

# Memorandum

**Date:** June 20, 2023

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

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

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT – MAY 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.

## May Highlights

### Operations

- 859 unduplicated patients seen in May.
- 230 new patients established care.
- 2,848 unduplicated patients seen YTD.

### Administrative

- Service Area Competition (SAC) notice of award released. Applications due by 8/23/23.
- Title X Family Planning program postponed. New date to be determined.

### 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 59 referrals between May 1<sup>st</sup> and May 31<sup>st</sup>. There was one (1) pediatric client referred to the MCM (Medical Case Management) program in May and the program received three (3) referrals for pregnant women living with HIV during this time.
- B. There were 1,355 total service encounters in the month of May provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 408 unduplicated clients served under these programs in May.
- C. The Ryan White ambulatory clinic had a total of 427 visits in the month of May: 31 initial provider visits, 161 established provider visits, 13 tele-visits (established clients). There were 32 nurse visits and 190 lab visits. There were 26 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker (LCSW) and the Psychiatric APRN during the month of May.

- 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 9 patients enrolled and seen under the Rapid stART program in May.

## Family Planning (FP)

Unduplicated Patients	May 2022	May 2023		FY 21-22	FY 22-23	
Number of Pt: Fremont PHC	150	167	↑	1,090	1,029	↓
Number of Pt: Decatur PHC	276	214	↓	1,906	1,931	↑

Duplicated Patients	May 2022	May 2023		FY 21-22	FY 22-23	
Number of Pt: Fremont PHC	157	177	↑	1,769	1,810	↑
Number of Pt: Decatur PHC	293	232	↓	3,137	3,465	↑

- A. FP Program services at Fremont and Decatur Public Health Centers served 409 clients: 381 of them were unduplicated.

## Pharmacy Services

	May 22	May-23		FY22	FY23		% Change YTD
Client Encounters (Pharmacy)	1,285	1,204	↓	12,251	12,700	↑	3.7%
Prescriptions Filled	1,660	1,690	↑	15,656	17,209	↑	9.9%
Client Clinic Encounters (Pharmacist)	29	60	↑	327	532	↑	62.7%
Financial Assistance Provided	10	17	↑	115	114	↓	-0.9%
Insurance Assistance Provided	2	9	↑	46	29	↓	-37.0%

- A. Dispensed 1,609 prescriptions for 1,204 clients.  
 B. Pharmacist completed 60 client clinic encounters.  
 C. Assisted 17 clients to obtain medication financial assistance.  
 D. Assisted nine (9) clients with insurance approvals.

## Eligibility Case Narrative and Monthly Report

As a team, the Eligibility Workers submitted a total of 137 Applications for the month of May 2023.

Status	Applications
Approved	60
Denied	31
Pending	46

## Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of May 2023.

	Total Scheduled	Canceled	No Show	Total Seen
Adults	73	2	21	48
Children	13	0	0	13

Client required medical follow- up for Communicable Diseases	8
Referrals for TB issues	4
Referrals for Chronic Hep B	4
Referrals for STD	2
Pediatric Refugee Exams	9
Clients encounter by program (adults)	48
Refugee Health screening for May 2023	48 adults
<b>Total for FY22-23</b>	<b>480</b>

## Quality & Risk Management

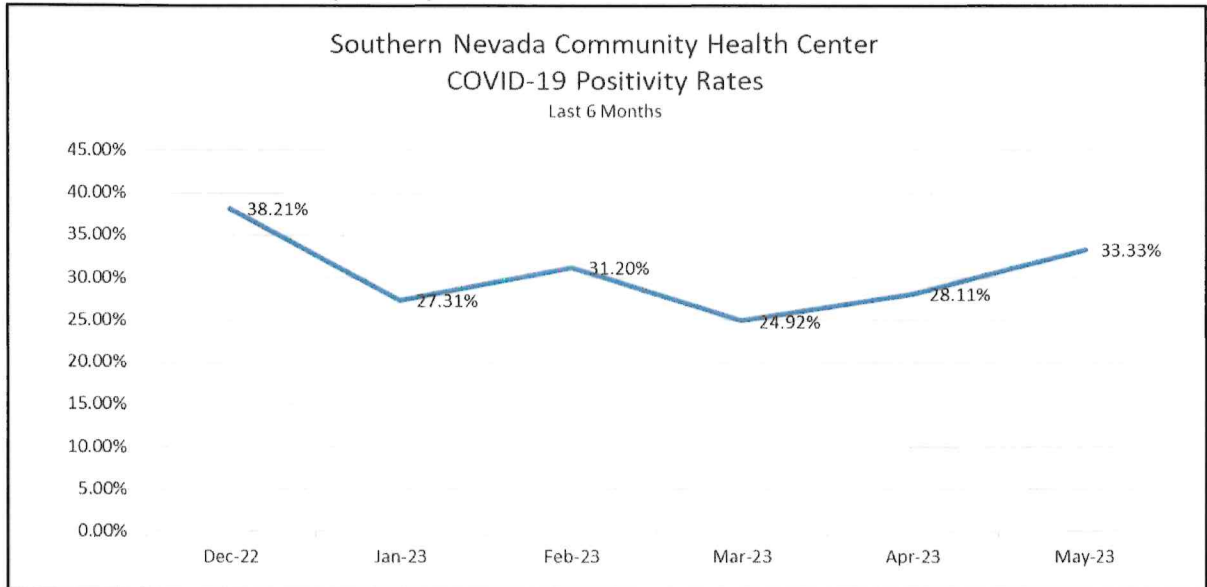
### A. Quality

#### COVID-19 Testing

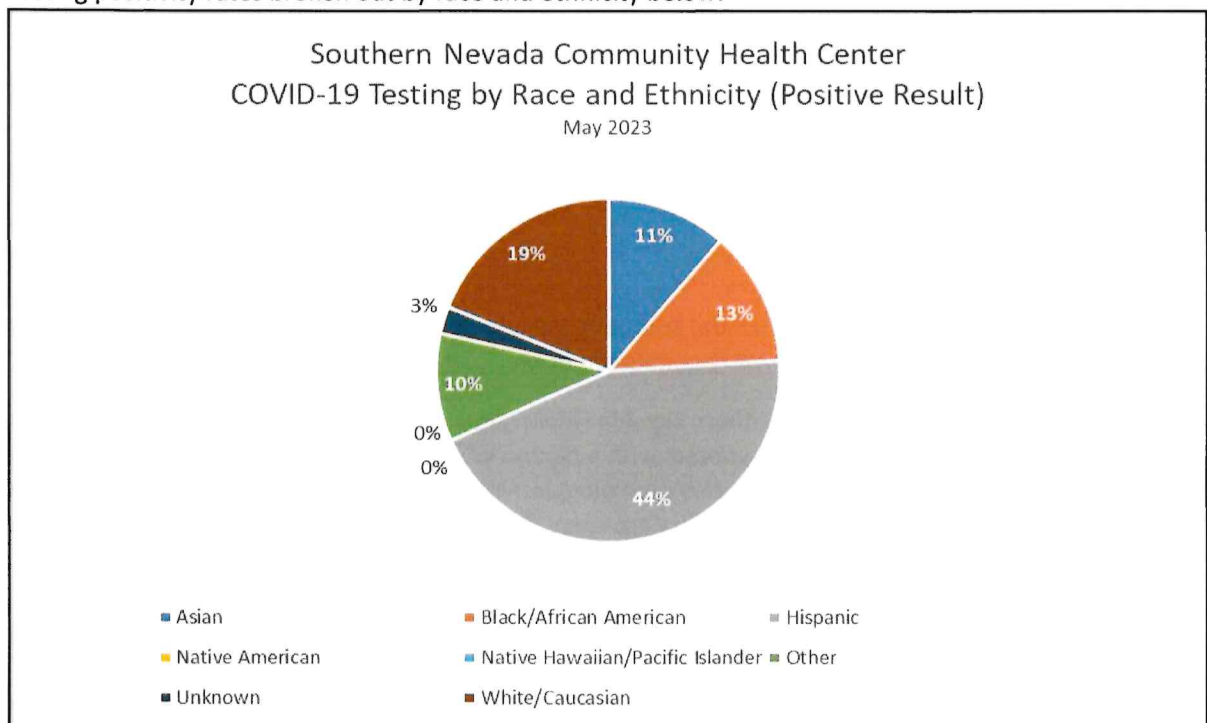
From January 2021 to May 2023 the Southern Nevada Community Health Center completed 100,253 COVID-19 tests, 237 of which were conducted in May of 2023.

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 May 2023, the COVID test positivity rate was 33.33%.

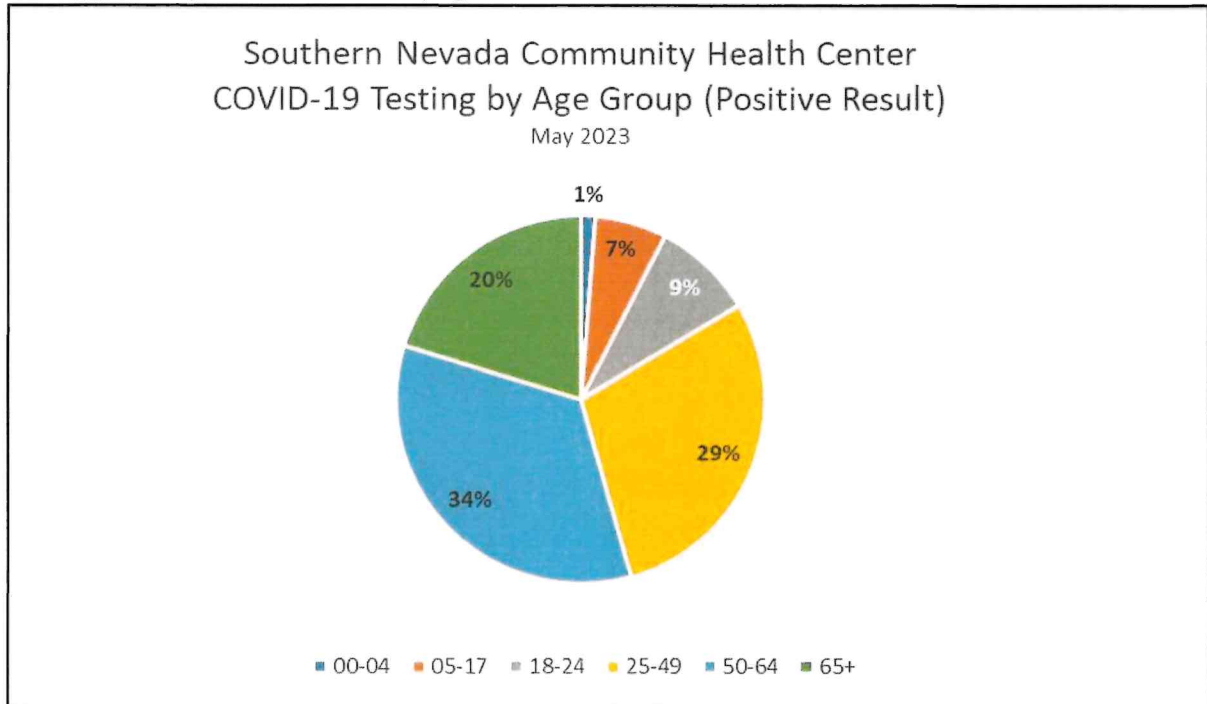


Testing positivity rates broken out by race and ethnicity below:





Testing positivity rates broken out by age below:



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

The Southern Nevada Community Health Center administered 337 COVID/Monkeypox doses in May.

**C. Telehealth**

The Health Center tele-health services saw 135 patients in our clinics in May.

**D. Health Center Visits**

The Health Center scheduled 1,467 patient appointments in May. There was a 31.56% no-show and same day cancellation rate.


**E. Behavioral Health Clinic**

The Health Center scheduled 189 Behavioral Health patient appointments in May. There were 67 no-show and 4 cancelled visits.

**Risk Management**

- Medical Events (Dr. Bluebird) – One (1)
- Patient Complaints/Grievances – Zero (0)
- Medication Errors – Zero (0)
- Patient Issues – Zero (0)
- Employee Incidents – Zero (0)

## Health Center Visit Report Summary – May 2023

 SOUTHERN NEVADA <b>Community</b> HEALTH CENTER <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	413	28.15%	48	3.27%	217	14.79%	104	77.04%	14	10.37%	118	8.04%	796	54.26%
Behavioral Health Clinic	116	7.91%	4	0.27%	67	4.57%	2	1.48%	0	0.00%	2	0.14%	189	12.88%
Family Planning Clinic	114	7.77%	4	0.27%	46	3.14%	1	0.74%	0	0.00%	1	0.07%	165	11.25%
Refugee Clinic	7	0.48%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	0.48%
Ryan White	219	14.93%	20	1.36%	57	3.89%	2	7.00%	12	8.89%	14	0.95%	310	21.13%
Totals	869	59.24%	76	5.18%	387	26.38%	109	80.74%	26	19.26%	135	9.20%	1,467	100.00%

Patient Satisfaction:

- See attached survey results.

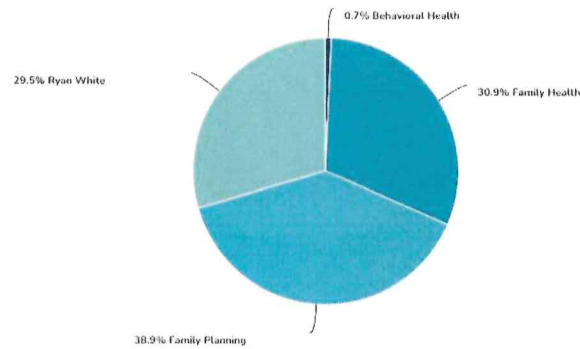
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

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

### Response Counts

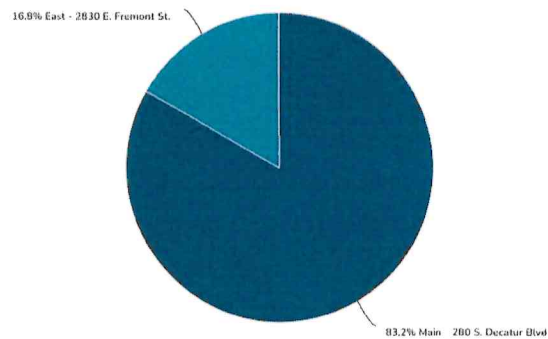


### 1. Service received during your visit



Value	Percent	Responses
Behavioral Health	0.7%	1
Family Health	30.9%	46
Family Planning	38.9%	58
Ryan White	29.5%	44
		<b>Totals: 149</b>

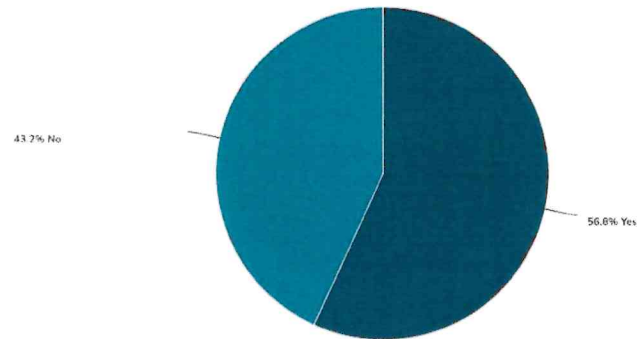
### 2. Southern Nevada Health District (SNHD) location



Value	Percent	Responses
Main - 280 S. Decatur Blvd	83.2%	124
East - 2830 E. Fremont St.	16.8%	25
		<b>Totals: 149</b>

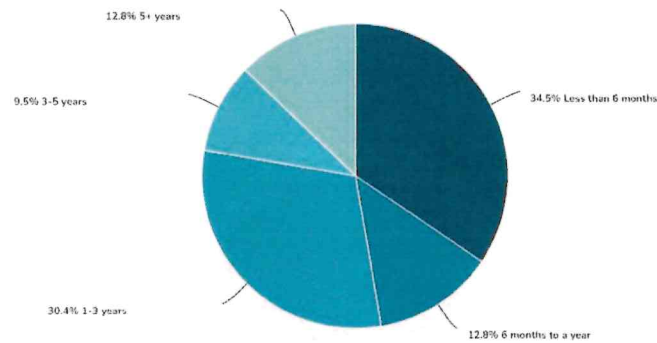


3. Do you have health insurance?



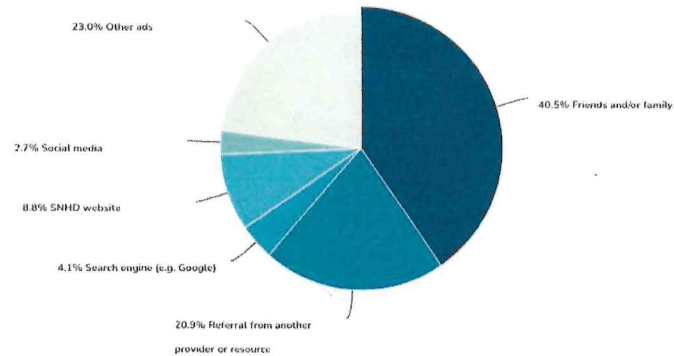
Value	Percent	Responses
Yes	56.6%	84
No	43.2%	64
Totals: 148		

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



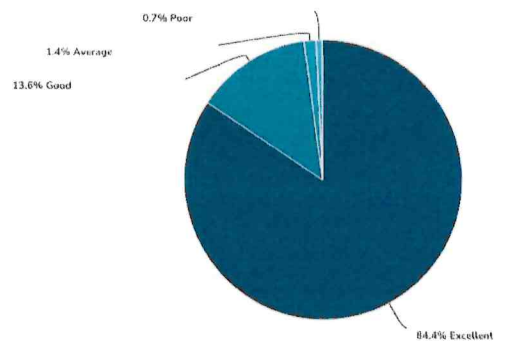
Value	Percent	Responses
Less than 6 months	34.5%	51
6 months to a year	12.8%	19
1-3 years	30.4%	45
3-5 years	9.5%	14
5+ years	12.8%	19
Totals: 148		

5. How did you hear about us?



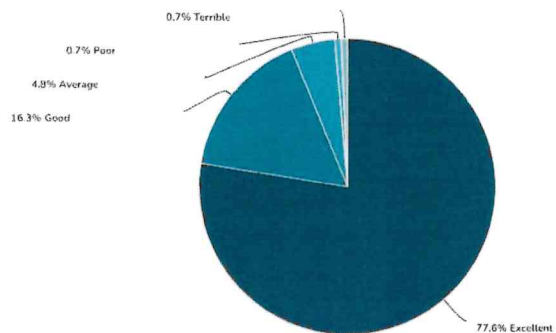
Value	Percent	Responses
Friends and/or family	40.5%	60
Referral from another provider or resource	20.9%	31
Search engine (e.g. Google)	4.1%	6
SNHD website	8.8%	13
Social media	2.7%	4
Other ads	23.0%	34
		Totals: 148

6. Ease of scheduling an appointment



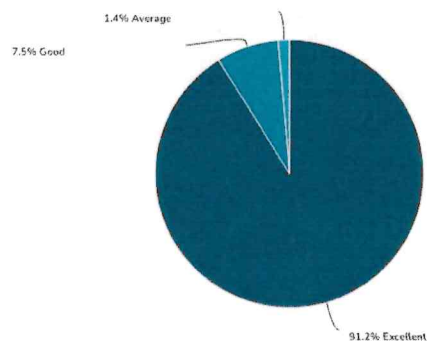
Value	Percent	Responses
Excellent	84.4%	124
Good	13.6%	20
Average	1.4%	2
Poor	0.7%	1
		Totals: 147

7. Wait time to see provider



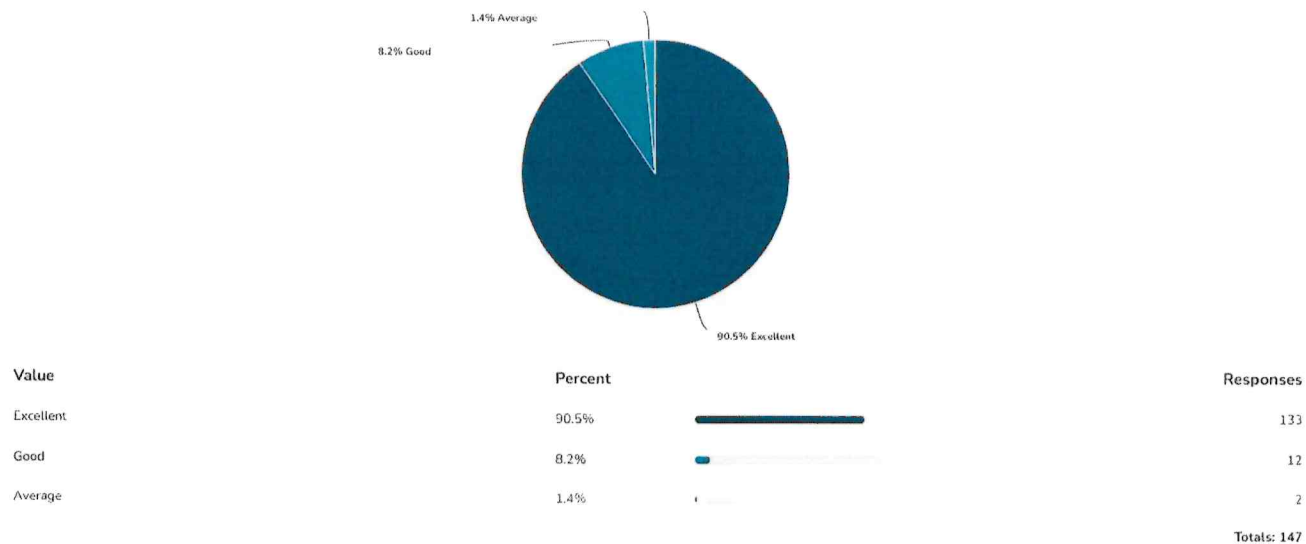
Value	Percent	Responses
Excellent	77.6%	114
Good	16.3%	24
Average	4.8%	7
Poor	0.7%	1
Terrible	0.7%	1
		Totals: 147

8. Care received from providers and staff

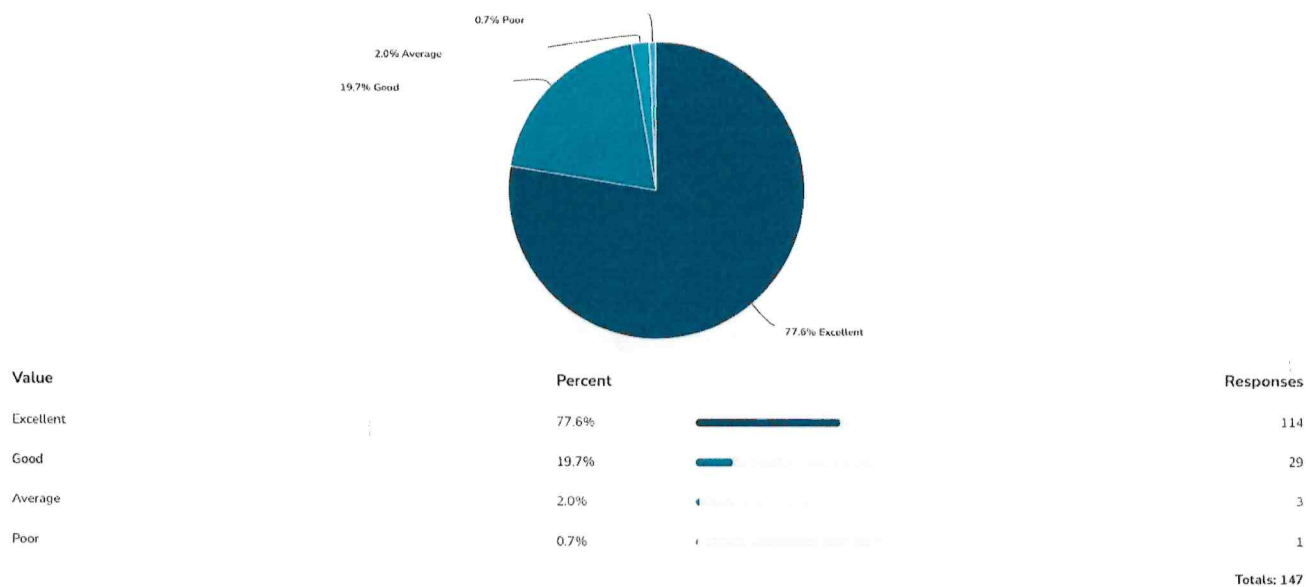


Value	Percent	Responses
Excellent	91.2%	134
Good	7.5%	11
Average	1.4%	2
		Totals: 147

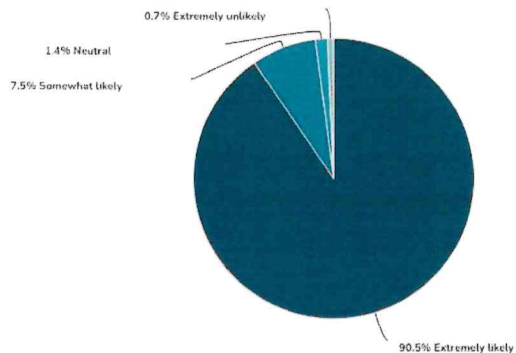
9. Understanding of health care instructions following your visit



10. Hours of operation



11. Recommendation of our health center to friends and family



Value

Extremely likely

Somewhat likely

Neutral

Extremely unlikely

Percent

90.5%

7.5%

1.4%

0.7%

Responses

133

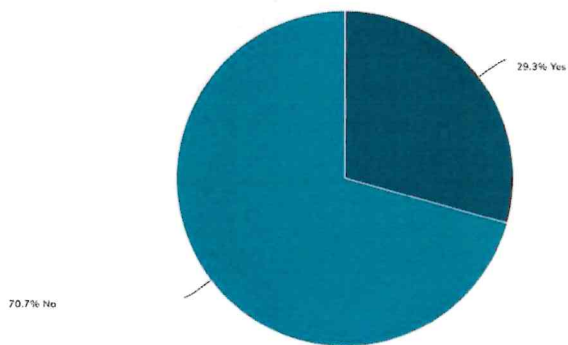
11

2

1

**Totals: 147**

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



Value

Yes

No

Percent

29.3%

70.7%

Responses

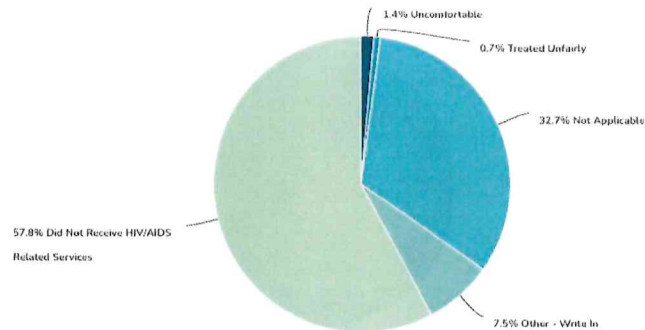
43

104

**Totals: 147**

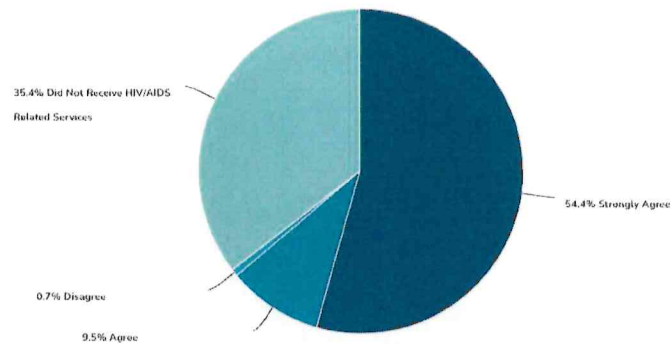


13. Based on your HIV status, at any moment during your visit, did you feel...



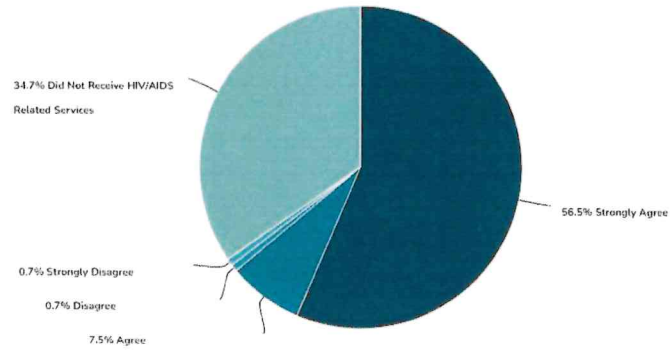
Value	Percent	Responses
Uncomfortable	1.4%	2
Treated Unfairly	0.7%	1
Not Applicable	32.7%	48
Other - Write In (click to view)	7.5%	11
Did Not Receive HIV/AIDS Related Services	57.8%	85
		Totals: 147

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



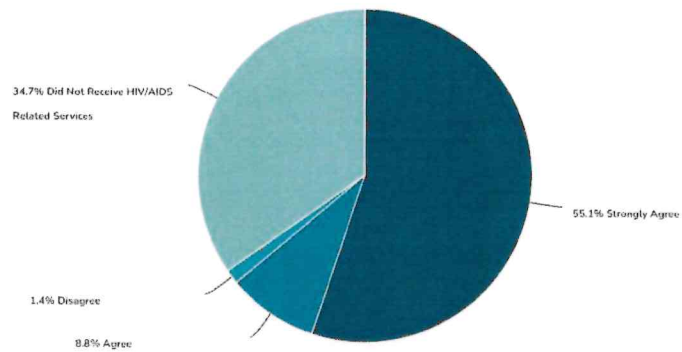
Value	Percent	Responses
Strongly Agree	54.4%	80
Agree	9.5%	14
Disagree	0.7%	1
Did Not Receive HIV/AIDS Related Services	35.4%	52
		Totals: 147

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



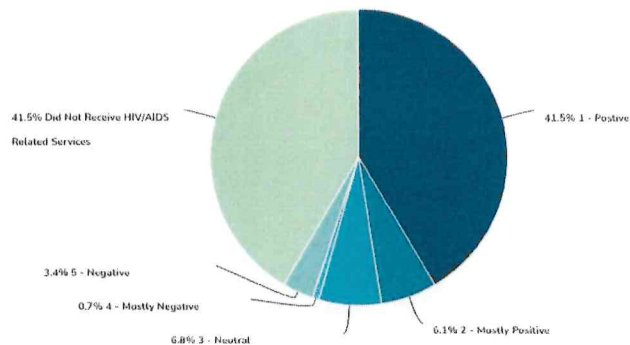
Value	Percent	Responses
Strongly Agree	56.5%	83
Agree	7.5%	11
Disagree	0.7%	1
Strongly Disagree	0.7%	1
Did Not Receive HIV/AIDS Related Services	34.7%	51
		<b>Totals: 147</b>

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



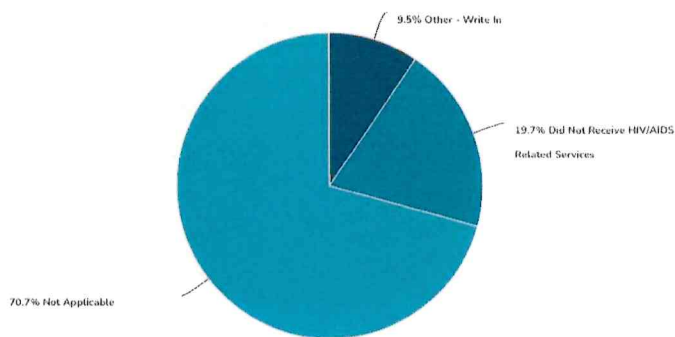
Value	Percent	Responses
Strongly Agree	55.1%	81
Agree	8.8%	13
Disagree	1.4%	2
Did Not Receive HIV/AIDS Related Services	34.7%	51
		<b>Totals: 147</b>

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	41.5%	61
2 - Mostly Positive	6.1%	9
3 - Neutral	6.8%	10
4 - Mostly Negative	0.7%	1
5 - Negative	3.4%	5
Did Not Receive HIV/AIDS Related Services	41.5%	61
		Totals: 147

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



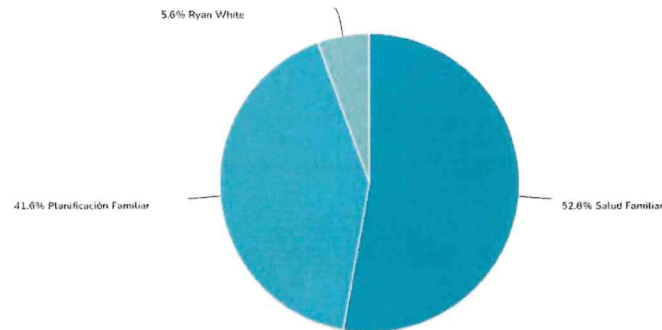
Value	Percent	Responses
Other - Write In (click to view)	9.5%	14
Did Not Receive HIV/AIDS Related Services	19.7%	29
Not Applicable	70.7%	104
		Totals: 147

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

### Response Counts

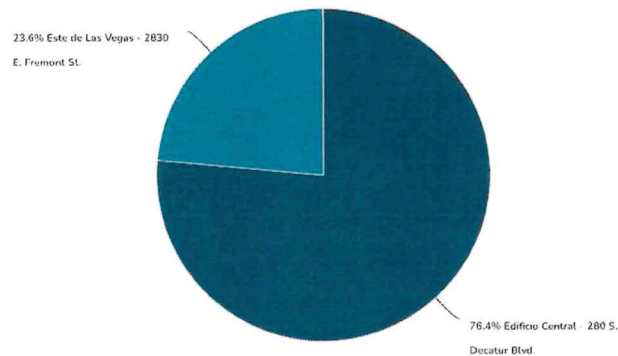


### 1. Marque los servicios recibidos durante su visita



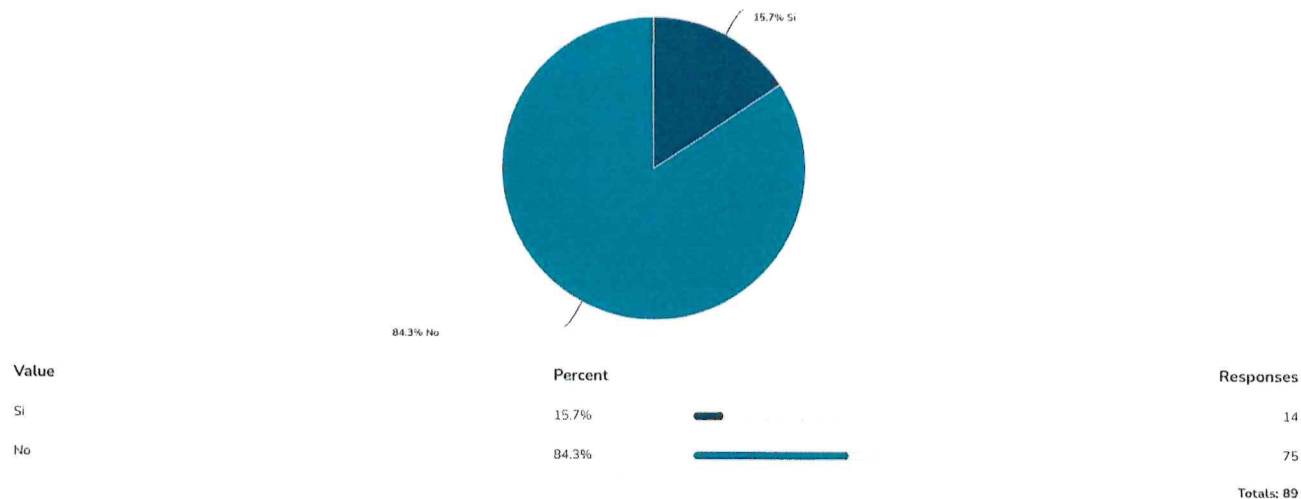
Value	Percent	Responses
Salud Familiar	52.8%	47
Planificación Familiar	41.6%	37
Ryan White	5.6%	5
		Totals: 89

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

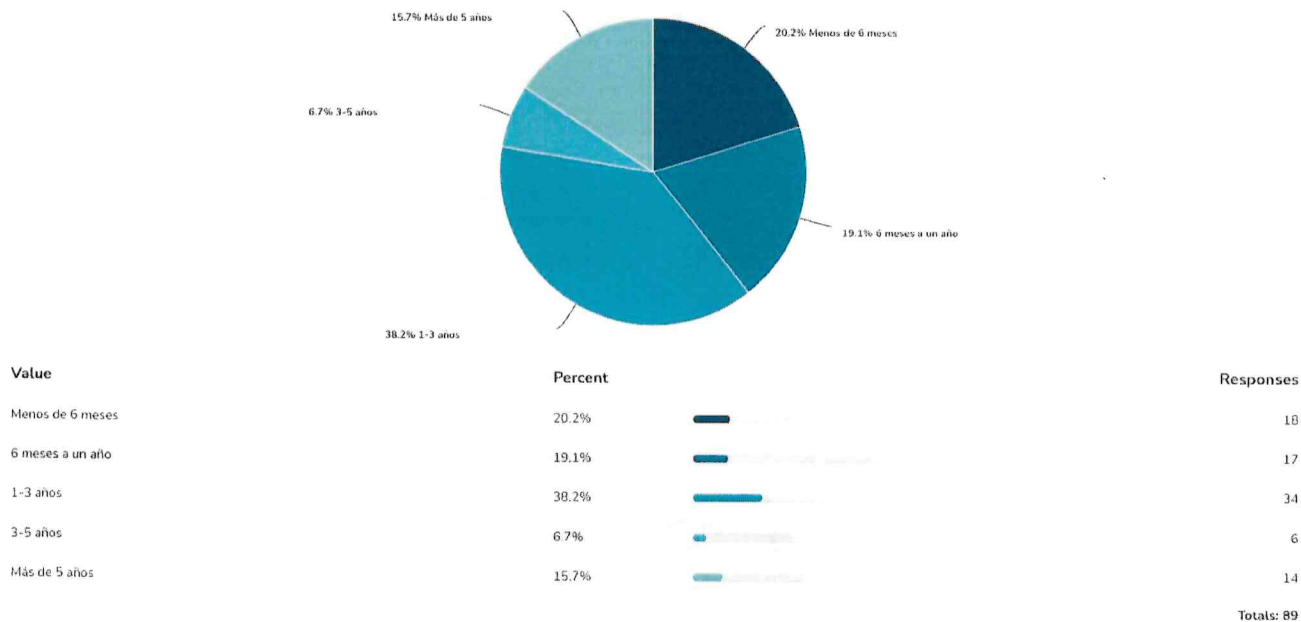


Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	76.4%	68
Este de Las Vegas - 2830 E. Fremont St.	23.6%	21
		Totals: 89

3. ¿Tiene seguro médico?

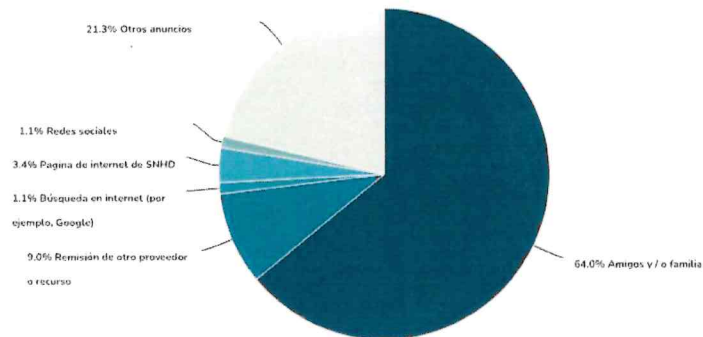


4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



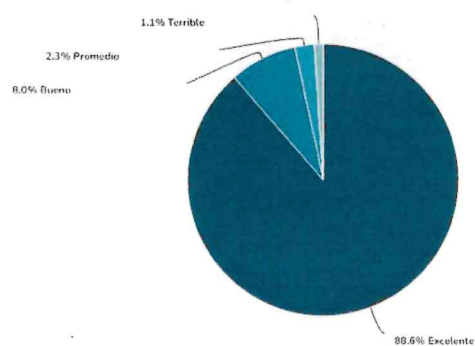


5. ¿Como usted supo de nosotros?



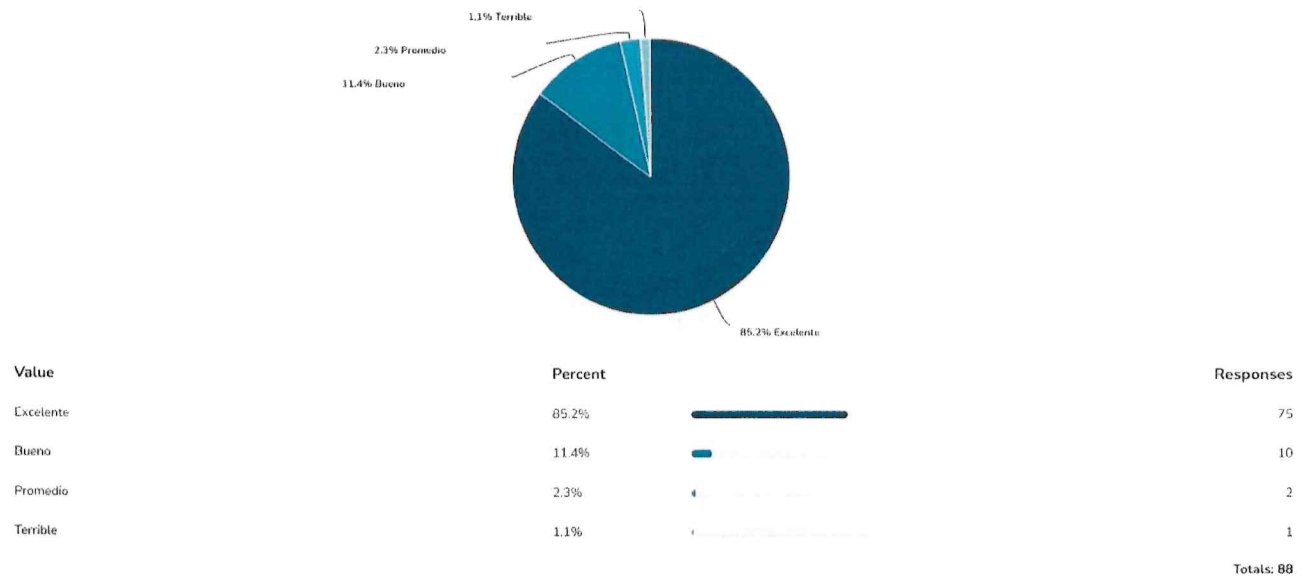
Value	Percent	Responses
Amigos y / o familia	64.0%	57
Remisión de otro proveedor o recurso	9.0%	8
Búsqueda en internet (por ejemplo, Google)	1.1%	1
Pagina de internet de SNHD	3.4%	3
Redes sociales	1.1%	1
Otros anuncios	21.3%	19
<b>Totals: 89</b>		

6. Facilidad para programar una cita

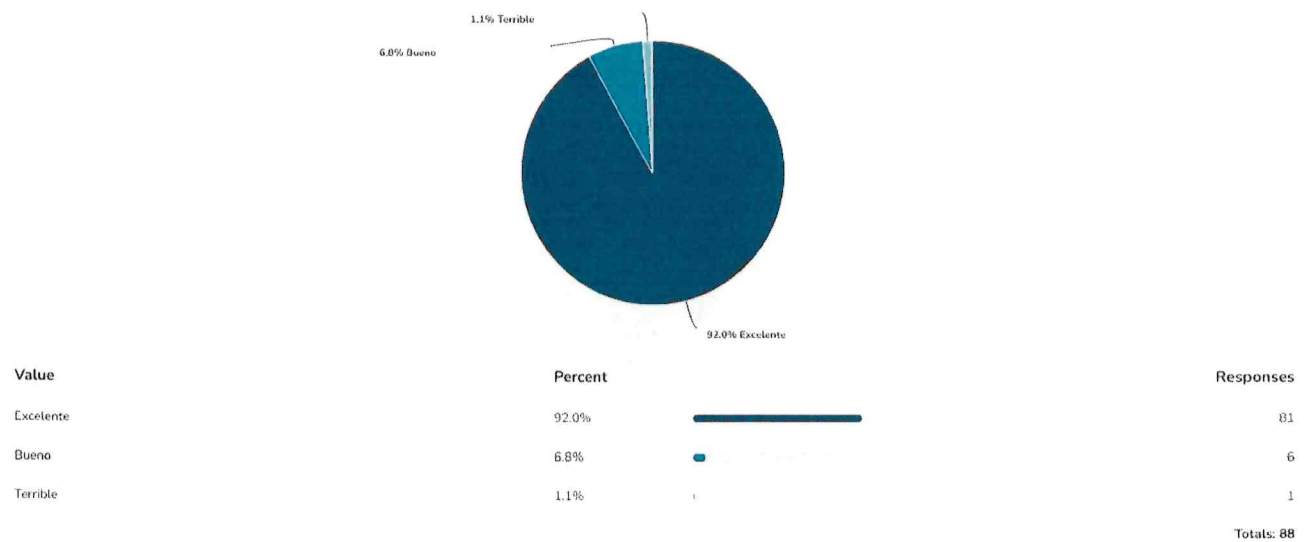


Value	Percent	Responses
Excelente	88.6%	78
Bueno	8.0%	7
Promedio	2.3%	2
Terrible	1.1%	1
<b>Totals: 88</b>		

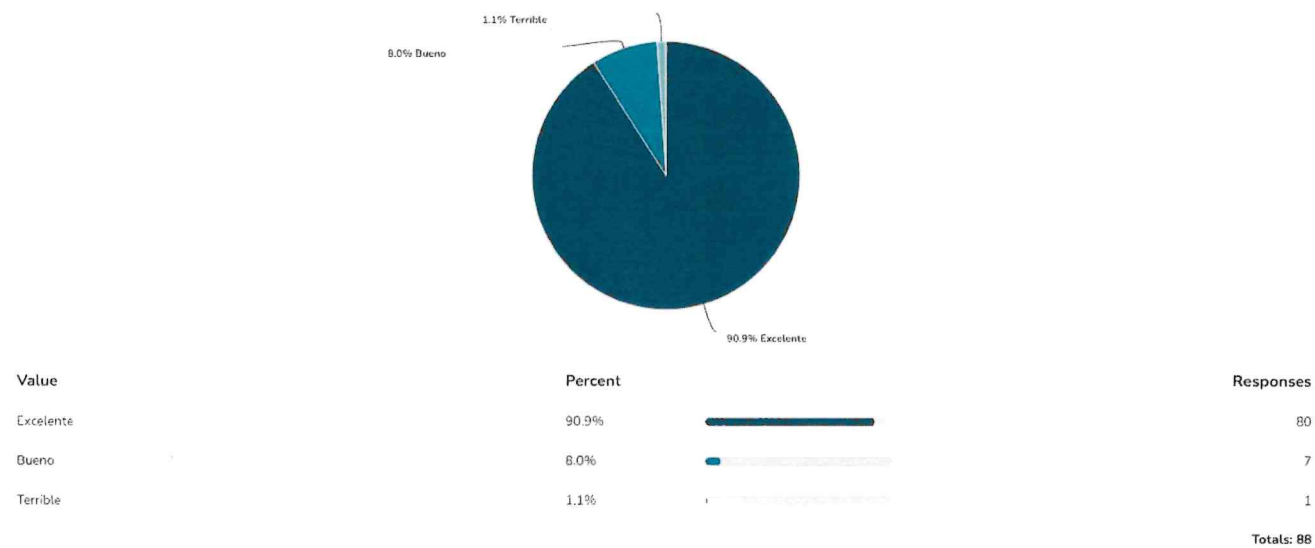
7. Tiempo de espera para ver a un proveedor de salud



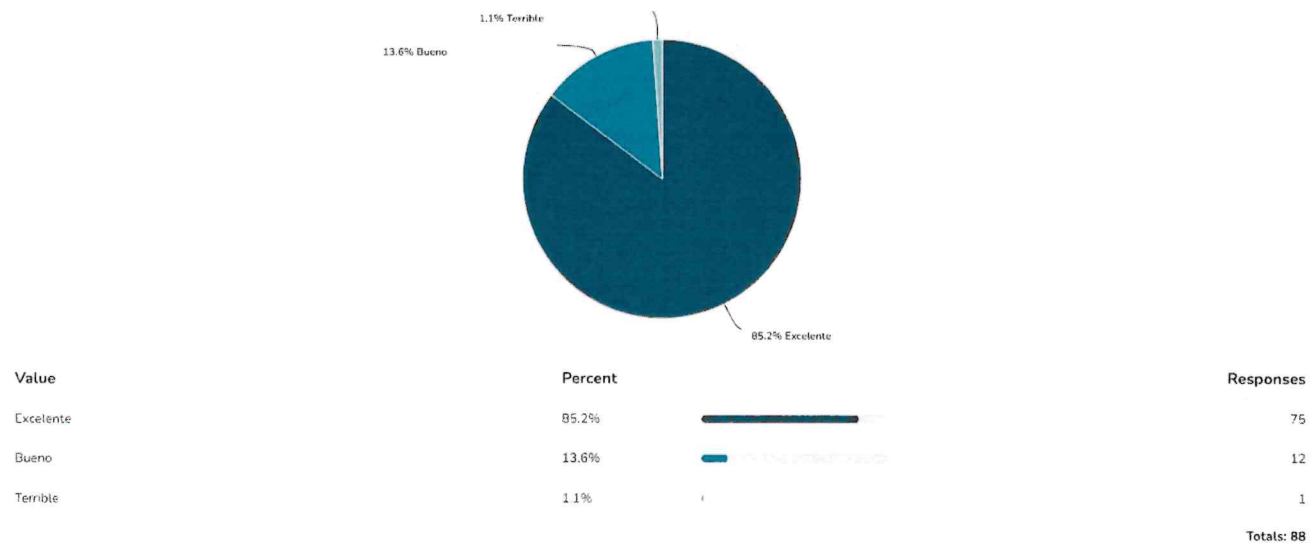
8. Atención recibida de los proveedores y personal



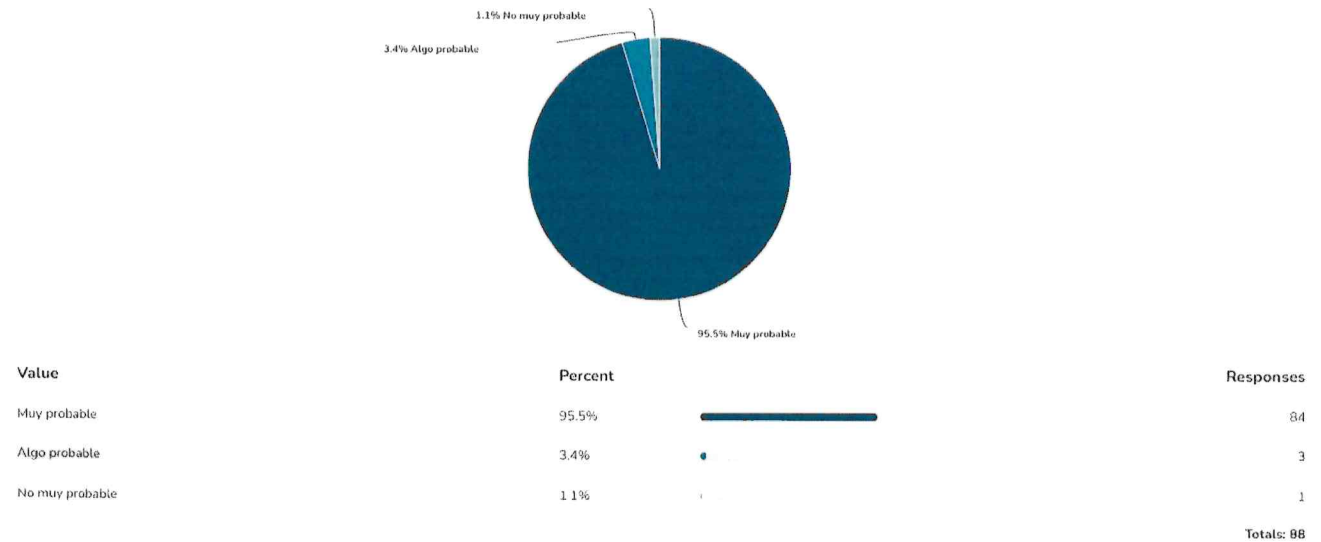
9. Comprensión de las instrucciones del cuidado de salud después de su visita



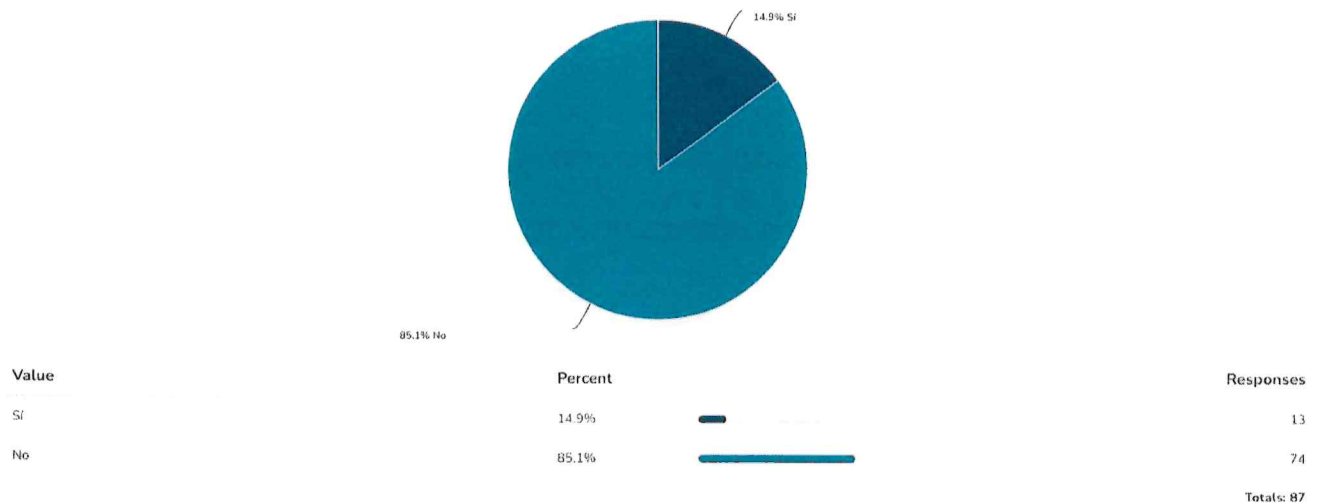
10. Horarios de operación



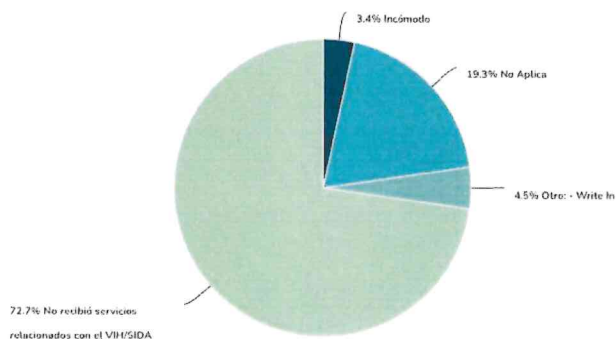
11. Recomendaría nuestro centro de salud a amigos y familiares



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

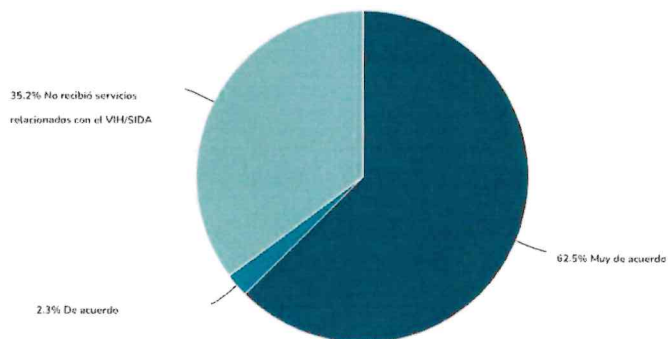


13. Con base en su estatus de VIH, en algún momento de su visita, se sintió...



Value	Percent	Responses
Incómodo	3.4%	3
No Aplica	19.3%	17
Otro: - Write In (click to view)	4.5%	4
No recibió servicios relacionados con el VIH/SIDA	72.7%	64
		Totals: 88

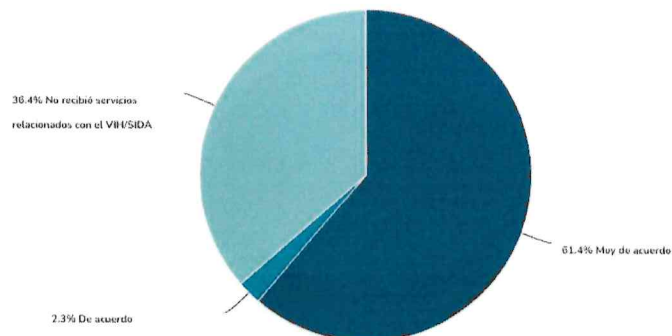
14. ¿Durante su visita, sintió que los miembros del personal lo trataron bien?



Value	Percent	Responses
Muy de acuerdo	62.5%	55
De acuerdo	2.3%	2
No recibió servicios relacionados con el VIH/SIDA	35.2%	31
		Totals: 88

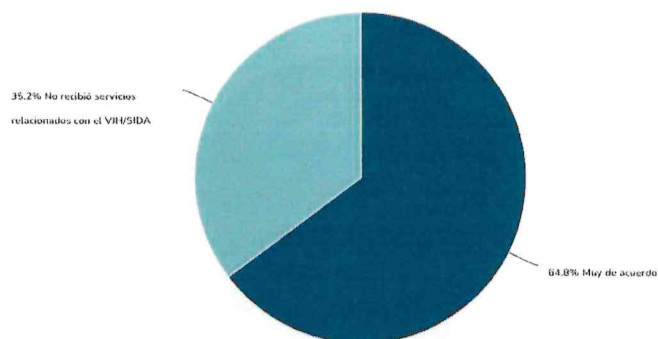


15. ¿Durante su visita, sintió que los miembros del personal lo trataron con respeto?



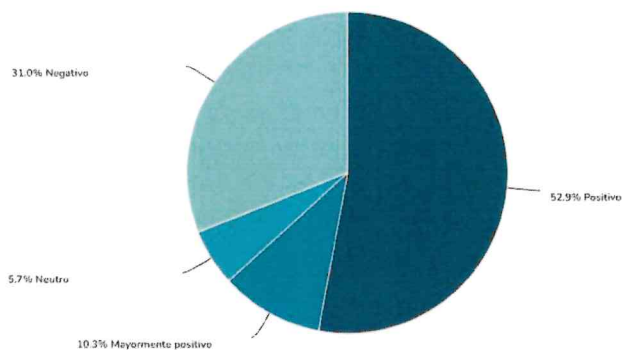
Value	Percent	Responses
Muy de acuerdo	61.4%	54
De acuerdo	2.3%	2
No recibió servicios relacionados con el VIH/SIDA	36.4%	32
		<b>Totals: 88</b>

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



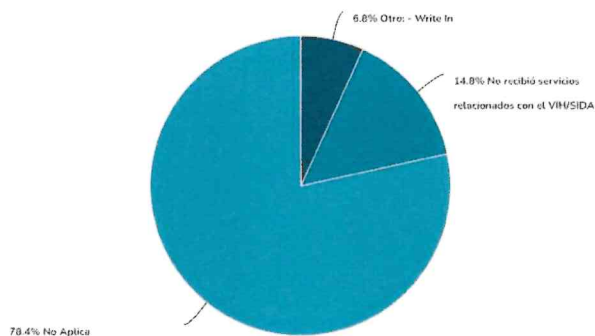
Value	Percent	Responses
Muy de acuerdo	64.8%	57
No recibió servicios relacionados con el VIH/SIDA	35.2%	31
		<b>Totals: 88</b>

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	52.9%	46
Mayormente positivo	10.3%	9
Neutro	5.7%	5
Negativo	31.0%	27
		<b>Totals: 87</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>	6.8%	6
No recibió servicios relacionados con el VIH/SIDA	14.8%	13
No Aplica	78.4%	69
		<b>Totals: 88</b>

