



Memorandum

Date: September 23, 2021

To: Southern Nevada District Board of Health

From: Fermin Leguen, MD, MPH, District Health Officer *FL*
Cortland Lohff, MD, MPH, Director of Primary & Preventive Care *CJL*

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

Primary & Preventive Care – Clinical Services Fiscal Year Data

I. Immunization Program

A. Immunization Program Activities

1. Back to School Saturday Clinic sponsored by Immunize Nevada was held at the Main Immunization Clinic on August 7, 2021, 9:00am – 1:30pm with 303 clients receiving 912 vaccines.
2. For August, 7,254 clients were seen with 19,036 vaccines administered at the Decatur, East Las Vegas and Mesquite SNHD locations. This is an increased of more than 4,000 clients and 10,000 vaccines administered from last year.
3. A total of 806 doses of COVID-19 vaccines were administered with routine vaccine during the month of August.
4. There were 1,987 immunization records provided to clients who came into the SNHD Immunization Clinics that did not receive vaccinations.

B. Immunization Outreach Activities

1. Immunization Project team assisted with Back-to-School clinics at SNHD Main and East Las Vegas locations from August 2, 2021 – August 13, 2021. Subgrant activities resumed after back-to-school assignments were completed.
2. COVID-19 Encampment and Harm Reduction Outreach were conducted on August 19 and August 26. There were 31 clients seen and 70 vaccines administered to the homeless population.

II. COVID-19 Vaccine Campaign

A. Community COVID-19 Vaccine Clinics

1. There were 249 SNHD clinics conducted that administered 6,591 doses.
2. There were 33 community partner clinics conducted that administered 843 doses.

B. COVID Vaccine Healthcare Provider Visits

1. There were 17 compliance visits and 16 new provider trainings conducted.
2. There were 22 contacts with potential providers.

III. Community Health Nursing

A. Maternal Child Health

1. There were no new reported childhood lead cases for the month of August.



2. There were two new referrals for the Newborn Screening Program that required follow-up by the field nurse.

B. Nurse Family Partnership (NFP)

The Southern Nevada Health District's Nurse-Family Partnership (NFP) has 137 active clients. 41 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 has nine Nurse Home Visitors at present. Two are under the MIECHV program and two are part of the new expansion team. Both nurses in the expansion team have completed Nurse-Family Partnership's basic education requirements and are able to enroll clients.

The team continues to engage clients to meet NFP program goals thru telephone, video, and home visits. The nurse home visitors are continuing to maintain or establish relationships with various community partners that offer essential services to families and may be referral sources to the program.

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.

August outreach included the Southern Nevada Regional Housing Authority; Intermountain Healthcare Women's Services; College of Southern Nevada Cheyenne and Charleston campuses; Hope Christian Health Center; First Med at Martin Luther King Boulevard; and the Department of Welfare and Social Services.

IV. Tuberculosis Clinic

- A. There was one new active adult TB case reported by the TB Clinic during this period. There was one new pediatric active TB case reported by the TB Clinic during this period.
- B. The Refugee Health Program served 43 adults in August.

V. Employee Health Nurse

- A. Chris Mariano is temporarily filling the Employee Health Nurse position. The position is currently in the recruitment process.
- B. There were 121 SNHD employees tested for COVID-19 in August. This includes 114 PCR tests and 78 Rapid tests. Ten employees tested with positive results.



- C. Employee Annual TB testing was on hold in August due to restricted capacity of Employee Health Nurse.
- D. There were no new employee Blood Borne Pathogen or TB exposure cases for August.

VI. Preventive Services Administration

- B. 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 August.

Attachments: August 2021 Statistical Report



Primary & Preventive Care FQHC Monthly Report – August 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.

August Highlights:

- **Response to COVID-19**
 - Coordinating the efforts of the Vaccination Clinic activities.
 - Collecting data from FQHC partners for point of care (POC) testing
- **Administrative**
 - Noncompeting Continuation of New Access Point/Service Area Competition Grant was awarded through January of 2023. SAC has been preliminarily approved through January of 2024.
 - CIS extension for ELV granted through December 7, 2021
 - Temp CIS will be filed when temporary lease is complete
 - New Permanent ELV CIS will be filed when lease is complete for the new facility.

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. Through the end of August 2021, the health center has administered 18,573 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 24 referrals between August 1st through August 31st. There was 2 pediatric clients referred to the program this month. The program did not receive any referrals for pregnant women living with HIV during the month.
- B. The Ryan White ambulatory clinic had a total of 289 visits: There were 17 initial provider visits, 116 established provider visits, 16 tele-visits, 0 audio visits, 17 nurse visits and 123 lab visits in the month of August.
- 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 Ryan White program Mental health APRN continues to serve clients and provide screening for mental health conditions. There were 11 clients were served this month.
- E. The Ryan White program dietitian is providing medical nutritional therapy to clients during this period. There were 4 clients screened for nutrition services this month.
- F. Program staff attended an eligibility training on August 3rd in order to learn about updates to the Ryan White eligibility process. On August 8th, A behavioral health Lunch and Learn session was attended by staff so that information about SNHD's options for behavioral health care could be shared. Also, on August 8th, program staff attended a training by Chicanos Por La Causa to learn how to send referrals for clients in need of housing. Staff attended the Southern Nevada Rapid stART Learning Collaborative on August 24th and August 26th, hosted by TriYoung, to learn about the new Rapid stART module used to generate reports.

II. Sexual Health Clinic

- A. The clinic provided services provided 1,248 unique services to 876 unduplicated patients for the month of August.
- 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 tele PrEP programs.
- 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. The SHC just wrapped up a cost analysis project with NACCHO/CDC on Express Testing. CDC will continue to analyze aggregate data from other participating STD specialty clinics and use the information to create a manuscript that can guide Express Testing practices nationally.



- E. SHC staffs attended training on Trauma Informed Care and Presented the SHC/Annex A Rapid stART Agency Storyboard, describing the progress of improving HIV Rapid stART testing and referral services, at the Southern Nevada Rapid stART Learning Collaborative Learning Session 3.

III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 474 clients; 473 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 206 clients; 206 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 268 clients; 267 of them were unduplicated.

IV. Family Healthcare Center

- A. The Family Healthcare Clinic saw 347 patients in the month of August 2021.
- B. Fifty-eight patients were under the age of 18.
- C. Two children were from the Refugee Health Clinic.

V. Pharmacy Services

- A. Dispensed 1,243 prescriptions for 982 clients.
- B. Assessed/counseled 34 clients in clinics.
- C. Assisted 3 clients to obtain medication financial assistance.
- D. Assisted zero clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
August 2021		
Total number of referrals received	45	
Total number of no action-closed	16	
Total number of applications submitted	Medicaid/SNAP/TANF: 29	Hardship: 0

- Eligibility support continues to increase with new operational adjustments.
 - o 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 197/427 or 46.13% Conversion of referrals to applications successfully accepted and processed
 - o Eligibility services production = Jan – 17/57; Feb – 20/42; Mar – 19/59; Apr – 28/58; May – 25/75; Jun – 31/47; Jul 27/44; Aug – 29/45

VII. Refugee Health Program



A. The Refugee Health Program served 43 adults in August.

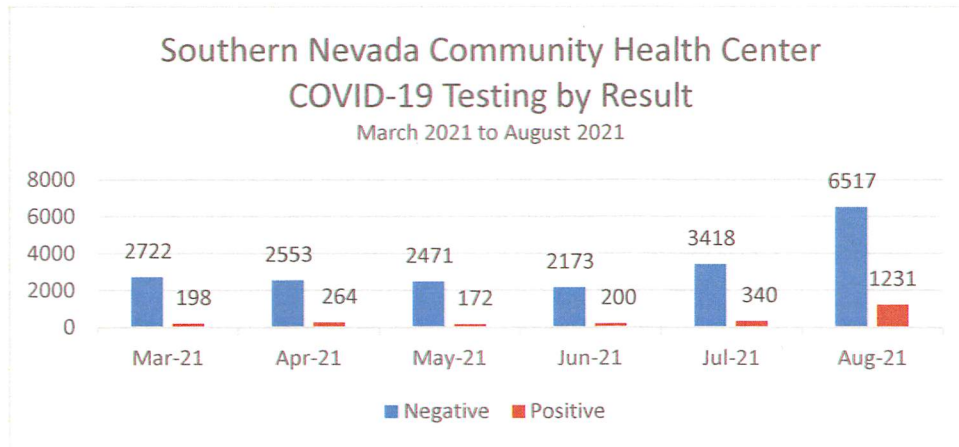
VII. Quality & Risk Management:

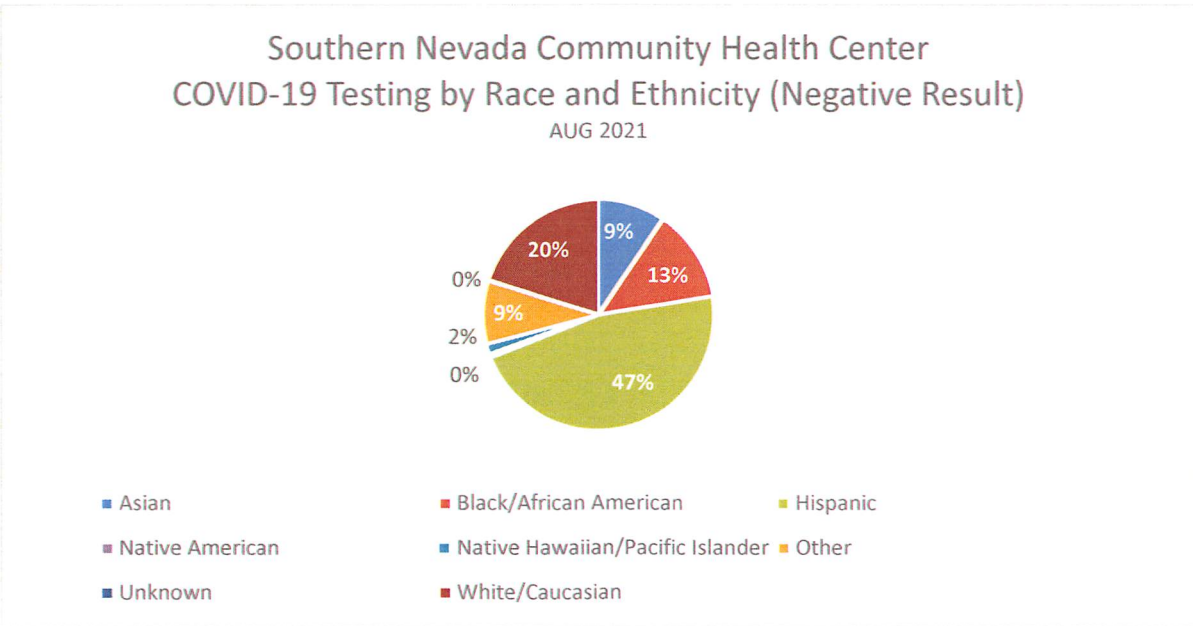
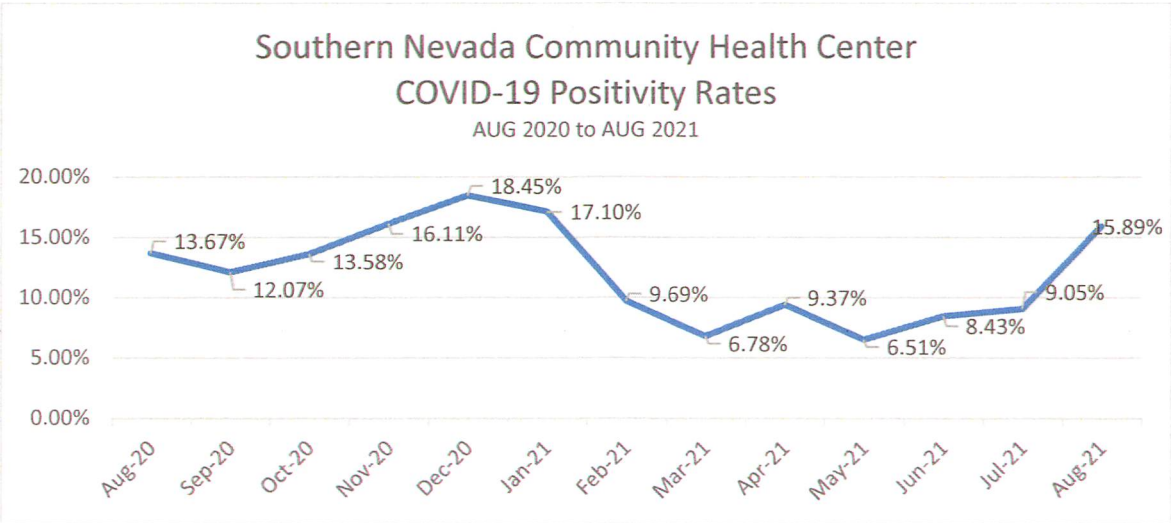
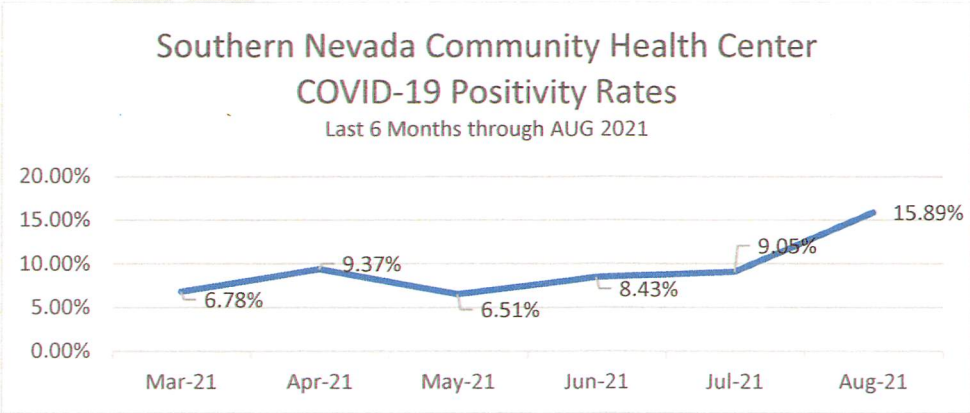
Quality

COVID-19 Testing

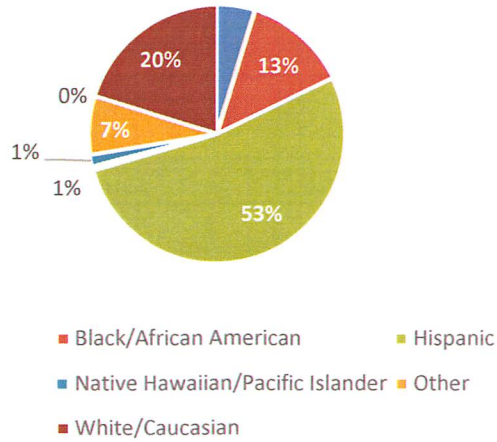
7,545 tests were conducted in August of 2021. From April to August 2021 (Q2) the Southern Nevada Community Health Center completed 9,218 COVID-19 tests. In total, the Health Center completed 56,879 COVID-19 tests since testing began April 2020.

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.

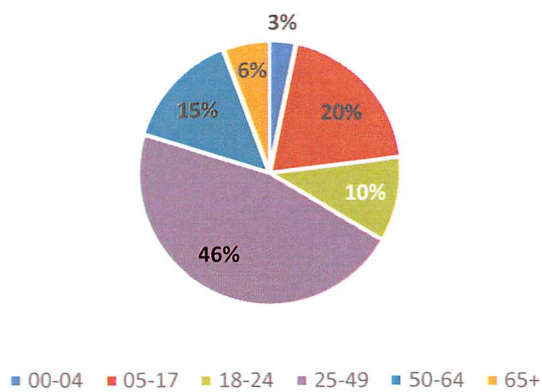


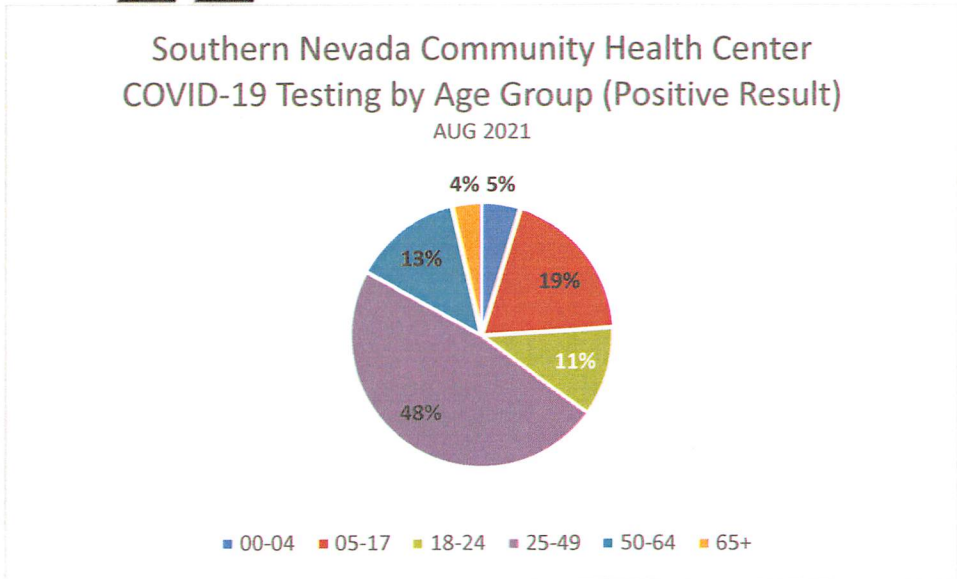


Southern Nevada Community Health Center
COVID-19 Testing by Race and Ethnicity (Positive Result)
AUG 2021



Southern Nevada Community Health Center
COVID-19 Testing by Age Group (Negative Result)
AUG 2021





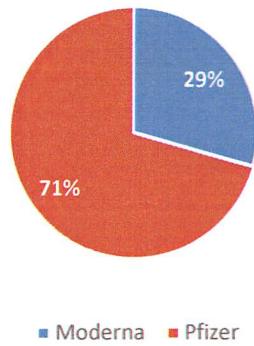
COVID-19 Vaccine Program

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.

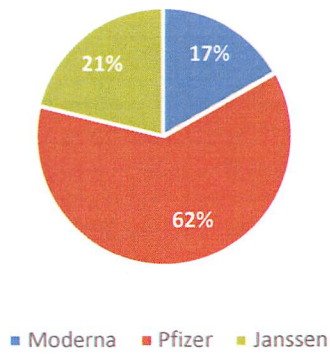
From May 3, 2021 through August 31, 2021, the Health Center administered 18,573 doses of COVID-19 Vaccine, 3,936 of which were administered during the month of August of 2021:

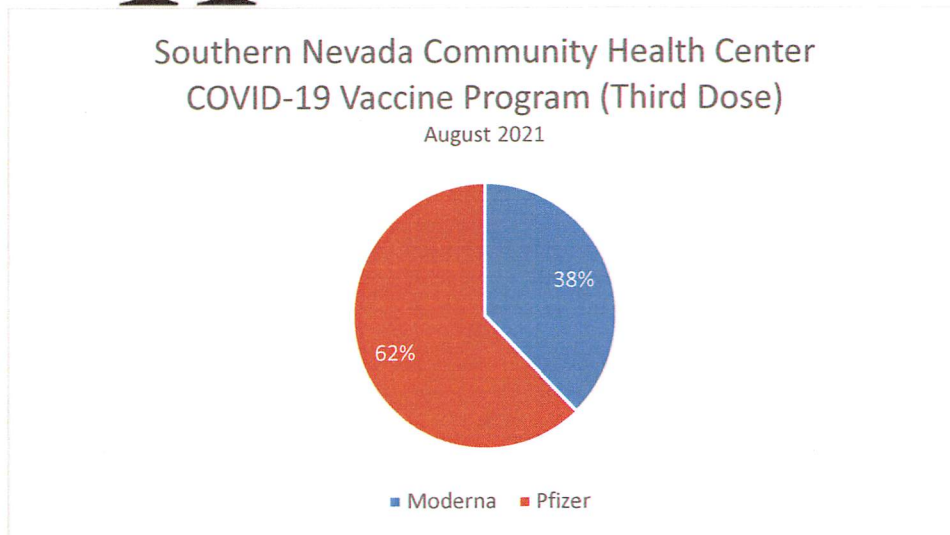
- First Dose: 1,436
 - Moderna: 422
 - Pfizer: 1,014
- Second Dose: 2,455
 - Moderna: 414
 - Pfizer: 1,520
 - Janssen: 521
- Third Dose: 45
 - Moderna: 17
 - Pfizer: 28

Southern Nevada Community Health Center
COVID-19 Vaccine Program (First Dose)
August 2021



Southern Nevada Community Health Center
COVID-19 Vaccine Program (Second Dose)
August 2021





Patient Satisfaction

The Health Center received 68 patient satisfaction surveys in August 2021.

Family Planning made up 43.8% of survey responses followed by Family Health at 26.6% and Ryan White at 29.7%. Approximately 6.9% of patients seen at the Health Center in August 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.

Telehealth

In Q2, the Health Center saw 108 patients via telehealth, 10.9% of the patients that were seen in our clinics.

We are currently seeing an 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 1535 scheduled patient appointments in August. Of scheduled patients, 64.3% kept their appointments. There was a 9.3% cancellation rate and a 26.5% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)

There were no HIPAA breaches at the Health Center in August of 2021.

Safety/Security Events



There were no safety/security incidents at the Health Center in August 2021

Exposure Incidents

There were no exposure incidents at the Health Center in August 2021.

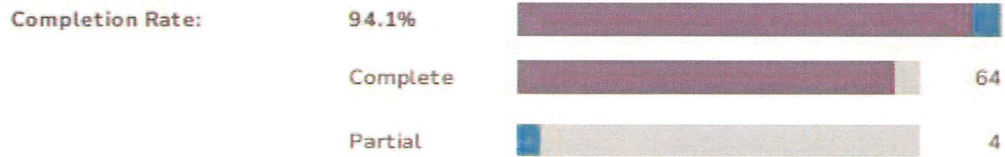
Medical Events

There were two medical events at the Health Center in August 2021. Those events were handled appropriately and closed without issue.



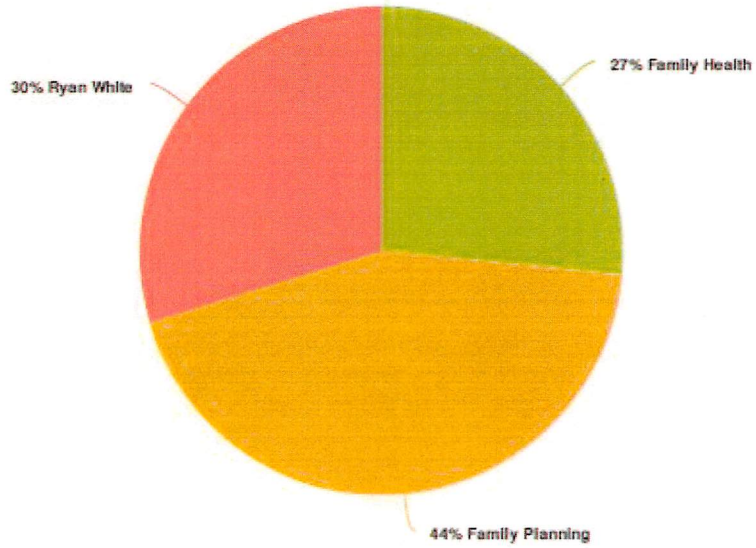
Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey




Response Counts



Totals: 68

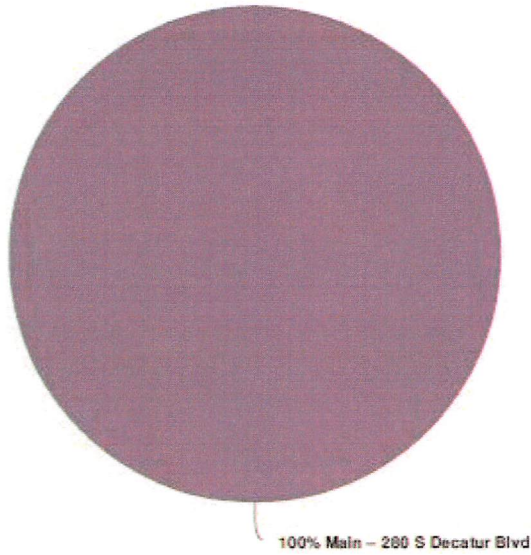
1. Service received during your visit



Value		Percent	Responses
Family Health		26.6%	17
Family Planning		43.8%	28
Ryan White		29.7%	19
			Totals: 64



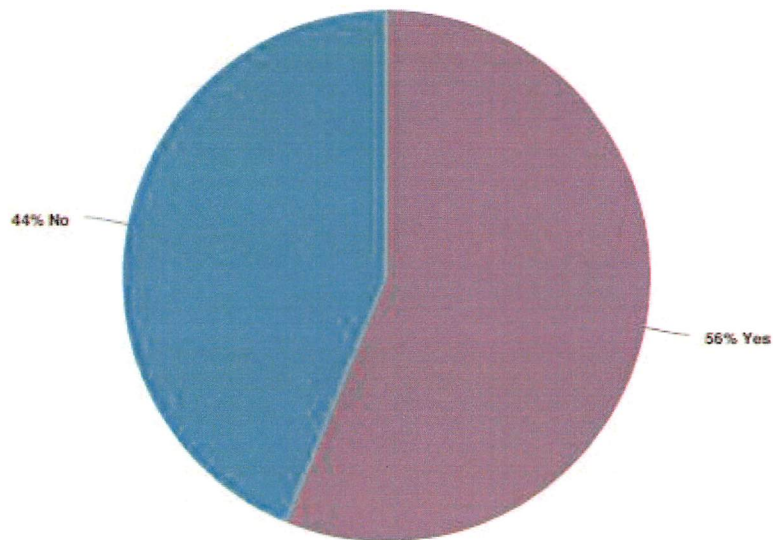
2. Southern Nevada Health District (SNHD) location



Value	Percent	Responses
Main - 280 S Decatur Blvd	100.0%	64

Totals: 64

3. Do you have health insurance?

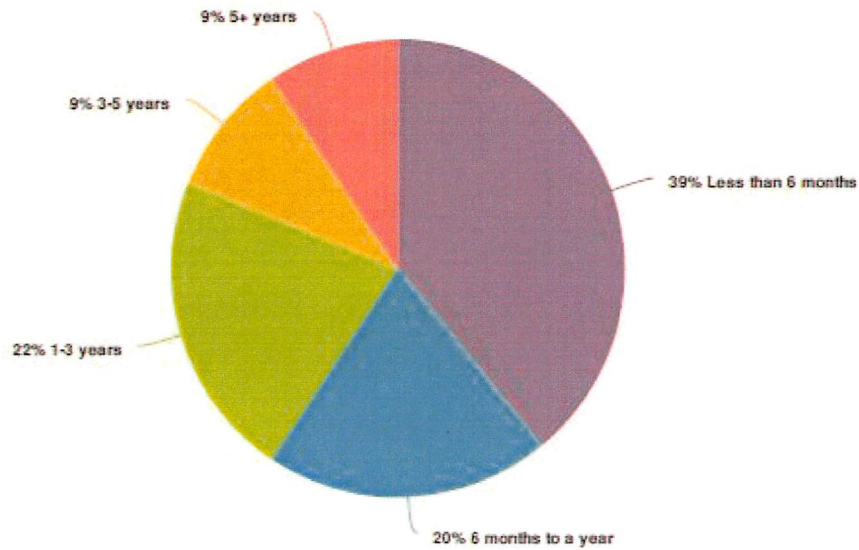


Value	Percent	Responses
Yes	56.3%	36
No	43.8%	28
Totals: 64		





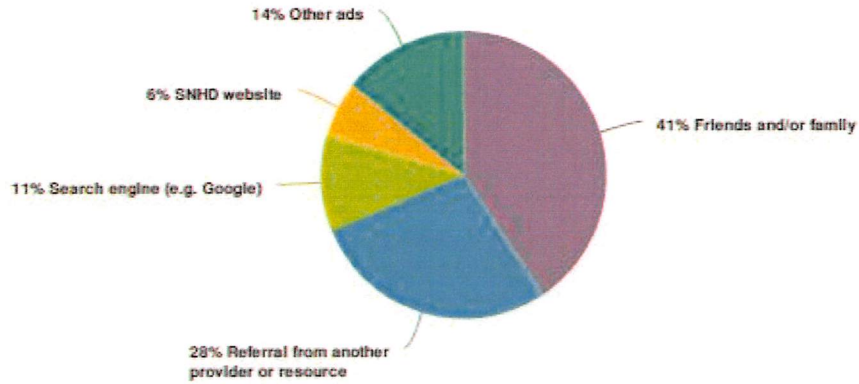
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value		Percent	Responses
Less than 6 months		39.1%	25
6 months to a year		20.3%	13
1-3 years		21.9%	14
3-5 years		9.4%	6
5+ years		9.4%	6

Totals: 64

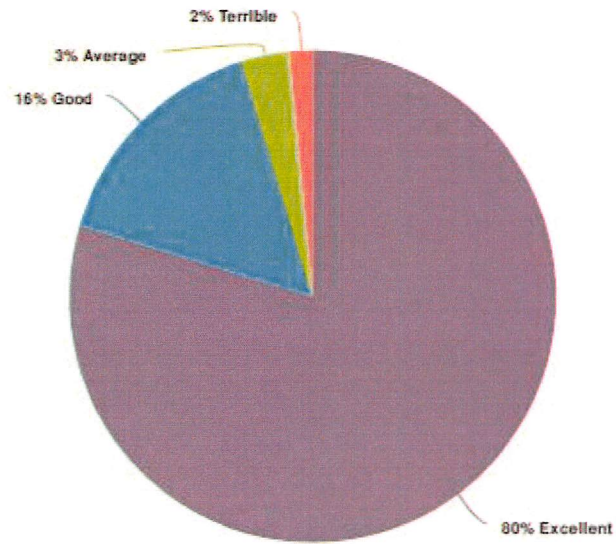
5. How did you hear about us?



Value	Percent	Responses
Friends and/or family	40.6%	26
Referral from another provider or resource	28.1%	18
Search engine (e.g. Google)	10.9%	7
SNHD website	6.3%	4
Other ads	14.1%	9

Totals: 64

6. Ease of scheduling an appointment

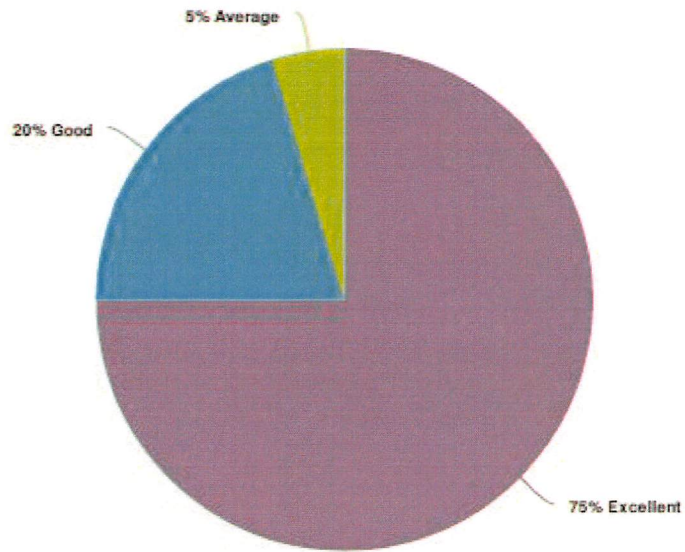


Value	Percent	Responses
Excellent	79.7%	51
Good	15.6%	10
Average	3.1%	2
Terrible	1.6%	1

Totals: 64

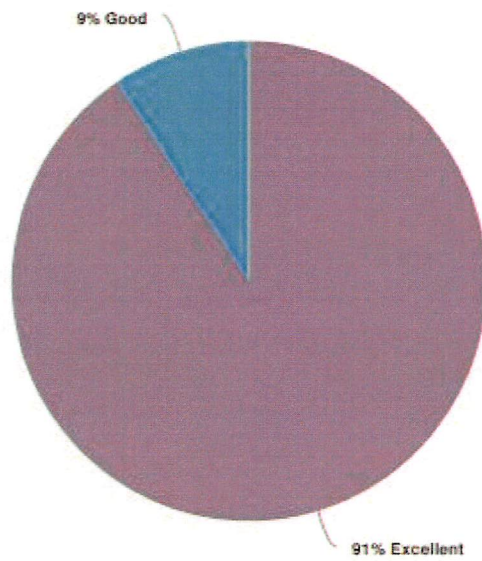


7. Wait time to see provider



Value	Percent	Responses
Excellent	75.0%	48
Good	20.3%	13
Average	4.7%	3
		Totals: 64

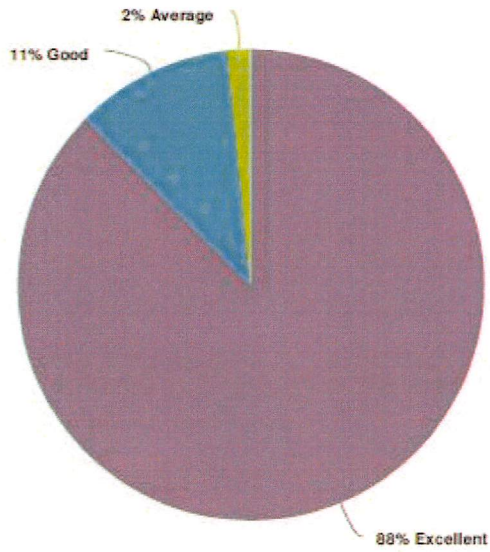
8. Care received from providers and staff



Value	Percent	Responses
Excellent	90.6%	58
Good	9.4%	6

Totals: 64

9. Understanding of health care instructions following your visit

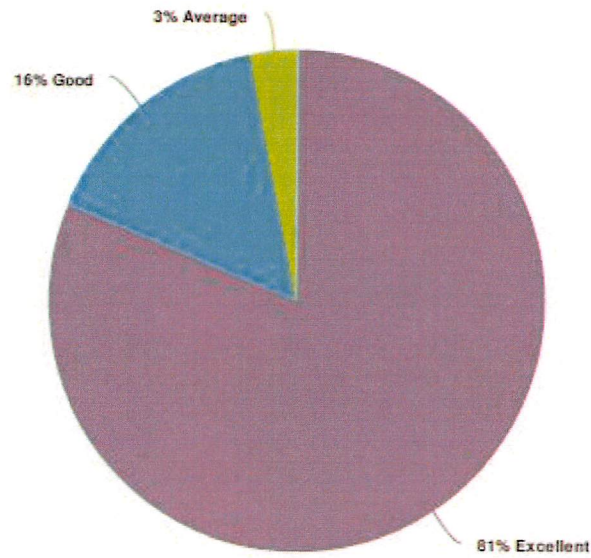





Value	Percent	Responses
Excellent	87.5%	56
Good	10.9%	7
Average	1.6%	1

Totals: 64

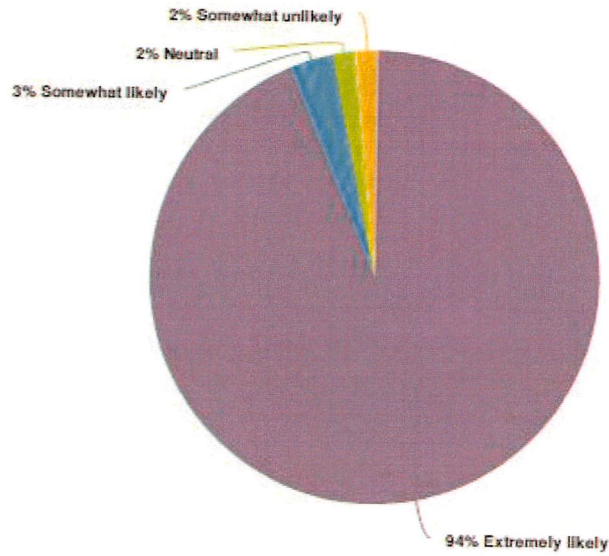


10. Hours of operation



Value		Percent	Responses
Excellent		81.3%	52
Good		15.6%	10
Average		3.1%	2
			Totals: 64

11. Recommendation of our health center to friends and family



Value	Percent	Responses
Extremely likely	93.8%	60
Somewhat likely	3.1%	2
Neutral	1.6%	1
Somewhat unlikely	1.6%	1

Totals: 64



Health Center Visit Report Summary: August 2021

Southern Nevada Community Health Center	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits						Total Scheduled Patients	
							Audio Visit		Televisit		Total Visits			
Family Health Clinic	295	29.89%	52	5.27%	166	34.09%	45	15.25%	18	6.1%	63	21.36%	513	33.42%
Family Planning Clinic	350	35.46%	32	3.24%	132	25.68%	0	0.00%	0	0.00%	0	0.00%	514	33.49%
Refugee Clinic	55	5.57%	10	1.01%	19	22.62%	0	0.00%	0	0.00%	0	0.00%	84	5.47%
Ryan White	287	29.08%	48	4.86%	89	21.09%	0	0.00%	16	5.57%	16	5.57%	418	27.23%
Totals	987	100.00%	142	14.39%	406	26.45%	45	4.56%	34	3.44%	79	100.00%	1535	100.00%

<i>Percent of scheduled patients who cancelled</i>	14.39%
<i>Percent of scheduled patients who no showed</i>	26.45%
<i>Percent of scheduled patients who cancelled and no showed</i>	40.84%

Attachments: August 2021 Quality Report
August 2021 Stats Report

Primary & Preventive Care FQHC Monthly Report – August 2021

Academic Affairs-Interns/Clinical Rotations (Students/Residents/Fellows)

August 2021 Fiscal YTD

Total Number of Interns and Clinical Rotation	10	10
Approximate Internship and Clinical Rotation Hours	680	