



# Memorandum

**Date:** August 12, 2020

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

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

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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.

**July Highlights:**

- **Response to COVID-19**
  - Coordinating the efforts of the NCS
  - Collecting data from FQHC partners for point of care (POC) testing
  - Project Manager for FEMA NCS grant
- **Administrative**
  - Service Area Competition Grant was awarded for next 3 years.

**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 26 referrals between June 26<sup>th</sup> – July 25<sup>th</sup>. There was 1 pediatric case referred to the program and linked to UNLV Pediatric center for monitoring for HIV perinatal exposure. The program did not receive any referral for pregnant women living with HIV.
- B. The Ryan White ambulatory clinic had a total of client visits. 173, 19 audio visits, 2 tele-visits, 17 Nurse visits and 71 lab visits in the month of July.



- 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 6 referrals from the Southern Desert Correctional Facility. 5 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.
- H. Program Workforce members attended a virtual training on Adolescent Development presented by Essential Access Health and Nevada Primary Care Association.

## **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 490 clients; 468 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 234 clients; 229 of them were unduplicated.
- C. The Decatur Family Planning clinic served 256 clients; 239 of them were unduplicated.

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

- A. The Family Health Care Clinic saw 165 patients in the month of July. Thirteen patients were under age 18 and includes zero children from the Refugee Health Clinic. There were 152 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 614 prescriptions for 529 clients.
- B. Assessed/counseled 21 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled 3 clients in the Tuberculosis Clinic.
- D. Assisted 15 clients to obtain medication financial assistance.
- E. Assisted 2 clients with insurance approvals.

### **Quality Improvement**

Following the Health Center's initial response to the COVID-19 pandemic, efforts to be designated as a Patient Centered Medical Home (PCMH) through collaboration with the Nevada Primary Care Association have resumed. The PCMH is an approach for providing comprehensive, coordinated primary care. It facilitates partnerships between individual patients, and their personal physicians, the care team, and when appropriate, the patient's family.

PCMH is a key strategy to improve health outcomes, reduce total costs, and strengthen primary care. Care is facilitated by registries, information technology, health information exchange, and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner. The goal of the Health Center is to complete requirements and receive designation by June 2021.

The Health Center, in response to the COVID-19 pandemic, moved up the implementation of telemedicine following the need for modified clinic operations. The goal of the Health Center was to continue fulfilling its mission to provide safe, quality healthcare to the community amid the COVID-19 public health emergency. Health Center patients are seen by providers via audio (telephone) or via Healow, an app by eClinicalWorks. Though patients can still be seen in-person, when medically appropriate, telemedicine is offered and encouraged to be utilized.

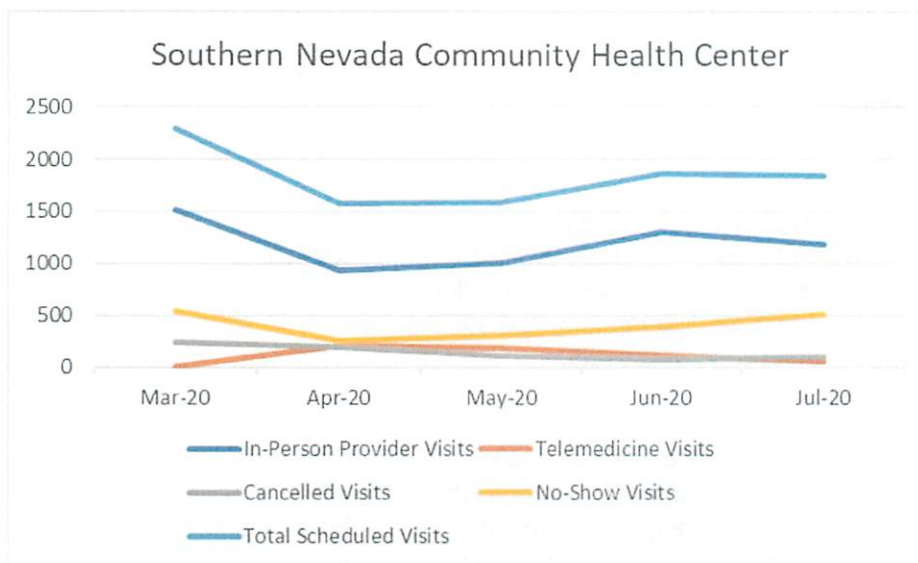
The following is a breakdown of telemedicine visit volume since implementation in April 2020:

- In the month of April, telemedicine saw 204 patients — 18.04% of Health Center visits.

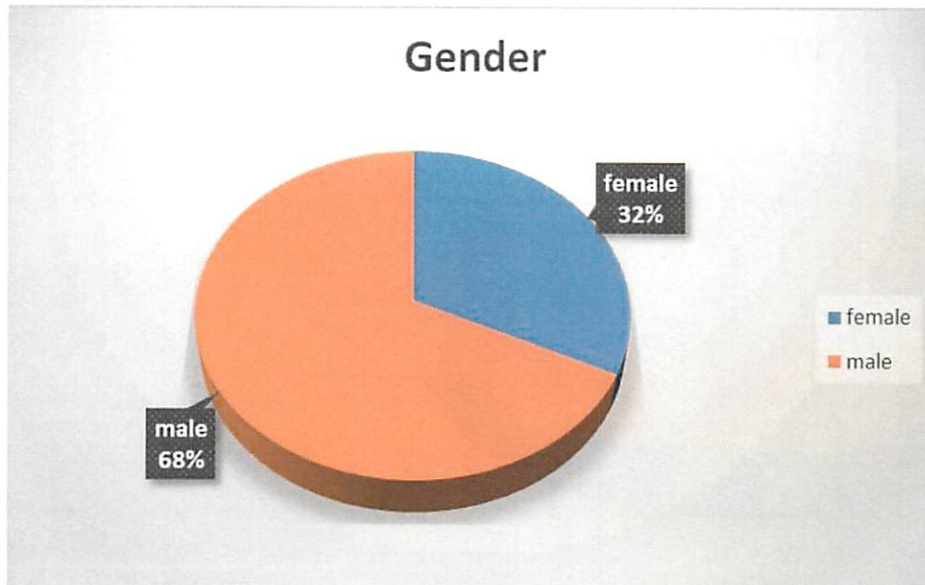


- In the month of May, telemedicine saw 179 patients — 15.11% of Health Center visits and a 12.25% decrease over the month prior.
- In the month of June, telemedicine saw 106 patients — 7.56% of Health Center visits and a 40.78% decrease over the month prior.
- In the month of July, telemedicine saw 53 patients — 4.27% of Health Center visits and a 50% decrease over the month prior

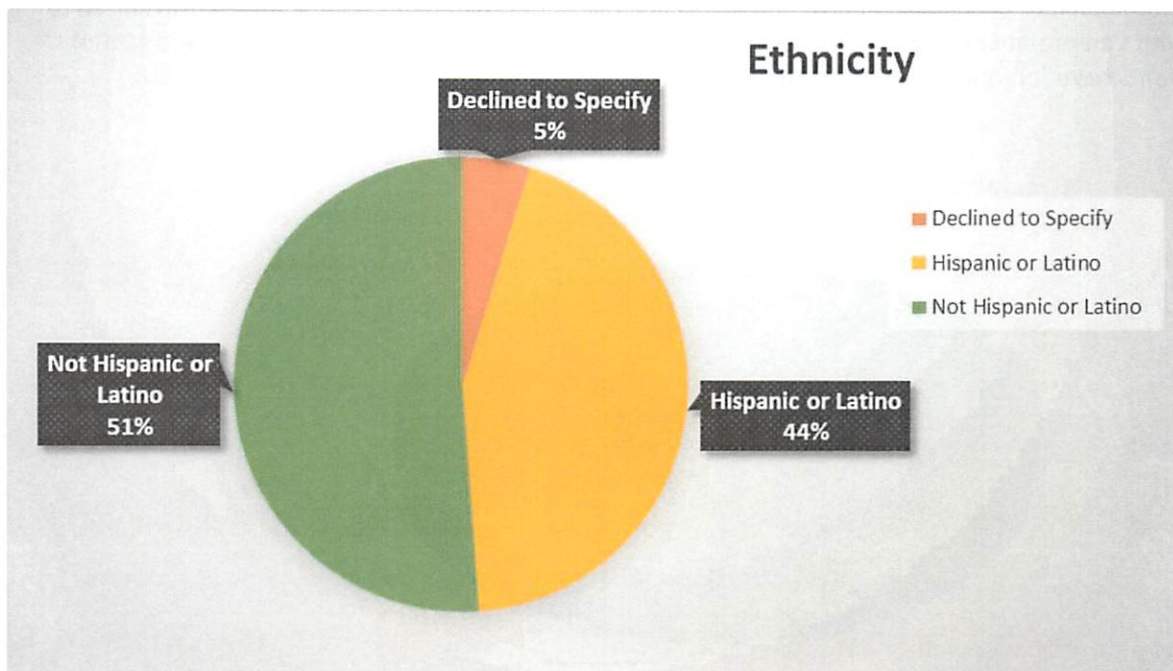
As with other health care organizations across the county and state, telemedicine visits have declined over the past 3 months. This is largely due to an increase in in-person patient visits following incremental shifts to return to pre-COVID-19 operations. Though as we continue to respond to the COVID-19 pandemic, we may see an increase in telemedicine utilization, especially if positive COVID-19 cases continue to trend upward.

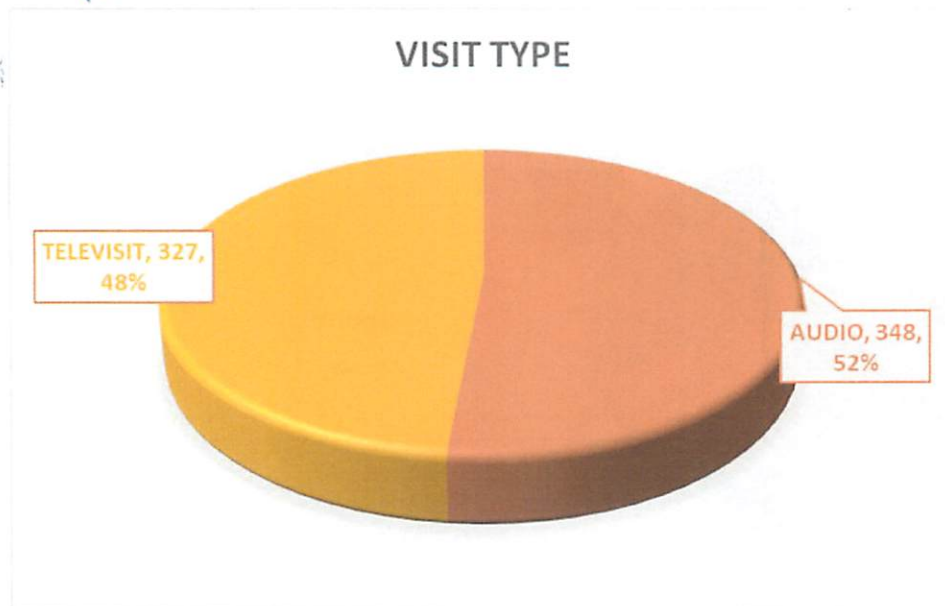


Male patients have been the primary utilizers of telemedicine at the Health Center. This is likely attributed to the patient population of Ryan White programming, which is largely male.

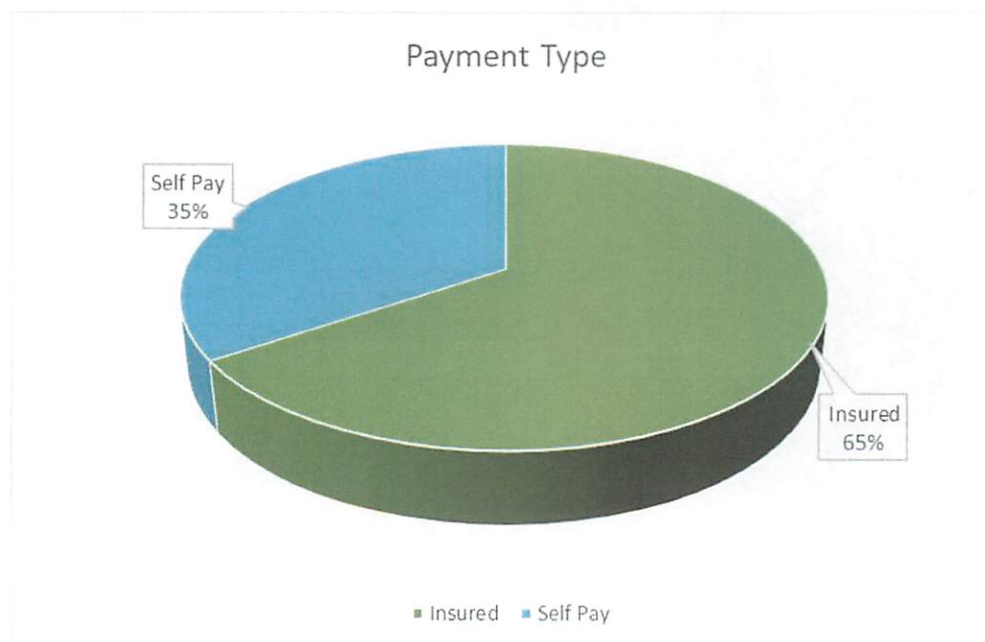


The Health Center is in an underserved community and serves a patient population that includes a high number of Hispanic patients, which lends to our seeing Hispanic patients via telemedicine at 44%.

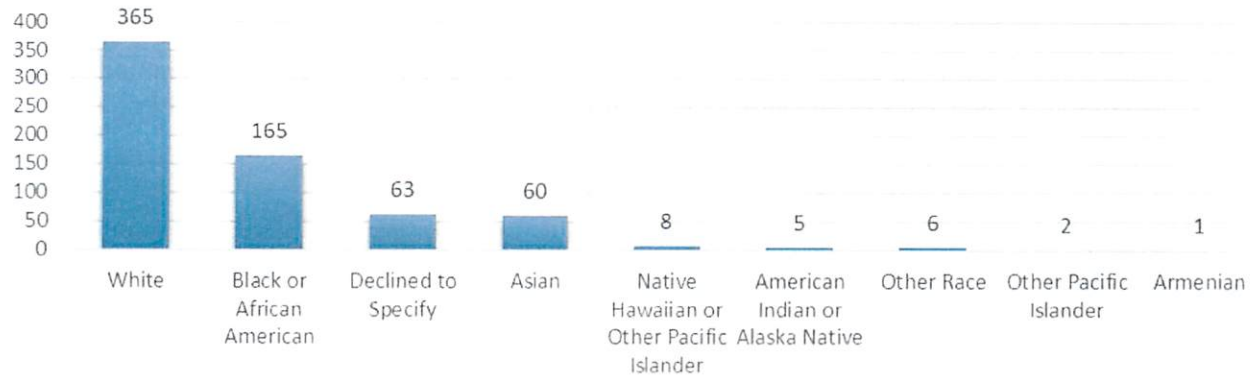




Most patients seen via telemedicine at the Health Center are insured (65%). Patients who are uninsured are less likely to seek medical care, namely if the care they need is non-emergent. This is true even with the nominal fees charged as part of our Sliding Fee Discount Program. In April, a survey distributed to Health Center patients indicated 50% of respondents are unable to pay the nominal fee and 40% of patients have forgone seeing their provider due to their inability to pay.

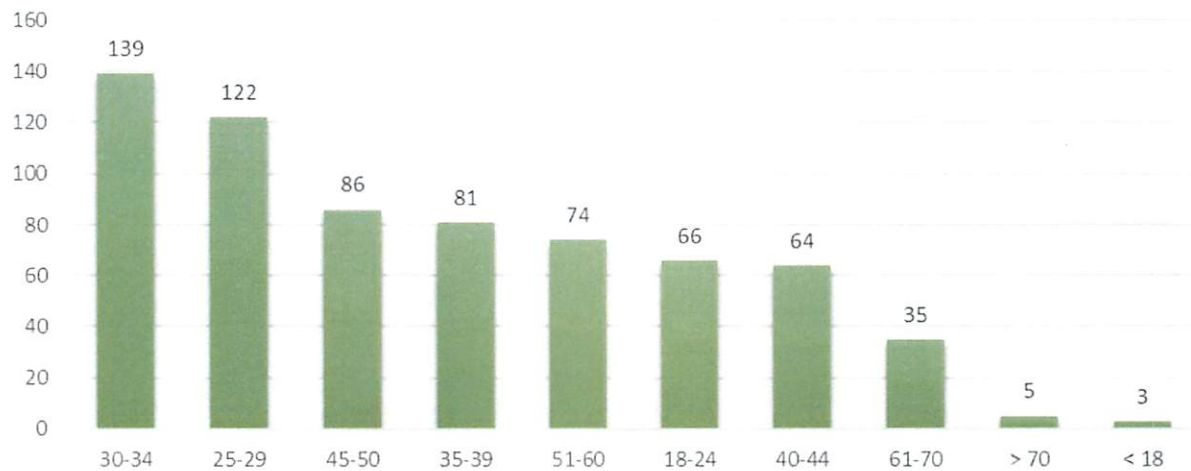


## Race



Health Center patients seen via telemedicine tend to be younger, as those aged 30-34 make up 21% of visits and those aged 25-29 make up 18.07% of visits. This is likely attributed to those in these age groups having more experience and comfort with technology, resulting in the ability to navigate telemedicine with more ease than those who are older.

## Age

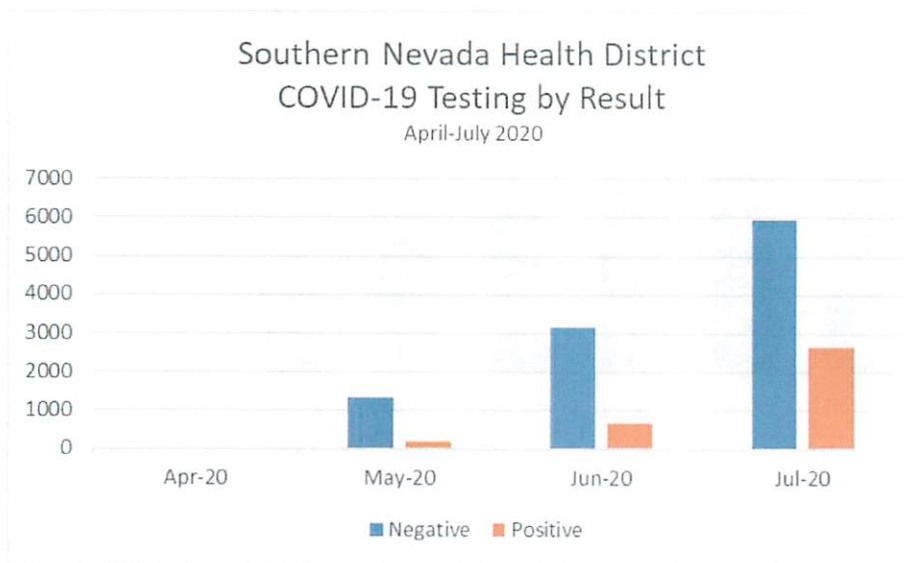
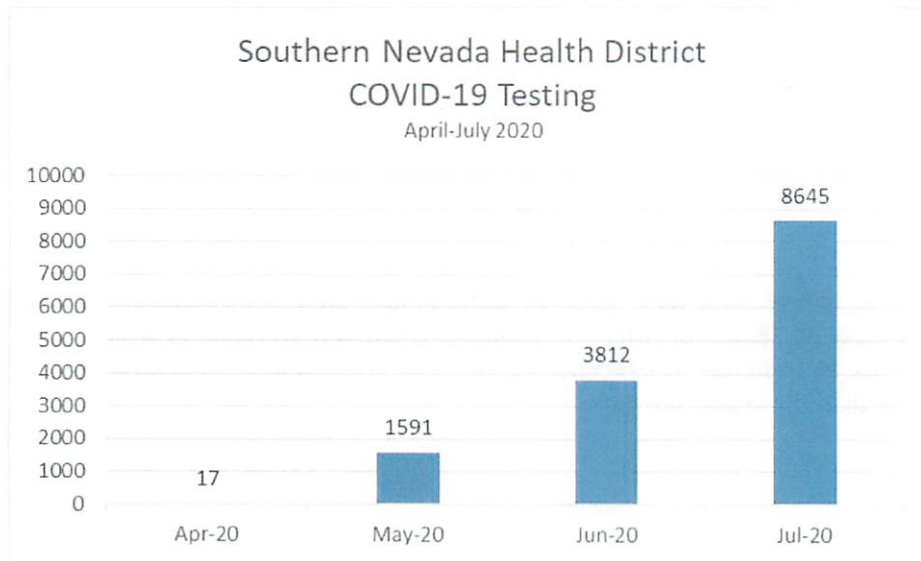




### COVID-19 Testing

As of July 31, 2020

A progress report detailing COVID-19 testing activity from April to July 2020 has been submitted to the Health Resources and Services Administration (HRSA).



### Positivity Rates:

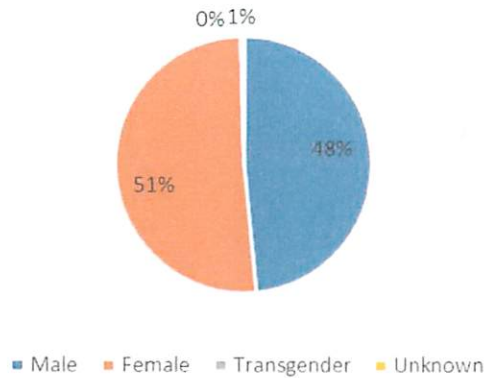
April 2020: 30.77%

May 2020: 13.35%

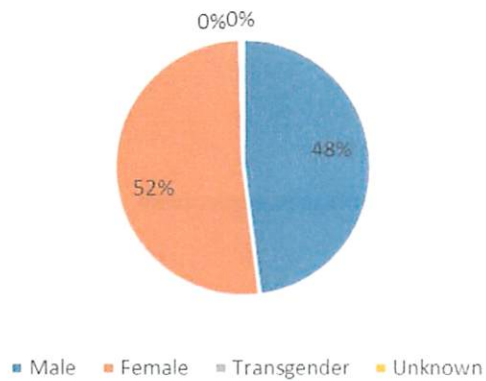
June 2020: 20.30%

July 2020: 44.48%

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

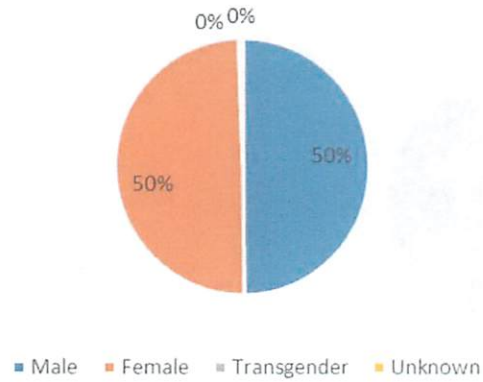


Southern Nevada Health District  
COVID-19 Testing by Gender (Negative Result)  
April-July 2020



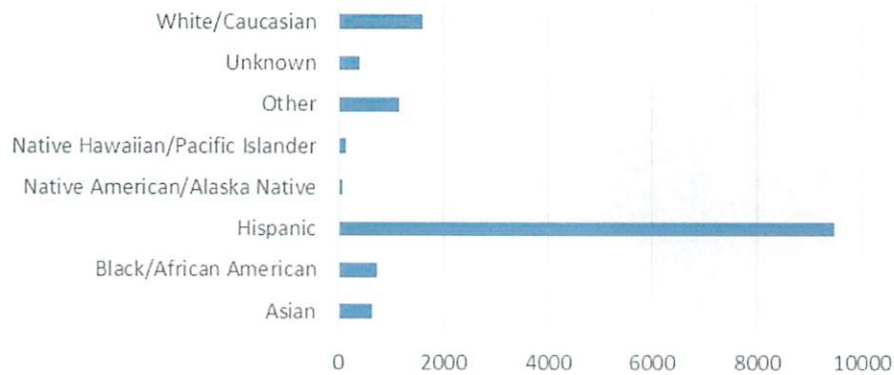
### Southern Nevada Health District COVID-19 Testing by Gender (Positive Result)

April-July 2020

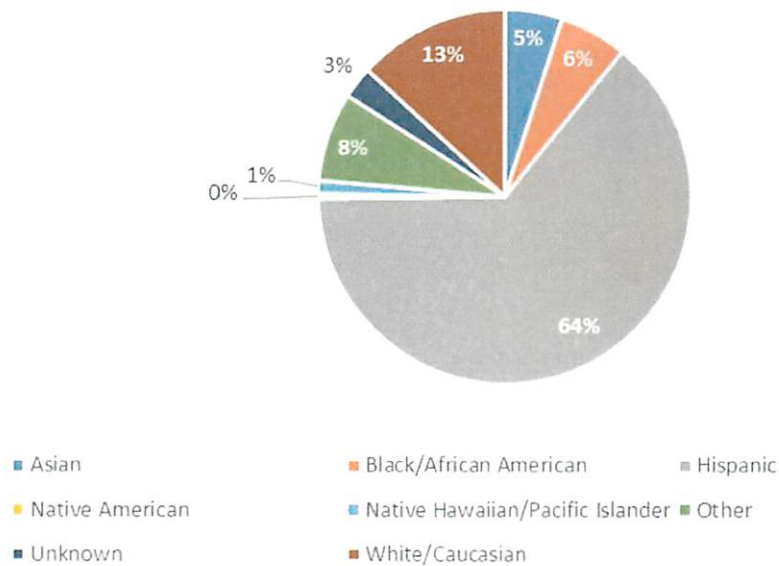


### Southern Nevada Health District COVID-19 Testing by Race and Ethnicity

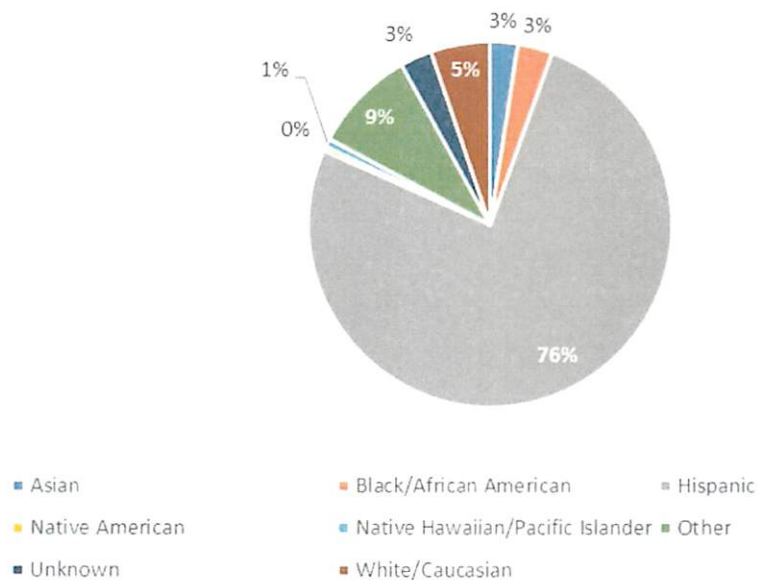
April-July 2020



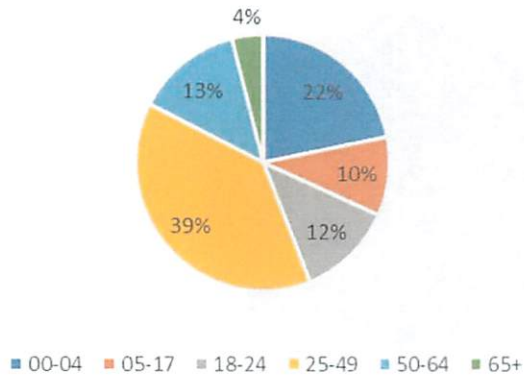
Southern Nevada Health District  
COVID-19 Testing by Race and Ethnicity (Negative Result)  
April-July 2020



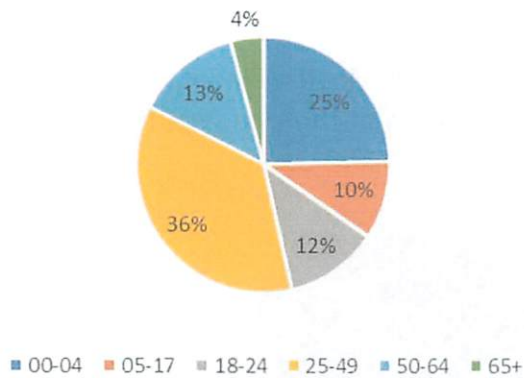
Southern Nevada Health District  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
April-July 2020



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



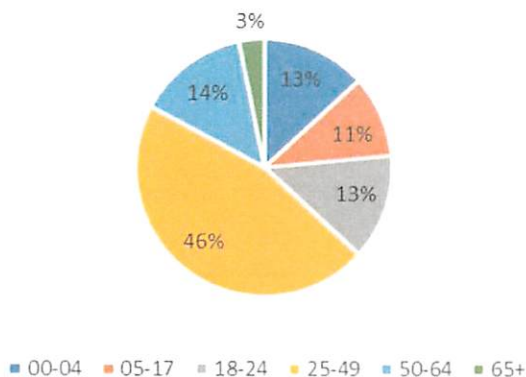
Southern Nevada Health District  
COVID-19 Testing by Age Group (Negative Result)  
April-July 2020





## Southern Nevada Health District COVID-19 Testing by Age Group (Positive Result)

April-July 2020

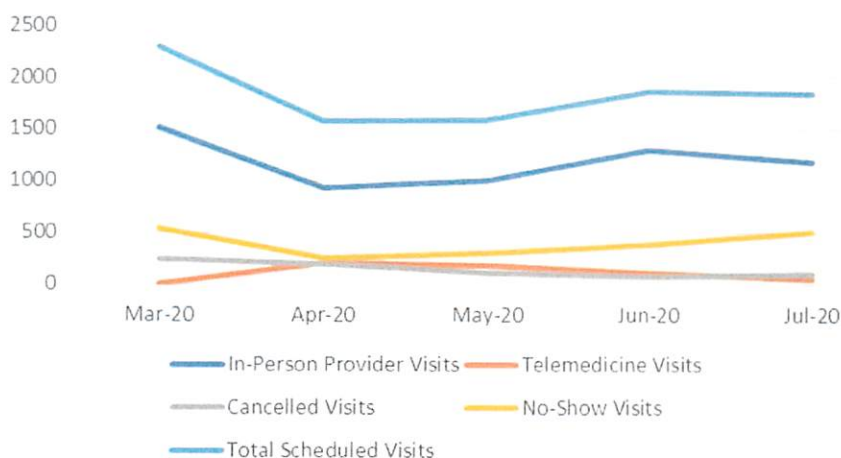


### Health Center Visits

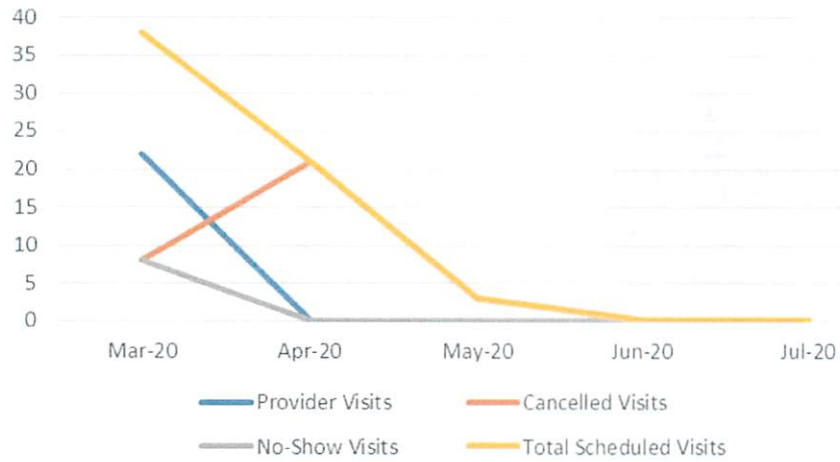
The Health Center had 1,836 scheduled patient appointments in July 2020, a 1.55% decrease over the month prior. This is the first month the Health Center has seen a decrease in scheduled patient appointments since April. Of scheduled patients, 67.59% kept their appointments, 7.64% less than the month prior; there was a 5.28% cancellation rate, an increase of 1.15% over the month prior and a 27.12% no-show rate, an increase of 6.48% over the month prior. Telemedicine saw 53 patients — 4.27% of patient visits, a 50% decrease over the month prior.

Of scheduled patient appointments, cancellation rates were highest among the Sexual Health Clinic and Ryan White at 39.18% and 30.93%, respectively. The no-show rate was highest among the Sexual Health and Family Health clinics at 43.17% and 20.68%, respectively.

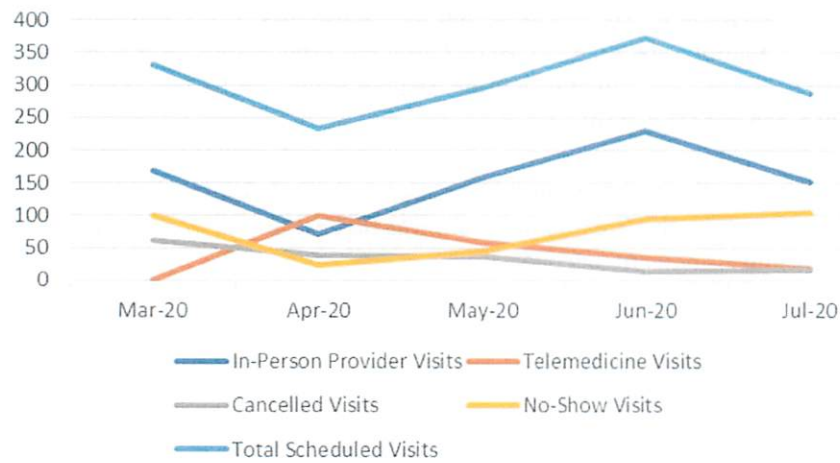
### Southern Nevada Community Health Center



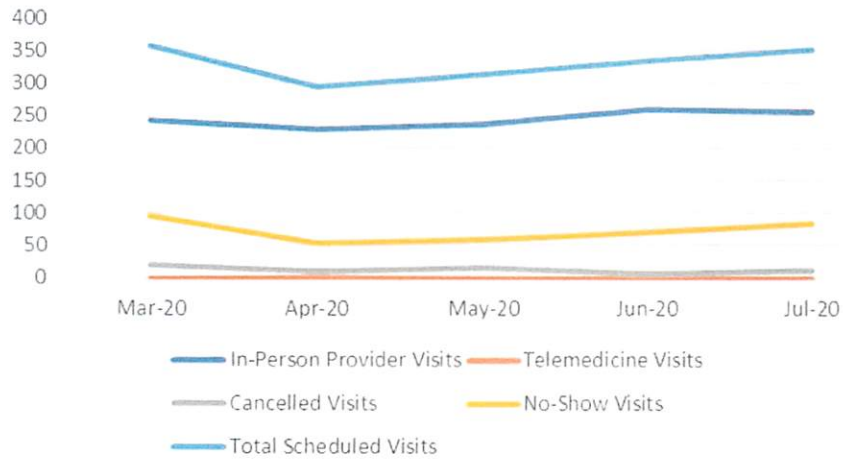
### Dental Clinic



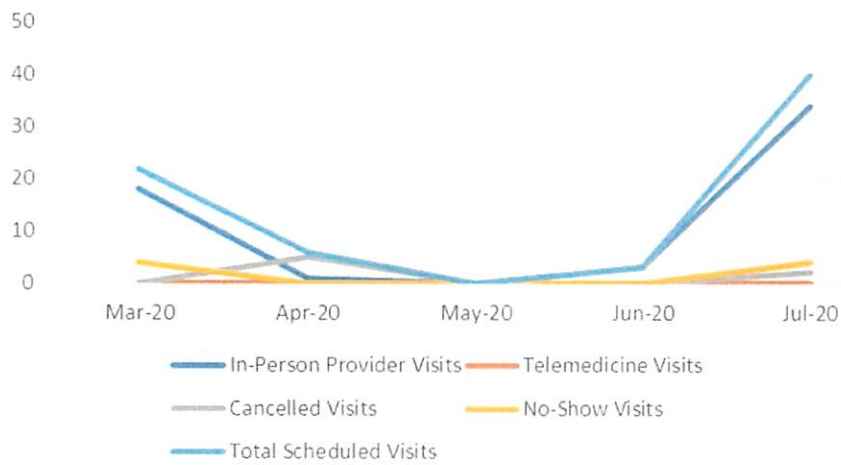
### Family Health



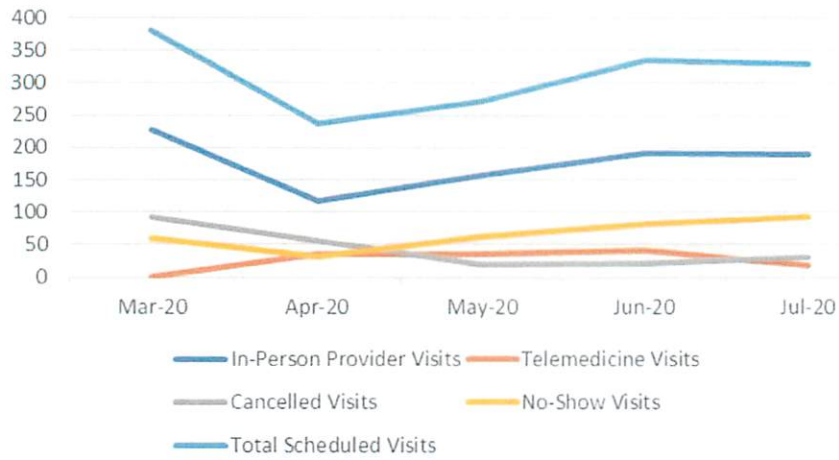
### Family Planning



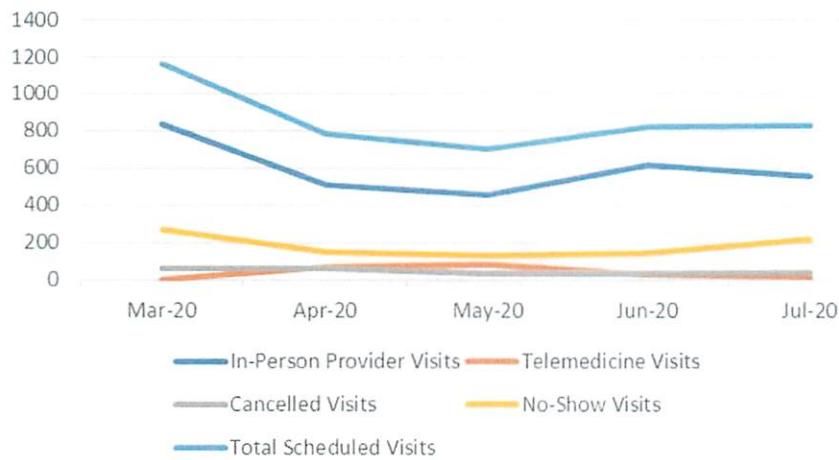
### Refugee Health



### Ryan White



### Sexual Health



## eBO Report Summary: July 2020

eBO Report Summary: July 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	151	12.71%	16	16.49%	103	20.68%	14	26.42%	3	5.66%	17	32.08%	287	15.63%
Family Planning Clinic	256	21.55%	11	11.34%	85	17.07%	0	0.00%	0	0.00%	0	0.00%	352	19.17%
Refugee Clinic	34	2.86%	2	2.06%	4	0.80%	0	0.00%	0	0.00%	0	0.00%	40	2.18%
Ryan White	189	15.91%	30	30.93%	91	18.27%	16	30.19%	2	3.77%	18	33.96%	328	17.86%
Sexual Health Clinic	558	46.97%	38	39.18%	215	43.17%	8	15.09%	7	13.21%	15	28.30%	826	44.99%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	3	5.66%	0	0.00%	3	5.66%	3	0.16%
Totals	1188	100.00%	97	100.00%	498	100.00%	41	77.36%	12	22.64%	53	100.00%	1836	100.00%

Percent of scheduled patients who cancelled	5.28%
Percent of scheduled patients who no showed	27.12%
Percent of scheduled patients who cancelled and no showed	32.41%

AM: ms

Attachments: July 2020 Quality Report  
July 2020 Stats Report

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

**Clinical Services Client Encounters by Locations**

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	165		
Family Planning	256	234	490
Sexual Health Clinic	505		
Refugee Health Screening	30		
Ryan White Care Services	955		
Pharmacy Clients	529		
Dental Clinic	0	0	0
<b>TOTAL</b>	<b>2,440</b>	<b>234</b>	<b>490</b>

**Clinical Services Client Encounters by Program**

Program	July 2019	July 2020		FY 19-20	FY 20-21	
Family Health Clinic	165	165	→	*	165	↓
Family Planning	519	490	↓	519	490	↓
Sexual Health Clinic	1,654	505	↓	1,654	505	↓
Refugee Health Screening	58	30	↓	58	30	↓
Ryan White Care Services	695	955	↑	695	955	↑
Pharmacy Clients	436	529	↑	436	529	↑
Dental Clinic	0	0	→	*	0	↓
<b>TOTAL</b>	<b>3,527</b>	<b>2,674</b>	<b>↓</b>	<b>3,362</b>	<b>2,674</b>	<b>↓</b>

\*Not collected FY18-19

### Clinical Services Care - Ryan White Care Services

	July 2019	July 2020		FY 19-20	FY 20-21
Medical Case Management					
ALL MCM service encounters	386	465	↑	386	465
Total # of new referrals	41	26	↓	41	26
Total # of new referrals - pregnant women	2	0	↓	2	0
Total # of new referrals - infant/children/youth<18	1	1	→	1	1
Total Admission	27	20	↓	27	20

\*New Data for 2019-2020

	July 2019	July 2020		FY 19-20	FY 20-21
Eligibility and Enrollment					
All Eligibility service encounters	212	162	↓	212	162

	July 2019	July 2020		FY 19-20	FY 20-21
Early Intervention Services (EIS)					
Total # of NEW patients seen in clinic	45	20	↓	45	20
Total # of patients *LINKED to SNHD Provider (first provider visit)	28	10	↓	28	10
Total # of patients under the Rapid Start Project	19	7	↓	19	7

\*New Data for 2019-2020

	July 2019	July 2020		FY 19-20	FY 20-21
Outpatient / Ambulatory Health Services (OAHS)					
Total # of Provider encounters	207	244	↑	207	244

### Clinical Services Sexual Health Clinic Program

	July 2019	July 2020		FY 19-20	FY 20-21
STD Services					
STD treatment/screening/exam	1,652	505	↓	1,652	505
Total # of patients served	*	413	↓	*	413
Total	1,652	918	↓	1,652	918

\*Not collected FY18-19

### Clinical Services Refugee Health Program

	July 2019	July 2020		FY 19-20	FY 20-21
Refugee Health Program					
Clients Seen	58	30	↓	58	30
Clients Requiring Medical Follow-up for Communicable Diseases	9	2	↓	9	2
Referrals for TB Issues	4	1	↓	4	1
Referrals for Possible Chronic Hep B	4	1	↓	4	1
Referrals for STD	2	0	↓	2	0
Pediatric Refugee Exams	11	0	↑	11	0

### Clinical Services Family Planning Program

	July 2019	July 2020		FY 19-20	FY 20-21	
Unduplicated Patients						
Number of Pt: East LV PHC	251	229	↓	2,786	3,167	↑
Number of Pt: Decatur PHC	240	239	↓	3,098	3,232	↑

	July 2019	July 2020		FY 19-20	FY 20-21	
Duplicated Patients						
Number of Pt: East LV PHC	261	234	↓	2,915	3,269	↑
Number of Pt: Decatur PHC	258	256	↓	3,361	3,413	↑
New Patients						
Number of Pt: East LV	75	73	↓	370	886	↑
Number of Pt: Decatur PHC	69	74	↑	757	963	↑
APRN Visits						
Number of Pt: East LV	143	168	↑	1,210	1,978	↑
Number of Pt: Decatur PHC	139	196	↑	1,858	2,094	↑

### Clinical Services Pharmacy Services

	July 2019	July 2020		FY 19-20	FY 20-21	
Pharmacy Services						
Clients seen (Pharmacy)	436	529	↑	436	529	↑
Prescriptions Filled	533	614	↑	533	614	↑
Clients seen (Pharmacist-SHC)	19	21	↑	19	21	↓
Clients seen (Pharmacist-TB)	36	3	↓	36	3	↓
Financial Assistance Provided	59	15	↓	59	15	↓
Insurance Assistance Provided	13	2	↓	13	2	↑

### Clinical Services Dental Clinic

	July 2019	July 2020		FY 19-20	FY 20-21	
Unduplicated Patients						
Number of Pt: East LV PHC	0	0	→	*	0	↓
Number of Pt: Decatur PHC	0	0	→	*	0	↓

\*New Report in FY19-20

	July 2019	July 2020		FY 19-20	FY 20-21	
Duplicated Patients						
Number of Pt: East LV PHC	0	0	→	*	0	↓
Number of Pt: Decatur PHC	0	0	→	*	0	↓

\*New Report in FY19-20