smith commented that the Board must establish the Strategic Planning Committee first. Chair Melendrez inquired if the Board can establish the Strategic Planning Committee now. Mr. Smith inquired to Ms. Anderson-Fintak if the Board could approve the Strategic Planning Committee now. Ms. Anderson-Fintak commented yes and asked Mr. Smith to provide the board with description of what the Strategic Planning Committee will be responsible for. Mr. Smith advised the group would come together and participate in the creation of the strategic plan, which would include looking at needs assessment and hearing from staff, then using their expertise to make recommendations about data that we may have available. Once the Board establish a plan, they would meet twice a year to look at the programs and adjust as needed. Member Father Rafael agreed and thought that goes along with the finances, even to set up the budget and review it, more often the better to keep track of how we are doing.

Member Scott commented that there was at one time a list that contained a description of each committee. Mr. Smith commented that it is in the by-laws and Ms. Bellamy will include it with the committee interest form

A motion was made by Chair Melendrez, seconded by Member Feliz-Barrows, and carried unanimously to establish a new Strategic Planning Committee that will operate based on Board Member representation and supported by staff, as presented.

Chair Melendrez summarized the next steps that Mr. Smith stated. Mr. Smith and Ms. Bellamy will send information to the Board regarding the current committees and the new Strategic Planning Committee with a description for each one from the by-laws, find a meeting date that works for each committee, review and or develop or update the committee charters to ensure they are in alignment with the Health District.

5. Highlights from the 2022 November and December Operational Reports; direct staff accordingly or take other action as deemed necessary (*for possible action*)

Mr. Smith presented some highlights from the 2022 November and December Operational Reports.

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

Member Father Rafael inquired if the totals are for calendar or fiscal year. Mr. Smith advised they are for calendar year, January through December.

Uniform Data System (UDS) Report

- All FQHCs across the country working on a comprehensive report and it is completed by annually. The report will include:
 - Patient Demographics
 - Types of services patients receive
 - Clinical Performance

- Finances
- Workforce
- First report due mid-February.
- Second validation due in March.
- In the summer clinic performance measure data will be shared with the board.

PPS Wrap Reimbursement

- PPS rate is the rate that FQHC are paid at for the Medicaid and Medicare clients.
- The revenue we are entitled to is current through November 2022
 - \$320k in payments received
 - \$390k in payment received for CY21
 - Big thanks to Donna Buss, Revenue Cycle Manager and her team.

Mr. Smith introduced Dr. Maria Priess as the new Medical Director. She started on January 3, 2023. Mr. Smith shared he is pleased to have her on the team and noted she has already made a wonderful connection with the leadership team and staff. Mr. Smith further commented that with her personality and disposition as well as her experience, it is going to take the Health Center to where it needs to be. Dr. Priess provided a brief introduction about herself, and she looks forward to working with the board.

No action required.

- VIII. BOARD REPORTS:** The Southern Nevada District Board of Health members may identify and comment on Health District related issues. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada District Board of Health unless that subject is on the agenda and scheduled for action. ***(Information Only)***

There were none.

IX. EXECUTIVE DIRECTOR & STAFF REPORTS (Information Only)

1. Executive Director Comments

Dr. Leguen advised the Health Center is excited to have Dr. Priess join our team. Dr. Leguen advised that in order to grow the Health Center, we need to have more physicians on our team. Another physician will join the team in March 2023. Dr. Leguen advised that the Health Center is working on the buildout of the behavioral health center at the Decatur location. We plan to start constructions in the next few months. Dr. Leguen advised that a dental health center will be built at the Fremont location. Dr. Leguen inquired that Mr. Smith provide an update. Mr. Smith advised that Fremont has space dedicated for a dental operator. Mr. Smith shared he met with Henry Schein, a nationwide dental company group, to begin that process. Mr. Smith advised that Henry Schein will provide a schematic of a dental operator for the space dedicated at Fremont. Mr. Smith advised that the earliest the build out will likely begin is summer of 2023. Mr. Smith advised he has had conversations with the UNLV School of Dentistry for staffing needs.

2. COVID-19 Pandemic and RSV Update

Dr. Cassius Lockett, Director of Disease Surveillance and Control advised that the COVID-19 positivity rate was high, and new cases was low. Dr. Lockett advised that with the high community transmission, the present test positivity rate have become unreliable because of the use of home test kits. As of January 13th, the transmission rate was moderate. Dr. Lockett advised COVID-19 in the community, but it is going down significantly and testing for COVID-19 was low. New hospital admissions for COVID-19 were low and trending down. The Emergency Department visits that predict hospitalizations in the future is also trending down. Dr. Lockett advised the early warning system has been reliable and we should continue to see hospitalizations go down. The inpatient beds used by COVID-19 patients was low. As of January 11th, there was 595,385 COVID-19 case reported, however the number of recent cases reported since Omicron in January 2021 is under due the use on COVID-19 home test kits, because they are not

reportable. Dr. Lockett advised the Health District has 31 in house contact tracers to support any outbreaks and high-risk areas. There are 100 contracted contact tracers doing contact tracing until March 2023.

Dr. Lockett advised that there were 1,100 RSV cases in October 2022 and over 2,200 RSV cases in November 2022. Dr. Lockett advised from 2021 to 2022, the overall RSV case count by age group increased beginning in October 2022. The highest increase was in November 2022 among children under 5 years old. There were no RSV reported death. Dr. Lockett advised the pediatric RSV hospitalizations in Clark County peaked in the middle of November 2022 then declined. The surge inundated the healthcare system. Dr. Lockett advised that RSV and flu started to decline in December 2022. Case rates for COVID-19 are declining and hospitalizations and deaths are down to historic lows. Dr. Lockett advised that due to highly transmissible variants in Clark County, everyone needs to remain vigilant.

Chair Melendrez thanked Dr. Lockett for the report. Chair Melendrez inquired about the new COVID-19 variant and if the current boosters are effective. Dr. Lockett advised that the science is still evolving. Some studies show the boosters offer some protection against variant BQ.1 and BQ.11. Member Father Rafael inquired if there is still a need to enforce or promote vaccination and boosters to the community. Dr. Lockett advise that we continue to recommend the community get vaccinated or get the booster. Dr. Leguen commented that we encourage but do not mandate the community to get vaccinated.

There were no further comments.

X. INFORMATIONAL ITEMS

1. Community Health Center (FQHC) 2022 November Operations Reports
2. Community Health Center (FQHC) 2022 December Operations Reports

Member Father Rafael inquired about support from the Health Center for refugees to include clothing, food and health. Dr. Leguen commented that there will be a meeting scheduled with Catholic Charities representatives and the purpose is to discuss our collaboration. Also, to see what we can do for the refugees in the community not only through clinical services offered through the Health Center, but also explore collaborations in terms of donations. Member Father Rafael advised that he available to help.

- XI. SECOND PUBLIC COMMENT:** A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the Second Public Comment portion.

XIII. ADJOURNMENT

The Chair adjourned the meeting at 3:48 p.m.

Fermin Leguen, MD, MPH
District Health Officer/Executive Secretary/CHC Executive Director

/tab

AGENDA

SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

January 17, 2023 – 2:30 p.m.

Meeting will be conducted In-person and via Webex Event
Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107
Red Rock Trail Rooms A and B

NOTICE

WebEx Event address for attendees:

<https://snhd.webex.com/snhd/onstage/g.php?MTID=ea2d6c2dc41676859d72206fc372ca97d>

To call into the meeting, dial (415) 655-0001 and enter Access Code: [2555 956 3310](https://snhd.webex.com/snhd/onstage/g.php?MTID=ea2d6c2dc41676859d72206fc372ca97d)

For other governmental agencies using video conferencing capability, the Video Address is:
25559563310@snhd.webex.com

NOTE:

- Agenda items may be taken out of order at the discretion of the Chair.
- The Board may combine two or more agenda items for consideration.
- The Board may remove an item from the agenda or delay discussion relating to an item on the agenda at any time.

I. CALL TO ORDER & ROLL CALL

II. PLEDGE OF ALLEGIANCE

III. OATH OF OFFICE

- **Members** – Gary Costa, Tim Burch
- **Officer** – Tim Burch (Second Vice-Chair)

IV. FIRST PUBLIC COMMENT:

A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chairman or the Board by majority vote.

There will be two public comment periods. To submit public comment on either public comment period on individual agenda items or for general public comments:

- **By Webex:** Use the link above. You will be able to provide real-time chat-room messaging, which can be read into the record by a Community Health Center employee or by raising your hand during the public comment period, a Community Health Center employee will unmute your connection. Additional Instructions will be provided at the time of public comment.
- **By email:** public-comment@snchc.org For comments submitted prior to and during the live meeting. Include your name, zip code, the agenda item number on which you are commenting, and your comment. Please indicate whether you wish your email comment to be read into the record during the meeting or added to the backup materials for the record. If not specified, comments will be added to the backup materials.

V. ADOPTION OF THE JANUARY 17, 2023 AGENDA *(for possible action)*

VI. CONSENT AGENDA: Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

1. **APPROVE MINUTES – SNCHC Governing Board Meeting:** December 1, 2022 *(for possible action)*
2. **Approve Credentialing and Privileging for Providers;** direct staff accordingly or take other action as deemed necessary *(for possible action)* *(Chris Elaine Mariano, Dr. Cortland Lohff and Dr. Alireza Farabi)*

VII. REPORT / DISCUSSION / ACTION

1. **Review and Approve the 2022 YTD November Financial Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
2. **Review and Approve the FTCA Initial Deeming Application;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
3. **Discuss and Approve the Southern Nevada Community Health Center First Vice-Chair Officer Appointment;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
4. **Review and Discuss the Committee Assignments;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
5. **Highlights from the 2022 November and December Operational Reports;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

VIII. BOARD REPORTS: The Southern Nevada Community Health Center Governing Board members may identify and comment on Health Center related issues or ask a question for clarification. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada Community Health Center Governing Board unless that subject is on the agenda and scheduled for action. *(Information Only)*

IX. EXECUTIVE DIRECTOR & STAFF REPORTS *(Informational Only)*

- Executive Director Comments
- COVID-19 Pandemic and RSV Update

X. INFORMATIONAL ITEMS

1. Community Health Center (FQHC) 2022 November Operations Reports
2. Community Health Center (FQHC) 2022 December Operations Reports

XI. SECOND PUBLIC COMMENT: A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chairman or the Board by majority vote.

See above for instructions for submitting public comment.

XII. ADJOURNMENT

NOTE: Disabled members of the public who require special accommodations or assistance at the meeting are requested to notify Tawana Bellamy or Andria Cordovez Mulet in Administration at the Southern Nevada Health District by calling (702) 759-1201.

THIS AGENDA HAS BEEN PUBLICLY NOTICED on the Southern Nevada Health District's Website at <https://snhd.info/meetings>, the Nevada Public Notice website at <https://notice.nv.gov>, and a copy will be provided to any person who has requested one via U.S mail or electronic mail. All meeting notices include the time of the meeting, access instructions, and the meeting agenda. For copies of agenda backup material, please contact Tawana Bellamy or Andria Cordovez Mulet at 280 S. Decatur Blvd, Las Vegas, NV, 89107 or dial (702) 759-1201.

MINUTES

SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

December 1, 2022 – 2:00 p.m.

Meeting was conducted via WebEx Event

MEMBERS PRESENT:

Jose L. Melendrez –Chair, Consumer Member
Brian Knudsen – Consumer Member
Scott Black – Community Member, City of North Las Vegas
Erin Breen – Community Member, UNLV Vulnerable Road Users Project
April Allen-Carter – Consumer Member
Donna Feliz-Barrow – Consumer Member
Father Rafael Pereira – Community Member, All Saints Episcopal Church

ABSENT:

Gary Costa – Community Member, Golden Rainbow
Timothy Burch – Second Vice-Chair, Community Member, Clark County
Lucille Scott – Consumer Member
Luz Castro – Consumer Member

ALSO PRESENT:

LEGAL COUNSEL:

Heather Anderson-Fintak, General Counsel

EXECUTIVE DIRECTOR:

Fermin Leguen, MD, MPH, District Health Officer (*absent*)

STAFF:

Tawana Bellamy, Harold Collins, Andria Cordovez Mulet, Cassius Lockett, Randy Smith, Cassondra Major

I. CALL TO ORDER and ROLL CALL

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:06 p.m. Tawana Bellamy, Administrative Secretary, administered the roll call and confirmed a quorum.

II. PLEDGE OF ALLEGIANCE

III. OATH OF OFFICE

- **Members** – Gary Costa, Father Rafael Pereira, Tim Burch
- **Officer** – Tim Burch (Second Vice-Chair)

The Oath of Office was administered to member Father Rafael Pereira by Tawana Bellamy, Administrative Secretary.

IV. FIRST PUBLIC COMMENT: A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and address and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the First Public Comment portion.

Board Member Scott left the meeting at 2:13 p.m.

V. ADOPTION OF THE DECEMBER 1, 2022 MEETING_AGENDA *(for possible action)*

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to approve the December 1, 2022 Agenda, as presented.

VI. CONSENT AGENDA: Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

1. Approve Minutes – Southern Nevada Community Health Center Governing Board Meeting:
November 17, 2022 *(for possible action)*

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to approve the December 1, 2022 Consent Agenda, as presented.

VII. REPORT / DISCUSSION / ACTION

1. Review and Approve the YTD October Financial Report; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Randy Smith, FQHC Operations Officer presented the YTD October Financial report. Pharmacy revenue continues to outpace the budget for FY2023 in October, supporting the overall FQHC operations. The total FQHC Revenue budget through October was \$7.2M and the October Actual was almost \$6.7M. The October Budget Net Position was negative \$1.6M and the Actual October Budget Net Position was almost negative \$145K. The Pharmacy revenue is the largest contributor to the charges for services and the supplies expense category. The variances in grants budget versus actual will be normalized in the upcoming budget augmentation. The remaining expense categories are in-line with or lower than budget. Mr. Smith reviewed the FQHC Programs fiscal year to date financials excluding Pharmacy and Administration. The FQHC PPS Wrap payment is working appropriately. We are caught up on calendar year 2021 and working on calendar year 2022. Mr. Smith commented that the revenue for each program, are below budget, in part due to variance in receiving grant funds.

Member Father Rafael inquired about the \$10K variance in the FQHC Behavioral Health Program, but no budgeted dollars. Mr. Smith commented that he will follow up with Mark Pasek, Financial Analyst on that.

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to accept the YTD October Financial Report, as presented.

2. Review and Approve the Job Hazard Analysis Risk Assessment Report; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the Job Hazard Analysis Risk Assessment Report that was completed earlier this year. Mr. Smith advised that part of the Federal Tort Claims Act (FTCA) application submission and program asked that we conduct risk assessments on a regular basis. Mr. Smith provided a high-level overview of the report conducted by the SNHD safety officer earlier this year at the Decatur location which included the FQHC. The safety officer looked for hazards in the workplace that could create a potential risk to staff, patients or the facility. Items that were noted included hazards related to electrical equipment and wiring, fire extinguisher locations, and operational features for exit routes. A twenty-two (22) page report was generated identifying the potential hazards and safety concerns and corrective actions were taken by facilities and health center staff to fix the identified issues.

Chair Melendrez inquired about additional trainings that might be associated with risk management and job hazards. Mr. Smith commented that more information will be provided in the CY22 Risk Management Report given by Cassondra Major. Mr. Smith advised that the Annual Risk Management Report for the Health District was included in the board's packet materials, and it includes some goals and objectives. Mr. Smith further explained that the FTCA asked the Health Center to put together a calendar of trainings to demonstrate to HRSA that trainings are completed by staff on a regular basis.

Chair Melendrez inquired if active shooter training was included in the training. Mr. Smith commented that he went through active shooter training during his initial onboarding with Human Resources at the Health District. The security team and the safety officer have explored escalation training. Ms. Anderson-Fintak advised that she presented the Physical Risk Assessment report in October this year, which provided a high-level summary of what Mr. Smith just presented. The Risk Assessment was given to the safety officer, facilities and security staff to work on as well. Ms. Anderson-Fintak commented that we hope to report more information in the new year regarding the physical safety of the building.

Chair Melendrez thanked the staff for the report.

Member Knudsen commented that some LGBTQ business owners have contacted him with specific requests around active shooter training. He suggested the Health District connect with Metro, so they are aware of the services provided by the Health District as well as any potential concerns seen in other states. Ms. Anderson-Fintak commented that the Office of Public Health Preparedness has liaisons with both Metro and the FBI. There has been discussion about an active shooter training with the FBI and bringing them to the Health District. Ms. Anderson-Fintak further commented that we will record our risk management activities so that the board can see all the good work that's being done behind the scenes.

Chair Melendrez inquired if board member can be invited to the trainings to observe or be a part of. Ms. Anderson-Fintak commented that is a good idea.

There were no further comments.

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to approve Job Hazard Analysis Risk Assessment Report, as presented.

3. Review and Approve the CY22 Risk Management Report; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Cassandra Major presented the CY22 Risk Management Report. This is part of our FTCA application we hope to submit by the end of this year. Ms. Major reviewed:

- Goals and objectives which are a part of the Risk Management Plan the board approved for 2023.
- Policies that interact with the Risk Management activities within the Health District and FQHC.
- Patient Grievances Process.
- 2022 Patient Grievances by program.
- Incident Reporting Process.
- 2022 Incident Reports by program.
- Additional Risk Assessments completed in 2022.
- Credential Process.
- Privileging Process.
- 2022 Staff Risk Training (HIPAA, Workplace Violence Awareness and Basic Life (CPR).

Ms. Major further reviewed a list of 2022 FTCA activities that staff continues to work on.

Chair Melendrez thanked Ms. Major. There were no further comments.

A motion was made by Member Feliz-Barrows, seconded by Member Knudsen, and carried unanimously to approve the CY22 Risk Management Report, as presented.

4. Review and Approve the Credentialing and Privileging for Providers; direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the Credentialing and Privileging for Providers and advised the follow for initial credentialing and privileging.

- Debra Garner, APRN II, Initial Credentialing and Privileging
- Patricia Waters-Decker, APRN II, Initial Credentialing and Privileging

- Norma Ramirez-Rodriguez, LCSW, Initial Credentialing and Privileging
- Lorretta Jennings, APRN, Initial Credentialing and Privileging
- Racquel Tolzmann, APRN, Initial Credentialing and Privileging
- Elita Pallasigui, Psychiatric & Mental Health APRN, Initial Credentialing and Privileging
- Adrienne Young, APRN, Initial Credentialing and Privileging

There were no further comments.

A motion was made by Member Feliz-Barrows, seconded by Member Father Rafael, and carried unanimously to approve the Credentialing and Privileging for Providers, as presented.

5. Highlights from the November Operational Report; direct staff accordingly or take other action as deemed necessary (*for possible action*)

Mr. Smith presented highlights from the November Operational Report. Here are some updates:

- Medicaid PPS Wrap Payment for CY21 was adjusted from \$133K to \$390K.
- HRSA notified us that we will receive additional COVID funding to be allocated in December. The amount of the COVID funding and how long it will be available to us is unknown.
- CY22 UDS Report due in February (currently preparing to submit this complex report)

Member Father Rafael inquired about the COVID funds and if they can be used for flu or Respiratory Syncytial Virus Infection (RSV). Mr. Smith commented the use of the funds is very specific to COVID related work such as vaccines, testing, supplies, staffing, education, and outreach.

There were no further comments.

No action required.

VIII. BOARD REPORTS: The Southern Nevada District Board of Health members may identify and comment on Health District related issues. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada District Board of Health unless that subject is on the agenda and scheduled for action. (***Information Only***)

Member Father Rafael inquired about reports, cases, and trends related to COVID-19, flu and RSV in Nevada. Mr. Smith commented the Health District provides that information on a regular basis. Ms. Anderson-Fintak commented the District Board of Health have a special meeting coming up where they will discuss and share information on RSV. The board clerk can forward you the information if you're interested in attending. Member Father Rafael commented he would like to receive the meeting information.

Chair Melendrez inquired about having an update on RSV, COVID-19 and the flu on the next meeting agenda. Member Father Rafael also inquired about having information about emergency sites for vaccinations and flu vaccines and anything else for the available for the community. Mr. Smith acknowledged their requests for information and staff will provide the information at the next meeting.

IX. EXECUTIVE DIRECTOR & STAFF REPORTS (*Information Only***)**

Mr. Smith advised that Dr. Leguen presented at World AIDS Day today. On behalf of Dr. Leguen and the entire team, Mr. Smith wished everyone a very happy holiday.

Mr. Smith reminded the board members of the new meeting schedule for 2023.

X. INFORMATIONAL ITEMS

There were none.

- XI. SECOND PUBLIC COMMENT:** A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the Second Public Comment portion.

XIII. ADJOURNMENT

The Chair adjourned the meeting at 3:00 p.m.

Fermin Leguen, MD, MPH
District Health Officer/Executive Secretary/CHC Executive Director

/tab

DRAFT

Credentialing and Privileging of Providers



Chris Elaine Mariano, Community Health Nurse Supervisor,
Credentialing and Privileging



Dr. Cortland Lohff, Chief Medical Officer,
Credentialing and Privileging



Dr. Alireza Farabi, Infectious Disease Specialist,
Credentialing and Privileging



AT THE SOUTHERN NEVADA HEALTH DISTRICT

SNCHC Governing Board Meeting

January 17, 2023



SOUTHERN NEVADA
Community
HEALTH CENTER

AT THE SOUTHERN NEVADA HEALTH DISTRICT

FQHC Financial Report

Year to Date, July 1, 2022 to November 30, 2022

FQHC Division

Year to Date

Month of November

FQHC Programs

Year to Date

Month of November



AT THE SOUTHERN NEVADA HEALTH DISTRICT

FQHC Division Year to Date Budget vs Actual

Revenue	Budget	Actual	Variance
Revenues - All	9,029,369.58	8,475,118.46	-6.1%
Expenses			
Salaries & Benefits	3,846,752.92	2,897,825.39	24.7%
Operating Expenses	4,851,358.33	5,422,630.45	-11.8%
Net Operating Position	\$ 331,258.33	\$ 154,662.62	

FQHC Division Month of November 2022

Budget vs Actual

Revenue	Budget	Actual	Variance
Revenues - All	1,805,873.92	1,791,607.82	-0.8%
Expenses			
Salaries & Benefits	769,350.58	352,778.74	54.1%
Operating Expenses	970,271.67	407,710.88	58.0%
Net Operating Position	\$ 66,251.67	\$ 1,031,118.20	

FQHC - Programs

YTD Budget vs Actual

Revenue	Budget	Actual	Variance
Patient Charges for Services	443,922.92	162,491.09	63.4%
Grants	3,121,214.58	1,141,761.78	63.4%
Expenses			
Salaries & Benefits	3,611,894.58	1,182,762.18	67.3%
Operating Expenses	882,235.83	515,522.33	41.6%
Net Operating Position	\$ (928,992.91)	\$ (394,031.64)	

Questions?

Motion to approve the 2022 YTD November Financial Report.



FTCA Initial Deeming Application

Presenter: Randy Smith



AT THE SOUTHERN NEVADA HEALTH DISTRICT

Questions?

Motion to approve the FTCA Initial Deeming Application.



SNCHC First Vice-Chair Officer Appointment

Presenter: Randy Smith



AT THE SOUTHERN NEVADA HEALTH DISTRICT

First-Vice Chair Recommendation

- Donna Feliz-Barrows

Questions?

**Motion to approve the First-Vice Chair Recommendation,
as presented.**



Review and Discuss Committee Assignments

Presenter: Randy Smith



AT THE SOUTHERN NEVADA HEALTH DISTRICT

Committees

Finance & Audit Committee (Standing)	Quality, Credentialing & Risk Management Committee (Quarterly)	Nominations Committee (Ad Hoc - Spring)	Executive Director Annual Review Committee (Annual)	Executive Committee (Ad Hoc - Annual)	Strategic Planning Committee (Ad Hoc) <i>*New</i>
Scott Black (Chair)	Jose Melendrez	Tim Burch (Chair)	Brian Knudsen (Chair)	Scott Black (Chair)	
Father Rafael Pereira	Tim Burch	Brian Knudsen	Erin Breen	Erin Breen	
		Jose Melendrez	Rafael Pereira		
			Gary Costa		
	<i>*Needs a Chair</i>		Lucille Scott		

Questions?

Direct staff accordingly or take other action as deemed necessary (*for possible action*)



Highlights from the November/December Operational Reports

Presenter: Randy Smith



AT THE SOUTHERN NEVADA HEALTH DISTRICT

Unduplicated Patients

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

Uniform Data System (UDS) Report

- Comprehensive report completed by all FQHCs annually
 - Patient Demographics
 - Clinical Performance
 - Finances
 - Workforce
- Due mid-February

PPS Wrap Reimbursement

- Now current through November 2022
 - \$320k in payments received
 - \$390k in payment received for CY21

Medical Director

- Dr. Maria Priess

Questions?

No action required.



Thank you!

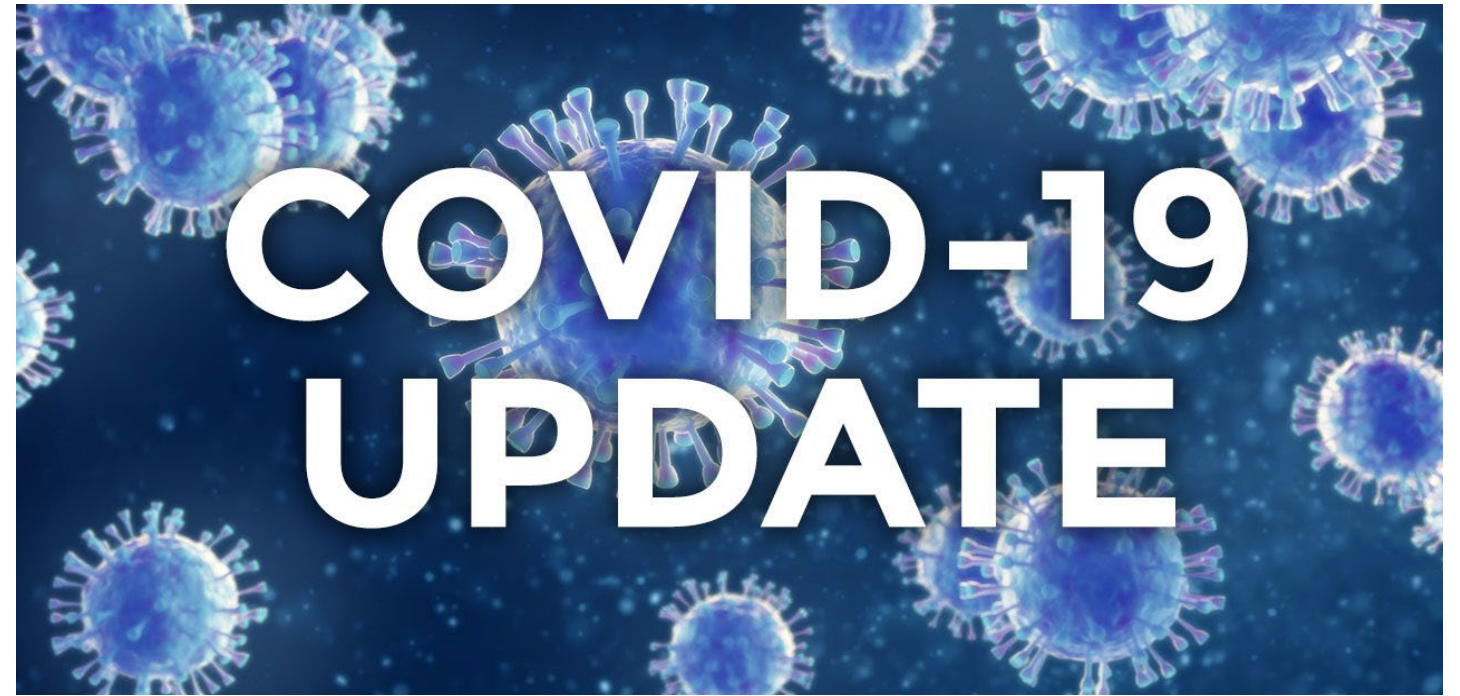
Questions?



SOUTHERN NEVADA
Community
HEALTH CENTER

AT THE SOUTHERN NEVADA HEALTH DISTRICT





CASSIUS LOCKETT, PHD

Director of Disease Surveillance & Control

January 17, 2023

Community Transmission

	01/03/2023	01/04/2023	01/05/2023
COVID Positive Test Rate (7-Day Average)	21.2%	21.6%	21.5%
New cases per 100,000 population per 7 days	40.7	41.1	40.2

Testing and Vaccination Status

	01/03/2023	01/04/2023	01/05/2023
Persons tested per 1,000 population per 7 days	4.0	4.0	3.9
% Population 16 Yrs and Older that Initiated Vaccination	85.0%	85.0%	85.0%

Community Level

	01/03/2023	01/04/2023	01/05/2023
New COVID admissions per 100,000 population per 7 days	9.6	9.8	9.4
% Inpatient beds used by COVID patients (7-Day Average)	4.0%	4.0%	4.1%
% ED visits due to COVID (7-Day Average)	5.2%	5.0%	4.8%

RISK METRICS

SNHD COVID-19 DASHBOARD: CASES

Summary

Dashboard updated on:
January 11, 2023

Data as of: January 9, 2023

Total Confirmed Cases:
595,385 (25683.4 per 100K)

Total Reinfection Cases:
30,422

Total Probable Cases:
41,607 (27.1 per 100K per 30-Day Period)

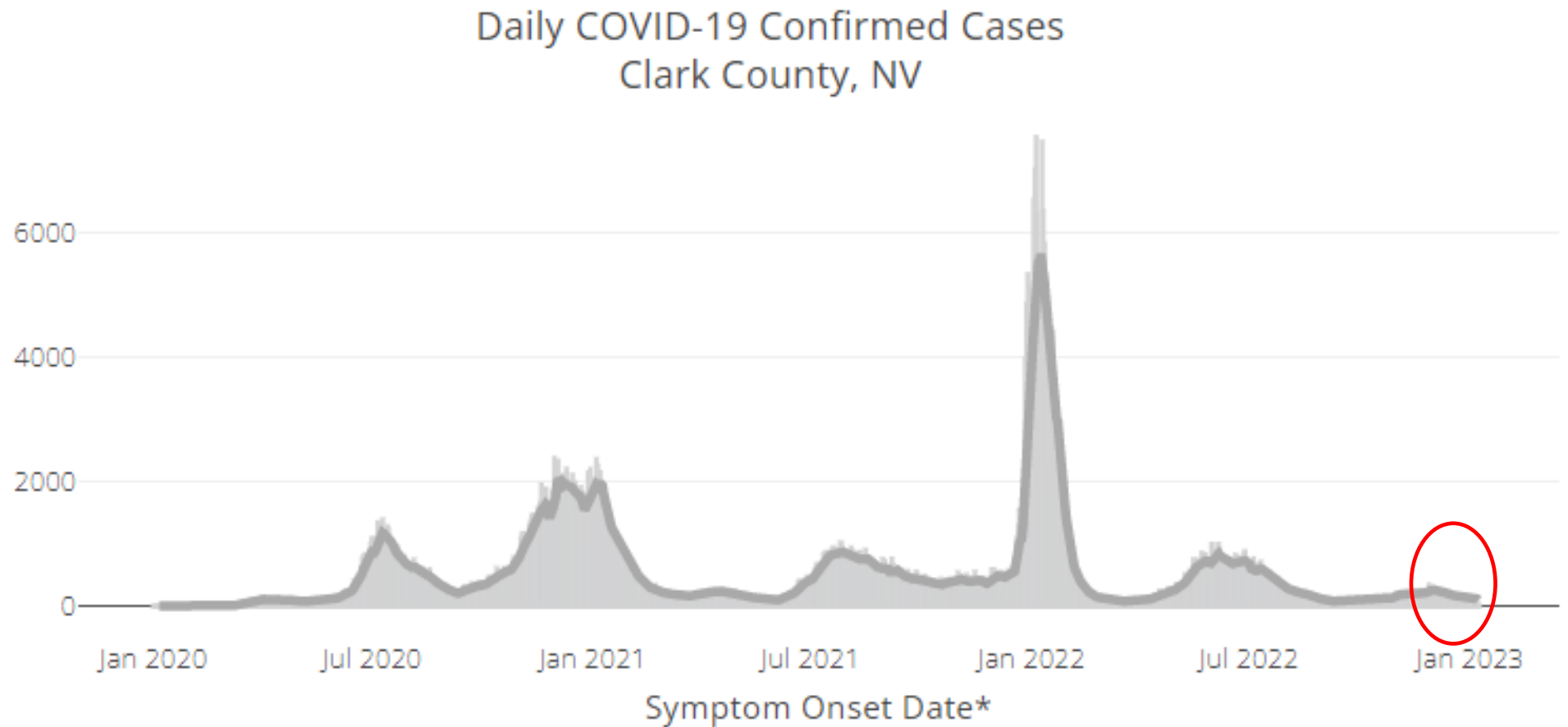
Probable Cases (14 Day Average):
14

Multisystem Inflammatory Syndrome in Children (MIS-C) Cases:
115

Total Hospitalizations:
29,486 (1271.9 per 100K)

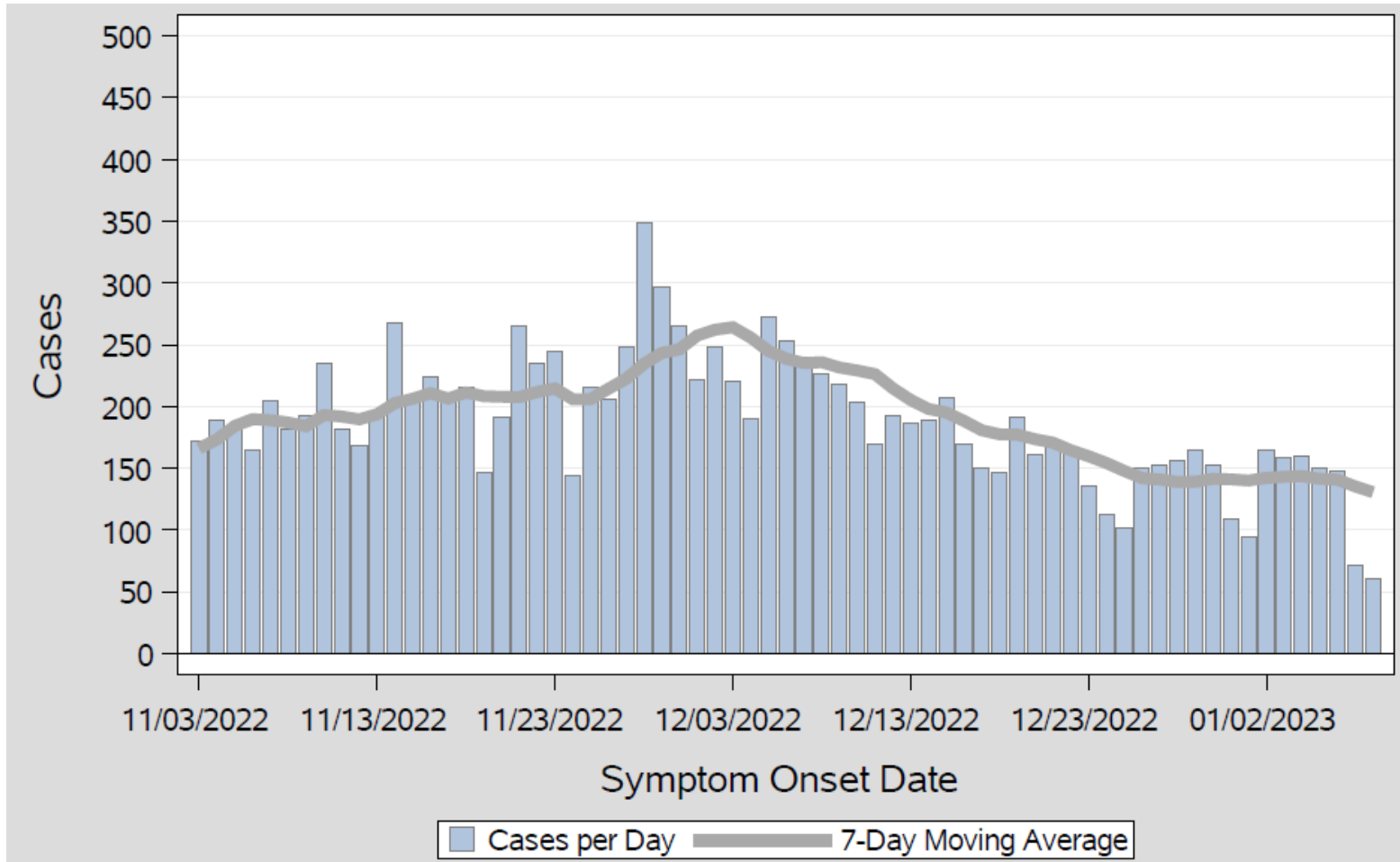
Total Deaths:
9,239 (398.5 per 100K)

Cases Reported in Last 7 Days:
1,180 (50.9 per 100K)



<http://covid.southernnevadahealthdistrict.org/data/>

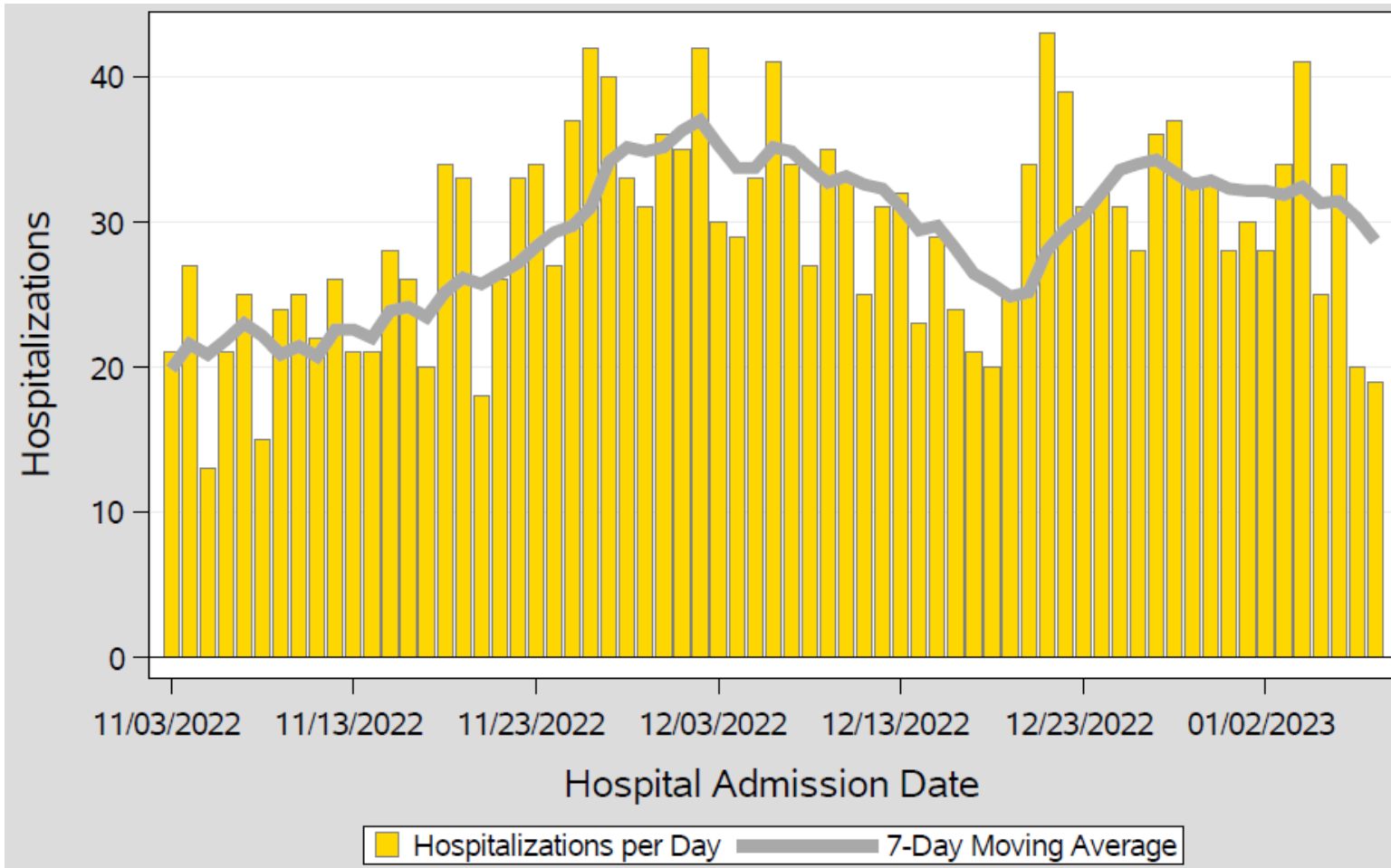
COVID-19 Cases per Day, Clark County, Nevada



Data as of Jan 12th

COVID-19 CASES
RECENT TRENDS

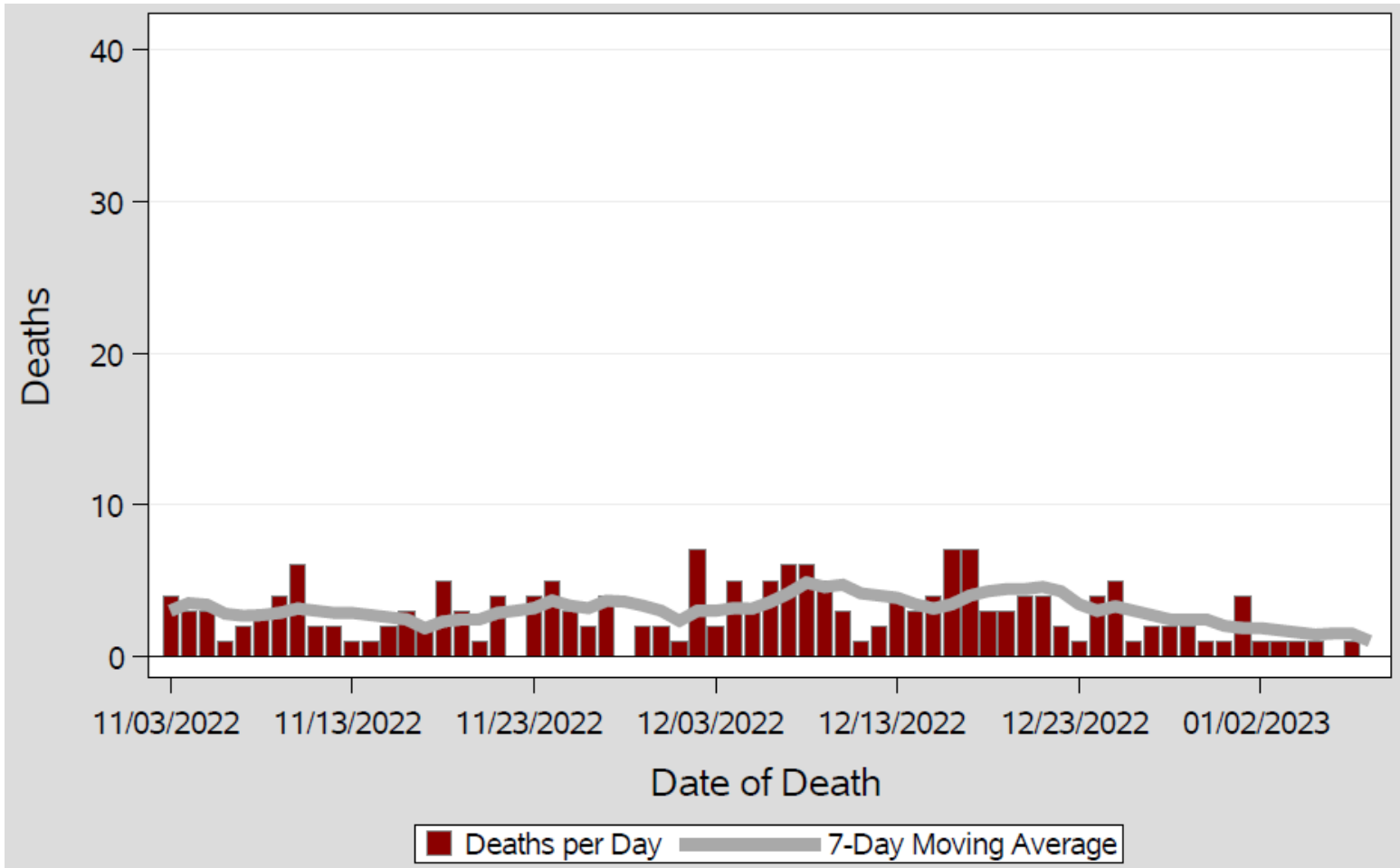
COVID-19 Hospitalizations, Clark County NV



Data as of Jan 12th

COVID-19
HOSPITALIZATION
RECENT TRENDS

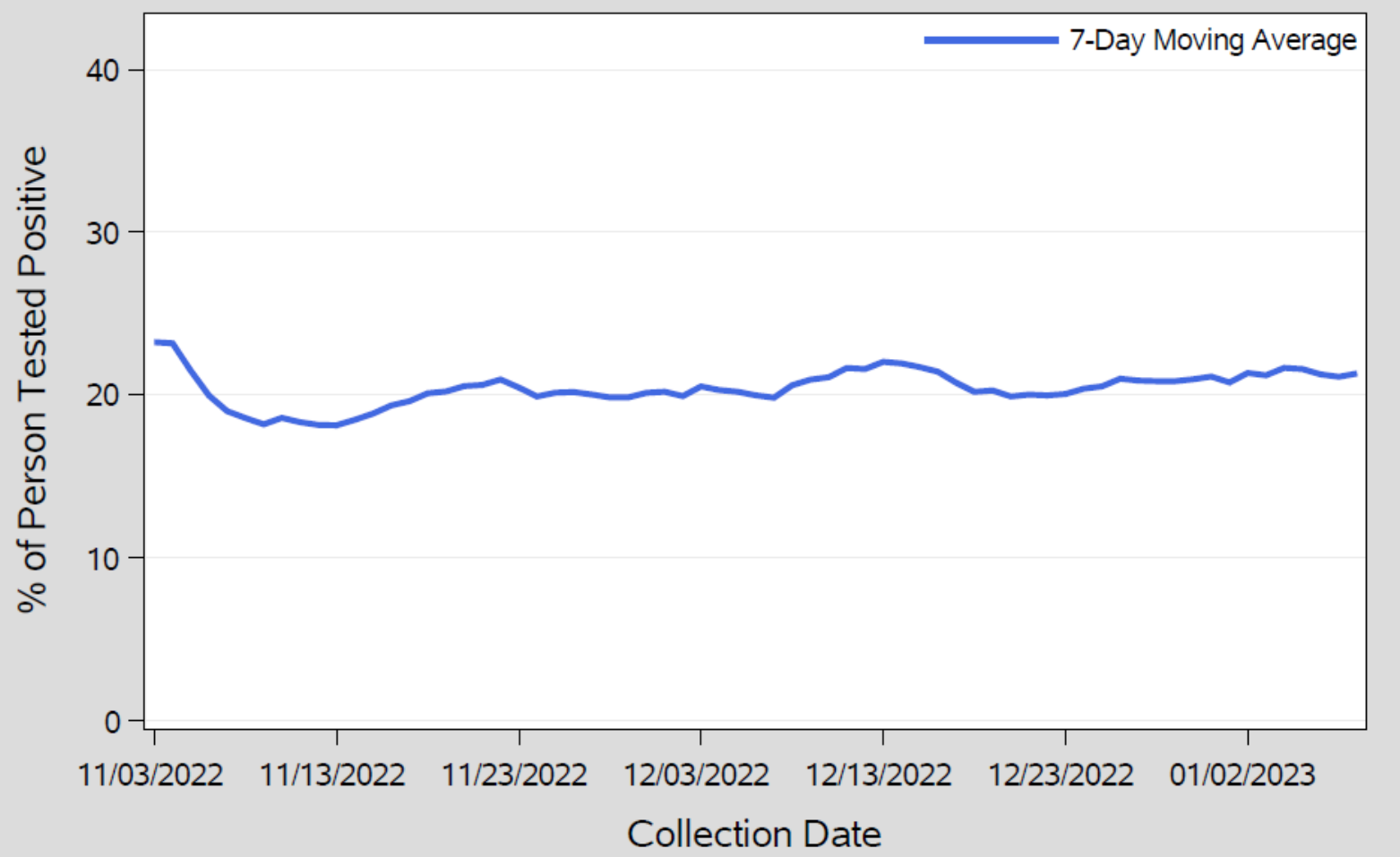
COVID-19 Deaths per Day, Clark County, NV



Data as of Jan 12th

COVID-19 DEATHS
RECENT TRENDS

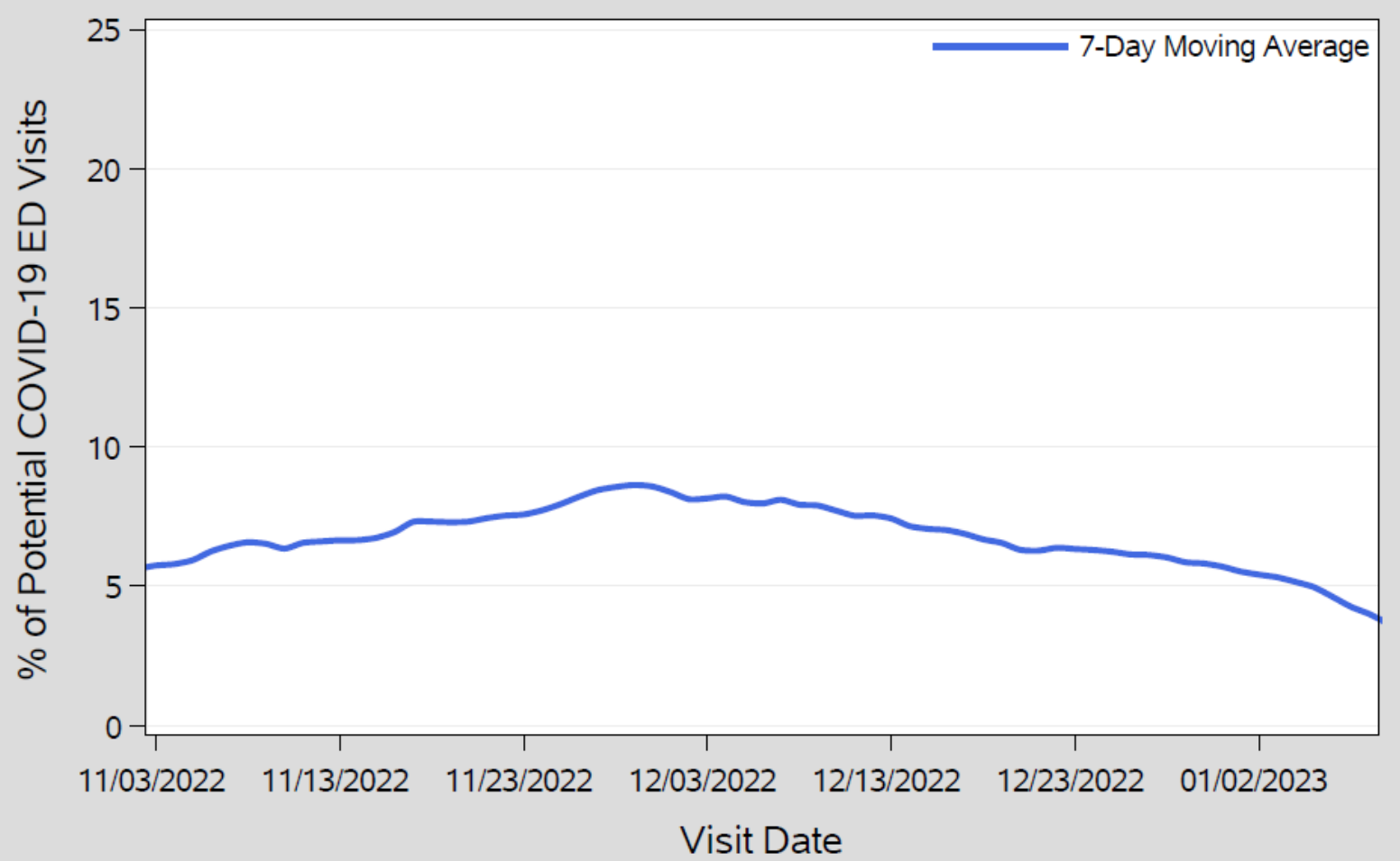
Percent of People Receiving COVID-19 Viral Tests Who Have Positive Results



Data as of Jan 12th

COVID-19 VIRAL TESTS

Syndromic Surveillance: Percent of ED Visits Potentially Related to COVID-19



Data as of Jan 12th

SYNDROMIC SURVEILLANCE

INVESTIGATORS, CONTACT TRACERS, CALL CENTER STAFF

Case Investigations and Contact Tracers

ELC CT Staff: 31 in house

- Priority COVID investigations including outbreaks and school support team
- Conduct COVID-19 testing and sample collection:
 - Community testing sites
 - Facilitating Covid Rapid Antigen Test kit distribution to CBO's serving the underserved and minority populations.
 - Three CSN testing sites
 - METS clinic at SNHD (support staff coverage as needed)
 - Strike team response for onsite testing for suspected clusters or outbreaks as needed

100 contracted CTs on original team; contract extended through March 2023.



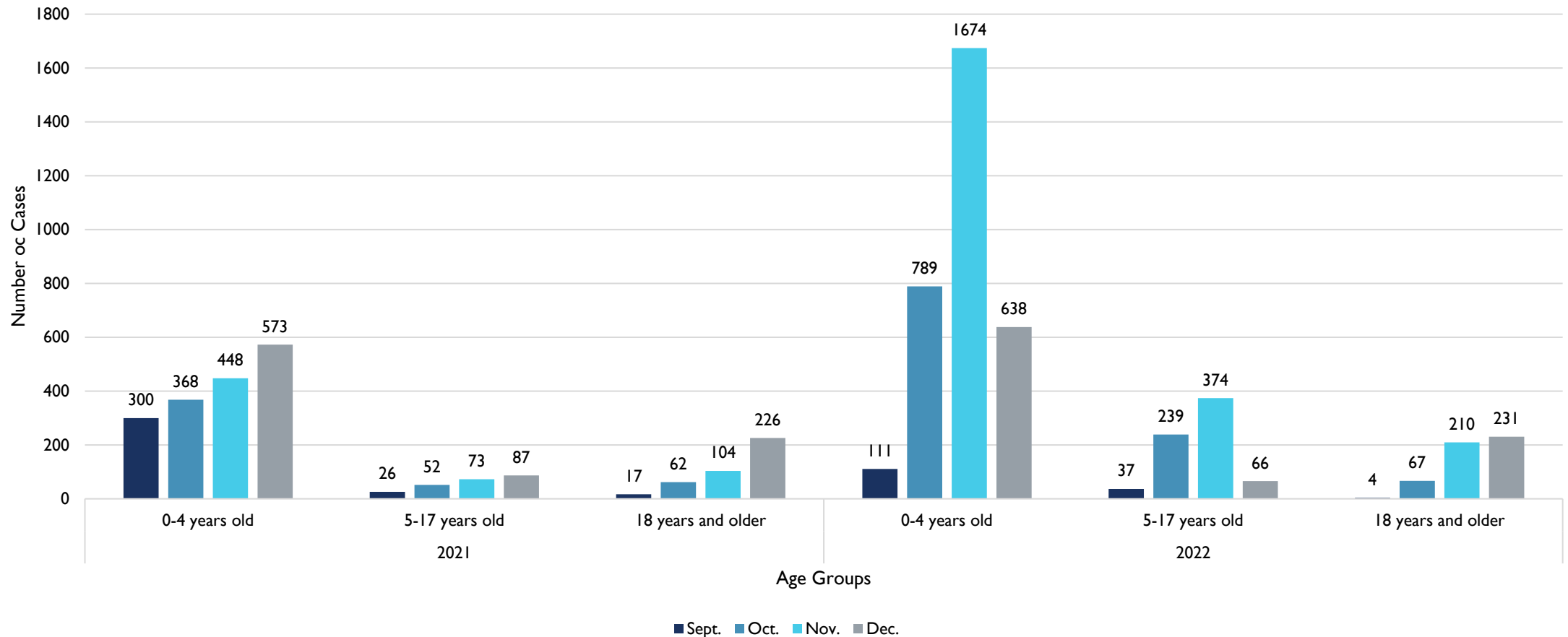
RSV Update

CASSIUS LOCKETT, PHD

Director of Disease Surveillance & Control

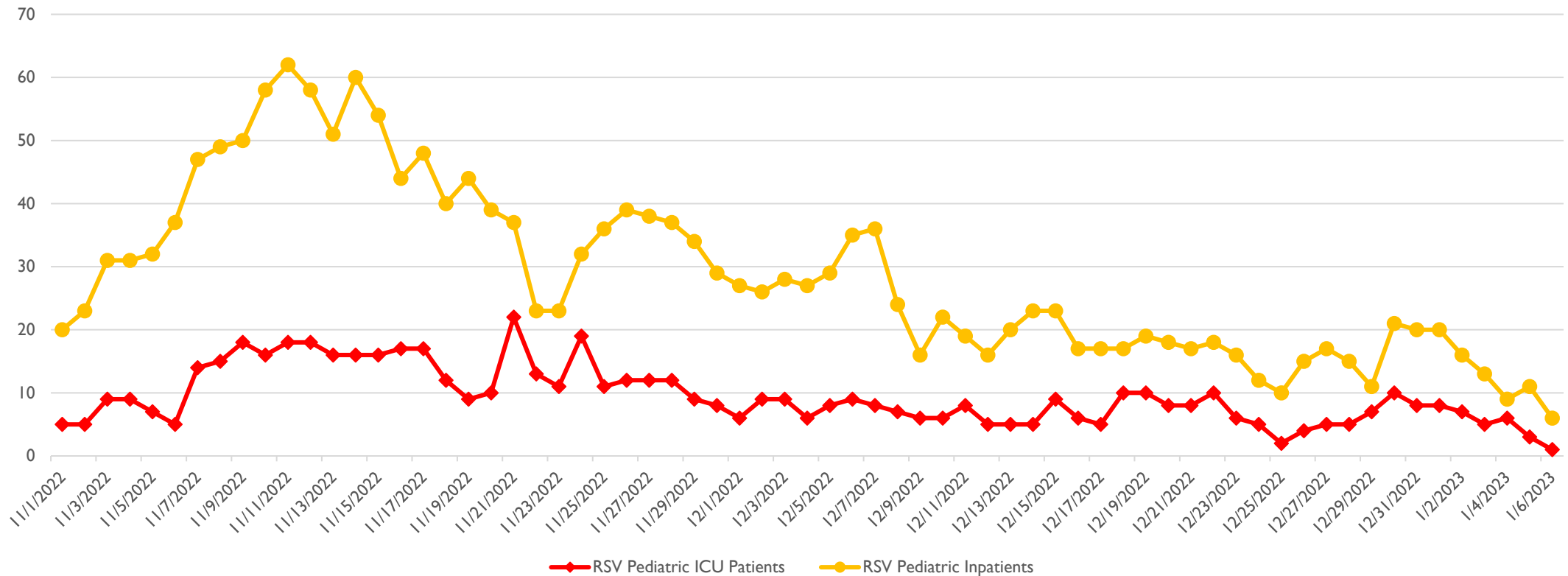
January 17, 2023

NUMBER OF RSV CASES BY AGE GROUP AND MONTH



Data Source: SNHD disease surveillance data

PEDIATRIC RSV HOSPITALIZATIONS



Data Source: Nevada Hospital Association

Questions



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 – NOVEMBER 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.

HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 25 referrals between November 1 through November 16. There were 2 pediatric clients referred to the program in November and the program did not receive any referrals for pregnant women living with HIV during this time.
- B. There were 287 total service encounters in the month of November provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 173 unduplicated clients served under these programs in November.
- C. The Ryan White ambulatory clinic had a total of 168 visits in the month of November: 11 initial provider visits, 58 established provider visits, 7 tele-visits (established clients). There were 7 Nurse visits and 85 lab visits. There were 21 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of November.
- 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 7 patients enrolled and seen under the Rapid stART program in November.

Family Planning (FP)

Unduplicated Patients	Nov 2021	Nov 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	71	111	↑	667	495	↓
Number of Pt: Decatur PHC	311	328	↑	1,047	1,248	↑

Duplicated Patients	Nov 2021	Nov 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	71	111	↑	845	653	↓
Number of Pt: Decatur PHC	325	354	↑	1,399	1,758	↑

- FP Program services at East Las Vegas and Decatur Public Health Centers served 465 clients: 439 of them were unduplicated.
- The East Las Vegas Family Planning Clinic served 111 clients: 111 of them were unduplicated.
- The Decatur Family Planning Clinic serviced 354 clients: 328 of them were unduplicated.

Pharmacy Services

Pharmacy Services	Nov-21	Nov-22		FY22	FY23		% Change YTD
Client Encounters (Pharmacy)	1110	1144	↑	5161	5837	↑	13.1%
Prescriptions Filled	1393	1537	↑	6548	7748	↑	18.3%
Client Clinic Encounters (Pharmacist)	24	30	↑	152	240	↑	57.9%
Financial Assistance Provided	9	8	↓	39	36	↓	-7.7%
Insurance Assistance Provided	8	2	↓	18	7	↓	-61.1%

- Dispensed 1537 prescriptions for 1144 clients.
- Pharmacist assessed/counseled 30 clients in clinics.
- Assisted 8 clients to obtain medication financial assistance.
- Assisted 2 clients with insurance approvals.

Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
November 2022		
Total number of referrals received	565	
Total number of referrals inactive/cancelled	TANF: 1	
Total number of applications submitted	Medicaid only: 53	SNAP only: 14
	Medicaid/SNAP: 36	Hardship: 2

Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of November 2022.

Clients seen November 2022	52
Client required medical follow- up for Communicable Diseases	3
Referrals for TB issues	1
Referrals for Chronic Hep B	3
Referrals for STD	2
Pediatric Refugee Exams	18
Clients encounter by program	52
Total for fiscal year (FY22-23)	222

Quality & Risk Management

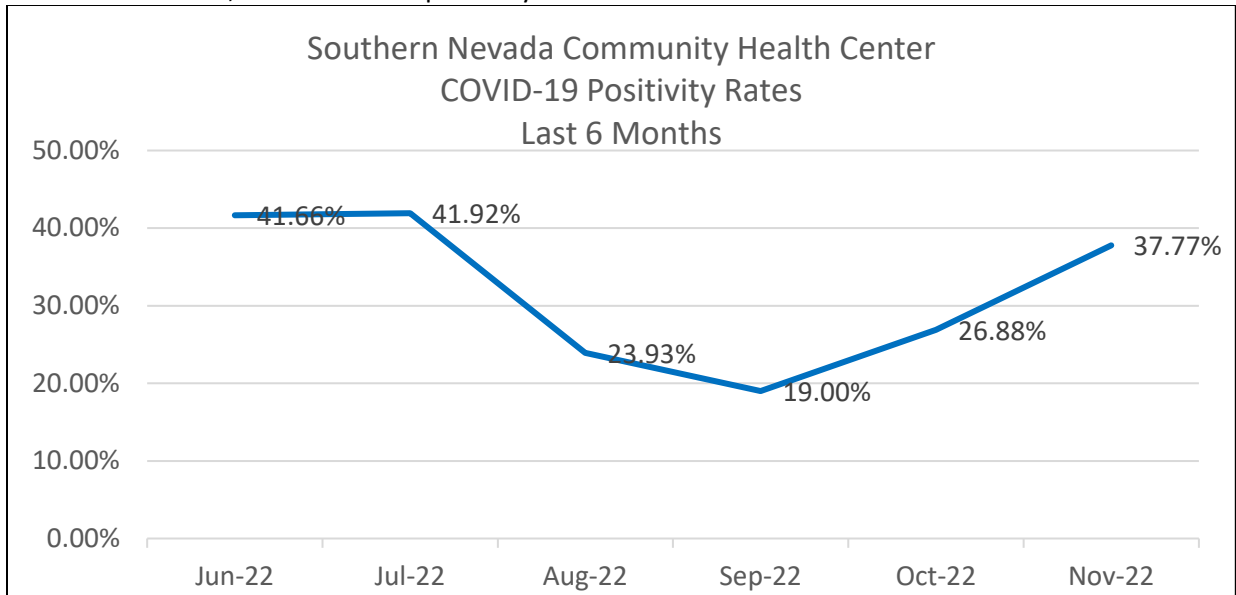
A. Quality

COVID-19 Testing

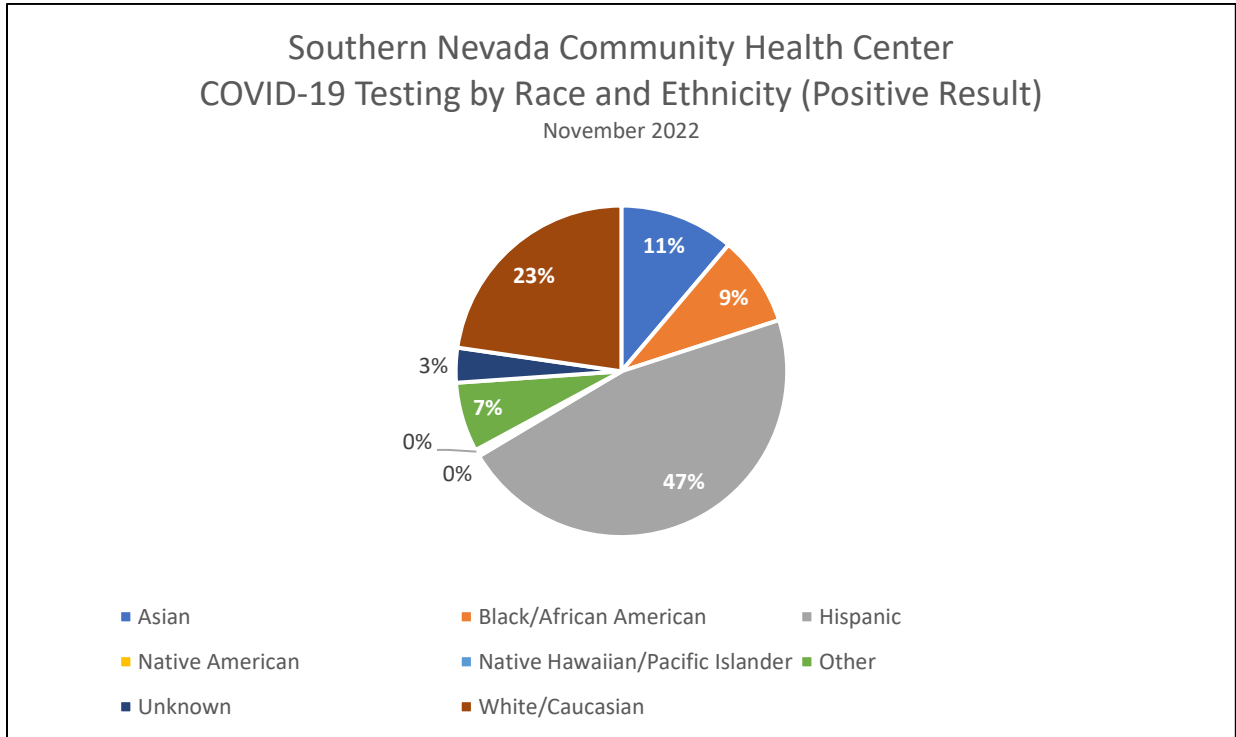
From April 2020 to November 2022 the Southern Nevada Community Health Center completed 97,428 COVID-19 tests, 781 of which were conducted in November of 2022.

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.

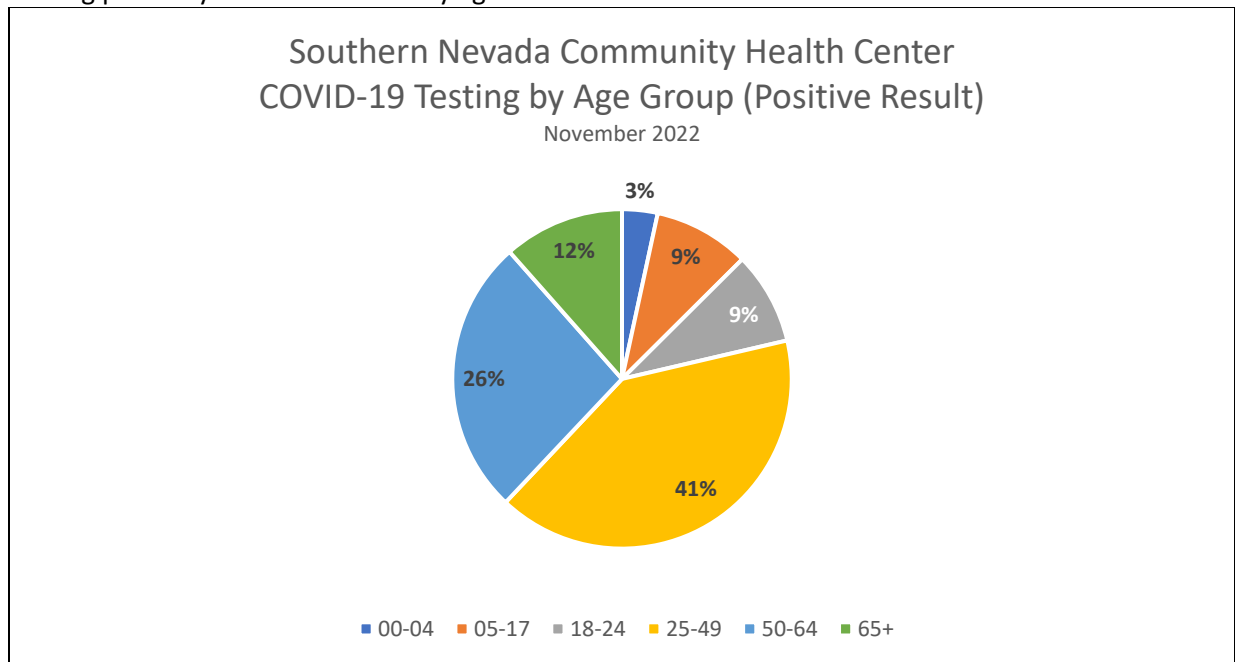
In November 2022, the COVID test positivity rate was 37.77%.



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 970 COVID doses in the month of November.

C. Monkeypox

The Southern Nevada Community Health Center administered 286 Monkeypox doses in the month of November.

D. Telehealth

The Health Center saw 58 patients in November via telehealth, 3.77% of the patients that were seen in our clinics.

E. Health Center Visits

The Health Center scheduled 1,538 patient appointments in November. Of scheduled patients, 64.30% kept their appointments. There was a 31.92% no-show rate including cancellations.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

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

Exposure Incidents:

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

Medical Events:

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

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 – November 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	320	20.81%	72	4.68%	137	8.91%	37	63.79%	4	6.90%	41	2.67%	570	37.06%
Behavioral Health Clinic*		0.00%		0.00%		0.00%	6	10.34%		0.00%	6	0.39%	6	0.39%
Family Planning Clinic	270	17.56%	14	0.91%	105	6.83%		0.00%		0.00%	0	0.00%	389	25.29%
Refugee Clinic	89	5.79%		0.00%	21	1.37%		0.00%		0.00%	0	0.00%	110	7.15%
Ryan White	310	20.16%	43	2.80%	99	6.44%	2	7.00%	9	15.52%	11	0.72%	463	30.10%
Totals	989	64.30%	129	8.39%	362	23.54%	45	77.59%	13	22.41%	58	3.77%	1538	100.00%

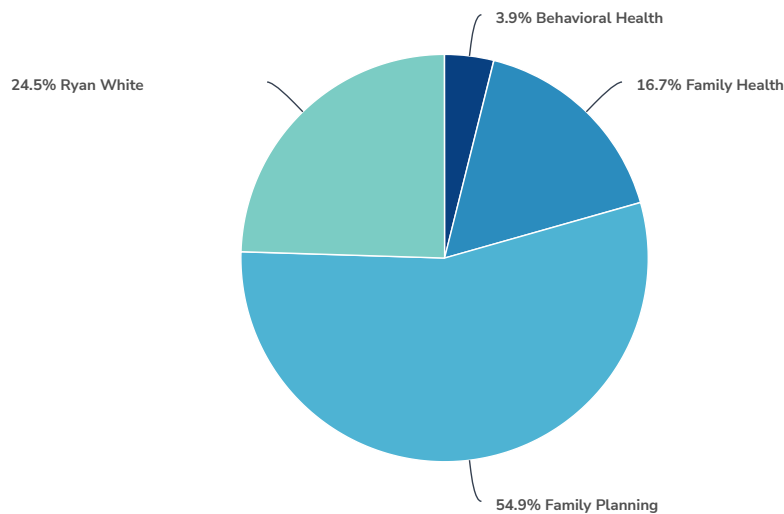
*Visits included in Family Planning Clinic

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

Response Counts

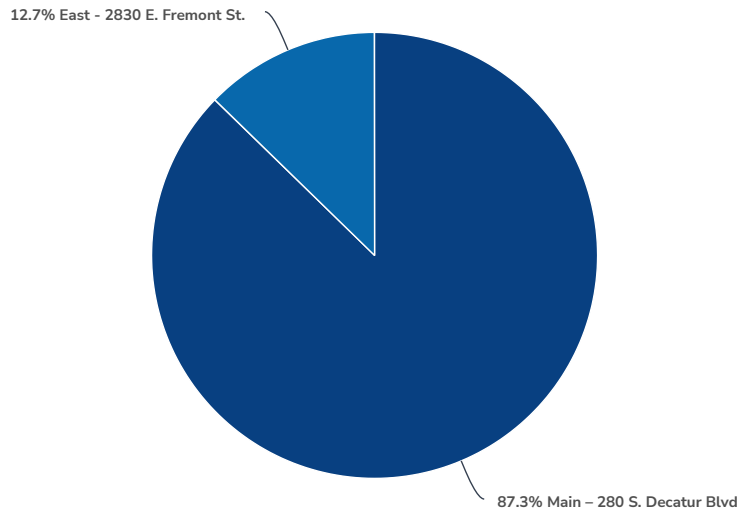
Completion Rate:	87%	
	Complete	100
	Partial	15
		Totals: 115

1. Service received during your visit



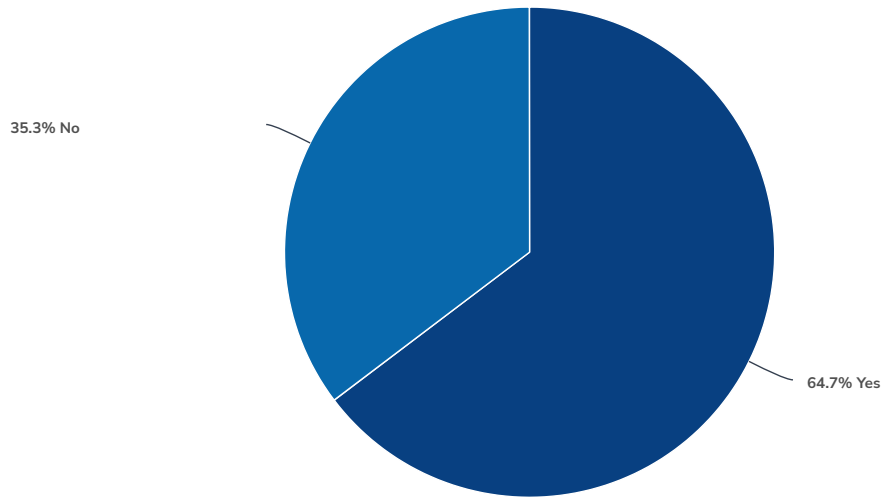
Value	Percent	Responses
Behavioral Health	3.9% <input type="text"/>	4
Family Health	16.7% <input type="text"/>	17
Family Planning	54.9% <input type="text"/>	56
Ryan White	24.5% <input type="text"/>	25
		Totals: 102

2. Southern Nevada Health District (SNHD) location



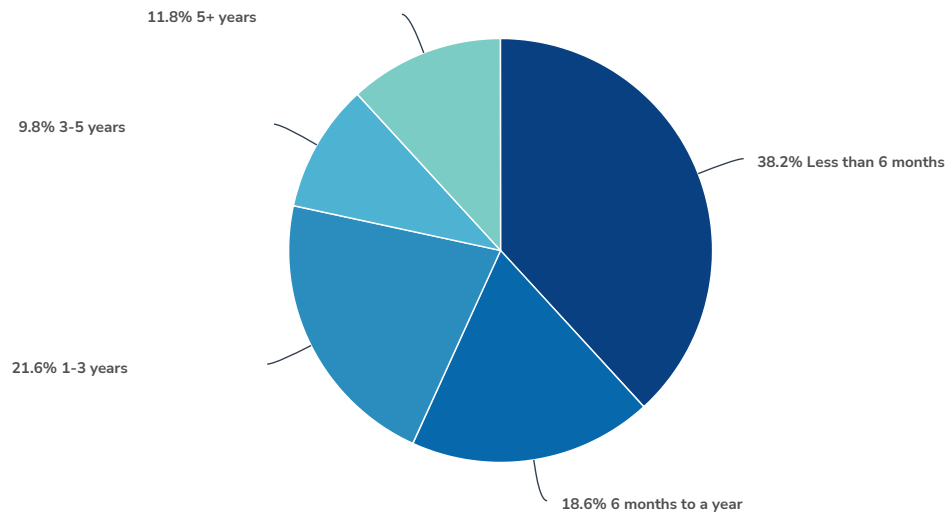
Value	Percent	Responses
Main - 280 S. Decatur Blvd	87.3%	89
East - 2830 E. Fremont St.	12.7%	13
		Totals: 102

3. Do you have health insurance?



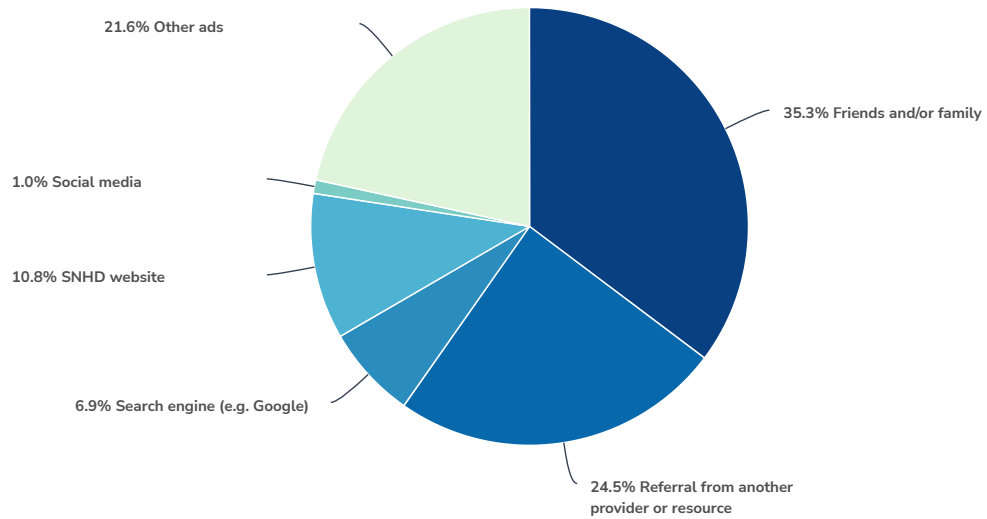
Value	Percent	Responses
Yes	64.7%	66
No	35.3%	36
		Totals: 102

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	38.2%	39
6 months to a year	18.6%	19
1-3 years	21.6%	22
3-5 years	9.8%	10
5+ years	11.8%	12
		Totals: 102

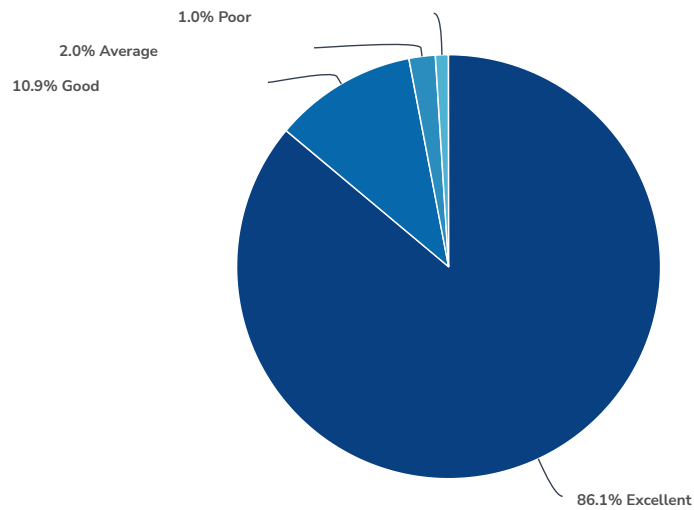
5. How did you hear about us?



Value	Percent	Responses
Friends and/or family	35.3%	36
Referral from another provider or resource	24.5%	25
		Totals: 102

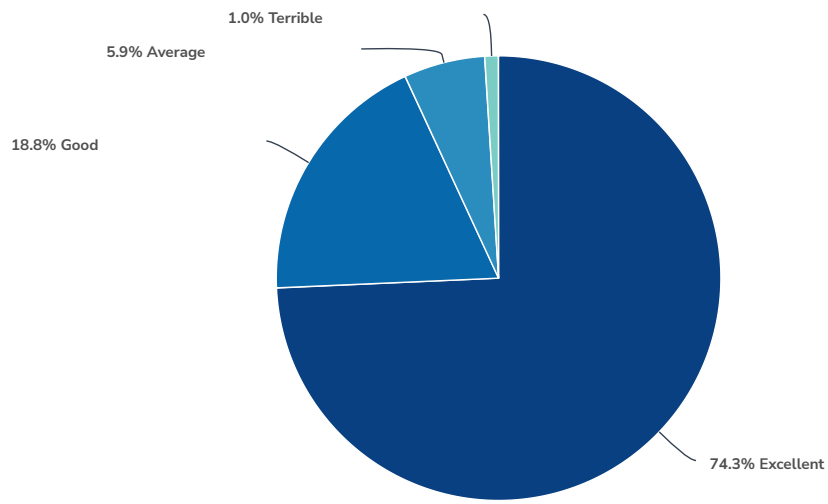
Value	Percent	Responses
Search engine (e.g. Google)	6.9%	7
SNHD website	10.8%	11
Social media	1.0%	1
Other ads	21.6%	22
		Totals: 102

6. Ease of scheduling an appointment



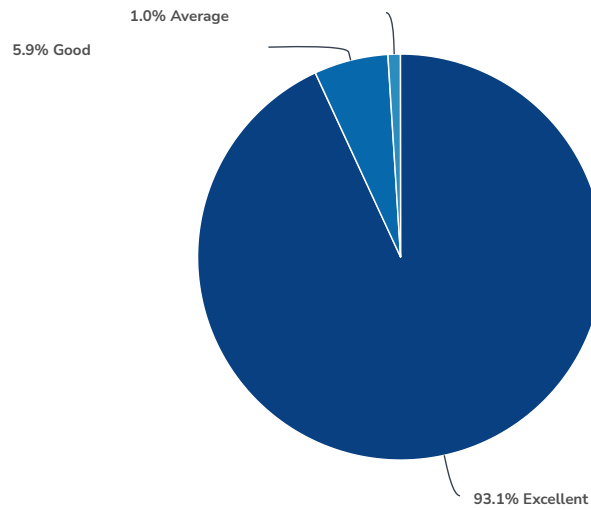
Value	Percent	Responses
Excellent	86.1%	87
Good	10.9%	11
Average	2.0%	2
Poor	1.0%	1
		Totals: 101

7. Wait time to see provider



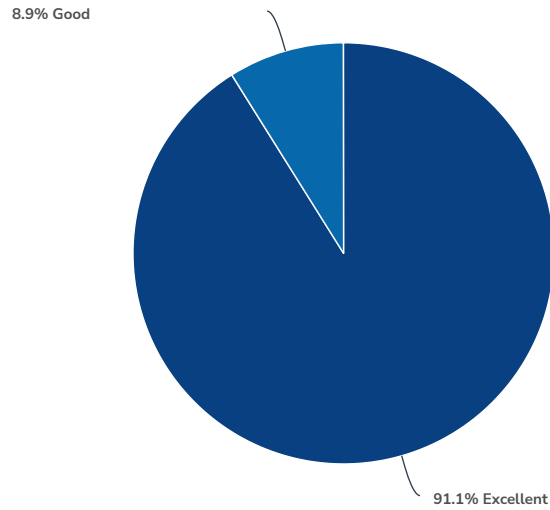
Value	Percent	Responses
Excellent	74.3%	75
Good	18.8%	19
Average	5.9%	6
Terrible	1.0%	1
		Totals: 101

8. Care received from providers and staff



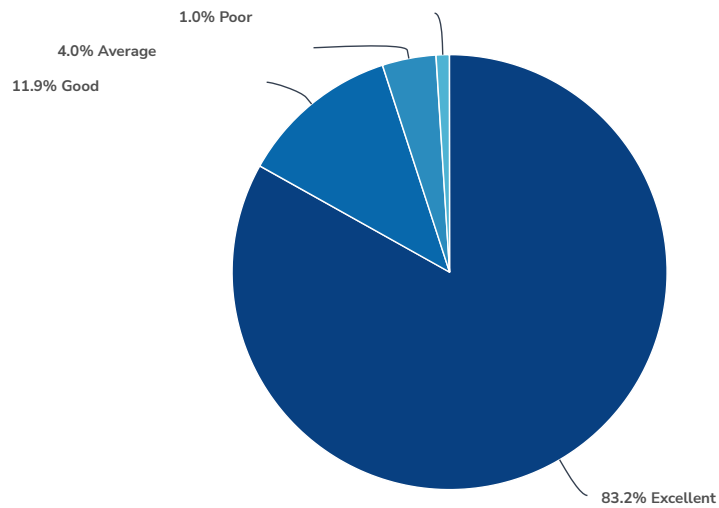
Value	Percent	Responses
Excellent	93.1%	94
Good	5.9%	6
Average	1.0%	1
		Totals: 101

9. Understanding of health care instructions following your visit



Value	Percent	Responses
Excellent	91.1%	92
Good	8.9%	9
		Totals: 101

10. Hours of operation

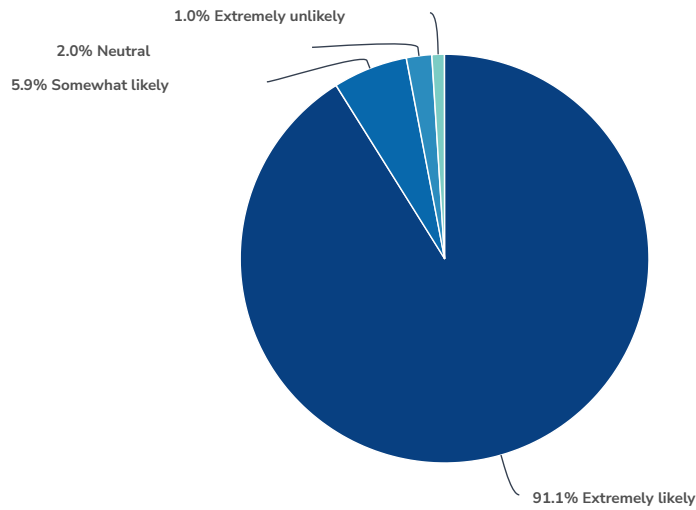


Value	Percent	Responses
Excellent	83.2%	84
Good	11.9%	12
Average	4.0%	4
		Totals: 101

Value	Percent	Responses
Poor	1.0%	1

Totals: 101

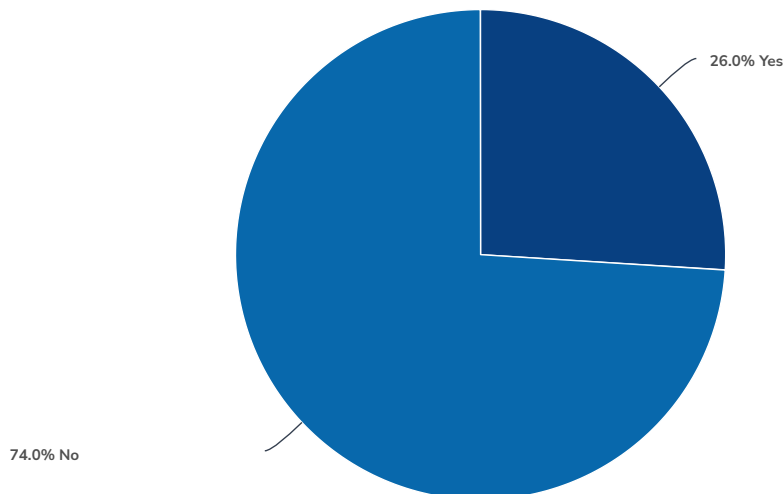
11. Recommendation of our health center to friends and family



Value	Percent	Responses
Extremely likely	91.1%	92
Somewhat likely	5.9%	6
Neutral	2.0%	2
Extremely unlikely	1.0%	1

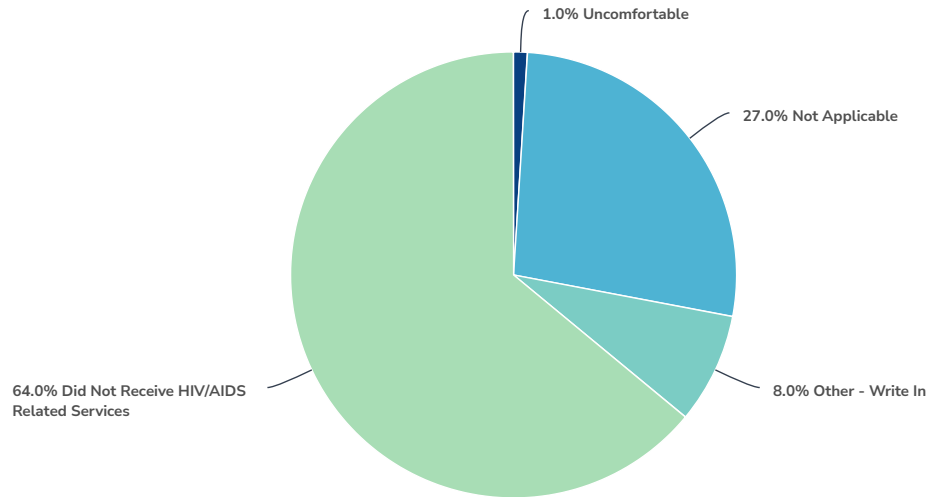
Totals: 101

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



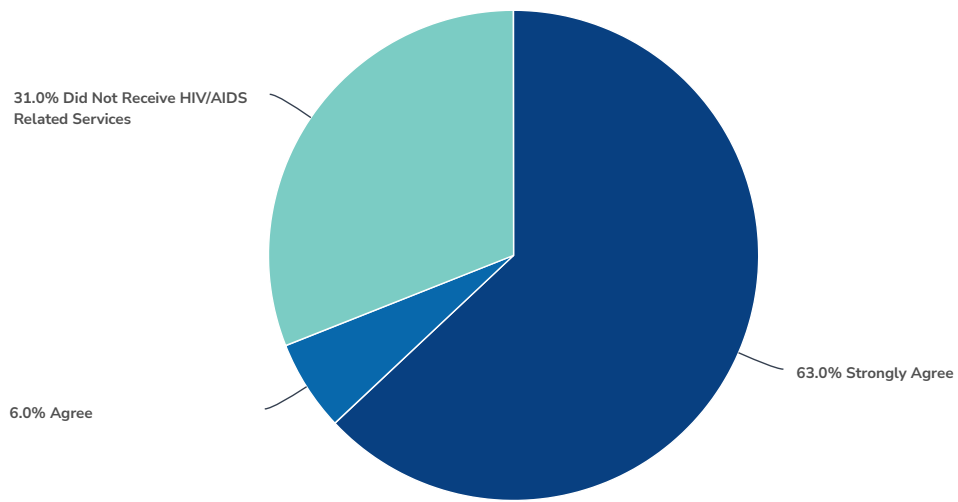
Value	Percent	Responses
Yes	26.0%	26
No	74.0%	74
Totals: 100		

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



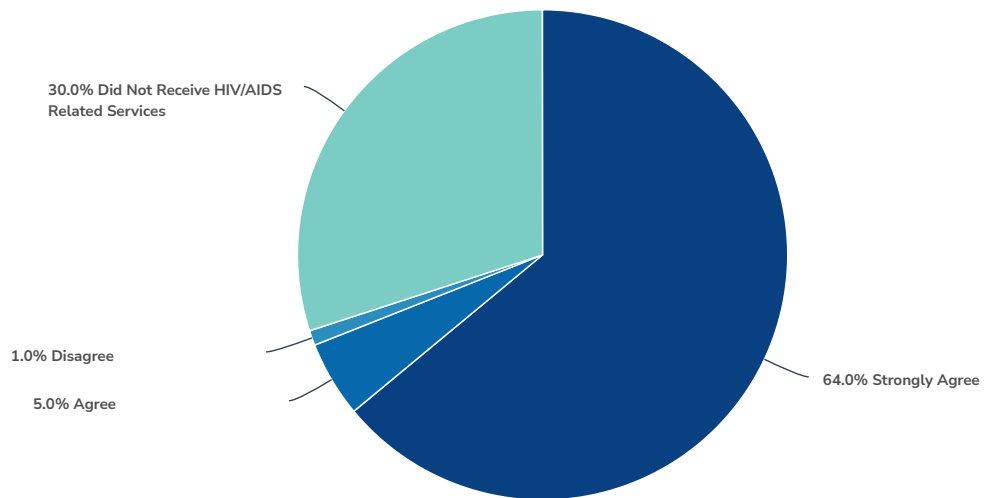
Value	Percent	Responses
Uncomfortable	1.0%	1
Not Applicable	27.0%	27
Other - Write In (click to view)	8.0%	8
Did Not Receive HIV/AIDS Related Services	64.0%	64
Totals: 100		

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



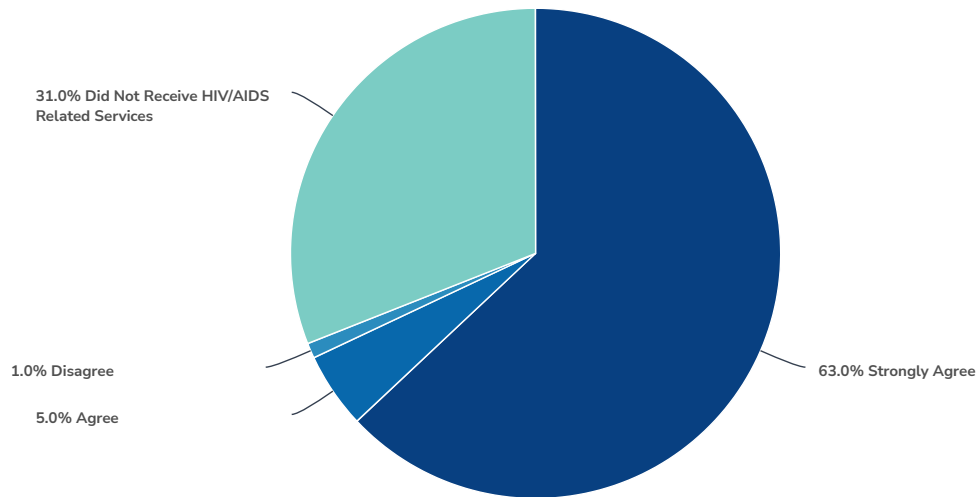
Value	Percent	Responses
Strongly Agree	63.0%	63
Agree	6.0%	6
Did Not Receive HIV/AIDS Related Services	31.0%	31
		Totals: 100

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



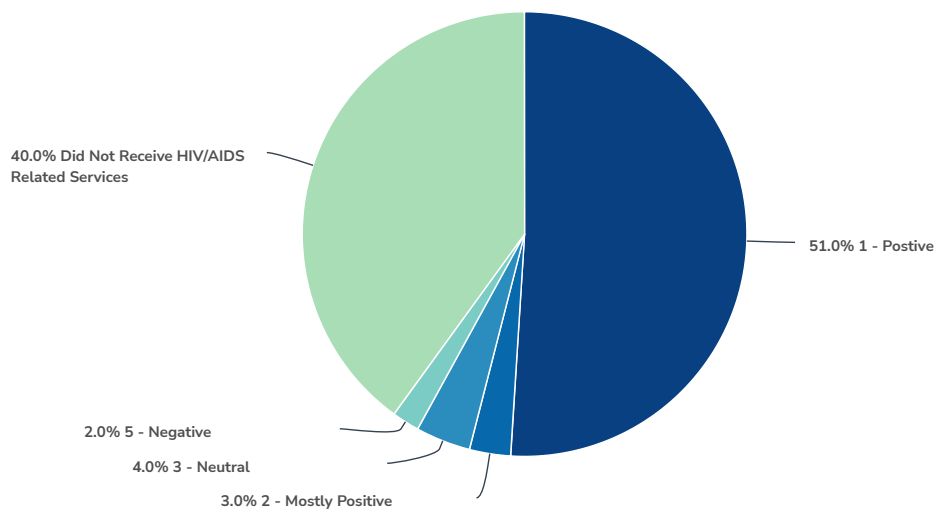
Value	Percent	Responses
Strongly Agree	64.0%	64
Agree	5.0%	5
Disagree	1.0%	1
Did Not Receive HIV/AIDS Related Services	30.0%	30
		Totals: 100

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



Value	Percent	Responses
Strongly Agree	63.0%	63
Agree	5.0%	5
Disagree	1.0%	1
Did Not Receive HIV/AIDS Related Services	31.0%	31
		Totals: 100

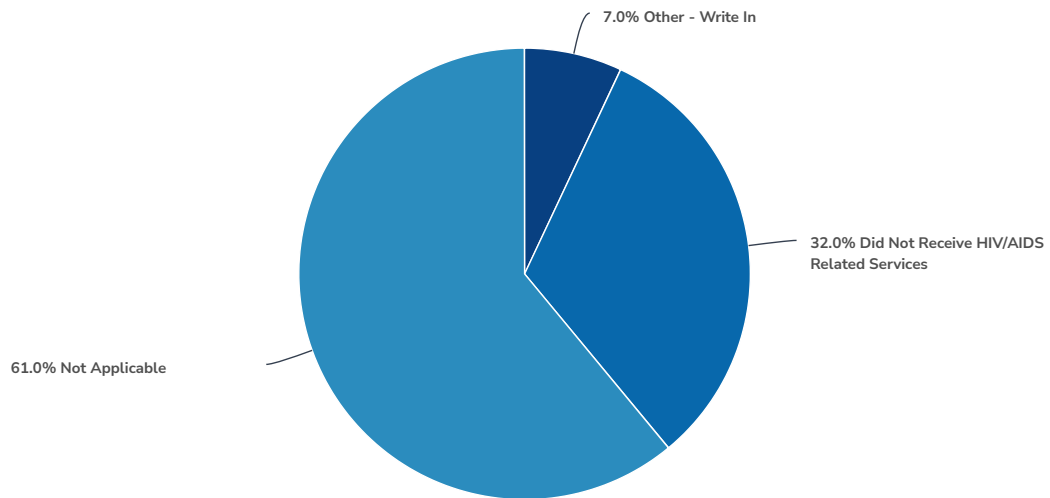
17. On a scale from 1-5, during your visit, did you feel that any staff interactions negatively or positively impacted your likelihood of remaining in care?



Value	Percent	Responses
1 - Postive	51.0%	51
		Totals: 100

Value	Percent	Responses
2 - Mostly Positive	3.0%	3
3 - Neutral	4.0%	4
5 - Negative	2.0%	2
Did Not Receive HIV/AIDS Related Services	40.0%	40
		Totals: 100

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)	7.0%	7
Did Not Receive HIV/AIDS Related Services	32.0%	32
Not Applicable	61.0%	61
		Totals: 100

19. Comments

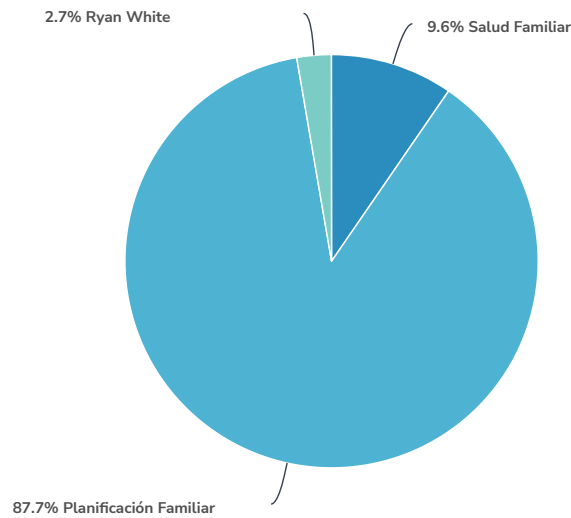
[Show Responses](#) ▾

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

Response Counts

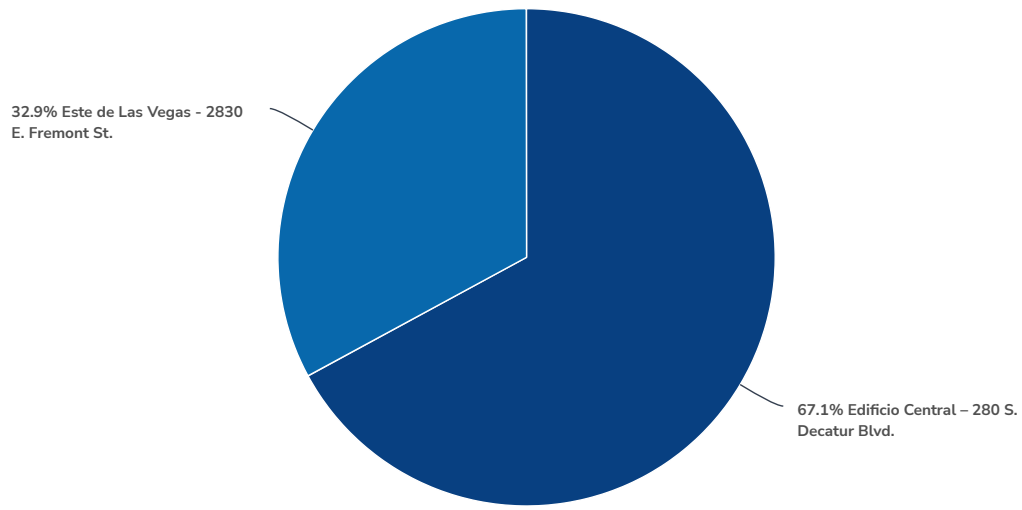
Completion Rate:	94.5%	
	Complete	69
	Partial	4
		Totals: 73

1. Marque los servicios recibidos durante su visita



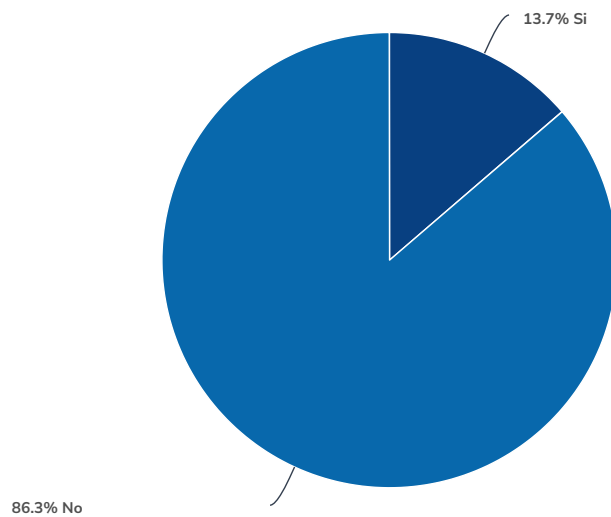
Value	Percent	Responses
Salud Familiar	9.6%	7
Planificación Familiar	87.7%	64
Ryan White	2.7%	2
		Totals: 73

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



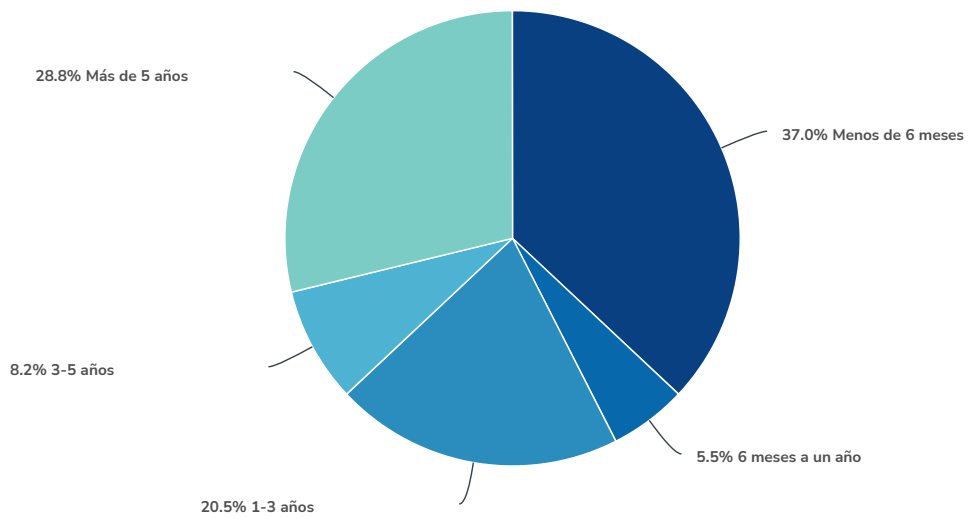
Value	Percent	Responses
Edificio Central – 280 S. Decatur Blvd.	67.1%	49
Este de Las Vegas - 2830 E. Fremont St.	32.9%	24
		Totals: 73

3. ¿Tiene seguro médico?



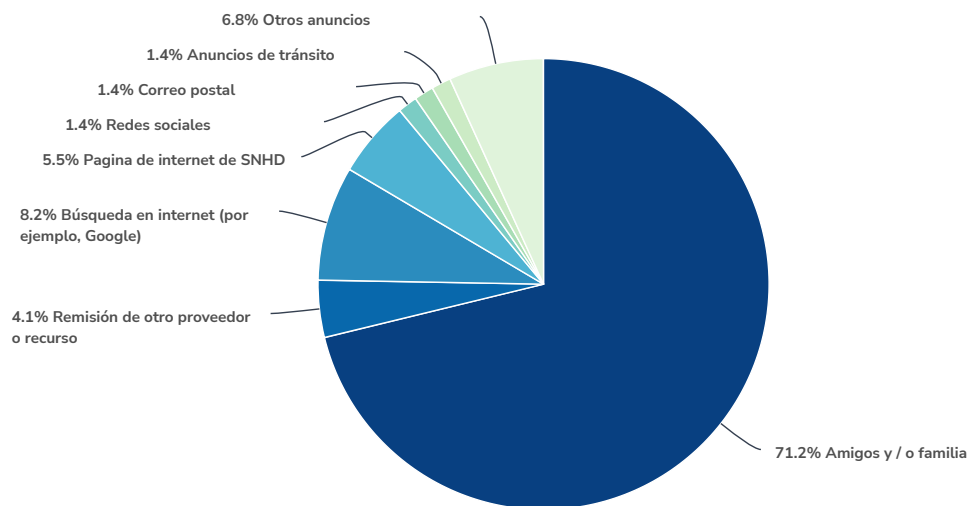
Value	Percent	Responses
Si	13.7%	10
No	86.3%	63
		Totals: 73

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	37.0%	27
6 meses a un año	5.5%	4
1-3 años	20.5%	15
3-5 años	8.2%	6
Más de 5 años	28.8%	21
		Totals: 73

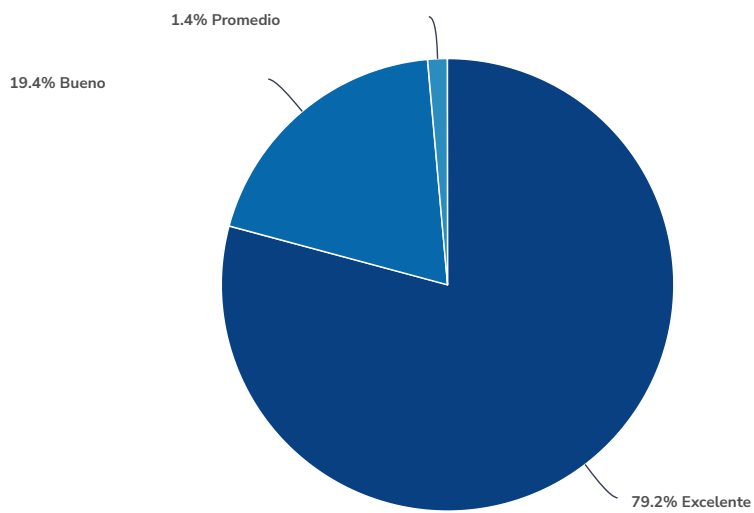
5. ¿Como usted supo de nosotros?



Value	Percent	Responses
Amigos y / o familia	71.2%	52
		Totals: 73

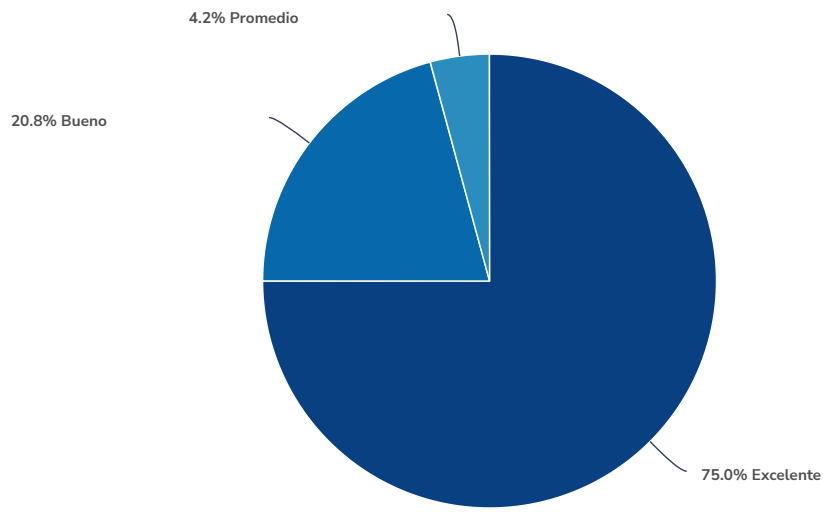
Value	Percent	Responses
Remisión de otro proveedor o recurso	4.1%	3
Búsqueda en internet (por ejemplo, Google)	8.2%	6
Página de internet de SNHD	5.5%	4
Redes sociales	1.4%	1
Correo postal	1.4%	1
Anuncios de tránsito	1.4%	1
Otros anuncios	6.8%	5
		Totals: 73

6. Facilidad para programar una cita



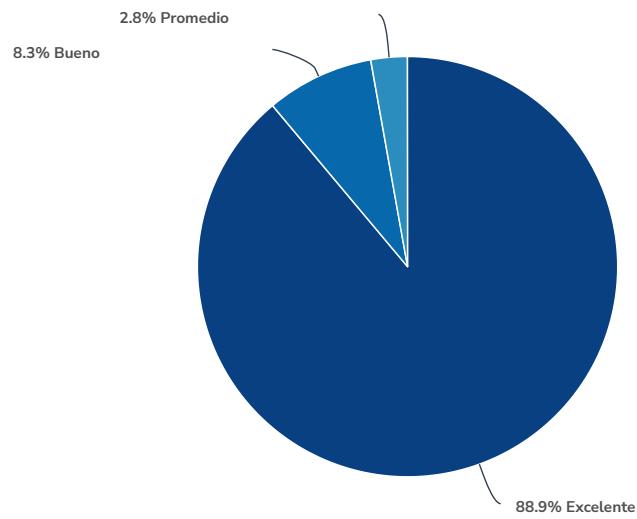
Value	Percent	Responses
Excelente	79.2%	57
Bueno	19.4%	14
Promedio	1.4%	1
		Totals: 72

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



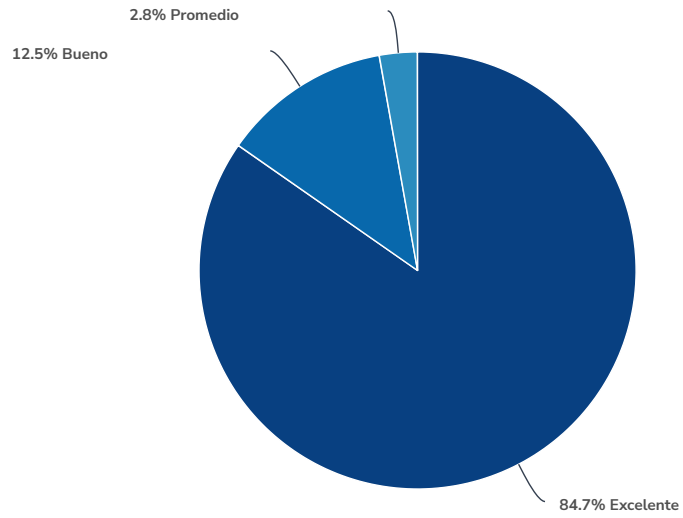
Value	Percent	Responses
Excelente	75.0%	54
Bueno	20.8%	15
Promedio	4.2%	3
		Totals: 72

8. Atención recibida de los proveedores y personal



Value	Percent	Responses
Excelente	88.9%	64
Bueno	8.3%	6
Promedio	2.8%	2
		Totals: 72

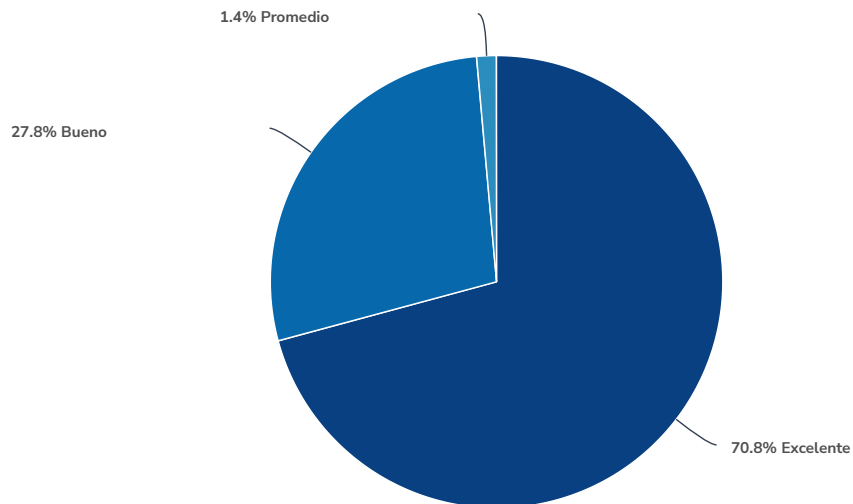
9. Comprensión de las instrucciones del cuidado de salud después de su visita



Value	Percent	Responses
Excelente	84.7%	61
Bueno	12.5%	9
Promedio	2.8%	2

Totals: 72

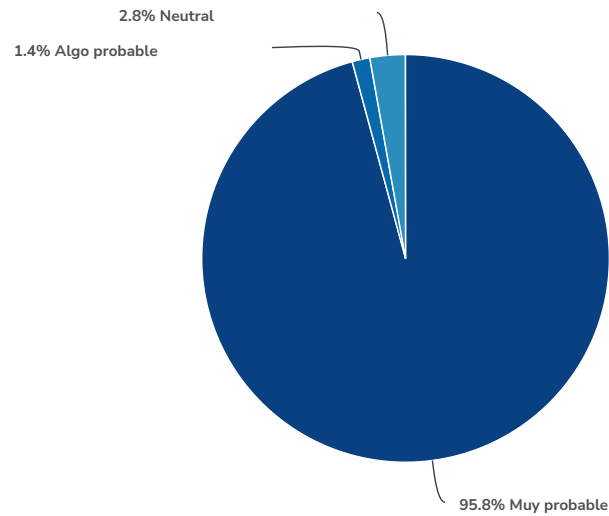
10. Horarios de operación



Value	Percent	Responses
Excelente	70.8%	51
Bueno	27.8%	20
Promedio	1.4%	1

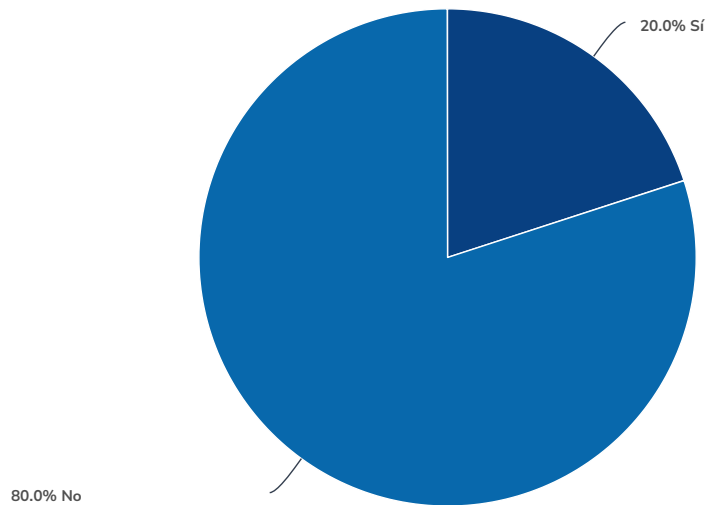
Totals: 72

11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Responses
Muy probable	95.8%	69
Algo probable	1.4%	1
Neutral	2.8%	2
		Totals: 72

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

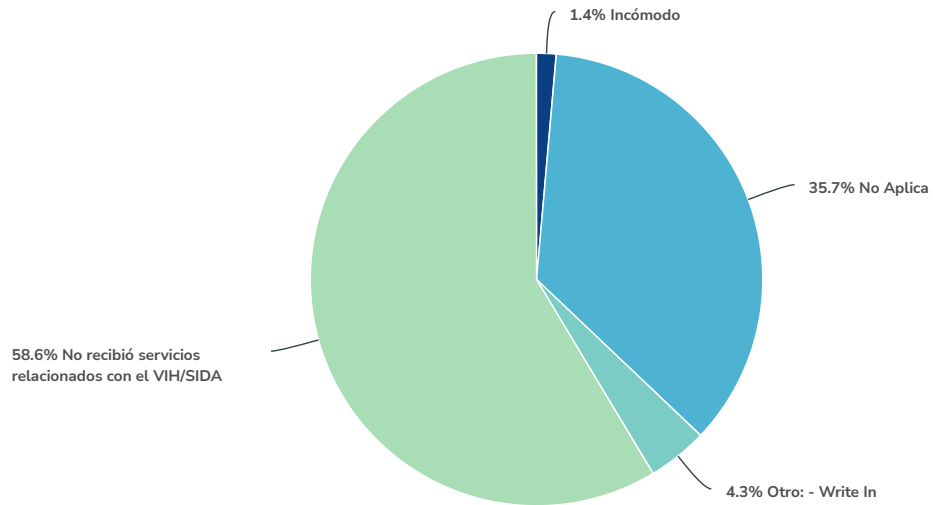


Value	Percent	Responses
Sí	20.0%	14
		Totals: 70

Value	Percent	Responses
No	80.0%	56

Totals: 70

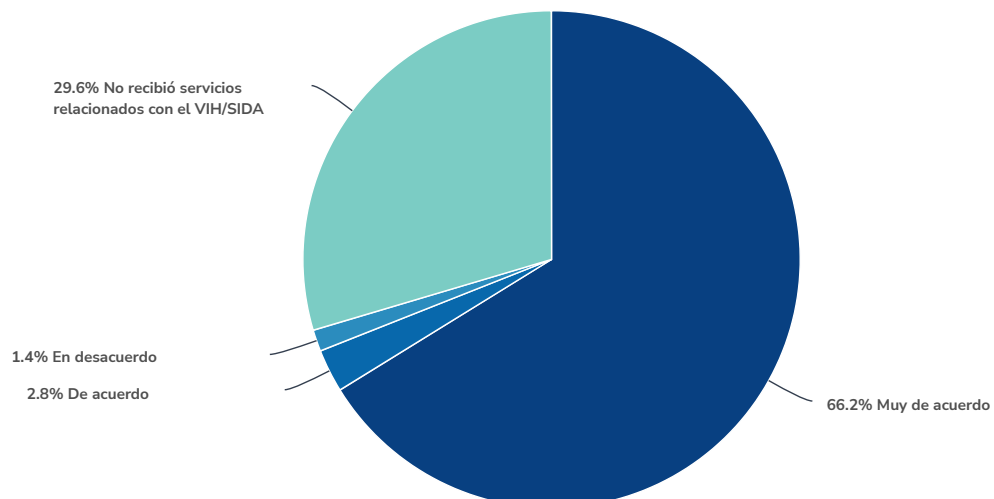
13. Con base en su estatus de VIH, en algún momento de su visita, se sintió...



Value	Percent	Responses
Incómodo	1.4%	1
No Aplica	35.7%	25
<u>Otro: - Write In (click to view).</u>	4.3%	3
No recibió servicios relacionados con el VIH/SIDA	58.6%	41

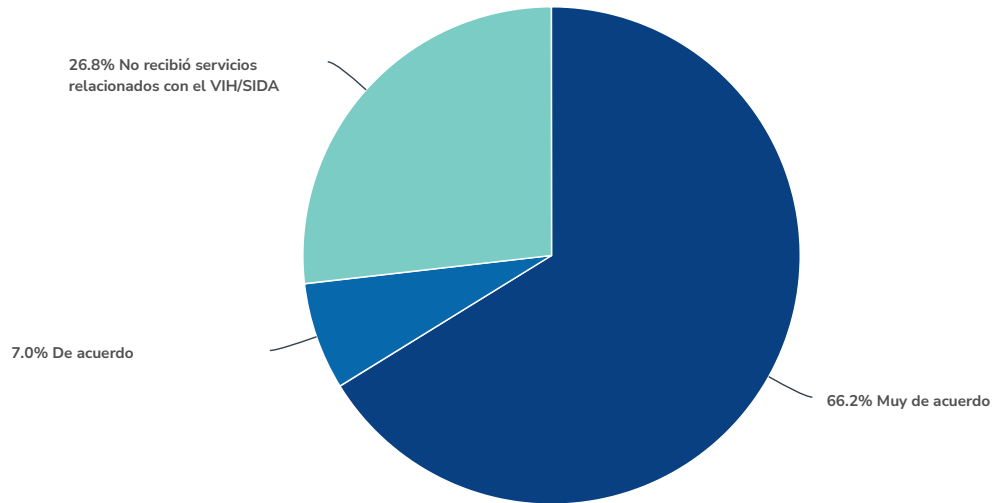
Totals: 70

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



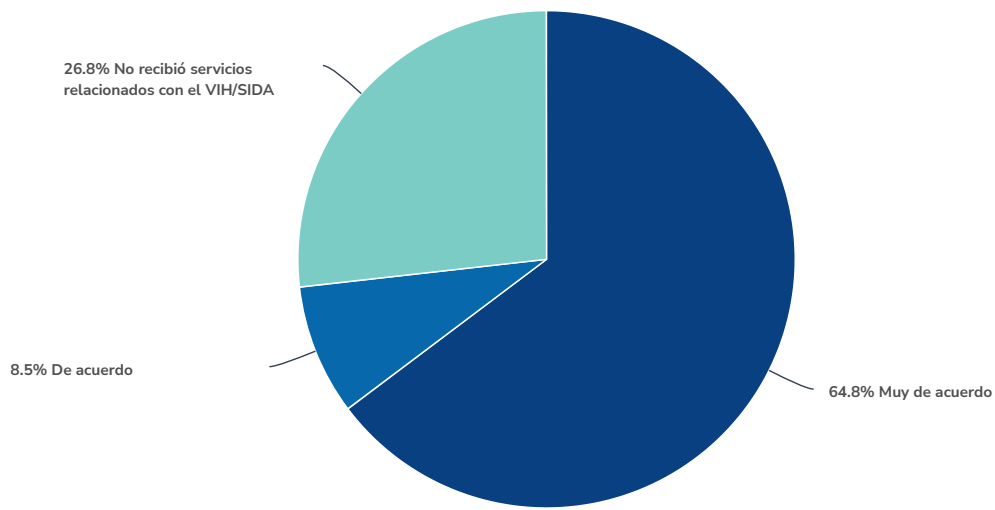
Value	Percent	Responses
Muy de acuerdo	66.2%	47
De acuerdo	2.8%	2
En desacuerdo	1.4%	1
No recibió servicios relacionados con el VIH/SIDA	29.6%	21
		Totals: 71

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



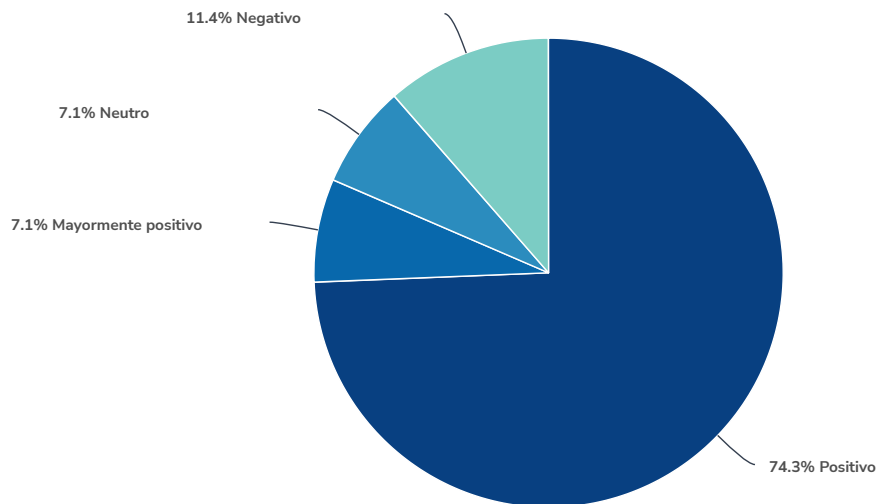
Value	Percent	Responses
Muy de acuerdo	66.2%	47
De acuerdo	7.0%	5
No recibió servicios relacionados con el VIH/SIDA	26.8%	19
		Totals: 71

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



Value	Percent	Responses
Muy de acuerdo	64.8%	46
De acuerdo	8.5%	6
No recibió servicios relacionados con el VIH/SIDA	26.8%	19
		Totals: 71

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?

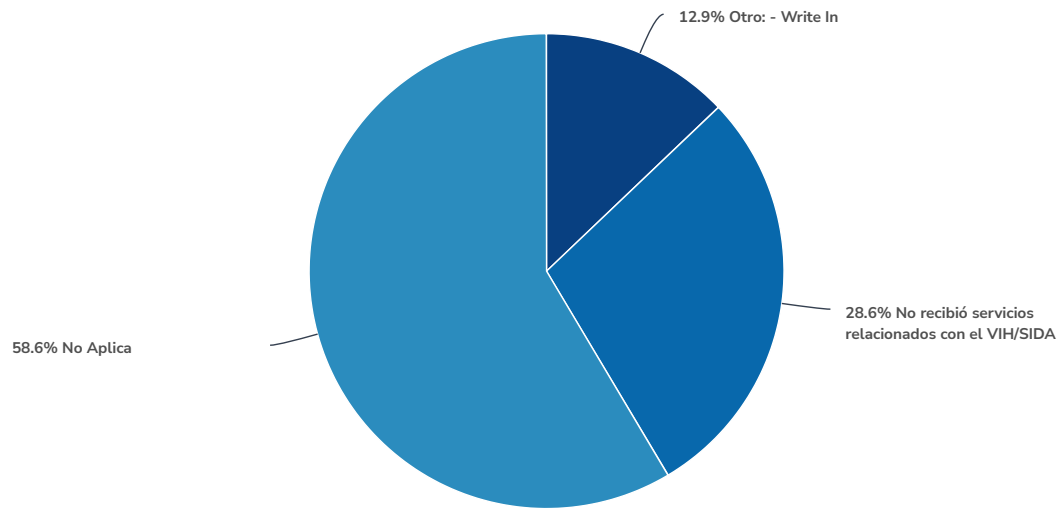


Value	Percent	Responses
Positivo	74.3%	52
Mayormente positivo	7.1%	5
Neutro	7.1%	5
		Totals: 70

Value	Percent	Responses
Negativo	11.4%	8

Totals: 70

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)	12.9%	9
No recibió servicios relacionados con el VIH/SIDA	28.6%	20
No Aplicó	58.6%	41

Totals: 70

19. Comentarios

[Show Responses](#)

20.

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

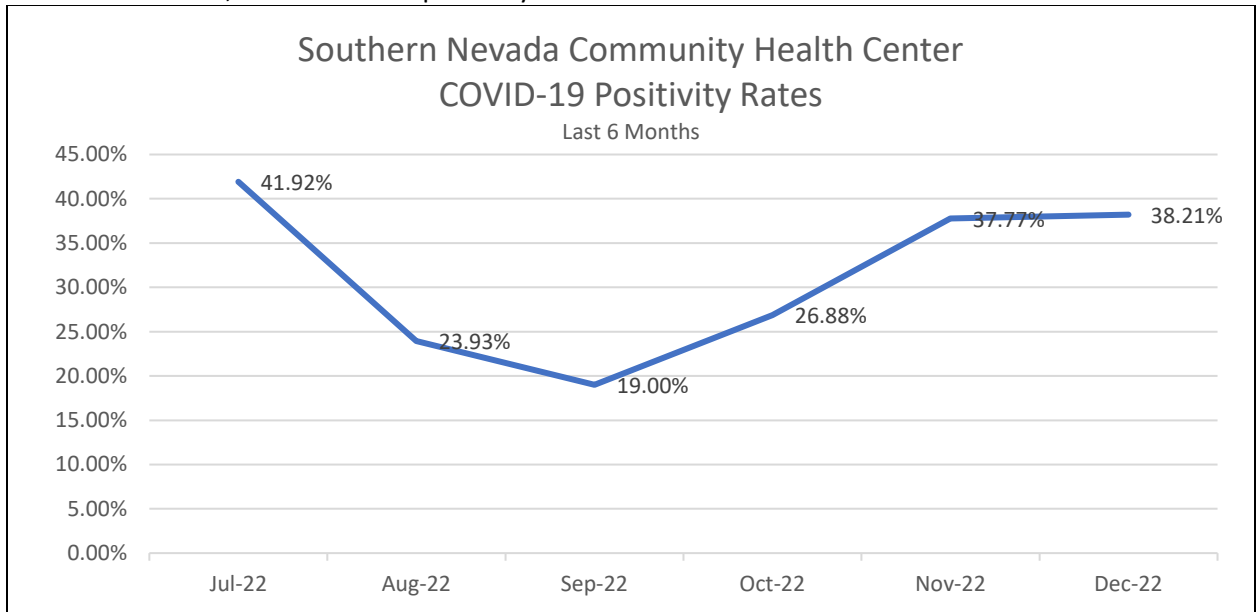
A. Quality

COVID-19 Testing

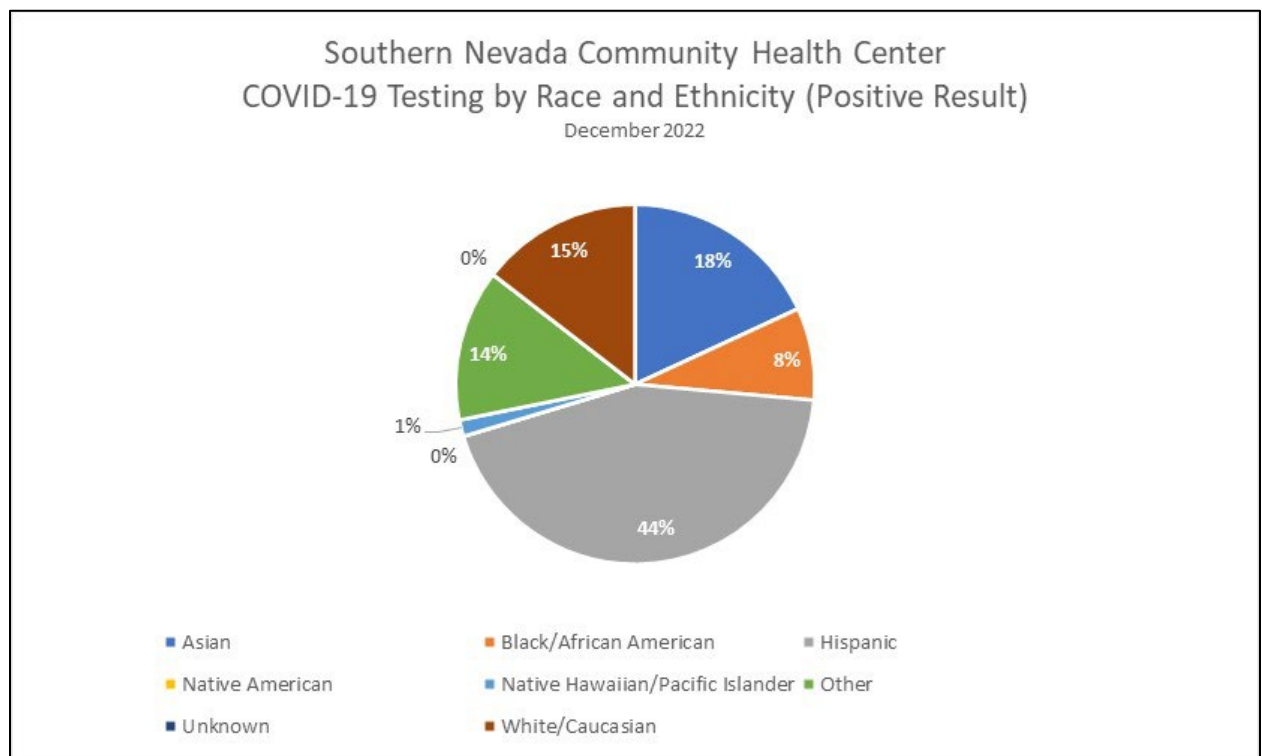
From April 2020 to December 2022 the Southern Nevada Community Health Center completed 98,323 COVID-19 tests, 895 of which were conducted in December of 2022.

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.

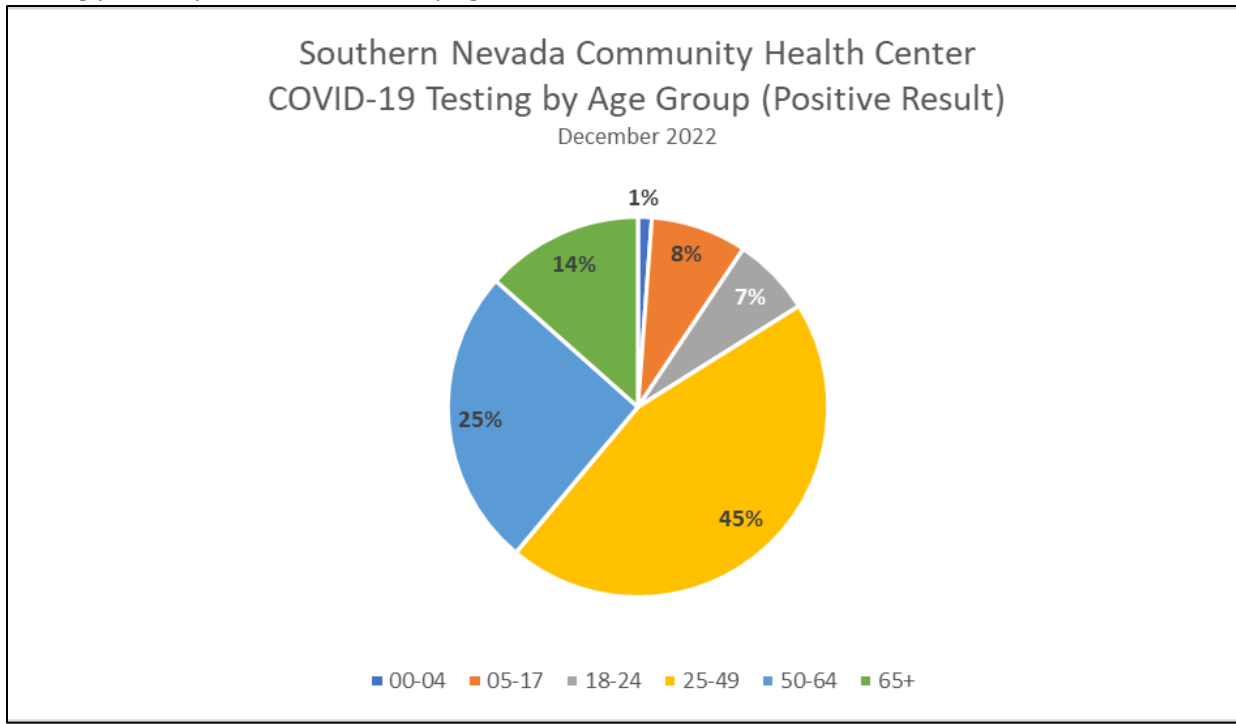
In December 2022, the COVID test positivity rate was 38.21%.



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%

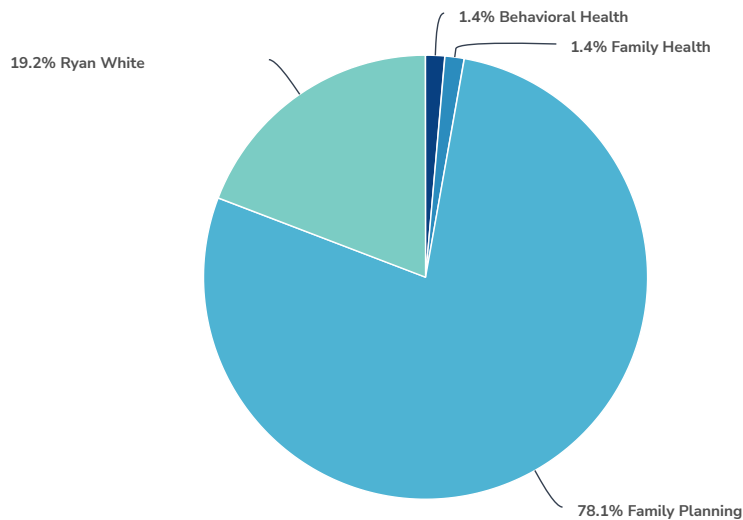
*Visits included in Family Planning Clinic

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

Response Counts

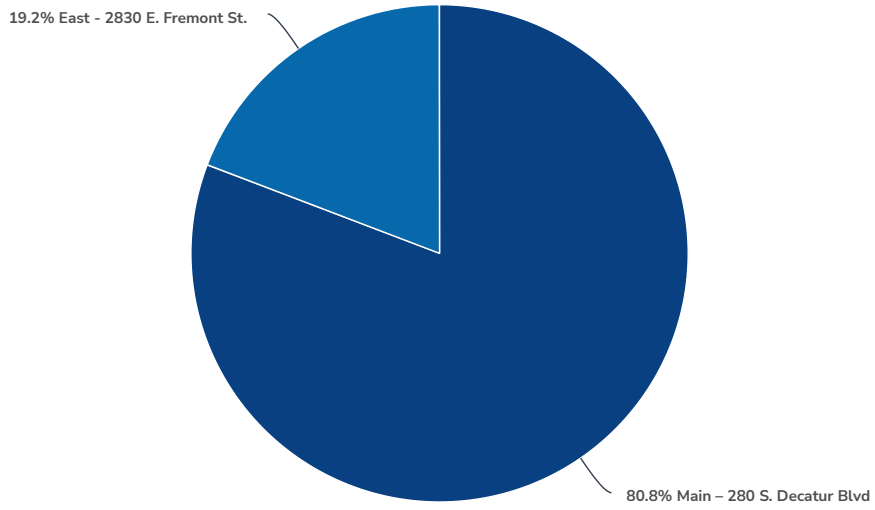
Completion Rate:	98.6%	
Complete		73
Partial		1
		Totals: 74

1. Service received during your visit



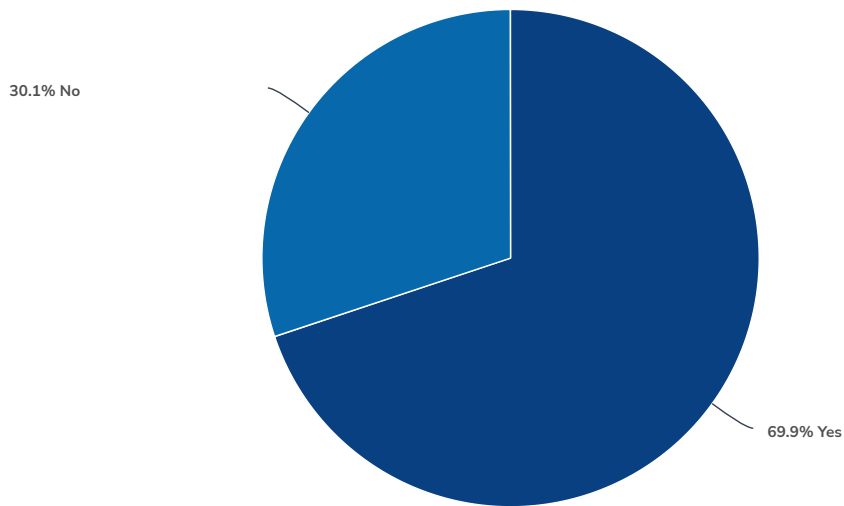
Value	Percent	Responses
Behavioral Health	1.4%	1
Family Health	1.4%	1
Family Planning	78.1%	57
Ryan White	19.2%	14
		Totals: 73

2. Southern Nevada Health District (SNHD) location



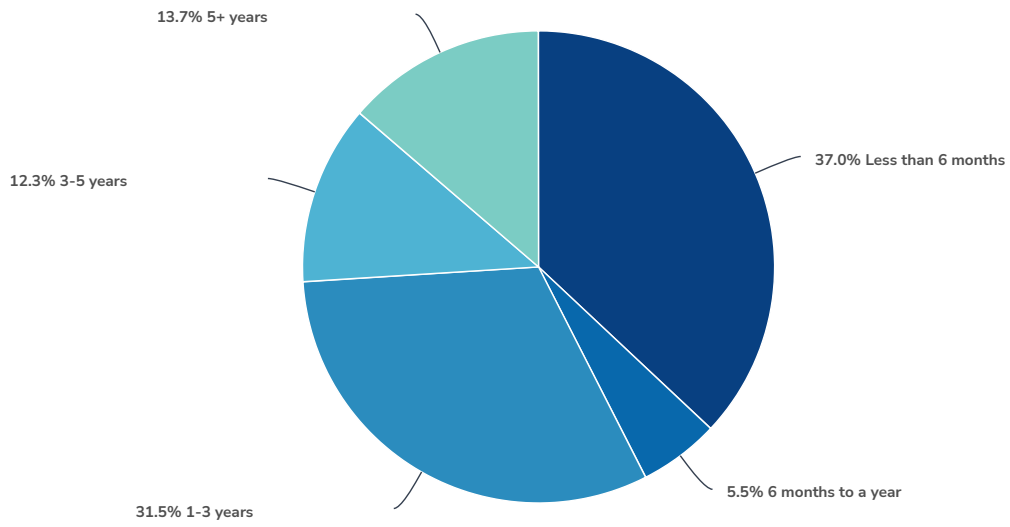
Value	Percent	Responses
Main - 280 S. Decatur Blvd	80.8%	59
East - 2830 E. Fremont St.	19.2%	14
		Totals: 73

3. Do you have health insurance?



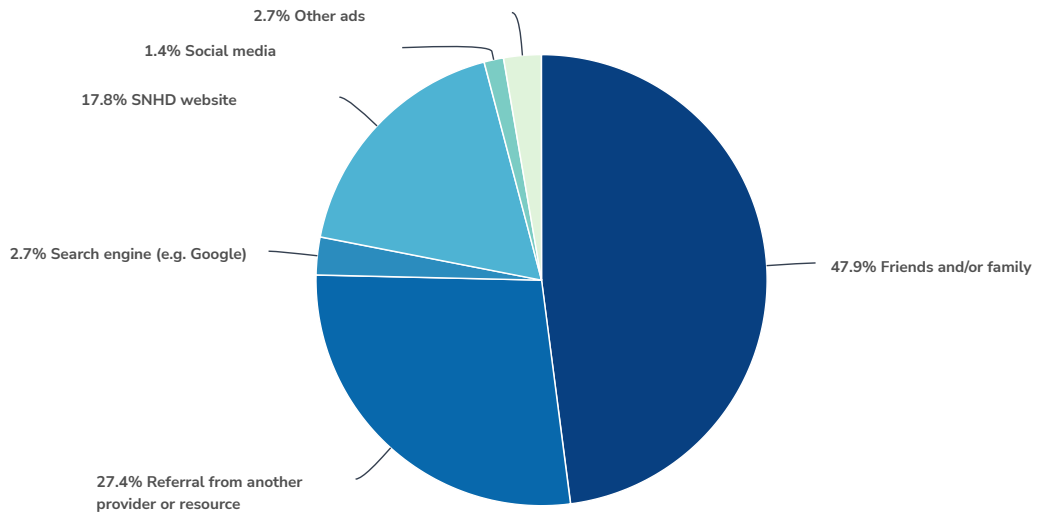
Value	Percent	Responses
Yes	69.9%	51
No	30.1%	22
		Totals: 73

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

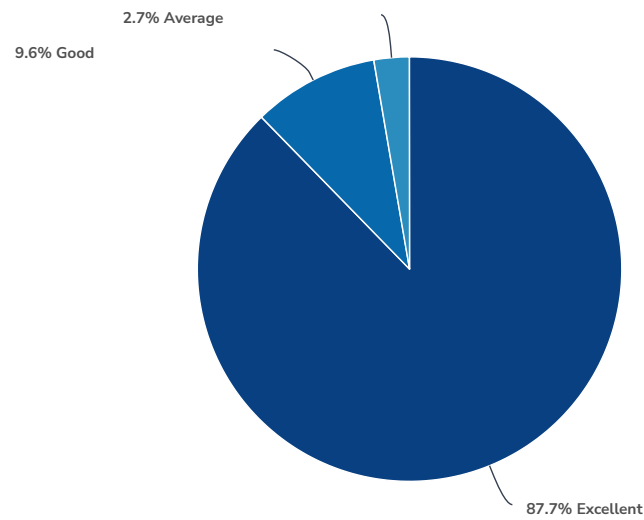
5. How did you hear about us?



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

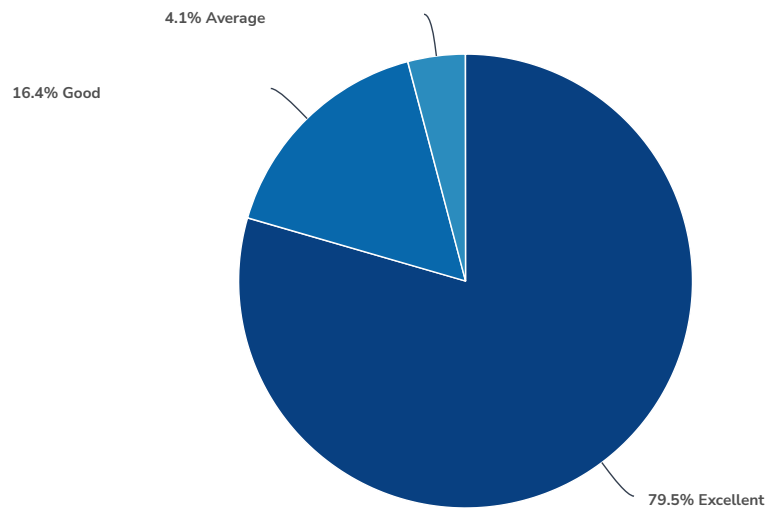
Value	Percent	Responses
Referral from another provider or resource	27.4%	20
Search engine (e.g. Google)	2.7%	2
SNHD website	17.8%	13
Social media	1.4%	1
Other ads	2.7%	2
		Totals: 73

6. Ease of scheduling an appointment



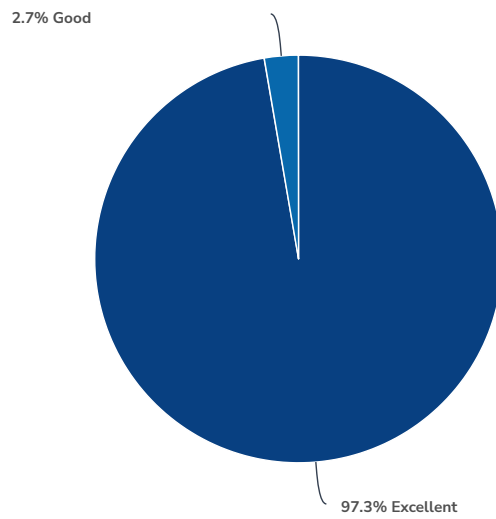
Value	Percent	Responses
Excellent	87.7%	64
Good	9.6%	7
Average	2.7%	2
		Totals: 73

7. Wait time to see provider



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

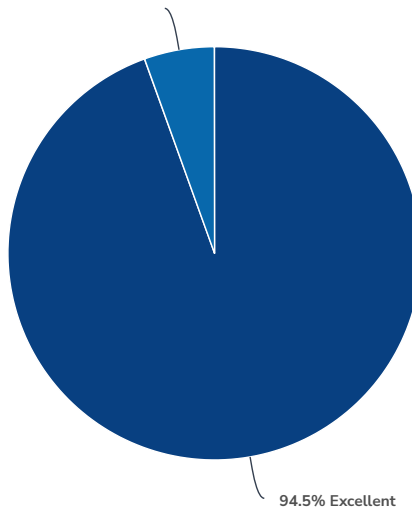
8. Care received from providers and staff



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

9. Understanding of health care instructions following your visit

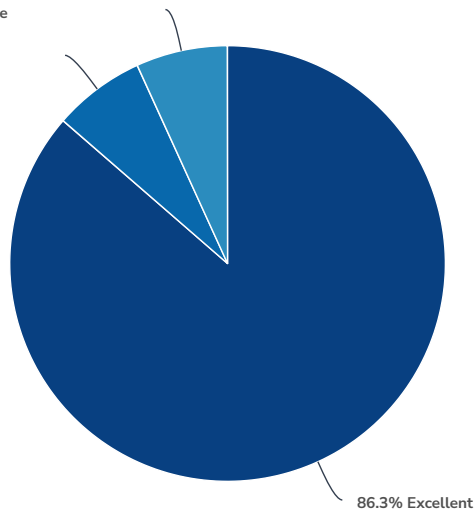
5.5% Good



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

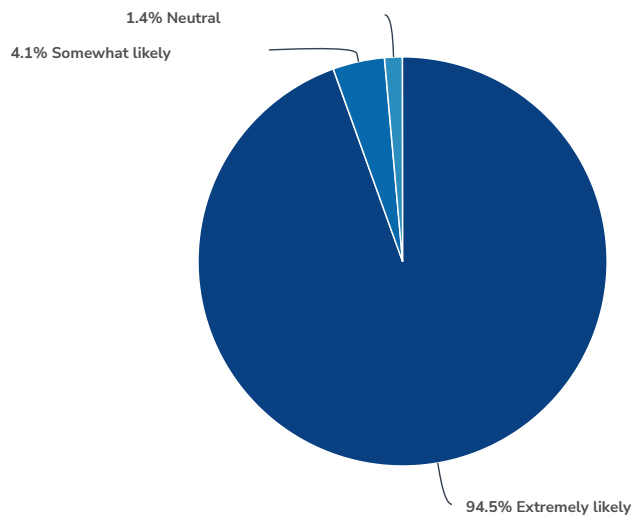
10. Hours of operation

6.8% Average
6.8% Good



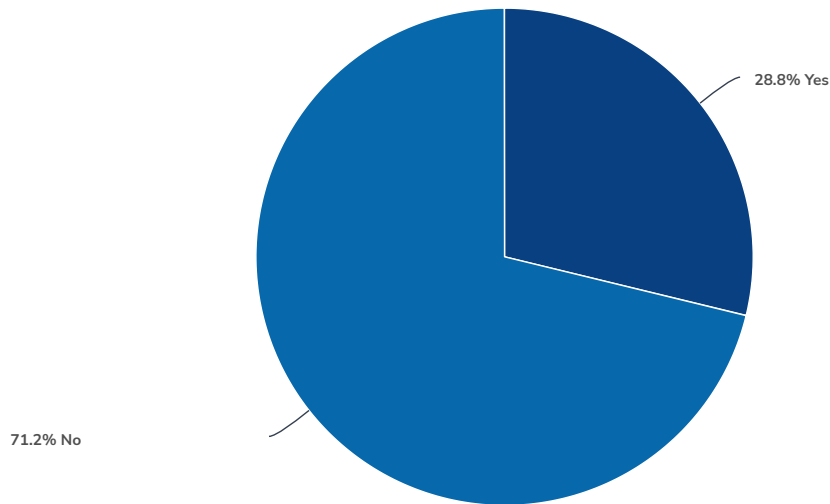
Value	Percent	Responses
Excellent	86.3%	63
Good	6.8%	5
Average	6.8%	5
		Totals: 73

11. Recommendation of our health center to friends and family



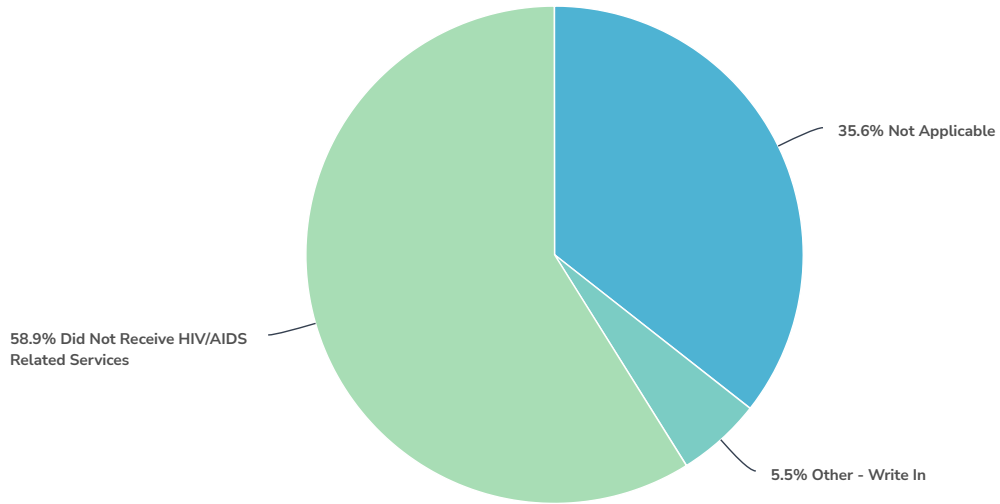
Value	Percent	Responses
Extremely likely	94.5%	69
Somewhat likely	4.1%	3
Neutral	1.4%	1
		Totals: 73

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



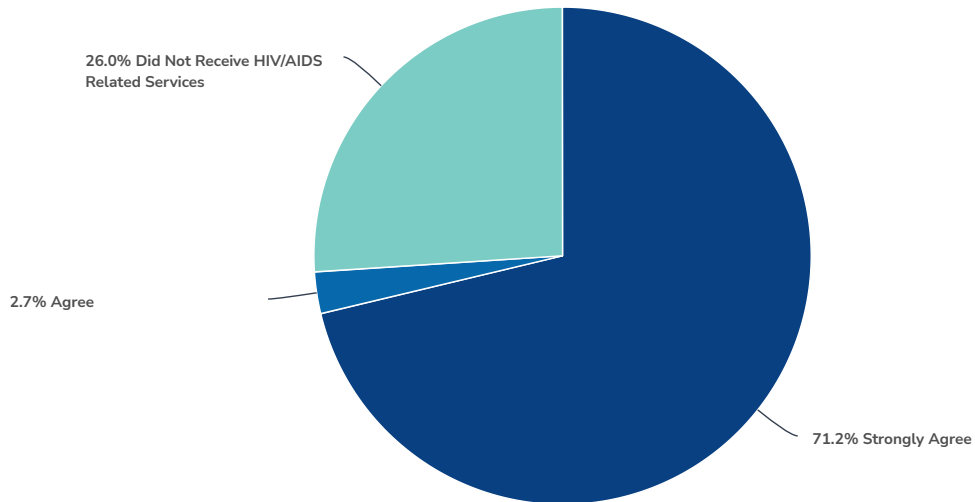
Value	Percent	Responses
Yes	28.8%	21
No	71.2%	52
		Totals: 73

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



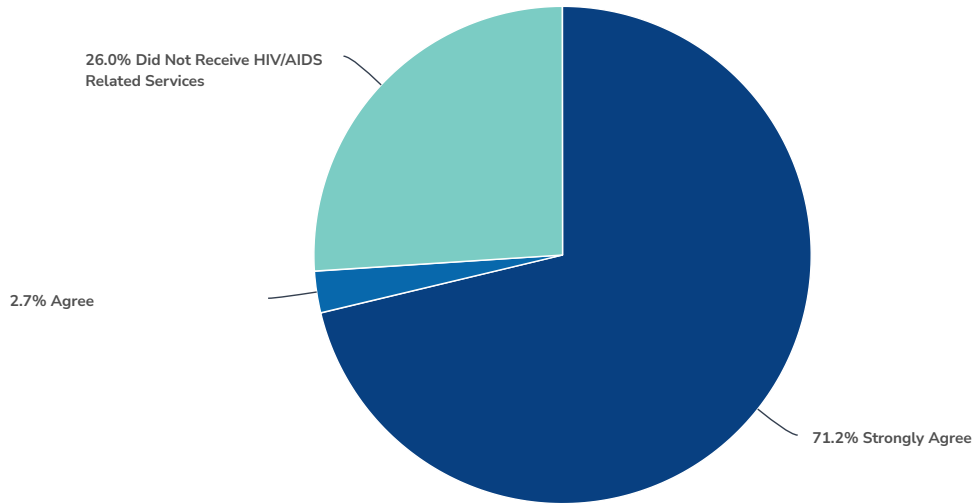
Value	Percent	Responses
Not Applicable	35.6%	26
Other - Write In (click to view)	5.5%	4
Did Not Receive HIV/AIDS Related Services	58.9%	43
		Totals: 73

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



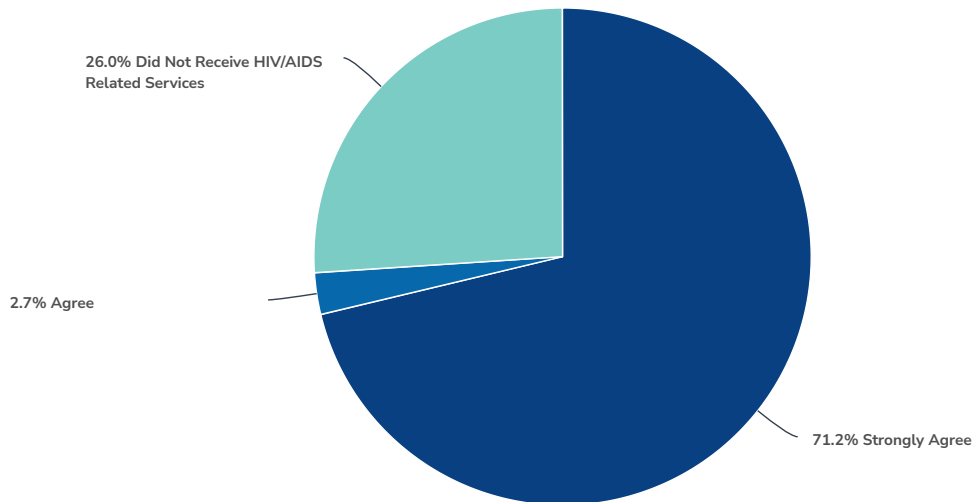
Value	Percent	Responses
Strongly Agree	71.2%	52
Agree	2.7%	2
Did Not Receive HIV/AIDS Related Services	26.0%	19
		Totals: 73

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

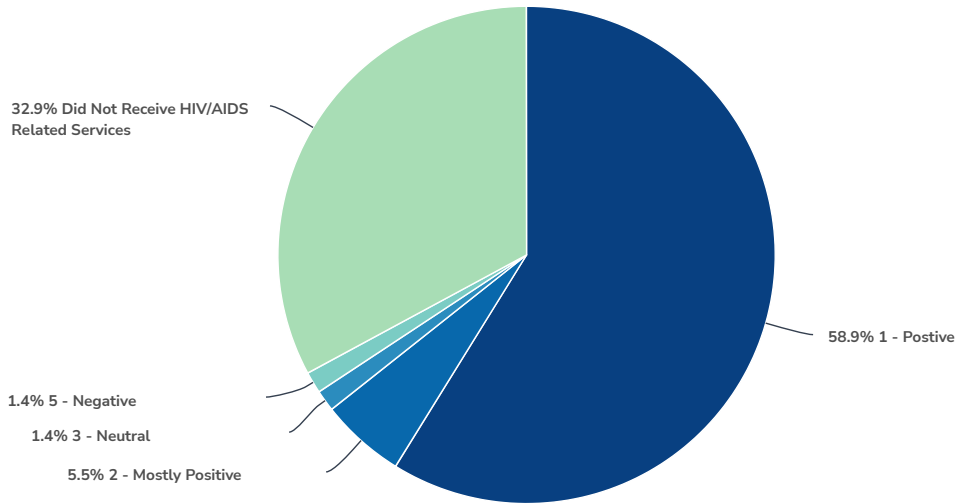
16. During your visit, did you feel that staff members were supportive?



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

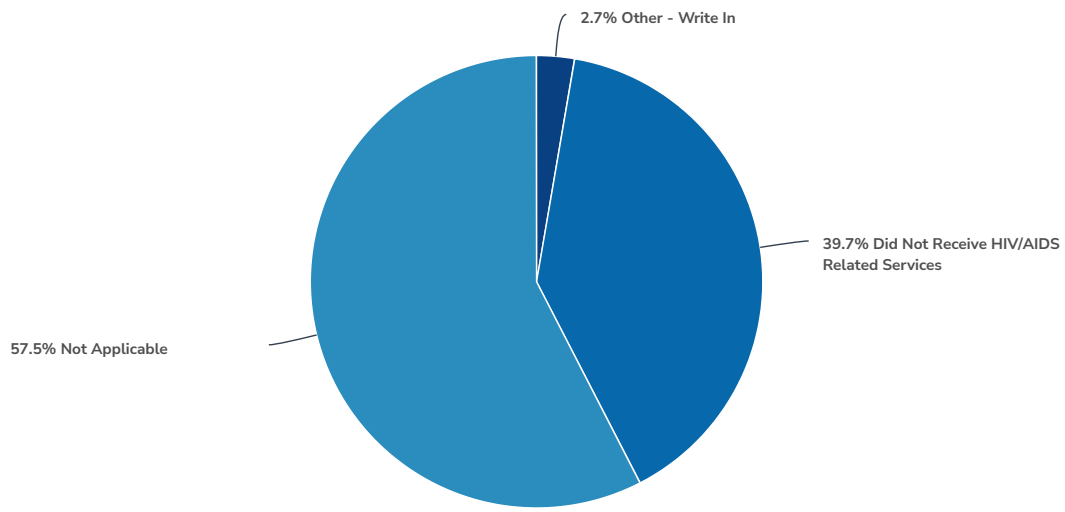
Value	Percent	Responses
Did Not Receive HIV/AIDS Related Services	26.0%	19
Totals: 73		

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

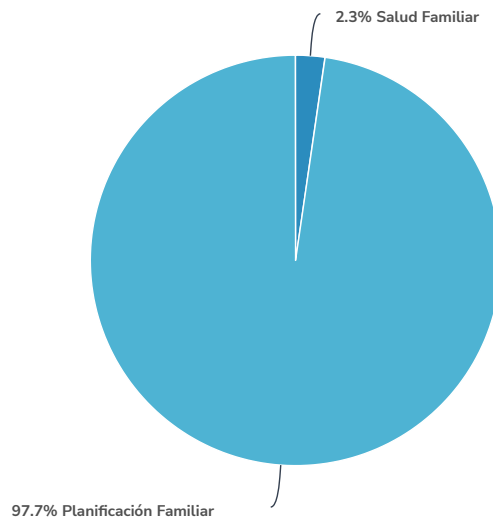
[Show Responses](#) ▾

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

Response Counts

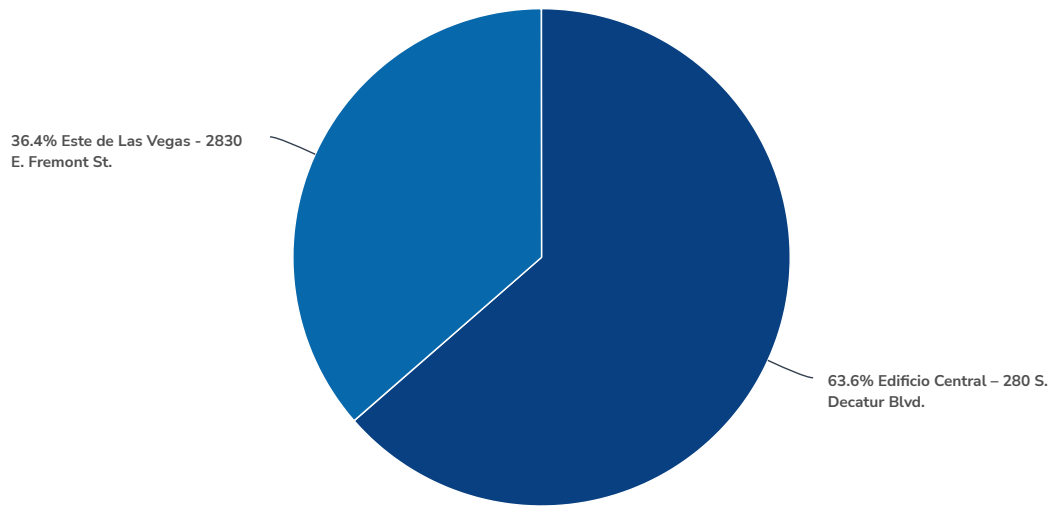
Completion Rate:	93.5%	
	Complete	43
	Partial	3
		Totals: 46

1. Marque los servicios recibidos durante su visita



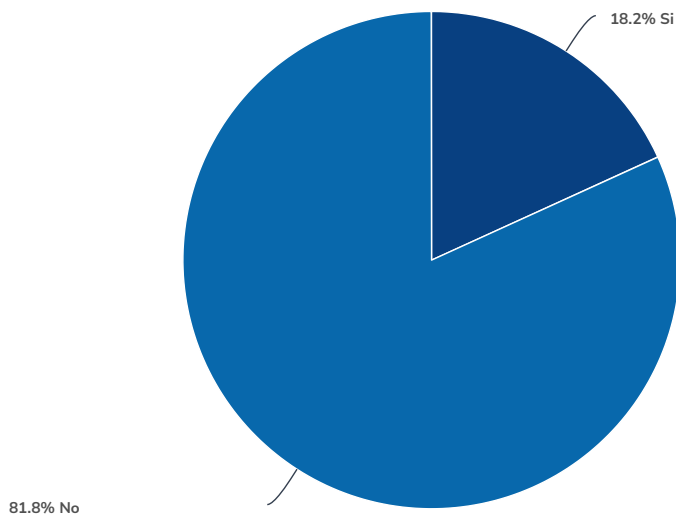
Value	Percent	Responses
Salud Familiar	2.3%	1
Planificación Familiar	97.7%	43
		Totals: 44

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



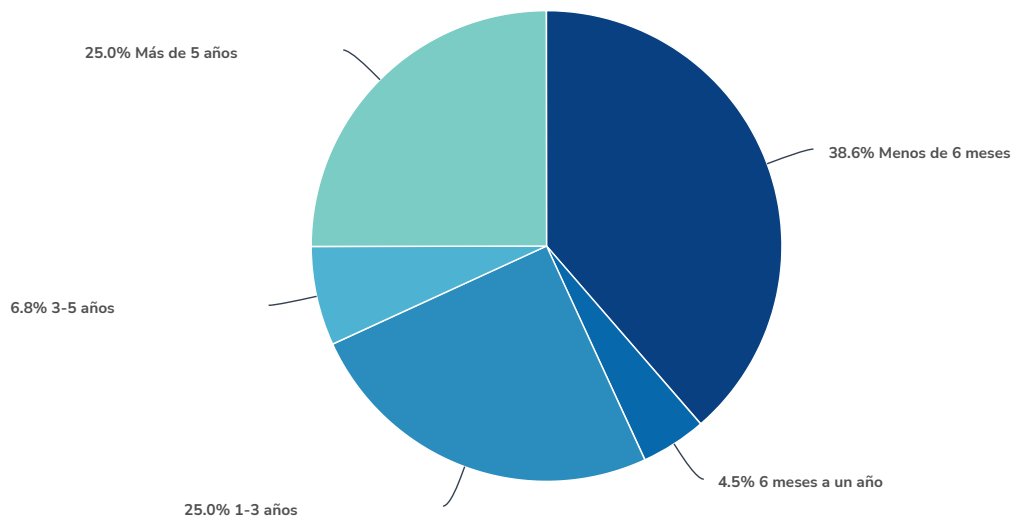
Value	Percent	Responses
Edificio Central – 280 S. Decatur Blvd.	63.6%	28
Este de Las Vegas - 2830 E. Fremont St.	36.4%	16
		Totals: 44

3. ¿Tiene seguro médico?



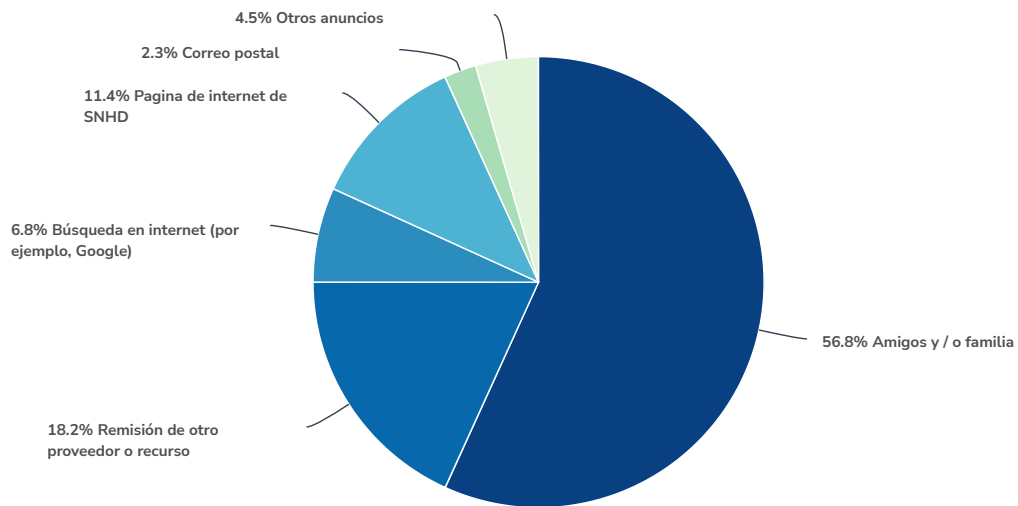
Value	Percent	Responses
Si	18.2%	8
No	81.8%	36
		Totals: 44

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

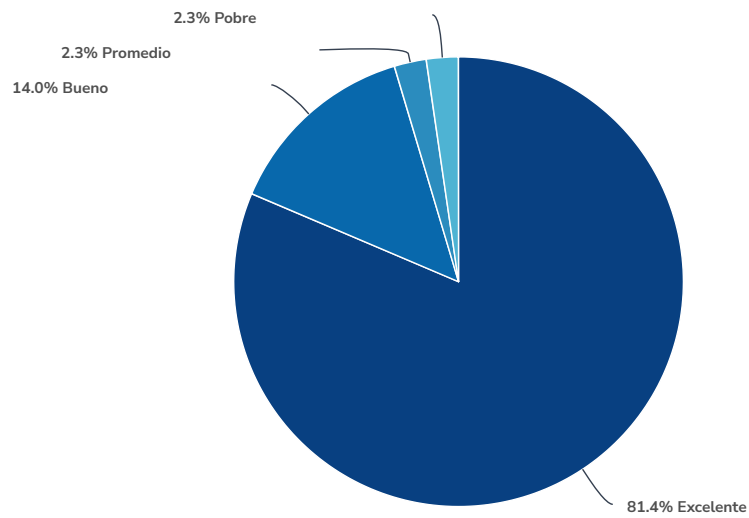
5. ¿Como usted supo de nosotros?



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

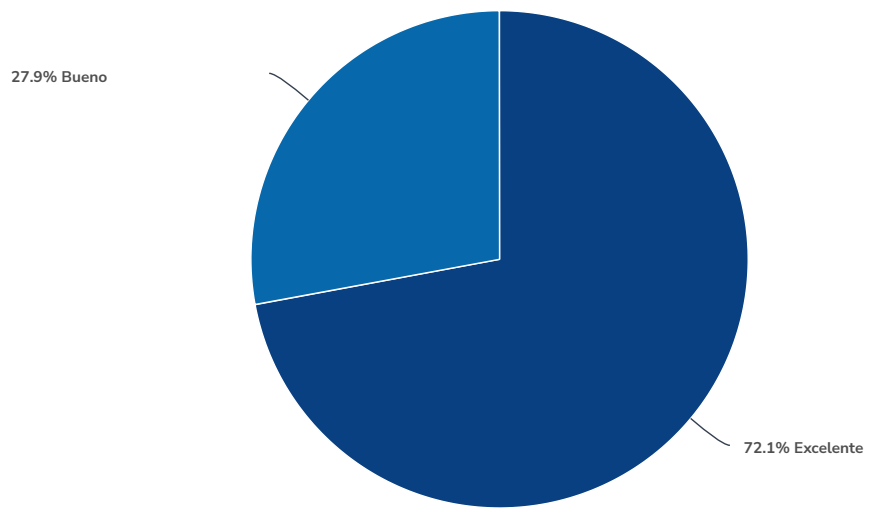
Value	Percent	Responses
Remisión de otro proveedor o recurso	18.2%	8
Búsqueda en internet (por ejemplo, Google)	6.8%	3
Página de internet de SNHD	11.4%	5
Correo postal	2.3%	1
Otros anuncios	4.5%	2
		Totals: 44

6. Facilidad para programar una cita



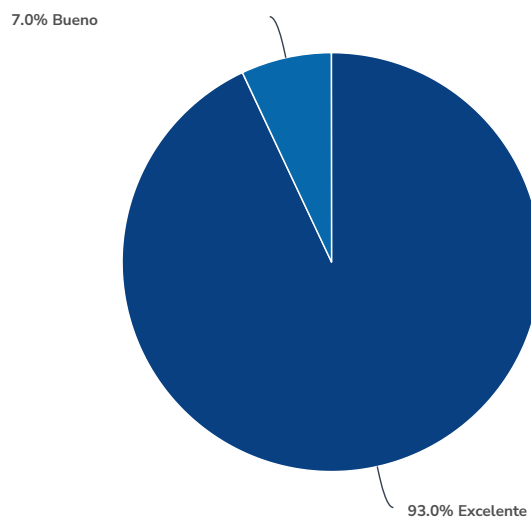
Value	Percent	Responses
Excelente	81.4%	35
Bueno	14.0%	6
Promedio	2.3%	1
Pobre	2.3%	1
		Totals: 43

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



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

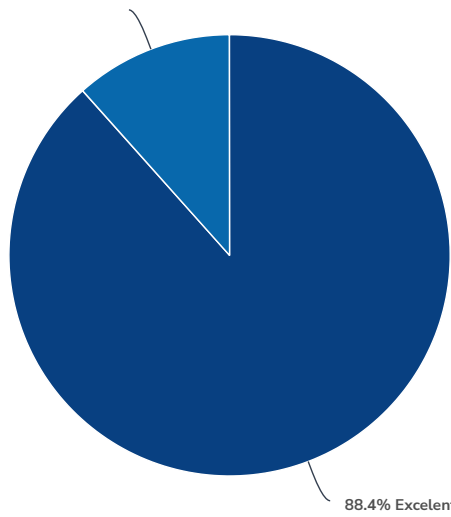
8. Atención recibida de los proveedores y personal



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

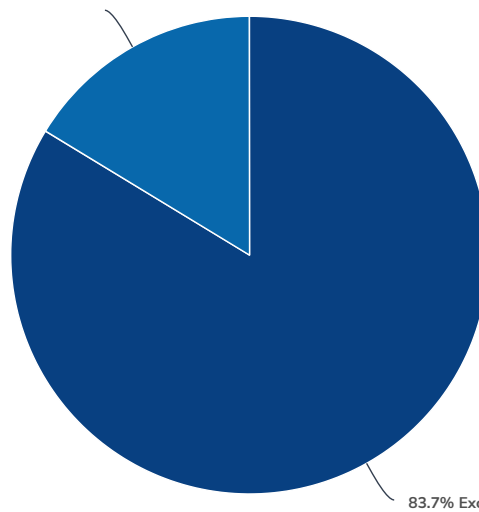


88.4% Excelente

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

10. Horarios de operación

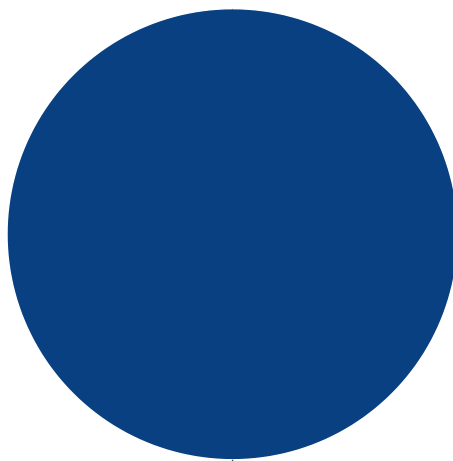
16.3% Bueno



83.7% Excelente

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

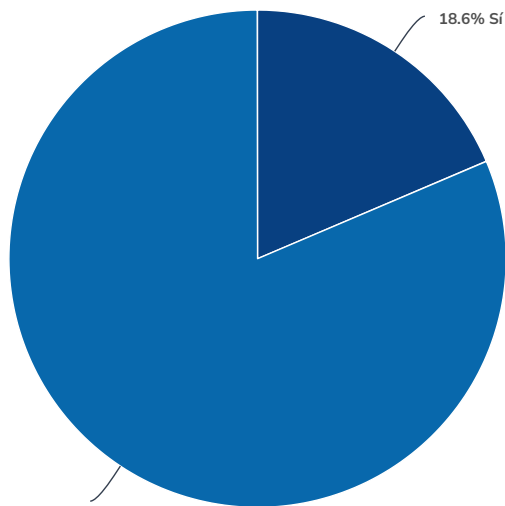
11. Recomendaría nuestro centro de salud a amigos y familiares



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?

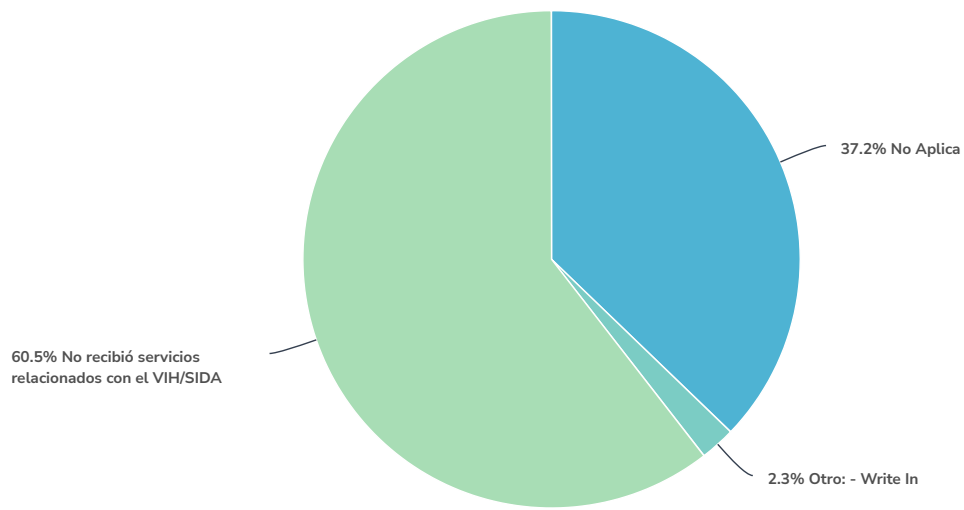


18.6% Sí

81.4% No

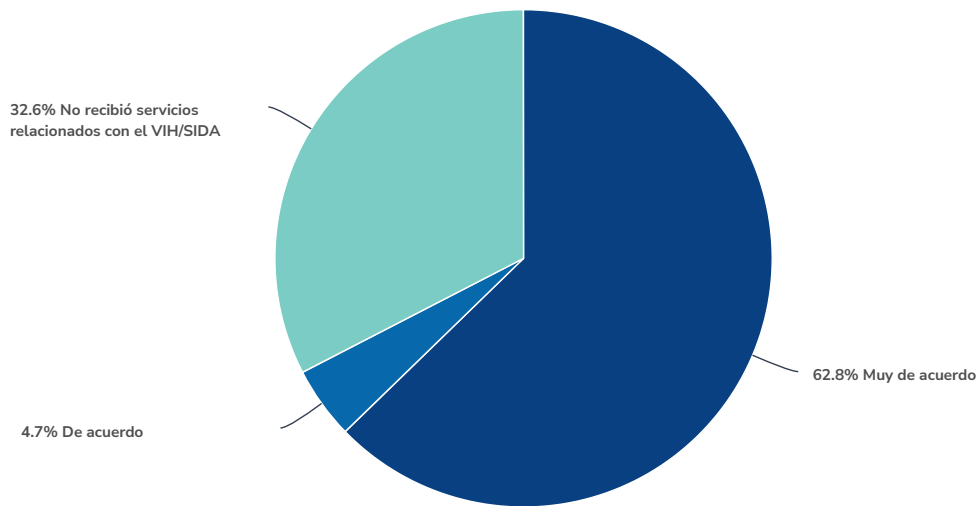
Value	Percent	Responses
Sí	18.6%	8
No	81.4%	35
		Totals: 43

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



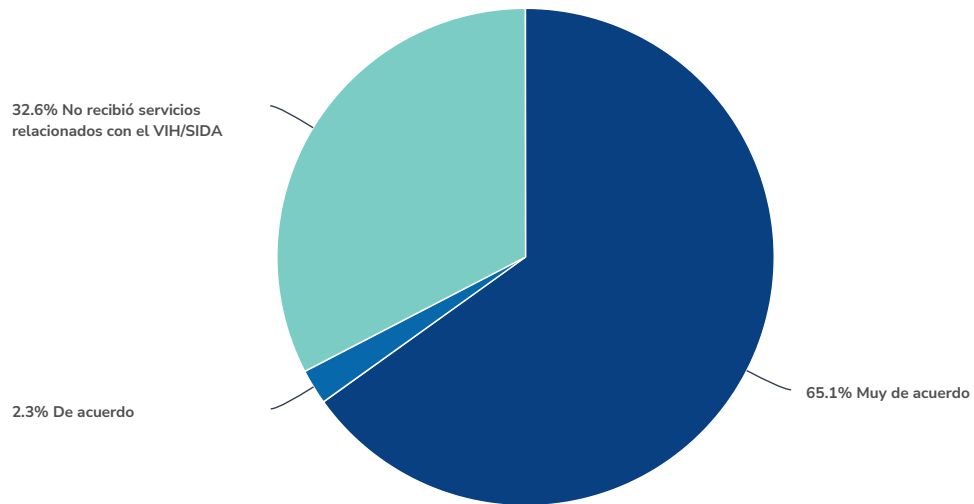
Value	Percent	Responses
No Aplica	37.2%	16
Otro: - Write In (click to view)	2.3%	1
No recibió servicios relacionados con el VIH/SIDA	60.5%	26
		Totals: 43

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



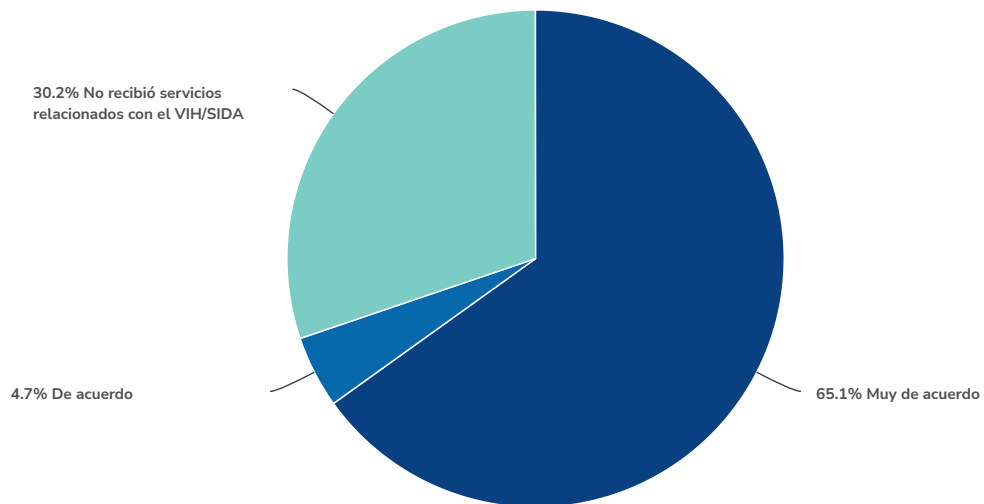
Value	Percent	Responses
Muy de acuerdo	62.8%	27
De acuerdo	4.7%	2
No recibió servicios relacionados con el VIH/SIDA	32.6%	14
		Totals: 43

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

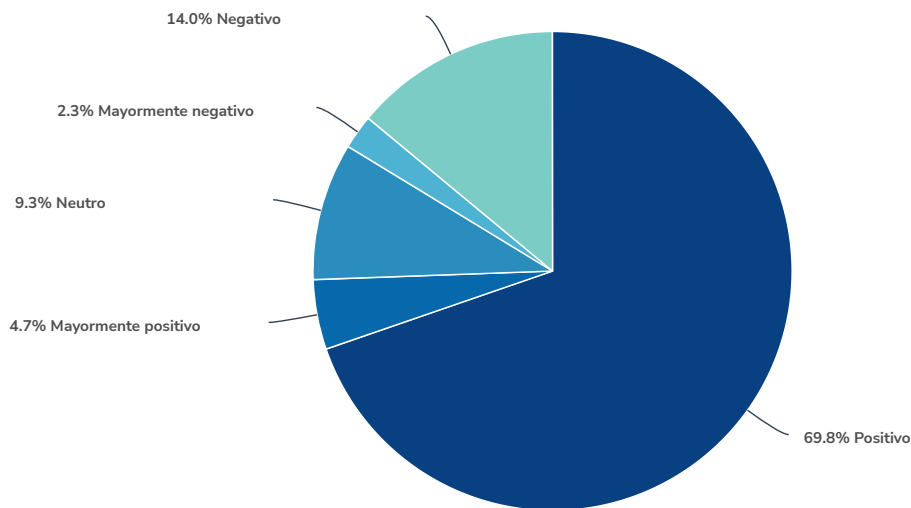
16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



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

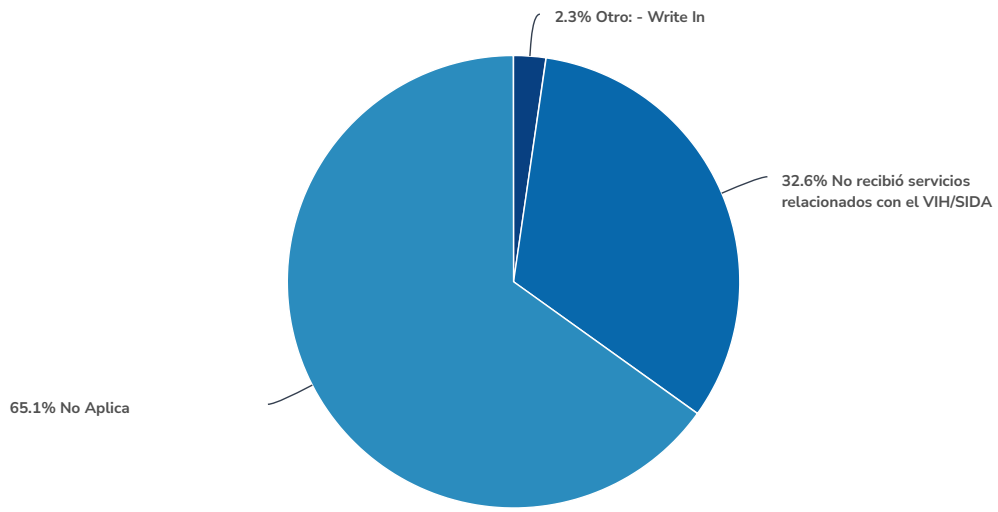
Value	Percent	Responses
No recibió servicios relacionados con el VIH/SIDA	30.2%	13
Totals: 43		

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.