



Memorandum

Date: November 5, 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*

RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT

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.

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

- The NCS received its extension approval for the month of October. The program is still working with the state of Nevada and FEMA on the reimbursement for the project period 1.

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 33 referrals between October 1st through October 30th. No babies were born this month. The program received 1 referral for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 161 visits: 77 established provider visits, 14 initial provider visits, 2 audio visits, 6 Nurse visits and 64 lab visits in the month of September.
- 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, while adhering to CDC guidelines for COVID-19.
- D. The Transitional Case Management (TCM) program education of inmates is currently on hold due to the COVID-19 pandemic. The program received 1 referral from the Southern Desert Correctional Facility, who was linked to SNCHC for HIV care. There is on-going case management services for clients already enrolled in the program.
- E. The Ryan White program dietitian continues to provide medical nutritional therapy to clients during this period. 13 clients were screened and assessed for nutrition services.
- F. The Ryan White program Mental health APRN continues to serve clients and provided screening for mental health issues to 6 clients during this period.



- G. RW staff attended a socially distanced, in-person training for SBIRT, which will help to better identify substance abuse in the vulnerable client population. RW staff also attended an FQHC training where information on billing and workflow was shared, and different programs presented on their services in order to help facilitate interdisciplinary services within the district.
- H. RW staff attended multiple trainings in October. The Homeless 101 training discussed barriers to overcome homelessness and what kind of resources are needed to assist those in the community who are chronically homeless. Some staff also attended the NMAP training for updates on the transition to using Walgreens to fill the prescriptions of Ryan White clients. The Legal Aide training provided staff with information on evictions and how clients can avoid being evicted during COVID-19. With Open Enrollment in session, staff received training from an eligibility specialist on how to speak to clients about enrolling in insurance programs.

II. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 489 clients; 471 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 262 clients; 253 of them were unduplicated.
- C. The Decatur Family Planning clinic served 227 clients; 218 of them were unduplicated.

III. Family Healthcare Center

- A. The Family Health Care Clinic saw 283 patients in the month of October. Twenty-one patients were under age 18 and includes ten children from the Refugee Health Clinic.
- B. Immunizations were offered to those in need, according to the ACIP recommended Immunization schedule.

IV. Pharmacy Services

- A. Dispensed 879 prescriptions for 659 clients.
- B. Assessed/counseled 22 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled 4 clients in the Tuberculosis Clinic.
- D. Assisted 22 clients to obtain medication financial assistance.
- E. Assisted 5 clients with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Case I

49 y/o male who is currently experiencing homelessness was admitted to SNHD's Non-congregate shelter (NCS) on 10/7/2020 to isolate for 10 days after a positive COVID-19 diagnoses. Client lost his housing some time ago, due to a decrease in hours of employment



at the start of the pandemic and has since been utilizing local homeless shelters. An application for Medicaid and SNAP benefits was submitted to DWSS on 10/9/2020. Eligibility is based on all household income received during the 30 days prior to completing an application. Unfortunately, the client's total gross income during this time was \$1736.72 which put him over income by approximately \$200 to qualify for Medicaid. Client was however, approved for emergency SNAP benefits (\$149- October only). Client then applied for a financial hardship waiver with the Southern Nevada Community Health Center (SNCHC), as he would need follow up care after being discharged from the NCS. Client's request for a hardship waiver was approved and is valid from 10/16/20-10/16/21. The financial hardship waiver will allow the client to seek Medical care and continue to save money to obtain stable housing.

During the client's 10-day isolation period he was provided with brokerage model case management services, which allowed me to connect him with necessary services to address his current housing situation as well as coordinate his aftercare with SNCHC's primary care provider for follow care after being discharged from the NCS. Client was able to complete an initial screening with Clark County Social Services (CCSS) for enrollment into the Coordinated Entry Program and was also connected with a local organization that assists individuals and families with locating income based rental properties. Client was also provided with information to obtain private, but affordable health insurance through Nevada Health Link, as open enrollment 2020 begins November 1st for plan year 2021.

Case II

The patient requested to apply for the Financial Hardship Program, I interviewed her for Medicaid Assistance, but she does not qualify for Medicaid due to her immigration status.

The patient claimed she has \$10,000.00 in debt because she was getting blind from her two eyes. She already did one surgical procedure in one eye, and she's still paying it.

Also, she has to pay rent, food, transportation, and some bills and cannot afford her medical visit here at the Health District. The patient stated that she is missing some days at work because she can barely see, and her coworkers sometimes help her complete her tasks on her job. For October 2020, she hasn't paid her rent yet. I provided the patient with some rental assistance and utility assistance resources. I called Lutheran Social Services to get more information about eligibility for low-income family programs available for the patient.

Eligibility Monthly Report			
October 2020			
Total number of referrals received	67		
Total number of no action-closed	14		
Total number of applications submitted	Medicaid/SNAP/TANF: 33	Hardship: 4	
Application Status			
Medicaid/SNAP/TANF Applications		Hardship Applications	
# of approvals	20	# of approvals	4
# of ineligible	6	# of denials	0
# pending cases	6	# of pending cases	0
# Medicaid ineligible; SNAP eligible	1		



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

Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	283		
Family Planning	227	262	489
Refugee Health Screening	10		78
Ryan White Care Services	597		
Pharmacy Clients	659		
Dental Clinic	0	0	
TOTAL	1,776	262	567

Client Encounters by Program

Program	Oct 2019	Oct 2020	FY 19-20	FY 20-21	
Family Health Clinic	203	283	909	798	↓
Family Planning	619	489	2,282	1,886	↓
Refugee Health Screening	49	10	223	78	↓
Ryan White Care Services	510	597	1,362	2,360	↑
Pharmacy Clients	535	659	2319	2896	↑
Dental Clinic	0	0	0	0	→
TOTAL	1,916	2,038	7,095	8,018	↑



Family Planning Program

Unduplicated Patients	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
Number of Pt: East LV PHC	303	253	↓	947	809	↓
Number of Pt: Decatur PHC	284	218	↓	892	706	↓

Duplicated Patients	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
Number of Pt: East LV PHC	315	262	↓	1,152	990	↓
Number of Pt: Decatur PHC	304	227	↓	1,130	896	↓
New Patients						
Number of Pt: East LV	89	75	↓	318	250	↓
Number of Pt: Decatur PHC	83	62	↓	311	214	↓
APRN Visits						
Number of Pt: East LV	190	171	↓	674	654	↓
Number of Pt: Decatur PHC	162	169	↑	632	639	↑

Pharmacy Services

Pharmacy Services	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
Clients seen (Pharmacy)	535	659	↑	1949	2316	↑
Prescriptions Filled	628	879	↑	2319	2896	↑
Clients seen (Pharmacist-SHC)	6	22	↑	74	85	↑
Clients seen (Pharmacist-TB)	24	4	↓	89	20	↓
Financial Assistance Provided	41	22	↓	193	68	↓
Insurance Assistance Provided	6	5	↓	35	14	↓



Ryan White Care Services

Medical Case Management	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
ALL MCM service encounters	510	597	↑	1,362	2,360	↑
Total # of new referrals	27	33	↑	95	99	↑
Total # of new referrals - pregnant women	2	1	↓	6	7	↑
Total # of new referrals - infant/children/youth<18	5	1	↓	11	5	↓
Total Admission	18	26	↑	63	92	↑

*New Data for 2019-2020

Eligibility and Enrollment	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
All Eligibility service encounters	212	186	↓	517	694	↑

Early Intervention Services (EIS)	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
Total # of NEW patients seen in clinic	38	17	↓	194	73	↓
Total # of patients *LINKED to SNHD Provider (first provider visit)	28	14	↓	116	54	↓
Total # of patients under the Rapid Start Project	11	6	↓	44	38	↓

*New Data for 2019-2020

Outpatient / Ambulatory Health Services (OAHS)	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
Total # of Provider encounters	255	161	↓	639	849	↑

Clinical Services Refugee Health Program

Refugee Health Program	Oct 2019	Oct 2020		FY 19-20	FY 20-21	
Clients Seen	49	10	↓	223	78	↓
Clients Requiring Medical Follow-up for Communicable Diseases	9	1	↓	45	18	↓
Referrals for TB Issues	5	0	→	20	7	↓
Referrals for Possible Chronic Hep B	0	1	↓	13	10	↓
Referrals for STD	3	0	↓	12	1	↓
Pediatric Refugee Exams	8	10	↑	49	10	↑