

## MEMORANDUM

**Date:** February 18, 2025

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

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

Fermin Leguen, MD, MPH, District Health Officer *FL*

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**Subject: Community Health Center FQHC Operations Officer Report – January 2025**

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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.

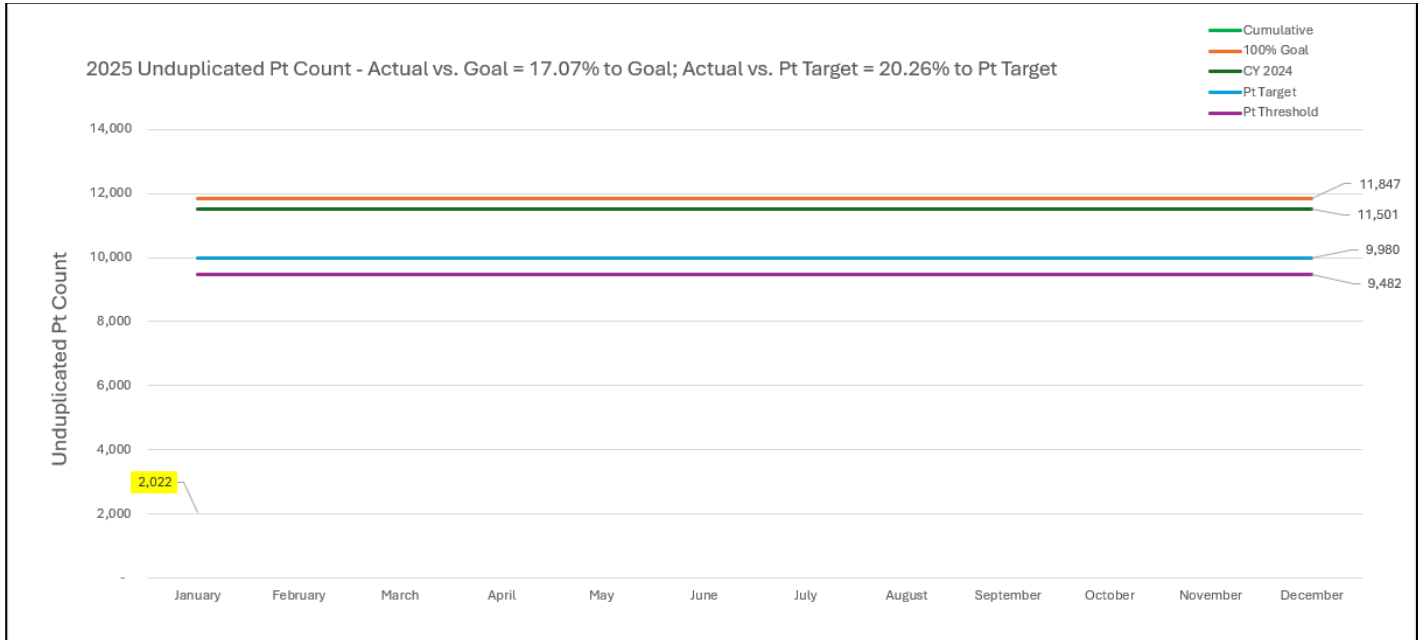
### December Highlights

#### Administrative

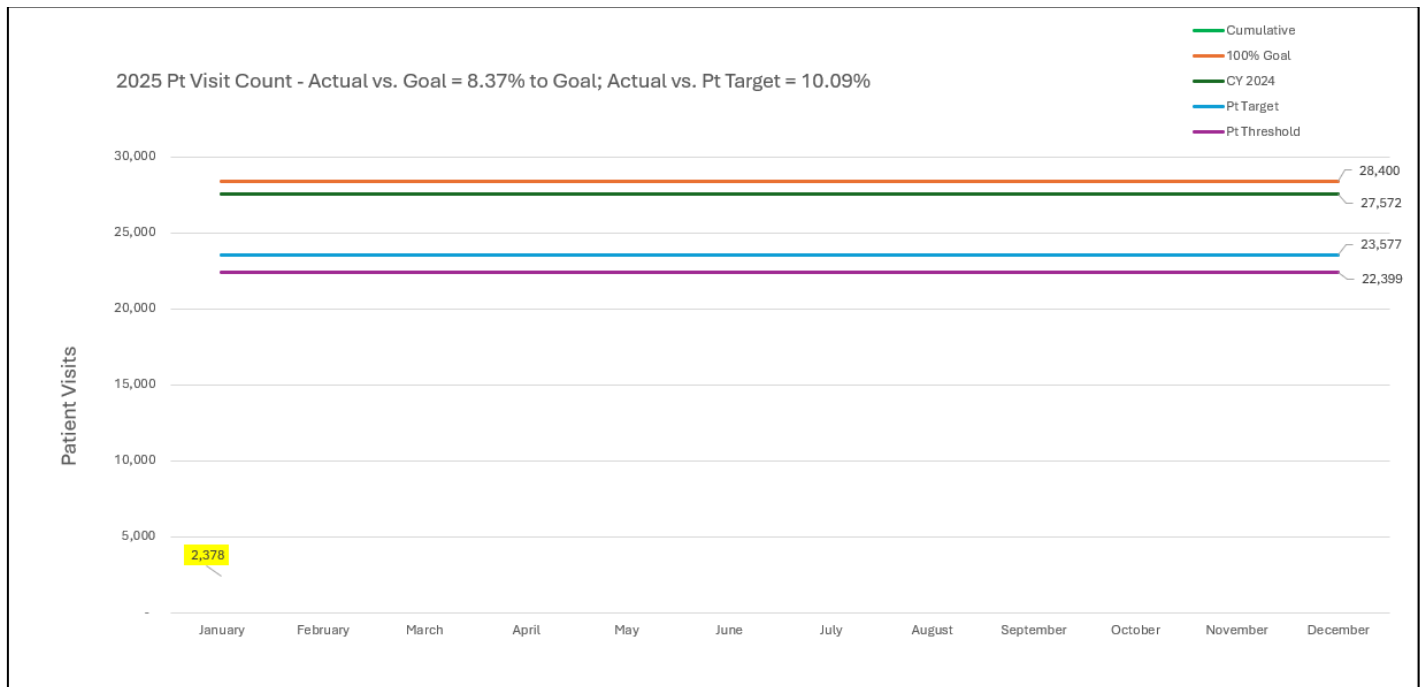
- The health center's new Medical Director started on 2/3/25.
- The HRSA Operational Site Visit (OSV) scheduled for 2/25/25 – 2/27/25 has been postponed. A new review date will be communicated by HRSA.
- HRSA CY24 UDS annual report due 2/14/24.
- HRSA CY24 FPAR 2.0 annual report due 2/28/25.
- HRSA Behavioral Health Technical Assistance engagement in March 2025 (*virtual only*).
- HRSA Family Planning Title X site visit scheduled for September 2025.
- HRSA FTCA redeeming application for CY26 underway.
- A dentist has been brought on as a temporary employee to assist with the development of the health center's oral health program.

## Access

### Unduplicated Patients – January 2025



### Patient Visits Count – January 2025



**Provider Visits by Program and Site – January 2025**

Facility	Program	JAN			FY25 YTD	FY24 YTD	FY YTD YoY%
		JAN '25	JAN '24	YoY %			
Decatur	Family Health	608	488	20%	3,636	2,703	26%
Fremont	Family Health	417	306	27%	2,085	1,086	48%
<b>Total</b>	<b>Family Health</b>	<b>1,025</b>	<b>794</b>	<b>23%</b>	<b>5,721</b>	<b>3,789</b>	<b>34%</b>
Decatur	Family Planning	177	204	-15%	982	1,008	-3%
Fremont	Family Planning	172	62	64%	854	511	40%
<b>Total</b>	<b>Family Planning</b>	<b>349</b>	<b>266</b>	<b>24%</b>	<b>1,836</b>	<b>1,519</b>	<b>17%</b>
Decatur	Sexual Health	406	585	-44%	3,013	3,960	-31%
Fremont	Sexual Health	144	14	90%	733	14	
ASEC	Sexual Health		132		113	875	
<b>Total</b>	<b>Sexual Health</b>	<b>550</b>	<b>731</b>	<b>-33%</b>	<b>3,859</b>	<b>4,849</b>	<b>-26%</b>
Decatur	Behavioral Health	133	158	-19%	728	881	-21%
Fremont	Behavioral Health	100	0		680	1	
<b>Total</b>	<b>Behavioral Health</b>	<b>233</b>	<b>158</b>	<b>32%</b>	<b>1,408</b>	<b>882</b>	<b>37%</b>
Decatur	Ryan White	253	246	3%	1,442	1,515	-5%
Fremont	Ryan White	31	12		142	12	
<b>Total</b>	<b>Ryan White</b>	<b>284</b>	<b>258</b>	<b>9%</b>	<b>1,584</b>	<b>1,527</b>	<b>4%</b>
<b>FQHC Total</b>		<b>2,441</b>	<b>2,207</b>	<b>10%</b>	<b>14,408</b>	<b>12,566</b>	<b>13%</b>

**Pharmacy Services**

	Jan-24	Jan-25		FY24	FY25		% Change YOY
<b>Client Encounters (Pharmacy)</b>	1,525	1,392	↓	9,474	9,809	↑	3.5%
<b>Prescriptions Filled</b>	2,154	2,438	↑	13,195	16,304	↑	23.6%
<b>Client Clinic Encounters (Pharmacist)</b>	24	67	↑	214	411	↑	92.1%
<b>Financial Assistance Provided</b>	19	24	↑	121	224	↑	85.1%
<b>Insurance Assistance Provided</b>	17	10	↓	44	68	↑	54.5%

- A. Dispensed 2,438 prescriptions for 1,392 clients.
- B. Pharmacist completed 67 client clinic encounters.
- C. Assisted 24 clients to obtain medication financial assistance.
- D. Assisted 10 clients with insurance approvals.

**Family Planning Services**

- A. Family Planning program access was up 24% in January and is up 17% year-over-year. Program team administrators and clinical staff are currently engaged in a quality improvement project to increase

access to care with the aim of simplifying the scheduling process and reducing waste in the appointment schedules.

- B. The program is all going through a rebranding process to increase access to care to those most in need and provide more comprehensive sexual health services. This rebranding includes defining the program as sexual and reproductive health services.
- C. The program is scheduled for a comprehensive site visit and audit of program compliance in September 2025. Work to prepare for the audit is under way and will commence in full following the health center's OSV.

### **HIV / Ryan White Care Program Services**

- A. The Ryan White program received 60 referrals between January 1<sup>st</sup> and January 31<sup>st</sup>. There were two (2) pediatric clients referred to the Medical Case Management program in January and the program received six (6) referrals for pregnant women living with HIV during this time.
- B. There were 701 total service encounters in the month of January provided by the Ryan White program Linkage Coordinator, Eligibility Workers, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 364 unduplicated clients served under these programs in January.
- C. The Ryan White ambulatory clinic had a total of 492 visits in the month of January: 24 initial provider visits, 218 established provider visits including 16 tele-health visits to established clients. There were 23 nurse visits and 230 lab visits. There were 49 Ryan White encounters in Behavioral Health provided by the License Mental Health Therapist and the Psychiatric APRN during the month of January with a total of 44 unduplicated clients served. Additionally, there were 25 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in January.
- D. The Ryan White clinic continues to use Rapid StART guidelines, 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 eight (8) patients seen under the Rapid StART program in January.

### **FQHC-Sexual Health Clinic (SHC)**

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,020 unique services to 719 unduplicated patients for the month of January. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The FQHC-SHC continues to collaborate with UMC on referrals for evaluation and treatment of neurosyphilis. The SHC is collaborating with the PPC- Sexual Health and Outreach Prevention Programs (SHOPP) with the Gilead FOCUS grant to expand express testing services for asymptomatic patients and provide linkage to care for patients needing STI, Hepatitis C or HIV treatment services. The FQHC-SHC refers pregnant patients with syphilis and patients needing complex STI evaluation and treatment to the PPC SHOPP nurse case management program.
- C. The FQHC-SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- D. The FQHC-SHC providers and RN's completed annual training, Nevada State Data & Security training.

## Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of January 2025.

Client required medical follow- up for Communicable Diseases	
Referrals for TB issues	7
Referrals for Chronic Hep B	3
Referrals for STD	2
Pediatric Refugee Exams	19
Clients encounter by program (adults)	54
Refugee Health screening for January 2024	73
<b>Total for FY24-25</b>	<b>432</b>

## Eligibility and Insurance Enrollment Assistance

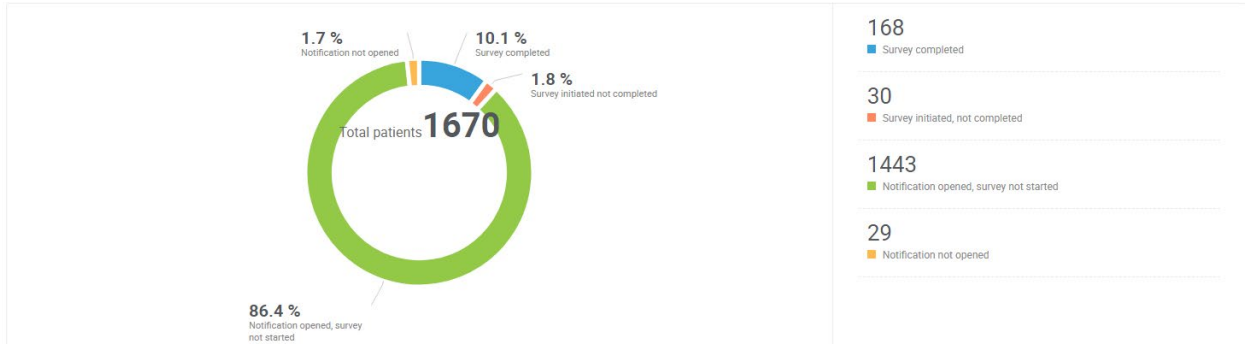
Patients in need of eligibility assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications.

## 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 – January 2025

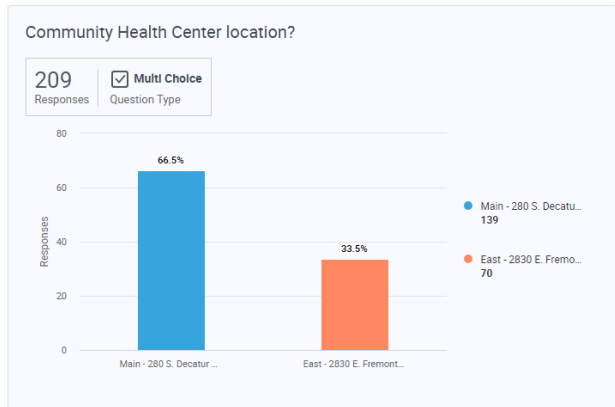
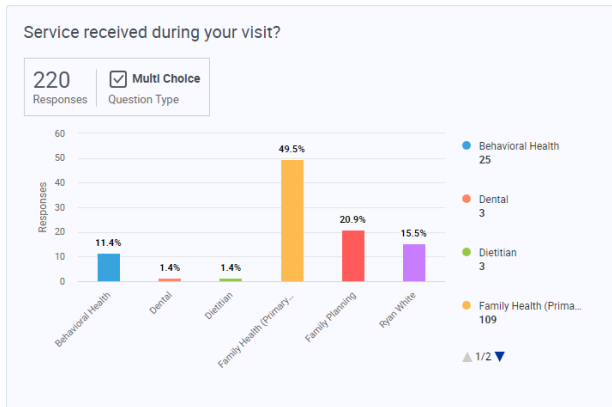
## Overview



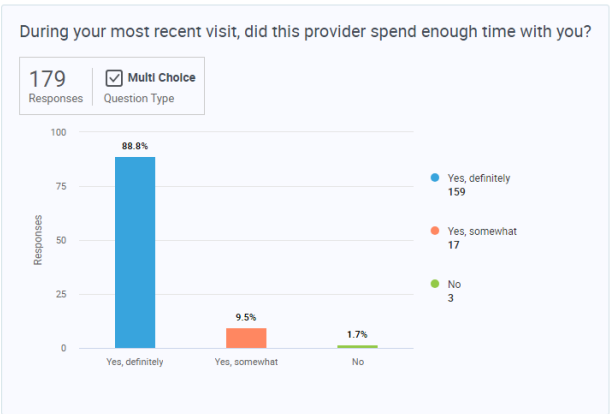
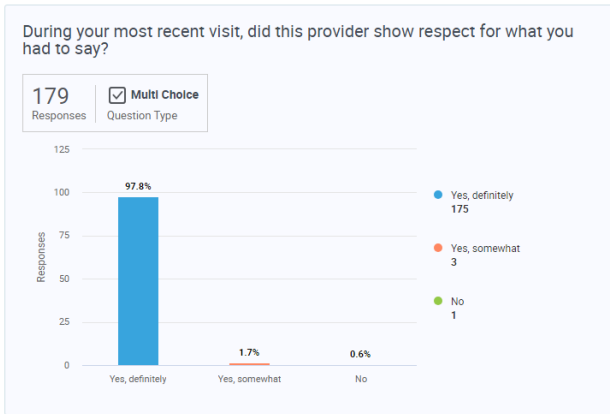
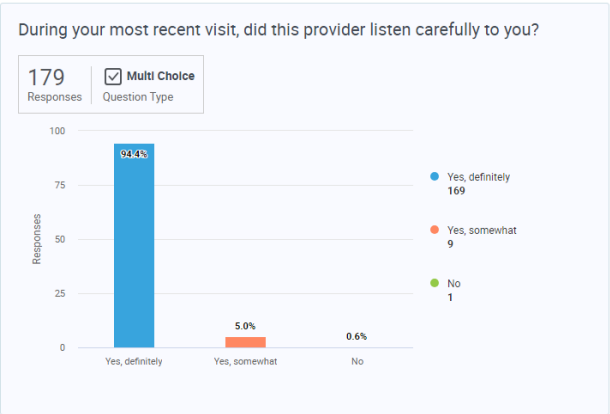
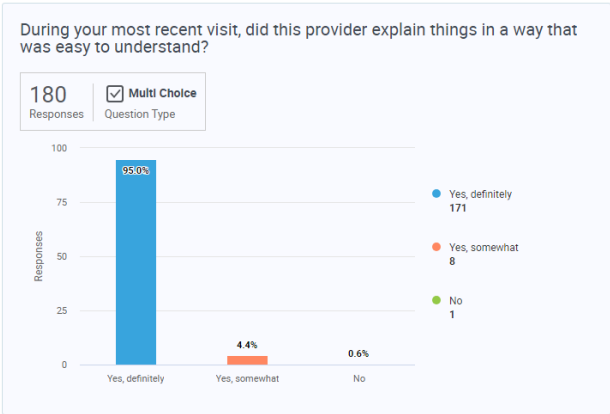
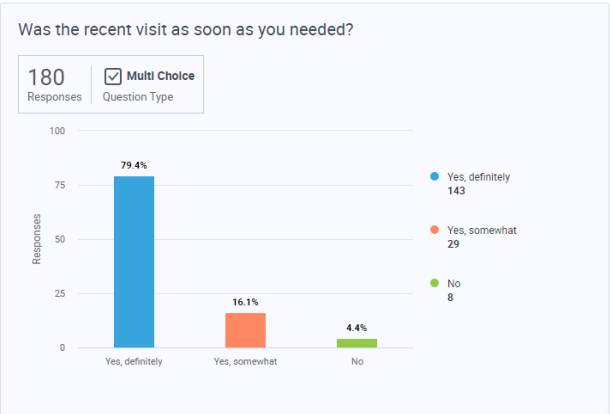
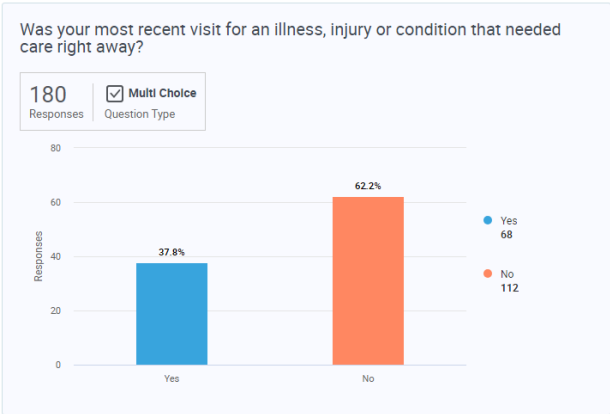
### Gender



## Service and Location

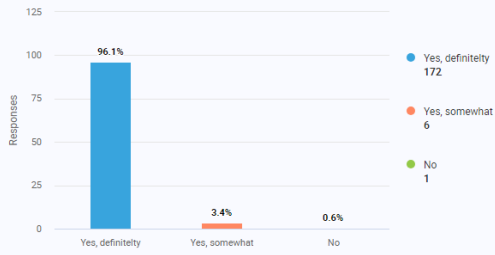


# Provider, Staff, and Facility



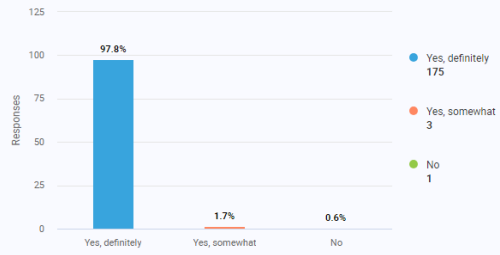
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

179 Responses  Multi Choice Question Type



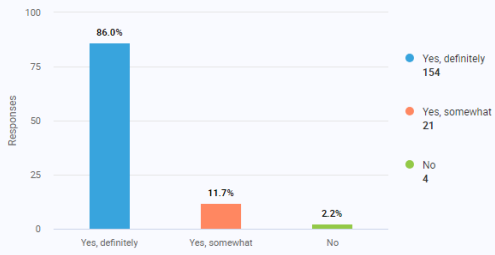
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

179 Responses  Multi Choice Question Type



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

179 Responses  Multi Choice Question Type



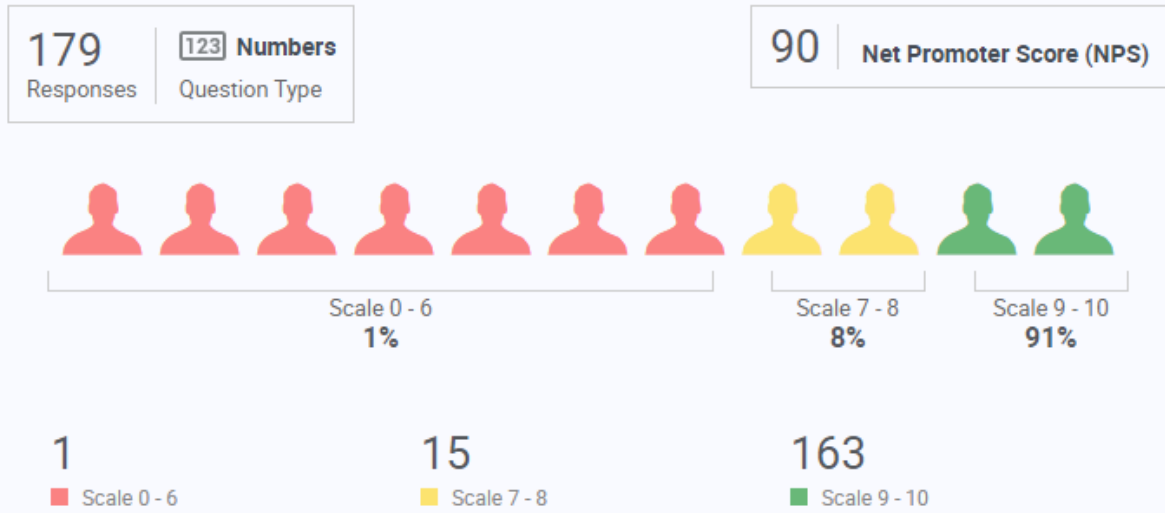
Thinking about the facility, how was the overall cleanliness and appearance?

179 Responses  Multi Choice Question Type





How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?



### General Information

