



Memorandum

Date: July 28, 2022

To: Southern Nevada District Board of Health

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

RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT-June 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.

June 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
 - Antiviral medication treatment
 - Vaccine/Behavioral Health grant
 - PPE supply distribution
- **Administrative**
 - Grant Project Period ends 1/31/2024
 - HRSA Operational Site Visit (OSV) completed 6/28 – 6/30. Overall, the health center demonstrated strong performance, adherence to program requirements and engagement by the Governing Board. Five areas of non-compliance identified. Corrections are underway

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

I. HIV / Ryan White Care 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 240 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 April. 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. FP Program services at East Las Vegas and Decatur Public Health Centers conducted 596 patient visits.

III. Family Healthcare Center

- A. The Family Healthcare Clinic conducted 432 patient visits in June.

IV. Pharmacy Services

- A. Dispensed 1,814 prescriptions for 1,426 clients.
- B. Pharmacist assessed/counseled 78 clients in clinics.
- C. Assisted 12 clients to obtain medication financial assistance.
- D. Assisted 3 clients with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
June 2022		
Total number of referrals received	108	
Total number of applications submitted	Medicaid/SNAP/TANF: 24	Hardship: 1

Eligibility services are undergoing a new workflow and infrastructure. New approaches and processes to identify and proactively provide support is being established.

VI. Refugee Health Program

- A. The Refugee Health Program served 19 adults in June.

VII. Quality & Risk Management:

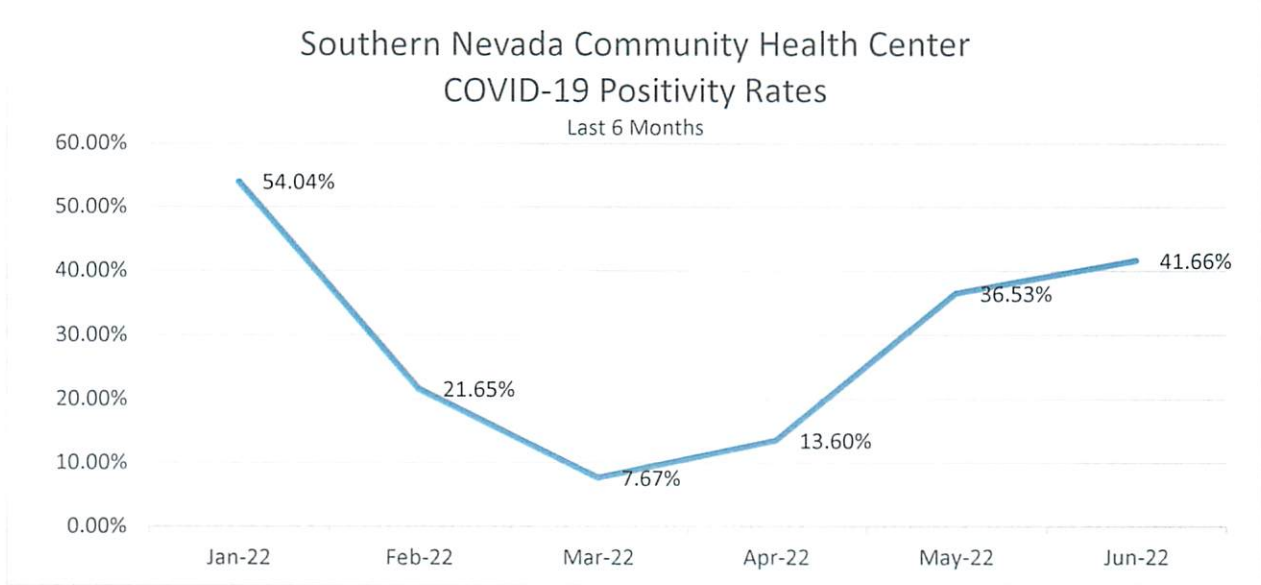
Quality

COVID-19 Testing

From April 2020 to June 2022 the Southern Nevada Community Health Center completed 93,064 COVID-19 tests, 2,081 of which were conducted in June of 2022.

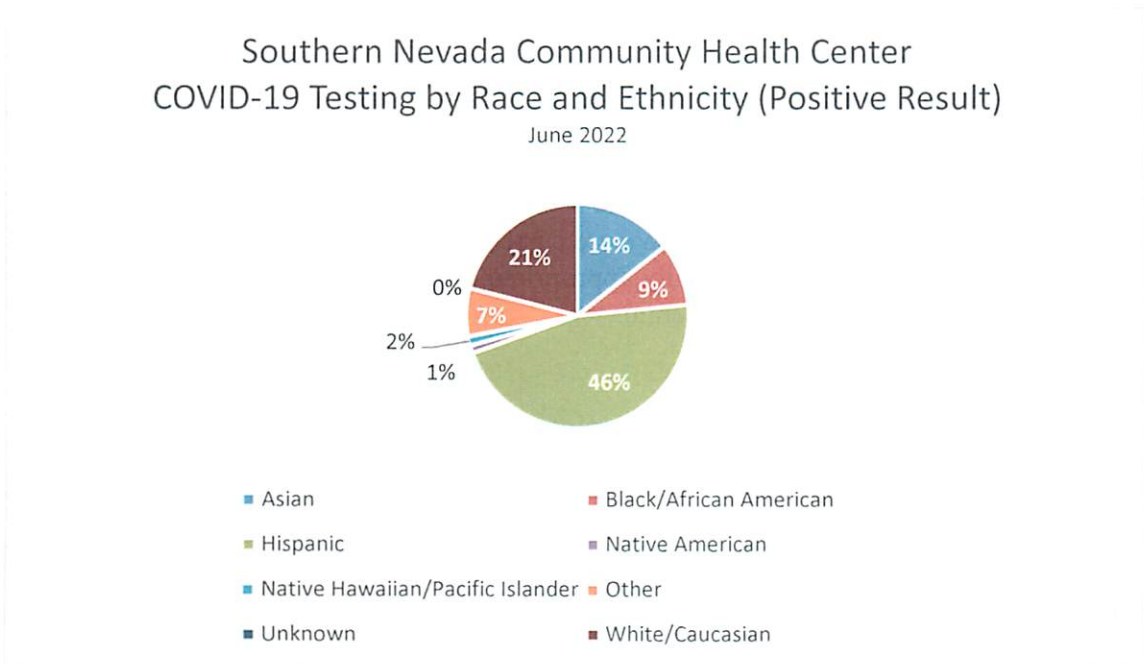


The Health Center and the Southern Nevada Health District continue to remind those who are sick to stay home and if they have been in contact with a person who has COVID-19 or think they have been exposed, they should get tested. SNCHC is also providing antiviral medications for appropriate candidates. The Health Center and Health District also encourage those who are medically appropriate to get the COVID-19 vaccine.



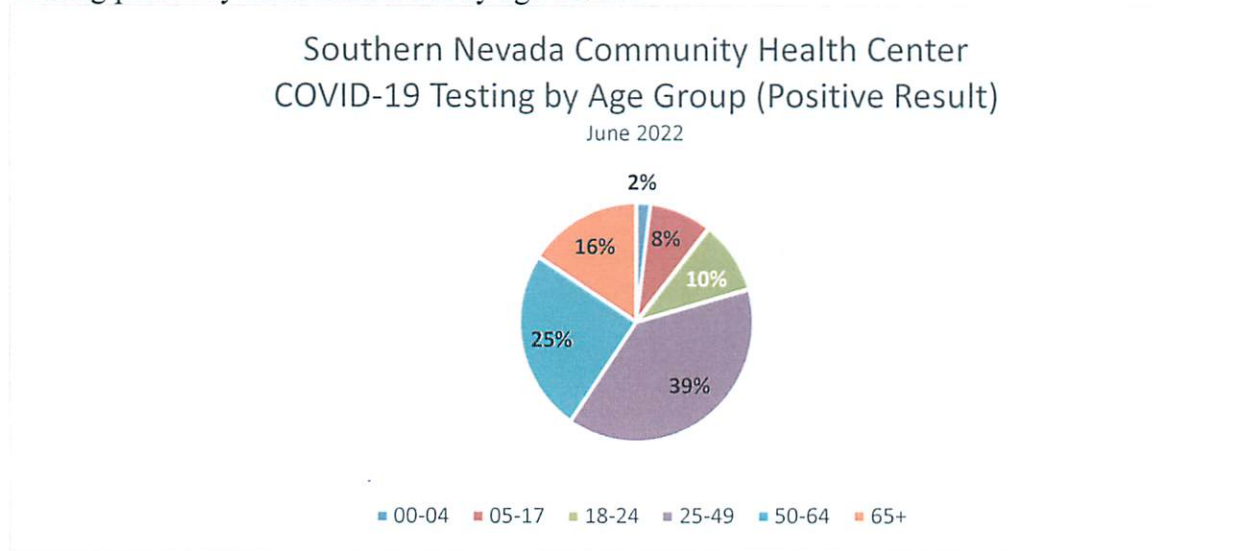
In June 2022, the COVID test positivity rate was 41.66%

Testing positivity rates broken out by race and ethnicity below:





Testing positivity rates broken out by age below:



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. To date, the health center has administered 43,665 COVID-19 vaccinations

Telehealth

In Q2, the Health Center saw 196 patients via telehealth, 9.4% 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 3,372 scheduled patient appointments in Q2. Of scheduled patients, 61.9% kept their appointments. There was a 7.6% cancellation rate and a 30.6% no-show rate.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

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



Exposure Incidents:

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

Medical Events:

There were two (2) medical events at the Health Center in June.

Patient Satisfaction:

The Health Center received 182 patient satisfaction surveys in June. Overall survey completion 99.2% (English) and 92.3% (Spanish). Approximately 17.04% of visits to the Health Center in June completed 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 Results:

1. Service received during your visit?

- 🏠 Family Health – 6.9% (English)/ 4.1% (Spanish)
- 🏠 Family Planning – 74.6% (English)/ 93.9% (Spanish)
- 🏠 Ryan White – 18.5% (English)/ 2.0% (Spanish)
- 🏠 Behavioral Health – 0.0% (English)/ 0.0% (Spanish)

2. Southern Nevada Health District (SNHD) location?

- 🏠 Main – 99.2% (English)/ 98.0% (Spanish)
- 🏠 East Las Vegas – 0.8% (English)/ 2.0 (Spanish)

3. Do you have health insurance?

- 🏠 Yes – 63.8% (English)/ 10.2% (Spanish)
- 🏠 No – 36.2% (English)/ 89.8% (Spanish)

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

- 🏠 Less than 6 months – 43.1% (English)/ 44.9% (Spanish)
- 🏠 6 months to a year – 4.6% (English)/ 8.2% (Spanish)
- 🏠 1-3 years – 27.7% (English)/ 10.2% (Spanish)
- 🏠 3-5 years – 14.6% (English)/ 6.1% (Spanish)
- 🏠 5+ years – 10.0% (English)/ 30.6% (Spanish)

5. How did you hear about us?

- 🏠 Friends and/or Family – 42.3% (English)/ 75.5% (Spanish)
- 🏠 Referral from another Provider/Resource – 23.8% (English)/ 10.2% (Spanish)
- 🏠 Search Engine (e.g. Google) – 8.5% (English)/ 0.0% (Spanish)



- ☒ SNHD Website – 12.3% (English)/ 2.0% (Spanish)
- ☒ Social Media – 5.4% (English)/ 8.2% (Spanish)
- ☒ Postal Mailer - 0.0% (English)/ 0.0% (Spanish)
- ☒ Other Ads – 7.7% (English)/ 4.1% (Spanish)

6. Ease of scheduling an appointment?

- ☒ Excellent – 83.8% (English)/ 89.8% (Spanish)
- ☒ Good – 9.2% (English)/ 10.2% (Spanish)
- ☒ Average – 3.8% (English)/ 0.0% (Spanish)
- ☒ Poor – 1.5% (English)/ 0.0% (Spanish)
- ☒ Terrible – 1.5% (English)/ 0.0% (Spanish)

7. Wait time to see provider?

- ☒ Excellent – 73.8% (English)/ 79.6% (Spanish)
- ☒ Good – 14.6% (English)/ 14.3% (Spanish)
- ☒ Average – 9.2% (English)/ 6.1% (Spanish)
- ☒ Poor – 1.5% (English)/ 0.0% (Spanish)
- ☒ Terrible – 0.8% (English)/ 0.0% (Spanish)

8. Care received from providers and staff?

- ☒ Excellent – 91.5% (English)/ 91.8% (Spanish)
- ☒ Good – 6.2% (English)/ 8.2% (Spanish)
- ☒ Average – 1.5% (English)/ 0.0% (Spanish)
- ☒ Poor – 0.8% (English)/ 0.0% (Spanish)

9. Understanding of health care instructions following your visit?

- ☒ Excellent – 91.5% (English)/ 89.8% (Spanish)
- ☒ Good – 7.7% (English)/ 10.2% (Spanish)
- ☒ Average - 0.8% (English)/ 0.0% (Spanish)
- ☒ Poor - 0.0% (English)/ 0.0% (Spanish)

10. Hours of operation?

- ☒ Excellent – 79.2% (English)/ 79.6% (Spanish)
- ☒ Good – 16.2% (English)/ 18.4% (Spanish)
- ☒ Average – 4.6% (English)/ 2.0% (Spanish)
- ☒ Poor - 0.0% (English)/ 0.0% (Spanish)

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

- ☒ Extremely Likely – 89.2% (English)/ 100% (Spanish)
- ☒ Somewhat Likely – 4.6% (English)/ 0.0% (Spanish)
- ☒ Neutral – 5.4% (English)/ 0.0% (Spanish)
- ☒ Somewhat Unlikely – 0.8% (English)/ 0.0% (Spanish)

Health Center Visit Report Summary: June 2022

Southern Nevada Community Health Center

Completed Pt

	Provider Visits		Cancelled Visits		No Show Visits		Telehealth Visits					Total Scheduled Patients		
	Count	%	Count	%	Count	%	Audio Visit	%	Televisit	%	Total Telehealth Visits	%	Count	%
Family Health Clinic	339	31.74%	33	1.95%	127	7.49%	90	81.08%	3	2.70%	93	5.48%	592	34.91%
Behavioral Health Clinic		0.00%		0.00%		0.00%	1	0.90%	2	1.80%	3	0.18%	3	0.18%
Family Planning Clinic	321	30.06%	12	0.71%	97	5.72%	2	1.80%		0.00%	2	0.12%	432	25.47%
Refugee Clinic	28	2.62%	6	0.35%	12	0.71%	0	0.00%	0	0.00%	0	0.00%	46	2.71%
Ryan White	380	35.58%	61	3.60%	169	9.96%	2	1.80%	11	9.91%	13	0.77%	623	36.73%
Totals	1068	100.00%	112	6.60%	405	23.88%	95	85.59%	16	14.41%	111	6.54%	1696	100.00%

Percent of scheduled patients who no showed 23.88%

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