

# Memorandum

**Date:** May 26, 2022

**To:** Southern Nevada District Board of Health

**From:** Randy Smith, FQHC Operations Officer *RS*  
Fermin Leguen, MD, MPH, District Health Officer *FL*

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT-**

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## April 2022

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.

### April 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 three (3) years.
  - Submission of HRSA UDS Report

### **COVID-19 Vaccine Clinic Facility: COVID-19 Response**

- A. NCS Facility was converted into a Health Center COVID-19 vaccination clinic on 5/3/2021
  - a. To date, the health center has administered 41,628 COVID-19 vaccinations

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

- A. The HIV/Medical Case Management (MCM) program received 26 referrals between April 1<sup>st</sup> through April 30<sup>th</sup>. There were five (5) pediatric clients referred to the program in April. The program received two (2) referrals for pregnant women living with HIV during this time.



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- B. The Ryan White ambulatory clinic had a total of 292 visits in the month of April, including: 26 initial provider visits, 133 established provider visits, one (1) audio and nine (9) telehealth visits for established clients. There were 19 Nurse visits and 115 lab visits. There were 24 Ryan White clients seen under Behavioral Health by both the Licensed Clinical Social Worker (LCSW) 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. There were seven (7) patients enrolled and seen under the Rapid stART program in April.
- D. The Ryan White program dietitian continues to provide medical nutritional therapy to clients at SNCHC.
- E. The Ryan White team gave a Plan Do Study Act (PDSA) presentation for the learning session five during the Southern Nevada Rapid stART Learning Collaborative meeting on April 7<sup>th</sup> 2022.

## **II. Family Planning (FP)**

- A. FP Program services at East Las Vegas and Decatur Public Health Centers provided 516 encounters to 488 unduplicated patients.
  - a. The East Las Vegas Family Planning Clinic served 178 clients; 175 of them were unduplicated.
  - b. The Decatur Family Planning Clinic served 338 clients; 313 of them were unduplicated.

## **III. Family Healthcare Center**

- A. The Family Healthcare Clinic saw 568 patients in the month of April 2022.
  - a. Five (5) patients were under the age of 18, and
  - b. Seven (7) children were seen from the Refugee Health Clinic.

## **IV. Pharmacy Services**

- A. Dispensed 1,564 prescriptions to 1,190 clients.
- B. Pharmacist assessed/counseled 40 clients in clinics.
- C. Assisted eight (8) clients to obtain medication financial assistance.
- D. Assisted eight (8) clients with insurance approvals.



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## V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
April 2022		
Total number of referrals received	41	
Total number of applications submitted	Medicaid/SNAP/TANF: 25	Hardship: 1

- A. Eligibility support continues to increase with new operational adjustments.
  - a. Recruitment continues for additional Eligibility Workers to help convert uninsured patients to insured patients.
- B. In 2022, 26/41 of the applications started were successfully submitted, or a conversion rate of 63.4%.
- C. Eligibility services are offered to patients at our East Las Vegas Center, Decatur Center, Mobile Unit, Community Events, and the Vaccine Center.

## VI. Refugee Health Program

- A. The Refugee Health Program served 33 adults in April.

## VII. Quality & Risk Management:

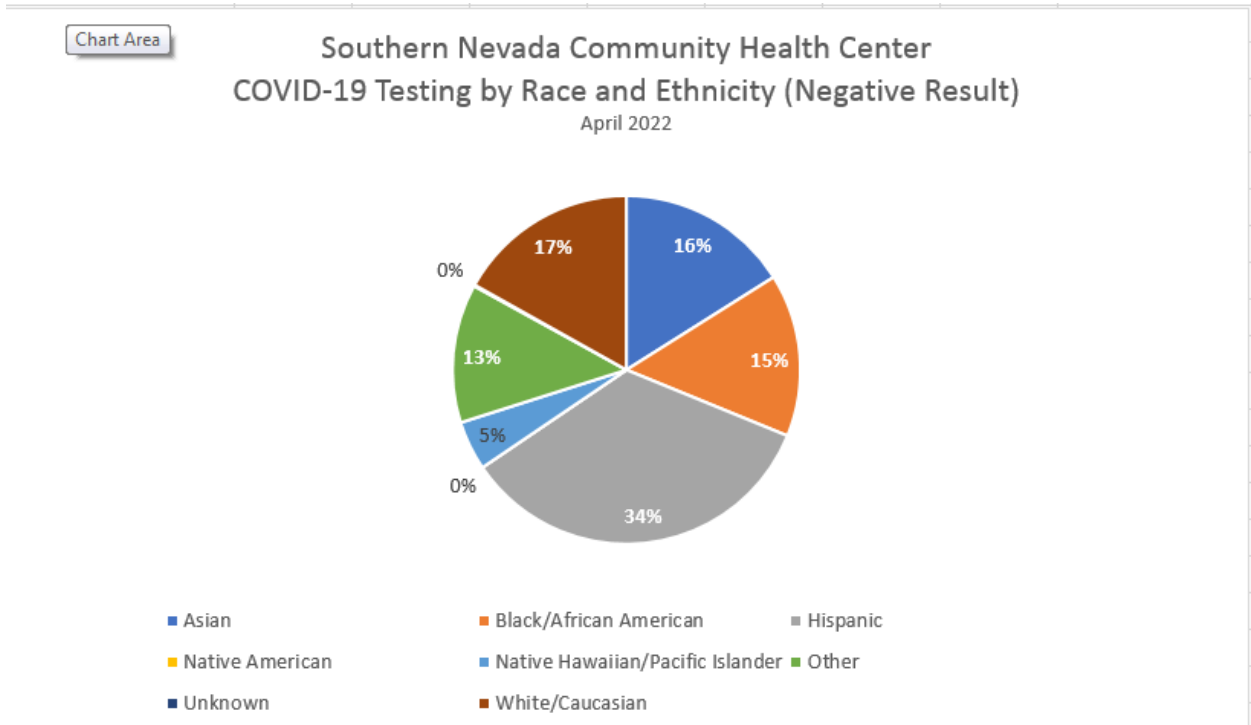
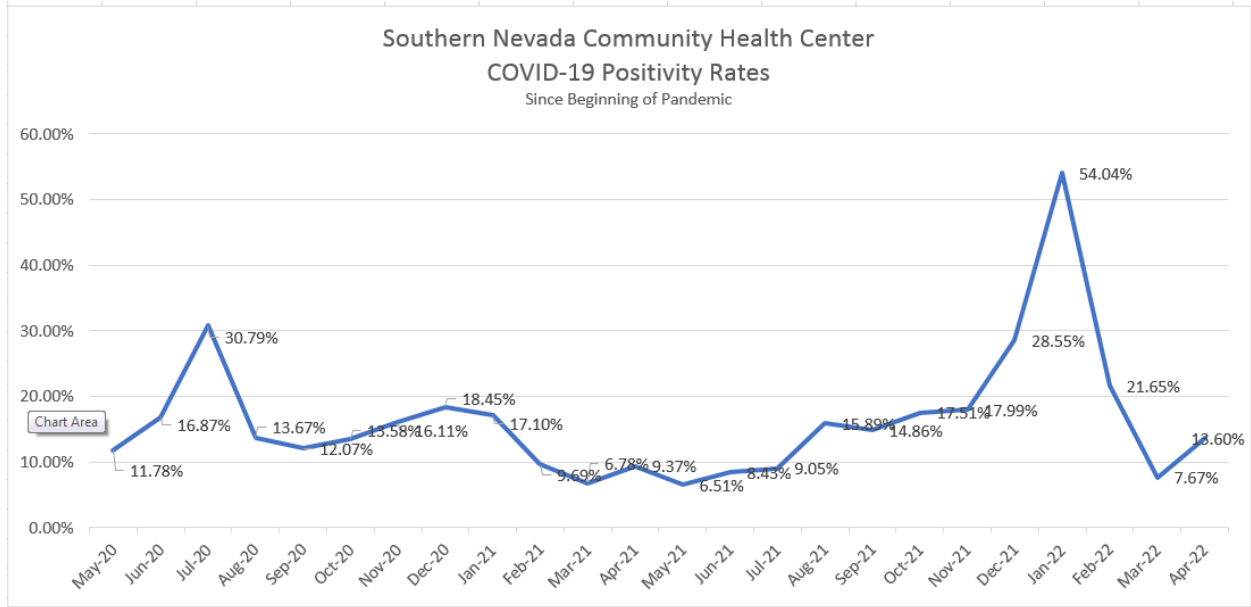
### COVID-19 Testing:

From April 2020 to April 2022, SNCHC has conducted 89,250 COVID-19 tests. In April 2022, 1,169 tests were completed; the positivity rate has increased to 13.60%.

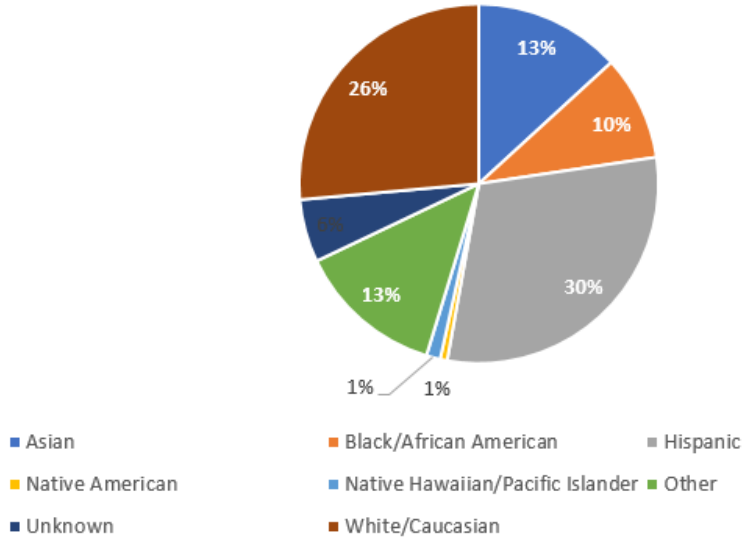
The SNCHC and the SNHD continue to encourage those experiencing symptoms to remain at home, or if they have been in close contact with a person who is COVID-19 positive or think they have been exposed; to be tested. SNCHC and SNHD also encourages the public to get the COVID-19 vaccine.

SNCHC is participating in dispensing of an antiviral medication for patients who test positive, who have fewer than five (5) days of symptoms, have exacerbating health conditions and comorbidities, and/or are over the age of 65. SNCHC dispensed the antiviral medication to 11 patients in April.

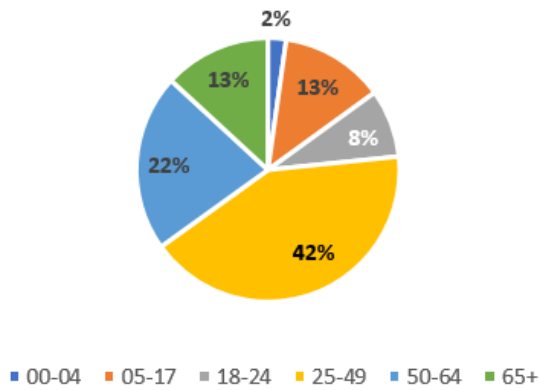
SNCHC was also chosen to participate in the Federal N95 mask distribution program and we have received and are in the process of distributing the masks.



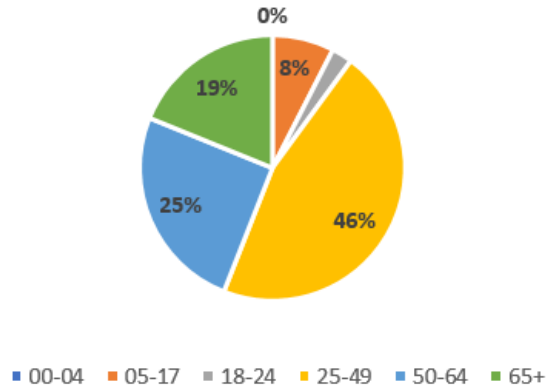
Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
April 2022



Southern Nevada Community Health Center  
COVID-19 Testing by Age Group (Negative Result)  
April 2022



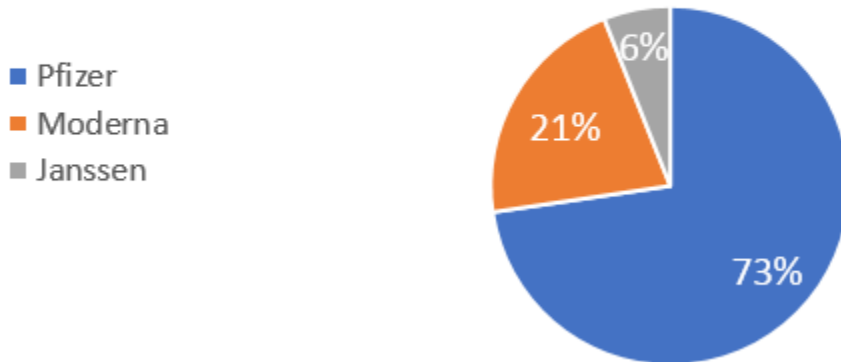
Southern Nevada Community Health Center  
COVID-19 Testing by Age Group (Positive Result)  
April 2022



COVID-19 Vaccine Program:

The Southern Nevada Community Health Center began administering the COVID-19 vaccine in May 2021, as part of HRSA’s COVID-19 Vaccine Program. The vaccine site is located at the SNHD main location inside the NCS Building. Through the end of April, SNCHC has administered 41,628 doses of the COVID-19 vaccine.

YTD Southern Nevada Community Health Center  
COVID-19 Vaccine Program (Overall)



#### Telehealth:

The Health Center saw 65 patients via telehealth, or 4.22% of the patients that were provided care in April. The Health Center implemented telehealth following the need for modified clinic operations to better assist patients during 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. Telehealth services will continue to be offered, even following the COVID-19 pandemic.

#### SNCHC Visits:

There were 1,011 patient visits to the Health Center in April. There was a 5.38% cancellation rate that factored into April's 30.22% no-show rate.

### **VIII. Risk Management**

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

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

#### Exposure Incidents:

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

#### Medical Events:

There were two medical events at the Health Center in April. Both events were handled appropriately by the clinical staff and closed without issue.

### **IX. Patient Satisfaction**

The Health Center received 249 patient satisfaction surveys in April. Overall survey completion 92.8% (English) and 94.6% Spanish. Breakdown:

- Family Health – 29.6% (English)/ 55.7% (Spanish)
- Family Planning – 50.4% (English)/ 37.7% (Spanish)
- Ryan White – 20.0% (English)/ 6.6% (Spanish)

Approximately 24.62% of patients seen at the Health Center in April took the patient satisfaction survey. Overall Satisfaction rating which includes components not related to patient visits for April was 86.54 (English)/ 87.62% Spanish%. Overall satisfaction rating pertaining to the patient experience was 98.16%

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.



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## SNCHC Patient Satisfaction Survey:

### 1. Service received during your visit?

- Family Health – 29.6% (English)/ 55.7% (Spanish)
- Family Planning – 50.4% (English)/ 37.7% (Spanish)
- Ryan White – 20.0% (English)/ 6.6% (Spanish)

### 2. Southern Nevada Health District (SNHD) location?

- Main – 99.3% (English)/ 97.2% (Spanish)
- East Las Vegas – 0.7% (English)/ 2.8 (Spanish)

### 3. Do you have health insurance?

- Yes – 57.8% (English)/ 16.0% (Spanish)
- No – 42.2% (English)/ 84.0% (Spanish)

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

- Less than 6 months – 45.9% (English)/ 50.0% (Spanish)
- 6 months to a year – 15.6% (English)/ 23.6% (Spanish)
- 1-3 years – 20.7% (English)/ 6.6 (Spanish)
- 3-5 years – 7.4% (English)/ 3.8% (Spanish)
- 5+ years – 10.4% (English)/ 16.0% (Spanish)

### 5. How did you hear about us?

- Friends and/or Family – 23.7% (English)/ 29.2% (Spanish)
- Referral from another Provider/Resource – 26.7% (English)/ 4.7% (Spanish)
- Search Engine (e.g. Google) - 5.2% (English)/ 3.8% (Spanish)
- SNHD Website – 10.4% (English)/ 7.5% (Spanish)
- Social Media – 3.7% (English)/ 1.9% (Spanish)
- Postal Mailer - 0.0% (English)/ 0.0% (Spanish)
- Other Ads – 30.4% (English)/ 52.8% (Spanish)

### 6. Ease of scheduling an appointment?

- Excellent – 87.0% (English)/ 86.7% (Spanish)
- Good – 8.4% (English)/ 13.3% (Spanish)
- Average – 4.6% (English)/ 0.0% (Spanish)
- Poor - 0.0% (English)/ 0.0% (Spanish)

### 7. Wait time to see provider?

- Excellent – 74.0% (English)/ 81.0% (Spanish)
- Good – 16.8% (English)/ 17.1% (Spanish)
- Average – 8.4% (English)/ 1.9% (Spanish)
- Poor - 0.8% (English)/ 0.0% (Spanish)





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8. Care received from providers and staff?

- Excellent – 93.9% (English)/ 91.4% (Spanish)
- Good – 6.1% (English)/ 8.6% (Spanish)
- Poor - 0.0% (English)/ 0.0% (Spanish)

9. Understanding of health care instructions following your visit?

- Excellent – 90.8% (English)/ 85.7% (Spanish)
- Good – 9.2% (English)/ 13.3% (Spanish)
- Average - 0.0% (English)/ 1.0% (Spanish)
- Poor - 0.0% (English)/ 0.0% (Spanish)

10. Hours of operation?

- Excellent – 82.4% (English)/ 79.0% (Spanish)
- Good – 13.0% (English)/ 21.0% (Spanish)
- Average – 4.6% (English)/ 0.0% (Spanish)
- Poor - 0.0% (English)/ 0.0% (Spanish)

11. Recommendation of our health center to friends and family?

- Extremely Likely – 87.0% (English)/ 93.3% (Spanish)
- Somewhat Likely – 12.2% (English)/ 5.7% (Spanish)
- Neutral - 0.8% (English)/ 1.0% (Spanish)



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Health Center Visit Report Summary: April 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	517	51.14%	41	2.66%	172	11.15%	51	78.46%	0.00%	51	3.31%	781	50.65%	
Behavioral Health Clinic		0.00%		0.00%		0.00%	3	4.62%	0.00%	3	0.19%	3	0.19%	
Family Planning Clinic	167	16.52%	12	0.78%	97	6.29%		0.00%	1	1.54%	1	0.06%	277	17.96%
Refugee Clinic	40	3.96%	6	0.39%	3	0.19%		0.00%		0	0.00%	49	3.18%	
Ryan White	287	28.39%	24	1.56%	111	7.20%	1	1.54%	9	13.85%	10	0.65%	432	28.02%
Totals	1011	100.00%	83	5.38%	383	24.84%	55	84.62%	10	15.38%	65	4.22%	1542	100.00%
Percent of scheduled patients who no showed	24.84%													
Percentage of Seen Pts that were Telehealth Visits	6.04%													
Percentage of Seen Pts that were Behavioral Health Visits	0.00%													

DK