

## 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>

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

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Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

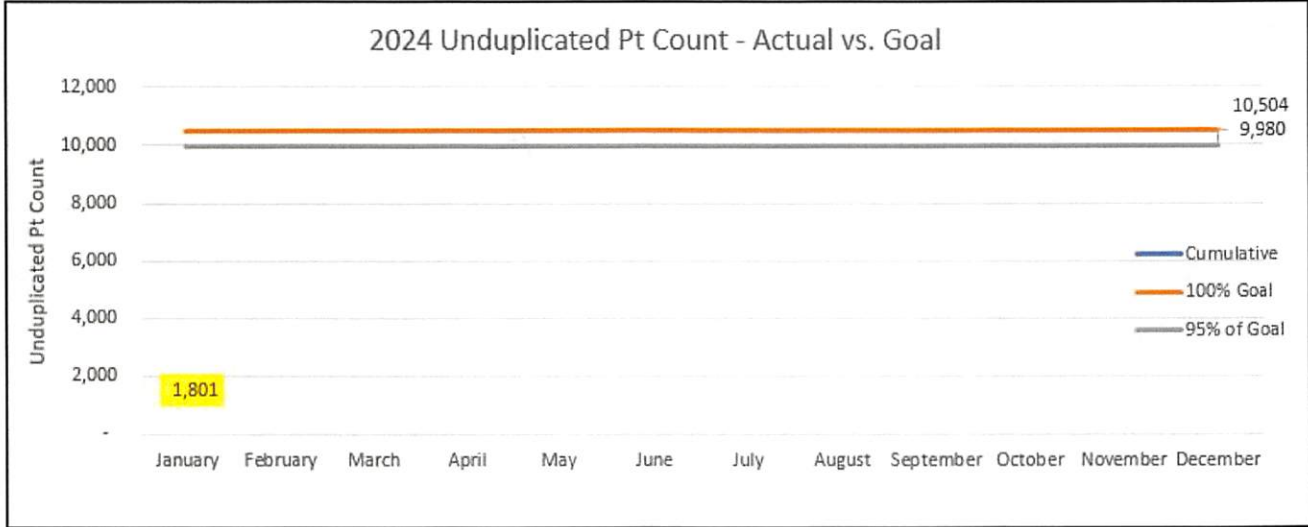
### January 2024 Highlights

#### 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.

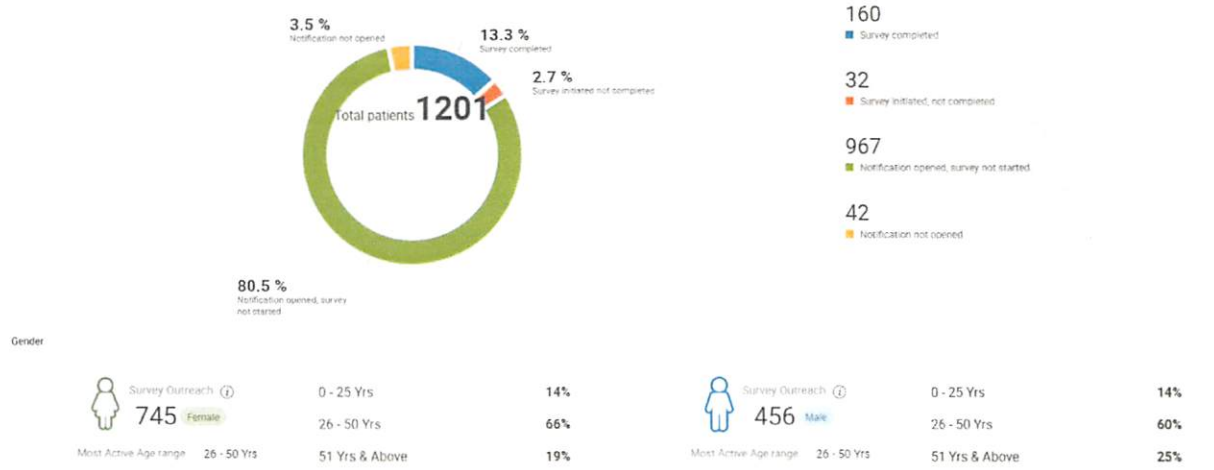
Applications	Status
40	Approved
1	Denied
20	Pending

### Patient Satisfaction: See attached survey results.

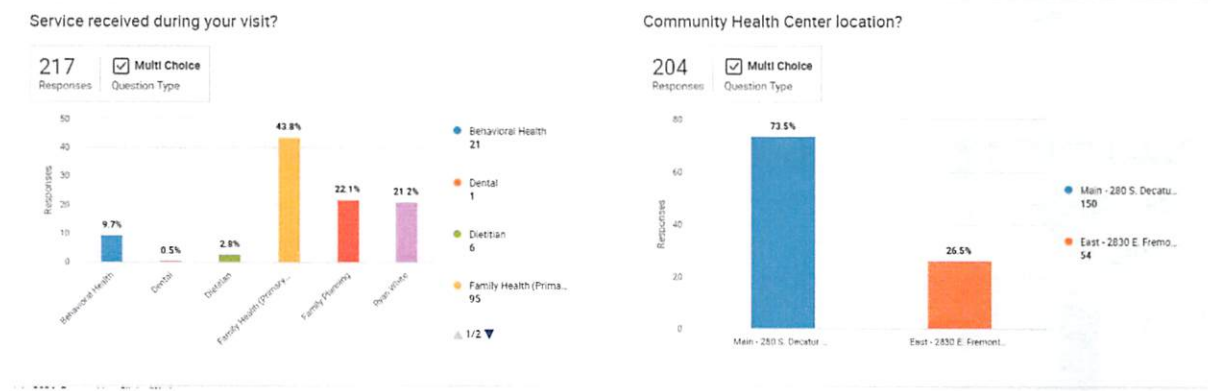
The Health Center continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation,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

# Southern Nevada Community Health Center Patient Satisfaction Survey January 2024

## Overview

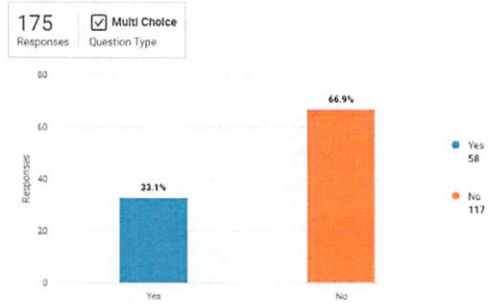


## Service and Location

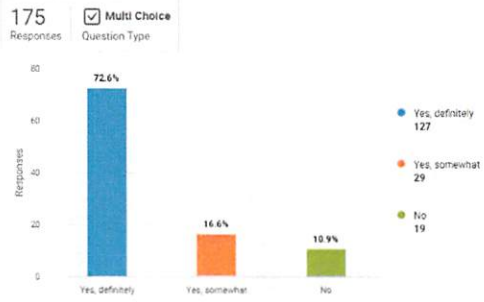


## Provider, Staff and Facility

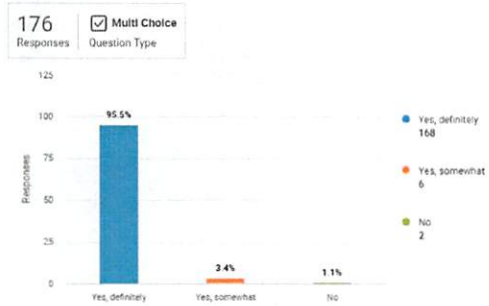
Was your most recent visit for an illness, injury or condition that needed care right away?



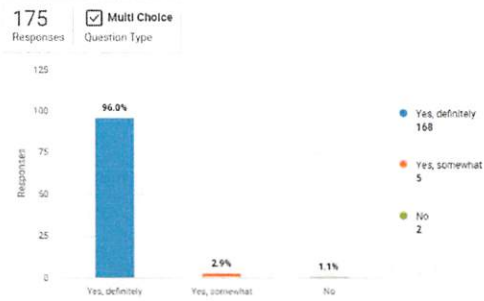
Was the recent visit as soon as you needed?



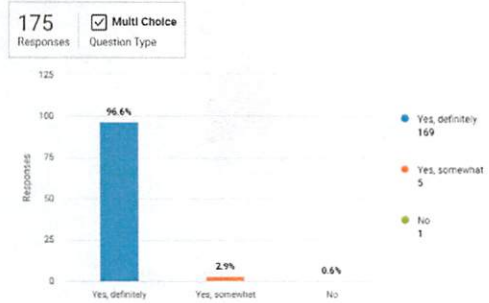
During your most recent visit, did this provider explain things in a way that was easy to understand?



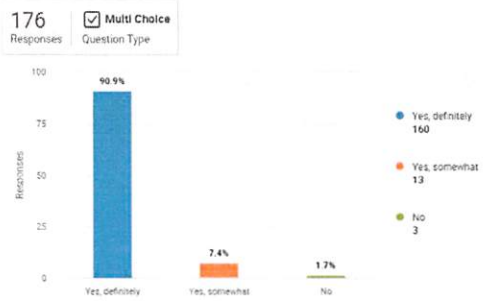
During your most recent visit, did this provider listen carefully to you?



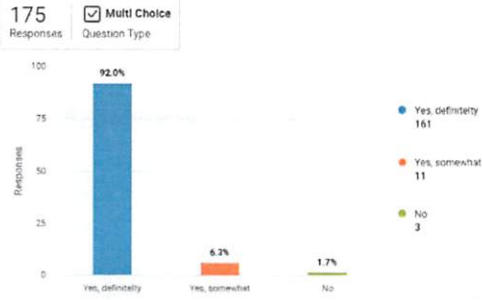
During your most recent visit, did this provider show respect for what you had to say?



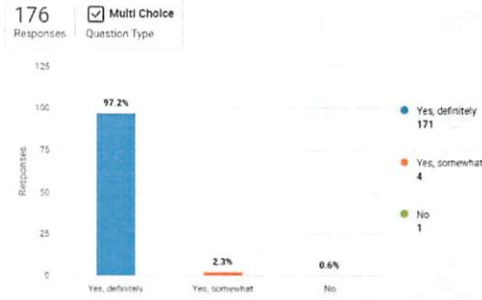
During your most recent visit, did this provider spend enough time with you?



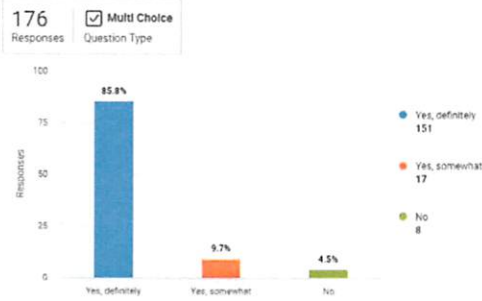
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



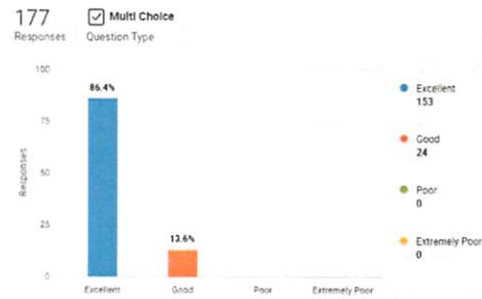
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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



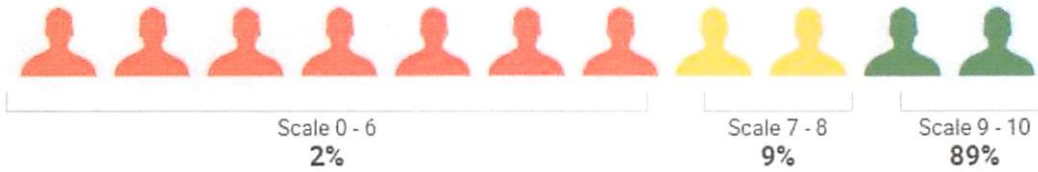
Thinking about the facility, how was the overall cleanliness and appearance?



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

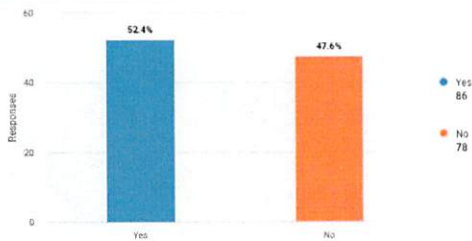
16 Scale 7 - 8

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

