

# Memorandum

**Date:** August 15, 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 – JULY 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.

## July Highlights

### Access

- 875 unduplicated patients
  - 293 new patients
- 3,603 unduplicated patients served YTD.

### Administrative

- The Sexual Health Clinic (SHC) formally joined the FQHC in July 1<sup>st</sup>.
- Service Area Competition (SAC) notice of award released. Applications due by 8/23/23.
- Federal Tort Claim Act (FTCA) deeming application in the final phase of completion.
- Title X Family Planning program visit postponed. New date to be determined.
- Additional unbudgeted Family Planning funds awarded from the State.
- Azara DRVS staff training underway.
- One new mid-level provider began on 8/7/23.
- Recruitments for the Medical Director, Licensed Clinical Social Worker, and a mid-level provider are ongoing.
- Transition of the Refugee Health Clinic (RHC) to Fremont on track for 9/5/23.

## HIV / Ryan White Care Program

- A. The Ryan White program received 65 referrals between July 1<sup>st</sup> through July 31<sup>st</sup>. There were no pediatric clients referred to the MCM (Medical Case Management) program in July and the program received three (3) referrals for pregnant women living with HIV during this time.
- B. There were 570 total service encounters in the month of July provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 280 unduplicated clients served under these programs in July.
- C. The Ryan White ambulatory clinic had a total of 422 visits in the month of July: 48 initial provider visits, 147 established provider visits, 15 tele-visits (established clients). There were 25 Nurse visits and 187 lab

visits. There were 23 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker (LCSW) and the Psychiatric APRN during the month of July.

- 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 19 patients enrolled and seen under the Rapid stART program in July.

### Family Planning (FP)

Unduplicated Patients	July 2022	July 2023		FY 21-22	FY 22-23	
Number of Pt: Fremont PHC	110	161	↑	110	161	↑
Number of Pt: Decatur PHC	303	191	↓	303	191	↓

Duplicated Patients	July 2022	July 2023		FY 21-22	FY 22-23	
Number of Pt: Fremont PHC	111	175	↑	111	175	↑
Number of Pt: Decatur PHC	323	199	↓	323	199	↓
<b>New Patients</b>	123	84	↓	123	84	↓
Number of Pt: Fremont PHC	30	39	↑	30	39	↑
Number of Pt: Decatur PHC	93	45	↓	93	45	↓
<b>APRN Visits</b>	324	258	↓	324	258	↓
Number of Pt: Fremont PHC	75	120	↑	75	120	↑
Number of Pt: Decatur PHC	249	138	↓	249	138	↓

Client Encounters by Locations			
Location	Decatur PHC	Fremont PHC	Total
Family Planning	199	175	374

Client Encounters by Location				
Location /Program	Jun-22	Jun-23	FY 21-22	FY 22-23
Family Planning	434	374	434	374

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

## Pharmacy Services

	Jun-22	Jun-23		FY22	FY23		% Change YTD
Client Encounters (Pharmacy)	1,426	1170	↓	13,677	13,870	↑	1.4%
Prescriptions Filled	1,814	1611	↓	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%

- FP Program services at East Las Vegas and Decatur Public Health Centers served 374 clients: 352 of them were unduplicated.
- The East Las Vegas Family Planning Clinic served 175 clients: 161 of them were unduplicated.
- The Decatur Family Planning Clinic serviced 199 clients: 191 of them were unduplicated.

## Eligibility Case Narrative and Monthly Report

As a team, the Eligibility Workers submitted a total of 174 applications for the month.

Applications	Status
92	Approved
44	Denied
66	Pending

## FQHC-Sexual Health Clinic (SHC)

- The FQHC-Sexual Health Clinic (SHC) clinic provided 606 encounters to 521 unduplicated patients for the month of July. There were 96 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- The FQHC- SHC is participating in a research project in collaboration with the University of San Diego, California (UCSD) looking at STI's as a tool for HIV prevention. The FQHC-SHC continues to collaborate with UMC on referrals for evaluation and treatment of neurosyphilis. The SHC is collaborating with the PPC- Sexual Health and Outreach Prevention Programs (SHOPP) with the Gilead FOCUS grant to expand express testing services for asymptomatic patients and provide linkage to care for patients needing STI, Hepatitis C or HIV treatment services.
- The FQHC-SHC clinical team completed annual trainings, including trainings on human trafficking and safe injection practices.
- The SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- Three (3) community health nurses, one (1) medical assistant, and one (1) administrative assistant are continuing orientation in FQHC-SHC. Additionally, FQHC-SHC began the process for filling one (1) vacant community health nurse position.

## Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month July 2023.

Client required medical follow- up for Communicable Diseases	21
Referrals for TB issues	12
Referrals for Chronic Hep B	5
Referrals for STD	3
Pediatric Refugee Exams	6
Clients encounter by program (adults)	57
Refugee Health screening for July 2023	57
<b>Total for FY22-23</b>	<b>57</b>

## Quality & Risk Management

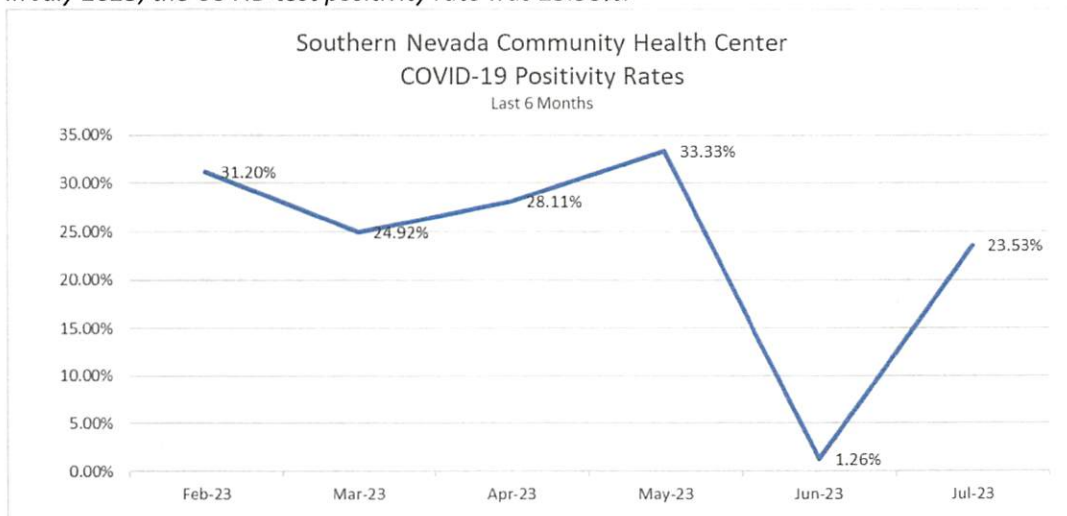
### A. Quality

#### COVID-19 Testing

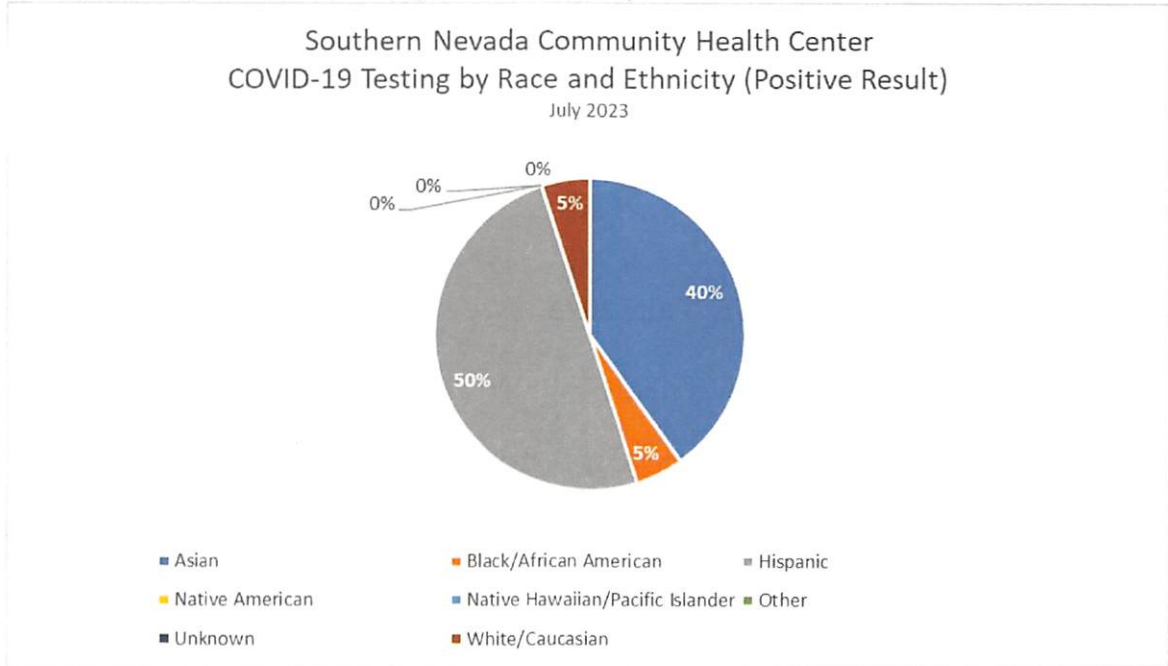
From January 2021 to July 2023 the Southern Nevada Community Health Center completed **100,519** COVID-19 tests, 105 of which were conducted in July of 2023.

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.

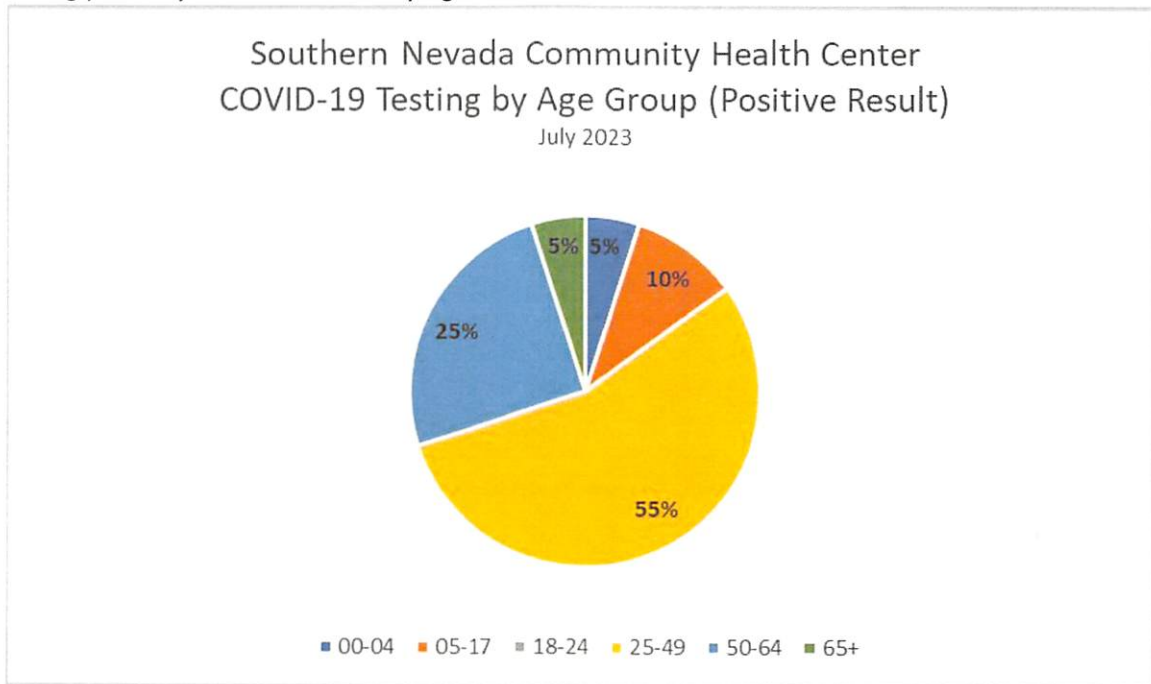
*In July 2023, the COVID test positivity rate was 23.53%.*



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 98 COVID and Monkeypox vaccines in July.

## 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)

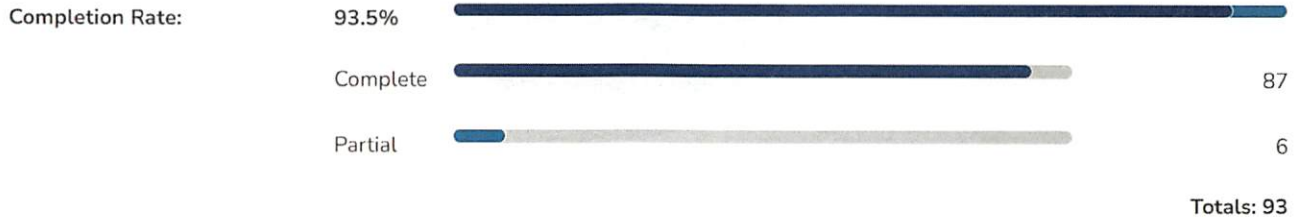
## Health Center Visit Report Summary – July 2023

Patient Satisfaction: See attached survey results.

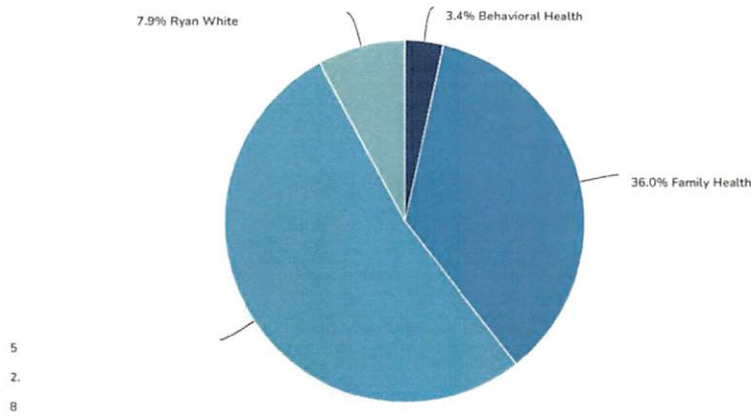
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

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

### Response Counts

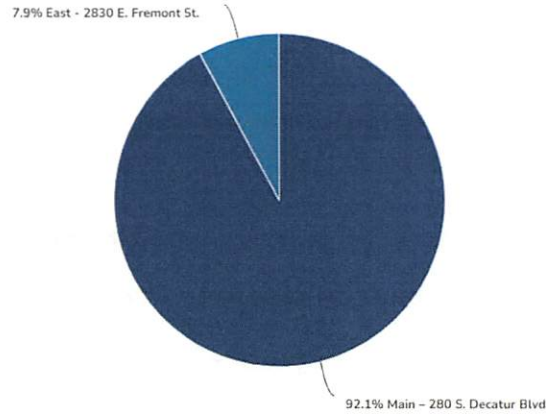


### 1. Service received during your visit



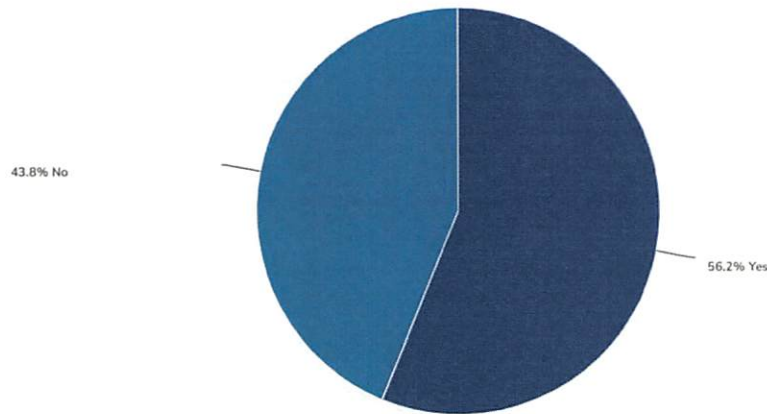
Value	Percent	Responses
Behavioral Health	3.4%	3
Family Health	36.0%	32
Family Planning	52.8%	47
Ryan White	7.9%	7
		<b>Totals: 89</b>

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



Value	Percent	Responses
Main - 280 S. Decatur Blvd	92.1%	82
East - 2830 E. Fremont St.	7.9%	7
		<b>Totals: 89</b>

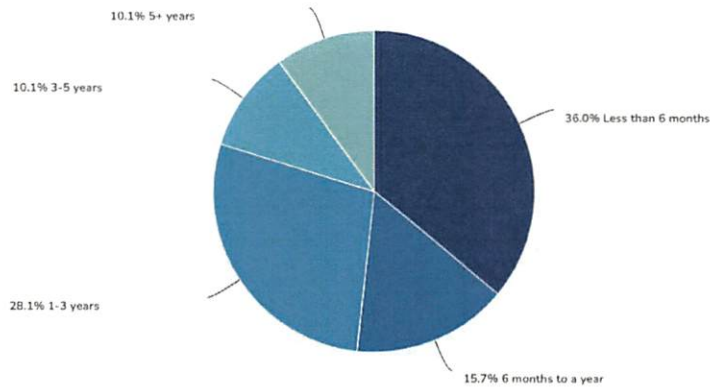
## 3. Do you have health insurance?



Value	Percent	Responses
Yes	56.2%	50
No	43.8%	39
		<b>Totals: 89</b>

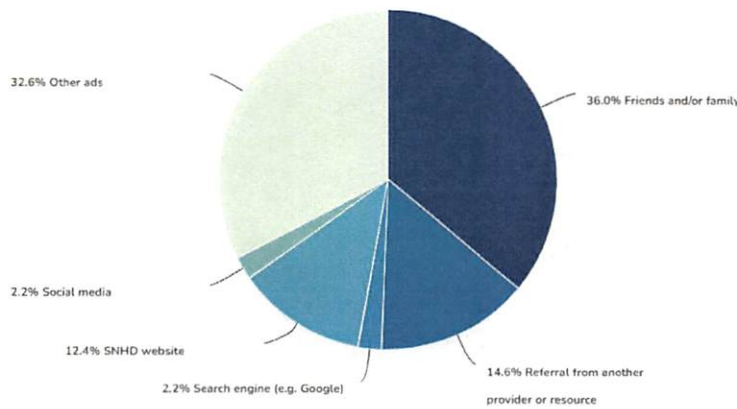


4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



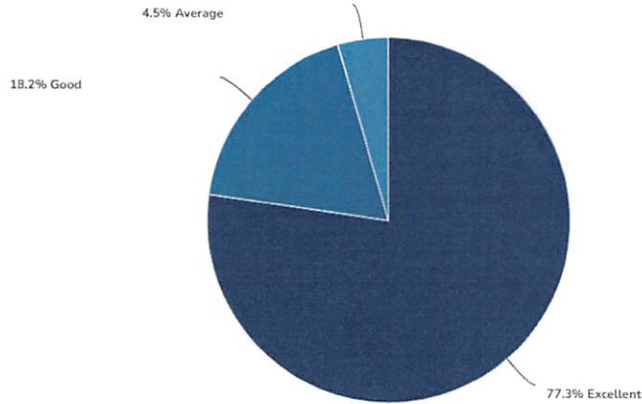
Value	Percent	Responses
Less than 6 months	36.0%	32
6 months to a year	15.7%	14
1-3 years	28.1%	25
3-5 years	10.1%	9
5+ years	10.1%	9
<b>Totals: 89</b>		

5. How did you hear about us?



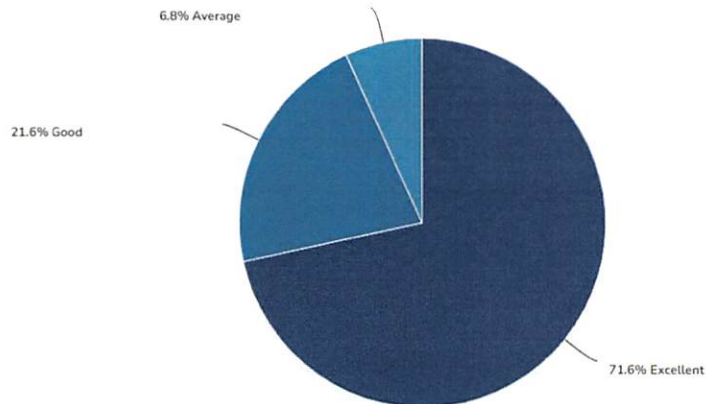
Value	Percent	Responses
Friends and/or family	36.0%	32
Referral from another provider or resource	14.6%	13
Search engine (e.g. Google)	2.2%	2
SNHD website	12.4%	11
Social media	2.2%	2
Other ads	32.6%	29
<b>Totals: 89</b>		

6. Ease of scheduling an appointment



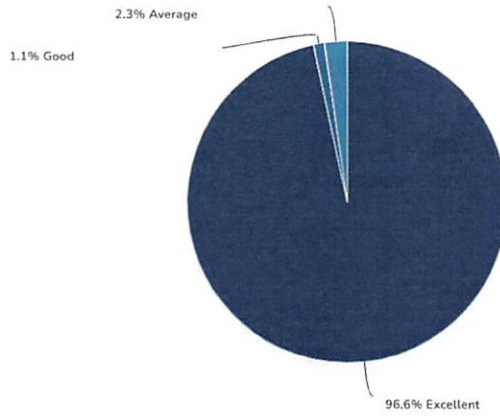
Value	Percent	Responses
Excellent	77.3%	68
Good	18.2%	16
Average	4.5%	4
<b>Totals: 88</b>		

7. Wait time to see provider



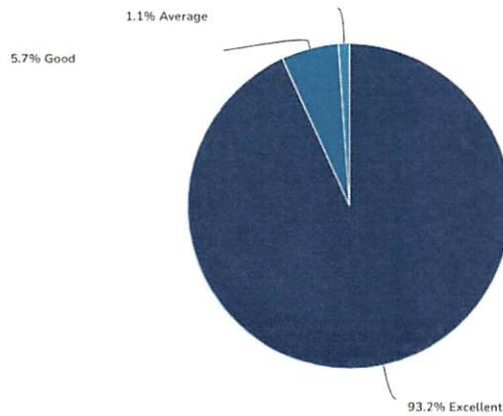
Value	Percent	Responses
Excellent	71.6%	63
Good	21.6%	19
Average	6.8%	6
<b>Totals: 88</b>		

8. Care received from providers and staff



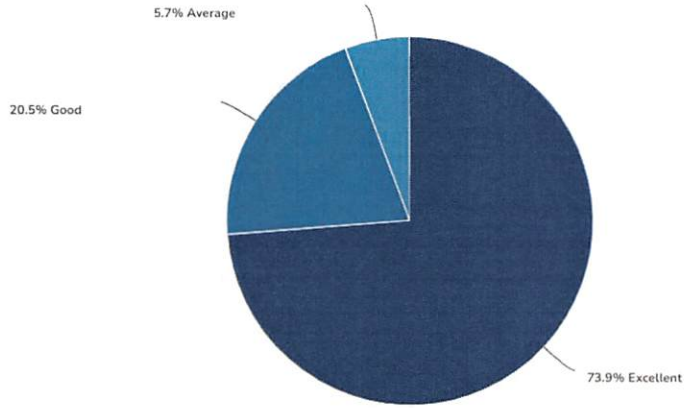
Value	Percent	Responses
Excellent	96.6%	85
Good	1.1%	1
Average	2.3%	2
<b>Totals: 88</b>		

9. Understanding of health care instructions following your visit



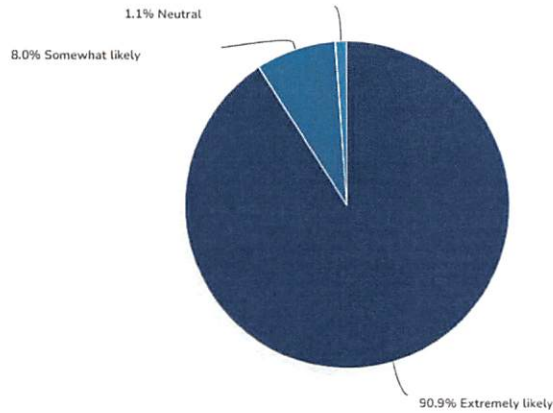
Value	Percent	Responses
Excellent	93.2%	82
Good	5.7%	5
Average	1.1%	1
<b>Totals: 88</b>		

10. Hours of operation



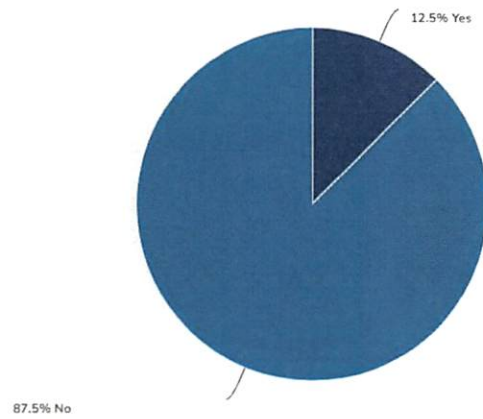
Value	Percent	Responses
Excellent	73.9%	65
Good	20.5%	18
Average	5.7%	5
		<b>Totals: 88</b>

11. Recommendation of our health center to friends and family



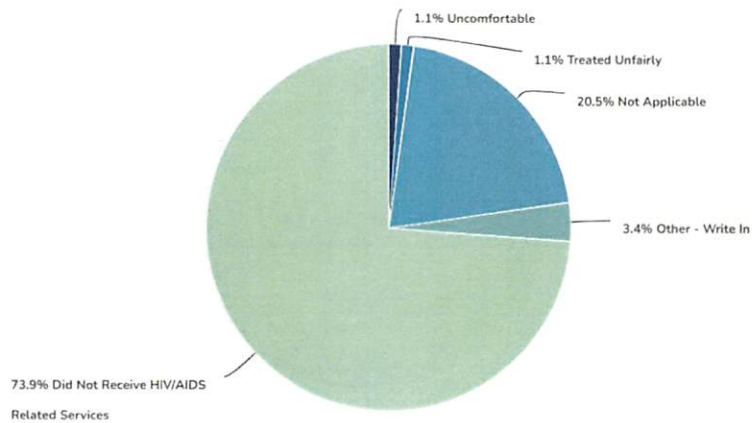
Value	Percent	Responses
Extremely likely	90.9%	80
Somewhat likely	8.0%	7
Neutral	1.1%	1
		<b>Totals: 88</b>

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



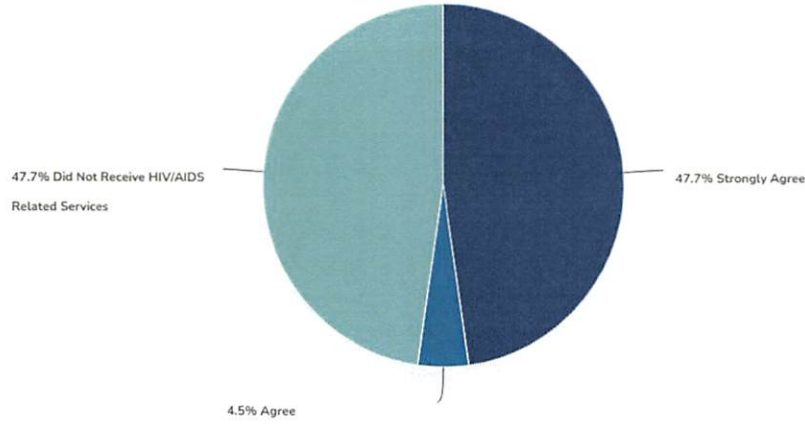
Value	Percent	Responses
Yes	12.5%	11
No	87.5%	77
<b>Totals: 88</b>		

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



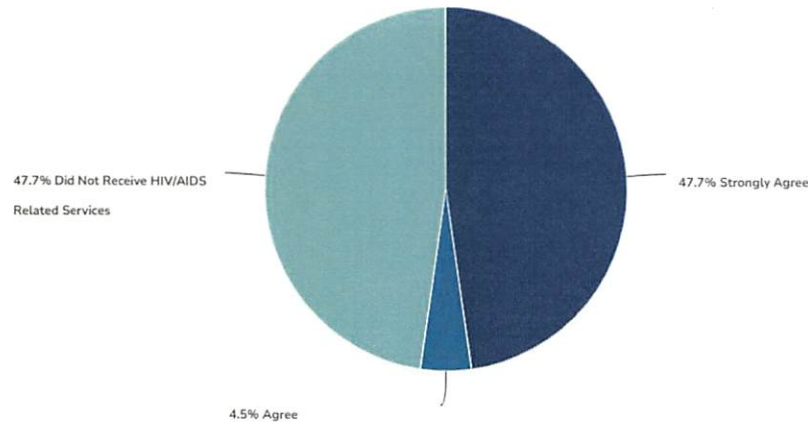
Value	Percent	Responses
Uncomfortable	1.1%	1
Treated Unfairly	1.1%	1
Not Applicable	20.5%	18
<a href="#">Other - Write In (click to view)</a>	3.4%	3
Did Not Receive HIV/AIDS Related Services	73.9%	65
<b>Totals: 88</b>		

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



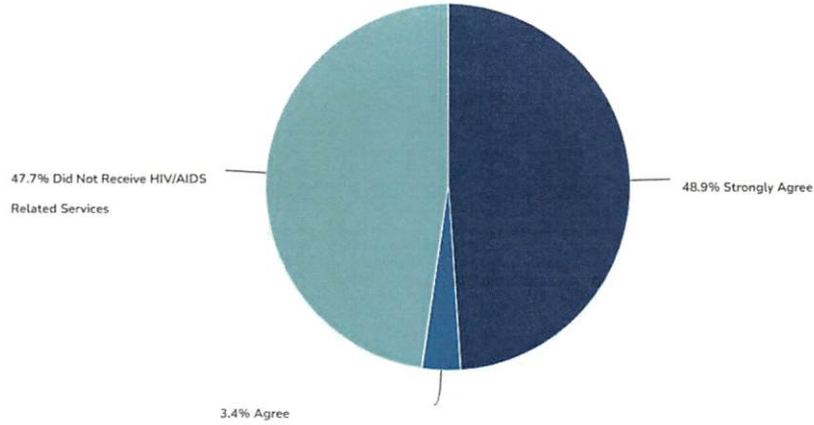
Value	Percent	Responses
Strongly Agree	47.7%	42
Agree	4.5%	4
Did Not Receive HIV/AIDS Related Services	47.7%	42
<b>Totals: 88</b>		

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



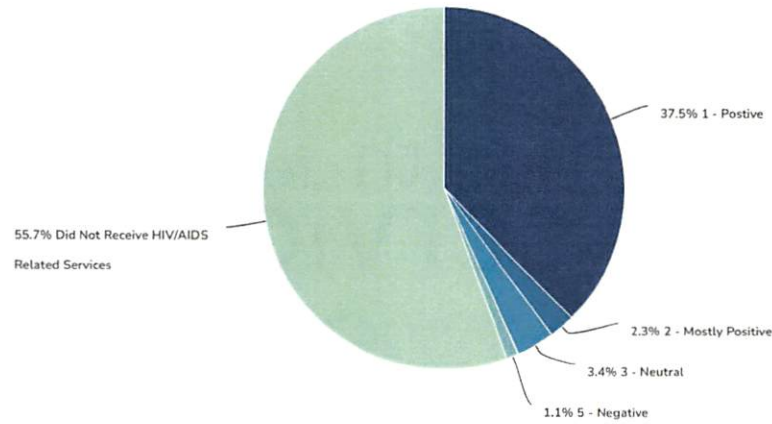
Value	Percent	Responses
Strongly Agree	47.7%	42
Agree	4.5%	4
Did Not Receive HIV/AIDS Related Services	47.7%	42
<b>Totals: 88</b>		

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



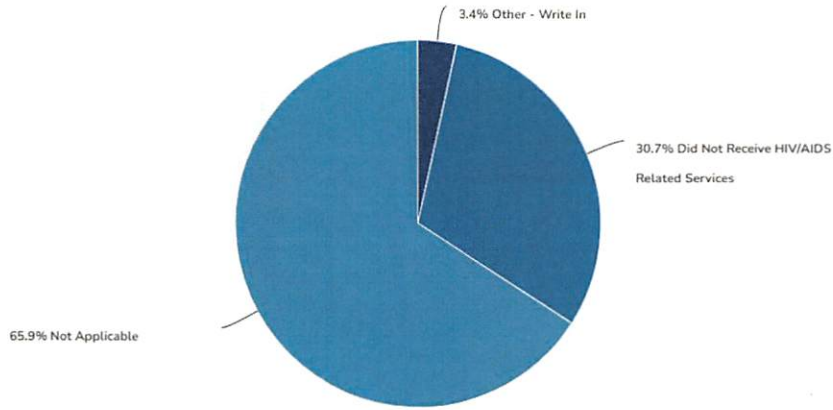
Value	Percent	Responses
Strongly Agree	48.9%	43
Agree	3.4%	3
Did Not Receive HIV/AIDS Related Services	47.7%	42
<b>Totals: 88</b>		

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 - Postive	37.5%	33
2 - Mostly Positive	2.3%	2
3 - Neutral	3.4%	3
5 - Negative	1.1%	1
Did Not Receive HIV/AIDS Related Services	55.7%	49
<b>Totals: 88</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>	3.4%	3
Did Not Receive HIV/AIDS Related Services	30.7%	27
Not Applicable	65.9%	58
		<b>Totals: 88</b>

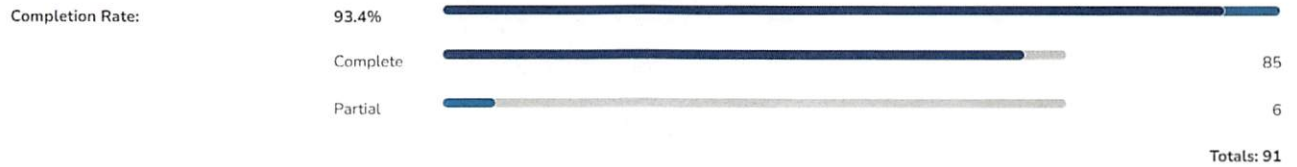
### 19. Comments



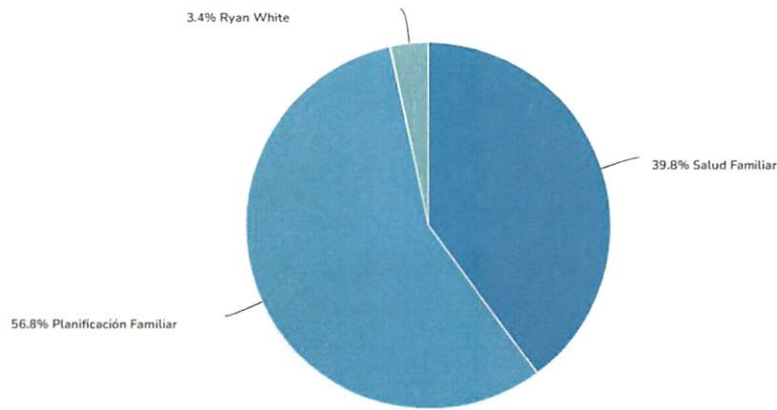


## Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC) (Spanish) July 2023

### Response Counts

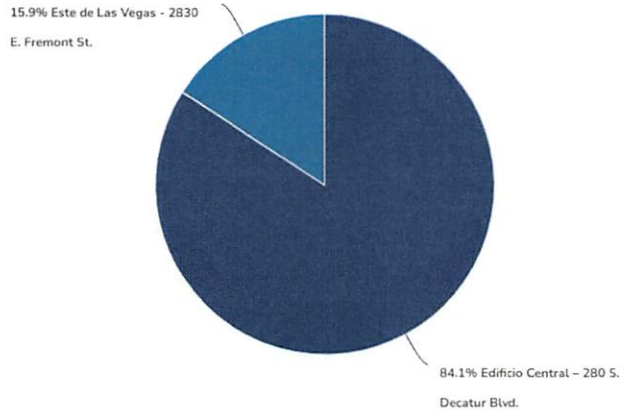


### 1. Marque los servicios recibidos durante su visita



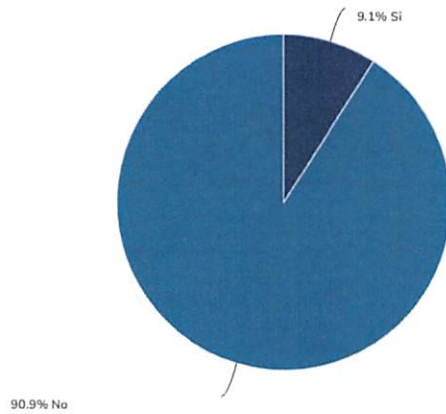
Value	Percent	Responses
Salud Familiar	39.8%	35
Planificación Familiar	56.8%	50
Ryan White	3.4%	3
		<b>Totals: 88</b>

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



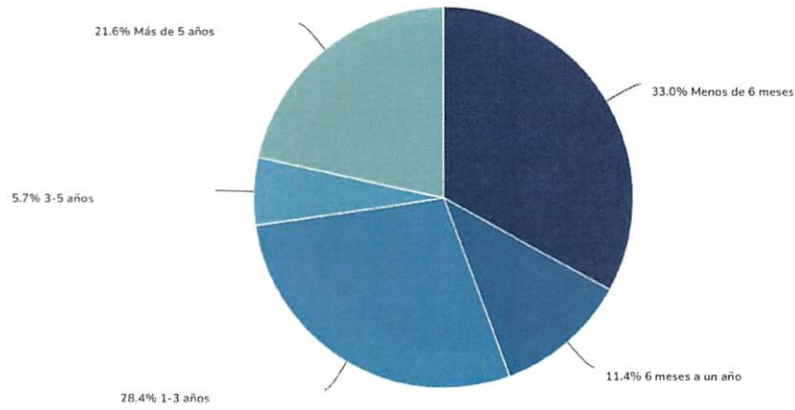
Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	84.1%	74
Este de Las Vegas - 2830 E. Fremont St.	15.9%	14
		<b>Totals: 88</b>

3. ¿Tiene seguro médico?



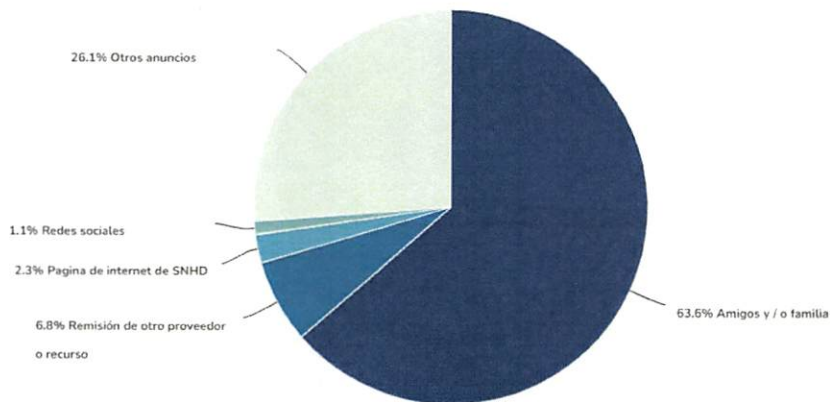
Value	Percent	Responses
Si	9.1%	8
No	90.9%	80
		<b>Totals: 88</b>

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



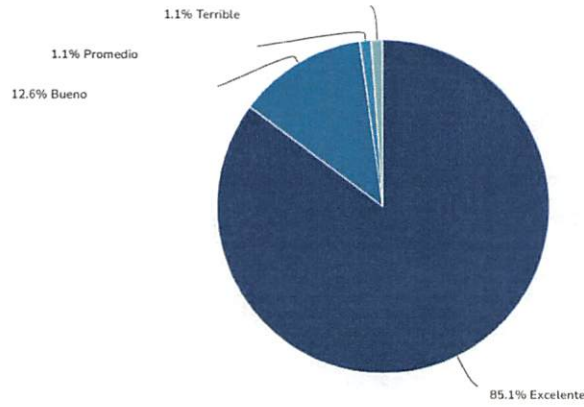
Value	Percent	Responses
Menos de 6 meses	33.0%	29
6 meses a un año	11.4%	10
1-3 años	28.4%	25
3-5 años	5.7%	5
Más de 5 años	21.6%	19
		<b>Totals: 88</b>

5. ¿Como usted supo de nosotros?



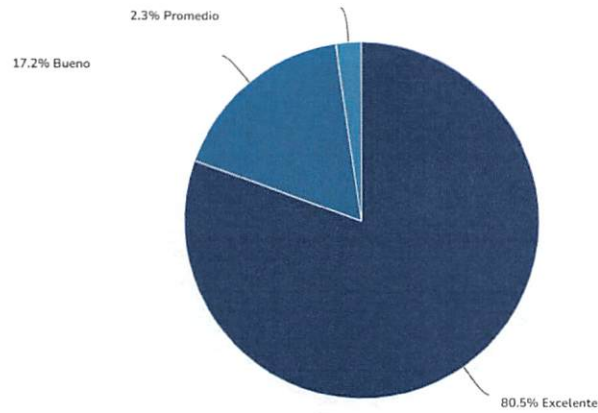
Value	Percent	Responses
Amigos y / o familia	63.6%	56
Remisión de otro proveedor o recurso	6.8%	6
Pagina de internet de SNHD	2.3%	2
Redes sociales	1.1%	1
Otros anuncios	26.1%	23
		<b>Totals: 88</b>

6. Facilidad para programar una cita



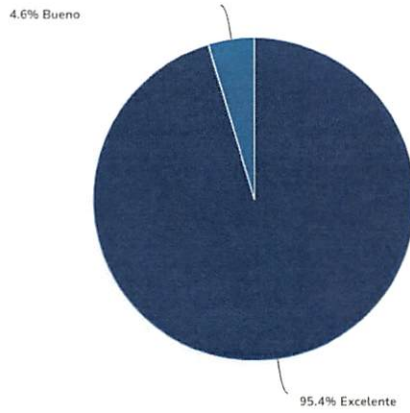
Value	Percent	Responses
Excelente	85.1%	74
Bueno	12.6%	11
Promedio	1.1%	1
Terrible	1.1%	1
		<b>Totals: 87</b>

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



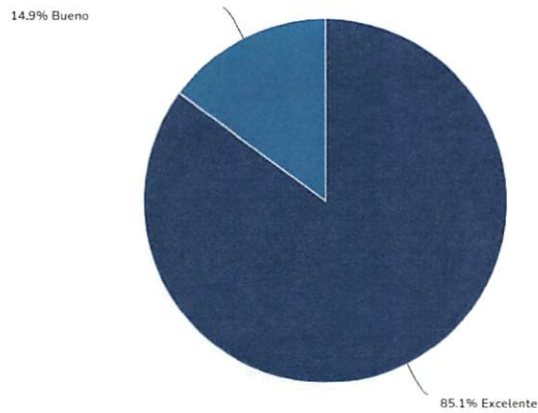
Value	Percent	Responses
Excelente	80.5%	70
Bueno	17.2%	15
Promedio	2.3%	2
		<b>Totals: 87</b>

8. Atención recibida de los proveedores y personal



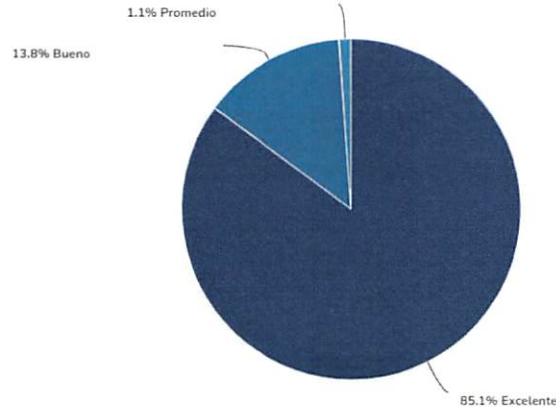
Value	Percent	Responses
Excelente	95.4%	83
Bueno	4.6%	4
<b>Totals: 87</b>		

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



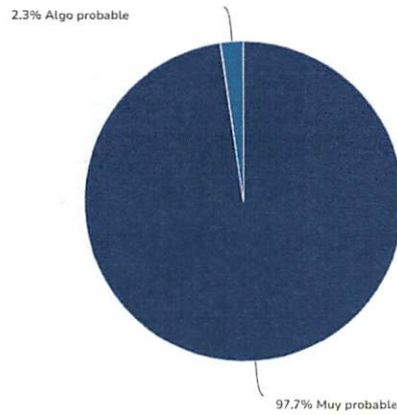
Value	Percent	Responses
Excelente	85.1%	74
Bueno	14.9%	13
<b>Totals: 87</b>		

10. Horarios de operación



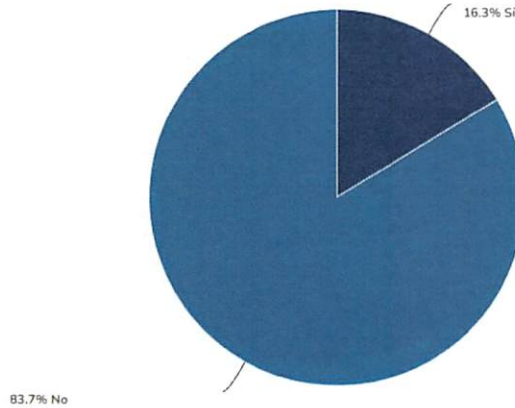
Value	Percent	Responses
Excelente	85.1%	74
Bueno	13.8%	12
Promedio	1.1%	1
		<b>Totals: 87</b>

11. Recomendaría nuestro centro de salud a amigos y familiares



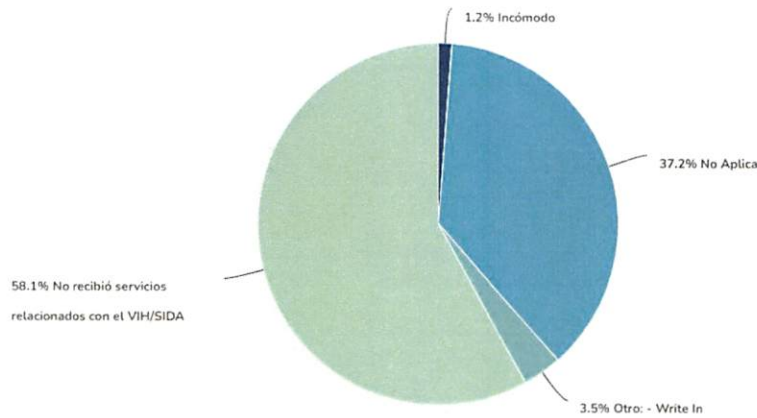
Value	Percent	Responses
Muy probable	97.7%	85
Algo probable	2.3%	2
		<b>Totals: 87</b>

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



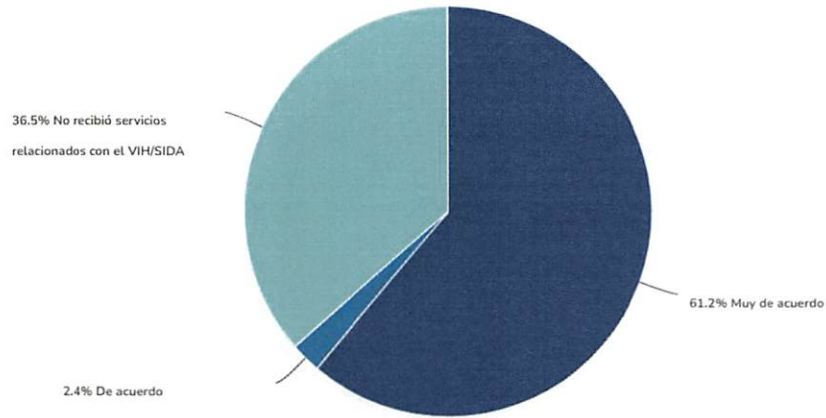
Value	Percent	Responses
Si	16.3%	14
No	83.7%	72
<b>Totals: 86</b>		

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



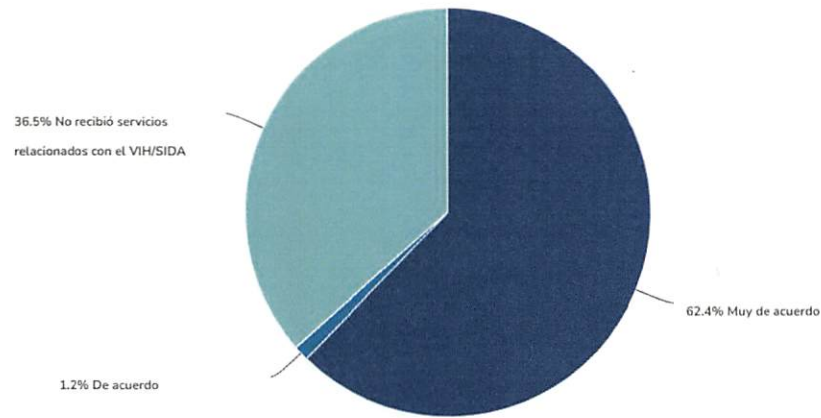
Value	Percent	Responses
Incómodo	1.2%	1
No Aplica	37.2%	32
<a href="#">Otro: - Write In (click to view)</a>	3.5%	3
No recibió servicios relacionados con el VIH/SIDA	58.1%	50
<b>Totals: 86</b>		

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



Value	Percent	Responses
Muy de acuerdo	61.2%	52
De acuerdo	2.4%	2
No recibió servicios relacionados con el VIH/SIDA	36.5%	31
<b>Totals: 85</b>		

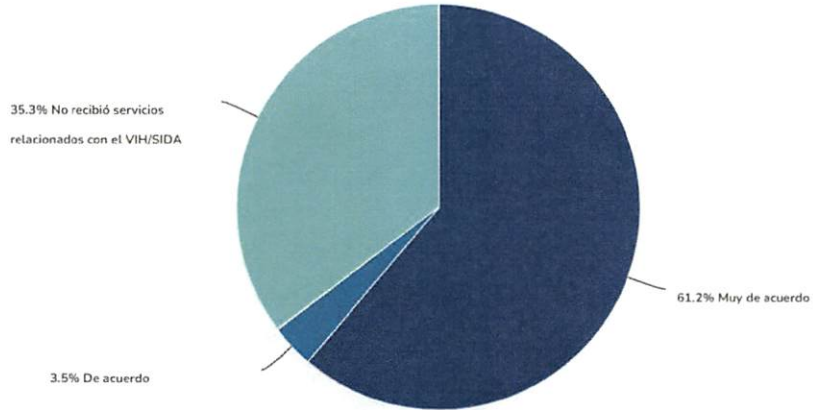
15. ¿Durante su visita, sintió que los miembros del personal lo trataron con respeto?



Value	Percent	Responses
Muy de acuerdo	62.4%	53
De acuerdo	1.2%	1
No recibió servicios relacionados con el VIH/SIDA	36.5%	31
<b>Totals: 85</b>		

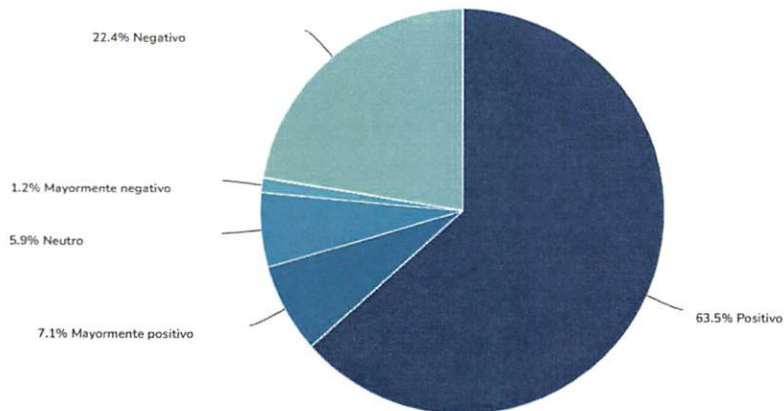


16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



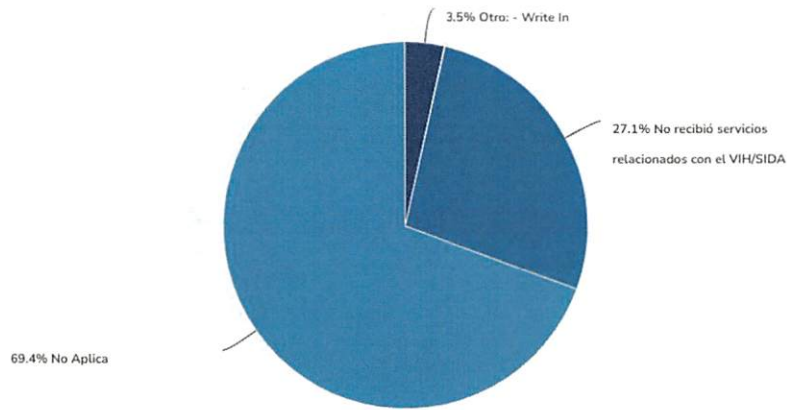
Value	Percent	Responses
Muy de acuerdo	61.2%	52
De acuerdo	3.5%	3
No recibió servicios relacionados con el VIH/SIDA	35.3%	30
<b>Totals: 85</b>		

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	63.5%	54
Mayormente positivo	7.1%	6
Neutro	5.9%	5
Mayormente negativo	1.2%	1
Negativo	22.4%	19
<b>Totals: 85</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>	3.5%	3
No recibí servicios relacionados con el VIH/SIDA	27.1%	23
No Aplica	69.4%	59
		<b>Totals: 85</b>

### 19. Comentarios

