

Memorandum



Date: January 27, 2022

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 *CL*

RE: Primary & Preventive Care Divison Monthly Report – December 2022

PREVENTIVE SERVICES – CLINICAL SERVICES REPORT

I. Immunization Program

A. Immunization Program Activities

1. There were 56 reminder calls made to parents/guardians of children 2-35 months are not up to date with their immunization in the month of December.
2. There were 562 successful calls and postcards sent out to adults 65 years and older who did not receive their doses of Prevnar, Pneumovax and/or Td/Tdap vaccination on December 15. A total of 589 vaccines were administered to 287 clients.
3. Sanofi Pasteur representative provided vaccine in-services on Vaxelis (DTaP-IPV-Hib-HepB) and MenQuadfi (MenACWY) for the team at the Main, East Las Vegas, and Henderson locations.

B. Immunization Outreach Activities

1. During the month of December 2021, there were 3 clinics held at CCDC, 2 clinics held at the Courtyard, and 1 clinic held at the Mexican Consulate. In addition, a Flu clinic was started at the Episcopal Church (4201 W. Washington Ave., LV 89107) on December 13, 2021. The clinics were conducted weekly from Monday - Wednesday.
2. The vaccines administered to uninsured and underinsured adults on a first come first serve basis included: Covid-19 vaccines, Flu, Hepatitis A and B, Tdap, HPV, MMR, and Shingles.

II. COVID-19 Vaccine Campaign

A. Community COVID-19 Vaccine Clinics

1. There were 245 SNHD clinics conducted that administered 16,261 doses.
2. There were 27 community partner clinics conducted that administered 1,305 doses.

B. Covid -19 Vaccine Healthcare Provider Visits

1. There were 5 compliance visits and 7 provider trainings conducted.
2. There were 8 contacts with potential providers.
3. There were 86 follow-up activities that include emails and phone calls.

III. Community Health Nursing

A. Maternal Child Health

1. There were no new reported childhood lead cases for the month of December.
2. There were no 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) program has 138 active clients. 44 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 program has ten nurse home visitors at present. Two are funded by the MIECHV program. Three nurse home visitors comprise the NFP expansion team. These three nurses remain in orientation. All three are enrolling clients.

The Nurse-Family Partnership teams are serving clients and working to meet the program's goals through home visits utilizing COVID-19 precautions and through telephone visits.

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, virtual and home visits continue with enrolled families. The program is providing services primarily through home visits utilizing COVID-19 safety protocols. Education and referrals to needed services continue to be provided to families. The new CHW is scheduled to begin employment in January 2022.

December outreach included the Martin Luther King Boulevard location of Volunteers in Medicine and the Clark County Department of Welfare and Social Services Craig, Flamingo and Henderson locations.

IV. Tuberculosis Clinic

- A. There were no new active adult TB case reported by the TB Clinic during this period. There were no new pediatric active TB case reported by the TB Clinic during December.
- B. The Refugee Health Program served 46 adults in December.

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 38 SNHD employees tested for COVID-19 in December. This includes 38 PCR tests and 32 Rapid tests. Five employees tested with positive results.
- C. Employee Annual TB testing continued for the month of December. Twenty-six Tuberculosis tests were completed.
- D. There were no new employee Blood Borne Pathogen or TB exposure cases for December.

VI. 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 1.5 CEU's offered in December.

CLINICAL SERVICES DIVISION
MONTHLY REPORT
December 2021

Clinical Services Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	Hend PHC	Mesquite PHC	Laughlin	Mobile Clinic	Homeless Outreach	Targeted Populations	TOTAL
Immunization	1,401	344	215	131	0	0	0	329	2,420
Immunization Records Issued	494	31	19	0					544
Newborn Metabolic Screening	0	0	0	0					0
TB Treatment & Control	801								801
SAPTA Services								21	21
TOTAL	2,696	375	234	131	0	0	0	350	3,786

Clinical Services Client Encounters by Program

Program	Dec 2020	Dec 2021		FY 20- 21	FY 21-22	
Immunizations	2,496	2,420	↓	20,622	23,261	↑
Immunization Records Issued	208	544	↑	2,196	5,638	↑
COVID-19 Vaccines Given*	0	17,768	↑		59,220	↑
Newborn Met. Screening	0	0	→	5	3	↓
TB Treatment & Control	692	801	↑	4,666	5,000	↑
SAPTA Services	12	21	↑	138	118	↓
TOTAL	3,408	21,554	↑	27,627	93,240	↑

*Funded by COVID Grant Funds

Clinical Services Immunization Program

Immunizations	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
Flu Vaccine Given	1,172	986	↓	10,114	6,048	↓
Gratis	90	116	↑	822	1,369	↑
COVID Vaccine*	n/a	654	↓	n/a	3,325	↓

*Given by Immunization Clinics

Vaccines for Children (VFC)*	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
Number of VFC Compliance Visits	6	4	↓	54	42	↓
Number of IQIP Visits*	0	6	↑	9	7	↓
Number of Follow Up Contacts	28	21	↓	380	234	↓
Number of Annual Provider Training	3	0	↓	15	29	↑
Number of State Requested Visits	40	125	↑	615	592	↓

Perinatal Hepatitis B	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
# of Expectant Women	16	13	↓	21	15	↓
# of Infants	79	72	↓	80	76	↓
Total # of Infants Delivered	4	3	↓	4	21	↑
New Cases	8	5	↓	26	22	↓
Closed Cases	5	7	↑	41	27	↓

Childcare Program	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
Childcare Audits	3	5	↑	8	30	↑
Baseline Immunization Rate	88%	69%	↓	75%	74%	↓
# of Re-Audits	1	6	↑	5	34	↑
Re-Audit Immunization Rate	88%	95%	↑	91%	93%	↑
# of Records Reviewed	281	526	↑	748	2,612	↑

Clinical Services Community Health Program

Nursing Field Services	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
MCH Team Home Visit Encounters	9	2	↓	61	61	→

NFP	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
Referrals	11	18	↑	66	107	↑
Enrolled	8	8	→	35	60	↑
Active	157	138	↓			

MCH	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
# of Referrals Received**	2	5	↑	27	18	↓
# from CPS*	2	3	↑	9	8	↓
# of Lead Referrals	0	0	→	6	3	↓
# of Total Admissions	3	0	↓	11	6	↓

EHB	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
Referrals	7	18	↑	41	107	↑
Enrolled	7	10	↑	42	42	→
Active	47	51	↑			

Thrive by 0 - 3	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
Referrals	100	80	↓	484	509	↑
Enrolled	7	1	↓	29	10	↓
Active	24	13	↓			

Clinical Services Tuberculosis Program

Tuberculosis	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
Number of Case Management Activities*	85	246	↑	863	1,313	↑
Number of Monthly Pulmonary Specialist Clinic Clients Seen	13	21	↑	128	137	↑
Number of Monthly Electronic Disease Notifications Clinic Clients (Class B)	2	13	↑	5	66	↑
Outreach Activities during the Month - Presentations, Physician Visits, Correctional Visits, etc.	0	0	→	0	0	→
Directly Observed Therapy (DOT) Field, clinic and televideo encounters	594	526	↓	3,669	3,482	↓

*New EMR system- Counting only successful activities.

Substance Abuse Prevention & Treatment Agency (SAPTA)	Dec 2020	Dec 2021		FY 20-21	FY 21-22	
# of Site Visits	1	2	↑	10	12	↑
# of Clients Screened	12	21	↑	138	118	↓
# of TB Tests	11	17	↑	83	100	↑
# of Assessments only	1	4	↑	15	18	↑

SOUTHERN NEVADA COMMUNITY HEALTH CENTER (FQHC) OPERATIONS

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.

December 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 33,920 COVID-19 vaccinations

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received two referrals in December. There were no pediatric clients referred to the program this month. The program did not receive referrals for pregnant women living HIV in December.
- B. The Ryan White ambulatory clinic had a total of 314 visits: There were 17 initial provider visits, 111 established provider visits, 29 nurse visits and 144 lab visits in the month of December. There were 22 Ryan White clients were seen for Behavioral Health by both the Licensed Clinical Social Worker and the APRN.
- 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 dietitian continues to provide medical nutritional therapy to clinic clients.

II. Sexual Health Clinic

- A. The clinic provided services provided 1,309 unique services to 822 unduplicated patients for the month of November.
- B. The Sexual Health Clinic (SHC) is participating in two 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.
- C. The SHC is promoting the **Status Neutral Approach** as a guiding principle for HIV prevention and care. The Status Neutral concept incorporates both people living with HIV and people at

risk by using the same approach for engagement regardless of HIV status. This starts with an HIV test. A negative HIV test leads to pre-exposure prophylaxis (PrEP) education and offer for the purpose of preventing HIV and positive test leads to immediate referral to an HIV provider to start antiretroviral medications, preferably on the same day as the diagnosis. The clinic also continues to provide sexually transmitted infection (STI) screening and treatment, non-occupational post-exposure prophylaxis (nPEP) services, Hepatitis C screening for high-risk individuals, referral to disease investigators for partner services, and referral to primary care and support services.

- D. Express Testing has been strongly integrated into the clinic process since its inception one year ago. This is a collaborative effort 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 Community Health Nurse I/II Case Manager for Congenital Syphilis Program has begun orientation in SHC. This staff will participate in the Congenital Syphilis Review Board (CSRB) Team.

III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 394 clients; 385 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 114 clients; 114 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 280 clients; 271 of them were unduplicated.

IV. Family Healthcare Center

- A. The Family Healthcare Clinic saw 406 patients in the month of December 2021.

V. Pharmacy Services

- A. Dispensed 1,396 prescriptions for 1,084 clients.
- B. Pharmacist assessed/counseled 14 clients in clinics.
- C. Assisted 21 clients to obtain medication financial assistance.
- D. Assisted 2 clients with insurance approvals.

VI. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
December 2021		
Total number of referrals received	37	
Total number of applications submitted	Medicaid/SNAP/TANF: 22	Hardship: 8

- ☒ 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 348/639 or 54.46% 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; Jul 27/44; Aug – 29/45; Sept – 29/47; Oct – 55/69; Nov – 46/59; Dec – 22/37

VII. Refugee Health Program

A. The Refugee Health Program served 46 adults in December.

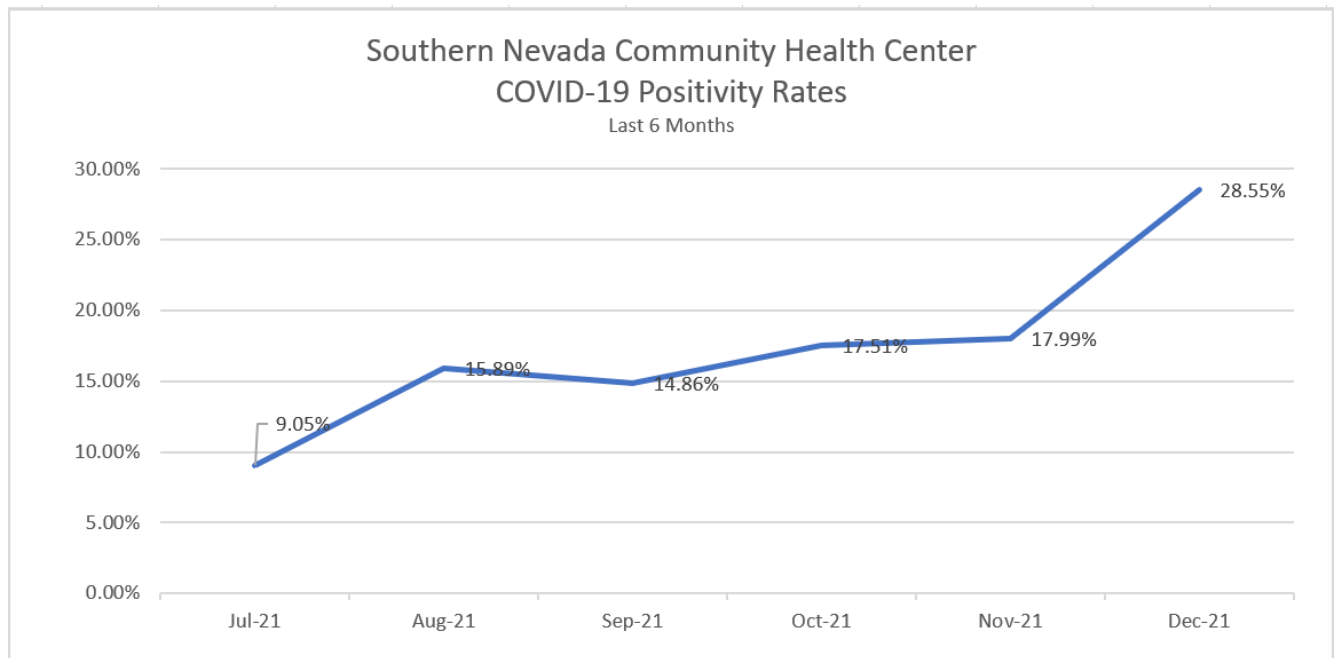
VIII. Quality & Risk Management:

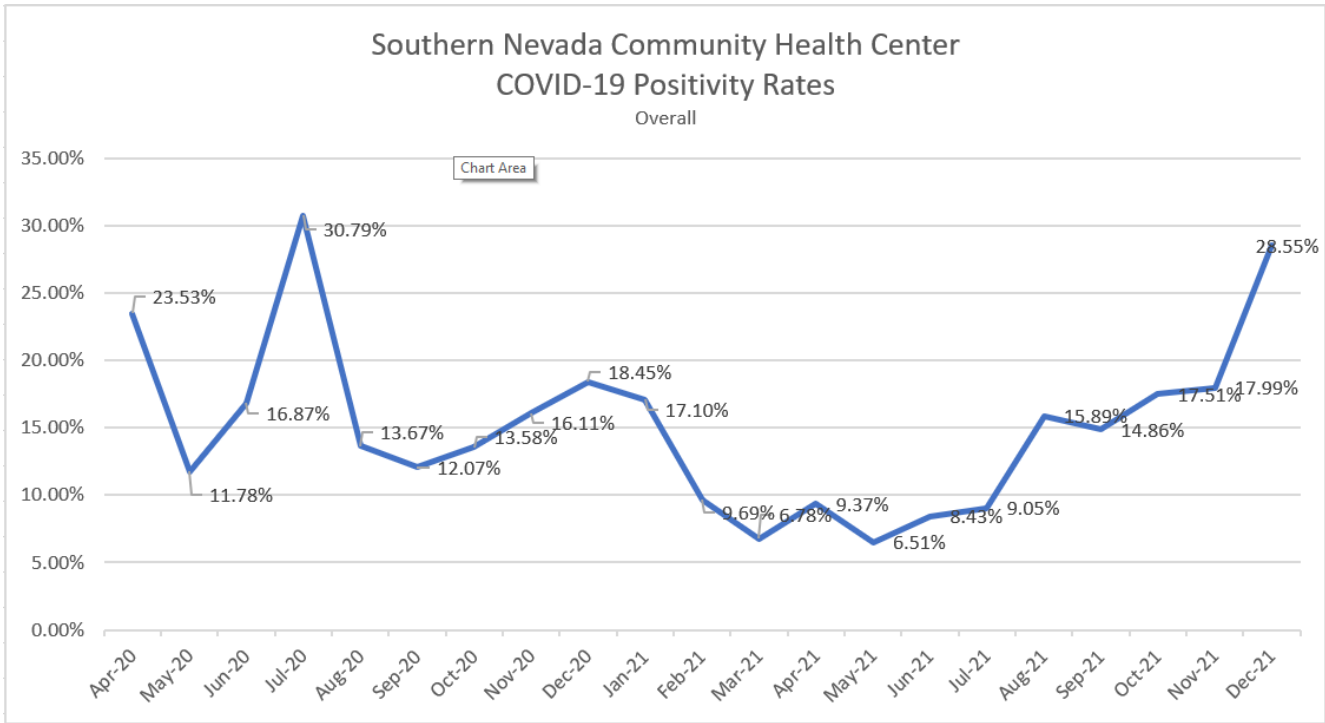
Quality

COVID-19 Testing

In December the Southern Nevada Community Health Center completed 5,992 COVID-19 tests. In total, the Health Center completed 76,213 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.

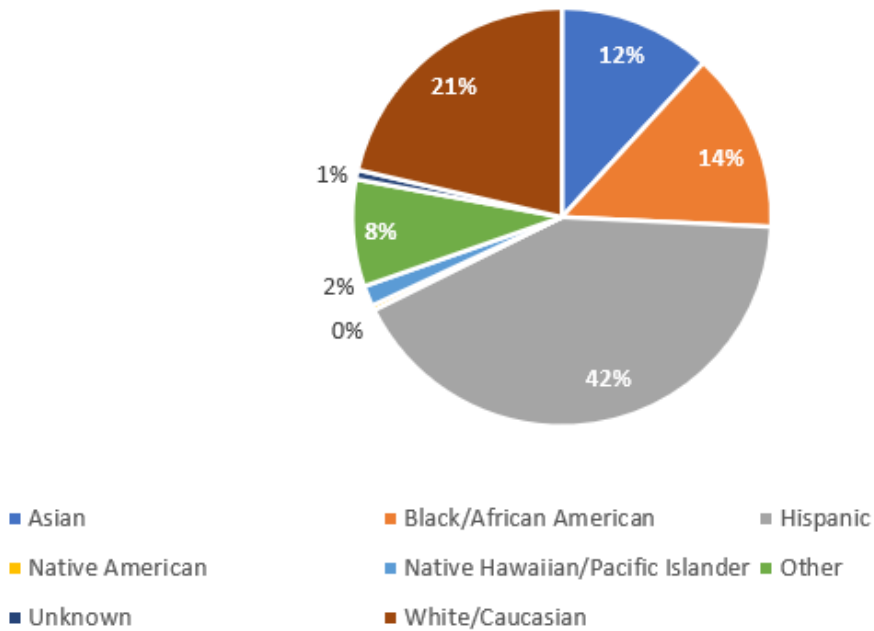




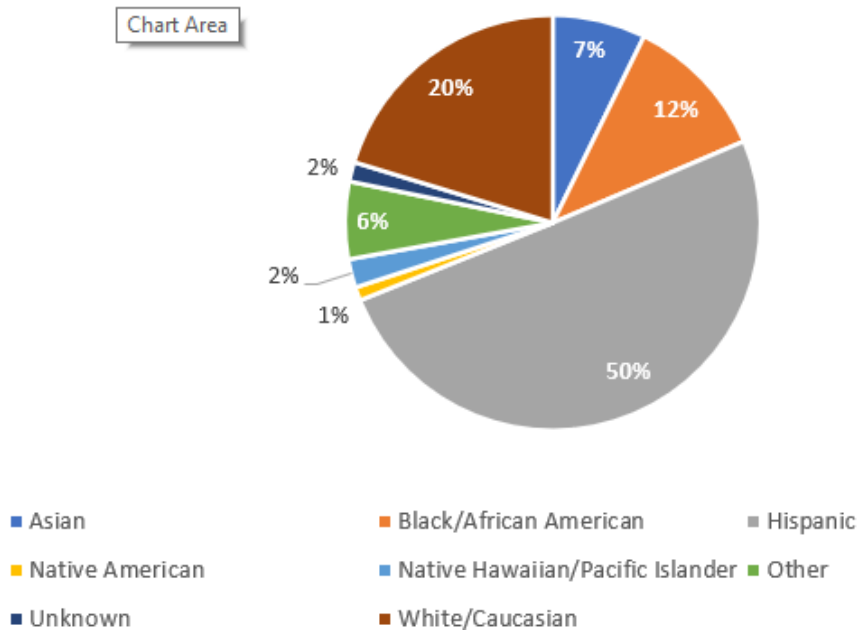
In December, there was a 28.55% positivity rate.

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

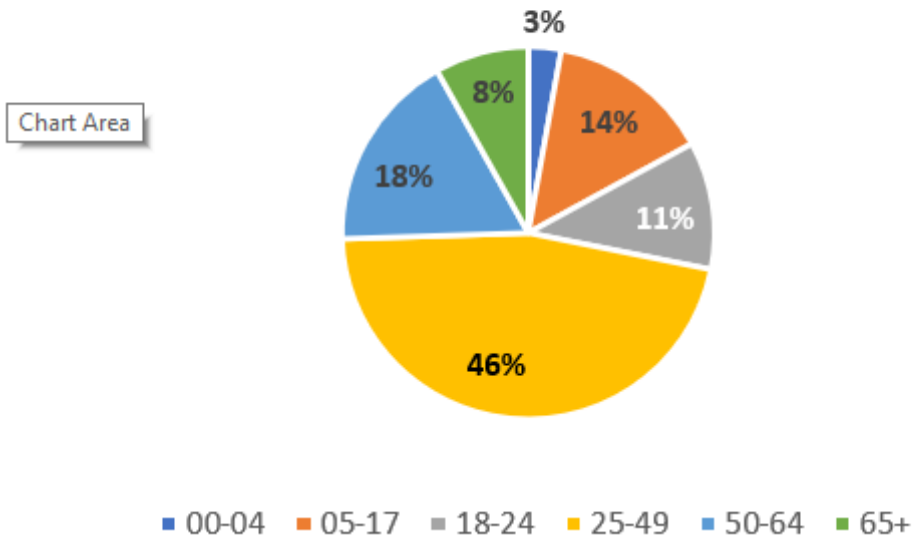
Dec 2021



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

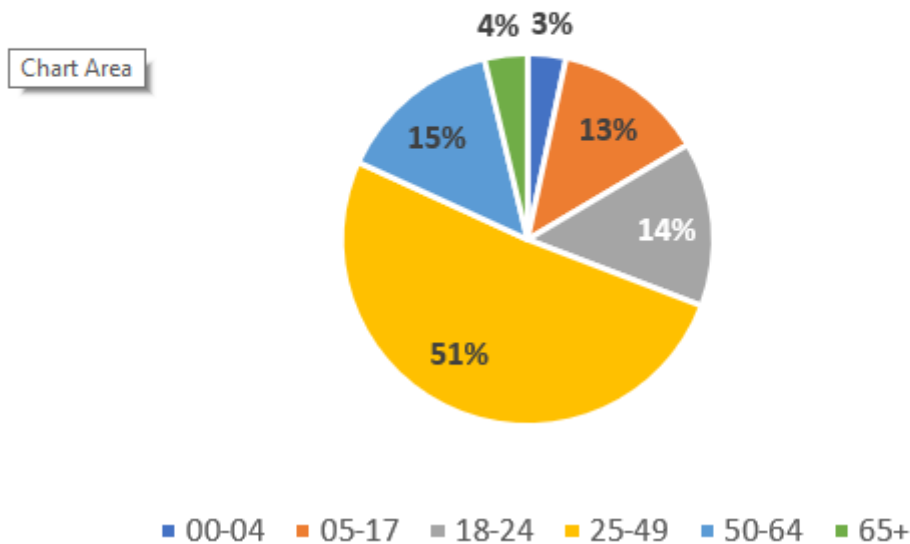


Southern Nevada Community Health Center
 COVID-19 Testing by Age Group (Negative Result)
 Dec 2021



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

Dec 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 to December 31, 2021, the Health Center administered 33,920 doses of COVID-19 Vaccine, 5,261 of which were administered in November, 530 of which were administered to children ages 5-11:

	First Doses		Second Doses			Third Doses			Booster Doses			atric (Age 5-11) 1st		atric (Age 5-11) 2nd		atric (Age 5-11) E		Totals				
	Pfizer	Moderna	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Pfizer	Moderna	Pfizer	Moderna					
Jan-21																		0				
Feb-21																		0				
Mar-21																		0				
Apr-21																		0				
May-21	2046	1021	1284	255	288													4894				
Jun-21	627	327	2723	1191	231													5099				
Jul-21	1233	394	1640	396	329													3992				
Aug-21	1014	422	1520	414	521	31	20											3942				
Sep-21	450	138	724	370	441	117	56	98										2394				
Oct-21	335	87	462	145	332	165	88	1797	239	18								3668				
Nov-21	381	74	282	74	216				1639	1491	201	302			10			4670				
Dec-21	193	44	266	64	15	137	93		2501	1246	172	223			307			5261				
Total	6279	2507	8901	2909	2373	450	257	0	6035	2976	391	525	0	0	317	0	0	0	0	0	0	33920

Patient Satisfaction

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. 1149 completed and 76 partial; totaling 1225 surveys. Breakdown: Family Health 290, Family Planning 479, Ryan White 339, Behavioral Health 1. December patient survey ratings came in at 96.17% favorable.

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

Telehealth

The Health Center saw 42 patients via telehealth, or 4.17% 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 1,457 scheduled patient appointments in November. Of scheduled patients, 69.11% kept their appointments. There was a 7.48% cancellation rate and a 23.4% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA)

There were no HIPAA breaches at the Health Center in December.

Exposure Incidents

There were no exposure incidents at the Health Center in December.

Medical Events

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

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

Response Counts

Completion Rate:

94.7%



Complete



142

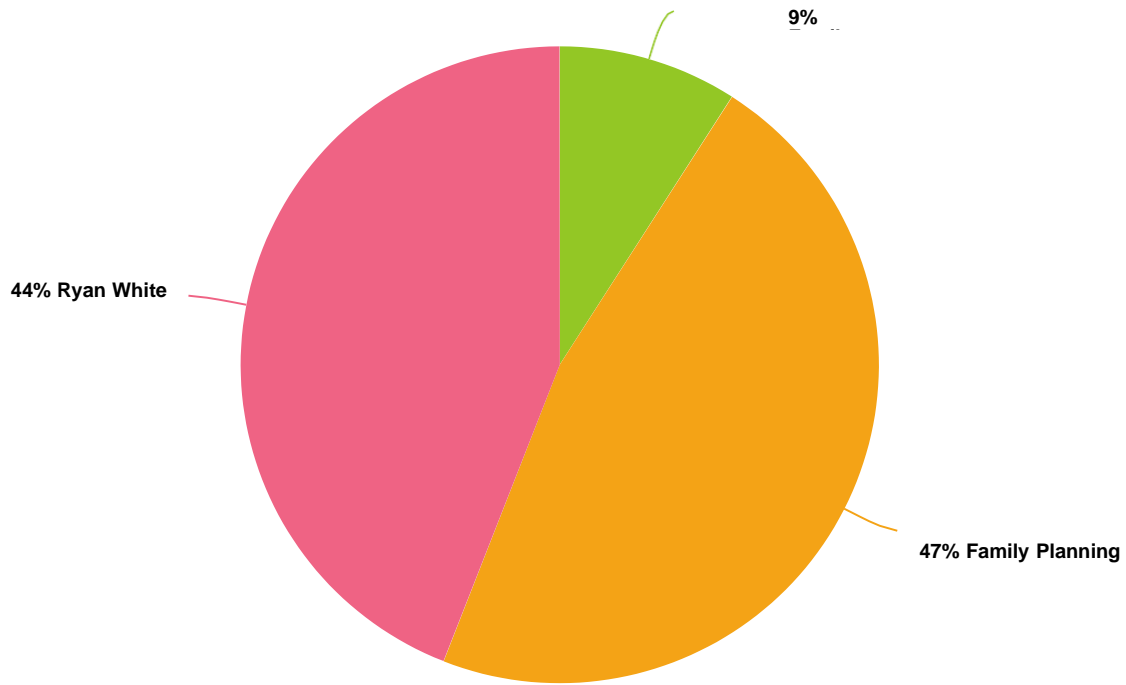
Partial



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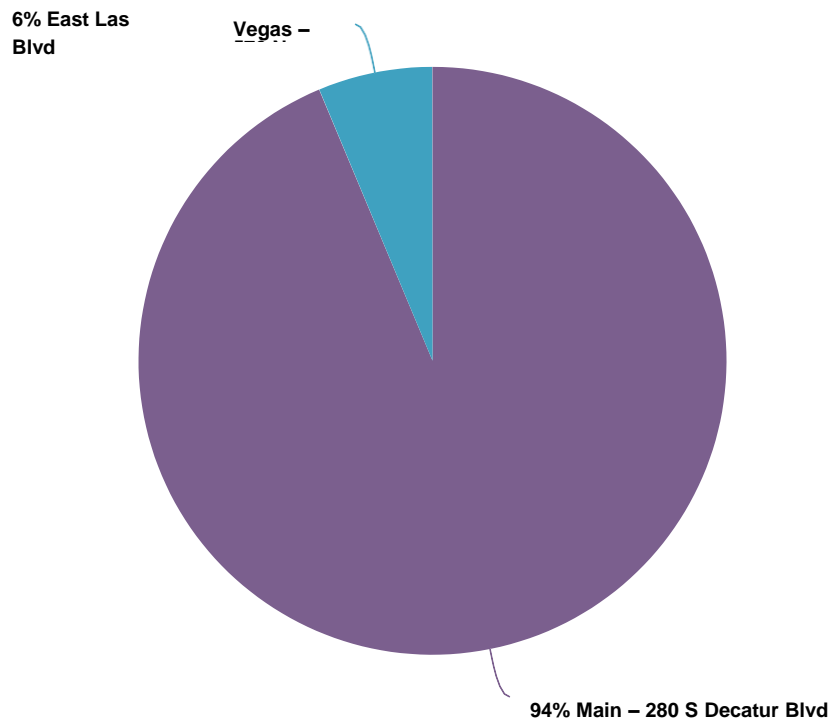
Totals: 150

1. Service received during your visit



Value	Percent	Responses
Family Health	9.1%	13
Family Planning	46.9%	67
Ryan White	44.1%	63
		Totals: 143

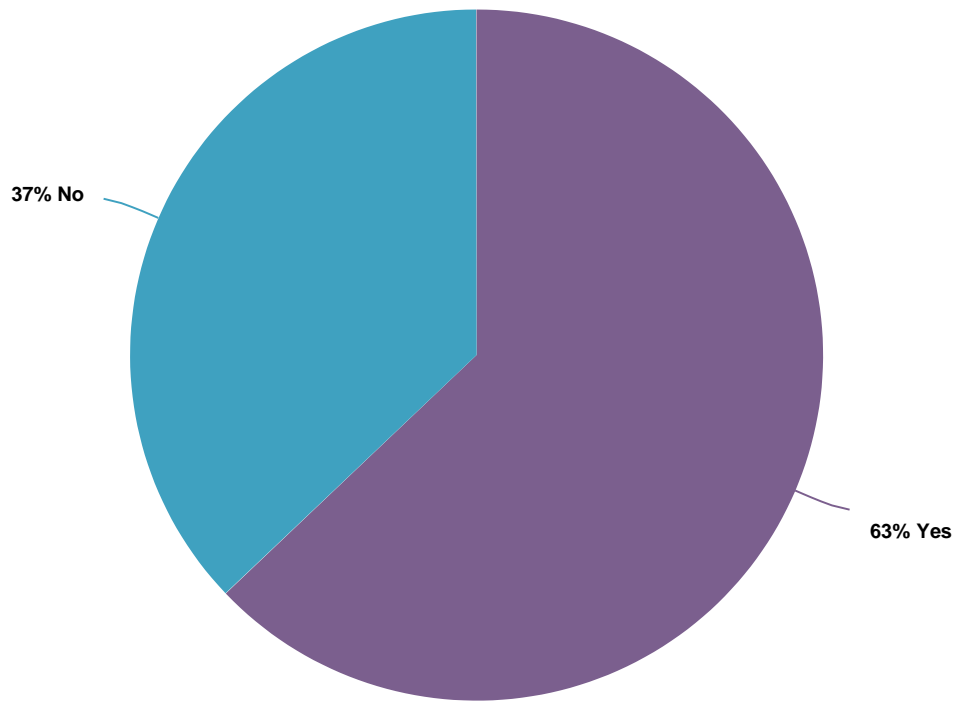
2. Southern Nevada Health District (SNHD) location





Value	Percent	Responses
Main - 280 S Decatur Blvd	93.7%	134
East Las Vegas - 570 N Nellis Blvd	6.3%	9

Totals: 143

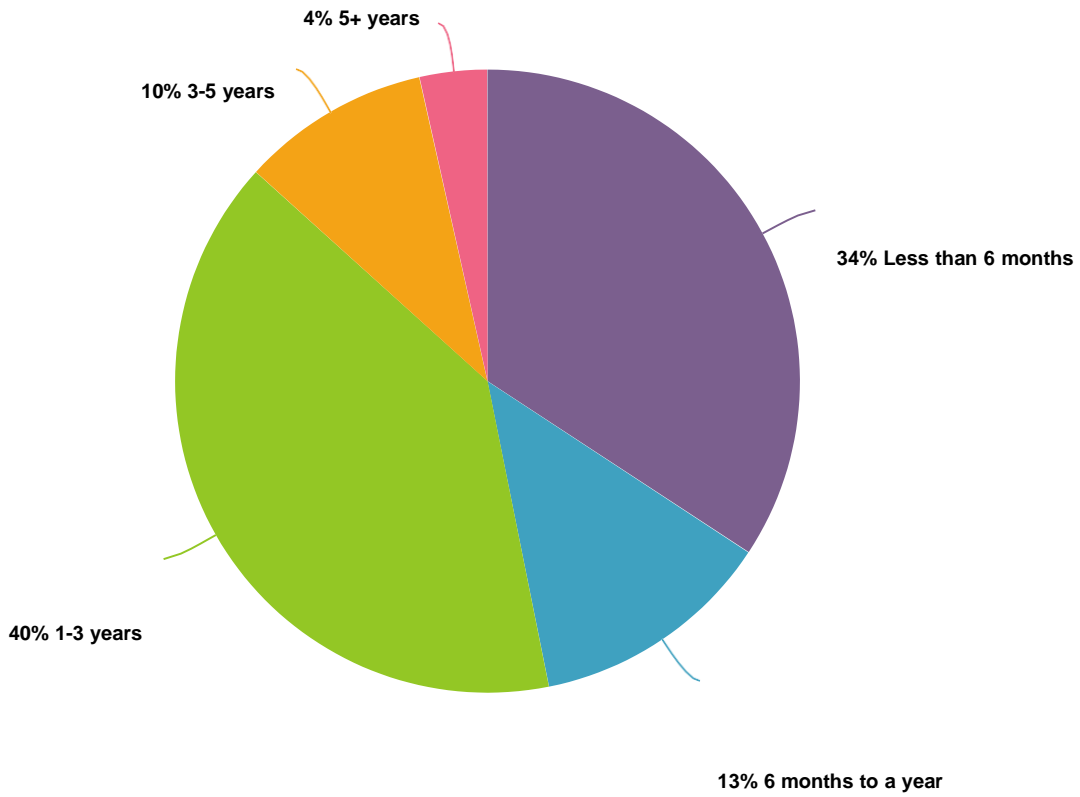
3. Do you have health insurance?



Value		Percent	Responses
Yes		62.9%	90
No		37.1%	53

Totals: 143

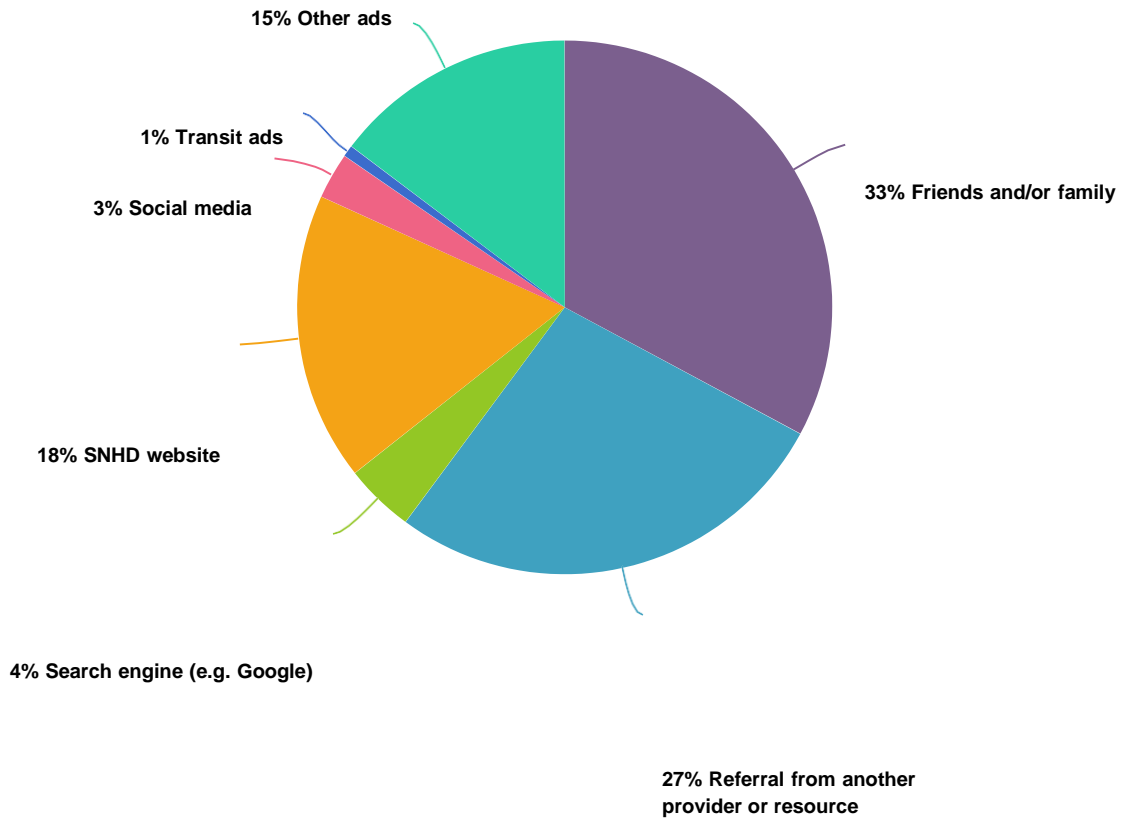
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Responses
Less than 6 months	34.3%	49
6 months to a year	12.6%	18
1-3 years	39.9%	57
3-5 years	9.8%	14
5+ years	3.5%	5

Totals: 143

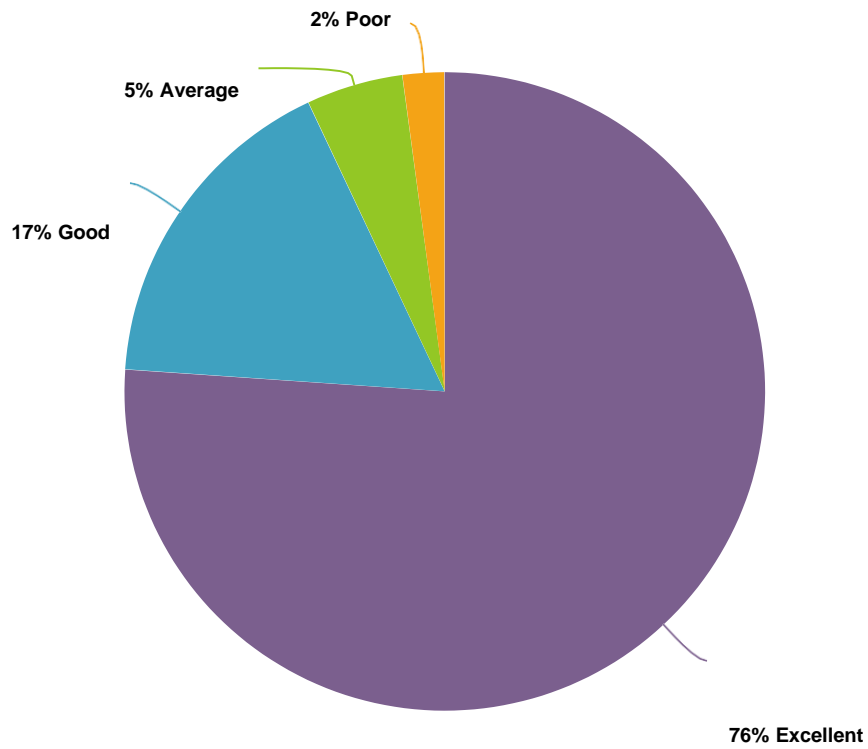
5. How did you hear about us?




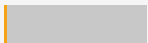


Value	Percent	Responses
Friends and/or family	32.9%	47
Referral from another provider or resource	27.3%	39
Search engine (e.g. Google)	4.2%	6
SNHD website	17.5%	25
Social media	2.8%	4
Transit ads	0.7%	1
Other ads	14.7%	21

Totals: 143

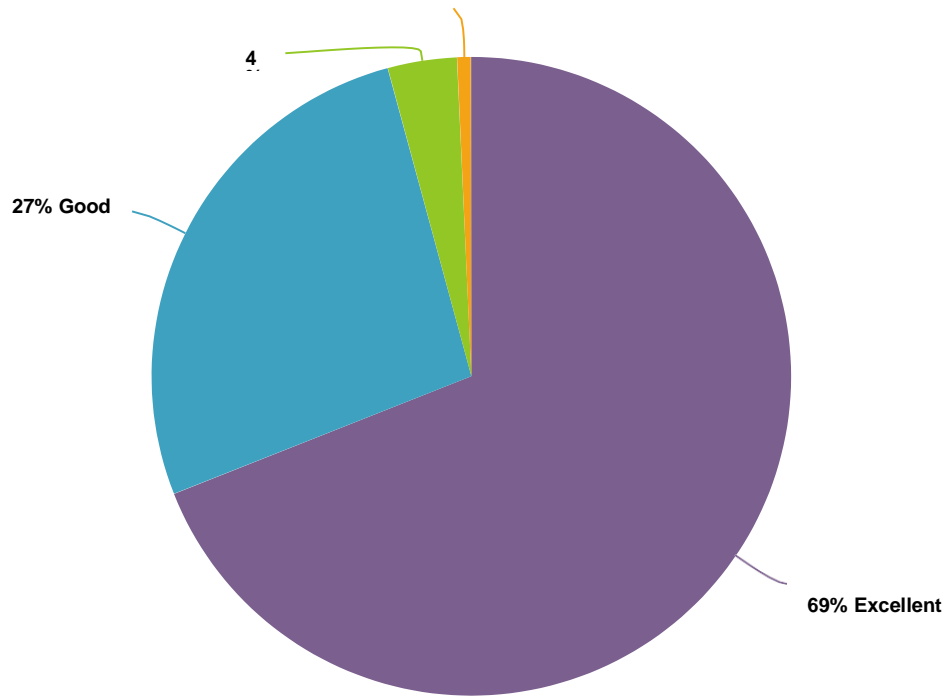
6. Ease of scheduling an appointment



Value		Percent	Responses
Excellent		76.1%	108
Good		16.9%	24
Average		4.9%	7
Poor		2.1%	3

Totals: 142

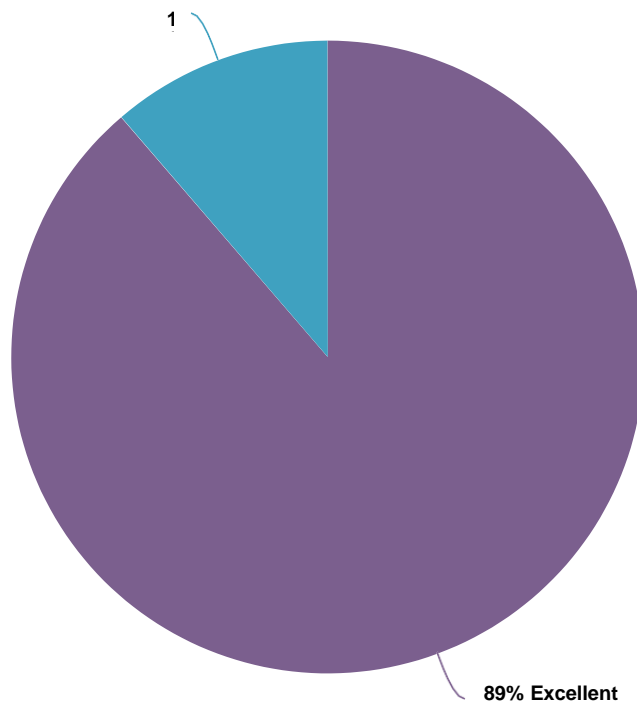
7. Wait time to see provider



Value	Percent	Responses
Excellent	69.0%	98
Good	26.8%	38
Average	3.5%	5
Poor	0.7%	1

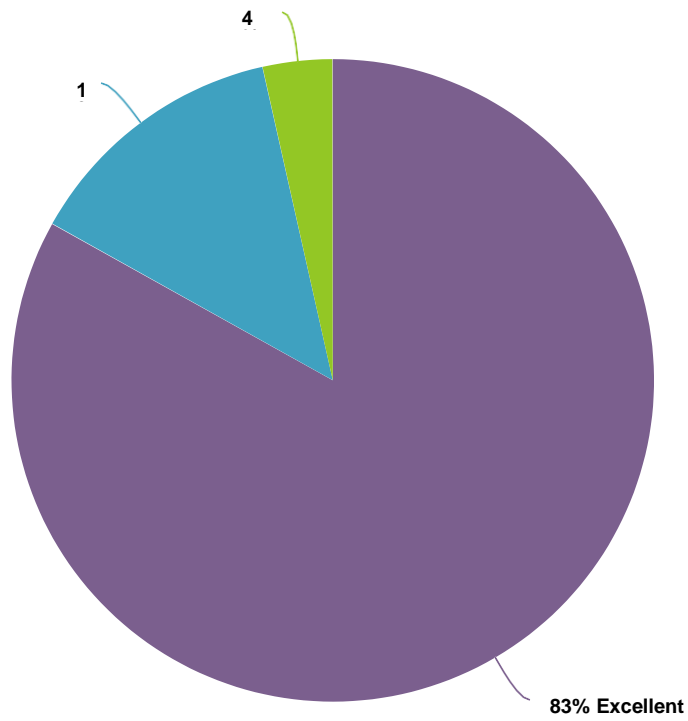
Totals: 142




8. Care received from providers and staff



Value	Percent	Responses
Excellent	88.7%	126
Good	11.3%	16
		Totals: 142

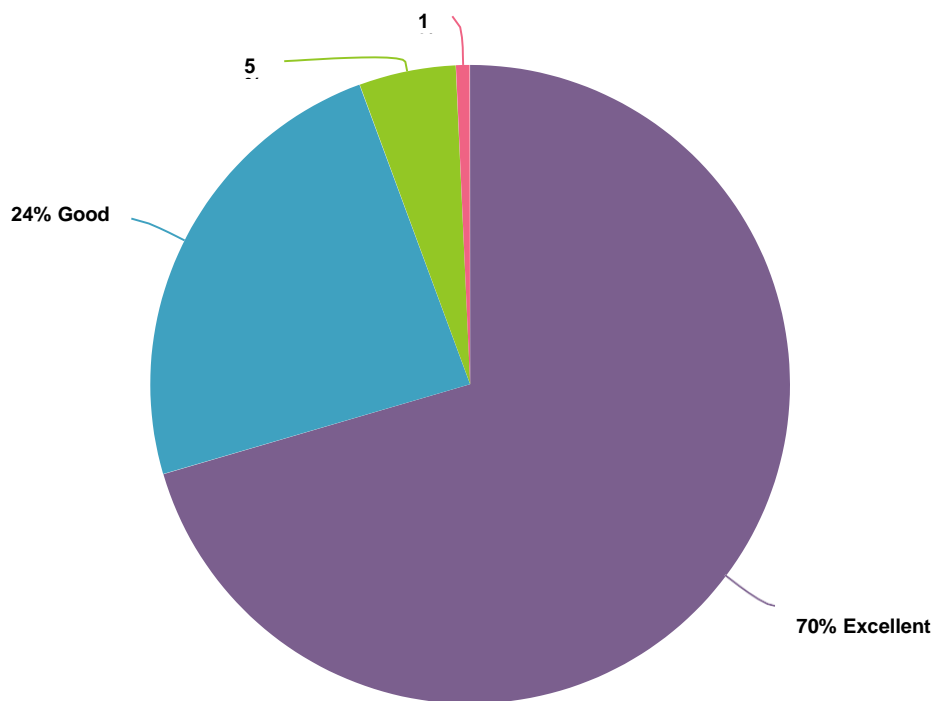
9. Understanding of health care instructions following your visit







Value		Percent	Responses
Excellent		83.1%	118
Good		13.4%	19
Average		3.5%	5

Totals: 142

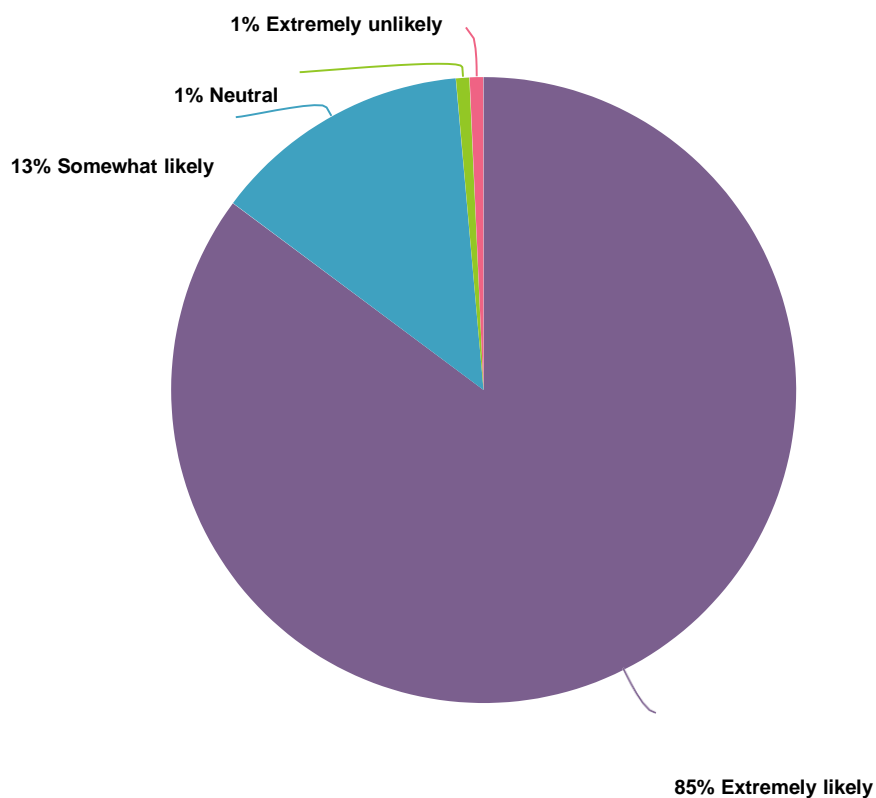
10. Hours of operation



Value		Percent	Responses
Excellent		70.4%	100
Good		23.9%	34
Average		4.9%	7
Terrible		0.7%	1

Totals: 142

11. Recommendation of our health center to friends and family



Value	Percent	Responses
Extremely likely	85.2%	121
Somewhat likely	13.4%	19
Neutral	0.7%	1
Extremely unlikely	0.7%	1

Totals: 142



Health Center Visit Report Summary: December 2021

Southern Nevada Community Health Center

Completed PT Visits																
	Provider Visits		Behavioral Health Visits		Cancelled Visits		No Show Visits		Telehealth Visits					Total Scheduled Patients		
									Audio Visit	Televisit	Total Telehealth Visits					
Family Health Clinic	406	42.07%		0.00%	50	3.43%	149	10.23%	34	80.95%	1	2.38%	35	2.40%	640	43.93%
Family Planning Clinic	198	20.52%		0.00%	9	0.62%	78	5.35%		0.00%		0.00%	0	0.00%	285	19.56%
Refugee Clinic	70	7.25%		0.00%	6	0.41%	4	0.27%		0.00%		0.00%	0	0.00%	80	5.49%
Ryan White	291	30.16%		0.00%	44	3.02%	110	7.55%		0.00%	7	16.67%	7	0.48%	452	31.02%
Totals	965	100.00%	0	0.00%	109	7.48%	341	23.40%	34	80.95%	8	19.05%	42	2.88%	1457	100.00%
Percent of scheduled patients who cancelled					7.48%											
Percent of scheduled patients who no showed					23.40%											
Percent of scheduled patients who cancelled and no showed					30.89%											
Percentage of Seen Pts that were Telehealth Visits									4.17%							