

MEMORANDUM

Date: December 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*

Subject: Community Health Center FQHC Operations Officer Report – November 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.

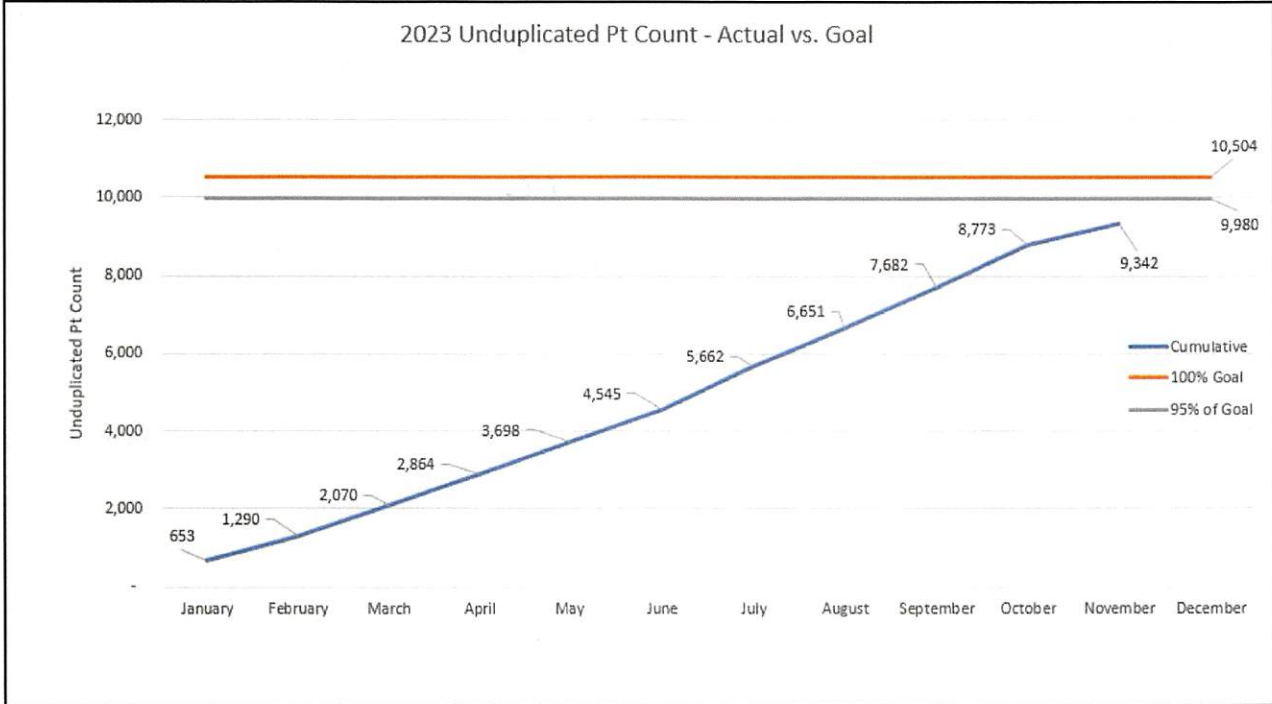
November 2023 Highlights

Administrative

- Request to change Health Center Project Director has been submitted to HRSA.
- Dr. Rubin Saavedra joined SNCHC as the Medical Director on 12.4.23.
- A new APRN joined the Decatur team on 12.11.23.
- The Behavioral Health Manager role has been filled. Start date 1.8.24.
- The build out of the behavioral health clinic space at Decatur is expected to commence mid-January 2024.
- Recruitment for the vacant behavioral health professional position is ongoing.
- Recruitment for a new clinical pharmacist for Fremont is nearing completion.
- Ryan White services to commence at Fremont on 1.5.24.
- Sexual Health services 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.

Access

Unduplicated patient through November.



Facility	Program	NOV '23	NOV '22	NOV YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	128	131	-2%	632	661	-4%
Decatur	Ryan White	197	153	29%	1105	822	34%
Decatur	Family Health	421	183	130%	1909	1353	41%
Fremont	Family Health	91	157	-42%	665	448	48%
Total	Family Health	512	340	51%	2574	1801	43%
Decatur	Family Planning	150	270	-44%	687	1308	-47%
Fremont	Family Planning	46	78	-41%	389	444	-12%
Total	Family Planning	196	348	-44%	1076	1752	-39%
ASEC	Sexual Health	133	123	8%	644	498	29%
Decatur	Sexual Health	592	637	-7%	2839	3032	-6%
Total	Sexual Health	725	760	-5%	3483	3530	-1.3%
Grand Total		1758	1732	2%	8870	8566	4%

Pharmacy Services

	Nov-22	Nov-23		FY23	FY24		% Change YTD
Client Encounters (Pharmacy)	1,144	1,396	↑	5,837	6,751	↑	15.7%
Prescriptions Filled	1,537	1,934	↑	7,748	9,412	↑	21.5%
Client Clinic Encounters (Pharmacist)	30	31	↑	240	167	↓	-30.4%
Financial Assistance Provided	8	16	↑	36	86	↑	138.9%
Insurance Assistance Provided	2	8	↑	7	26	↑	271.4%

- A. Dispensed 1,934 prescriptions for 1,396 clients.
- B. Pharmacist completed 31 client clinic encounters.
- C. Assisted 16 clients to obtain medication financial assistance.
- D. Assisted 8 clients with insurance approvals.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 47 referrals between November 1st and November 30th. There was one (1) pediatric client referred to the Medical Case Management (MCM) program in November and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 774 total service encounters in the month of November provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian, and Health Educator). There were 368 unduplicated clients served under these programs in November.
- C. The Ryan White ambulatory clinic had a total of 397 visits in the month of November: 33 initial provider visits, 162 established provider visits including 29 tele-visits (established clients). There were 12 nurse visits and 190 lab visits. There were 28 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker (LCSW) and the Psychiatric APRN during the month of November.
- 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 10 patients enrolled and seen under the Rapid stART program in November.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,120 unique services to 824 unduplicated patients for the month of November. There were 136 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently 1116 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.
- D. One CHN nurse is continuing orientation in FQHC-SHC. Interviews were completed for one vacant Patient Services Representative (PSR) position.

Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	
Referrals for TB issues	6
Referrals for Chronic Hep B	1
Referrals for STD	6
Pediatric Refugee Exams	17
Clients encounter by program (adults)	40
Refugee Health screening for November 2023	40
Total for FY23-24	258

Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers submitted a total of 50 applications for the month of November.

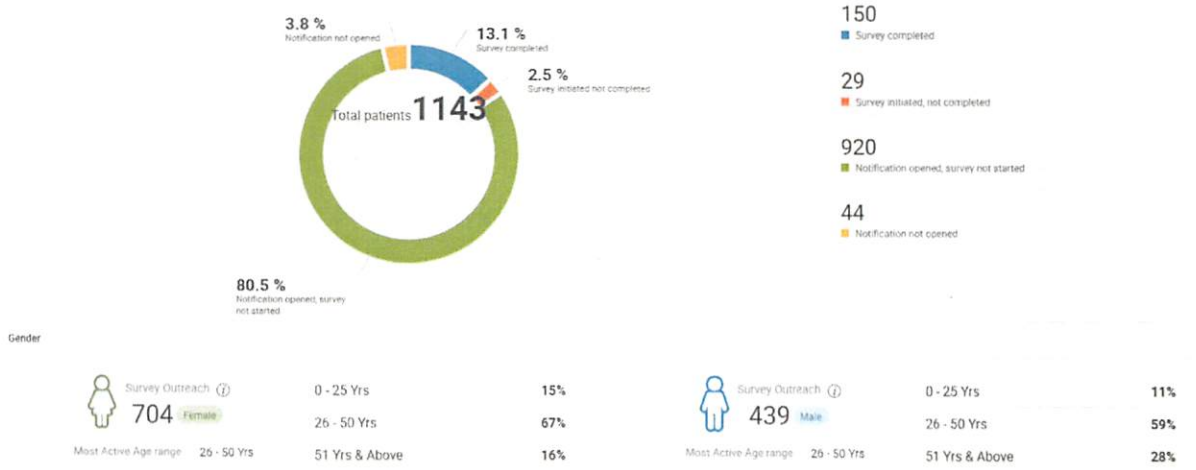
Applications	Status
22	Approved
1	Denied
16	Pending

Patient Satisfaction: See attached survey results.

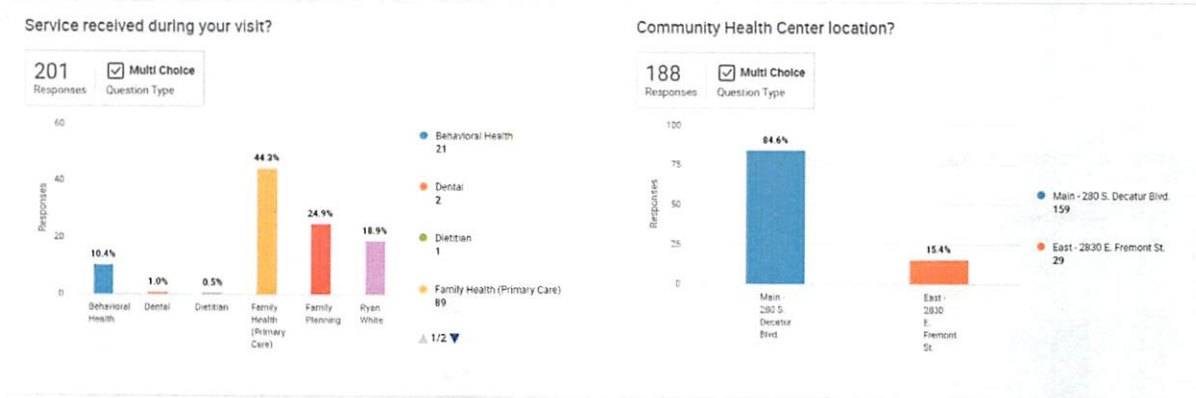
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

Patient Satisfaction Survey

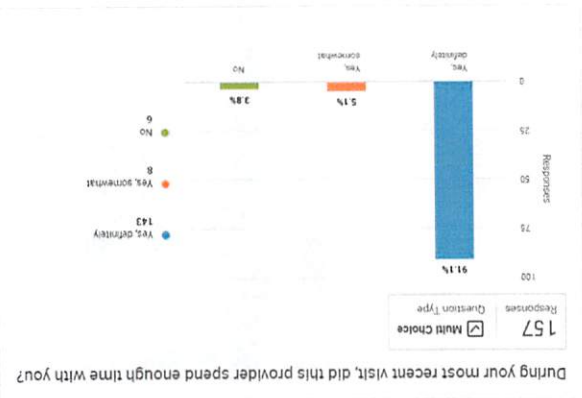
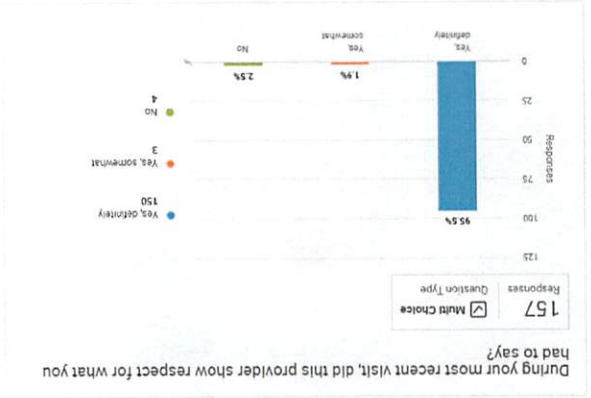
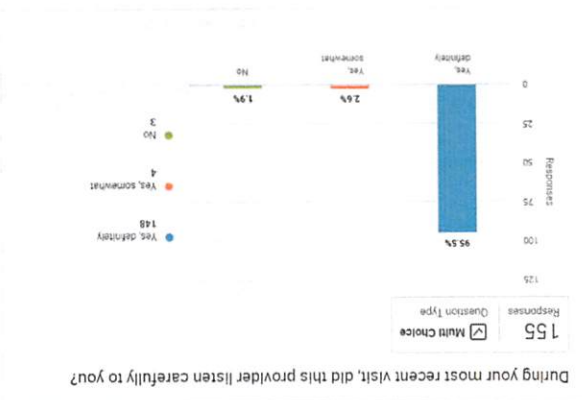
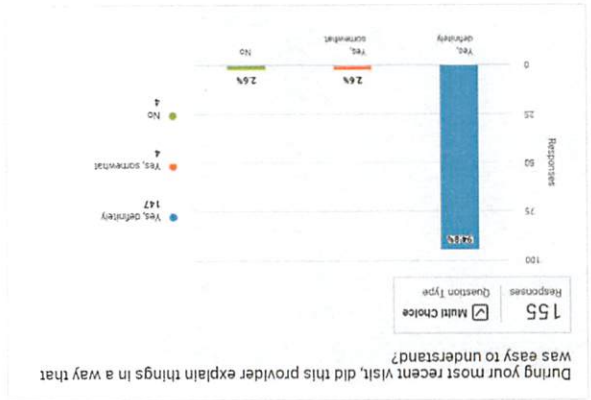
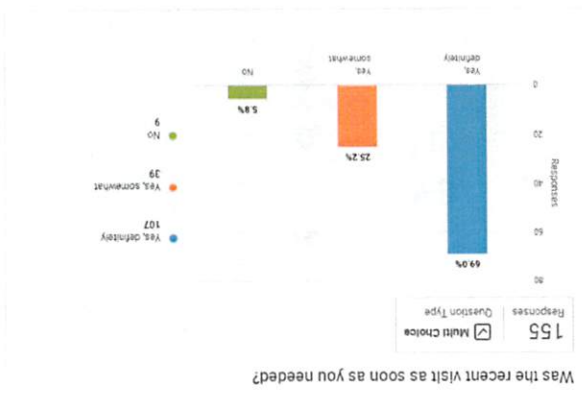
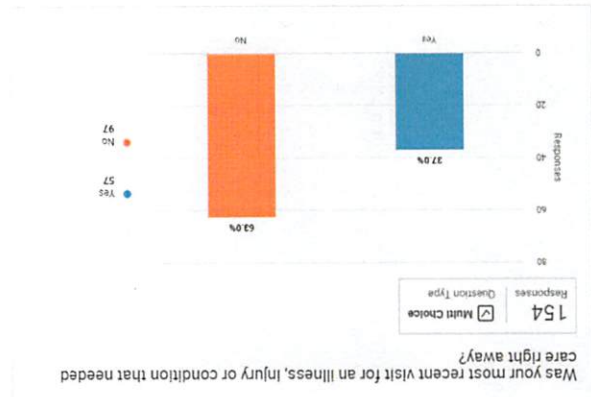
Overview



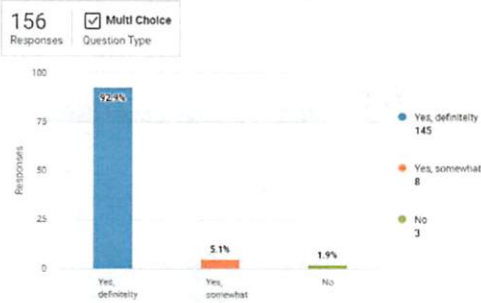
Service and Location



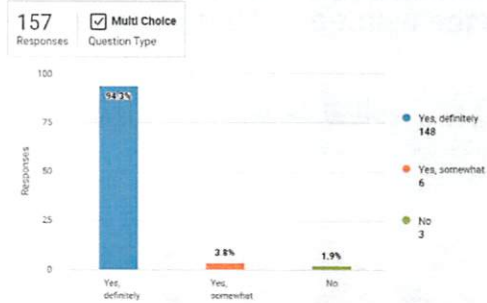
Provider, Staff and Facility



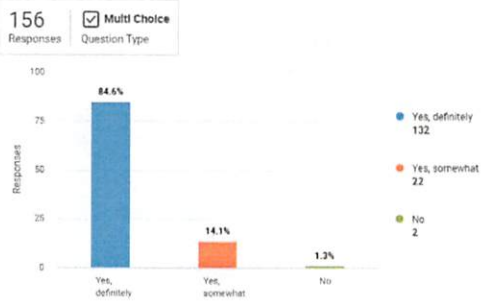
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



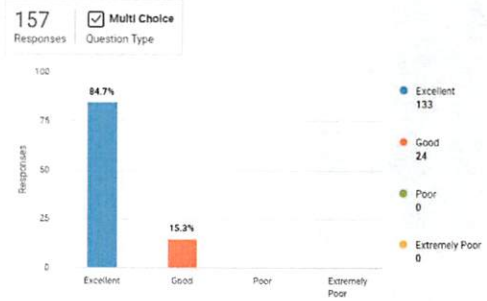
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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



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

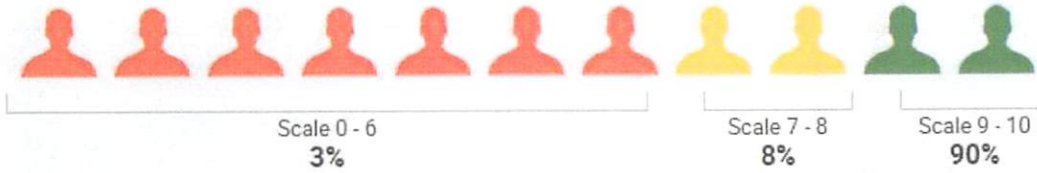


How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

156
Responses

123 Numbers
Question Type

87 Net Promoter Score (NPS)



4
Scale 0 - 6

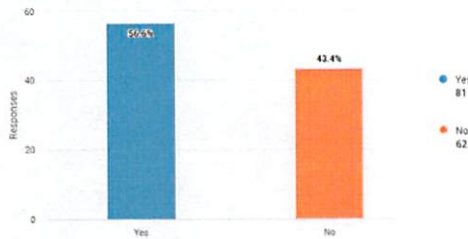
12
Scale 7 - 8

140
Scale 9 - 10

General Information

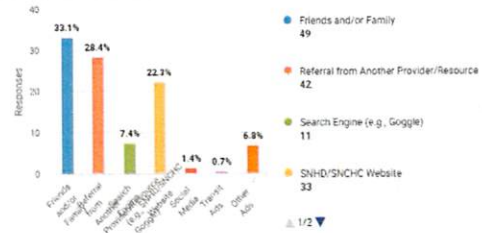
Do you have health insurance?

143 Responses
Multi Choice Question Type



How did you hear about us?

148 Responses
Multi Choice Question Type



Survey Comments

Separate attachment