

Memorandum

Date: January 9, 2020

To: Southern Nevada District Board of Health

From: JoAnn Rupiper, RN, BSN, MPH, Clinical Services Director
Fermin Leguen, MD, MPH, Acting Chief Health Officer

JAR
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RE: DIVISION OF CLINICAL SERVICES DIRECTOR REPORT

I. Immunization Program

A. Immunization Program Activities

1. There were 399 successful reminder calls and postcards sent out to adult 65 years and older who did not receive their doses of Prevnar, Pneumovax and/or Td/Tdap vaccination on December 15, 2019.
2. There were 176 successful reminder calls made to parents of children 19-35 months who are not up to date with their immunizations for the month of December.

B. Immunization Outreach Activities

1. A total of 32 vaccines were administered to 32 clients at Clark County Detention Center (CCDC) in December 2019. Clinics were held on Mondays and Fridays.
2. A total of 63 vaccines were administered to 47 clients at outreach clinics tunnels and encampments in partnership with HELP of Southern Nevada, Mission Treatment Center, Centers for Behavioral Health, Westcare and Impact Center.
3. Immunization Project and Sexual Health Clinic staff initiated a Hepatitis A clinic for high risk clients from October 2019 through December 2019. A total of 157 clients were administered 162 vaccines.
4. No clients were seen at Downtown Recreational Center Mobile Clinic on December 12, 2019.
5. Mobile Clinic at Windmill Library was held on December 19, 2019. A total of 2 vaccines were administered to 2 clients. Due to the holidays, mobile clinics at Morrell Park, Clark County Library, and Skyview YMCA were cancelled.

II. Community Health Nursing

A. Maternal Child Health

1. There were no new reported cases of childhood lead poisoning in December.
2. There were five referrals from the Newborn Screening Program requiring follow-up by the field nurse.

B. Nurse Family Partnership (NFP)

The Southern Nevada Health District's Nurse-Family Partnership (NFP) has 177 active clients. Fifty-one are participating through the Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program made available through the Nevada Division of Public and Behavioral Health under the Affordable Care Act (ACA).

Three Nurse Home Visitors traveled to Denver for the NFP required Dyadic Assessment of Naturalistic Caregiver-Child Experience (DANCE) training. Team members also attended a Motivational Interviewing training offered at the Health District. An NFP Nurse Home Visitor was interviewed and will be featured in Roadtrip Nation, a show on PBS. The interview with the NFP Nurse Home Visitor is scheduled to air in November 2020. The team continues to work at increasing their competency in the use of the new electronic health record.

C. Embracing Healthy Baby

The Southern Nevada Health District's Embracing Healthy Baby program is still under development. Both Community Health Workers (CHW's) continue orientation. Current orientation involves Maternal and Child Health topics relevant to the program and joint home visits with the maternal child health program nurse, as well as training on evidence-based screening tools used such as the Ages and Stages for children's development.

III. HIV/Ryan White Care Programs

- A. The HIV/Medical Case Management (MCM) program received 25 referrals in December. There were one newborn referrals for perinatal HIV exposure received this month. Newborns perinatally exposed to HIV are followed for periodic testing for approximately four months to determine their HIV status. The program received two referrals for pregnant women living with HIV.
- B. The Ryan White (RW) program dietitian in collaboration with the RW team has developed the workflow for this new RW service. The dietitian received 10 referrals for medical nutritional therapy this month. Services provided to clients include: patient-centered nutrition assessment, weight management, heart healthy nutrition, nutrition for Diabetes, medical nutrition therapy, health grocery shopping, nutrition for pregnancy and health/nutrition goals and action plans.
- C. The Ryan White clinic continues to implement the Rapid stART project which has a goal of rapid treatment initiation for newly diagnosed patients with HIV. As part of the strategy, clinic staff work to accommodate referrals to the project even without appointment as a collaborative effort between Clinical Services, Office of Epidemiology and Disease Surveillance, the Nevada State Ryan White Part B and Clark County Ryan White Part A (RWPA). The Rapid stART team, in collaboration with SNHD informatics and epidemiology, is currently developing structured data points in the EMR eClinicalWorks in order to capture data needed to evaluate and inform practice in the clinic.
- D. The Transitional Case Management (TCM) program educated four new prison inmates this month on HIV management and community resources upon release. Two inmates discharged from the facility attended follow-up care and were seen at the Sexual Health Clinic. Additionally, inmates who were released prior to TCM program were located and brought back into care. The team continues to work closely with the Nevada Department of Correction's to ensure effective discharge planning of this hard-to-reach population.
- E. The Ryan White non-medical case management team assisted in the 2020 Marketplace Open Enrollment as requested by Ryan White Part B (NV State) by contacting clients to

schedule an appointment with designated community partners and enroll them in a health insurance. Open enrollment closed on December 15th. The team worked vigorously to contact clients by calling them weekly until the clients successfully enrolled into a health insurance product.

- F. The program is still recruiting for LCSW for the Ryan White program.
- G. The Ryan White eligibility staff attended the Dental Insurance teleconference to prepare them to enroll clients in the Ryan White Part B/ADAP Dental insurance program.
- H. The Ryan White Team, in collaboration with community agencies, organized an Action Planning Group (APG) that meets monthly. The APG team brings community partners together monthly to discuss service delivery issues, updates, successes, and solutions to improve delivery of care to clients living with HIV in the community.
- I. New Ryan White staff attended Motivational Interviewing training at SNHD in December.

IV. Sexual Health Clinic (STD Care Services)

- A. The Sexual Health Clinic (SHC) completed 1,026 service encounters in the month of December.
- B. The Sexual Health Clinic continues to offer Rapid HIV testing to high risk clients with the standard screening package. Patients with preliminary HIV-reactive rapid tests are referred to the Ryan White Rapid Start project after a second rapid test, using different technology, is performed.
- C. HIV pre-exposure prophylaxis (PrEP), post-exposure prophylaxis (PEP) and Hepatitis infection medical management continue to be offered in the Sexual Health Clinic.
- D. The clinic is recruiting qualified prescribing providers to add capacity to evaluate and treat sexually transmitted diseases in the clinic.

V. Tuberculosis Clinic/Refugee Health Program

- A. One new active adult TB case was reported by the TB Clinic during this period. There were no new pediatric TB cases.
- B. The Refugee Health Program served 28 adults in October.

VI. Teen Pregnancy Prevention (TPP)

- A. The TPP program and grant partners continue full program and grant activities at the Juvenile Justice System, Department of Family Services, and other community-based organizations.
- B. Special Projects, Reports/Events: During December, the TPP program conducted outreach activities at Desert Pines High School and Las Vegas High School. The Teen Pregnancy Prevention program provided information and resources to 250 individuals in the month of December.

- C. During September, through the TPP program's social media campaign the THNKnevada Facebook page has a total of 5,874 likes. The twitter account has 725 followers and had 1,962 impressions. The THINK website had 158 unique pageviews, 112 new users and 15 returning users and the Instagram page reached 922 followers and 732 youth were engaged.

VII. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 575 clients; 554 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 286 clients; 281 of them were unduplicated.
- C. The Decatur Family Planning clinic served 289 clients; 273 of them were unduplicated.

VIII. Family Healthcare Center

- A. The Family Health Care Clinic saw 150 patients in the month of December. Eleven patients were age 18 or younger and includes 0 children from the Refugee Health Clinic. One hundred and thirty-nine patients were age 18 or older. Immunizations were offered to those in need, according to the ACIP recommended Immunization Schedule.

IV. Pharmacy Services

- A. Dispensed 564 prescriptions for 489 clients.
- B. Assessed/counseled 11 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled zero clients in the Tuberculosis Clinic.
- D. Assisted 23 clients to obtain medication financial assistance.
- E. Assisted zero clients with insurance approvals.
- F. Referred zero clients to community partners.

X. Clinical Services Administration

- A. Clinical Services Division continues to retain Nevada State Board of Nursing approval to provide Continuing Education credits for SNHD Nursing staff. There were no CEU's offered in December.

JR: ms

Attachments: December 2019 Statistical Report

CLINICAL SERVICES DIVISION
MONTHLY REPORT
December 2019

Clinical Services Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	HDN Touro	Mesquite PHC	SHC	TB Clinic	Refugee Clinic	Laughlin	Mobile Clinic	Homeless Outreach	Targeted Populations	TOTAL
Immunizations	1,911	703	162	45			19	0	2	47	171	3,060
Immunization Records Issued	204	86										290
Family Health Care Clinic	121											121
Family Planning	289	286										575
Newborn Metabolic Screening	2	1										3
Sexual Health Clinic					1,084							1,084
TB Treatment & Control						716						716
Refugee Health Screening							28					28
SAPTA Services											22	22
Ryan White Care Services	680											680
Pharmacy Clients	489											489
Dental Clinic	28	11										39
TOTAL	3,724	1,087	162	45	1,084	716	47	0	2	47	193	7,107

Clinical Services Client Encounters by Program

Program	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Immunizations	2,236	3,060	↑	25,716	29,757	↑
Immunization Records Issued	*	290		*	4,864	↓
Family Health Clinic	69	121	↑	300	1,141	↑
Family Planning	456	575	↑	3,045	3,302	↑
Newborn Met. Screening	1	3	↑	26	15	↓
Sexual Health Clinic	1,103	1,084	↓	7,257	7,382	↑
TB Treatment & Control	1,093	716	↓	7,132	4,313	↓
Refugee Health Screening	32	28	↓	200	296	↑
SAPTA Services	15	22	↑	124	155	↑
Ryan White Care Services	868	680	↓	5,725	4,960	↓
Pharmacy Clients	268	489	↑	268	489	↑
Dental Clinic	*	39	↓	*	0	↓
TOTAL	6,141	7,107	↑	49,793	56,674	↑

*Not collected FY18-19

Clinical Services Immunization Program

Immunizations	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Flu Vaccine Given	860	1,219	↑	6,465	7,441	↑
Gratis	86	166	↑	1,460	1,613	↑

Vaccines for Children (VFC)	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Number of VFC Compliance Visits	8	0	↓	25	32	↑
Number of IQIP Visits*	2	13	↑	36	9	↓
Number of Follow Up Contacts	43	74	↑	543	277	↓
Number of Annual Provider Training	7	40	↑	45	90	↑
Number of State Requested Visits	126	81	↓	447	396	↓

Perinatal Hepatitis B	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
# of Expectant Women	35	20	↓	182	29	↓
# of Infants	113	92	↓	822	106	↓
Total # of Infants Delivered	3	5	↑	16	7	↓
New Cases	6	2	↓	38	30	↓
Closed Cases	16	9	↓	20	25	↑

Childcare Program	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Childcare Audits	5	3	↓	19	10	↓
Baseline Immunization Rate	81%	85%	↑	86.8%	85.75%	↓
# of Re-Audits	7	3	↓	16	8	↓
Re-Audit Immunization Rate	97%	95%	↓	96%	96%	→
# of Records Reviewed	354	187	↓	1,863	743	↓

* Due to Back to School, the Childcare audits were suspended. Will resume activities in September

* AFIX has been changed to IQIP (Immunization Quality Improvement for Providers) - CDC's national, provider-level immunization quality improvement program. IQIP visits in progress.

Clinical Services Community Health Program

Nursing Field Services	Dec	Dec		FY 18-19	FY 19-20	
	2018	2019		119	154	
MCH Team Home Visit Encounters	16	19	↑	119	154	↑

NFP	Dec	Dec		FY 18-19	FY 19-20	
	2018	2019		107	143	
Referrals	19	32	↑	107	143	↑
Enrolled	8	9	↑	56	63	↑
Active	138	177	↑			

MCH	Dec	Dec		FY 18-19	FY 19-20	
	2018	2019		50	58	
# of Referrals Received	3	10	↑	50	58	↑
# from CPS	2	1	↓	17	11	↓
# of Lead Referrals	0	0	→	7	6	↓
# of Total Admissions	3	4	↑	19	25	↑

Clinical Services Tuberculosis Program

Tuberculosis	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Number of Case Management Activities*	420	170	↑	2,871	841	↓
Number of Monthly Pulmonary Specialist Clinic Clients Seen	26	11	↓	202	116	↓
Number of Monthly Electronic Disease Notifications Clinic Clients (Class B)	25	26	↑	152	150	↓
Outreach Activities during the Month - Presentations, Physician Visits, Correctional Visits, etc.	2	0	↓	10	0	↓
Directly Observed Therapy (DOT) Field, clinic and televideo encounters	620	512	↓	3,555	3,222	↓

*New EMR system- Counting only successful activities.

Refugee Health Program	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Clients Seen	32	28	↓	172	391	↑
Clients Requiring Medical Follow-up for Communicable Diseases	12	2	↓	99	50	↓
Referrals for TB Issues	6	1	↓	27	22	↓
Referrals for Possible Chronic Hep B	3	0	↓	22	13	↓
Referrals for STD	3	1	↓	13	15	↑
Pediatric Refugee Exams*	N/A	0	↑	N/A	54	↑

* Data also counted in Family Health Care Clinic

Substance Abuse Prevention & Treatment Agency (SAPTA)	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
# of Site Visits	3	3	→	22	24	↑
# of Clients Screened	15	22	↑	124	155	↑
# of TB Tests	15	22	↑	115	146	↑
# of Assessments only	*	0	↓	*	7	↓

*Not collected FY18-19

Clinical Services Teen Pregnancy Prevention Program

Teen Pregnancy Prevention Activities*	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Classes Conducted	8	5	↑	20	41	↑
Teen Class Participants	11	31	↑	111	227	↑
Parent Class Participants	28	0	↓	28	74	↑
Youth Outreach Participants	1,073	250	↑	2,180	2,306	↑

Clinical Services Care - Ryan White Care Services

Medical Case Management	Dec 2018	Dec 2019	FY 18-19	FY 19-20
ALL MCM service encounters	*	680 ↓	*	2,596 ↓
Total # of new referrals	25	25 →		150 ↑
Total # of new referrals - pregnant women	1	2 ↑		11 ↑
Total # of new referrals - infant/children/youth<18	5	1 ↓		12 ↑
Total Admission	15	21 ↑		109 ↑

*New Data for 2019-2020

Eligibility and Enrollment	Dec 2018	Dec 2019	FY 18-19	FY 19-20
All Eligibility service encounters	*	117 ↓	*	234 ↓

Early Intervention Services (EIS)	Dec 2018	Dec 2019	FY 18-19	FY 19-20
Total # of NEW patients seen in clinic	*	31 ↓	*	276 ↓
Total # of patients *LINKED to SNHD Provider (first provider visit)	29	31 ↑	167	194 ↑
Total # of patients under the Rapid Start Project	*	15 ↓	*	**122 ↑

*New Data for 2019-2020

**Adjusted for end of year total count

Outpatient / Ambulatory Health Services (OAHS)	Dec 2018	Dec 2019	FY 18-19	FY 19-20
Total # of Provider encounters	88	277 ↑	547	1,172 ↑

Clinical Services Sexual Health Clinic Program

STD Services	Dec 2018	Dec 2019	FY 18-19	FY 19-20
STD treatment/screening/exam	1,103	1,480 ↑	7,226	6,752 ↓
Total # of patients served	*	1,084 ↓	*	5,413 ↓
Total	1,103	N/A ↑	7,226	12,165 ↑

Clinical Services Family Planning Program

Unduplicated Patients	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Number of Pt: East LV PHC	185	281	↑	1,266	1,633	↑
Number of Pt: Decatur PHC	253	273	↑	1,529	1,533	↑

Duplicated Patients	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Number of Pt: East LV PHC	190	286	↑	1,335	1,677	↑
Number of Pt: Decatur PHC	266	289	↑	1,710	1,625	↓
New Patients						
Number of Pt: East LV	16	77	↑	106	459	↑
Number of Pt: Decatur PHC	59	70	↑	361	428	↑
APRN Visits						
Number of Pt: East LV	61	150	↑	305	953	↑
Number of Pt: Decatur PHC	145	147	↑	929	881	↓

Clinical Services Pharmacy Services

Pharmacy Services	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Clients seen (Pharmacy)	268	489	↑	1433	2921	↑
Prescriptions Filled	368	564	↑	2007	3451	↑
Clients seen (Pharmacist-SHC)	16	11	↓	96	111	↑
Clients seen (Pharmacist-TB)	30	0	↓	187	90	↓
Financial Assistance Provided	22	23	↑	173	246	↑
Insurance Assistance Provided	4	0	↓	18	37	↑
Referrals to Community Partners	0	0	→	2	0	↓

Clinical Services Dental Clinic

Unduplicated Patients	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Number of Pt: East LV PHC	*	0	↓	*	26	↓
Number of Pt: Decatur PHC	*	121	↓	*	211	↓

*New Report in FY19-20

Duplicated Patients	Dec 2018	Dec 2019		FY 18-19	FY 19-20	
Number of Pt: East LV PHC	*	28	↓	*	124	↓
Number of Pt: Decatur PHC	*	11	↓	*	135	↓

*New Report in FY19-20

Memorandum

Date: January 9, 2020

To: Southern Nevada Community Health Center Board

From: JoAnn Rupiper, RN, BSN, MPH, Acting FQHC Operations Officer *JR*
Fermin Leguen, MD, MPH, Executive Director *FL*

RE: FQHC REPORT

I. FQHC Administration

A. Operational Site Visit

1. The operational site visit is scheduled for February 25, 26 and 27, 2020. Board members are invited to the entrance conference on February 25 from 9:00 to 10:00 am at SNHD. An important lunch meeting with members of the Operational Site Visit team is also scheduled for board members on Wednesday, February 26th from 12:00 to 1:00 pm. The exit conference is scheduled for Thursday, February 27th from 11:00 am to 12:00 pm.

B. Staffing

1. FQHC Operations Chief has been hired and started December 23rd.
2. Quality Management Coordinator position will be posted in January.

II. Quality Management Program

A. Quality Management Committee

1. The Quality Management Committee convened on November 27, 2019. A Quality Management Plan, and Charter were drafted, reviewed and finalized for board adoption. Xandee Bernabe presented on a Patient Care Medical Home training. QI/QA training subcommittee was formed to facilitate training for FQHC staff. In-person (train the trainer) training is scheduled for March, 2020.
2. The Quality Management Program policy was drafted, reviewed and finalized.
3. An on-going patient satisfaction survey was developed for all FQHC patients.

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- C. HIV pre-exposure prophylaxis (PrEP), post-exposure prophylaxis (PEP) and Hepatitis infection medical management continue to be offered in the Sexual Health Clinic.
- D. The clinic is recruiting qualified prescribing providers to add capacity to evaluate and treat sexually transmitted diseases in the clinic.

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