



## Southern Nevada Community Health Center Quality Improvement Narrative March 2020

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### Quality Improvement

Implementation of telemedicine has become a priority as we respond to COVID-19 and continue to fulfill our mission to provide safe, quality healthcare to the community. Patients will have their telemedicine visits through Healow, an app by eClinicalWorks. In some instances, patients will have the opportunity to be seen in-person as we navigate the pandemic, though telemedicine will be the first-line approach. Telemedicine will continue beyond our response to COVID-19. A PDSA cycle is being conducted.

Finalization of our diabetes quality improvement initiative is near. Training materials have been developed outlining protocols for HbA1c testing and proper documentation in eClinicalWorks. Training sessions will be scheduled with staff in the coming weeks.

Meetings with clinic management have been scheduled in April 2020 to identify additional quality improvement projects and PDSA opportunities. UDS performance measures will be at the forefront of our quality improvement efforts.

Further, a comprehensive Quality Improvement Plan with a Practice Transformation framework is currently in development and will be finalized by May 31, 2020. The plan covers the following:

- Engaged Leadership
- Data Driven Improvement
- Empanelment
- Team-Based Care
- Patient-Team Partnership
- Population Management
- Continuity of Care
- Prompt Access to Care
- Comprehensiveness & Care Coordination
- Template for the Future

### Visits

The Southern Nevada Community Health Center had 2,290 scheduled patient appointments during March 2020. Of scheduled patients, 66.16 percent kept their appointments; there was a 10.48 percent cancellation rate and 23.36 percent no show rate.

Cancellation rates were highest among the Ryan White and Family Health clinics at 37.92 percent and 25.83 percent, respectively. The no show rate was highest among SHC Uninsured and Family Health at 33.27 percent and 18.69 percent, respectively.



### Quality Report Summary: March 2020

SNCHC	Provider Visits		Cancelled Visits		No Show Visits		Total Scheduled Patients
	Count	Percentage	Count	Percentage	Count	Percentage	
Dental Clinic	22	1.45%	8	3.33%	8	1.50%	38
Family Health	168	11.09%	62	25.83%	100	18.69%	330
Family Planning	242	15.97%	19	7.92%	96	17.94%	357
Refugee Health	18	1.19%	0	0.00%	4	0.75%	22
Ryan White	228	15.05%	91	37.92%	60	11.21%	379
SHC Insured	443	29.24%	31	12.92%	88	16.45%	562
SHC Uninsured	388	25.61%	29	12.08%	178	33.27%	595
SHC Patient Bill/Full Pay	2	0.13%	0	0.00%	0	0.00%	2
SHC Special Pay	4	0.26%	0	0.00%	1	0.19%	5
	<b>1515</b>	<b>100.00%</b>	<b>240</b>	<b>100.00%</b>	<b>535</b>	<b>100.00%</b>	<b>2290</b>

<i>Percent of scheduled patients who cancelled</i>	10.48%
<i>Percent of scheduled patients who no showed</i>	23.36%
<i>Percent of scheduled patients who cancelled and no showed</i>	33.84%