

Memorandum

Date: April 18, 2023

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 – MARCH 2023

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.

March Highlights:

Operations

- 1,350 unduplicated patients seen in March.
- 318 new patients seen.

Administrative

- 2022 UDS Report received final acceptance by HRSA
- 2022 FPAR Report received final acceptance by HRSA
- Service Area Competition (SAC) grant NOFO anticipated to be released in a few weeks and due to HRSA in August 2023
- Behavioral Health clinic build out at Decatur anticipated to commence in the summer of 2023; second round of space plan reviews in April
- Ryan White services projected to begin at Fremont in Q2 of 2023
- Title X Family Planning program audit scheduled to occur in September 2023

COVID-19 Vaccine Clinic Facility: COVID-19 Response

- COVID-19 vaccination clinic providing services at Fremont, Decatur and outreach locations
- COVID-19 Services – Additional HRSA funding to support this work through May 2023

HIV / Ryan White Care Program

- A. The Ryan White program received 49 referrals between March 1st and March 31st. There were three (3) pediatric clients referred to the MCM (Medical Case management) program in March and the program received one (1) referral for pregnant women living with HIV during this time.

- B. There were 519 total service encounters in the month of March provided by the Ryan White program (Linkage coordinator, Eligibility workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 219 unduplicated clients served under these programs in March.
- C. The Ryan White ambulatory clinic had a total of 394 visits in the month of March: 24 initial provider visits, 144 established provider visits, 10 tele-visits (established clients). There were 33 Nurse visits and 183 lab visits. There were 33 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of March.
- 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 14 patients enrolled and seen under the Rapid stART program in March

Family Planning (FP)

| Unduplicated Patients | Mar 2022 | Mar 2023 | | FY 21-22 | FY 22-23 | |
|---------------------------|----------|----------|---|----------|----------|---|
| Number of Pt: Fremont PHC | 157 | 230 | ↑ | 954 | 860 | ↓ |
| Number of Pt: Decatur PHC | 304 | 307 | ↑ | 1,619 | 1,822 | ↑ |

| Duplicated Patients | Mar 2022 | Mar 2023 | | FY 21-22 | FY 22-23 | |
|---------------------------|----------|----------|---|----------|----------|---|
| Number of Pt: Fremont PHC | 164 | 245 | ↑ | 1,434 | 1,413 | ↓ |
| Number of Pt: Decatur PHC | 322 | 319 | ↓ | 2,504 | 3,045 | ↑ |

- A. FP Program services at Fremont and Decatur Public Health Centers served 564 clients: 537 of them were unduplicated.

Pharmacy Services

| Pharmacy Services | Mar-22 | Mar-23 | | FY22 | FY23 | | % Change YTD |
|---------------------------------------|--------|--------|---|-------|-------|---|--------------|
| Client Encounters (Pharmacy) | 1341 | 1243 | ↓ | 9776 | 10437 | ↑ | 6.8% |
| Prescriptions Filled | 1711 | 1744 | ↑ | 12432 | 14023 | ↑ | 12.8% |
| Client Clinic Encounters (Pharmacist) | 36 | 36 | → | 258 | 424 | ↑ | 64.3% |
| Financial Assistance Provided | 15 | 17 | ↑ | 97 | 78 | ↓ | -19.6% |
| Insurance Assistance Provided | 5 | 0 | ↓ | 36 | 17 | ↓ | -52.8% |

- A. Dispensed 1744 prescriptions for 1243 clients.
- B. Pharmacist assessed/counseled 36 clients in clinics.
- C. Assisted 17 clients to obtain medication financial assistance.
- D. Assisted ZERO clients with insurance approvals.

Eligibility Case Narrative and Monthly Report

As a team Eligibility Workers (EW) submitted a total of 183 applications for the month of March 2023.

- EW's had 707 Referrals issued between the team of five (5) EW's.
- Of the 183 submitted applications:
 - 157 applications were Approved, 41 of which were started/pending from Jan 2023 & Feb 2023.
 - 72 were Denied, 28 of those were started/pending from Jan 2023 & Feb 2023.
 - 47 are in Pending status.
- Medicaid applications submitted: 108
- SNAP applications submitted: 67
- TANF applications: 1
- Hardships: 8

Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of March 2023.

| | |
|--------------------------------------------------------------|------------|
| Client required medical follow- up for Communicable Diseases | 11 |
| Referrals for TB issues | 7 |
| Referrals for Chronic Hep B | 3 |
| Referrals for STD | 1 |
| Pediatric Refugee Exams | 11 |
| Clients encounter by program (adults) | 54 |
| Total for FY22-23 | 392 |

Quality & Risk Management

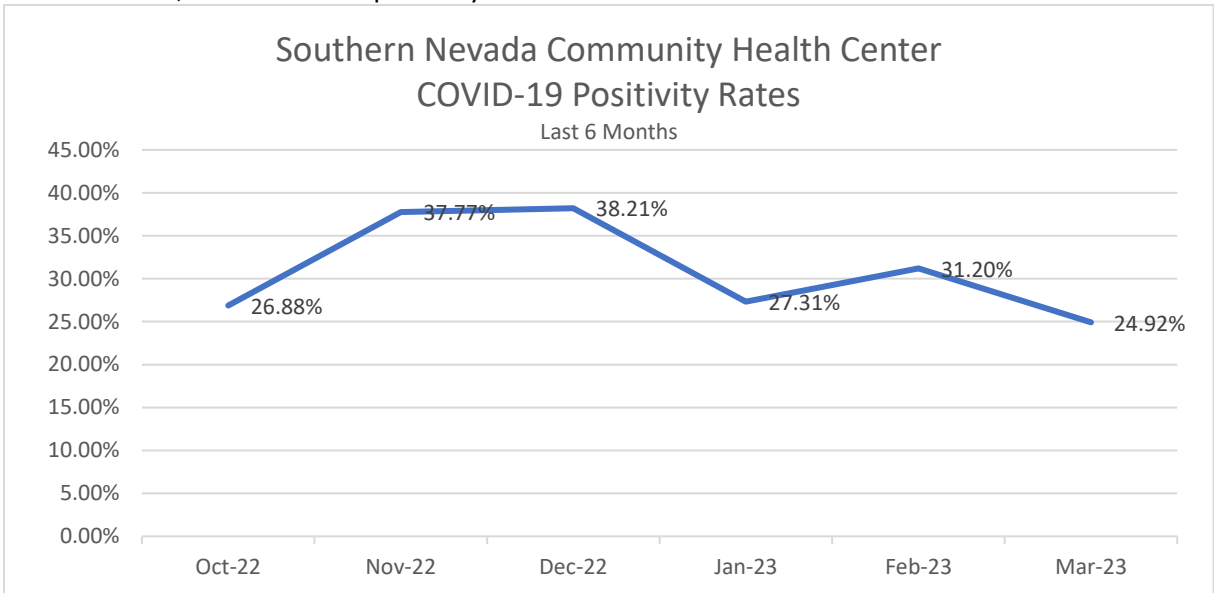
A. Quality

COVID-19 Testing

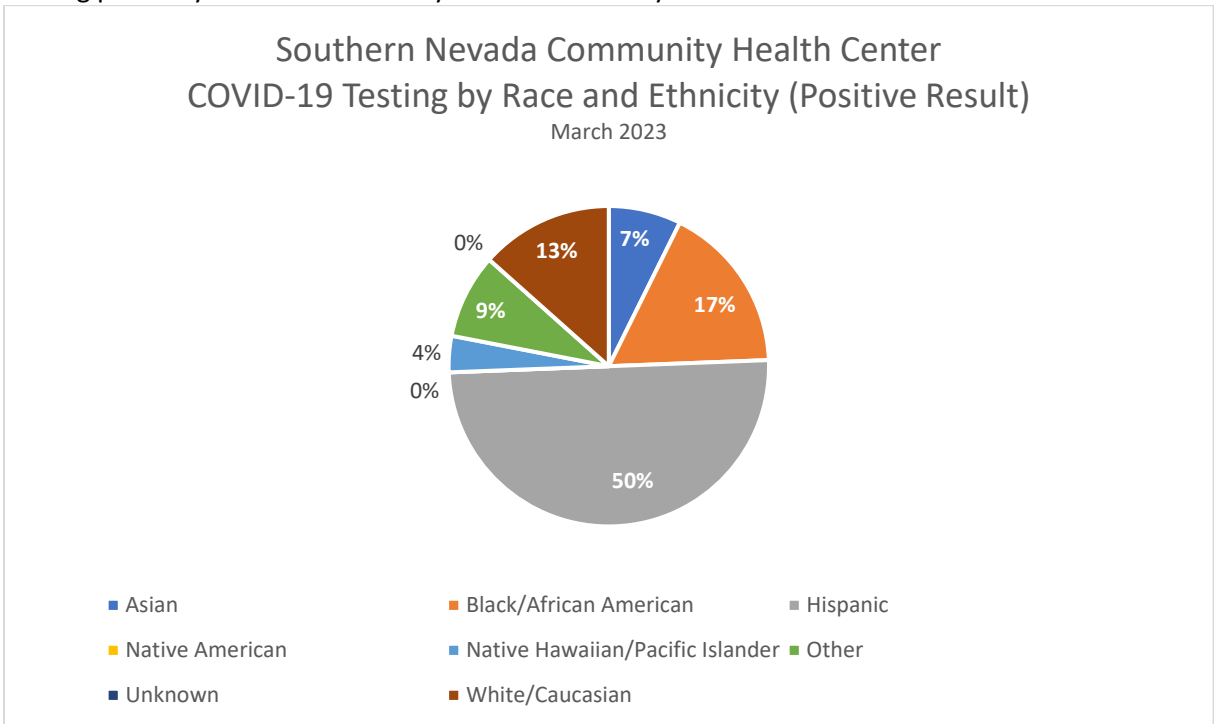
From January 2021 to March 2023 the Southern Nevada Community Health Center completed 70,573 COVID-19 tests, 328 of which were conducted in March of 2023.

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.

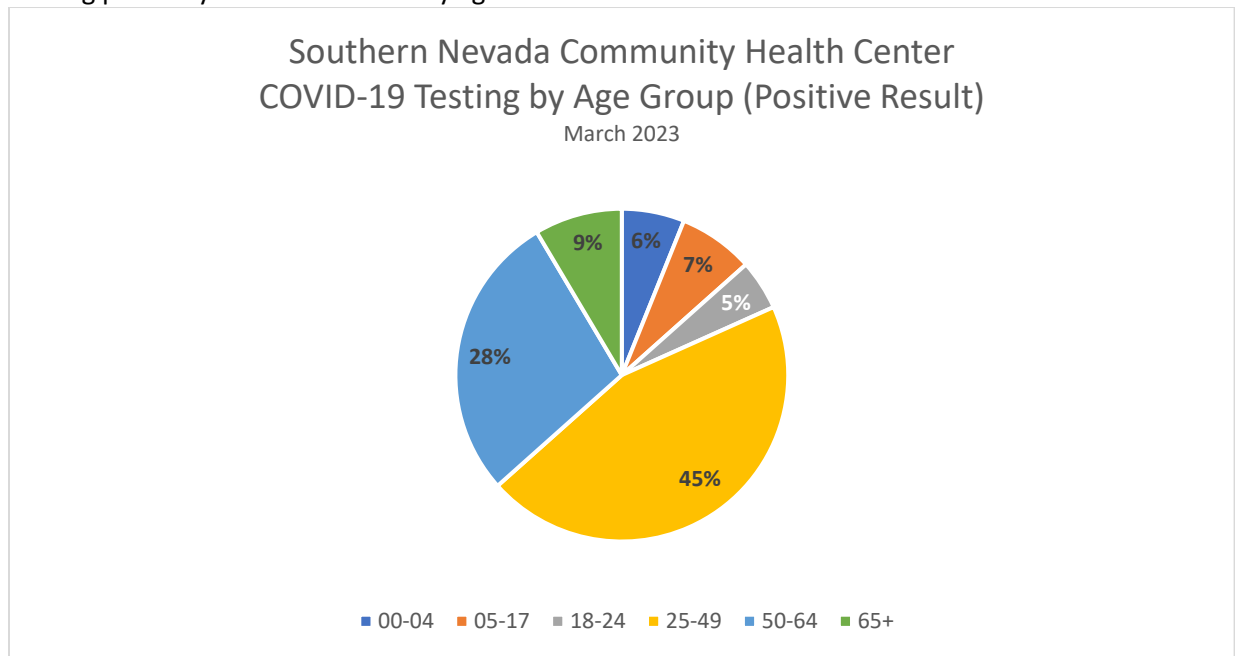
In March 2023, the COVID test positivity rate was 24.92%.



Testing positivity rates broken out by race and ethnicity below:



Testing positivity rates broken out by age below:



B. COVID-19 Vaccine Program and Monkeypox

The Southern Nevada Community Health Center administered 456 COVID/Monkeypox doses YTD.

C. Telehealth

The Health Center saw 37 patients via tele-health or 2.19% of the patients that were seen in our clinics in March.

D. Health Center Visits

The Health Center scheduled 1691 patient appointments in March. There was a 33.77% no-show and same day cancellation rate.

E. Behavioral Health Clinic

The Health Center scheduled 221 Behavioral Health patient appointments in March. There were 37 no-show and 62 cancelled visits.

Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

- There were zero (0) HIPAA breaches at the Health Center in March.

Exposure Incidents:

- There were zero (0) exposure incidents at the Health Center in March.

Medical Events:

- There were zero (0) medical events at the Health Center in March



AT THE SOUTHERN NEVADA HEALTH DISTRICT

Patient Satisfaction:

- See attached survey results.

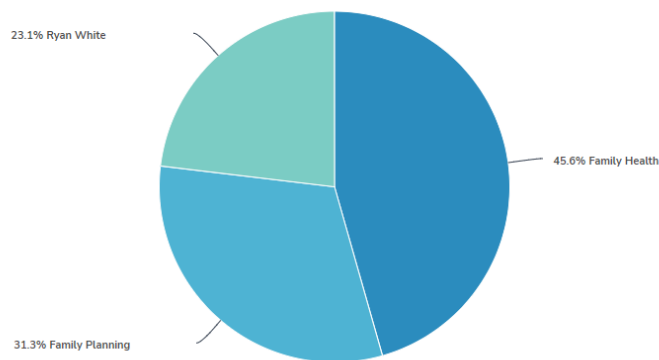
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation of the Health Center to friends and family.

Report for Southern Nevada Community Health Center Patient Satisfaction Survey (English)

Response Counts

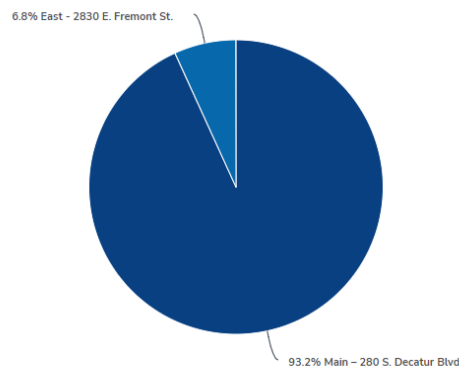


1. Service received during your visit



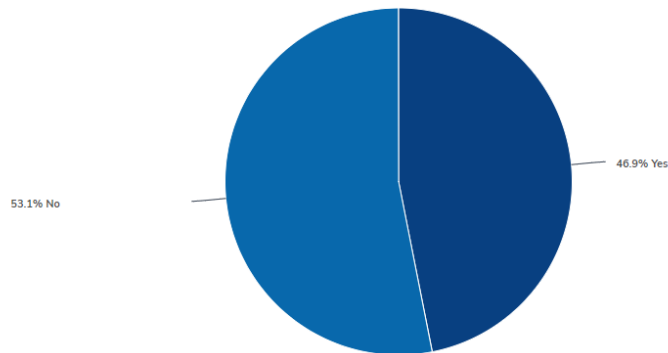
| Value | Percent | Responses |
|--------------------|---------|-----------|
| Family Health | 45.6% | 67 |
| Family Planning | 31.3% | 46 |
| Ryan White | 23.1% | 34 |
| Totals: 147 | | |

2. Southern Nevada Health District (SNHD) location



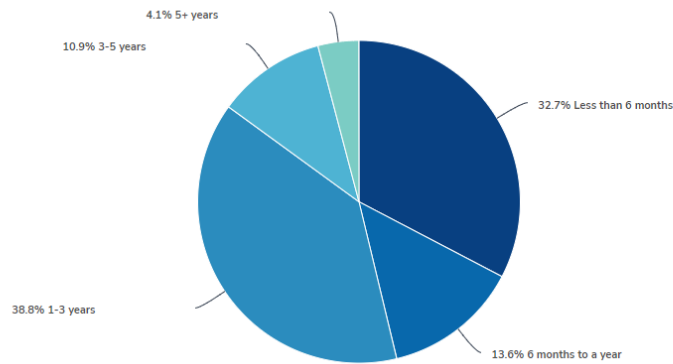
| Value | Percent | Responses |
|----------------------------|---------|-----------|
| Main - 280 S. Decatur Blvd | 93.2% | 137 |
| East - 2830 E. Fremont St. | 6.8% | 10 |
| Totals: 147 | | |

3. Do you have health insurance?



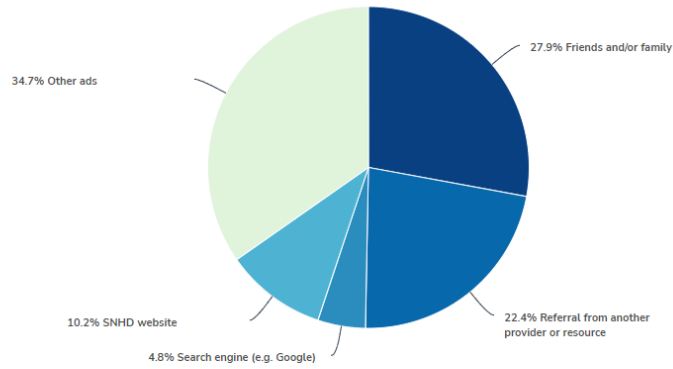
| Value | Percent | Responses |
|-------------|---------|-----------|
| Yes | 46.9% | 69 |
| No | 53.1% | 78 |
| Totals: 147 | | |

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



| Value | Percent | Responses |
|--------------------|---------|-----------|
| Less than 6 months | 32.7% | 48 |
| 6 months to a year | 13.6% | 20 |
| 1-3 years | 38.8% | 57 |
| 3-5 years | 10.9% | 16 |
| 5+ years | 4.1% | 6 |
| Totals: 147 | | |

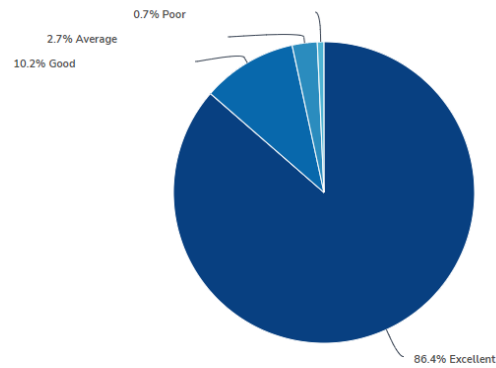
5. How did you hear about us?



| Value | Percent | Responses |
|--------------------------------------------|---------|-----------|
| Friends and/or family | 27.9% | 41 |
| Referral from another provider or resource | 22.4% | 33 |
| Search engine (e.g. Google) | 4.8% | 7 |
| SNHD website | 10.2% | 15 |
| Other ads | 34.7% | 51 |

Totals: 147

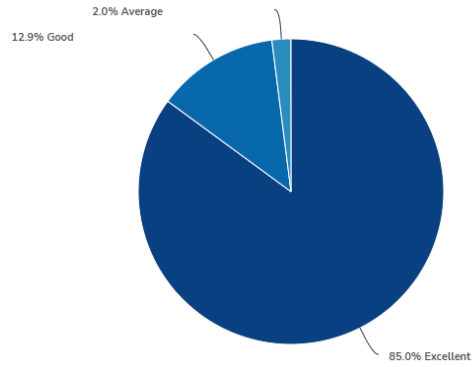
6. Ease of scheduling an appointment



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excellent | 86.4% | 127 |
| Good | 10.2% | 15 |
| Average | 2.7% | 4 |
| Poor | 0.7% | 1 |

Totals: 147

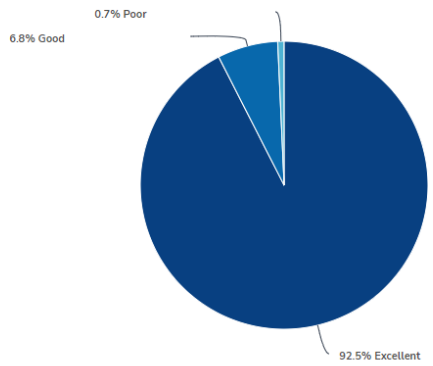
7. Wait time to see provider



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excellent | 85.0% | 125 |
| Good | 12.9% | 19 |
| Average | 2.0% | 3 |

Totals: 147

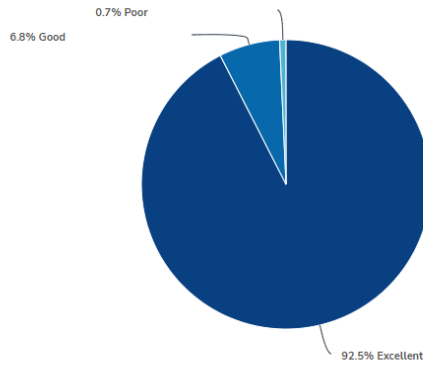
8. Care received from providers and staff



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excellent | 92.5% | 136 |
| Good | 6.8% | 10 |
| Poor | 0.7% | 1 |

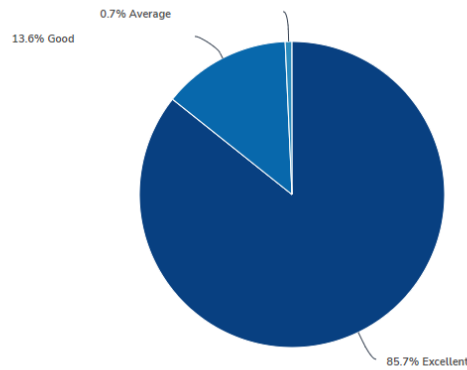
Totals: 147

9. Understanding of health care instructions following your visit



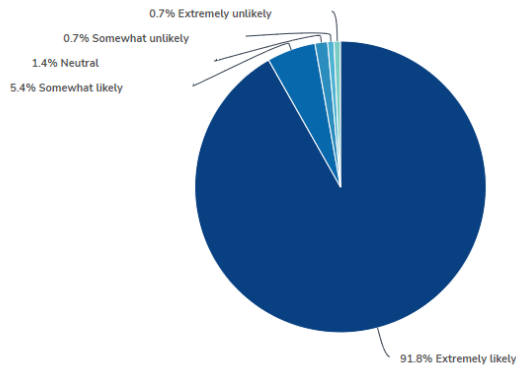
| Value | Percent | Responses |
|--------------------|---------|-----------|
| Excellent | 92.5% | 136 |
| Good | 6.8% | 10 |
| Poor | 0.7% | 1 |
| Totals: 147 | | |

10. Hours of operation



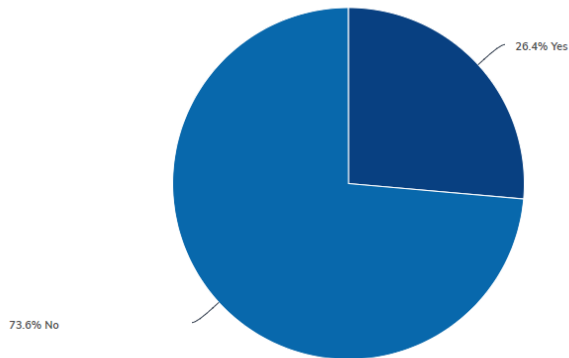
| Value | Percent | Responses |
|--------------------|---------|-----------|
| Excellent | 85.7% | 126 |
| Good | 13.6% | 20 |
| Average | 0.7% | 1 |
| Totals: 147 | | |

11. Recommendation of our health center to friends and family



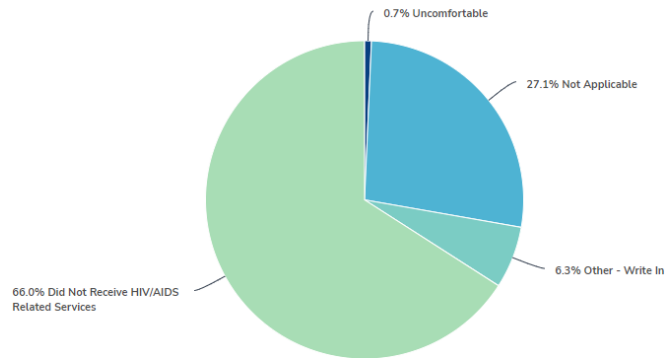
| Value | Percent | Responses |
|--------------------|---------|-----------|
| Extremely likely | 91.8% | 135 |
| Somewhat likely | 5.4% | 8 |
| Neutral | 1.4% | 2 |
| Somewhat unlikely | 0.7% | 1 |
| Extremely unlikely | 0.7% | 1 |
| Totals: 147 | | |

12. Are you visiting today for HIV/AIDS related prevention or treatment services or to received relate information?



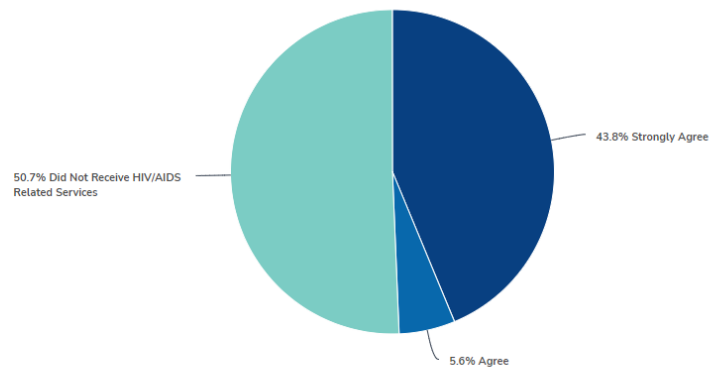
| Value | Percent | Responses |
|--------------------|---------|-----------|
| Yes | 26.4% | 38 |
| No | 73.6% | 106 |
| Totals: 144 | | |

13. Based on your HIV status, at any moment during your visit, did you feel...



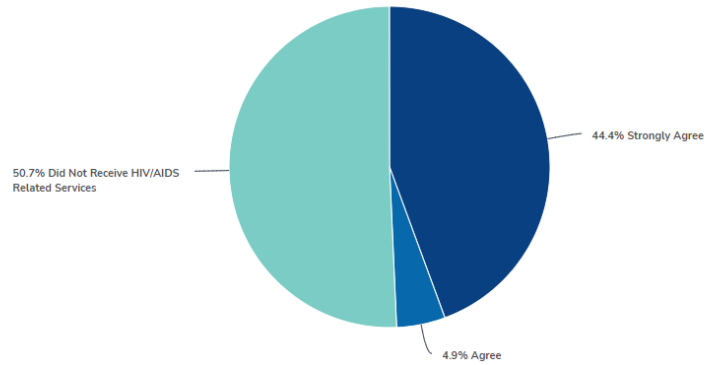
| Value | Percent | Responses |
|--------------------------------------------------|---------|-----------|
| Uncomfortable | 0.7% | 1 |
| Not Applicable | 27.1% | 39 |
| Other - Write In (click to view) | 6.3% | 9 |
| Did Not Receive HIV/AIDS Related Services | 66.0% | 95 |
| Totals: 144 | | |

14. During your visit, did you feel that staff members treated you with care?



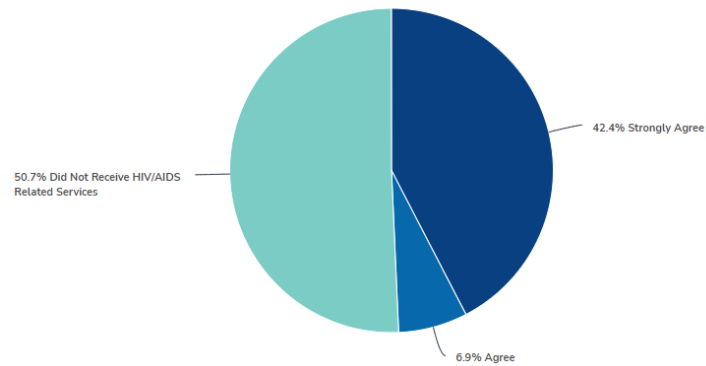
| Value | Percent | Responses |
|-------------------------------------------|---------|-----------|
| Strongly Agree | 43.8% | 63 |
| Agree | 5.6% | 8 |
| Did Not Receive HIV/AIDS Related Services | 50.7% | 73 |
| Totals: 144 | | |

15. During your visit, did you feel that staff members treated you with respect



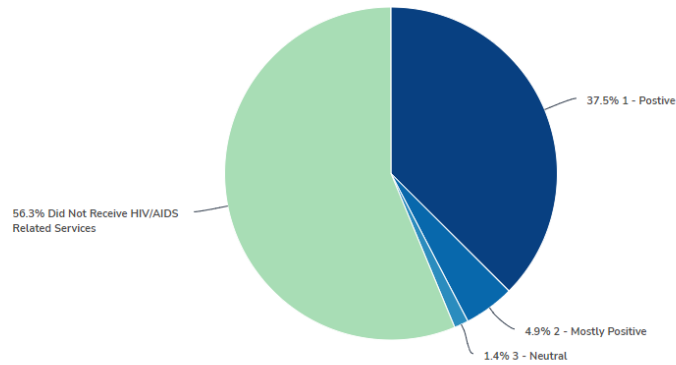
| Value | Percent | Responses |
|-------------------------------------------|---------|-----------|
| Strongly Agree | 44.4% | 64 |
| Agree | 4.9% | 7 |
| Did Not Receive HIV/AIDS Related Services | 50.7% | 73 |
| Totals: 144 | | |

16. During your visit, did you feel that staff members were supportive?



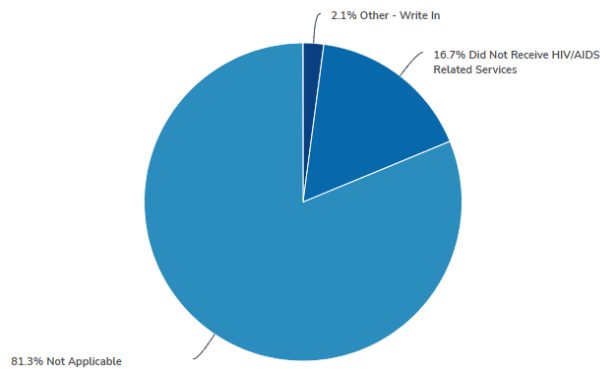
| Value | Percent | Responses |
|-------------------------------------------|---------|-----------|
| Strongly Agree | 42.4% | 61 |
| Agree | 6.9% | 10 |
| Did Not Receive HIV/AIDS Related Services | 50.7% | 73 |
| Totals: 144 | | |

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?



| Value | Percent | Responses |
|-------------------------------------------|---------|-----------|
| 1 - Postive | 37.5% | 54 |
| 2 - Mostly Positive | 4.9% | 7 |
| 3 - Neutral | 1.4% | 2 |
| Did Not Receive HIV/AIDS Related Services | 56.3% | 81 |
| Totals: 144 | | |

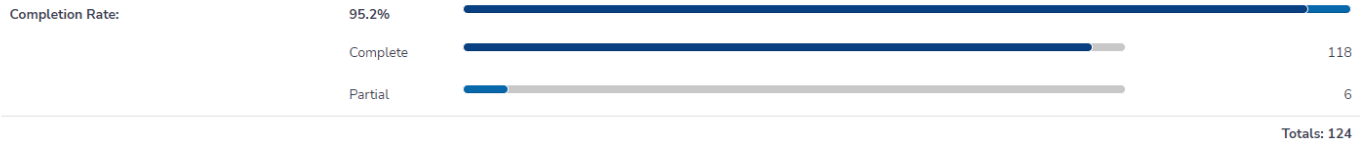
18. Please provide any feedback that can help SNCHC staff reduce HIV/AIDS related stigma and create a more welcoming and supportive environment.



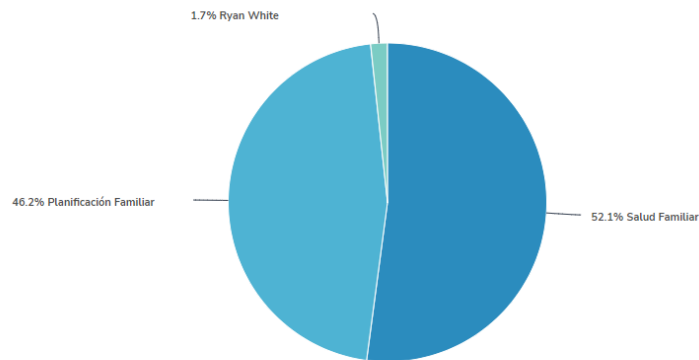
| Value | Percent | Responses |
|--------------------------------------------------|---------|-----------|
| Other - Write In (click to view) | 2.1% | 3 |
| Did Not Receive HIV/AIDS Related Services | 16.7% | 24 |
| Not Applicable | 81.3% | 117 |
| Totals: 144 | | |

Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC) March 2023

Response Counts

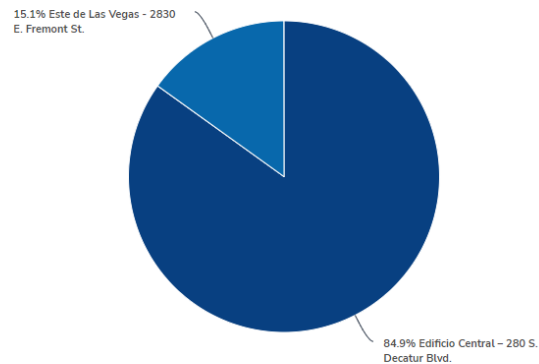


1. Marque los servicios recibidos durante su visita



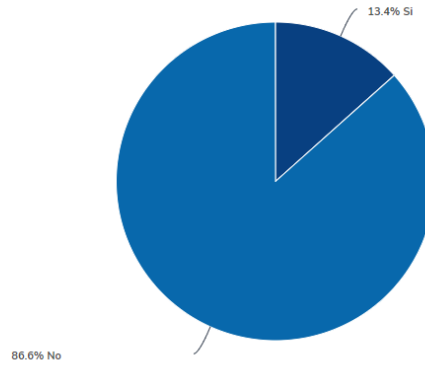
| Value | Percent | Responses |
|------------------------|---------|-----------|
| Salud Familiar | 52.1% | 62 |
| Planificación Familiar | 46.2% | 55 |
| Ryan White | 1.7% | 2 |
| Totals: 119 | | |

2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



| Value | Percent | Responses |
|-----------------------------------------|---------|-----------|
| Edificio Central - 280 S. Decatur Blvd. | 84.9% | 101 |
| Este de Las Vegas - 2830 E. Fremont St. | 15.1% | 18 |
| Totals: 119 | | |

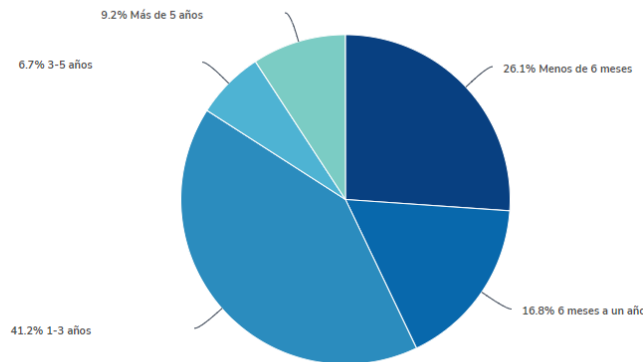
3. ¿Tiene seguro médico?



| Value | Percent | Responses |
|-------|---------|-----------|
| Si | 13.4% | 16 |
| No | 86.6% | 103 |

Totals: 119

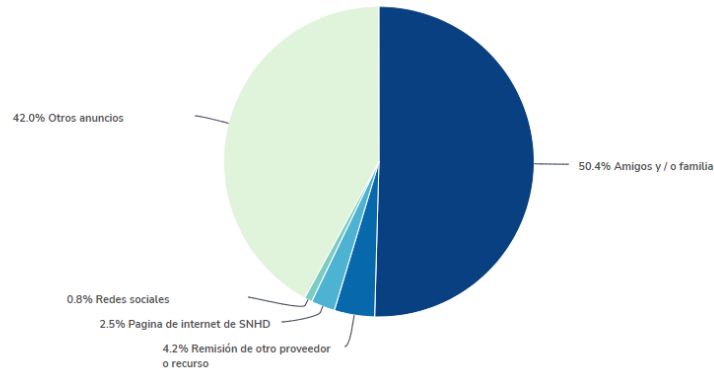
4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



| Value | Percent | Responses |
|------------------|---------|-----------|
| Menos de 6 meses | 26.1% | 31 |
| 6 meses a un año | 16.8% | 20 |
| 1-3 años | 41.2% | 49 |
| 3-5 años | 6.7% | 8 |
| Más de 5 años | 9.2% | 11 |

Totals: 119

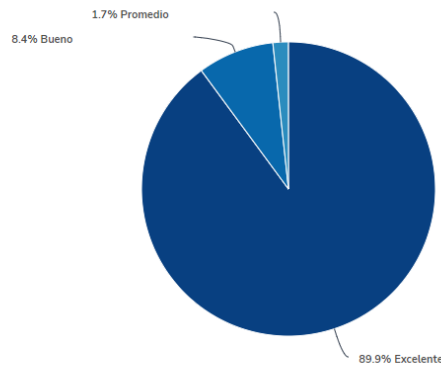
5. ¿Como usted supo de nosotros?



| Value | Percent | Responses |
|--------------------------------------|---------|-----------|
| Amigos y / o familia | 50.4% | 60 |
| Remisión de otro proveedor o recurso | 4.2% | 5 |
| Pagina de internet de SNHD | 2.5% | 3 |
| Redes sociales | 0.8% | 1 |
| Otros anuncios | 42.0% | 50 |

Totals: 119

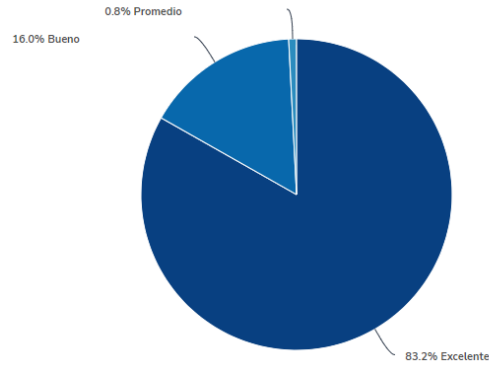
6. Facilidad para programar una cita



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excelente | 89.9% | 107 |
| Bueno | 8.4% | 10 |
| Promedio | 1.7% | 2 |

Totals: 119

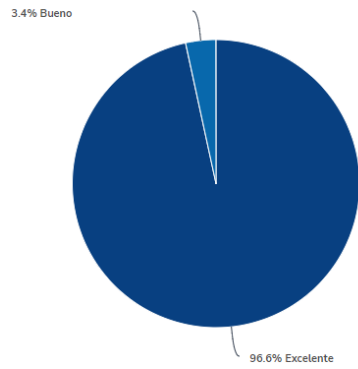
7. Tiempo de espera para ver a un proveedor de salud



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excelente | 83.2% | 99 |
| Bueno | 16.0% | 19 |
| Promedio | 0.8% | 1 |

Totals: 119

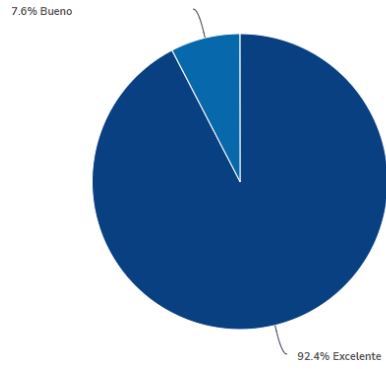
8. Atención recibida de los proveedores y personal



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excelente | 96.6% | 115 |
| Bueno | 3.4% | 4 |

Totals: 119

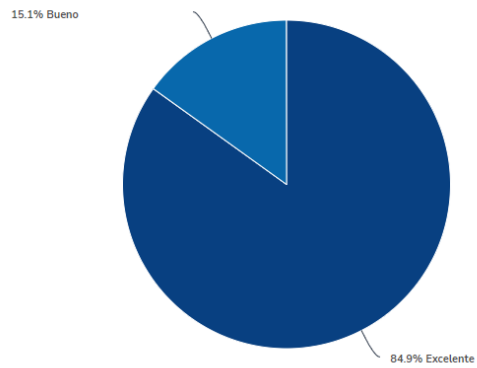
9. Comprensión de las instrucciones del cuidado de salud después de su visita



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excelente | 92.4% | 110 |
| Bueno | 7.6% | 9 |

Totals: 119

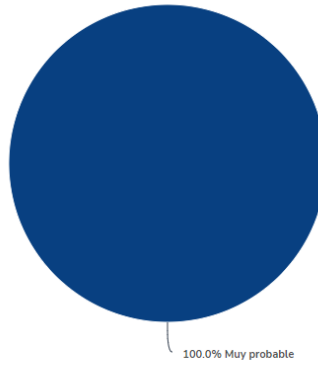
10. Horarios de operación



| Value | Percent | Responses |
|-----------|---------|-----------|
| Excelente | 84.9% | 101 |
| Bueno | 15.1% | 18 |

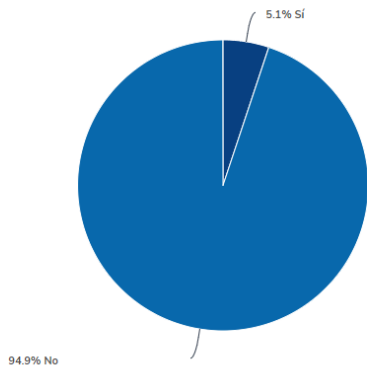
Totals: 119

11. Recomendaría nuestro centro de salud a amigos y familiares



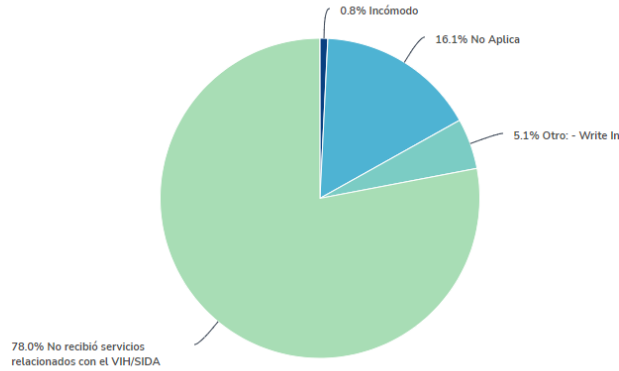
| Value | Percent | Responses |
|--------------|---------|-----------|
| Muy probable | 100.0% | 119 |
| Totals: 119 | | |

12. ¿Está de visita hoy para recibir servicios de prevención o tratamiento relacionados con el VIH/SIDA o para recibir información relacionada?



| Value | Percent | Responses |
|-------------|---------|-----------|
| Sí | 5.1% | 6 |
| No | 94.9% | 112 |
| Totals: 118 | | |

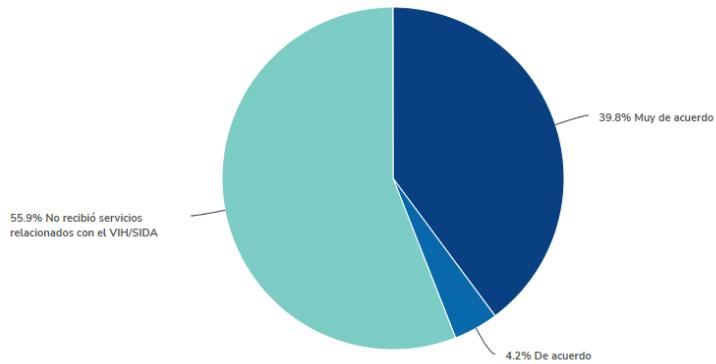
13. Con base en su estatus de VIH, en algún momento de su visita, se sintió...



| Value | Percent | Responses |
|--------------------------------------------------|---------|-----------|
| Incómodo | 0.8% | 1 |
| No Aplica | 16.1% | 19 |
| Otro: - Write In (click to view) | 5.1% | 6 |
| No recibí servicios relacionados con el VIH/SIDA | 78.0% | 92 |

Totals: 118

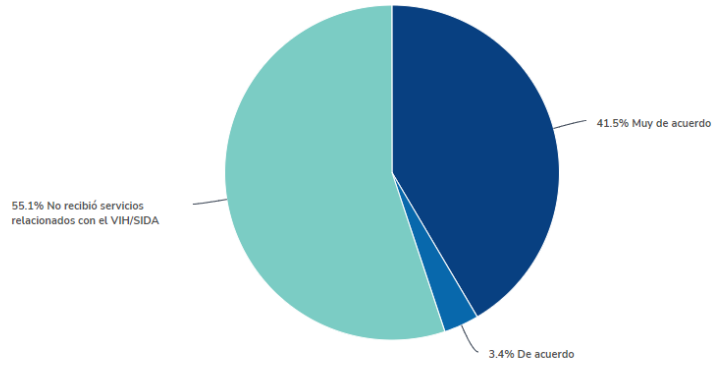
14. ¿Durante su visita, sintió que los miembros del personal lo trataron bien?



| Value | Percent | Responses |
|--------------------------------------------------|---------|-----------|
| Muy de acuerdo | 39.8% | 47 |
| De acuerdo | 4.2% | 5 |
| No recibí servicios relacionados con el VIH/SIDA | 55.9% | 66 |

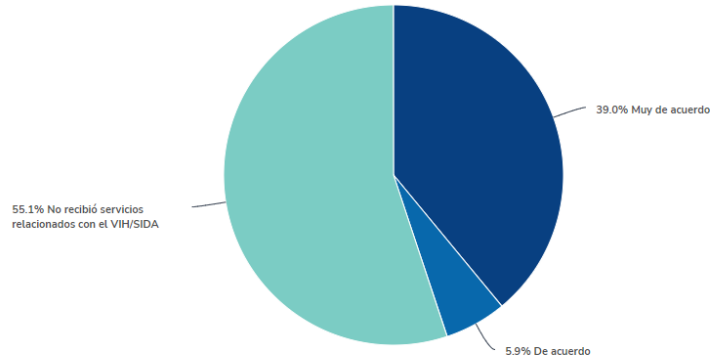
Totals: 118

15. ¿Durante su visita, sintió que los miembros del personal lo trataron con respeto?



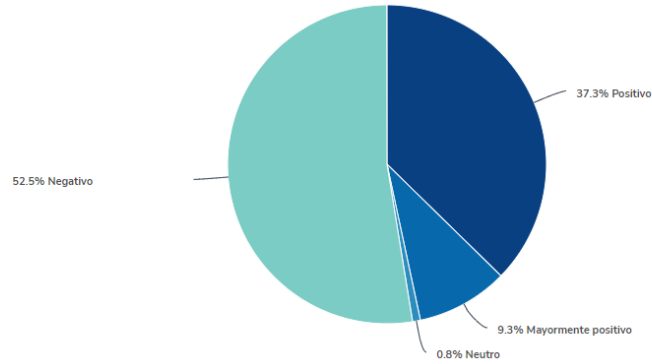
| Value | Percent | Responses |
|---------------------------------------------------|---------|-----------|
| Muy de acuerdo | 41.5% | 49 |
| De acuerdo | 3.4% | 4 |
| No recibió servicios relacionados con el VIH/SIDA | 55.1% | 65 |
| Totals: 118 | | |

16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



| Value | Percent | Responses |
|---------------------------------------------------|---------|-----------|
| Muy de acuerdo | 39.0% | 46 |
| De acuerdo | 5.9% | 7 |
| No recibió servicios relacionados con el VIH/SIDA | 55.1% | 65 |
| Totals: 118 | | |

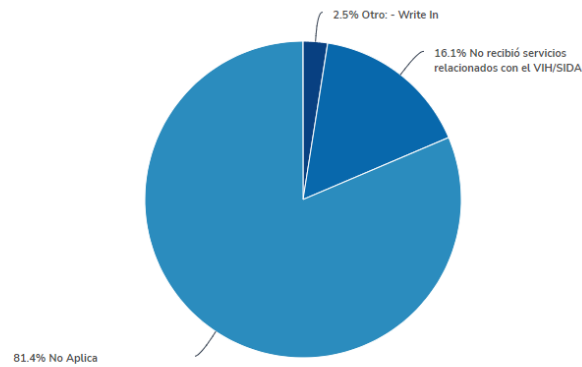
17. En una escala del 1 al 5, durante su visita, ¿sintió que alguna interacción del personal tuvo un impacto negativo o positivo en su probabilidad de permanecer bajo cuidado?



| Value | Percent | Responses |
|---------------------|---------|-----------|
| Positivo | 37.3% | 44 |
| Mayormente positivo | 9.3% | 11 |
| Neutro | 0.8% | 1 |
| Negativo | 52.5% | 62 |

Totals: 118

18. Proporcione cualquier comentario que pueda ayudar al personal de SNHD a reducir el estigma relacionado con el VIH/SIDA y crear un ambiente mas agradable y de apoyo.



| Value | Percent | Responses |
|---------------------------------------------------|---------|-----------|
| Otro: - Write In (click to view) | 2.5% | 3 |
| No recibió servicios relacionados con el VIH/SIDA | 16.1% | 19 |
| No Aplica | 81.4% | 96 |

Totals: 118