

MEMORANDUM

Date: June 17, 2025

To: Southern Nevada Community Health Center Governing Board

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

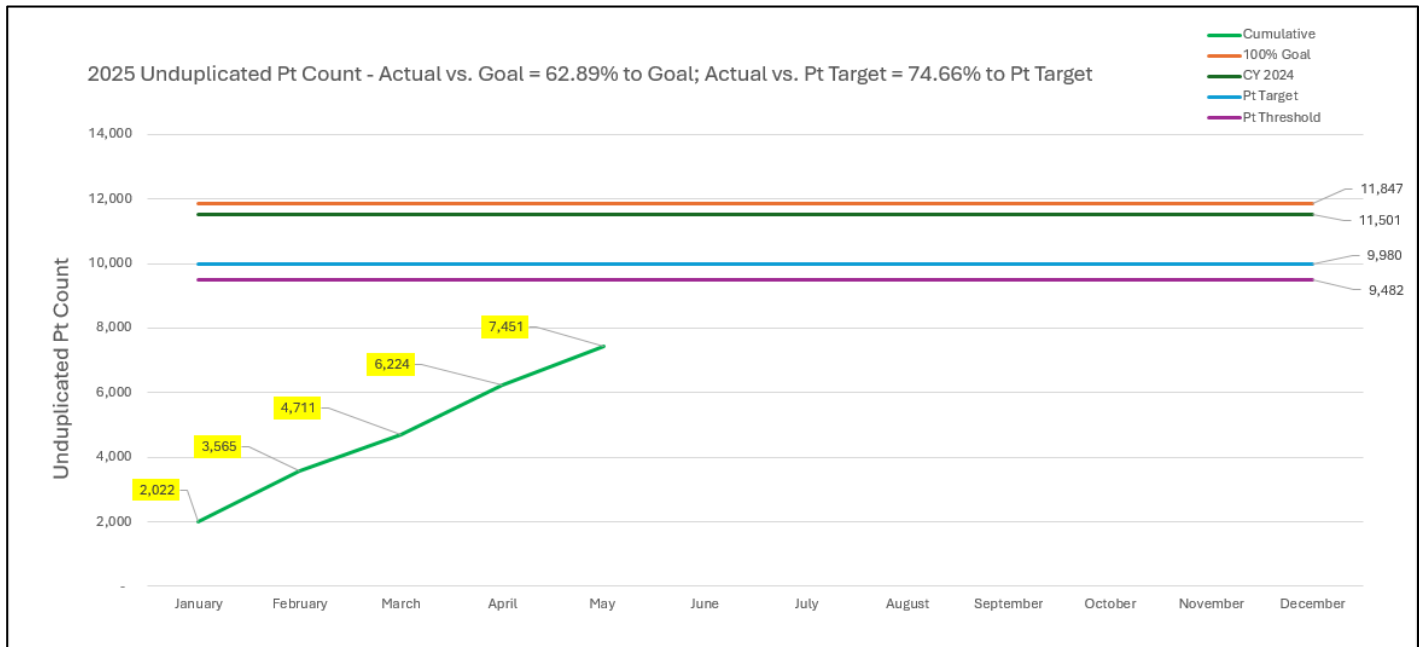
Cassius Lockett, PhD, District Health Officer *CL*

Subject: Community Health Center FQHC Chief Executive Officer Report – May 2025

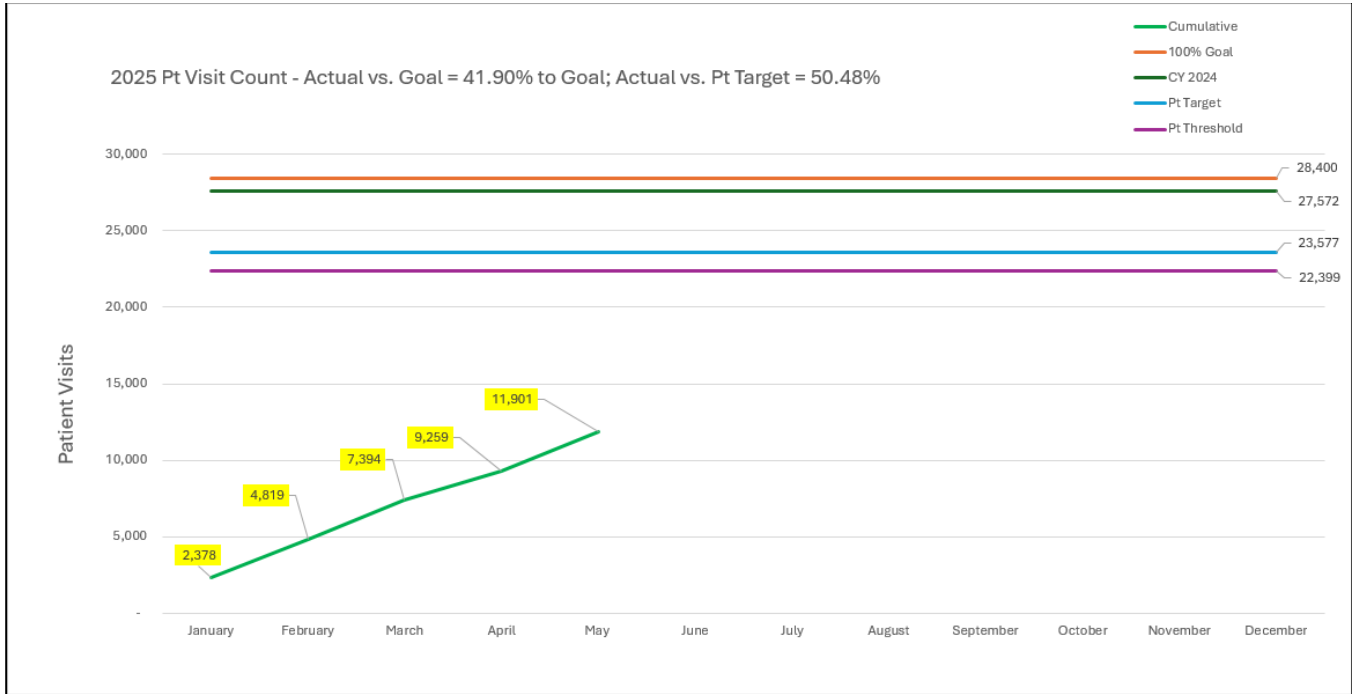
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

Access

Unduplicated Patients – May 2025



Patient Visits Count – May 2025



Provider Visits by Program and Site – May 2025

Facility	Program	MAY '25	MAY '24	MAY YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	756	553	27%	6,739	4,830	28%
Fremont	Family Health	443	375	15%	3,897	2,407	38%
Total	Family Health	1,199	928	23%	10,636	7,237	32%
Decatur	Family Planning	165	162	2%	1,744	1,641	6%
Fremont	Family Planning	132	83	37%	1,561	923	41%
Total	Family Planning	297	245	18%	3,305	2,564	22%
Decatur	Sexual Health	530	486	8%	5,165	6,161	-19%
Fremont	Sexual Health	159	81	49%	1,355	208	
ASEC	Sexual Health		139		113	1,349	
Total	Sexual Health	689	706	-2%	6,633	7,718	-16%
Decatur	Behavioral Health	121	153	-26%	1,331	1,419	-7%
Fremont	Behavioral Health	129	116	10%	1,183	236	
Total	Behavioral Health	250	269	-8%	2,514	1,655	34%
Decatur	Ryan White	222	200	10%	2,412	2,395	1%
Fremont	Ryan White	35	16		238	68	
Total	Ryan White	257	216	16%	2,650	2,463	7%
FQHC Total		2692	2364	12%	25738	21637	16%

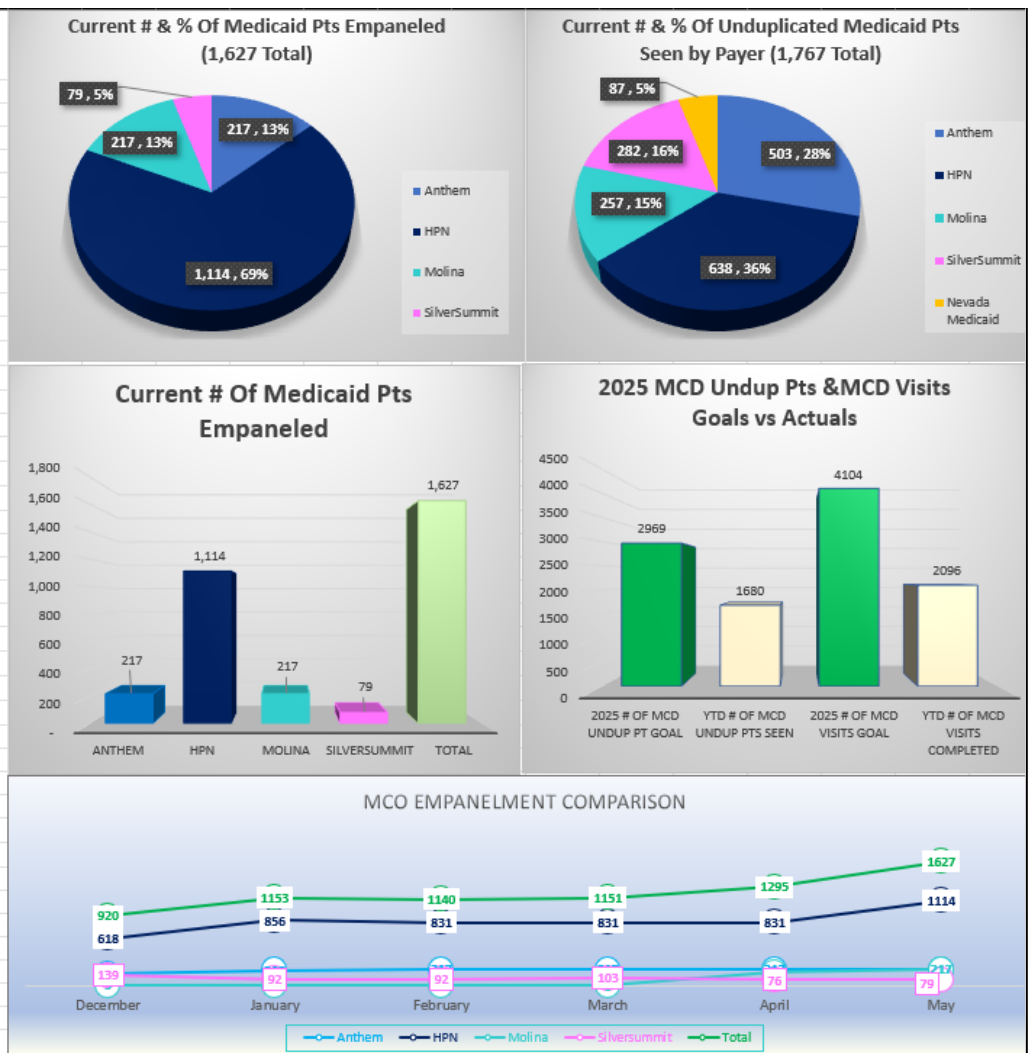
Pharmacy Services

	May-25	May-24		FY25 YTD	FY24 YTD		% Change YOY
Client Encounters (Pharmacy)	1,645	1,303	↑	16,216	14,741	↑	10.0%
Prescriptions Filled	2,838	2,137	↑	27,494	21,524	↑	27.7%
Client Clinic Encounters (Pharmacist)	75	71	↑	720	408	↑	76.5%
Financial Assistance Provided	16	19	↓	360	199	↑	80.9%
Insurance Assistance Provided	6	2	↑	113	64	↑	76.6%

- A. Dispensed 2,838 prescriptions for 1,645 clients.
- B. Pharmacist completed 75 client clinic encounters.
- C. Assisted 16 clients to obtain medication financial assistance.
- D. Assisted 6 clients with insurance approvals.

Medicaid Managed Care Organization (MCO)

Medicaid MCO	Current # Of Medicaid
Anthem	217
HPN	1,114
Molina	217
SilverSummit	79
Total	1,627
2025 # of MCD Undup Pt Goal	2969
YTD # of MCD Undup Pts Seen	1680
% of Unduplicated Pts to Goal	56.58%
# of Medicaid Pts Assigned to SNCHC	1,627
# of Empaneled Pts Not Yet Seen	?
2025 # of MCD Visits Goal	4104
YTD # of MCD Visits Completed	2096
% of Medicaid Pts Visits to Goal	51.07%
Average # of Medicaid visits per undup	1.25
2025 # of Unduplicated MCD Pts Seen	
Anthem	503
HPN	638
Molina	257
SilverSummit	282
Nevada Medicaid	87
Total	1,767
2025 # of Empaneled MCD Pts Seen	
Anthem	?
HPN	?
Molina	?
SilverSummit	?
Nevada Medicaid	?
Total	-
2024	
YTD # of Medicaid Unduplicated Pts Se	2827
# of Medicaid Pts Assigned to SNCHC	920
# of Empaneled Pts Not Yet Seen	474
2024 Goal of Medicaid Visits	2831
YTD # of Medicaid Visits	3908
% of Medicaid Pts Seen to Goal	138.04%
Average # of Medicaid visits per undup	1.38



Behavioral Health Services

- A. During the month of May, two doctoral students from UNLV's School of Public Health: Department of Social & Behavioral Health, began volunteering. They are creating a tool to measure the effectiveness of integrated care currently taking place in the clinic between medical and behavioral health.
- B. Planning is underway to provide a support group to newly diagnosed HIV patients in the Ryan White program. The group will meet bimonthly and will be held in English and Spanish. The group aims to provide education on various topics in addition to providing therapeutic support. The facilitating team has been surveying patients to assist with understanding what topics are most pertinent to them. The group officially launches on June 3, 2025.
- C. For Mental Health Awareness Month, the Behavioral Health Manager was asked to speak on a panel, Salon Talk, and bring awareness to the topic of perimenopause, menopause, heart health, and how it impacts one's health and mental health.

Family Planning Services

- A. Family Planning program access was up 18% in May and is up 22% 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 58 referrals between May 1 through May 31. There were four (4) pediatric clients referred to the Medical Case management in May and the program received one (1) referral for pregnant women living with HIV during this time.
- B. There were 740 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 357 unique clients served under these programs in May.
- C. The Ryan White ambulatory clinic provided a total of 480 visits in the month of May, including 26 initial provider visits, 219 established provider visits including 4 tele-visits (established clients). There were 32 nurse visits and 203 lab visits. There were 45 Ryan White services provided under Behavioral Health by the licensed mental health practitioners and the Psychiatric APRN during the month of May.
- D. The Ryan White clinic continues to provide the 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 10 patients seen under the Rapid StART Program in May.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC Sexual Health Clinic (SHC) clinic provided 1,378 unique services to 822 unduplicated patients for the month of May. 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 PPC SHOPP for nurse case management services. The FQHC SHC Community Health Nurse team began providing services following the “Nurse Visit for Follow up (HIV) PrEP Therapy” standard operating procedure.
- C. One FQHC SHC provider and the CHN supervisor attended the Pacific AIDS Education and Training Centers Spring 2025 STI update, “A Syndemic Approach to HIV Care and Prevention Symposium”. The CHN supervisor participated as a panelist in the HIV Preexposure Prophylaxis (PrEP) panel discussion. The panel discussed processes, obstacles, strategies for patient retention in care, and lessons learned in establishing successful HIV PrEP services.
- D. There is one CHN vacancy in FQHC SHC due to a resignation.

Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	
Refugee Health Screening for Ova and Parasites (positive tests)	2
Referrals for TB issues	3
Referrals for Chronic Hep B	2
Referrals for STD	0
Pediatric Refugee Exams	3
Clients encounter by program (adults)	23
Refugee Health Screening for April 2025	26
Total for FY24-25	630

Outreach/In Reach Activity

Number of events	3 - outreach 0 - in reach
Number of people linked to the clinic	8
Number of people reached	124
Number of hours dedicated to outreach	11

Eligibility and Insurance Enrollment Assistance

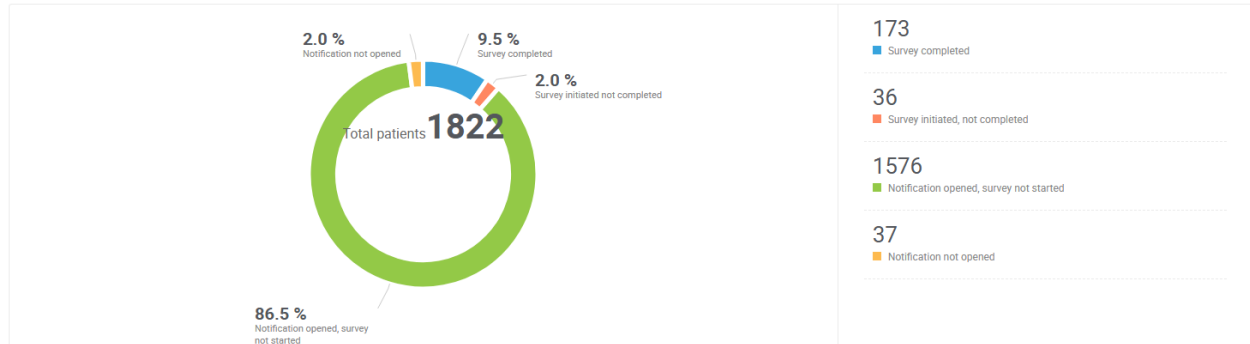
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of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

Patient Satisfaction: See attached survey results.

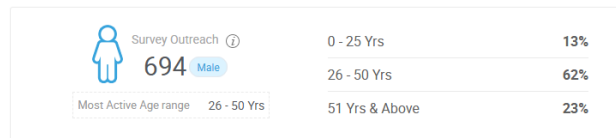
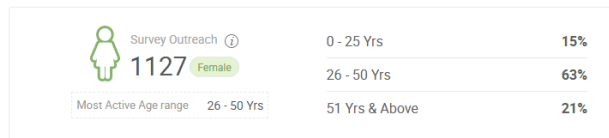
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – May 2025

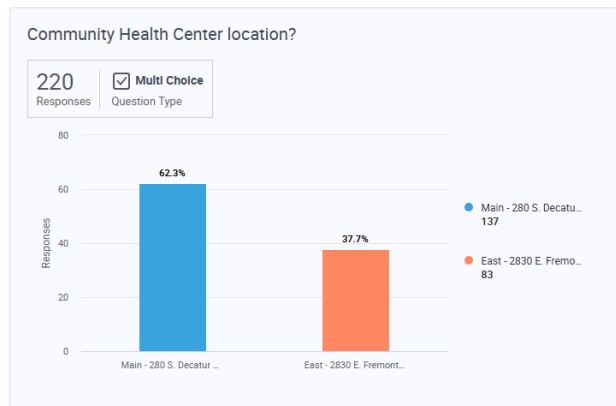
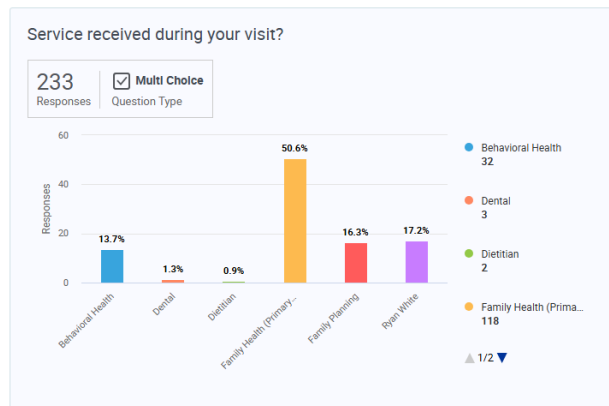
Overview



Gender



Service and Location

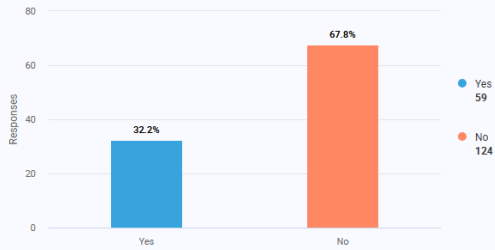


Provider, Staff, and Facility

Was your most recent visit for an illness, injury or condition that needed care right away?

183
Responses

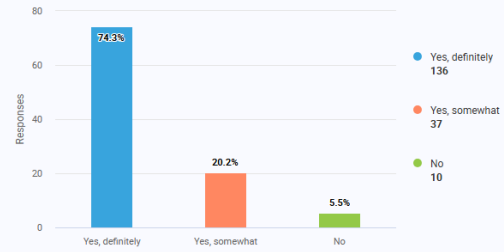
☒ Multi Choice
Question Type



Was the recent visit as soon as you needed?

183
Responses

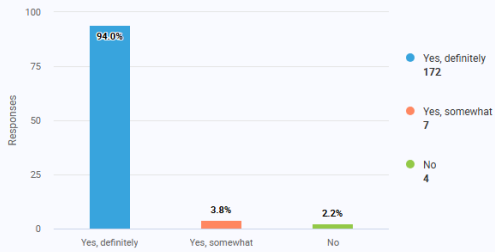
☒ Multi Choice
Question Type



During your most recent visit, did this provider explain things in a way that was easy to understand?

183
Responses

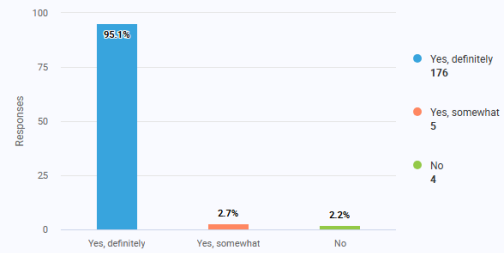
☒ Multi Choice
Question Type



During your most recent visit, did this provider listen carefully to you?

185
Responses

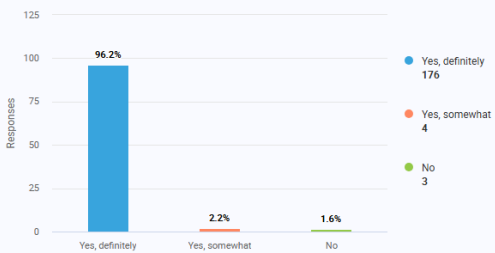
☒ Multi Choice
Question Type



During your most recent visit, did this provider show respect for what you had to say?

183
Responses

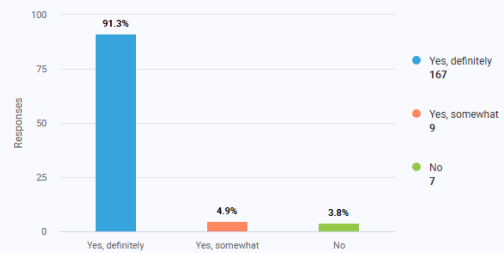
☒ Multi Choice
Question Type



During your most recent visit, did this provider spend enough time with you?

183
Responses

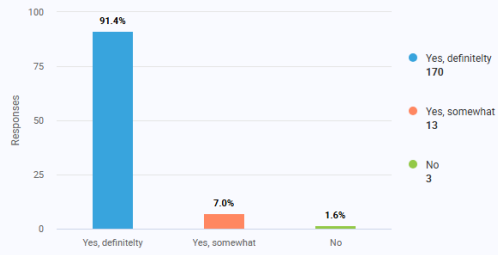
☒ Multi Choice
Question Type



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

186
Responses

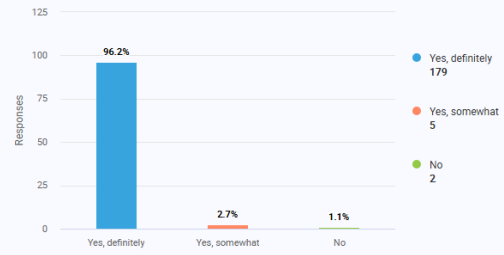
☒ Multi Choice
Question Type



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

186
Responses

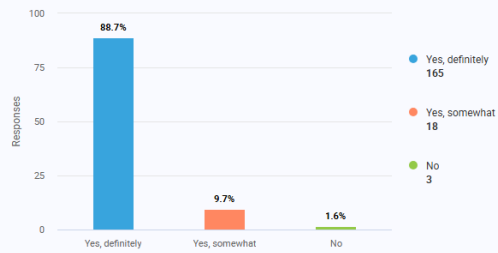
☒ Multi Choice
Question Type



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

186
Responses

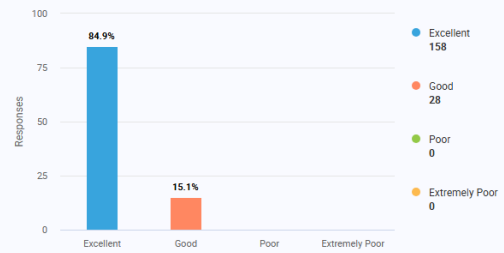
☒ Multi Choice
Question Type



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

186
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?

186

Responses

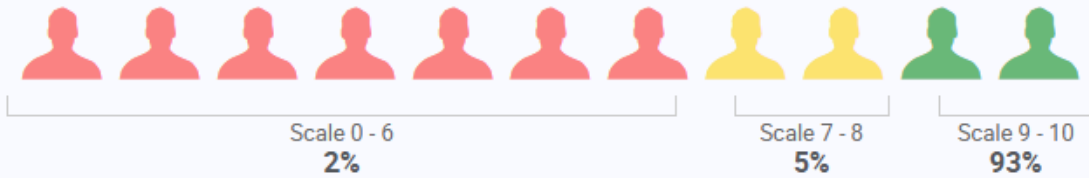
123

Numbers

Question Type

91

Net Promoter Score (NPS)



4

Scale 0 - 6

9

Scale 7 - 8

173

Scale 9 - 10

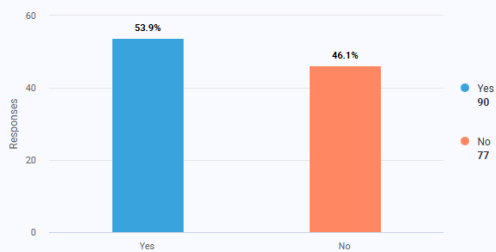
General Information

Do you have health insurance?

167

Responses

☒ Multi Choice
Question Type



How did you hear about us?

177

Responses

☒ Multi Choice
Question Type

