

# MEMORANDUM

**Date:** October 17, 2023

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

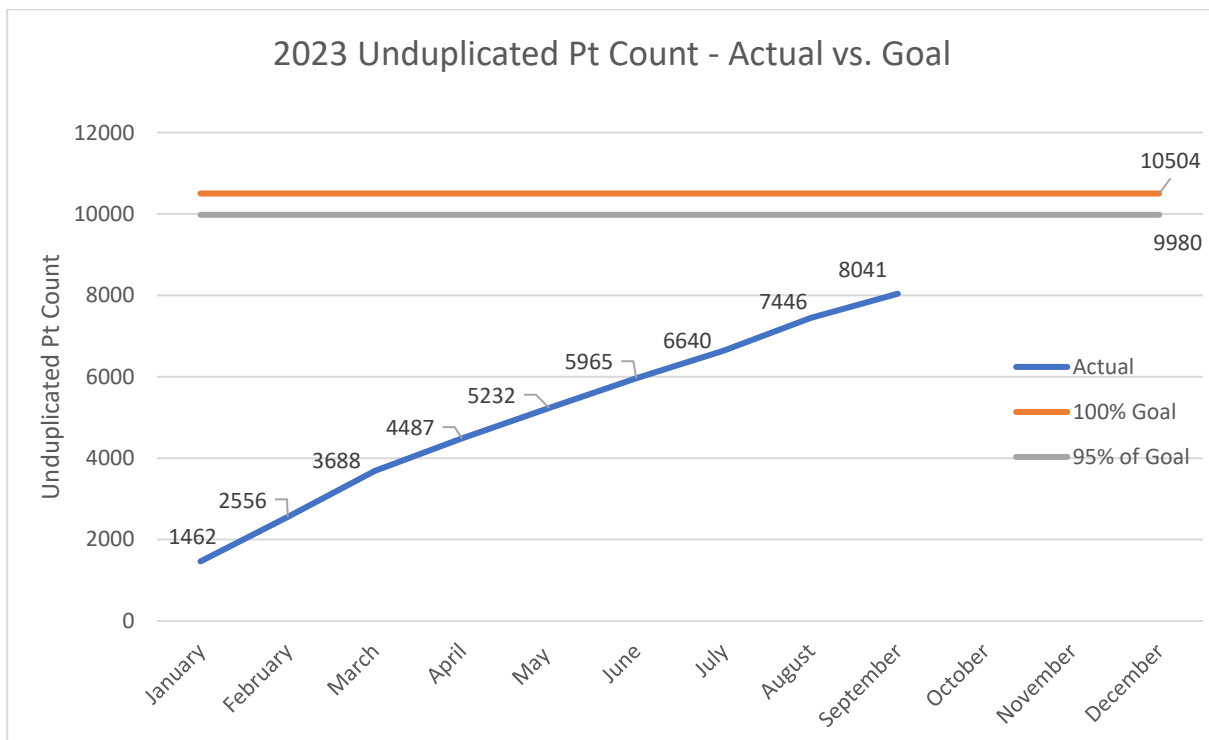
**From:** Randy Smith, FQHC Operations Officer *RS*  
 Fermin Leguen, MD, MPH, District Health Officer *FL*

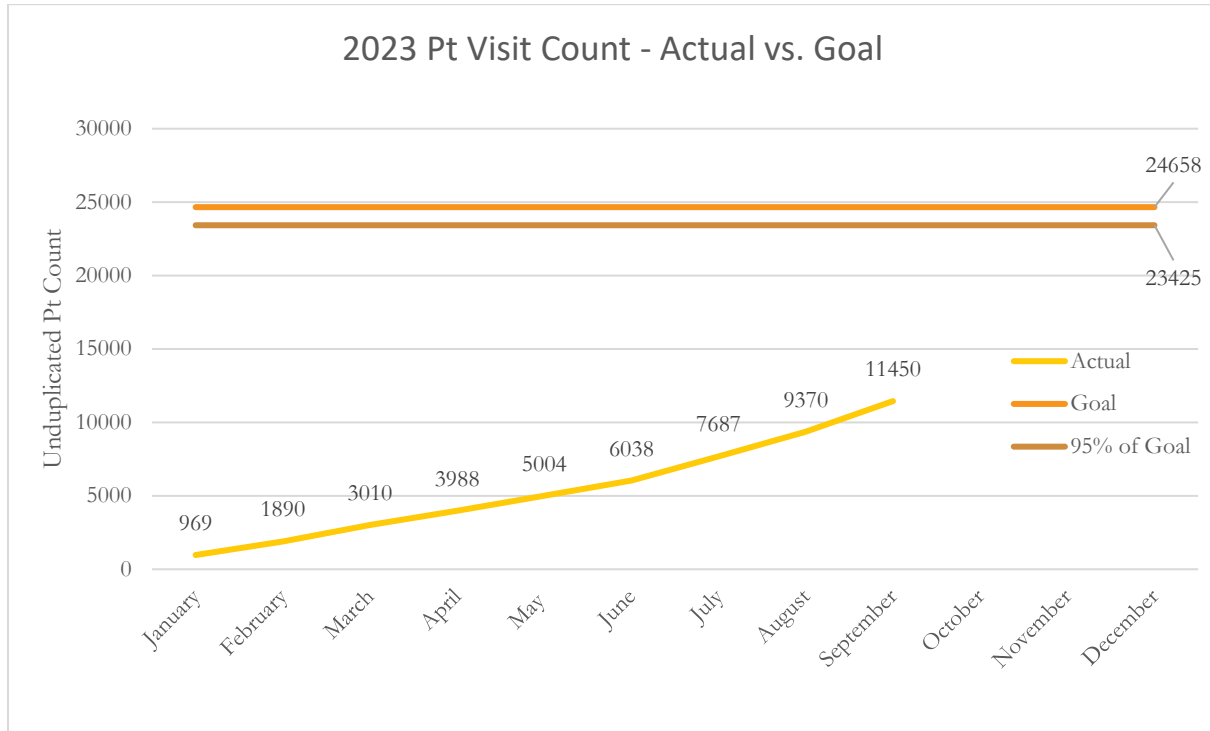
**Subject:** Community Health Center FQHC Operations Officer Report – September 2023

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.

## September 2023 Highlights

### Access





Facility	Program	Sept '23	FY24 YTD	Sept '22	FY23 YTD	Sept YoY %	FY YTD YoY %
Decatur	Behavioral Health	105	364	121	369	-13%	-1%
Decatur	Family Health	369	1,087	248	971	49%	12%
Fremont	Family Health	189	508	146	283	29%	80%
Decatur	Family Planning	115	410	252	790	-54%	-48%
Fremont	Family Planning	47	311	115	125	-59%	149%
Decatur	Ryan White	246	699	181	519	36%	35%
ASEC	Sexual Health	130	383	115	262	13%	46%
Decatur	Sexual Health	519	1,650	603	1,778	-14%	-7%
<b>Total</b>		<b>1,720</b>	<b>5,412</b>	<b>1,781</b>	<b>5,097</b>	<b>-3%</b>	<b>6%</b>

## Administrative

- Federal Tort Claim Act (FTCA) deeming application corrected and resubmitted on 10/16/23.
- Clinical staff completed required OB training.
- Azara DRVS staff training in clinical and administrative features continues.
- Ryan White Part B on-site program audit scheduled for 10/25/23.
- FQHC Administrative Manager position implemented.

- Two new APRNs accepted job offers with start dates in November and December.
- Recruitment for a Medical Director and a Licensed Clinical Social Worker continues.
- The Refugee Health Clinic (RHC) transitioned to day-to-day health center operations at Fremont effective 9/5/23.

## **HIV / Ryan White Care Program Services**

- A. The Ryan White program received 58 referrals between September 1<sup>st</sup> through September 30<sup>th</sup>. There were two (2) pediatric clients referred to the MCM (Medical Case management) program in September and the program received one (1) referral for pregnant women living with HIV during this time.
- B. There were 683 total service encounters in the month of September provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, and Health Educator). There were 331 unduplicated clients served under these programs in September.
- C. The Ryan White ambulatory clinic had a total of 416 visits in the month of September: 39 initial provider visits, 190 established provider visits, 11 tele-visits (established clients). There were 17 nurse visits and 170 lab visits. There were 24 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker and the Psychiatric APRN during the month of September.
- D. The Ryan White clinic continues to implement the Rapid stART project, which has a goal of rapid treatment initiation for newly diagnosed patients with HIV. The program continues to receive referrals and accommodate clients on a walk-in basis. There were 14 patients enrolled and seen under the Rapid stART program in September.

## **Family Planning (FP)**

- A. Family Planning program services at the Fremont and Decatur Public Health Centers served 231 clients.
- B. The Fremont Family Planning Clinic served 78 clients.
- C. The Decatur Family Planning Clinic served 153 clients.

## **FQHC-Sexual Health Clinic (SHC)**

- A. The FQHC-Sexual Health Clinic (SHC) provided 714 encounters in September.
  - a. There were 127 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) clinic site.
  - b. There are currently 112 patients receiving injectable treatment for HIV prevention (PrEP).
- B. 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.

## Refugee Health Clinic (RHC)

Services provided in the Refugee Health Clinic for the month of September 2023.

ADULTS	
Total Scheduled	66
Cancelled	3
No Show	21
Total Seen	42

CHILDREN	
Total Scheduled	14
Cancelled	0
No Show	0
Total Seen	14

## Pharmacy Services

	Sep-22	Sep-23		FY23	FY24		% Change YTD
Client Encounters (Pharmacy)	1,125	1,251	↑	3,533	3,922	↑	11.0%
Prescriptions Filled	1,488	1,739	↑	4,651	5,441	↑	17.0%
Client Clinic Encounters (Pharmacist)	34	29	↓	178	96	↓	-46.1%
Financial Assistance Provided	5	17	↑	24	53	↑	120.8%
Insurance Assistance Provided	2	7	↑	5	8	↑	60.0%

- A. Dispensed 1,739 prescriptions for 1,251 clients.
- B. Pharmacist completed 29 client clinic encounters.
- C. Assisted 17 clients to obtain medication financial assistance.
- D. Assisted 7 clients with insurance approvals.

## Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers submitted a total of 75 applications for the month.

Applications	Status
42	Approved
11	Denied
21	Pending

## **Risk Management Program**

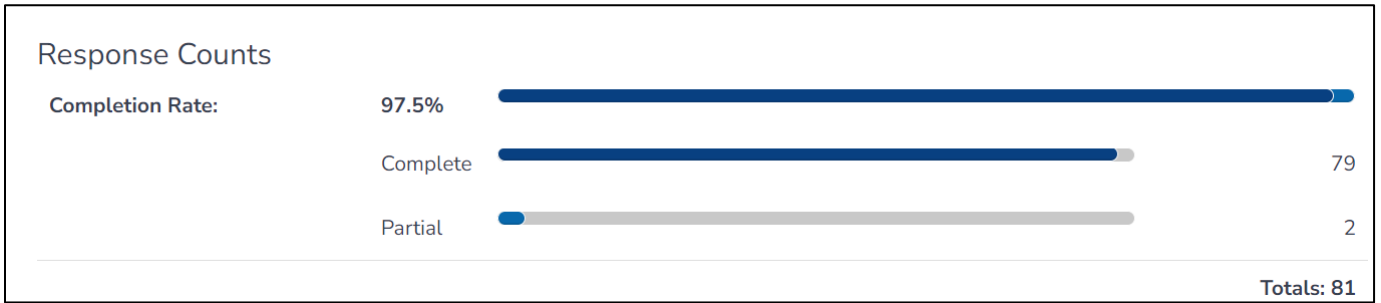
July, August, and September

- Medical Event(s) (Dr. Bluebird) – Ten (10)
- Patient Complaint(s)/Grievance(s) – One (1)
- Incident Report(s) – Two (2)
- Medication Event(s) – One (1)
- Patient Issue(s) – One (1)
- Employee Incident(s) – Two (2)
- HIPAA Violation(s) – Zero (0)

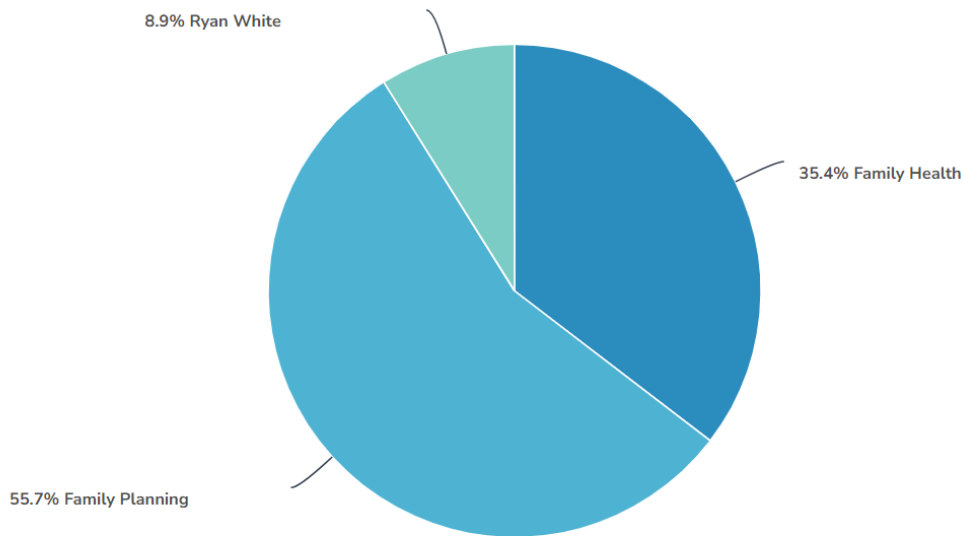
## **Patient Satisfaction: See attached survey results.**




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) September 2023

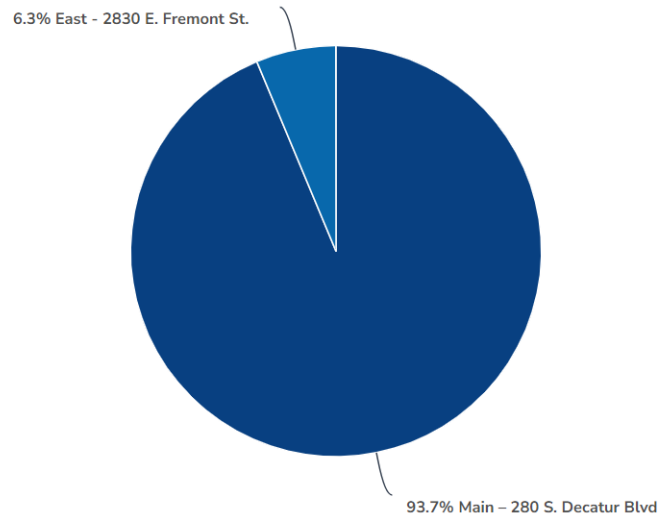


### 1. Service received during your visit



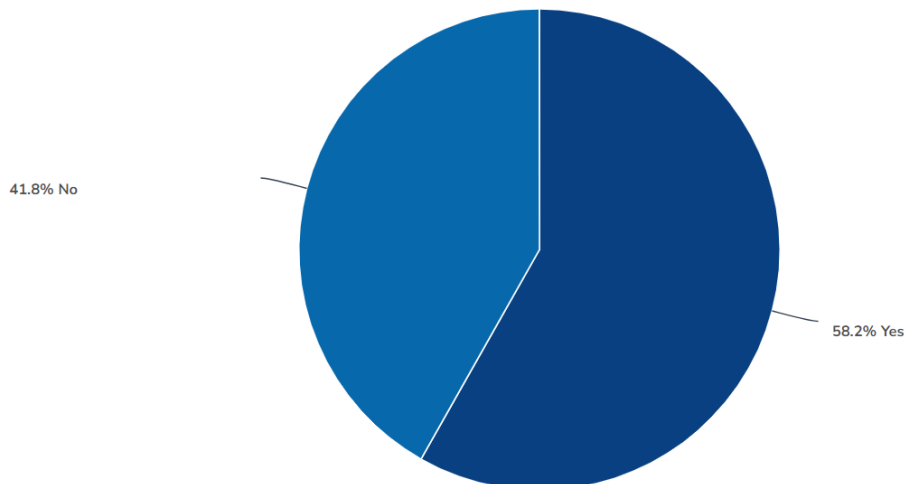
Value	Percent		Responses
Family Health	35.4%		28
Family Planning	55.7%		44
Ryan White	8.9%		7
			Totals: 79

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



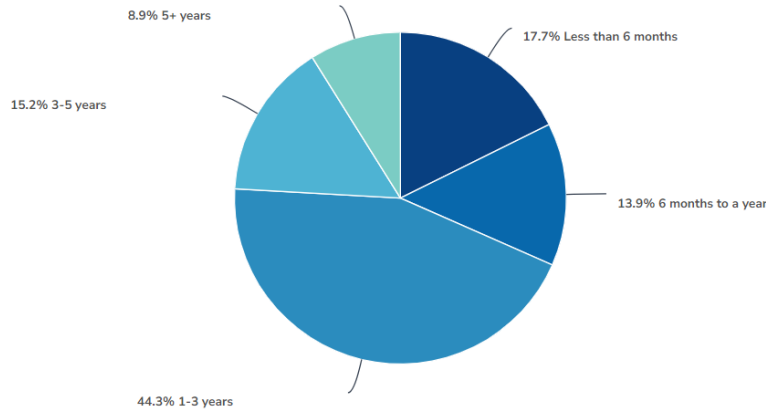
Value	Percent	Responses
Main - 280 S. Decatur Blvd	93.7%	74
East - 2830 E. Fremont St.	6.3%	5
<b>Totals: 79</b>		

## 3. Do you have health insurance?



Value	Percent	Responses
Yes	58.2%	46
No	41.8%	33
<b>Totals: 79</b>		

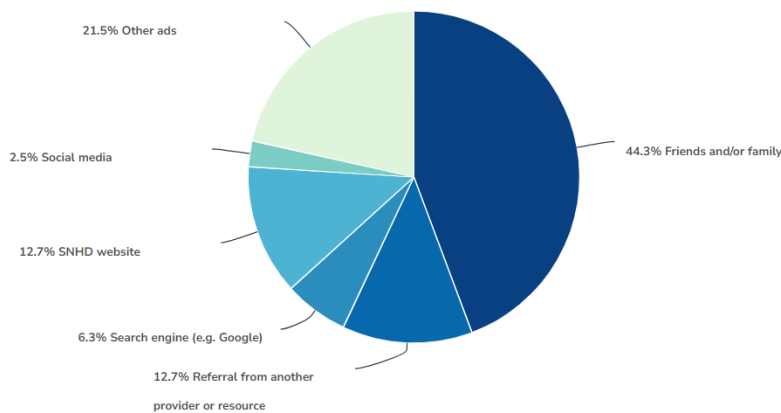
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Responses
Less than 6 months	17.7%	14
6 months to a year	13.9%	11
1-3 years	44.3%	35
3-5 years	15.2%	12
5+ years	8.9%	7

Totals: 79

5. How did you hear about us?

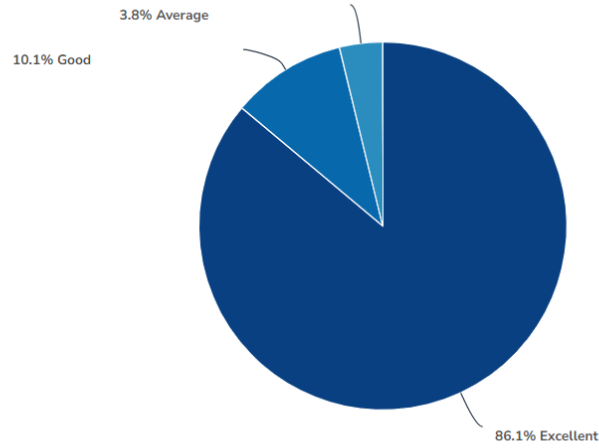


Value	Percent	Responses
Friends and/or family	44.3%	35
Referral from another provider or resource	12.7%	10
Search engine (e.g. Google)	6.3%	5
SNHD website	12.7%	10
Social media	2.5%	2
Other ads	21.5%	17

Totals: 79



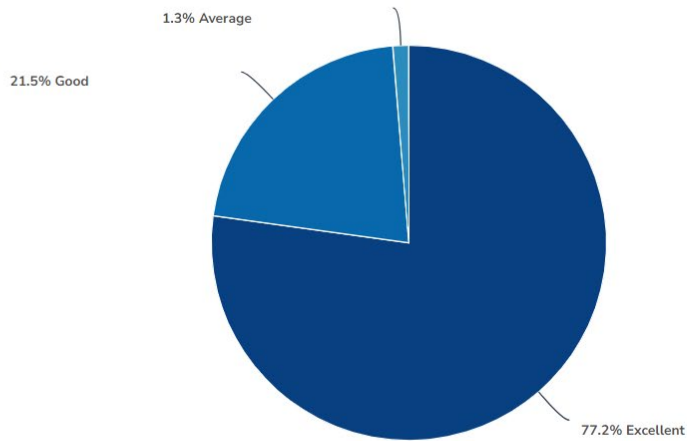
6. Ease of scheduling an appointment



Value	Percent	Responses
Excellent	86.1%	68
Good	10.1%	8
Average	3.8%	3

Totals: 79

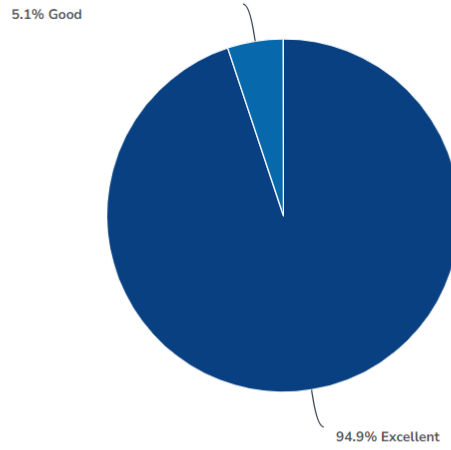
7. Wait time to see provider



Value	Percent	Responses
Excellent	77.2%	61
Good	21.5%	17
Average	1.3%	1

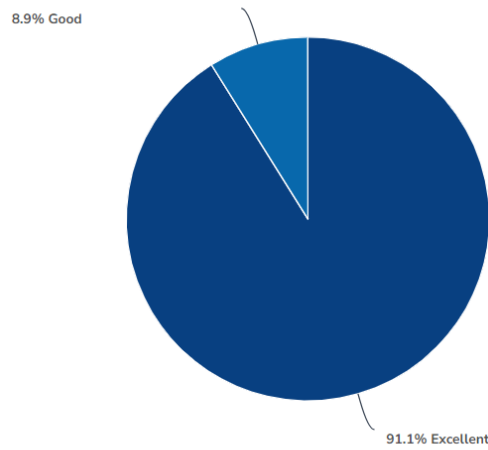
Totals: 79

8. Care received from providers and staff



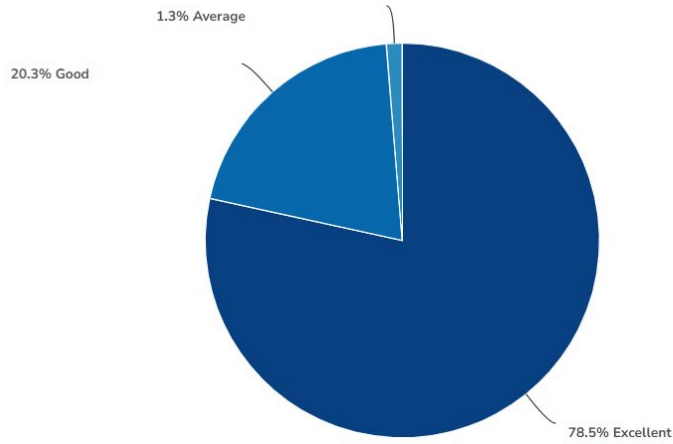
Value	Percent	Responses
Excellent	94.9%	75
Good	5.1%	4
Totals: 79		

9. Understanding of health care instructions following your visit



Value	Percent	Responses
Excellent	91.1%	72
Good	8.9%	7
Totals: 79		

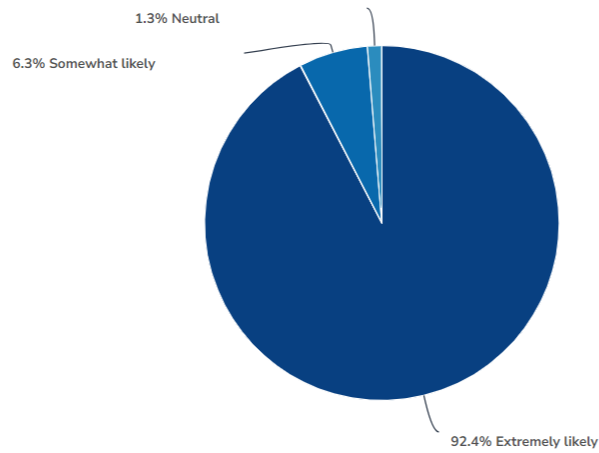
10. Hours of operation



Value	Percent	Responses
Excellent	78.5%	62
Good	20.3%	16
Average	1.3%	1

Totals: 79

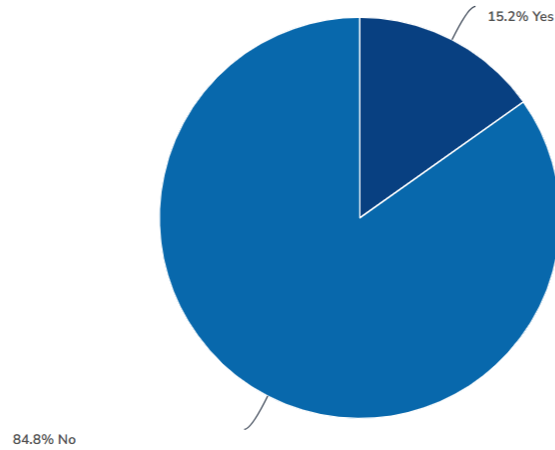
11. Recommendation of our health center to friends and family



Value	Percent	Responses
Extremely likely	92.4%	73
Somewhat likely	6.3%	5
Neutral	1.3%	1

Totals: 79

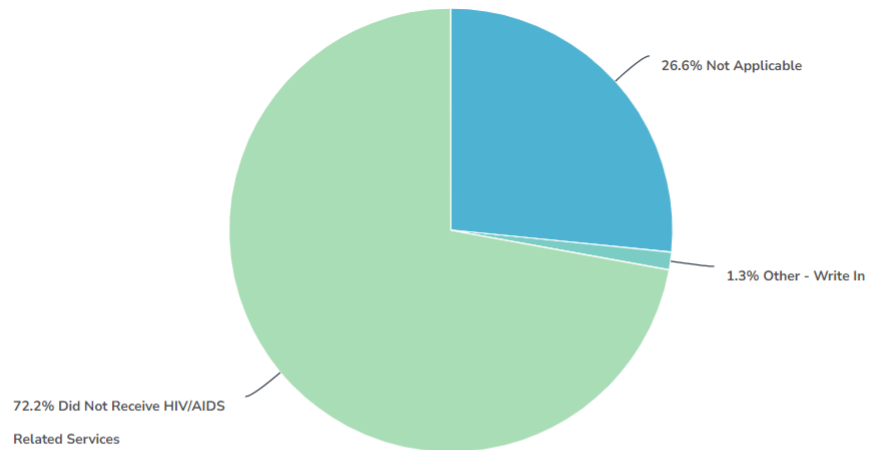
12. Are you visiting today for HIV/AIDS related prevention or treatment services or to received relate information?



Value	Percent	Responses
Yes	15.2%	12
No	84.8%	67

Totals: 79

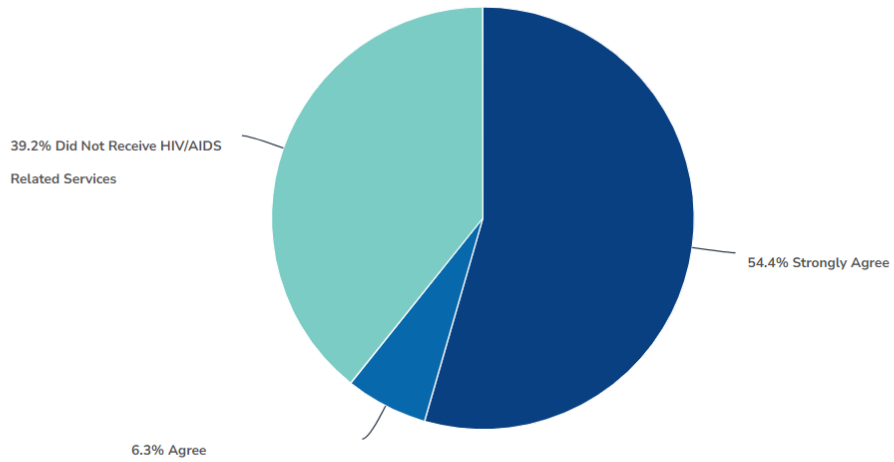
13. Based on your HIV status, at any moment during your visit, did you feel...



Value	Percent	Responses
Not Applicable	26.6%	21
<a href="#">Other - Write In (click to view)</a>	1.3%	1
Did Not Receive HIV/AIDS Related Services	72.2%	57

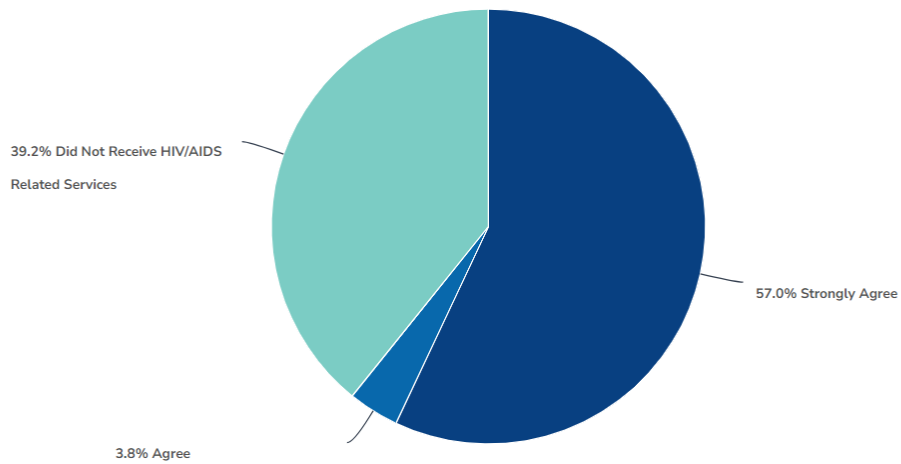
Totals: 79

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



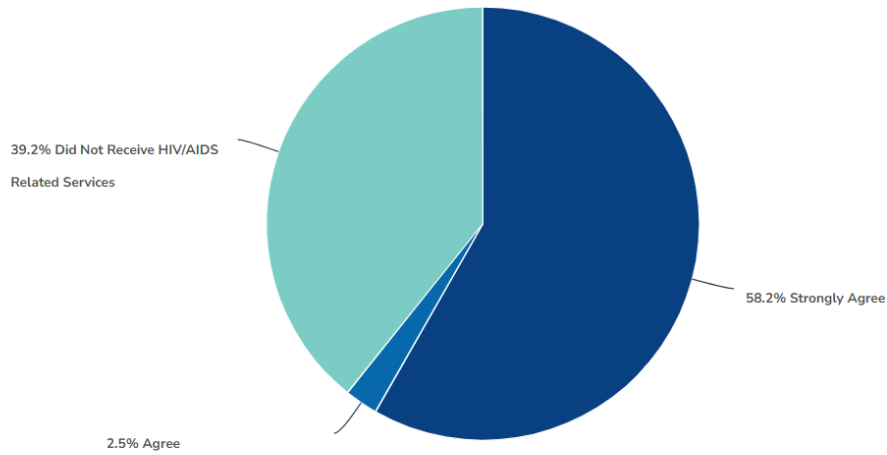
Value	Percent	Responses
Strongly Agree	54.4%	43
Agree	6.3%	5
Did Not Receive HIV/AIDS Related Services	39.2%	31
<b>Totals: 79</b>		

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



Value	Percent	Responses
Strongly Agree	57.0%	45
Agree	3.8%	3
Did Not Receive HIV/AIDS Related Services	39.2%	31
<b>Totals: 79</b>		

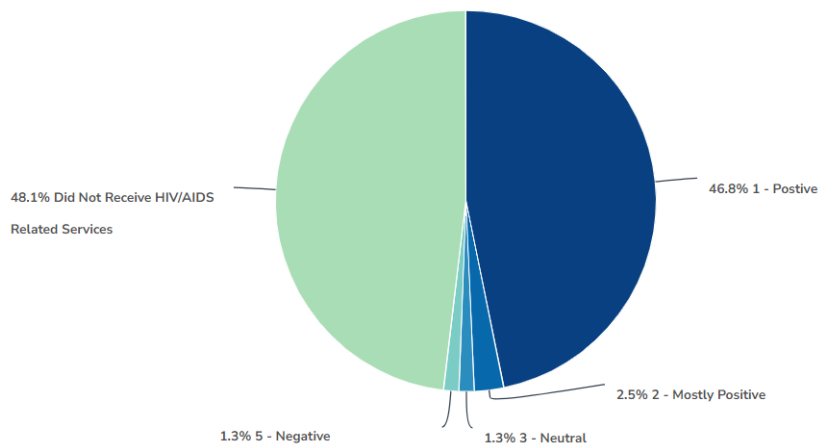
16. During your visit, did you feel that staff members were supportive?



Value	Percent	Responses
Strongly Agree	58.2%	46
Agree	2.5%	2
Did Not Receive HIV/AIDS Related Services	39.2%	31

Totals: 79

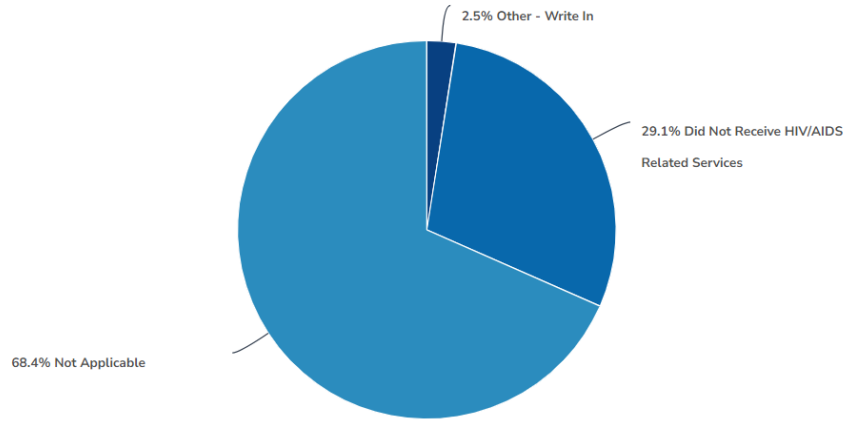
17. On a scale from 1-5, during your visit, did you feel that any staff interactions negatively or positively impacted your likelihood of remaining in care?



Value	Percent	Responses
1 - Postive	46.8%	37
2 - Mostly Positive	2.5%	2
3 - Neutral	1.3%	1
5 - Negative	1.3%	1
Did Not Receive HIV/AIDS Related Services	48.1%	38

Totals: 79

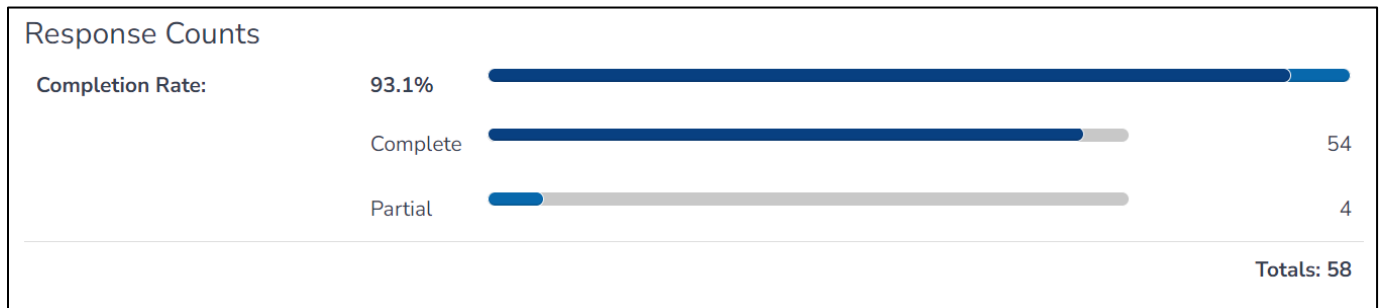
18. Please provide any feedback that can help SNCHC staff reduce HIV/AIDS related stigma and create a more welcoming and supportive environment.



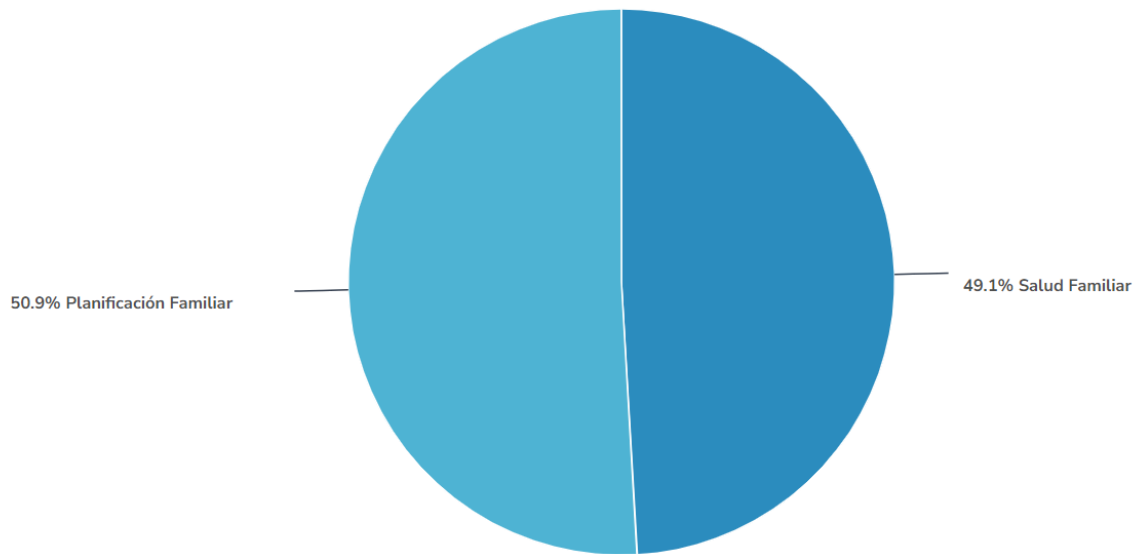
Value	Percent	Responses
<a href="#">Other - Write In (click to view)</a>	2.5%	2
Did Not Receive HIV/AIDS Related Services	29.1%	23
Not Applicable	68.4%	54

Totals: 79

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



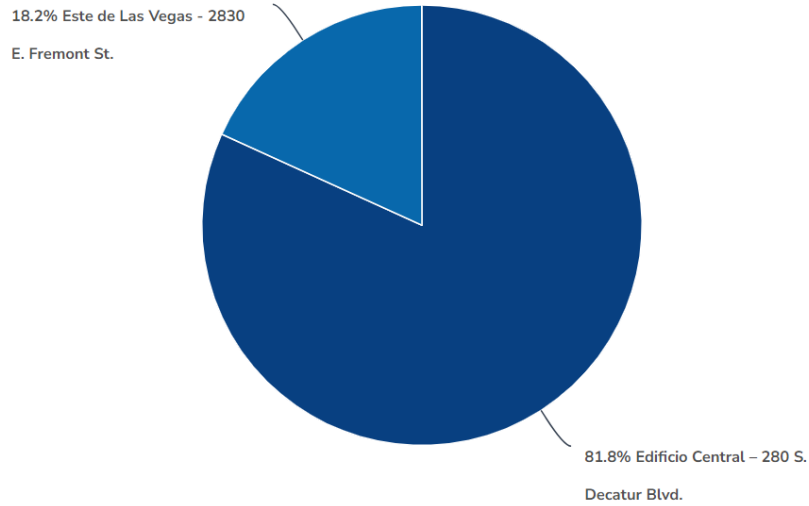
### 1. Marque los servicios recibidos durante su visita



Value	Percent	Responses
Salud Familiar	49.1%	27
Planificación Familiar	50.9%	28
<b>Totals: 55</b>		



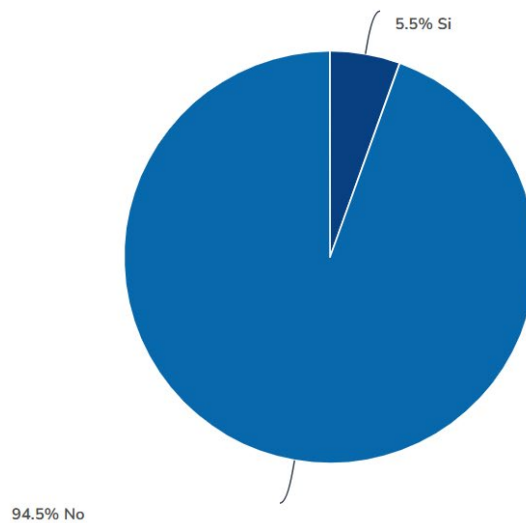
2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	81.8%	45
Este de Las Vegas - 2830 E. Fremont St.	18.2%	10

Totals: 55

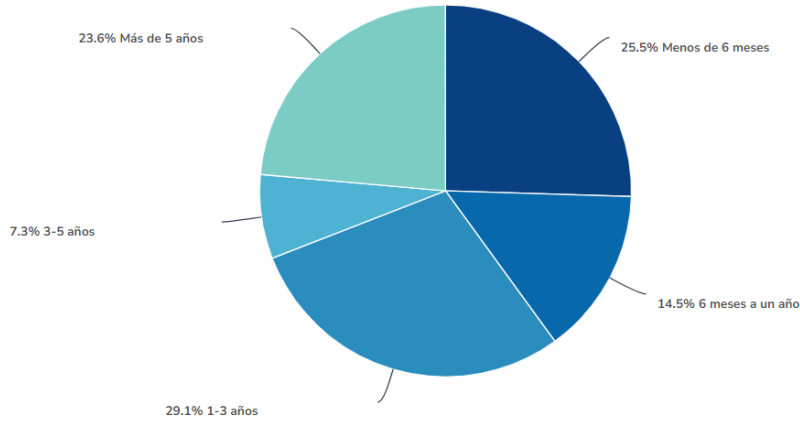
3. ¿Tiene seguro médico?



Value	Percent	Responses
Si	5.5%	3
No	94.5%	52

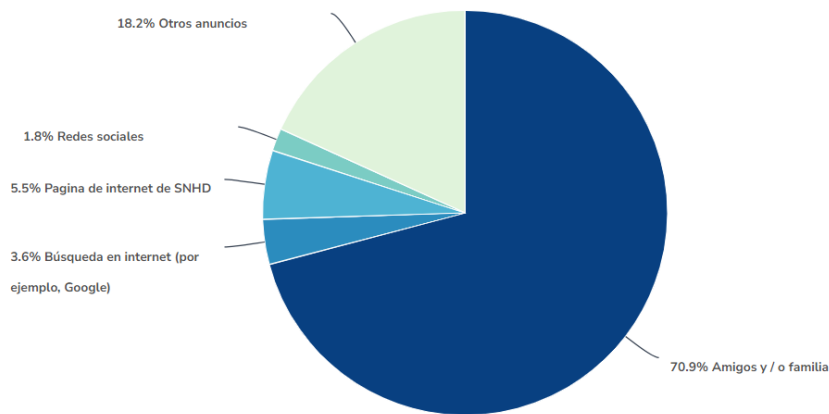
Totals: 55

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



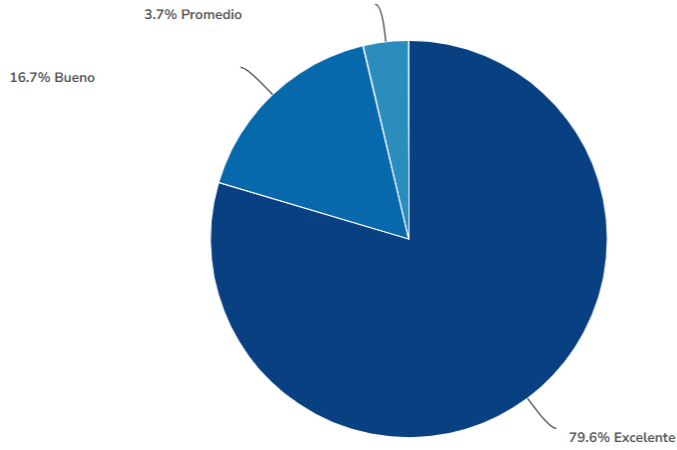
Value	Percent	Responses
Menos de 6 meses	25.5%	14
6 meses a un año	14.5%	8
1-3 años	29.1%	16
3-5 años	7.3%	4
Más de 5 años	23.6%	13
		<b>Totals: 55</b>

5. ¿Como usted supo de nosotros?



Value	Percent	Responses
Amigos y / o familia	70.9%	39
Búsqueda en internet (por ejemplo, Google)	3.6%	2
Pagina de internet de SNHD	5.5%	3
Redes sociales	1.8%	1
Otros anuncios	18.2%	10
		<b>Totals: 55</b>

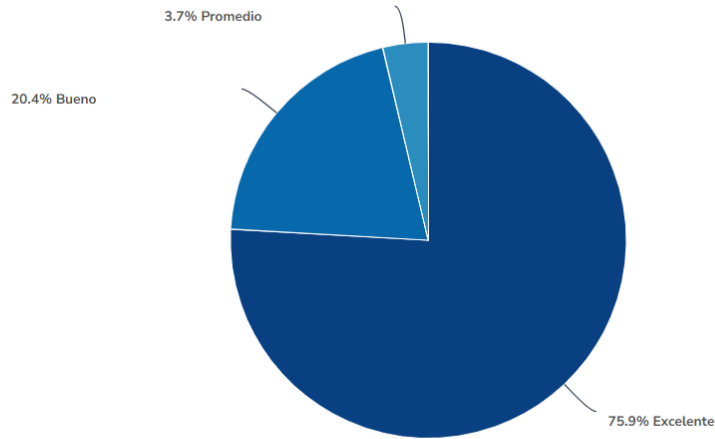
6. Facilidad para programar una cita



Value	Percent	Responses
Excelente	79.6%	43
Bueno	16.7%	9
Promedio	3.7%	2

Totals: 54

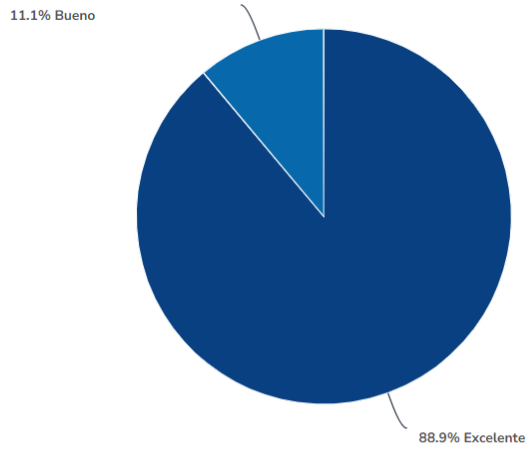
7. Tiempo de espera para ver a un proveedor de salud



Value	Percent	Responses
Excelente	75.9%	41
Bueno	20.4%	11
Promedio	3.7%	2

Totals: 54

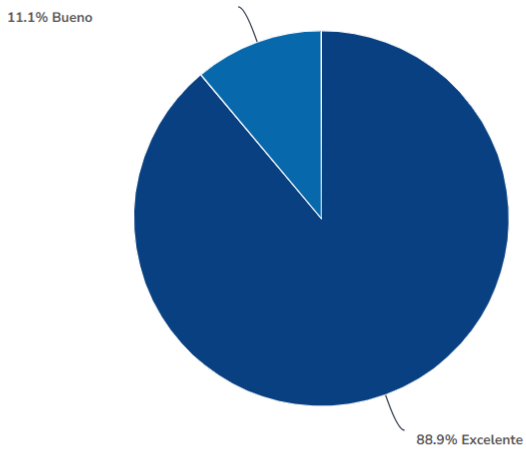
8. Atención recibida de los proveedores y personal



Value	Percent	Responses
Excelente	88.9%	48
Bueno	11.1%	6

Totals: 54

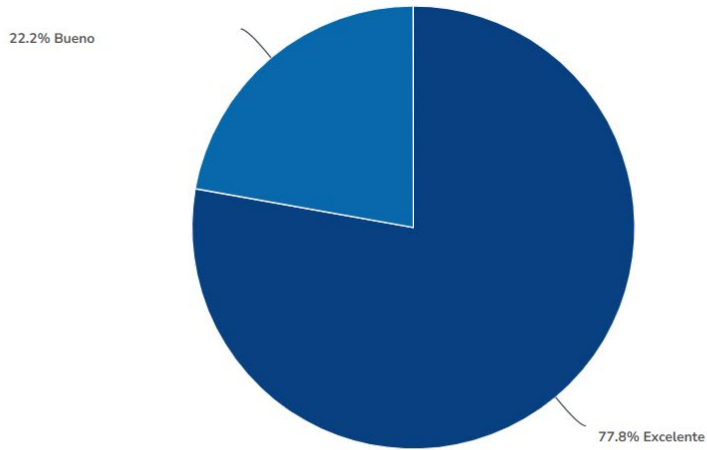
9. Comprensión de las instrucciones del cuidado de salud después de su visita



Value	Percent	Responses
Excelente	88.9%	48
Bueno	11.1%	6

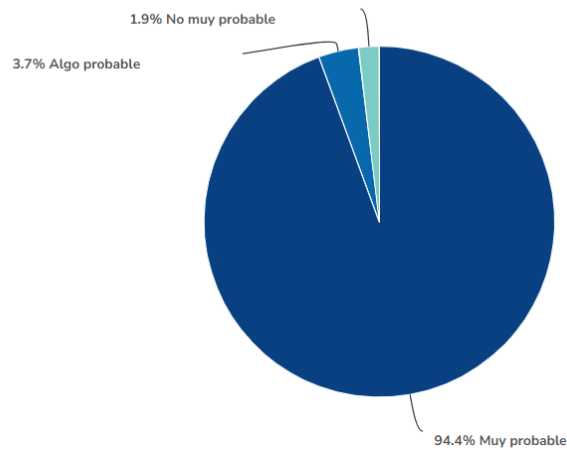
Totals: 54

### 10. Horarios de operación



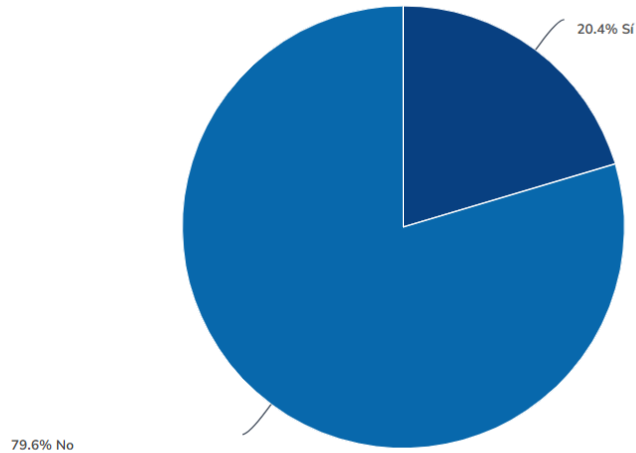
Value	Percent	Responses
Excelente	77.8%	42
Bueno	22.2%	12
Totals: 54		

### 11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Responses
Muy probable	94.4%	51
Algo probable	3.7%	2
No muy probable	1.9%	1
Totals: 54		

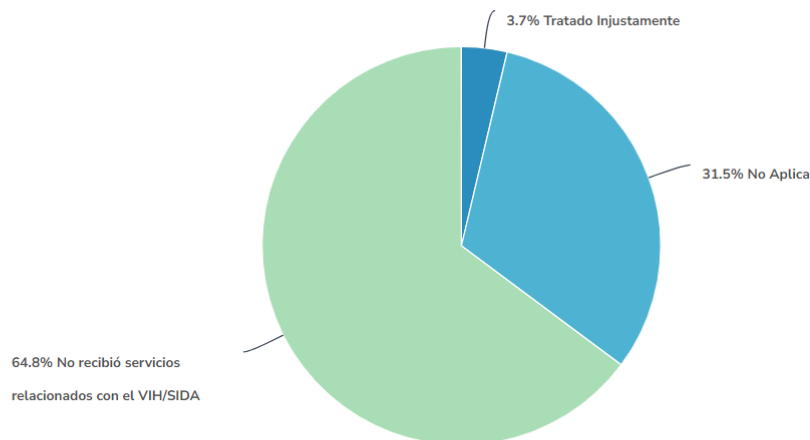
12. ¿Está de visita hoy para recibir servicios de prevención o tratamiento relacionados con el VIH/SIDA o para recibir información relacionada?



Value	Percent	Responses
Sí	20.4%	11
No	79.6%	43

Totals: 54

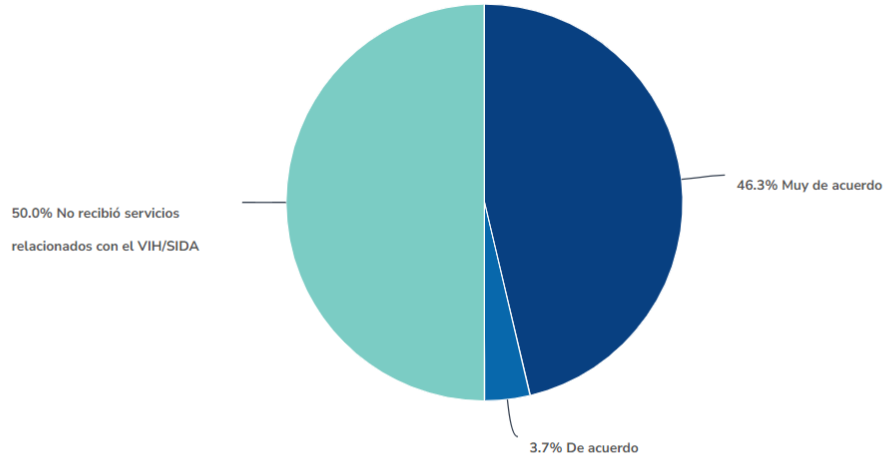
13. Con base en su estatus de VIH, en algún momento de su visita, se sintió...



Value	Percent	Responses
Tratado Injustamente	3.7%	2
No Aplica	31.5%	17
No recibió servicios relacionados con el VIH/SIDA	64.8%	35

Totals: 54

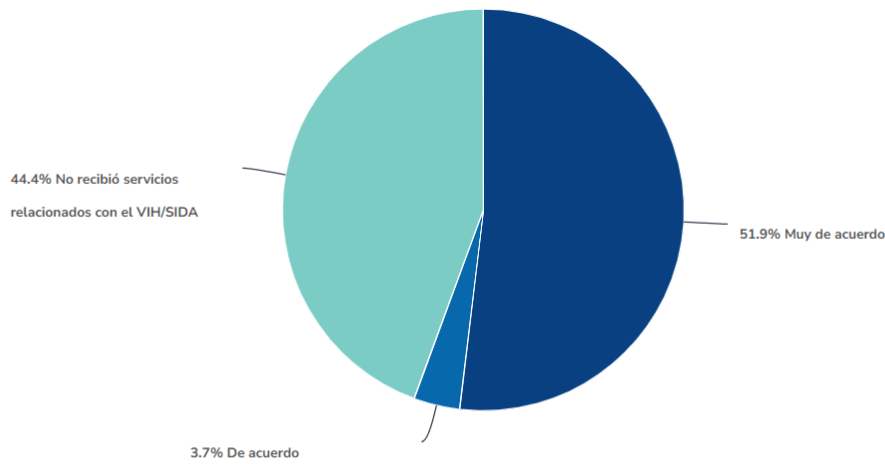
14. ¿Durante su visita, sintió que los miembros del personal lo trataron bien?



Value	Percent	Responses
Muy de acuerdo	46.3%	25
De acuerdo	3.7%	2
No recibió servicios relacionados con el VIH/SIDA	50.0%	27

Totals: 54

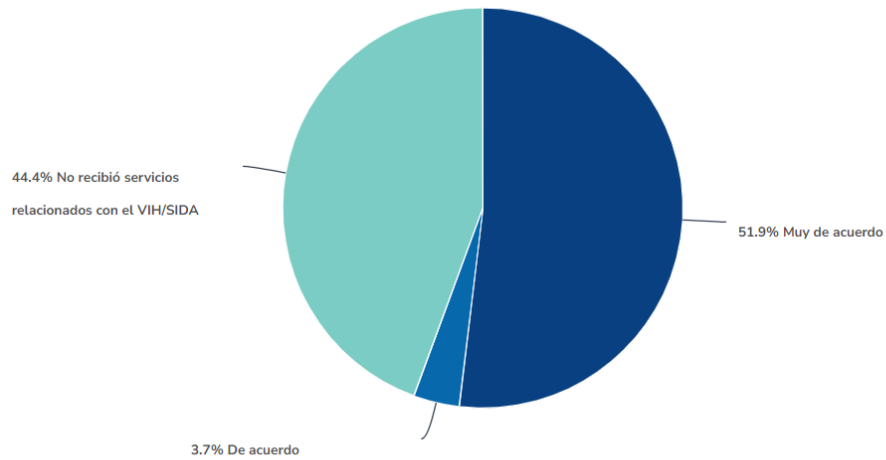
15. ¿Durante su visita, sintió que los miembros del personal lo trataron con respeto?



Value	Percent	Responses
Muy de acuerdo	51.9%	28
De acuerdo	3.7%	2
No recibió servicios relacionados con el VIH/SIDA	44.4%	24

Totals: 54

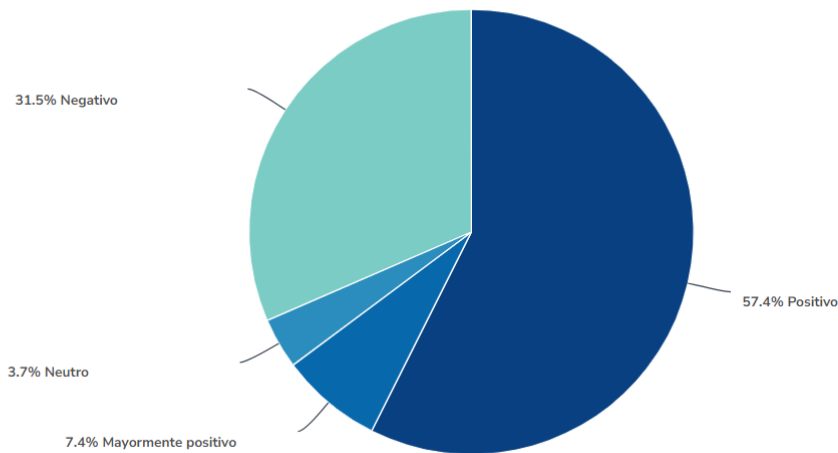
16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



Value	Percent	Responses
Muy de acuerdo	51.9%	28
De acuerdo	3.7%	2
No recibió servicios relacionados con el VIH/SIDA	44.4%	24

Totals: 54

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?

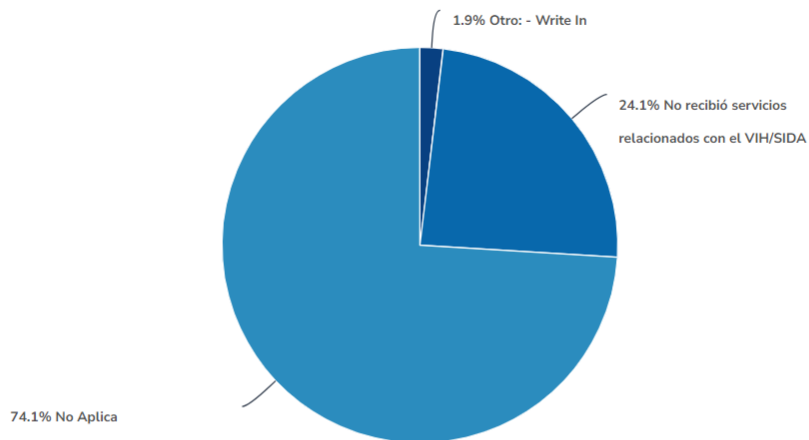


Value	Percent	Responses
Positivo	57.4%	31
Mayormente positivo	7.4%	4
Neutro	3.7%	2
Negativo	31.5%	17

Totals: 54



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>	1.9%	1
No recibió servicios relacionados con el VIH/SIDA	24.1%	13
No Aplica	74.1%	40

Totals: 54