

## MEMORANDUM

**Date:** May 20, 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 Chief Executive Officer Report – April 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.

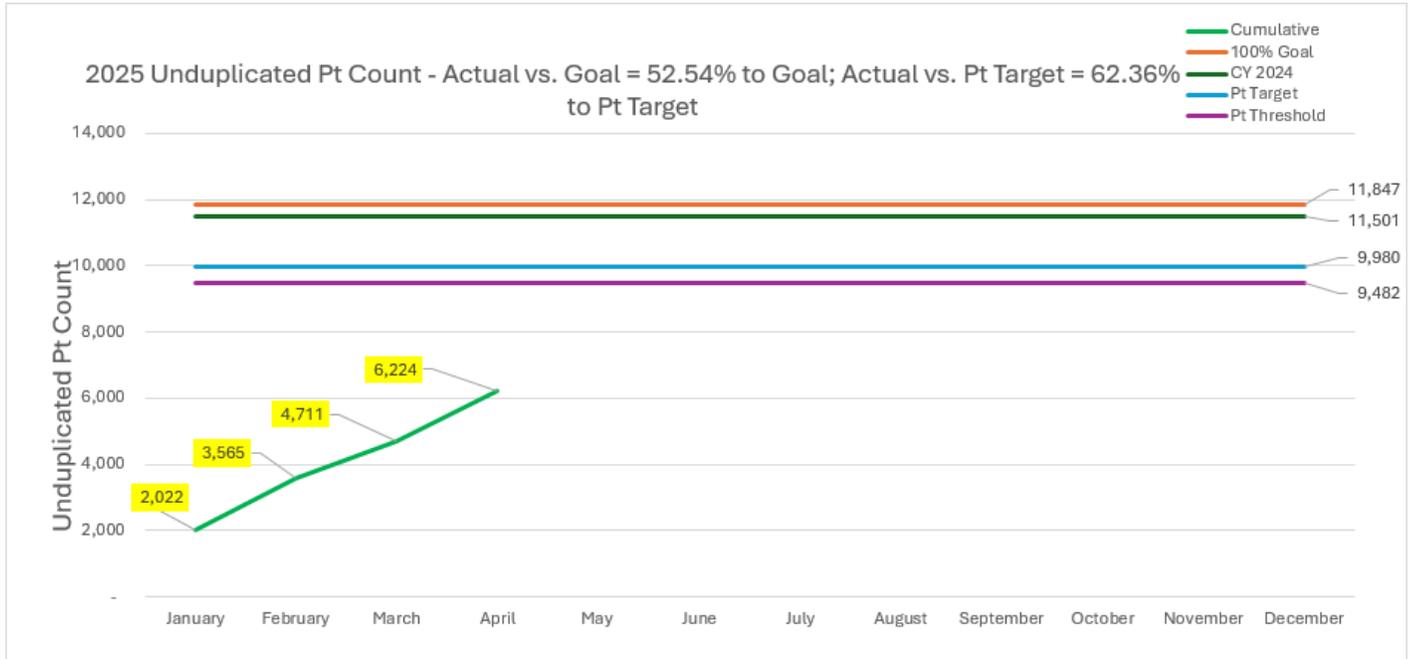
### April Highlights

#### Administrative

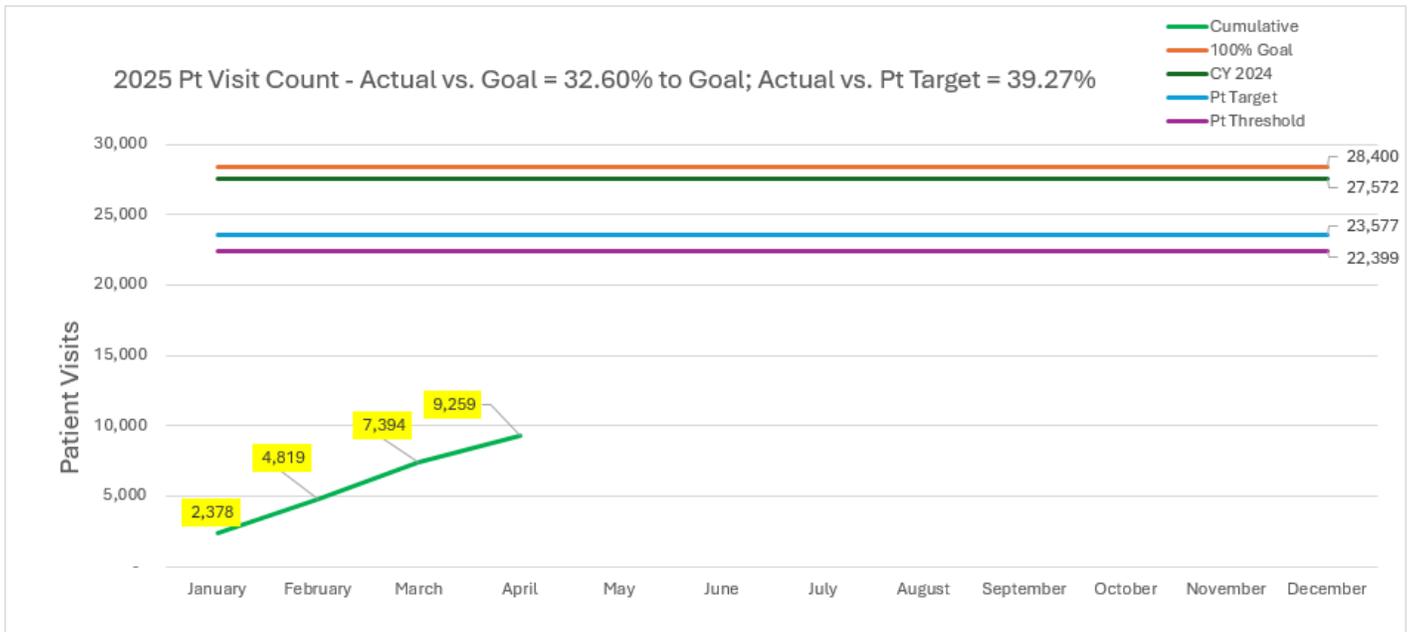
- The HRSA Operational Site Visit (OSV) conducted on 4/8/25 – 4/10/25 yielded six findings. The health center's initial corrective action submitted on April 30<sup>th</sup> cleared two of the six findings. On May 7<sup>th</sup>, the health center submitted corrective actions to clear the remaining four findings. The outcome of the May 7<sup>th</sup> submission is pending.
- The Nevada Family Planning program site visit on April 30<sup>th</sup> was successfully completed with no findings.
- The Title X Family Planning site visit is scheduled for September 2<sup>nd</sup> – 4<sup>th</sup>.
- A new Medicaid dashboard report has been created and will be included in the monthly board report going forward.
- Health center staff participated in a District-wide Organizational Vital Signs survey for the purpose of identifying areas where the organization is doing well supporting the workforce as well as opportunities for increased engagement. This is the third consecutive year the survey tool has been used. The health center's 2025 survey results show positive progress between 2024 and 2025 across all climate drivers (key indicators) that support improved performance outcomes. Those climate drivers include motivation, trust, execution, change, and teamwork. Similarly, the health center had improvements in all performance outcome areas, including retention, productivity, customer focus, and future success.
- There are seven vacant positions on a recruitment freeze. Recruitment of a new clinical staff physician for the Fremont location is underway.
- Two health center employees, a Medical Assistant and a Community Health Worker are recognized as SNHD's May employees of the month.

## Access

### Unduplicated Patients – April 2025



### Patient Visits Count – April 2025



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

| Facility          | Program                  | APR '25      | APR '24      | APR YoY %  | FY25 YTD      | FY24 YTD      | FY YTD YoY% |
|-------------------|--------------------------|--------------|--------------|------------|---------------|---------------|-------------|
| Decatur           | Family Health            | 886          | 627          | 29%        | 5,983         | 4,277         | 29%         |
| Fremont           | Family Health            | 534          | 329          | 38%        | 3,454         | 2,032         | 41%         |
| <b>Total</b>      | <b>Family Health</b>     | <b>1,420</b> | <b>956</b>   | <b>33%</b> | <b>9,437</b>  | <b>6,309</b>  | <b>33%</b>  |
| Decatur           | Family Planning          | 187          | 201          | -7%        | 1,579         | 1,479         | 6%          |
| Fremont           | Family Planning          | 191          | 143          | 25%        | 1,429         | 840           | 41%         |
| <b>Total</b>      | <b>Family Planning</b>   | <b>378</b>   | <b>344</b>   | <b>9%</b>  | <b>3,008</b>  | <b>2,319</b>  | <b>23%</b>  |
| Decatur           | Sexual Health            | 610          | 571          | 6%         | 4,635         | 5,675         | -22%        |
| Fremont           | Sexual Health            | 170          | 45           | 74%        | 1,196         | 127           |             |
| ASEC              | Sexual Health            |              | 115          |            | 113           | 1,210         |             |
| <b>Total</b>      | <b>Sexual Health</b>     | <b>780</b>   | <b>731</b>   | <b>6%</b>  | <b>5,944</b>  | <b>7,012</b>  | <b>-18%</b> |
| Decatur           | Behavioral Health        | 191          | 144          | 25%        | 1,210         | 1,266         | -5%         |
| Fremont           | Behavioral Health        | 136          | 90           |            | 1,054         | 120           |             |
| <b>Total</b>      | <b>Behavioral Health</b> | <b>327</b>   | <b>234</b>   | <b>28%</b> | <b>2,264</b>  | <b>1,386</b>  | <b>39%</b>  |
| Decatur           | Ryan White               | 264          | 248          | 6%         | 2,190         | 2,195         | 0%          |
| Fremont           | Ryan White               | 19           | 11           |            | 203           | 52            |             |
| <b>Total</b>      | <b>Ryan White</b>        | <b>283</b>   | <b>259</b>   | <b>8%</b>  | <b>2,393</b>  | <b>2,247</b>  | <b>6%</b>   |
| <b>FQHC Total</b> |                          | <b>3,188</b> | <b>2,524</b> | <b>21%</b> | <b>23,046</b> | <b>19,273</b> | <b>16%</b>  |

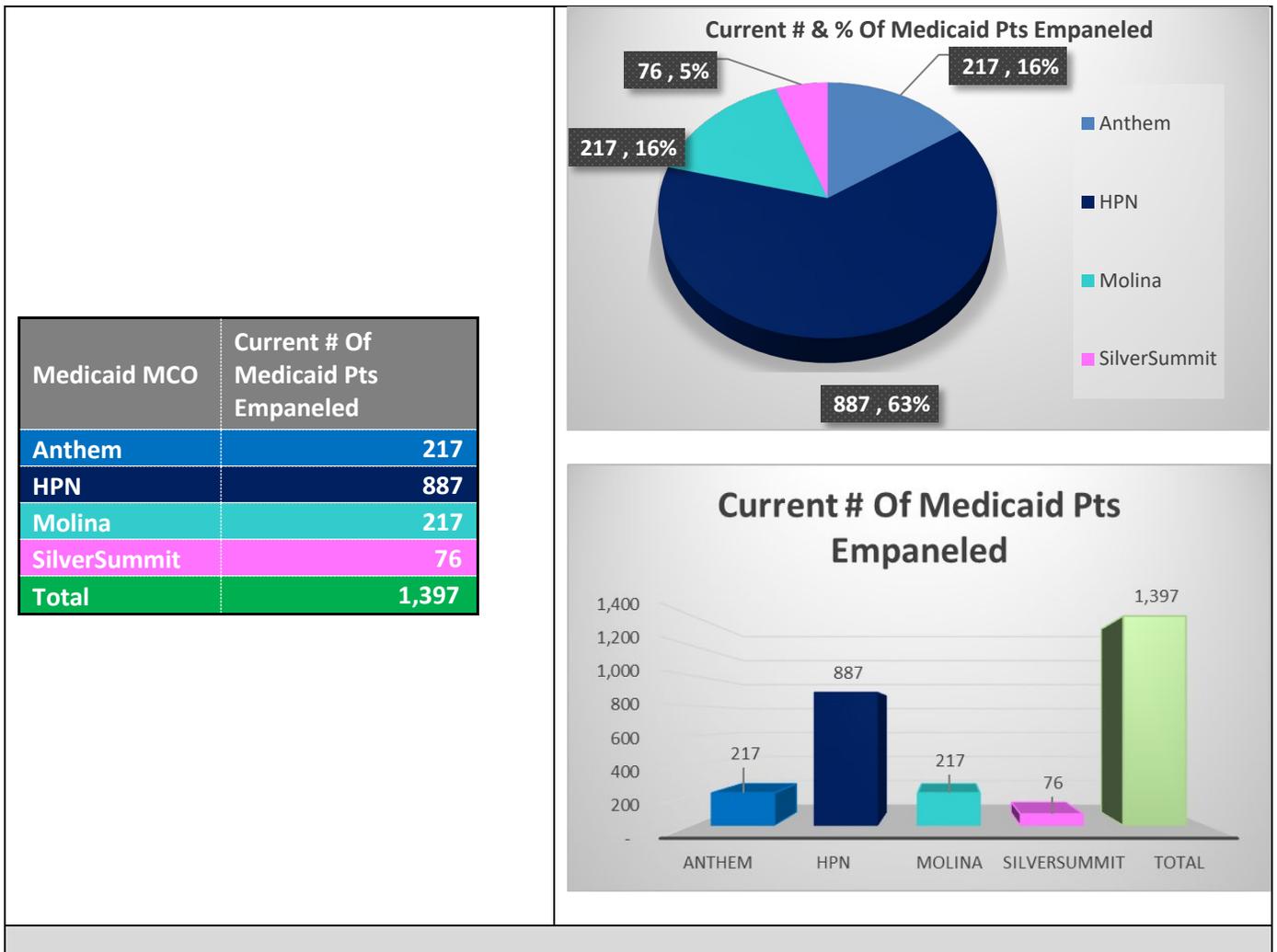
**Pharmacy Services**

|  | Apr-25 | Apr-24 |   | FY25 YTD | FY24 YTD |   | % Change YOY |
|--|--------|--------|---|----------|----------|---|--------------|
| <b>Client Encounters (Pharmacy)</b>          | 1,725  | 1,388  | ↑ | 14,571   | 13,438   | ↑ | <b>8.4%</b>  |
| <b>Prescriptions Filled</b>                  | 3,133  | 2,249  | ↑ | 24,656   | 19,387   | ↑ | <b>27.2%</b> |
| <b>Client Clinic Encounters (Pharmacist)</b> | 63     | 56     | ↑ | 645      | 337      | ↑ | <b>91.4%</b> |
| <b>Financial Assistance Provided</b>         | 32     | 25     | ↑ | 344      | 180      | ↑ | <b>91.1%</b> |
| <b>Insurance Assistance Provided</b>         | 11     | 10     | ↑ | 107      | 62       | ↑ | <b>72.6%</b> |

- A. Dispensed 3,133 prescriptions for 1,725 patients.
- B. The pharmacist completed 63 patient clinic encounters.
- C. Assisted 32 patients to obtain medication financial assistance.
- D. Assisted 11 patients with insurance approvals.

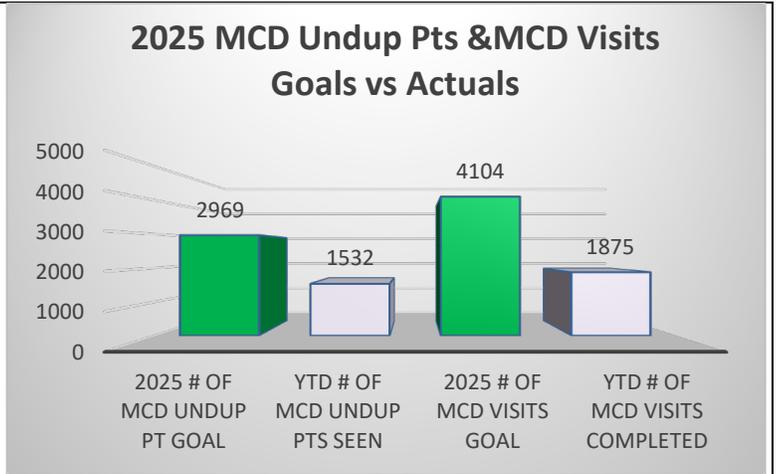
## Medicaid Managed Care Organization (MCO)

|  |         |
|--|---------|
| <b>2024</b>  |         |
| YTD (April 2024) # of Medicaid Unduplicated Pts Seen | 2,827   |
| # of Medicaid Pts Assigned to SNCHC                  | 0       |
| # of Empaneled Pts Not Yet Seen                      | 474     |
| 2024 Goal of Medicaid Visits                         | 2,831   |
| YTD (April 2024) # of Medicaid Visits                | 3,908   |
| % of Medicaid Pts Seen to Goal                       | 138.04% |
| Average # of Medicaid Visits per Unduplicated Pt     | 1.38    |

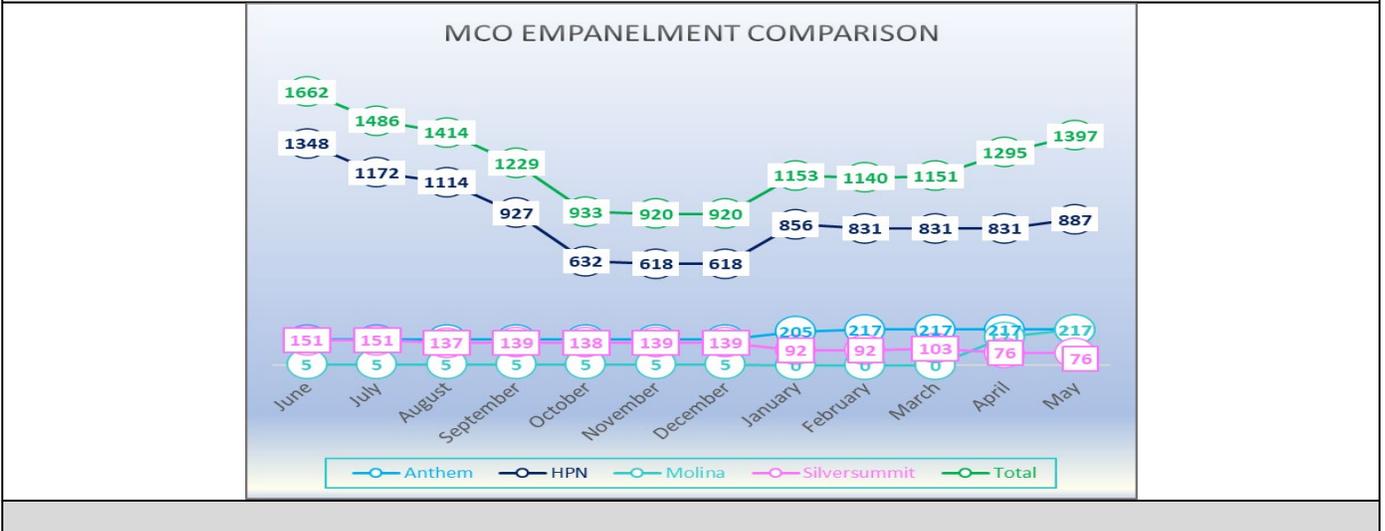
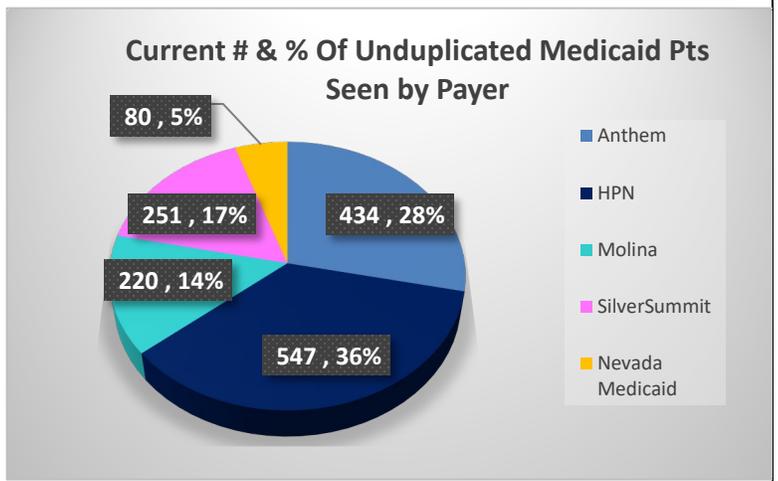


|                                     |              |
|-------------------------------------|--------------|
| <b>2025 # of MCD Undup Pt Goal</b>  | <b>2,969</b> |
| YTD # of MCD Undup Pts Seen         | 1,532        |
| % of Unduplicated Pts to Goal       | 51.60%       |
| # of Medicaid Pts Assigned to SNCHC | 1,410        |
| # of Empaneled Pts Not Yet Seen     | ?            |

|   |              |
|---|--------------|
| <b>2025 # of MCD Visits Goal</b>          | <b>4,104</b> |
| YTD # of MCD Visits Completed             | 1,875        |
| % of Medicaid Pts Visits to Goal          | 45.69%       |
| Average # of Medicaid visits per undup pt | 1.22         |



| 2025 # of Unduplicated MCD Pts Seen |              |
|-------------------------------------|--------------|
| Anthem                              | 434          |
| HPN                                 | 547          |
| Molina                              | 220          |
| SilverSummit                        | 251          |
| Nevada Medicaid                     | 80           |
| <b>Total</b>                        | <b>1,532</b> |



## **Family Planning Services**

- A. Family Planning program access was up 9% in April and is up 23% 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 have been implemented in response to this work. A new lunch break schedule was implemented to increase access to care during the middle of the day. New metrics are being tracked focused on the percentage of appointments scheduled per provider per day as well tracking the third next available appointment by new and established appointments. The data will be used to make additional fine tuning to the appointment schedules.
- 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 Title X site visit in September 2025. Work to prepare for the audit is under way.

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

- A. The Ryan White program received 75 referrals between April 1<sup>st</sup> and April 30<sup>th</sup>. There were two (2) pediatric clients referred to the Medical Case Management in April and the program received one (1) referral for a pregnant woman living with HIV during this time.
- B. There were 623 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 336 unique clients served under these programs in April.
- C. The Ryan White ambulatory clinic provided a total of 552 visits in the month of April, including: 23 initial provider visits, 237 established provider visits including 8 tele-visits (established clients). There were 27 nurse visits and 265 lab visits. There were 58 Ryan White services provided under Behavioral Health by the licensed mental health practitioners and the Psychiatric APRN during the month of April. There were 10 Ryan White clients seen by the Registered Dietitian under Medical Nutrition Services.
- D. The Ryan White clinic continues to provide 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 five (5) patients seen under the Rapid StART Program in April.

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

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,629 unique services to 865 unduplicated patients for the month of April. 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 the evaluation and treatment of neurosyphilis. The SHC collaborates with the Public Health & Preventive Care (PPC) - Sexual Health and Outreach Prevention Programs (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 FQHC-SHC refers pregnant patients with syphilis and patients needing complex STI evaluation and treatment to PPC SHOPP for nurse case management services.
- C. Two (2) FQHC-SHC Nurses attended the employee skills fair in April.

## Refugee Health Program (RHP)

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

|   |            |
|---|------------|
| Client required medical follow- up for Communicable Diseases    | -          |
| Refugee Health Screening for Ova and Parasites (positive tests) | 11         |
| Referrals for TB issues   | 3          |
| Referrals for Chronic Hep B                                     | 0          |
| Referrals for STD   | 3          |
| Pediatric Refugee Exams   | 2          |
| Clients encounter by program (adults)                           | 37         |
| Refugee Health Screening for April 2025                         | 39         |
| <b>Total for FY24-25</b>  | <b>604</b> |

## Eligibility and Insurance Enrollment Assistance

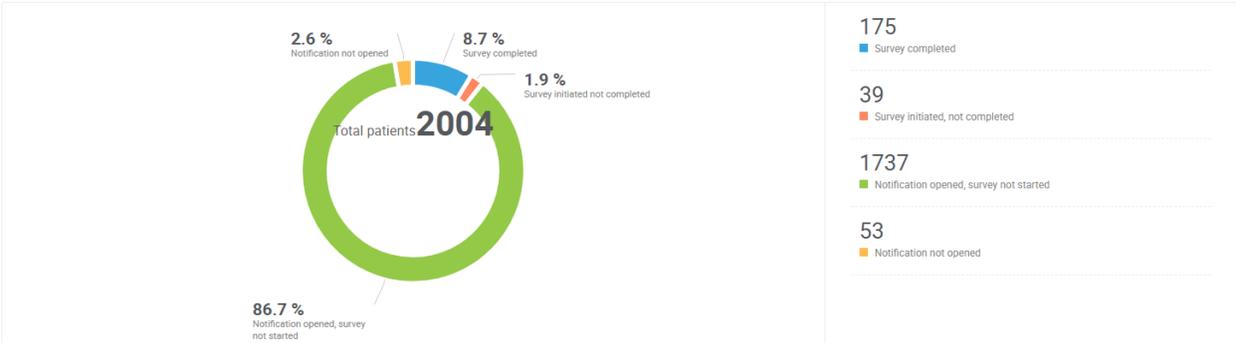
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of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

## Patient Satisfaction: See attached survey results.

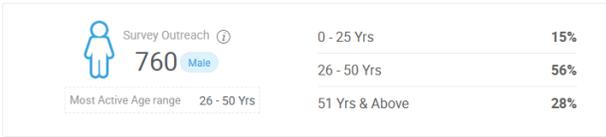
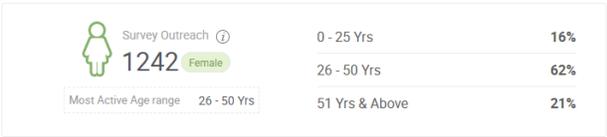
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

# Southern Nevada Community Health Center Patient Satisfaction Survey – April 2025

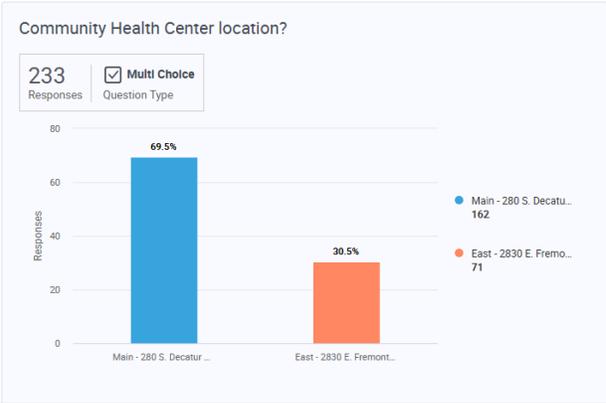
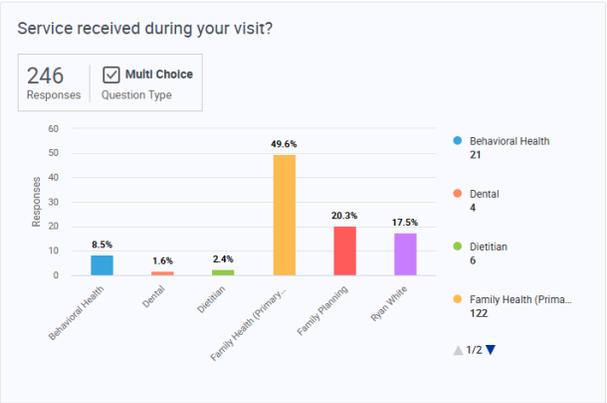
## Overview



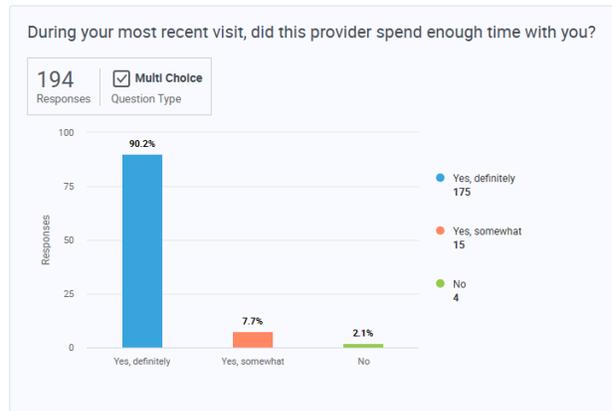
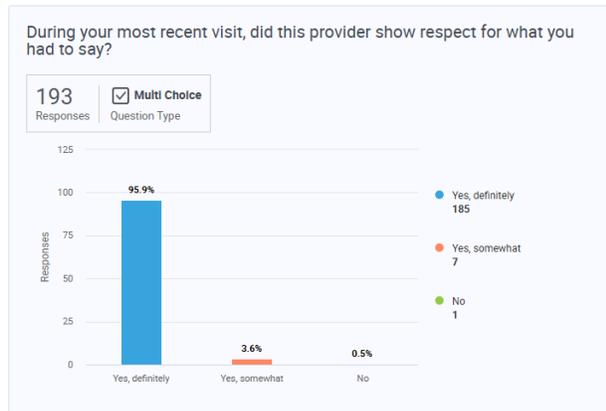
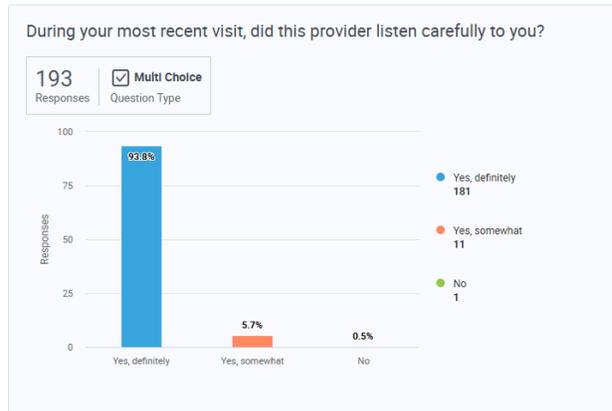
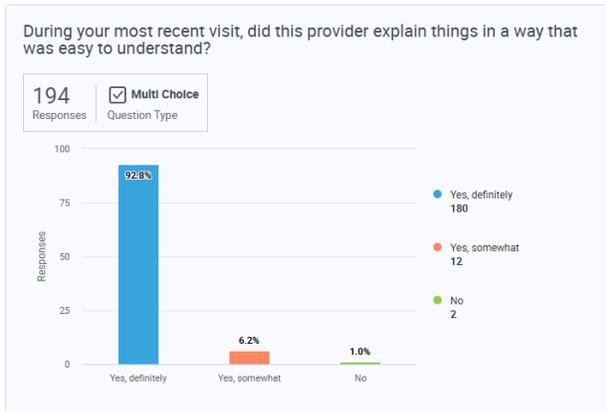
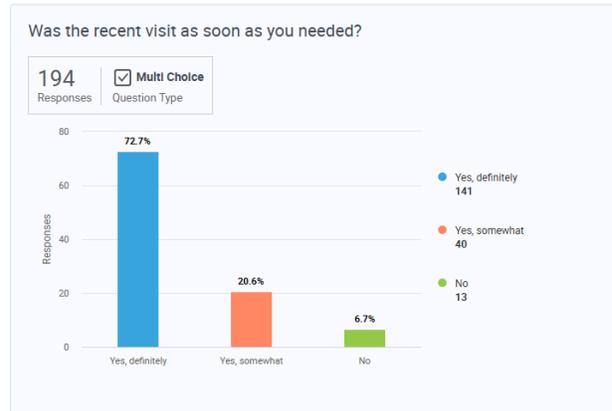
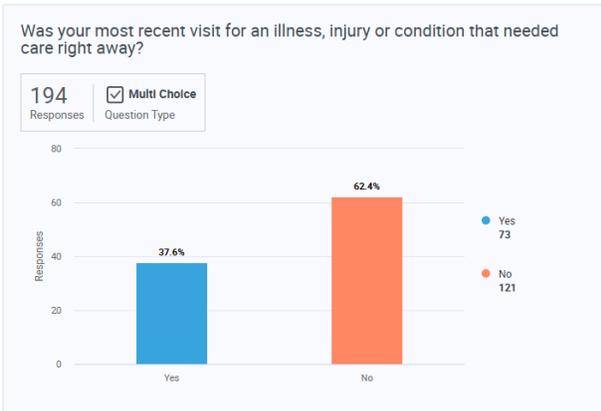
### Gender



## Service and Location

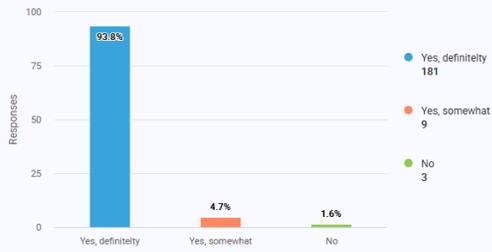


## Provider, Staff, and Facility



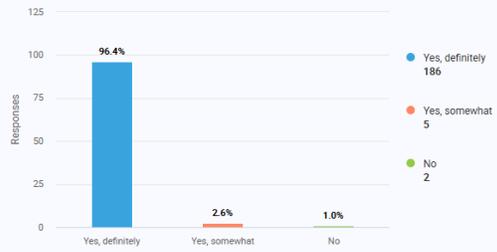
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

193 Responses  Multi Choice Question Type



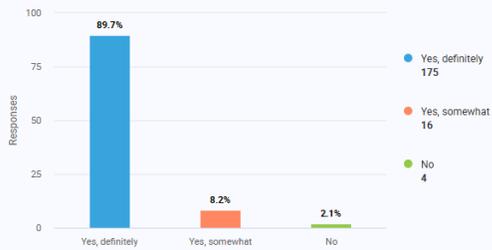
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

193 Responses  Multi Choice Question Type



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

195 Responses  Multi Choice Question Type



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

195 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?

194

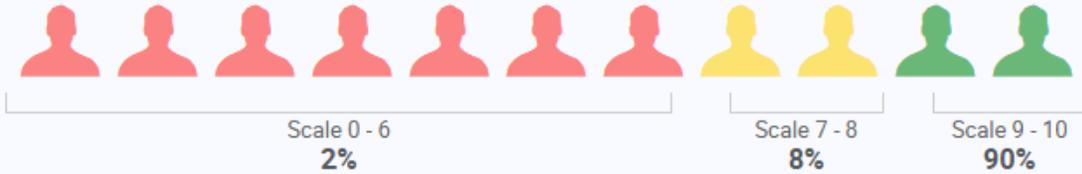
Responses

123 Numbers

Question Type

88

Net Promoter Score (NPS)



3

Scale 0 - 6

16

Scale 7 - 8

175

Scale 9 - 10

## General Information

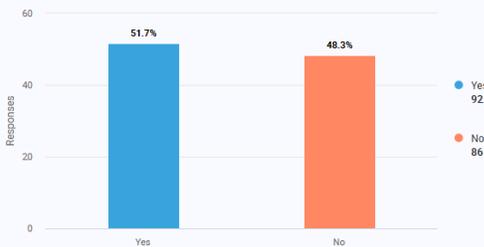
Do you have health insurance?

178

Responses

Multi Choice

Question Type



How did you hear about us?

189

Responses

Multi Choice

Question Type

