



# Memorandum

**Date:** July 9, 2020

**To:** Southern Nevada District Board of Health

**From:** Alfred McGugin, MPA, FQHC Operations Officer   
Fermin Leguen, MD, MPH, Acting Chief Health Officer 

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT**

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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.

**June Highlights:**

- **Response to COVID-19**
  - Participates in ICS structure
  - Coordinating the efforts of the NCS
  - Collecting data from FQHC partners for point of care (POC) testing
  - Project Manager for FEMA NCS grant
  - Note – specific numbers for COVID testing are located within the Quality Report
- **Administrative**
  - Preparing program plan for Behavioral Health scope of work
  - Preparing response and program plan proposal with UNLV for dental services
  - Finalizing proposal with UNLV for expanded medical services to provide Saturday clinical services
  - Adjusted the Sliding fee scale to percentages to benefits the patient after the nominal fee
  - Registered as National Health Service Corps for SNCHC and SNHD
  - Prepared application for Federal Tort Claims Act (FTCA)
  - Aligned budget appropriately to grants in an effort alleviate pressure from the general fund for future planning and sustainability
  - Full clinical operations resumed July 1.

**Non-congregate Shelter (NCS): COVID-19 Response**

SNHD has secured the NCS facility by fully executing the contract with the vendor on May 8, 2020. It is anticipated the buildings are now on site at 280 Decatur and are expected to be fully operational by the end of July. The program has worked with key internal stakeholders to

address, building delivery, staffing, safety, trainings, service delivery within the NCS, ancillary services, patient education and engagement and discharge. The FQHC has secured the staff and provided the training for staff that will be working in the facility. We are currently awaiting the permitting process to finalize with the city of Las Vegas.

## **I. HIV / Ryan White Care Program**

- A. The HIV/Medical Case Management (MCM) program received 37 referrals between May 26<sup>th</sup> – June 25<sup>th</sup>. There were 3 pediatric cases referred to the program and linked to UNLV Pediatric center for monitoring for HIV perinatal exposure. The program received 4 referrals for pregnant women living with HIV.
- B. The Ryan White ambulatory clinic had a total of client visits. 244, 33 audio visits, 7 tele-visits, 18 Nurse visits and 98 lab visits in the month of June.
- 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. The program continues to receive referrals and accommodate clients on a walk-in basis. A Health Educator has been hired to support the Rapid stART program. During this month, the program manager presented on the Rapid stART program progress at the Southern Nevada RAPID stART Design Meeting.
- D. The Transitional Case Management (TCM) program education of inmates is currently on hold due to the COVID-19 pandemic. The program received 3 referrals from the Southern Desert Correctional Facility. 2 clients were linked to SNHC for HIV care. There is on-going case management services for clients already enrolled in the program.
- E. The Temporary policy change to eligibility requirements due to COVID-19 enables the eligibility staff to continue to enroll clients in RW eligibility to assist clients to obtain medical and supportive services.
- F. The Ryan White program recruited a dietitian to provide medical nutritional therapy services and an Advanced Practice Registered Nurse (APRN) to provide mental and behavioral health services for RW clients
- G. Program staff continue to support the staffing of COVID\_19 testing activities.

## **II. Sexual Health Clinic (STD Care Services)**

- A. The Sexual Health Clinic (SHC) completed 704 service encounters with 525 patients seen.
- B. The Sexual Health Clinic continues to refer clients for rapid start HIV treatment upon receipt of confirmed HIV positive results. Rapid HIV testing services are being offered to high risk clients with STD screening. HIV pre-exposure prophylaxis (PrEP), post-exposure prophylaxis (PEP) and Hepatitis infection treatment services continue to be offered in the Sexual Health Clinic.

- C. The Sexual Health Clinic staff remains activated under ICS to respond to the COVID-19 pandemic. The ICS team continues to offer Telehealth services. There were 38 telehealth service encounters completed with 47 patients served. The Abbott ID NOW™ instrument for rapid detection of COVID-19 was used to complete 1,093 rapid COVID-19 tests in the SNHD Laboratory with 918 (84%) negative and 175 (16%) positive results. Members of the sexual health clinic staff are assigned to the COVID-19 testing site at SNHD and outreach testing sites in the community.
- D. The Sexual Health Clinic is in the process of recruiting to fill a vacant RN position.

### **III. Family Planning (FP)**

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 491 clients; 467 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 233 clients; 224 of them were unduplicated.
- C. The Decatur Family Planning clinic served 258 clients; 243 of them were unduplicated.

### **IV. Family Healthcare Center**

- A. The Family Health Care Clinic saw 264 patients in the month of June. Ten patients were under age 18 and includes zero children from the Refugee Health Clinic. There were 254 patients age 18 or older.
- B. Immunizations were offered to those in need, according to the ACIP recommended Immunization schedule.

### **V. Pharmacy Services**

- A. Dispensed 615 prescriptions for 529 clients.
- B. Assessed/counseled 23 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled zero clients in the Tuberculosis Clinic.
- D. Assisted 11 clients to obtain medication financial assistance.
- E. Assisted 6 clients with insurance approvals.
- F. Referred zero clients to community partners.

AM: ms

Attachments: June 2020 Quality Report  
June 2020 Stats Report

**SOUTHERN NEVADA COMMUNITY HEALTH CENTER**  
**MONTHLY REPORT**  
**June 2020**

**Clinical Services Client Encounters by Locations**

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	265		
Family Planning	259	233	492
Sexual Health Clinic	704		704
Refugee Health Screening	3		354
Ryan White Care Services	1,107		1,107
Pharmacy Clients	529		529
Dental Clinic	0	0	0
<b>TOTAL</b>	<b>2,867</b>	<b>233</b>	<b>3,186</b>

**Clinical Services Client Encounters by Program**

Program	June 2019	June 2020		FY 18-19	FY 19-20	
Family Health Clinic	214	265	↑	*	2,462	↓
Family Planning	500	492	↓	5,757	6,192	↑
Sexual Health Clinic	1,543	704	↓	15,148	11,656	↓
Refugee Health Screening	34	3	↓	420	354	↓
Ryan White Care Services	802	1,107	↑	802	7,935	↑
Pharmacy Clients	382	529	↑	3,547	5,966	↑
Dental Clinic	*	0	↓	*	260	↓
<b>TOTAL</b>	<b>3,475</b>	<b>3,100</b>	<b>↓</b>	<b>25,674</b>	<b>34,825</b>	<b>↑</b>

\*Not collected FY18-19



## Southern Nevada Community Health Center Quality Improvement Narrative June 2020

Fantasi 'Stasi' Pridgon, MHA, Quality Management Coordinator *FP*  
Alfred McGugin, MPA, FQHC Operations Officer *Q*

### Quality Improvement

The Health Center has been approved as a National Health Service Corps (NHSC) site. The NHSC is a federal government program administered by the U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA) Bureau of Health Workforce (BHW). Since 1972, the NHSC has been building healthy communities, ensuring access to health care for everyone, preventing disease and illness, and caring for the most vulnerable populations who may otherwise go without care.

NHSC programs provide scholarships and student loan repayment to health care professionals in exchange for a service commitment to practice in designated areas across the country with a shortage of health care professionals. Because the Health Center is a Federally Qualified Health Center (FQHC) and designated a Health Professional Shortage Area (HPSA), providers are eligible to participate in the NHSC program by committing to serving at least two years of service in either a full-time or part-time capacity. This newly approved NHSC status will improve recruitment and retention for the Health Center in our efforts to provide quality health care and improved outcomes in the community.

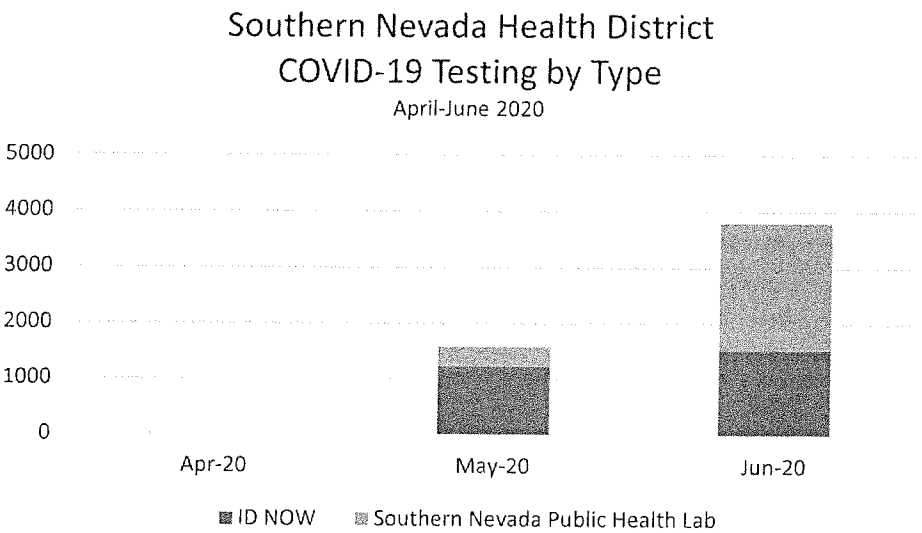
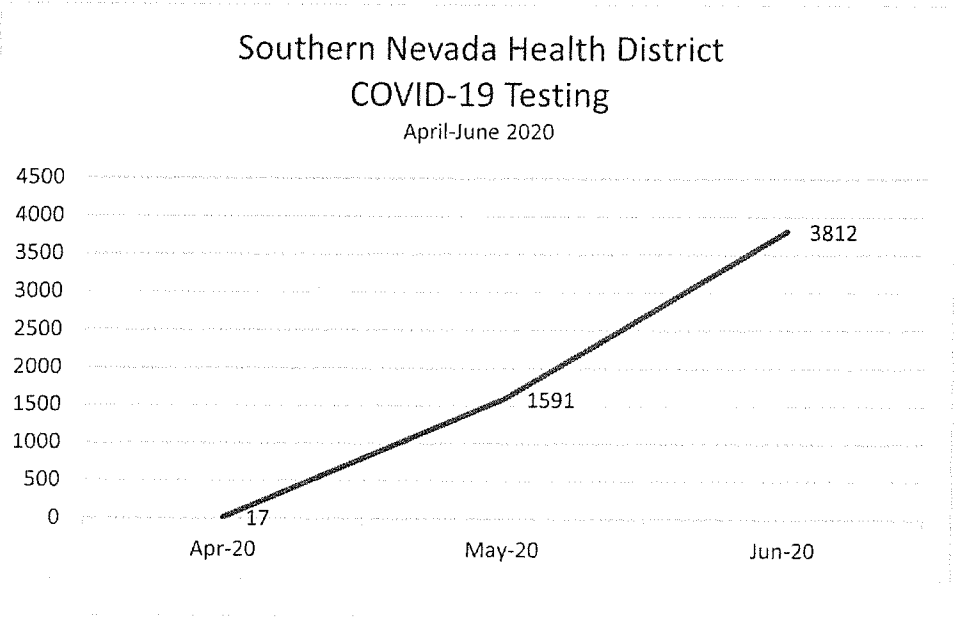
The Public Health Accreditation Board (PHAB) has granted the Southern Nevada Health District (SNHD) a yearlong extension on our accreditation application following a COVID-19 impact survey distributed to all organizations seeking accreditation; SNHD, in part, indicated we would likely request a 6 month or longer accreditation extension as a result of our intensive COVID-19 response efforts. This extension followed PHAB's automatic 90-day extension granted to all organizations seeking accreditation earlier this year at the start of the COVID-19 pandemic. Our new accreditation deadline is January 4, 2022.

PHAB is a nonprofit organization dedicated to advancing the continuous quality improvement of Tribal, state, local, and territorial public health departments. PHAB is working to promote and protect the health of the public by advancing the quality and performance of all public health departments in the United States through national public health department accreditation. PHAB's vision is a high-performing governmental public health system that will make the U.S. a healthier nation.

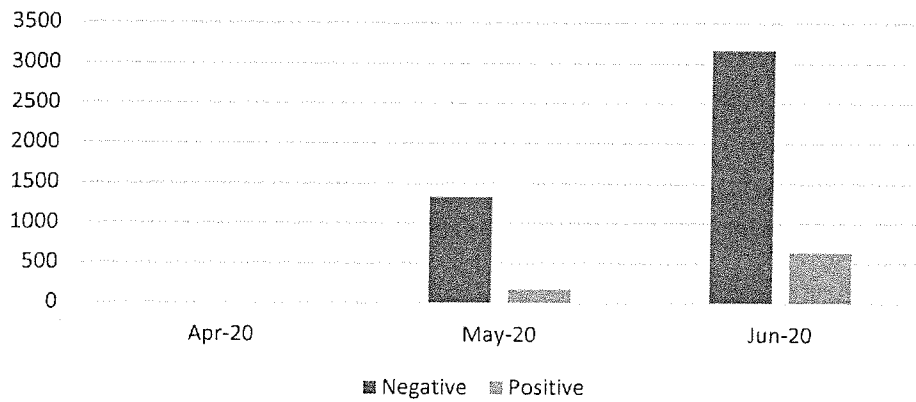
SNHD has discontinued use of Qualtrics, a survey platform, after being deemed no longer viable by the Academy of Science (AOS). SNHD is implementing a new survey platform, SurveyGizmo, through AOS. The Health Center's patient satisfaction survey will move to SurveyGizmo.



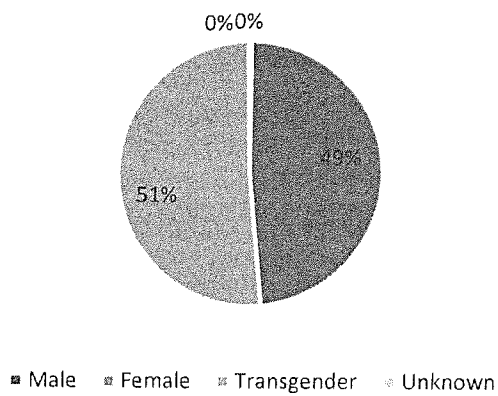
**COVID-19 Testing**  
As of June 30, 2020



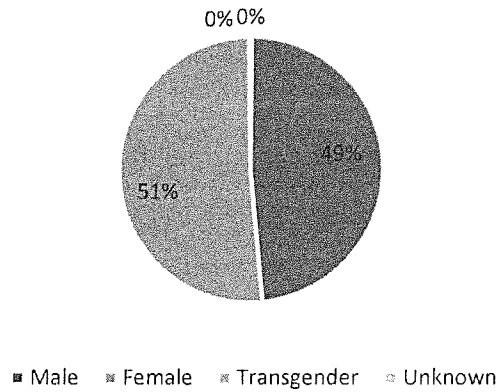
### Southern Nevada Health District COVID-19 Testing by Result April-June 2020



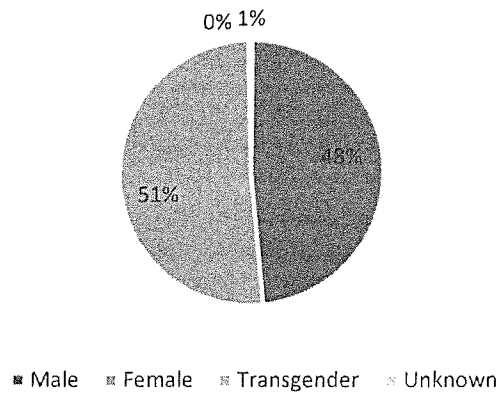
### Southern Nevada Health District COVID-19 Testing by Gender April-June 2020



Southern Nevada Health District  
 COVID-19 Testing by Gender (Negative Result)  
 April-June 2020

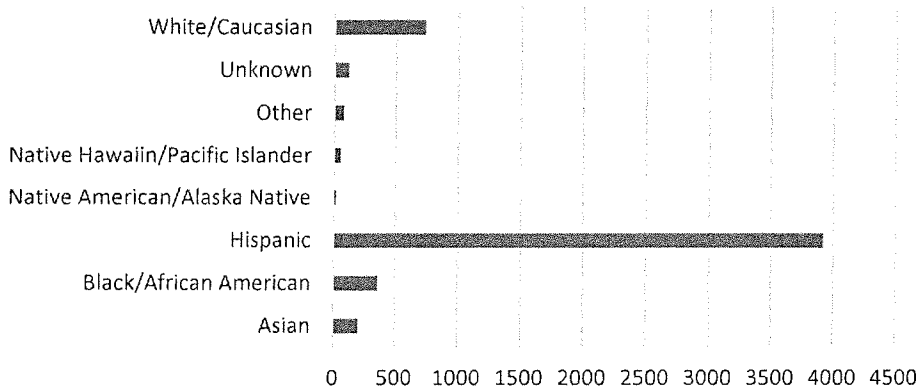


Southern Nevada Health District  
 COVID-19 Testing by Gender (Positive Result)  
 April-June 2020

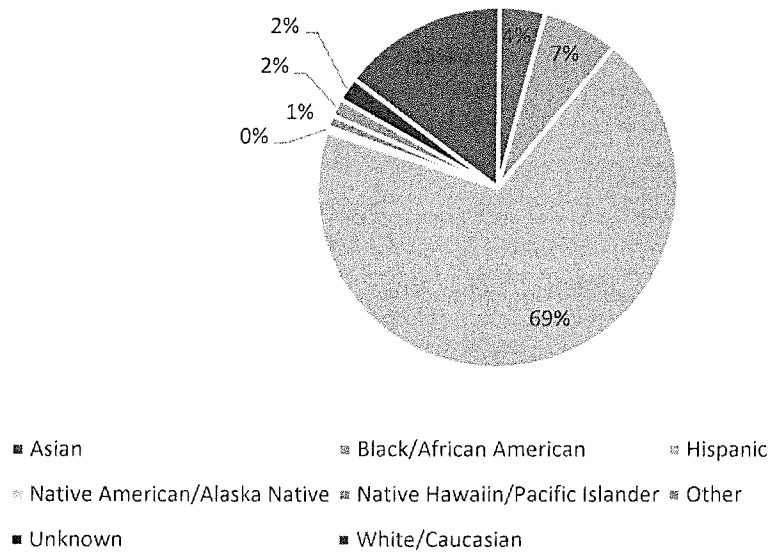




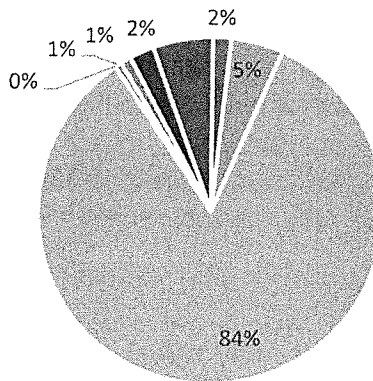
### Southern Nevada Health District COVID-19 Testing by Race and Ethnicity April-June 2020



### Southern Nevada Health District COVID-19 Testing by Race and Ethnicity (Negative Result) April-June 2020

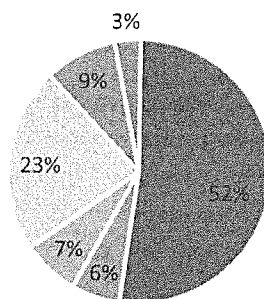


### Southern Nevada Health District COVID-19 Testing by Race and Ethnicity (Positive Result) April-June 2020



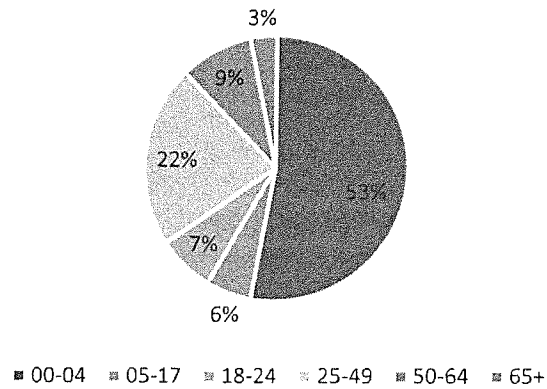
- Asian
- Black/African American
- Hispanic
- Native American/Alaska Native
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

### Southern Nevada Health District COVID-19 Testing by Age April-June 2020

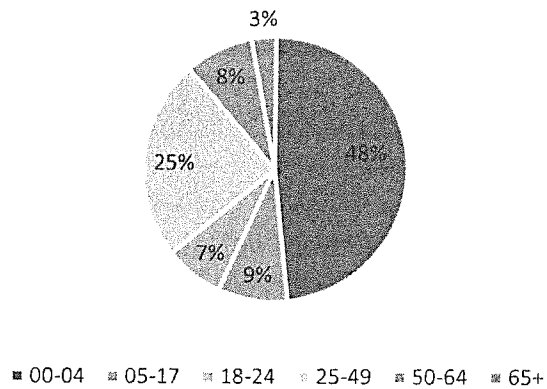


- 00-04
- 17-24
- 18-24
- 25-49
- 50-64
- 65+

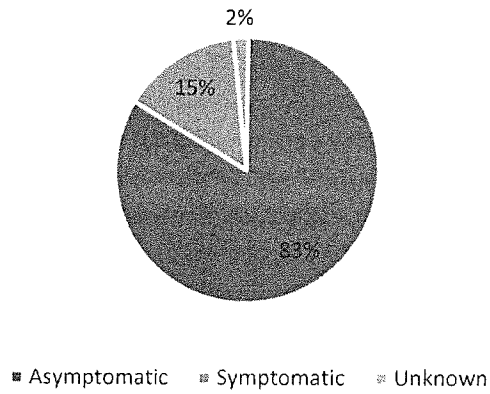
Southern Nevada Health District  
COVID-19 Testing by Age Group (Negative Result)  
April-June 2020



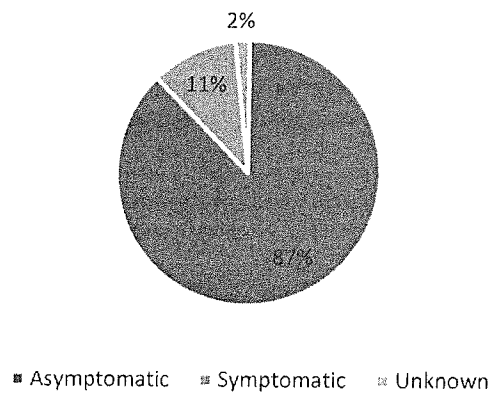
Southern Nevada Health District  
COVID-19 Testing by Age Group (Positive Result)  
April-June 2020



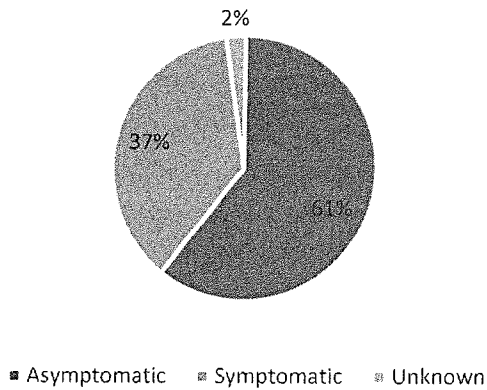
### Southern Nevada Health District COVID-19 Testing by Symptom April-June 2020



### Southern Nevada Health District COVID-19 Testing by Symptom (Negative Result) April-June 2020



### Southern Nevada Health District COVID-19 Testing by Symptom (Positive Result) April-June 2020

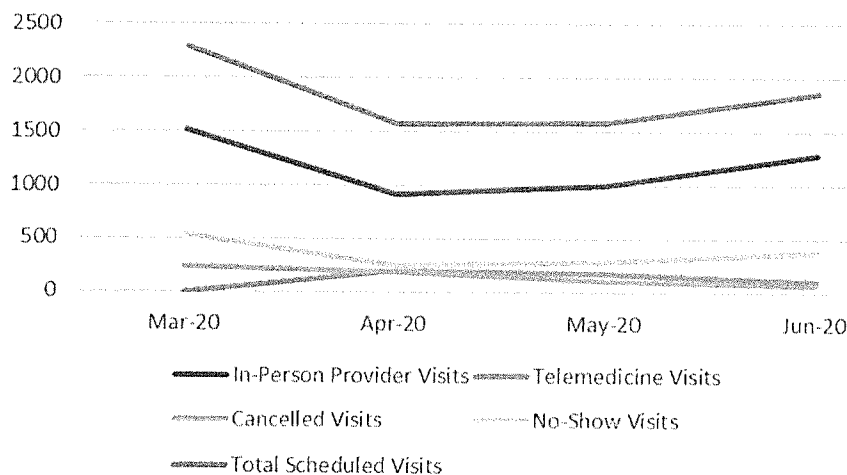


#### Health Center Visits

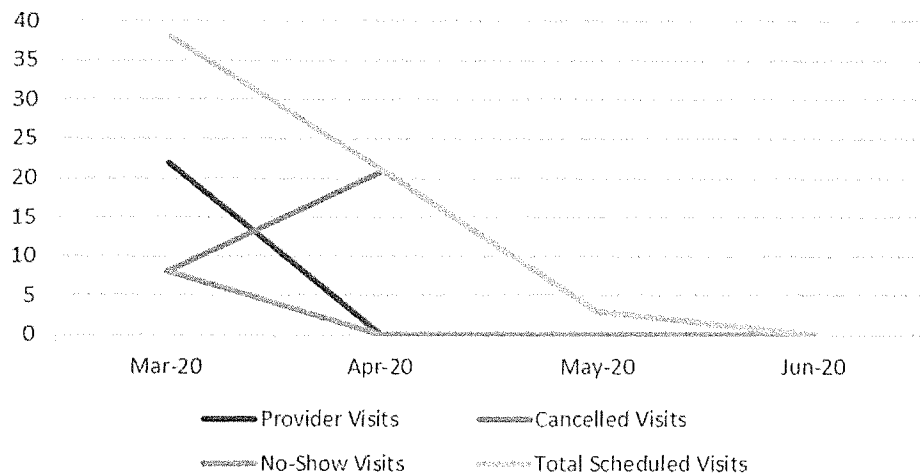
The Health Center had 1,865 scheduled patient appointments in June 2020, a 17.07% increase over the month prior. This is the second month the Health Center has seen an increase in scheduled patient appointments since the COVID-19 pandemic began in March. Of scheduled patients, 75.23% kept their appointments, 0.65% more than the month prior; there was a 4.13% cancellation rate, a decrease of 2.78% over the month prior and a 20.64% no-show rate, an increase of 2.12% over the month prior. Telemedicine saw 106 patients — 8.17% of patient visits, a 7.15% decrease over the month prior.

Of scheduled patient appointments, cancellation rates were highest among Ryan White and the Sexual Health Clinic at 6.57% and 4.51%, respectively. The no-show rate was highest among Family Health and Ryan White at 25.27% and 24.18%, respectively.

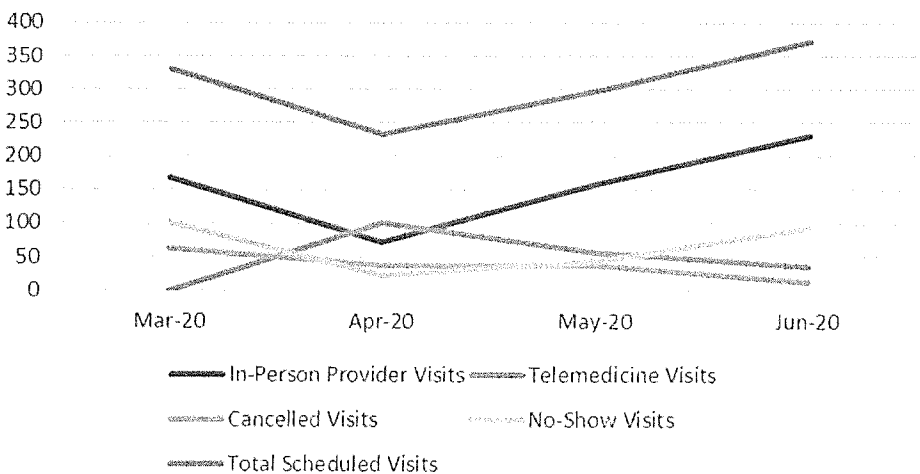
### Southern Nevada Community Health Center



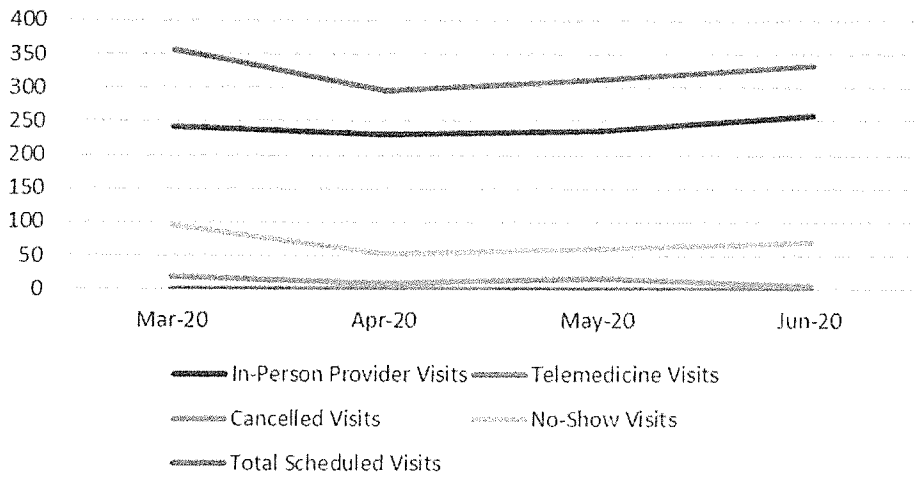
### Dental Clinic



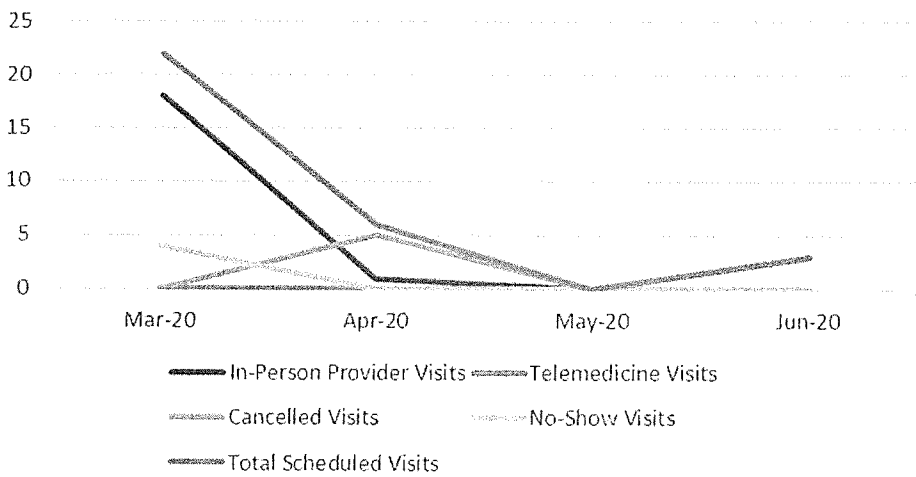
### Family Health Clinic



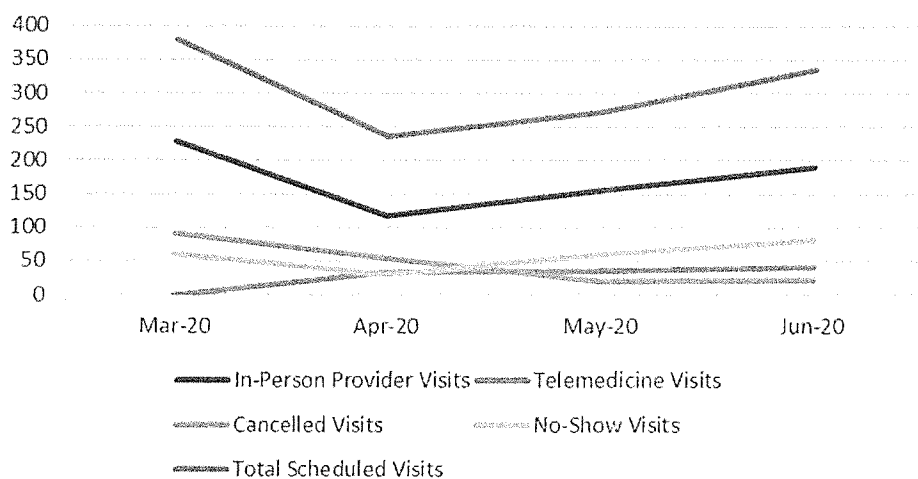
### Family Planning Clinic



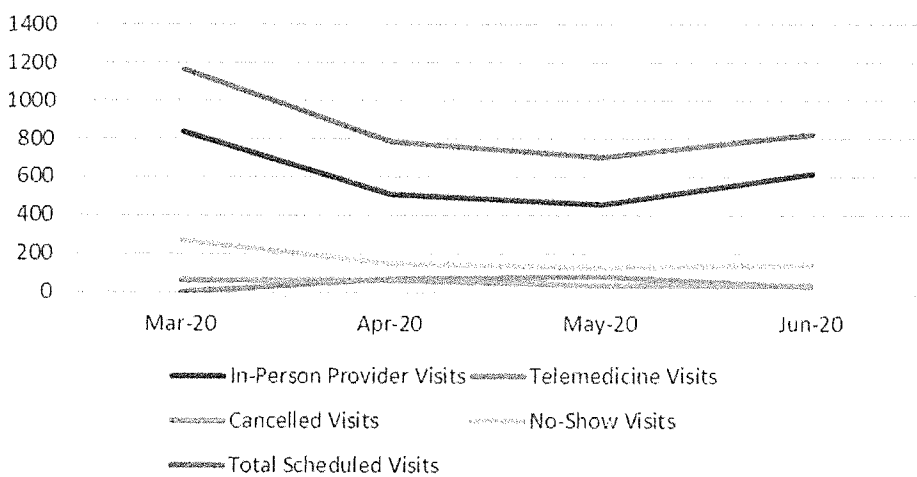
### Refugee Clinic



### Ryan White



### Sexual Health Clinic







# eBO Report Summary: June 2020

Southern Nevada Community Health Center			Provider Visits		Cancelled Visits		No Show Visits		Telemedicine Visits					Total Scheduled Patients		
									Audio Visit		Televisit		Total Visits			
Family Health Clinic	230	17.73%	13	16.88%	94	24.42%	23	21.70%	12	11.32%	35	33.02%	372	19.95%		
Family Planning Clinic	259	19.97%	5	6.49%	70	18.18%	0	0.00%	0	0.00%	0	0.00%	334	17.91%		
Refugee Clinic	3	0.23%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	0.16%		
Ryan White	191	14.73%	22	28.57%	81	21.04%	35	33.02%	6	5.66%	41	38.68%	335	17.96%		
Sexual Health Clinic	614	47.34%	37	48.05%	140	36.36%	6	9.23%	23	56.10%	29	27.36%	820	43.97%		
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	1	0.94%	0	0.00%	1	0.94%	1	0.05%		
Totals	1297	100.00%	77	100.00%	385	100.00%	65	64.89%	41	73.08%	106	100.00%	1865	100.00%		

Percent of scheduled patients who cancelled	4.13%
Percent of scheduled patients who no showed	20.64%
Percent of scheduled patients who cancelled and no showed	24.77%