



Memorandum

Date: February 11, 2021

To: Southern Nevada District Board of Health

From: David Kahananui, FQHC Senior Manager 
Fermin Leguen, MD, MPH, Acting Chief Health Officer 

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.

January 2021:

- **Ongoing 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

- 1) METS- In the month of January 2021, we served 2,084 patients.
- 2) NCS served 32 patients in January 2021. Population type Nine (9) veterans, two (2) tourists, eighteen (18) homeless, zero (0) healthcare workers, zero (0) first responders.

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 22 referrals between January 1st through January 31st. There were 3 pediatric clients 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 during this time. The program received 4 referrals for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 289 visits: 25 initial provider visits, 133 established provider visits, 1 tele visit, 1 audio visits, 15 Nurse Visits and 113 lab visits in the month of January.



- 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.
- D. The Transitional Case Management (TCM) program education of inmates is currently on hold due to the COVID-19 pandemic. There is on-going case management services for clients already enrolled in the program. The program had 2 referrals this month who were linked to HIV services.
- E. The Ryan White program Mental health APRN continues to serve clients and provide screening for mental health issues. 30 clients were serviced this Month.
- F. Staff funded by the Ryan White Part A attended a training on "Medical Mistrust, Racism and HIV" on January 27th. This training is part of a series aimed to help address racism and health disparities in HIV care.

II. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 318 clients; 318 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 176 clients; 176 of them were unduplicated.
- B. The Decatur Family Planning clinic served 142 clients; 142 of them were unduplicated.

III. Family Healthcare Center

- A. The Family Health Care Clinic saw 312 patients in the month of January 2021. Twenty-one patients were under age 18 and includes zero children from the Refugee Health Clinic.

IV. Pharmacy Services

- A. Dispensed 914 prescriptions for 713 clients.
- B. Assessed/counseled 35 clients in the Ryan White – Sexual Health Clinic
- C. Assessed/counseled 1 clients in the Tuberculosis Clinic.
- D. Assisted 10 clients to obtain medication financial assistance.
- E. Assisted 2 clients with insurance approvals.



V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report			
January 2021			
Total number of referrals received	57		
Total number of no action-closed	21		
Total number of applications submitted	Medicaid/SNAP/TANF: 17	Hardship: 6	
Application Status			
Medicaid/SNAP/TANF Applications		Hardship Applications	
# of approvals	5	# of approvals	0
# of ineligible	2	# of denials	0
# pending cases	10	# of pending cases	6
# Medicaid ineligible; SNAP eligible	0		

Eligibility Case Narrative

Case #1

Client was referred for Medicaid application assistance by the Office of Epidemiology and Disease Surveillance. During the initial interview, I was informed by the client that his spouse had recently applied for benefits, but they had not received a decision from the Department of Welfare & Supportive Services (DWSS). Client was advised to contact DWSS to follow up on the status of his current case and to contact me if he had to reapply. One-week later client called to inform me that his application was denied due to excess “financial aid” income. I submitted a second application for Medicaid and SNAP benefits to DWSS with all required documentation. Client’s application was approved without issue.

Eligibility Worker: Kimberly Patterson

Case #2

I interviewed the patient for the Financial Hardship Program; she informed me she could not afford to pay for her medical visit with the providers. The patient claimed she lost her job on due to the pandemic crisis. Also, I interviewed her for Medicaid Assistance, but she does not qualify for the Medicaid Assistance due to her immigration status. She is using her saving to cover her rent, food, and expenses. But she does not have enough money to pay next month's expenses. The patient requested assistance to pay for her doctor's visit here at the Health District.



Eligibility Worker: Juan Carlos Rodriguez

VI. Refugee Health Program

A. The Refugee Health Program served 7 adults in January.

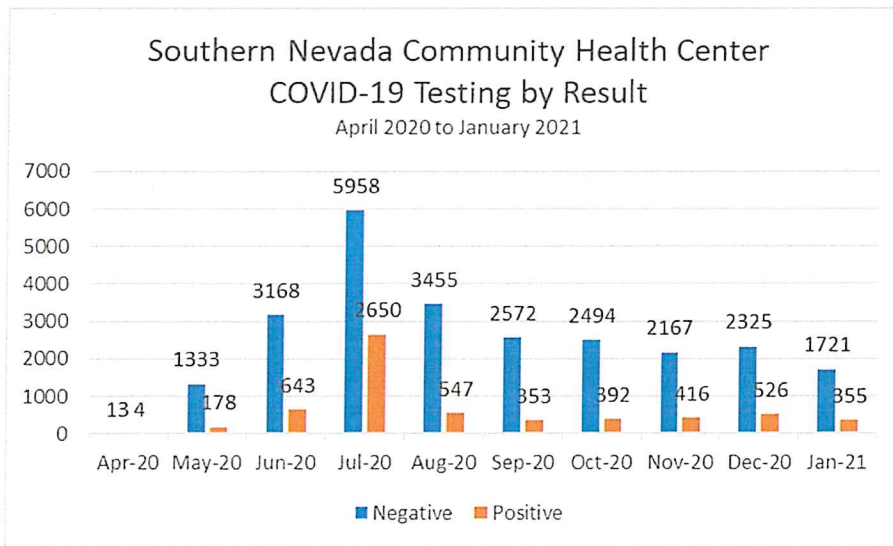
VII. Quality Improvement:

COVID-19 Testing

As of January 31, 2021, the Southern Nevada Community Health Center has completed 31,403 COVID-19 tests. In January alone, 2,084 COVID-19 tests were completed at the Health Center, a decrease of 27.1% over December.

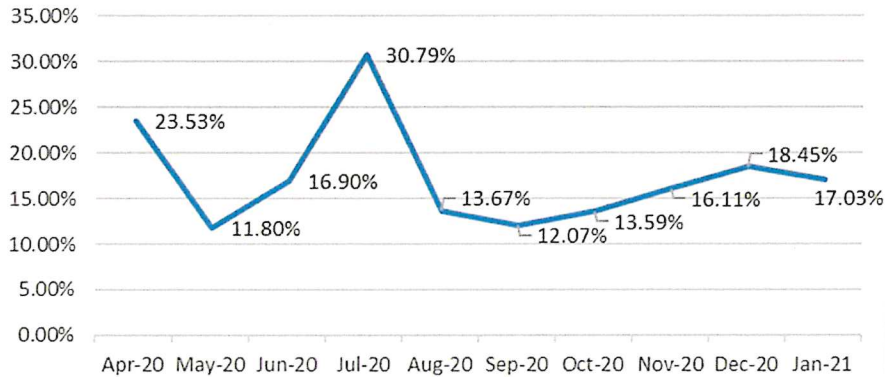
There was a 17% positivity rate in January, a decrease of 1.5% over December. This decrease is the first we have seen since September 2020 when the positivity rate was 12%. The Southern Nevada Health District and the Health Center continue to remind the public of the importance of following public health recommendations to protect themselves and others to limit the spread of COVID-19 in the community.

Reminders include limiting time in public and wearing face coverings when in contact with anyone outside common households. Those who are sick should 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. Additional preventive measures include frequent handwashing, covering coughs and sneezes, and disinfecting frequently touched surfaces. The Health District and Health Center is also encouraging everyone to get a flu shot this season.



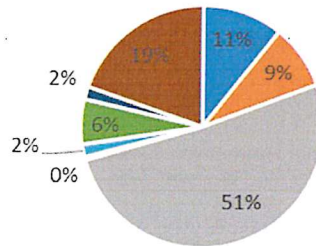
Southern Nevada Community Health Center COVID-19 Positivity Rates

April 2020 to January 2021



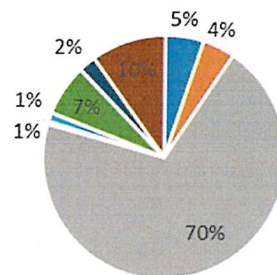
Southern Nevada Community Health Center COVID-19 Testing by Race and Ethnicity (Negative Result)

April 2020 to January 2021



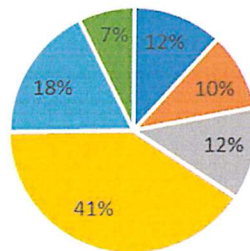
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
April 2020 to January 2021



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

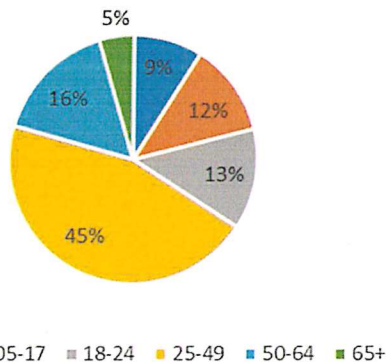
Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Negative Result)
April 2020 to January 2021



- 00-04
- 05-17
- 18-24
- 25-49
- 50-64
- 65+

Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Positive Result)

April 2020 to January 2021



Quality Improvement

In January, 165 patients at the Health Center accessed their patient portals. The Health Center saw 746 patients in January, putting patient portal utilization at 22.1% for the month. The Health Center saw 6,752 patients in 2020. The national average of patient portal utilization is around 1/3 of clinic patient populations with about 20% being regular users. Patients can access lab results, request prescription refills and request appointments via the patient portal. Patient portals are also useful for administrative tasks such as registration. We're examining ways to increase patient portal utilization in efforts to promote better communication between providers and patients and improve clinical outcomes.

Patient Satisfaction

The Health Center and Southern Nevada Health District East Las Vegas location received 161 patient satisfaction surveys in January, a decrease of 7% over December.

Family Planning made up 56.2% of survey responses followed by Ryan White at 28.8% 12.8% and Family Health at 15%. About 95% of survey respondents were seen at the Health Center and about 5% were seen at East Las Vegas. Approximately 22% of patients seen at the Health Center in January took the patient satisfaction survey, a decrease of 3% over December.

Between the Health Center and East Las Vegas, 56% of survey respondents self-reported that they do not have health insurance. Of respondents who took the Spanish version of the survey, approximately 91% self-reported that they do not have health insurance. Ninety-two percent of survey respondents who took the Spanish survey were seen at the Health Center.

The Health Center and East Las Vegas received 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.

Please see the complete patient satisfaction survey reports in English and Spanish attached.

Telehealth



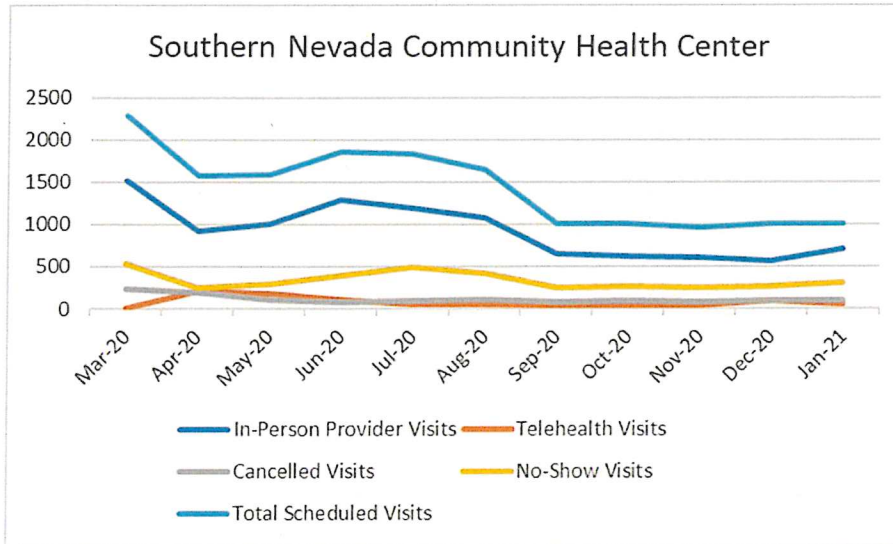
The Health Center implemented telehealth following the need for modified clinic operations as we continue to navigate the COVID-19 pandemic. The goal of the Health Center is to continue fulfilling its mission to provide safe, quality healthcare to the community amid the COVID-19 public health emergency.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

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

- In the month of April, telehealth saw 204 patients — 18% of Health Center visits.
- In the month of May, telehealth saw 179 patients — 15.1% of Health Center visits and a 12.3% decrease over the month prior.
- In the month of June, telehealth saw 106 patients — 7.6% of Health Center visits and a 40.8% decrease over the month prior.
- In the month of July, telehealth saw 53 patients — 4.3% of Health Center visits and a 50% decrease over the month prior
- In the month of August, telehealth saw 47 patients — 4.2% of patient visits, an 11.3% decrease over the month prior.
- In the month of September, telehealth saw 39 patients — 6% of patient visits.
- In the month of October, telehealth saw 28 patients — 4.3% of patient visits, a 28.2% decrease over the month prior.
- In the month of November, telehealth saw 31 patients — 5.1% of patient visits, an increase of 10.7% over the month prior.
- In the month of December, telehealth saw 88 patients — 13.5% of patient visits, an increase of 183.9% over the month prior.
- In January 2021, telehealth saw 46 patients — 6.2% of patient visits, a decrease of 47.7% over the month prior.

As with other health care organizations across the county and state, telehealth visits had declined over the past few months. This was largely due to an increase in in-person patient visits following incremental phases to pre-COVID-19 operations. However, as we continue to respond to the COVID-19 pandemic, increases in telehealth utilization is expected as health care organizations adapt, and patients seek care as safely as possible.

NOTE: As of September 1, 2020, the Sexual Health Clinic is no longer a part of the Health Center. This has resulted in an overall decrease in visit volume.

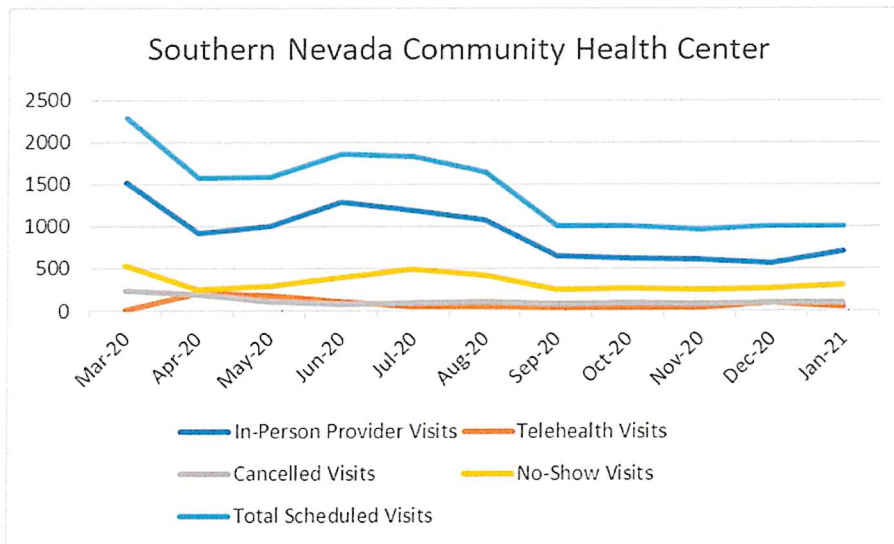


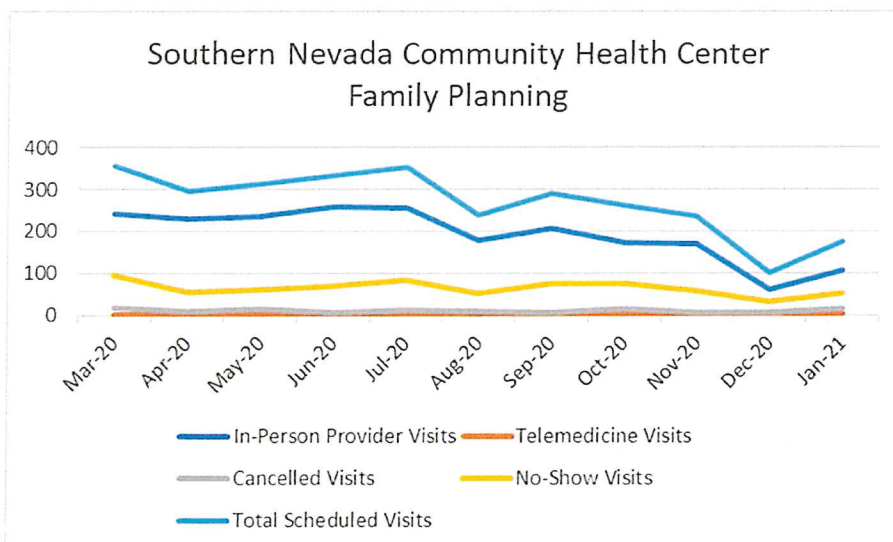
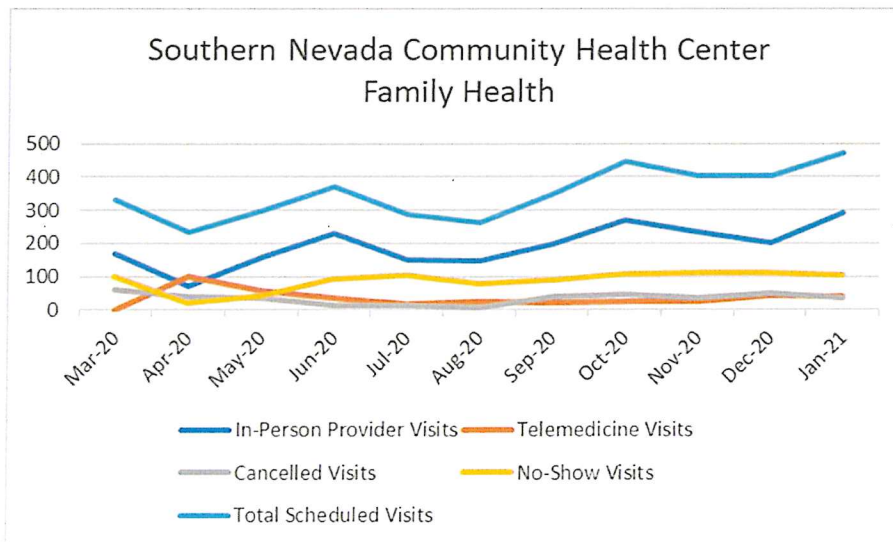
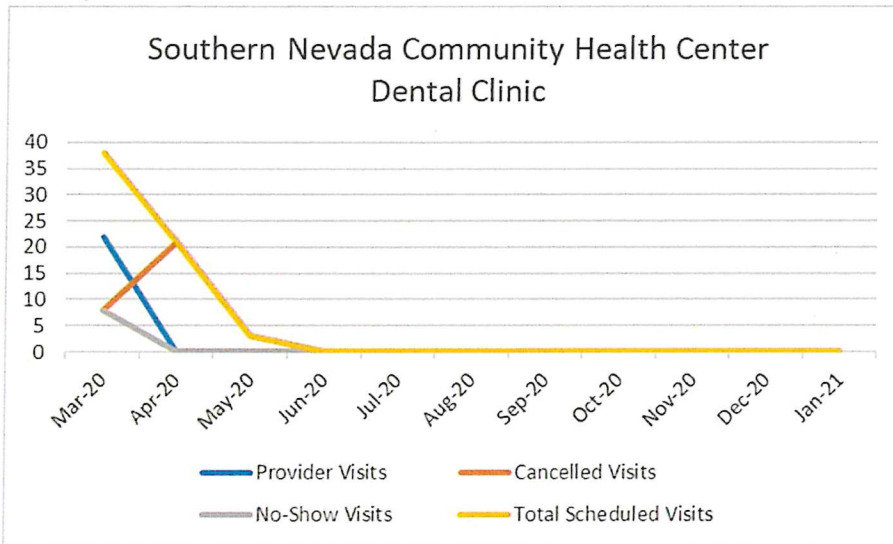
Health Center Visits

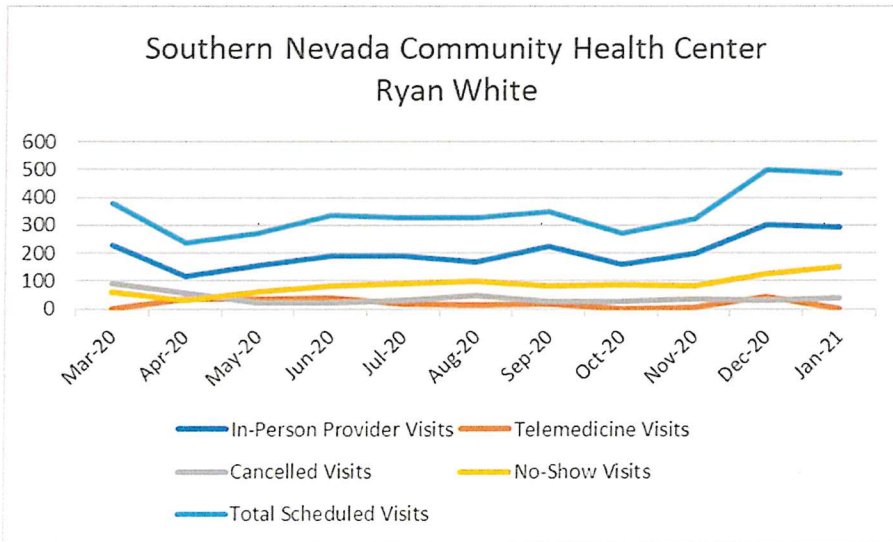
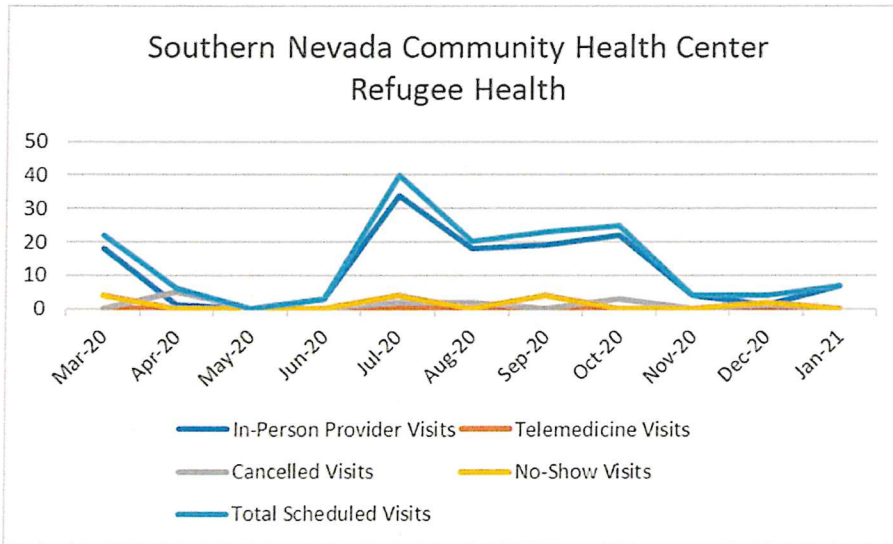
The Health Center had 1,140 scheduled patient appointments in January, a 13.2% increase over December. Of scheduled patients, 65.4% kept their appointments, a less than 1% increase over December; there was a 7.8% cancellation rate, a decrease of less than 1% over December, and a 26.8 no-show rate, an increase of less than 1% over December. Telemedicine saw 46 patients — 6.2% of patient visits, a decrease of 47.7% over December.

Of scheduled patient appointments, cancellation rates were highest among Ryan White and Family Health at 41.6% and 42.1%, respectively. The no-show rate was highest among Ryan White and Family Health at 49% and 34%, respectively.

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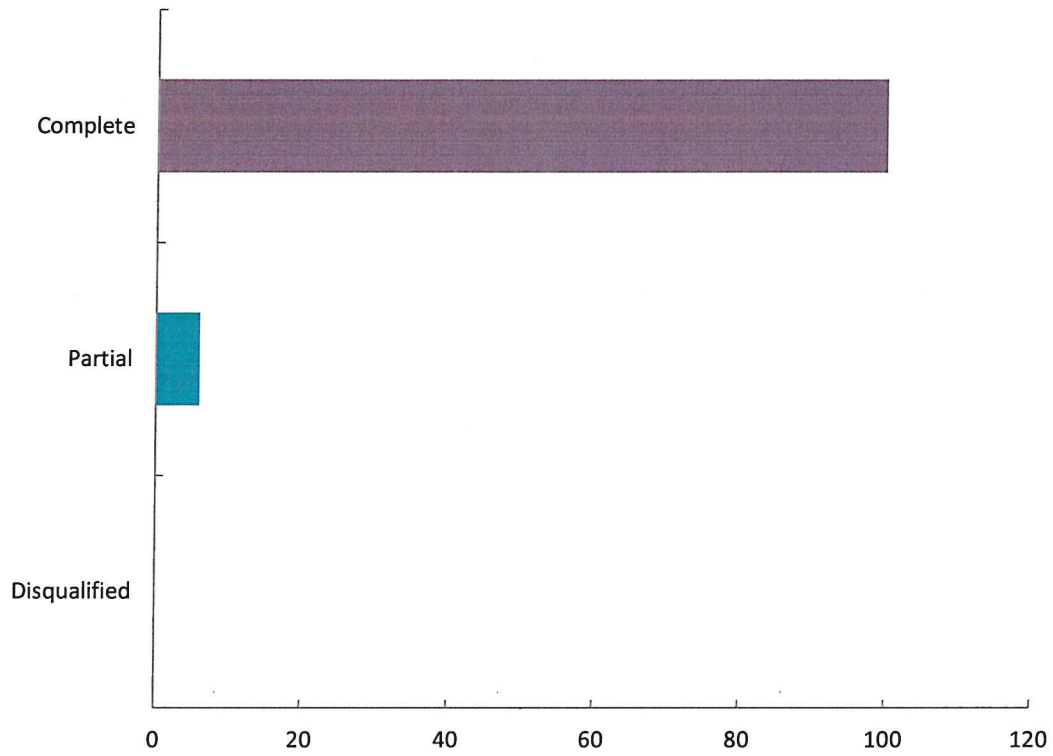




Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

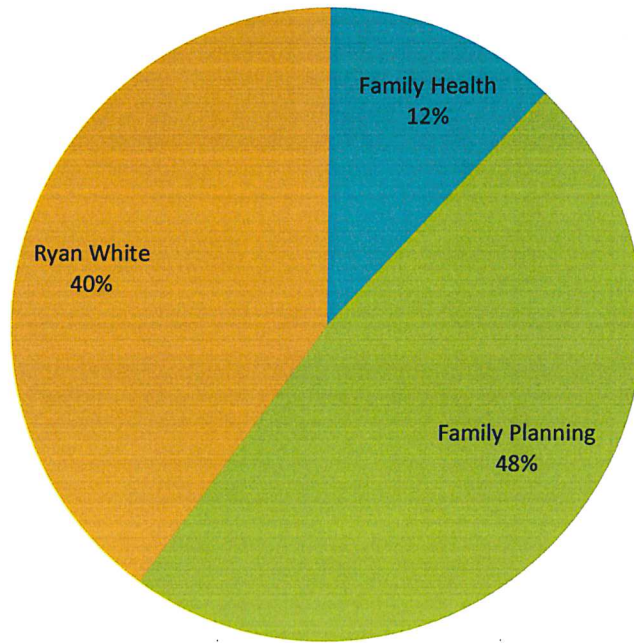
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Response Statistics



	Count	Percent
Complete	100	94.3
Partial	6	5.7
Disqualified	0	0
Totals	106	

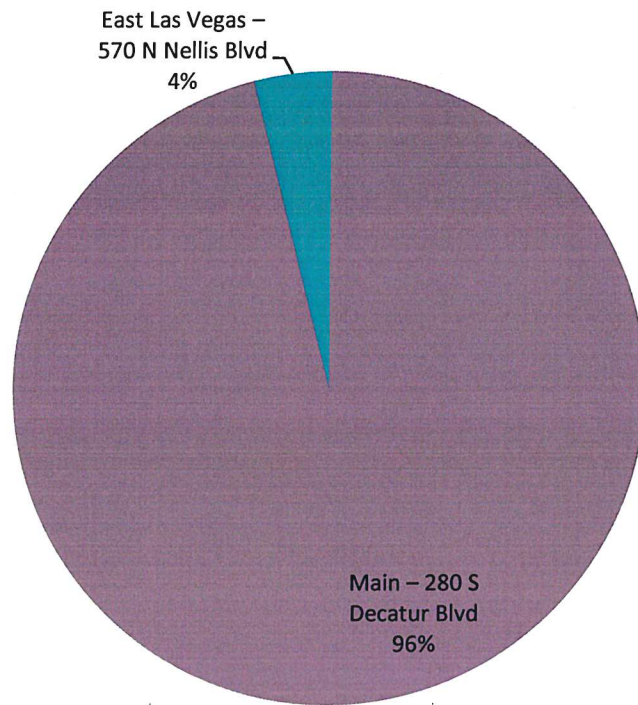
1. Service received during your visit



Value	Percent	Count
Family Health	12.0%	12
Family Planning	48.0%	48
Ryan White	40.0%	40
	Totals	100

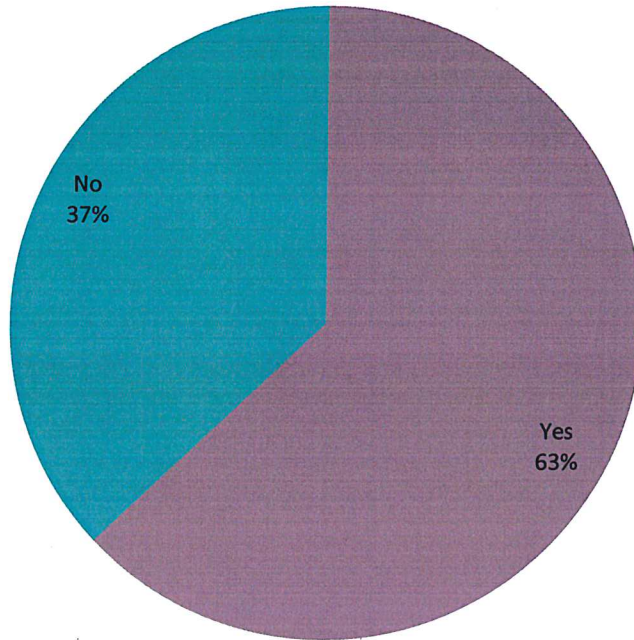


2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main - 280 S Decatur Blvd	96.0%	96
East Las Vegas - 570 N Nellis Blvd	4.0%	4
	Totals	100

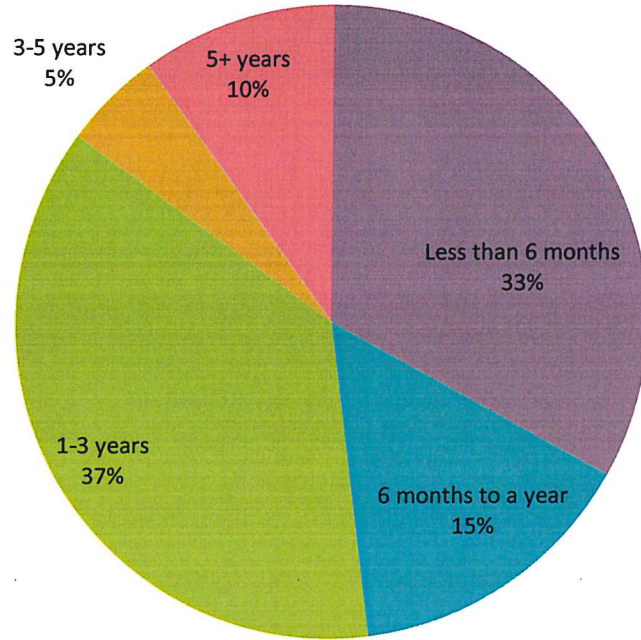
3. Do you have health insurance?



Value	Percent	Count
Yes	63.0%	63
No	37.0%	37
	Totals	100

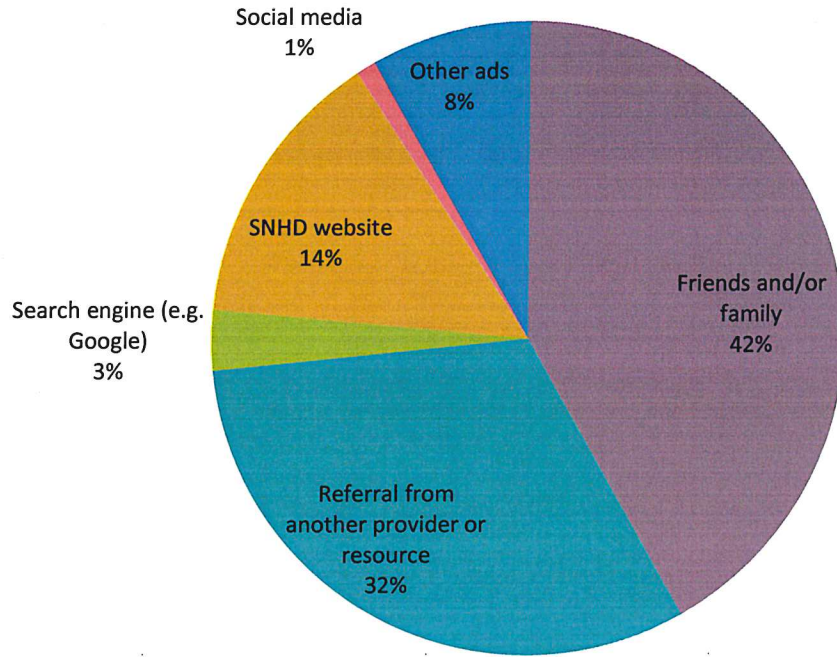


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



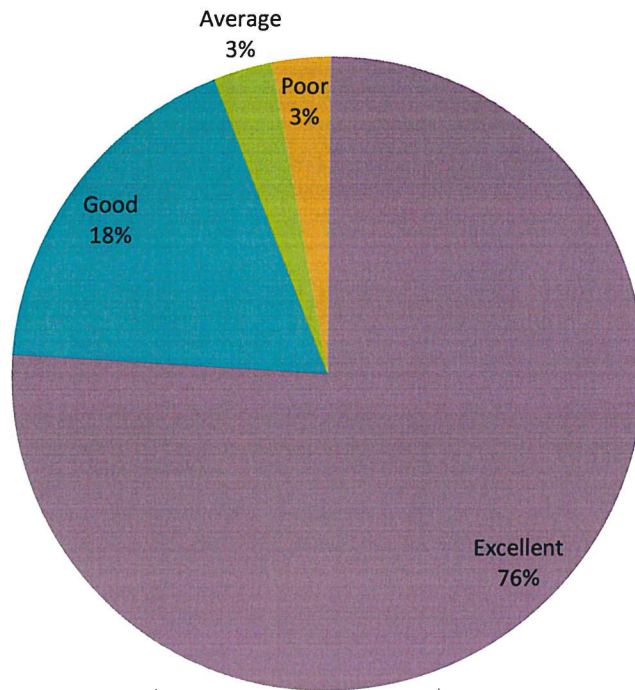
Value	Percent	Count
Less than 6 months	33.0%	33
6 months to a year	15.0%	15
1-3 years	37.0%	37
3-5 years	5.0%	5
5+ years	10.0%	10
	Totals	100

5. How did you hear about us?



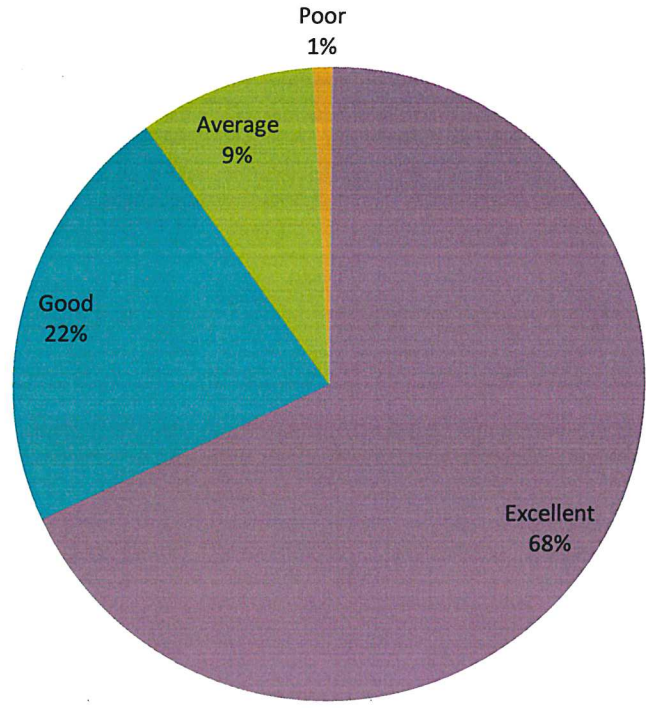
Value	Percent	Count
Friends and/or family	41.8%	41
Referral from another provider or resource	31.6%	31
Search engine (e.g. Google)	3.1%	3
SNHD website	14.3%	14
Social media	1.0%	1
Other ads	8.2%	8
	Totals	98

6. Ease of scheduling an appointment



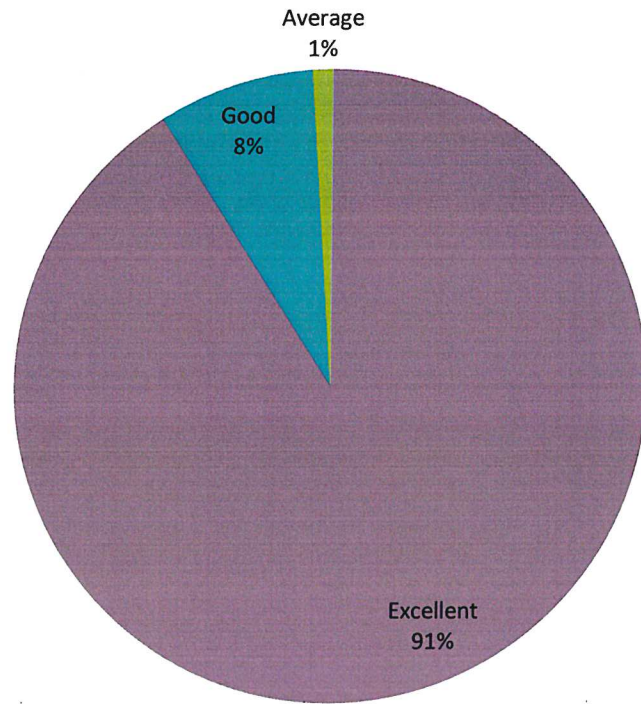
Value	Percent	Count
Excellent	76.0%	76
Good	18.0%	18
Average	3.0%	3
Poor	3.0%	3
	Totals	100

7. Wait time to see provider



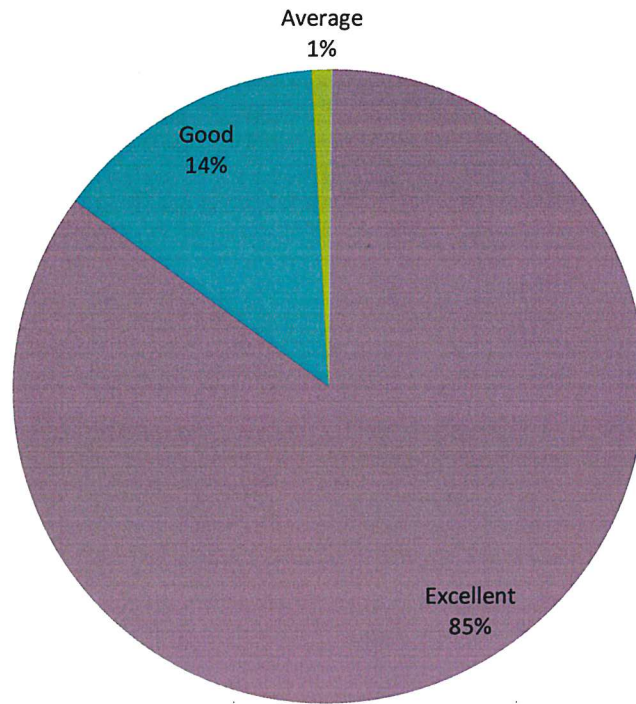
Value	Percent	Count
Excellent	68.0%	68
Good	22.0%	22
Average	9.0%	9
Poor	1.0%	1
	Totals	100

8. Care received from providers and staff



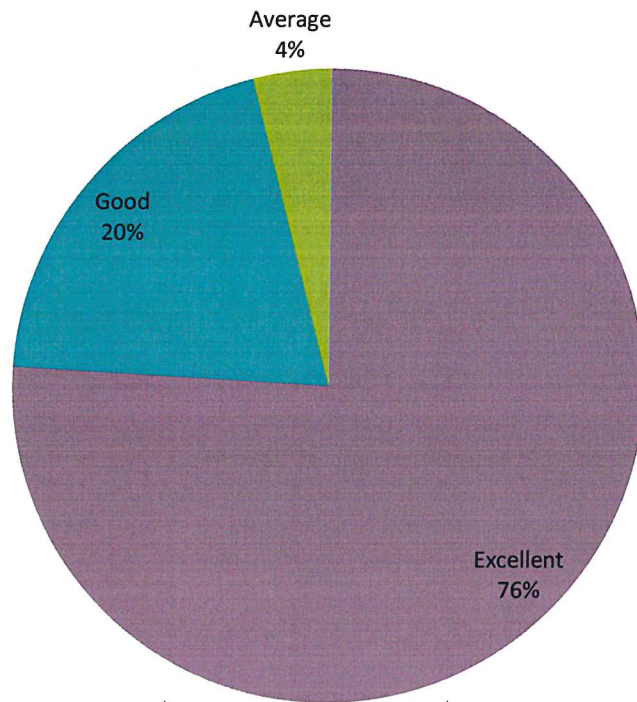
Value	Percent	Count
Excellent	91.0%	91
Good	8.0%	8
Average	1.0%	1
	Totals	100

9. Understanding of health care instructions following your visit



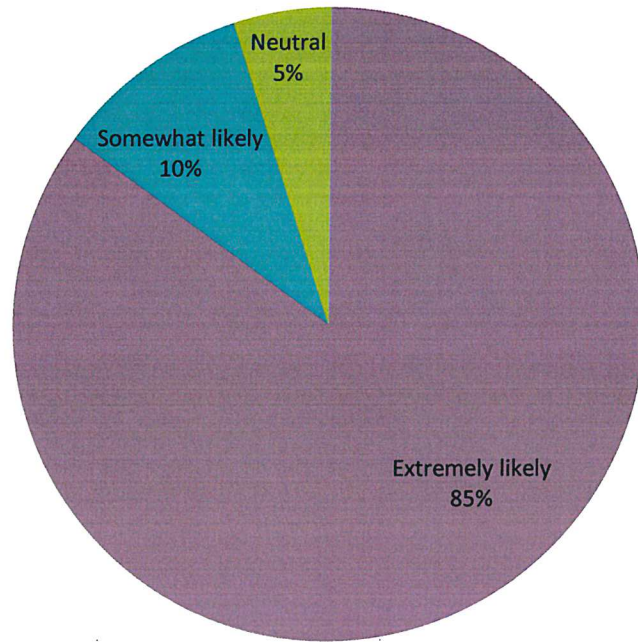
Value	Percent	Count
Excellent	85.0%	85
Good	14.0%	14
Average	1.0%	1
	Totals	100

10. Hours of operation



Value	Percent	Count
Excellent	76.0%	76
Good	20.0%	20
Average	4.0%	4
Totals		100

11. Recommendation of our health center to friends and family



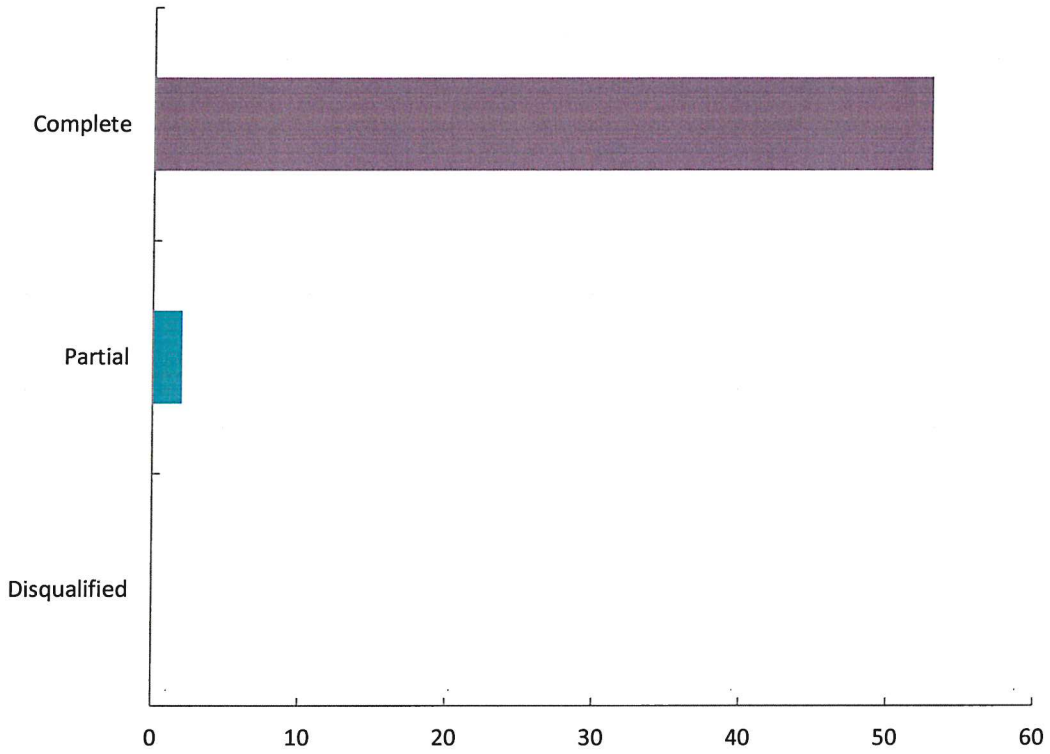
Value	Percent	Count
Extremely likely	85.0%	85
Somewhat likely	10.0%	10
Neutral	5.0%	5
	Totals	100



Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

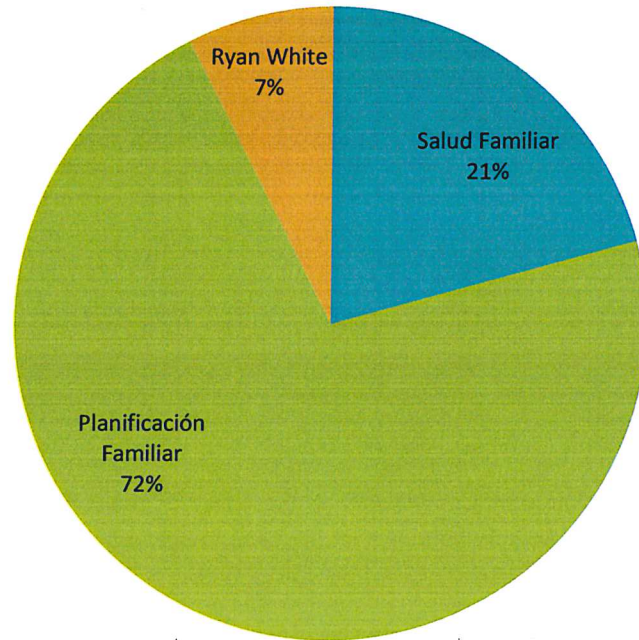
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

Response Statistics



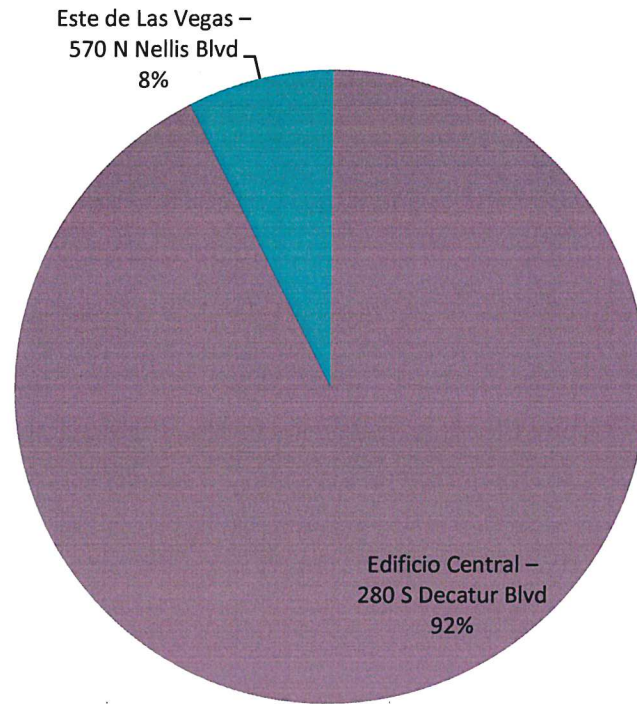
	Count	Percent
Complete	53	96.4
Partial	2	3.6
Disqualified	0	0
Totals	55	

1. Marque los servicios recibidos durante su visita



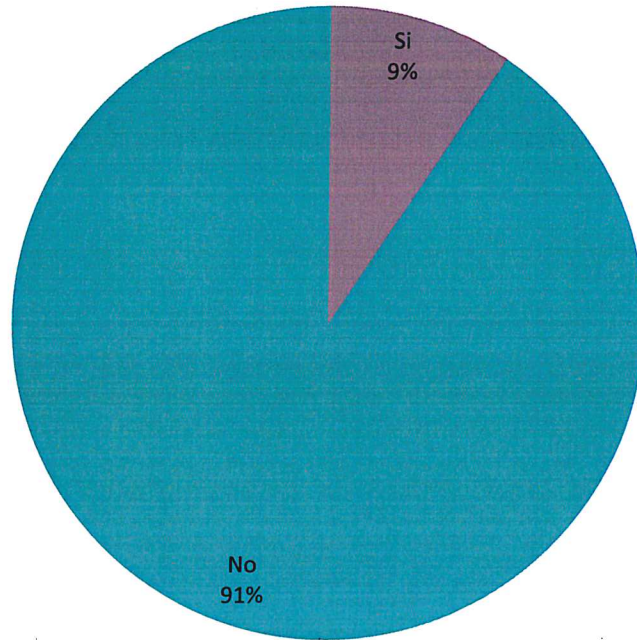
Value	Percent	Count
Salud Familiar	20.8%	11
Planificación Familiar	71.7%	38
Ryan White	7.5%	4
	Totals	53

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



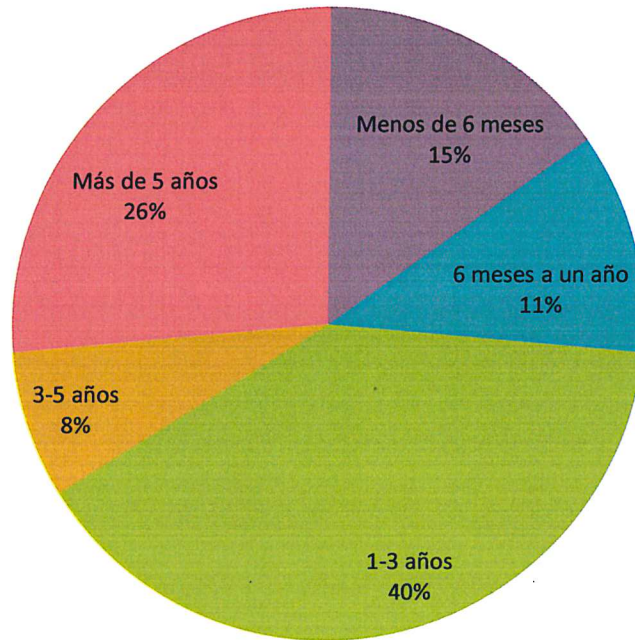
Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	92.5%	49
Este de Las Vegas – 570 N Nellis Blvd	7.5%	4
	Totals	53

3. ¿Tiene seguro médico?



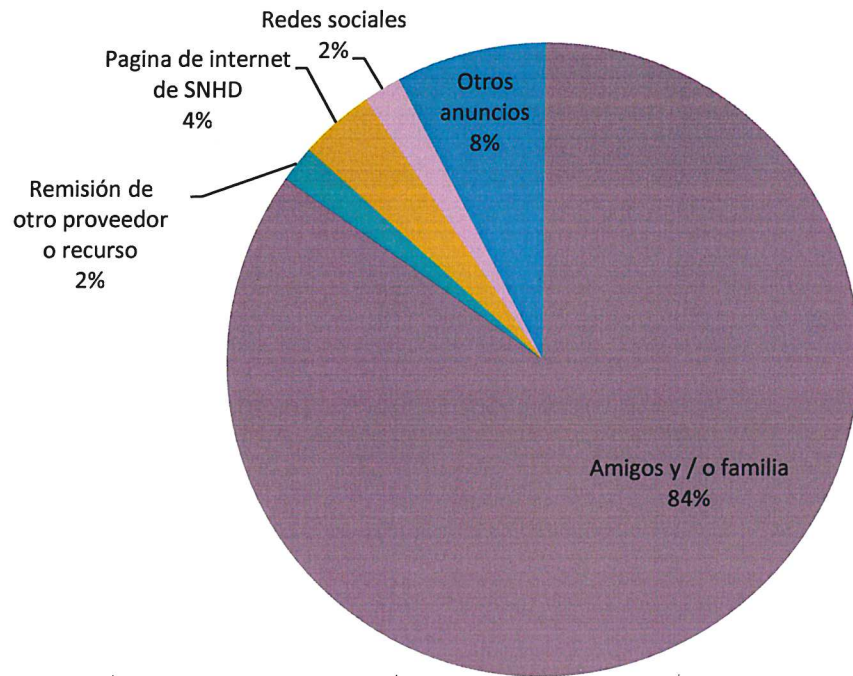
Value	Percent	Count
Si	9.4%	5
No	90.6%	48
	Totals	53

4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



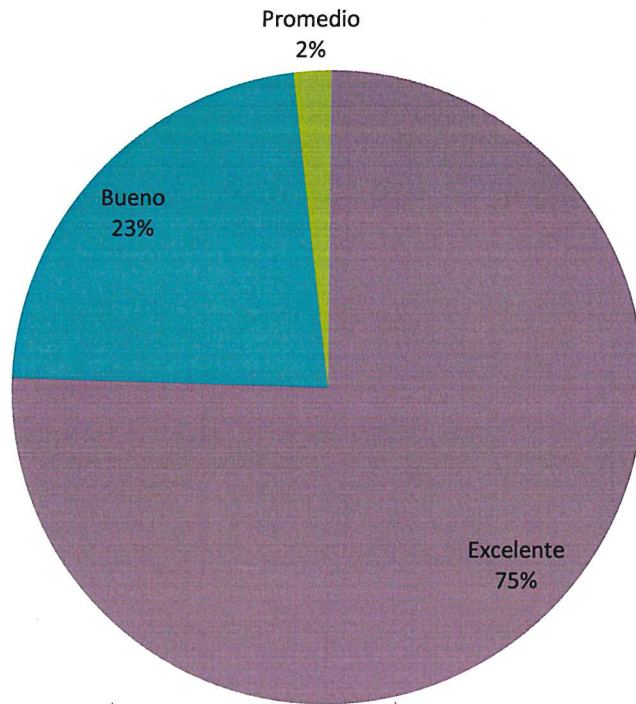
Value	Percent	Count
Menos de 6 meses	15.1%	8
6 meses a un año	11.3%	6
1-3 años	39.6%	21
3-5 años	7.5%	4
Más de 5 años	26.4%	14
	Totals	53

5. ¿Como usted supo de nosotros?



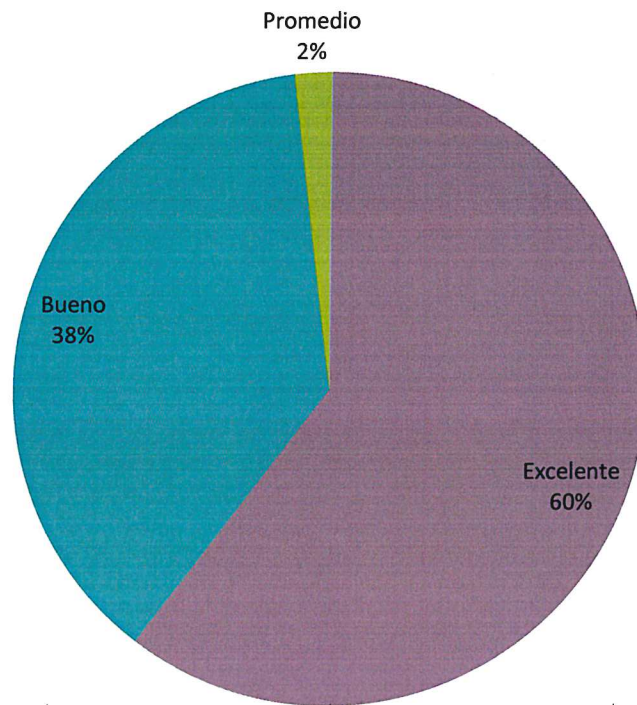
Value	Percent	Count
Amigos y / o familia	84.6%	44
Remisión de otro proveedor o recurso	1.9%	1
Pagina de internet de SNHD	3.8%	2
Redes sociales	1.9%	1
Otros anuncios	7.7%	4
	Totals	52

6. Facilidad para programar una cita



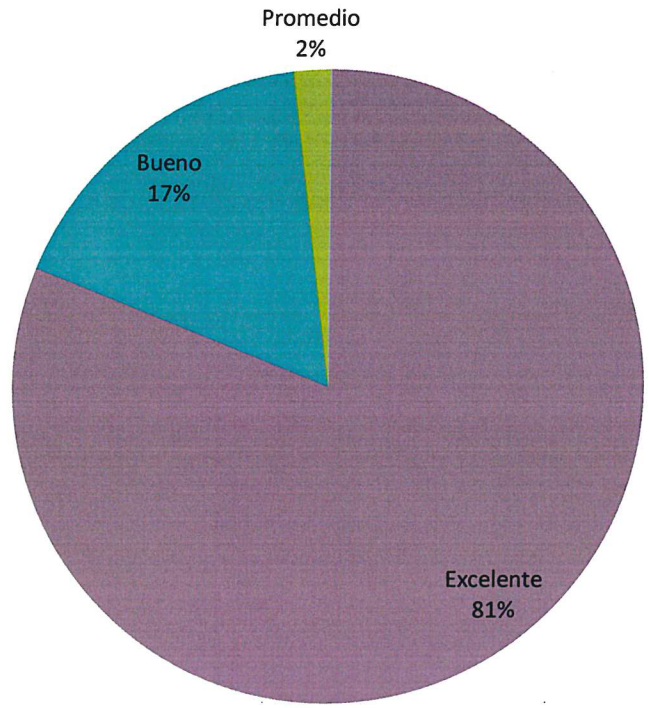
Value	Percent	Count
Excelente	75.5%	40
Bueno	22.6%	12
Promedio	1.9%	1
	Totals	53

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



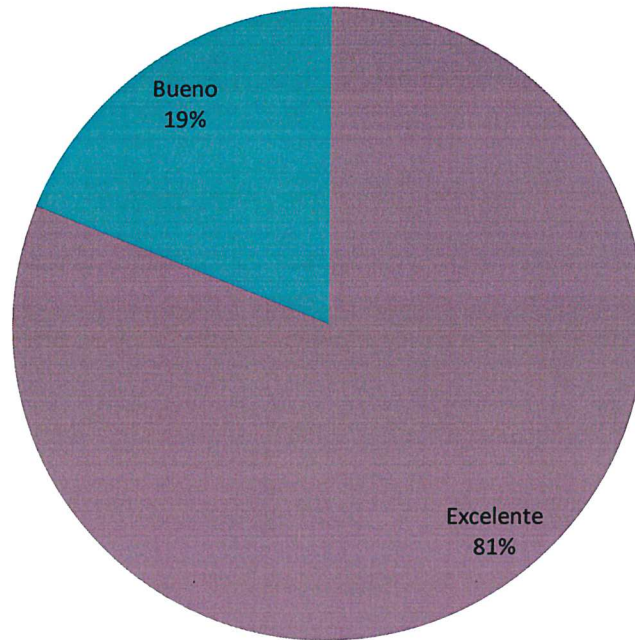
Value	Percent	Count
Excelente	60.4%	32
Bueno	37.7%	20
Promedio	1.9%	1
	Totals	53

8. Atención recibida de los proveedores y personal



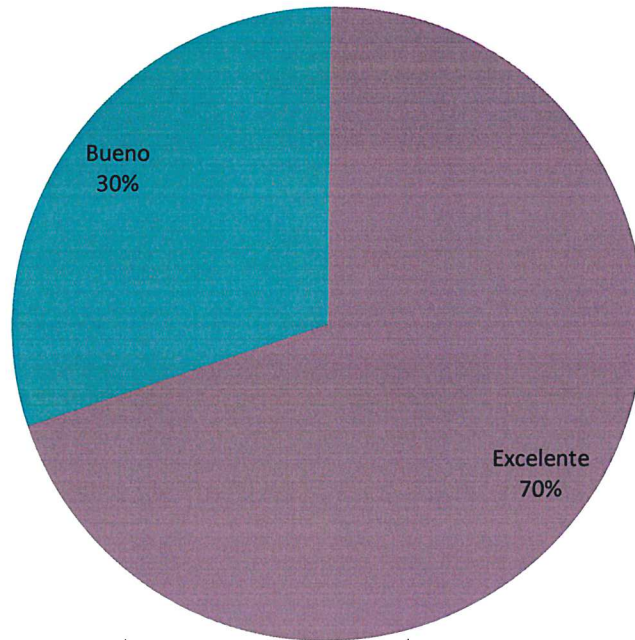
Value	Percent	Count
Excelente	81.1%	43
Bueno	17.0%	9
Promedio	1.9%	1
	Totals	53

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



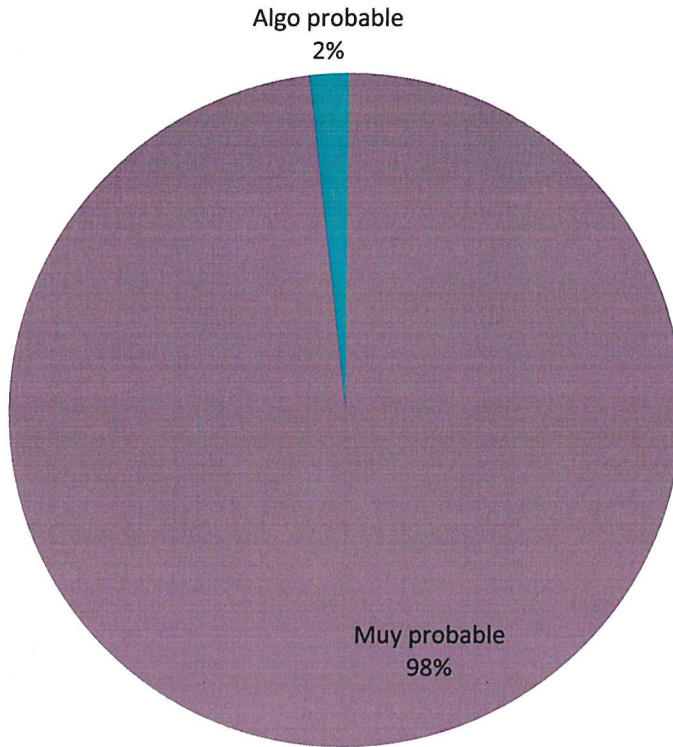
Value	Percent	Count
Excelente	81.1%	43
Bueno	18.9%	10
	Totals	53

10. Horarios de operación



Value	Percent	Count
Excelente	69.8%	37
Bueno	30.2%	16
	Totals	53

11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	98.1%	52
Algo probable	1.9%	1
	Totals	53



eBO Report Summary: January 2021

Southern Nevada Community Health Center	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits			Total Scheduled Patients				
	Count	Percentage	Count	Percentage	Count	Percentage	Audio Visit	Televisit	Total Visits	Count	Percentage			
Family Health Clinic	291	41.57%	37	41.57%	104	34.10%	24	85.71%	16	88.89%	40	86.96%	472	41.40%
Family Planning Clinic	107	15.29%	14	15.73%	51	16.72%	2	7.14%	0	0.00%	2	4.35%	174	15.26%
Refugee Clinic	7	1.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	0.61%
Ryan White	295	42.14%	38	42.70%	150	49.18%	1	3.57%	1	5.56%	2	4.35%	485	42.54%
Southern Nevada Health District	0	0.00%	0	0.00%	0	0.00%	1	3.57%	1	5.56%	2	4.35%	2	0.18%
Totals	700	100.00%	89	100.00%	305	100.00%	28	100.00%	18	100.00%	46	100.00%	1140	100.00%

Percent of scheduled patients who cancelled	7.81%
Percent of scheduled patients who no showed	26.75%
Percent of scheduled patients who cancelled and no showed	34.56%

DK: ms

Attachments: January 2021 Quality Report
January 2021 Stats Report