

Southern Nevada Community Health Center

Executive Director & Staff Accomplishments

FY2023

Fermin Leguen, MD, MPH
Executive Director
Southern Nevada Community Health Center



Operations

- Opened the new Fremont Public Health Center as a permanent flagship site – August 30, 2022
- Modified patient appointment templates to increase access to care
- Created dedicated administrative time for clinical prep work
- Mobile Unit participated on 82 remote site clinic events
- Participated in approximately 60 community outreach events
 - Primary Care, Infectious Disease, Family Planning, Ryan White, and COVID-19 testing, and Vaccinations

Human Resources

Implemented 4/10 schedule (8 am to 6 pm):

Decatur - Monday to Thursday

Fremont - Tuesday to Friday

Implemented new credentialing and privileging process

Hired dedicated support staff to increase capacity for Behavioral Health screening

Hired four new medical providers

Hired an Administrative Analyst

Health Center Staffing as of 9/2023

Budgeted FTEs	Vacancies
114.0	9.0

Budgeted FTE	Position	Vacancies
1.0	Medical Director	1.0
16.2	Medical Providers	3.0
2.0	Licensed Clinical Social Workers	1.0
1.0	Psychiatric APRN	0.0
1.0	Registered Dietician	1.0

Unique Patients Served: 5,293

Primary Care: 4,164

Family Planning: 4,093

Ryan White: 2,084

Provider Encounters:
12,309

Behavioral Health: 1,534

Clinical Pharmacist: 288

Dietitian: 146

COVID-19 and Mpox Activities

- Expanded COVID-19 and Mpox vaccinations to Fremont.
- Administered more than 9,200 COVID-19 vaccinations.
- Administered more than 7,300 COVID-19 tests (POC and PCR).
- Continued COVID-19 testing and vaccination site at SNCHC Decatur.
- Operated a Distribution Center for PPE and COVID-19 at-home test kits for the community.

Administration

- Maintained a favorable patient satisfaction overall rating throughout the year
- Successfully cleared program findings identified during the HRSA Operational Site Visit (OSV).
- Five existing board members approved for a second term.
- Onboarded four new community health center board members.
- Updated the new board member orientation process
- Updated the health centers by-laws

Training

Implemented Daily Care Team and Management Huddles

Implemented new staff meeting and training schedules

Trained providers on HIV, PEP, PrEP and Care Planning

Provided NARCAN training to clinical staff

Implemented monthly Health Equity and Cultural and Linguistical Appropriate Service (CLAS) training

Finance



Improved revenue cycle processes



Improved insurance credentialing processes



Implemented new monthly financial report



Implemented new Sliding Fee Schedule



Implemented and standardized workflows for receiving Prospective Payment System (PPS) Medicaid Wrap reimbursements

Revenues Expenses by Fiscal Year

	FY20-21	FY21-22	FY22-23
Revenues	\$20,699,370	\$24,025,423	\$25,919,761*
Expenses	\$20,887,131	\$26,123,255	\$30,791,905*

**preliminary amounts (unaudited)*

- SNHD's Cost Allocation Expense in FY23: \$6,559,228

Factors Influencing FY23 Expense and Revenues

- **Revenue:**

- Full year of PPS wrap reimbursement with an approximate \$213k increase in reimbursement compared to budget.
- Loss of approximately \$1 million in COVID funding that was previously available in FY21 and 22.
- Two (2) providers retired in FY23 contributing to the loss of nine (9) months of provider appointment access and associated revenue.

- **Expense:**

- Total active FTEs grew by 19%.
- Onboarding four (4) new providers increased expenses without off-setting revenue.
- Increased costs of pharmacy medications.
- Increased health center's SNHD internal cost allocation expenses.
- **Cost Allocation Expense in FY23: \$6,559,228**

Community Partnerships

All Saints Episcopal Church

University of Las Vegas, Nevada (UNLV)

Mexican Consulate

El Salvador Consulate

Racial and Ethnic Approaches to Community Health (REACH)

North Las Vegas Community Correctional Center

Health Center Controlled Networks (HCCN)

Arizona Association of Community Health Centers (AACHC)

Nevada Primary Care Association (NVPCA)

Catholic Charities

Las Vegas Promotoras

Three Square

Department of Welfare and Social Services (DWSS)

Local FQHCs, etc.

Marketing



Distributed 70,000 mailer postcards to the community



Distributed mailer postcards for the Fremont Public Health Center to residents living in ZIP codes 89030, 89101, 89104, 89106, 89110, 89121, 89122, 89142, 89156

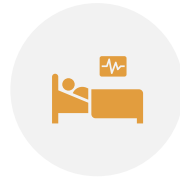


Created a new health center brochure

Goals/Opportunities for FY2024



Obtain Patient Centered Medical Home (PCMH) accreditation



Increase the number of unique patients serviced



Improve daily operations and clinical performance results



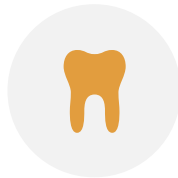
Optimize and expand services at the Fremont Location



Enhance integration of Sexual Health Clinic services



Build the Behavioral Health clinic at the Decatur Location



Develop Oral Health program at the Fremont Location



Enhanced Refugee Services

Thank you!

Questions?

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