


Memorandum

Date: July 9, 2020

To: Southern Nevada Community Health Center Board of Directors

From: Alfred McGugin, MPA, FQHC Operations Officer 
Fermin Leguen, MD, MPH, Acting Chief Health Officer *FL*

RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT

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**
 - Participates in ICS structure
 - Coordinating the efforts of the NCS
 - Collecting data from FQHC partners for point of care (POC) testing
 - Project Manager for FEMA NCS grant
 - Note – specific numbers for COVID testing are located within the Quality Report
- **Administrative**
 - Preparing program plan for Behavioral Health scope of work
 - Preparing response and program plan proposal with UNLV for dental services
 - Finalizing proposal with UNLV for expanded medical services to provide Saturday clinical services
 - Adjusted the Sliding fee scale to percentages to benefits the patient after the nominal fee
 - Registered as National Health Service Corps for SNCHC and SNHD
 - Prepared application for Federal Tort Claims Act (FTCA)
 - Aligned budget appropriately to grants in an effort alleviate pressure from the general fund for future planning and sustainability
 - Full clinical operations resumed July 1.

Non-congregate Shelter (NCS): COVID-19 Response

SNHD has secured the NCS facility by fully executing the contract with the vendor on May 8, 2020. It is anticipated the buildings are now on site at 280 Decatur and are expected to be fully operational by the end of July. The program has worked with key internal stakeholders to

address, building delivery, staffing, safety, trainings, service delivery within the NCS, ancillary services, patient education and engagement and discharge. The FQHC has secured the staff and provided the training for staff that will be working in the facility. We are currently awaiting the permitting process to finalize with the city of Las Vegas.

I. HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 37 referrals between May 26th – June 25th. There were 3 pediatric cases referred to the program and linked to UNLV Pediatric center for monitoring for HIV perinatal exposure. The program received 4 referrals for pregnant women living with HIV.
- B. The Ryan White ambulatory clinic had a total of client visits. 244, 33 audio visits, 7 tele-visits, 18 Nurse visits and 98 lab visits in the month of June.
- C. 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. A Health Educator has been hired to support the Rapid stART program. During this month, the program manager presented on the Rapid stART program progress at the Southern Nevada RAPID stART Design Meeting.
- D. The Transitional Case Management (TCM) program education of inmates is currently on hold due to the COVID-19 pandemic. The program received 3 referrals from the Southern Desert Correctional Facility. 2 clients were linked to SNHC for HIV care. There is on-going case management services for clients already enrolled in the program.
- E. The Temporary policy change to eligibility requirements due to COVID-19 enables the eligibility staff to continue to enroll clients in RW eligibility to assist clients to obtain medical and supportive services.
- F. The Ryan White program recruited a dietitian to provide medical nutritional therapy services and an Advanced Practice Registered Nurse (APRN) to provide mental and behavioral health services for RW clients
- G. Program staff continue to support the staffing of COVID_19 testing activities.

II. Sexual Health Clinic (STD Care Services)

- A. The Sexual Health Clinic (SHC) completed 704 service encounters with 525 patients seen.
- B. The Sexual Health Clinic continues to refer clients for rapid start HIV treatment upon receipt of confirmed HIV positive results. Rapid HIV testing services are being offered to high risk clients with STD screening. HIV pre-exposure prophylaxis (PrEP), post-exposure prophylaxis (PEP) and Hepatitis infection treatment services continue to be offered in the Sexual Health Clinic.

- C. The Sexual Health Clinic staff remains activated under ICS to respond to the COVID-19 pandemic. The ICS team continues to offer Telehealth services. There were 38 telehealth service encounters completed with 47 patients served. The Abbott ID NOW™ instrument for rapid detection of COVID-19 was used to complete 1,093 rapid COVID-19 tests in the SNHD Laboratory with 918 (84%) negative and 175 (16%) positive results. Members of the sexual health clinic staff are assigned to the COVID-19 testing site at SNHD and outreach testing sites in the community.
- D. The Sexual Health Clinic is in the process of recruiting to fill a vacant RN position.

III. Family Planning (FP)

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 491 clients; 467 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 233 clients; 224 of them were unduplicated.
- C. The Decatur Family Planning clinic served 258 clients; 243 of them were unduplicated.

IV. Family Healthcare Center

- A. The Family Health Care Clinic saw 264 patients in the month of June. Ten patients were under age 18 and includes zero children from the Refugee Health Clinic. There were 254 patients age 18 or older.
- B. Immunizations were offered to those in need, according to the ACIP recommended Immunization schedule.

V. Pharmacy Services

- A. Dispensed 615 prescriptions for 529 clients.
- B. Assessed/counseled 23 clients in the Ryan White-Sexual Health Clinic.
- C. Assessed/counseled zero clients in the Tuberculosis Clinic.
- D. Assisted 11 clients to obtain medication financial assistance.
- E. Assisted 6 clients with insurance approvals.
- F. Referred zero clients to community partners.

AM: ms

Attachments: June 2020 Quality Report
June 2020 Stats Report

SOUTHERN NEVADA COMMUNITY HEALTH CENTER
MONTHLY REPORT
June 2020

Clinical Services Client Encounters by Locations

Location	DECATUR PHC	ELV PHC	TOTAL
Family Health Care Clinic	265		
Family Planning	259	233	492
Sexual Health Clinic	704		704
Refugee Health Screening	3		354
Ryan White Care Services	1,107		1,107
Pharmacy Clients	529		529
Dental Clinic	0	0	0
TOTAL	2,867	233	3,186

Clinical Services Client Encounters by Program

Program	June 2019	June 2020		FY 18-19	FY 19-20	
Family Health Clinic	214	265	↑	*	2,462	↓
Family Planning	500	492	↓	5,757	6,192	↑
Sexual Health Clinic	1,543	704	↓	15,148	11,656	↓
Refugee Health Screening	34	3	↓	420	354	↓
Ryan White Care Services	802	1,107	↑	802	7,935	↑
Pharmacy Clients	382	529	↑	3,547	5,966	↑
Dental Clinic	*	0	↓	*	260	↓
TOTAL	3,475	3,100	↓	25,674	34,825	↑

*Not collected FY18-19