

MEMORANDUM

Date: January 20, 2026

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 – November 2025

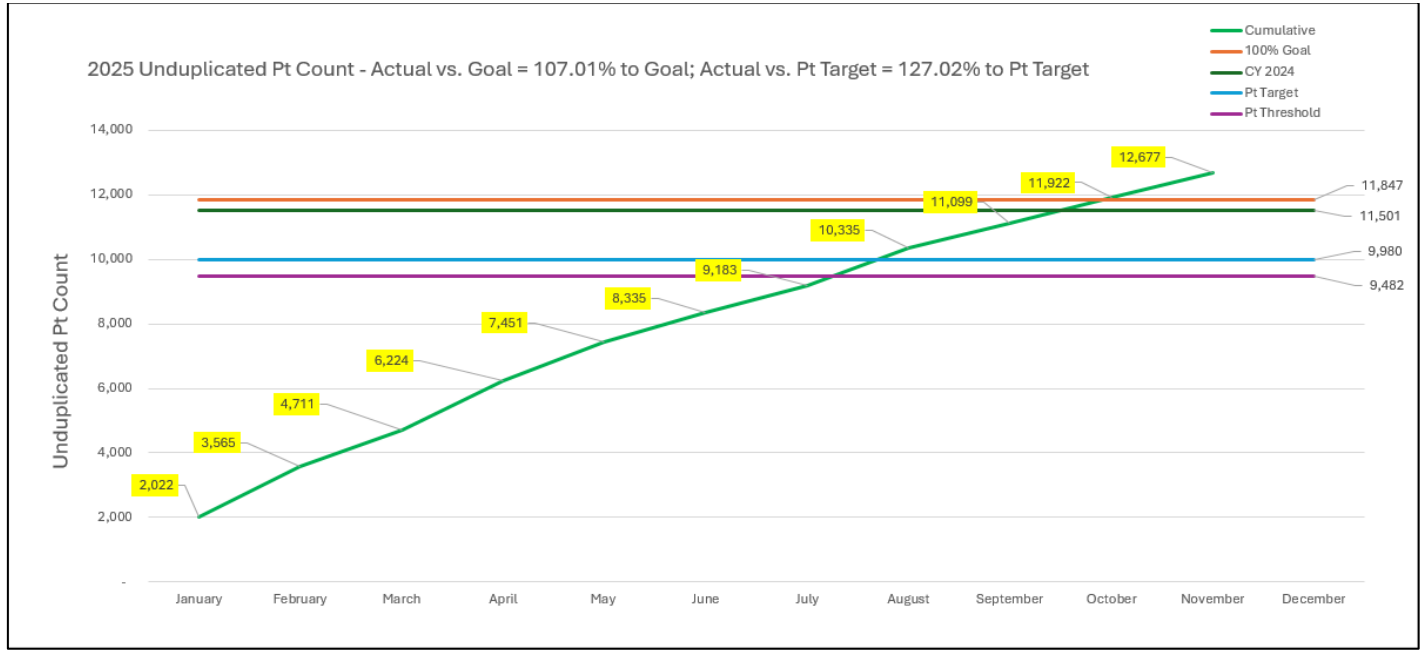
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

November Highlights - Administrative

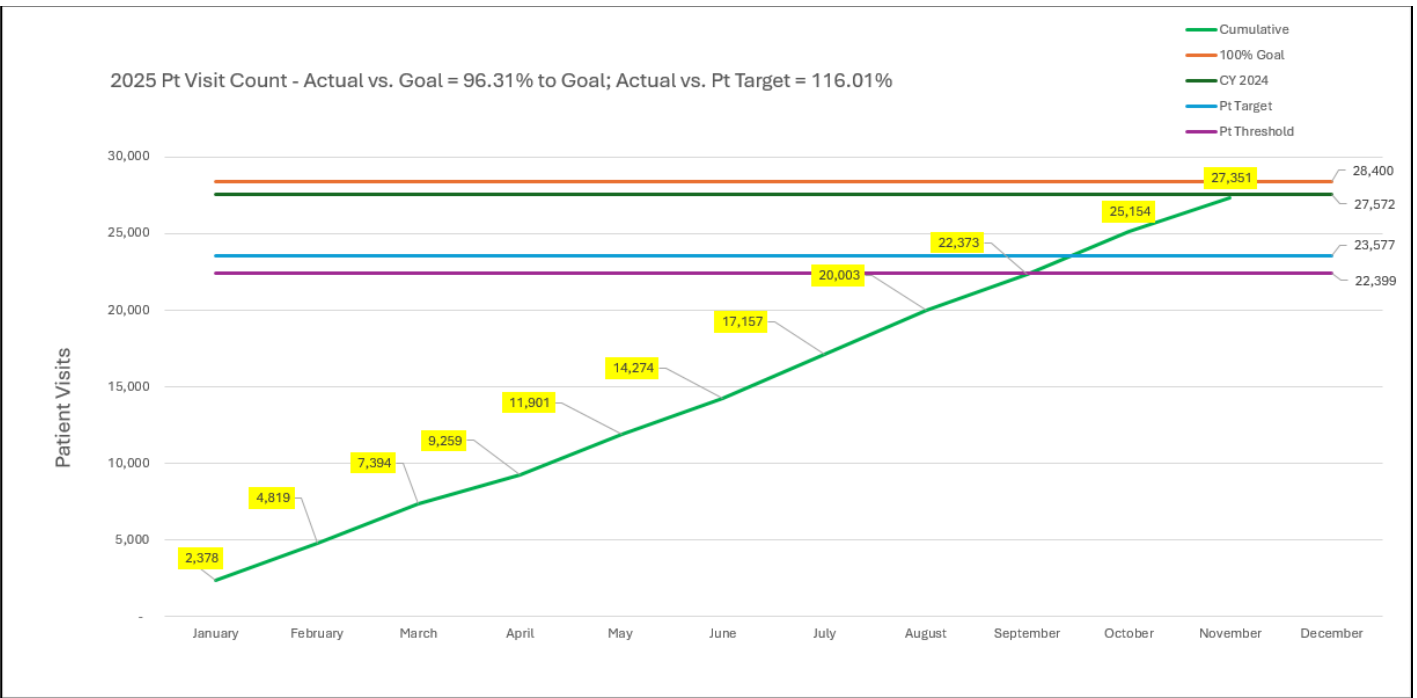
- Recruitment for a doctor for the Fremont Public Health Center ongoing.
- Notice of Intent to apply for Patient Centered Medical Home (PCMH) recognition filed with HRSA.
- Training, contracting, and testing underway in preparation for Medicaid shadow billing commencing in January 2026.
- Revised workflows are being created for the Sliding Fee Discount program in response to Title X program audit findings.

Access

Unduplicated Patients – November 2025



Patient Visits Count – November 2025



Provider Visits by Program and Site – November 2025

| Facility | Program | NOV '25 | NOV '24 | NOV YoY % | FY26 YTD | FY25 YTD | FY YTD YoY% |
|-------------------|--------------------------|--------------|--------------|--------------|---------------|---------------|----------------|
| Decatur | Family Health | 706 | 515 | 27% | 3,974 | 2,904 | 27% |
| Fremont | Family Health | 425 | 317 | 25% | 2,434 | 1,728 | 29% |
| Total | Family Health | 1,131 | 832 | 26% | 6,408 | 4,632 | 28% |
| Decatur | Family Planning | 151 | 132 | 13% | 636 | 797 | -25% |
| Fremont | Family Planning | 66 | 55 | 17% | 873 | 578 | 34% |
| Total | Family Planning | 217 | 187 | 14% | 1,509 | 1,375 | 9% |
| Decatur | Sexual Health | 504 | 392 | 22% | 2,599 | 2,611 | 0% |
| Fremont | Sexual Health | 76 | 131 | -72% | 579 | 637 | |
| ASEC | Sexual Health | | | | 0 | 113 | |
| Total | Sexual Health | 580 | 523 | 10% | 3,178 | 3,361 | -6% |
| Decatur | Behavioral Health | 165 | 108 | 35% | 900 | 604 | 33% |
| Fremont | Behavioral Health | 126 | 115 | 9% | 725 | 596 | |
| Total | Behavioral Health | 291 | 223 | 23% | 1,625 | 1,200 | 26% |
| Decatur | Ryan White | 210 | 133 | 37% | 1,222 | 1,108 | 9% |
| Fremont | Ryan White | 25 | 32 | -28% | 133 | 110 | |
| Total | Ryan White | 235 | 165 | 30% | 1,355 | 1,218 | 10% |
| FQHC Total | | 2,454 | 1,930 | 21% | 14,075 | 11,786 | 16% |

Pharmacy Services

| | 25- Nov | 24-Nov | | FY26 YTD | FY25 YTD | | % Change YOY |
|---|------------|--------|---|----------|----------|---|-----------------|
| Patient Encounters (Pharmacy) | 1,473 | 1,265 | ↑ | 8,400 | 7,004 | ↑ | 19.9% |
| Prescriptions Filled | 2,695 | 2,058 | ↑ | 15,530 | 11,418 | ↑ | 36.0% |
| Patient Clinic Encounters (Pharmacist) | 65 | 61 | ↑ | 302 | 283 | ↑ | 6.7% |
| Financial Assistance Provided | 9 | 24 | ↓ | 57 | 162 | ↓ | -64.8% |
| Insurance Assistance Provided | 9 | 9 | → | 49 | 46 | ↑ | 6.5% |

- A. Dispensed 2,695 prescriptions for 1,473 patients.
- B. Pharmacist completed 65 patient clinic encounters.
- C. Assisted nine (9) patients to obtain medication financial assistance.
- D. Assisted nine (9) patients with insurance approvals.

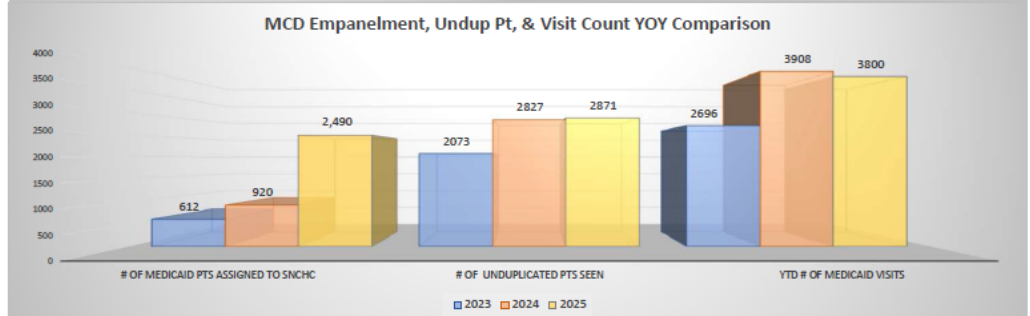
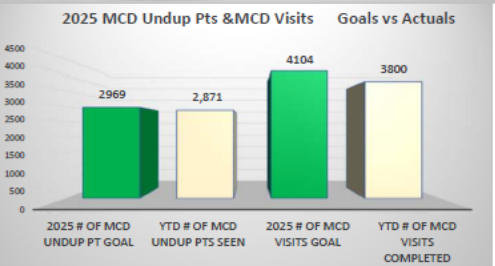
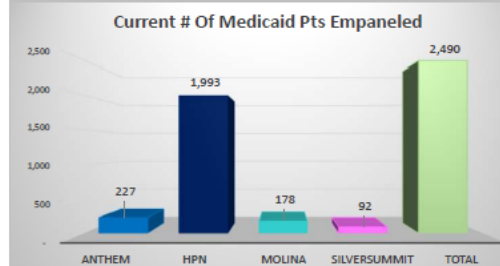
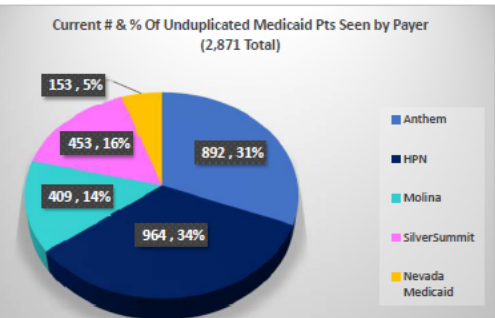
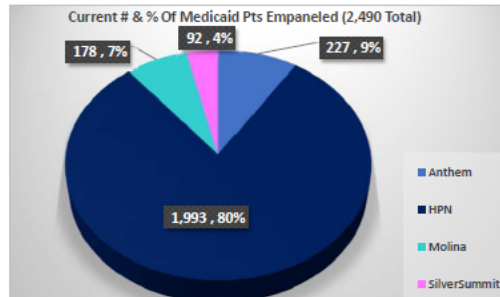
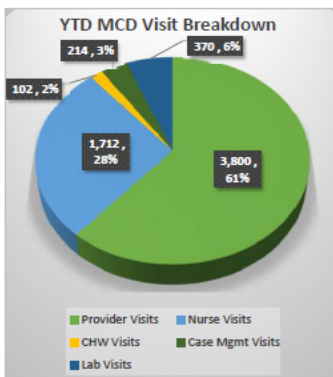
Medicaid Managed Care Organization (MCO)

| Medicaid MCO | Current # Of Medicaid Pts Empaneled |
|-------------------------------------|-------------------------------------|
| Anthem | 227 |
| HPN | 1,993 |
| Molina | 178 |
| SilverSummit | 92 |
| Total | 2,490 |
| Empanelment Growth YoY | 171% |
| 2025 # of MCD Undup Pt Goal | 2969 |
| YTD # of MCD Undup Pts Seen | 2,871 |
| % of Unduplicated Pts to Goal | 96.70% |
| # of Medicaid Pts Assigned to SNCHC | 2,490 |
| # of Empaneled Pts Not Yet Seen | ? |

| | |
|---|--------|
| 2025 # of MCD Visits Goal | 4104 |
| YTD # of MCD Visits Completed | 3800 |
| % of Medicaid Pts Visits to Goal | 92.59% |
| Average # of Medicaid visits per undup pt | 1.32 |

| | |
|-------------------------------------|--------------|
| 2025 # of Unduplicated MCD Pts Seen | |
| Anthem | 892 |
| HPN | 964 |
| Molina | 409 |
| SilverSummit | 453 |
| Nevada Medicaid | 153 |
| Total | 2,871 |

| | |
|-------------------------|--------------|
| YTD MCD Visit Breakdown | |
| Provider Visits | 3,800 |
| Nurse Visits | 1,712 |
| CHW Visits | 102 |
| Case Mgmt Visits | 214 |
| Lab Visits | 370 |
| Total Visits | 6,198 |



| Calendar Year | 2023 | 2024 | 2025 |
|---|---------|---------|--------|
| # of Medicaid Pts Assigned to SNCHC | 612 | 920 | 2,490 |
| # of Unduplicated Pts Seen | 2073 | 2827 | 2871 |
| Goal of Medicaid Visits | | 2831 | 4104 |
| YTD # of Medicaid Visits | 2696 | 3908 | 3800 |
| % of Medicaid Pts Seen to Goal | #DIV/0! | 138.04% | 96.70% |
| Average # of Medicaid visits per undup pt | 1.30 | 1.38 | 1.32 |

Behavioral Health Services

- From January 1, 2025, through October 31, 2025, the Behavioral Health team completed 2,820 patient encounters.
- The Behavioral Health Manager is collaborating with the Quality Management Coordinator to enhance the accuracy and consistency of capturing the depression remission measure.
- The Behavioral Health Manager and Medical Director are addressing the findings from the Q3 Risk Management Assessment, which reported an overall score of 91%.

Family Planning Services

- Family Planning program access is up 14% in November and up 9% year-over-year.
- Program 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. Shadowing across both health center locations is being conducted with the medical clinical support staff and providers to better understand existing workflows and capacity. The goal is to implement new, streamlined and standardized appointment templates and operational workflows in early 2026.

- C. SNCHC received the final report from its comprehensive Title X audit. 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 been notified that its correct plan has been approved. 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 44 referrals between November 1st and November 30th. There were two (2) pediatric clients referred to the Medical Case Management in November, and the program received one (1) referral for a pregnant women living with HIV during this time.
- B. There were 659 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 332 unique clients served under these programs in November.
- C. The Ryan White ambulatory clinic provided a total of 427 visits in the month of November, including 18 initial provider visits, 196 established provider visits including four (4) tele-visits to established patients. Additionally, there were 20 nursing visits and 193 lab visits provided. There were 43 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of November. There were eight (8) Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in November.
- 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 was one (1) patient seen under the Rapid StART Program in November.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 992 unique services to 709 unduplicated patients for the month of November. 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.

Refugee Health Program (RHP)

Refugee Health Program for the month of November.

| | |
|---|-----------|
| 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 | 0 |
| Clients encounter by program (adults) | 0 |
| Refugee Health Screening for November 2025 | 0 |
| Total for FY25-26 | 12 |

Outreach/In Reach Activity

Month of November 2025

| | |
|---------------------------------------|------------------------------|
| Number of events | 3 – Outreach 0 – In reach |
| Number of people reached | 246 |
| Number of people linked to the clinic | 2 |
| Number of hours dedicated to outreach | 7 |

Eligibility and Insurance Enrollment Assistance

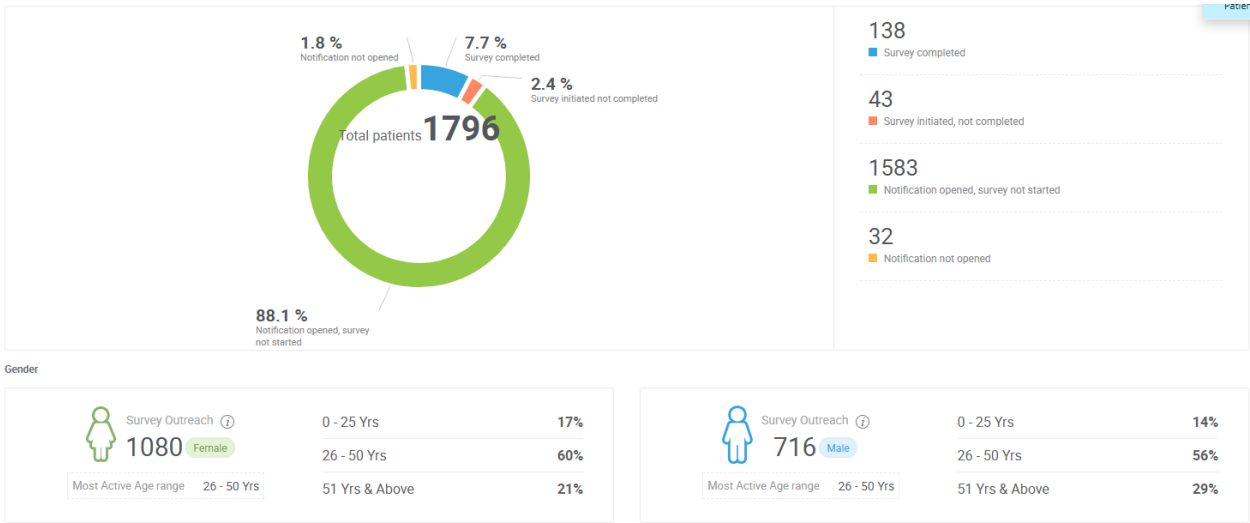
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of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

Patient Satisfaction: See attached survey results.

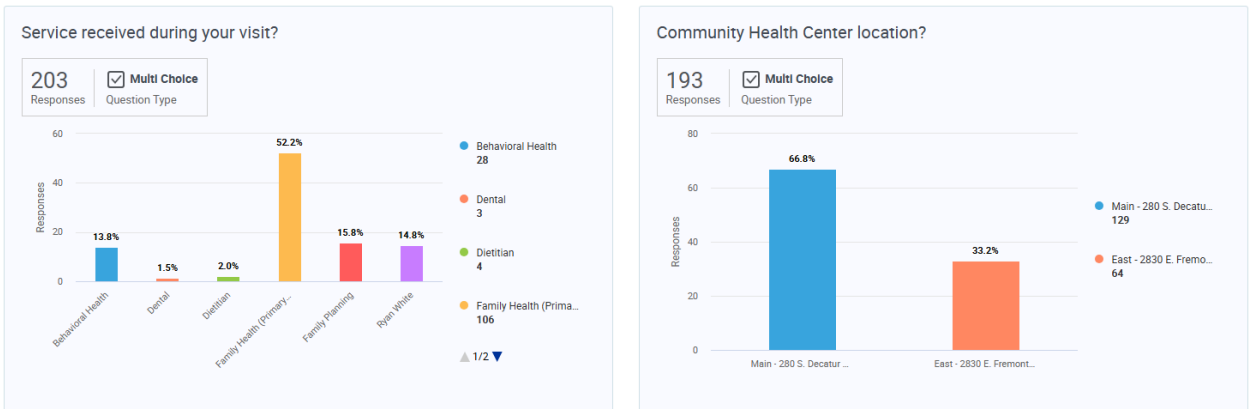
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – November 2025

Overview

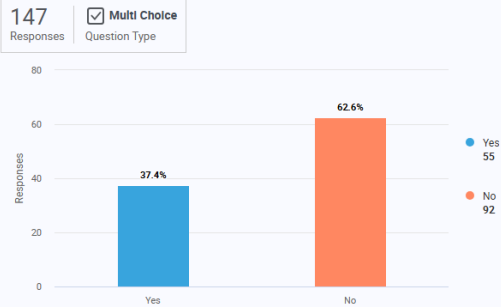


Service and Location

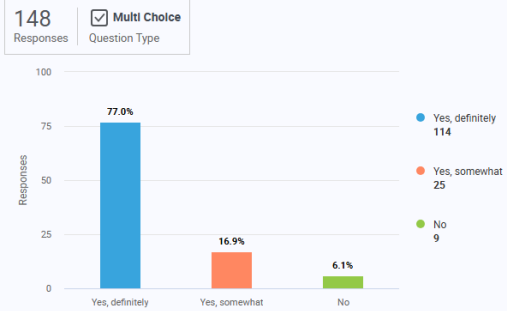


Provider, Staff, and Facility

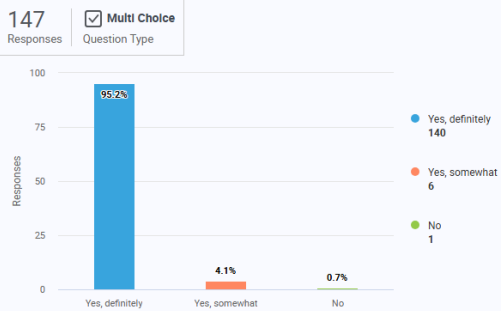
Was your most recent visit for an illness, injury or condition that needed care right away?



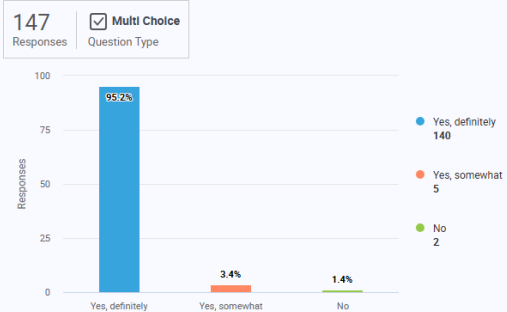
Was the recent visit as soon as you needed?



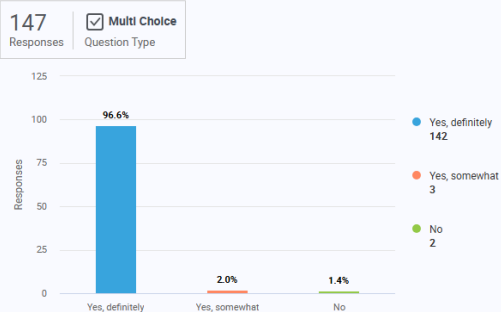
During your most recent visit, did this provider explain things in a way that was easy to understand?



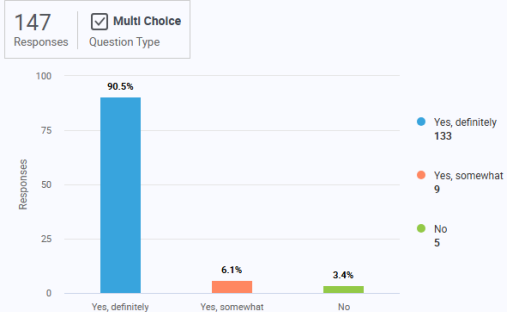
During your most recent visit, did this provider listen carefully to you?



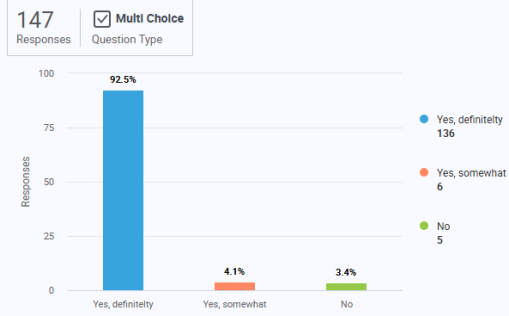
During your most recent visit, did this provider show respect for what you had to say?



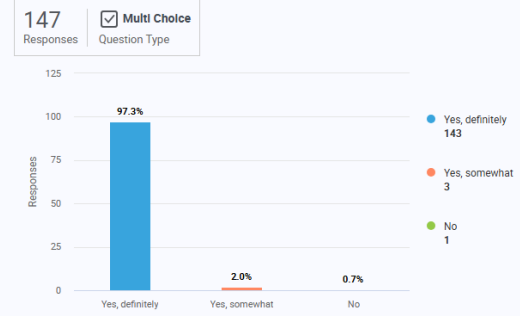
During your most recent visit, did this provider spend enough time with you?



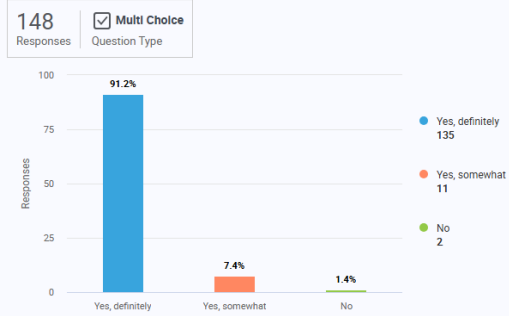
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



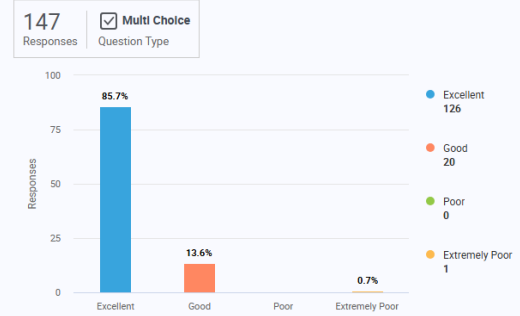
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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?

147

Responses

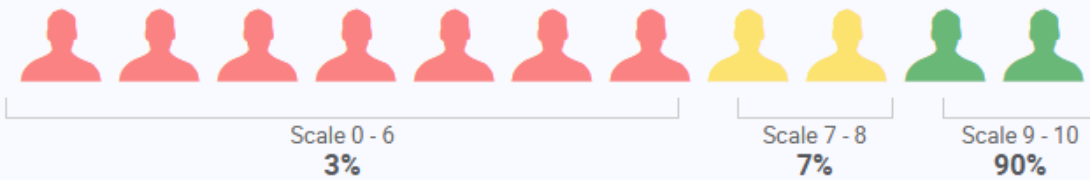
123

Numbers

Question Type

87

Net Promoter Score (NPS)



4

Scale 0 - 6

10

Scale 7 - 8

133

Scale 9 - 10

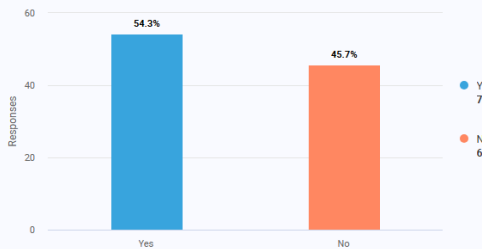
General Information

Do you have health insurance?

140

Responses

Multi Choice
Question Type



How did you hear about us?

147

Responses

Multi Choice
Question Type

