

# Memorandum

**Date:** February 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*

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**RE: COMMUNITY HEALTH CENTER FQHC OPERATIONS OFFICER REPORT – JANUARY 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.

## January Highlights:

### Operations

- 1,008 unduplicated patients seen in January.
  - 1,188 medical and behavioral health visits provided
    - 994 were conducted by a license independent practitioner
- Medical records request process transition to the health center Administrative Assistant team underway

### Administrative

- Ryan White program successfully passed its annual administrative, programmatic, and fiscal audit
- HRSA Grant Project Period ends 1/31/2024
  - Service Area Competition (SAC) grant expected to be released in the next 6-8 weeks
- New Family Medicine Physician starts in March
- Recruitment underway for two (2) full-time APRNs
- Annual HRSA UDS Report due mid-February

### COVID-19 Vaccine Clinic Facility: COVID-19 Response

- COVID-19 vaccination clinic providing services at Fremont and Decatur
- COVID-19 Services – Additional HRSA funding to support this work through May 2023

## HIV / Ryan White Care Program

- A. The Ryan White program received 55 referrals between January 1 and January 31st. There was one (1) pediatric client referred to the MCM (Medical Case Management) program in January and the program received five (5) referrals for pregnant women living with HIV during this time.

- B. There were 466 total service encounters in the month of January provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 254 unduplicated clients served under these programs in January.
- C. The Ryan White ambulatory clinic had a total of 611 visits in the month of January: 37 initial provider visits, 264 established provider visits, 18 telehealth-visits (established clients). There were 31 nurse visits and 261 lab visits. There were 25 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of January.
- 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 15 patients enrolled and seen under the Rapid stART program in January.

### Family Planning (FP)

	Jan 2022	Jan 2023		FY 21-22	FY 22-23	
<b>Unduplicated Patients</b>						
Number of Pt: East LV PHC	152	160	↑	799	671	↓
Number of Pt: Decatur PHC	214	323	↑	1,306	1,553	↑
<b>Duplicated Patients</b>						
Number of Pt: East LV PHC	156	168	↑	1,115	1,014	↓
Number of Pt: Decatur PHC	221	348	↑	1,900	2,446	↑

- A. FP Program services at East Las Vegas and Decatur Public Health Centers provided 516 encounters to 483 unduplicated patients.

### Pharmacy Services

Pharmacy Services	Jan-22	Jan-23		FY22	FY23	
Client Encounters (Pharmacy)	1068	1184	↑	7313	8097	↑
Prescriptions Filled	1379	1602	↑	9323	10810	↑
Client Clinic Encounters (Pharmacist)	29	64	↑	195	328	↑
Financial Assistance Provided	16	4	↓	76	45	↓
Insurance Assistance Provided	8	4	↓	28	11	↓

- A. Dispensed 1184 prescriptions for 1602 clients.
- B. Pharmacist assessed/counseled 64 clients in clinics.
- C. Assisted four (4) clients to obtain medication financial assistance.
- D. Assisted four (4) clients with insurance approvals.

## Eligibility Case Narrative and Monthly Report

Eligibility Monthly Report- EW Team		
January 2023		
Total number of referrals received	<b>183</b>	
Total number of TANF	<b>1</b>	
Total number of applications submitted	Medicaid only: 103	SNAP only: 80

- A. 108 applications were approved, 17 of which were started/pending from December 2022
- B. 29 were denied, four (4) of those were started/pending from December 2022 and 64 are currently pending

## Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of January 2023.

Clients seen January 2023	52
Client required medical follow- up for Communicable Diseases	9
Referrals for TB issues	3
Referrals for Chronic Hep B	4
Referrals for STD	2
Pediatric Refugee Exams	3
Clients encounter by program	52
<b>Total for FY22-23</b>	<b>305</b>

## Quality & Risk Management

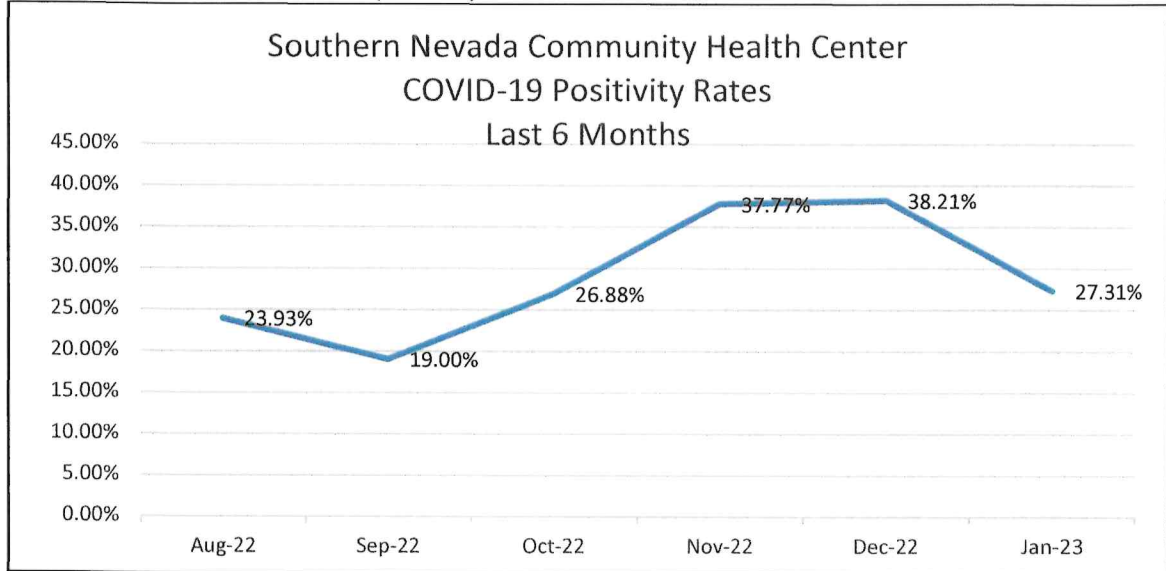
### A. Quality

#### COVID-19 Testing

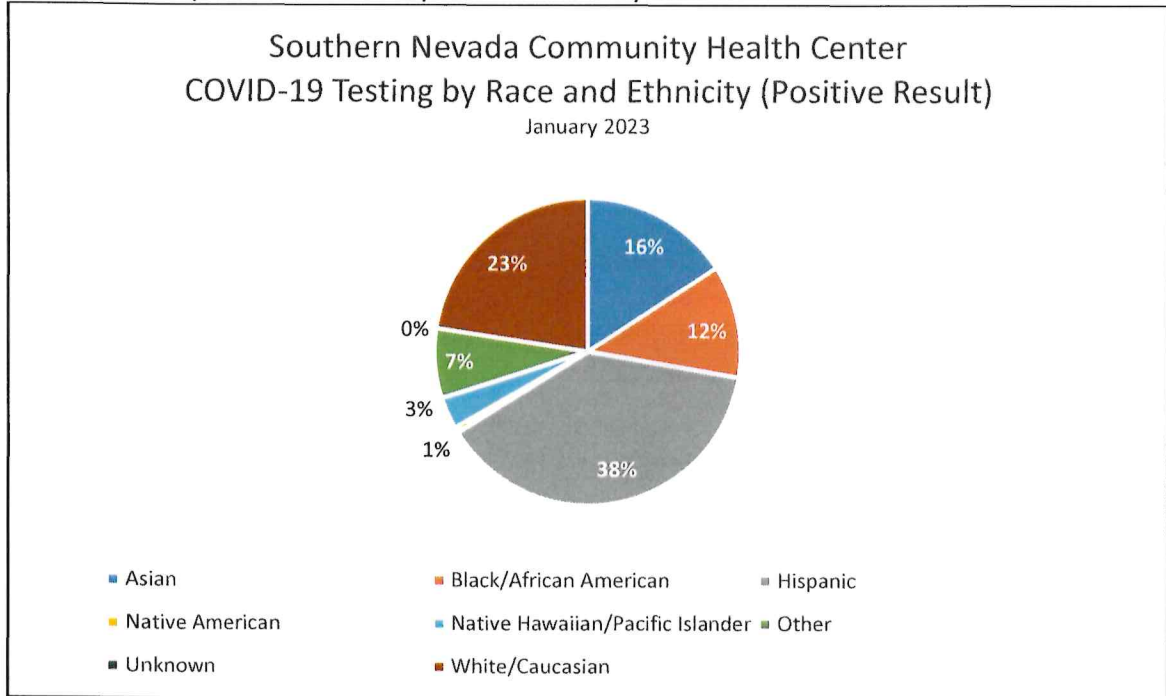
From April 2020 to January 2023 the Southern Nevada Community Health Center completed 98,971 COVID-19 tests, 648 of which were conducted in January of 2023.

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 January 2022, the COVID test positivity rate was 27.31%.

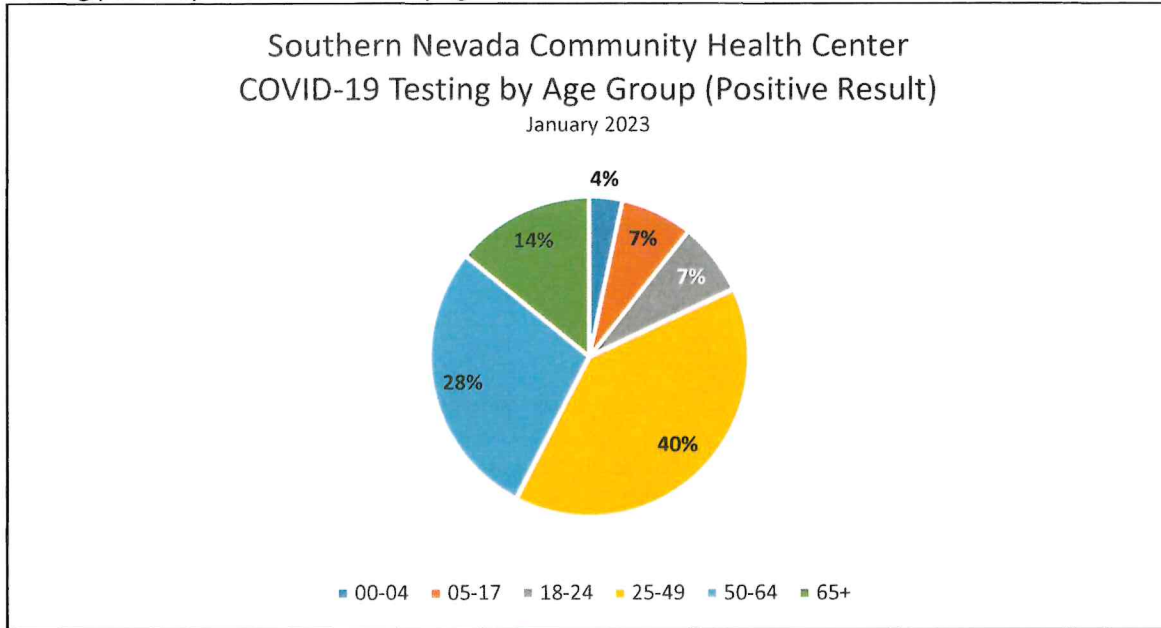


Testing positivity rates broken out by race and ethnicity below:





Testing positivity rates broken out by age below:



**B. COVID-19 Vaccine Program and Monkeypox**

The Southern Nevada Community Health Center administered 569 COVID-19 doses in the month of January.

The Southern Nevada Community Health Center administered 88 Monkeypox doses in the month of January.

- Unduplicated (Children) Age Less than 18 Refugee – Zero (0)
- Unduplicated (Children) Age Group Less than 18 Family Health Clinic – Two (2)

**C. Telehealth**

The Health Center saw 66 patients via tele-health or 6.64% of the patients that were seen in our clinics in January.

**D. Health Center Visits**

The Health Center scheduled 1469 patient appointments in January. Of scheduled patients, 67.67% kept their appointments. There was a 32.33% no-show and same day cancellation rate.

## Risk Management

Health Insurance Portability and Accountability Act (HIPAA):

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

Exposure Incidents:

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

Medical Events:

- There were two (2) medical events at the Health Center in January.

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.

## Health Center Visit Report Summary – January 2023



	Completed Pt Visits		Cancelled Visits		No Show Visits		Telehealth Visits			Total Scheduled Patients				
	Provider Visits						Audio Visit	Televisit	Total Telehealth Visits					
Family Health Clinic	259	17.63%	63	4.29%	114	7.76%	48	72.73%	4	6.06%	52	3.54%	488	33.22%
Behavioral Health Clinic*		0.00%		0.00%		0.00%	3	4.55%		0.00%	3	0.20%	3	0.20%
Family Planning Clinic	273	18.58%	10	0.68%	83	5.65%		0.00%		0.00%	0	0.00%	366	24.91%
Refugee Clinic	61	4.15%	3	0.20%	27	1.84%		0.00%		0.00%	0	0.00%	91	6.19%
Ryan White	335	22.80%	48	3.27%	127	8.65%	1	7.00%	10	15.15%	11	0.75%	521	35.47%
<b>Totals</b>	<b>928</b>	<b>63.17%</b>	<b>124</b>	<b>8.44%</b>	<b>351</b>	<b>23.89%</b>	<b>52</b>	<b>78.79%</b>	<b>14</b>	<b>21.21%</b>	<b>66</b>	<b>4.49%</b>	<b>1469</b>	<b>100.00%</b>

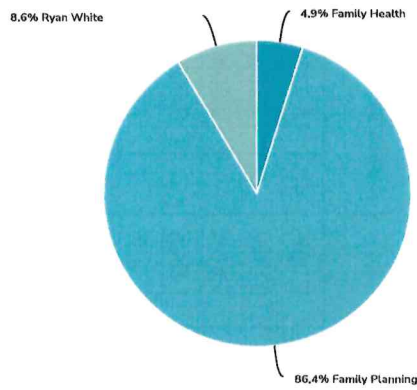
\*Visits included in Family Planning Clinic

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

## Response Counts

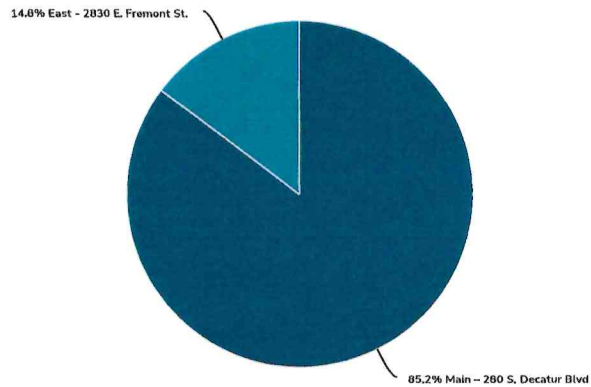
<b>Completion Rate:</b>	<b>96.3%</b>	
	Complete	79
	Partial	3
		<b>Totals: 82</b>

### 1. Service received during your visit



Value	Percent	Responses
Family Health	4.9%	4
Family Planning	86.4%	70
Ryan White	8.6%	7
		<b>Totals: 81</b>

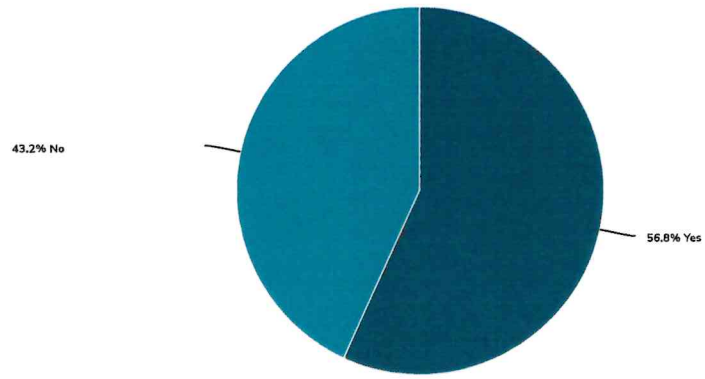
### 2. Southern Nevada Health District (SNHD) location



Value	Percent	Responses
Main - 280 S. Decatur Blvd	85.2%	69
East - 2830 E. Fremont St.	14.8%	12
		<b>Totals: 81</b>

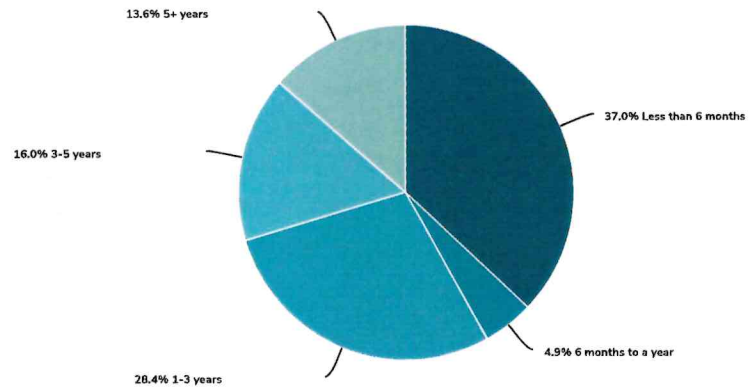


3. Do you have health insurance?



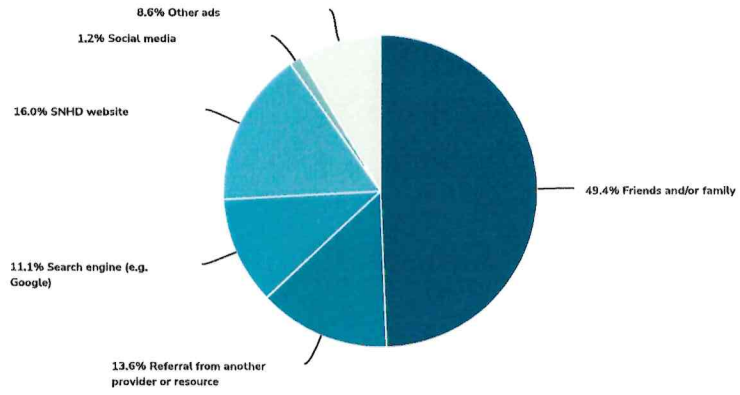
Value	Percent	Responses
Yes	56.8%	46
No	43.2%	35
<b>Totals: 81</b>		

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



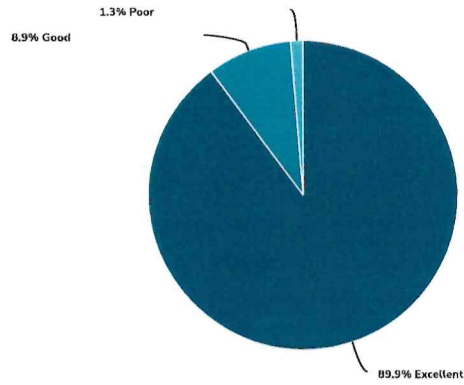
Value	Percent	Responses
Less than 6 months	37.0%	30
6 months to a year	4.9%	4
1-3 years	28.4%	23
3-5 years	16.0%	13
5+ years	13.6%	11
<b>Totals: 81</b>		

5. How did you hear about us?



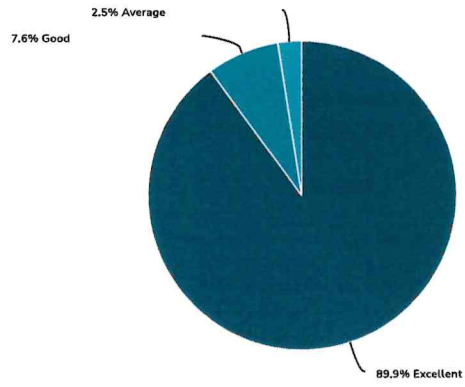
Value	Percent	Responses
Friends and/or family	49.4%	40
Referral from another provider or resource	13.6%	11
Search engine (e.g. Google)	11.1%	9
SNHD website	16.0%	13
Social media	1.2%	1
Other ads	8.6%	7
		<b>Totals: 81</b>

6. Ease of scheduling an appointment



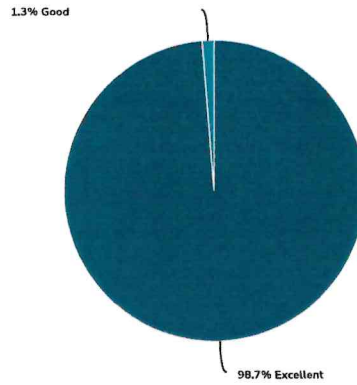
Value	Percent	Responses
Excellent	89.9%	71
Good	8.9%	7
Poor	1.3%	1
		<b>Totals: 79</b>

7. Wait time to see provider



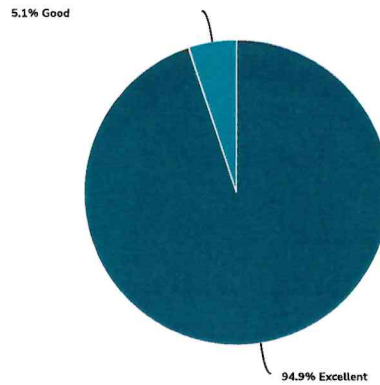
Value	Percent	Responses
Excellent	89.9%	71
Good	7.6%	6
Average	2.5%	2
<b>Totals: 79</b>		

8. Care received from providers and staff



Value	Percent	Responses
Excellent	98.7%	78
Good	1.3%	1
<b>Totals: 79</b>		

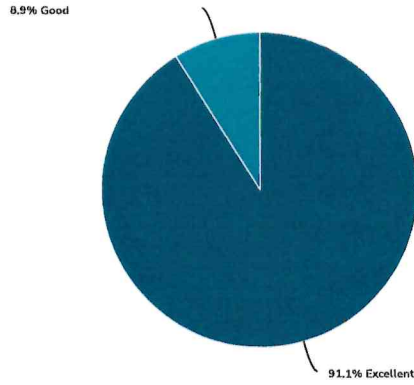
9. Understanding of health care instructions following your visit



Value	Percent	Responses
Excellent	94.9%	74
Good	5.1%	4
<b>Totals: 78</b>		

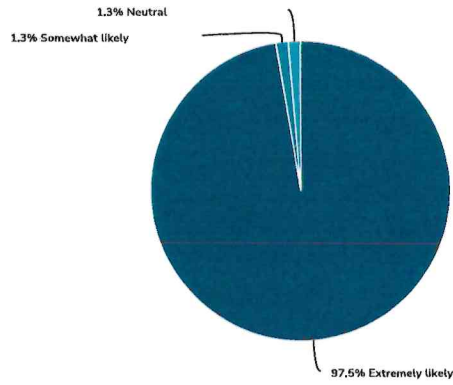
Value	Percent	Responses
Excellent	94.9%	75
Good	5.1%	4
		<b>Totals: 79</b>

10. Hours of operation



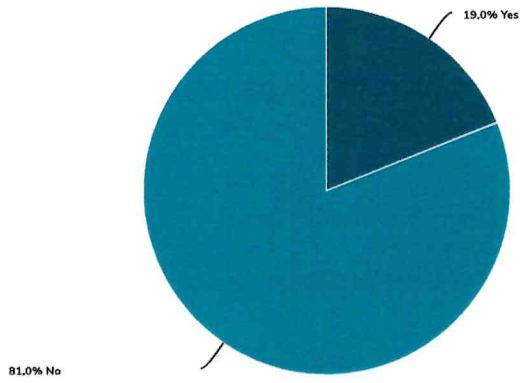
Value	Percent	Responses
Excellent	91.1%	72
Good	8.9%	7
		<b>Totals: 79</b>

11. Recommendation of our health center to friends and family



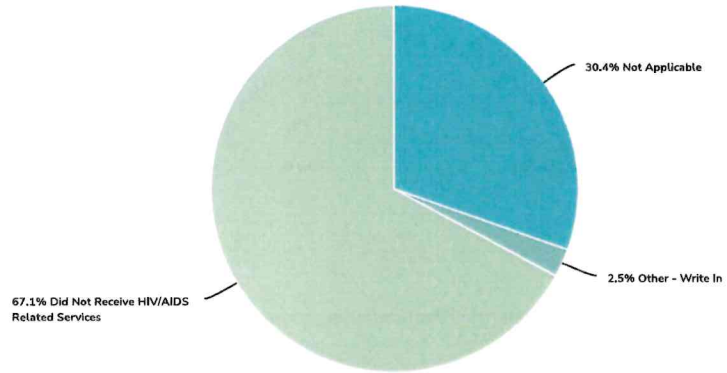
Value	Percent	Responses
Extremely likely	97.5%	77
Somewhat likely	1.3%	1
Neutral	1.3%	1
		<b>Totals: 79</b>

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



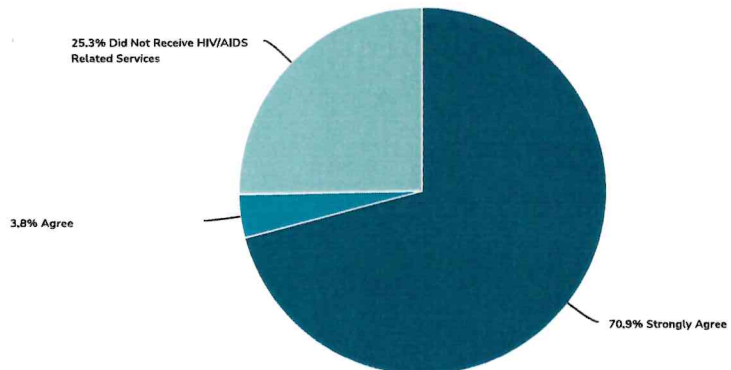
Value	Percent	Responses
Yes	19.0%	15
No	81.0%	64
<b>Totals: 79</b>		

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



Value	Percent	Responses
Not Applicable	30.4%	24
<a href="#">Other - Write In (click to view)</a>	2.5%	2
Did Not Receive HIV/AIDS Related Services	67.1%	53
<b>Totals: 79</b>		

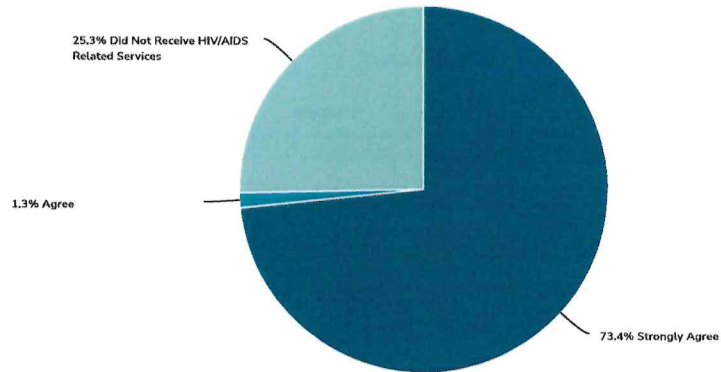
14. During your visit, did you feel that staff members treated you with care?





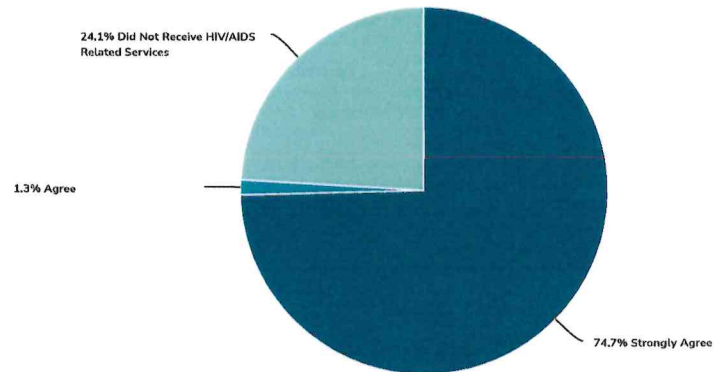
Value	Percent	Responses
Strongly Agree	70.9%	56
Agree	3.8%	3
Did Not Receive HIV/AIDS Related Services	25.3%	20
		<b>Totals: 79</b>

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



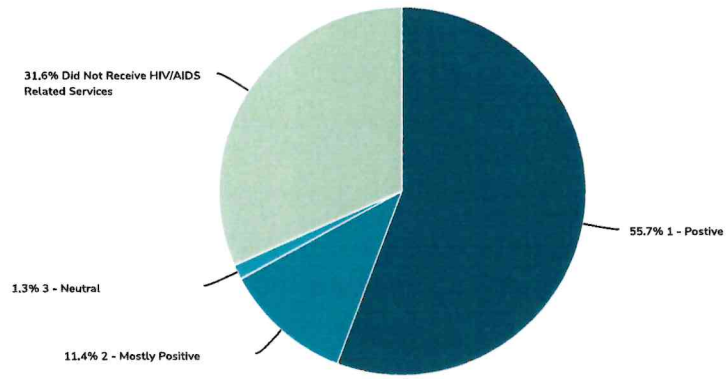
Value	Percent	Responses
Strongly Agree	73.4%	58
Agree	1.3%	1
Did Not Receive HIV/AIDS Related Services	25.3%	20
		<b>Totals: 79</b>

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



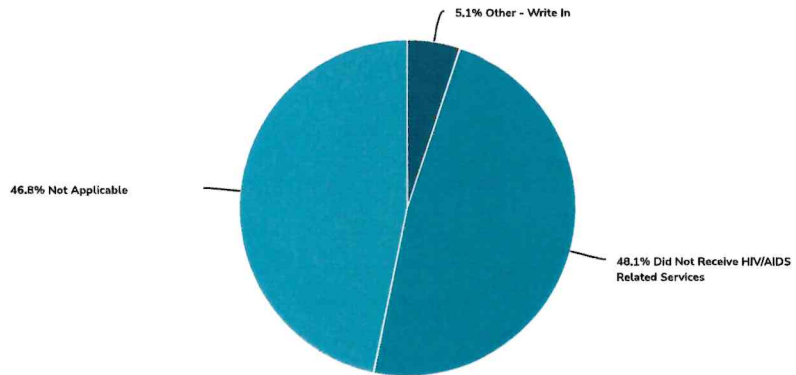
Value	Percent	Responses
Strongly Agree	74.7%	59
Agree	1.3%	1
Did Not Receive HIV/AIDS Related Services	24.1%	19
		<b>Totals: 79</b>

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	55.7%	44
2 - Mostly Positive	11.4%	9
3 - Neutral	1.3%	1
Did Not Receive HIV/AIDS Related Services	31.6%	25
		<b>Totals: 79</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>	5.1%	4
Did Not Receive HIV/AIDS Related Services	48.1%	38
Not Applicable	46.8%	37
		<b>Totals: 79</b>

19. Comments



[Show Responses >](#)

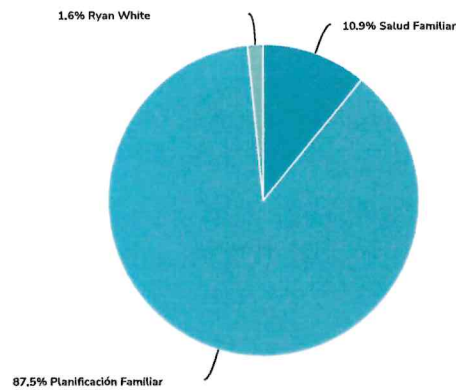


# Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

## Response Counts

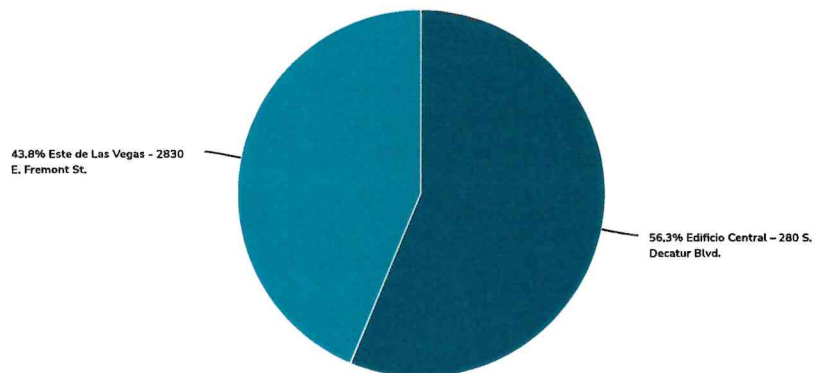
<b>Completion Rate:</b>	<b>92.8%</b>	
Complete		64
Partial		5
		<b>Totals: 69</b>

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



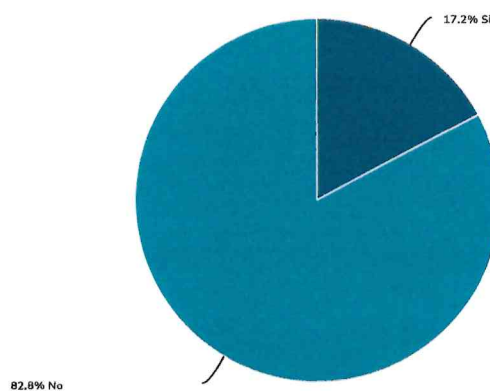
Value	Percent	Responses
Salud Familiar	10.9%	7
Planificación Familiar	87.5%	56
Ryan White	1.6%	1
		<b>Totals: 64</b>

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



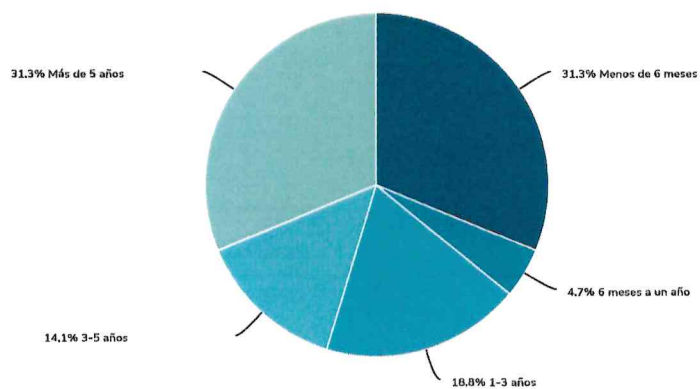
Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	56.3%	36
Este de Las Vegas - 2830 E. Fremont St.	43.8%	28
		<b>Totals: 64</b>

3. ¿Tiene seguro médico?



Value	Percent	Responses
Si	17.2%	11
No	82.8%	53
<b>Totals: 64</b>		

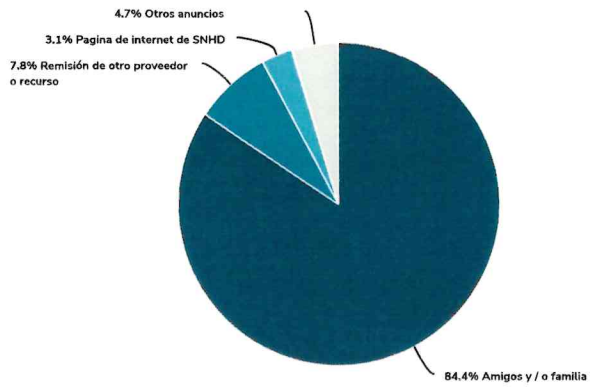
4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



Value	Percent	Responses
Menos de 6 meses	31.3%	20
6 meses a un año	4.7%	3
1-3 años	18.8%	12
3-5 años	14.1%	9
Más de 5 años	31.3%	20
<b>Totals: 64</b>		

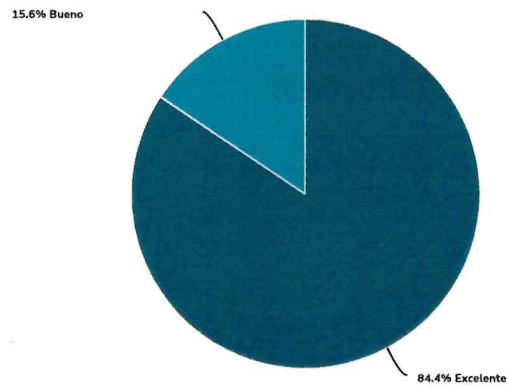
5. ¿Como usted supo de nosotros?





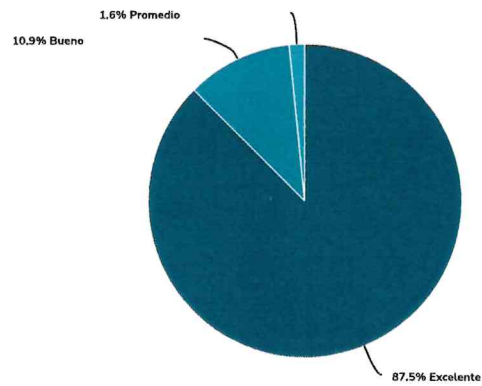
Value	Percent	Responses
Amigos y / o familia	84.4%	54
Remisión de otro proveedor o recurso	7.8%	5
Pagina de internet de SNHD	3.1%	2
Otros anuncios	4.7%	3
<b>Totals: 64</b>		

6. Facilidad para programar una cita



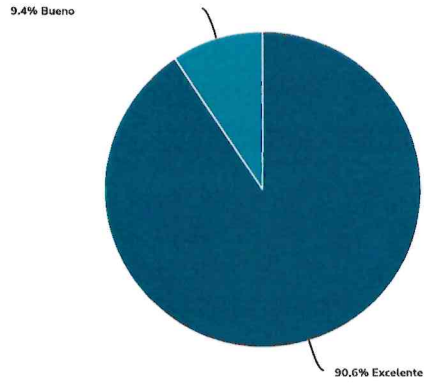
Value	Percent	Responses
Excelente	84.4%	54
Bueno	15.6%	10
<b>Totals: 64</b>		

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



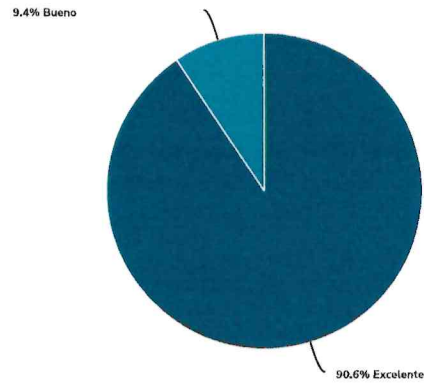
Value	Percent	Responses
Excelente	87.5%	56
Bueno	10.9%	7
Promedio	1.6%	1
		<b>Totals: 64</b>

8. Atención recibida de los proveedores y personal



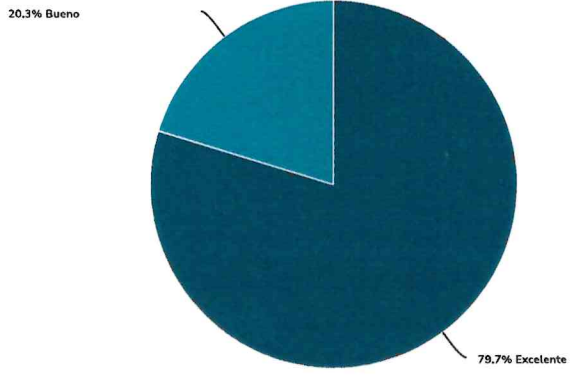
Value	Percent	Responses
Excelente	90.6%	58
Bueno	9.4%	6
		<b>Totals: 64</b>

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



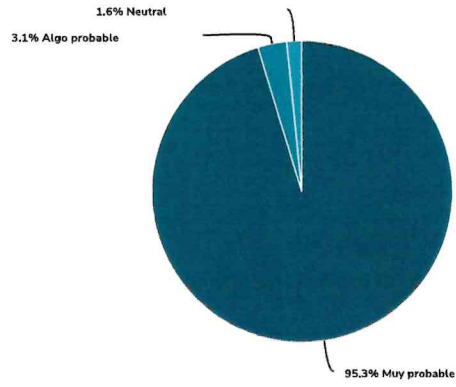
Value	Percent	Responses
Excelente	90.6%	58
Bueno	9.4%	6
		<b>Totals: 64</b>

10. Horarios de operación



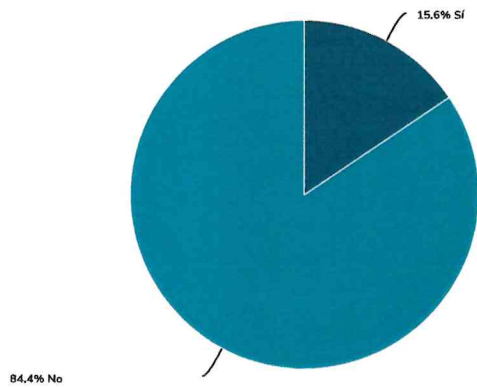
Value	Percent	Responses
Excelente	79.7%	51
Bueno	20.3%	13
		<b>Totals: 64</b>

11. Recomendaría nuestro centro de salud a amigos y familiares



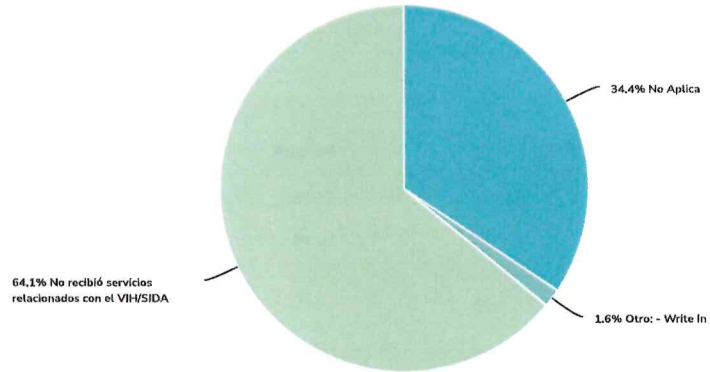
Value	Percent	Responses
Muy probable	95.3%	61
Algo probable	3.1%	2
Neutral	1.6%	1
		<b>Totals: 64</b>

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



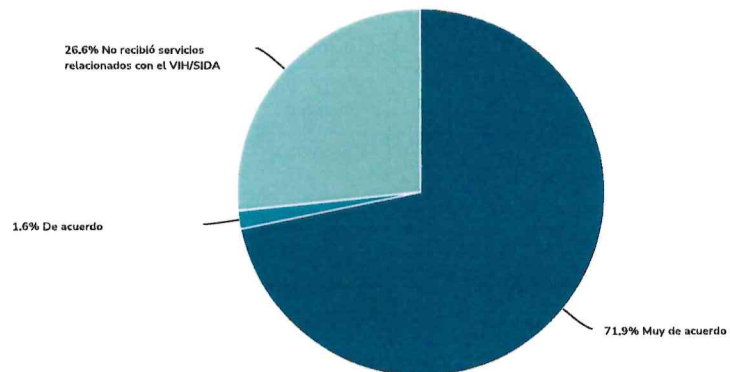
Value	Percent	Responses
Sí	15.6%	10
No	84.4%	54
		<b>Totals: 64</b>

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



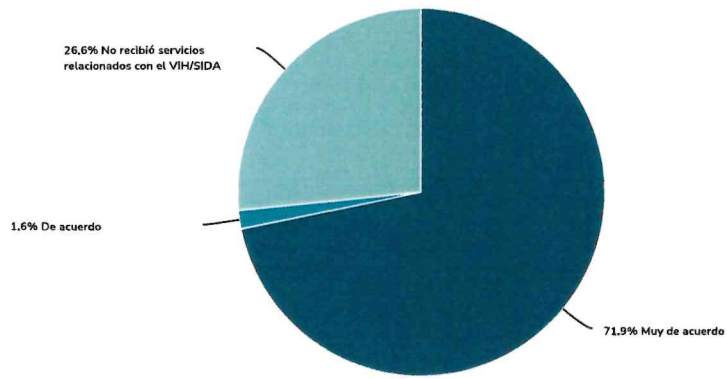
Value	Percent	Responses
No Aplica	34.4%	22
<a href="#">Otro: - Write In (click to view)</a>	1.6%	1
No recibí servicios relacionados con el VIH/SIDA	64.1%	41
		<b>Totals: 64</b>

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



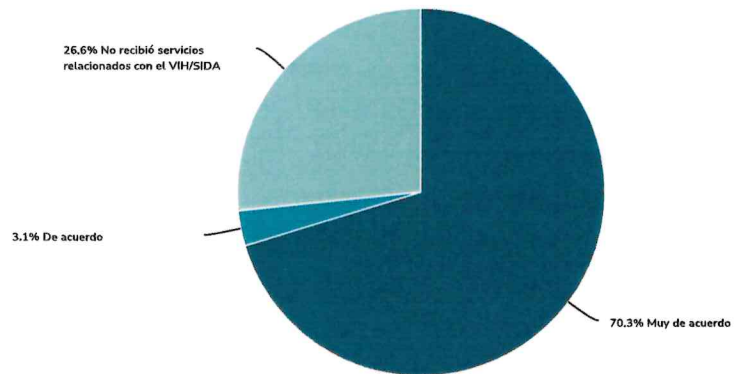
Value	Percent	Responses
Muy de acuerdo	71.9%	46
De acuerdo	1.6%	1
No recibí servicios relacionados con el VIH/SIDA	26.6%	17
		<b>Totals: 64</b>

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



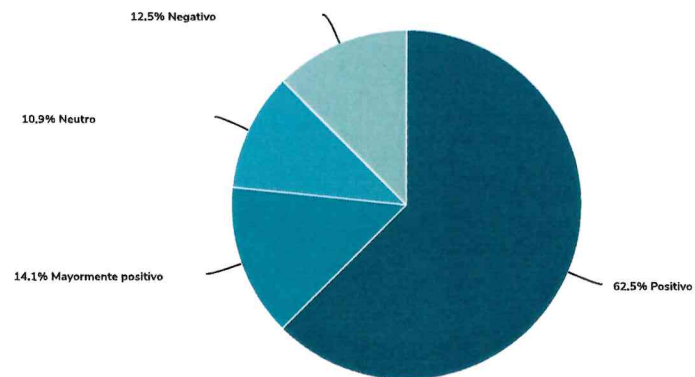
Value	Percent	Responses
Muy de acuerdo	71.9%	46
De acuerdo	1.6%	1
No recibió servicios relacionados con el VIH/SIDA	26.6%	17
<b>Totals: 64</b>		

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



Value	Percent	Responses
Muy de acuerdo	70.3%	45
De acuerdo	3.1%	2
No recibió servicios relacionados con el VIH/SIDA	26.6%	17
<b>Totals: 64</b>		

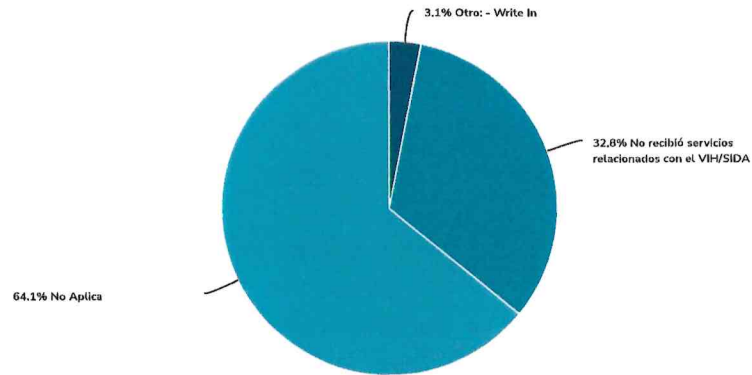
17. En una escala del 1 al 5, durante su visita, ¿sintió que alguna interacción del personal tuvo un impacto negativo o positivo en su probabilidad de permanecer bajo cuidado?





Value	Percent	Responses
Positivo	62.5%	40
Mayormente positivo	14.1%	9
Neutro	10.9%	7
Negativo	12.5%	8
		<b>Totals: 64</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>	3.1%	2
No recibí servicios relacionados con el VIH/SIDA	32.8%	21
No Aplica	64.1%	41
		<b>Totals: 64</b>

19. Comentarios



[Show Responses](#)

20.