

# Memorandum

**Date:** May 16, 2023

**To:** Southern Nevada Community Health Center Governing Board

**From:** Randy Smith, FQHC Operations Officer *RS*  
Fermin Leguen, MD, MPH, District Health Officer *PL*

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT – APRIL 2023**

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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.

## April Highlights

### Operations

- 847 unduplicated patients seen in April
- 214 new patients seen

### Administrative

- Behavioral health buildout finalized

### COVID-19 Vaccine Clinic Facility: COVID-19 Response

- COVID-19 vaccination clinic services available at Fremont, Decatur, and outreach locations
- COVID-19 Services – Grant funding to support testing, treatment, and vaccinations available through July 31, 2023

## HIV / Ryan White Care Program

- A. The Ryan White program received 42 referrals between April 1<sup>st</sup> and April 30<sup>th</sup>. There were four (4) pediatric clients referred to the MCM (Medical Case Management) program; no referrals for pregnant women living with HIV were received.
- B. A total of 1,418 total service encounters provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian, and Health Educator) in April. There were 472 unduplicated clients served under these programs.
- C. The Ryan White ambulatory clinic provided 353 visits in the month of April: 23 initial provider visits, 139 established provider visits, 7 tele-visits (established clients). There were 19 Nurse visits and 165 lab visits provided. There were 13 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker and the Psychiatric 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 six (6) patients enrolled and seen under the Rapid stART program in April.

### Family Planning (FP)

| Unduplicated Patients     | April 2022 | April 2023 |   | FY 21-22 | FY 22-23 |   |
|---------------------------|------------|------------|---|----------|----------|---|
| Number of Pt: Fremont PHC | 175        | 203        | ↑ | 1,029    | 965      | ↓ |
| Number of Pt: Decatur PHC | 315        | 181        | ↓ | 1,780    | 1,870    | ↑ |

| Duplicated Patients       | April 2022 | April 2023 |   | FY 21-22 | FY 22-23 |   |
|---------------------------|------------|------------|---|----------|----------|---|
| Number of Pt: Fremont PHC | 178        | 220        | ↑ | 1,612    | 1,633    | ↑ |
| Number of Pt: Decatur PHC | 340        | 188        | ↓ | 2,844    | 3,233    | ↑ |
| New Patients              | 153        | 83         | ↓ | 1,232    | 1,251    | ↑ |
| Number of Pt: Fremont PHC | 42         | 65         | ↑ | 380      | 436      | ↑ |
| Number of Pt: Decatur PHC | 111        | 18         | ↓ | 852      | 815      | ↓ |
| APRN Visits               | 403        | 283        | ↓ | 3,197    | 3,499    | ↑ |
| Number of Pt: Fremont PHC | 127        | 167        | ↑ | 1,052    | 1,123    | ↑ |
| Number of Pt: Decatur PHC | 276        | 116        | ↓ | 2,145    | 2,376    | ↑ |

- A. FP Program services at Fremont Public Health Center and Decatur Public Health Center served 408 clients: 384 of them were unduplicated.

### Pharmacy Services

| Pharmacy Services                     | Apr-22 | Apr-23 |   | FY22   | FY23   |   | % Change YTD |
|---------------------------------------|--------|--------|---|--------|--------|---|--------------|
| Client Encounters (Pharmacy)          | 1,190  | 1,059  | ↓ | 10,966 | 11,496 | ↑ | 4.8%         |
| Prescriptions Filled                  | 1,564  | 1,496  | ↓ | 13,996 | 15,519 | ↑ | 10.9%        |
| Client Clinic Encounters (Pharmacist) | 40     | 48     | ↑ | 298    | 472    | ↑ | 58.4%        |
| Financial Assistance Provided         | 8      | 19     | ↑ | 105    | 97     | ↓ | -7.6%        |
| Insurance Assistance Provided         | 8      | 3      | ↓ | 44     | 20     | ↓ | -54.5%       |

- A. Dispensed 1,496 prescriptions for 1,059 clients.  
 B. Pharmacist completed 48 client clinic encounters.  
 C. Assisted 19 clients to obtain medication financial assistance.  
 D. Assisted three (3) clients with insurance approvals.

## Eligibility Case Narrative and Monthly Report

As a team, the Eligibility Workers submitted a total of 131 Applications for the month of April 2023.

- 63 applications were Approved
- 22 were Denied
- 46 are in currently Pending status

## Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of April 2023.

|  |            |
|--|------------|
| Client required medical follow- up for Communicable Diseases | 5          |
| Referrals for TB issues                                      | 1          |
| Referrals for Chronic Hep B                                  | 2          |
| Referrals for STD  | 2          |
| Pediatric Refugee Exams                                      | 9          |
| Clients encounter by program (adults)                        | 40         |
| Refugee Health screening for April 2023                      | 40 adults  |
| <b>Total for FY22-23</b>                                     | <b>432</b> |

## Quality & Risk Management

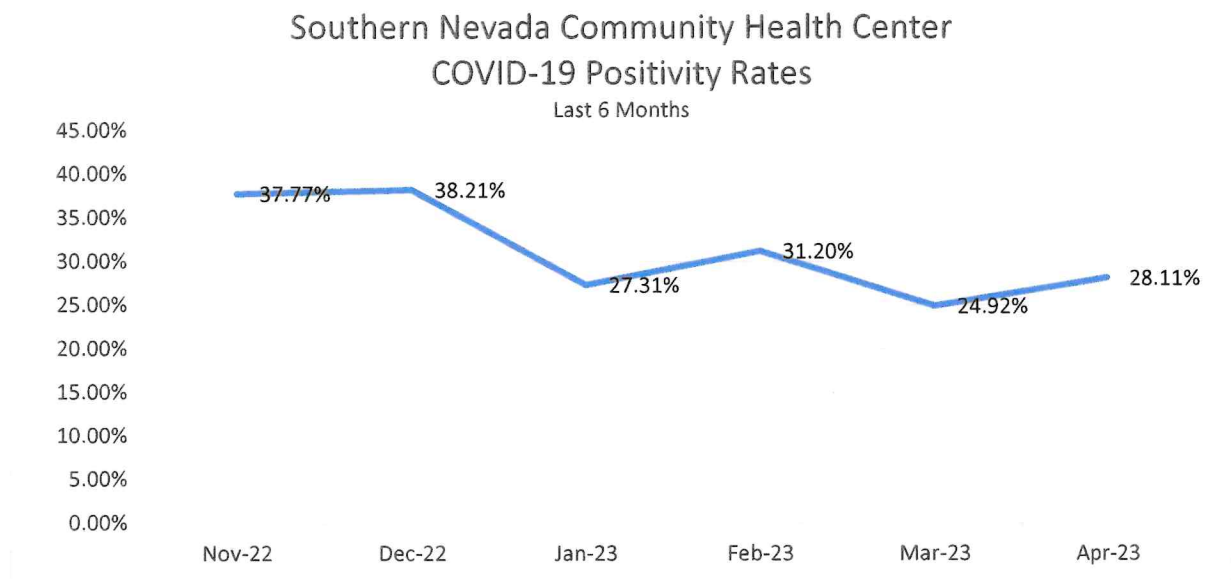
### A. Quality

#### COVID-19 Testing

From January 2021 to April 2023 the Southern Nevada Community Health Center completed 100,016 COVID-19 tests, 249 of which were conducted in April of 2023.

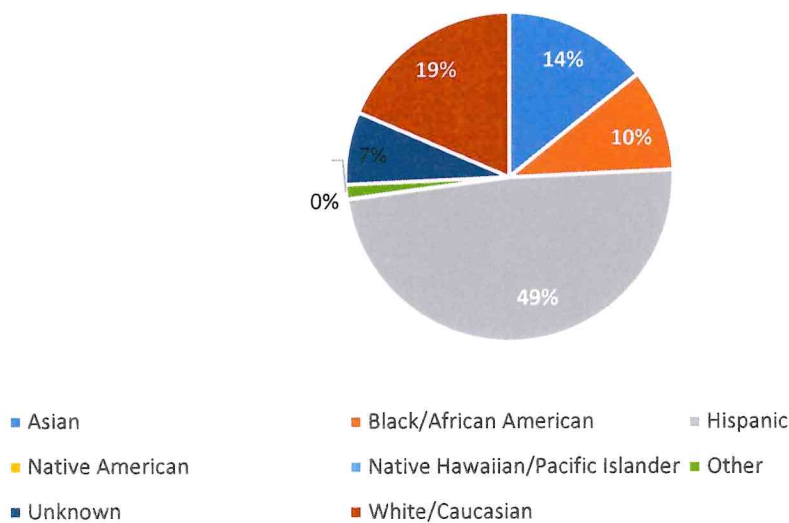
The Health Center and the Southern Nevada Health District continue to remind those who are sick to stay home and if they have been in contact with a person who has COVID-19 or think they have been exposed, they should get tested. SNCHC is also providing antiviral medications for appropriate candidates. The Health Center and Health District also encourage those who are medically appropriate to get the COVID-19 vaccine.

In April 2023, the COVID test positivity rate was 28.11%.



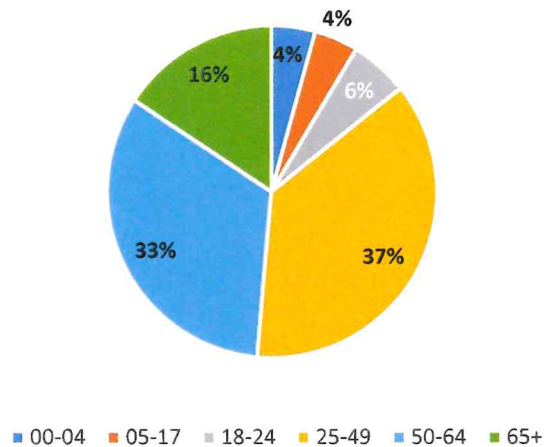
Testing positivity rates broken out by race and ethnicity below:

### Southern Nevada Community Health Center COVID-19 Testing by Race and Ethnicity (Positive Result) April 2023



Testing positivity rates broken out by age below:

Southern Nevada Community Health Center  
COVID-19 Testing by Age Group (Positive Result)  
April 2023



**B. COVID-19 Vaccine Program and Monkeypox**

The Southern Nevada Community Health Center administered 380 COVID/Monkeypox doses in April 2023.

**C. Telehealth**

The Health Center tele-health services to 51 patients or 3.24% of the patients that were seen in our clinics in April.

**D. Health Center Visits**

The Health Center scheduled 1,572 patient appointments in April. There was a 35.94% no-show and same day cancellation rate.


**E. Behavioral Health Clinic**

The Health Center scheduled 180 Behavioral Health patient appointments in April. There were 39 no-show and 31 cancelled visits.

**Risk Management**

- Medical Events (Dr. Bluebird) – Zero (0)
- Patient Complaints/Grievances – Zero (0)
- Medication Errors – Zero (0)
- Patient Issues – Zero (0)
- Employee Incidents – Zero (0)

# Health Center Visit Report Summary – April 2023

| <br>SOUTHERN NEVADA<br><b>Community</b><br>HEALTH CENTER<br><small>AT THE SOUTHERN NEVADA HEALTH DISTRICT</small> | Completed Pt Visits |               | Cancelled Visits |               | No Show Visits |               | Telehealth Visits |               |            |               | Total Scheduled Patients |              |              |                |
|--|---------------------|---------------|------------------|---------------|----------------|---------------|-------------------|---------------|------------|---------------|--------------------------|--------------|--------------|----------------|
|  | Provider Visits     |               |                  |               |                |               | Audio Visit       |               | Tele-Visit |               | Total Telehealth Visits  |              |              |                |
|  |                     |               |                  |               |                |               |                   |               |            |               |                          |              |              |                |
| Family Health Clinic   | 388                 | 24.68%        | 74               | 4.71%         | 168            | 10.69%        | 28                | 54.90%        | 4          | 7.84%         | 32                       | 2.04%        | 662          | 42.11%         |
| Behavioral Health Clinic   | 104                 | 6.62%         | 31               | 1.97%         | 39             | 2.48%         | 6                 | 11.76%        |            | 0.00%         | 6                        | 0.38%        | 180          | 11.45%         |
| Family Planning Clinic   | 281                 | 17.88%        | 31               | 1.97%         | 100            | 6.36%         | 3                 | 5.88%         | 2          | 3.92%         | 5                        | 0.32%        | 417          | 26.53%         |
| Refugee Clinic   | 2                   | 0.13%         |                  | 0.00%         | 1              | 0.06%         |                   | 0.00%         |            | 0.00%         | 0                        | 0.00%        | 3            | 0.19%          |
| Ryan White   | 181                 | 11.51%        | 55               | 3.50%         | 66             | 4.20%         | 1                 | 7.00%         | 7          | 13.73%        | 8                        | 0.51%        | 310          | 19.72%         |
| <b>Totals</b>  | <b>956</b>          | <b>60.81%</b> | <b>191</b>       | <b>12.15%</b> | <b>374</b>     | <b>23.79%</b> | <b>38</b>         | <b>74.51%</b> | <b>13</b>  | <b>25.49%</b> | <b>51</b>                | <b>3.24%</b> | <b>1,572</b> | <b>100.00%</b> |

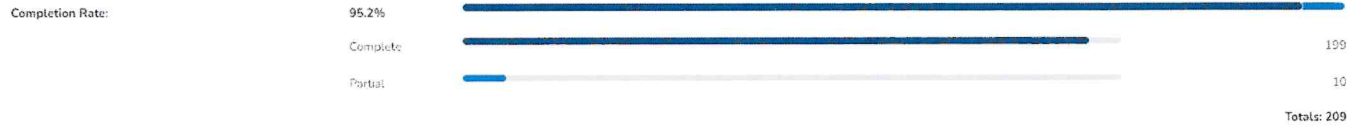
Patient Satisfaction:

- See attached survey results.

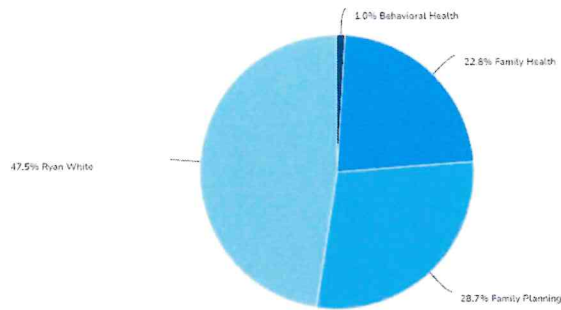
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

## April 2023 Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey (English)

### Response Counts

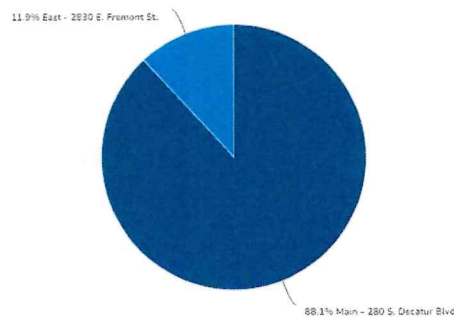


### 1. Service received during your visit



| Value             | Percent | Responses  |
|-------------------|---------|------------|
| Behavioral Health | 1.0%    | 2          |
| Family Health     | 22.8%   | 46         |
| Family Planning   | 28.7%   | 58         |
| Ryan White        | 47.5%   | 96         |
| <b>Totals</b>     |         | <b>202</b> |

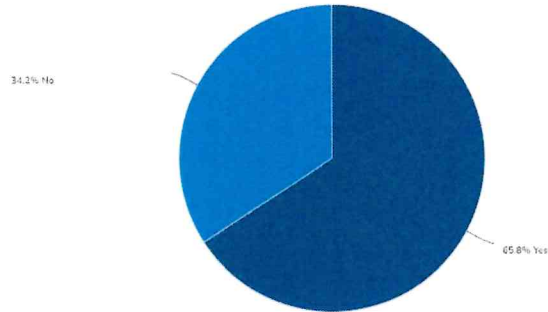
### 2. Southern Nevada Health District (SNHD) location



| Value                      | Percent | Responses  |
|----------------------------|---------|------------|
| Main - 280 S. Decatur Blvd | 88.1%   | 178        |
| East - 2830 E. Fremont St. | 11.9%   | 24         |
| <b>Totals</b>              |         | <b>202</b> |

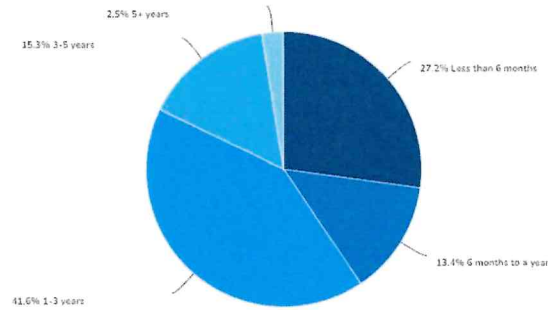


3. Do you have health insurance?



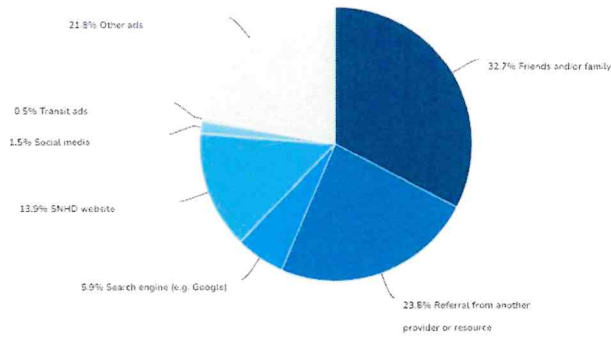
| Value | Percent | Responses          |
|-------|---------|--------------------|
| Yes   | 65.8%   | 133                |
| No    | 34.2%   | 69                 |
|       |         | <b>Totals: 202</b> |

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



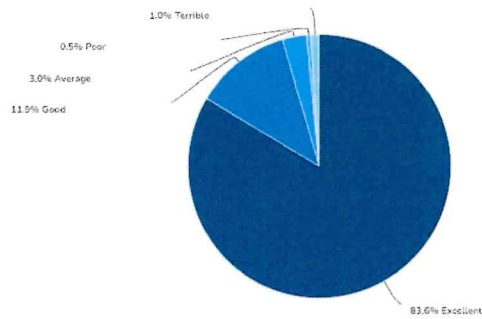
| Value              | Percent | Responses          |
|--------------------|---------|--------------------|
| Less than 6 months | 27.2%   | 55                 |
| 6 months to a year | 13.4%   | 27                 |
| 1-3 years          | 41.6%   | 84                 |
| 3-5 years          | 15.3%   | 31                 |
| 5+ years           | 2.5%    | 5                  |
|                    |         | <b>Totals: 202</b> |

5. How did you hear about us?



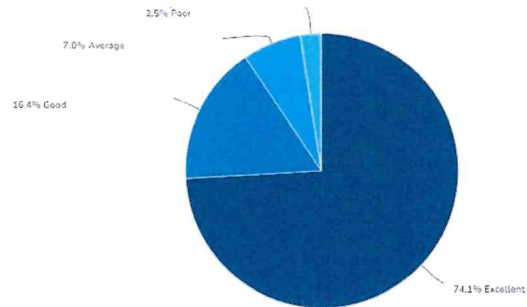
| Value                                      | Percent | Responses          |
|--|---------|--------------------|
| Friends and/or family                      | 32.7%   | 66                 |
| Referral from another provider or resource | 23.8%   | 48                 |
| Search engine (e.g. Google)                | 5.9%    | 12                 |
| SNHD website                               | 13.9%   | 28                 |
| Social media                               | 1.5%    | 3                  |
| Transit ads                                | 0.5%    | 1                  |
| Other ads                                  | 21.8%   | 44                 |
|  |         | <b>Totals: 202</b> |

6. Ease of scheduling an appointment



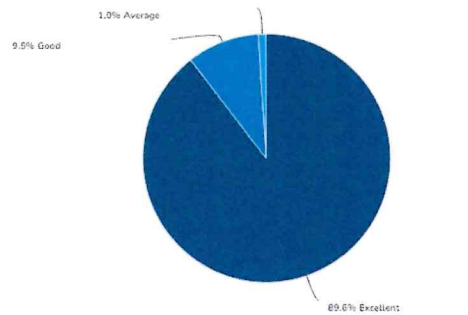
| Value     | Percent | Responses          |
|-----------|---------|--------------------|
| Excellent | 83.6%   | 168                |
| Good      | 11.9%   | 24                 |
| Average   | 3.0%    | 6                  |
| Poor      | 0.5%    | 1                  |
| Terrible  | 1.0%    | 2                  |
|           |         | <b>Totals: 201</b> |

7. Wait time to see provider



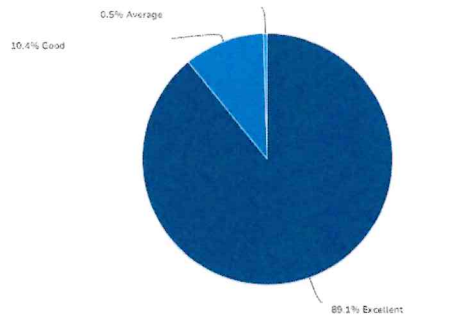
| Value     | Percent | Responses          |
|-----------|---------|--------------------|
| Excellent | 74.1%   | 149                |
| Good      | 16.4%   | 33                 |
| Average   | 7.0%    | 14                 |
| Poor      | 2.5%    | 5                  |
|           |         | <b>Totals: 201</b> |

8. Care received from providers and staff



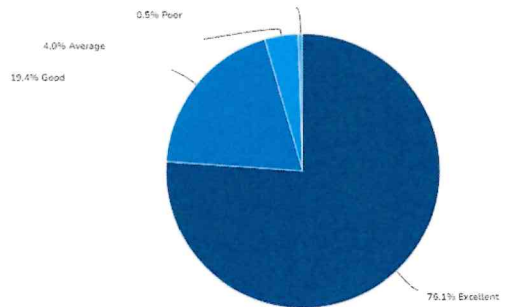
| Value     | Percent | Responses          |
|-----------|---------|--------------------|
| Excellent | 89.6%   | 180                |
| Good      | 9.5%    | 19                 |
| Average   | 1.0%    | 2                  |
|           |         | <b>Totals: 201</b> |

9. Understanding of health care instructions following your visit



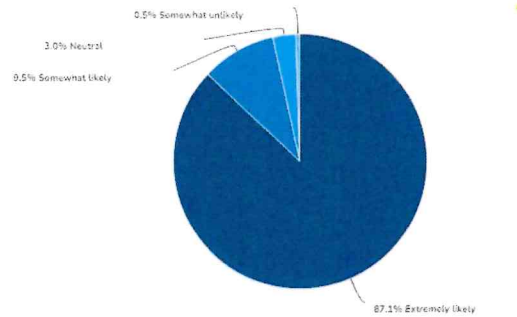
| Value              | Percent | Responses |
|--------------------|---------|-----------|
| Excellent          | 89.1%   | 179       |
| Good               | 10.4%   | 21        |
| Average            | 0.5%    | 1         |
| <b>Totals: 201</b> |         |           |

10. Hours of operation



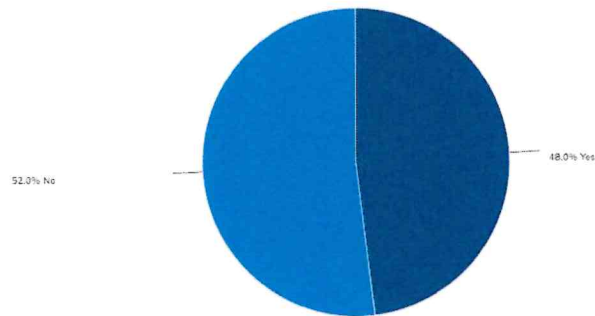
| Value              | Percent | Responses |
|--------------------|---------|-----------|
| Excellent          | 76.1%   | 153       |
| Good               | 19.4%   | 39        |
| Average            | 4.0%    | 8         |
| Poor               | 0.5%    | 1         |
| <b>Totals: 201</b> |         |           |

11. Recommendation of our health center to friends and family



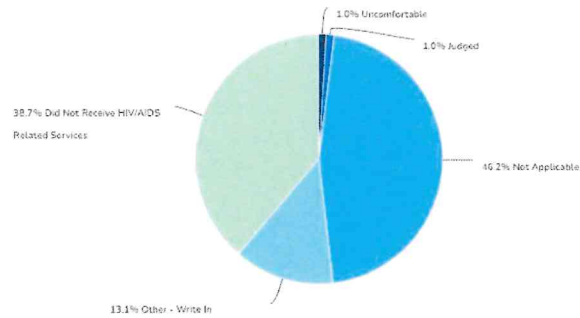
| Value             | Percent | Responses          |
|-------------------|---------|--------------------|
| Extremely likely  | 87.1%   | 175                |
| Somewhat likely   | 9.5%    | 19                 |
| Neutral           | 3.0%    | 6                  |
| Somewhat unlikely | 0.5%    | 1                  |
|                   |         | <b>Totals: 201</b> |

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



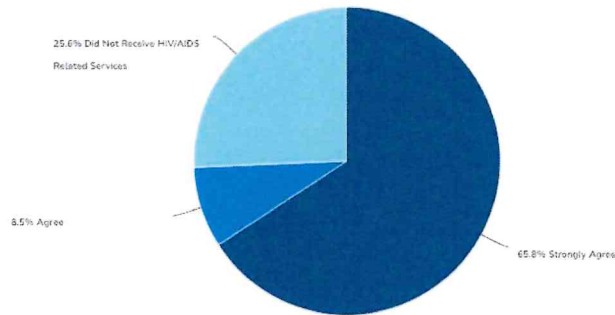
| Value | Percent | Responses          |
|-------|---------|--------------------|
| Yes   | 48.0%   | 96                 |
| No    | 52.0%   | 104                |
|       |         | <b>Totals: 200</b> |

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



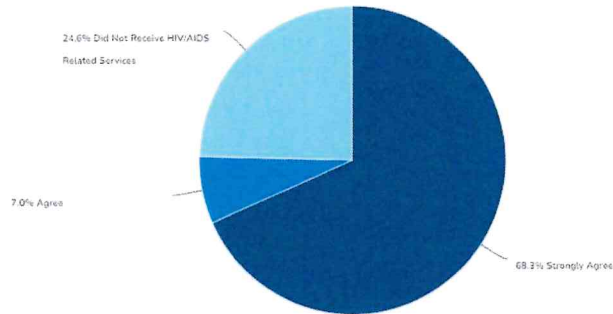
| Value  | Percent | Responses          |
|--|---------|--------------------|
| Uncomfortable                                    | 1.0%    | 2                  |
| Judged   | 1.0%    | 2                  |
| Not Applicable                                   | 46.2%   | 92                 |
| <a href="#">Other - Write In (click to view)</a> | 13.1%   | 26                 |
| Did Not Receive HIV/AIDS Related Services        | 38.7%   | 77                 |
|  |         | <b>Totals: 199</b> |

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



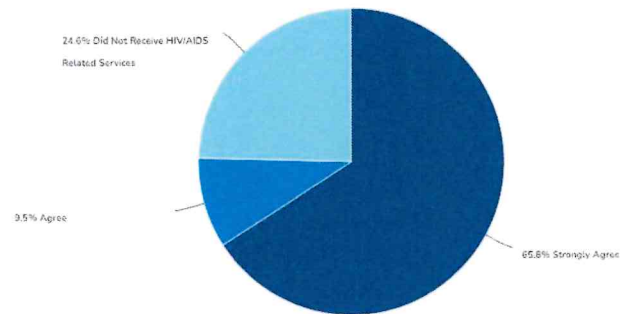
| Value                                     | Percent | Responses          |
|---|---------|--------------------|
| Strongly Agree                            | 65.8%   | 131                |
| Agree                                     | 8.5%    | 17                 |
| Did Not Receive HIV/AIDS Related Services | 25.6%   | 51                 |
|   |         | <b>Totals: 199</b> |

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



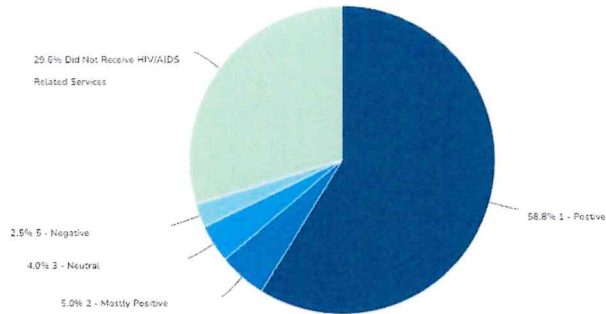
| Value                                     | Percent | Responses          |
|---|---------|--------------------|
| Strongly Agree                            | 68.3%   | 136                |
| Agree                                     | 7.0%    | 14                 |
| Did Not Receive HIV/AIDS Related Services | 24.6%   | 49                 |
|   |         | <b>Totals: 199</b> |

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



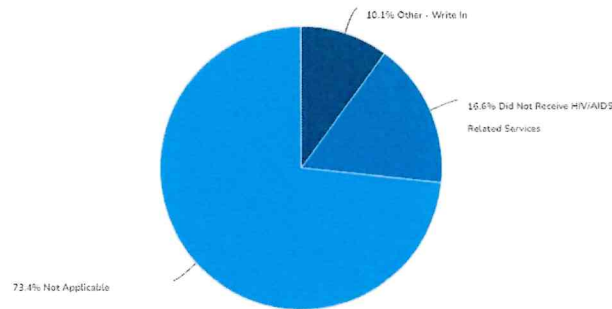
| Value                                     | Percent | Responses          |
|---|---------|--------------------|
| Strongly Agree                            | 65.8%   | 131                |
| Agree                                     | 9.5%    | 19                 |
| Did Not Receive HIV/AIDS Related Services | 24.6%   | 49                 |
|   |         | <b>Totals: 199</b> |

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 - Positive                              | 58.8%   | 117                |
| 2 - Mostly Positive                       | 5.0%    | 10                 |
| 3 - Neutral                               | 4.0%    | 8                  |
| 5 - Negative                              | 2.5%    | 5                  |
| Did Not Receive HIV/AIDS Related Services | 29.6%   | 59                 |
|   |         | <b>Totals: 199</b> |

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          |
|--|---------|--------------------|
| <a href="#">Other - Write In (click to view)</a> | 10.1%   | 20                 |
| Did Not Receive HIV/AIDS Related Services        | 16.6%   | 33                 |
| Not Applicable                                   | 73.4%   | 146                |
|  |         | <b>Totals: 199</b> |

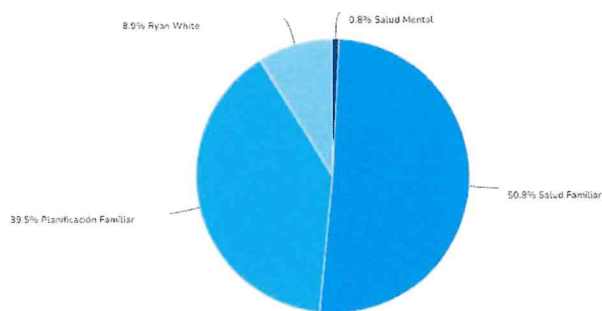


## April 2023 Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC) (Spanish)

### Response Counts

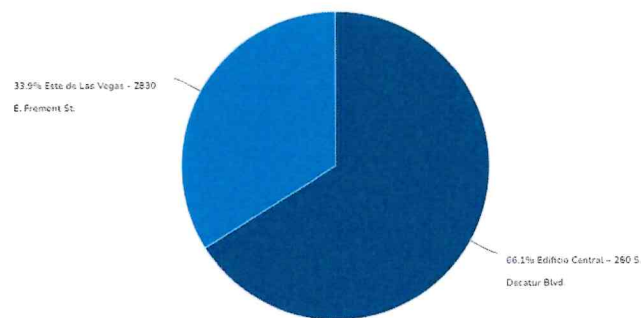


### 1. Marque los servicios recibidos durante su visita



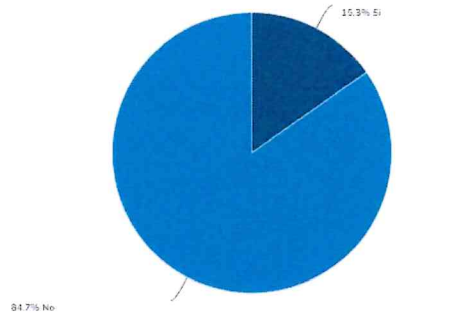
| Value                  | Percent | Responses  |
|------------------------|---------|------------|
| Salud Mental           | 0.8%    | 1          |
| Salud Familiar         | 50.8%   | 63         |
| Planificación Familiar | 39.5%   | 49         |
| Ryan White             | 8.9%    | 11         |
| <b>Totals:</b>         |         | <b>124</b> |

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



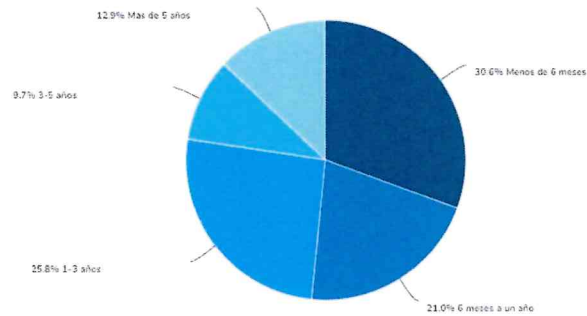
| Value                                   | Percent | Responses  |
|---|---------|------------|
| Edificio Central - 280 S. Decatur Blvd  | 66.1%   | 82         |
| Este de Las Vegas - 2830 E. Fremont St. | 33.9%   | 42         |
| <b>Totals:</b>                          |         | <b>124</b> |

3. ¿Tiene seguro médico?



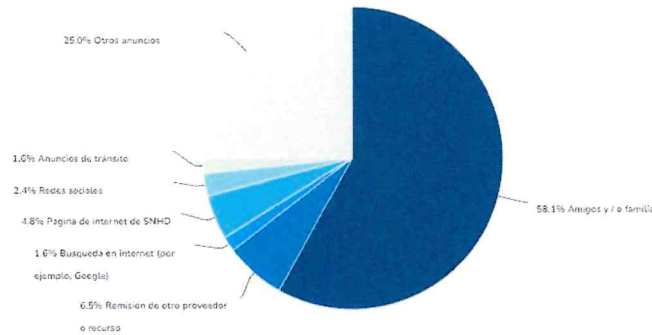
| Value | Percent | Responses          |
|-------|---------|--------------------|
| Si    | 15.3%   | 19                 |
| No    | 84.7%   | 105                |
|       |         | <b>Totals: 124</b> |

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



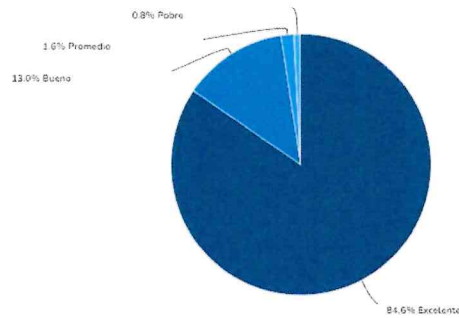
| Value            | Percent | Responses          |
|------------------|---------|--------------------|
| Menos de 6 meses | 30.6%   | 38                 |
| 6 meses a un año | 21.0%   | 26                 |
| 1-3 años         | 25.8%   | 32                 |
| 3-5 años         | 9.7%    | 12                 |
| Más de 5 años    | 12.9%   | 16                 |
|                  |         | <b>Totals: 124</b> |

5. ¿Como usted supo de nosotros?



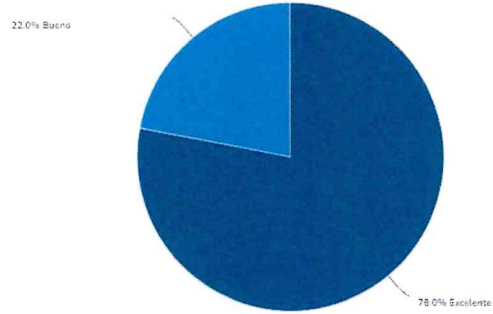
| Value                                      | Percent | Responses  |
|--|---------|------------|
| Amigos y / o familia                       | 58.1%   | 72         |
| Remisión de otro proveedor o recurso       | 6.5%    | 8          |
| Búsqueda en internet (por ejemplo, Google) | 1.6%    | 2          |
| Página de internet de SNHD                 | 4.8%    | 6          |
| Redes sociales                             | 2.4%    | 3          |
| Anuncios de tránsito                       | 1.6%    | 2          |
| Otros anuncios                             | 25.0%   | 31         |
| <b>Totals:</b>                             |         | <b>124</b> |

6. Facilidad para programar una cita



| Value          | Percent | Responses  |
|----------------|---------|------------|
| Excelente      | 84.6%   | 104        |
| Buena          | 13.0%   | 16         |
| Promedio       | 1.6%    | 2          |
| Pobre          | 0.8%    | 1          |
| <b>Totals:</b> |         | <b>123</b> |

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



**Value**

Excelente

Bueno

**Percent**

78.0%

22.0%

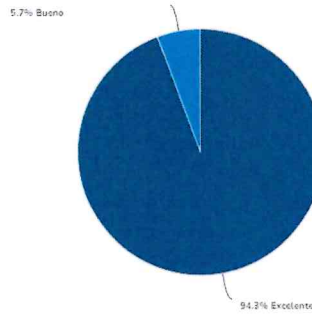
**Responses**

96

27

**Totals: 123**

8. Atención recibida de los proveedores y personal



**Value**

Excelente

Bueno

**Percent**

94.3%

5.7%

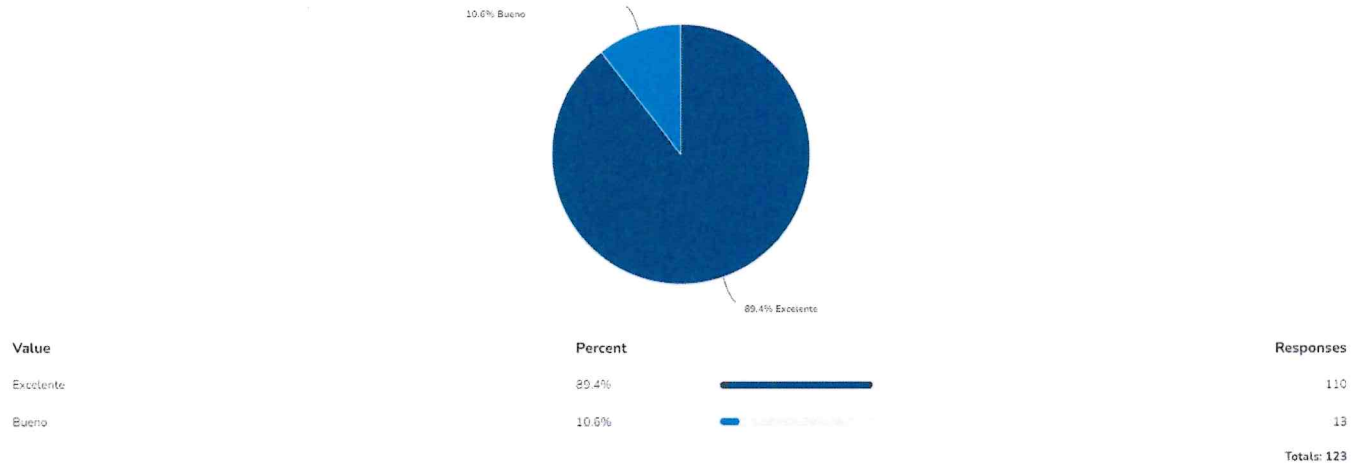
**Responses**

116

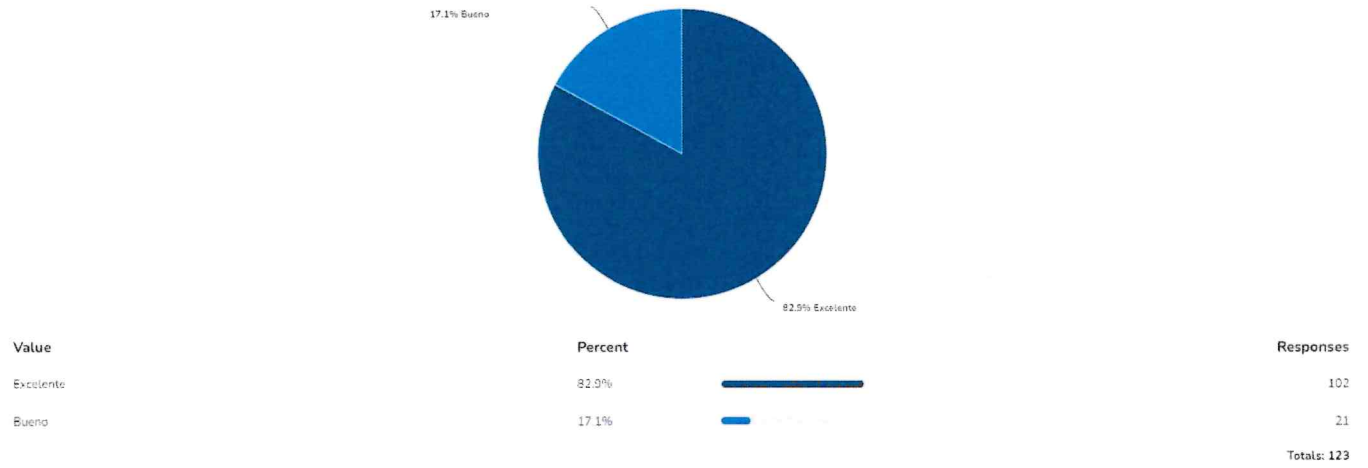
7

**Totals: 123**

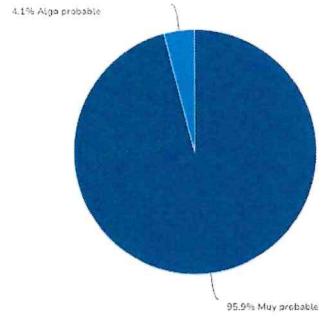
9. Comprensión de las instrucciones del cuidado de salud después de su visita



10. Horarios de operación

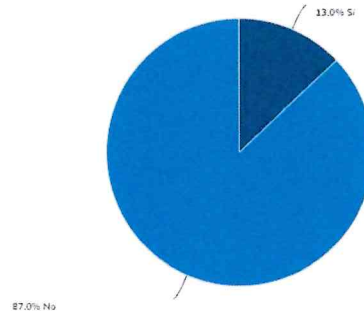


11. Recomendaría nuestro centro de salud a amigos y familiares



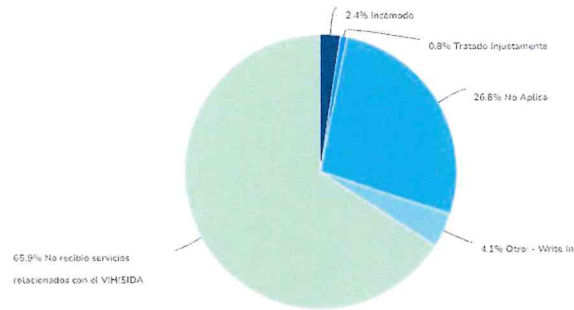
| Value         | Percent | Responses          |
|---------------|---------|--------------------|
| Muy probable  | 95.9%   | 118                |
| Algo probable | 4.1%    | 5                  |
|               |         | <b>Totals: 123</b> |

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



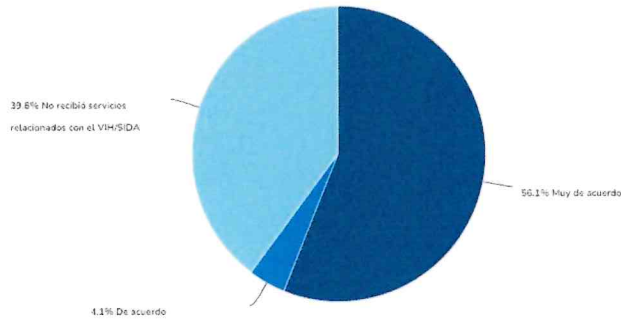
| Value | Percent | Responses          |
|-------|---------|--------------------|
| Sí    | 13.0%   | 16                 |
| No    | 87.0%   | 107                |
|       |         | <b>Totals: 123</b> |

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



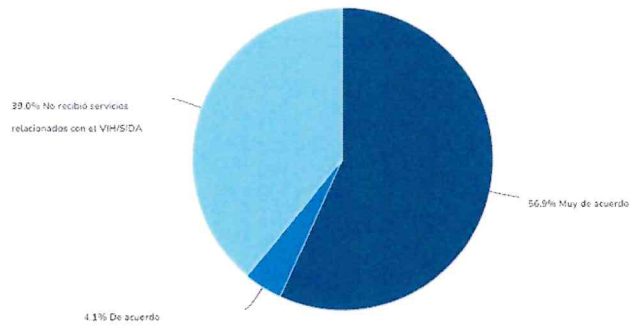
| Value  | Percent | Responses          |
|--|---------|--------------------|
| Incómodo   | 2.4%    | 3                  |
| Tratado injustamente                             | 0.8%    | 1                  |
| No Aplica  | 26.8%   | 33                 |
| <a href="#">Otro - Write In (click to view)</a>  | 4.1%    | 5                  |
| No recibí servicios relacionados con el VIH/SIDA | 65.9%   | 81                 |
|  |         | <b>Totals: 123</b> |

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



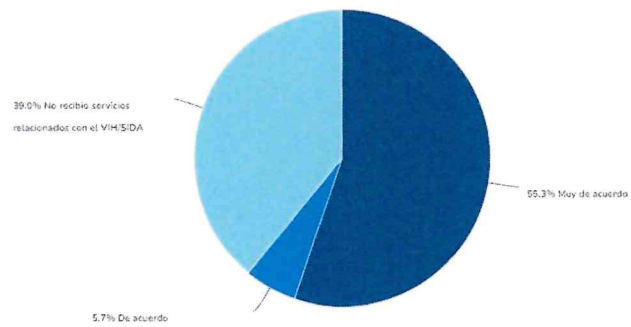
| Value  | Percent | Responses          |
|--|---------|--------------------|
| Muy de acuerdo                                   | 56.1%   | 69                 |
| De acuerdo                                       | 4.1%    | 5                  |
| No recibí servicios relacionados con el VIH/SIDA | 39.8%   | 49                 |
|  |         | <b>Totals: 123</b> |

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



| Value  | Percent | Responses |
|--|---------|-----------|
| Muy de acuerdo                                   | 56.9%   | 70        |
| De acuerdo                                       | 4.1%    | 5         |
| No recibí servicios relacionados con el VIH/SIDA | 39.0%   | 48        |
| <b>Totals: 123</b>                               |         |           |

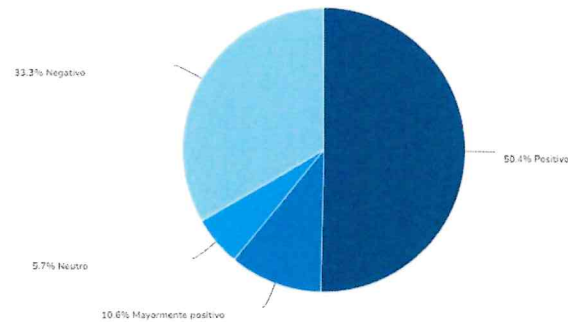
16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



| Value  | Percent | Responses |
|--|---------|-----------|
| Muy de acuerdo                                   | 55.3%   | 68        |
| De acuerdo                                       | 5.7%    | 7         |
| No recibí servicios relacionados con el VIH/SIDA | 39.0%   | 48        |
| <b>Totals: 123</b>                               |         |           |

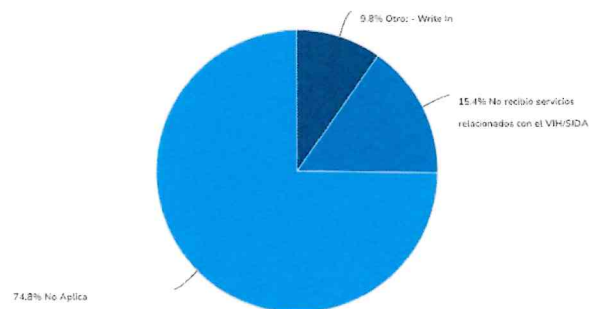


17. En una escala del 1 al 5, durante su visita, ¿sintió que alguna interacción del personal tuvo un impacto negativo o positivo en su probabilidad de permanecer bajo cuidado?



| Value               | Percent | Responses          |
|---------------------|---------|--------------------|
| Positivo            | 50.4%   | 62                 |
| Mayormente positivo | 10.6%   | 13                 |
| Neutro              | 5.7%    | 7                  |
| Negativo            | 33.3%   | 41                 |
|                     |         | <b>Totals: 123</b> |

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          |
|--|---------|--------------------|
| <a href="#">Otro - Write in (click to view)</a>  | 9.8%    | 12                 |
| No recibí servicios relacionados con el VIH/SIDA | 15.4%   | 19                 |
| No Aplica  | 74.8%   | 92                 |
|  |         | <b>Totals: 123</b> |