

MEMORANDUM

Date: July 15, 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 – June 2025

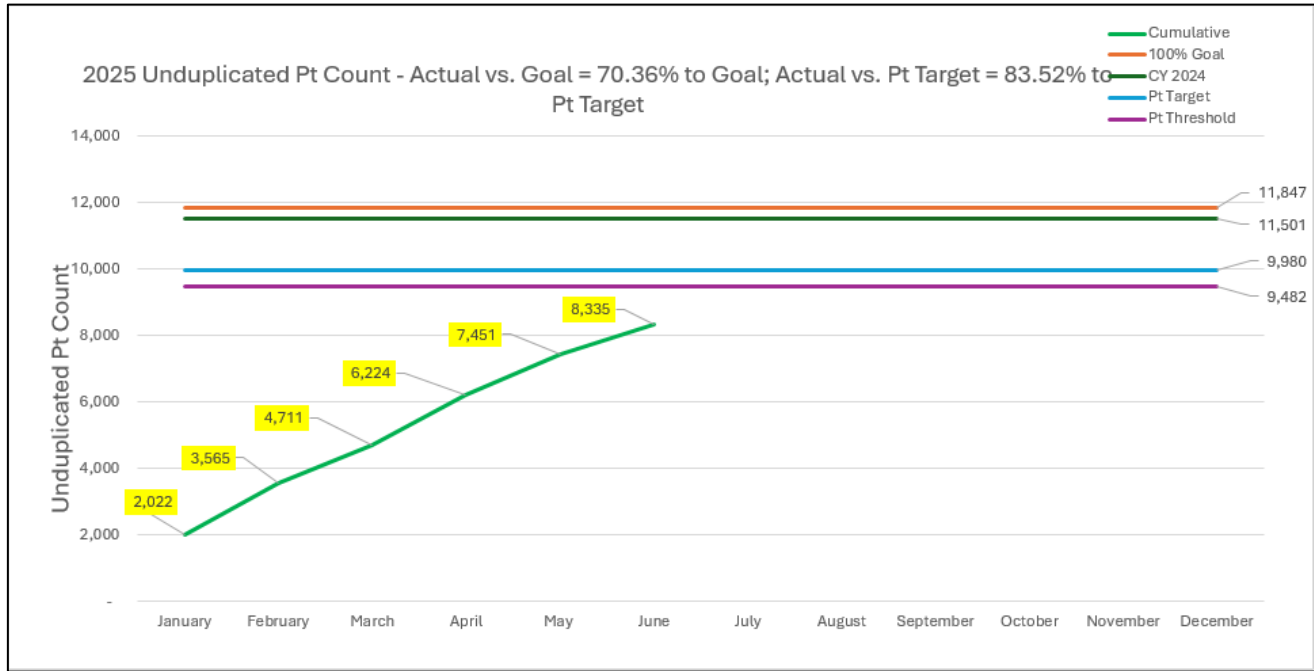
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

June Highlights - Administrative

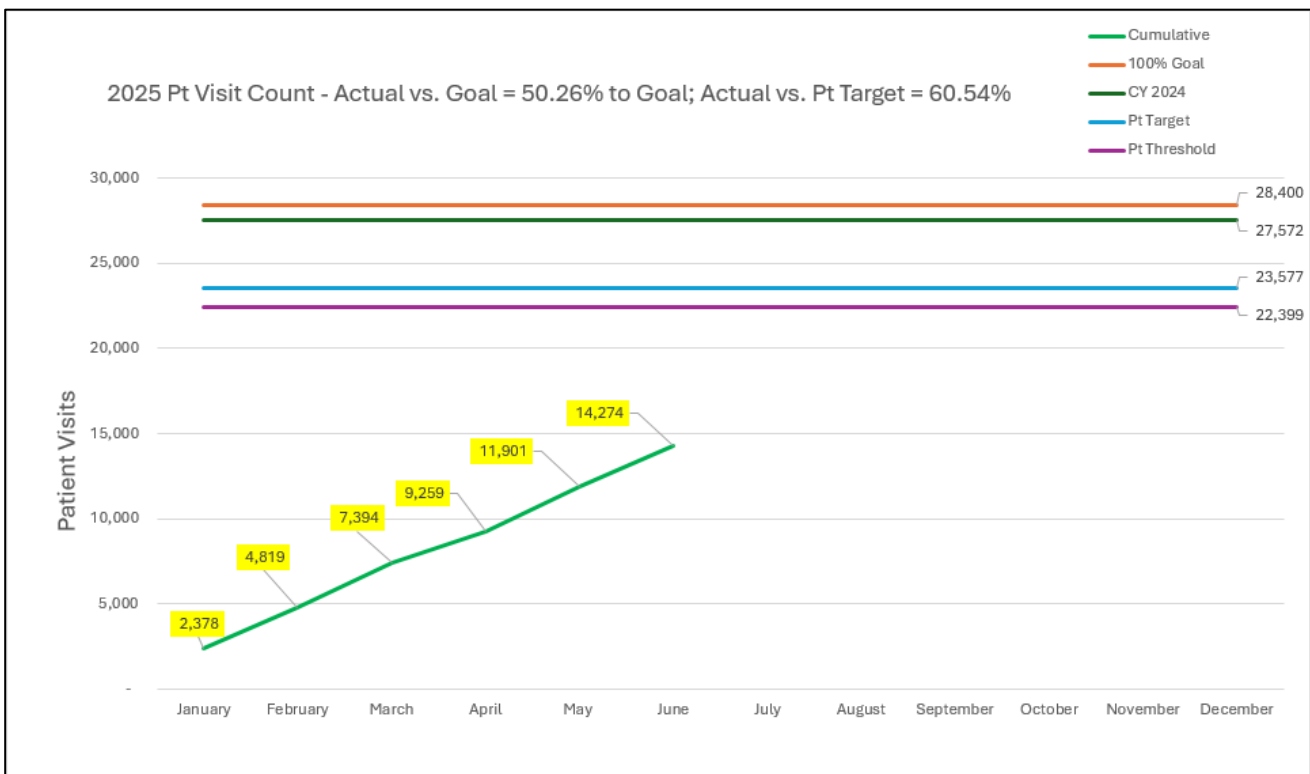
- 22% year-over-year increase in the number of provider encounters conducted.
- 39% year-over-year increase in the number of behavioral health encounters conducted.
- 28% year-over-year increase in the number of pharmacy prescriptions filled.
- Medicaid growth tracking at 13% above the CY25 YTD goal.
- The medical PPS reimbursement rate for qualifying Medicaid services has been finalized.
- Notification of Title X grant funding for the remainder of the program year (10/1/25 – 3/31/26) pending.
- A community health worker providing services in the Ryan White program recognized as an employee of the month for July.
- National Health Center Week celebration activities planned for the week of August 4th.
- The Title X – Family Planning site visit scheduled for September.
- Recruitment for a clinical staff physician for the Fremont health center underway.

Access

Unduplicated Patients – June 2025



Patient Visits Count – June 2025



Provider Visits by Program and Site – June 2025

Facility	Program	JUNE '25	JUNE '24	JUNE YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	790	538	32%	8,058	5,368	33%
Fremont	Family Health	405	316	22%	4,700	2,723	42%
Total	Family Health	1,195	854	29%	12,758	8,091	37%
Decatur	Family Planning	132	174	-32%	2,006	1,815	10%
Fremont	Family Planning	177	121	32%	1,794	1,044	42%
Total	Family Planning	309	295	5%	3,800	2,859	25%
Decatur	Sexual Health	506	449	11%	6,065	6,610	-9%
Fremont	Sexual Health	115	96	17%	1,599	304	
ASEC	Sexual Health		76		113	1,425	
Total	Sexual Health	621	621	0%	7,777	8,339	-7%
Decatur	Behavioral Health	172	113	34%	1,616	1,532	5%
Fremont	Behavioral Health	125	100	20%	1,431	336	
Total	Behavioral Health	297	213	28%	3,047	1,868	39%
Decatur	Ryan White	233	160	31%	2,780	2,555	8%
Fremont	Ryan White	22	17		292	85	
Total	Ryan White	255	177	31%	3,072	2,640	14%
FQHC Total		2,677	2,160	19%	30,454	23,797	22%

Pharmacy Services

	25-Jun	24-Jun		FY25 YTD	FY24 YTD		% Change YOY
Client Encounters (Pharmacy)	1,584	1,236	↑	17,800	15,977	↑	10.00%
Prescriptions Filled	2,848	1,955	↑	30,342	23,479	↑	27.70%
Client Clinic Encounters (Pharmacist)	53	47	↑	773	455	↑	76.50%
Financial Assistance Provided	14	18	↓	374	217	↑	80.90%
Insurance Assistance Provided	2	8	↓	115	72	↑	76.60%

- A. Dispensed 2,848 prescriptions for 1,584 patients.
- B. The pharmacists completed 53 patient clinical encounters.
- C. 14 patients assisted to obtain medication financial assistance.
- D. Assisted two (2) clients with insurance approvals.

Medicaid Managed Care Organization (MCO)

Medicaid MCO	Current # Of Medicaid Pts Empanelled
Anthem	214
HPN	1,543
Molina	219
SilverSummit	81
Total	2,057

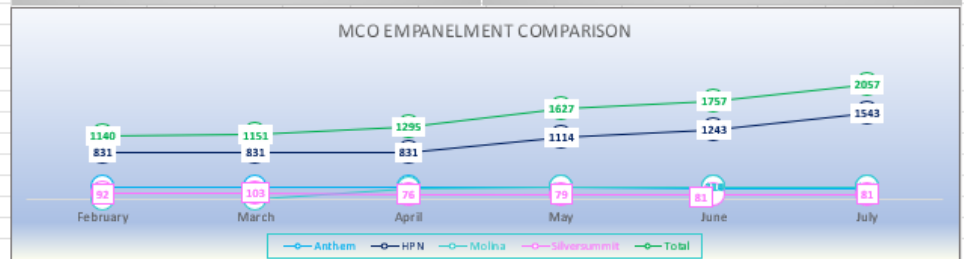
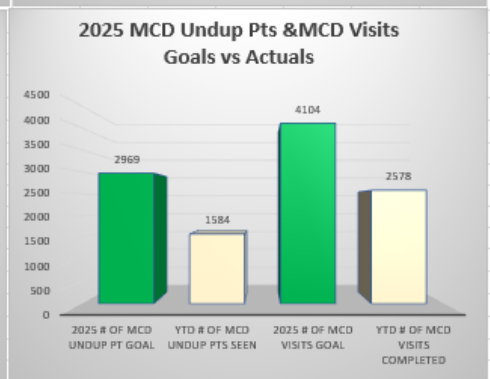
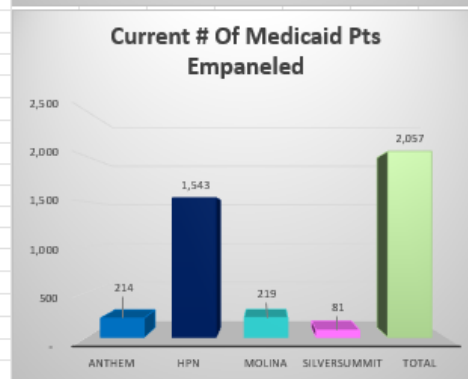
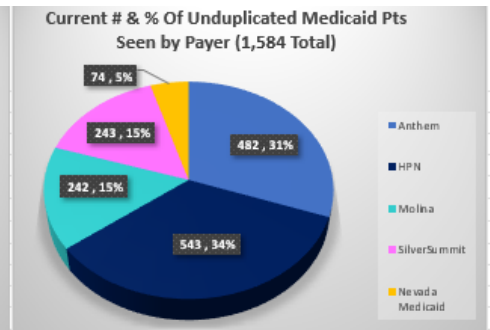
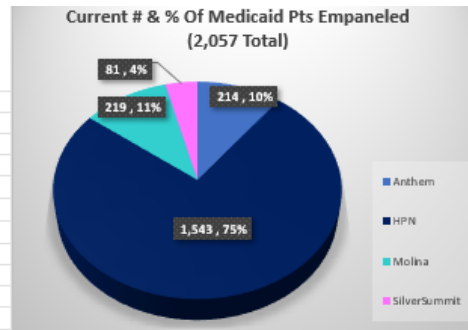
2025 # of MCD Undup Pt Goal	2969
YTD # of MCD Undup Pts Seen	1584
% of Unduplicated Pts to Goal	53.35%
# of Medicaid Pts Assigned to SNCHC	2,057
# of Empanelled Pts Not Yet Seen	?

2025 # of MCD Visits Goal	4104
YTD # of MCD Visits Completed	2578
% of Medicaid Pts Visits to Goal	62.82%
Average # of Medicaid visits per undup pt	1.63

2025 # of Unduplicated MCD Pts Seen	
Anthem	482
HPN	543
Molina	242
SilverSummit	243
Nevada Medicaid	74
Total	1,584

2025 # of Empanelled MCD Pts Seen	
Anthem	?
HPN	?
Molina	?
SilverSummit	?
Nevada Medicaid	?
Total	-

Calendar Year 2024	
# of Unduplicated Pts Seen	2827
# of Medicaid Pts Assigned to SNCHC	920
# of Empanelled 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 pt	1.38



Behavioral Health Services

- The Behavioral Health team, in collaboration with a Ryan White Community Health Worker and Health Educator, has successfully launched a new group therapy program for HIV patients within the FQHC. Patients are actively participating and have provided positive feedback. The plan is to expand marketing efforts to the local HIV community once internal workflows have been streamlined.
- Behavioral Health is working closely with the Ryan White team to ensure all newly diagnosed HIV patients receive integrated visits, providing them with information on both individual and group therapy options.
- The Behavioral Health Manager and FQHC - CEO met with the 988 team to gain a better understanding of their program initiatives and marketing strategy. We will soon implement efforts to increase awareness of 988 within the Decatur and Fremont clinic. The Behavioral Health Manager has joined the Nevada 988 Crisis Response Coalition and its "Someone to Respond" subgroup, which is responsible for managing mobile team coverage and availability.

Family Planning Services

- A. Family Planning program access was up 5% in June and is up 25% year-over-year. Program team administrators and clinical staff continue to engage 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 and the evaluation of the effectiveness of this change is ongoing. 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. To further support providing whole-person care and increasing access to services, providers in the Family Planning program will be receiving training around the delivery of basic primary care.
- 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 78 referrals between June 1st and June 30th. There were five (5) pediatric clients referred to the Medical Case Management in June and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 536 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 299 unique clients served under these programs in June.
- C. The Ryan White ambulatory clinic provided a total of 497 visits in the month of June, including 23 initial provider visits, 212 established provider visits including seven (7) tele-visits to established patients. There were 26 nursing visits and 236 lab visits. There were 57 Ryan White services provided under Behavioral Health by the licensed mental health practitioners and the Psychiatric APRN during the month of May. There were 14 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in June.
- 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 six (6) patients seen under the Rapid StART Program in June.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 1,255 unique services to 831 unduplicated patients for the month of June. 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 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 SHC continues to

refer pregnant patients with syphilis and patients needing complex STI evaluation and treatment to PPC SHOPP for nurse case management services. The SHC Community Health Nurse team began providing services following the new “Nurse Visit for Follow up (HIV) PrEP Therapy” standard operating procedure.

- C. One (1) SHC provider began training in the provision of Family Planning Services and one (1) CHN completed the American Heart Association (AHTA) Basic Life Support (BLS) instructor training

Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	2
Referrals for TB issues	1
Referrals for Chronic Hep B	0
Referrals for STD	4
Pediatric Refugee Exams	1
Clients encounter by program (adults)	22
Refugee Health Screening for June 2025	23
Total for FY24-25	653

Outreach/In Reach Activity

Month of June 2025

Number of events	1 - outreach 4 - in reach
Number of people linked to the clinic	19
Number of people reached	78
Number of hours dedicated to outreach	12

Eligibility and Insurance Enrollment Assistance

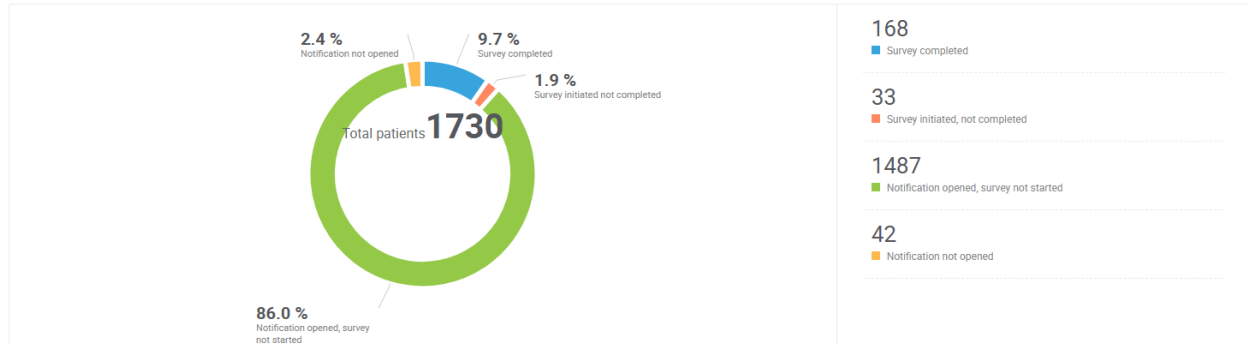
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of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

Patient Satisfaction: See attached survey results.

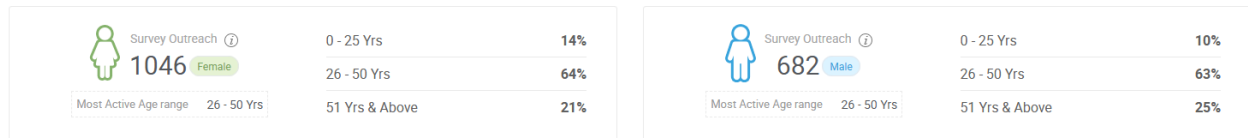
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – June 2025

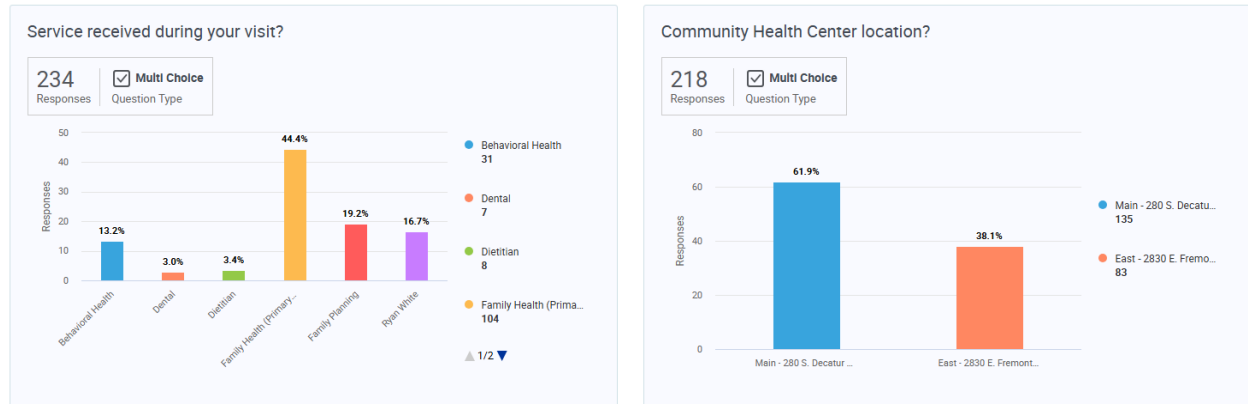
Overview



Gender



Service and Location

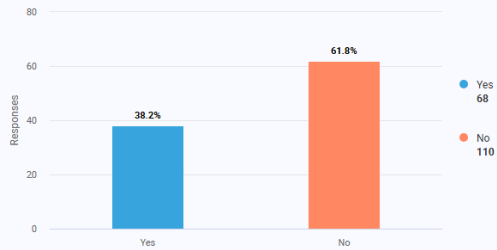


Provider, Staff, and Facility

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

178
Responses

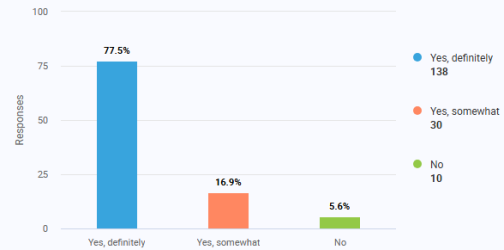
☒ Multi Choice
Question Type



Was the recent visit as soon as you needed?

178
Responses

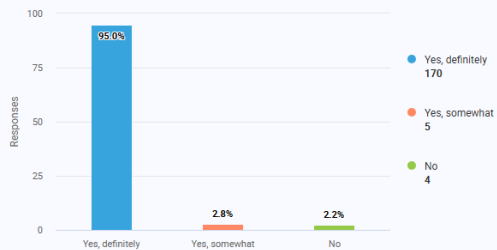
☒ Multi Choice
Question Type



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

179
Responses

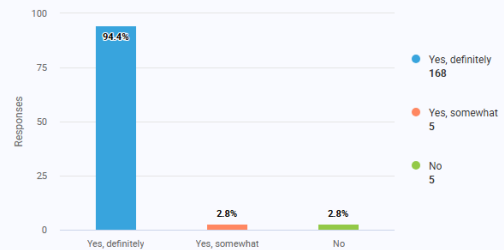
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Question Type



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

178
Responses

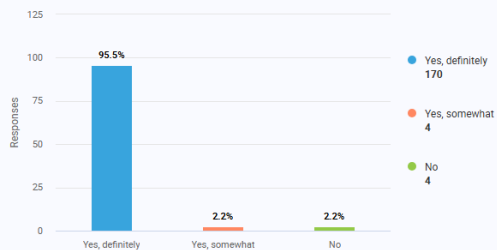
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Question Type



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

178
Responses

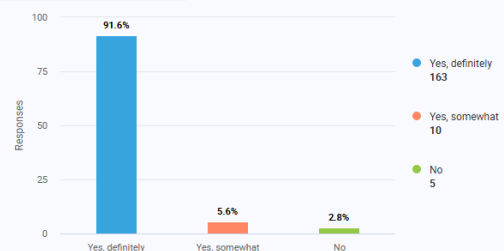
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Question Type



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

178
Responses

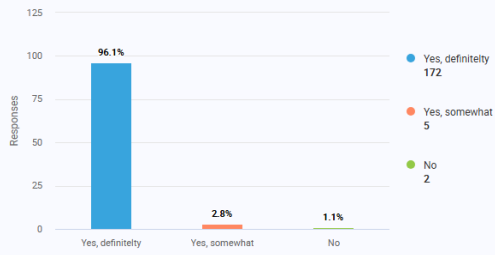
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Question Type



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

179
Responses

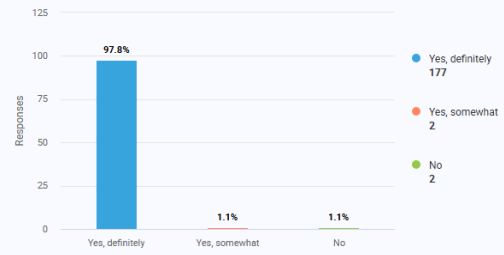
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Question Type



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

181
Responses

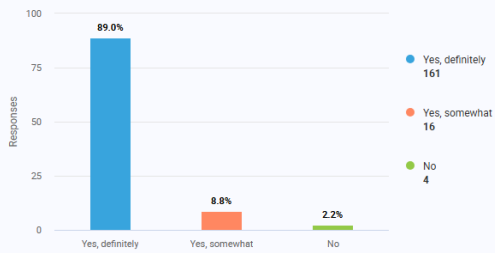
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Question Type



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

181
Responses

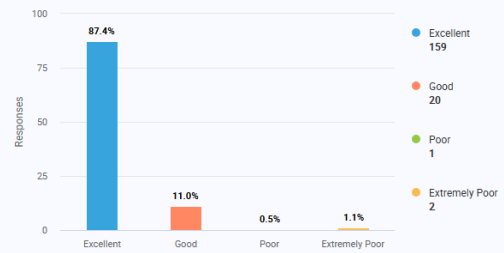
☒ Multi Choice
Question Type



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

182
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?

180

Responses

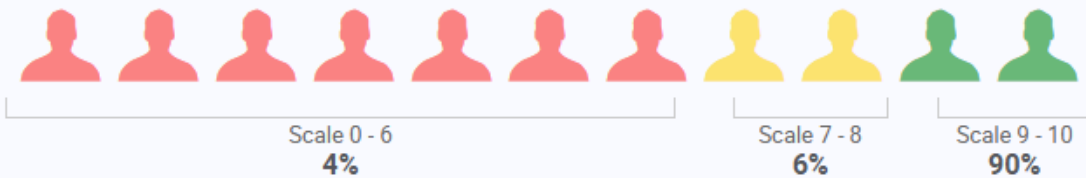
123

Numbers

Question Type

86

Net Promoter Score (NPS)



8

Scale 0 - 6

10

Scale 7 - 8

162

Scale 9 - 10

General Information

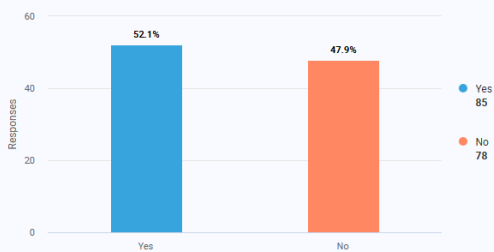
Do you have health insurance?

163

Responses

☒ Multi Choice

Question Type



How did you hear about us?

178

Responses

☒ Multi Choice

Question Type

