

MEMORANDUM

Date: April 16, 2024

To: Southern Nevada Community Health Center Governing Board

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

Subject: Community Health Center FQHC Operations Officer Report – March 2024

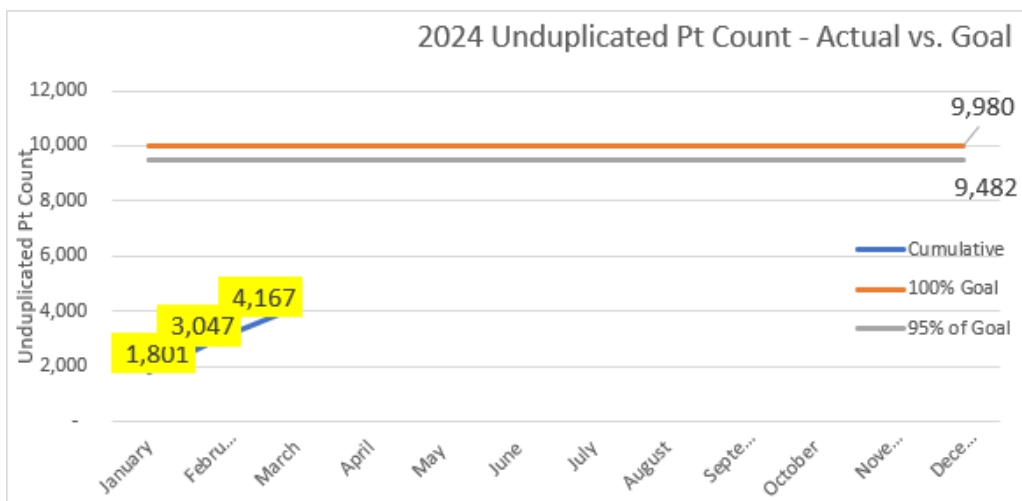
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

March Highlights

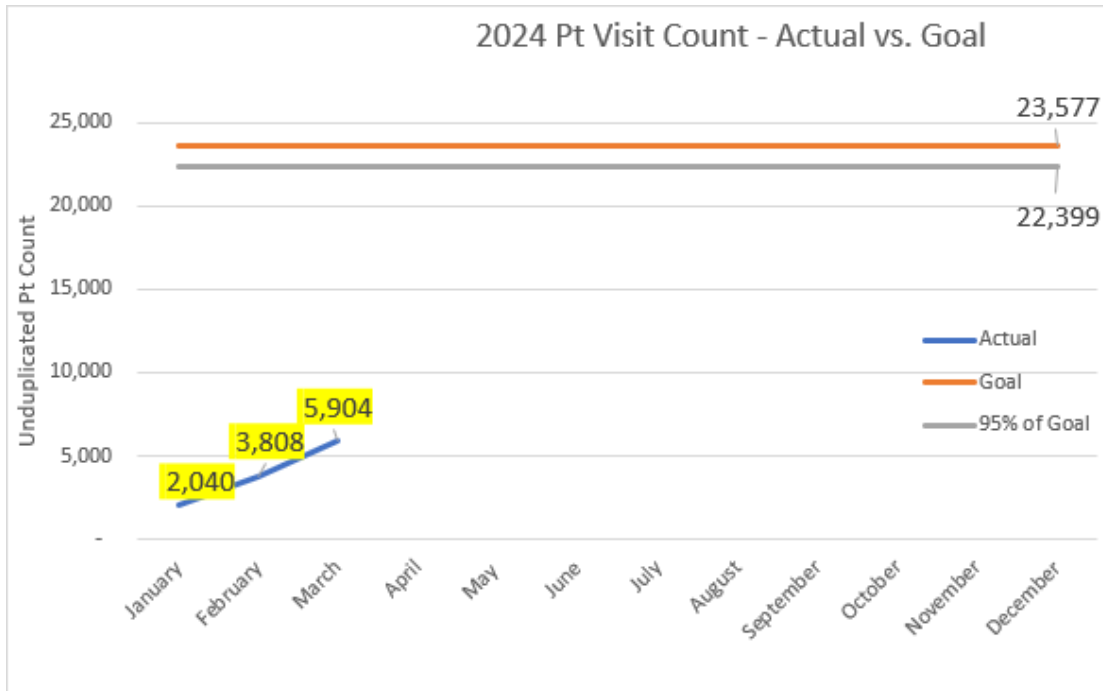
Administrative

- Medical Director vacancy recruitment active
- HRSA SAC-AA grant application submitted
 - Approximately \$1.8 million annual grant
- HRSA CY23 UDS Report finalized
- Employee Engagement Survey (OVS) conducted
 - Participation rate – 73%
- Strategic Plan – Financial Sustainability focus area enhanced
- Partial grant funding received for Ryan White and Family Planning grants

Access – Unduplicated Patients Served



Access – Visit Count



Provider Visits by Program and Site – March 2024

Facility	Program	MAR '24	MAR '23	MAR YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
Decatur	Behavioral Health	125	125	0%	1,153	1,153	0%
Decatur	Ryan White	237	210	11%	1,986	1,565	21%
Decatur	Family Health	483	192	60%	3,651	1,883	48%
Fremont	Family Health	273	185	32%	1,702	1,169	31%
Total	Family Health	756	377	50%	5,353	3,052	43%
Decatur	Family Planning	148	242	-64%	1,280	2,132	-67%
Fremont	Family Planning	97	166	-71%	697	954	-37%
Total	Family Planning	245	408	-67%	1,977	3,086	-56%
ASEC	Sexual Health	96	105	-9%	1,095	929	15%
DEC & FRE	Sexual Health	579	591	-2%	5,187	5,232	-1%
Total	Sexual Health	675	696	-3%	6,282	6,161	2%
	Grand Total	2,038	1,816	11%	16,751	15,017	10%

Pharmacy Services

	Mar-23	Mar-24		FY23	FY24		% Change YTD
Client Encounters (Pharmacy)	1,243	1,230	↓	10,437	12,062	↑	15.6%
Prescriptions Filled	1,744	1,946	↑	14,023	17,159	↑	22.4%
Client Clinic Encounters (Pharmacist)	36	39	↑	424	281	↓	-33.7%
Financial Assistance Provided	17	20	↑	78	155	↑	98.7%
Insurance Assistance Provided	-	6	↑	17	52	↑	205.9%

- A. Dispensed 1,946 prescriptions for 1,230 clients.
- B. Pharmacist completed 39 client clinic encounters.
- C. Assisted 20 clients to obtain medication financial assistance.
- D. Assisted six (6) clients with insurance approvals.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 70 referrals between March 1st and March 31st. There were four (4) pediatric clients referred to the Medical Case Management program in March and the program received three (3) referrals for pregnant women living with HIV during this time.
- B. There were 859 total service encounters in the month of March provided by the Ryan White program (Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator). There were 365 unduplicated clients served under these programs in March.
- C. The Ryan White ambulatory clinic had a total of 424 visits in the month of March: 38 initial provider visits, 175 established provider visits including 14 tele-visits (established clients). There were 17 Nurse visits and 194 Lab visits. There were 30 Ryan White clients seen under Behavioral Health by LCSWs and LMFTs and the Psychiatric APRN during the month of March. There were 20 Ryan White clients seen by the Registered Dietitian for 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 12 patients enrolled and seen under the Rapid stART program in March.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,789 unique services to 1,072 unduplicated patients for the month of March. There were 149 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently 127 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 supervisor attended the “Reflect, Celebrate and Engage | Ending the HIV Epidemic (EHE) Community Planning Forum,” an event which brought Clark County service providers together to collaborate and reflect on past achievements, celebrate our progress and engage in shaping future endeavors to end the HIV epidemic in Clark County. The Nevada EHE team will use the information and ideas gathered to develop the 2025-2030 EHE Workplan.
- D. The SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- E. One Community Health Nurse (CHN) nurse completed orientation in FQHC-SHC. One Patient Services Representative (PSR) began orientation in SHC, and an offer was accepted to fill a vacant Medical Assistant (MA) position.

Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of March 2024

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	10
Referrals for Chronic Hep B	1
Referrals for STD	10
Pediatric Refugee Exams	12
Clients encounter by program (adults)	75
Refugee Health screening for March 2024	75
Total for FY23-24	518

Eligibility and Insurance Enrollment Assistance

As a team, the Eligibility Workers (EW) submitted a total of 36 applications for the month.

Applications	Status
41	Approved
11	Denied
9	Pending

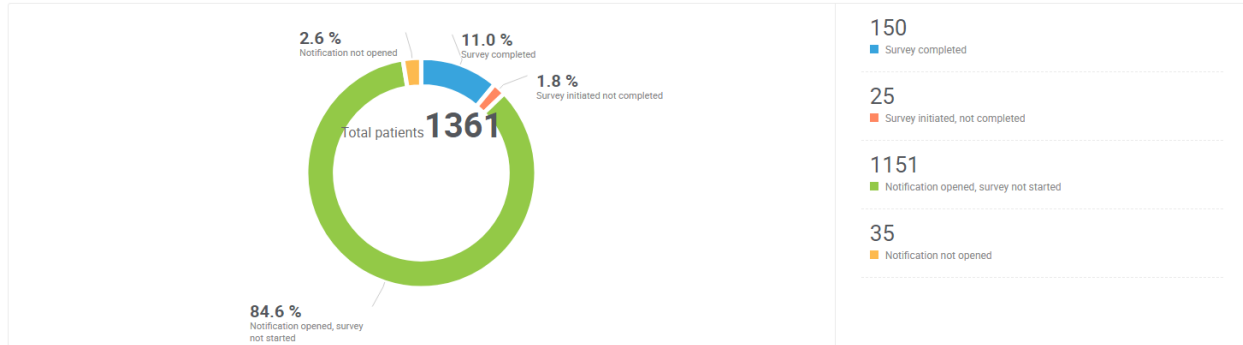
Training for Community Health Workers (CHWs) to support Eligibility work has begun.

Patient Satisfaction: See attached survey results.

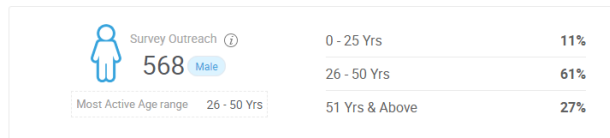
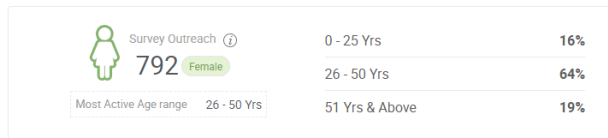
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey March 2024

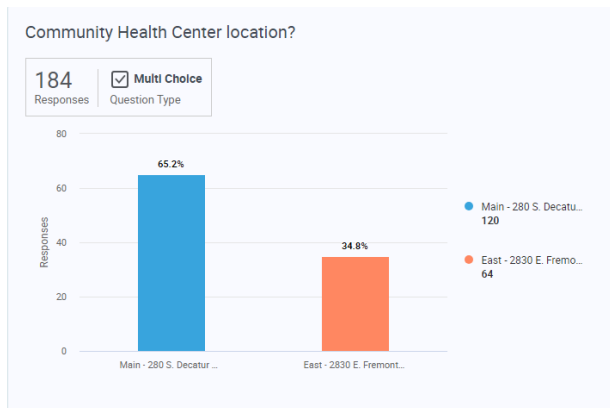
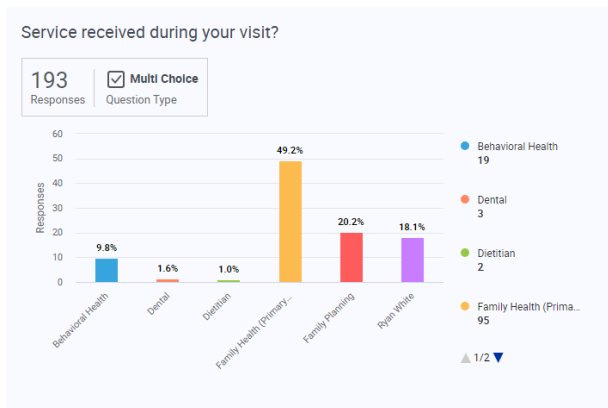
Overview



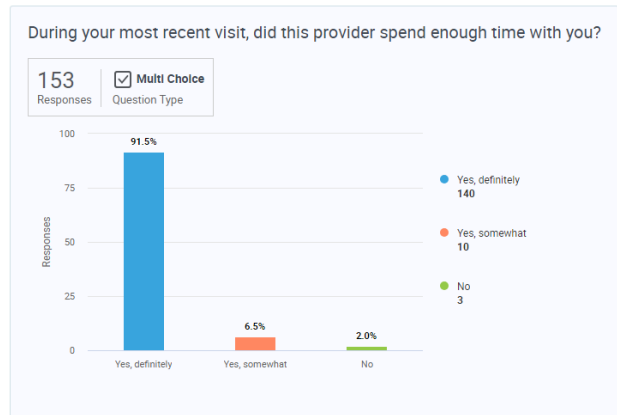
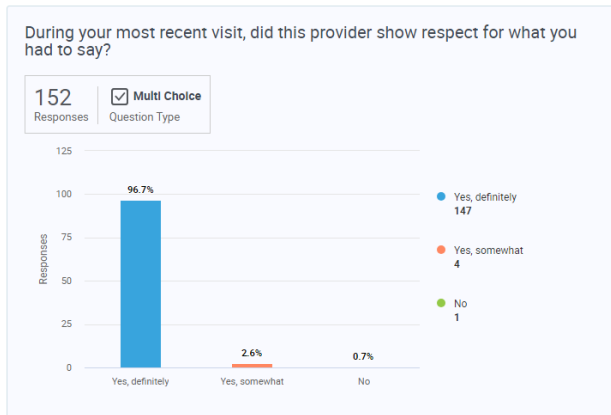
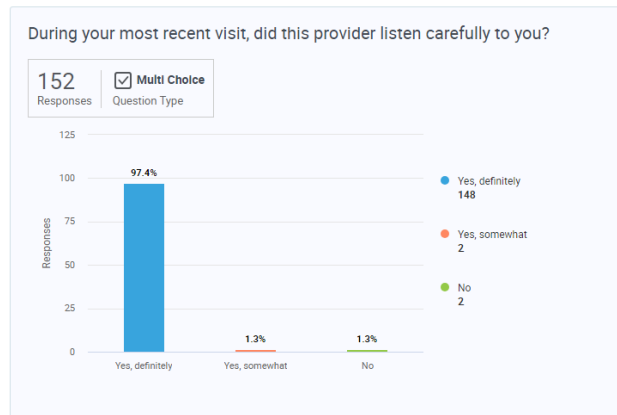
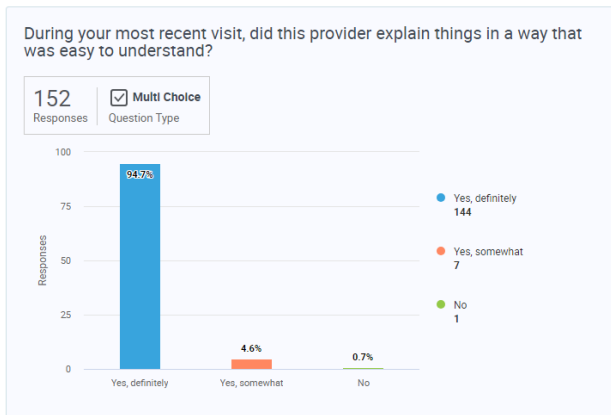
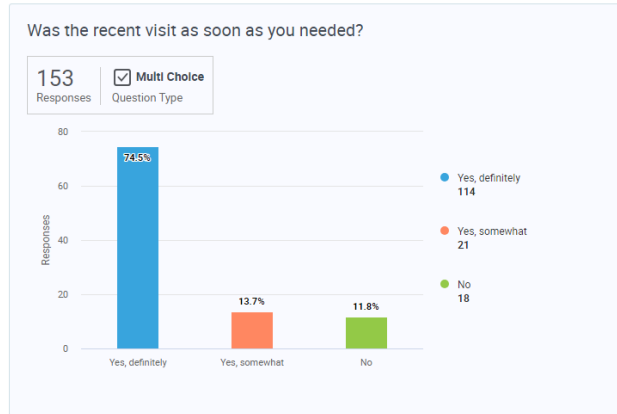
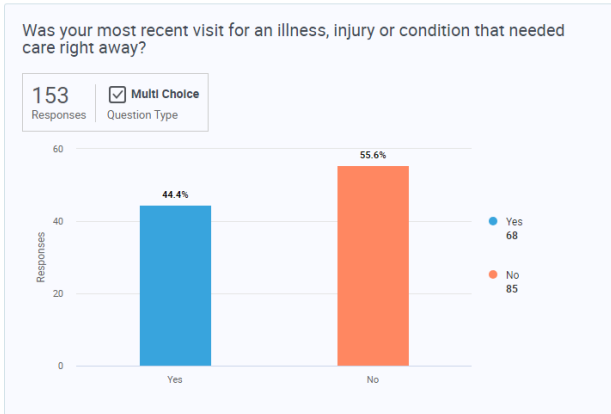
Gender



Service and Location



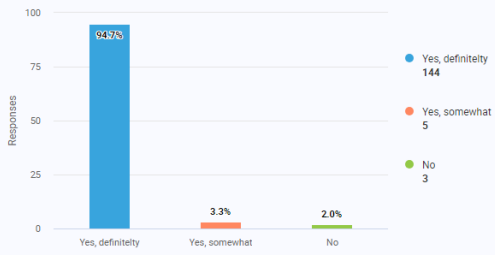
Provider, Staff and Facility



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

152
Responses

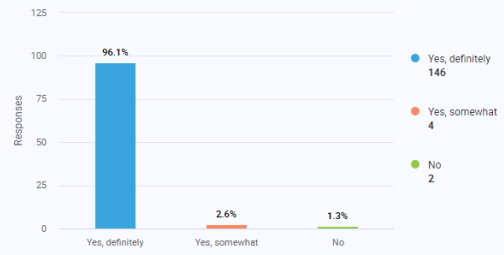
Multi Choice
Question Type



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

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Responses

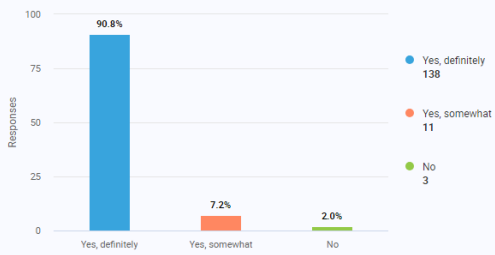
Multi Choice
Question Type



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

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Responses

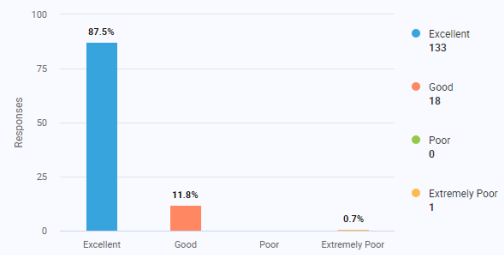
Multi Choice
Question Type



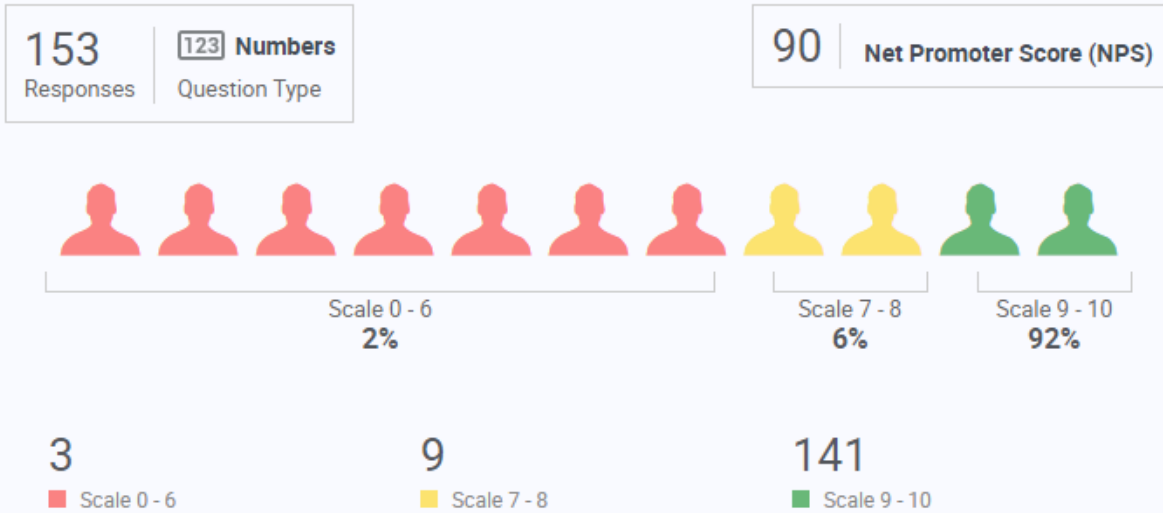
Thinking about the facility, how was the overall cleanliness and appearance?

152
Responses

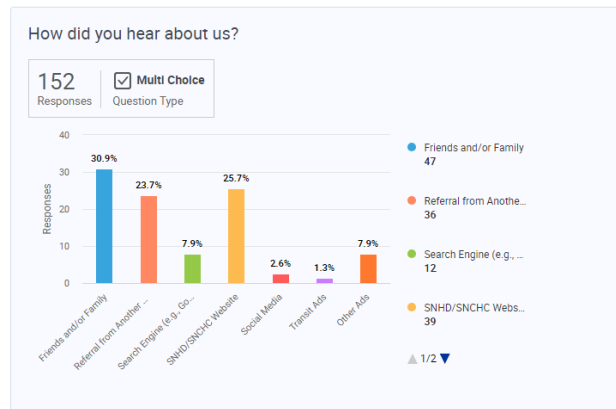
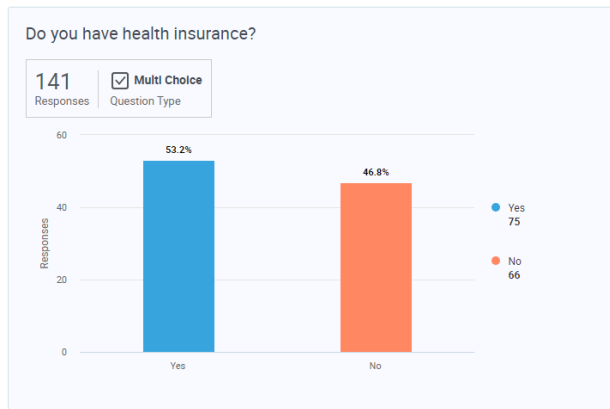
Multi Choice
Question Type



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



General Information



Survey Comments

Separate attachment