

# Memorandum

**Date:** March 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 – FEBRUARY 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

- 1,088 unduplicated patients seen in February.
- 1,351 medical and behavioral health visits provided
- New full-time Family Medicine physician began employment in March 2023

### Administrative

- Service Area Competition (SAC) grant NOFO anticipated to be released in a few weeks and due to HRSA in August 2023
- Behavioral Health clinic build out at Decatur anticipated to commence in the summer of 2023
- Ryan White services projected to begin at Fremont in Q2 of 2023
- Title X Family Planning program audit scheduled to occur in September 2023

### 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 45 referrals between February 1 through February 28. There were three (3) pediatric clients referred to the MCM (Medical Case management) program in February and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 344 total service encounters in the month of February provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered

Dietitian, and Health Educator). There were 176 unduplicated clients served under these programs in February.

- C. The Ryan White ambulatory clinic had a total of 318 visits in the month of February: 20 initial provider visits, 119 established provider visits, 12 tele-visits (established clients). There were 18 Nurse visits and 149 lab visits. There were 26 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of February.
- 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 12 patients enrolled and seen under the Rapid stART program in February.

### Family Planning (FP)

Unduplicated Patients	Feb 2022	Feb 2023		FY 21-22	FY 22-23	
Number of Pt: Fremont PHC	146	148	↑	872	757	↓
Number of Pt: Decatur PHC	267	258	↓	1,455	1,669	↑

Total # of Encounters	Feb 2022	Feb 2023		FY 21-22	FY 22-23	
Fremont PHC	152	154	↑	1,270	1,168	↓
Decatur PHC	282	274	↓	2,182	2,726	↑

- A. FP Program services at the Fremont and Decatur Public Health Centers served 428 clients: 406 of them were unduplicated.

### Pharmacy Services

Pharmacy Services	Feb-22	Feb-23		FY22	FY23	
Client Encounters (Pharmacy)	1,122	1,097	↓	8,435	9,194	↑
Prescriptions Filled	1,398	1,469	↑	10,721	12,279	↑
Client Clinic Encounters (Pharmacist)	27	60	↑	222	388	↑
Financial Assistance Provided	6	16	↑	82	61	↓
Insurance Assistance Provided	3	6	↑	31	17	↓

- A. Dispensed 1,469 prescriptions for 1,097 clients.
- B. Pharmacist assessed/counseled 60 clients in clinics.
- C. Assisted 16 clients to obtain medication financial assistance.
- D. Assisted 6 clients with insurance approvals.

## Eligibility Case Narrative and Monthly Report

As a team Eligibility Workers (EW) submitted a total of 196 applications for the month of Feb 2023.

- EW’s had 651 Referrals issued between the team of five (5) EW’s.
- 140 applications were approved, 20 of which were started/pending from Dec 2022 & Jan 2023.
  - 46 were Denied, 16 of those were started/pending from Dec 2022 & Jan 2023 and 48 are currently Pending
- Medicaid applications submitted: 101
- SNAP applications submitted: 86
- TANF applications: 3
- Hardships: 6

## Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of February 2023.

Clients seen February 2023	39
Client required medical follow- up for Communicable Diseases	7
Referrals for TB issues	3
Referrals for Chronic Hep B	1
Referrals for STD	3
Pediatric Refugee Exams	6
Clients encounter by program	33
<b>Total for FY22-23</b>	<b>338</b>

\*Refugee Health screening for February 2023: 33 adults

## Quality & Risk Management

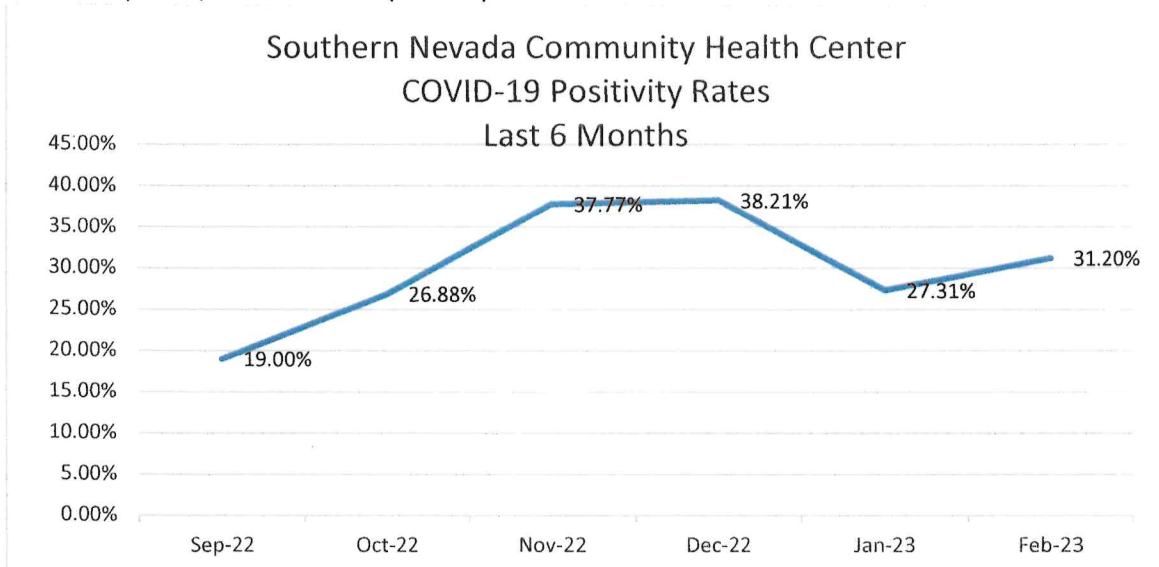
### A. Quality

#### COVID-19 Testing

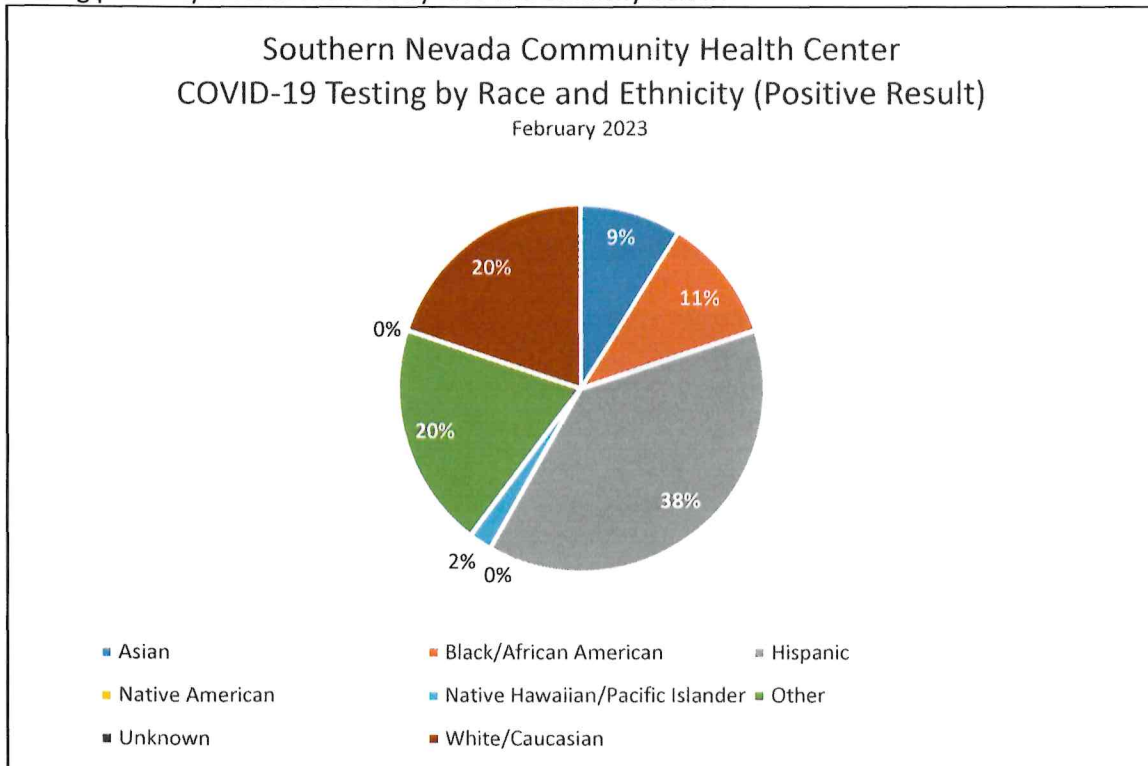
From April 2020 to February 2023 the Southern Nevada Community Health Center completed 99,439 COVID-19 tests, 468 of which were conducted in February of 2023.

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.

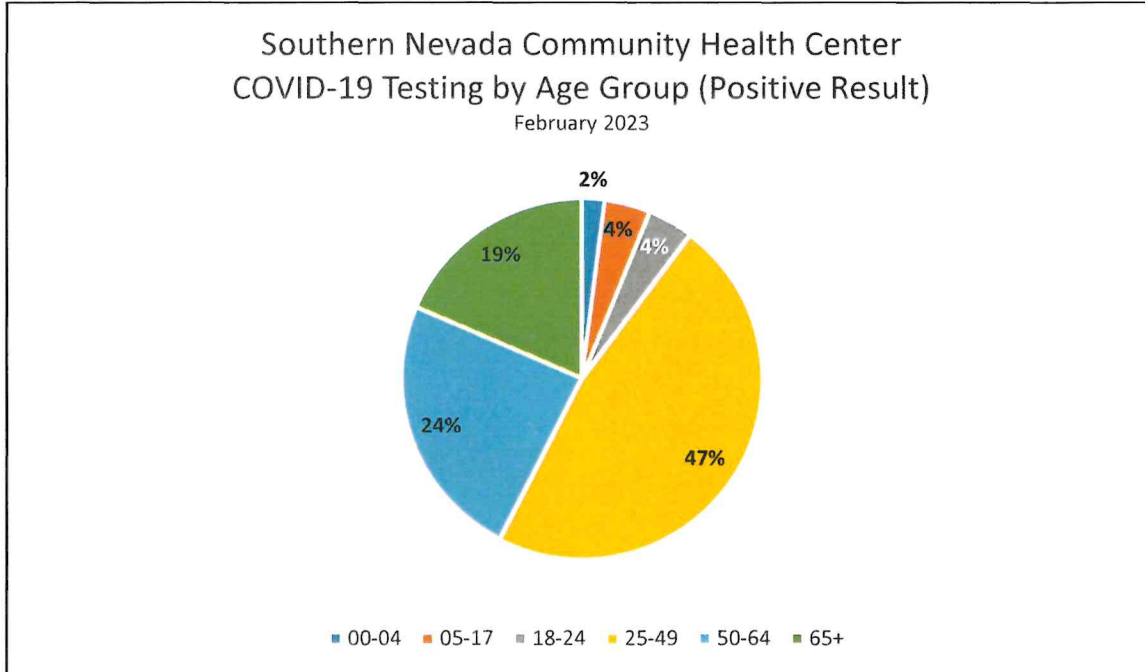
In February 2022, the COVID test positivity rate was 31.20%.



Testing positivity rates broken out by race and ethnicity below:



Testing positivity rates broken out by age below:



**B. Telehealth**

The Health Center saw 51 patients via tele-health or 6.09% of the patients that were seen in our clinics in February.

**C. Health Center Visits**

The Health Center scheduled 1063 patient appointments in February. There was a 21.17% no-show and same day cancellation rate.

**Risk Management**

Health Insurance Portability and Accountability Act (HIPAA):

- There were zero (0) HIPAA breaches at the Health Center in February.

Exposure Incidents:

- There was one (1) exposure incidents at the Health Center in February.

Medical Events:

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

Patient Satisfaction:

- See attached survey results.

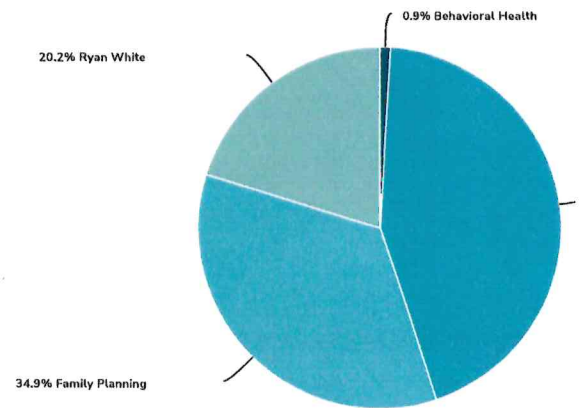
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

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

## Response Counts

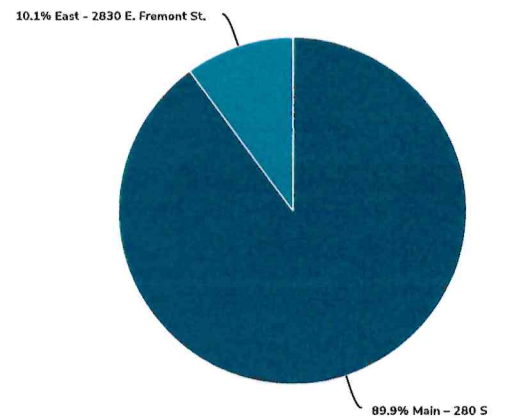
<b>Completion Rate:</b>	<b>95.5%</b>	
Complete		107
Partial		5
		<b>Totals: 112</b>

### 1. Service received during your visit



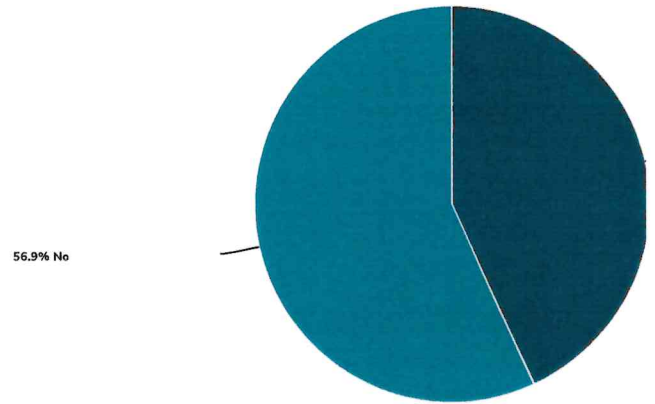
Value	Percent	Responses
Behavioral Health	0.9%	1
Family Health	44.0%	48
Family Planning	34.9%	38
Ryan White	20.2%	22
		<b>Totals: 109</b>

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



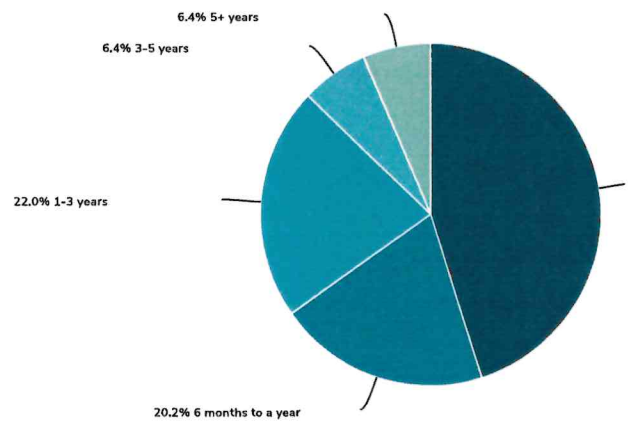
Value	Percent	Responses
Main – 280 S. Decatur Blvd	89.9%	98
East - 2830 E. Fremont St.	10.1%	11
		<b>Totals: 109</b>

3. Do you have health insurance?



Value	Percent	Responses
Yes	43.1%	47
No	56.9%	62
		<b>Totals: 109</b>

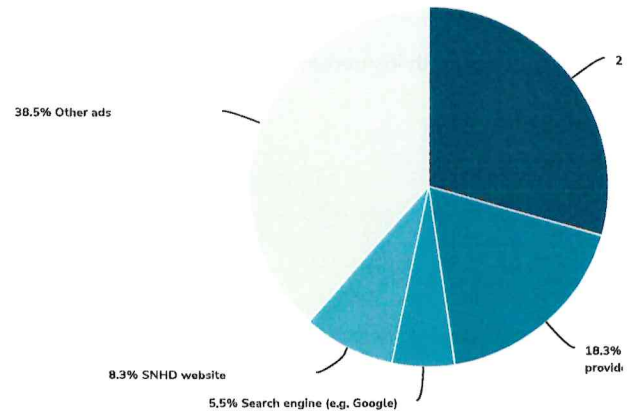
4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



Value	Percent	Responses
Less than 6 months	45.0%	49
6 months to a year	20.2%	22
1-3 years	22.0%	24
3-5 years	6.4%	7
		<b>Totals: 109</b>

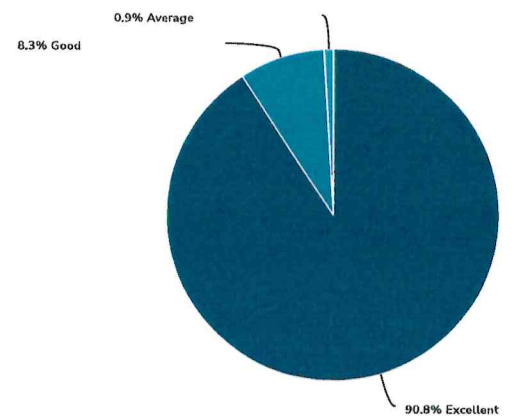
Value	Percent	Responses
5+ years	6.4%	7
		<b>Totals: 109</b>

5. How did you hear about us?



Value	Percent	Responses
Friends and/or family	29.4%	32
Referral from another provider or resource	18.3%	20
Search engine (e.g. Google)	5.5%	6
SNHD website	8.3%	9
Other ads	38.5%	42
		<b>Totals: 109</b>

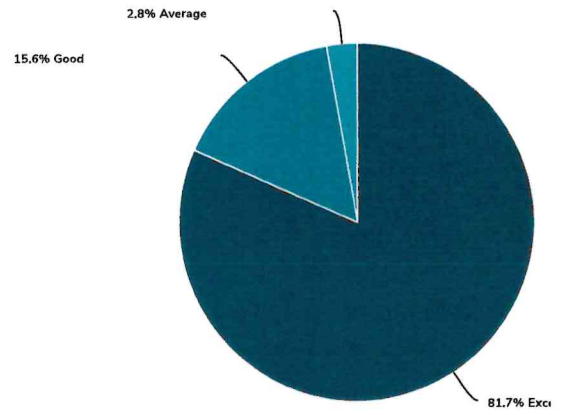
6. Ease of scheduling an appointment



Value	Percent	Responses
Excellent	90.8%	99
Good	8.3%	9
Average	0.9%	1
		<b>Totals: 109</b>

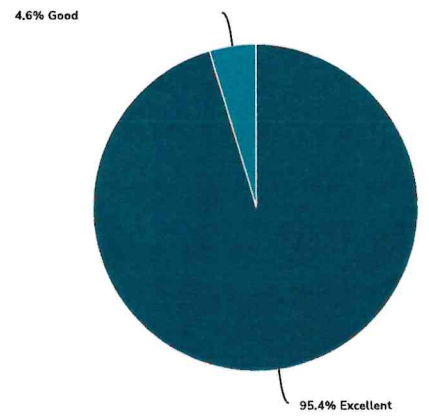


7. Wait time to see provider



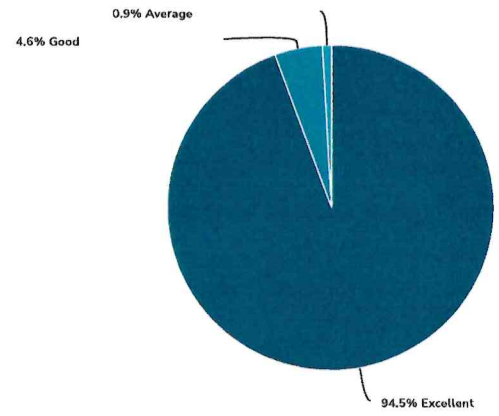
Value	Percent	Responses
Excellent	81.7%	89
Good	15.6%	17
Average	2.8%	3
<b>Totals: 109</b>		

8. Care received from providers and staff



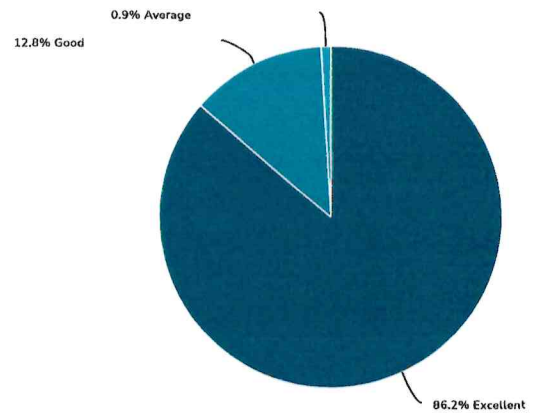
Value	Percent	Responses
Excellent	95.4%	104
Good	4.6%	5
<b>Totals: 109</b>		

9. Understanding of health care instructions following your visit



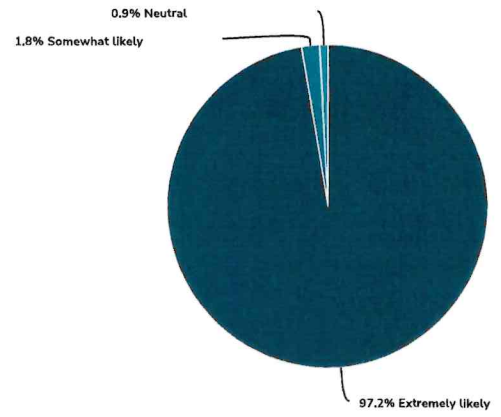
Value	Percent	Responses
Excellent	94.5%	103
Good	4.6%	5
Average	0.9%	1
<b>Totals: 109</b>		

10. Hours of operation



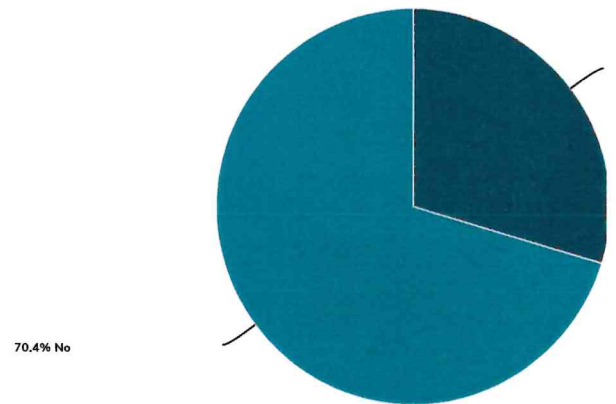
Value	Percent	Responses
Excellent	86.2%	94
Good	12.8%	14
Average	0.9%	1
<b>Totals: 109</b>		

11. Recommendation of our health center to friends and family



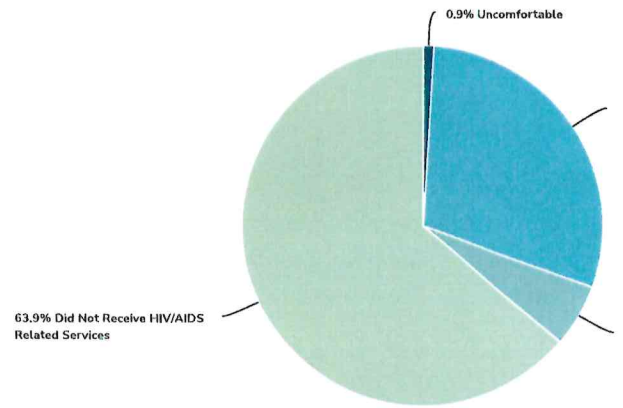
Value	Percent	Responses
Extremely likely	97.2%	106
Somewhat likely	1.8%	2
Neutral	0.9%	1
		<b>Totals: 109</b>

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



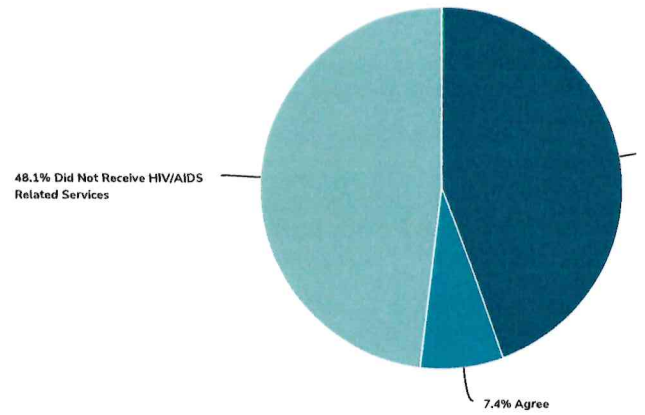
Value	Percent	Responses
Yes	29.6%	32
No	70.4%	76
		<b>Totals: 108</b>

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



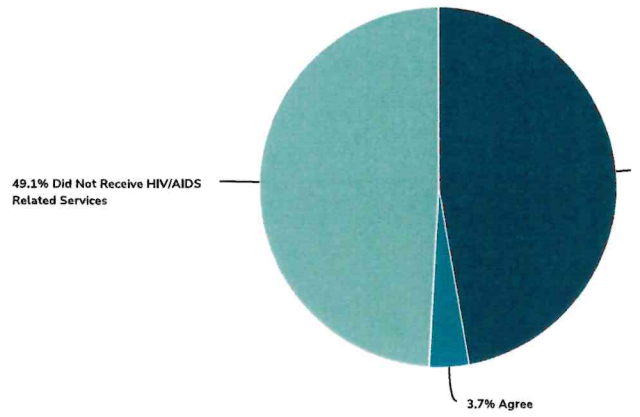
Value	Percent	Responses
Uncomfortable	0.9%	1
Not Applicable	29.6%	32
<a href="#">Other - Write In (click to view)</a>	5.6%	6
Did Not Receive HIV/AIDS Related Services	63.9%	69
		<b>Totals: 108</b>

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



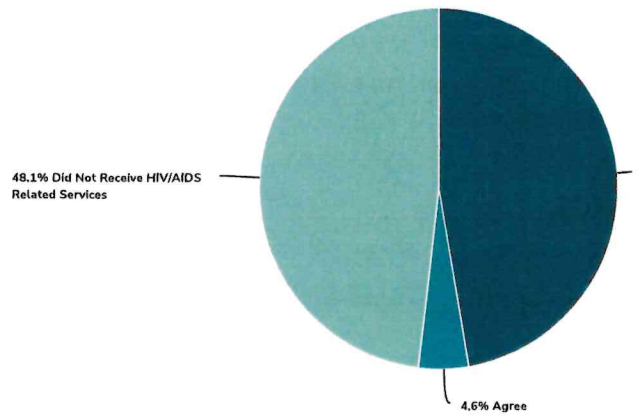
Value	Percent	Responses
Strongly Agree	44.4%	48
Agree	7.4%	8
Did Not Receive HIV/AIDS Related Services	48.1%	52
		<b>Totals: 108</b>

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



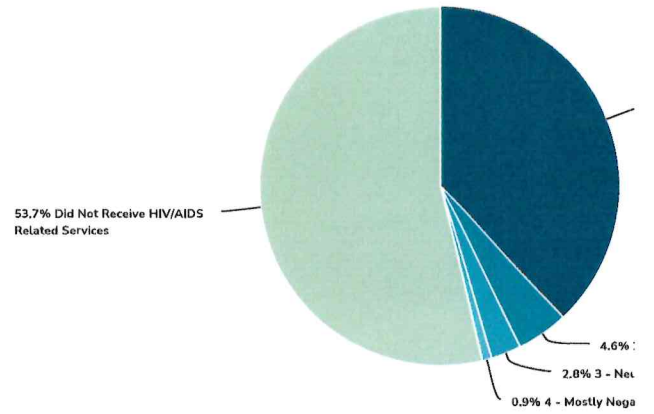
Value	Percent	Responses
Strongly Agree	47.2%	51
Agree	3.7%	4
Did Not Receive HIV/AIDS Related Services	49.1%	53
<b>Totals: 108</b>		

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



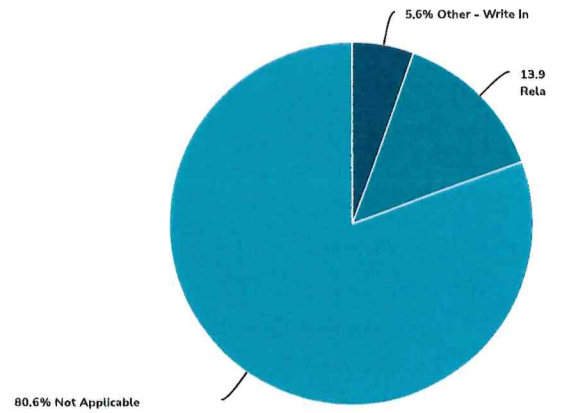
Value	Percent	Responses
Strongly Agree	47.2%	51
Agree	4.6%	5
Did Not Receive HIV/AIDS Related Services	48.1%	52
<b>Totals: 108</b>		

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	38.0%	41
2 - Mostly Positive	4.6%	5
3 - Neutral	2.8%	3
4 - Mostly Negative	0.9%	1
Did Not Receive HIV/AIDS Related Services	53.7%	58
		<b>Totals: 108</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>	5.6%	6
Did Not Receive HIV/AIDS Related Services	13.9%	15
Not Applicable	80.6%	87
		<b>Totals: 108</b>

19. Comments

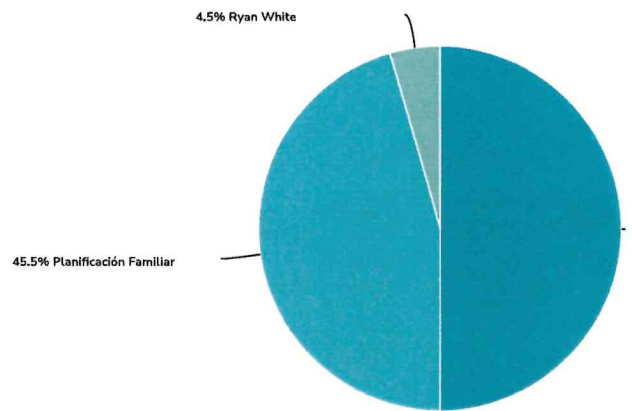
[Show Responses](#)

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

### Response Counts

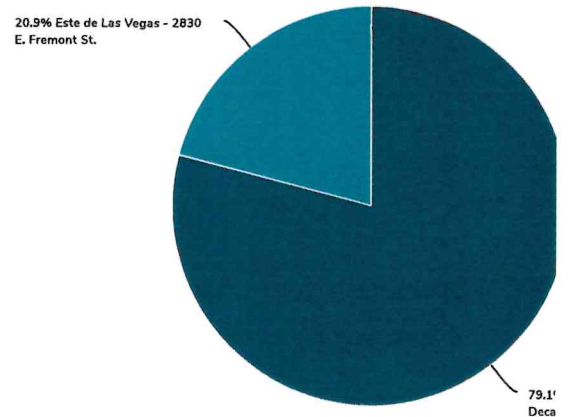
<b>Completion Rate:</b>	<b>96.4%</b>	
Complete		108
Partial		4
		<b>Totals: 112</b>

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



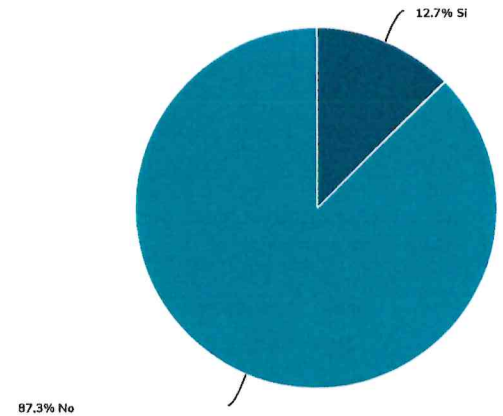
Value	Percent	Responses
Salud Familiar	50.0%	55
Planificación Familiar	45.5%	50
Ryan White	4.5%	5
		<b>Totals: 110</b>

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



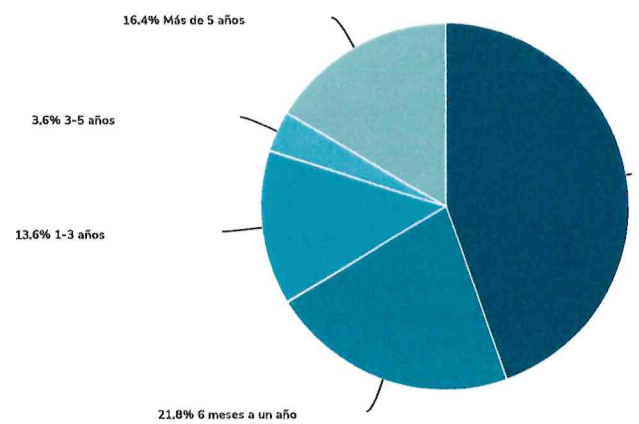
Value	Percent	Responses
Edificio Central – 280 S. Decatur Blvd.	79.1%	87
Este de Las Vegas - 2830 E. Fremont St.	20.9%	23
		<b>Totals: 110</b>

3. ¿Tiene seguro médico?



Value	Percent	Responses
Si	12.7%	14
No	87.3%	96
		<b>Totals: 110</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?

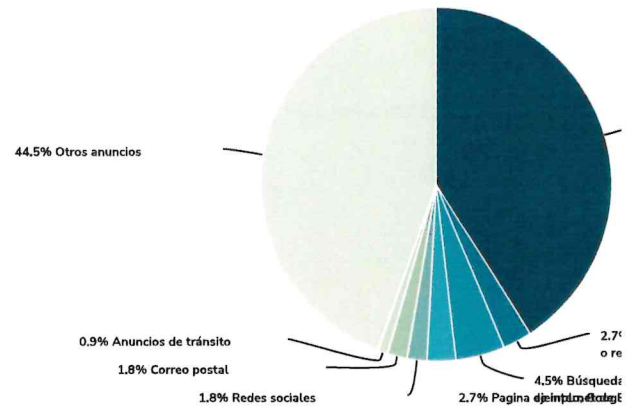


Value	Percent	Responses
Menos de 6 meses	44.5%	49
6 meses a un año	21.8%	24
1-3 años	13.6%	15
3-5 años	3.6%	4
		<b>Totals: 110</b>



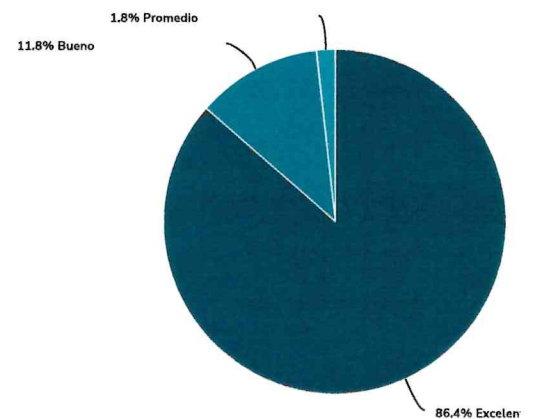
Value	Percent	Responses
Más de 5 años	16.4%	18
		Totals: 110

5. ¿Como usted supo de nosotros?



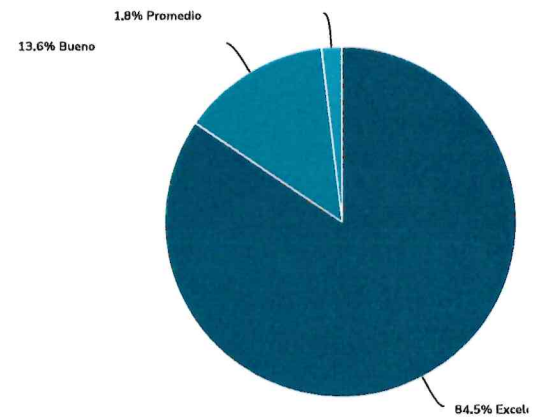
Value	Percent	Responses
Amigos y / o familia	40.9%	45
Remisión de otro proveedor o recurso	2.7%	3
Búsqueda en internet (por ejemplo, Google)	4.5%	5
Pagina de internet de SNHD	2.7%	3
Redes sociales	1.8%	2
Correo postal	1.8%	2
Anuncios de tránsito	0.9%	1
Otros anuncios	44.5%	49
		Totals: 110

6. Facilidad para programar una cita



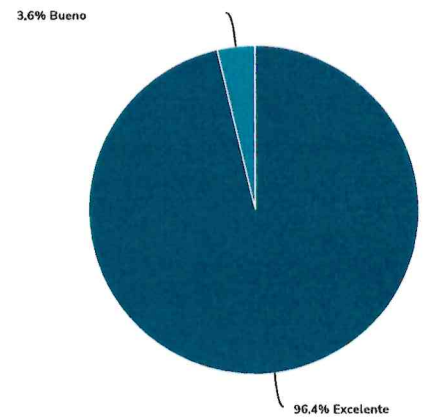
Value	Percent	Responses
Excelente	86.4%	95
Bueno	11.8%	13
Promedio	1.8%	2
		<b>Totals: 110</b>

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



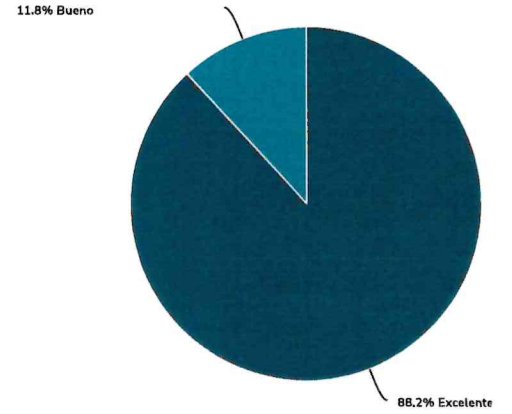
Value	Percent	Responses
Excelente	84.5%	93
Bueno	13.6%	15
Promedio	1.8%	2
		<b>Totals: 110</b>

8. Atención recibida de los proveedores y personal



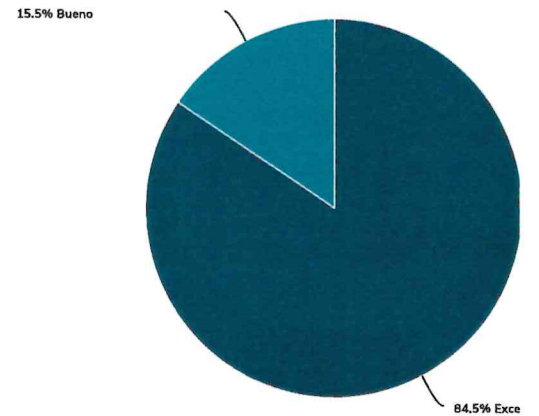
Value	Percent	Responses
Excelente	96.4%	106
Bueno	3.6%	4
		<b>Totals: 110</b>

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



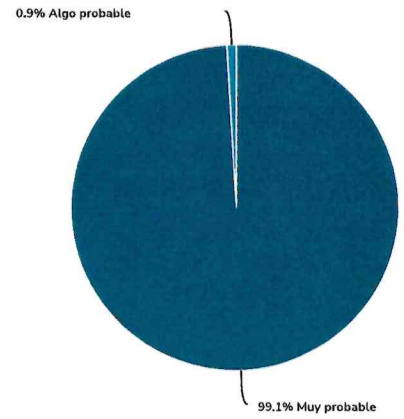
Value	Percent	Responses
Excelente	88.2%	97
Bueno	11.8%	13
		<b>Totals: 110</b>

10. Horarios de operación



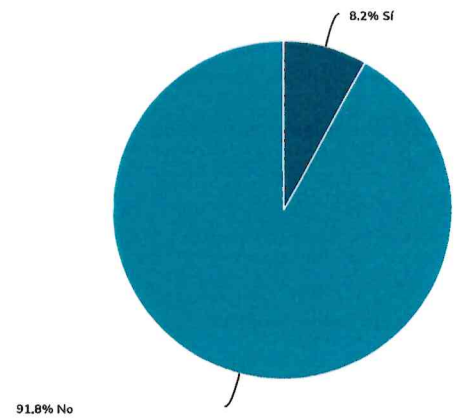
Value	Percent	Responses
Excelente	84.5%	93
Bueno	15.5%	17
		<b>Totals: 110</b>

11. Recomendaría nuestro centro de salud a amigos y familiares



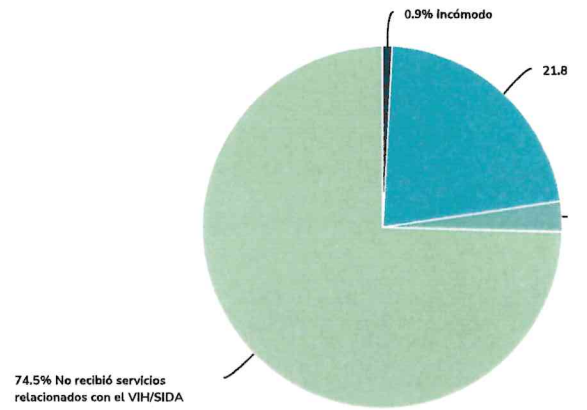
Value	Percent	Responses
Muy probable	99.1%	109
Algo probable	0.9%	1
		<b>Totals: 110</b>

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



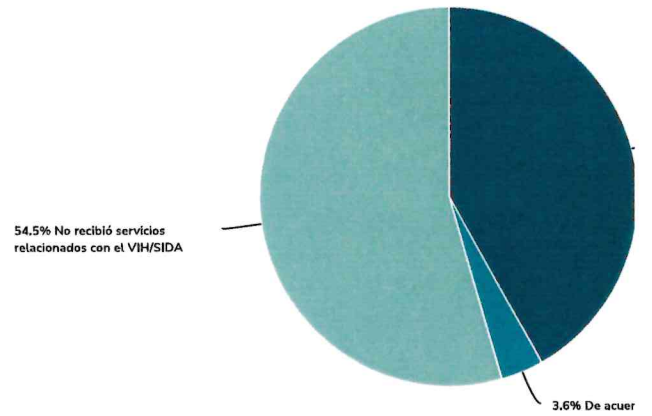
Value	Percent	Responses
Sí	8.2%	9
No	91.8%	101
		<b>Totals: 110</b>

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



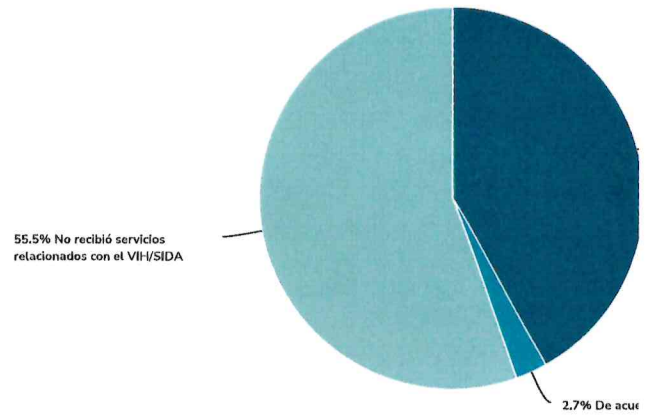
Value	Percent	Responses
Incómodo	0.9%	1
No Aplica	21.8%	24
<u>Otro: - Write In (click to view)</u>	2.7%	3
No recibió servicios relacionados con el VIH/SIDA	74.5%	82
<b>Totals: 110</b>		

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



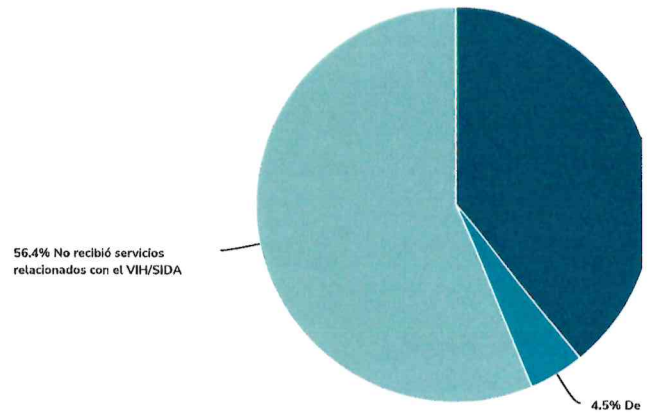
Value	Percent	Responses
Muy de acuerdo	41.8%	46
De acuerdo	3.6%	4
No recibió servicios relacionados con el VIH/SIDA	54.5%	60
<b>Totals: 110</b>		

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



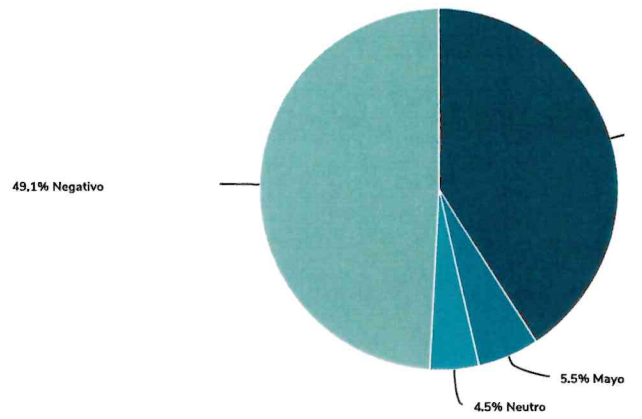
Value	Percent	Responses
Muy de acuerdo	41.8%	46
De acuerdo	2.7%	3
No recibió servicios relacionados con el VIH/SIDA	55.5%	61
<b>Totals: 110</b>		

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



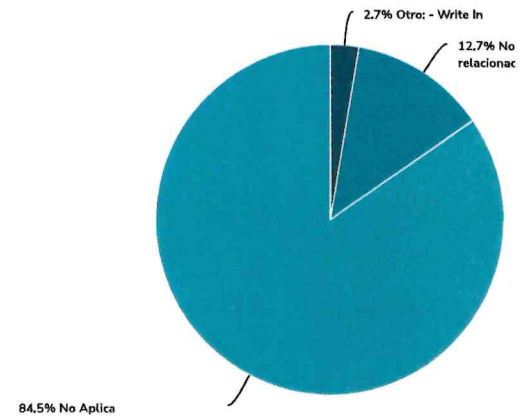
Value	Percent	Responses
Muy de acuerdo	39.1%	43
De acuerdo	4.5%	5
No recibió servicios relacionados con el VIH/SIDA	56.4%	62
<b>Totals: 110</b>		

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	40.9%	45
Mayormente positivo	5.5%	6
Neutro	4.5%	5
Negativo	49.1%	54
<b>Totals: 110</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>	2.7%	3
No recibí servicios relacionados con el VIH/SIDA	12.7%	14
No Aplica	84.5%	93
<b>Totals: 110</b>		

19. Comentarios

[Show Responses](#)

20.

