

## MEMORANDUM

**Date:** March 18, 2025

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

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

Cassius Lockett, PhD, District Health Officer *CL*

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**Subject: Community Health Center FQHC Operations Officer Report – February 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.

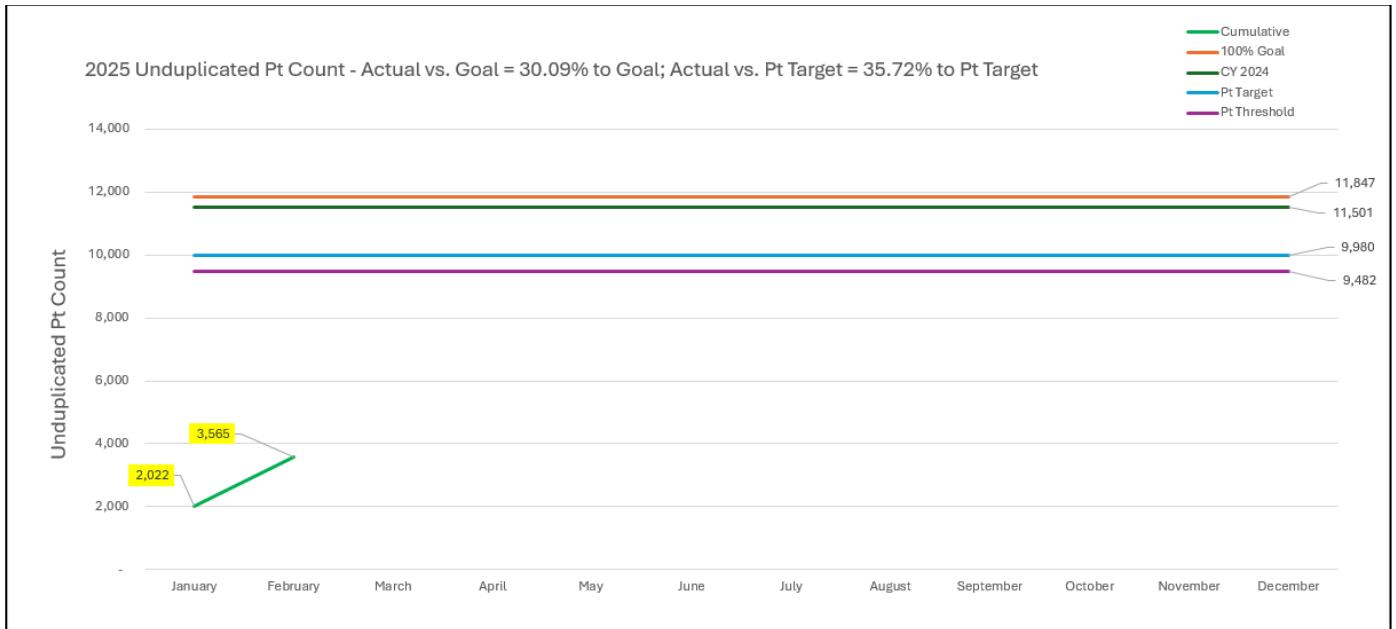
### February Highlights

#### Administrative

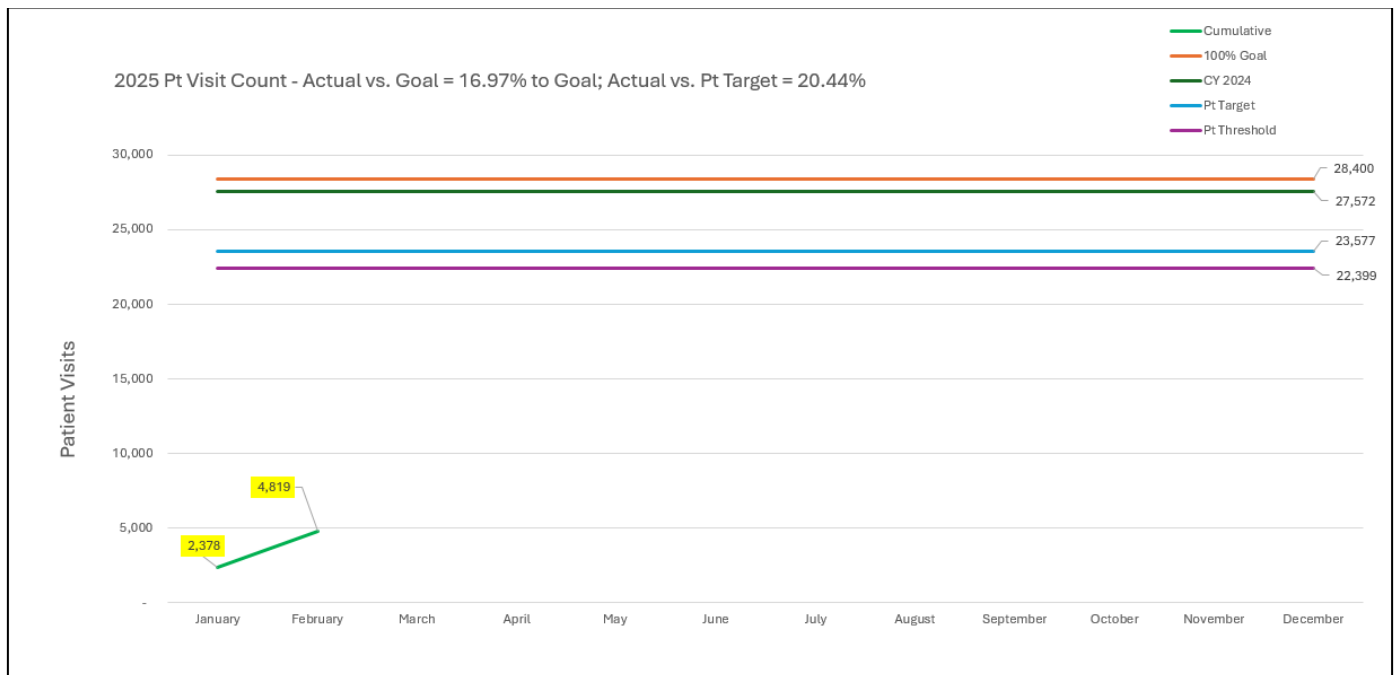
- The HRSA Operational Site Visit (OSV) scheduled for 2/25/25 – 2/27/25 has been postponed. New review dates will be communicated by HRSA.
- The HRSA CY24 UDS annual report requested revisions were submitted on 3/6/25.
- The HRSA onsite Behavioral Health Technical Assistance engagement is scheduled for 3/25/25.
- The HRSA CY26 FTCA redeeming process is underway. The application is due in June 2025.
- The Family Planning Title X CY24 FPAR 2.0 report was successfully submitted on 2/24/25.
- The Family Planning Title X site visit is scheduled for September 2025.
- New medical appointment templates will be implemented in April 2025.
- One health center employee, a Community Health Worker was recognized as SNHD's March employee of the month.

## Access

### Unduplicated Patients – February 2025



### Patient Visits Count – February 2025



### Provider Visits by Program and Site – February 2025

Facility	Program	FEB			FY25 YTD	FY24 YTD	FY YTD YoY%
		FEB '25	FEB '24	YoY %			
Decatur	Family Health	678	465	31%	4,314	3,168	27%
Fremont	Family Health	392	343	13%	2,477	1,429	42%
<b>Total</b>	<b>Family Health</b>	<b>1,070</b>	<b>808</b>	<b>24%</b>	<b>6,791</b>	<b>4,597</b>	<b>32%</b>
Decatur	Family Planning	174	122	30%	1,156	1,130	2%
Fremont	Family Planning	185	89	52%	1,039	600	42%
<b>Total</b>	<b>Family Planning</b>	<b>359</b>	<b>211</b>	<b>41%</b>	<b>2,195</b>	<b>1,730</b>	<b>21%</b>
Decatur	Sexual Health	532	597	-12%	3,545	4,557	-29%
Fremont	Sexual Health	172	36	79%	905	50	
ASEC	Sexual Health		124		113	999	
<b>Total</b>	<b>Sexual Health</b>	<b>704</b>	<b>757</b>	<b>-8%</b>	<b>4,563</b>	<b>5,606</b>	<b>-23%</b>
Decatur	Behavioral Health	140	144	-3%	868	1,025	-18%
Fremont	Behavioral Health	122	1		802	2	
<b>Total</b>	<b>Behavioral Health</b>	<b>262</b>	<b>145</b>	<b>45%</b>	<b>1,670</b>	<b>1,027</b>	<b>39%</b>
Decatur	Ryan White	231	211	9%	1,673	1,726	-3%
Fremont	Ryan White	14	13		156	25	
<b>Total</b>	<b>Ryan White</b>	<b>245</b>	<b>224</b>	<b>9%</b>	<b>1,829</b>	<b>1,751</b>	<b>4%</b>
<b>FQHC Total</b>		<b>2,640</b>	<b>2,145</b>	<b>19%</b>	<b>17,048</b>	<b>14,711</b>	<b>14%</b>

## Pharmacy Services

	Feb-24	Feb-25		FY24	FY25		% Change YOY
<b>Client Encounters (Pharmacy)</b>	1,358	1,478	↑	10,832	11,287	↑	4.2%
<b>Prescriptions Filled</b>	2,018	2,538	↑	15,21	18,842	↑	23.9%
<b>Client Clinic Encounters (Pharmacist)</b>	28	71	↑	242	482	↑	99.2%
<b>Financial Assistance Provided</b>	14	47	↑	135	271	↑	100.7%
<b>Insurance Assistance Provided</b>	2	19	↑	46	87	↑	89.1%

- A. Dispensed 2,538 prescriptions for 1,478 clients.
- B. Pharmacist completed 71 client clinic encounters.
- C. Assisted 47 clients to obtain medication financial assistance.
- D. Assisted 19 clients with insurance approvals.

## Family Planning Services

- A. The Family Planning program access was up 41% in February and is up 21% 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. New appointment templates will be implemented next month.

- B. The program is 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 redefining the program as a provider of sexual and reproductive health services. Health center providers are receiving Family Planning specific training to support this transition.
- 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.

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

- A. The Ryan White program received 79 referrals between February 1<sup>st</sup> and February 28<sup>th</sup>. There were three (3) pediatric clients referred to the Medical Case Management program in February and the program received three (3) referrals for pregnant women living with HIV during this time.
- B. There were 670 total service encounters in the month of February provided by the Ryan White program Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 361 unduplicated clients served under these programs in February.
- C. The Ryan White ambulatory clinic had a total of 448 visits in the month of February: 29 initial provider visits, 184 established provider visits including 9 tele-visits (established clients). There were 24 nurse visits and 211 lab visits. There were 61 Ryan White services provided under Behavioral Health by the licensed mental health providers and the Psychiatric APRN during the month of February with 49 unduplicated clients served. There were 20 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in February.
- D. The Ryan White clinic continues to provider 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 12 patients seen under the Rapid StART program in February.

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

- A. The FQHC Sexual Health Clinic (SHC) provided 1,326 encounters to 851 unduplicated patients for the month of February. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The SHC continues to collaborate with UMC on referrals for evaluation and treatment of neurosyphilis. The SHC is collaborating with the Sexual Health and Outreach Prevention Program (SHOPP) on 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 SHC refers pregnant patients with syphilis and patients needing complex STI evaluation and treatment to SHOPP for nurse case management services.
- C. SHC staff continue to be ready to see patients for Mpox evaluation and referral for vaccine.
- D. SHC providers and the clinical support team attended Diabetic Management training.

### E. Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	8
Referrals for Chronic Hep B	1
Referrals for STD	1
Pediatric Refugee Exams	27
Clients encounter by program (adults)	44
Refugee Health Screening for February 2025	71
<b>Total for FY24-25</b>	<b>503</b>

### Eligibility and Insurance Enrollment Assistance

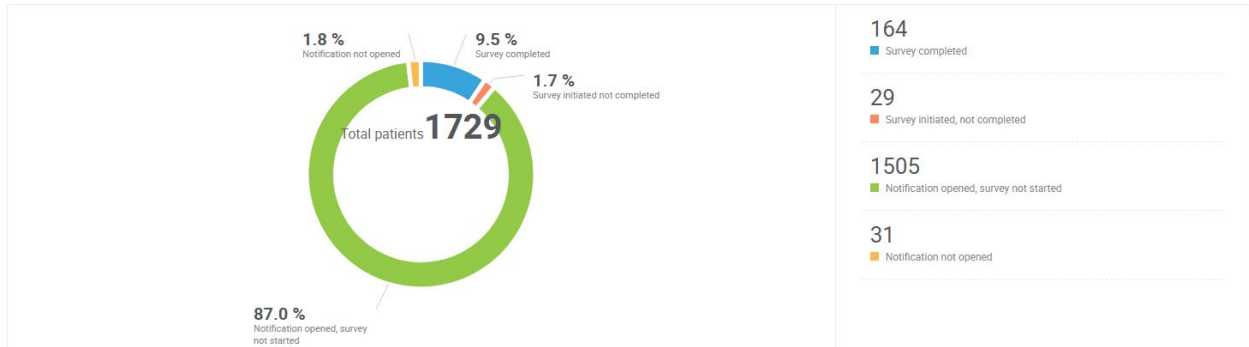
Patients in need of eligibility assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients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

### 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 – February 2025

## Overview



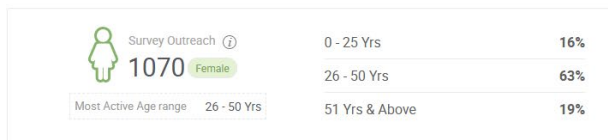
164  
Survey completed

29  
Survey initiated, not completed

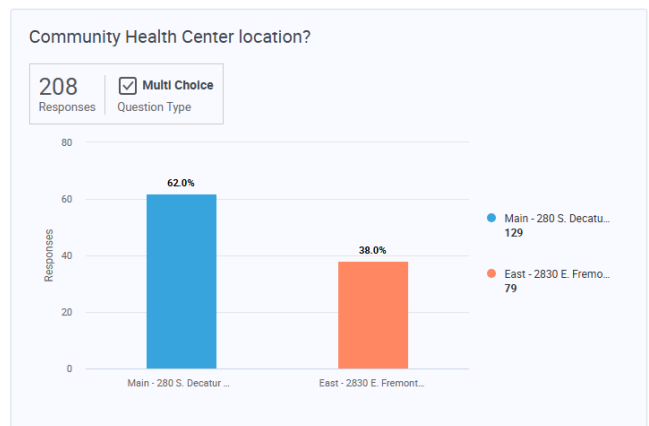
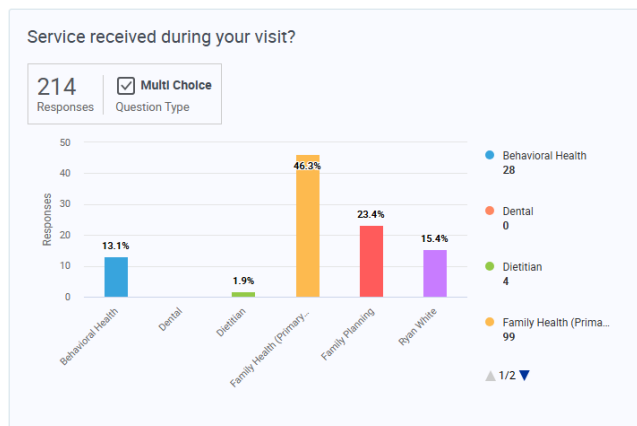
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Notification opened, survey not started

31  
Notification not opened

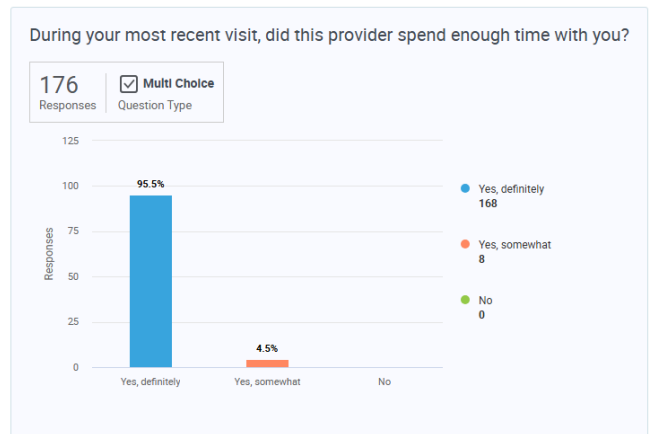
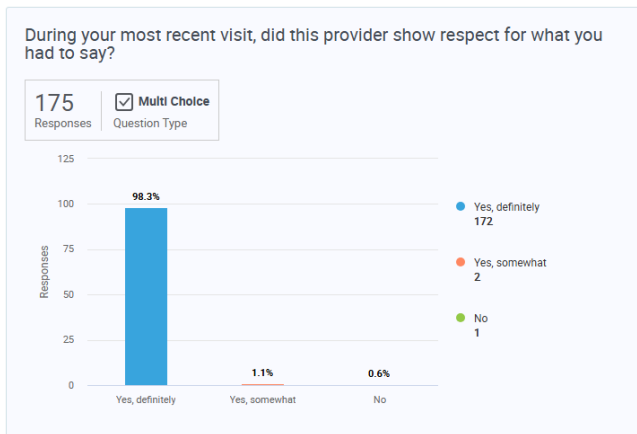
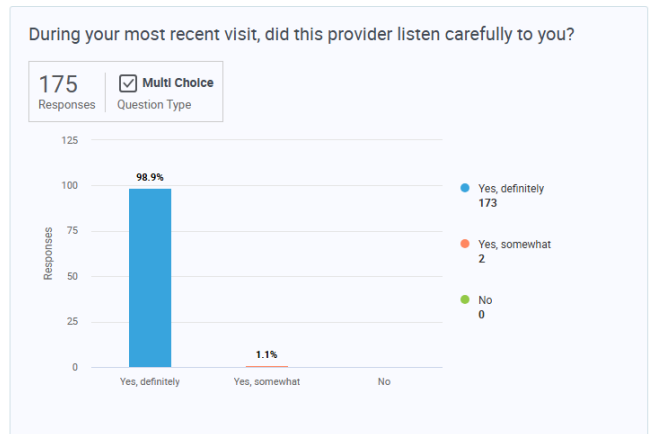
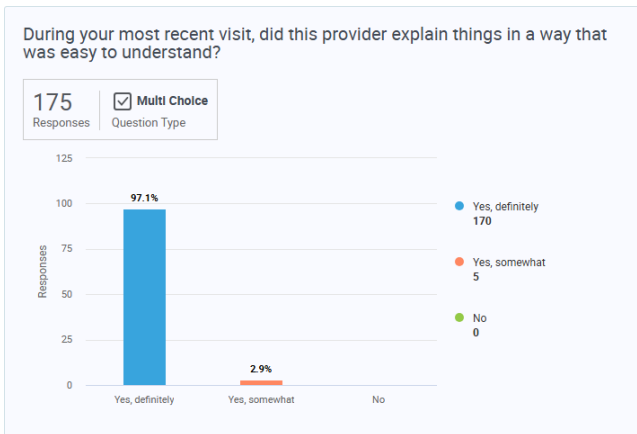
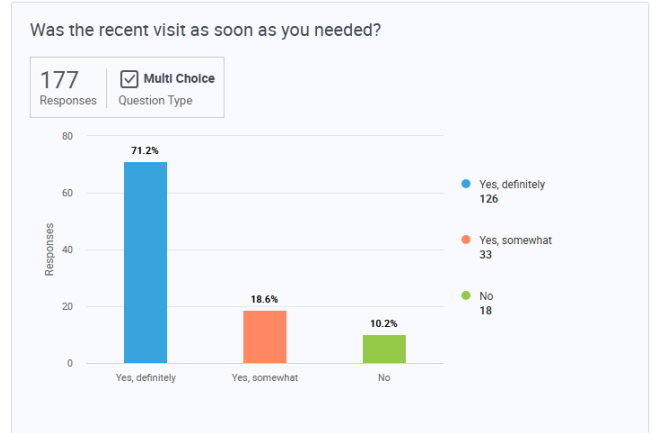
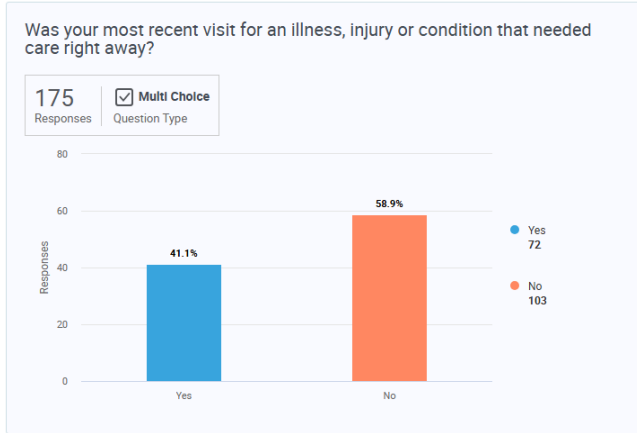
### Gender



## Service and Location

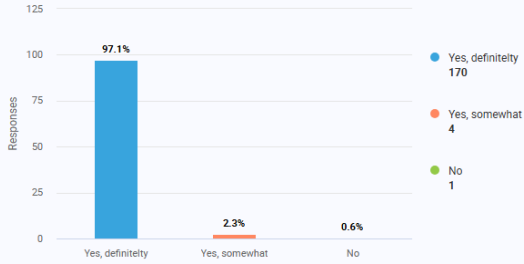


## Provider, Staff, and Facility



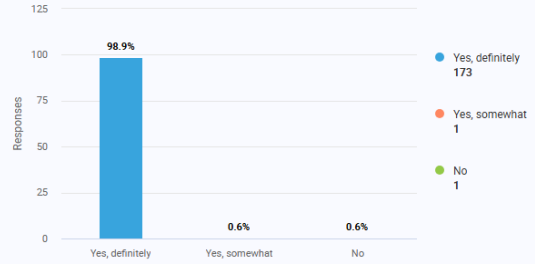
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

175 Responses  Multi Choice Question Type



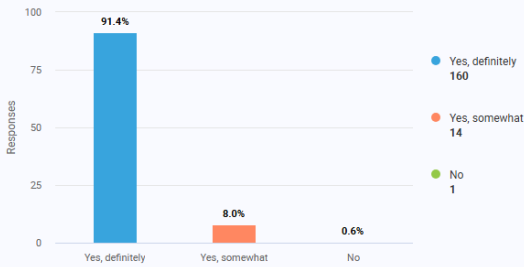
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

175 Responses  Multi Choice Question Type



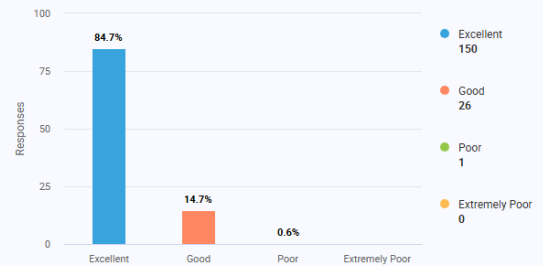
Thinking about your recent visit, was it easy to schedule an appointment?

175 Responses  Multi Choice Question Type



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

177 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?

177

Responses

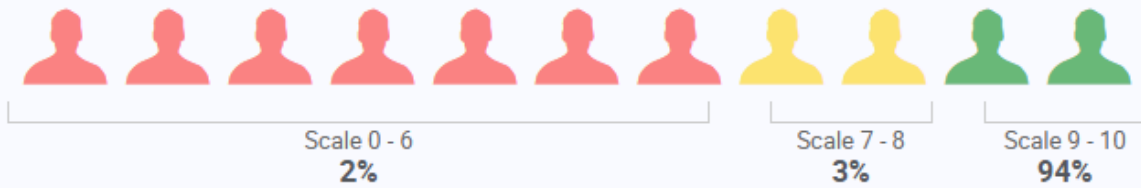
123

Numbers

Question Type

92

Net Promoter Score (NPS)



4

Scale 0 - 6

6

Scale 7 - 8

167

Scale 9 - 10

## General Information

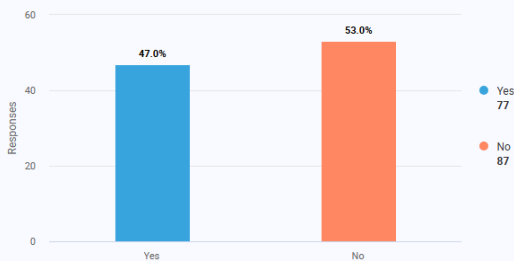
Do you have health insurance?

164

Responses

Multi Choice

Question Type



How did you hear about us?

167

Responses

Multi Choice

Question Type

