

# Memorandum

Date: June 23, 2022  
To: Southern Nevada District Board of Health  
From: David Kahananui, FQHC Senior Manager *DK*  
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## RE: COMMUNITY HEALTH CENTER (FQHC) REPORT - May 2022

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Division Information/Highlights: The Southern Nevada Community Health Center (SNCHC), a division of the Southern Nevada Health District (SNHD), 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.

### May 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:
  - Submission of HRSA UDS Report.

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

- NCS Facility was converted into a Health Center COVID-19 vaccination clinic May of 2021
  - Through the end of May 2022, the health center has administered 42,721 COVID-19 vaccinations.

### I. HIV / Ryan White (RW) Program:

- A. The HIV/Medical Case Management (MCM) program received 10 referrals in May. There were 2 pediatric clients and 2 pregnant women living with HIV were referred to the program.
- B. There were 428 visits for the Ryan White Program: There were 10 initial provider visits, 102 established provider visits, 18 nurse visits and 102 lab visits in the month of May. There were 8 Ryan White clients seen for Behavioral Health; by either the Licensed Clinical Social Worker (LCSW) or the Psychiatric Advanced Practice Registered Nurse (APRN).

C. The Ryan White Program 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.

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

A. Family Planning program services at Decatur and Bonanza Health Centers served 224 clients.

**III. Family Health (FH):**

A. Family Health providers saw 455 unique patients in the month of May.

**IV. 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.

**V. Eligibility Case Narrative and Eligibility Monthly Report:**

Eligibility Monthly Report		
May 2022		
Total number of referrals received	59	
Total number of applications submitted	Medicaid/SNAP/TANF: 24	Hardship: 1

- ☞ Eligibility support continues to increase with new operational adjustments.
  - Recruitment continues for additional Eligibility Workers to help convert uninsured patients to insured patients.
- ☞ 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 provided services to 28 patients in May.

**VII. Quality & Risk Management:**

**Quality:**

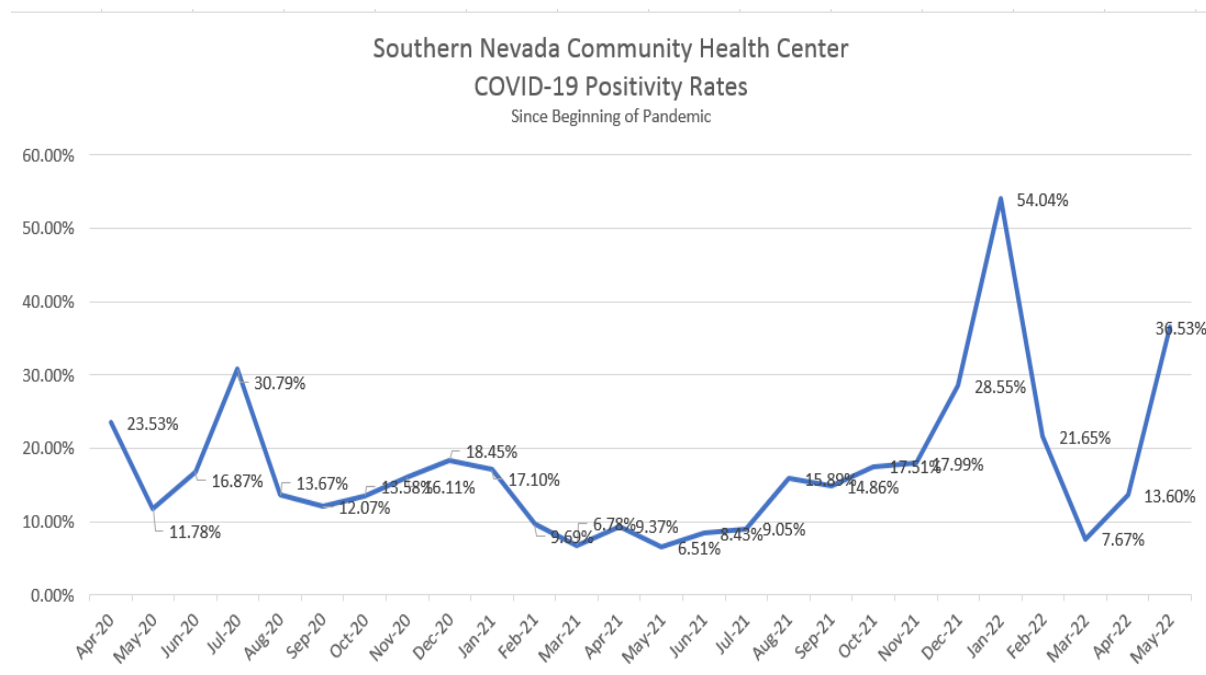
**COVID-19 Testing:**

April 2020 to May 2022, SNCHC completed 90,983 COVID-19 tests. In May 1,733 tests were conducted, with an increase in the positivity rate to 36.53%.

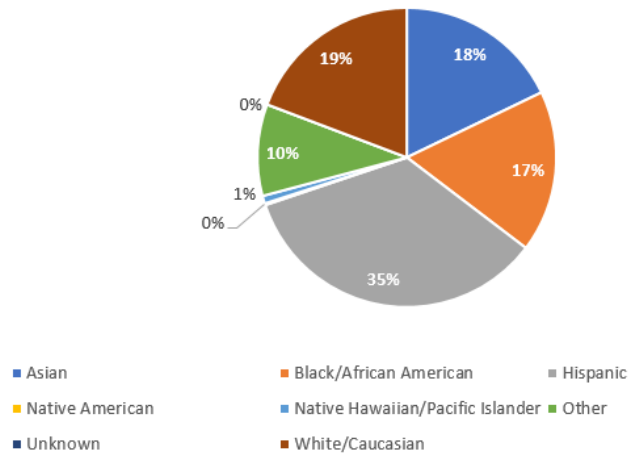
The SNCHC and the SNHD continue to encourage those experiencing symptoms to remain at home, or if they have been in close contact with a person who is COVID-19 positive or think they have been exposed; they should be tested. SNCHC and SNHD also encourages the public to get the COVID-19 vaccine.

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.

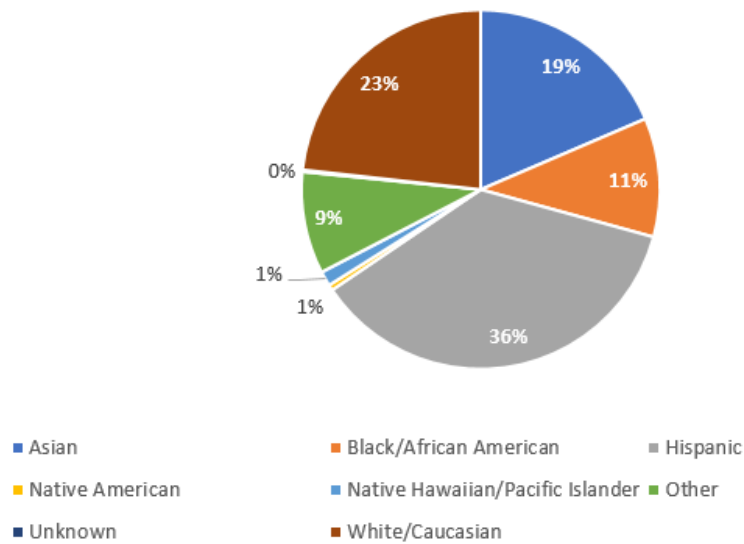
SNCHC was also chosen to participate in the Federal N95 mask distribution program and we have received started distributing the masks.



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

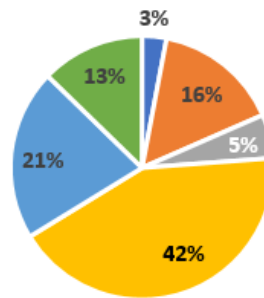


Southern Nevada Community Health Center  
COVID-19 Testing by Race and Ethnicity (Positive Result)  
May 2022



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

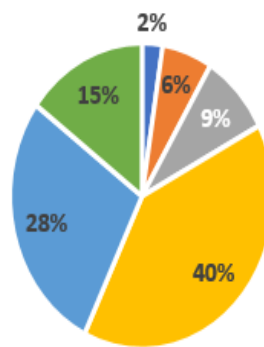
May 2022



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

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

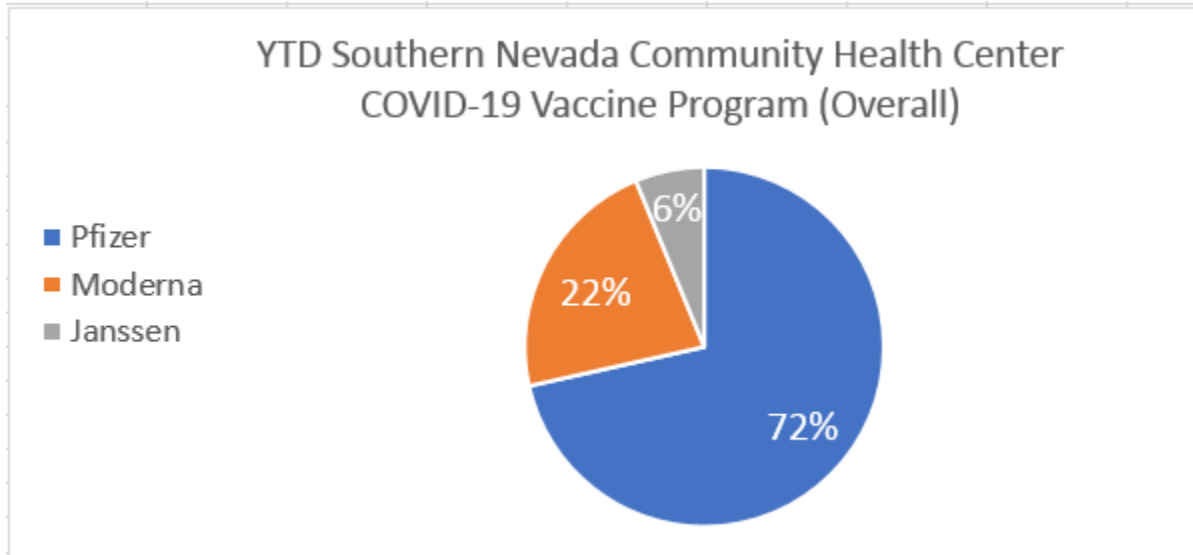
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■ 00-04 ■ 05-17 ■ 18-24 ■ 25-49 ■ 50-64 ■ 65+

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 May, SNCHC has administered 42,727 doses of COVID-19 vaccine in Southern Nevada.



Telehealth:

The Health Center saw 84 patients via telehealth, or 5.22% of the patients that were seen in May. 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. Telehealth will continue to be offered, even following the COVID-19 pandemic.

SNCHC Visits:

There were 1,021 patient visits to the Health Center in May. There was a 6.15% cancellation rate that factored into May’s 25.17% no-show rate.

**Risk Management**

Health Insurance Portability and Accountability Act (HIPAA):

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

Exposure Incidents:

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

Medical Events:

There were no medical events at the Health Center in May.

Patient Satisfaction:

The Health Center received 164 patient satisfaction surveys in May. Overall survey completion 98.1% (English) and 91.4% Spanish. Approximately 16.06% of patients seen at the Health Center in May 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.

SNCHC Patient Satisfaction Survey:

1. Service received during your visit?

- ☞ Family Health – 14.3% (English)/ 33.3% (Spanish)
- ☞ Family Planning – 47.6% (English)/ 57.9% (Spanish)
- ☞ Ryan White – 37.1% (English)/ 8.8% (Spanish)
- ☞ Behavioral Health – 1.0% (English)/ 0.0% (Spanish)

2. Southern Nevada Health District (SNHD) location?

- ☞ Main – 97.1% (English)/ 93.0% (Spanish)
- ☞ East Las Vegas – 2.9% (English)/ 7.0 (Spanish)

3. Do you have health insurance?

- ☞ Yes – 71.4% (English)/ 22.8% (Spanish)
- ☞ No – 28.6% (English)/ 77.2% (Spanish)

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

- ☞ Less than 6 months – 41.0% (English)/ 36.8% (Spanish)
- ☞ 6 months to a year – 14.3% (English)/ 28.1% (Spanish)
- ☞ 1-3 years – 26.7% (English)/ 3.5% (Spanish)
- ☞ 3-5 years – 11.4% (English)/ 3.5% (Spanish)
- ☞ 5+ years – 6.7% (English)/ 28.1% (Spanish)

5. How did you hear about us?

- ☞ Friends and/or Family – 34.3% (English)/ 54.4% (Spanish)
- ☞ Referral from another Provider/Resource – 36.2% (English)/ 5.3% (Spanish)
- ☞ Search Engine (e.g. Google) – 4.8% (English)/ 5.3% (Spanish)
- ☞ SNHD Website – 7.6% (English)/ 1.8% (Spanish)
- ☞ Social Media – 1.0% (English)/ 3.5% (Spanish)
- ☞ Postal Mailer - 0.0% (English)/ 0.0% (Spanish)
- ☞ Other Ads – 16.2% (English)/ 29.8% (Spanish)

6. Ease of scheduling an appointment?
  - 👍 Excellent – 72.4% (English)/ 82.1% (Spanish)
  - 👍 Good – 23.8% (English)/ 16.1% (Spanish)
  - 👍 Average – 2.9% (English)/ 0.0% (Spanish)
  - 👍 Poor – 1.0% (English)/ 1.8% (Spanish)
  
7. Wait time to see provider?
  - 👍 Excellent – 61.9% (English)/ 71.4% (Spanish)
  - 👍 Good – 25.7% (English)/ 28.6% (Spanish)
  - 👍 Average – 11.4% (English)/ 0.0% (Spanish)
  - 👍 Poor – 1.0% (English)/ 0.0% (Spanish)
  
8. Care received from providers and staff?
  - 👍 Excellent – 87.6% (English)/ 92.9% (Spanish)
  - 👍 Good – 11.4% (English)/ 7.1% (Spanish)
  - 👍 Poor - 1.0% (English)/ 0.0% (Spanish)
  
9. Understanding of health care instructions following your visit?
  - 👍 Excellent – 81.9% (English)/ 85.7% (Spanish)
  - 👍 Good – 18.1% (English)/ 14.3% (Spanish)
  - 👍 Average - 0.0% (English)/ 0.0% (Spanish)
  - 👍 Poor - 0.0% (English)/ 0.0% (Spanish)
  
10. Hours of operation?
  - 👍 Excellent – 70.5% (English)/ 82.1% (Spanish)
  - 👍 Good – 24.8% (English)/ 17.9% (Spanish)
  - 👍 Average – 4.8% (English)/ 0.0% (Spanish)
  - 👍 Poor - 0.0% (English)/ 0.0% (Spanish)
  
11. Recommendation of our health center to friends and family?
  - 👍 Extremely Likely – 86.7% (English)/ 100% (Spanish)
  - 👍 Somewhat Likely – 6.7% (English)/ 0.0% (Spanish)
  - 👍 Neutral – 6.7% (English)/ 0.0% (Spanish)



Health Center Visit Report Summary: May 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	455	44.56%	45	2.80%	175	10.88%	75	89.29%	0.00%	75	4.66%	750	46.61%	
Behavioral Health Clinic		0.00%		0.00%		0.00%		2	2.38%	2	0.12%	2	0.12%	
Family Planning Clinic	224	21.94%	17	1.06%	74	4.60%		0.00%	0.00%	0	0.00%	315	19.58%	
Refugee Clinic	40	3.92%	5	0.31%	32	1.99%		0.00%	0.00%	0	0.00%	77	4.79%	
Ryan White	302	29.58%	32	1.99%	124	7.71%		0.00%	7	8.33%	7	0.44%	465	28.90%
Totals	1021	100.00%	99	6.15%	405	25.17%	75	89.29%	9	10.71%	84	5.22%	1609	100.00%
Percent of scheduled patients who no showed	25.17%													

DK/cgm