

NORTHERN NEVADA  
**Public Health**

# CCHS Assessment

Erin Dixon, Deputy District Health Officer

June 27, 2024

# Recommendations

- **Communication**
- **Culture**
- **Human Resources**
- **Finance and Data**
- **Electronic Health Record**
- **Quality and Compliance**
- **Programs and Services**

# CCHS Action Plan

- **Communication**
- **Staff Safety**
- **Programs and Services**

# Communication

CCHS Intranet



Policies and Procedures



Forms



Questions and Feedback



Upcoming events

## CCHS Questions and Feedback

Submitted questions and feedback go directly to Lisa. Questions and feedback can be positive or something that needs to be worked on. All submissions are anonymous.

1. Please list any questions.

2. How would you like me to address your question(s) (i.e. address it at a huddle, address via email to CCHS staff, address with a specific program team, meet with me)? Please keep in mind, information must be appropriate to share with entire team to be addressed during a huddle or in an email to all of CCHS.

3. Please list any feedback.

4. How would you like me to address your feedback (i.e. address it at a huddle, address via email to CCHS staff, address with a specific program team, address with specific person, meet with me, no follow up wanted)? Please keep in mind, information must be appropriate to share with entire team to be addressed during a huddle or in an email to all of CCHS.

5. If you would like me to follow up with you, please list your name.

Submit

# Staff Safety



Security  
Assessment



Active Assailant  
Training



Safety protocol for  
offsite activities



# Programs and Services

## Evaluate Clinical Services and Programs

- Budget process
- Mandates
- Grant funding
- Public Health Impact
- Existing community resources

# Family Planning Sexual Health Clinic

## Staffing needs, program expectations, and effective work-flow

- Increase appointment availability
  - Wednesday AM appointments
  - Additional night clinics – 5<sup>th</sup> Wednesday
  - Staggering lunches
- Open Access Model of Care
  - Continue with walk-ins and same day appointments
- Patient-Centered approach to services
  - All services completed in same room



# Programs and Services

## Immunizations

Evaluate patient volumes for various types of vaccines/services provided

- Monitoring and tracking tool to assess clinic utilization

Monthly Total		
	Count	%
# of Avail. Appts.	413	
# of Walk-In Appts.	20	5%
# of Scheduled Appts.	393	95%
# Existing	317	77%
# New	96	23%
# COVID only	8	2%
# Vaccinated	273	66%
# Rescheduled/Cancelled	68	16%
# of No Shows	72	17%

Daily Totals											
Mon		Tue		Wed		Thu		Fri			
Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
101		91		57		81		83			
8	8%	6	7%	2	4%	2	2%	2	2%	2	2%
93	92%	85	93%	55	96%	79	98%	81	98%		
78	77%	67	74%	43	75%	65	80%	64	77%		
23	23%	24	26%	14	25%	16	20%	19	23%		
2	2%	1	1%	0	0%	4	5%	1	1%		
62	61%	60	66%	38	67%	56	69%	57	69%		
20	20%	19	21%	11	19%	13	16%	11	13%		
19	19%	18	20%	8	14%	12	15%	15	18%		

Time Total				
	AM		PM	
	Count	%	Count	%
# of Avail. Appts.	186		227	
# of Walk-In Appts.	11	6%	9	4%
# of Scheduled Appts.	175	94%	218	96%
# Existing	144	77%	173	76%
# New	42	23%	54	24%
# COVID only	4	2%	4	2%
# Vaccinated	129	69%	144	63%
# Rescheduled/Cancelled	28	15%	40	18%
# of No Shows	29	16%	43	19%

	AM											
	Mon		Tue		Wed		Thu		Fri		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
# of Avail. Appts.	52		50		-	-	43		41		186	
# of Walk-In Appts.	5	10%	3	6%	-	-	1	2%	2	5%	11	6%
# of Scheduled Appts.	47	90%	47	94%	-	-	42	98%	39	95%	175	94%
# Existing	41	79%	37	74%	-	-	34	79%	32	78%	144	77%
# New	11	21%	13	26%	-	-	9	21%	9	22%	42	23%
# COVID only	0	0%	1	2%	-	-	2	5%	1	2%	4	2%
# Vaccinated	38	69%	34	68%	-	-	29	67%	30	73%	129	69%
# Rescheduled/Cancelled	8	15%	7	14%	-	-	9	21%	4	10%	28	15%
# of No Shows	8	15%	9	18%	-	-	5	12%	7	17%	29	16%

	PM											
	Mon		Tue		Wed		Thu		Fri		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
# of Avail. Appts.	49		41		57		38		42		227	
# of Walk-In Appts.	3	6%	3	7%	2	4%	1	3%	0	0%	9	4%
# of Scheduled Appts.	46	94%	38	93%	55	96%	37	97%	42	100%	218	96%
# Existing	37	76%	30	73%	43	75%	31	82%	32	76%	173	76%
# New	12	24%	11	27%	14	25%	7	18%	10	24%	54	24%
# COVID only	2	4%	0	0%	0	0%	2	5%	0	0%	4	2%
# Vaccinated	26	53%	26	63%	-	-	27	71%	27	64%	106	47%
# Rescheduled/Cancelled	12	24%	6	15%	11	19%	4	11%	7	17%	40	18%
# of No Shows	11	22%	9	22%	8	14%	7	18%	8	19%	43	19%

# Questions?

NORTHERN NEVADA  
**Public Health+**