

# Memorandum

**Date:** February 24, 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*

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**RE: Primary & Preventive Care Divison Monthly Report – January 2022**

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## PREVENTIVE SERVICES – CLINICAL SERVICES REPORT

### I. Immunization Program

#### A. Immunization Program Activities

1. There were 53 reminder calls made to parents/guardians of children 2-35 months are not up to date with their immunization in the month of January.
2. There were 57 successful reminder calls and postcards sent out to children 6 weeks through 4 years without appropriate number of Pevnar doses in January.
3. Dynavax representative provided vaccine in-service via WEBEX on the 2 dose adjuvanted, hepatitis B vaccine (Heplisav-B) for the team on January 11,2022.

#### B. Immunization Outreach Activities

1. A total of 10 outreach clinics were conducted utilizing the State Flu grant. There were 3 clinics held at Clark County Detention Center (CCDC), 2 clinics held at the Courtyard, 1 clinic held at the Mexican Consulate, 2 clinics at Boulder City Library, 1 clinic at Salvation Army and 1 clinic with Help of Southern Nevada and Harm Reduction team. Due to staffing challenges, the Flu clinic at the Episcopal Church was cancelled. A total of 589 vaccines were administered to 272 clients.
2. Vaccines were administered to insured, uninsured and underinsured children and adults on a first come first serve basis. Vaccines administered were Covid-19 Flu, Hepatitis A and B, Tdap, HPV, MMR, and Shingles.
3. January Staff Trainings included:
  - a. Public Health Vending Naloxone training on January 7, 2022.
  - b. Records Information Management (RIM) Liaison training on January 12, 2022.

### II. COVID-19 Vaccine Campaign

#### A. Community COVID-19 Vaccine Static Clinics

1. There were 11,132 COVID-19 vaccines were administered at 10 static sites held at 3 CSN sites, 4 CCSD, Galleria Mall, Boulevard Mall, and Evening and Weekend Sites.
2. COVID-19 Vaccination program continue to utilize National Guard, contract companies, and community partners to staff sites.
3. Got Vax Activities included 21,565 vaccine clinic flyers distributed in selected zip codes in partnership with Mi Familia Vota, Promotoras Las Vegas, Reach, Dream Big Nevada, Mexican Consulate, and El Salvador Consulate.

### B. Community COVID-19 Pop-Up Sites

1. There were 908 COVID-19 vaccines administered through 32 pop-up and strike team activities. These include health equity areas, occupational, long-term care, and homebound clinics.
2. Community partnerships administering vaccine included: Clark County Fire, Touro University, UNLV School of Medicine, Las Vegas Fire and Rescue, North Las Vegas Fire Department, Care with Purpose Medical Center, and Mesa View Home Care.
3. As requested from State partners, long term care facilities were administered vaccine through SNHD and partnerships with Touro University and UNLV SOM.
4. Homebound services were provided for all jurisdiction in Clark County. Homebound services provided by Las Vegas Fire and Rescue Department ended at the end of January. SNHD and contract ambulance companies resume homebound services. A process was developed to service severely disabled students through homebound.

### C. COVID-19 Vaccine Healthcare Provider Visits

1. Town Hall meeting held on January 6<sup>th</sup> to enroll Healthcare Providers in the COVID-19 Vaccine Program. An emphasis was placed on pediatric providers.
2. Multiple compliance visits and education sessions were cancelled due to clinic provider staff shortages due to COVID-19.

## III. **Community Health Nursing**

### A. Maternal Child Health

1. There were no new reported childhood lead cases for the month of January.
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-Nurse-Family Partnership (NFP) has 121 active clients. Forty-three 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 three nurse home visitors on the NFP expansion team are currently serving fourteen first time mothers.

Telephone and video conference visits continue to be utilized to engage clients in the program and to provide education, support, and essential resources.

### 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 telehealth. Education and referrals to needed services continue to be provided to families. The new CHW began employment in January 2022 and is currently in program orientation. The program served 53 families in January 2022.

There was no program outreach in January due to the surge in COVID-19 cases in the county. It is anticipated that outreach can resume in February 2022.

## 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 January.
- B. The Refugee Health Program served 50 adults in January.

## V. Employee Health Nurse

- A. Chris Mariano is temporarily filling the Employee Health Nurse position. The position is currently in the recruitment process.
- B. A total of 797 Employee Rapid and PCR Covid-19 tests conducted in January. There were 391 PCR tests and 406 Rapid tests. Four tests were performed outside of the Southern Nevada Health District. There were 103 employee who tested with positive results.
- C. Employee Annual TB testing continued for the month of January. Eight Tuberculosis tests were completed.
- D. There were no new employee Blood Borne Pathogen or TB exposure cases for January.

## 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 no CEU's offered in January.

### CLINICAL SERVICES DIVISION

#### MONTHLY REPORT

January 2022

#### Clinical Services Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	Hend PHC	Mesquite PHC	Laughlin	Mobile Clinic	Homeless Outreach	Targeted Populations	TOTAL
Immunization	1,805	388	266	63	0	0	0	307	2,829
Immunization Records Issued	493	42	13	1					549
Newborn Metabolic Screening	1	0	0	0					1
TB Treatment & Control	980								980
SAPTA Services								31	31
<b>TOTAL</b>	<b>3,279</b>	<b>430</b>	<b>279</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>338</b>	<b>4,390</b>

#### Clinical Services Client Encounters by Program

Program	Jan 2021	Jan 2022		FY 20- 21	FY 21- 22	
Immunizations	10,994	2,829	↓	38,620	26,090	↓
Immunization Records Issued	213	549	↑	2,409	6,187	↑
COVID-19 Vaccine Given*	0	11,132	↑	0	70,352	
Newborn Met. Screening	2	1	↓	8	4	↓
TB Treatment & Control	820	980	↑	5,486	5,980	↑
SAPTA Services	10	31	↑	148	149	↑
<b>TOTAL</b>	<b>12,039</b>	<b>15,522</b>	<b>↑</b>	<b>39,667</b>	<b>108,762</b>	<b>↑</b>

\*Funded by COVID Grant  
Funds

**Clinical Services Immunization Program**

Immunizations	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
Flu Vaccine Given	438	1,022	↑	10,552	7,070	↓
Gratis	23	153	↑	845	1,521	↑
COVID Vaccine*	n/a	642	↓	n/a	3,967	↓

\*Given by Immunization Clinics (Decatur, ELV, Main, Mesquite)

\*Data reporting started FY2021-2022

Vaccines for Children (VFC)*	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
Number of VFC Compliance Visits	0	5	↑	54	47	↓
Number of IQIP Visits*	0	4	↑	19	11	↓
Number of Follow Up Contacts	0	55	↑	395	289	↓
Number of Annual Provider Training	0	14	↑	15	43	↑
Number of State Requested Visits	0	140	↑	622	732	↑

Perinatal Hepatitis B	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
# of Expectant Women	16	16	→	20	15	↓
# of Infants	75	76	↑	79	76	↓
Total # of Infants Delivered	1	2	↑	4	23	↑
New Cases	2	3	↑	28	25	↓
Closed Cases	4	0	↓	45	27	↓

Childcare Program	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
Childcare Audits	0	3	↑	8	33	↑
Baseline Immunization Rate	n/a	81%	↓	75%	75%	→
# of Re-Audits	0	6	↑	5	40	↑
Re-Audit Immunization Rate	n/a	96%	↓	91%	93%	↑
# of Records Reviewed	0	267	↑	748	2,879	↑

**Covid-19 Vaccine Campaign**

COVID-19 Vaccine Campaign	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
# of Healthcare Provider Compliance Visits	0	4	↑	0	4	↑
# of Newly Enrolled Healthcare Provider Education Sessions	0	9	↑	0	9	↑
# of Potential Healthcare Provider Recruitment Sessions	0	11	↑	0	11	↑
# of Healthcare Provider Contacts	0	114	↑	0	114	↑

\*Data reporting started January 2022

## Clinical Services Community Health Program

Nursing Field Services	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
MCH Team Home Visit Encounters	10	14	↑	71	75	↑

NFP	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
Referrals	11	23	↑	77	130	↑
Enrolled	6	4	↓	41	64	↑
Active	154	121	↓			

MCH	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
# of Referrals Received**	4	2	↓	31	20	↓
# from CPS*	1	2	↑	10	10	→
# of Lead Referrals	1	0	↓	7	3	↓
# of Total Admissions	3	2	↓	14	8	↓

EHB	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
Referrals	5	16	↑	46	123	↑
Enrolled	4	7	↑	46	49	↑
Active	34	53	↑			

Thrive by 0 - 3	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
Referrals	35	80	↑	519	589	↑
Enrolled	1	1	→	29	11	↓
Active	19	12	↓			

## Clinical Services Tuberculosis Program

Tuberculosis	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
Number of Case Management Activities*	207	321	↑	1,070	1,634	↑
Number of Monthly Pulmonary Specialist Clinic Clients Seen	25	19	↓	153	156	↑
Number of Monthly Electronic Disease Notifications Clinic Clients (Class B)	1	10	↑	6	76	↑
Outreach Activities during the Month - Presentations, Physician Visits, Correctional Visits, etc.	0	0	→	0	0	→
Directly Observed Therapy (DOT) Field, clinic and televideo encounters	586	630	↑	4,255	4,112	↓

\*New EMR system- Counting only successful activities.

Substance Abuse Prevention & Treatment Agency (SAPTA)	Jan 2021	Jan 2022		FY 20-21	FY 21-22	
# of Site Visits	1	3	↑	11	15	↑
# of Clients Screened	10	31	↑	148	149	↑
# of TB Tests	9	23	↑	92	123	↑
# of Assessments only	1	8	↑	16	26	↑

## 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.

### January 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 38,893 COVID-19 vaccinations

#### **I. HIV / Ryan White Care Program**

- A. The HIV/Medical Case Management (MCM) program received 10 referrals in December. There were 2 pediatric clients and two pregnant women living with HIV that were referred to the program this month.
- B. The Ryan White ambulatory clinic had a total of 238 visits: There were 10 initial provider visits, 102 established provider visits, 18 nurse visits and 102 lab visits in the month of January. There were 8 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
  - a. goal of rapid treatment initiation for newly diagnosed patients with HIV. The program
  - b. 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
  - i. clinic clients.

#### **II. Sexual Health Clinic**

- A. The clinic provided services provided 1,185 unique services to 756 unduplicated patients for the month of January.
- 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. ODS staff is to be assigned to other roles in the near future and there is a need for SHC to staff Express Testing with a medical assistant to continue the momentum and to have to ability to test and offer PrEP to prevent HIV. This position has been requested for review and approval.
- E. SHC Community Health Nurse I/II Case Manager for Congenital Syphilis Program started providing case management services in SHC and has participated in the first Congenital Syphilis Review Board (CSRB) Team conducted in Dec 2021.
- F. 2-1-1. SHC staff attended trainings on Public Health Vending/Naloxone Training for responding to persons with symptoms of opioid overdose, and HIV prevention medication trainings: “Same Day PrEP”, and “PrEP 2-1-1 Dispensing.

**III. Family Planning (FP)**

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 377 clients; 366 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 156 clients; 152 of them were unduplicated.
- C. The Decatur Family Planning Clinic served 221 clients; 214 of them were unduplicated.

**IV. Family Healthcare Center**

- A. The Family Healthcare Clinic saw 337 patients in the month of January.
- B. Thirty-one patients were under the age of 18.
- C. Twenty-three were from the Refugee Health Clinic.

**V. Pharmacy Services**

- A. Dispensed 1,379 prescriptions for 1,068 clients.
- B. Pharmacist assessed/counseled 29 clients in clinics.
- C. Assisted 16 clients to obtain medication financial assistance.
- D. Assisted 8 clients with insurance approvals.

**VI. Eligibility Case Narrative and Eligibility Monthly Report**

Eligibility Monthly Report		
January 2022		
Total number of referrals received	41	
Total number of applications submitted	Medicaid/SNAP/TANF:	Hardship:
	25	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.
  - New Eligibility Workers are also being recruited to help convert uninsured patients to being insured patients.
- In 2021 Eligibility submitted 348/639 assistance applications or 54.46% of patients starting the application process.
  - 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
- This year, 26/41 of the applications started were successfully submitted, or a conversion rate of 63.4%.
- Eligibility services continue to be offered at ELV, Decatur, Mobile, Community Events, and in the vaccine clinic.

## **VII. Refugee Health Program**

- A. The Refugee Health Program served 50 adults in January.

## **VII. Quality & Risk Management:**

### **Quality**

#### **COVID-19 Testing**

From April 2020 to January 2022 the Southern Nevada Community Health Center completed 84,576 COVID-19 tests. In January alone, 8,363 tests were conducted, yielding SNCHC's highest positivity rate since the beginning of the pandemic of 54.04%.

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.

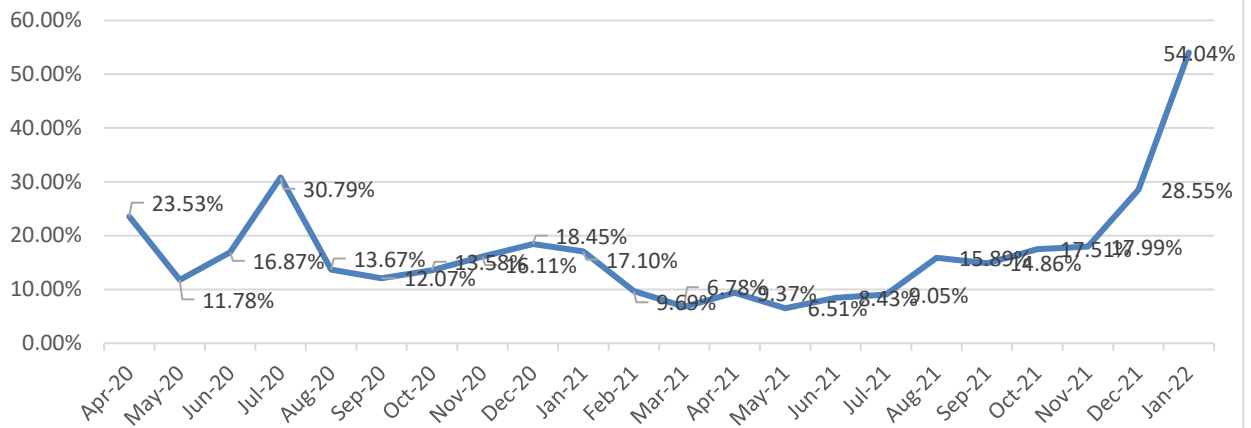
SNCHC was also chosen to participate in dispensing an antiviral medication for patients who test positive, who have fewer than 5 days of symptoms, have exacerbating health conditions and comorbidities, and/or are over the age of 65. 11 patients were given the antiviral medications in January.

SNCHC was also chosen to participate in the federal N95 mask distribution and will receive those masks in February to begin public distribution.

### Southern Nevada Community Health Center

#### COVID-19 Positivity Rates

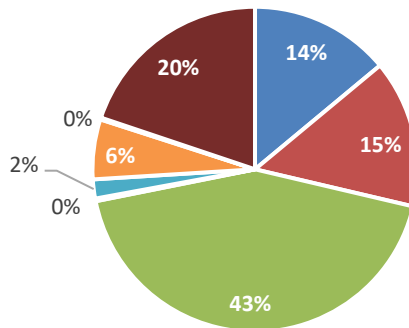
Since Beginning of Pandemic



### Southern Nevada Community Health Center

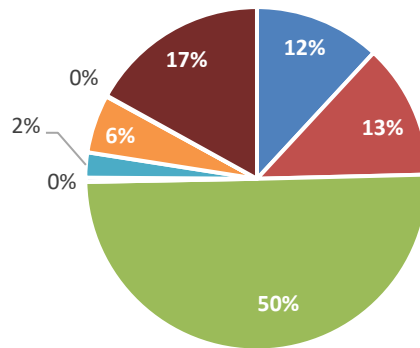
#### COVID-19 Testing by Race and Ethnicity (Negative Result)

Previous Month



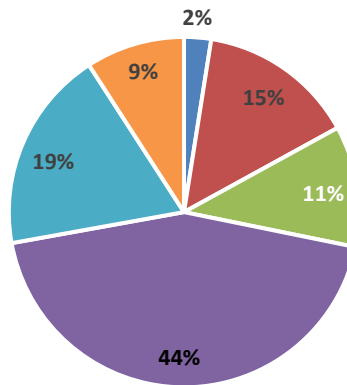
- Asian
- Black/African American
- Hispanic
- Native American
- Native Hawaiian/Pacific Islander
- Other
- Unknown
- White/Caucasian

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



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

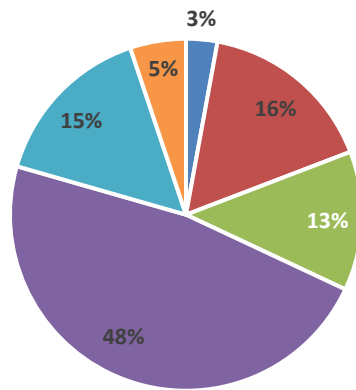
Southern Nevada Community Health Center  
 COVID-19 Testing by Age Group (Negative Result)  
 Dec 2021



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

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

Dec 2021



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

### 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. Through the end of January, SNCHC has administered a total of 38,893 doses of COVID-19 vaccine to Southern Nevada communities.

Below is a breakdown of how many of each vaccine was administered:

	First Doses		Second Doses			Third Doses			Booster Doses			Ped (Age 5-11) 1st Dose			Ped (Age 5-11) 2nd Dose			Totals
	Pfizer	Moderna	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	Pfizer	Moderna	Janssen	
Jan-22	300	64	305	70	92	22	8		1441	698	108	366			379			3853
Feb-22																		0
Mar-22																		0
Apr-22																		0
May-22																		0
Jun-22																		0
Jul-22																		0
Aug-22																		0
Sep-22																		0
Oct-22																		0
Nov-22																		0
Dec-22																		0
<b>Total</b>	<b>300</b>	<b>64</b>	<b>305</b>	<b>70</b>	<b>92</b>	<b>22</b>	<b>8</b>	<b>0</b>	<b>1441</b>	<b>698</b>	<b>108</b>	<b>366</b>	<b>0</b>	<b>0</b>	<b>379</b>	<b>0</b>	<b>0</b>	<b>3853</b>
			2022	Company	Pfizer	Moderna	Janssen	ALL										
			Totals		2813	840	200	3853		Overall	Company	Pfizer	Moderna	Janssen	ALL			
					73.01%	21.80%	5.19%			Totals		25320	9489	2964	37773			
												67.03%	25.12%	7.85%				

### **Telehealth**

The Health Center saw 50 patients via telehealth, or 5.65% of the patients that were seen in January. 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 1,338 scheduled patient appointments in November. Of scheduled patients, 74.66% kept their appointments. There was a 7.48% cancellation rate that factored into January's 25.34% no-show rate.

## **Risk Management**

### **Health Insurance Portability and Accountability Act (HIPAA)**

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

### **Exposure Incidents**

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

### **Medical Events**

There were two medical events at the Health Center in January. That event was handled appropriately and closed without issue.

### **Patient Satisfaction**

The Health Center received 162 patient satisfaction surveys in January.




Family Planning made up 64.5% of survey responses followed by Family Health at 16.8% and Ryan White at 18.7%. Approximately 19.4% of patients seen at the Health Center in January took the patient satisfaction survey. Overall Satisfaction rating for January was 97.7%

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.

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

### **1. Service received during your visit**

-  16.8% Health
-  64.5% Planning
-  18.7% White

2. Southern Nevada Health District (SNHD) location

- ☒ Main – 280 S Decatur Blvd - 78.8%
- ☒ East Las Vegas – 21.2%

3. Do you have health insurance?

- ☒ Yes - 55.5%
- ☒ No - 44.5%

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

- ☒ Less than 6 months - 38.1%
- ☒ 6 months to a year - 16.8%
- ☒ 1-3 years - 22.6%
- ☒ 3-5 years - 8.4%
- ☒ 5+ years - 14.2%

5. How did you hear about us?

- ☒ Friends and/or family - 38.7%
- ☒ Referral from another provider or resource - 16.8%
- ☒ Search engine (e.g. Google) - 5.8%
- ☒ SNHD website - 20.0%
- ☒ Social media - 1.9%
- ☒ Other ads - 16.8%

6. Ease of scheduling an appointment

- ☒ 96.7% Positive
- ☒ 3.3% Average
- ☒ 0% Poor

7. Wait time to see provider

- ☒ 97.4% Positive
- ☒ 2.6% Average
- ☒ 0% Poor

8. Care received from providers and staff

- ☒ 99.3% Positive
- ☒ .7% Average
- ☒ 0% Poor

9. Understanding of health care instructions following your visit

- ☒ 98% Positive
- ☒ 2% Average
- ☒ 0% Poor

10. Hours of operation

- ☒ 96.1% Positive
- ☒ 3.9% Average
- ☒ 0% Poor

11. Recommendation of our health center to friends and family

- ☒ 98.6% Positive
- ☒ 1.4% Average
- ☒ 0% Poor



Health Center Visit Report Summary: January 2022														
Southern Nevada Community Health Center													Completed Pt	
	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits					Total Scheduled Patients		
							Audio Visit	Televisit	Total Telehealth Visits					
Family Health Clinic	323	38.68%	45	3.36%	134	10.01%	31	62.00%	6	12.00%	37	2.77%	539	40.28%
Behavioral Health Clinic		0.00%		0.00%		0.00%		0.00%		0	0.00%		0	0.00%
Family Planning Clinic	158	18.92%	11	0.82%	80	5.98%		0.00%		0	0.00%		249	18.61%
Refugee Clinic	178	21.32%	20	1.49%	6	0.45%		0.00%		0	0.00%		204	15.25%
Ryan White	176	21.08%	38	2.84%	119	8.89%		0.00%	13	26.00%	13	0.97%	346	25.86%
Totals	835	100.00%	114	8.52%	339	25.34%	31	62.00%	19	38.00%	50	3.74%	1338	100.00%
Percent of scheduled patients who cancelled	8.52%													
Percent of scheduled patients who no showed	25.34%													
Percentage of Seen Pts that were Telehealth Visits	5.65%													