

MEMORANDUM

Date: October 21, 2025

To: Southern Nevada Community Health Center Governing Board

From: Randy Smith, MPA, Chief Executive Officer, FQHC *RS*
Cassius Lockett, PhD, District Health Officer *CL*

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

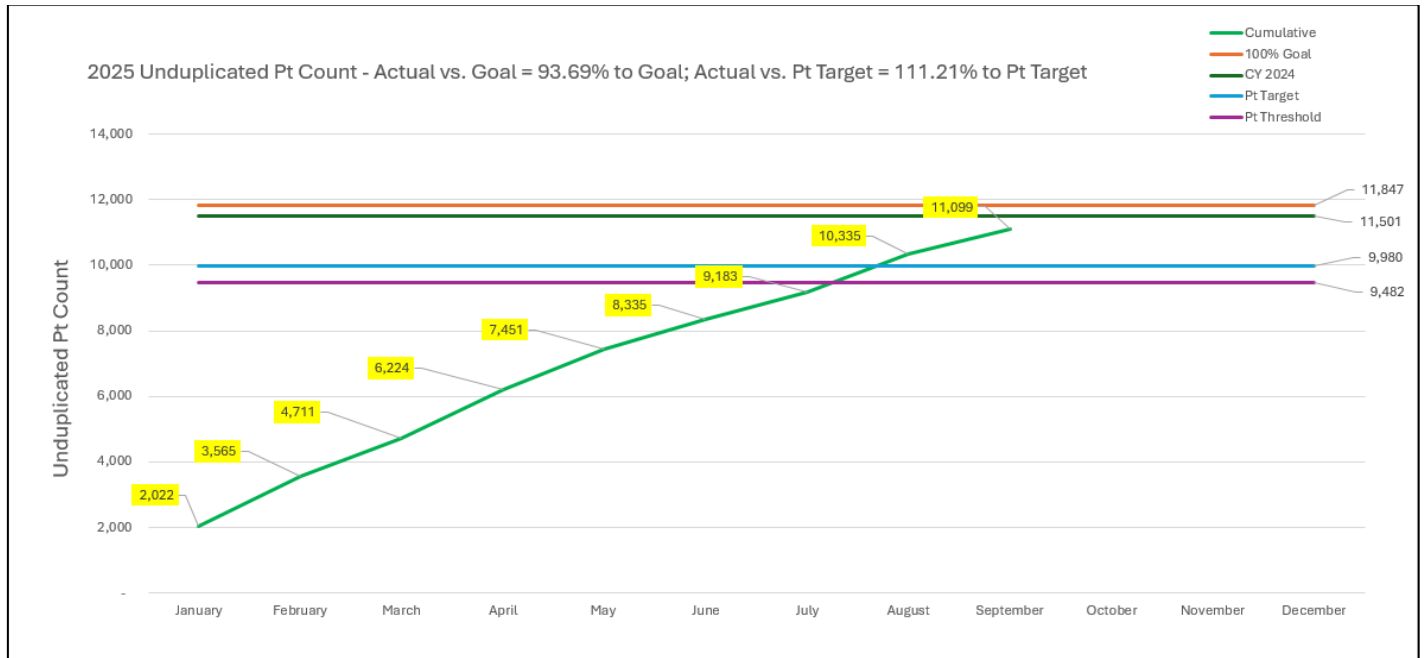
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

September Highlights - Administrative

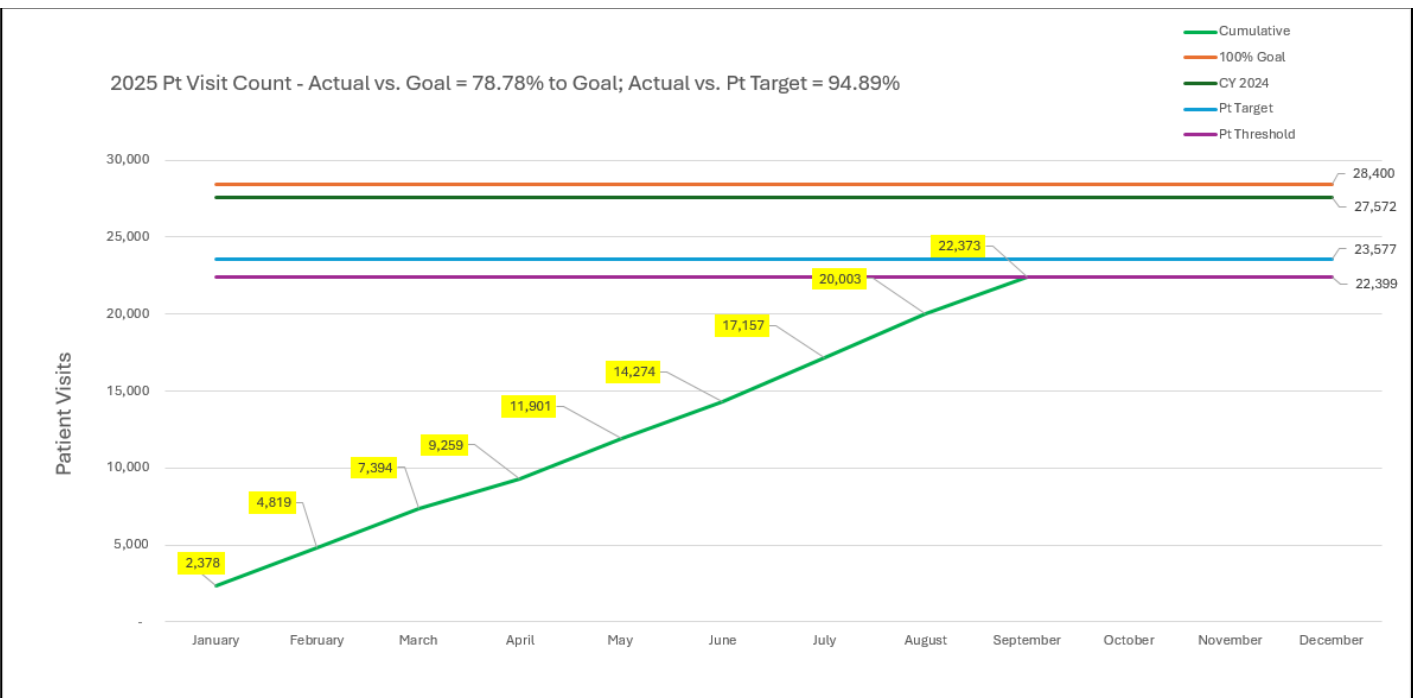
- One new SNCHC board member approved to join the Governing Board.
- The health center's Non-Competing Continuous funding application submitted to HRSA for budget period: February 2026 – January 2027.
- \$172k in Title X unobligated carryover funds approved.
- Title X comprehensive program audit completed with high marks and identified best practices.
- Rural Health Transformation funding survey completed and submitted to the NVHA.
- SNCHC's request for a Change in Scope for its behavioral health Prospective Payment System (PPS) rate has been approved by NVHA. Fiscal year 2026 will be used as the Cost Period to establish the final rate.

Access

Unduplicated Patients – September 2025



Patient Visits Count – September 2025



Provider Visits by Program and Site – September 2025

Facility	Program	SEPT '25	SEPT '24	SEPT YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	728	525	28%	2,481	1,675	32%
Fremont	Family Health	492	349	29%	1,428	1,011	29%
Total	Family Health	1,220	874	28%	3,909	2,686	31%
Decatur	Family Planning	126	154	-22%	273	445	-63%
Fremont	Family Planning	186	118	37%	586	351	40%
Total	Family Planning	312	272	13%	859	796	7%
Decatur	Sexual Health	522	536	-3%	1,669	1,615	3%
Fremont	Sexual Health	126	126	0%	384	356	
ASEC	Sexual Health				0	113	
Total	Sexual Health	648	662	-2%	2,053	2,084	-2%
Decatur	Behavioral Health	173	97	44%	530	351	34%
Fremont	Behavioral Health	127	92	28%	418	355	
Total	Behavioral Health	300	189	37%	948	706	26%
Decatur	Ryan White	259	214	17%	752	711	5%
Fremont	Ryan White	32	19	41%	77	63	
Total	Ryan White	291	233	20%	829	774	7%
FQHC Total		2,771	2,230	20%	8,598	7,046	18%

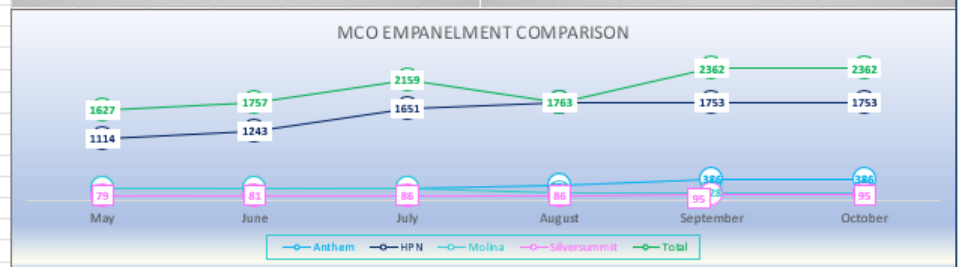
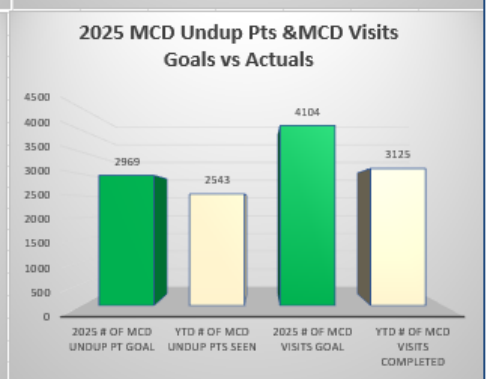
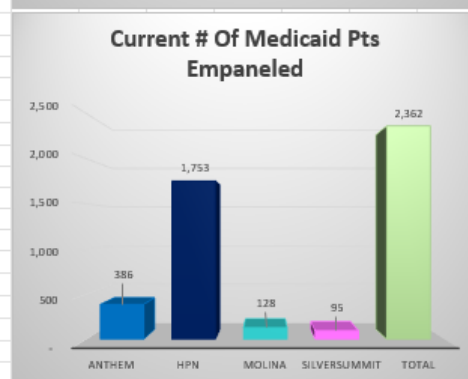
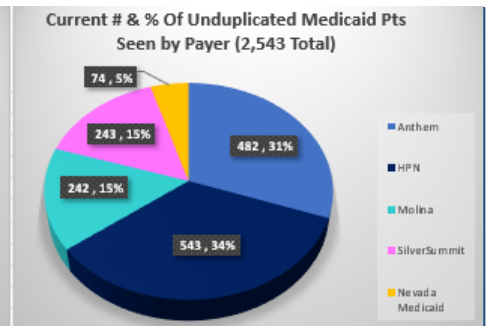
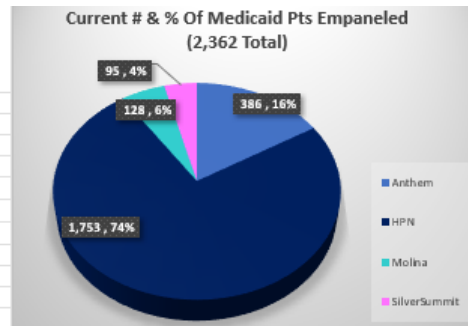
Pharmacy Services

	25-Sep	24-Sep		FY26 YTD	FY25 YTD		% Change YOY
Client Encounters (Pharmacy)	1,764	1,378	↑	5,218	4,184	↑	24.7%
Prescriptions Filled	3,356	2,219	↑	9,648	6,789	↑	42.1%
Client Clinic Encounters (Pharmacist)	52	49	↑	166	151	↑	9.9%
Financial Assistance Provided	9	41	↓	33	96	↓	-65.6%
Insurance Assistance Provided	6	9	↓	27	35	↓	-22.9%

- A. Dispensed 3,356 prescriptions for 1,764 patients.
- B. The pharmacists completed 52 patient clinical encounters.
- C. Nine (9) patients assisted to obtain medication financial assistance.
- D. Six (6) patients assisted with insurance approvals.

Medicaid Managed Care Organization (MCO)

Medicaid MCO	Current # Of Medicaid Pts Empaneled
Anthem	386
HPN	1,753
Molina	128
SilverSummit	95
Total	2,362
2025 # of MCD Undup Pt Goal	2969
YTD # of MCD Undup Pts Seen	2543
% of Unduplicated Pts to Goal	85.65%
# of Medicaid Pts Assigned to SNCHC	2,362
# of Empaneled Pts Not Yet Seen	?
2025 # of MCD Visits Goal	4104
YTD # of MCD Visits Completed	3125
% of Medicaid Pts Visits to Goal	76.15%
Average # of Medicaid visits per undup pt	1.23
2025 # of Unduplicated MCD Pts Seen	
Anthem	482
HPN	543
Molina	242
SilverSummit	243
Nevada Medicaid	74
Total	1,584
2025 # of Empaneled 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 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 pt	1.38



Behavioral Health Services

- The Behavioral Health Manager presented on recognizing and responding to onsite mental health crises to 150+ Nevada HAND employees.
- SNCHC Behavioral Health team provided training on provider burnout to Clark County's Ryan White APG Meeting (Action Planning Group).
- SNCHC's Fremont team handed out 85 boxes of naloxone to the public during Save A Life Day event.

Family Planning Services

- Family Planning program access was up 13% in September and is up 7% year-over-year. Program team administrators and clinical staff have been working on a quality improvement project to increase access to care by simplifying the scheduling process and reducing waste in the appointment templates. Standardized metrics are being used to track the percentage of appointments scheduled per provider per day, appointment no-show rates, and the third next available appointment (TNAA) for new and established appointment types. The data is being used to fine tuning to the appointment schedules. The goal is to implement new, streamlined and standardized appointment templates in January 2026.
- SNCHC received the final report from its comprehensive Title X audit conducted last month. The report

indicates that the health center was compliant with 82/85 criteria. The areas of find include adding language to program forms indicating the document was created with support of Title X funding and updates to the health center's sliding fee discount policy and procedure.

- C. The health center received notification that its request for a no-cost carry over of Title X funds from the previous budget year was approved. These funds will be used to further support the provision of high quality, low-cost family planning services.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 52 referrals between September 1st and September 30th. There was one (1) pediatric client referred to the Medical Case Management in September, and the program received one (1) referral for pregnant women living with HIV during this time.
- B. There were 638 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 313 unique clients served under these programs in September.
- C. The Ryan White ambulatory clinic provided a total of 481 visits in the month of September, including 21 initial provider visits, 214 established provider visits including seven (7) tele-visits to established patients. Additionally, there were 16 nursing visits and 230 lab visits provided. There were 39 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of September. There were 18 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in September.
- D. The Ryan White clinic provides 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 September.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 1,118 unique services to 768 unduplicated patients for the month of September. 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.
- C. One (1) SHC staff attended Naloxone training and received a presentation from American Heart Association.

Refugee Health Program (RHP)

There were no services provided to clients in the Refugee Health Program for the month of September 2025.

Outreach/In Reach Activity

Month of September 2025

Number of events	3 - outreach 0 - in reach
Number of people reached	168
Number of people linked to the clinic	6
Number of hours dedicated to outreach	9

Eligibility and Insurance Enrollment Assistance

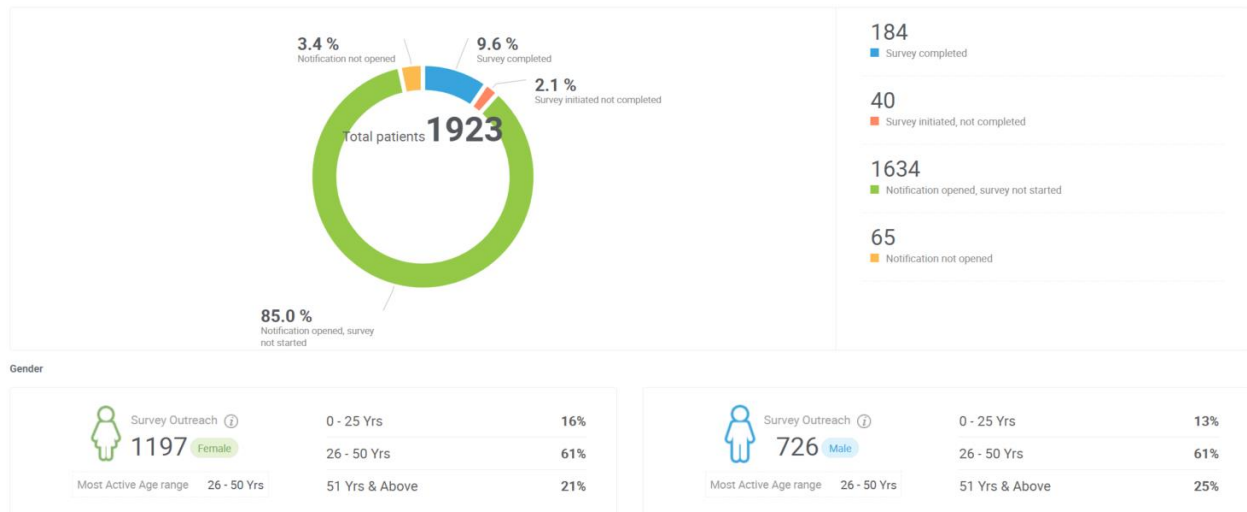
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of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

Patient Satisfaction: See attached survey results.

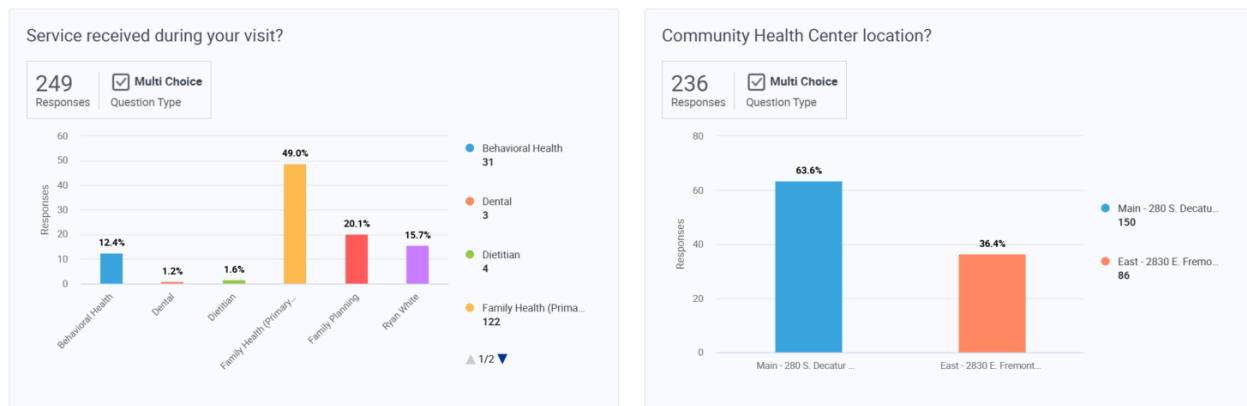
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – September 2025

Overview



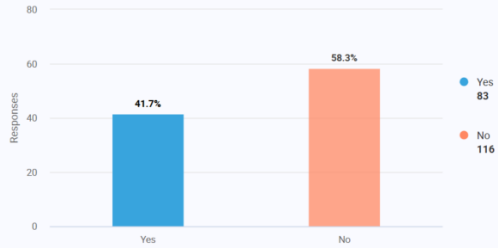
Service and Location



Provider, Staff, and Facility

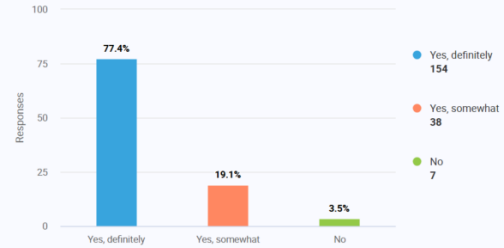
Was your most recent visit for an illness, injury or condition that needed care right away?

199 Responses
Multi Choice Question Type



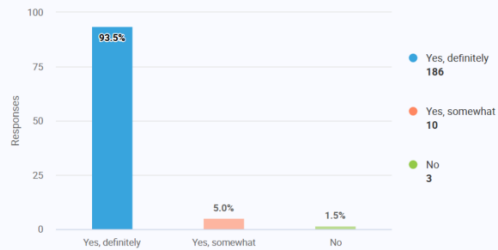
Was the recent visit as soon as you needed?

199 Responses
Multi Choice Question Type



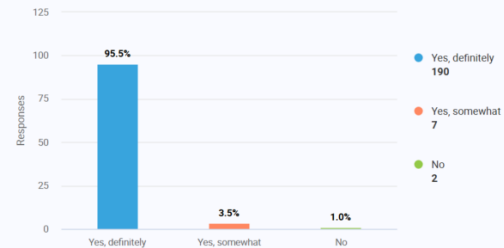
During your most recent visit, did this provider explain things in a way that was easy to understand?

199 Responses
Multi Choice Question Type



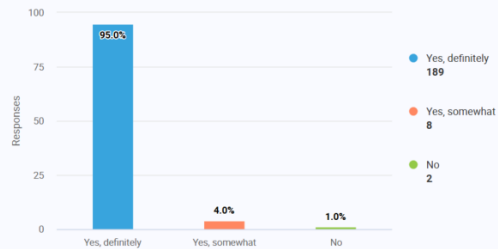
During your most recent visit, did this provider listen carefully to you?

199 Responses
Multi Choice Question Type



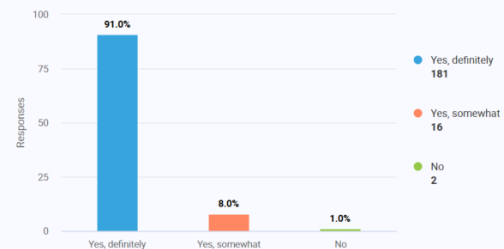
During your most recent visit, did this provider show respect for what you had to say?

199 Responses
Multi Choice Question Type

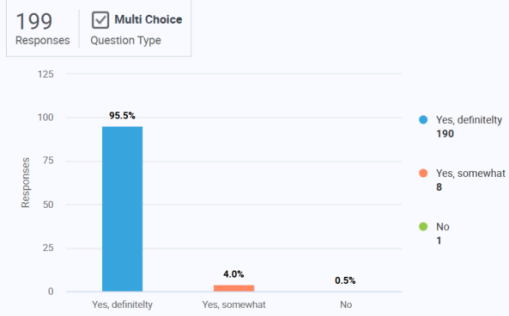


During your most recent visit, did this provider spend enough time with you?

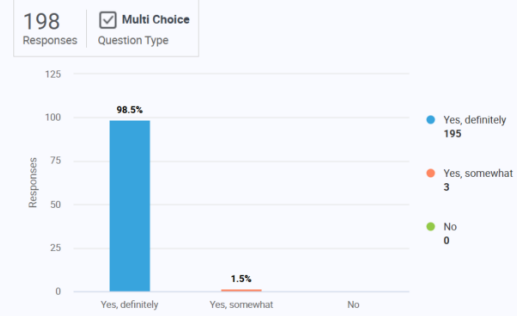
199 Responses
Multi Choice Question Type



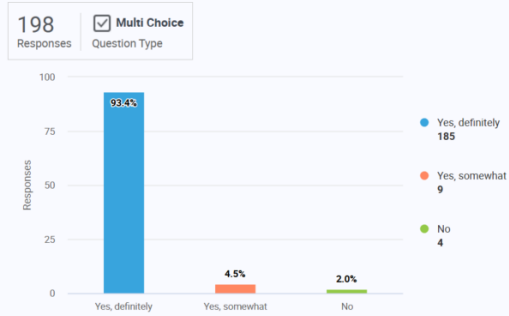
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



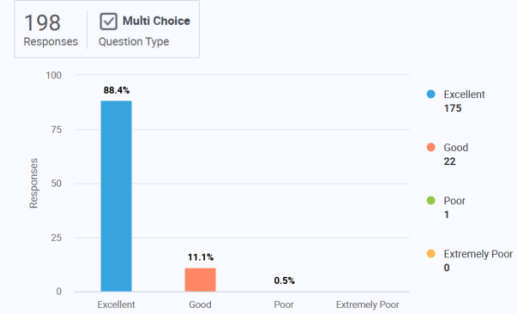
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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



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



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

198

Responses

123

Numbers

Question Type

93

Net Promoter Score (NPS)



2

Scale 0 - 6

10

Scale 7 - 8

186

Scale 9 - 10

General Information

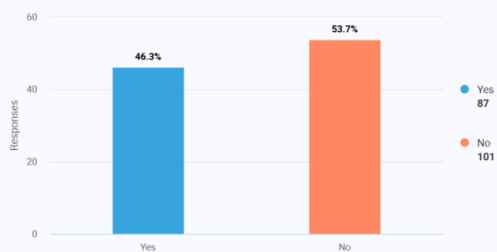
Do you have health insurance?

188

Responses

Multi Choice

Question Type



How did you hear about us?

196

Responses

Multi Choice

Question Type

