

# Memorandum

**Date:** January 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*

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT – NOVEMBER 2022**

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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.

## HIV / Ryan White Care Program

- A. The HIV/Medical Case Management (MCM) program received 25 referrals between November 1 through November 16. There were 2 pediatric clients referred to the program in November and the program did not receive any referrals for pregnant women living with HIV during this time.
- B. There were 287 total service encounters in the month of November provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 173 unduplicated clients served under these programs in November.
- C. The Ryan White ambulatory clinic had a total of 168 visits in the month of November: 11 initial provider visits, 58 established provider visits, 7 tele-visits (established clients). There were 7 Nurse visits and 85 lab visits. There were 21 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of November.
- 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 7 patients enrolled and seen under the Rapid stART program in November.

## Family Planning (FP)

Unduplicated Patients	Nov 2021	Nov 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	71	111	↑	667	495	↓
Number of Pt: Decatur PHC	311	328	↑	1,047	1,248	↑

Duplicated Patients	Nov 2021	Nov 2022		FY 21-22	FY 22-23	
Number of Pt: East LV PHC	71	111	↑	845	653	↓
Number of Pt: Decatur PHC	325	354	↑	1,399	1,758	↑

- A. FP Program services at East Las Vegas and Decatur Public Health Centers served 465 clients: 439 of them were unduplicated.
- B. The East Las Vegas Family Planning Clinic served 111 clients: 111 of them were unduplicated.
- C. The Decatur Family Planning Clinic serviced 354 clients: 328 of them were unduplicated.

### Pharmacy Services

Pharmacy Services	Nov-21	Nov-22		FY22	FY23		% Change YTD
Client Encounters (Pharmacy)	1110	1144	↑	5161	5837	↑	13.1%
Prescriptions Filled	1393	1537	↑	6548	7748	↑	18.3%
Client Clinic Encounters (Pharmacist)	24	30	↑	152	240	↑	57.9%
Financial Assistance Provided	9	8	↓	39	36	↓	-7.7%
Insurance Assistance Provided	8	2	↓	18	7	↓	-61.1%

- A. Dispensed 1537 prescriptions for 1144 clients.
- B. Pharmacist assessed/counseled 30 clients in clinics.
- C. Assisted 8 clients to obtain medication financial assistance.
- D. Assisted 2 clients with insurance approvals.

### Eligibility Case Narrative and Eligibility Monthly Report

Eligibility Monthly Report		
November 2022		
Total number of referrals received	565	
Total number of referrals inactive/cancelled	TANF: 1	
Total number of applications submitted	Medicaid only: 53	SNAP only: 14
	Medicaid/SNAP: 36	Hardship: 2

## Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of November 2022.

Clients seen November 2022	52
Client required medical follow- up for Communicable Diseases	3
Referrals for TB issues	1
Referrals for Chronic Hep B	3
Referrals for STD	2
Pediatric Refugee Exams	18
Clients encounter by program	52
<b>Total for fiscal year (FY22-23)</b>	<b>222</b>

## Quality & Risk Management

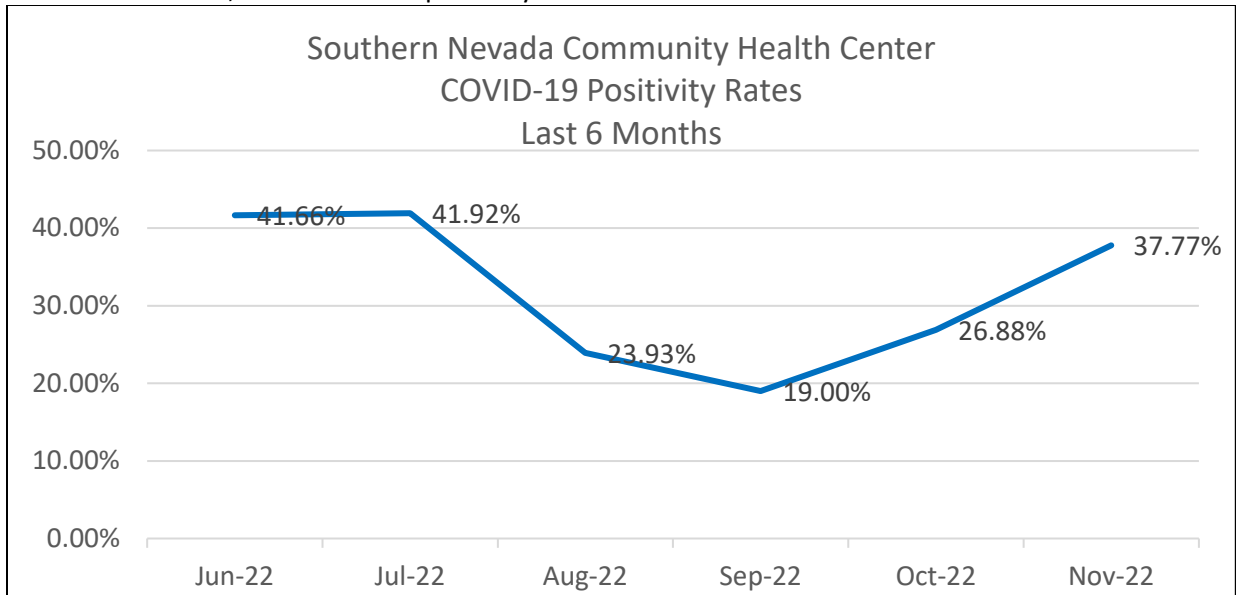
### A. Quality

#### COVID-19 Testing

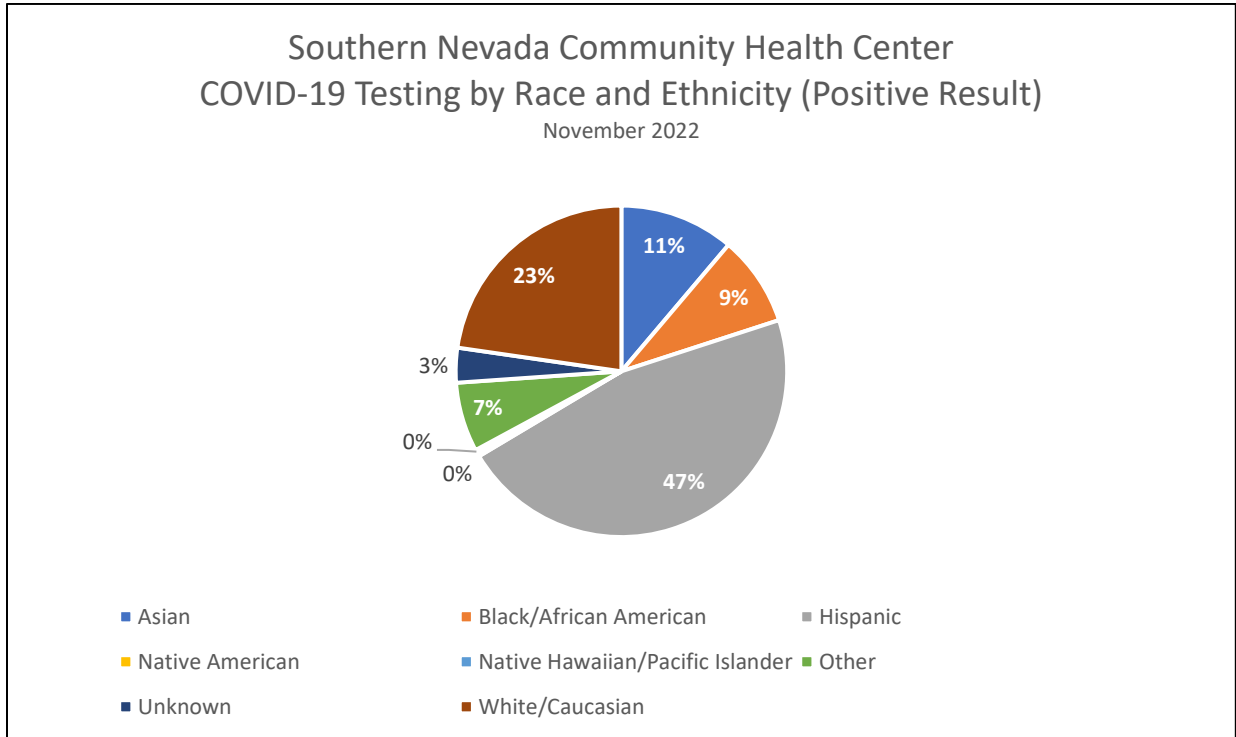
From April 2020 to November 2022 the Southern Nevada Community Health Center completed 97,428 COVID-19 tests, 781 of which were conducted in November of 2022.

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.

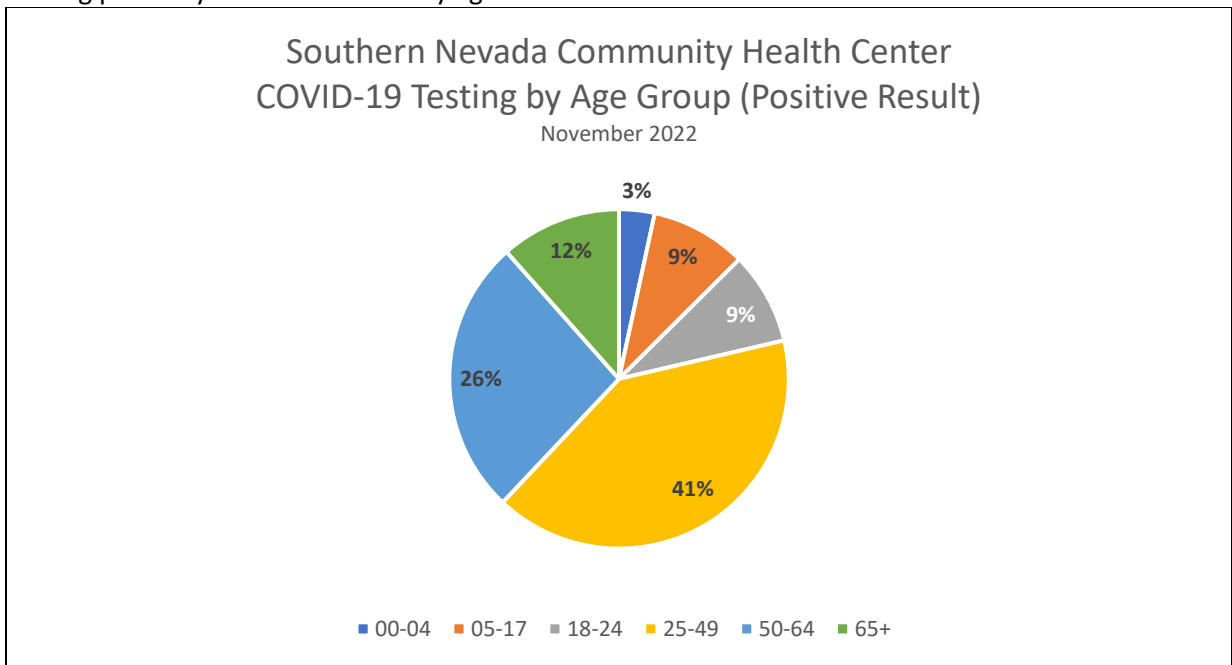
In November 2022, the COVID test positivity rate was 37.77%.



Testing positivity rates broken out by race and ethnicity below:



Testing positivity rates broken out by age below:



**B. COVID-19 Vaccine Program**

The Southern Nevada Community Health Center administered 970 COVID doses in the month of November.

**C. Monkeypox**

The Southern Nevada Community Health Center administered 286 Monkeypox doses in the month of November.

**D. Telehealth**

The Health Center saw 58 patients in November via telehealth, 3.77% of the patients that were seen in our clinics.

**E. Health Center Visits**

The Health Center scheduled 1,538 patient appointments in November. Of scheduled patients, 64.30% kept their appointments. There was a 31.92% no-show rate including cancellations.

## Risk Management

### **Health Insurance Portability and Accountability Act (HIPAA):**

- There were no HIPAA breaches at the Health Center in November.

### **Exposure Incidents:**

- There were no exposure incidents at the Health Center in November.

### **Medical Events:**

- There were no medical events at the Health Center in November.

### **Patient Satisfaction:**

- See 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.

## Health Center Visit Report Summary – November 2022



	Completed Pt Visits		Cancelled Visits		No Show Visits		Telehealth Visits						Total Scheduled Patients	
	Provider Visits						Audio Visit		Televisit		Total Telehealth Visits			
Family Health Clinic	<b>320</b>	20.81%	<b>72</b>	4.68%	<b>137</b>	8.91%	<b>37</b>	63.79%	<b>4</b>	6.90%	<b>41</b>	2.67%	570	37.06%
Behavioral Health Clinic*		0.00%		0.00%		0.00%	<b>6</b>	10.34%		0.00%	<b>6</b>	0.39%	6	0.39%
Family Planning Clinic	<b>270</b>	17.56%	<b>14</b>	0.91%	<b>105</b>	6.83%		0.00%		0.00%	<b>0</b>	0.00%	389	25.29%
Refugee Clinic	<b>89</b>	5.79%		0.00%	<b>21</b>	1.37%		0.00%		0.00%	<b>0</b>	0.00%	110	7.15%
Ryan White	<b>310</b>	20.16%	<b>43</b>	2.80%	<b>99</b>	6.44%	<b>2</b>	7.00%	<b>9</b>	15.52%	<b>11</b>	0.72%	463	30.10%
Totals	<b>989</b>	64.30%	<b>129</b>	8.39%	<b>362</b>	23.54%	<b>45</b>	77.59%	<b>13</b>	22.41%	<b>58</b>	3.77%	1538	100.00%

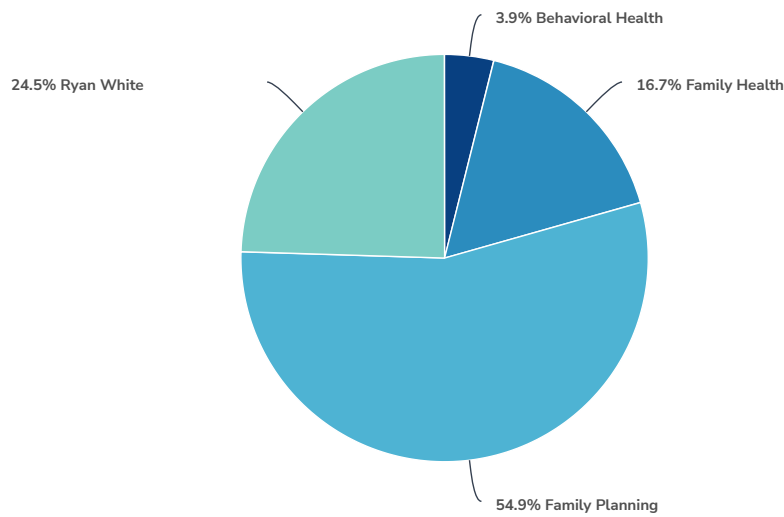
\*Visits included in Family Planning Clinic

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

## Response Counts

<b>Completion Rate:</b>	<b>87%</b>	
	Complete	100
	Partial	15
		<b>Totals: 115</b>

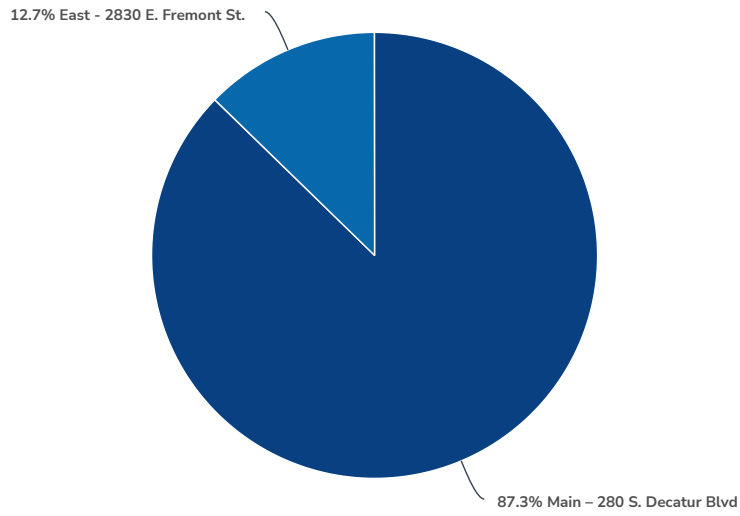
## 1. Service received during your visit



Value	Percent	Responses
Behavioral Health	3.9%	4
Family Health	16.7%	17
Family Planning	54.9%	56
Ryan White	24.5%	25
		<b>Totals: 102</b>

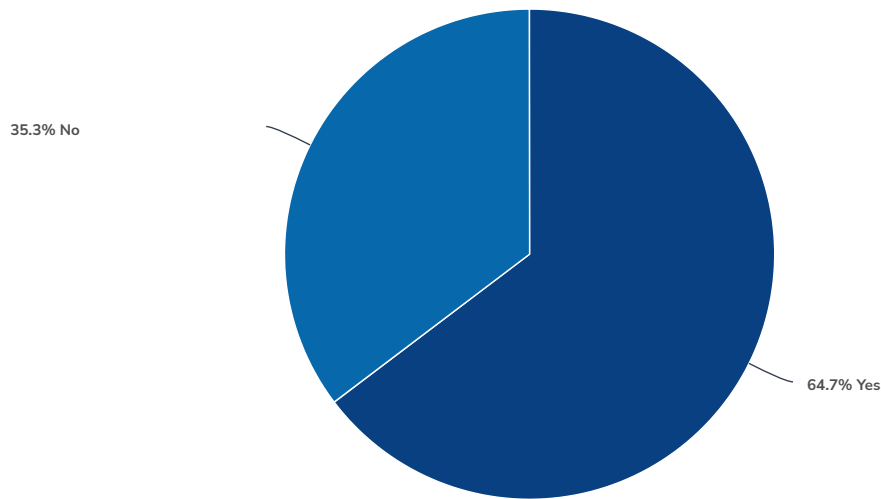
## 2. Southern Nevada Health District (SNHD) location





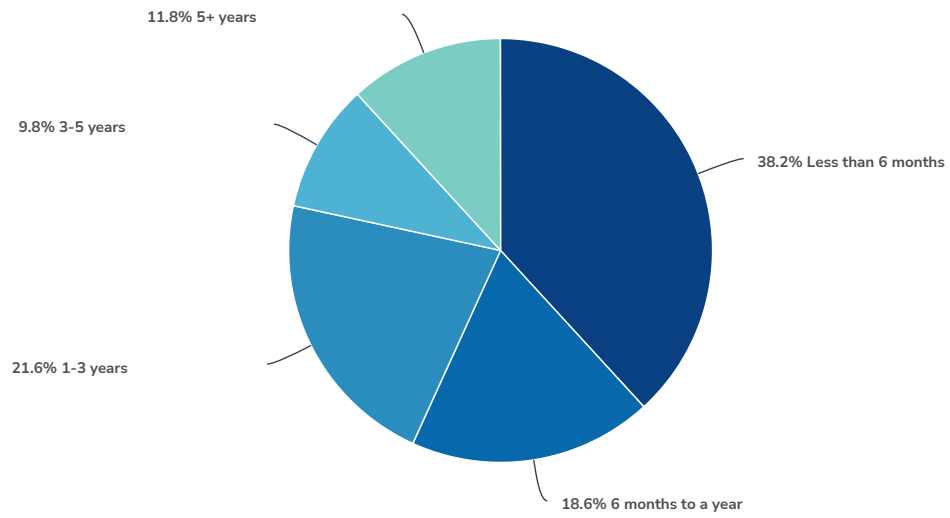
Value	Percent	Responses
Main - 280 S. Decatur Blvd	87.3%	89
East - 2830 E. Fremont St.	12.7%	13
		<b>Totals: 102</b>

3. Do you have health insurance?



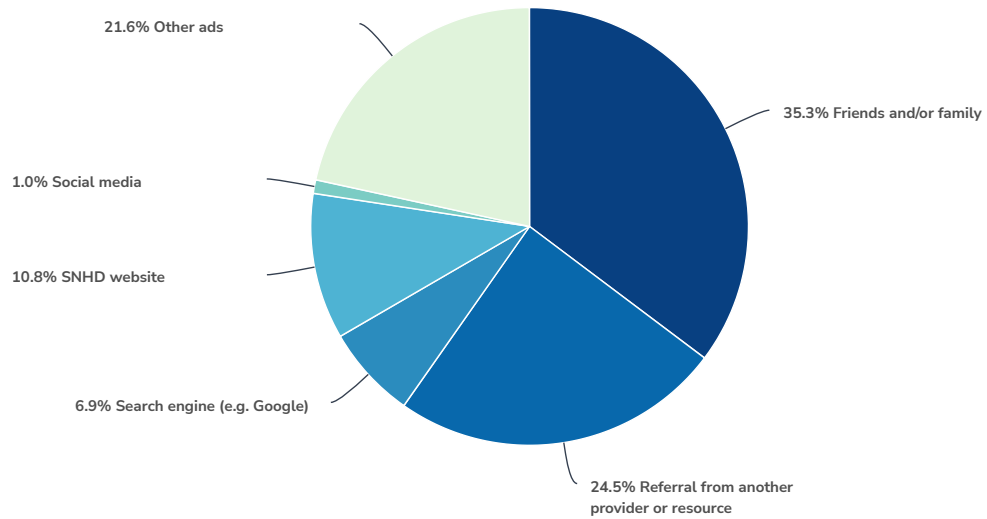
Value	Percent	Responses
Yes	64.7%	66
No	35.3%	36
		<b>Totals: 102</b>

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	38.2%	39
6 months to a year	18.6%	19
1-3 years	21.6%	22
3-5 years	9.8%	10
5+ years	11.8%	12
		<b>Totals: 102</b>

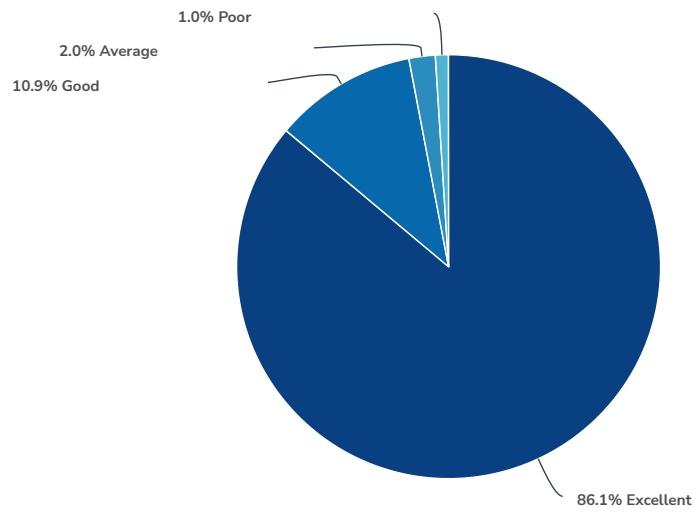
### 5. How did you hear about us?



Value	Percent	Responses
Friends and/or family	35.3%	36
Referral from another provider or resource	24.5%	25
		<b>Totals: 102</b>

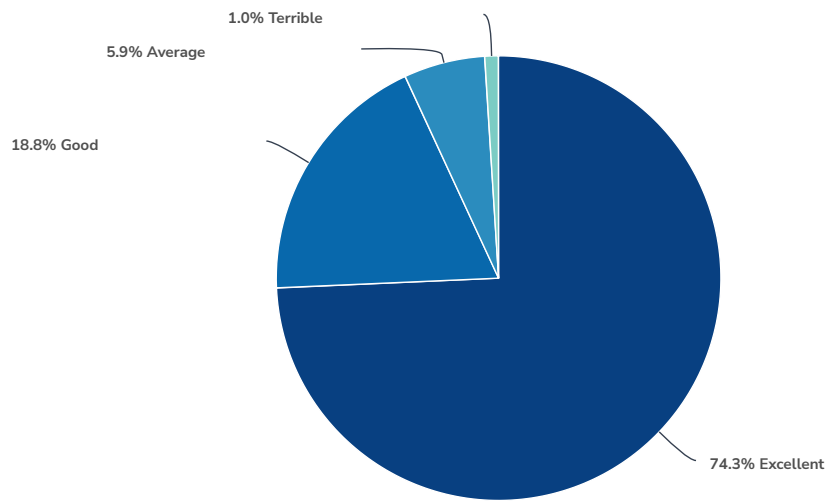
Value	Percent	Responses
Search engine (e.g. Google)	6.9%	7
SNHD website	10.8%	11
Social media	1.0%	1
Other ads	21.6%	22
		<b>Totals: 102</b>

### 6. Ease of scheduling an appointment



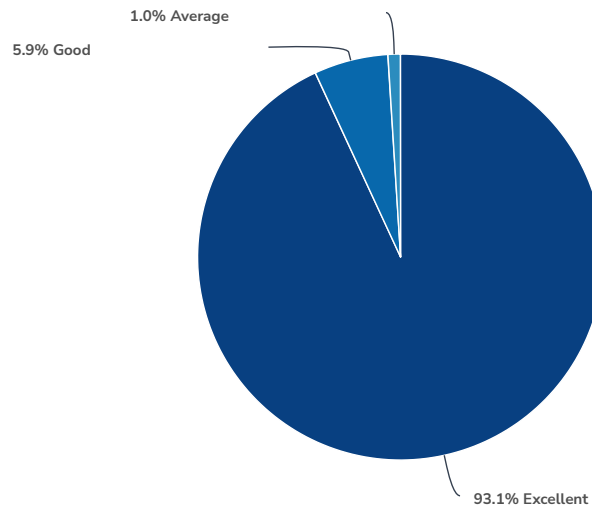
Value	Percent	Responses
Excellent	86.1%	87
Good	10.9%	11
Average	2.0%	2
Poor	1.0%	1
		<b>Totals: 101</b>

### 7. Wait time to see provider



Value	Percent	Responses
Excellent	74.3%	75
Good	18.8%	19
Average	5.9%	6
Terrible	1.0%	1
		<b>Totals: 101</b>

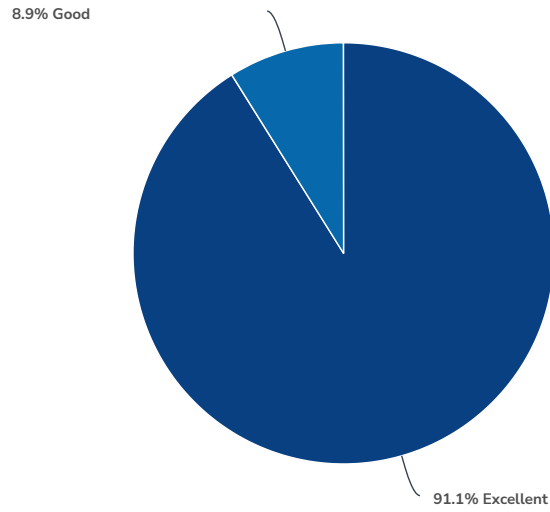
### 8. Care received from providers and staff



Value	Percent	Responses
Excellent	93.1%	94
Good	5.9%	6
Average	1.0%	1
		<b>Totals: 101</b>

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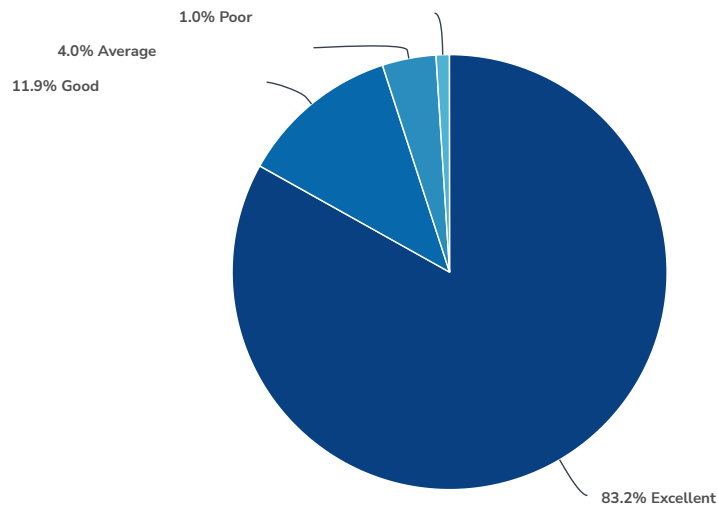
## 9. Understanding of health care instructions following your visit



Value	Percent	Responses
Excellent	91.1%	92
Good	8.9%	9
		<b>Totals: 101</b>

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## 10. Hours of operation

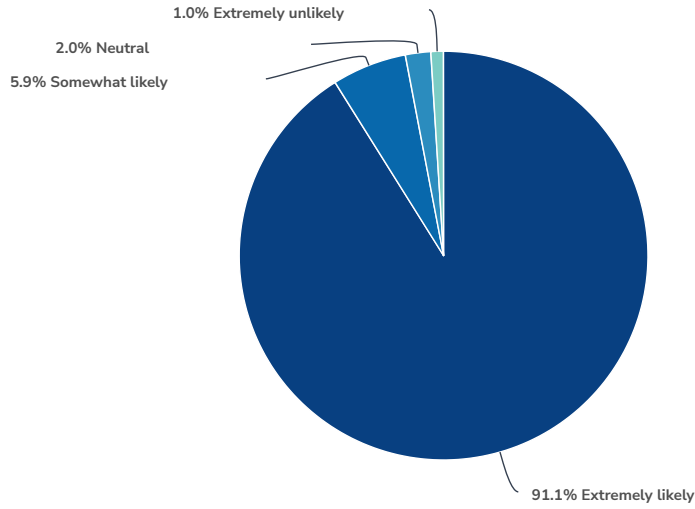


Value	Percent	Responses
Excellent	83.2%	84
Good	11.9%	12
Average	4.0%	4
		<b>Totals: 101</b>

Value	Percent	Responses
Poor	1.0%	1

Totals: 101

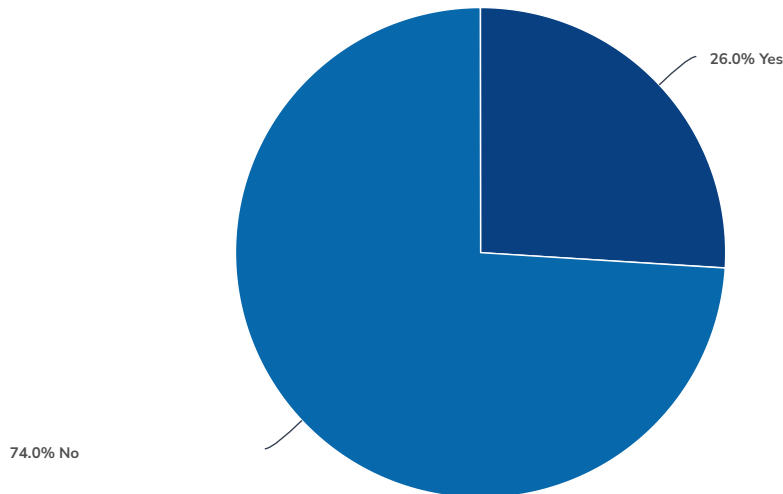
### 11. Recommendation of our health center to friends and family



Value	Percent	Responses
Extremely likely	91.1%	92
Somewhat likely	5.9%	6
Neutral	2.0%	2
Extremely unlikely	1.0%	1

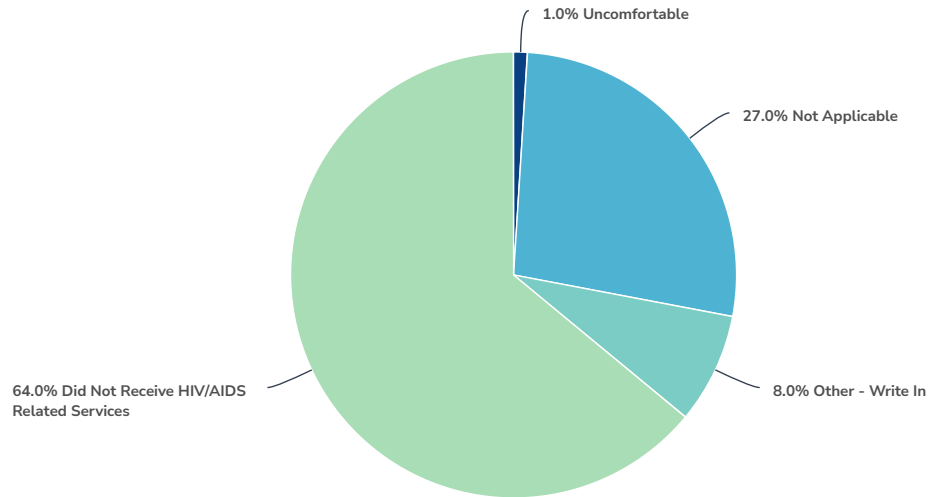
Totals: 101

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



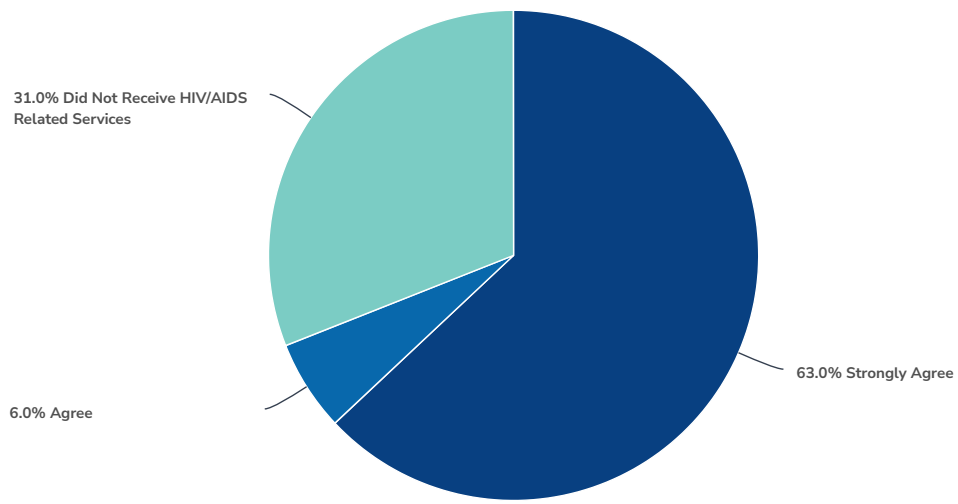
Value	Percent	Responses
Yes	26.0%	26
No	74.0%	74
<b>Totals: 100</b>		

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



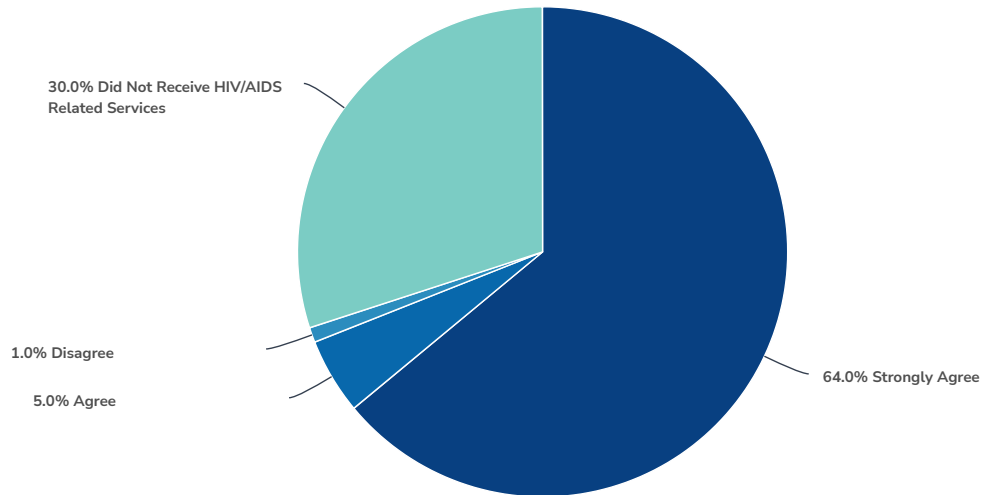
Value	Percent	Responses
Uncomfortable	1.0%	1
Not Applicable	27.0%	27
<u>Other - Write In (click to view)</u>	8.0%	8
Did Not Receive HIV/AIDS Related Services	64.0%	64
<b>Totals: 100</b>		

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



Value	Percent	Responses
Strongly Agree	63.0%	63
Agree	6.0%	6
Did Not Receive HIV/AIDS Related Services	31.0%	31
		<b>Totals: 100</b>

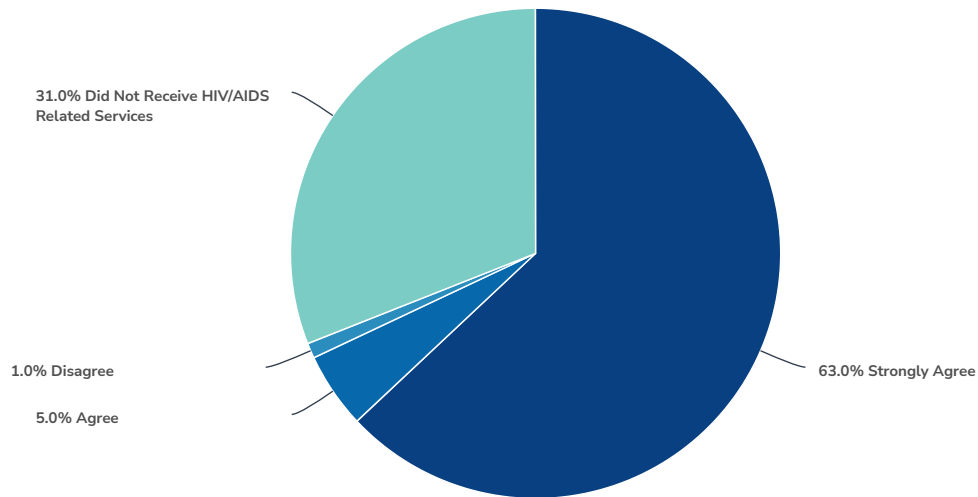
15. During your visit, did you feel that staff members treated you with respect



Value	Percent	Responses
Strongly Agree	64.0%	64
Agree	5.0%	5
Disagree	1.0%	1
Did Not Receive HIV/AIDS Related Services	30.0%	30
		<b>Totals: 100</b>

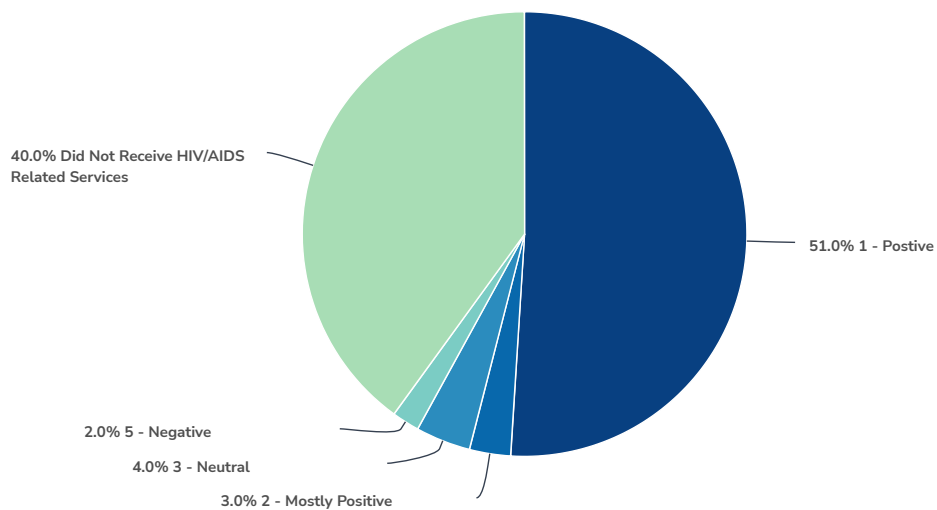


16. During your visit, did you feel that staff members were supportive?



Value	Percent	Responses
Strongly Agree	63.0%	63
Agree	5.0%	5
Disagree	1.0%	1
Did Not Receive HIV/AIDS Related Services	31.0%	31
		<b>Totals: 100</b>

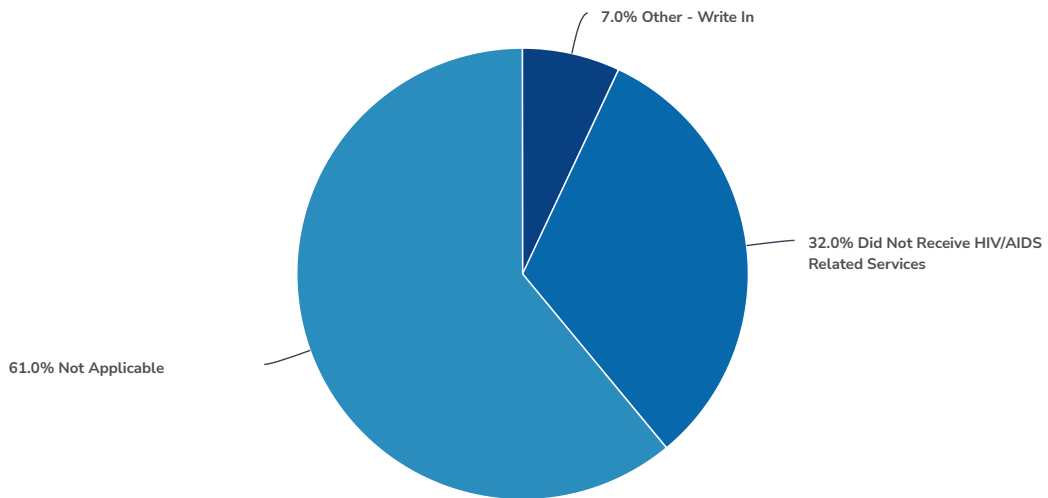
17. On a scale from 1-5, during your visit, did you feel that any staff interactions negatively or positively impacted your likelihood of remaining in care?



Value	Percent	Responses
1 - Postive	51.0%	51
		<b>Totals: 100</b>

Value	Percent	Responses
2 - Mostly Positive	3.0%	3
3 - Neutral	4.0%	4
5 - Negative	2.0%	2
Did Not Receive HIV/AIDS Related Services	40.0%	40
		<b>Totals: 100</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>	7.0%	7
Did Not Receive HIV/AIDS Related Services	32.0%	32
Not Applicable	61.0%	61
		<b>Totals: 100</b>

## 19. Comments

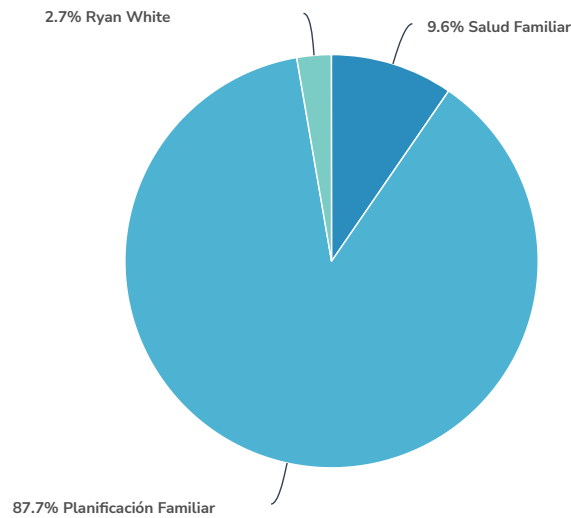
[Show Responses](#) ▾

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

## Response Counts

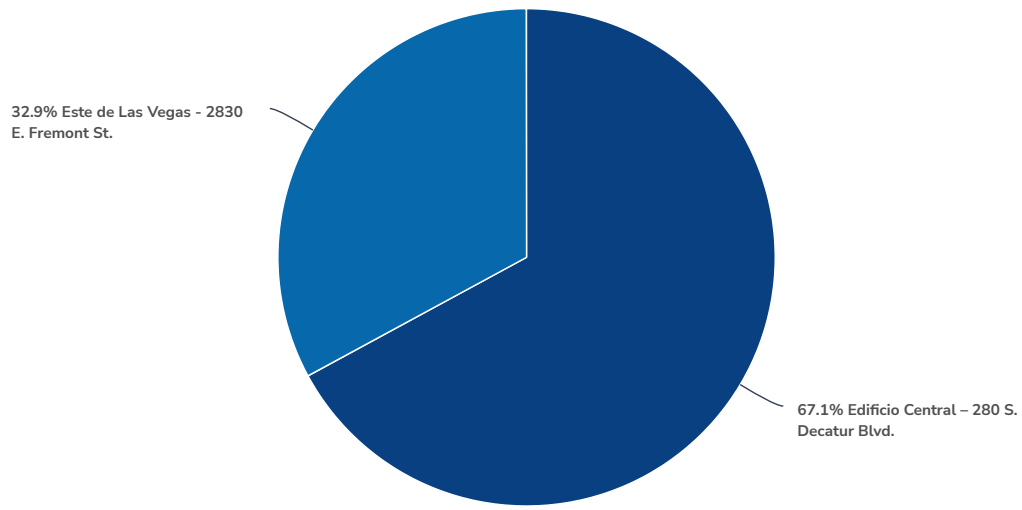
<b>Completion Rate:</b>	<b>94.5%</b>	
	Complete	69
	Partial	4
		<b>Totals: 73</b>

## 1. Marque los servicios recibidos durante su visita



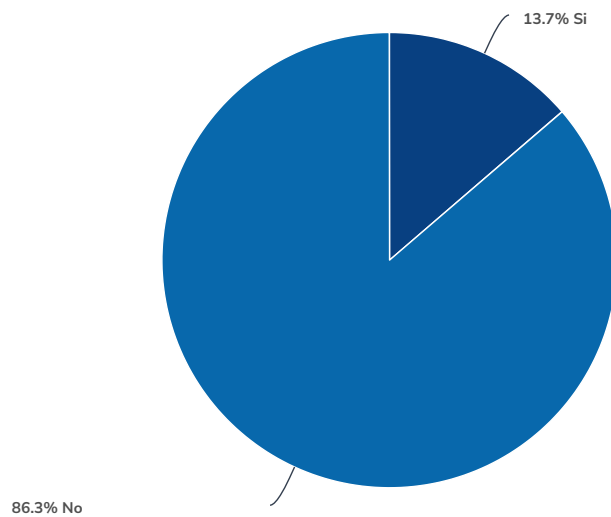
Value	Percent	Responses
Salud Familiar	9.6%	7
Planificación Familiar	87.7%	64
Ryan White	2.7%	2
		<b>Totals: 73</b>

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



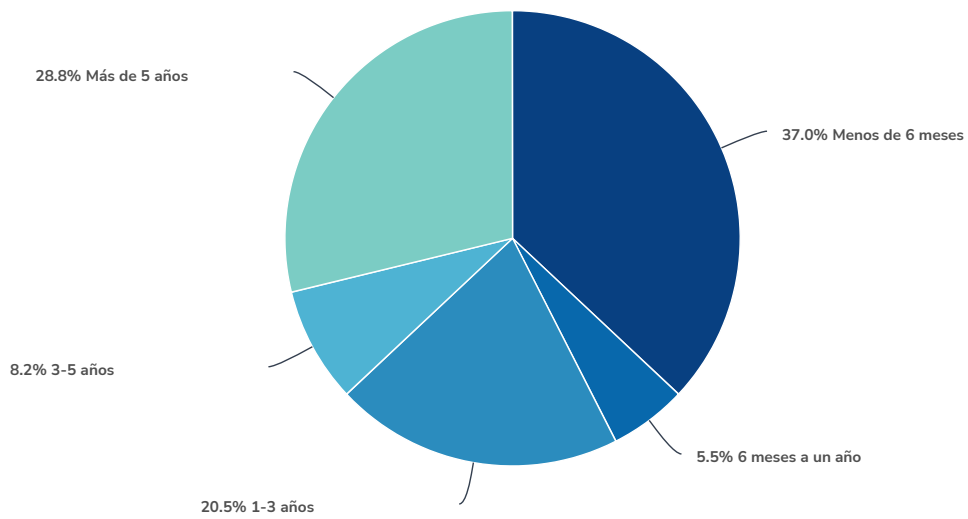
Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	67.1%	49
Este de Las Vegas - 2830 E. Fremont St.	32.9%	24
		<b>Totals: 73</b>

### 3. ¿Tiene seguro médico?



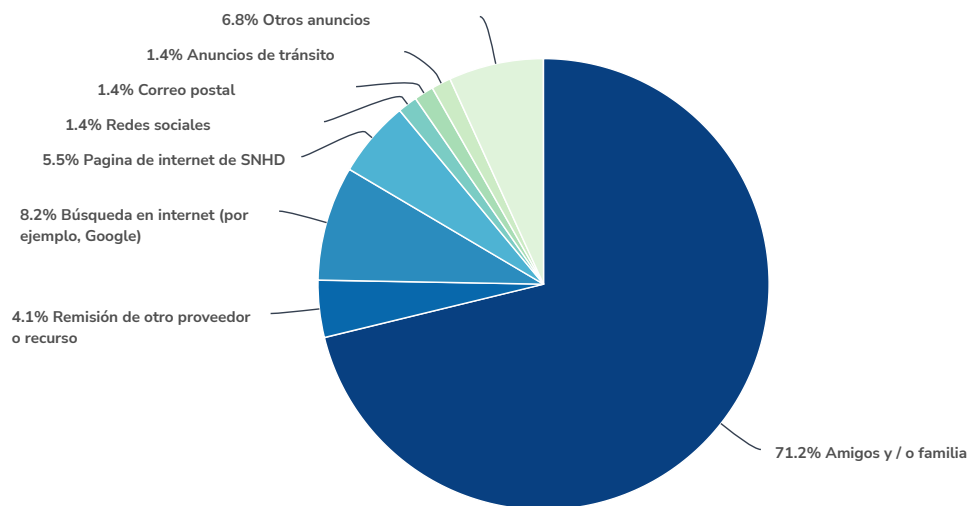
Value	Percent	Responses
Si	13.7%	10
No	86.3%	63
		<b>Totals: 73</b>

### 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	37.0%	27
6 meses a un año	5.5%	4
1-3 años	20.5%	15
3-5 años	8.2%	6
Más de 5 años	28.8%	21
		<b>Totals: 73</b>

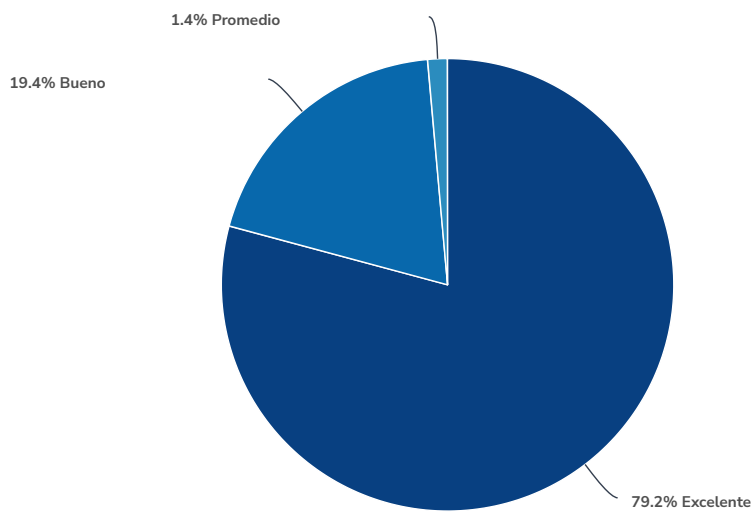
### 5. ¿Como usted supo de nosotros?



Value	Percent	Responses
Amigos y / o familia	71.2%	52
		<b>Totals: 73</b>

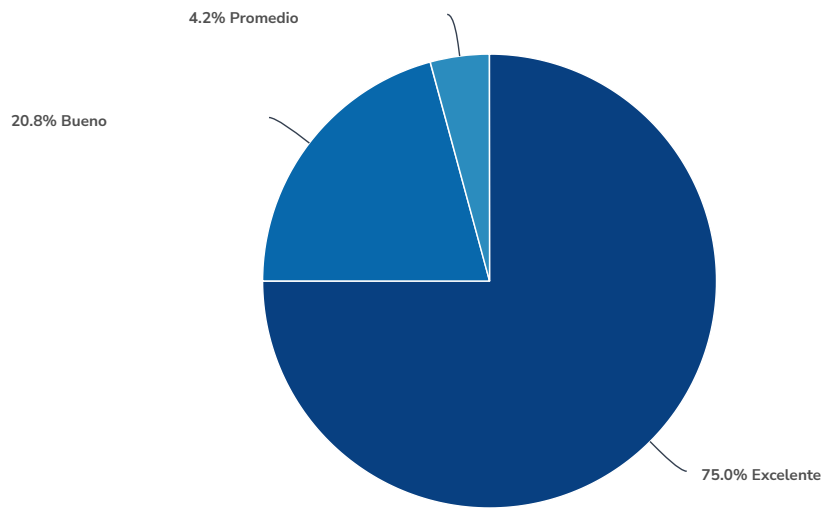
Value	Percent	Responses
Remisión de otro proveedor o recurso	4.1%	3
Búsqueda en internet (por ejemplo, Google)	8.2%	6
Página de internet de SNHD	5.5%	4
Redes sociales	1.4%	1
Correo postal	1.4%	1
Anuncios de tránsito	1.4%	1
Otros anuncios	6.8%	5
		<b>Totals: 73</b>

## 6. Facilidad para programar una cita



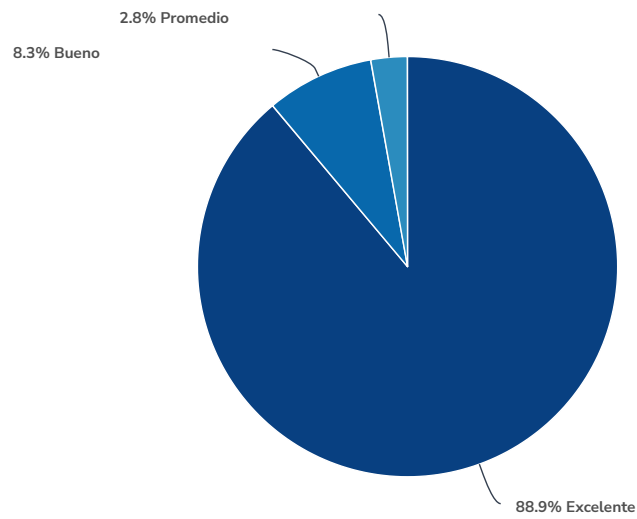
Value	Percent	Responses
Excelente	79.2%	57
Bueno	19.4%	14
Promedio	1.4%	1
		<b>Totals: 72</b>

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



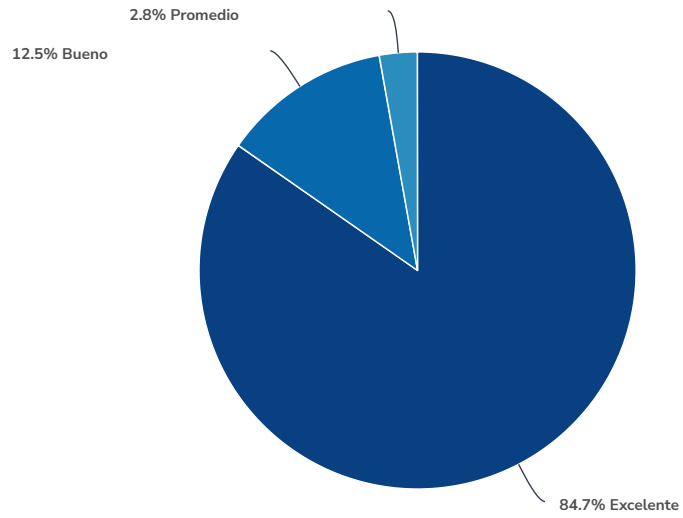
Value	Percent	Responses
Excelente	75.0%	54
Bueno	20.8%	15
Promedio	4.2%	3
		<b>Totals: 72</b>

### 8. Atención recibida de los proveedores y personal



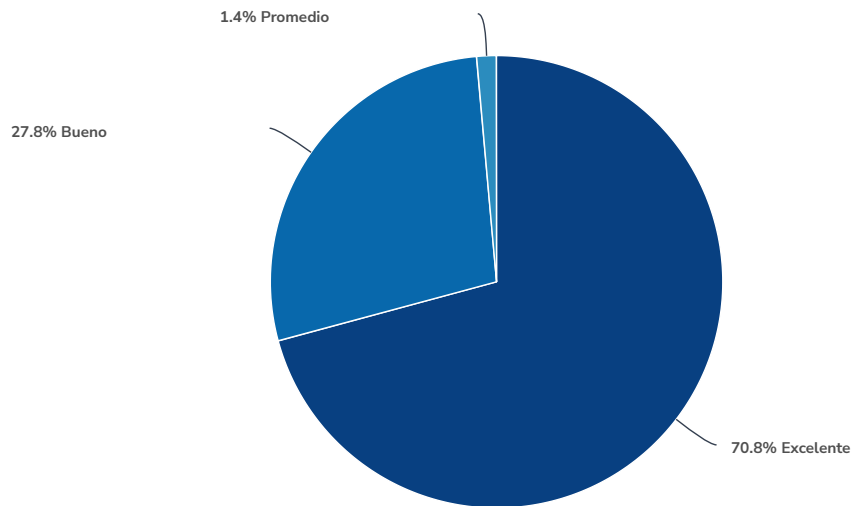
Value	Percent	Responses
Excelente	88.9%	64
Bueno	8.3%	6
Promedio	2.8%	2
		<b>Totals: 72</b>

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



Value	Percent	Responses
Excelente	84.7%	61
Bueno	12.5%	9
Promedio	2.8%	2
		<b>Totals: 72</b>

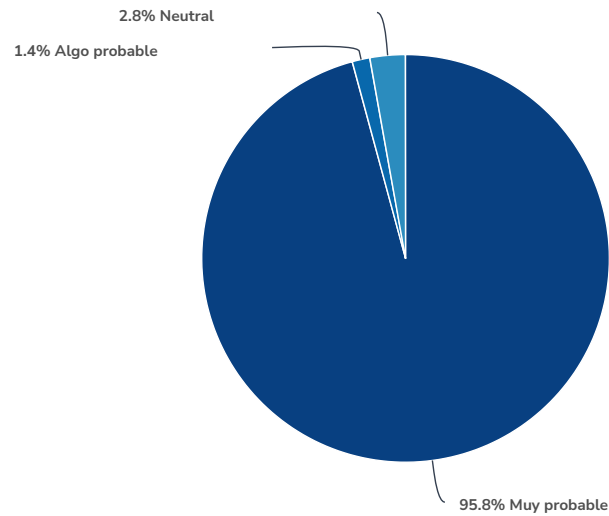
## 10. Horarios de operación



Value	Percent	Responses
Excelente	70.8%	51
Bueno	27.8%	20
Promedio	1.4%	1
		<b>Totals: 72</b>

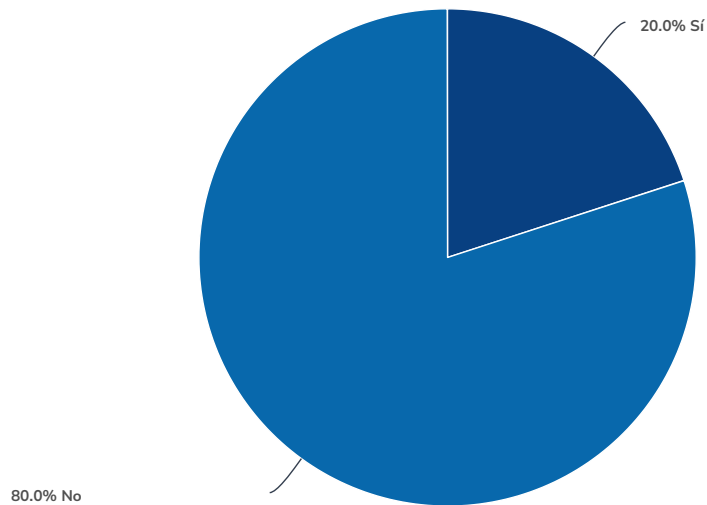


### 11. Recomendaría nuestro centro de salud a amigos y familiares



Value	Percent	Responses
Muy probable	95.8%	69
Algo probable	1.4%	1
Neutral	2.8%	2
		<b>Totals: 72</b>

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

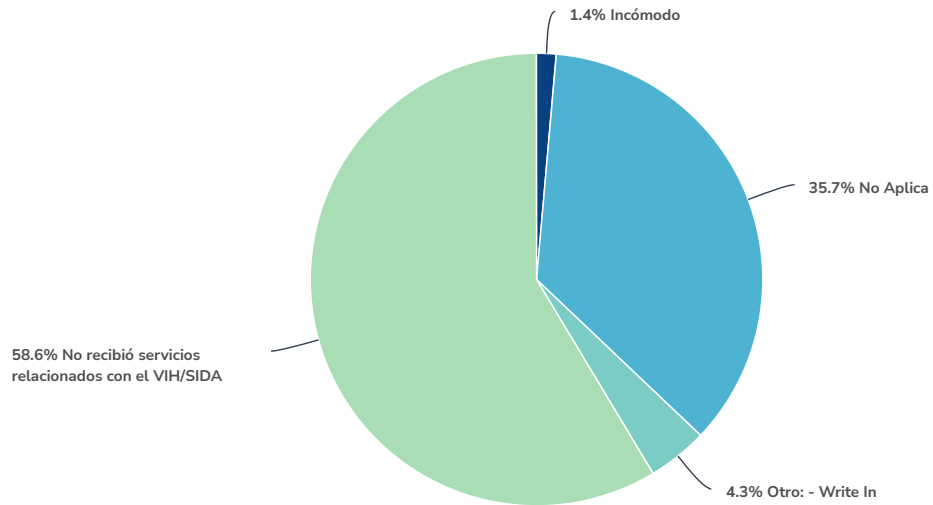


Value	Percent	Responses
Sí	20.0%	14
		<b>Totals: 70</b>

Value	Percent	Responses
No	80.0%	56

Totals: 70

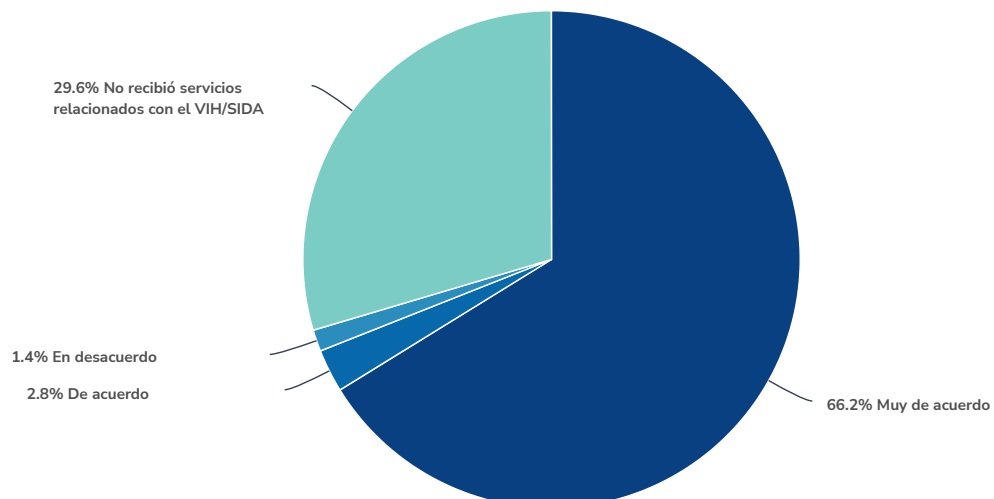
13. Con base en su estatus de VIH, en algún momento de su visita, se sintió...



Value	Percent	Responses
Incómodo	1.4%	1
No Aplica	35.7%	25
<u>Otro: - Write In (click to view).</u>	4.3%	3
No recibió servicios relacionados con el VIH/SIDA	58.6%	41

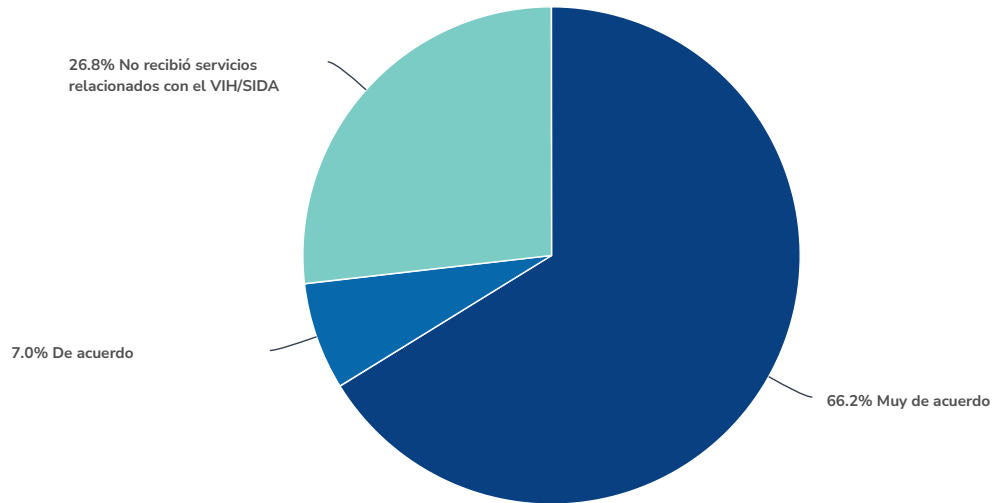
Totals: 70

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



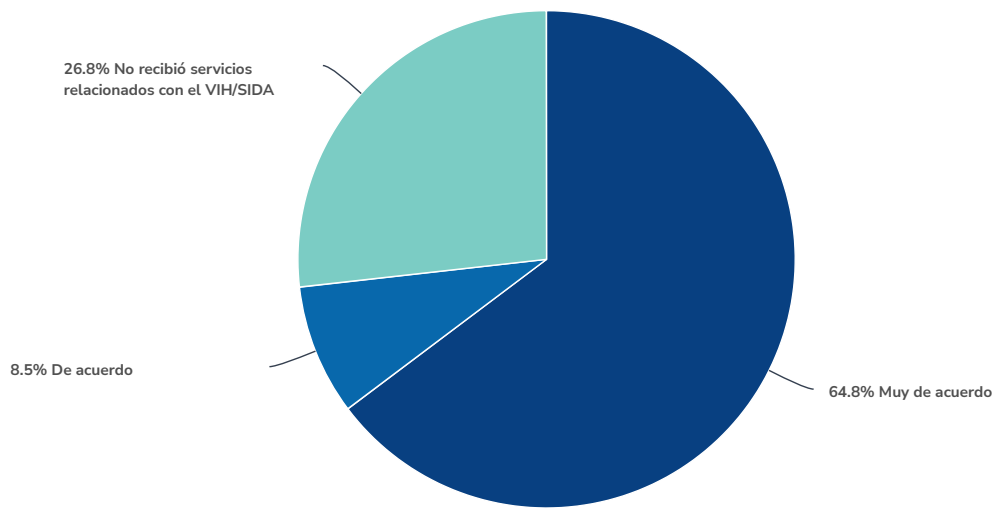
Value	Percent	Responses
Muy de acuerdo	66.2%	47
De acuerdo	2.8%	2
En desacuerdo	1.4%	1
No recibió servicios relacionados con el VIH/SIDA	29.6%	21
		<b>Totals: 71</b>

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



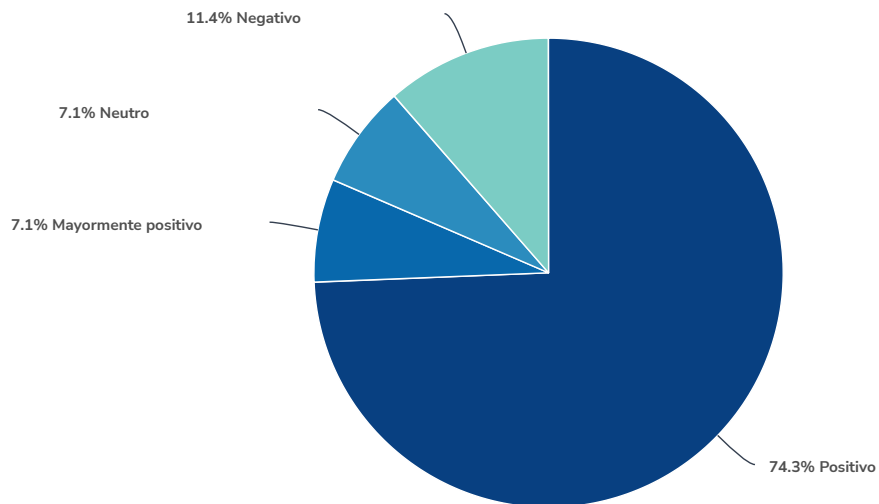
Value	Percent	Responses
Muy de acuerdo	66.2%	47
De acuerdo	7.0%	5
No recibió servicios relacionados con el VIH/SIDA	26.8%	19
		<b>Totals: 71</b>

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



Value	Percent	Responses
Muy de acuerdo	64.8%	46
De acuerdo	8.5%	6
No recibió servicios relacionados con el VIH/SIDA	26.8%	19
		<b>Totals: 71</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?

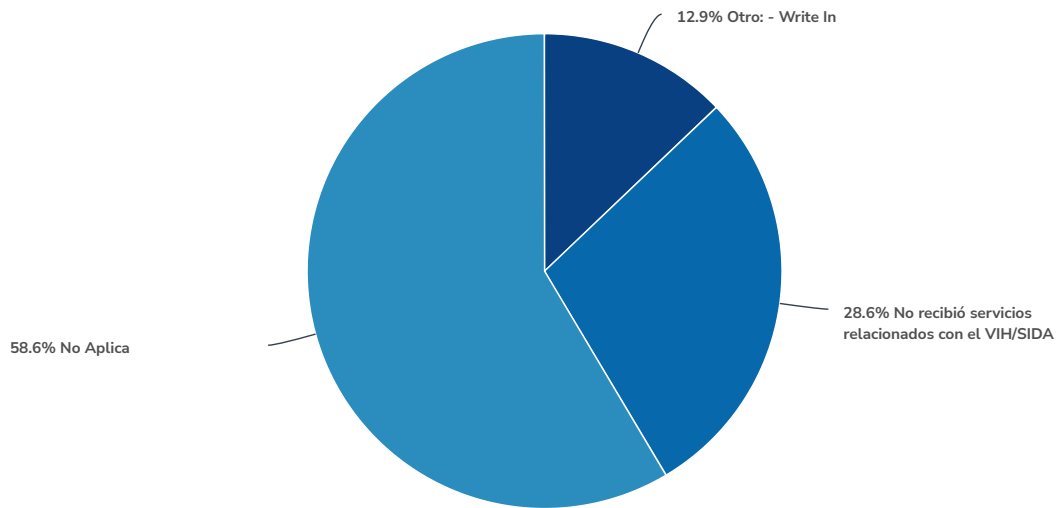


Value	Percent	Responses
Positivo	74.3%	52
Mayormente positivo	7.1%	5
Neutro	7.1%	5
		<b>Totals: 70</b>

Value	Percent	Responses
Negativo	11.4%	8

Totals: 70

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>	12.9%	9
No recibió servicios relacionados con el VIH/SIDA	28.6%	20
No Aplicó	58.6%	41

Totals: 70

### 19. Comentarios

[Show Responses](#)

### 20.