

Memorandum

Date: July 22, 2021

To: Southern Nevada District Board of Health

From: Fermin Leguen, MD, MPH, District Health Officer

Cortland Lohff, MD, MPH, Director of Primary & Preventive Care

RE: Primary & Preventive Care Division Monthly Report – June 2021

Primary & Preventive Care - Clinical Services Fiscal Year Data

I. Immunization Program

A. Immunization Program Activities

- 1. The Henderson Immunization Clinic returned to normal operation providing routine and travel vaccines on June 7,2021.
- 2. There were 41 reminder calls made in June to parents/guardians of children 2-35 months who are not up to date with their immunizations.
 - B. Immunization Outreach Activities
- 1. Seven clinics were conducted in the homeless encampments. A total of 59 clients received Janssen vaccines.
 - 2. Staff have been assigned to assist in the Covid-19 Vaccine Campaign in the underserved areas and provide oversight with contracted agencies.

II. Community Health Nursing

- A. Maternal Child Health
 - 1. There were two new reported childhood lead case for the month of June.
 - 2. There were no referrals for the Newborn Screening Program that required followup by the field nurse.

B. Nurse Family Partnership (NFP)

The Southern Nevada Health District's Nurse-Family Partnership (NFP) has 140 active clients with 8 Nurse Home visitors. 48 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).

The team continues to serve clients to meet NFP program goals via virtual and home visits. The nurse home visitors are spending a significant amount of time and effort to re-establish relationships with community stakeholders with the lifting of COVID-19 restrictions.

The Southern Nevada Health District received Temporary Assistance for Needy Families (TANF) funds through the Nevada Division of Public and Behavioral Health to serve additional areas in Clark and Nye Counties. Women served must be receiving TANF



assistance. A nurse home visitor and an administrative assistant have been hired for this expansion team of three additional nurse home visitors.

C. Embracing Healthy Baby

The Southern Nevada Health District's Embracing Healthy Baby Program Community Health Workers (CHWs) are managing cases with minimal guidance from the program Community Health Nurse. Telephone or virtual visits continue with enrolled families as well as home visits. Education and referrals to needed services continue to be provided to families. Limits on the length of home visits were lifted in June.

June outreach included the Department of Welfare and Social Services, the University of Nevada, Las Vegas Dental Clinic and First Choice.\

III. Tuberculosis Clinic

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

IV. Preventive 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 June.

B. Employee Health- This will be added to the report starting with the July Report

Attachments: June 2021 Statistical Report

CLINICAL SERVICES DIVISION MONTHLY REPORT

June 2021

Clinical Services Client Encounters by Locations

	DECATUR	ELV	Hend	Mesquite	Laughlin	Mobile	Homeless	Targeted	TOTAL
Location	PHC	PHC	PHC	PHC		Clinic	Outreach	Populations	
Immunization	1,137	531	136	67	0	0	3	16	1,890
Immunization Records Issued	375	167	19						561
Newborn Metabolic Screening	1	0	0	0					1
TB Treatment & Control	941								941
SAPTA Services								23	23
TOTAL	2,454	698	155	67	0	0	3	39	3,416

Clinical Services Client Encounters by Program

	June	June				
Program	2020	2021		FY 19-20	FY 20-21	
Immunizations	1,583	1,890	↑	41,256	61,230	1
Immunization Records Issued	237	561	↑	6,462	4,178	4
Newborn Met. Screening	0	1	^	26	10	4
TB Treatment & Control	885	941	^	9,188	10,294	1
SAPTA Services	23	23	→	304	233	4
TOTAL	2,728	3,416	1	57,236	75,945	1

Clinical Services Immunization Program

Immunizations	June 2020	June 2021		FY 19-20	FY 20-21	
Flu Vaccine Given	101	96	$\overline{\Psi}$	10,745	11,942	个
Gratis	29	1,033	↑	2,122	1,033	$lack \psi$

	June	June				
Vaccines for Children (VFC)*	2020	2021		FY 19-20	FY 20-21	
Number of VFC Compliance Visits	11	2	Ψ	77	56	F
Number of IQIP Visits*	0	0	→	39	19	4
Number of Follow Up Contacts	107	28	Y	902	437	4
Number of Annual Provider Training	3	45	1	141	107	4
Number of State Requested Visits	102	0	Ψ	1,162	622	4

Perinatal Hepatitis B	June 2020	June 2021		FY 19-20	FY 20-21	
# of Expectant Women	23	21	4	23	21	4
# of Infants	90	73	Ψ	98	81	V
Total # of Infants Delivered	2	3	个	5	3	V
New Cases	9	1	4	57	53	Ψ
Closed Cases	3	1	Ψ	54	63	个

	June	June				
Childcare Program*	2020	2021		FY 19-20	FY 20-21	
Childcare Audits	0	7	个	27	29	个
Baseline Immunization Rate	n/a	75%	4	87%	72%	$\overline{\Psi}$
# of Re-Audits	4	9	1	26	20	4
Re-Audit Immunization Rate	96%	89%	Ψ	97%	91%	$\mathbf{\Psi}$
# of Records Reviewed	n/a	378	Ψ	2,497	2,442	4

Jan 2021*- VFC and Childcare staff working in PODs Feb2021* VFC and Childcare staff working in PODs March / April 2021 - staff continue to assist in the PODs

Clinical Services Community Health Program

	June	June			
Nursing Field Services	2020	2021	FY 19-20	FY 20-21	
MCH Team Home Visit Encounters	15	16 🔨	238	124	4

	June	June				
NFP	2020	2021		FY 19-20	FY 20-21	
Referrals	12	14	1	247	135	4
Enrolled	15	10	+	141	71	4
Active	175	140	+			

	June	June				
мсн	2020	2021		FY 19-20	FY 20-21	
# of Referrals Received**	3	5	个	131	48	4
# from CPS*	1	3	个	25	18	4
# of Lead Referrals	0	2	个	6	12	↑
# of Total Admissions	1	1	→	40	21	4

	June	June				
ЕНВ	2020	2021		FY 19-20	FY 20-21	
Referrals	7	7	>	26	72	→
Enrolled	5	3	4	15	59	→
Active	18	28	个			

	June	June				
Thrive by 0 - 3	2020	2021		FY 19-20	FY 20-21	
Referrals	33	104	个	102	866	1
Enrolled	5	3	+	8	39	1
Active	8	23	+			

^{*}Updated MCH FY 20-21 - In August we received two referrals from CPS (Only one CPS referral was reported in the August BOH report)

^{**} Data from Thrive by 0-3 was combined with MCH data in April 2020. These data have been separated for this report.

Clinical Services Tuberculosis Program

	June	June				
Tuberculosis	2020	2021		FY 19-20	FY 20-21	
Number of Case Management Activities*	174	241	1	1,884	2,197	1
Number of Monthly Pulmonary Specialist Clinic			A			•
Clients Seen	17	18	1	244	283	1
Number of Monthly Electronic Disease						4
Notifications Clinic Clients (Class B)	2	11	(212	30	*
Outreach Activities during the Month -						
Presentations, Physician Visits, Correctional Visits,			>			>
etc.	0	0		0	0	
Directly Observed Therapy (DOT) Field,			+			•
clinic and televideo encounters	690	675	*	6,866	7,785	1

^{*}New EMR system- Counting only successful activities.

Substance Abuse Prevention & Treatment Agency (SAPTA)	June 2020	June 2021		FY 19-20	FY 20-21	
# of Site Visits	3	3	→	42	20	4
# of Clients Screened	23	23	→	304	233	4
# of TB Tests	23	20	4	284	201	4
# of Assessments only	0	3	个	20	32	1



Primary & Preventive Care FQHC Monthly Report – June 2021

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
 - 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.

COVID-19 Vaccine Clinic Facility: COVID-19 Response

- 1) NCS Facility was converted into a Health Center COVID-19 vaccination clinic on 5/3/2021
 - a. To date, the health center has administered 11,099 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 30 referrals between June 1st through June 30th. There were no pediatric clients referred to the program this month. The program received 2 referrals for pregnant women living with HIV during this time.
- B. The Ryan White ambulatory clinic had a total of 336 visits: 29 initial provider visits, 144 established provider visits, 16 televisits, 0 audio visits, 16 Nurse visits and 112 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.
- D. The Transitional Case Management (TCM) program's 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 no referrals this month.
- E. The Ryan White program Mental health APRN continues to serve clients and provide screening for mental health conditions. 20 clients were serviced this month.



- F. The Ryan White program dietitian is providing medical nutritional therapy to clients during this period. 8 clients were screened for nutrition services this month.
- G. Staff attended the "Interactive Conversation Map" training, which discussed how to effectively speak to clients about type 2 Diabetes, in such a way to address their feelings and questions surrounding the disease.

II. Sexual Health Clinic

- A. The clinic provided services provided 1,244 unique services to 876 unduplicated patients for the month of June.
- B. The Sexual Health Clinic (SHC) is participating in three Learning Collaboratives under the Ending the HIV Epidemic efforts: 1) Community-wide Rapid stART Program through the Ryan White Part A grant recipient with the goal of decreasing the time from HIV diagnosis to treatment initiation and 2) STD Specialty Clinic Learning Community through the University of Washington's Prevention Training Center with the goal of scaling up HIV preventive services in STD specialty clinics 3) NASTAD's TelePrEP Learning Collaborative: Cohort 2 which provides technical assistance from peers and subject matter experts to increase the uptake of telePrEP programs. SHC staff also participated in a research project, CAB-LA Usage for Transgender Women.
- C. The SHC offers sexually transmitted infection (STI) screening and treatment, HIV pre-exposure prophylaxis (PrEP), non-occupational post-exposure prophylaxis (nPEP) services, and referral to primary care and support services. Services include screening for sexually transmitted infections, treatment and referral to a disease investigator for partner investigation. New HIV diagnosis are immediately referred to the Health Center's Rapid stART clinic.
- D. Express Testing resumed last February 15th in SHC. Express Testing is a collaborative service between SHC and Office of Disease Surveillance to screen asymptomatic patients for STI without the full clinic visit. This has significantly enhanced the clinic's ability to provide more STI screening services to our community.
- E. SHC staffs attended trainings the following trainings: 1) Mental Health First Aid Training which teaches how to identify, understand and respond to signs of mental illnesses and substance use disorders 2) PrEPared to Support Women and Their Sexual Health which identifies the disparities in PrEP services for women,
 - especially for women of color, and provides recommendations on how to approach the discussion of PrEP services with women 3) Target BP- The importance of Measuring which teaches accurate blood pressure measurement technique and factors affecting blood pressure measurement accuracy.

III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 500 clients; 495 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 222 clients; 221 of them were



unduplicated.

C. The Decatur Family Planning Clinic served 278 clients; 274 of them were duplicated.

IV. Family Healthcare Center

A. The Family Health Care Clinic saw 96 patients in the month of June 2021. SIx patients were under age 18 and includes two children from the Refugee Health Clinic.

V. Pharmacy Services

- A. Dispensed 1,162 prescriptions for 894 clients.
- B. Assessed/counseled 51 clients in the Ryan White Program, Sexual Health Clinic and Family Health Clinic
- C. Assessed/counseled two clients in the Tuberculosis Clinic.
- D. Assisted 11 clients to obtain medication financial assistance.
- E. Assisted 4 clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibil	lity Monthly Report	
June 2021		
Total number of referrals received	47	
Total number of no action-closed	13	
Total number of applications submitted	Medicaid/SNAP/TANF: 31	Hardship: 1

- Eligibility support continues to increase with new operational adjustments.
 - Eligibility applications are being facilitated at the front desks of both clinic sites, at mobile clinic events, and in the COVID-19 vaccine clinic.
- Since January 140/338 or 41.42% Conversion of referrals to applications successfully accepted and processed
 - Eligibility services production = Jan 17/57; Feb 20/42; Mar 19/59; Apr 28/58; May 25/75; Jun 31/47

VII. Refugee Health Program

A. The Refugee Health Program served 28 adults in June.

VII. Quality & Risk Management:

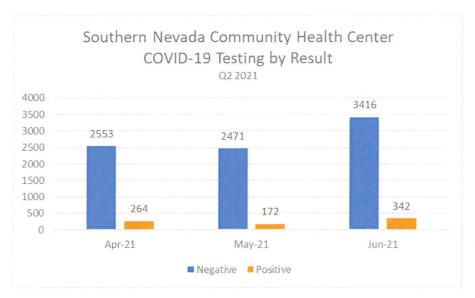
Quality

COVID-19 Testing

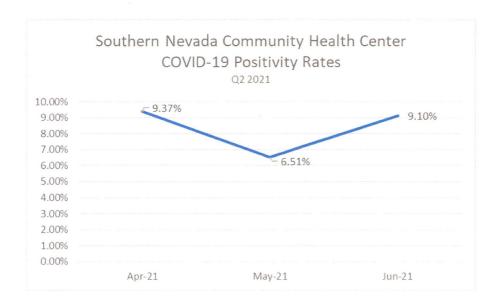
From April to June 2021 (Q2) the Southern Nevada Community Health Center completed 9,218 COVID-19 tests. In total, the Health Center completed 45,576 COVID-19 tests since testing began April 2020.

The Health Center and the Southern Nevada Health District continue to remind those who are sick to 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. The Health Center and Health District also encourage those who are medically appropriate to get the COVID-19 vaccine.

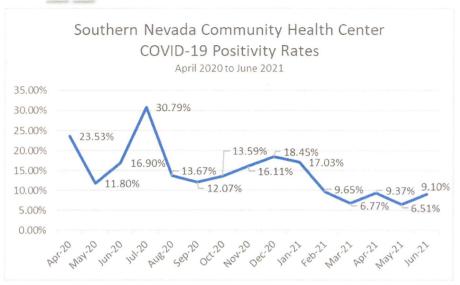


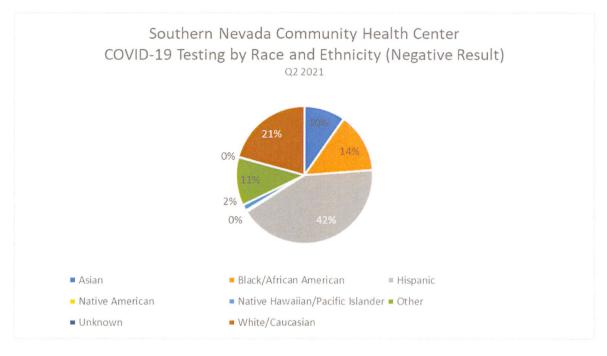


In Q2, there was an average 8.3% positivity rate.

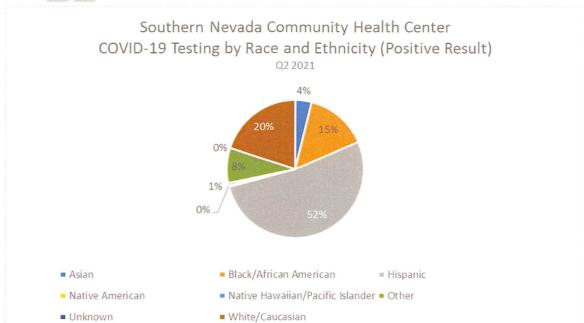


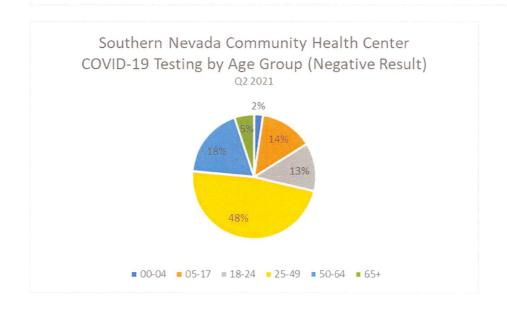




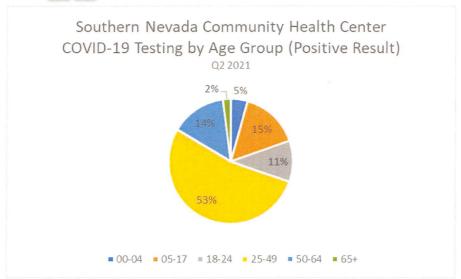












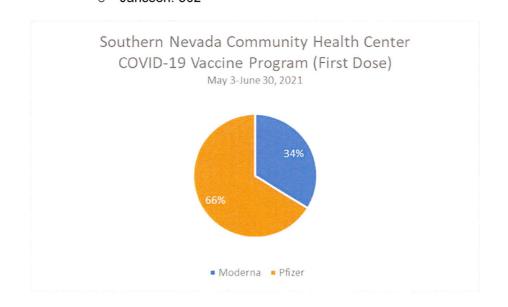
COVID-19 Vaccine Program

The Southern Nevada Community Health Center began administering COVID-19 Vaccine on May 3, 2021 as part of HRSA's COVID-19 Vaccine Program. The vaccine site is located at the Southern Nevada Health District main location in the NCS Building.

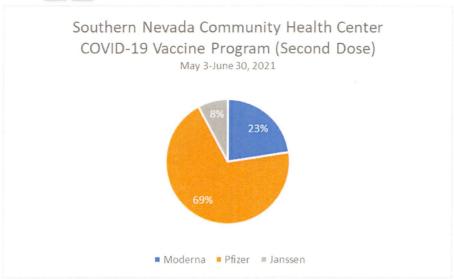
From May 3, 2021 to June 30, 2021, the Health Center administered 10,377 doses of COVID-19 Vaccine:

First Dose: 3,984

Moderna: 1,348
 Pfizer: 2,636
 Second Dose: 6,393
 Moderna: 1,446
 Pfizer: 4,445
 Janssen: 502







Patient Satisfaction

The Health Center received 553 patient satisfaction surveys in Q2.

Family Planning made up 50.7% of survey responses followed by Family Health at 27.4% and Ryan White at 22%. Approximately 26.5% of patients seen at the Health Center in Q2 took the patient satisfaction survey.

The Health Center 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

In Q2, the Health Center saw 196 patients via telehealth, 9.4% of the patients that were seen in our clinics.

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. We are currently seeing a slight upward trend in COVID-19 positivity rates, and when medically appropriate, telehealth will continue to be offered, even following the COVID-19 pandemic.

Health Center Visits

The Health Center had 3,372 scheduled patient appointments in Q2. Of scheduled patients, 61.9% kept their appointments. There was a 7.6% cancellation rate and a 30.6% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)
There were no HIPAA breaches at the Health Center in Q2.



Exposure Incidents

There was one exposure incident at the Health Center in Q2. That event was handled appropriately and closed without issue.

Medical Events

There were two medical events at the Health Center in Q2. Those events were handled appropriately and closed without issue.

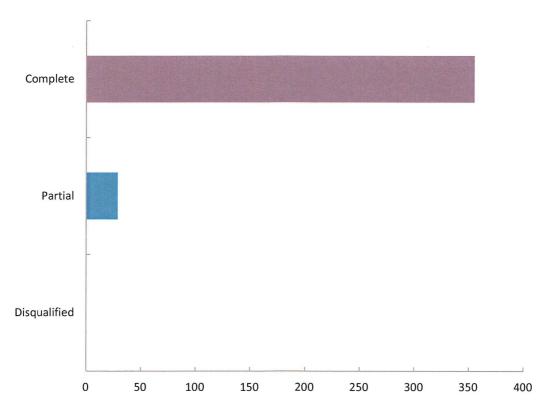


Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



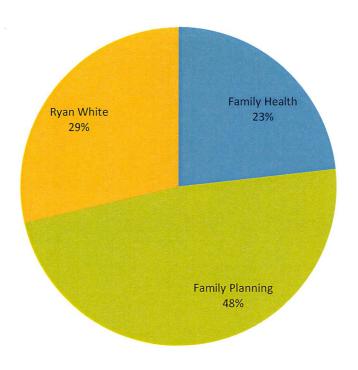
Response Statistics



	Count	Percent
Complete	355	92.4
Partial	29	7.6
Disqualified	0	0
Totals	384	



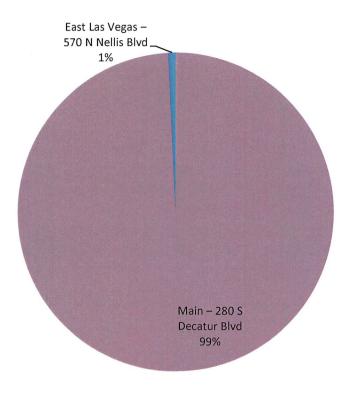
1. Service received during your visit



Value	Percent	Count
Family Health	23.2%	85
Family Planning	48.2%	177
Ryan White	28.6%	105
	Totals	367



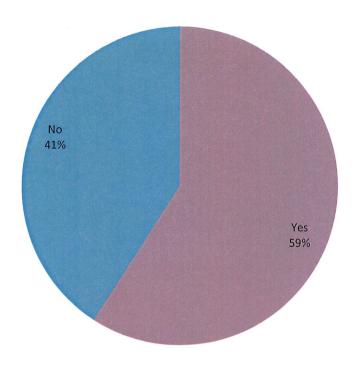
2. Southern Nevada Health District (SNHD) location



Value	Percent	Count
Main – 280 S Decatur Blvd	99.2%	364
East Las Vegas – 570 N Nellis Blvd	0.8%	3
	Totals	367



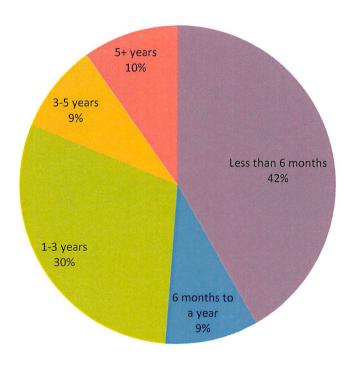
3. Do you have health insurance?



Value	Percent	Count
Yes	59.1%	217
No	40.9%	150
	Totals	367



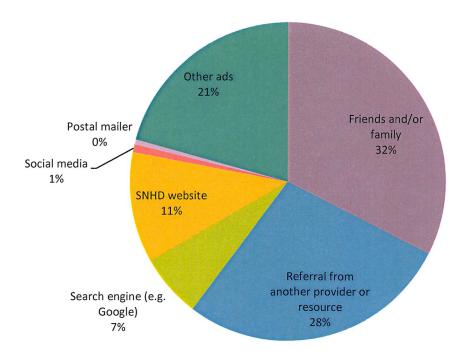
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Count
Less than 6 months	41.7%	153
6 months to a year	9.5%	35
1-3 years	30.0%	110
3-5 years	9.0%	33
5+ years	9.8%	36
	Totals	367



5. How did you hear about us?



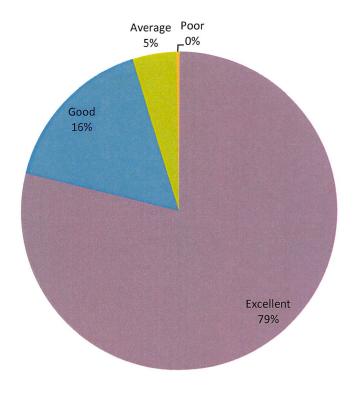
Value	Percent	Count
Friends and/or family	32.4%	119
Referral from another provider or resource	27.8%	102
Search engine (e.g. Google)	6.5%	24
SNHD website	11.2%	41
Social media	0.8%	3
Postal mailer	0.5%	2
Other ads	20.7%	76



Totals 367



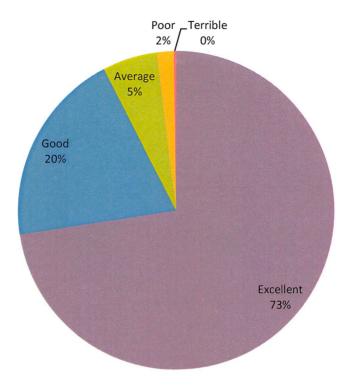
6. Ease of scheduling an appointment



Value	Percent	Count
Excellent	78.8%	283
Good	16.4%	59
Average	4.5%	16
Poor	0.3%	1
	Totals	359



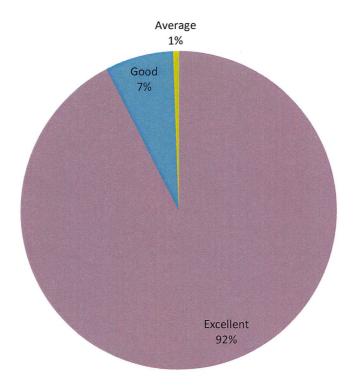
7. Wait time to see provider



Value	Percent	Count
Excellent	72.7%	261
Good	19.8%	71
Average	5.6%	20
Poor	1.7%	6
Terrible	0.3%	1
	Totals	359



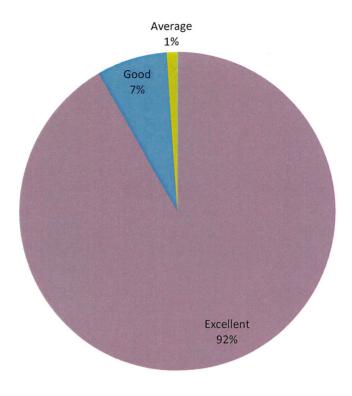
8. Care received from providers and staff



Value	Percent	Count
Excellent	92.5%	332
Good	7.0%	25
Average	0.6%	2
	Totals	359



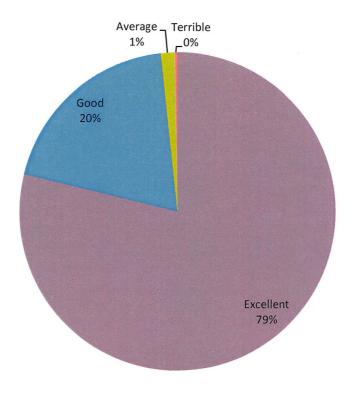
9. Understanding of health care instructions following your visit



Value	Percent	Count
Excellent	91.6%	329
Good	7.2%	26
Average	1.1%	4
	Totals	359



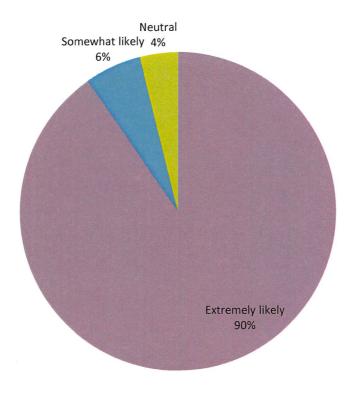
10. Hours of operation



Value	Percent	Count
Excellent	78.8%	283
Good	19.5%	70
Average	1.4%	5
Terrible	0.3%	1
	Totals	359



11. Recommendation of our health center to friends and family



Value	Percent	Count
Extremely likely	90.3%	324
Somewhat likely	5.8%	21
Neutral	3.9%	14
	Totals	359

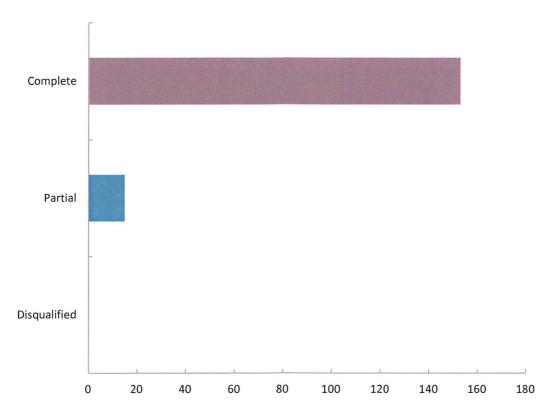


Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente

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



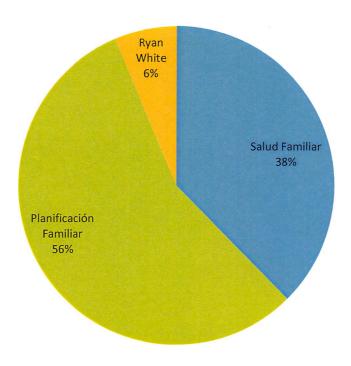
Response Statistics



	Count	Percent
Complete	153	91.1
Partial	15	8.9
Disqualified	0	0
Totals	168	



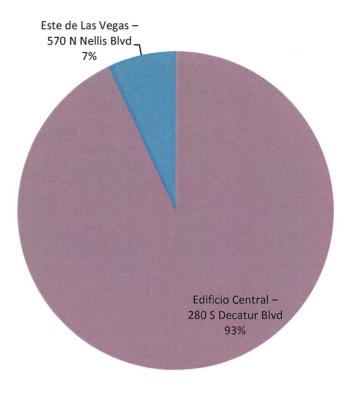
1. Marque los servicios recibidos durante su visita



Value	Percent	Count
Salud Familiar	37.6%	59
Planificación Familiar	56.1%	88
Ryan White	6.4%	10
	Totals	157



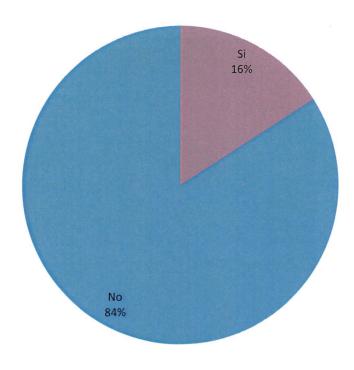
2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



Value	Percent	Count
Edificio Central – 280 S Decatur Blvd	93.0%	146
Este de Las Vegas – 570 N Nellis Blvd	7.0%	11
	Totals	157



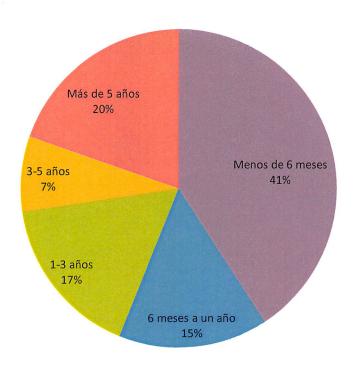
3. ¿Tiene seguro médico?



Value	Percent	Count
Si	15.9%	25
No	84.1%	132
	Totals	157



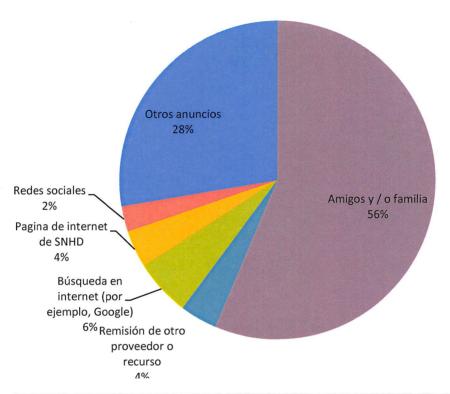
4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



Value	Percent	Count
Menos de 6 meses	40.8%	64
6 meses a un año	15.3%	24
1-3 años	16.6%	26
3-5 años	7.6%	12
Más de 5 años	19.7%	31
	Totals	157



5. ¿Como usted supo de nosotros?



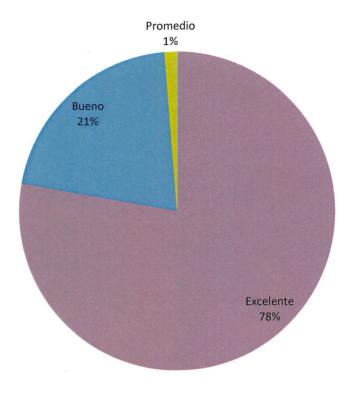
Value	Percent	Count
Amigos y / o familia	56.4%	88
Remisión de otro proveedor o recurso	3.8%	6
Búsqueda en internet (por ejemplo, Google)	5.8%	9
Pagina de internet de SNHD	3.8%	6
Redes sociales	2.6%	4
Otros anuncios	27.6%	43



Totals 156



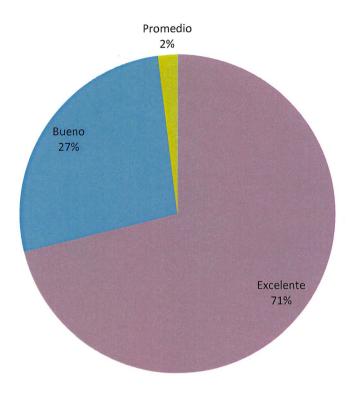
6. Facilidad para programar una cita



Value	Percent	Count
Excelente	77.8%	119
Bueno	20.9%	32
Promedio	1.3%	2
	Totals	153



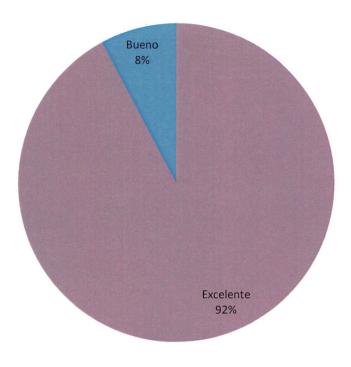
7. Tiempo de espera para ver a un proveedor de salud



Value	Percent	Count
Excelente	71.2%	109
Bueno	26.8%	41
Promedio	2.0%	3
	Totals	153



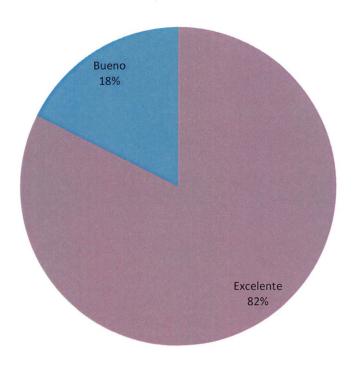
8. Atención recibida de los proveedores y personal



Value	Percent	Count
Excelente	92.2%	141
Bueno	7.8%	12
	Totals	153



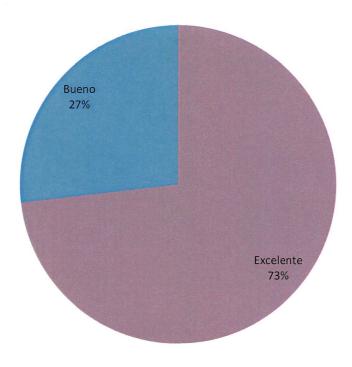
9. Comprensión de las instrucciones del cuidado de salud después de su visita



Value	Percent	Count
Excelente	82.4%	126
Bueno	17.6%	27
	Totals	153



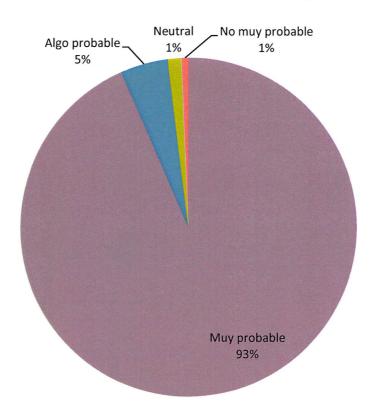
10. Horarios de operación



Value	Percent	Count
Excelente	73.2%	112
Bueno	26.8%	41
	Totals	153



11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Count
Muy probable	93.5%	143
Algo probable	4.6%	7
Neutral	1.3%	2
No muy probable	0.7%	1
	Totals	153



CLINICAL SERVICES Health Center Visit Report Summary: Q2 2021 **Telehealth Visits** No Show Cancelled **Total Scheduled Provider Visits Southern Nevada Community Health Center Visits Audio Visit Visits Total Visits Patients Televisit** 41.85% 88 5.90% 454 30.43% 124 63.27% 35 17.86% 159 Family Health Clinic 791 81.12% 1492 44.25% 437 23.12% 46 5.94% 289 37.29% 0.13% 2 **Family Planning Clinic** 1 3 1.53% 0.26% 775 22.98% Refugee Clinic 59 3.12% 6.90% 25.29% 0.00% 0.00% 0.00% 6 0 0 0 87 2.58% 116 11.39% 265 26.03% 603 31.90% 0 0.00% 34 3.34% 17.35% 30.19% Ryan White 34 1018 100.00% 256 7.59% 30.55% **Totals** 63.39% 71 21.46% 100.00% 3372 1890 1030 125 196 100.00%

Percent of scheduled patients who cancelled	7.59%
Percent of scheduled patients who no showed	30.55%
Percent of scheduled patients who cancelled and	
no showed	38.14%

Attachments: June 2021 Quality Report June 2021 Stats Report

Primary & Preventive Care FQHC Monthly Report – June 2021

Academic Affairs-Interns/Clinical Rotations/Residents/Fellows	June 2021	Fiscal YTD
Internships-Total Interns	28	40
Internship Hours ^{1,2}	2,920	18,918

¹25 of the 40 interns worked on COVID-19 response activities

² Estimated hours