

MEMORANDUM

Date: March 19, 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 – February 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.

February 2024 Highlights

Administrative

- Medical Director recruitment underway
- SAC-AA grant application – DUE March 20th
 - Approximately \$1.8 million annual grant
 - A portion must be allocated to services for the homeless
 - Highly competitive
 - Addition full time site required.
 - Would expand the service area to Pahrump.
- Behavioral health build out at Decatur in progress.
- Dental clinic build out at Fremont
 - Dental vendors and community partners engaged
- HRSA Title X Family Planning program: FPAR report – calendar year 2023 (CY23)
- HRSA – Health Center program: UDS report – **calendar year 2023 (CY23)**
 - Unduplicated patients = 9,863 / CY19 = 9,134 & CY22 = 6,343
 - Encounters = 23,351 (1,501 virtual) / 15,859 (783)
 - FTEs = 81.72 / CY22 = 57.18 (providers & clinical & non-clinical support staff)

Access – Provider Visits

Facility	Program	FEB '24	FEB '23	FEB YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	145	109	33%	1,028	1,028	0%
Decatur	Ryan White	224	176	27%	1,749	1,355	29%
Decatur	Family Health	465	141	230%	3,168	1,691	87%
Fremont	Family Health	343	179	92%	1,429	984	45%
Total	Family Health	808	320	153%	4,597	2,675	72%
Decatur	Family Planning	122	198	-38%	1,132	1,890	-40%
Fremont	Family Planning	89	118	-25%	600	788	-24%
Total	Family Planning	211	316	-33%	1,732	2,678	-35%
ASEC	Sexual Health	124	113	10%	999	824	21%
Decatur	Sexual Health	633	519	22%	4,608	4,641	-1%
Total	Sexual Health	757	632	20%	5,607	5,465	3%
Grand Total		2,145	1,553	38%	14,713	13,201	11%

Pharmacy Services

	Feb-23	Feb-24		FY23	FY24		% Change YTD
Client Encounters (Pharmacy)	1,097	1,358	↑	9,194	10,832	↑	17.8%
Prescriptions Filled	1,469	2,018	↑	12,279	15,213	↑	23.9%
Client Clinic Encounters (Pharmacist)	60	28	↓	388	242	↓	-37.6%
Financial Assistance Provided	16	14	↓	61	135	↑	121.3%
Insurance Assistance Provided	6	2	↓	17	46	↑	170.6%

- A. Dispensed 2,018 prescriptions for 1,358 clients.
- B. Pharmacist completed 28 client clinic encounters.
- C. Assisted 14 clients to obtain medication financial assistance.
- D. Assisted two (2) clients with insurance approvals.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 64 referrals between February 1st and February 29th. There were two (2) pediatric clients referred to the Medical Case Management program in February and the program received four (4) referrals for pregnant women living with HIV during the month.
- B. There were 838 total service encounters in the month of February provided by the Ryan White program (Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator). There were 368 unduplicated clients served under these programs in February.

- C. The Ryan White ambulatory clinic had a total of 454 visits in the month of February, including: 24 initial provider visits, 173 established provider visits and 14 tele-health visits (established clients). There were 18 nurse visits and 237 lab visits. There were 33 Ryan White clients seen in Behavioral Health by the Licensed Clinical Social Worker and the Psychiatric APRN during the month of February. There were 20 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services.
- 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 13 patients enrolled and seen under the Rapid stART program in February.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,196 unique services to 808 unduplicated patients for the month of February. There were 113 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently 122 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. One SHC provider, the Community Health Nurse (CHN) supervisor and the SHC PrEP navigator presented and participated in the California Prevention Training Center Injectable PrEP Update on February 21, 2024. In addition to the SNHD SHC team, program leaders, and navigators from the Oakland LGBTQ Center, Children's Hospital of Los Angeles, CARE Center, Dignity/St. Mary, Long Beach, and the University of Miami, Miller School of Medicine, shared about their efforts to provide injectable PrEP (CAB-LA) to their patients and clients, as well as successes and challenges in access, retention, and equity. Rupa R. Patel, MD MPH FIDSA, Clinical Biomedical Prevention Activity Lead, HIV Research Branch, Division of HIV Prevention, NCHHSTP, Centers for Disease Control and Prevention, reached out to acknowledge the SHC team for the success of our HIV injectable PrEP program.
- D. The SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- E. One (CHN) is continuing orientation in FQHC-SHC. An offer was accepted for one vacant Patient Services Representative (PSR) position. Recruitment has begun to fill one vacant Medical Assistant (MA) position.

Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	12
Referrals for Chronic Hep B	3
Referrals for STD	5
Pediatric Refugee Exams	20
Clients encounter by program (adults)	80
Refugee Health screening for February 2024	80
Total for FY23-24	443

Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers (EW) submitted a total of 33 applications for the month.

Applications	Status
45	Approved
11	Denied
20	Pending

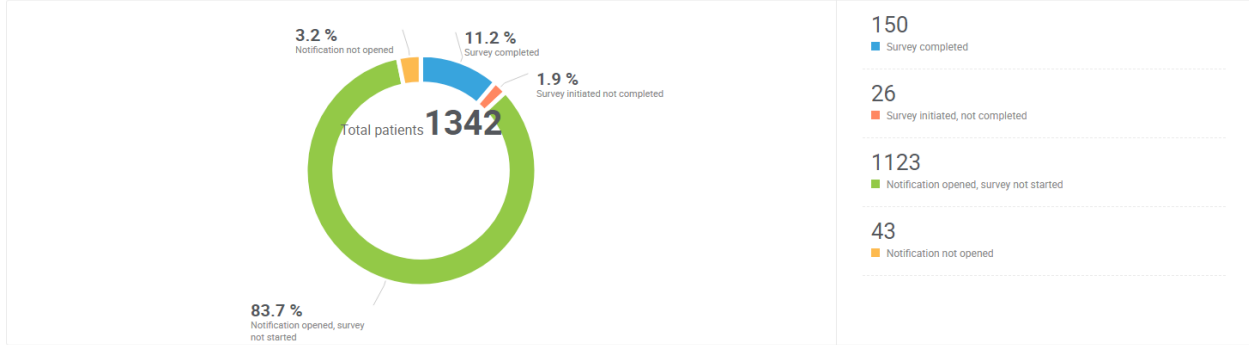
Only one EW working directly with DWSS for Eligibility application support overflow. Training for Community Health Workers (CHWs) to begin tentatively in April to support Eligibility work.

Patient Satisfaction: See attached survey results.

SNCHC 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 February 2024

Overview



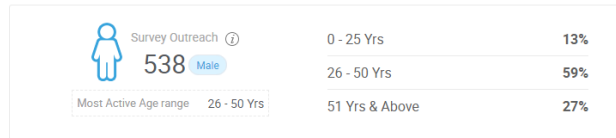
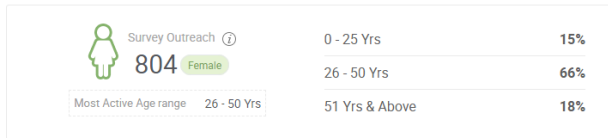
150
■ Survey completed

26
■ Survey initiated, not completed

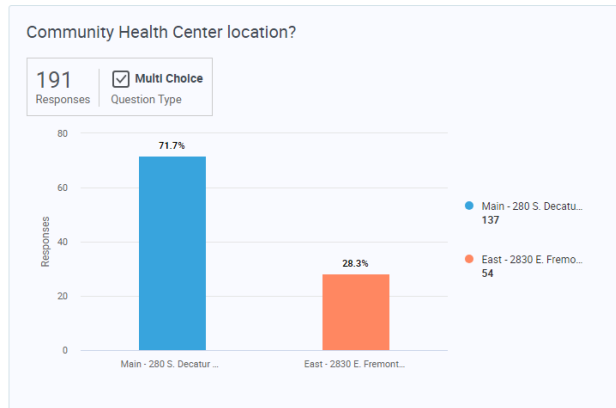
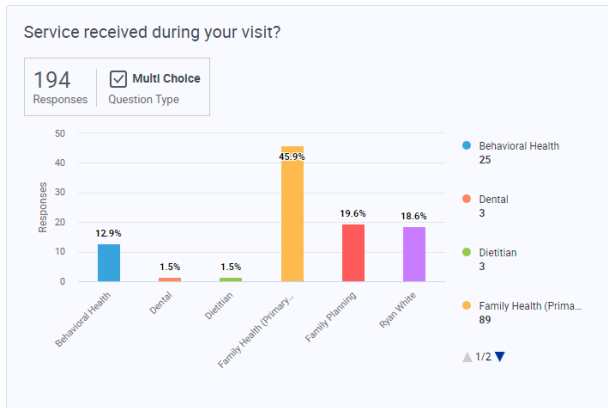
1123
■ Notification opened, survey not started

43
■ Notification not opened

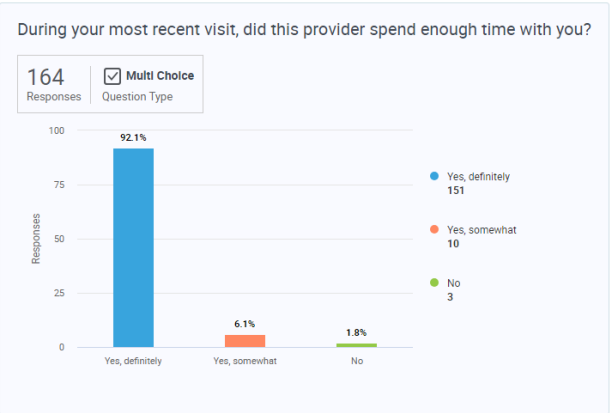
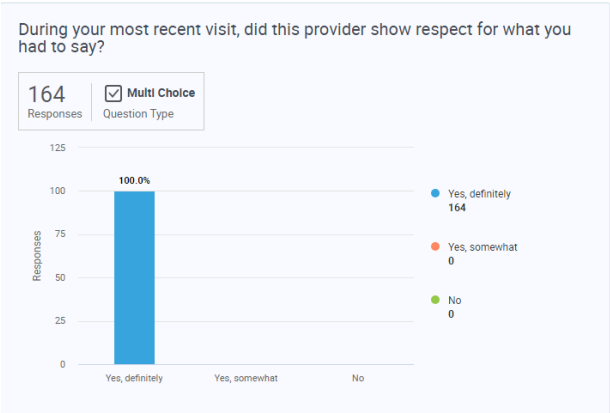
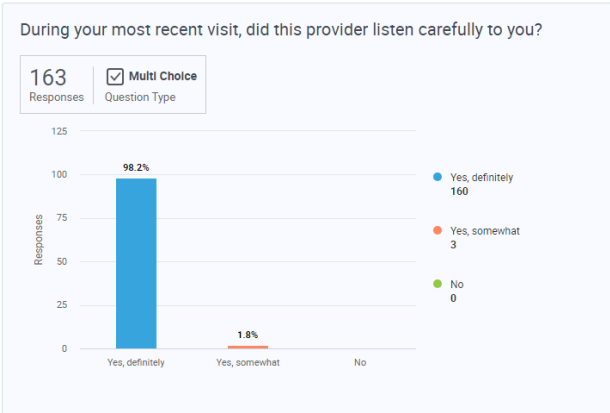
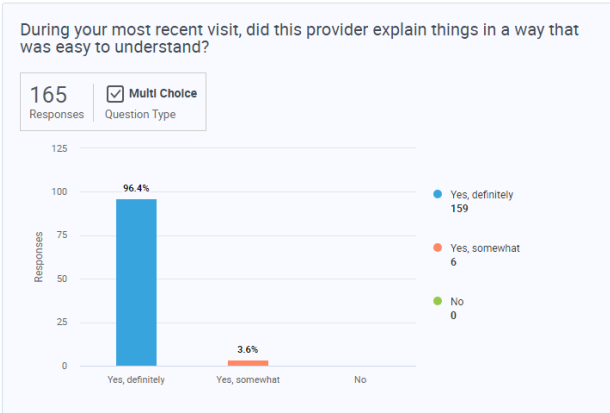
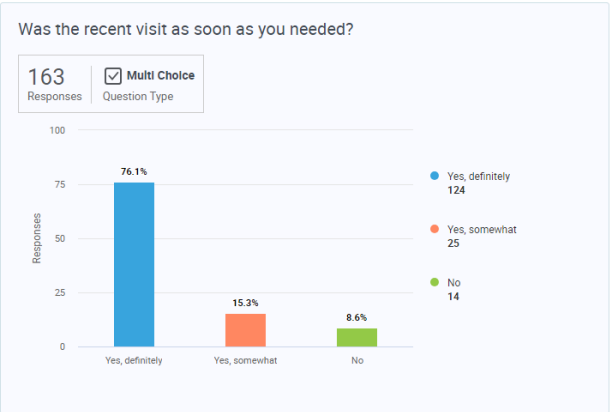
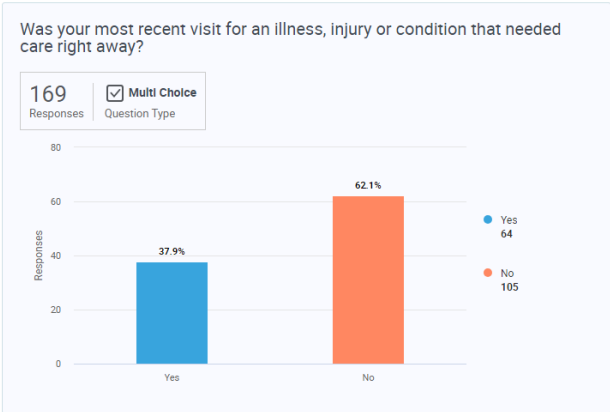
Gender



Service and Location



Provider, Staff and Facility

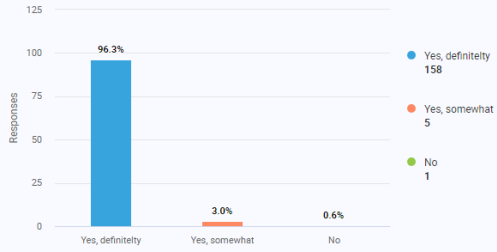


Thinking about your most recent visit, were the staff as helpful as you thought they should be?

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Responses

Multi Choice
Question Type

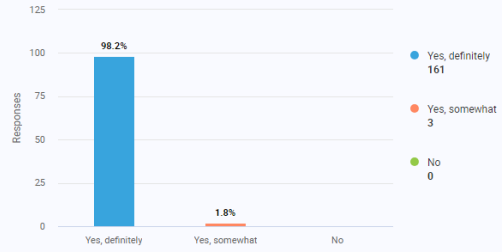


Thinking about your most recent visit, did the staff treat you with courtesy and respect?

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Responses

Multi Choice
Question Type

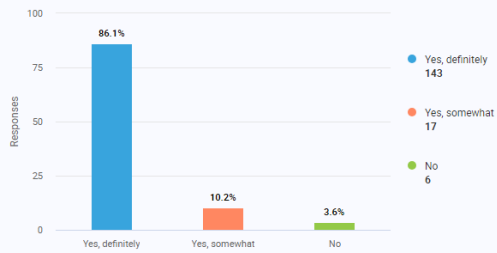


Thinking about your recent visit, was it easy to schedule an appointment?

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Responses

Multi Choice
Question Type



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

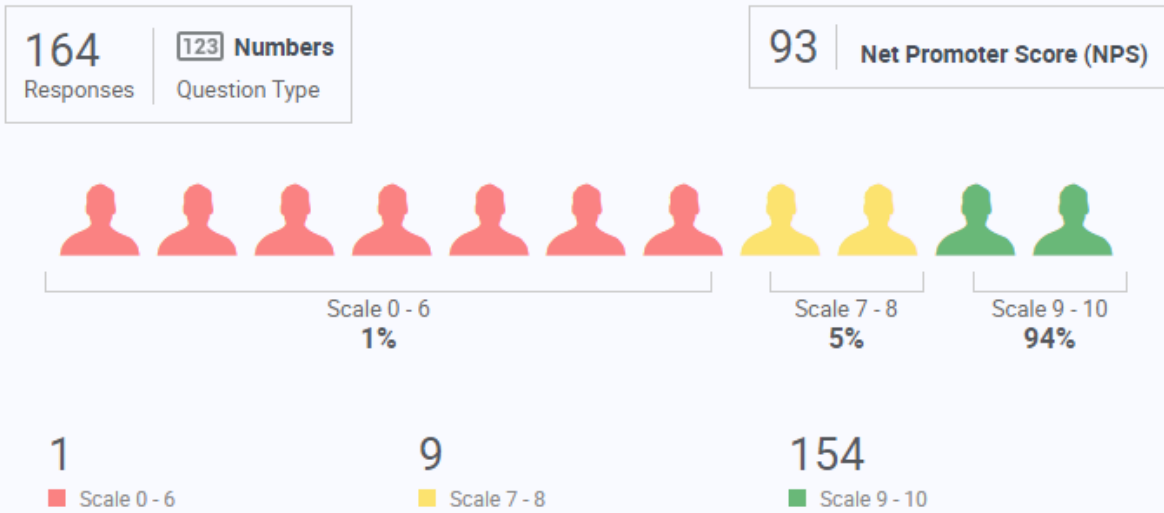
165

Responses

Multi Choice
Question Type



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



General Information

