

Memorandum

Date: September 22, 2022
To: Southern Nevada Community Health Center Governing Board
From: Randy Smith, FQHC Operations Officer *RS*
Fermin Leguen, MD, MPH, District Health Officer *FL*

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

August Highlights:

- **Operations**
 - Fremont Site opened on August 30th
- **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**
 - HRSA 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. One area of non-compliance identified. Corrective action is 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 30 referrals between August 1, 2022 through August 31, 2022. There were 3 pediatric clients referred to the program in August. The program did not receive any referrals for pregnant woman living with HIV during this time.
- B. There were 549 total service encounters in the month of August provided by the Ryan White program (Linkage coordinator, Eligibility workers, Nurse case managers, Community Health workers, Registered Dietitian and Health Educator). There were 229 unduplicated clients served under these programs in August.



AT THE SOUTHERN NEVADA HEALTH DISTRICT

- C. The Ryan White ambulatory clinic had a total of 325 visits in the month of August: 25 initial provider visits, 108 established provider visits, 6 televisits (established clients). There were 18 Nurse visits and 152 lab visits. There were 33 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the APRN.
- D. 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 15 patients enrolled and seen under the Rapid stART program in August.
- E. The Ryan White program dietitian continues to provide medical nutritional therapy to clients at SNCHC.

II. Family Planning (FP)

- A. The FP program at East Las Vegas and Decatur Public Health Centers conducted 293 patient visits.

III. Family Healthcare Center

- A. The Family Healthcare Clinic conducted 340 patient visits in August.

IV. Pharmacy Services

- A. Dispensed 1,646 prescriptions for 1,245 clients.
- B. Pharmacist assessed/counseled 49 clients in clinics.
- C. Assisted 9 clients to obtain medication financial assistance.
- D. Assisted zero client with insurance approvals.

V. Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
August 2022		
Total number of referrals received	815	
Total number of applications submitted	Medicaid/SNAP/TANF: 64	Hardship: 2

Eligibility services are undergoing quality improvement initiatives to enhance workflows and infrastructure. New approaches and processes have been implemented to identify and proactively provide support.

VI. Refugee Health Program

- A. The Refugee Health Program served fifty-five (55) adults in August.

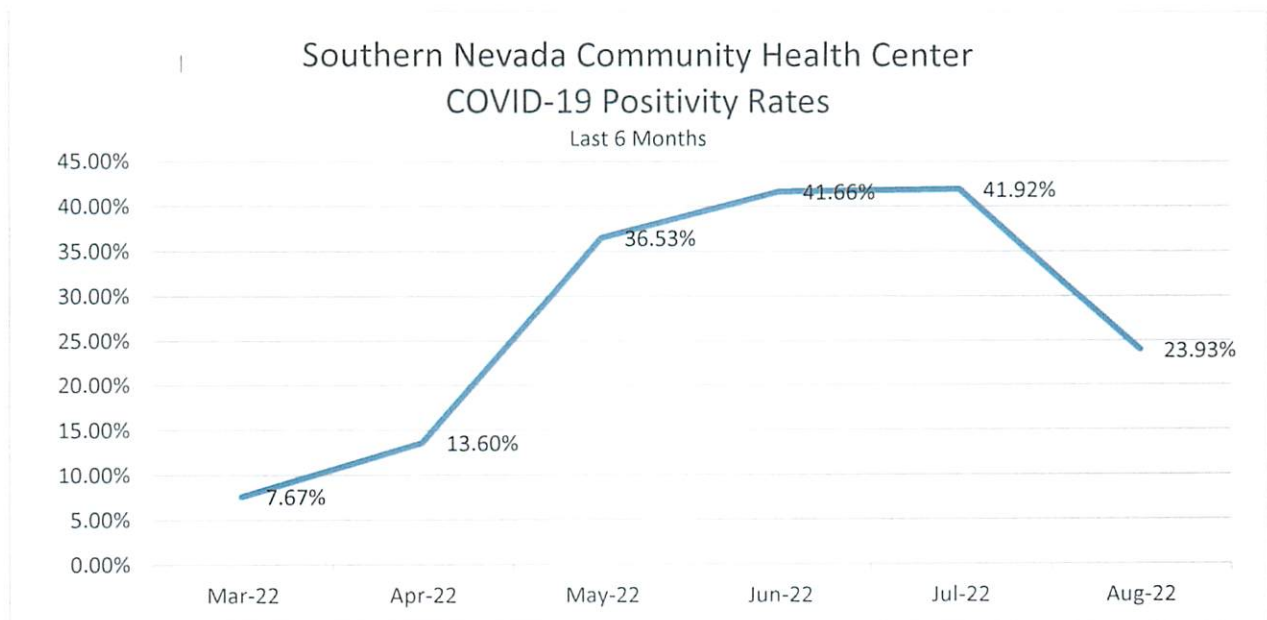
VII. Quality & Risk Management:

Quality

COVID-19 Testing

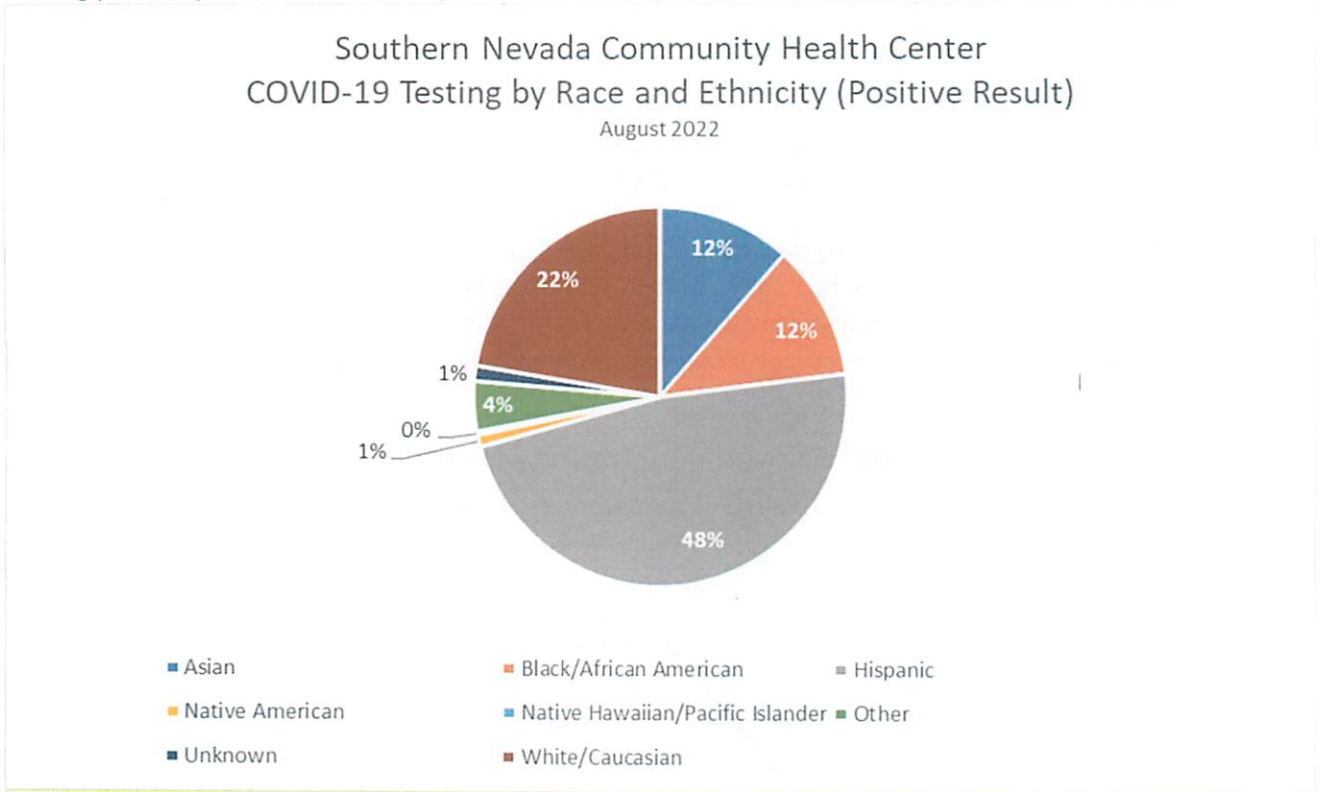
From April 2020 to August 2022 the Southern Nevada Community Health Center completed 95,504 COVID-19 tests, 1,333 of which were conducted in August of 2022.

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.

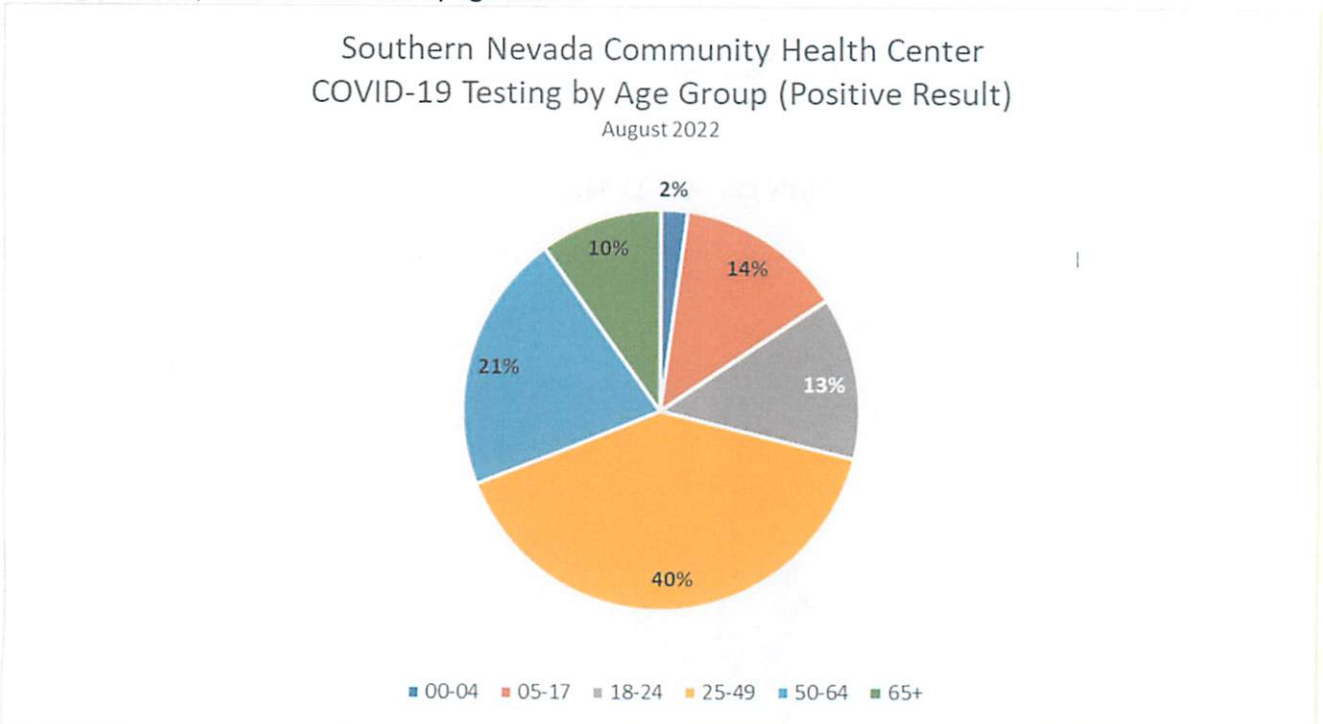


In August 2022, the COVID test positivity rate was 23.93%

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 Vaccines 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 45,703 COVID-19 vaccinations

Monkeypox

The Southern Nevada Community Health Center administered 3378 Monkeypox doses in the month of August.

Telehealth

The Health Center saw 57 patients via telehealth, 5.14% 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 scheduled 1,690 patient appointments in August. Of scheduled patients, 65.68% kept their appointments. There was a 34.32% no-show rate including cancellations.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

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

Exposure Incidents:

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

Medical Events:

There were six (6) medical events at the Health Center in August.

Patient Satisfaction:

See Results below.

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.



AT THE SOUTHERN NEVADA HEALTH DISTRICT

SNCHC Patient Satisfaction Survey Results for August

1. Service received during your visit?

- 🏠 Family Health – 2.2% (English)/ 5.0% (Spanish)
- 🏠 Family Planning – 93.3% (English)/ 95.0% (Spanish)
- 🏠 Ryan White – 0.0% (English)/ 0.0% (Spanish)
- 🏠 Behavioral Health – 4.4% (English)/ 0.0% (Spanish)

2. Southern Nevada Health District (SNHD) location?

- 🏠 Main – 100% (English)/ 100% (Spanish)
- 🏠 East Las Vegas – 0.0% (English)/ 0.0% (Spanish)

3. Do you have health insurance?

- 🏠 Yes – 57.8% (English)/ 5.0% (Spanish)
- 🏠 No – 42.2% (English)/ 95.0% (Spanish)

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

- 🏠 Less than 6 months – 46.7% (English)/ 35.0% (Spanish)
- 🏠 6 months to a year – 4.4% (English)/ 15.0% (Spanish)
- 🏠 1-3 years – 15.6% (English)/ 0.0% (Spanish)
- 🏠 3-5 years – 20.0% (English)/ 15.0% (Spanish)
- 🏠 5+ years – 13.3% (English)/ 35.0% (Spanish)

5. How did you hear about us?

- 🏠 Friends and/or Family – 60.0% (English)/ 90.0% (Spanish)
- 🏠 Referral from another Provider/Resource – 8.9% (English)/ 5.0% (Spanish)
- 🏠 Search Engine (e.g., Google) – 8.9% (English)/ 5.0% (Spanish)
- 🏠 SNHD Website – 17.8% (English)/ 0.0% (Spanish)
- 🏠 Social Media – 0.0% (English)/ 0.0% (Spanish)
- 🏠 Postal Mailer - 0.0% (English)/ 0.0% (Spanish)
- 🏠 Other Ads – 4.4% (English)/ 0.0% (Spanish)

6. Ease of scheduling an appointment?

- 🏠 Excellent – 82.2% (English)/ 85.0% (Spanish)
- 🏠 Good – 15.6% (English)/ 15.0% (Spanish)
- 🏠 Average – 2.2% (English)/ 0.0% (Spanish)
- 🏠 Poor – 0.0% (English)/ 0.0% (Spanish)
- 🏠 Terrible – 0.0% (English)/ 0.0% (Spanish)

7. Wait time to see provider?

- 🏠 Excellent – 66.7% (English)/ 75.0% (Spanish)
- 🏠 Good – 15.6% (English)/ 15.0% (Spanish)
- 🏠 Average – 15.6% (English)/ 10.0% (Spanish)
- 🏠 Poor – 0.0% (English)/ 0.0% (Spanish)
- 🏠 Terrible – 2.2% (English)/ 0.0% (Spanish)



AT THE SOUTHERN NEVADA HEALTH DISTRICT

8. Care received from providers and staff?

- 👍 Excellent – 91.1% (English)/ 95.0% (Spanish)
- 👍 Good – 8.9% (English)/ 5.0% (Spanish)
- 👍 Average – 0.0% (English)/ 0.0% (Spanish)
- 👍 Poor – 0.0% (English)/ 0.0% (Spanish)

9. Understanding of health care instructions following your visit?

- 👍 Excellent – 88.9% (English)/ 95% (Spanish)
- 👍 Good – 11.1% (English)/ 5.0% (Spanish)
- 👍 Average - 0.0% (English)/ 0.0% (Spanish)
- 👍 Poor - 0.0% (English)/ 0.0% (Spanish)

10. Hours of operation?

- 👍 Excellent – 82.2% (English)/ 80.0% (Spanish)
- 👍 Good – 17.8% (English)/ 20.0% (Spanish)
- 👍 Average – 0.0% (English)/ 0.0% (Spanish)
- 👍 Poor - 0.0% (English)/ 0.0% (Spanish)

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

- 👍 Extremely Likely – 88.9% (English)/ 100% (Spanish)
- 👍 Somewhat Likely – 8.9% (English)/ 0.0% (Spanish)
- 👍 Neutral – 2.2% (English)/ 0.0% (Spanish)
- 👍 Somewhat Unlikely – 0.0% (English)/ 0.0% (Spanish)
- 👍 Not Very likely – 0.0% (English)/ 0.0% (Spanish)

Health Center Visit Report Summary: August 2022

Southern Nevada Community Health Center	Completed Pt		Cancelled Visits		No Show Visits		Telehealth Visits						Total Scheduled Patients	
	Provider Visits						Audio Visit		Televisit		Total Telehealth Visits			
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Family Health Clinic	340	32.29%	57	3.37%	144	8.52%	36	63.16%	4	7.02%	40	2.37%	581	34.38%
Behavioral Health Clinic*		0.00%		0.00%		0.00%	4	7.02%	2	3.51%	6	0.36%	6	0.36%
Family Planning Clinic	293	27.83%	19	1.12%	117	6.92%	1	1.75%		0.00%	1	0.06%	430	25.44%
Refugee Clinic	71	6.74%	9	0.53%	31	1.83%		0.00%		0.00%	0	0.00%	111	6.57%
Ryan White	349	33.14%	42	2.49%	161	9.53%	3	7.00%	7	12.28%	10	0.59%	562	33.25%
Totals	1053	100.00%	127	7.51%	453	26.80%	44	77.19%	13	22.81%	57	3.37%	1690	100.00%

* Visits included in Family Planning Clinic