



## MINUTES

### SOUTHERN NEVADA COMMUNITY HEALTH CENTER

#### GOVERNING BOARD MEETING

February 20, 2024 – 2:30 p.m.

Meeting was conducted In-person and via WebEx Event

Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107  
Red Rock Trail Rooms A and B

#### MEMBERS PRESENT:

Jose L. Melendrez, Chair – Consumer Member (*via Webex*)  
Donna Feliz-Barrows, Vice-Chair – Consumer Member (*via Webex*)  
Jasmine Coca – Community Member (*in person*)  
Scott Black – Community Member, City of North Las Vegas (*in person*)  
Erin Breen – Community Member (*via Webex*)  
Sara Hunt – Community Member (*in person*)  
Brian Knudsen – Consumer Member (*Webex*)

#### ABSENT:

Luz Castro – Consumer Member  
Blanca Macias-Villa – Consumer Member

#### ALSO PRESENT:

#### LEGAL COUNSEL:

Edward Wyner, Associate General Counsel

#### CHIEF EXECUTIVE OFFICER:

Randy Smith, CEO

#### STAFF:

Heather Anderson-Fintak, Emily Anelli, Jonna Arqueros, Tawana Bellamy, Andria Cordovez Mulet, Tabitha Johnson, Ryan Kelsch, Theresa Ladd, Fermin Leguen, Cassius Lockett, Hetal Luhar, Cassondra Major, Bernadette Meily, Kimberly Monahan, Jonas Maratita, Kyle Parkson, Luann Province, Yin Jie Qin, Randy Smith, Ronique Tatum-Penegar, Steve Wang, Donnie (DJ) Whitaker, Merylyn Yegon

### I. CALL TO ORDER and ROLL CALL

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:32 p.m. Tawana Bellamy, Senior Administrative Specialist, administered the roll call and confirmed a quorum. Ms. Bellamy provided clear and complete instructions for members of the general public to call in to the meeting to provide public comment, including a telephone number and access code.

### II. PLEDGE OF ALLEGIANCE

### III. RECOGNITION

#### 1. Southern Nevada Community Health Center

- 2023 Community Health Quality Recognition (CHQR) Badge – Addressing Social Risk Factors to Health and Advancing HIT for Quality – Health Resources & Services Administration (HRSA)

The Chair recognized the Southern Nevada Community Health Center for being awarded two Community Health Quality Recognition (CHQR) badges by HRSA. 1). Addressing Social Risk Factors to Health and 2). Advancing Health Information Technology for Quality. CHQR badges recognizes Health Center Program awardees and look-alikes that have made notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response for the most recent Uniform Data System (UDS) reporting period. All health center's efforts are central to advancing a model of coordinated, comprehensive, and patient centered care serving over 30 million people every year. On behalf of the Southern Nevada Community Health Center Governing Board, we thank you for your commitment to providing quality primary health care services to our community.

- IV. FIRST PUBLIC COMMENT:** A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and address and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the First Public Comment portion.

- V. ADOPTION OF THE FEBRUARY 20, 2024 MEETING AGENDA** *(for possible action)*

*A motion was made by Member Feliz-Barrows, seconded by Member Black and carried unanimously to approve the February 20, 2024 Meeting Agenda, as presented.*

- VI. CONSENT AGENDA:** Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

- 1. APPROVE MINUTES – SNCHC GOVERNING BOARD MEETING:** January 16, 2024 *(for possible action)*
- 2. Approve Credentialing and Privileging of Provider Tabitha Johnson, LMFT, LCADC;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

*A motion was made by Member Black, seconded by Member Feliz-Barrows, and carried unanimously to approve the Consent Agenda, as presented.*

- VII. REPORT / DISCUSSION / ACTION**

- 1. Review, Discuss and Approve the First Augmentation to the Southern Nevada Community Health Center FY2024 Budget;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Donnie (DJ) Whitaker presented the First Augmentation to the Southern Nevada Community Health Center FY2024 Budget. Ms. Whitaker explained that the health center's budget is incorporated in the Southern Nevada Health District's budget. Ms. Whitaker presented just the budget related to the health center.

*A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to approve the First Augmentation to the Southern Nevada Community Health Center FY2024 Budget, as presented.*

- 2. Receive, Discuss and Accept the December 2023 Year To Date Financial Report;** direct staff accordingly or take other action as deemed necessary (*for possible action*)

Ms. Whitaker presented the December 2023 Year to Date Financial Report.

Further to an inquiry from Member Hunt regarding actual patient encounters for Family Planning, Mr. Smith explained that of the three Family Planning providers, one retired in March 2023 and another resigned in August 2023, leaving one provider. Mr. Smith further explained that both positions have been filled and are still in the onboarding phase. The two providers will be trained to see patients across program areas, not just in Family Planning. Mr. Smith commented that the difference in patient encounters from FY23 to FY 24 is due to staffing and onboarding of new providers.

Further to an inquiry from Member Hunt regarding how the patient visits will be coded if providers are seeing patients across other areas, Mr. Smith commented that staff will decide which program based on the diagnosis or particular need of the patient and patients can be seen in multiple areas.

Further to an inquiry from Member Coca regarding an increase in the number of Refugee patients in December, Mr. Smith commented that the health center is making a concerted effort with its partnership with Catholic Charities to see more patients and increase access to care.

*A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to accept the December 2023 Year to Date Financial Report, as presented.*

*Member Knudsen joined the meeting at 2:58 p.m.*

- 3. Review, Discuss and Approve the Additional Board Requested Goals for the Chief Executive Officer;** direct staff accordingly or take other action as deemed necessary (*for possible action*)

Mr. Smith presented the following two additional goals to include for the Chief Executive Officer for the 2024 calendar year.

- Maintain compliance for SNCHC's HRSA Health Program grant by ensuring No Program Conditions are placed on the health center's award.
- Improve financial sustainability by increasing the number of Medicaid visits from 5,443 (FY23) to 5,876 by December 31, 2024, as measured by SNCHC's Payer Mix report.

*A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to approve the Additional Board Requested Goals for the Chief Executive Officer, as presented.*

**4. Review, Discuss and Approve a Change of Operating Hours at Decatur and Fremont Locations;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the change in hours at the Decatur and Fremont locations. Decatur will continue to operate Monday through Thursday and Fremont from Tuesday to Friday. The current hours are 8 a.m. to 6 p.m. The new operating hours after the change would be 7 a.m. to 6 p.m., Monday – Friday.

*A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to approve a Change of Operating Hours at Decatur and Fremont Locations, as presented.*

**5. Review, Discuss and Approve the Submission of the Bureau of Primary Health Care (BPHC) HRSA-24-104 – Service Area Competition – Additional Area;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the Bureau of Primary Health Care (BPHC) HRSA-24-104 – Service Area Competition – Additional Area grant opportunity.

Further to an inquiry from Member Hunt regarding staffing at the new site, Mr. Smith shared that one direction would be to commence with a limited recruitment so that by August we could be doing interviews. Mr. Smith noted that it could be a challenge finding providers and support staff in the Pahrump area. Mr. Smith commented that we can leverage existing resources too. Mr. Smith further commented that for the new patients in that area, we probably need two or three new medical providers and a behavioral health provider to meet the requirements of the grant.

*A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to approve the Submission of the Bureau of Primary Health Care (BPHC) HRSA-24-104 – Service Area Competition – Additional Area, as presented.*

**6. Receive, Discuss and Approve Committee Assignments;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Mr. Smith presented the new committee assignments to add Member Hunt to the Finance and Audit Committee and Member Macias-Villa to the Finance and Audit and Strategic Planning committees.

Executive Committee	Executive Director Annual Review Committee	Finance and Audit Committee	Quality, Credentialing & Risk Management Committee	Nominations Committee	Strategic Planning Committee
Jose Melendrez Donna Feliz-Barrows Brian Knudsen	Luz Castro Donna Feliz-Barrows Jose Melendrez	Donna Feliz-Barrows Jasmine Coca Sara Hunt Blanca Macias-Villa	Scott Black Jose Melendrez Erin Breen	Luz Castro Donna Feliz-Barrows Erin Breen	Scott Black Luz Castro Jose Melendrez Blanca Macias-Villa

*A motion was made by Member Feliz-Barrows, seconded by Member Knudsen, and carried unanimously to approve the Committee Assignments, as presented.*

**VIII. BOARD REPORTS:** The Southern Nevada District Board of Health members may identify and comment on Health District related issues. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada District Board of Health unless that subject is on the agenda and scheduled for action. ***(Information Only)***

Chair Melendrez shared that UNLV will be having a President's Mental Health Townhall on February 27, 2024 at 3:30 p.m. It is to target the mental health and wellbeing of the students.

**IX. EXECUTIVE DIRECTOR & STAFF REPORTS ***(Information Only)*****

- CEO Comments

Mr. Smith shared that the Medical Director resigned, and his last day is March 1, 2024. We will work with HR to start the recruitment process.

Further to an inquiry from Chair Melendrez regarding explaining the expectations of the job to potential candidates, Mr. Smith shared that he is working with human resources to identify the type of questions to ask candidates. Mr. Smith commented that they would be interested in learning about the candidate's experience and leadership skills.

Further to an inquiry from Chair Melendrez regarding an exit interview process, Mr. Smith shared that he and the medical director have talked and there is a combination of things, and we are doing our best to move forward to the next step.

Mr. Smith further shared that Member Coca extended an invitation to the health center staff and board members to tour Catholic Charities on February 29, 2024. Mr. Smith encouraged board members to attend. Member Coca shared that she will also be participating in the tour.

Mr. Smith provided an update to the incident that occurred at the Fremont location on January 24, 2024. Member Coca appreciated receiving an email regarding the incident and expressed that she was sorry for those employees who were affected by the event.

Further to an inquiry from Member Coca regarding proper lighting in the parking lot when employees are clients are leaving, Mr. Smith shared there is a lot of light but there are limitations on how bright the lights can be because the building is adjacent to an apartment complex. Mr. Smith advised that facilities took at the lighting and determined it is adequate.

Further to an inquiry from Chair Melendrez regarding security to act as a barrier and metal detectors, Mr. Smith advised that the metal detector at Decatur is used for public meetings, and that there is a process for checking in with the team at the front desk to determine where clients should go before they enter into clinical spaces.

Further to an inquiry from Chair Melendrez regarding more things being done besides security officers sitting at the front table, Mr. Smith commented that there have been conversations with supervisors at Decatur and Fremont to have security do a walkthrough of the facility and have security stationed for a while at different locations.

Further to an inquiry from Member Feliz-Barrows regarding where staff are parking, Mr. Smith shared that staff has been asked to park in the front and when that is not feasible, staff has been asked to communicate with security that they parked in the back and need an escort.

- Highlights from the January 2024 Operations Report

Mr. Smith shared some highlights from the January 2024 operations report.

Mr. Smith advised that the health district has been engaged in a strategic planning process and as a division of the health district, the health center has participated in putting together a strategic plan. Mr. Smith further advised that strategic planning is a function of the Governing Board. The Strategic Planning Committee and other interested board members will start meeting in April to mirror the same process as the health district.

Mr. Smith further advised there will likely be two to three Strategic Planning Committee sessions to create a new plan. The plan will be presented to the board for approval and then ongoing monitoring and reporting through the Governing Board meeting. Mr. Smith provided an overview of three goals assigned to the health center as a part of the health district's strategic plan. Mr. Smith provided an overview of the three goals.

There were no further comments.

#### **X. INFORMATIONAL ITEMS**

- Community Health Center (FQHC) January 2024 Operations Reports

#### **XI. SECOND PUBLIC COMMENT:** A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the Second Public Comment.

#### **XIII. ADJOURNMENT**

The Chair adjourned the meeting at 3:52 p.m.

Randy Smith  
Chief Executive Officer - FQHC

/tab

## AGENDA

**SOUTHERN NEVADA COMMUNITY HEALTH CENTER  
GOVERNING BOARD MEETING  
February 20, 2024 – 2:30 p.m.  
Meeting will be conducted In-person and via Webex Event  
Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107  
Red Rock Trail Rooms A and B**

## NOTICE

**WebEx Event address for attendees:**

<https://snhd.webex.com/snhd/j.php?MTID=mca2883e5ca27b248a568000c9db25dbc>

**To call into the meeting, dial (415) 655-0001 and enter Access Code: 2558 704 3321**

**For other governmental agencies using video conferencing capability, the Video Address is:**  
[25587043321@snhd.webex.com](mailto:25587043321@snhd.webex.com)

---

**NOTE:**

- Agenda items may be taken out of order at the discretion of the Chair.
- The Board may combine two or more agenda items for consideration.
- The Board may remove an item from the agenda or delay discussion relating to an item on the agenda at any time.

---

**I. CALL TO ORDER & ROLL CALL**

**II. PLEDGE OF ALLEGIANCE**

**III. RECOGNITION**

**1. Southern Nevada Community Health Center**

- 2023 Community Health Quality Recognition (CHQR) Badge – Addressing Social Risk Factors to Health and Advancing HIT for Quality – Health Resources & Services Administration (HRSA)

**IV. FIRST PUBLIC COMMENT:** A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote. **There will be two public comment periods. To submit public comment on either public comment period on individual agenda items or for general public comments:**

- **By Webex:** Use the link above. You will be able to provide real-time chat-room messaging, which can be read into the record by a Community Health Center employee or by raising your hand during the public comment period, a Community Health Center employee will unmute your connection. Additional Instructions will be provided at the time of public comment.
- **By email:** [public-comment@snchc.org](mailto:public-comment@snchc.org) For comments submitted prior to and during the live meeting. Include your name, zip code, the agenda item number on which you are commenting, and your comment. Please indicate whether you wish your email comment to be read into the record

during the meeting or added to the backup materials for the record. If not specified, comments will be added to the backup materials.

- **By telephone:** Call (415) 655-0001 and enter access code 2558 704 3321. To provide public comment over the telephone, please press \*3 during the comment period and wait to be called on.

**V. ADOPTION OF THE FEBRUARY 20, 2024 AGENDA** *(for possible action)*

**VI. CONSENT AGENDA:** Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

1. **APPROVE MINUTES – SNCHC GOVERNING BOARD MEETING:** January 16, 2024 *(for possible action)*
2. **Approve Credentialing and Privileging of Provider Tabitha Johnson, LMFT, LCADC;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

**VII. REPORT / DISCUSSION / ACTION**

1. **Review, Discuss and Approve the First Augmentation to the Southern Nevada Community Health Center FY2024 Budget;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
2. **Receive, Discuss and Accept the December 2023 Year To Date Financial Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
3. **Review, Discuss and Approve the Additional Board Requested Goals for the Chief Executive Officer;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
4. **Review, Discuss and Approve a Change of Operating Hours at Decatur and Fremont Locations;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
5. **Review, Discuss and Approve the Submission of the Bureau of Primary Health Care (BPHC) HRSA-24-104 – Service Area Competition – Additional Area;** direct staff accordingly or take other action as deemed necessary *(for possible action)*
6. **Receive, Discuss and Approve Committee Assignments;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

**VIII. BOARD REPORTS:** The Southern Nevada Community Health Center Governing Board members may identify and comment on Health Center related issues or ask a question for clarification. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada Community Health Center Governing Board unless that subject is on the agenda and scheduled for action. ***(Information Only)***

**IX. CEO & STAFF REPORTS** *(Informational Only)*

- CEO Comments
- Highlights from the January 2024 Operations Report

**X. INFORMATIONAL ITEMS**

- Community Health Center (FQHC) January Operations Reports



**XI. SECOND PUBLIC COMMENT:** A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board’s jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote. **See above for instructions for submitting public comment.**

**XII. ADJOURNMENT**

NOTE: Disabled members of the public who require special accommodations or assistance at the meeting are requested to notify the Administration Office at the Southern Nevada Health District by calling (702) 759-1201.

THIS AGENDA HAS BEEN PUBLICLY NOTICED on the Southern Nevada Health District’s Website at <https://snhd.info/meetings>, the Nevada Public Notice website at <https://notice.nv.gov>, and a copy will be provided to any person who has requested one via U.S mail or electronic mail. All meeting notices include the time of the meeting, access instructions, and the meeting agenda. For copies of agenda backup material, please contact the Administration Office at 280 S. Decatur Blvd, Las Vegas, NV, 89107 or dial (702) 759-1201.



AT THE SOUTHERN NEVADA HEALTH DISTRICT

## MINUTES

### SOUTHERN NEVADA COMMUNITY HEALTH CENTER GOVERNING BOARD MEETING

January 16, 2024 – 2:30 p.m.

Meeting was conducted In-person and via WebEx Event  
Southern Nevada Health District, 280 S. Decatur Boulevard, Las Vegas, NV 89107  
Red Rock Trail Rooms A and B

**MEMBERS PRESENT:**

Jose L. Melendrez, Chair – Consumer Member (*via Webex*)  
Donna Feliz-Barrows, Vice-Chair – Consumer Member (*in person*)  
Jasmine Coca – Community Member (*in person*)  
Brian Knudsen – Consumer Member (*via Webex*)  
Erin Breen – Community Member (*via Webex*)  
Luz Castro – Consumer Member (*via Webex*)  
Blanca Macias-Villa – Consumer Member (*via Webex*)  
Sara Hunt – Community Member (*in person*)

**ABSENT:**

Scott Black – Community Member, City of North Las Vegas

**ALSO PRESENT:**

**LEGAL COUNSEL:**

Edward Wyner, Associate General Counsel

**CHIEF EXECUTIVE OFFICER:**

Randy Smith, CEO

**STAFF:**

Tawana Bellamy, Andria Cordovez Mulet, Fermin Leguen, Cassius Lockett, Randy Smith, Donnie (DJ) Whitaker, Kim Saner, Tabitha Johnson, Todd Bleak, Donna Buss, David Kahananui, Yin Jie Qin, Merylyn Yegon, Cassondra Major, Jonas Maratita, Jonna Arqueros, Justin Tully, Maya Holmes, Ronique Tatum-Penegar, Rubin Saavedra, Greg Tordjman, Randolph Lockett

**I. CALL TO ORDER and ROLL CALL**

The Chair called the Southern Nevada Community Health Center (SNCHC) Governing Board Meeting to order at 2:31 p.m. Tawana Bellamy, Administrative Specialist, administered the roll call and confirmed a quorum.

**II. PLEDGE OF ALLEGIANCE**

*Member Macia-Villa joined the meeting at 2:32 p.m.*

**III. FIRST PUBLIC COMMENT:** A period devoted to comments by the general public about those items appearing on the agenda. Comments will be limited to five (5) minutes per speaker. Please clearly state your name and address and spell your last name for the record. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Ms. Bellamy provided clear and complete instructions for members of the general public to call in to the meeting to provide public comment, including a telephone number and access code.

Seeing no one, the Chair closed the First Public Comment portion.

**IV. ADOPTION OF THE JANUARY 16, 2024 MEETING AGENDA** *(for possible action)*

*A motion was made by Member Feliz-Barrows, seconded by Member Castro and carried unanimously to approve the January 16, 2024 Meeting Agenda, as presented.*

**V. CONSENT AGENDA:** Items for action to be considered by the Southern Nevada Community Health Center Governing Board which may be enacted by one motion. Any item may be discussed separately per Board Member request before action. Any exceptions to the Consent Agenda must be stated prior to approval.

**1. APPROVE MINUTES – SNCHC GOVERNING BOARD MEETING: December 19, 2023** (for possible action)

**2. Approve Credentialing and Privileging of Providers Rubin Saavedra, MD and Josefina Ascano, APRN II;** direct staff accordingly or take other action as deemed necessary (for possible action)

*A motion was made by Member Feliz-Barrows, seconded by Member Coca, and carried unanimously to approve the Consent Agenda, as presented.*

**VI. REPORT / DISCUSSION / ACTION**

Recommendations from the January 10, 2024 Quality, Credentialing & Risk Management Committee

**1. Review, Discuss and Approve the Fourth Quarter Quality and Risk Management Reports;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Randy Smith, Chief Executive Officer, provided an overview of the Quality report. Mr. Smith further advised that Cassondra Major, the Quality Management Coordinator, was promoted to Clinical Office Supervisor overseeing the front office staff and functions.

David Kahananui presented the CY23 Risk Management Report. Mr. Kahananui shared that he was working on the CY24 report and will share the results of that report at a future meeting.

*A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to approve the Fourth Quarter Quality and Risk Management Reports, as presented.*

SNCHC Governing Board

**2. Receive, Discuss and Accept the November 2023 Year-To-Date Financial Report;** direct staff accordingly or take other action as deemed necessary *(for possible action)*

Donnie (DJ) Whitaker, Chief Financial Officer provided an overview of the November 2023 Year-To-Date Financial report as of November 30, 2023.

*A motion was made by Member Feliz-Barrows, seconded by Member Breen, and carried unanimously to accept the November 2023 Year to Date Financial Report, as presented.*

**VII. BOARD REPORTS:** The Southern Nevada District Board of Health members may identify and comment on Health District related issues. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada District Board of Health unless that subject is on the agenda and scheduled for action. ***(Information Only)***

There were no board reports.

**VIII. EXECUTIVE DIRECTOR & STAFF REPORTS (*Information Only*)**

- CEO Comments

There were no CEO comments.

- Overview of Medication Costs and 340B Program

Todd Bleak, Pharmacy Services Manager provided an overview of the 340B program and medication costs.

Further to an inquiry from Member Coca regarding Congress to decide on the legislation, Dr. Bleak shared that since 2010 there has been fifty different pieces of legislation introduced regarding changes to the 340B program and none of them have passed and he was not confident about federal changes any time soon.

- Highlights from the December 2023 Operations Report

Mr. Smith introduced the new Medical Director, Dr. Rubin Saavedra. Dr. Saavedra shared a brief summary of his work experience.

Mr. Smith provided some highlights from the December 2023 Operations report. Mr. Smith also introduced Tabitha Johnson as the new Behavioral Health Manager.

Mr. Smith further provided an overview of two additional goals for the Governing Board to consider for the Chief Executive Officer. Chair Melendrez commented that the goals looked great.

Further to an inquiry from Member Hunt regarding the payer mix, Mr. Smith advised that we have eligibility workers that are evaluating those that are uninsured to see if they are Medicaid eligible.

Further to an inquiry from Member Hunt, Mr. Smith shared that clients are referred for assistance in determining eligibility for the ACA insurance plans. Mr. Smith further shared that those clients are also eligible to be placed on the sliding fee schedule.

Further to an inquiry from Member Coca, Mr. Smith advised that patients are identified as uninsured at the time of the appointment, during the screening and if it is an established patient, we already have their information when we are checking them in.

Mr. Smith commented that it would be great to have Mr. Kahananui provide a presentation regarding how patients are identified as uninsured at a future meeting.

Further to an inquiry from Member Hunt regarding a new location at an existing or new site, Mr. Smith shared that there have been some initial conversations, and we have internal resources to help us with that.

Further to an inquiry from Member Feliz-Barrows regarding the HRSA grant opportunity, Mr. Smith shared if we were to pursue this opportunity, we would need to serve at least 75% of the existing unduplicated patients served by that service area. The existing number served there is about 8,000, which would mean that we would need to be serving an additional 6,000 patients and that the goal seem very much within the realm of possibility because we are already graphically in proximity to those patients. Mr. Smith further shared that he feels comfortable that we can do this.

Further to an inquiry from Member Coca regarding clinic hours, Mr. Smith shared that at Decatur the hours are Monday to Thursday, 8 a.m.-6 p.m. and at Fremont, Tuesday to Friday, 8 a.m.-6 p.m. Mr. Smith advised that he is working with the team to increase access in the mornings that would allow us to open at 7 a.m.

Mr. Smith further advised that he would seek approval from the board to add the hours to both sites at the February meeting.

Further to an inquiry from Member Coca, Mr. Smith shared patients would be able to fill their prescription at either location, regardless of where they received the service.

**IX. INFORMATIONAL ITEMS**

- Community Health Center (FQHC) December Operations Reports

**X. SECOND PUBLIC COMMENT:** A period devoted to comments by the general public, if any, and discussion of those comments, about matters relevant to the Board's jurisdiction will be held. Comments will be limited to five (5) minutes per speaker. If any member of the Board wishes to extend the length of a presentation, this may be done by the Chair or the Board by majority vote.

Seeing no one, the Chair closed the Second Public Comment.

**XIII. ADJOURNMENT**

The Chair adjourned the meeting at 3:42 p.m.

Randy Smith  
Chief Executive Officer - FQHC

/tab



**SOUTHERN NEVADA**  
*Community*  
**HEALTH CENTER**

**AT THE SOUTHERN NEVADA HEALTH DISTRICT**

# SNCHC Governing Board Meeting

February 20, 2024

# Southern Nevada Community Health Center Governing Board Meeting

## **FY 2024 Budget Augmentation**

Presenter: Donnie (DJ) Whitaker, CFO

February 2024

# Definition

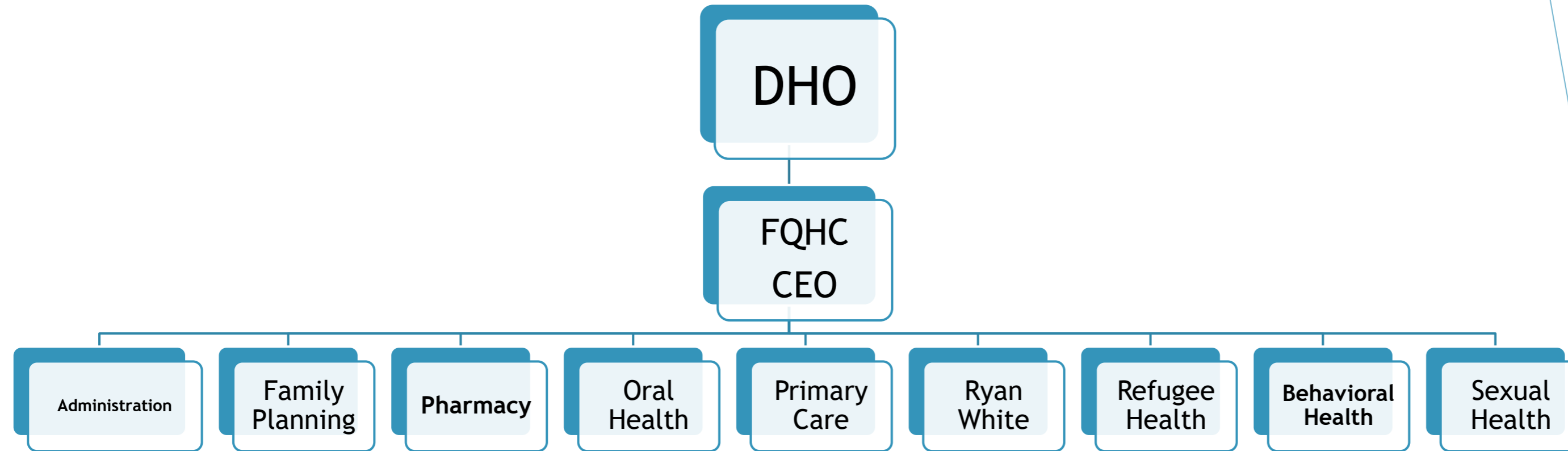
A “**Budget augmentation**” is a procedure for increasing appropriations of a fund with the express intent of employing previously unbudgeted resources of the fund for carrying out the increased appropriations.



# Nevada Revised Statute (NRS) 354.626

Unlawful expenditure of money in excess of amount appropriated; penalties; exceptions, states that “No governing body or member thereof, officer, office, department, or agency may, during any fiscal year, expend or contract to expend any money or incur any liability, or enter into any contract which by its terms involves the expenditure of money, in excess of the amounts appropriated for that function, other than bond repayments, medium-term obligation of repayments and any other long-term contract expressly authorized by law.”

# FQHC Division Org Chart

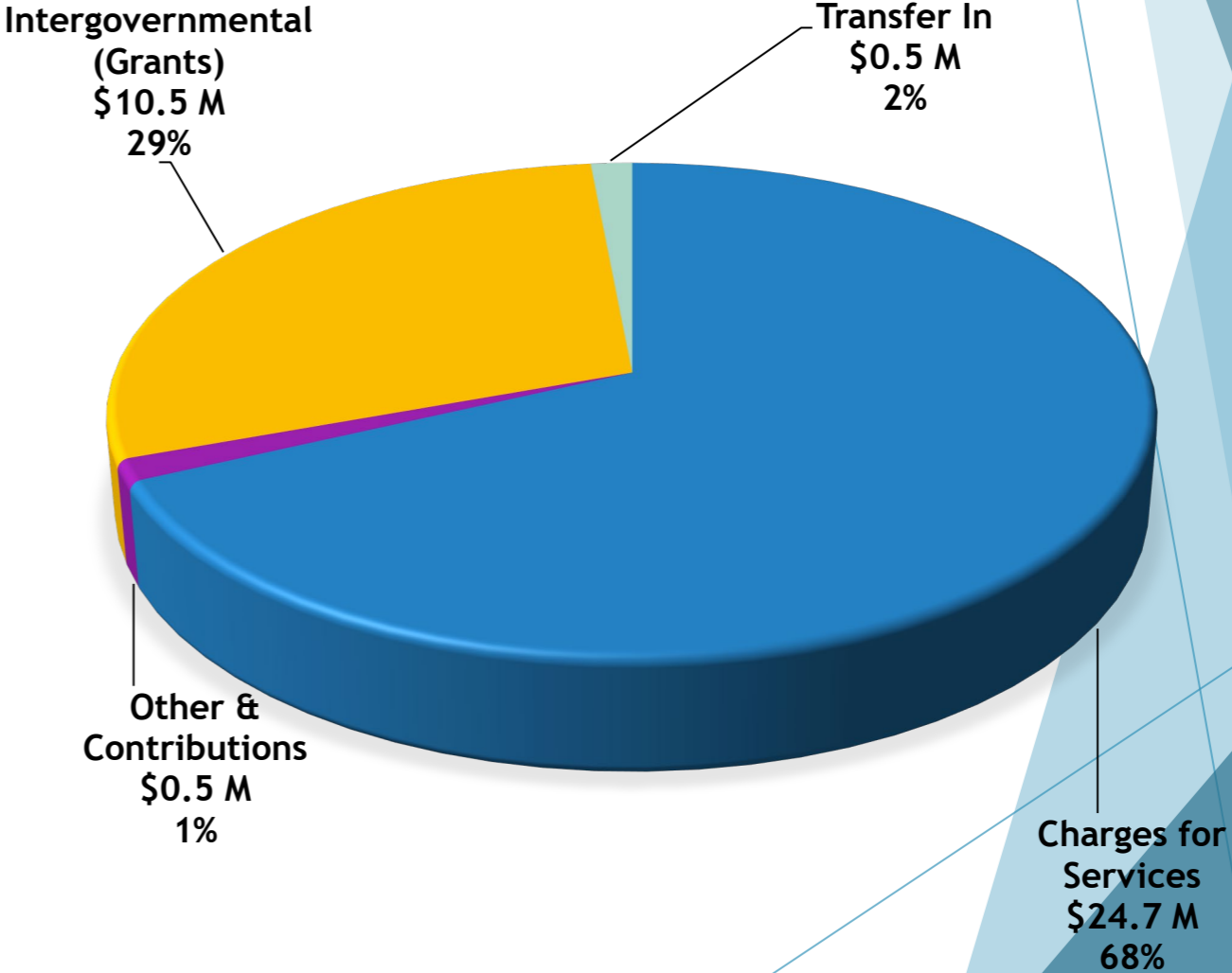
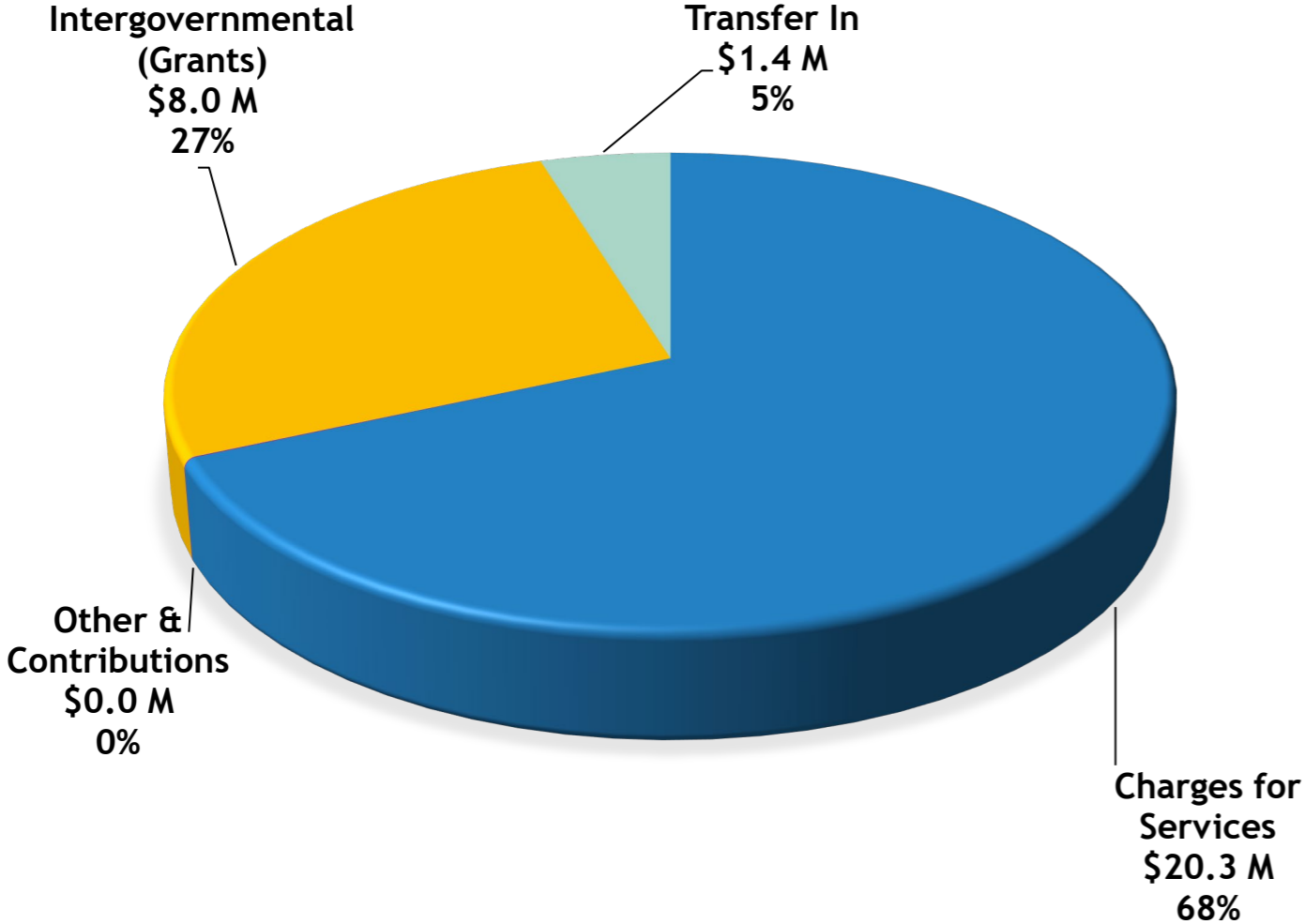


# REVENUES

## COMBINED REVENUES BY SOURCE - comparison

FY2024 Adopted Budget Revenue  
\$29.7 M

FY2024 January Budget Augmentation Revenue  
\$36.2 M



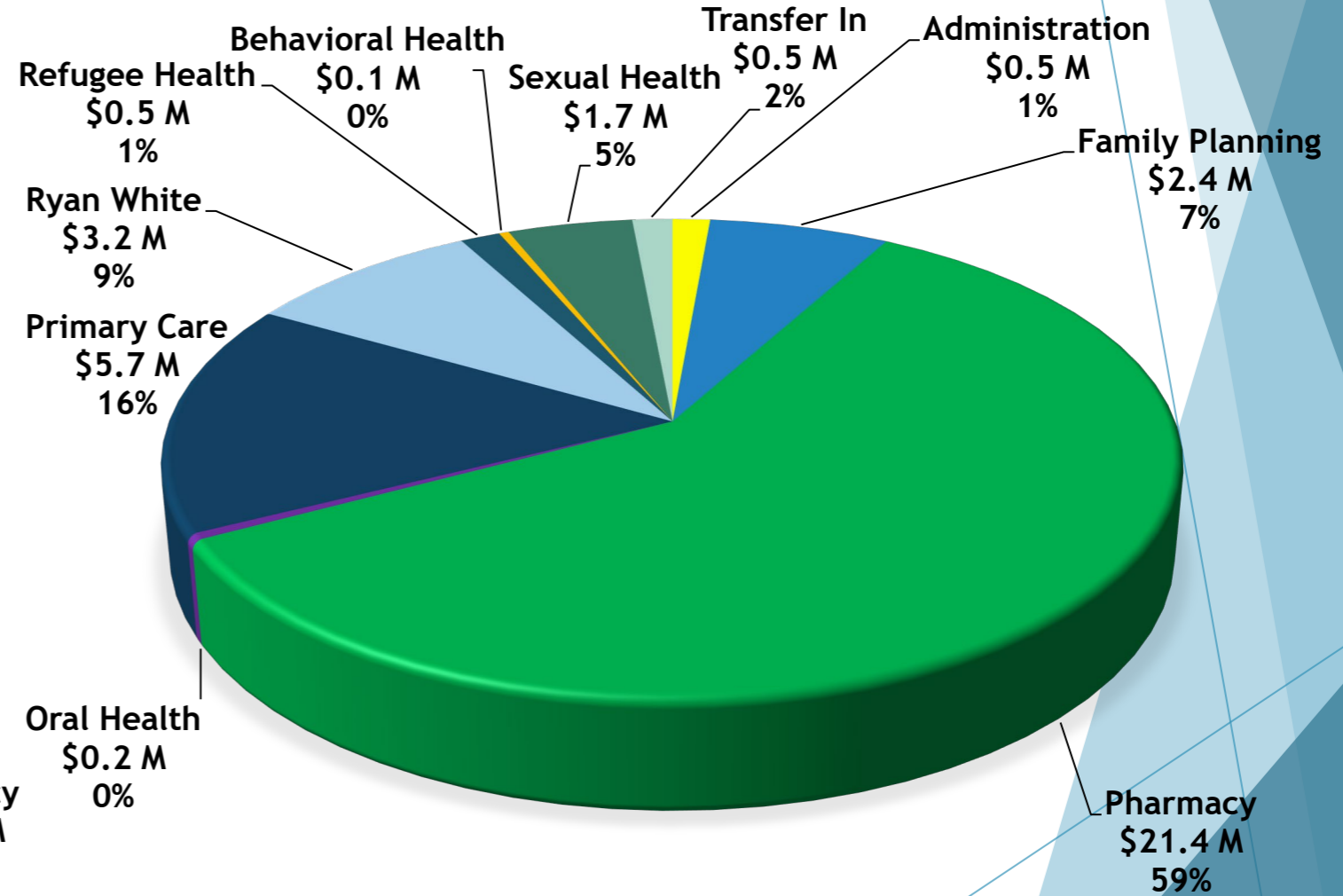
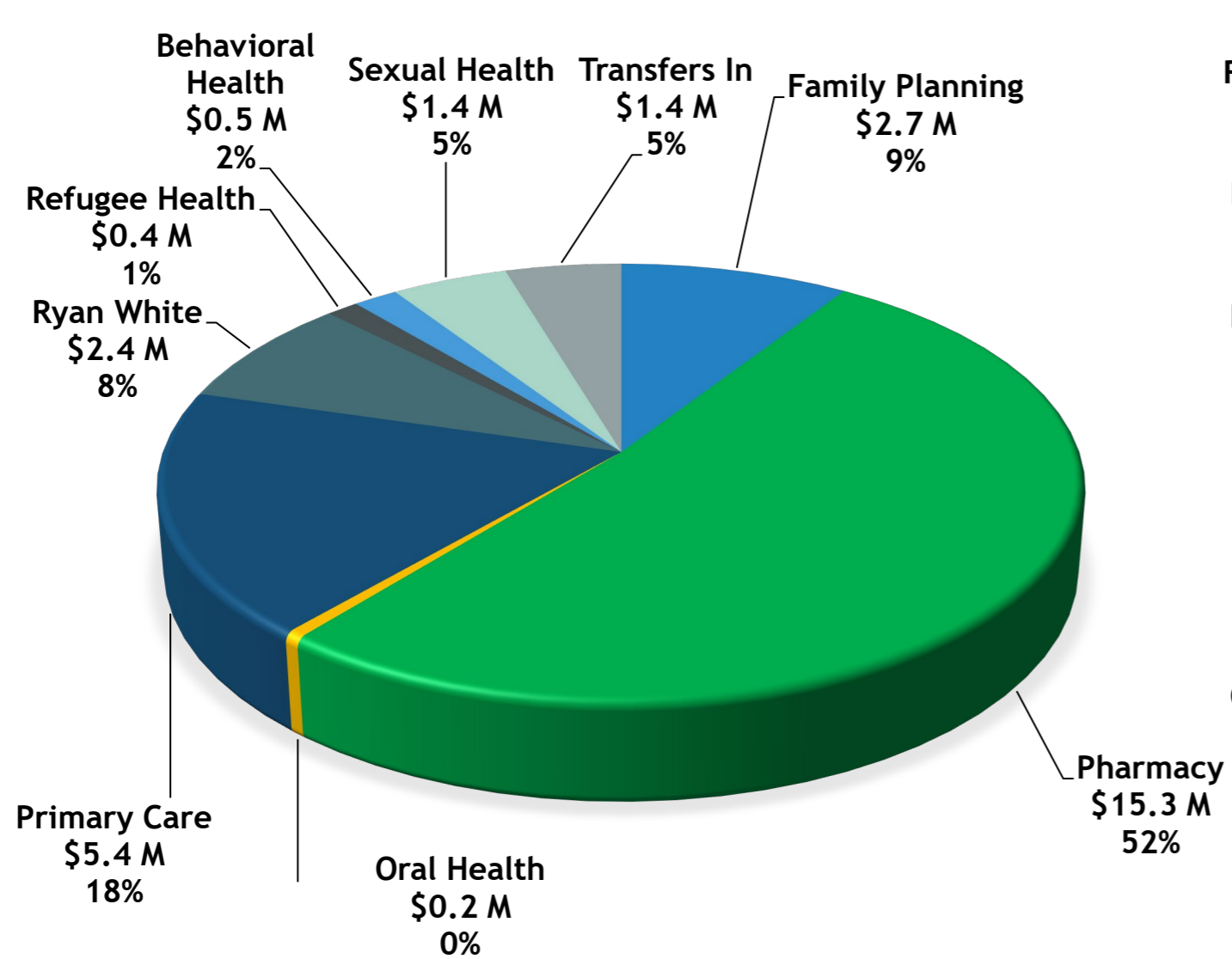
% Percentages are based on total revenue  
Adopted Revenue reflects Sexual Health budget transfers to PPC Division

# REVENUES

## COMBINED REVENUES BY DEPARTMENT - comparison

FY2024 Adopted Budget  
Revenue  
\$29.7 M

FY2024 January Budget  
Augmentation Revenue  
\$36.2 M



% Percentages are based on total revenue  
Adopted Revenue reflects Sexual Health budget transfers to PPC Division

# REVENUES

## GENERAL & SPECIAL REVENUE FUND SUMMARY

### General Fund:

Total \*Charges for Services revenue is augmented at \$24.7 M an increase of \$4.4 M compared \$20.3 M from adopted budget.

*\*Major component of Charges for Services revenue is Pharmacy which continue to increase and is now projected at \$21.4M compared to \$15.3M from adopted budget.*

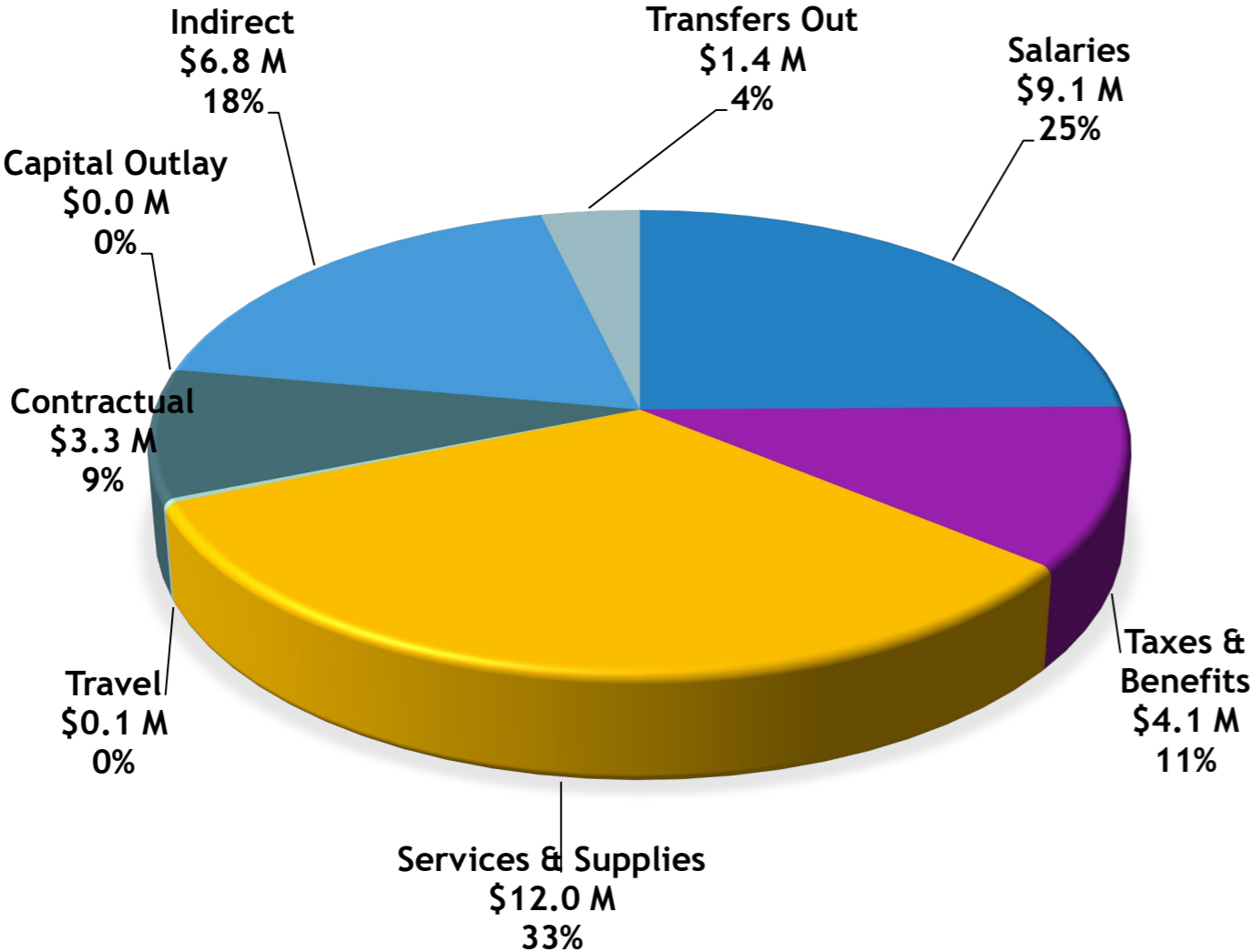
### Special Revenue Fund:

Federal (Grants) revenue increased from \$5.1 M to \$7.2 M due to new grants and the extension of existing grants, such Rapid Start, Bridge Access Program, Health Center Program, Family Planning Service, etc.

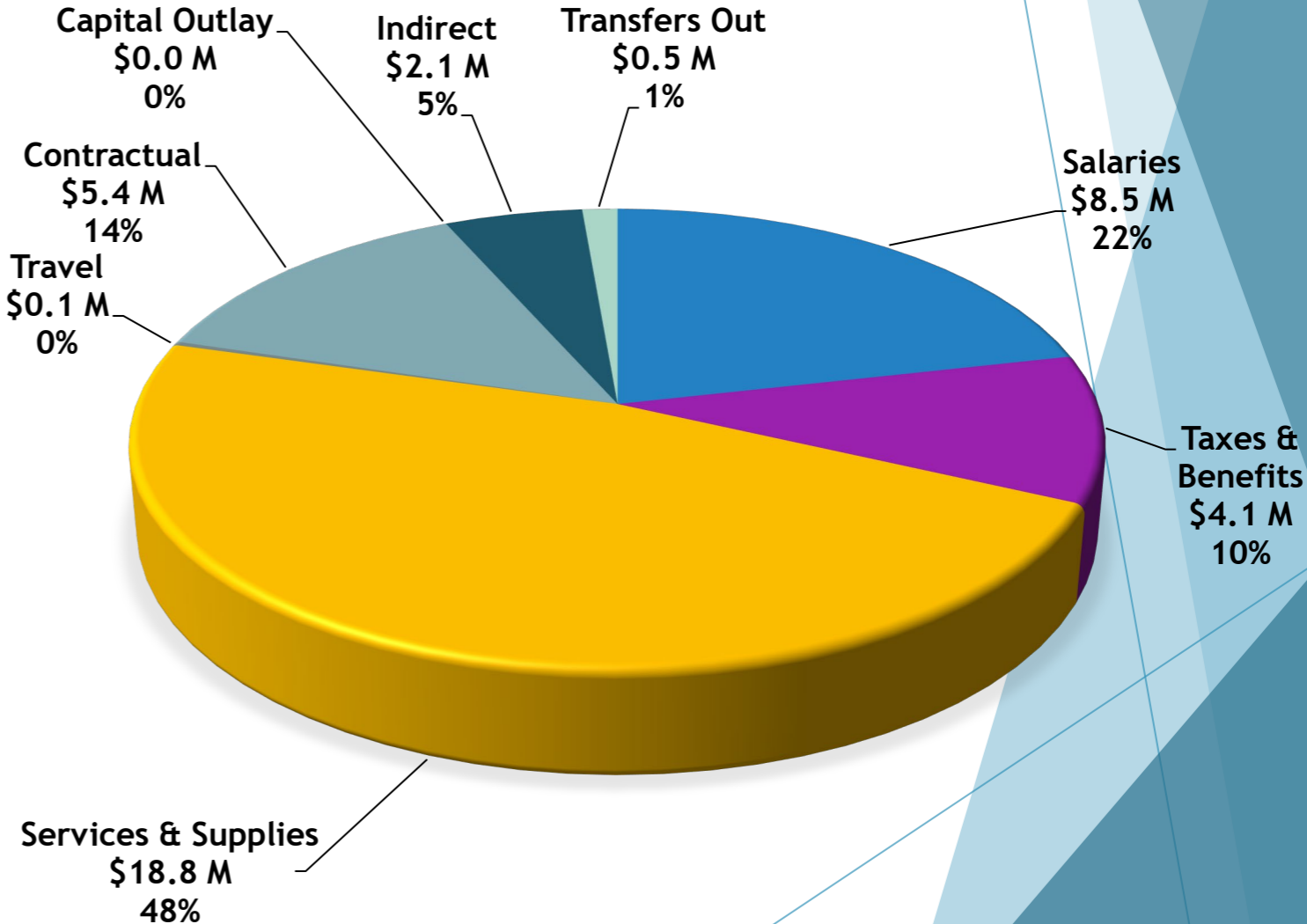
# EXPENDITURES

## COMBINED EXPENSES BY SOURCE - comparison

FY2024 Adopted Budget Expenses  
\$36.8 M



FY2024 January Budget Augmentation Expenses  
\$39.5 M



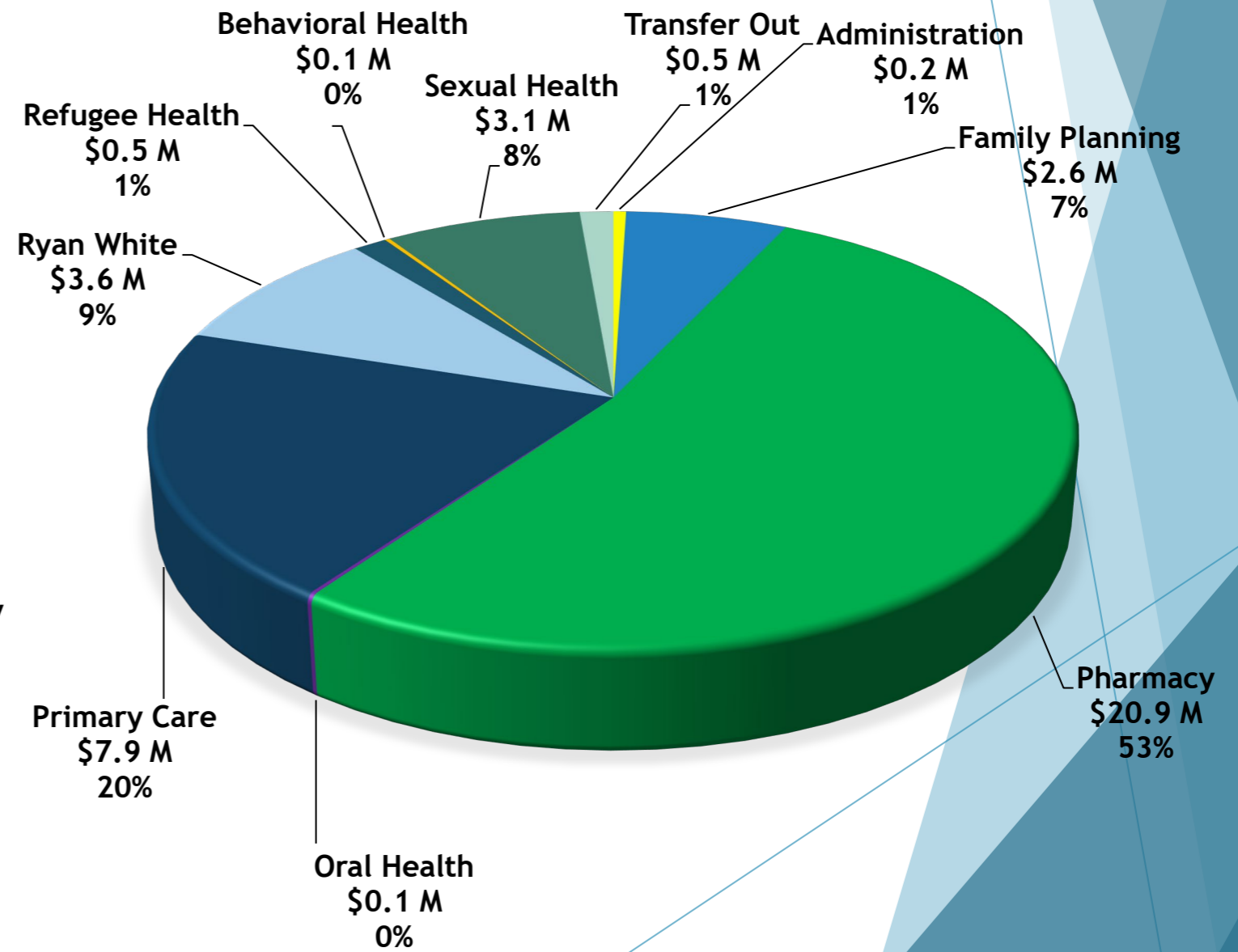
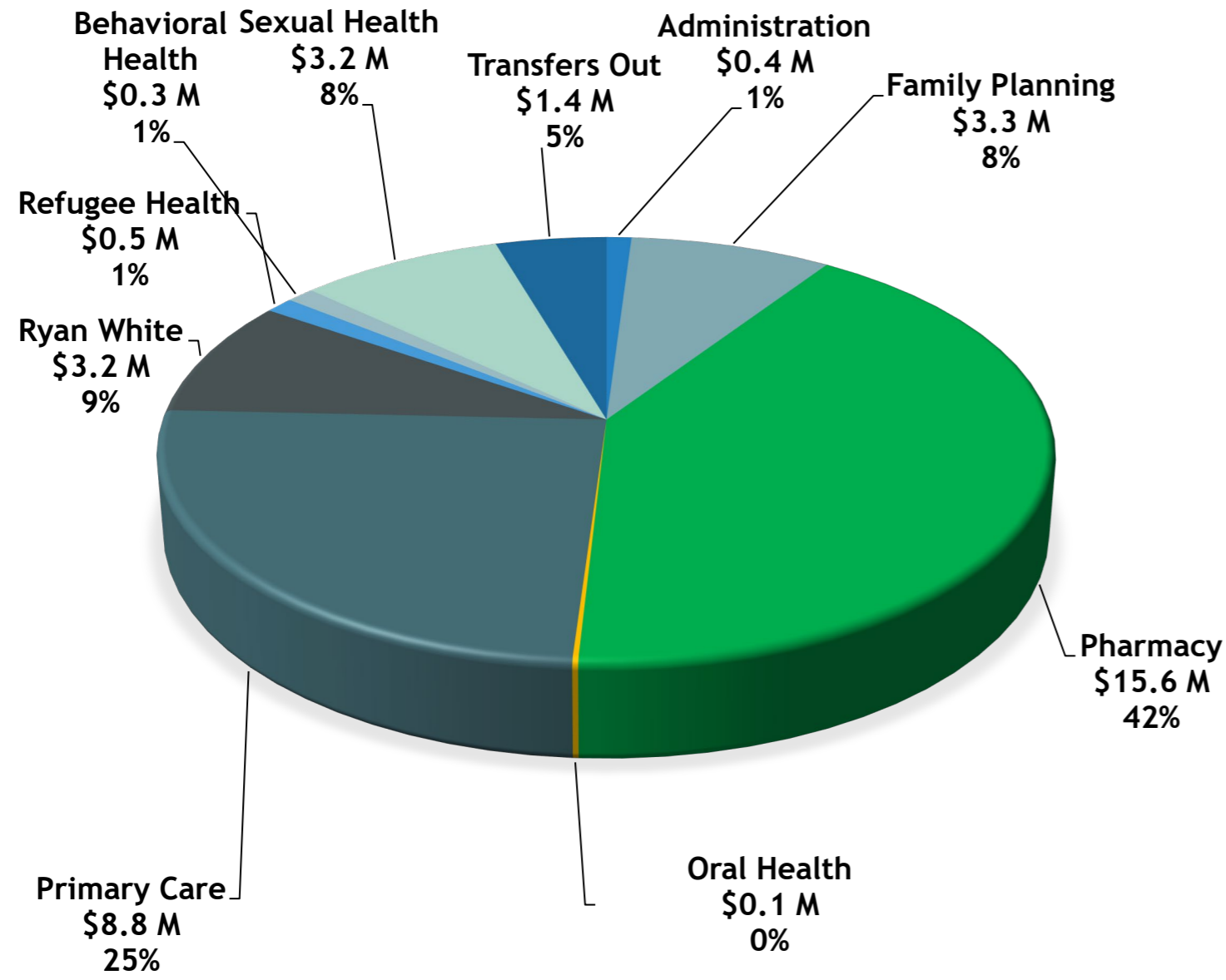
% Percentages are based on total expenses

# EXPENDITURES

## COMBINED EXPENSES BY DEPARTMENT- comparison

FY2024 Adopted Budget Expenses  
\$36.8 M

FY2024 January Budget Augmentation Expenses  
\$39.5 M



% Percentages are based on total expenditures

# EXPENDITURES

## GENERAL & SPECIAL REVENUE FUND SUMMARY



FQHC combined expenditures augmented budget is **\$39.5 M** compared to **\$36.8 M** from adopted budget.



General Fund Pharmacy expenses is projected at **\$20.9 M**, **53%** of total FQHC expenses of **\$39.5 M**. Pharmacy medication expenses increased from **\$11.8 M** to **\$17.6 M**, a **\$5.8 M** increase to align with actuals which is trending higher than original budget

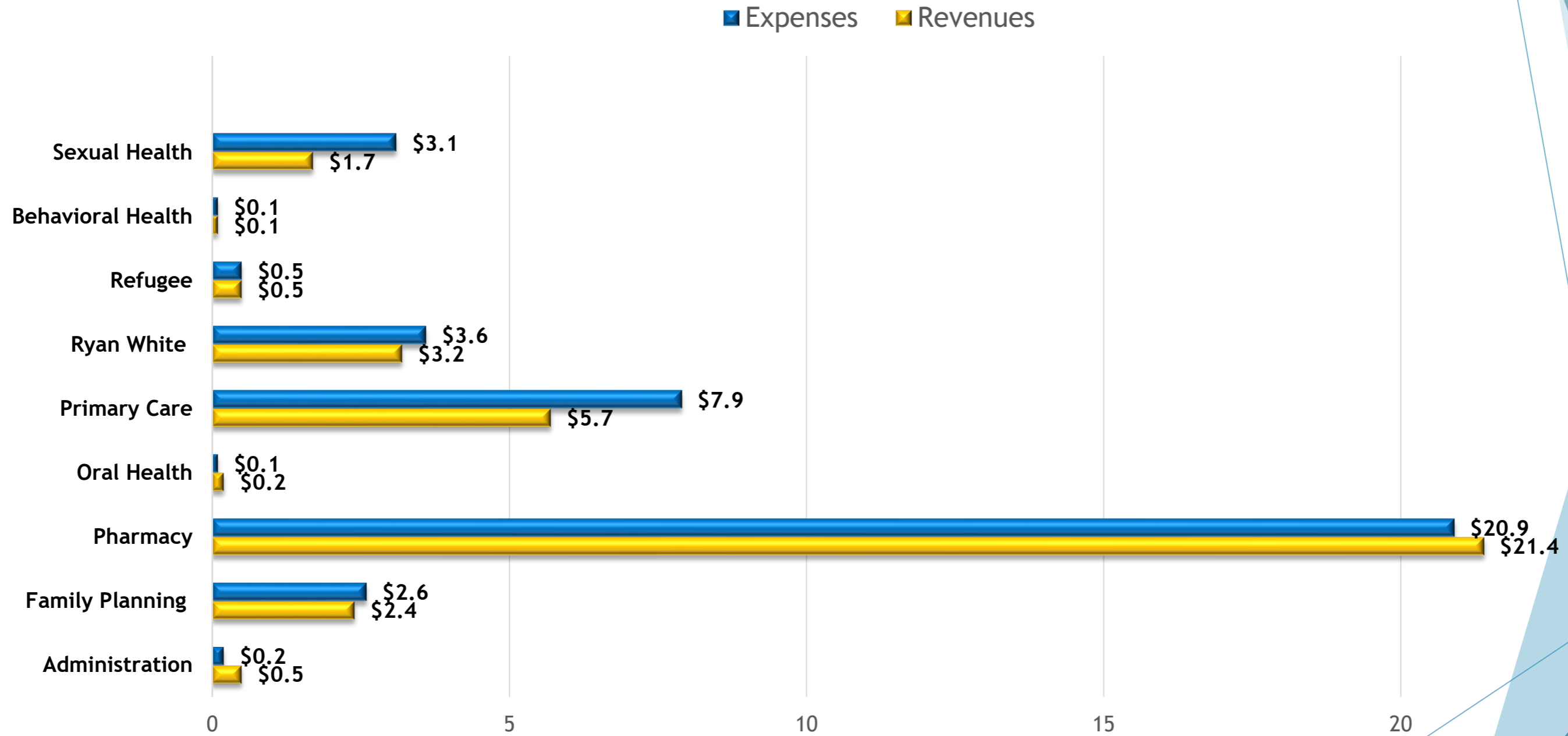


Total salaries and benefits for General & Grants funds is **\$12.6 M**, **32%** of total FQHC expenditures. More than **56%** of Personnel expense are supported by grants.



# REVENUES VS. EXPENDITURES

## COMBINED FUNDS BY DEPARTMENT



\*Amounts are represented in millions

# Staffing FY2024

FQHC Total Augmented FTE

Program Name	Adopted	Adjustment	Amended
Administration	8	1	9
Family Planning	19.5	0.5	20
Pharmacy	4	0	4
Oral Health	0	0	0
Primary Health <sup>1</sup>	41	-4	37
Ryan White	22.5	3.5	26
Refugee	0	0	0
Behavioral Health <sup>2</sup>	2	0	2
Sexual Health	26	-6	20
<b>Total:</b>	<b>123</b>	<b>-5</b>	<b>118</b>

1. FTE modification for primary health due to conversion of FTE to other departments.

2. FTE modification for sexual health due to transfer back to PPC.



# Questions

*Request to Approve the First Augmentation to the Southern Nevada Community Health Center  
FY2024 Budget, as presented.*

# Southern Nevada Community Health Center

Governing Board Meeting  
February 2024

- ▶ FY 2024 Budget Augmentation Supplemental Information
- ▶ Presented by: Donnie (DJ) Whitaker, CFO

# Summary - Revenue

	Adopted	Adjustment	Amended
<b>Revenue</b>			
<b>General Fund</b>			
Administration	-	500,000	500,000
Family Planning	465,992	-	465,992
Pharmacy	15,264,204	6,120,132	21,384,336
Oral Health	152,678	-	152,678
Primary Health	2,018,044	(1,662,783)	355,261
Ryan White	419,888	-	419,888
Refugee	130,350	-	130,350
Behavioral Health	532,658	(391,315)	141,343
Sexual Health	1,350,000	263,805	1,613,805
<b>Subtotal:</b>	<b>20,333,814</b>	<b>4,829,839</b>	<b>25,163,653</b>
<b>Special Revenue</b>			
Administration	-	-	-
Family Planning	2,239,826	(244,683)	1,995,143
Pharmacy	-	-	-
Oral Health	-	-	-
Primary Health	3,347,843	1,967,332	5,315,175
Ryan White	2,149,774	611,697	2,761,471
Refugee	253,667	150,706	404,373
Behavioral Health	-	10	10
Sexual Health	28,457	28,067	56,524
<b>Subtotal:</b>	<b>8,019,567</b>	<b>2,513,129</b>	<b>10,532,696</b>
<b>Subtotal Rev:</b>	<b>28,353,381</b>	<b>7,342,969</b>	<b>35,696,350</b>
<b>Transfers In</b>	1,373,602	(837,819)	535,783
<b>Total Rev:</b>	<b>29,726,983</b>	<b>6,505,149</b>	<b>36,232,132</b>

# Summary - Expenditures General Fund

	Adopted	Adjustment	Amended
<b>Expense</b>			
<b>Salaries &amp; Benefits</b>			
Administration	227,122	(132,840)	94,282
Family Planning	283,947	60,852	344,799
Pharmacy	538,889	(164,059)	374,830
Oral Health	-	-	-
Primary Health	3,958,886	(2,157,193)	1,801,693
Ryan White	387,349	12,491	399,840
Refugee	-	-	-
Behavioral Health	335,175	(281,051)	54,124
Sexual Health	2,017,326	369,789	2,387,115
<b>Subtotal:</b>	<b>7,748,694</b>	<b>(2,292,013)</b>	<b>5,456,681</b>
<b>Other (Supplies, Contractual, Capital)</b>			
Administration	124,797	(19,180)	105,617
Family Planning	344,347	(207,666)	136,681
Pharmacy	15,060,424	5,443,060	20,503,484
Oral Health	70,216	(7,953)	62,263
Primary Health	843,097	(322,796)	520,301
Ryan White	505,805	(168,784)	337,021
Refugee	130,849	(15,365)	115,484
Behavioral Health	16,025	6,984	23,009
Sexual Health	794,318	(112,445)	681,873
<b>Subtotal:</b>	<b>17,889,878</b>	<b>4,595,855</b>	<b>22,485,733</b>
<b>Total General Fund Expenses:</b>	<b>25,638,572</b>	<b>2,303,843</b>	<b>27,942,415</b>
<b>Transfers Out</b>	1,373,602	(837,819)	535,783
<b>Total Exp:</b>	<b>27,012,174</b>	<b>1,466,024</b>	<b>28,478,198</b>

# Summary - Expenditures Special Revenue

	Adopted	Adjustment	Amended
<b>Expense</b>			
<b>Salaries &amp; Benefits</b>			
Administration	-	-	-
Family Planning	1,603,371	(202,469)	1,400,902
Pharmacy	-	-	-
Oral Health	-	-	-
Primary Health	1,320,521	1,608,095	2,928,616
Ryan White	2,081,688	381,724	2,463,412
Refugee	178,902	113,946	292,848
Behavioral Health	-	10	10
Sexual Health	324,618	(273,232)	51,386
<b>Subtotal:</b>	<b>5,509,100</b>	<b>1,628,074</b>	<b>7,137,174</b>
<b>Other (Supplies, Contractual, Capital)</b>			
Administration	-	10	10
Family Planning	1,141,863	(446,187)	695,676
Pharmacy	-	-	-
Oral Health	-	-	-
Primary Health	2,668,582	(11,452)	2,657,130
Ryan White	208,790	229,562	438,352
Refugee	160,995	(28,884)	132,111
Behavioral Health	-	10	10
Sexual Health	108,360	(100,344)	8,016
<b>Subtotal:</b>	<b>4,288,590</b>	<b>(357,285)</b>	<b>3,931,305</b>
<b>Total Exp:</b>	<b>9,797,690</b>	<b>1,270,789</b>	<b>11,068,479</b>



# Financial Report

Results as of December 31, 2023



# All Funds/Divisions

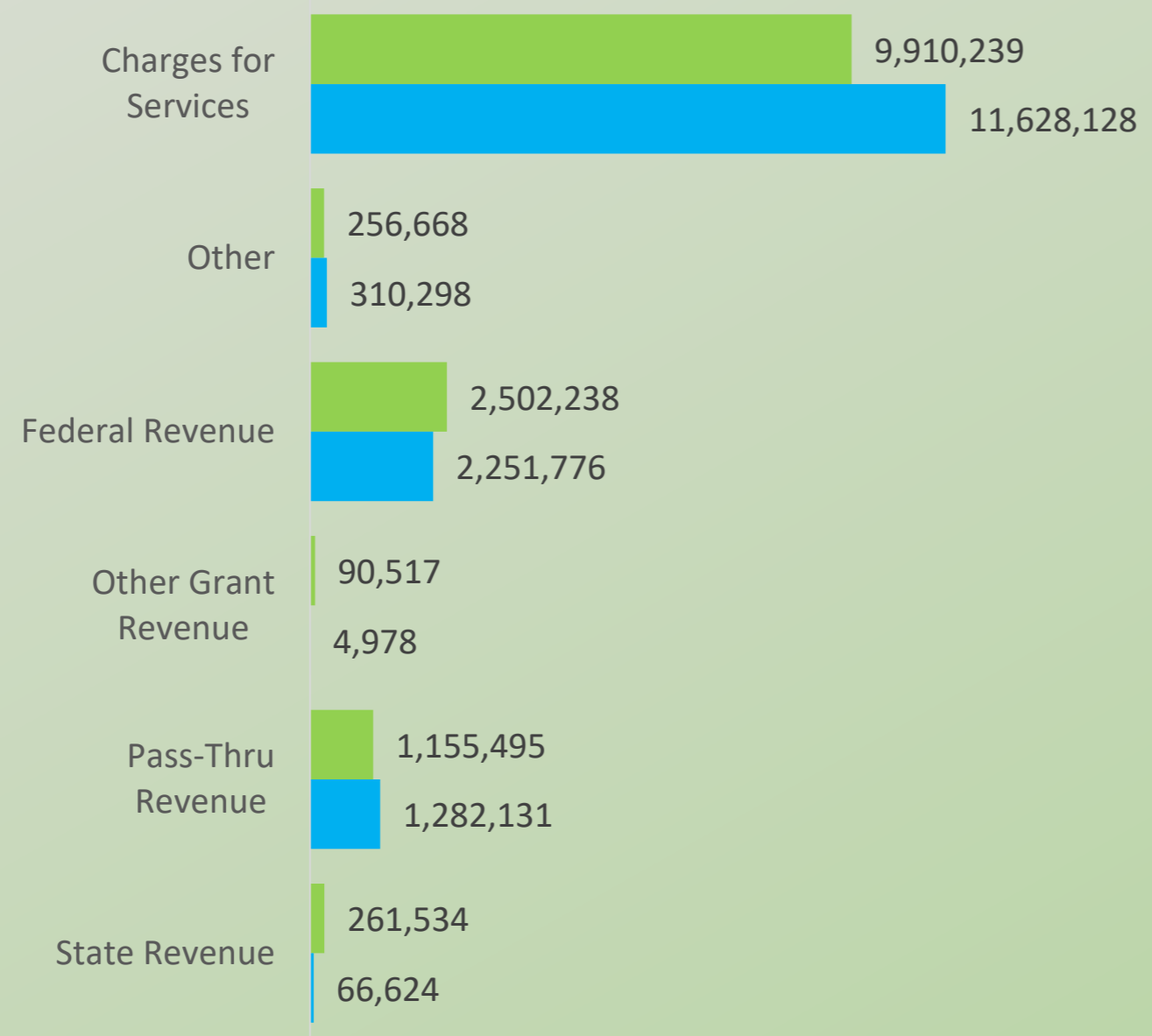
Activity	Budget as of December	Actual as of December	Variance	%
Charges for Services	9,910,239	11,628,128	1,717,890	17%
Other	256,668	310,298	53,630	21%
Federal Revenue	2,502,238	2,251,776	(250,463)	-10%
Other Grant Revenue	90,517	4,978	(85,538)	-95%
Pass-Thru Revenue	1,155,495	1,282,131	126,636	11%
State Revenue	261,534	66,624	(194,910)	-75%
<b>Total FQHC Revenue</b>	<b>14,176,691</b>	<b>15,543,935</b>	<b>1,367,245</b>	<b>10%</b>
Salaries	4,593,475	4,001,334	(592,141)	-13%
Taxes & Fringe Benefits	2,035,422	1,768,141	(267,281)	-13%
Travel & Training	47,283	33,566	(13,717)	-29%
<b>Total Salaries &amp; Benefits</b>	<b>6,676,180</b>	<b>5,803,042</b>	<b>(873,139)</b>	<b>-13%</b>
Supplies	6,551,348	8,830,641	2,279,293	35%
Capital Outlay	5,000	34,399	29,399	588%
Contractual	1,111,023	525,657	(585,365)	-53%
<b>Total Other Operating</b>	<b>7,667,371</b>	<b>9,390,698</b>	<b>1,723,327</b>	<b>22%</b>
Indirect Costs/Cost Allocations	3,377,487	2,311,033	(1,066,454)	-32%
Transfers IN	(709,877)	(461,443)	248,433	-35%
Transfers OUT	686,801	461,443	(225,358)	-33%
<b>Total Transfers</b>	<b>3,354,411</b>	<b>2,311,033</b>	<b>(1,043,379)</b>	<b>-31%</b>
<b>Net Position</b>	<b>(3,521,272)</b>	<b>(1,960,836)</b>	<b>1,560,435</b>	<b>-44%</b>

NOTES:

- 1) GRANT REVENUE IS LAGGING BUDGET EXPECTATIONS DUE TO DELAYED EXPENDITURE OF AWARDS.
- 2) BUDGET ANTICIPATES FY24 HIRING OF MULTIPLE POSITIONS (MEDICAL DIRECTOR, PHARMACIST, PHARMACY TECHNICIAN) WHICH WERE NOT FILLED AS OF DECEMBER 2023.
- 3) PHARMACY MEDICATIONS CONTINUE TO DRIVE INCREASED SUPPLIES EXPENSE DUE TO INCREASED PATIENT ENCOUNTERS AND MEDICATION INFLATION.
- 4) EXPENSES FOR TEMPORARY AND PROFESSIONAL SERVICES ARE SIGNIFICANTLY UNDER ANTICIPATED LEVELS THROUGH DECEMBER 2023.
- 5) COST ALLOCATION BUDGET REVISED IN THE JANUARY AUGMENTATION.

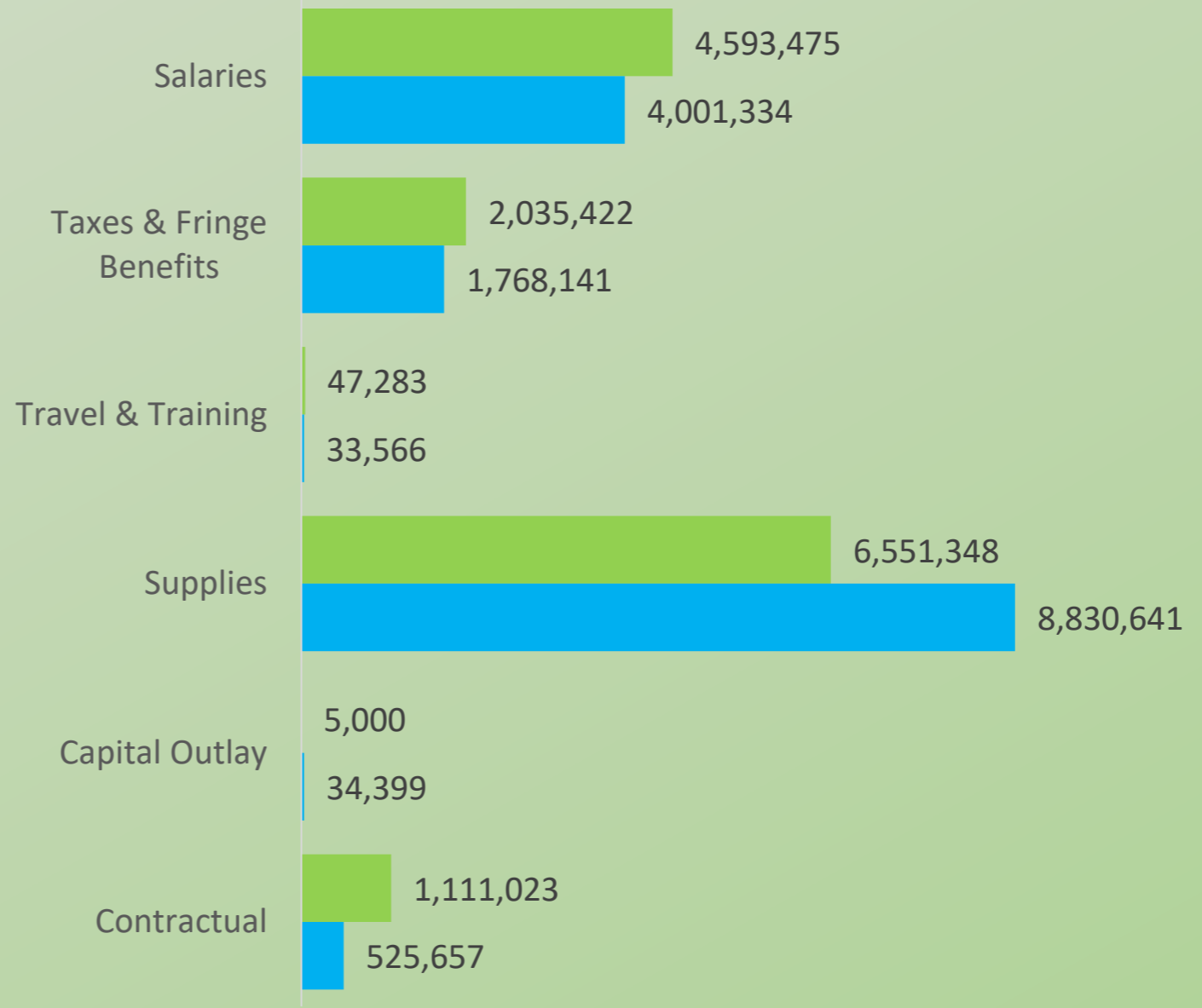
# Revenues & Expenses

FQHC Total Revenue by Type



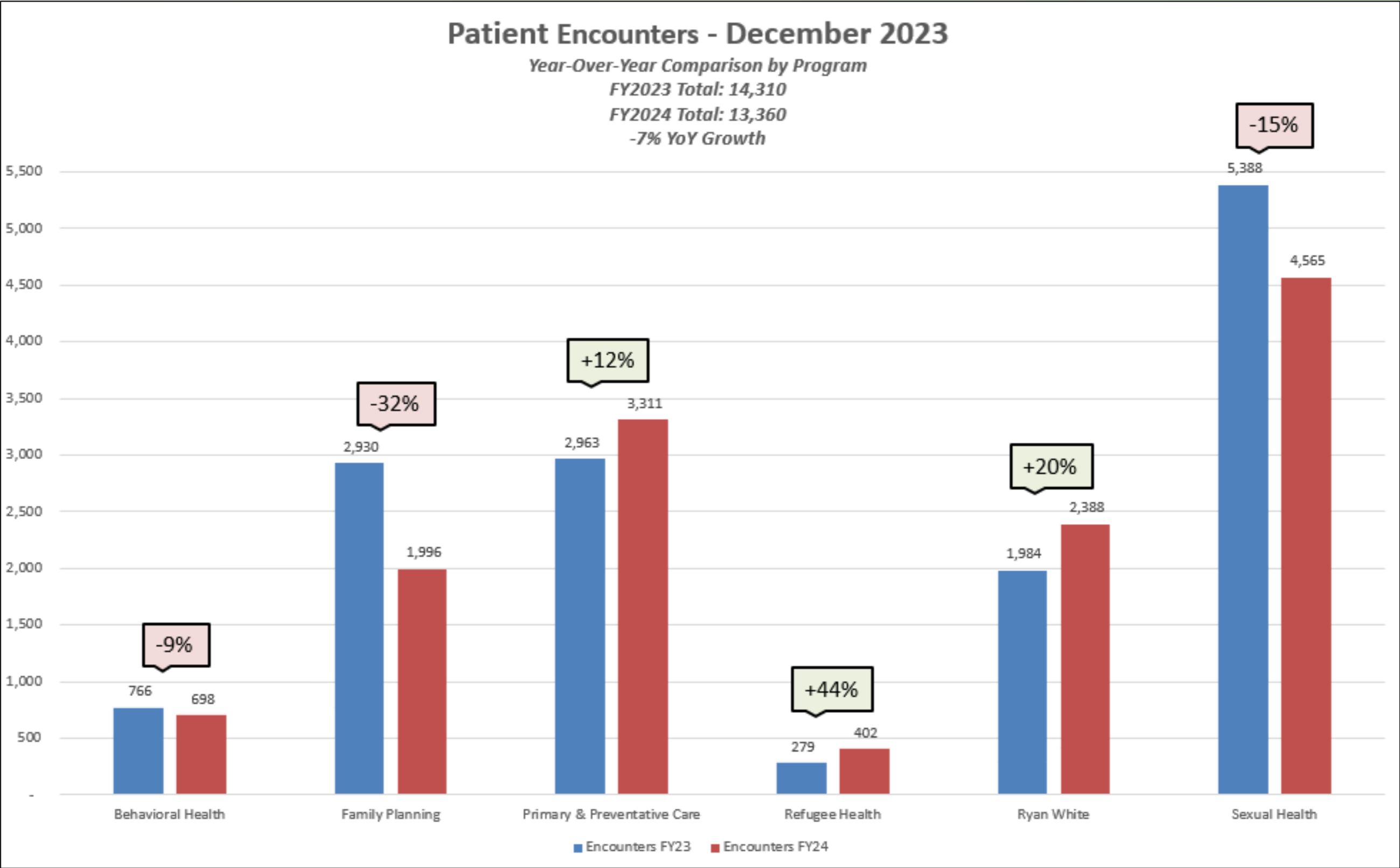
■ Budget ■ Actual

FQHC Total Expense by Type



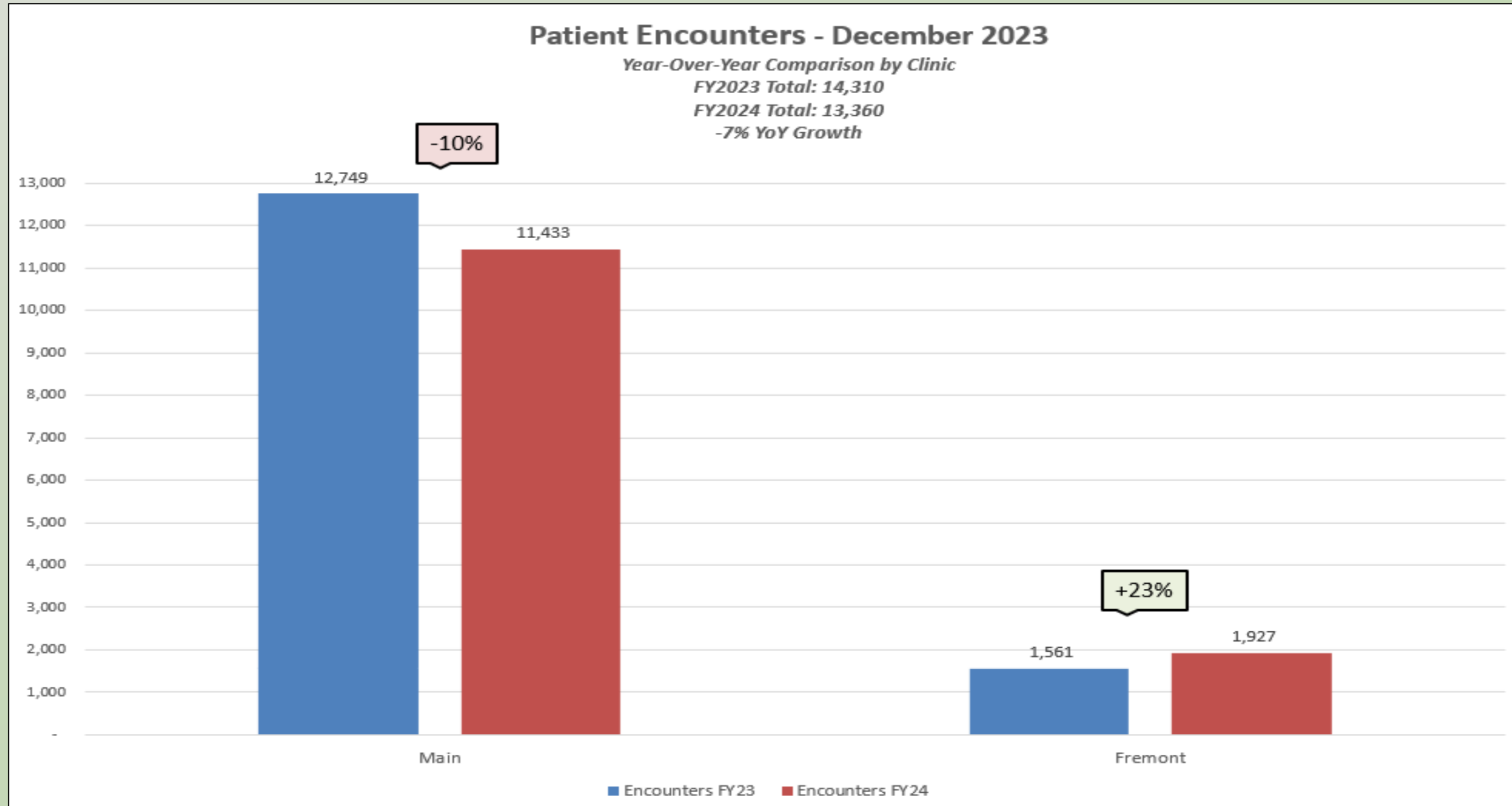
■ Budget ■ Actual

# Patients Encounters by Department



NOTE: SEXUAL HEALTH WAS MOVED TO FQHC IN JULY 2023 (FISCAL YEAR 2024). PRIOR YEAR DATA IS ACTIVITY FROM DEPARTMENT WHILE UNDER SNHD PRIMARY AND PREVENTATIVE CARE.

# Patients Encounters by Clinic



NOTE: FREMONT CLINIC OPENED ON AUGUST 30<sup>TH</sup>, 2022.

# Revenue by Department

Department	Budget as of December	Actual as of December	Variance	%
<b>Charges for Services, Other, Wrap</b>				
Family Planning	227,396	205,034	(22,363)	-10%
Pharmacy	7,443,826	10,403,554	2,959,728	40%
Oral Health (Dental)	74,456	-	(74,456)	-100%
Primary Care	984,131	201,801	(782,329)	-79%
Ryan White	204,765	167,230	(37,535)	-18%
Refugee Health	63,567	68,101	4,534	7%
Behavioral Health	259,759	78,159	(181,600)	-70%
Administration	250,659	310,298	59,640	24%
Sexual Health	658,348	504,249	(154,099)	-23%
<b>OPERATING REVENUE</b>	<b>10,166,907</b>	<b>11,938,426</b>	<b>1,771,519</b>	<b>17%</b>
<b>Grants</b>				
Family Planning	1,119,913	896,216	(223,697)	-20%
Pharmacy	-	-	-	0%
Oral Health (Dental)	-	-	-	0%
Primary Care	1,673,922	1,282,004	(391,918)	-23%
Ryan White	1,074,887	1,297,435	222,548	21%
Refugee Health	126,834	94,665	(32,169)	-25%
Behavioral Health	-	2,119	2,119	0%
Sexual Health	14,229	33,070	18,841	132%
<b>SPECIAL REVENUE</b>	<b>4,009,784</b>	<b>3,605,509</b>	<b>(404,275)</b>	<b>-10%</b>
<b>TOTAL REVENUE</b>	<b>14,176,691</b>	<b>15,543,935</b>	<b>1,367,245</b>	<b>10%</b>

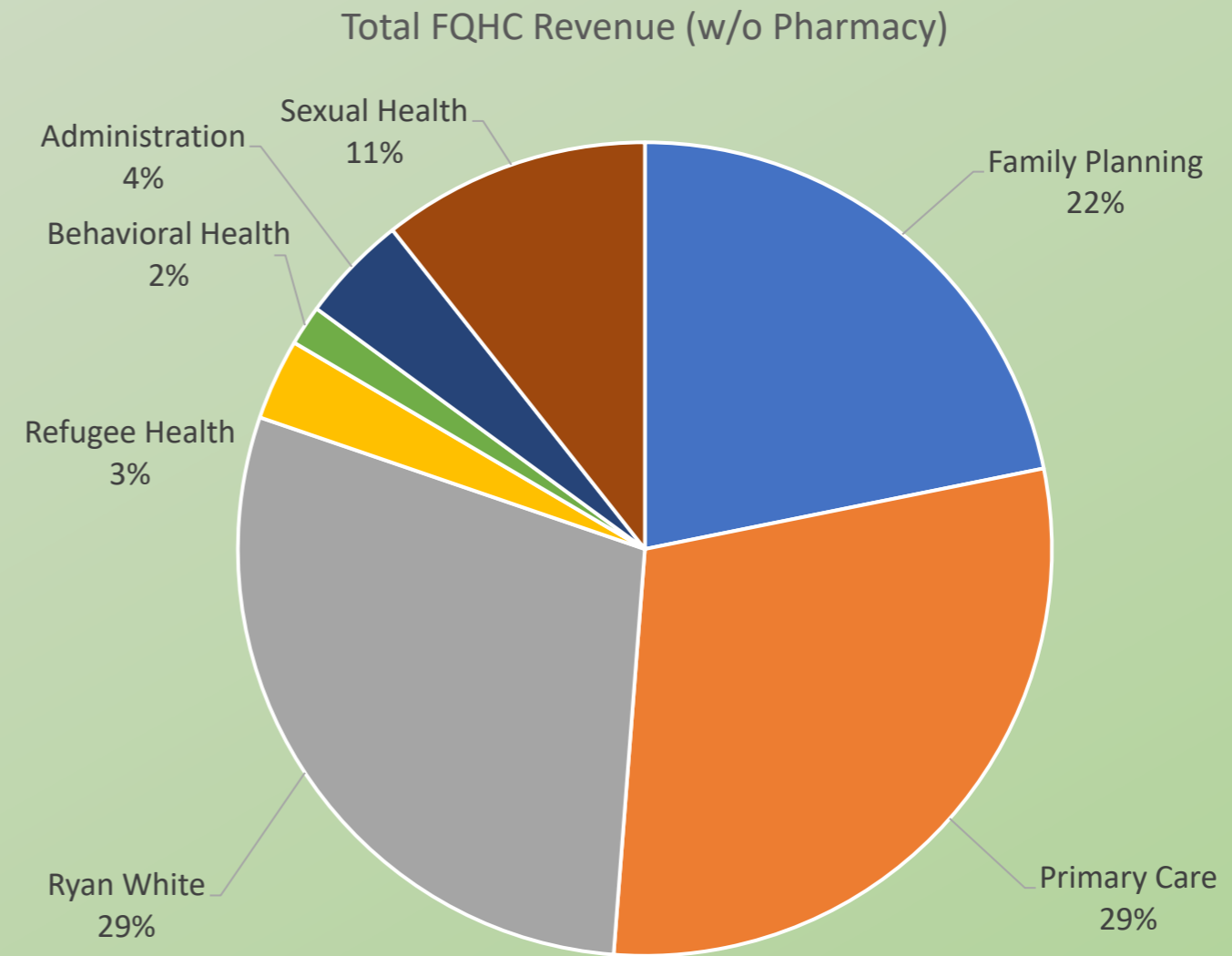
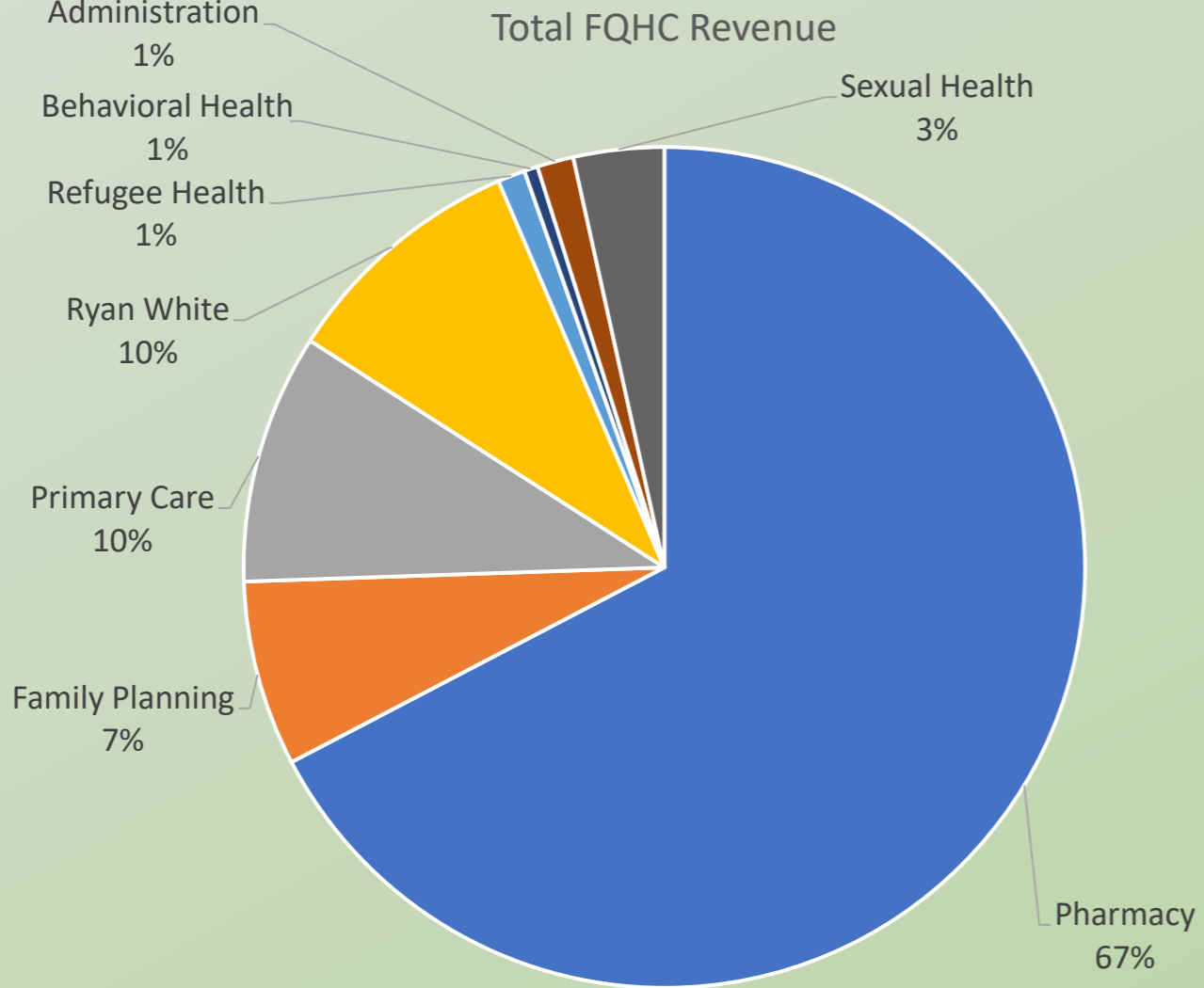
- 1
- 2
- 3
- 3
- 5
- 4
- 6
- 7
- 6
- 8

**NOTES:**

- 1) ADDITIONAL PATIENT ENCOUNTERS ARE DRIVING MORE REVENUE AND REIMBURSABLE EXPENSES VIA THE PHARMACY. BUDGET INCREASED IN AUGMENTATION.
- 2) SERVICES NOT YET OPERATIONAL IN DECEMBER 2023.
- 3) ABOVE AVERAGE PATIENT "NO SHOWS" IN FY24 IMPACTING SCHEDULING. UPDATE TO BUDGET PROJECTION PROCESS LED TO UPDATE IN AUGMENTATION.
- 4) ABOVE AVERAGE PATIENT "NO SHOWS" IN FY24 IMPACTING SCHEDULING. CLOSURE OF ASEC LOCATION IMPACTED PATIENT VOLUME.
- 5) WRAP REVENUE FROM STATE POSTED TO ADMINISTRATION "OTHER REVENUE" CATEGORY SINCE IT IS NOT BROKEN DOWN BY PROGRAM/CLAIM WHEN PAID BY STATE.
- 6) GRANT REVENUES ARE TRAILING BUDGET DUE TO PENDING ONBOARDING OF GRANT-FUNDED POSITIONS AND ASSOCIATED REVENUE AND REIMBURSABLE EXPENSES.
- 7) NO BUDGETED GRANT ACTIVITY FOR FY 2024.
- 8) GRANT BUDGET SOURCES UPDATED IN AUGMENTATION.

# Revenue by Department

*(With and without Pharmacy)*



# Expenses by Department

Department	Budget as of December	Actual as of December	Variance	%
<b>Employment (Salaries, Taxes, Fringe)</b>				
Family Planning	943,658	797,374	(146,284)	-16%
Pharmacy	269,445	149,037	(120,407)	-45%
Oral Health (Dental)	-	-	-	0%
Primary Care	2,639,704	2,109,623	(530,080)	-20%
Ryan White	1,234,519	1,361,029	126,510	10%
Refugee Health	89,451	148,619	59,168	66%
Behavioral Health	167,588	6,993	(160,595)	-96%
Administration	113,561	49,120	(64,441)	-57%
Sexual Health	1,170,972	1,147,679	(23,293)	-2%
<b>Total Personnel Costs</b>	<b>6,628,897</b>	<b>5,769,475</b>	<b>(859,422)</b>	<b>-13%</b>
<b>Other (Supplies, Contractual, Capital, etc.)</b>				
Family Planning	306,507	183,695	(122,812)	-40%
Pharmacy	5,946,877	8,611,904	2,665,027	45%
Oral Health (Dental)	27,605	-	(27,605)	-100%
Primary Care	1,054,408	302,826	(751,583)	-71%
Ryan White	143,162	160,860	17,699	12%
Refugee Health	87,332	34,637	(52,695)	-60%
Behavioral Health	6,300	-	(6,300)	-100%
Administration	40,518	4,580	(35,938)	-89%
Sexual Health	101,946	125,764	23,818	23%
<b>Total Other Expenses</b>	<b>7,714,654</b>	<b>9,424,264</b>	<b>1,709,610</b>	<b>22%</b>
<b>Total Operating Expenses</b>	<b>14,343,551</b>	<b>15,193,739</b>	<b>850,188</b>	<b>6%</b>
Indirect Costs/Cost Allocations	3,377,487	2,311,033	(1,066,454)	-32%
Transfers IN	(709,877)	(461,443)	248,433	-35%
Transfers OUT	686,801	461,443	(225,358)	-33%
<b>Total Transfers &amp; Allocations</b>	<b>3,354,411</b>	<b>2,311,033</b>	<b>(1,043,379)</b>	<b>-31%</b>
<b>TOTAL EXPENSES</b>	<b>17,697,962</b>	<b>17,504,772</b>	<b>(193,190)</b>	<b>-1%</b>

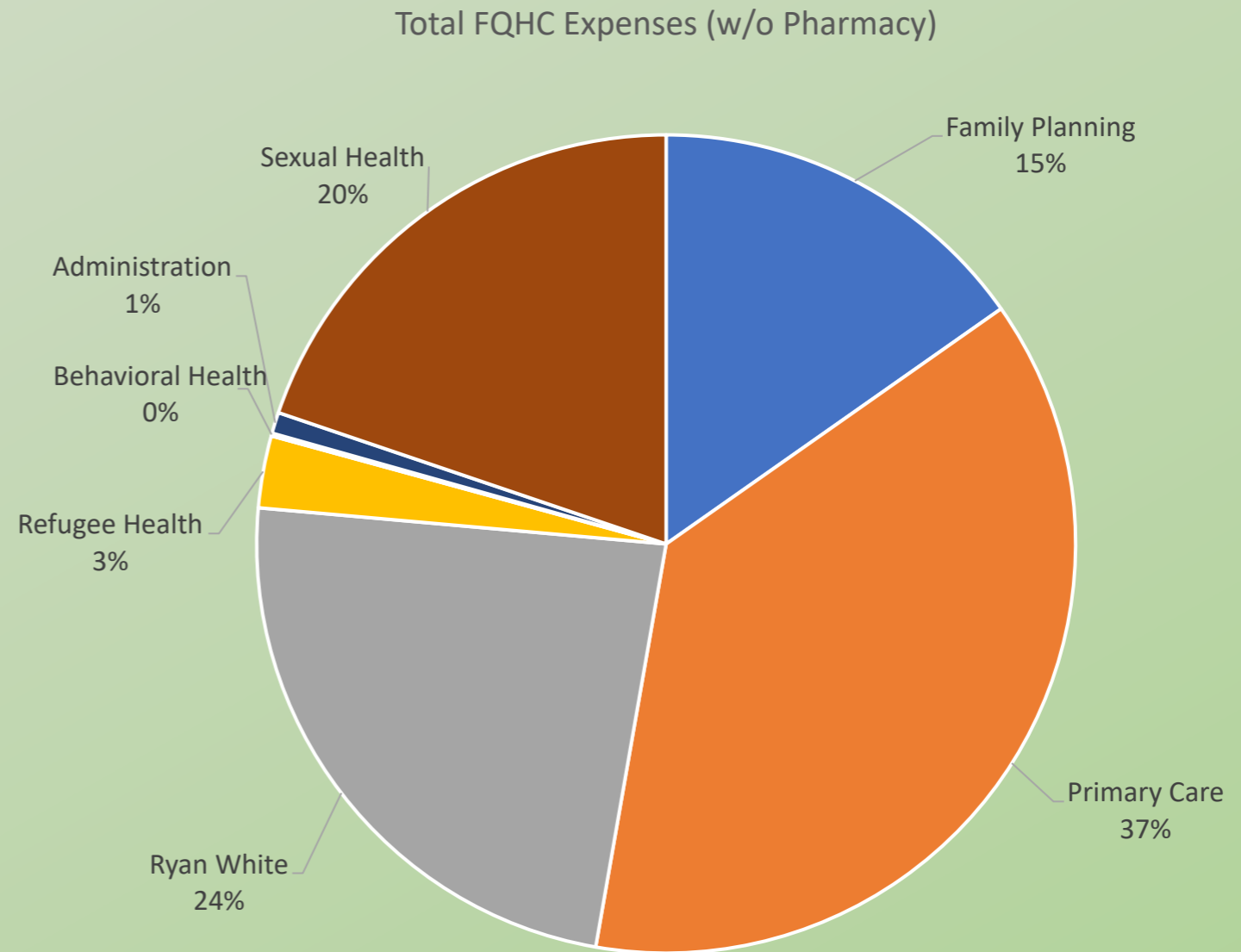
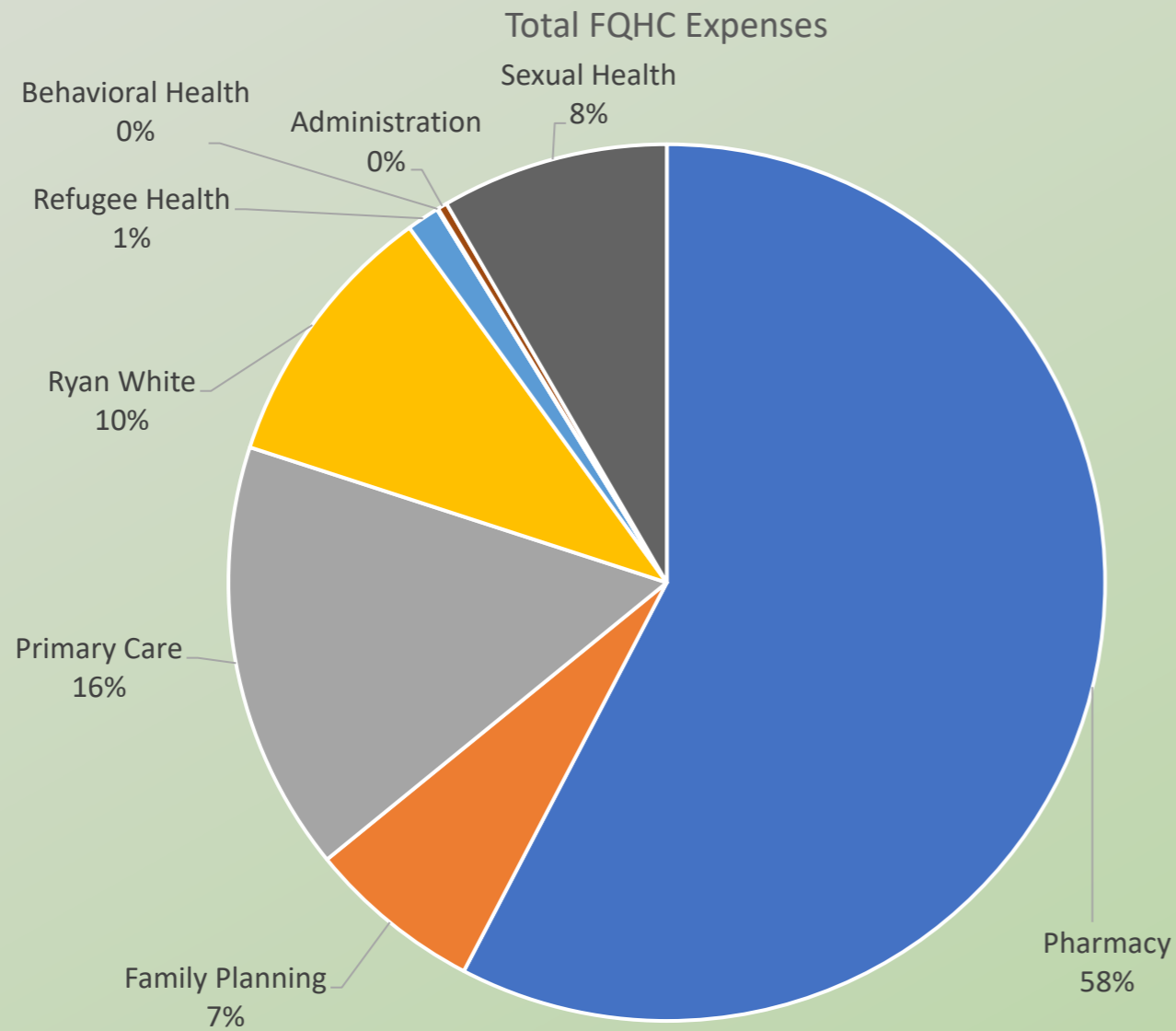


**NOTES:**

- 1) EXPENSES ARE TRAILING BUDGETED EXPECTATIONS DUE TO GRANT-FUNDED, REIMBURSABLE EXPENSES NOT YET SPENT/OPERATIONALIZED. RESERVING PORTION OF BUDGET UNTIL THE BH CENTER IS COMPLETED. BH MANAGER HIRED AS OF DECEMBER 31.
- 2) SERVICES NOT YET OPERATIONAL IN DECEMBER 2023.
- 3) ADDITIONAL STAFF ASSIGNED TO RH TO INCREASE SERVICE OFFERINGS.
- 4) PHARMACY MEDICATIONS CONTINUE TO DRIVE INCREASED SUPPLIES EXPENSE DUE TO INCREASED PATIENT ENCOUNTERS AND MEDICATION INFLATION.

# Expenses by Department

*(With and Without Pharmacy)*





# Financial Report Categorization

Statement Category – Revenue	Elements
Charges for Services	Fees received for medical services provided from patients, insurance companies, Medicare, and Medicaid.
Other	Medicaid MCO reimbursements (the wrap), administrative fees, and miscellaneous income (sale of fixed assets, payments on uncollectible charges, etc.).
Grants	Reimbursements for grant-funded operations via Local, State, Federal, and Pass-Through grants.

Statement Category – Expenses	Elements
Salaries, Taxes, and Benefits	Salaries, overtime, stand-by pay, retirement, health insurance, long-term disability, life insurance, etc.
Travel and Training	Mileage reimbursement, training registrations, hotel, flights, rental cars, and meeting expenses pre-approved, job-specific training and professional development.
Supplies	Medical supplies, medications, vaccines, laboratory supplies, office supplies, building supplies, books and reference materials, etc.
Contractual	Temporary staffing for medical/patient/laboratory services, subrecipient expenses, dues/memberships, insurance premiums, advertising, and other professional services.
Property	Fixed assets (i.e. buildings, improvements, equipment, vehicles, computers, etc.)
Indirect/Cost Allocation	Indirect/administrative expenses for grant management and allocated costs for shared services (i.e. Executive leadership, finance, IT, facilities, security, etc.)



Questions?

*Request to Accept the December 2023 Year to Date Financial Report, as presented.*

# Additional Board Requested Goals for CEO

Presenter: Randy Smith, CEO

# Additional Goals for CEO

- ▶ Maintain compliance for SNCHC's HRSA Health Program grant by ensuring No Program Conditions are placed on the health center's award.
- ▶ Improve financial sustainability by increasing the number of Medicaid visits from 5,443 (FY23) to 5,876 by December 31, 2024, as measured by SNCHC's Payer Mix report.

*Request to Approve the two Additional Goals for the CEO, as presented.*



# Change of Operating Hours at Decatur and Fremont Locations

# Change Operating Hours

- ▶ Current Hours: Monday – Friday 8 a.m. – 6 p.m.
- ▶ Change: **Monday – Friday 7 a.m. – 6 p.m.**
  - ▶ Decatur: Monday – Thursday
  - ▶ Fremont: Tuesday – Friday

*Request to Approve the Change of Operating Hours at Decatur and Fremont Locations, as presented.*

# BPHC HRSA-24-104 Service Area Competition – Additional Area

- ▶ HRSA Service Area Competition – Additional Area
  - ▶ Annual grant: \$1,978,757
    - ▶ \$158,301 must be dedicated to the Health Care for Homeless program
- ▶ Serve 7,670 additional patients by 12/31/25 (95% of the existing service area)
  - ▶ Includes patients residing in our current service area
  - ▶ Includes patients residing in Pahrump zip codes
  - ▶ Must be operational within 120 days of award date
- ▶ Open at least one new fixed site clinic
  - ▶ Must be in operation with 120 days of award date
  - ▶ Must operate 40 hours per week within one year of the award
- ▶ Must provide primary medical, behavioral health, and enabling services
- ▶ **Anticipated award date 8/1/24**

*Request approval to submit the BPHC HRSA-24-104 Service Area Competition – Additional Area application.*

# Committee Assignments

## COMMITTEE ASSIGNMENTS - 2023-2024

Executive Committee	Executive Director Annual Review Committee	Finance and Audit Committee	Quality, Credentialing & Risk Management Committee	Nominations Committee	Strategic Planning Committee
Jose Melendrez	Luz Castro	Donna Feliz-Barrows	Scott Black	Luz Castro	Scott Black
Donna Feliz-Barrows	Donna Feliz-Barrows	Jasmine Coca	Jose Melendrez	Donna Feliz-Barrows	Luz Castro
Brian Knudsen	Jose Melendrez	<b>Sara Hunt</b>	Erin Breen	Erin Breen	Jose Melendrez
		<b>Blanca Macias-Villa</b>			<b>Blanca Macias-Villa</b>

*Request to Approve the Committee Assignments for 2023-2024 Calendar Year.*



# BOARD REPORTS

The Southern Nevada Community Health Center Governing Board members may identify and comment on Health Center related issues or ask a question for clarification. Comments made by individual Board members during this portion of the agenda will not be acted upon by the Southern Nevada Community Health Center Governing Board unless that subject is on the agenda and scheduled for action.

# CEO COMMENTS

Randy Smith, CEO

# Administrative Updates

- ▶ Medical Director Resignation
- ▶ Tour Catholic Charities
  - ▶ Jasmine Coca extended an invitation to health center staff and board members
  - ▶ February 29, 2024 at 10:00 – 11:00 a.m.
  - ▶ 1501 Las Vegas Boulevard North, Las Vegas NV 89101
  - ▶ Let Ms. Bellamy know if interested, she will forward the invitation

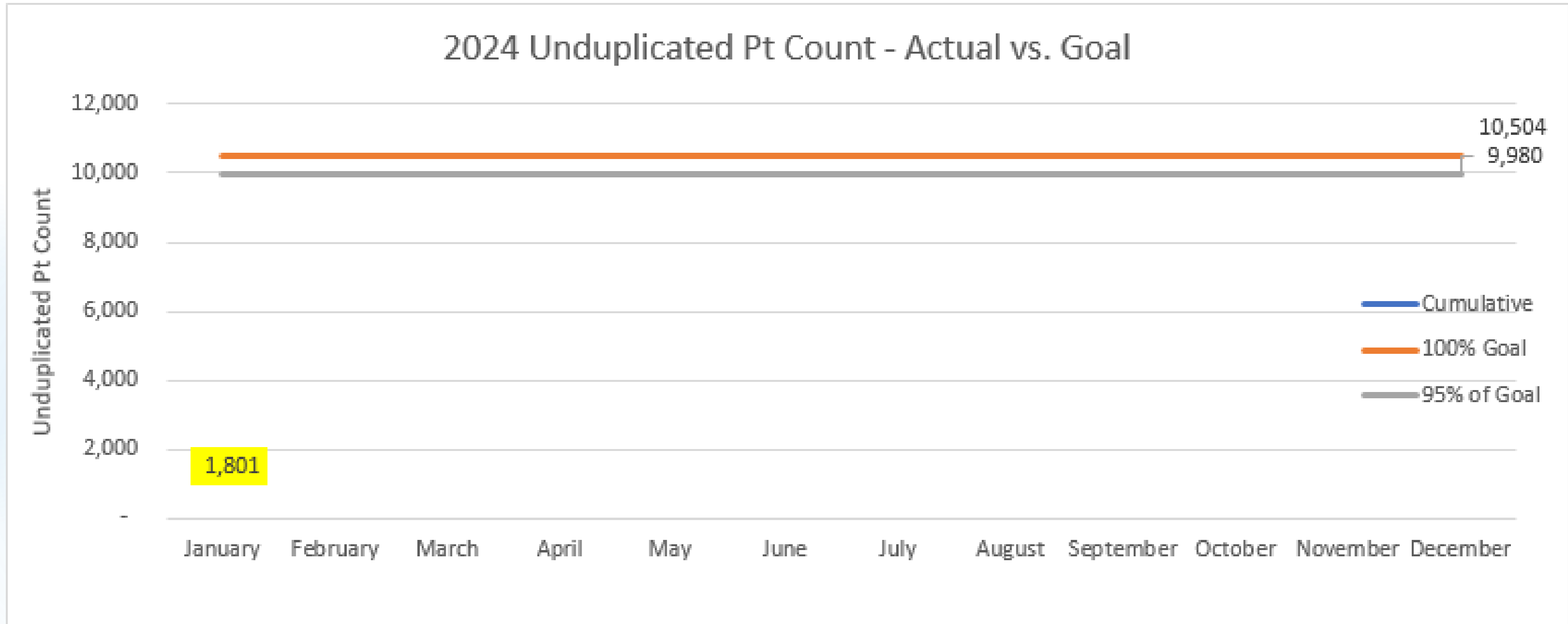
# Incident at Fremont

- ▶ 1.24.24 at the close of business, no one was physically injured
- ▶ Initial response included the services of crisis counselor through EAP
  - ▶ Trauma – ripple effect - processing
- ▶ Paid administrative leave
- ▶ Debrief of incident and identification of risk mitigation actions
  - ▶ Communication
    - ▶ New communication points between managers and security
    - ▶ BH Manager joined the SNHD Safety Committee
  - ▶ Workflows
    - ▶ End of day procedures
    - ▶ Behavioral health responding to emergencies P&P
  - ▶ Trainings
    - ▶ Situational Awareness Training 2/8/24
  - ▶ Facilities
    - ▶ Panic buttons installed, tested, and trained
    - ▶ Roving patrol added to Fremont

# January 2024 Operations Report Highlights

Randy Smith, CEO

# Unduplicated Patients



# Strategic Planning

- ▶ Mission and Vision Statements
- ▶ Community Needs Assessment
- ▶ Goals, Strategies, and Activities
  
- ▶ 2 – 3 committee sessions
- ▶ Present to board for approval
- ▶ Ongoing monitoring and reporting through governing board meetings.

## **Goal Area: Increase Access**

*Goal: Increase the number of unique patients served annually from 6,343 (CY22) to 9,980 by December 31, 2024, as measured by the HRSA UDS report.*

### Activities:

- Increase the percentage of appointments slots scheduled.
- Reduce No-Show rate.
- Increase the average number of patients seen by providers.
- Reduce the average cycle time per patient visit.
- Fully onboard and bring new providers up to the scheduling goal.

## **Goal Area: Increase Clinical Quality**

*Goal: Increase the percentage of patients screened for depression and if positive, with a documented follow-up plan from 55.8% (CY22) to 67% by December 31, 2024, as measured by the HRSA UDS report.*

### Activities:

- Recruit and hire a Behavioral Health Manager. – **Hired 1.2.24**
- Increase the use of the Pre-Visit Planning report (Azara) during care team huddles.
- Develop and implement integration pathways.
- Increase the number of same day integration visits conducted per day.
- Obtain Patient Centered Medical Home (PCMH) recognition.

## **Goal Area: Increase Financial Sustainability**

*Goal: Increase the number of Medicaid visits provided from 5,443 (FY23) to 5,876 by December 31, 2024, as measured by SNCHC's Pay Mix report.*

### Activities:

- Develop relationships with Medicaid MCOs.
- Develop processes for welcoming newly assigned members into the practice.
- Leverage internal "marketing" opportunities (e.g., SNHD IZ clients)
- Develop workflows to close care gaps (HEDIS) and complete Risk Adjustments.
- Integrate Community Health Workers (CHWs) into the care delivery model.





Thank You!

## MEMORANDUM

**Date:** February 20, 2024

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

**From:** Randy Smith, Chief Executive Officer, FQHC <sup>RS</sup>  
Fermin Leguen, MD, MPH, District Health Officer <sup>RL</sup>

---

**Subject: Community Health Center FQHC Operations Officer Report – January 2024**

---

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.

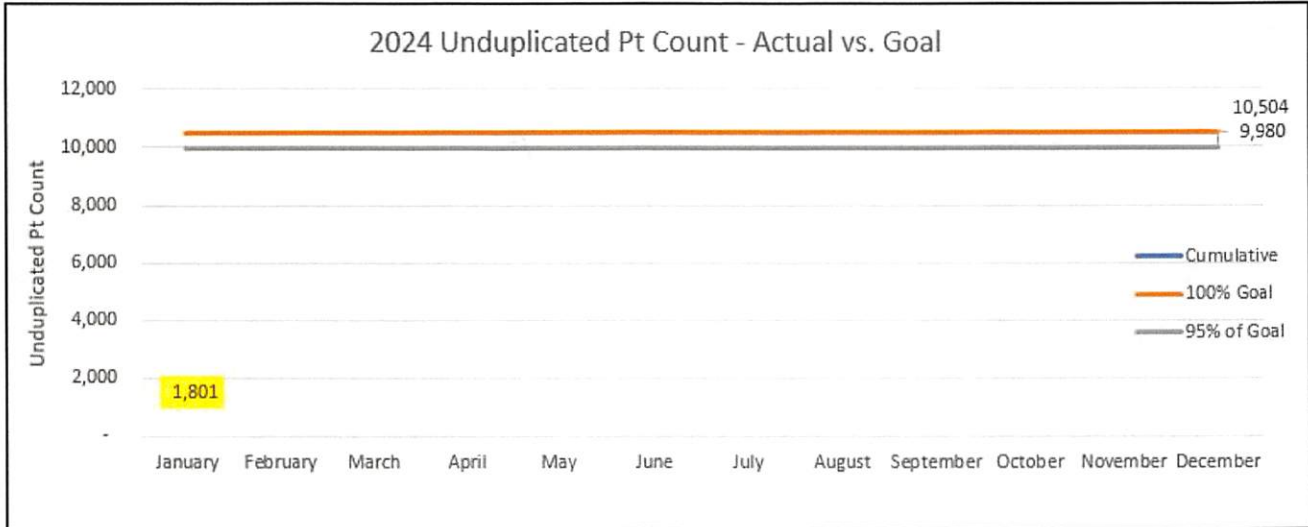
### January 2024 Highlights

#### Administrative

- The HRSA annual UDS report initial submission has been completed.
- An application for the HRSA Service Area Competition – Additional Area is being prepared.
- The Operations and IT teams are preparing for a transition to a newer version of eCW.
- A new License Mental Health provider has been hired for the Fremont health center.
- Ryan White and Sexual Health services are now being offered at the Fremont health center.
- The Refugee Health Clinic access expansion is complete and now being optimized.
- Employee engagement activities are underway with a focus on Trust, Retention, and Future Success.
  - Townhall listening sessions.
  - Identification and participation of staff Champions
- The FY25 budget creation is underway.

## Access

Unduplicated patients seen through January 31, 2024.



## Patient Visits

Facility	Program	JAN '24	JAN '23	JAN YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	157	135	16%	883	919	-4%
Decatur	Ryan White	258	180	43%	1,525	1,179	29%
Decatur	Family Health	488	70	597%	2703	1550	74%
Fremont	Family Health	306	202	51%	1086	805	35%
<b>Total</b>	<b>Family Health</b>	<b>794</b>	<b>272</b>	<b>192%</b>	<b>3,789</b>	<b>2,355</b>	<b>61%</b>
Decatur	Family Planning	204	271	-25%	1,010	1,692	-40%
Fremont	Family Planning	62	112	-45%	511	670	-24%
<b>Total</b>	<b>Family Planning</b>	<b>266</b>	<b>383</b>	<b>-31%</b>	<b>1,521</b>	<b>2,362</b>	<b>-36%</b>
ASEC	Sexual Health	132	106	25%	875	711	23%
Decatur	Sexual Health	600	607	-1%	3,975	4,122	-4%
<b>Total</b>	<b>Sexual Health</b>	<b>732</b>	<b>713</b>	<b>3%</b>	<b>4,850</b>	<b>4,833</b>	<b>0.4%</b>
<b>Grand Total</b>		<b>2,207</b>	<b>1,683</b>	<b>31%</b>	<b>12,568</b>	<b>11,648</b>	<b>8%</b>

## Pharmacy Services

	Jan-23	Jan-24		FY23	FY24		% Change YTD
<b>Client Encounters (Pharmacy)</b>	1,184	1,525	↑	8,097	9,474	↑	17.0%
<b>Prescriptions Filled</b>	1,602	2,154	↑	10,810	13,195	↑	22.1%
<b>Client Clinic Encounters (Pharmacist)</b>	64	24	↓	328	214	↓	-34.8%
<b>Financial Assistance Provided</b>	4	19	↑	45	121	↑	168.9%
<b>Insurance Assistance Provided</b>	4	17	↑	11	44	↑	300.0%

- A. Dispensed 2,154 prescriptions for 1,525 clients.
- B. The pharmacist completed 24 client clinic encounters.
- C. Assisted 19 clients to obtain medication financial assistance.
- D. Assisted 17 clients with insurance approvals.

## HIV / Ryan White Care Program Services

- A. The Ryan White program received 64 referrals between January 1<sup>st</sup> and January 31<sup>st</sup>. There were three (3) pediatric clients referred to Medical Case Management program in January and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 822 total service encounters in the month of January provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Nurse Case Managers, Community Health Workers, Registered Dietitian, and Health Educator). There were 380 unduplicated clients served under these programs in January.
- C. The Ryan White ambulatory clinic had a total of 441 visits in the month of January: 31 initial provider visits, 171 established provider visits including 13 tele-visits (established clients). There were 11 nurse visits and 215 lab visits. There were 39 Ryan White clients seen under Behavioral Health by the Licensed Clinical Social Worker and the Psychiatric APRN during the month of January.
- 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 12 patients enrolled and seen under the Rapid stART program in January.

## FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,065 encounters to 771 unduplicated patients for the month of January. There were 132 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently 119 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 PSR position. Recruitment has begun to fill one vacant MA position in SHC.

### Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of January 2024.

Client required medical follow- up for Communicable Diseases	
Referrals for TB issues	5
Referrals for Chronic Hep B	3
Referrals for STD	1
Pediatric Refugee Exams	19
Clients encounter by program (adults)	44
Refugee Health screening for January 2024	44
<b>Total for FY23-24</b>	<b>363</b>

### Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers submitted a total of 43 applications for the month of January.

New outsourcing process established. This arrangement is not producing the patient support initially discussed. Alternative methods of outsourcing are being discovered now, particularly with the DWSS.

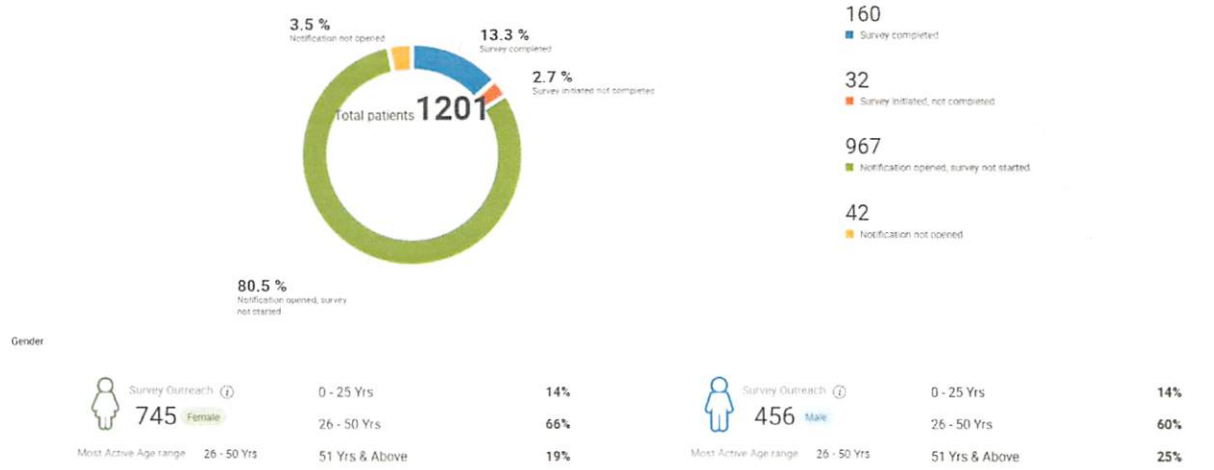
Applications	Status
40	Approved
1	Denied
20	Pending

### Patient Satisfaction: See attached survey results.

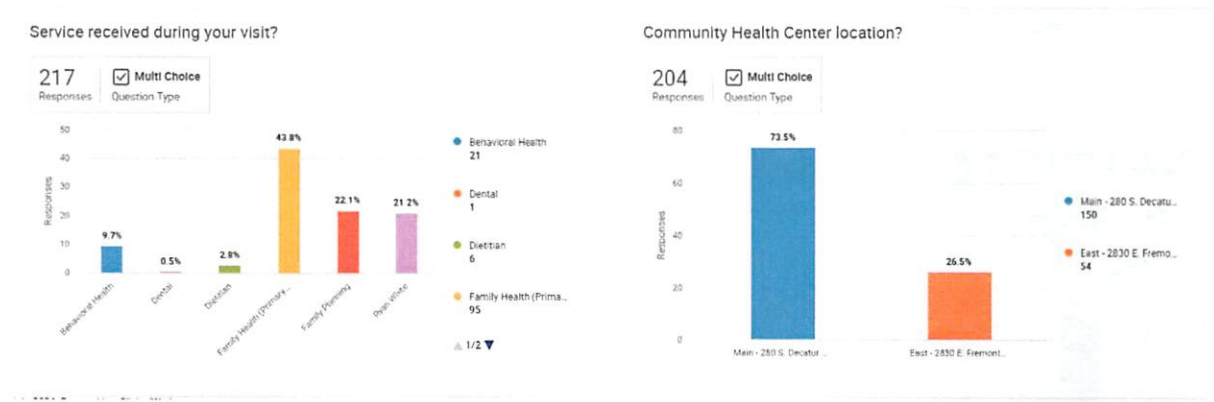
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

# Southern Nevada Community Health Center Patient Satisfaction Survey January 2024

## Overview

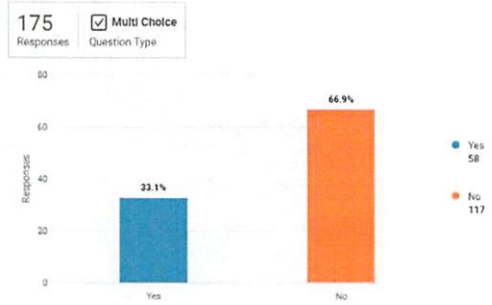


## Service and Location

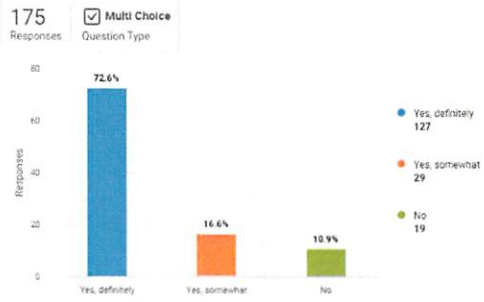


## Provider, Staff and Facility

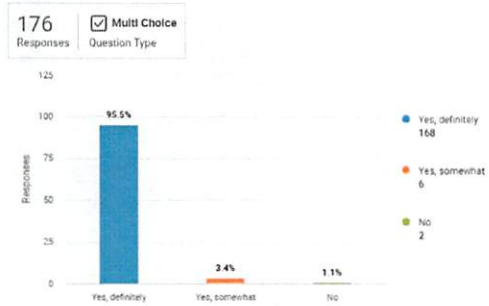
Was your most recent visit for an illness, injury or condition that needed care right away?



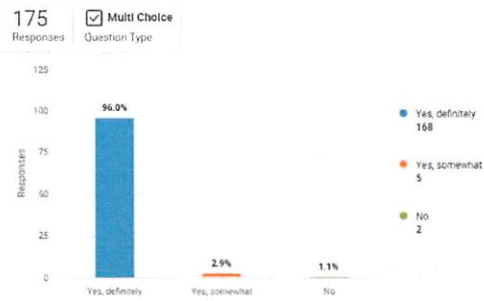
Was the recent visit as soon as you needed?



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



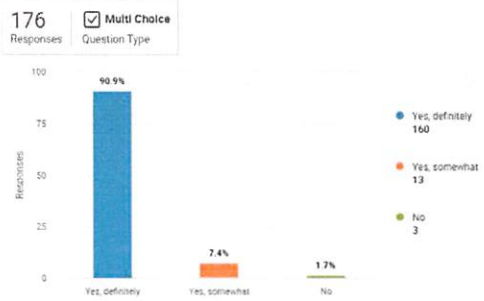
During your most recent visit, did this provider listen carefully to you?



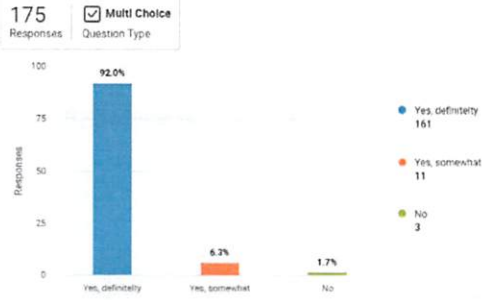
During your most recent visit, did this provider show respect for what you had to say?



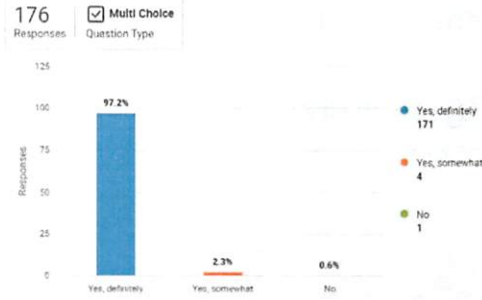
During your most recent visit, did this provider spend enough time with you?



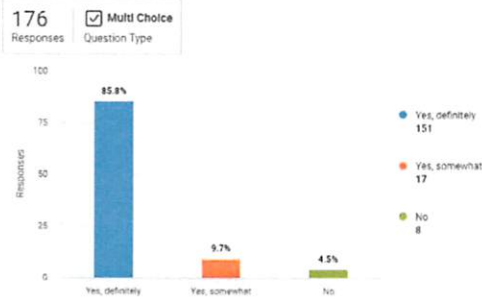
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



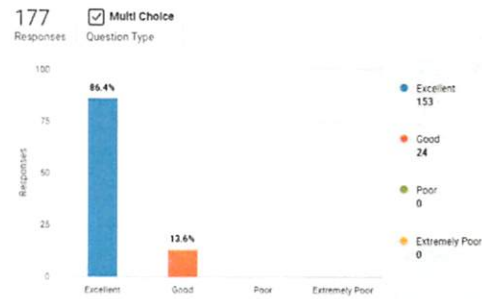
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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



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





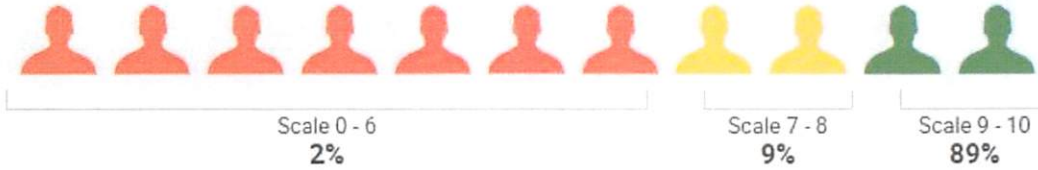
How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

176  
Responses

123 Numbers  
Question Type

87

Net Promoter Score (NPS)



3  
Scale 0 - 6

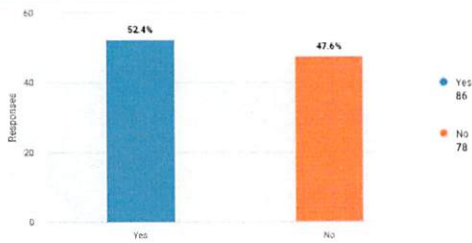
16  
Scale 7 - 8

157  
Scale 9 - 10

### General Information

Do you have health insurance?

164 Responses  
Multi Choice Question Type



How did you hear about us?

173 Responses  
Multi Choice Question Type

