

## MEMORANDUM

**Date:** September 19, 2023

**To:** Southern Nevada Community Health Center Governing Board

**From:** Randy Smith, FQHC Operations Officer *RS*  
Fermin Leguen, MD, MPH, District Health Officer *FL*

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**Subject:** Community Health Center FQHC Operations Officer Report – August 2023

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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.

### August Highlights

#### Access

- 1,649 unduplicated patients served.
  - 678 new patients.
- 7,431 unduplicated patients served in CY23.
  - CY23 unduplicated patients served goal = 10,500

#### Administrative

- Service Area Competition (SAC) grant application submitted on 8/22/23.
- Federal Tort Claim Act (FTCA) deeming application corrected and resubmitted on 8/31/23.
- New required annual training for clinical staff added in women's health.
- Azara DRVS staff training in clinical and administrative features continues.
- Ryan White Part B on-site program audit scheduled for 10/25/23.
- New Family Medicine doctor started on 8/14/23.
- Recruitments for the Medical Director, Licensed Clinical Social Worker, and a mid-level provider are ongoing.
- Training continues in the Refugee Health Clinic (RHC) in preparation for the transfer of day-to-day operations to health center staff and the relocation of services to Fremont effective 9/5/23.

### HIV / Ryan White Care Program

- A. The Ryan White program received 44 referrals between August 1<sup>st</sup> and August 31<sup>st</sup>. There were three (3) pediatric clients referred to the MCM (Medical Case Management) program in August and the program received two (2) referrals for pregnant women living with HIV during this time.

- B. There were 717 total service encounters in the month of August provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, and Health Educator). There were 299 unduplicated clients served under these programs in August.
- C. The Ryan White ambulatory clinic had a total of 425 visits in the month of August, of which 31 were initial provider visits, 181 were established provider visits, 11 were tele-visits (established clients). There were also 18 nurse visits and 195 lab visits provided. There were 37 Ryan White clients seen in Behavioral Health by the Licensed Clinical Social Worker (LCSW) and the Psychiatric APRN during the month of August.
- D. The Ryan White clinic continues to implement the Rapid stART project, which has 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 13 patients enrolled and seen under the Rapid stART program in August.

### Family Planning (FP)

Unduplicated Patients	August 2022	August 2023		FY 22-23	FY 23-24	
Number of Pt: Fremont PHC	84	215	↑	190	361	↑
Number of Pt: Decatur PHC	382	230	↓	653	402	↓

Duplicated Patients	August 2022	August 2023		FY 22-23	FY 23-24	
Number of Pt: Fremont PHC	85	226	↑	196	401	↑
Number of Pt: Decatur PHC	412	243	↓	735	442	↓
New Patients	112	99	↓	235	183	↓
Number of Pt: Fremont PHC	15	55	↑	45	94	↑
Number of Pt: Decatur PHC	97	44	↓	190	89	↓
APRN Visits	349	297	↓	673	555	↓
Number of Pt: Fremont PHC	60	144	↑	135	264	↑
Number of Pt: Decatur PHC	289	153	↓	538	291	↓

Client Encounters by Locations			
Location	Decatur PHC	ELV PHC	Total
Family Planning	243	226	469

Client Encounters by Location				
Location /Program	Aug-22	Aug-23	FY 22-23	FY 23-24
Family Planning	497	469	931	843

- A. FP Program services at the Fremont and Decatur Public Health Centers served 469 clients, of which 445 of them were unduplicated.
- B. The Fremont Family Planning Clinic served 226 clients: 215 of them were unduplicated.
- C. The Decatur Family Planning Clinic serviced 243 clients: 230 of them were unduplicated.

## Pharmacy Services

	Aug-22	Aug-23		FY23	FY24		% Change YTD
<b>Client Encounters (Pharmacy)</b>	1,245	1,457	↑	2,408	2,671	↑	10.9%
<b>Prescriptions Filled</b>	1,646	2,021	↑	3,163	3,702	↑	17.0%
<b>Client Clinic Encounters (Pharmacist)</b>	49	31	↓	144	67	↓	-53.5%
<b>Financial Assistance Provided</b>	9	21	↑	19	36	↑	89.5%
<b>Insurance Assistance Provided</b>	-	1	↑	3	1	↓	-66.7%

- A. Dispensed 2021 prescriptions for 1,457 clients.
- B. Pharmacist completed 31 client clinic encounters.
- C. Assisted 21 clients to obtain medication financial assistance.
- D. Assisted 1 client with insurance approvals.

## Eligibility Case Narrative and Monthly Report

As a team, the Eligibility Workers submitted a total of 76 applications for the month.

Applications	Status
55	Approved
22	Denied
49	Pending

## FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,086 encounters to 807 unduplicated patients in the month of August. There were 133 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The FQHC-SHC is participating in a research project in collaboration with the University of San Diego, California (UCSD) looking at STI's as a tool for HIV prevention. The clinic 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.
- C. The FQHC-SHC Community Health Worker (CHW) attended training on Motivational Interviewing. Two of the SHC providers attended a training session, "Doxycycline for bacterial STI prevention," provided by the Pacific AIDS Education & Training Center Program. The training focused on the use and effectiveness of doxycycline use for prevention of chlamydia and syphilis.
- D. The SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- E. Two CHN nurses, one Medical Assistant, and one administrative assistant are continuing orientation in FQHC-SHC. FQHC-SHC has begun the process for filling one vacant CHN position.

## Tuberculosis Clinic/Refugee Health Program

Refugee Health Program for the month of August 2023.

Number of clients who required medical follow-up for communicable diseases	8
Referrals for TB issues	4
Referrals for Chronic Hep B	3
Referrals for STD	1
Pediatric Refugee Exams	8
Client encounters by program (adults)	57
Refugee Health screening for August 2023	57
<b>Total for FY22-23</b>	<b>114</b>

## Risk Management

- Medical Events (Dr. Bluebird) – 2
- Patient Complaints/Grievances – 0
- Medication Errors – 0
- Patient Issues – 0
- Employee Incidents – 1
- HIPAA Violation(s) – 0

## Patient Satisfaction: See attached survey results.

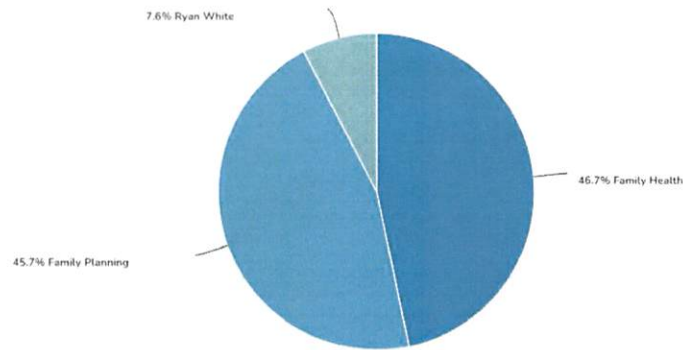
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

## Report for Southern Nevada Community Health Center (SNCHC) Patient Satisfaction Survey (English) August 2023

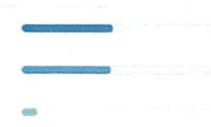
### Response Counts



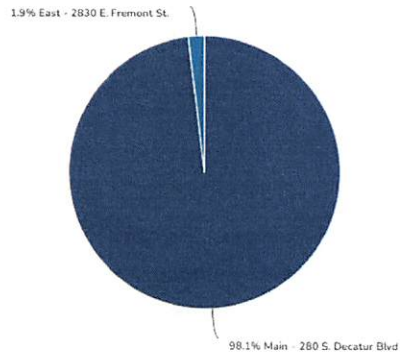
### 1. Service received during your visit



Value	Percent	Responses
Family Health	46.7%	49
Family Planning	45.7%	48
Ryan White	7.6%	8
<b>Totals:</b>		<b>105</b>

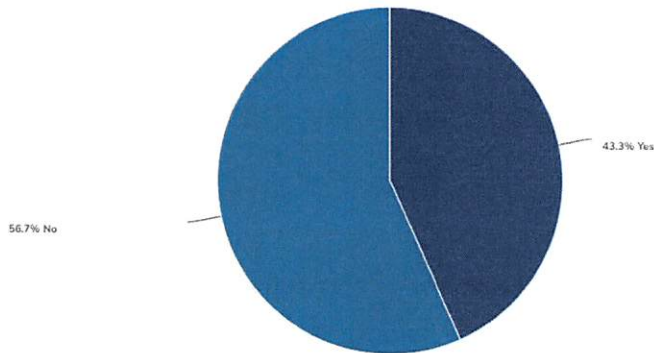


2. Southern Nevada Health District (SNHD) location



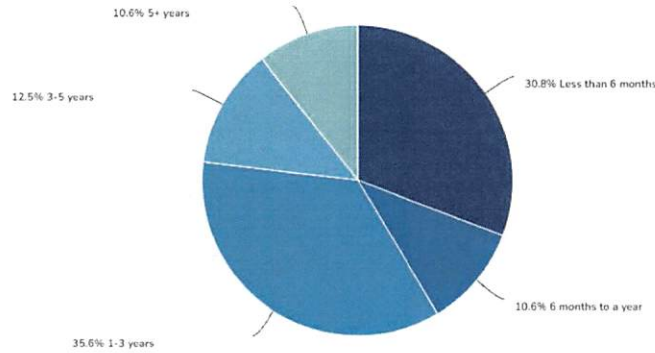
Value	Percent	Responses
Main - 280 S. Decatur Blvd	98.1%	102
East - 2830 E. Fremont St.	1.9%	2
		<b>Totals: 104</b>

3. Do you have health insurance?



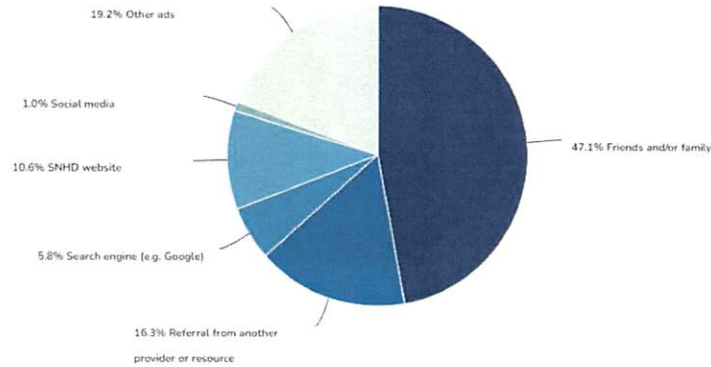
Value	Percent	Responses
Yes	43.3%	45
No	56.7%	59
		<b>Totals: 104</b>

4. How long have you been a patient at the Southern Nevada Health District/Southern Nevada Community Health Center?



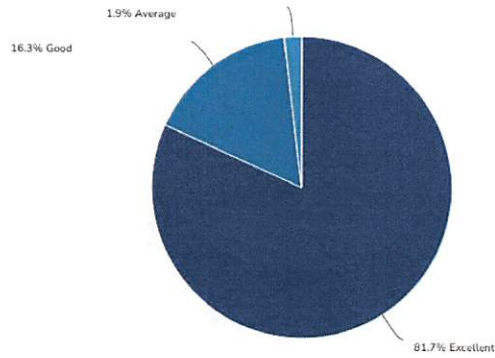
Value	Percent	Responses
Less than 6 months	30.8%	32
6 months to a year	10.6%	11
1-3 years	35.6%	37
3-5 years	12.5%	13
5+ years	10.6%	11
		<b>Totals: 104</b>

5. How did you hear about us?



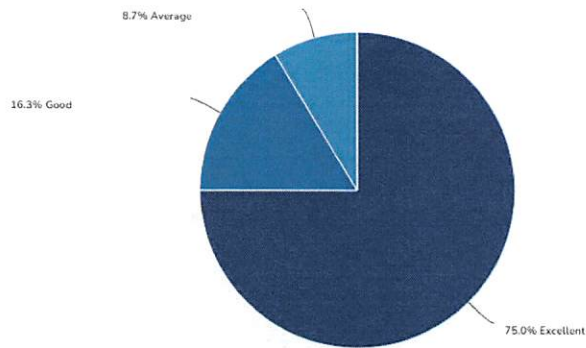
Value	Percent	Responses
Friends and/or family	47.1%	49
Referral from another provider or resource	16.3%	17
Search engine (e.g. Google)	5.8%	6
SNHD website	10.6%	11
Social media	1.0%	1
Other ads	19.2%	20
		<b>Totals: 104</b>

6. Ease of scheduling an appointment



Value	Percent	Responses
Excellent	81.7%	85
Good	16.3%	17
Average	1.9%	2
<b>Totals: 104</b>		

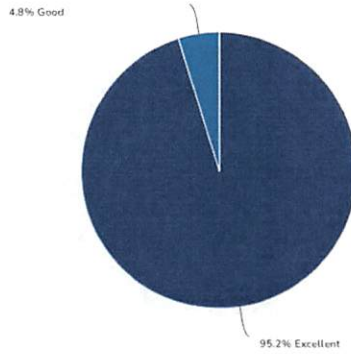
7. Wait time to see provider



Value	Percent	Responses
Excellent	75.0%	78
Good	16.3%	17
Average	8.7%	9
<b>Totals: 104</b>		

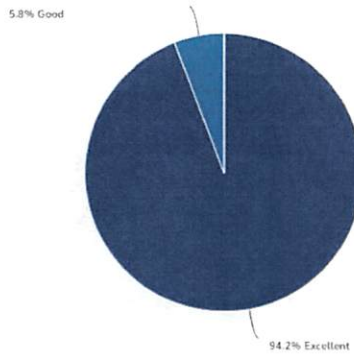


8. Care received from providers and staff



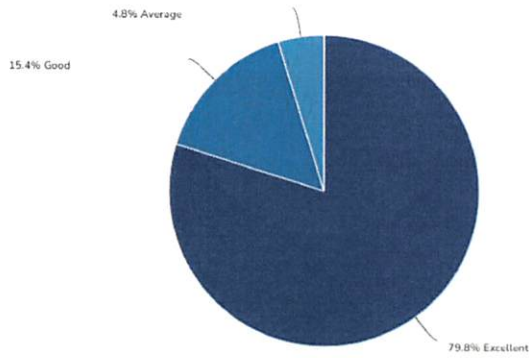
Value	Percent	Responses
Excellent	95.2%	99
Good	4.8%	5
		<b>Totals: 104</b>

9. Understanding of health care instructions following your visit



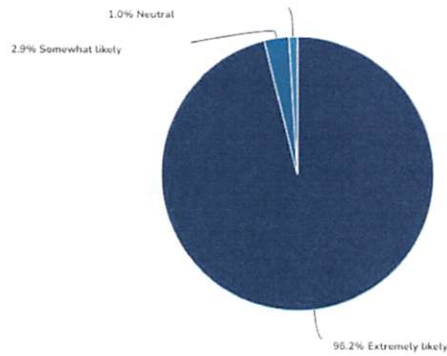
Value	Percent	Responses
Excellent	94.2%	98
Good	5.8%	6
		<b>Totals: 104</b>

10. Hours of operation



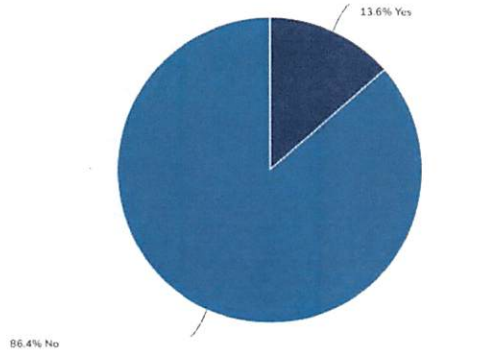
Value	Percent	Responses
Excellent	79.8%	83
Good	15.4%	16
Average	4.8%	5
<b>Totals: 104</b>		

11. Recommendation of our health center to friends and family



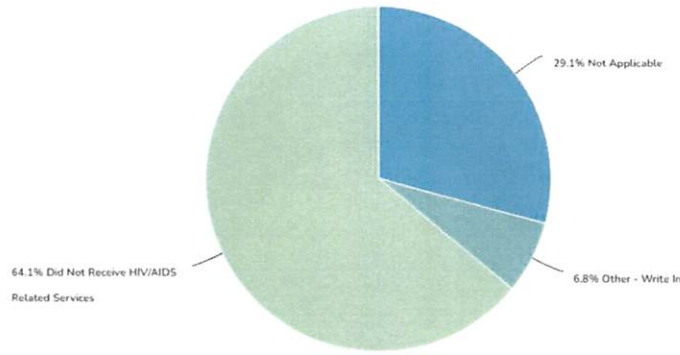
Value	Percent	Responses
Extremely likely	96.2%	100
Somewhat likely	2.9%	3
Neutral	1.0%	1
<b>Totals: 104</b>		

12. Are you visiting today for HIV/AIDS related prevention or treatment services or to received relate information?



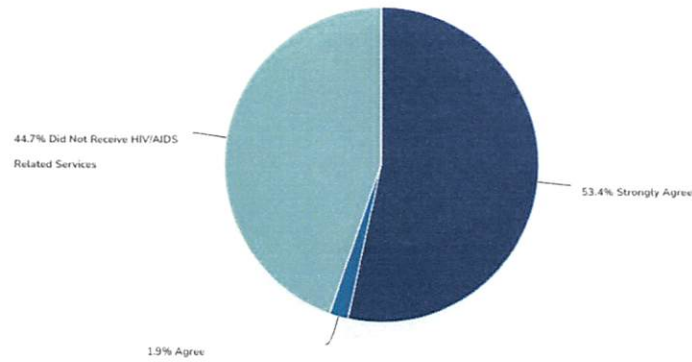
Value	Percent	Responses
Yes	13.6%	14
No	86.4%	89
		<b>Totals: 103</b>

13. Based on your HIV status, at any moment during your visit, did you feel...



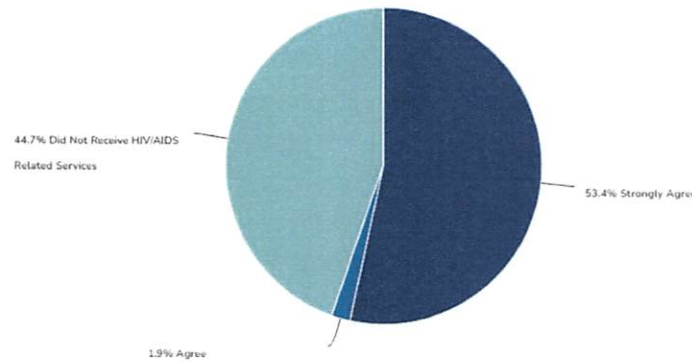
Value	Percent	Responses
Not Applicable	29.1%	30
<a href="#">Other - Write In (click to view)</a>	6.8%	7
Did Not Receive HIV/AIDS Related Services	64.1%	66
		<b>Totals: 103</b>

14. During your visit, did you feel that staff members treated you with care?



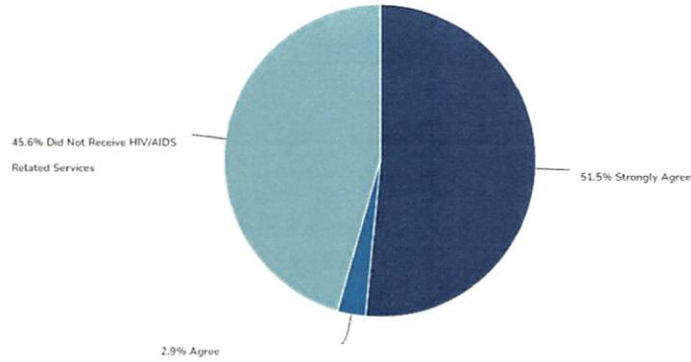
Value	Percent	Responses
Strongly Agree	53.4%	55
Agree	1.9%	2
Did Not Receive HIV/AIDS Related Services	44.7%	46
		<b>Totals: 103</b>

15. During your visit, did you feel that staff members treated you with respect



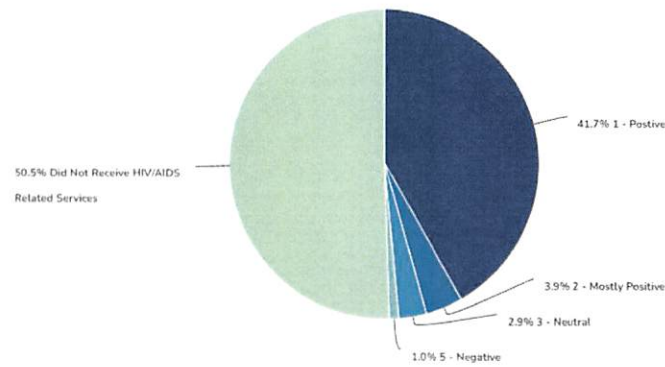
Value	Percent	Responses
Strongly Agree	53.4%	55
Agree	1.9%	2
Did Not Receive HIV/AIDS Related Services	44.7%	46
		<b>Totals: 103</b>

16. During your visit, did you feel that staff members were supportive?



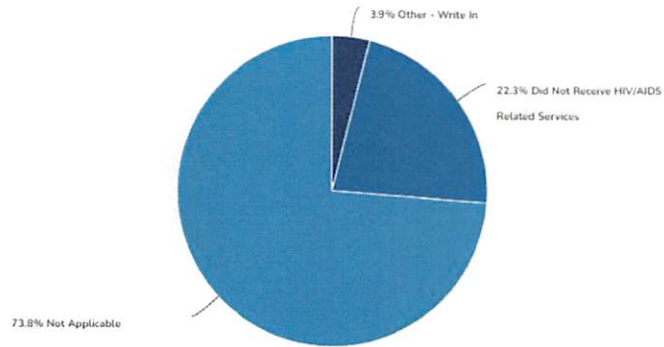
Value	Percent	Responses
Strongly Agree	51.5%	53
Agree	2.9%	3
Did Not Receive HIV/AIDS Related Services	45.6%	47
<b>Totals: 103</b>		

17. On a scale from 1-5, during your visit, did you feel that any staff interactions negatively or positively impacted your likelihood of remaining in care?



Value	Percent	Responses
1 - Positive	41.7%	43
2 - Mostly Positive	3.9%	4
3 - Neutral	2.9%	3
5 - Negative	1.0%	1
Did Not Receive HIV/AIDS Related Services	50.5%	52
<b>Totals: 103</b>		

18. Please provide any feedback that can help SNCHC staff reduce HIV/AIDS related stigma and create a more welcoming and supportive environment.



Value	Percent	Responses
<a href="#">Other - Write In (click to view)</a>	3.9%	4
Did Not Receive HIV/AIDS Related Services	22.3%	23
Not Applicable	73.8%	76
		<b>Totals: 103</b>

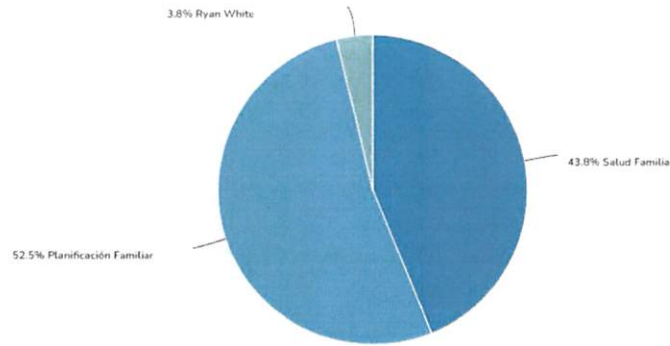
## Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC) (Spanish) August 2023

Report for Distrito de Salud del Sur de Nevada Encuesta de Satisfacción del Paciente (SNCHC)

### Response Counts

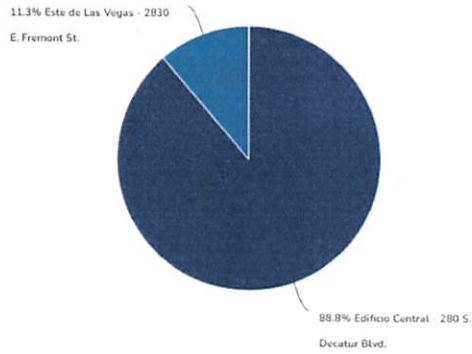


### 1. Marque los servicios recibidos durante su visita



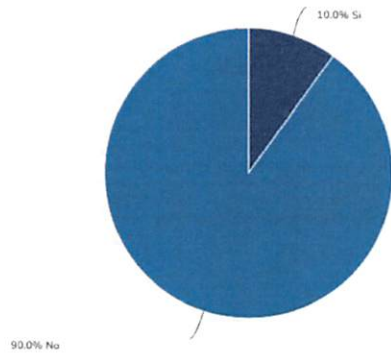
Value	Percent	Responses
Salud Familiar	43.8%	35
Planificación Familiar	52.5%	42
Ryan White	3.8%	3
		<b>Totals: 80</b>

2. ¿En cuál de las localidades del Distrito de Salud recibió los servicios?



Value	Percent	Responses
Edificio Central - 280 S. Decatur Blvd.	88.8%	71
Este de Las Vegas - 2830 E. Fremont St.	11.3%	9
		<b>Totals: 80</b>

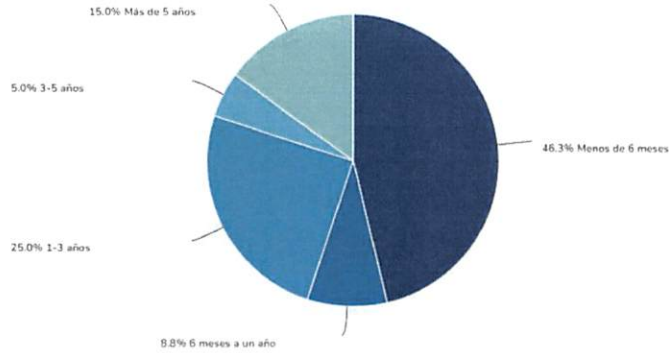
3. ¿Tiene seguro médico?



Value	Percent	Responses
Si	10.0%	8
No	90.0%	72
		<b>Totals: 80</b>

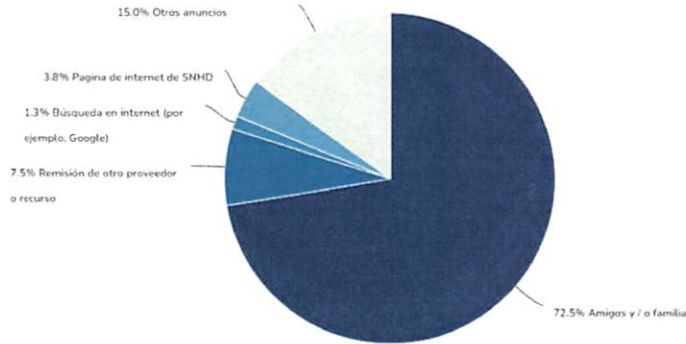


4. ¿Cuánto tiempo ha sido usted paciente en el Distrito de Salud del Sur de Nevada/Centro de Salud Comunitario del Sur de Nevada?



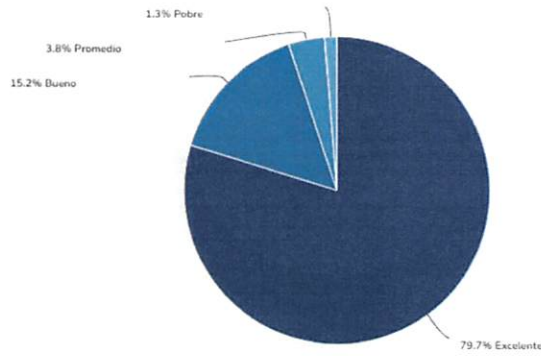
Value	Percent	Responses
Menos de 6 meses	46.3%	37
6 meses a un año	8.8%	7
1-3 años	25.0%	20
3-5 años	5.0%	4
Más de 5 años	15.0%	12
		<b>Totals: 80</b>

5. ¿Como usted supo de nosotros?



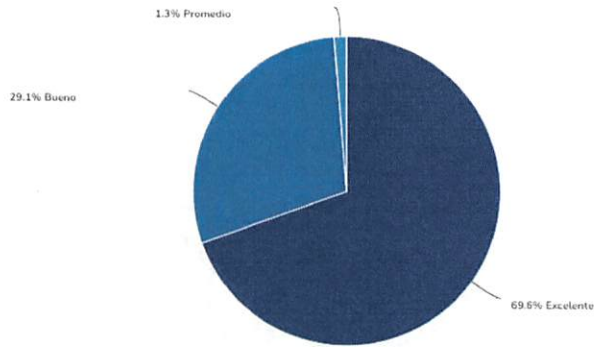
Value	Percent	Responses
Amigos y / o familia	72.5%	58
Remisión de otro proveedor o recurso	7.5%	6
Búsqueda en internet (por ejemplo, Google)	1.3%	1
Pagina de internet de SNHD	3.8%	3
Otros anuncios	15.0%	12
		<b>Totals: 80</b>

6. Facilidad para programar una cita



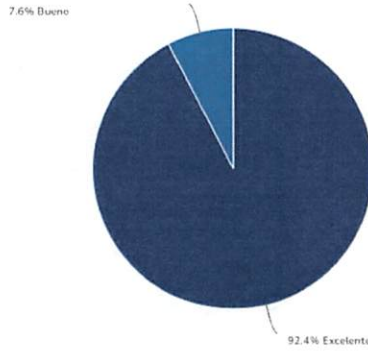
Value	Percent	Responses
Excelente	79.7%	63
Bueno	15.2%	12
Promedio	3.8%	3
Pobre	1.3%	1
<b>Totals: 79</b>		

7. Tiempo de espera para ver a un proveedor de salud



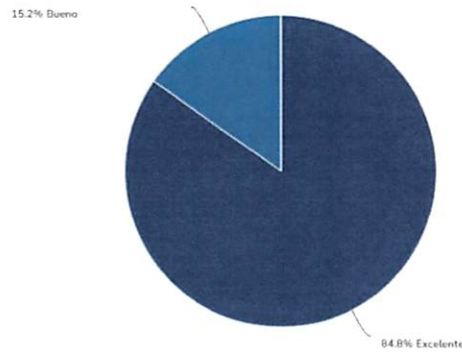
Value	Percent	Responses
Excelente	69.6%	55
Bueno	29.1%	23
Promedio	1.3%	1
<b>Totals: 79</b>		

8. Atención recibida de los proveedores y personal



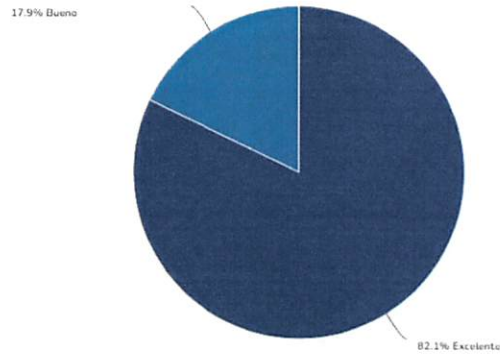
Value	Percent	Responses
Excelente	92.4%	73
Bueno	7.6%	6
		<b>Totals: 79</b>

9. Comprensión de las instrucciones del cuidado de salud después de su visita



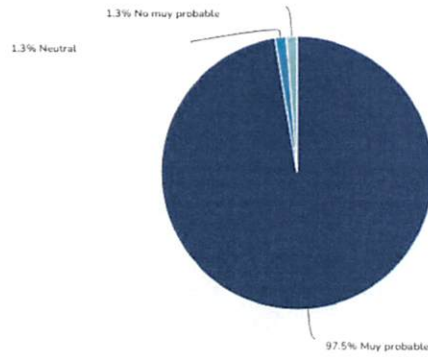
Value	Percent	Responses
Excelente	84.8%	67
Bueno	15.2%	12
		<b>Totals: 79</b>

10. Horarios de operación



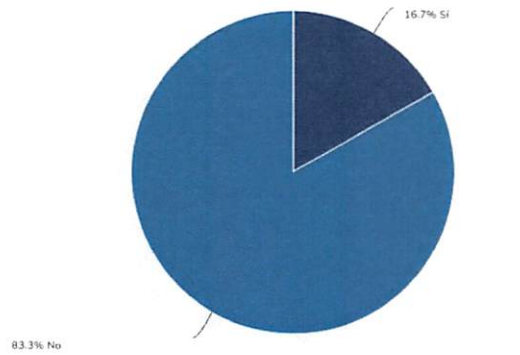
Value	Percent	Responses
Excelente	82.1%	64
Bueno	17.9%	14
<b>Totals: 78</b>		

11. Recomendaría nuestro centro de salud a amigos y familiares



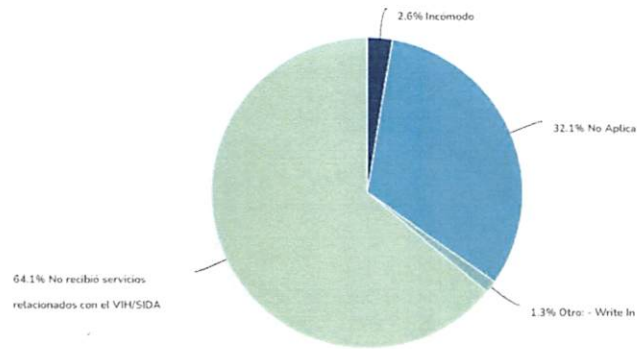
Value	Percent	Responses
Muy probable	97.5%	77
Neutral	1.3%	1
No muy probable	1.3%	1
<b>Totals: 79</b>		

12. ¿Está de visita hoy para recibir servicios de prevención o tratamiento relacionados con el VIH/SIDA o para recibir información relacionada?



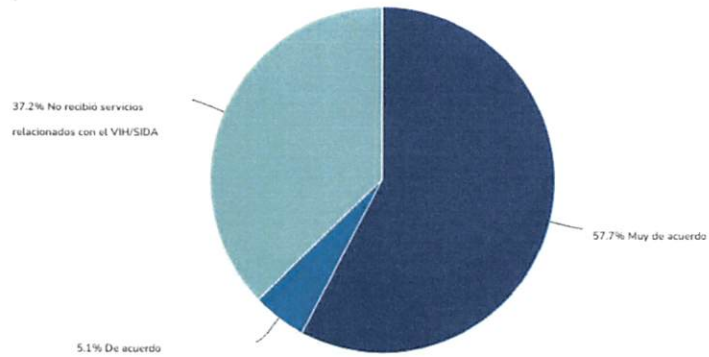
Value	Percent	Responses
Si	16.7%	13
No	83.3%	65
		<b>Totals: 78</b>

13. Con base en su estatus de VIH, en algún momento de su visita, se sintió...



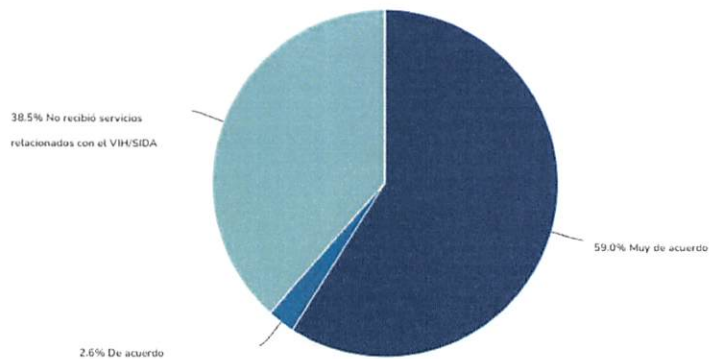
Value	Percent	Responses
Incomodo	2.6%	2
No Aplica	32.1%	25
<a href="#">Otro: - Write In (click to view)</a>	1.3%	1
No recibió servicios relacionados con el VIH/SIDA	64.1%	50
		<b>Totals: 78</b>

14. ¿Durante su visita, sintió que los miembros del personal lo trataron bien?



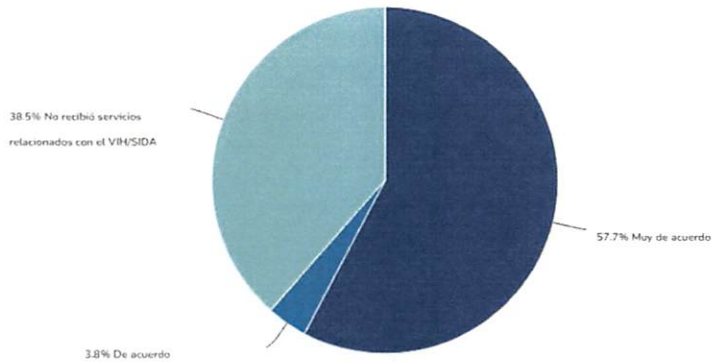
Value	Percent	Responses
Muy de acuerdo	57.7%	45
De acuerdo	5.1%	4
No recibió servicios relacionados con el VIH/SIDA	37.2%	29
<b>Totals: 78</b>		

15. ¿Durante su visita, sintió que los miembros del personal lo trataron con respeto?



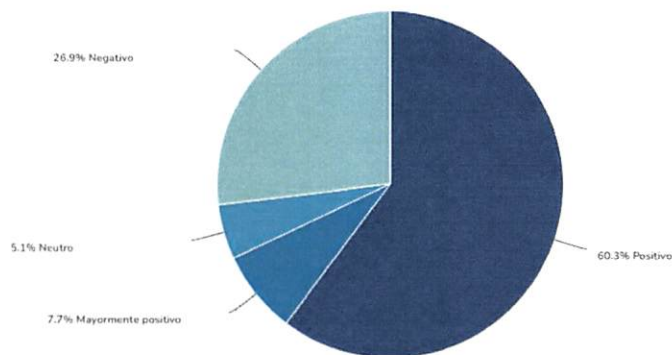
Value	Percent	Responses
Muy de acuerdo	59.0%	46
De acuerdo	2.6%	2
No recibió servicios relacionados con el VIH/SIDA	38.5%	30
<b>Totals: 78</b>		

16. ¿Durante su visita, sintió que los miembros del personal lo apoyaron?



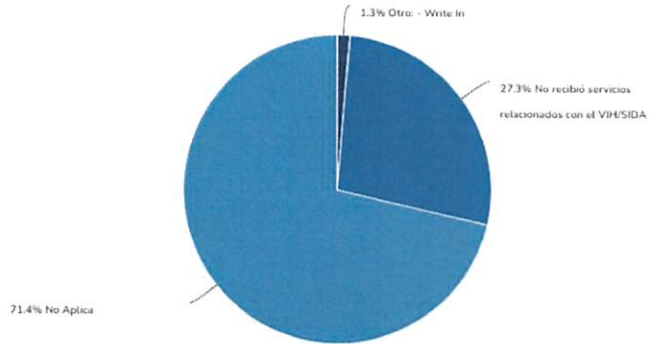
Value	Percent	Responses
Muy de acuerdo	57.7%	45
De acuerdo	3.8%	3
No recibió servicios relacionados con el VIH/SIDA	38.5%	30
<b>Totals: 78</b>		

17. En una escala del 1 al 5, durante su visita, ¿sintió que alguna interacción del personal tuvo un impacto negativo o positivo en su probabilidad de permanecer bajo cuidado?



Value	Percent	Responses
Positivo	60.3%	47
Mayormente positivo	7.7%	6
Neutro	5.1%	4
Negativo	26.9%	21
<b>Totals: 78</b>		

18. Proporcione cualquier comentario que pueda ayudar al personal de SNHD a reducir el estigma relacionado con el VIH/SIDA y crear un ambiente mas agradable y de apoyo.



Value	Percent	Responses
<a href="#">Otro - Write In (click to view)</a>	1.3%	1
No recibí servicios relacionados con el VIH/SIDA	27.3%	21
No Aplica	71.4%	55
		<b>Totals: 77</b>