

MEMORANDUM

Date: November 18, 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 – October 2025

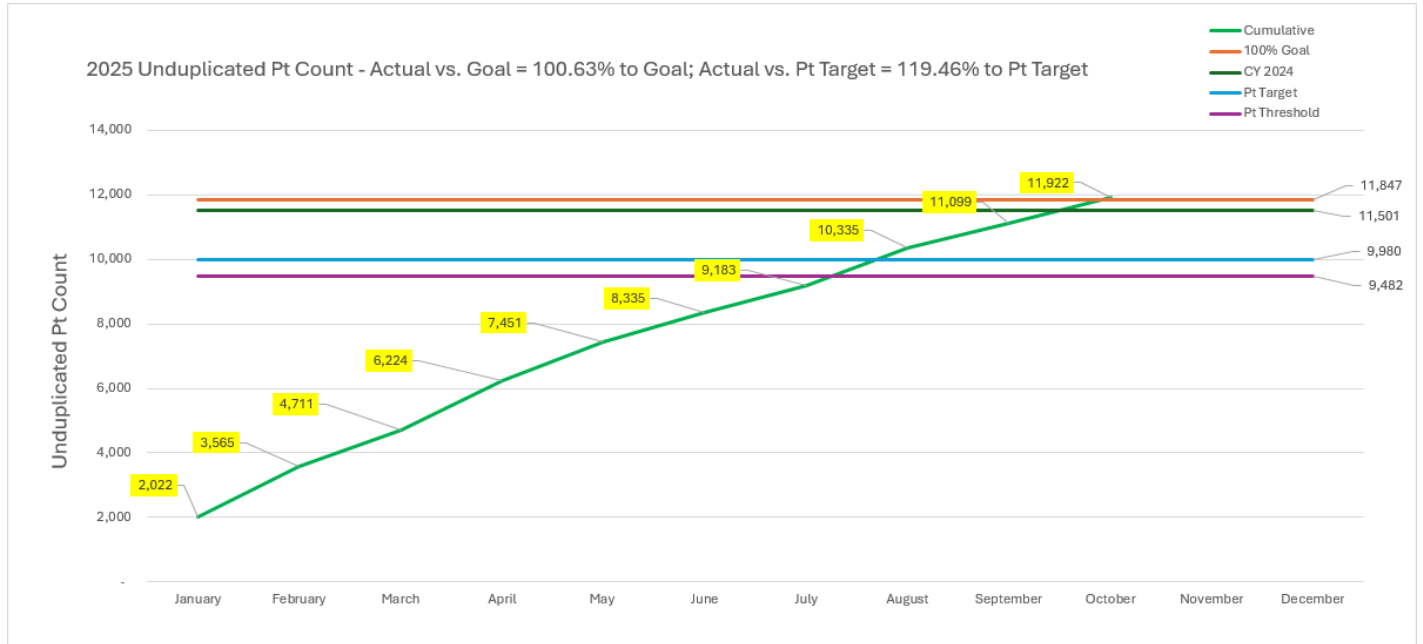
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

October Highlights - Administrative

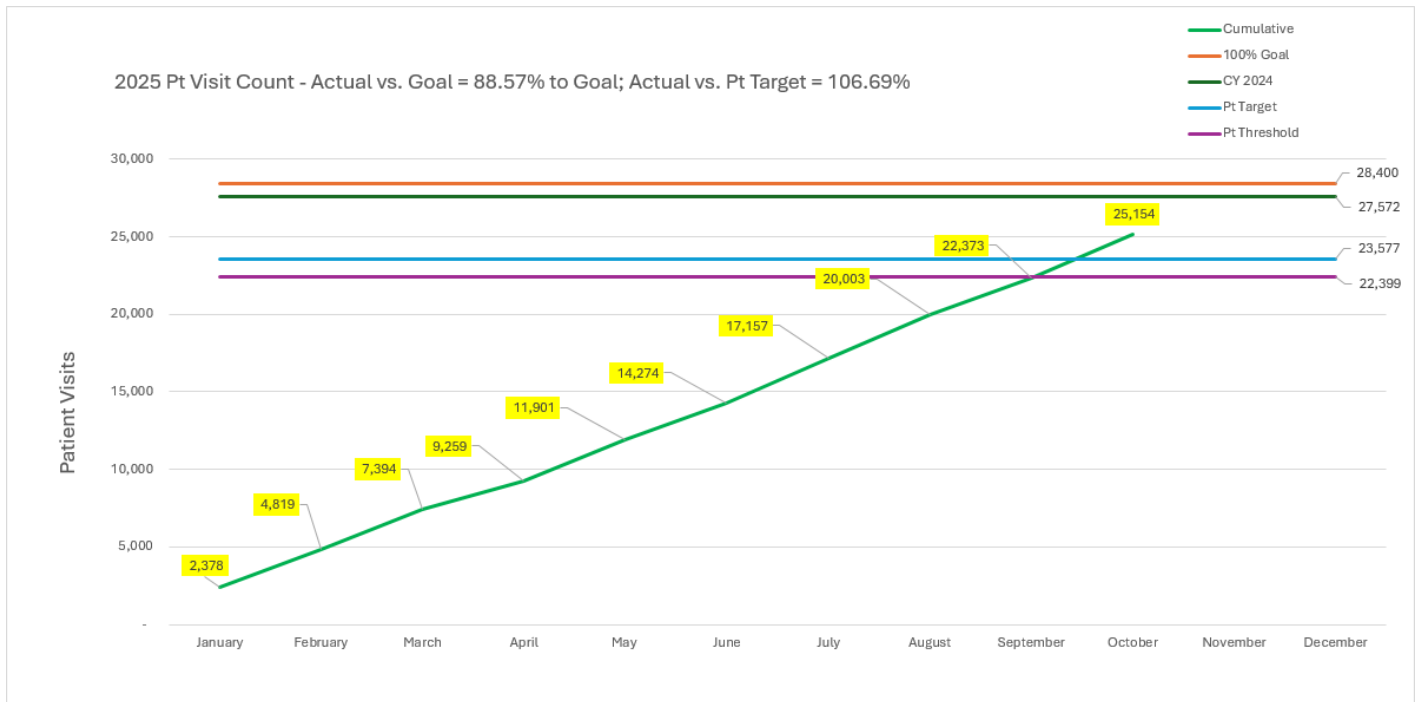
- As of October 31st, SNCHC has provided care 11,922 unique patients beating CY24's previous high mark of 11,501.
- A corrective action plan in response to the comprehensive Title X audit has been submitted to the Office of Populations Affairs.
- The Pharmacy Manager is conducting a financial impact analysis in response to HRSA's 340b drug rebate pilot program set to commence in CY26.
- Representative Susie Lee toured the Decatur Health Center and met with SNCHC leadership team members on October 16th.
- The health center CEO was a panelist for a session on community health at the 18th annual Nevada Healthcare Forum on October 23rd.
- A new Clinical Pharmacist has been hired for the Decatur Health Center.
- Recruitment for a Staff Physician for the Fremont Public Health Center is ongoing.
- One health center employee was promoted to the position of Sr. Administrative Assistant.
- Two Community Health Nurse Managers recognized as SNHD Managers of the Quarter.

Access

Unduplicated Patients – October 2025



Patient Visits Count – October 2025



Provider Visits by Program and Site – October 2025

Facility	Program	OCT '25	OCT '24	OCT YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	787	714	9%	3,268	2,389	27%
Fremont	Family Health	581	400	31%	2,009	1,411	30%
Total	Family Health	1,368	1,114	19%	5,277	3,800	28%
Decatur	Family Planning	212	220	-4%	485	665	-37%
Fremont	Family Planning	221	172	22%	807	523	35%
Total	Family Planning	433	392	9%	1,292	1,188	8%
Decatur	Sexual Health	426	604	-42%	2,095	2,219	-6%
Fremont	Sexual Health	119	150	-26%	503	506	
ASEC	Sexual Health				0	113	
Total	Sexual Health	545	754	-38%	2,598	2,838	-9%
Decatur	Behavioral Health	205	145	29%	735	496	33%
Fremont	Behavioral Health	181	126	30%	599	481	
Total	Behavioral Health	386	271	30%	1,334	977	27%
Decatur	Ryan White	260	264	-2%	1,012	975	4%
Fremont	Ryan White	31	15	52%	108	78	
Total	Ryan White	291	279	4%	1,120	1,053	6%
FQHC Total		3,023	2,810	7%	11,621	9,856	15%

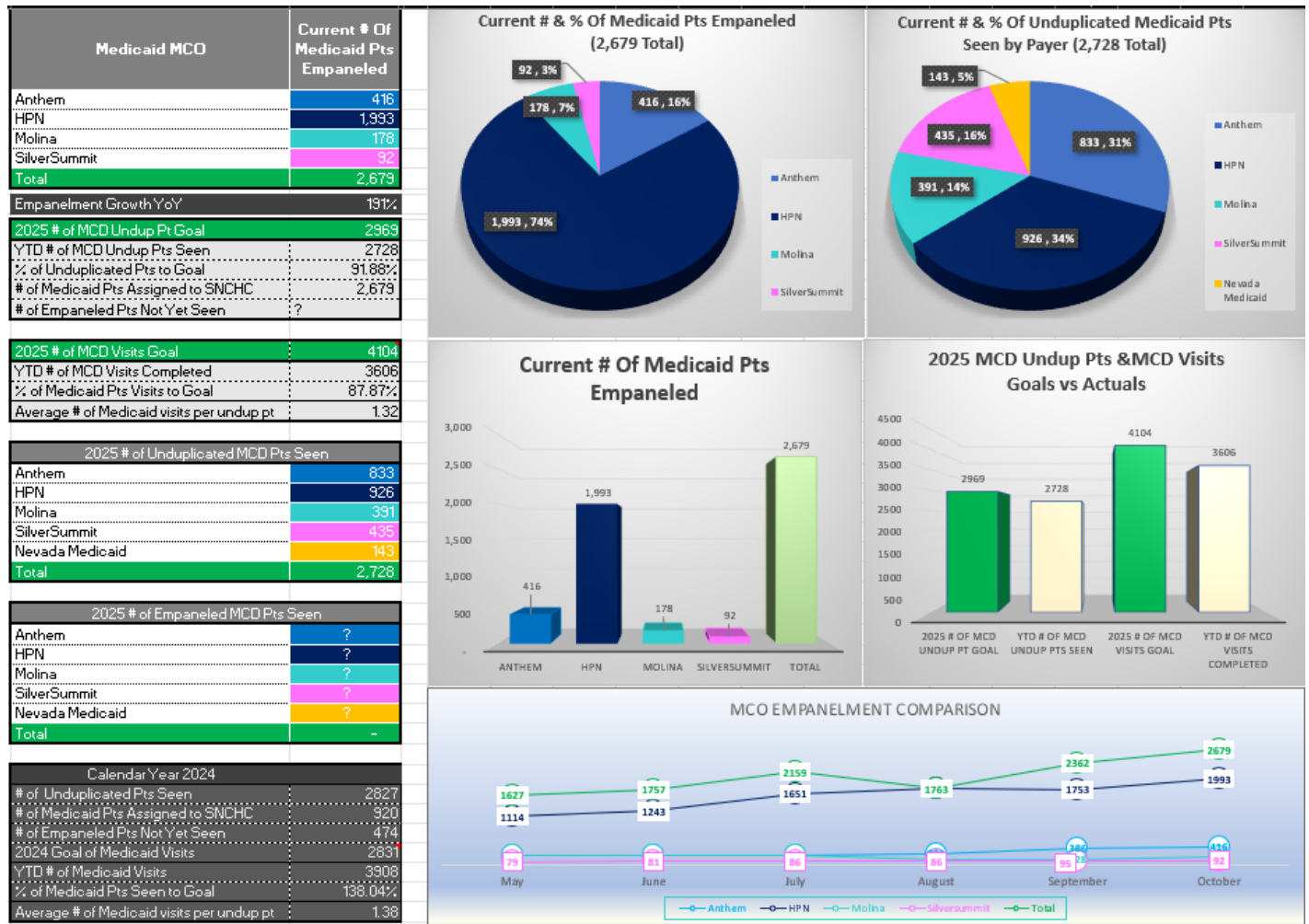
Pharmacy Services

	25-Oct	24-Oct		FY26 YTD	FY25 YTD		% Change YOY
Client Encounters (Pharmacy)	1,709	1,555	↑	6,927	5,739	↑	20.7%
Prescriptions Filled	3,187	2,571	↑	12,835	9,360	↑	37.1%
Client Clinic Encounters (Pharmacist)	71	71	→	237	222	↑	6.8%
Financial Assistance Provided	15	42	↓	48	138	↓	-65.2%
Insurance Assistance Provided	13	2	↑	40	37	↑	8.1%

- A. Dispensed 3,187 prescriptions for 1,709 clients.
- B. Pharmacist completed 71 client clinic encounters.
- C. Assisted 15 clients to obtain medication financial assistance.
- D. Assisted 13 clients with insurance approvals.

Medicaid Managed Care Organization (MCO)

SNCHC at 91.88% to goal for MCD Unduplicated Pts, and 87.87% to goal for MCD Visits for the year. The health center is on pace to beat both goals. Empanelment numbers are up 191% over last year.



Behavioral Health Services

- The Behavioral Health Manager presented to the Southern Nevada Health District Public Health Advisory Board on the behavioral health program and integrated care model.
- The Behavioral Health Manager and key leadership staff gave a tour of the behavioral health space to Representative Susie Lee and discussed services being offered.
- Integrated care continues to be thriving at both clinic locations, and the behavioral health team has begun increasing access to care by way of scheduling changes.

Family Planning Services

- A. Family Planning program access was up 9% in October and is up 8% year-over-year. Program team administrators and clinical staff are working with SNHD's Quality Improvement and Accreditation Program Manager 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. Meetings with key staff stakeholders and clinic observations are being conducted to fine tune potential interventions. The goal is to implement new, streamlined and standardized appointment templates in January 2026.
- B. 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 requiring correction 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. The health center has submitted its plan to correct these deficiencies. Actions to correct these findings include revisions to the health center's Sliding Fee and Materials Review and Approval Process policies.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 52 referrals between October 1st and October 30th. There were two (2) pediatric clients referred to the Medical Case Management in October, and the program received one (1) referral for a pregnant women living with HIV during this time.
- B. There were 757 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 414 unique clients served under these programs in October.
- C. The Ryan White ambulatory clinic provided a total of 521 visits in the month of October, including 20 initial provider visits, 230 established provider visits including four (4) tele-visits to established patients. Additionally, there were 15 nursing visits and 256 lab visits provided. There were 55 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of October. There were 18 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in October.
- 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 four (4) patients seen under the Rapid StART Program in October.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 864 unique services to 633 unduplicated patients for the month of October. 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. There are two (2) Community Health Nurse vacancies in SHC due to a resignation and a transfer to another division.

Refugee Health Program (RHP)

Refugee Health Program for the month of October.

Client required medical follow- up for Communicable Diseases	
Refugee Health Screening for Ova and Parasites (positive tests)	0
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	3
Clients encounter by program (adults)	3
Refugee Health Screening for October 2025	6
Total for FY25-26	12

Outreach/In Reach Activity

Month of October 2025

Number of events	2 – Outreach 0 - In reach
Number of people reached	173
Number of people linked to the clinic	4
Number of hours dedicated to outreach	3

Eligibility and Insurance Enrollment Assistance

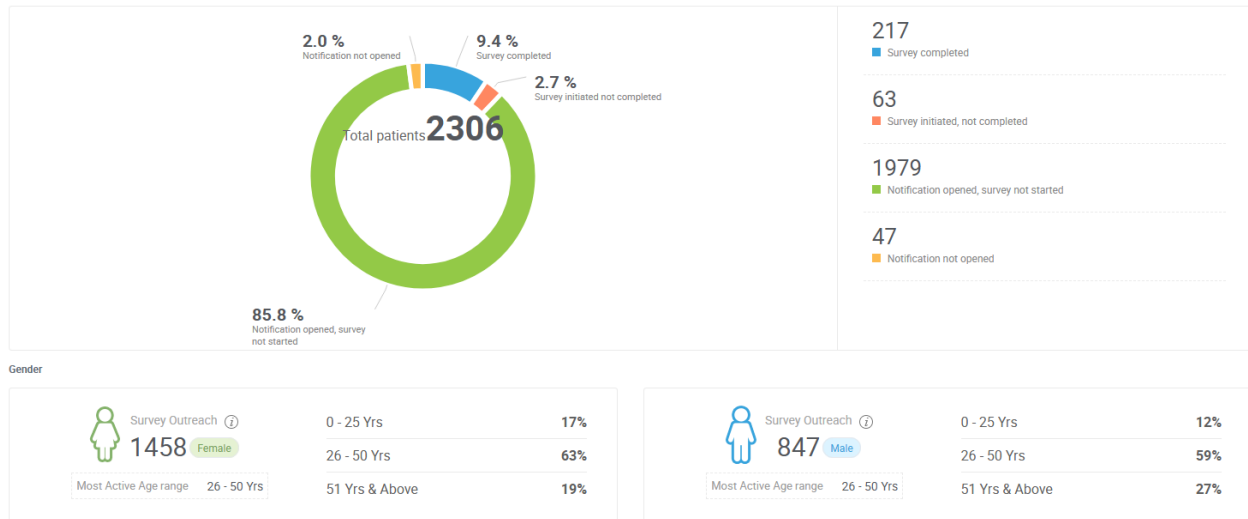
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of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

Patient Satisfaction: See attached survey results.

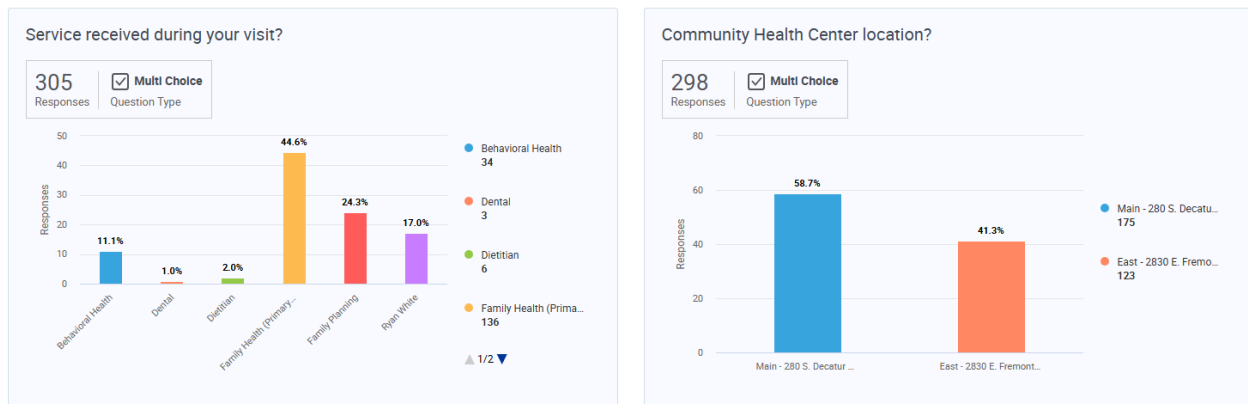
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – October 2025

Overview



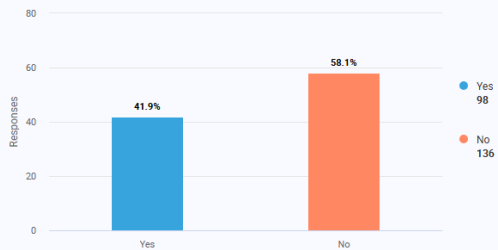
Service and Location



Provider, Staff, and Facility

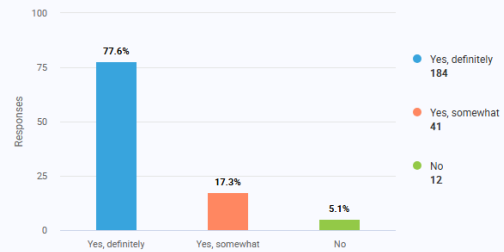
Was your most recent visit for an illness, injury or condition that needed care right away?

234 Responses ☒ Multi Choice Question Type



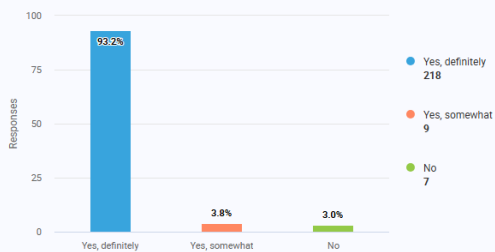
Was the recent visit as soon as you needed?

237 Responses ☒ Multi Choice Question Type



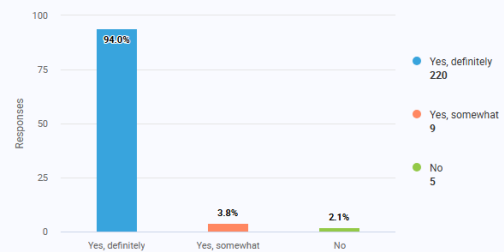
During your most recent visit, did this provider explain things in a way that was easy to understand?

234 Responses ☒ Multi Choice Question Type



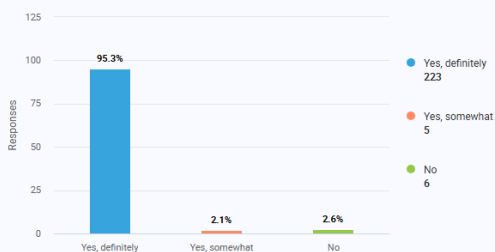
During your most recent visit, did this provider listen carefully to you?

234 Responses ☒ Multi Choice Question Type



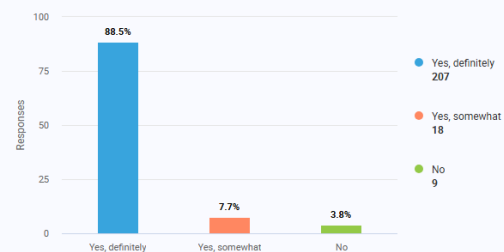
During your most recent visit, did this provider show respect for what you had to say?

234 Responses ☒ Multi Choice Question Type

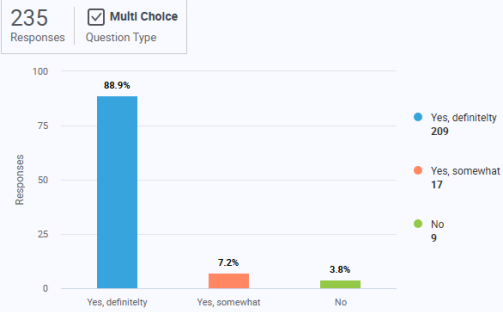


During your most recent visit, did this provider spend enough time with you?

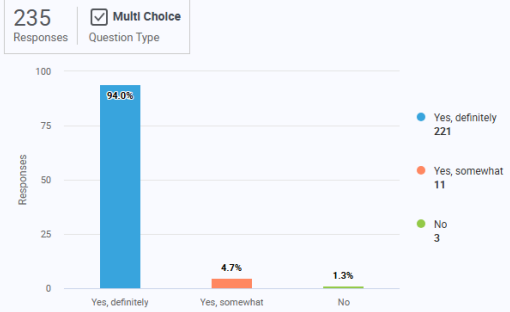
234 Responses ☒ Multi Choice Question Type



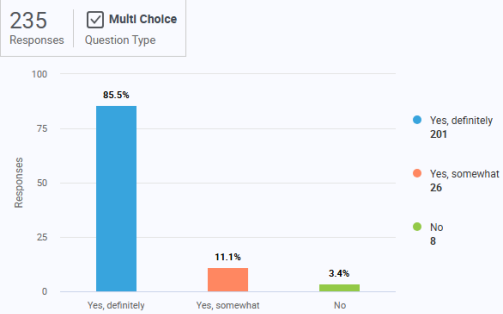
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



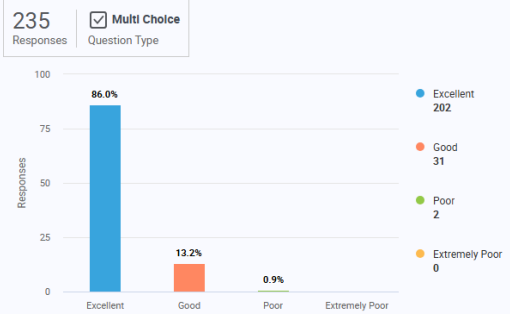
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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?

235

Responses

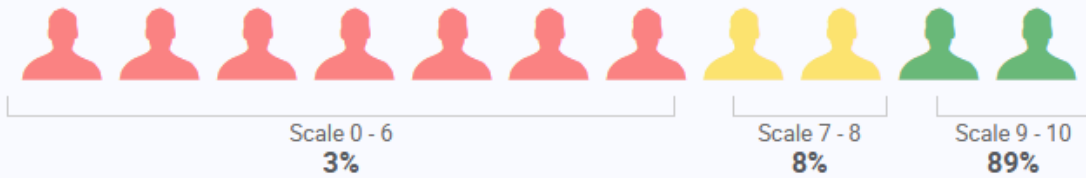
123

Numbers

Question Type

86

Net Promoter Score (NPS)



8

Scale 0 - 6

19

Scale 7 - 8

208

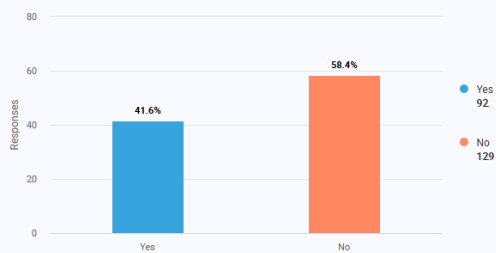
Scale 9 - 10

General Information

Do you have health insurance?

221
Responses

☒ Multi Choice
Question Type



How did you hear about us?

233
Responses

☒ Multi Choice
Question Type

