

MEMORANDUM

Date: May 21, 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 – April 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.

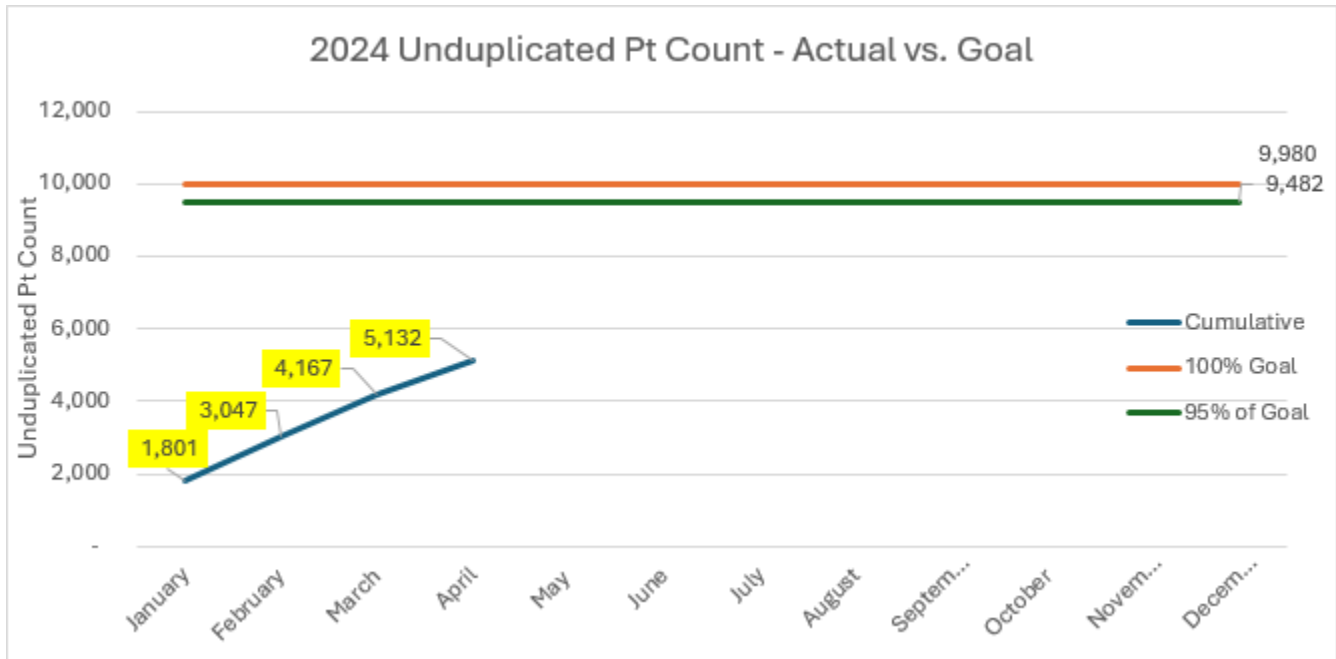
April Highlights

Administrative

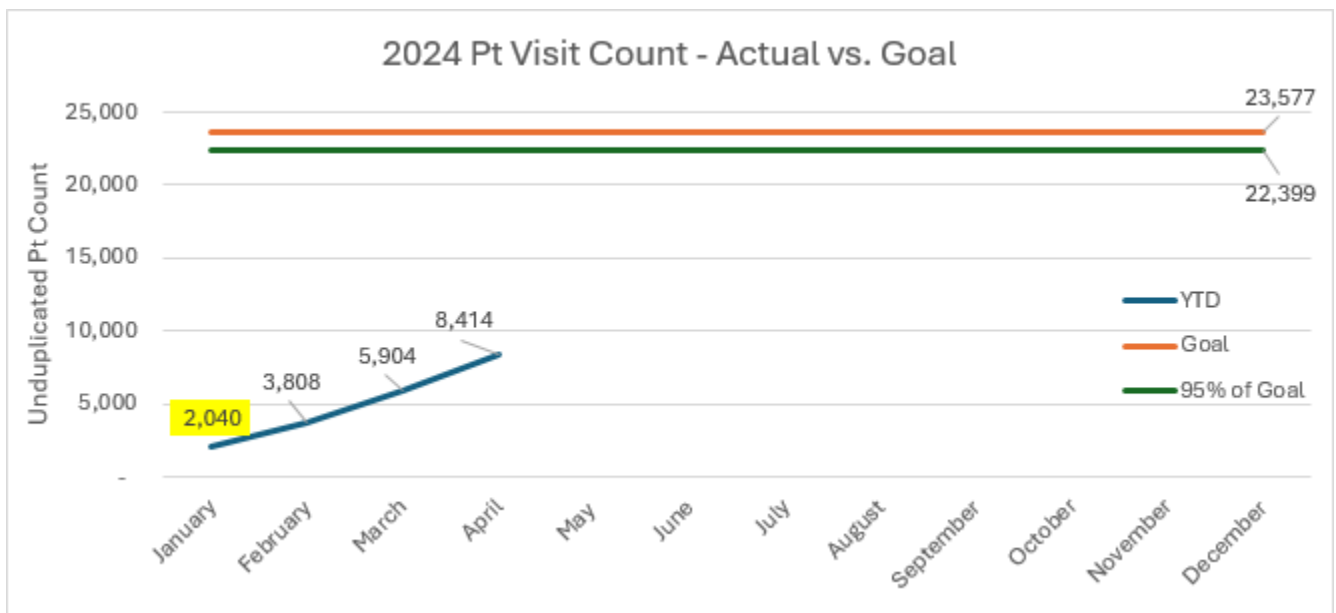
- Ryan White Part A program site visit completed, preliminary outcome: no findings.
- Federal Tort Claims Act (FTCA) redeeming application due June 24, 2024.
- HRSA Behavioral Health Expansion grant due June 26, 2024.
- Medical Director recruitment active. Two candidates completed 1st interviews.
- Additional access to Sexual Health and Behavioral Health services now available at the Fremont Public Health Center.
- SNCHC inaugural Employee Engagement Committee established in May 2024.
- Employee Recognitions:
 - Milestone Celebrations:
 - Eight employees celebrating 1 year.
 - Two employees celebrating 5 years.
 - On the Stop Awards
 - Four employees acknowledged.
 - Exemplary Service
 - Two employees acknowledged.
 - National Nursing Week celebrated at Decatur and Fremont the week of May 6th.

Access

Unduplicated Patients through April of 2024 - 51.42% to goal of 9980 unduplicated patients:



Patient Visits through April of 2024 – 35.69% to goal of 23,577 patient visits:



Provider Visits by Program and Site – April 2024

Visits: 2,524

Unduplicated Patients: 1,760

New Patients: 690

| | | Visits | | | | | |
|--------------------|------------------------|--------------|--------------|------------|---------------|---------------|-------------|
| Facility | Program | APR '24 | APR '23 | APR YoY % | FY24 YTD | FY23 YTD | FY YTD YoY% |
| DEC & FRE | Behavioral Health | 234 | 105 | 55% | 1,387 | 1,258 | 9% |
| DEC & FRE | Ryan White | 259 | 181 | 30% | 2,245 | 1,746 | 22% |
| Decatur | Family Health | 628 | 221 | 65% | 4,279 | 2,104 | 51% |
| Fremont | Family Health | 329 | 189 | 43% | 2,031 | 1,358 | 33% |
| Total | Family Health | 957 | 410 | 57% | 6,310 | 3,462 | 45% |
| Decatur | Family Planning | 201 | 116 | 42% | 1,481 | 2,248 | -52% |
| Fremont | Family Planning | 143 | 166 | -16% | 840 | 1,120 | -33% |
| Total | Family Planning | 344 | 282 | 18% | 2,321 | 3,368 | -45% |
| ASEC | Sexual Health | 115 | 118 | -3% | 1,210 | 1,047 | 13% |
| DEC & FRE | Sexual Health | 615 | 512 | 17% | 5,802 | 5,744 | 1% |
| Total | Sexual Health | 730 | 630 | 14% | 7,012 | 6,791 | 3% |
| Grand Total | | 2,524 | 1,608 | 36% | 19,275 | 16,625 | 14% |

Pharmacy Services

| | Apr-24 | Apr-23 | | FY24 | FY23 | | % Change YTD |
|--|--------|--------|---|--------|--------|---|--------------|
| Client Encounters (Pharmacy) | 1,388 | 1,059 | ↑ | 13,450 | 11,496 | ↑ | 17.0% |
| Prescriptions Filled | 2,249 | 1,496 | ↑ | 19,408 | 15,519 | ↑ | 25.1% |
| Client Clinic Encounters (Pharmacist) | 56 | 48 | ↑ | 337 | 472 | ↓ | -28.6% |
| Financial Assistance Provided | 25 | 19 | ↑ | 180 | 97 | ↑ | 85.6% |
| Insurance Assistance Provided | 10 | 3 | ↑ | 62 | 20 | ↑ | 210.0% |

- A. Dispensed 2,249 prescriptions for 1,388 clients.
- B. Pharmacist completed 56 client clinic encounters.
- C. Assisted 25 clients to obtain medication financial assistance.
- D. Assisted 10 clients with insurance approvals.

Title X-Family Planning

- A. Program utilization had its first year-over-year increase (April24 = 344 vs April23 = 282) after experiencing a yearlong decline in access to services resulting from the retirement and resignation of two full-time family planning providers in March and August of 2023 respectively. The program's provider team is now back at full strength with one of the new providers fully trained and the second activity completing theirs. The new providers are being cross trained in primary care and a portion of their patient panels will be comprised of patients receiving routine primary medical care. In the near term, the number of patients receiving services each month is projected to increase. In the long term, the program is forecasted to continue to grow and to become more fully integrated with other health center services at both the Decatur and Fremont locations.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 62 referrals between April 1st and April 30th. There were five (5) pediatric clients referred to the Medical Case Management program in April and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 830 total service encounters in the month of April provided by the Ryan White program (Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers and Health Educator). There were 346 unduplicated clients served under these programs in April.
- C. The Ryan White ambulatory clinic had a total of 462 visits in the month of April: 27 initial provider visits, 186 established provider visits including 15 tele-visits (established clients). There were 16 nurse visits and 218 lab visits. There were 63 Ryan White services provided under Behavioral Health by the Licensed Clinical Social Workers and the Psychiatric APRN during the month of April and 45 unduplicated clients served. There were 25 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in April.
- 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 six (6) patients enrolled and seen under the Rapid stART program in April.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 780 unique services to 646 unduplicated patients for the month of April. There were 110 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. There are currently more than 100 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 FQHC-SHC clinical team completed annual trainings, including trainings on human trafficking and safe injection practices.
- D. The SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- E. Three (3) CHN nurses and one Medical Assistant, and one (1) administrative assistant are continuing orientation in FQHC-SHC. FQHC-SHC began the process for filling one vacant CHN position.

Refugee Health Program (RHP)

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

| | |
|--|------------|
| Client required medical follow- up for Communicable Diseases | - |
| Referrals for TB issues | 11 |
| Referrals for Chronic Hep B | 3 |
| Referrals for STD | 5 |
| Pediatric Refugee Exams | 28 |
| Clients encounter by program (adults) | 65 |
| Refugee Health screening for April 2024 | 65 |
| Total for FY23-24 | 583 |

Eligibility and Insurance Enrollment Assistance

As a team, Eligibility Workers submitted a total of 45 applications for the month.

| Applications | Status |
|---------------------|---------------|
| 36 | Approved |
| 19 | Denied |
| 13 | Pending |

Training for CHWs to support Eligibility work has begun.

Patient Satisfaction: See attached survey results.

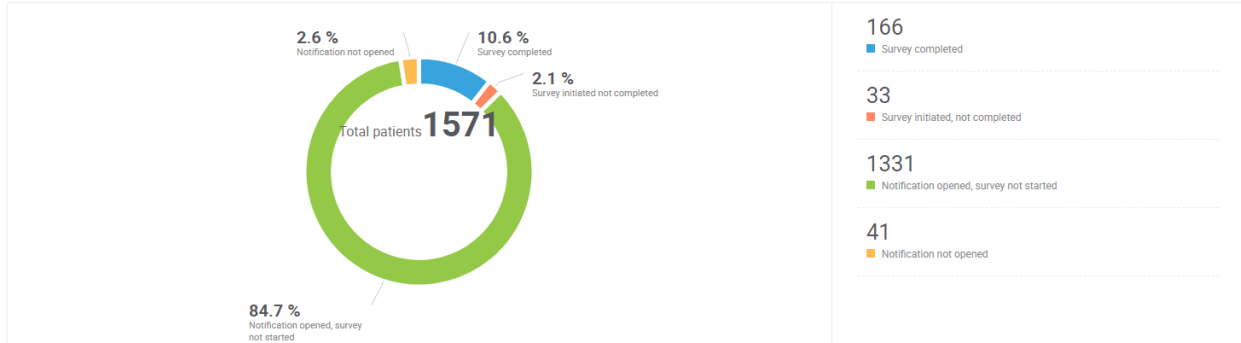
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

SOUTHERN NEVADA COMMUNITY HEALTH CENTR

Patient Satisfaction Survey

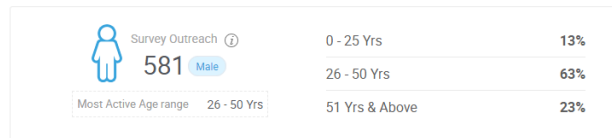
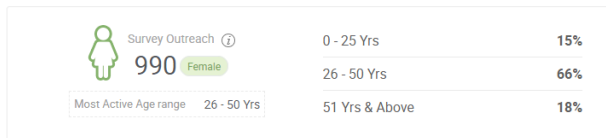
April 2024

Overview

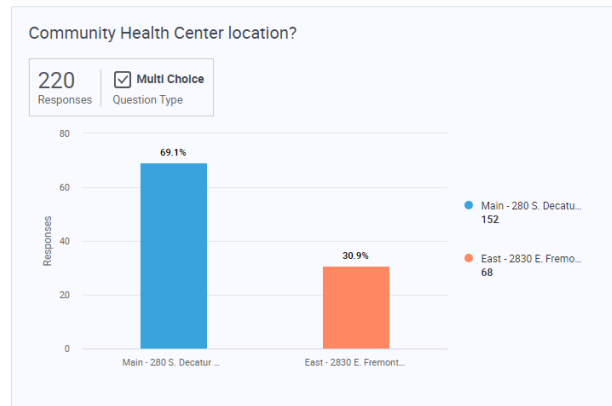
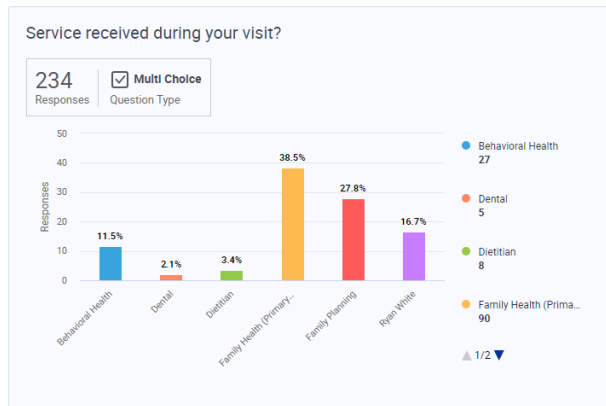


| | |
|------|---|
| 166 | Survey completed |
| 33 | Survey initiated, not completed |
| 1331 | Notification opened, survey not started |
| 41 | Notification not opened |

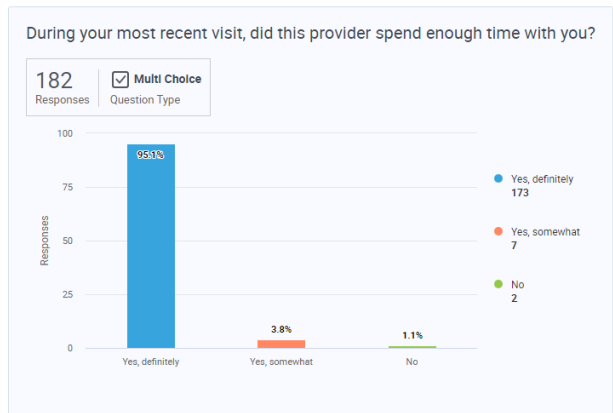
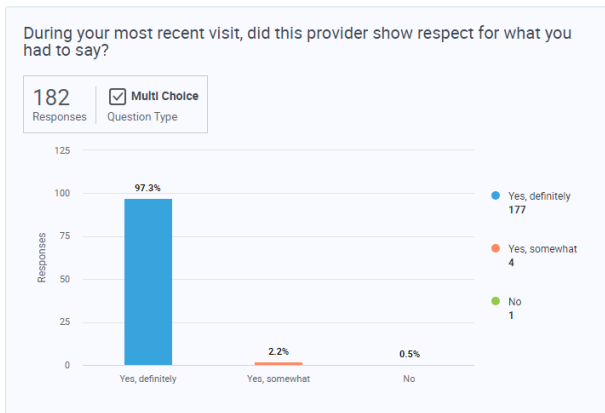
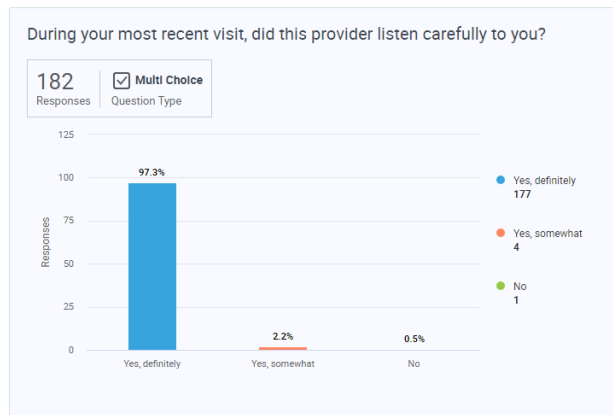
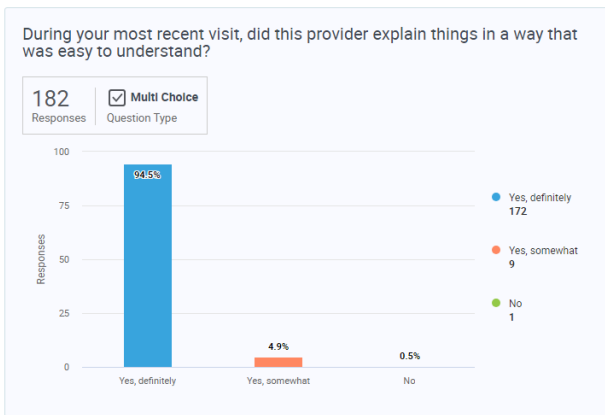
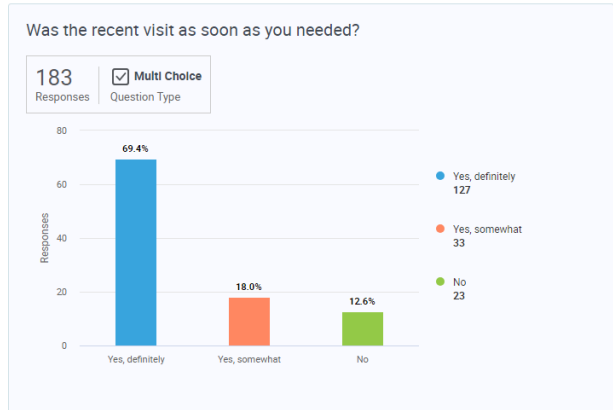
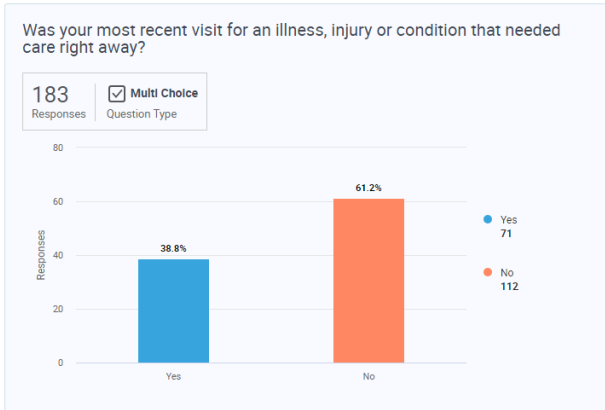
Gender



Service and Location



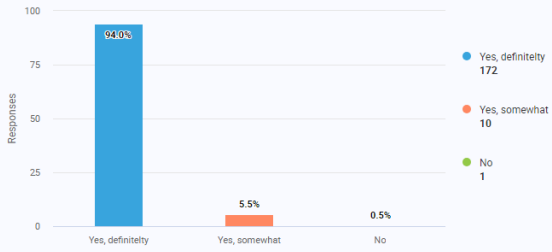
Provider, Staff and Facility



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

183
Responses

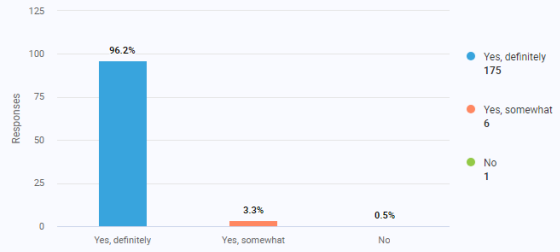
Multi Choice
Question Type



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

182
Responses

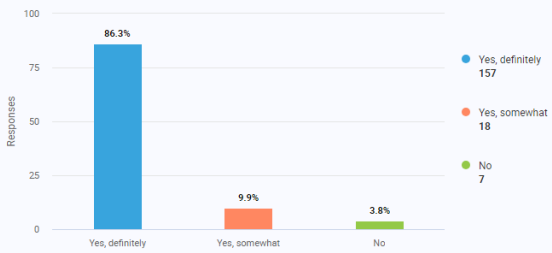
Multi Choice
Question Type



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

182
Responses

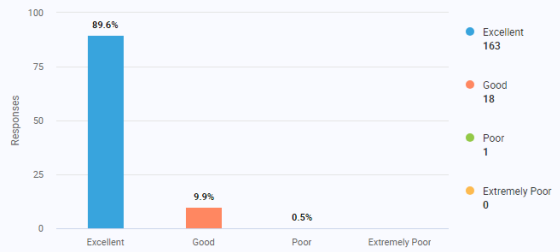
Multi Choice
Question Type



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

182
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?

182

Responses

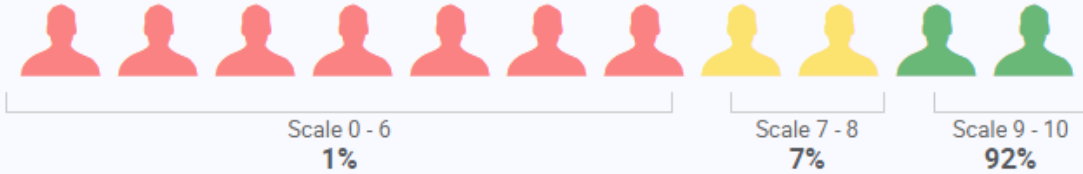
123

Numbers

Question Type

91

Net Promoter Score (NPS)



2

Scale 0 - 6

12

Scale 7 - 8

168

Scale 9 - 10

General Information

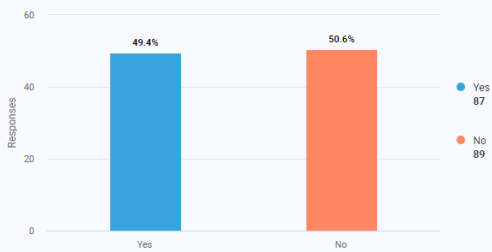
Do you have health insurance?

176

Responses

Multi Choice

Question Type



How did you hear about us?

184

Responses

Multi Choice

Question Type

