# MEMORANDUM

**Date:** **November 17, 2026**

**To:** Southern Nevada Community Health Center Governing Board

**From:** Randy Smith, MPA, Chief Executive Officer, FQHC RS

Cassius Lockett, PhD, District Health Officer

**Subject: Community Health Center FQHC Chief Executive Officer Report – October 2026**

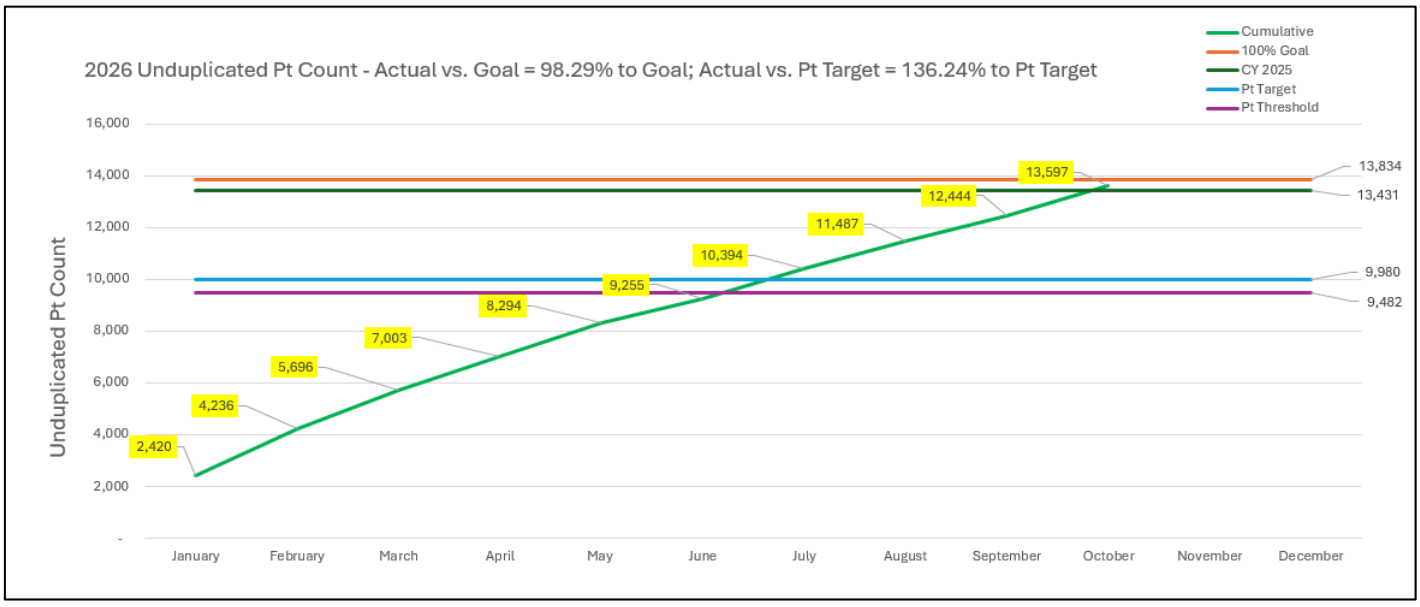
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

## October Highlights - Administrative

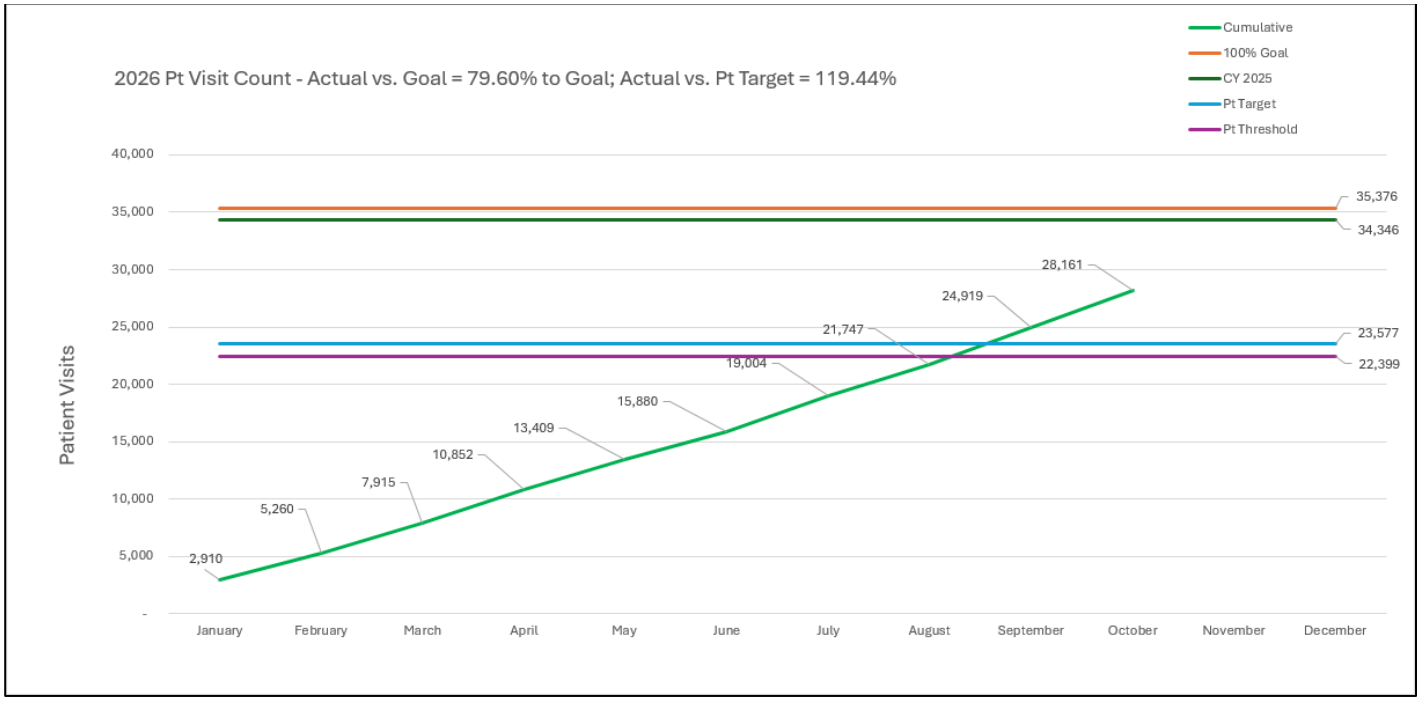
- The number of unique patients served through October 31, 2026, exceeds the total number of unduplicated patients seen throughout the entirety of CY25.
- The lease for the new health center site located at 4270 S. Decatur Blvd has been executed.
- Tenant improvements and the procurement of equipment and furniture for the new health center site are underway.
- Activities to onboard two new insurance plans with Point Comfort United and SelectHealth are underway.
- The second review for Patient Centered Medical Home (PCMH) accreditation is scheduled for 12/3/26.
- Cost report data for the Behavioral Health PPS rate due to be submitted on 12/15/26.
- Recruitment of a FQHC Operations and Compliance Manager is underway.

# Access

## Unduplicated Patients – October 2026




## Patient Visits Count – October 2026



**Provider Visits by Program and Site – October 2026**

| Facility | Program | OCT '26 | OCT '25 | OCT YoY % | FY27 YTD | FY26 YTD | FY YTD YoY% |
|---|---|---|---|---|---|---|---|
| Decatur | Family Health | 875 | 788 | 10% | 3,105 | 3271 | -5% |
| Fremont | Family Health | 614 | 581 | 5% | 2,325 | 2009 | 14% |
| **Total** | **Family Health** | **1,489** | **1,369** | **8%** | **5,430** | **5280** | **3%** |
| Decatur | Family Planning | 221 | 212 | 4% | 739 | 485 | 34% |
| Fremont | Family Planning | 109 | 221 | -103% | 695 | 805 | -16% |
| **Total** | **Family Planning** | **330** | **433** | **-31%** | **1,434** | **1,290** | **10%** |
| Decatur | Sexual Health | 634 | 426 | 33% | 2,656 | 2,099 | 21% |
| Fremont | Sexual Health | 33 | 118 | -258% | 420 | 500 | -19% |
| **Total** | **Sexual Health** | **667** | **544** | **18%** | **3,076** | **2,599** | **16%** |
| Decatur | Behavioral Health | 211 | 205 | 3% | 820 | 744 | 9% |
| Fremont | Behavioral Health | 157 | 183 | -17% | 649 | 604 | 7% |
| **Total** | **Behavioral Health** | **368** | **388** | **-5%** | **1,469** | **1,348** | **8%** |
| Decatur | Ryan White | 207 | 260 | -26% | 897 | 1,011 | -13% |
| Fremont | Ryan White | 36 | 31 | 14% | 119 | 108 | 9% |
| **Total** | **Ryan White** | **243** | **291** | **-20%** | **1,016** | **1,119** | **-10%** |
| **FQHC Total** | | **3,097** | **3,025** | **2%** | **12,425** | **11,636** | **6%** |

## Pharmacy Services

| | 26-Oct | 25-Oct | | FY27 YTD | FY26 YTD | | % Change YoY |
|---|---|---|---|---|---|---|---|
| **Patient Encounters (Pharmacy)** | 1,834 | 1,764 | ↑ | 7,290 | 6,927 | ↑ | **5.2%** |
| **Prescriptions Filled** | 3,534 | 3,356 | ↑ | 13,768 | 12,835 | ↑ | **7.3%** |
| **Patient Clinic Encounters (Pharmacist)** | 78 | 52 | ↑ | 275 | 237 | ↑ | **16.0%** |
| **Financial Assistance Provided** | 9 | 9 | → | 52 | 48 | ↑ | **8.3%** |
| **Insurance Assistance Provided** | 22 | 6 | ↑ | 80 | 40 | ↑ | **100.0%** |

A. 3,534 prescriptions dispensed to 1,834 patients.
B. 78 patient clinic encounters completed by a pharmacist.
C. 9 patients assisted with obtaining medication financial assistance.
D. 22 patients assisted with insurance approvals.

## Behavioral Health Services

A. Behavioral Health (BH) Manager, in collaboration with a Health Educator, presented an overview of the FQHC and Behavioral Health programs to the Youth Advisory Council.

B. BH Manager collaborated with Chief Medical Director to support the opening of the third clinic site and the establishment of BH services.

C. BH Manager met the Community Benefit team at Intermountain Health to discuss potential funding opportunities for behavioral health services.

## Family Planning Services

A. Family Planning program access was down 31% in October and is up 10% year-over-year. The significant reduction in October is the result of being down one family planning medical provider who resigned from the organization. The health center has shifted the remaining family planning provider from the Fremont location to Decatur to maximize access to care.

B. Recruitment of a new medical provider to join the Fremont health center to support the delivery of comprehensive Title X Family Planning services is underway.

C. Program team administrators and clinical staff continue to work on quality improvement projects designed to increase access to care and clinic workflows.

D. Data improvement projects are underway and are being monitored monthly to enhance data quality, integrity, documentation practices, EHR mapping, and results for the annual FPAR 2.0 report.

E. A new Title X Notice of Funding Opportunity for the period of April 1, 2027, through March 31, 2032, has been announced. The application is due in mid-January 2027.

## HIV/Ryan White Program Services

A. The Ryan White program received 70 referrals between October 1st and October 30th. There were four (4) pediatric clients referred to the Medical Case Management in October, and the program received three (3) referrals for a pregnant women living with HIV during this time.

B. There were 756 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 334 unique clients served under these programs in October.

C. The Ryan White ambulatory clinic provided a total of 457 visits in the month of October, including 28 initial provider visits, 196 established provider visits, and four (4) tele-visits to established patients. Additionally, there were 35 nursing visits and 198 lab visits provided. There were 65 Ryan White services provided under Behavioral Health by the licensed mental health practitioners and the Psychiatric APRN during the month of October. There were six (6) Ryan White patients seen by the Registered Dietitian under Medical Nutrition services in October.

D. The Ryan White clinic provides Rapid stART services, with 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 eight (8) patients seen under the Rapid stART Program in October.

## FQHC-Sexual Health Clinic (SHC)

A. The Sexual Health Clinic continues to provide accessible walk-in services for sexually transmitted infection (STI) testing, treatment, and prevention. The clinic also maintains a strong focus on HIV prevention through PrEP and PEP services and continues to collaborate closely with the SHOPP program to provide Express Testing.

B. During the month of October, the Sexual Health Clinic provided 156 PrEP visits for HIV prevention. These services included both oral and injectable treatment options.

C. The clinic collects gonorrhea culture specimens through the CARGOS program. These specimens are collected from patients presenting with urethral discharge and are inoculated onto culture plates to support gonorrhea surveillance and laboratory testing. In October, 26 patients had specimen plates collected.

D. The clinic facilitated two (2) referrals for Expedited Partner Therapy (EPT). In support of expanding EPT services, all FQHC staff participated in a training with the Office of Disease Surveillance (ODS) on September 21st to evaluate and implement an EPT protocol within the clinic. The clinic has an ongoing Quality Improvement Charter to improve this service delivery.

E. In October, the clinic made one (1) referral to the NEON Program, which supports the linkage of patients experiencing symptoms for neurosyphilis to UMC Hospital for appropriate care, evaluation and treatment.

F. The Sexual Health Clinic continues to meet monthly with ODS to review workflows, identify operational challenges, and implement improvements around coordinated clinic processes and patient services.

G. In October, the clinic provided testing for several priority STIs and communicable diseases:

   a. 3 patients tested for mpox
   b. 661 patients tested for syphilis
   c. 490 patients tested for chlamydia and gonorrhea

These services demonstrate the clinic's continued commitment to accessible STI prevention, testing, treatment, partner services, disease surveillance, and linkage to appropriate care throughout the community.

## Refugee Health Program (RHP)

Refugee Health Program for the month of October.

| | |
|---|---|
| Client required medical follow- up for Communicable Diseases | |
| Refugee Health Screening for Ova and Parasites (positive tests) | 0 |
| Referrals for TB issues | 0 |
| Referrals for Chronic Hep B | 0 |
| Referrals for STD | 0 |
| Pediatric Refugee Exams | 6 |
| Clients encounter by program (adults) | 8 |
| Refugee Health Screening for October 2026 | 14 |
| **Total for FY26-27** | **69** |

## Outreach/In Reach Activity

| | |
|---|---|
| Number of events (October 2026) | Two (2) – Outreach<br>Zero (0) – In reach |
| Number of people reached | 748 |
| Number of people linked to the clinic | 6 |
| Number of hours dedicated to outreach | 9 |

## Eligibility and Insurance Enrollment Assistance

Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of support.

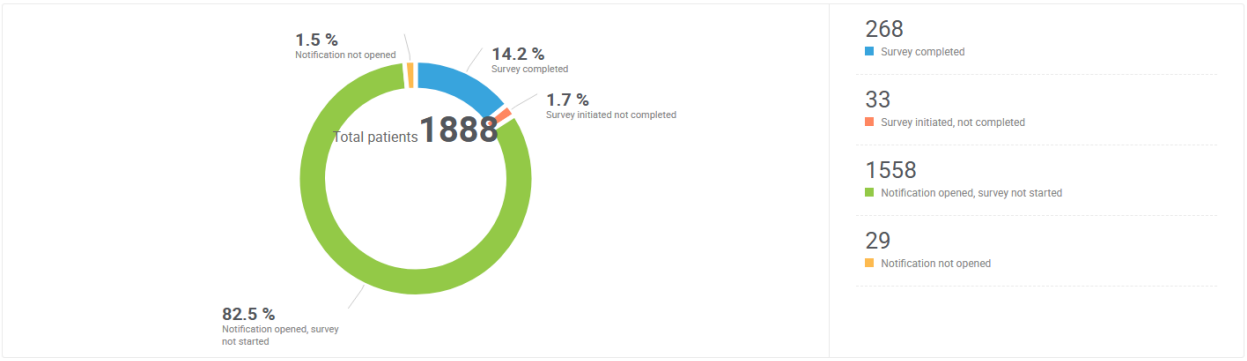
| October 2026 | Decatur | Fremont | Total |
|---|---|---|---|
| **Medicaid** | 25 | 1 | 26 |
| **SNAP** | 25 | 1 | 26 |
| **Recert** | 10 | 3 | 13 |

## Patient Satisfaction: See attached survey results.

SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting 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.

# Southern Nevada Community Health Center
# Patient Satisfaction Survey – October 2026

## Overview



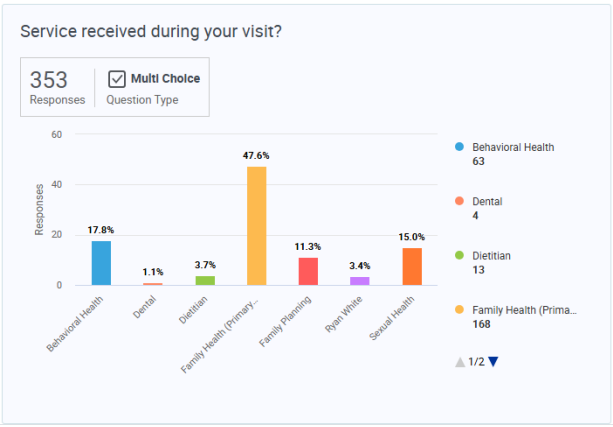

Gender

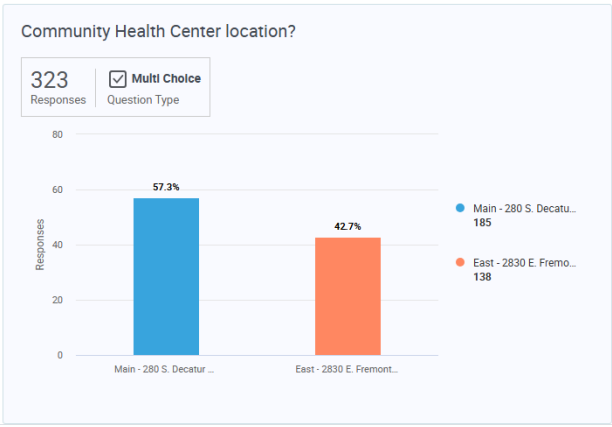






## Service and Location

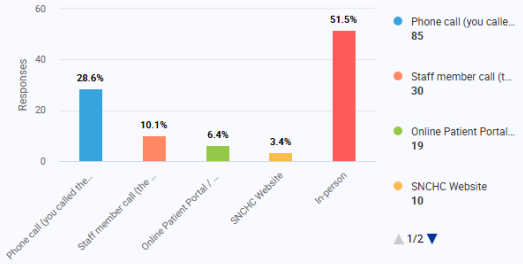


## Provider, Staff, and Facility

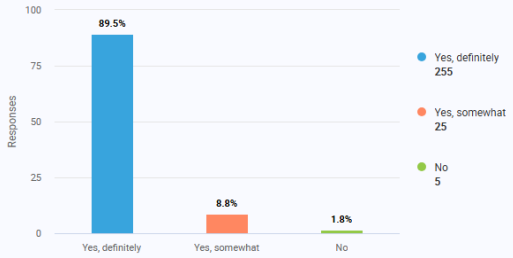
Thinking about your most recent visit, how did you make an appointment?

297 Responses | Multi Choice Question Type



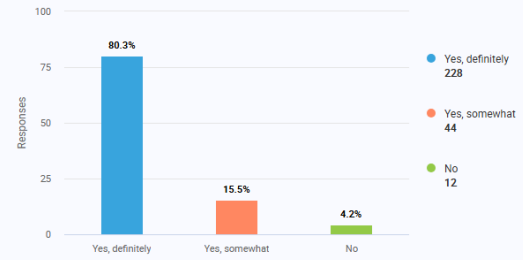

Thinking about your recent visit, was it easy to schedule an appointment?

285 Responses | Multi Choice Question Type



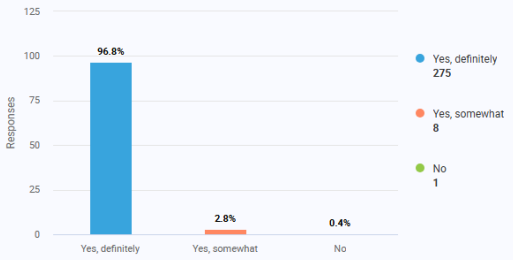

Was the recent visit as soon as you needed?

284 Responses | Multi Choice Question Type



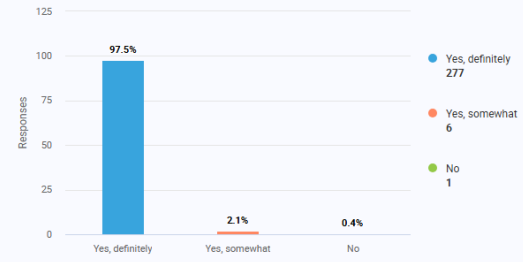

Did the provider explain things in a way that was easy to understand?

284 Responses | Multi Choice Question Type



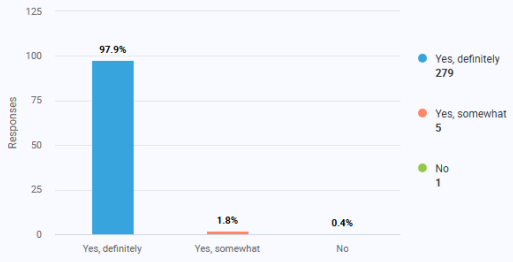

Did the provider listen carefully to you?

284 Responses | Multi Choice Question Type



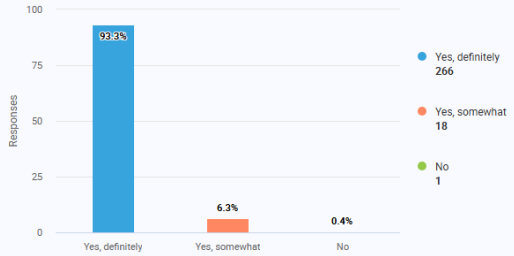

Did the provider show respect for what you had to say?

285 Responses | Multi Choice Question Type



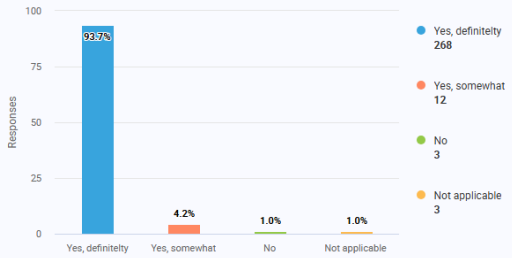
Did the provider spend enough time with you?

285 Responses | Multi Choice Question Type



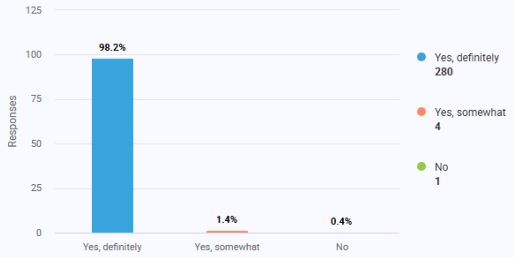

Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?

286 Responses | Multi Choice Question Type



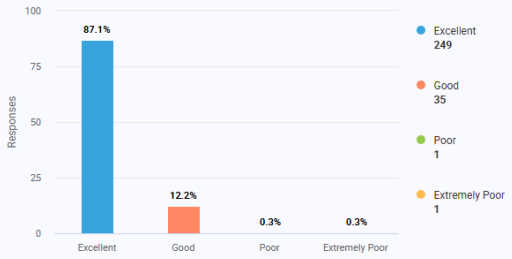

Did the staff treat you with courtesy and respect?

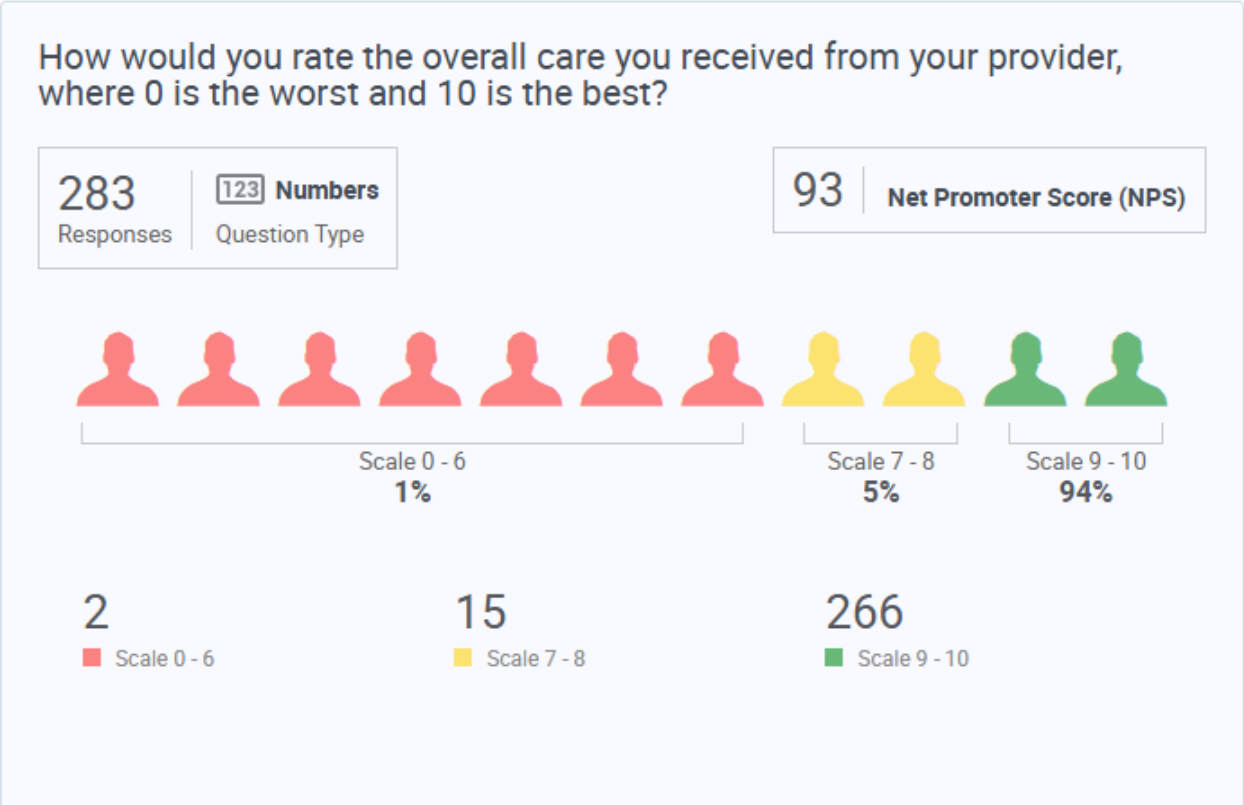
285 Responses | Multi Choice Question Type




Thinking about the facility, how was the overall cleanliness and appearance?

286 Responses | Multi Choice Question Type






## General Information

