

MEMORANDUM

Date: November 21, 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 – October 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.

October 2023 Highlights

Administrative

- Two Community Health Center Quality Recognition Badges awarded by HRSA:
- Advancing HIT for Quality: Awarded to health centers who:
 - Adopted an electronic health record (EHR) system.
 - Offers telehealth services.
 - Exchanges clinical information electronically with key providers health care settings.
 - Engages patients through health IT.
 - Collects data on patient social risk factors.
- Addressing Social Risk Factors: Awarded to health centers who:
 - collect data on patient social risk factors and increased the percentage of patients who received enabling services between the last two UDS reporting years.
- Federal Tort Claim Act (FTCA) deeming application approved by HRSA. Coverage extends from 11.2.23 – 12.31.24
- Ryan White Part B on-site program audit on 10.25.23 successfully completed.
- The new APRN for the Fremont location begins on 11.13.23.
- The new Medical Director begins on 12.4.23.
- Recruitment for a behavioral health professional is ongoing.
- A new Behavioral Health Manager position has been approved.
- Electronic health record (EHR) upgrade and migration to the cloud scheduled for 11.10.23.

Access



Facility	Program	OCT '23	OCT '22	OCT YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	139	162	-14%	504	530	-5%
Decatur	Ryan White	211	150	41%	908	669	36%
Decatur	Family Health	402	193	108%	1,488	1,170	27%
Fremont	Family Health	66	133	-50%	574	291	97%
Total	Family Health	468	326	44%	2,062	1,461	41%
Fremont	Family Planning	32	247	-87%	537	366	47%
Decatur	Family Planning	127	116	9%	343	1,038	-67%
Total	Family Planning	159	363	-56%	880	1,404	-37%
ASEC	Sexual Health	128	113	13%	511	375	36%
Decatur	Sexual Health	596	623	-4%	2,247	2,395	-6%
Total	Sexual Health	724	736	-2%	2,758	2,770	-0.4%
Grand Total		1,701	1,737	-2%	7,112	6,834	4%

Pharmacy Services

	Oct-22	Oct-23		FY23	FY24		% Change YTD
Client Encounters (Pharmacy)	1,160	1,433	↑	4,693	5,355	↑	14.1%
Prescriptions Filled	1,560	2,037	↑	6,211	7,478	↑	20.4%
Client Clinic Encounters (Pharmacist)	32	40	↑	210	136	↓	-35.2%
Financial Assistance Provided	4	17	↑	28	70	↑	150.0%
Insurance Assistance Provided	-	10	↑	5	18	↑	260.0%

- A. Dispensed 2,037 prescriptions for 1,433 clients.
- B. Pharmacist completed 40 client clinic encounters.
- C. Assisted 17 clients to obtain medication financial assistance.
- D. Assisted 10 clients with insurance approvals.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 61 referrals between October 1st and October 31st. There were three (3) pediatric clients referred to the MCM (Medical Case management) program in October and the program received four (4) referrals for pregnant women living with HIV during this time.
- B. There were 775 total service encounters in the month of October provided by the Ryan White program (Linkage Coordinator, Eligibility Worker, Care Coordinator, Nurse Case Managers, Community Health Workers, and Health Educator). There were 341 unduplicated clients served under these programs in October.
- C. The Ryan White ambulatory clinic had a total of 416 visits in the month of October: 39 initial provider visits, 190 established provider visits, 11 tele-visits (established clients). There were 17 nurse visits and 170 lab visits. There were 23 Ryan White clients seen in Behavioral Health by the Licensed Clinical Social Worker (LCSW) and the Psychiatric APRN during the month of October.
- 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 October.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 943 unique services to 735 unduplicated patients for the month of October. There were 136 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently 113 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.
- C. The SHC leadership team is attending weekly Azara training. This training focuses on using metrics to optimize service provision in SHC. A SHC CHN completed the Mental Health First Aid Training. The CHN Supervisor participated in the quarterly CSRB meeting.
- D. The SHC staff continues to see patients for Mpox evaluation. SHC is collaborating with Immunizations to offer Mpox vaccine onsite for SHC clients.
- E. Two CHN nurses, one Medical Assistant, and one administrative assistant successfully completed orientation in FQHC-SHC. One CHN has begun orientation in SHC. A Patient Services Representative (PSR) position was approved in SHC and is in the process of recruitment.

Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of October 2023.

Client required medical follow- up for Communicable Diseases	
Referrals for TB issues	15
Referrals for Chronic Hep B	1
Referrals for STD	3
Pediatric Refugee Exams	17
Clients encounter by program (adults)	62
Refugee Health screening for October 2023	62
Total for FY23-24	218

Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers submitted a total of 81 applications for the month.

Applications	Status
40	Approved
10	Denied
31	Pending

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) October 2023

Response Counts

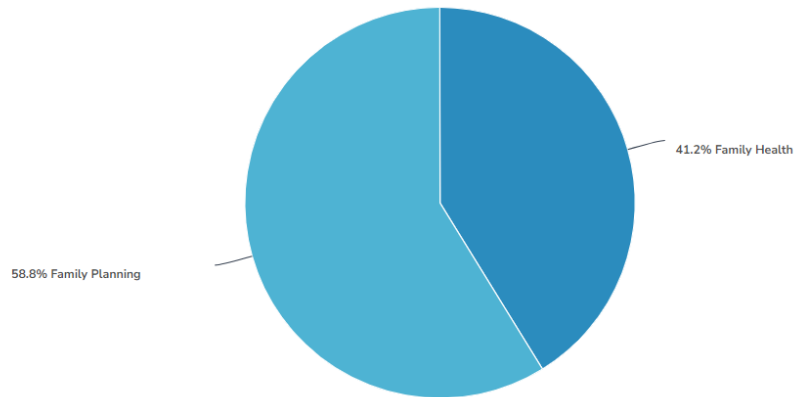
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Totals: 51

1. Service received during your visit

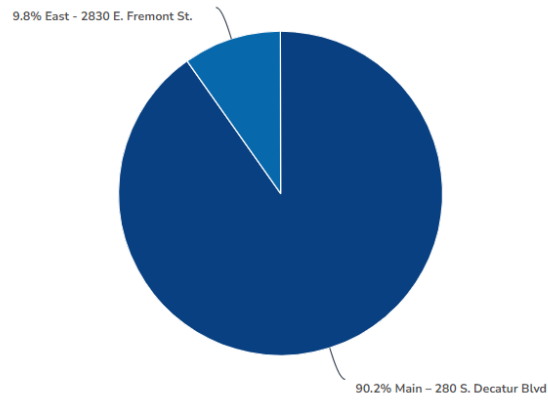
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Family Health	41.2%	21
Family Planning	58.8%	30
Totals: 51		

2. Southern Nevada Health District (SNHD) location

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

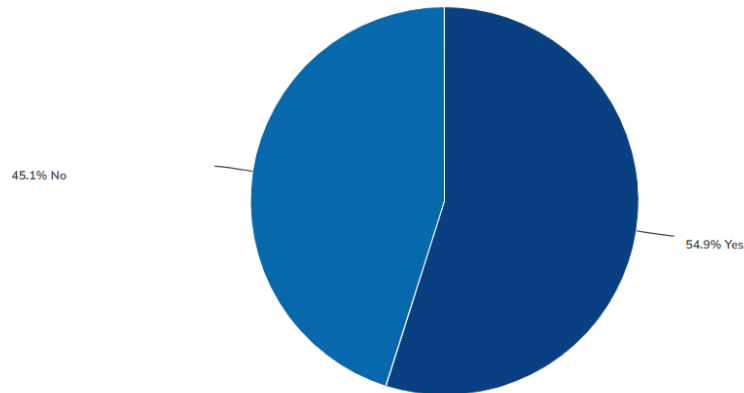


Value	Percent	Responses
Main - 280 S. Decatur Blvd	90.2%	46
East - 2830 E. Fremont St.	9.8%	5

Totals: 51

3. Do you have health insurance?

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

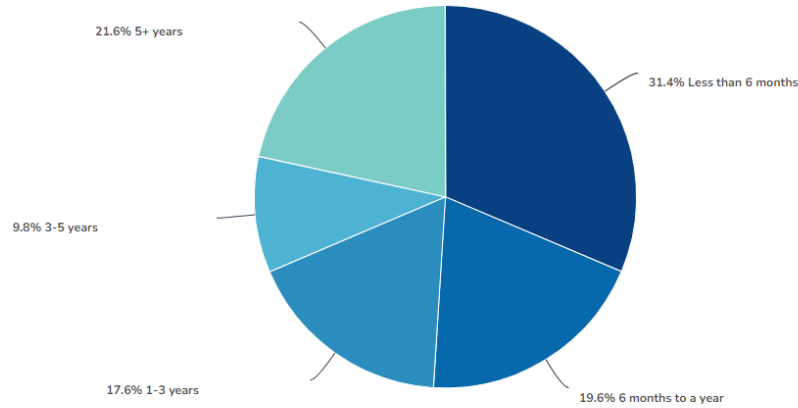


Value	Percent	Responses
Yes	54.9%	28
No	45.1%	23

Totals: 51

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

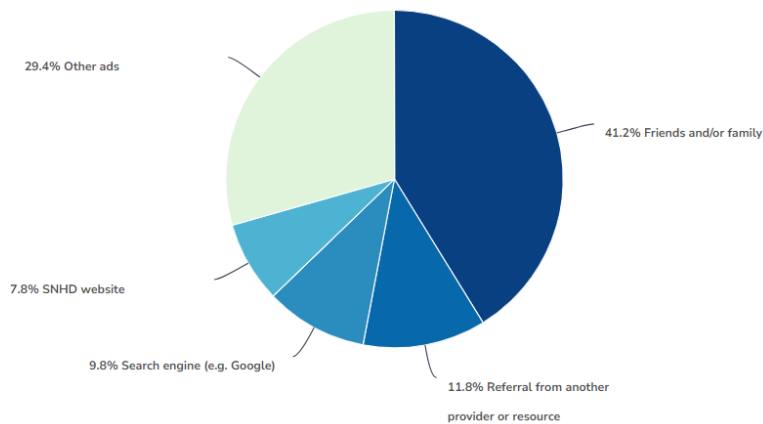
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Less than 6 months	31.4%	16
6 months to a year	19.6%	10
1-3 years	17.6%	9
3-5 years	9.8%	5
5+ years	21.6%	11
Totals: 51		

5. How did you hear about us?

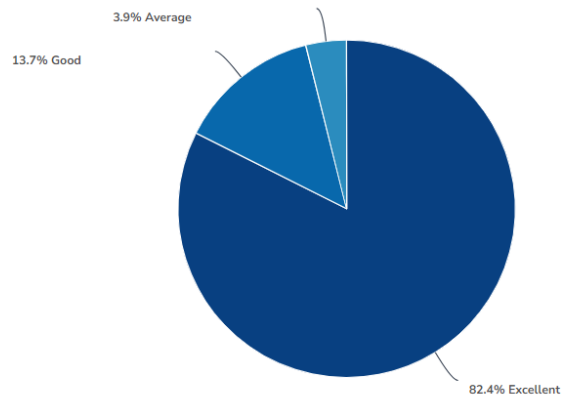
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Friends and/or family	41.2%	21
Referral from another provider or resource	11.8%	6
Search engine (e.g. Google)	9.8%	5
SNHD website	7.8%	4
Other ads	29.4%	15
Totals: 51		

6. Ease of scheduling an appointment

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

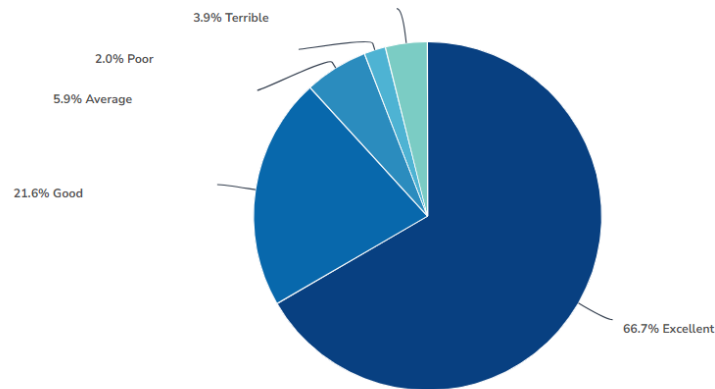


Value	Percent	Responses
Excellent	82.4%	42
Good	13.7%	7
Average	3.9%	2

Totals: 51

7. Wait time to see provider

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

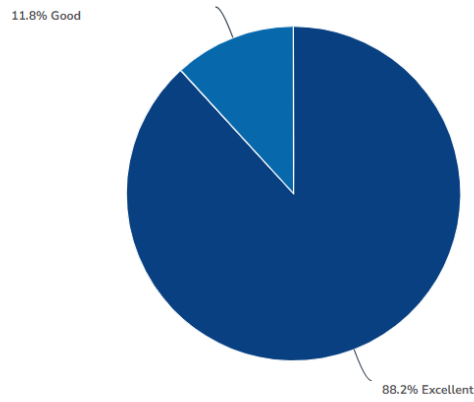


Value	Percent	Responses
Excellent	66.7%	34
Good	21.6%	11
Average	5.9%	3
Poor	2.0%	1
Terrible	3.9%	2

Totals: 51

8. Care received from providers and staff

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

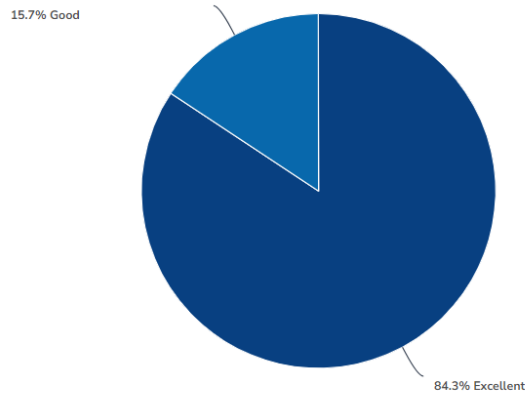


Value	Percent	Responses
Excellent	88.2%	45
Good	11.8%	6

Totals: 51

9. Understanding of health care instructions following your visit

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

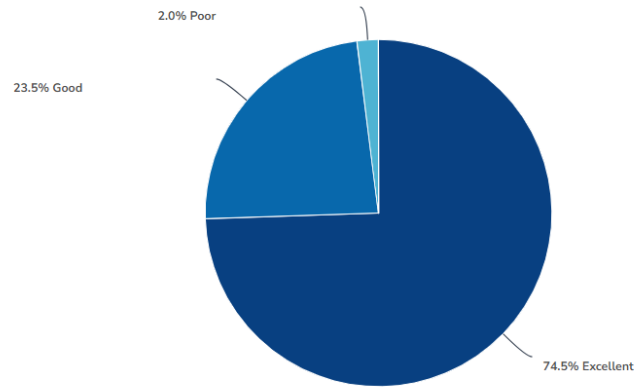


Value	Percent	Responses
Excellent	84.3%	43
Good	15.7%	8

Totals: 51

10. Hours of operation

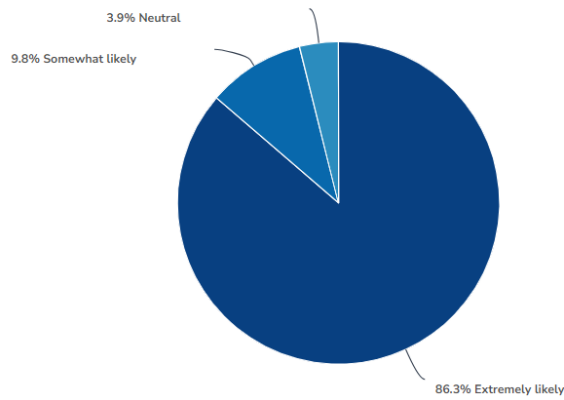
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Excellent	74.5%	38
Good	23.5%	12
Poor	2.0%	1
Totals: 51		

11. Recommendation of our health center to friends and family

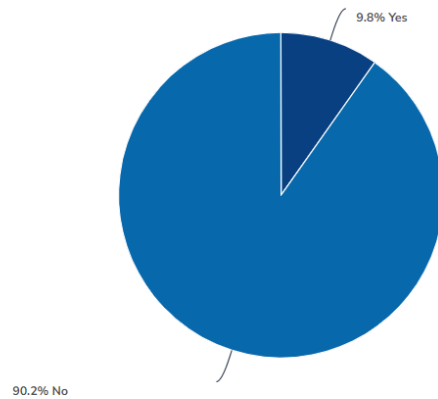
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Extremely likely	86.3%	44
Somewhat likely	9.8%	5
Neutral	3.9%	2
Totals: 51		

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

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

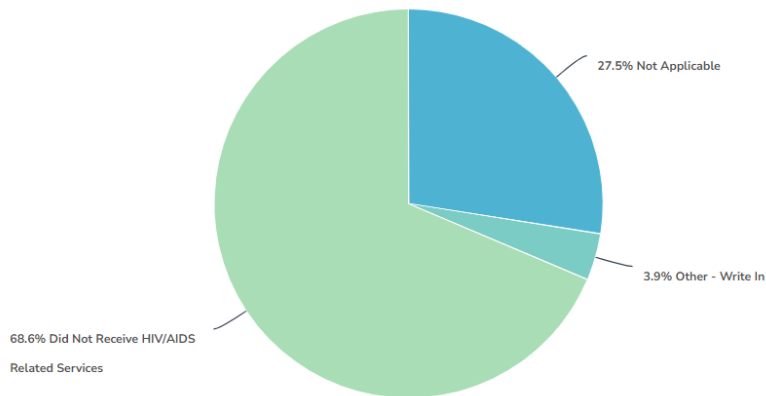


Value	Percent	Responses
Yes	9.8%	5
No	90.2%	46

Totals: 51

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

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

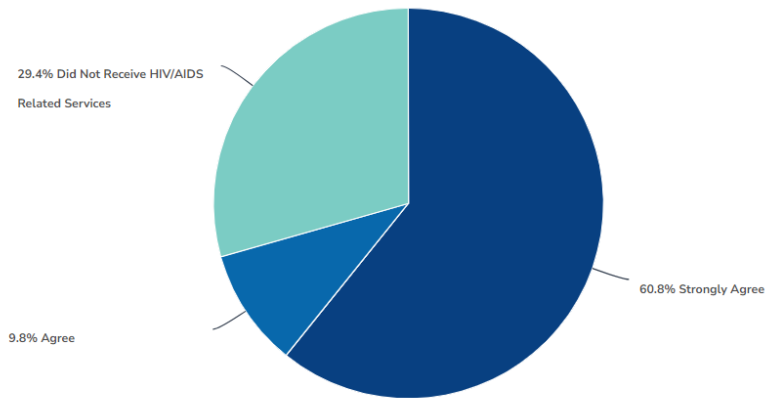


Value	Percent	Responses
Not Applicable	27.5%	14
Other - Write In (click to view)	3.9%	2
Did Not Receive HIV/AIDS Related Services	68.6%	35

Totals: 51

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

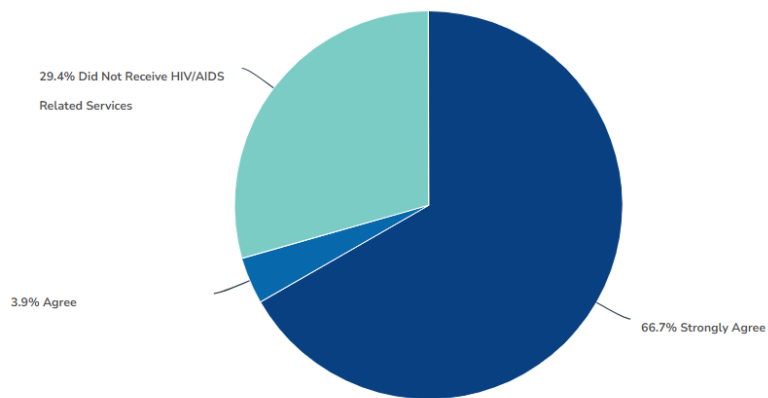
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Strongly Agree	60.8%	31
Agree	9.8%	5
Did Not Receive HIV/AIDS Related Services	29.4%	15
Totals: 51		

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

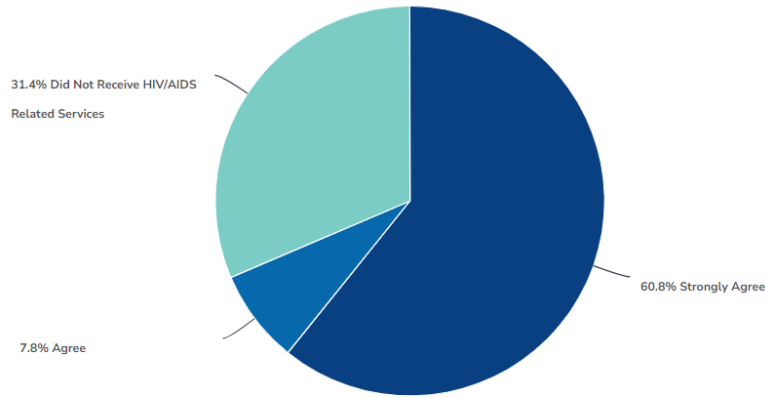
Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Strongly Agree	66.7%	34
Agree	3.9%	2
Did Not Receive HIV/AIDS Related Services	29.4%	15
Totals: 51		

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

Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

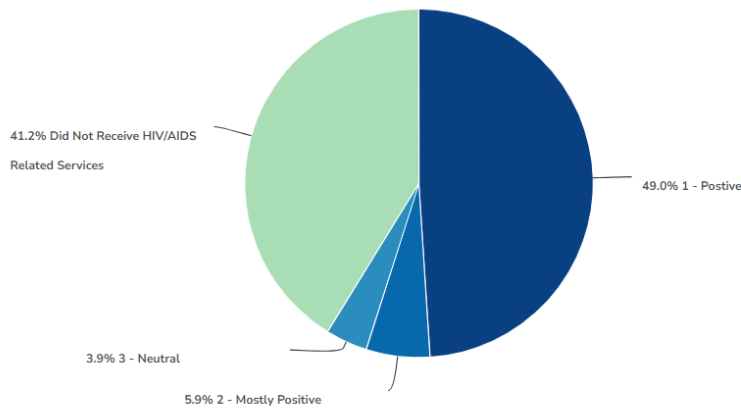


Value	Percent	Responses
Strongly Agree	60.8%	31
Agree	7.8%	4
Did Not Receive HIV/AIDS Related Services	31.4%	16

Totals: 51

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?


Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey

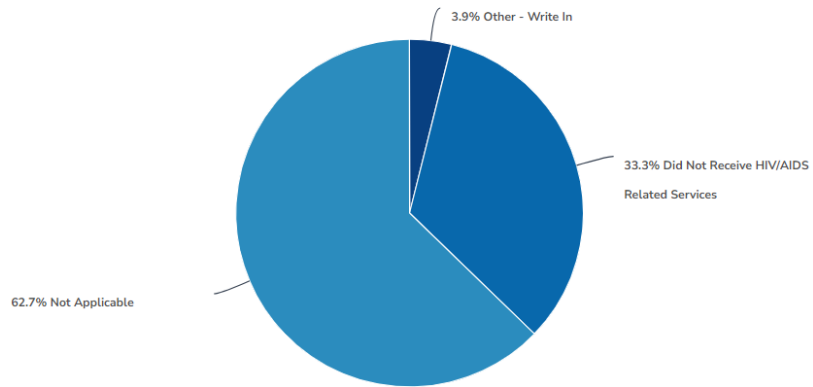


Value	Percent	Responses
1 - Postive	49.0%	25
2 - Mostly Positive	5.9%	3
3 - Neutral	3.9%	2
Did Not Receive HIV/AIDS Related Services	41.2%	21

Totals: 51

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

 Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey



Value	Percent	Responses
Other - Write In (click to view)	3.9%	2
Did Not Receive HIV/AIDS Related Services	33.3%	17
Not Applicable	62.7%	32

Totals: 51

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

Response Counts

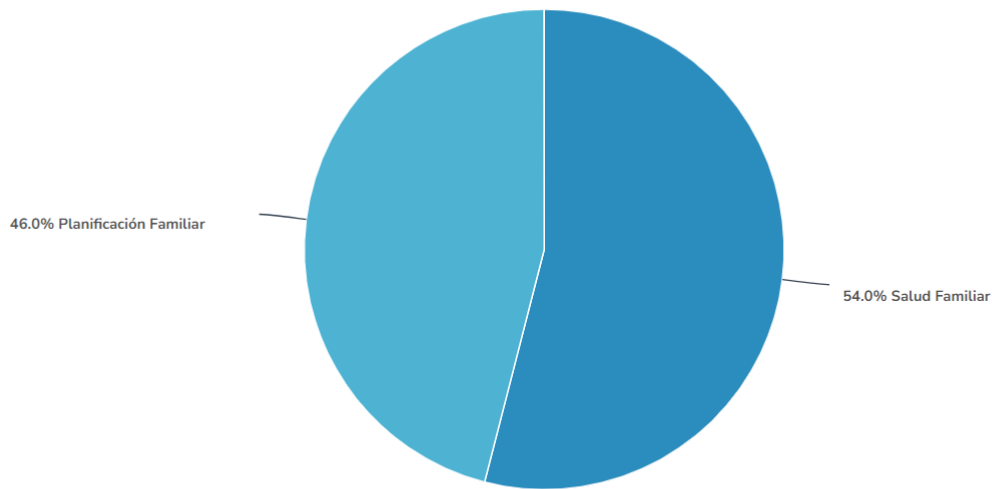
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Totals: 54

1. Marque los servicios recibidos durante su visita

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

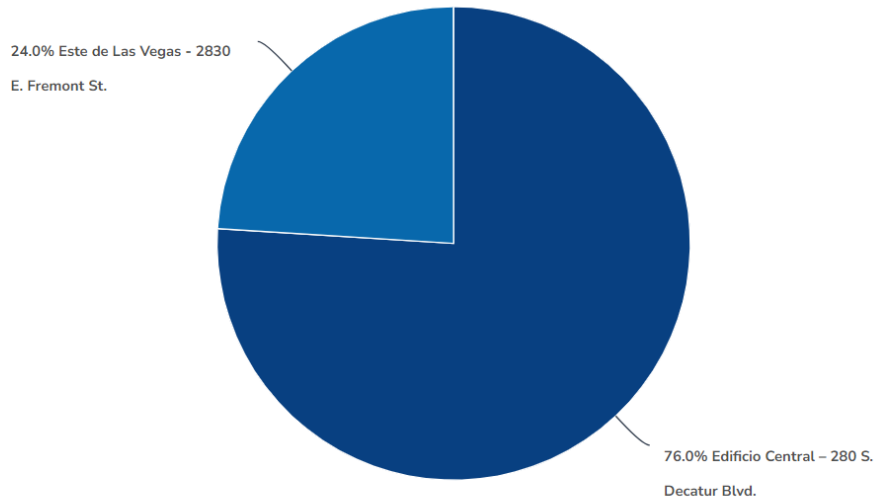


Value	Percent	Responses
Salud Familiar	54.0%	27
Planificación Familiar	46.0%	23

Totals: 50

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

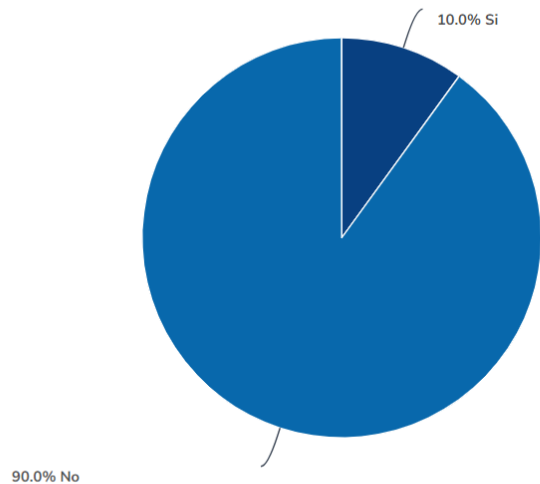
☰ Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	76.0%	38
Este de Las Vegas - 2830 E. Fremont St.	24.0%	12
Totals: 50		

3. ¿Tiene seguro médico?

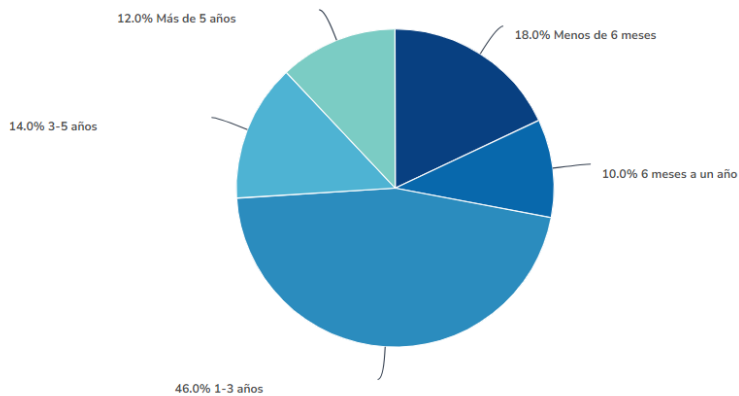
☰ Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Si	10.0%	5
No	90.0%	45
Totals: 50		

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

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

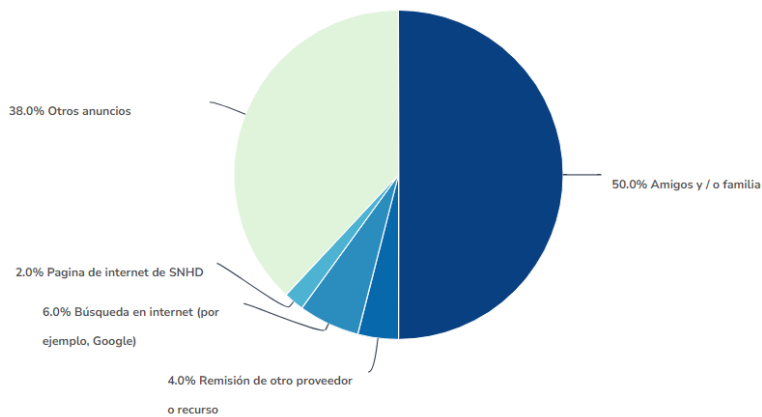


Value	Percent	Responses
Menos de 6 meses	18.0%	9
6 meses a un año	10.0%	5
1-3 años	46.0%	23
3-5 años	14.0%	7
Más de 5 años	12.0%	6

Totals: 50

5. ¿Como usted supo de nosotros?

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

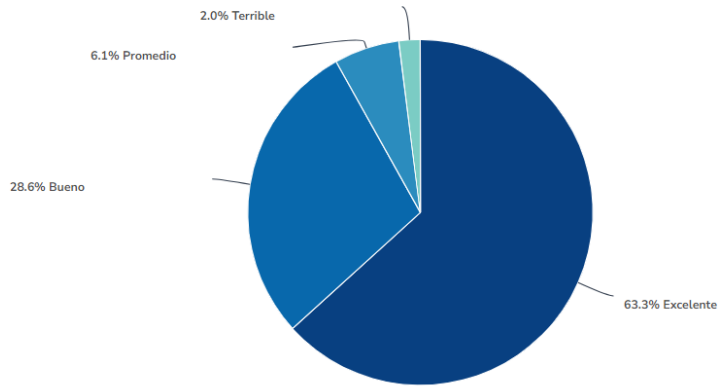


Value	Percent	Responses
Amigos y / o familia	50.0%	25
Remisión de otro proveedor o recurso	4.0%	2
Búsqueda en internet (por ejemplo, Google)	6.0%	3
Pagina de internet de SNHD	2.0%	1
Otros anuncios	38.0%	19

Totals: 50

6. Facilidad para programar una cita

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

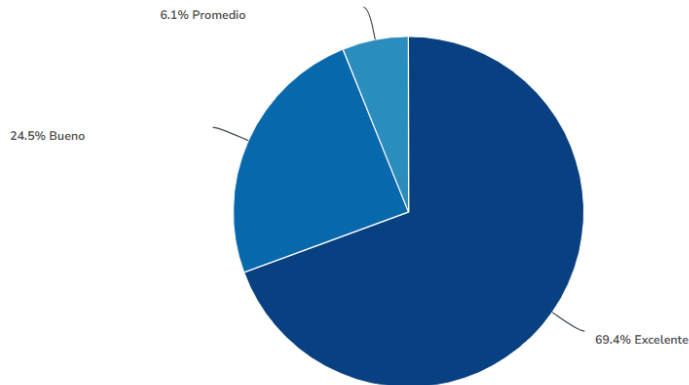


Value	Percent	Responses
Excelente	63.3%	31
Bueno	28.6%	14
Promedio	6.1%	3
Terrible	2.0%	1

Totals: 49

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

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

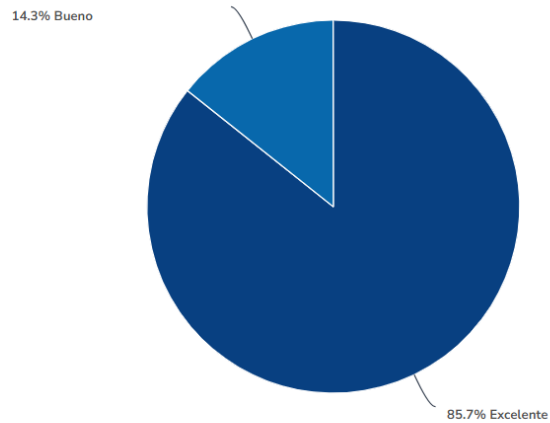


Value	Percent	Responses
Excelente	69.4%	34
Bueno	24.5%	12
Promedio	6.1%	3

Totals: 49

8. Atención recibida de los proveedores y personal

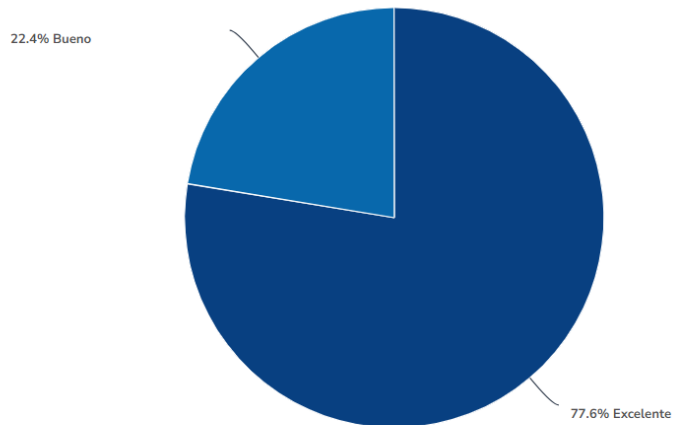
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Excelente	85.7%	42
Bueno	14.3%	7
Totals: 49		

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

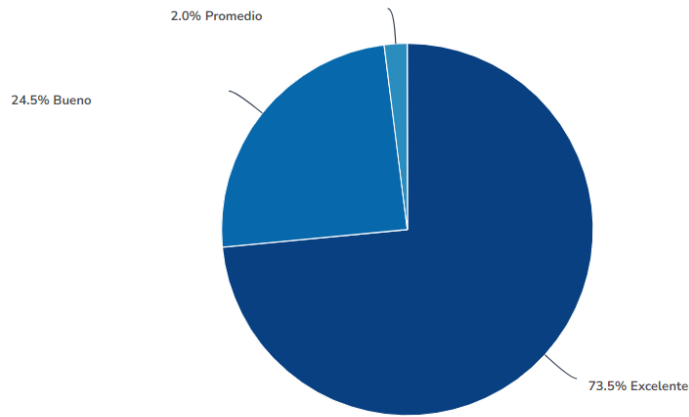
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Excelente	77.6%	38
Bueno	22.4%	11
Totals: 49		

10. Horarios de operación

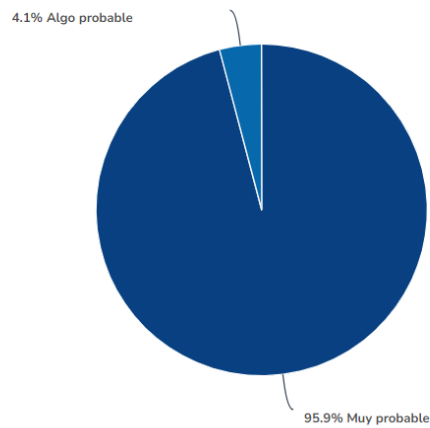
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Excelente	73.5%	36
Bueno	24.5%	12
Promedio	2.0%	1
Totals: 49		

11. Recomendaría nuestro centro de salud a amigos y familiares

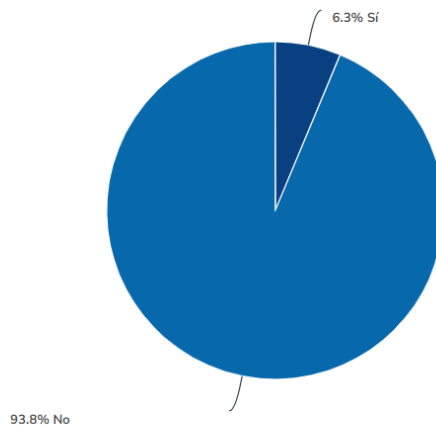
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Muy probable	95.9%	47
Algo probable	4.1%	2
Totals: 49		

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

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

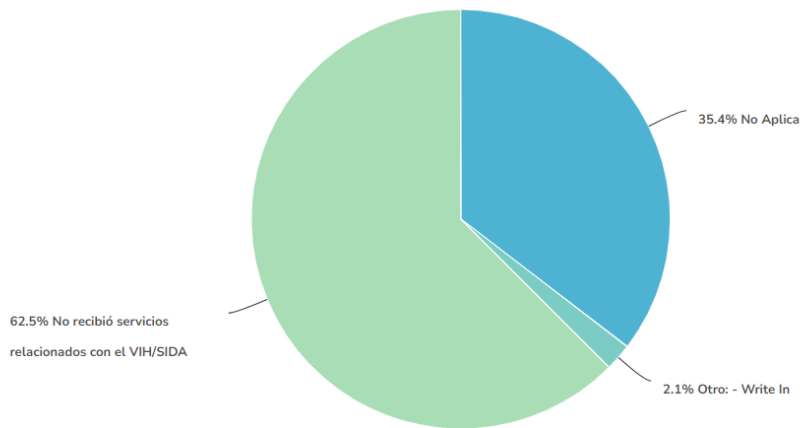


Value	Percent	Responses
Sí	6.3%	3
No	93.8%	45

Totals: 48

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

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

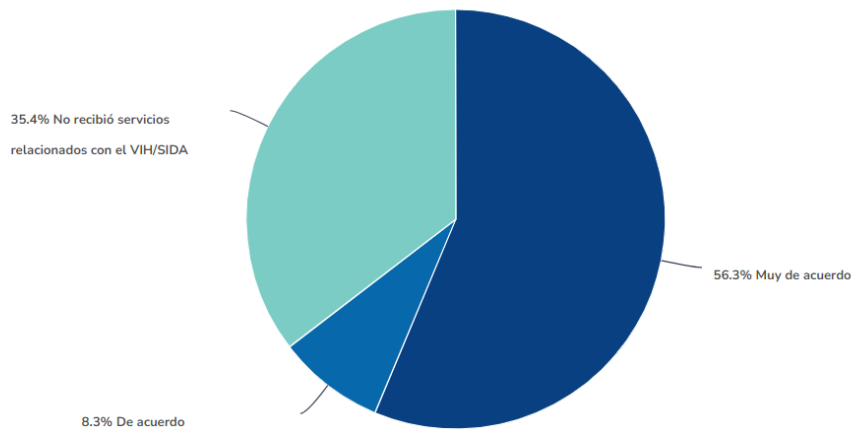


Value	Percent	Responses
No Aplica	35.4%	17
Otro: - Write In (click to view)	2.1%	1
No recibió servicios relacionados con el VIH/SIDA	62.5%	30

Totals: 48

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

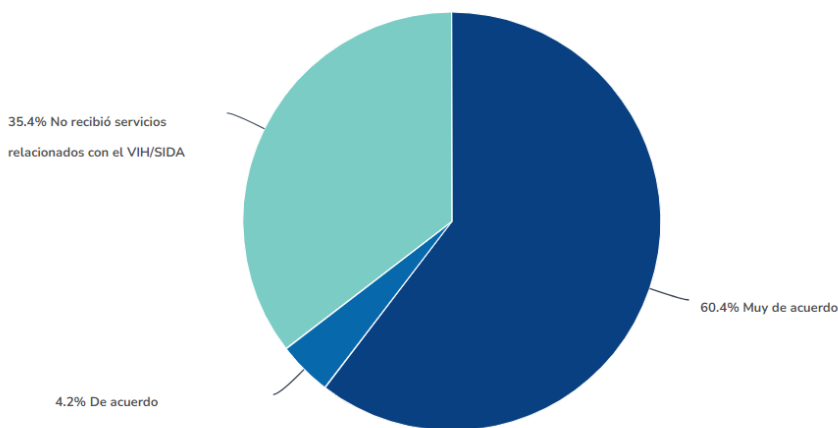
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Muy de acuerdo	56.3%	27
De acuerdo	8.3%	4
No recibió servicios relacionados con el VIH/SIDA	35.4%	17
Totals: 48		

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

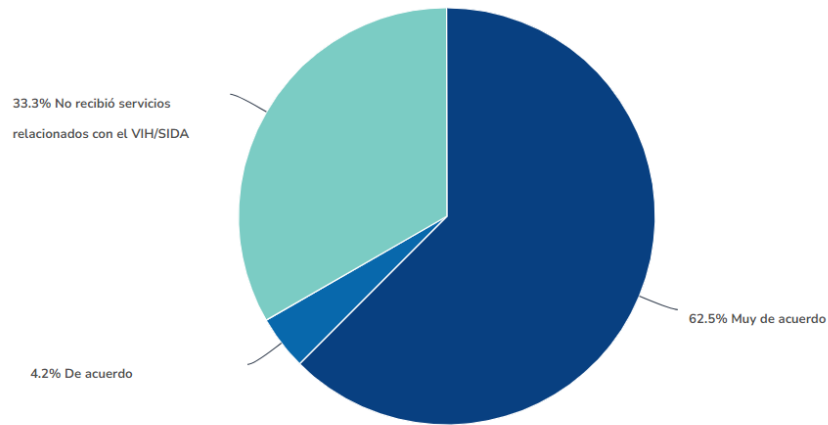
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Muy de acuerdo	60.4%	29
De acuerdo	4.2%	2
No recibió servicios relacionados con el VIH/SIDA	35.4%	17
Totals: 48		

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

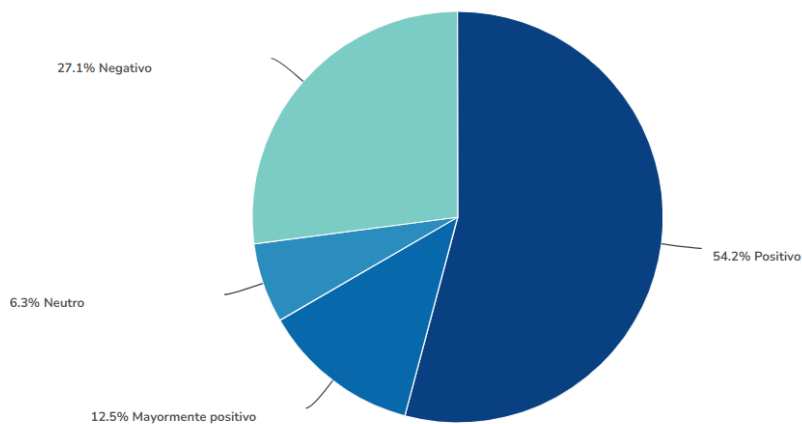
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Muy de acuerdo	62.5%	30
De acuerdo	4.2%	2
No recibió servicios relacionados con el VIH/SIDA	33.3%	16
Totals: 48		

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?

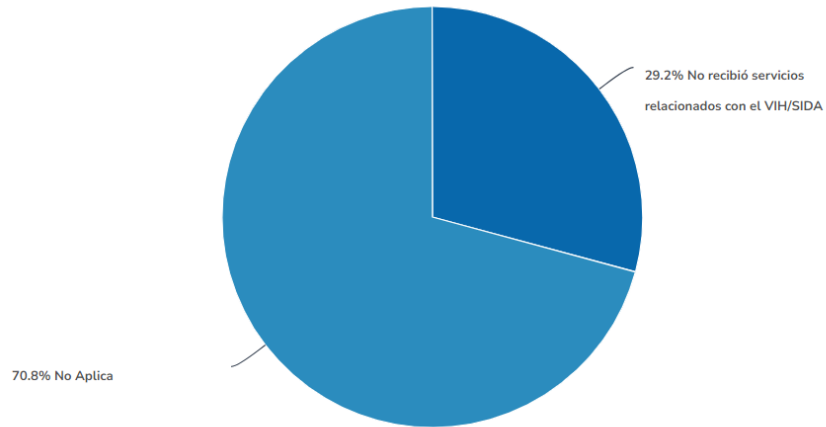
Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
Positivo	54.2%	26
Mayormente positivo	12.5%	6
Neutro	6.3%	3
Negativo	27.1%	13
Totals: 48		

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.

Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)



Value	Percent	Responses
No recibió servicios relacionados con el VIH/SIDA	29.2%	14
No Aplica	70.8%	34
Totals: 48		