

MEMORANDUM

Date: January 16, 2024

To: Southern Nevada Community Health Center Governing Board

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

Subject: Community Health Center FQHC Operations Officer Report – December 2023

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.

December 2023 Highlights

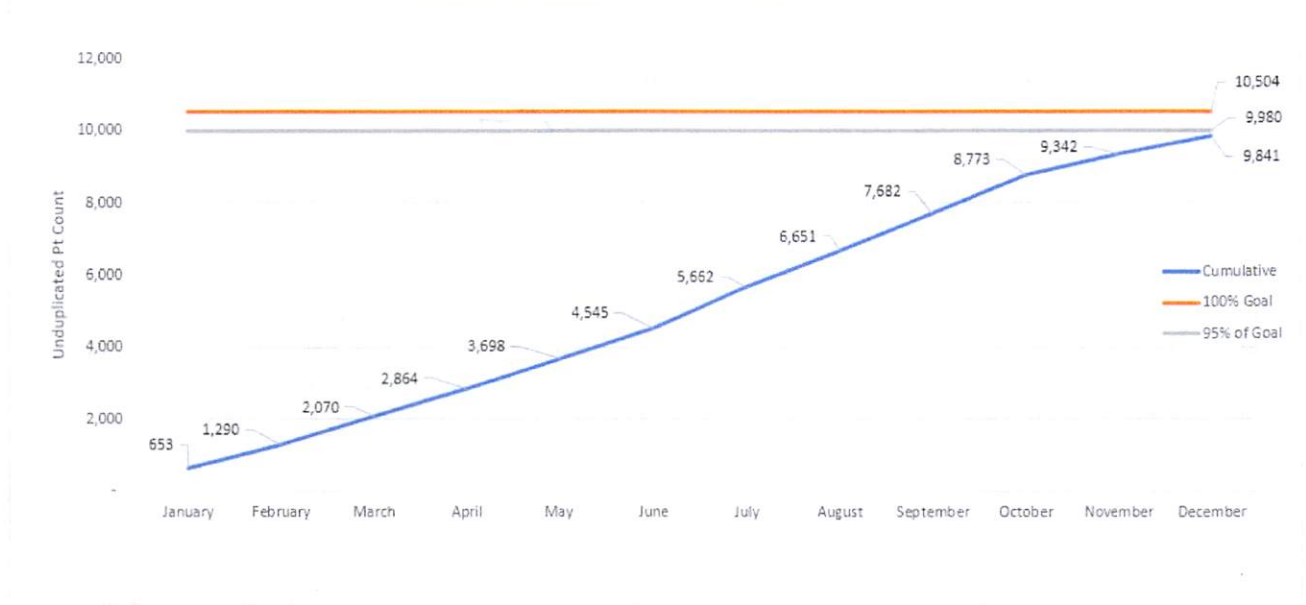
Administrative

- HRSA Service Area Competition grant award successful. New three funding and continued designation for SNCHC as a FQHC from 2.1.24 – 1.31.27.
- HRSA approved the change to the Health Center Project Director with an effective date of 11.21.23.
- The new Behavioral Health Manager started on 1.2.24.
- The new Clinical Services Supervisor started on 1.2.24.
- A new Clinical Pharmacist for Fremont has been hired with a start date of 1.22.24.
- Ryan White services began at Fremont on 1.5.24.
- Sexual Health services are scheduled to commence at Fremont on 1.16.24.
- Refugee Health access enhance project underway.
- Business Office and IT teams preparing for annual UDS report for calendar year 2023.
- Operations and IT teams preparing for an upgrade to a newer version of eCW.

Access

Unduplicated patient through December.

2023 Unduplicated Pt Count - Actual vs. Goal



Facility	Program	DEC '23	DEC '22	DEC YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	94	123	-24%	726	784	-7%
Decatur	Ryan White	162	177	-8%	1,267	999	27%
Decatur	Family Health	306	127	141%	2,215	1,480	50%
Fremont	Family Health	115	155	-26%	780	603	29%
Total	Family Health	421	282	49%	2,995	2,083	44%
Decatur	Family Planning	119	113	5%	806	1,421	-43%
Fremont	Family Planning	60	114	-47%	449	558	-20%
Total	Family Planning	179	227	-21%	1,255	1,979	-37%
ASEC	Sexual Health	99	107	-7%	743	605	23%
Decatur	Sexual Health	536	483	11%	3,375	3,515	-4%
Total	Sexual Health	635	590	8%	4,118	4,120	0.0%
Grand Total		1,491	1,399	7%	10,361	9,965	4%

Pharmacy Services

	Dec-22	Dec-23		FY23	FY24		% Change YTD
Client Encounters (Pharmacy)	1,076	1,198	↑	6,913	7,949	↑	15.0%
Prescriptions Filled	1,460	1,629	↑	9,208	11,041	↑	19.9%
Client Clinic Encounters (Pharmacist)	24	23	↓	264	190	↓	-28.0%
Financial Assistance Provided	5	16	↑	41	102	↑	148.8%
Insurance Assistance Provided	-	1	↑	7	27	↑	285.7%

- A. Dispensed 1,629 prescriptions for 1,198 clients.
- B. Pharmacist completed 23 client clinic encounters.
- C. Assisted 16 clients to obtain medication financial assistance.
- D. Assisted 1 client with insurance approvals.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 62 referrals between December 1st and December 31st. There were three (3) pediatric clients referred to the Medical Case Management program in December and the program received one (1) referral for a pregnant woman living with HIV during this time.
- B. There were 611 total service encounters in the month of December provided by the Ryan White program (i.e., Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian and Health Educator). There were 303 unduplicated clients served under these programs in December.
- C. The Ryan White ambulatory clinic had a total of 328 visits in the month of December: 23 initial provider visits, 131 established provider visits, including 15 tele-visits (established clients). There were 17 nurse visits and 154 lab visits. There were 16 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker and the Psychiatric APRN during the month of December.
- 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 14 patients enrolled and seen under the Rapid stART program in December.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,038 encounters to 812 unduplicated patients for the month of December. There were 148 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently 115 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 FQHC-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) 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 SHC staff continues to see patients for Mpox evaluation and referral for vaccine.

Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of December 2023.

	Adults	Children
Total Scheduled	78	14
Cancelled	6	0
No Show	11	0
Total Seen	61	14

Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers submitted a total of 36 applications for the month of November. A new outsourcing process was established and is being used for the overflow of referrals.

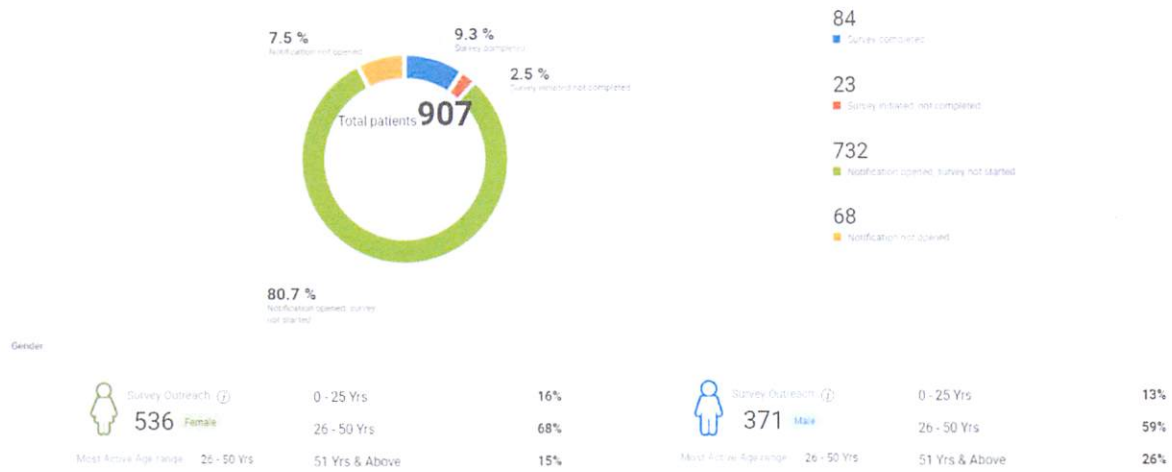
Applications	Status
9	Approved
2	Denied
21	Pending

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.

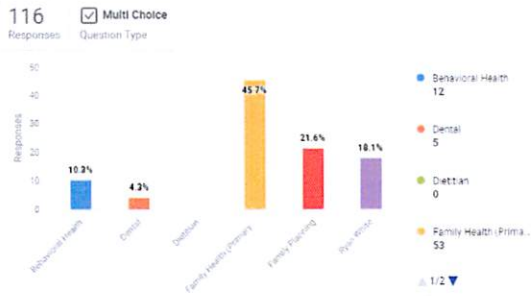
Patient Satisfaction Survey

Overview

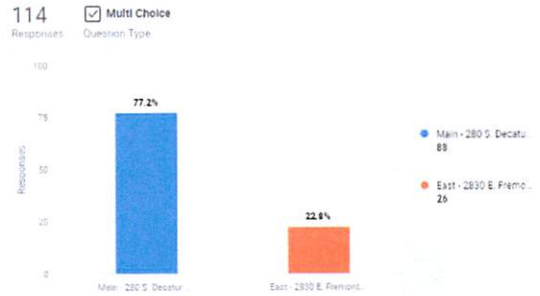


Service and Location

Service received during your visit?

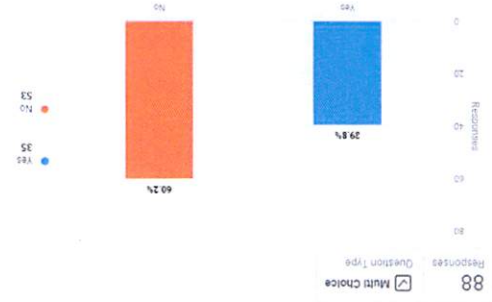


Community Health Center location?

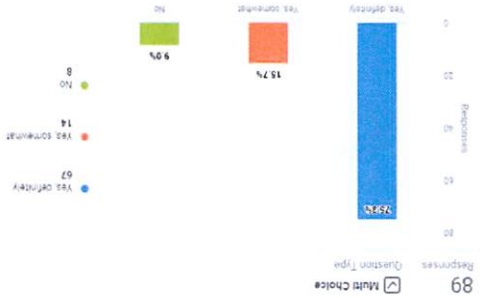


Provider, Staff and Facility

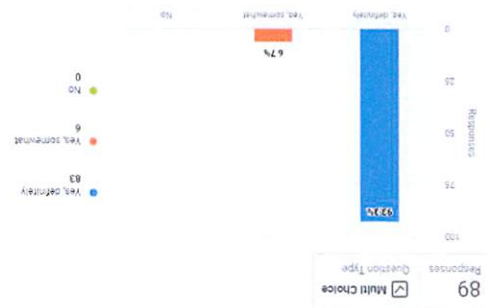
Was your most recent visit for an illness, injury or condition that needed care right away?



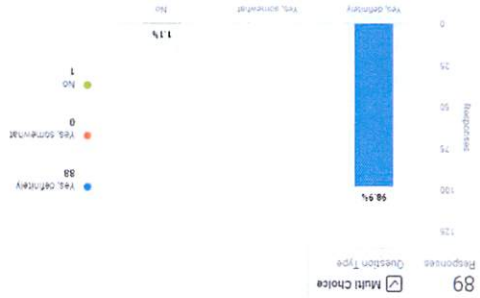
Was the recent visit as soon as you needed?



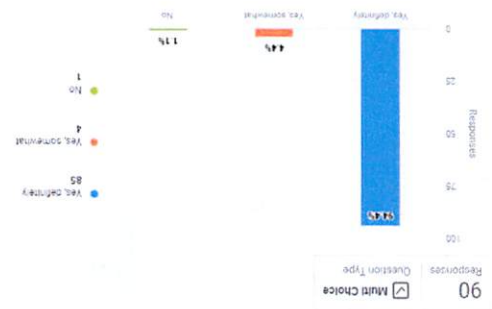
During your most recent visit, did this provider explain things in a way that was easy to understand?



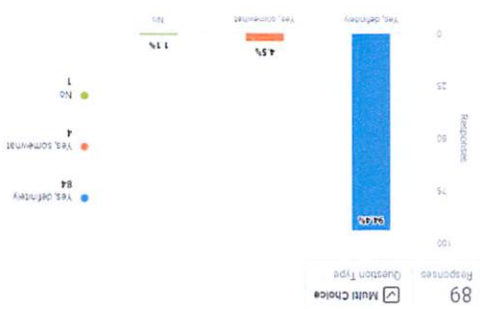
During your most recent visit, did this provider listen carefully to you?



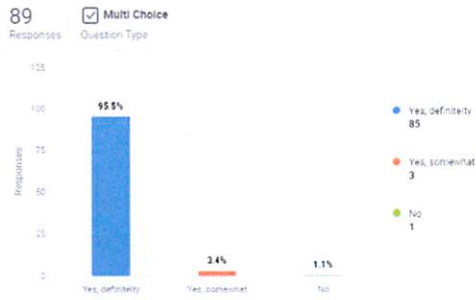
During your most recent visit, did this provider show respect for what you had to say?



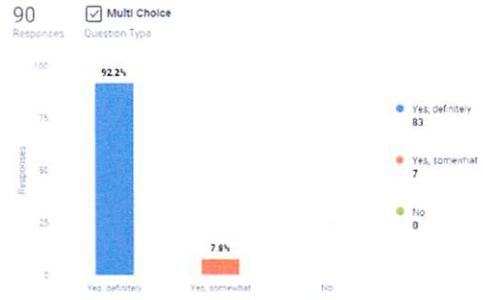
During your most recent visit, did this provider spend enough time with you?



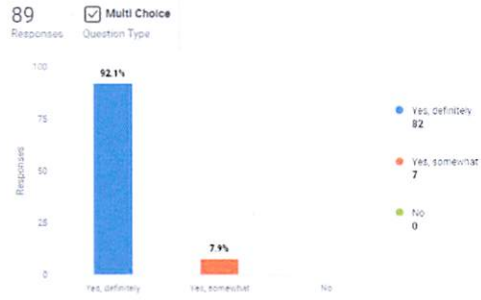
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



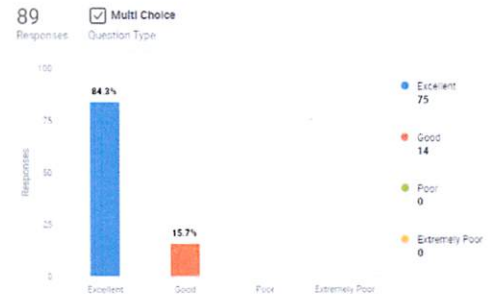
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



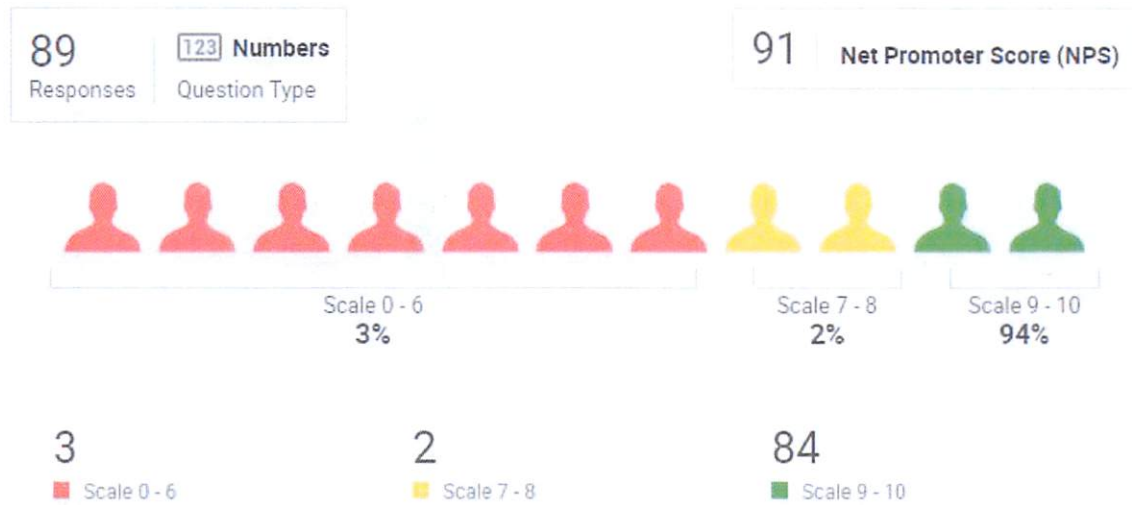
Thinking about your recent visit, was it easy to schedule an appointment?



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

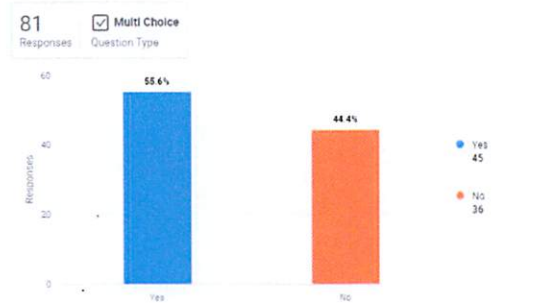


How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?



General Information

Do you have health insurance?



How did you hear about us?

