

Memorandum

Date: July 25, 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 – JUNE 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.

June Highlights

Operations

- 889 unduplicated patients seen in June.
 - 281 new patients established care.
- 3,240 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.
- Additional unbudgeted Family Planning funds awarded from the State.
- Azara DRVS validation complete.
- Two new providers (MD and APRN) scheduled to begin employment on 8/7/23.
- Medical Director recruitment ongoing.

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 50 referrals between June 1st through June 30th. There were two (2) pediatric clients referred to the MCM (Medical Case management) program in June and the program received four (4) referrals for pregnant women living with HIV during this time.

- B. There were 449 total service encounters in the month of June provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 214 unduplicated clients served under these programs in June.
- C. The Ryan White ambulatory clinic had a total of 353 visits in the month of June: 29 initial provider visits, 120 established provider visits, and seven (7) tele-visits for established clients. There were 25 Nurse visits and 172 Lab visits. There were 27 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker (LCSW) and the Psychiatric APRN during the month of June.
- D. The Ryan White clinic continues to provide Rapid stART services, 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 11 patients enrolled and seen under the Rapid stART program in June.

Family Planning (FP)

Unduplicated Patients	June 2022	June 2023		FY 21-22	FY 22-23	
Number of Pt: Fremont PHC	178	238	↑	1,168	1,125	↓
Number of Pt: Decatur PHC	383	184	↓	2,103	1,981	↓

Duplicated Patients	June 2022	June 2023		FY 21-22	FY 22-23	
Number of Pt: Fremont PHC	189	249	↑	1,958	2,054	↑
Number of Pt: Decatur PHC	409	190	↓	3,546	3,654	↑
New Patients	181	83	↓	1,537	1,393	↓
Number of Pt: Fremont PHC	49	54	↑	468	519	↑
Number of Pt: Decatur PHC	132	29	↓	1069	874	↓
APRN Visits	454	277	↓	3,974	4,029	↑
Number of Pt: Fremont PHC	134	165	↑	1288	1397	↑
Number of Pt: Decatur PHC	320	112	↓	2,686	2,632	↓

Client Encounters by Location					
Location /Program	Jun-22	Jun-23	FY 21-22	FY 22-23	
Family Planning	598	439	5,504	5,708	

- A. FP Program services at Fremont and Decatur Public Health Centers served 439 clients: 422 of them were unduplicated.
- B. The Fremont Family Planning Clinic served 249 clients: 238 of them were unduplicated.
- C. The Decatur Family Planning Clinic serviced 190 clients: 184 of them were unduplicated.

Pharmacy Services

	Jun-22	Jun-23		FY22	FY23		% Change YTD
Client Encounters (Pharmacy)	1,426	1,170	↓	13,677	13,870	↑	1.4%
Prescriptions Filled	1,814	1,611	↓	17,470	18,820	↑	7.7%
Client Clinic Encounters (Pharmacist)	78	52	↓	405	584	↑	44.2%
Financial Assistance Provided	12	15	↑	127	129	↑	1.6%
Insurance Assistance Provided	2	9	↑	46	29	↓	-37.0%

- A. Dispensed 1,611 prescriptions for 1,170 clients.
- B. Pharmacist completed 52 client clinic encounters.
- C. Assisted 15 clients to obtain medication financial assistance.
- D. Assisted 2 clients with insurance approvals.

Eligibility Case Narrative and Monthly Report

As a team, the Eligibility Workers submitted a total of 147 Applications for the month of June 2023.

Applications	Status
54	Approved
16	Denied
77	Pending

Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month June 2023.

Client required medical follow- up for Communicable Diseases	19
Referrals for TB issues	6
Referrals for Chronic Hep B	7
Referrals for STD	5
Pediatric Refugee Exams	11
Clients encounter by program (adults)	44
Refugee Health screening for June 2023	48 adults
Total for FY22-23	524

Quality & Risk Management

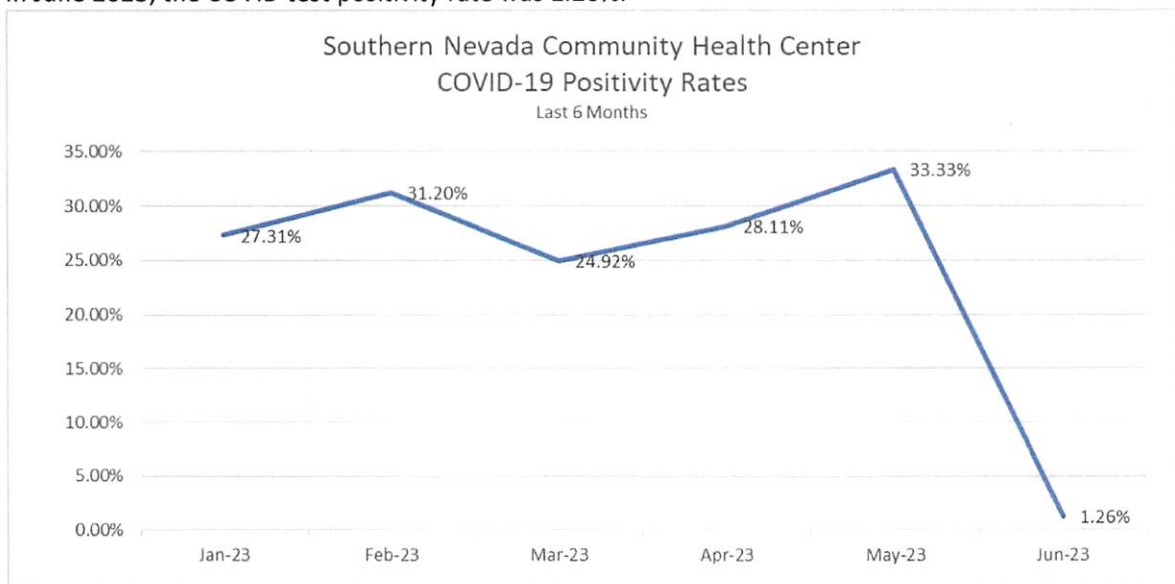
A. Quality

COVID-19 Testing

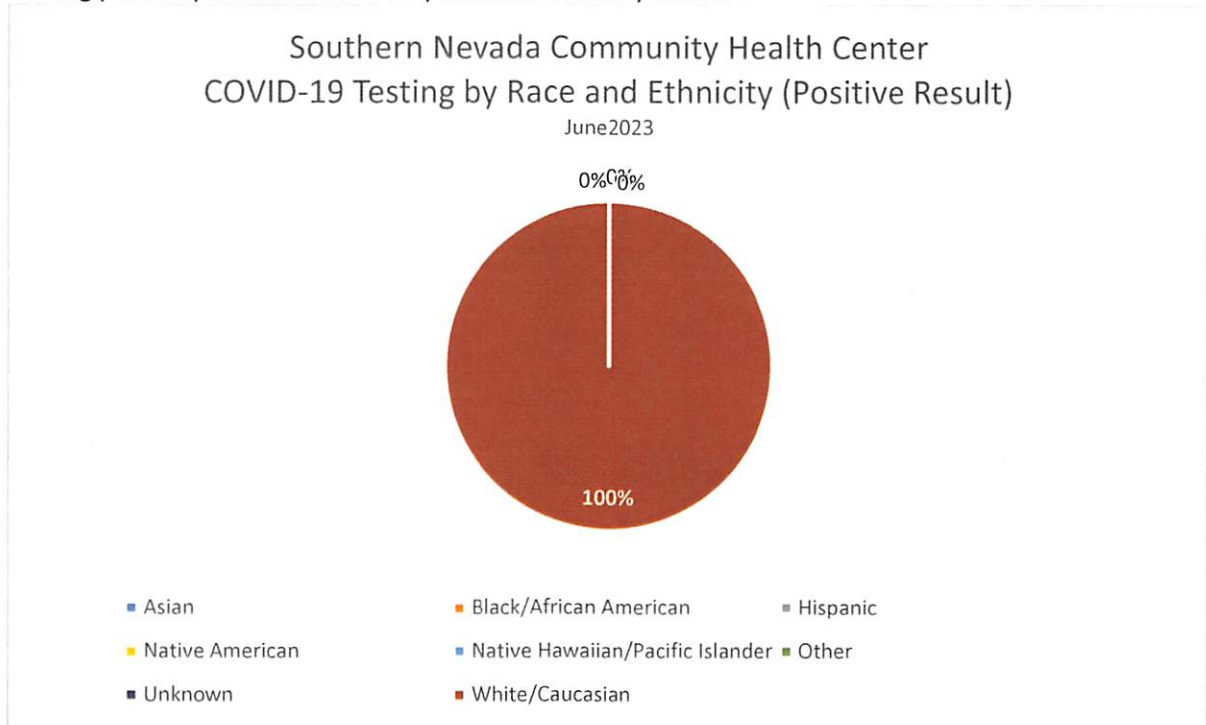
From January 2021 to June 2023 the Southern Nevada Community Health Center completed 100,414 COVID-19 tests, 161 of which were conducted in June of 2023.

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.

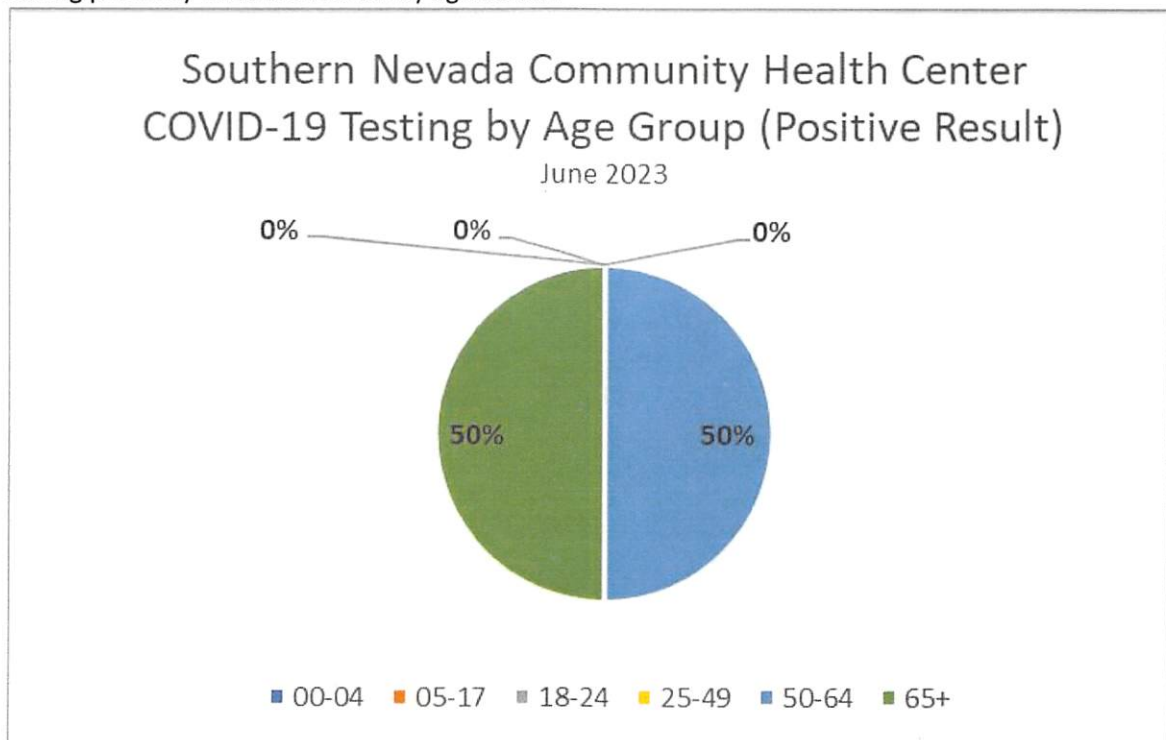
In June 2023, the COVID test positivity rate was 1.26%.



Testing positivity rates broken out by race and ethnicity below:



Testing positivity rates broken out by age below:



COVID-19 Vaccine Program and Monkeypox

- The Southern Nevada Community Health Center administered 463 COVID/Monkeypox doses in June.

Risk Management

- Medical Events (Dr. Bluebird) – Two (2)
- Patient Complaints/Grievances – Zero (0)
- Medication Errors – Zero (0)
- Patient Issues – Zero (0)
- Employee Incidents – Zero (0)
- HIPAA Violation(s) – Zero (0)

Health Center Visit Report Summary – June 2023

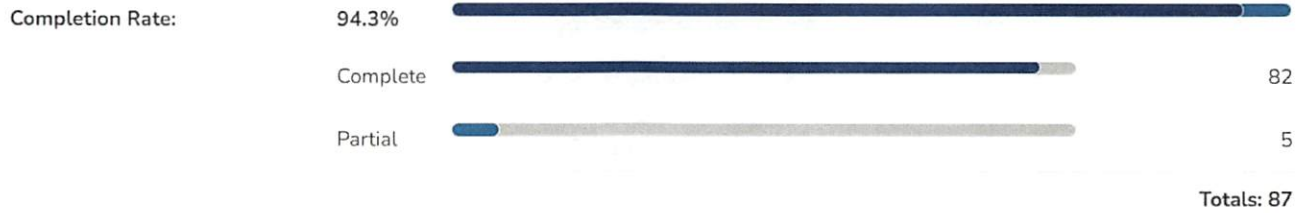
Patient Satisfaction:

- See attached survey results.

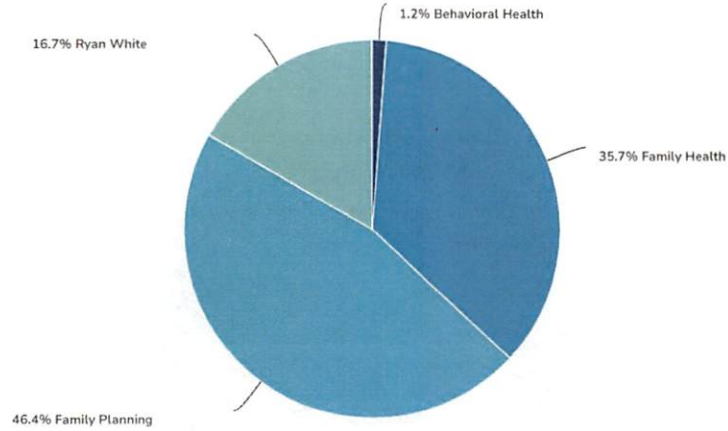
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

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

Response Counts

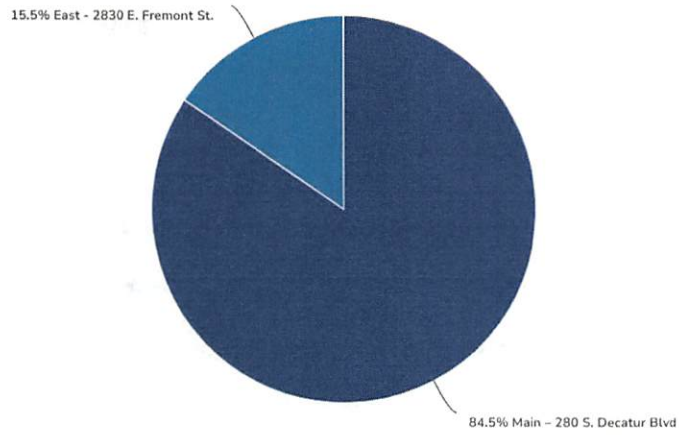


1. Service received during your visit



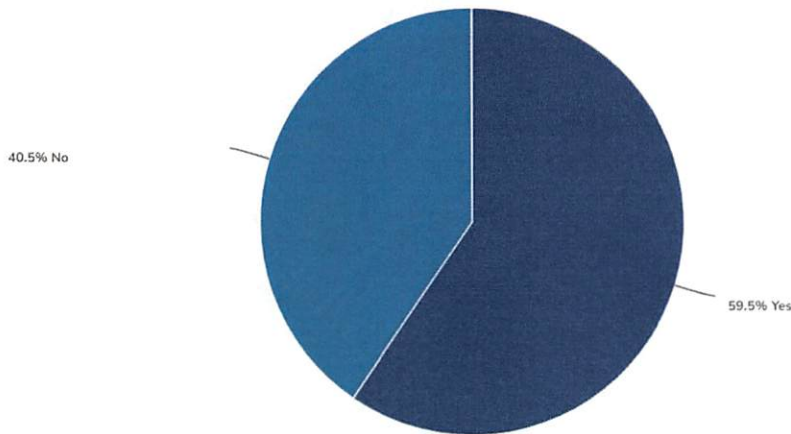
Value	Percent	Responses
Behavioral Health	1.2%	1
Family Health	35.7%	30
Family Planning	46.4%	39
Ryan White	16.7%	14
		Totals: 84

2. Southern Nevada Health District (SNHD) location



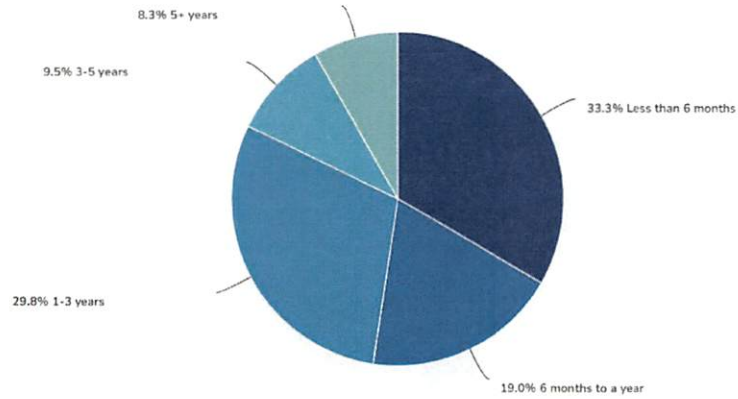
Value	Percent	Responses
Main - 280 S. Decatur Blvd	84.5%	71
East - 2830 E. Fremont St.	15.5%	13
		Totals: 84

3. Do you have health insurance?



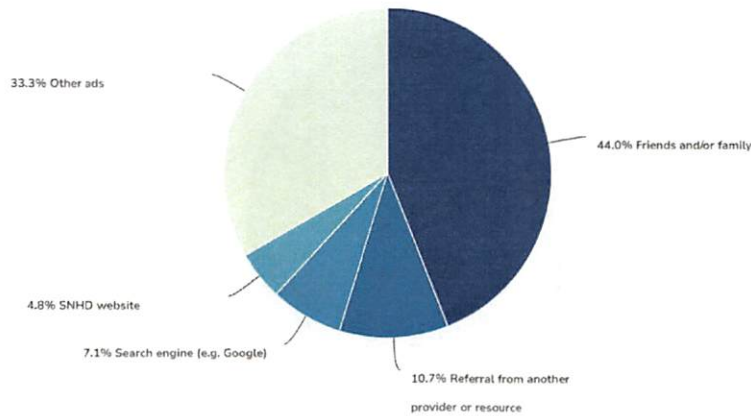
Value	Percent	Responses
Yes	59.5%	50
No	40.5%	34
		Totals: 84

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



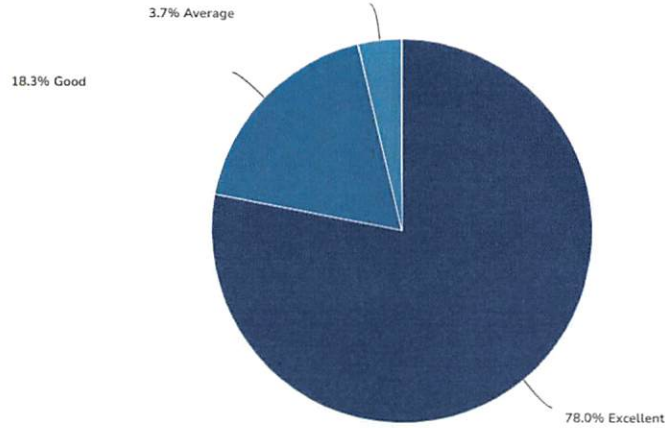
Value	Percent	Responses
Less than 6 months	33.3%	28
6 months to a year	19.0%	16
1-3 years	29.8%	25
3-5 years	9.5%	8
5+ years	8.3%	7
		Totals: 84

5. How did you hear about us?



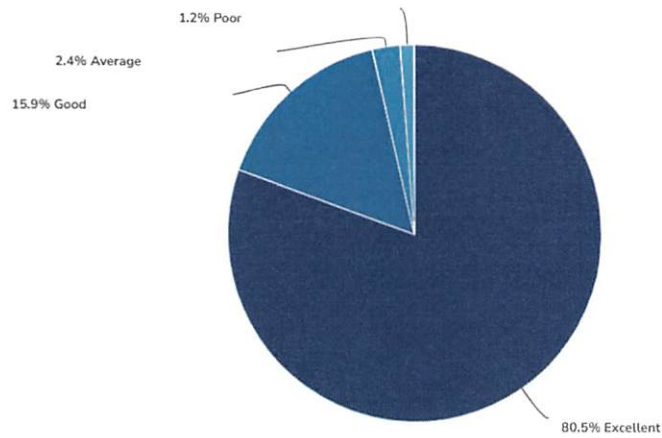
Value	Percent	Responses
Friends and/or family	44.0%	37
Referral from another provider or resource	10.7%	9
Search engine (e.g. Google)	7.1%	6
SNHD website	4.8%	4
Other ads	33.3%	28
		Totals: 84

6. Ease of scheduling an appointment



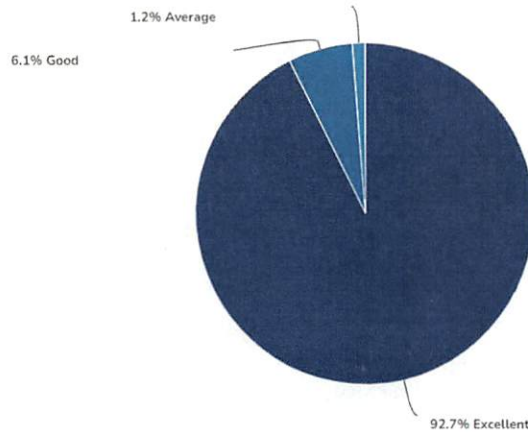
Value	Percent	Responses
Excellent	78.0%	64
Good	18.3%	15
Average	3.7%	3
Totals: 82		

7. Wait time to see provider



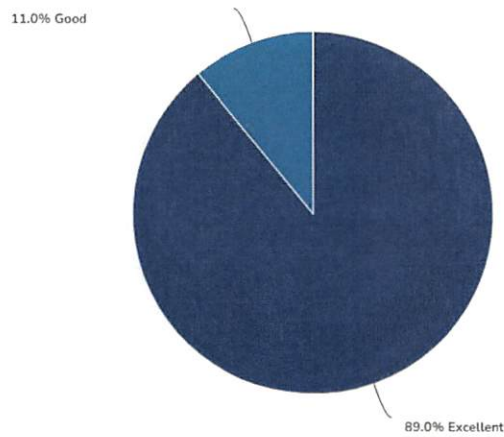
Value	Percent	Responses
Excellent	80.5%	66
Good	15.9%	13
Average	2.4%	2
Poor	1.2%	1
Totals: 82		

8. Care received from providers and staff



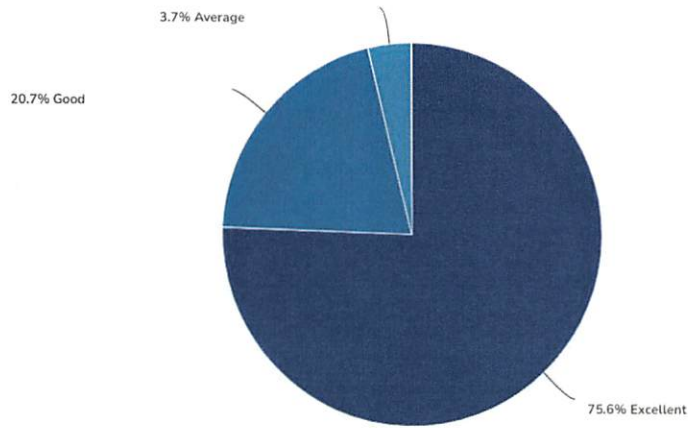
Value	Percent	Responses
Excellent	92.7%	76
Good	6.1%	5
Average	1.2%	1
		Totals: 82

9. Understanding of health care instructions following your visit



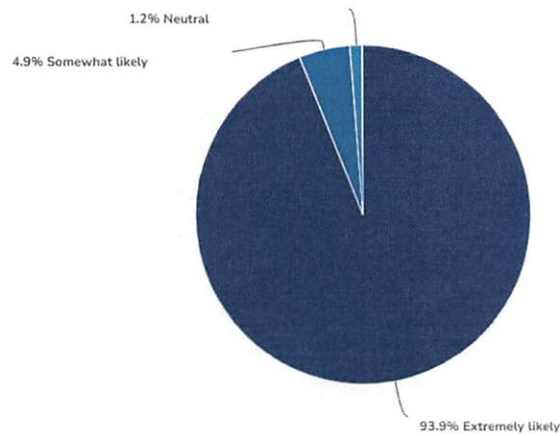
Value	Percent	Responses
Excellent	89.0%	73
Good	11.0%	9
		Totals: 82

10. Hours of operation



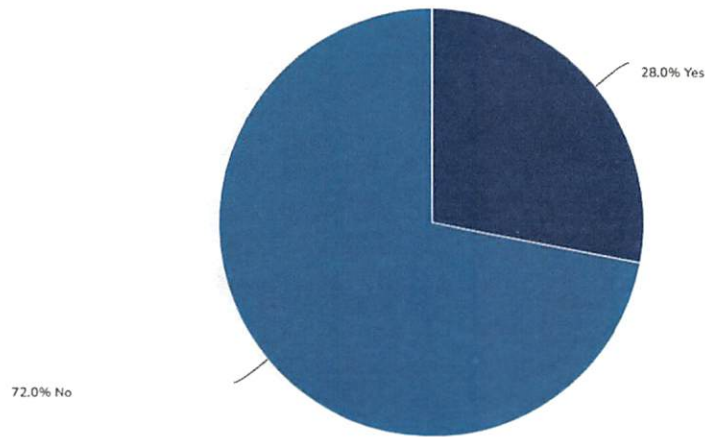
Value	Percent	Responses
Excellent	75.6%	62
Good	20.7%	17
Average	3.7%	3
Totals: 82		

11. Recommendation of our health center to friends and family



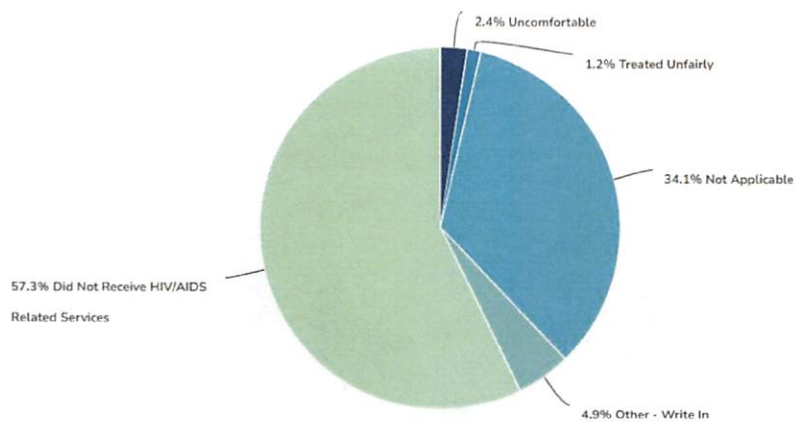
Value	Percent	Responses
Extremely likely	93.9%	77
Somewhat likely	4.9%	4
Neutral	1.2%	1
Totals: 82		

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



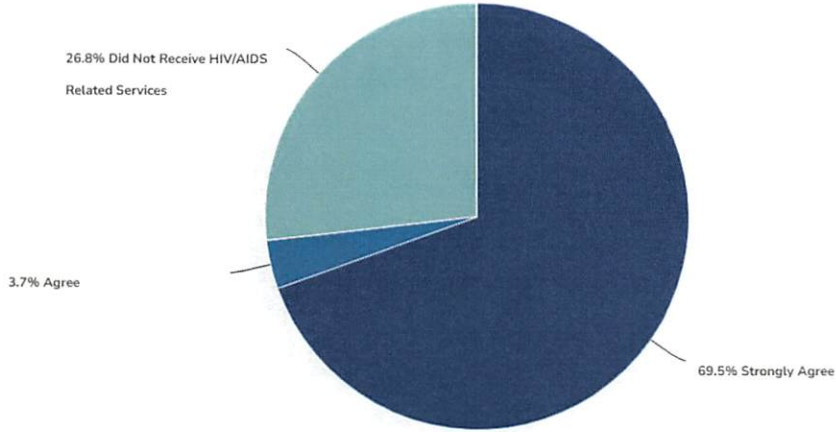
Value	Percent	Responses
Yes	28.0%	23
No	72.0%	59
		Totals: 82

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



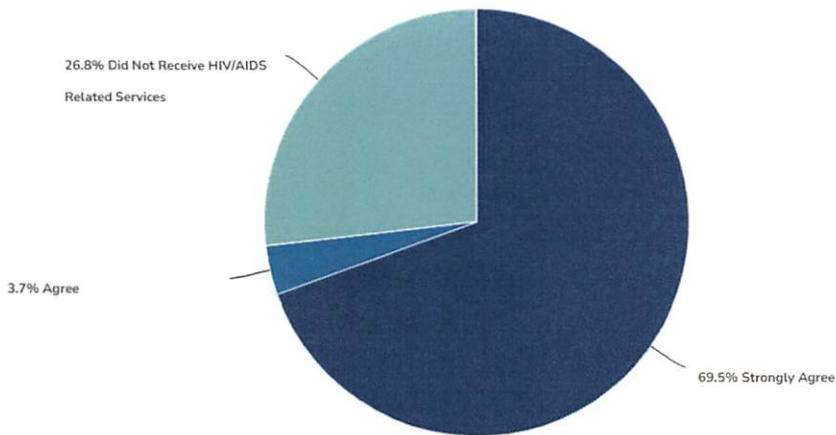
Value	Percent	Responses
Uncomfortable	2.4%	2
Treated Unfairly	1.2%	1
Not Applicable	34.1%	28
Other - Write In (click to view)	4.9%	4
Did Not Receive HIV/AIDS Related Services	57.3%	47
		Totals: 82

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



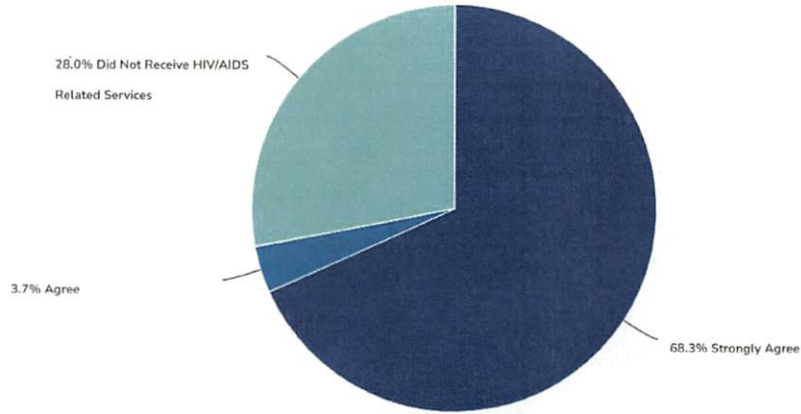
Value	Percent	Responses
Strongly Agree	69.5%	57
Agree	3.7%	3
Did Not Receive HIV/AIDS Related Services	26.8%	22
		Totals: 82

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



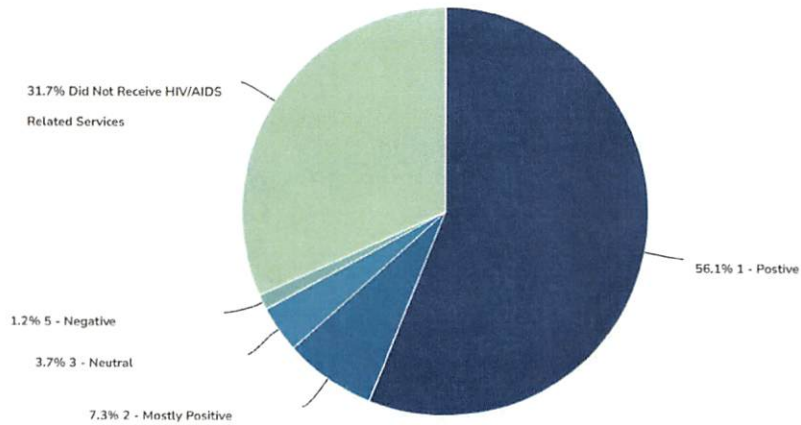
Value	Percent	Responses
Strongly Agree	69.5%	57
Agree	3.7%	3
Did Not Receive HIV/AIDS Related Services	26.8%	22
		Totals: 82

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



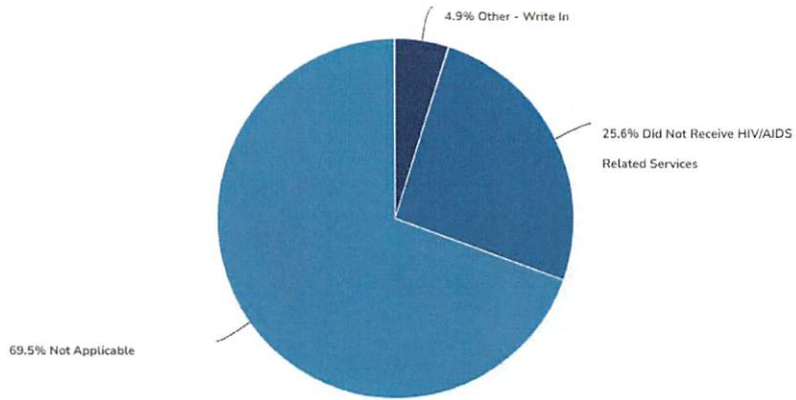
Value	Percent	Responses
Strongly Agree	68.3%	56
Agree	3.7%	3
Did Not Receive HIV/AIDS Related Services	28.0%	23
Totals: 82		

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	56.1%	46
2 - Mostly Positive	7.3%	6
3 - Neutral	3.7%	3
5 - Negative	1.2%	1
Did Not Receive HIV/AIDS Related Services	31.7%	26
Totals: 82		

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)	4.9%	4
Did Not Receive HIV/AIDS Related Services	25.6%	21
Not Applicable	69.5%	57
		Totals: 82

19. Comments

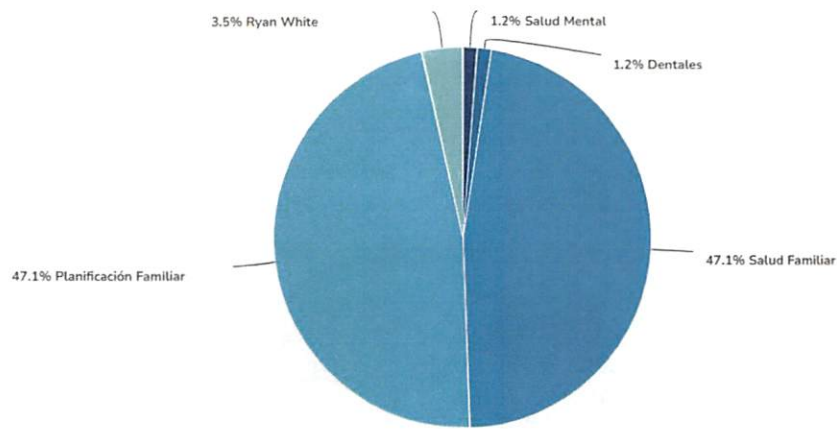


Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC) (Spanish) June 2023

Response Counts

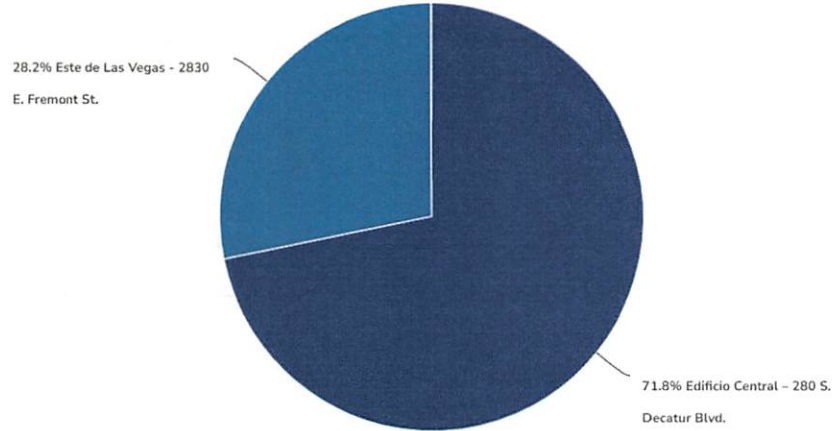


1. Marque los servicios recibidos durante su visita



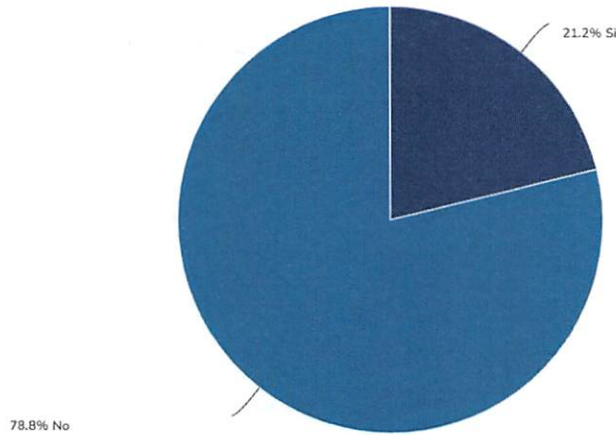
Value	Percent	Responses
Salud Mental	1.2%	1
Dentales	1.2%	1
Salud Familiar	47.1%	40
Planificación Familiar	47.1%	40
Ryan White	3.5%	3
Totals: 85		

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



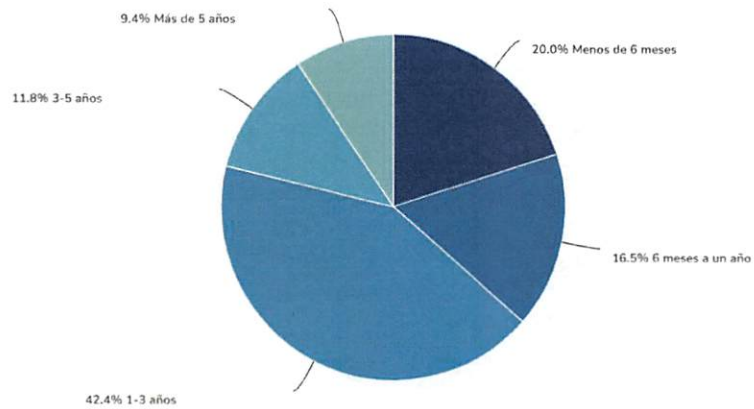
Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	71.8%	61
Este de Las Vegas - 2830 E. Fremont St.	28.2%	24
		Totals: 85

3. ¿Tiene seguro médico?



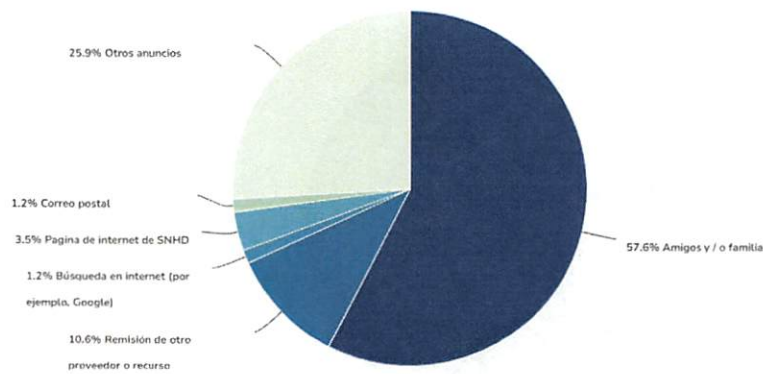
Value	Percent	Responses
Si	21.2%	18
No	78.8%	67
		Totals: 85

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



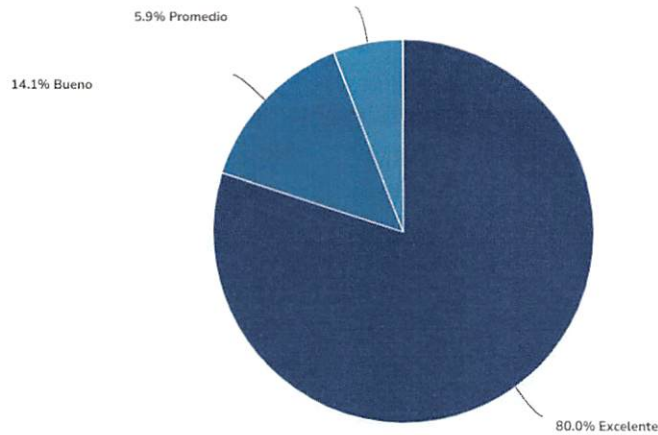
Value	Percent	Responses
Menos de 6 meses	20.0%	17
6 meses a un año	16.5%	14
1-3 años	42.4%	36
3-5 años	11.8%	10
Más de 5 años	9.4%	8
Totals: 85		

5. ¿Como usted supo de nosotros?



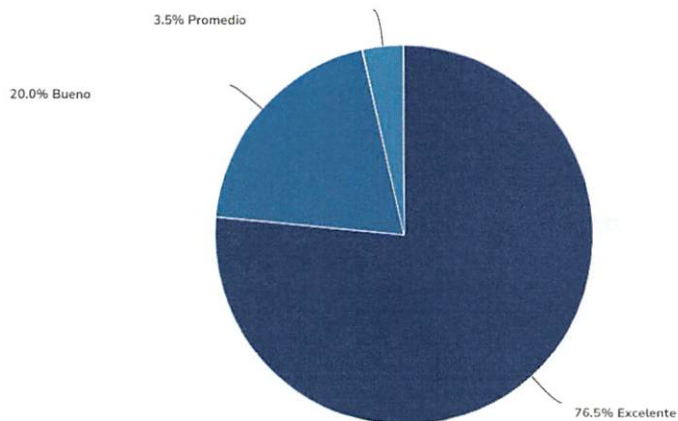
Value	Percent	Responses
Amigos y / o familia	57.6%	49
Remisión de otro proveedor o recurso	10.6%	9
Búsqueda en internet (por ejemplo, Google)	1.2%	1
Pagina de internet de SNHD	3.5%	3
Correo postal	1.2%	1
Otros anuncios	25.9%	22
Totals: 85		

6. Facilidad para programar una cita



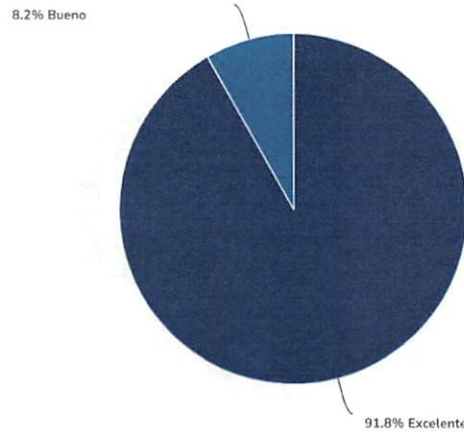
Value	Percent	Responses
Excelente	80.0%	68
Bueno	14.1%	12
Promedio	5.9%	5
Totals: 85		

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



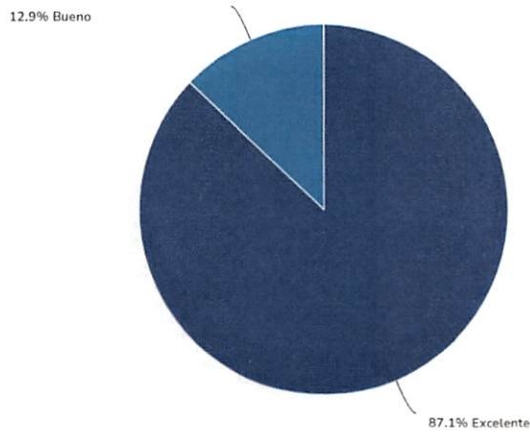
Value	Percent	Responses
Excelente	76.5%	65
Bueno	20.0%	17
Promedio	3.5%	3
Totals: 85		

8. Atención recibida de los proveedores y personal



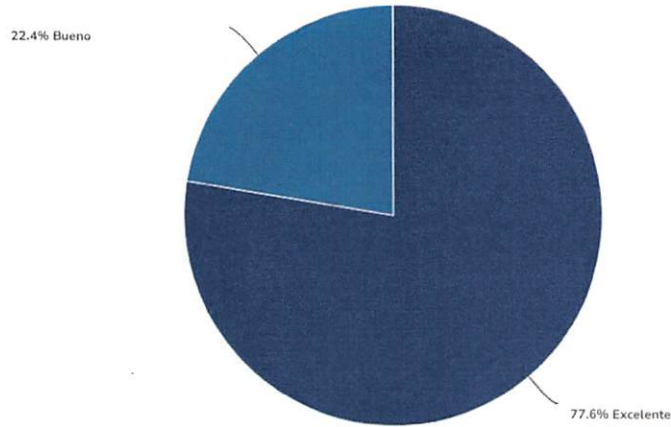
Value	Percent	Responses
Excelente	91.8%	78
Bueno	8.2%	7
Totals: 85		

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



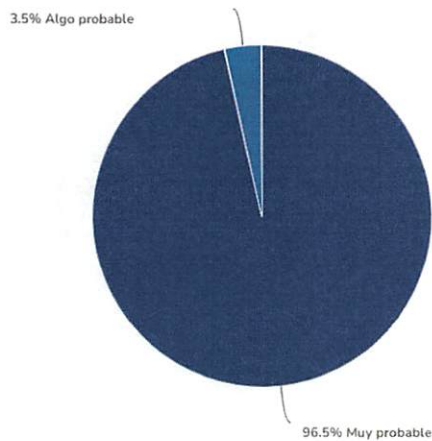
Value	Percent	Responses
Excelente	87.1%	74
Bueno	12.9%	11
Totals: 85		

10. Horarios de operación



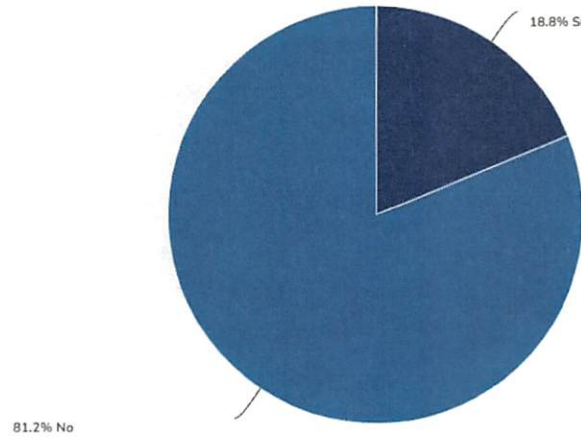
Value	Percent	Responses
Excelente	77.6%	66
Bueno	22.4%	19
		Totals: 85

11. Recomendaría nuestro centro de salud a amigos y familiares



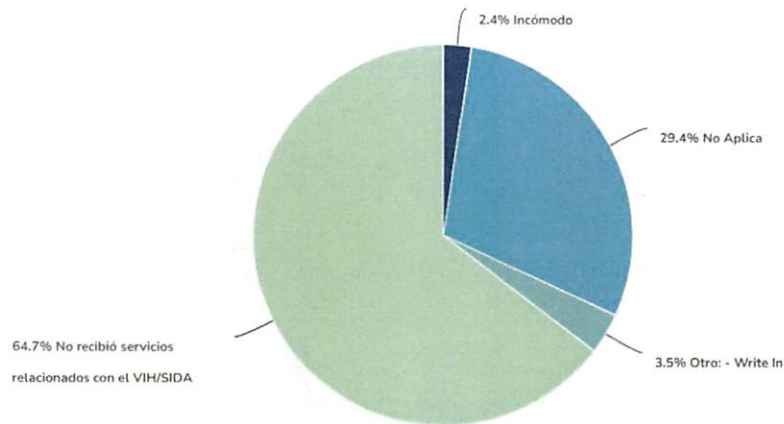
Value	Percent	Responses
Muy probable	96.5%	82
Algo probable	3.5%	3
		Totals: 85

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



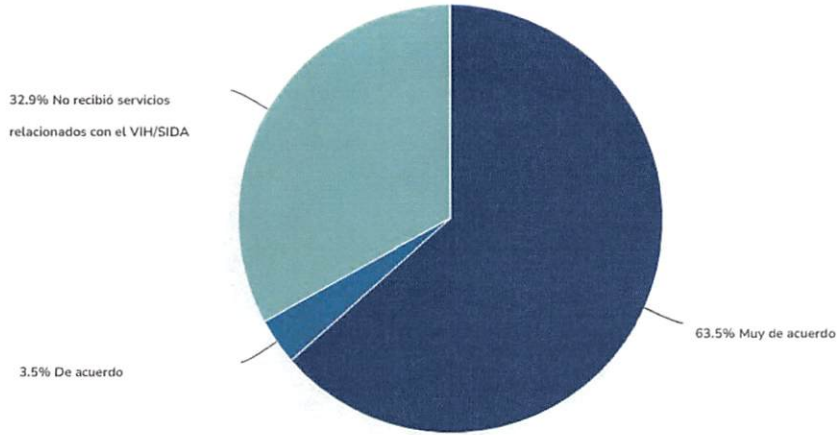
Value	Percent	Responses
Sí	18.8%	16
No	81.2%	69
Totals: 85		

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



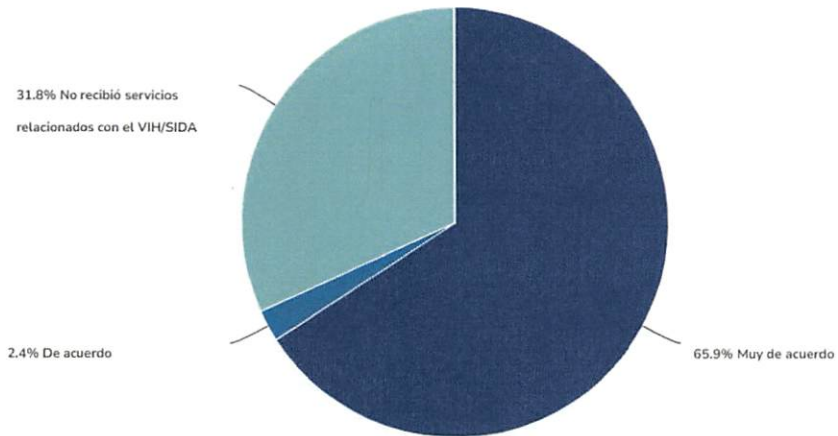
Value	Percent	Responses
Incómodo	2.4%	2
No Aplica	29.4%	25
<u>Otro - Write In (click to view)</u>	3.5%	3
No recibió servicios relacionados con el VIH/SIDA	64.7%	55
Totals: 85		

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



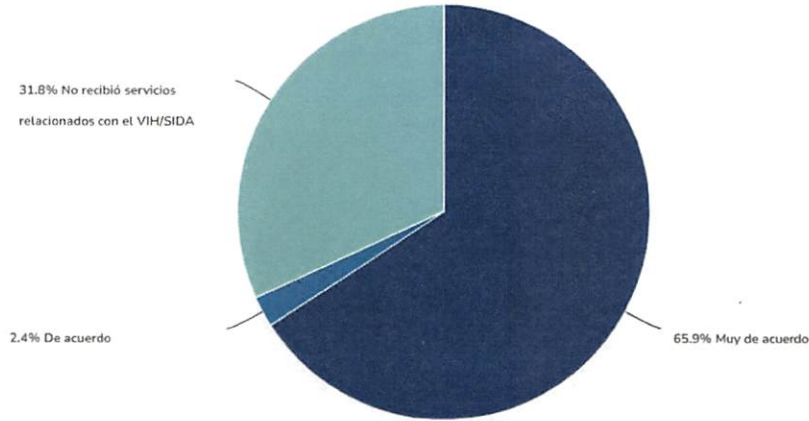
Value	Percent	Responses
Muy de acuerdo	63.5%	54
De acuerdo	3.5%	3
No recibió servicios relacionados con el VIH/SIDA	32.9%	28
Totals: 85		

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



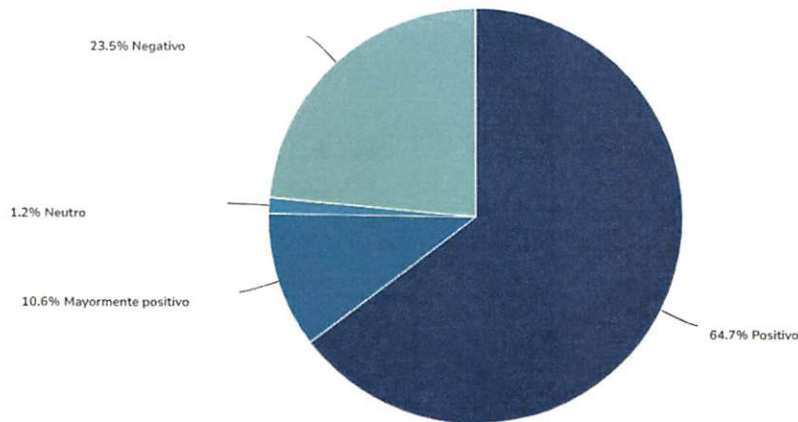
Value	Percent	Responses
Muy de acuerdo	65.9%	56
De acuerdo	2.4%	2
No recibió servicios relacionados con el VIH/SIDA	31.8%	27
Totals: 85		

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



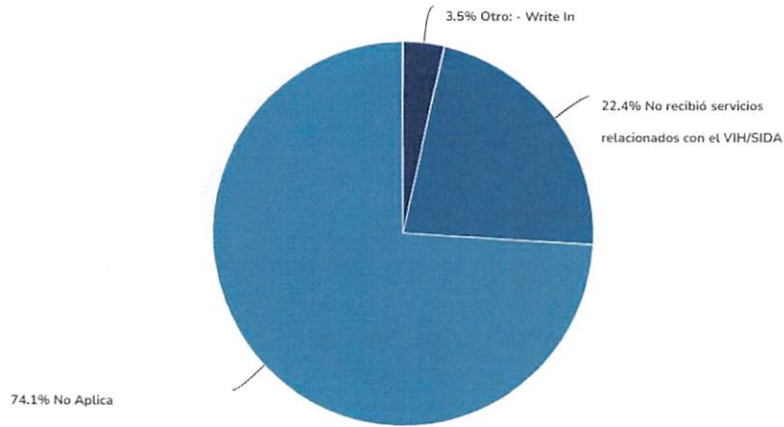
Value	Percent	Responses
Muy de acuerdo	65.9%	56
De acuerdo	2.4%	2
No recibió servicios relacionados con el VIH/SIDA	31.8%	27
Totals: 85		

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	64.7%	55
Mayormente positivo	10.6%	9
Neutro	1.2%	1
Negativo	23.5%	20
Totals: 85		

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)	3.5%	3
No recibí servicios relacionados con el VIH/SIDA	22.4%	19
No Aplica	74.1%	63
		Totals: 85

19. Comentarios

