

Memorandum

Date: October 27, 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 - SEPTEMBER 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.

September Highlights:

Operations

- Unique patients seen in Sept. 2022: 1076 vs Sept. 2021: 959
- YTD patients seen for CY22: 5039 vs YTD patients seen for CY21: 4280

Administrative

- Administrative Analyst started October 10, 2022
- 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 response due by 11/17/2022.

COVID-19 Vaccine Clinic Facility: COVID-19 Response

- COVID-19 vaccination clinic now providing services at Fremont and Decatur.

HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 35 referrals between September 1st through September 30th. There were 5 pediatric clients referred to the program in September. The program received 2 referrals for pregnant women living with HIV during this time.
- B. There were 707 total service encounters in the month of September provided by the Ryan White program (Linkage coordinator, Eligibility workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 279 unduplicated clients served under these programs in September.

- C. The Ryan White ambulatory clinic had a total of 362 visits in the month of September: 25 initial provider visits, 142 established provider visits, 9 televisits (established clients). There were 28 Nurse visits and 158 lab visits. There were 26 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of September.
- 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 12 patients enrolled and seen under the Rapid stART program in September.

Family Planning (FP)

Unduplicated Patients	Sept 2021	Sept 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	162	172	↑	532	330	↓
Number of Pt: Decatur PHC	254	303	↑	693	883	↑

Duplicated Patients	Sept 2021	Sept 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	166	186	↑	585	382	↓
Number of Pt: Decatur PHC	267	317	↑	818	1,046	↑

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 503 clients: 475 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 186 clients: 172 of them were unduplicated.
- C. The Decatur Family Planning Clinic serviced 317 clients: 303 of them were unduplicated.

Family Healthcare Center

- A. The Family Healthcare Clinic conducted 345 patient visits in September.

Pharmacy Services

Pharmacy Services	Sep-21	Sep-22		FY22	FY23	
Client Encounters (Pharmacy)	1057	1125	↑	2975	3533	↑
Prescriptions Filled	1332	1488	↑	3774	4651	↑
Client Clinic Encounters (Pharmacist)	40	34	↓	105	178	↑
Financial Assistance Provided	4	5	↑	17	24	↑
Insurance Assistance Provided	5	2	↓	9	5	↓

- A. Dispensed 1488 prescriptions for 1125 clients.
- B. Pharmacist assessed/counseled 34 clients in clinics.
- C. Assisted 5 clients to obtain medication financial assistance.
- D. Assisted 2 clients with insurance approvals.

Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
September 2022		
Total number of referrals received	761	
Total number of referrals inactive/cancelled	9	
Total number of applications submitted	Medicaid only: 43	TANF: 1
	Medicaid/SNAP: 35	SNAP only: 15
	Hardship: 2	

Summary: received and contacted 761 referrals. Submitted 96 applications, 48 were approved, 24 denied, 20 pending and 9 cancelled.

Tuberculosis Clinic/Refugee Health Program

- A. Seven new active adult TB cases were reported by the TB Clinic during this period. There were no new pediatric TB cases.
- B. The Refugee Health Program served 46 adults in September

Quality & Risk Management

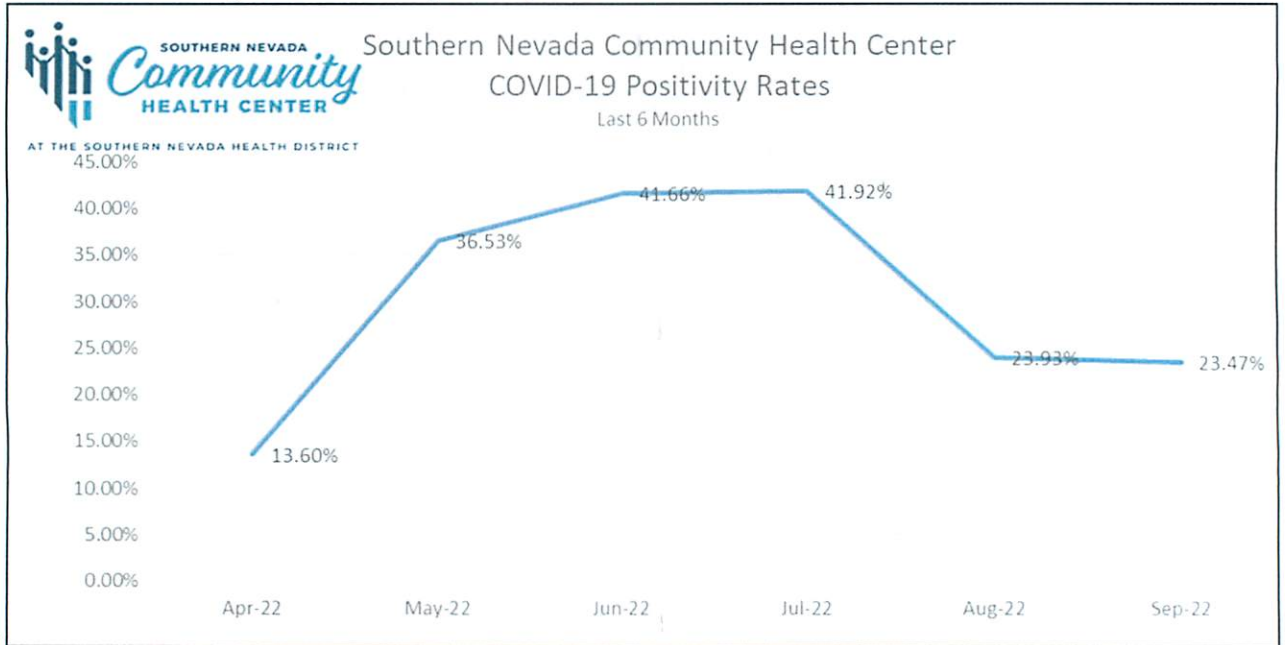
A. Quality

COVID-19 Testing

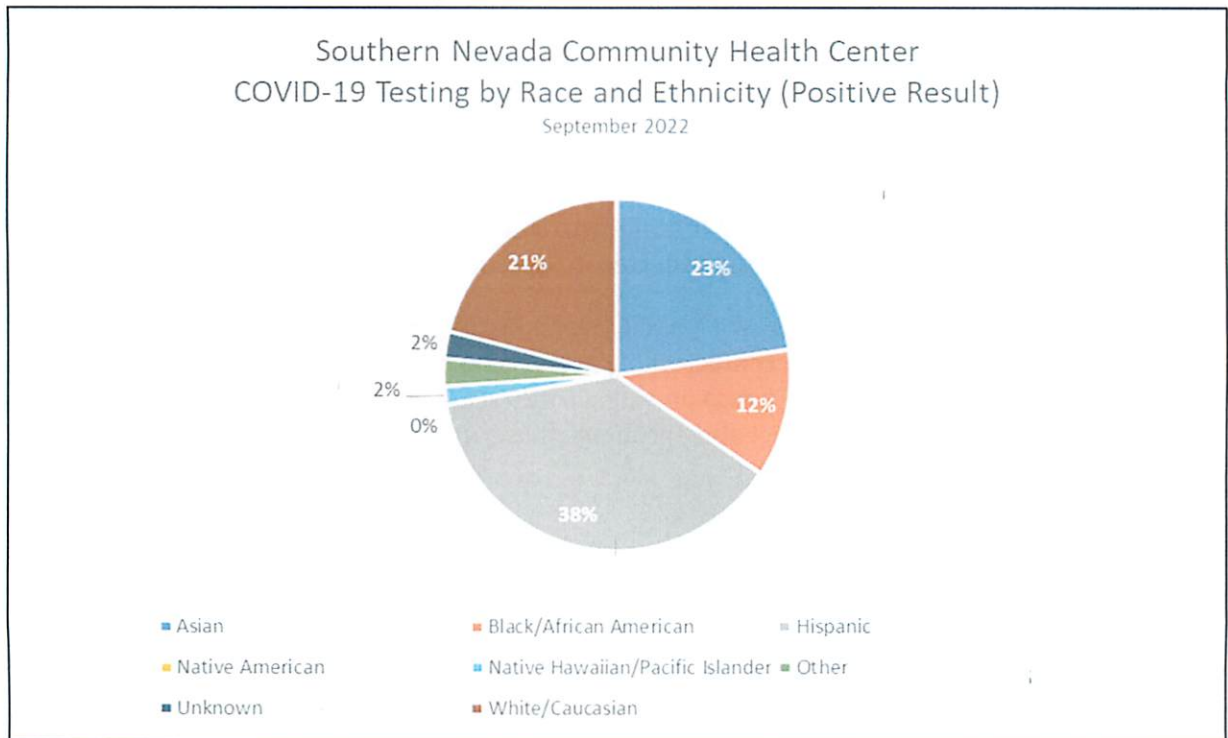
From April 2020 to September 2022 the Southern Nevada Community Health Center completed 96,130 COVID-19 tests, 626 of which were conducted in September of 2022.

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.

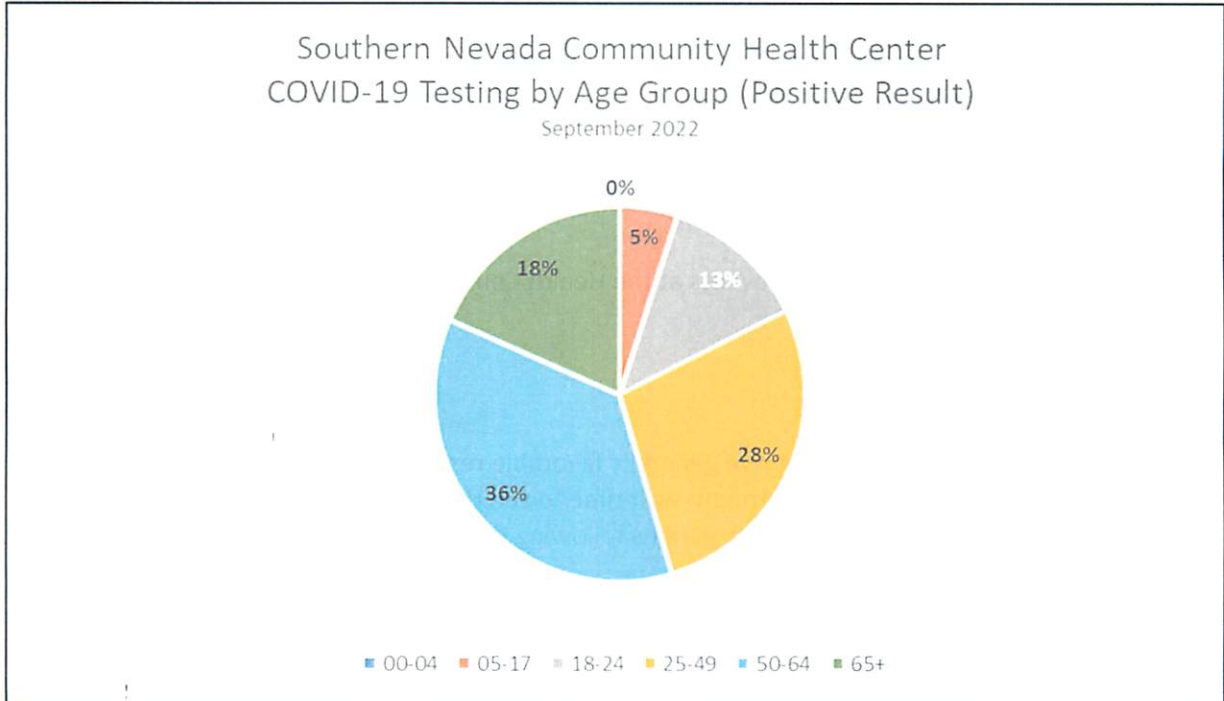
In September 2022, the COVID test positivity rate was 23.47%



Testing positivity rates broken out by race and ethnicity below:



Testing positivity rates broken out by age below:



B. COVID-19 Vaccine Program

The Southern Nevada Community Health Center administered 1107 COVID doses in the month of September.

C. Monkeypox

The Southern Nevada Community Health Center administered 2248 Monkeypox doses in the month of September.

D. Telehealth

The Health Center saw 55 patients via telehealth, 5.01% of the patients that were seen in our clinics.

E. Health Center Visits

The Health Center scheduled 1,660 patient appointments in September. Of scheduled patients, 66.14% kept their appointments. There was a 33.86% no-show rate including cancellations.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

- There were no HIPAA breaches at the Health Center in September.

Exposure Incidents:

- There were no exposure incidents at the Health Center in September.

Medical Events:

- There were no medical events at the Health Center in September.

Patient Satisfaction:

- See survey results below.

The Health Center continues to receive 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 for August

1. Service received during your visit?
 - 🌿 Family Health – 36.1% (English)/ 39.0% (Spanish)
 - 🌿 Family Planning – 60.2% (English)/ 61.0% (Spanish)
 - 🌿 Ryan White – 3.6% (English)/ 0.0% (Spanish)
 - 🌿 Behavioral Health – 0.0% (English)/ 0.0% (Spanish)

2. Southern Nevada Health District (SNHD) location?
 - 🌿 Main – 85.5% (English)/ 91.5% (Spanish)
 - 🌿 East Las Vegas – 14.5% (English)/ 8.5% (Spanish)

3. Do you have health insurance?
 - 🌿 Yes – 56.5% (English)/ 6.8% (Spanish)
 - 🌿 No – 43.4% (English)/ 93.2% (Spanish)

4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?
 - 🌿 Less than 6 months – 33.7% (English)/ 32.2% (Spanish)
 - 🌿 6 months to a year – 21.7% (English)/ 30.5% (Spanish)
 - 🌿 1-3 years – 24.1% (English)/ 8.5% (Spanish)
 - 🌿 3-5 years – 7.2% (English)/ 11.9% (Spanish)
 - 🌿 5+ years – 13.3% (English)/ 16.9% (Spanish)

5. How did you hear about us?
 - 🌿 Friends and/or Family – 31.3% (English)/ 50.8% (Spanish)
 - 🌿 Referral from another Provider/Resource – 10.8% (English)/ 8.5% (Spanish)
 - 🌿 Search Engine (e.g., Google) – 6.0% (English)/ 5.1% (Spanish)
 - 🌿 SNHD Website – 13.3% (English)/ 0.0% (Spanish)
 - 🌿 Social Media – 1.2% (English)/ 3.4% (Spanish)
 - 🌿 Postal Mailer - 0.0% (English)/ 0.0% (Spanish)
 - 🌿 Other Ads – 37.3% (English)/ 32.2% (Spanish)

6. Ease of scheduling an appointment?
 - 🌿 Excellent – 87.7% (English)/ 84.7% (Spanish)
 - 🌿 Good – 8.6% (English)/ 13.6% (Spanish)
 - 🌿 Average – 2.5% (English)/ 0.0% (Spanish)
 - 🌿 Poor – 1.25% (English)/ 1.7% (Spanish)
 - 🌿 Terrible – 0.0% (English)/ 0.0% (Spanish)

7. Wait time to see provider?
 - 🌿 Excellent – 79.0% (English)/ 83.1% (Spanish)
 - 🌿 Good – 12.3% (English)/ 15.3% (Spanish)
 - 🌿 Average – 4.9% (English)/ 1.7% (Spanish)
 - 🌿 Poor – 2.5% (English)/ 0.0% (Spanish)
 - 🌿 Terrible – 1.2% (English)/ 0.0% (Spanish)

8. Care received from providers and staff?
 - 📊 Excellent – 93.8% (English)/ 94.9% (Spanish)
 - 📊 Good – 6.2% (English)/ 5.1% (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 – 93.8% (English)/ 93.2% (Spanish)
 - 📊 Good – 6.2% (English)/ 6.8% (Spanish)
 - 📊 Average - 0.0% (English)/ 0.0% (Spanish)
 - 📊 Poor - 0.0% (English)/ 0.0% (Spanish)

10. Hours of operation?
 - 📊 Excellent – 81.5% (English)/ 86.4% (Spanish)
 - 📊 Good – 13.6% (English)/ 13.6% (Spanish)
 - 📊 Average – 4.9% (English)/ 0.0% (Spanish)
 - 📊 Poor - 0.0% (English)/ 0.0% (Spanish)

11. Recommendation of our health center to friends and family?
 - 📊 Extremely Likely – 90.1% (English)/ 98.3% (Spanish)
 - 📊 Somewhat Likely – 7.4% (English)/ 1.7% (Spanish)
 - 📊 Neutral – 0.0% (English)/ 0.0% (Spanish)
 - 📊 Somewhat Unlikely – 1.2% (English)/ 0.0% (Spanish)
 - 📊 Not Very likely – 0.0% (English)/ 0.0% (Spanish)
 - 📊 Extremely Unlikely – 1.2% (English)/ 0.0% (Spanish)

12. Are you visiting today for HIV/AIDS related prevention or treatment services or to received relate information?
 - 📊 Yes – 9.9% (English)/ 11.9% (Spanish)
 - 📊 No – 90.1% (English)/ 88.1% (Spanish)

13. Based on your HIV status, at any moment during your visit, did you feel...
 - 📊 Uncomfortable – 2.5% (English)/ 1.7% (Spanish)
 - 📊 Not Applicable – 12.3% (English)/ 25.4% (Spanish)
 - 📊 Other - Write In – 4.9% (English)/ 5.1% (Spanish)
 - 📊 Did Not Receive HIV/AIDS Related Services – 80.2% (English)/ 67.8% (Spanish)

14. During your visit, did you feel that staff members treated you with care?
 - 📊 Strongly Agree – 44.4% (English)/ 54.2% (Spanish)
 - 📊 Agree – 2.5% (English)/ 6.8% (Spanish)
 - 📊 Disagree – 1.2% (English)/ 0% (Spanish)
 - 📊 Did Not Receive HIV/AIDS Related Services – 51.9% English)/ 39.0% (Spanish)

15. During your visit, did you feel that staff members treated you with respect?
- Strongly Agree – 44.4% (English)/ 55.9% (Spanish)
 - Agree – 3.7% (English)/ 54.2% (Spanish) 5.1%
 - Did Not Receive HIV/AIDS Related Services – 51.9% (English)/ 39.0% (Spanish)
16. During your visit, did you feel that staff members were supportive?
- Strongly Agree – 44.4% (English)/ 57.6% (Spanish)
 - Agree – 3.7% (English)/ 54.2% (Spanish) 3.4%
 - Did Not Receive HIV/AIDS Related Services – 51.9% (English)/ 39.0% (Spanish)
17. On a scale from 1-5, during your visit, did you feel that any staff interactions negatively or positively impacted your likelihood of remaining in care?
- Positive – 32.1% (English)/ 42.4% (Spanish)
 - Mostly Positive – 7.4% (English)/ 13.6% (Spanish)
 - Disagree – 2.5% (English)/ 3.4% (Spanish)
 - Did Not Receive HIV/AIDS Related Services – 58.0% English)/ 40.7% (Spanish)
18. Please provide any feedback that can help SNCHC staff reduce HIV/AIDS related stigma and create a more welcoming and supportive environment.
- Other – Write In – 4.9% (English)/ 6.8% (Spanish)
 - Did Not Receive HIV/AIDS Related Services – 30.9% English)/ 20.3% (Spanish)
 - Not Applicable – 64.2% (English)/ 72.9% (Spanish)

Health Center Visit Report Summary – September 2022



	Completed Pt Visits		Cancelled Visits		No Show Visits		Telehealth Visits						Total Scheduled Patients	
	Provider Visits						Audio Visit		Televisit		Total Telehelath Visits			
Family Health Clinic	345	20.78%	65	3.92%	155	9.34%	33	60.00%	9	16.36%	42	2.53%	607	36.57%
Behavioral Health Clinic*		0.00%		0.00%		0.00%	3	5.45%	0	0.00%	3	0.18%	3	0.18%
Family Planning Clinic	254	15.30%	27	1.63%	93	5.60%	0	0.00%	1	1.82%	1	0.06%	375	22.59%
Refugee Clinic	67	4.04%	16	0.96%	26	1.57%	0	0.00%	0	0.00%	0	0.00%	109	6.57%
Ryan White	377	22.71%	41	2.47%	139	8.37%	0	7.00%	9	16.36%	9	0.54%	566	34.10%
Totals	1043	62.83%	149	8.98%	413	24.88%	36	65.45%	19	34.55%	55	3.31%	1660	100.00%

*Visits included in Family Planning Clinic