

## MEMORANDUM

**Date:** July 16, 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>KL</sup> on behalf of FL

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**Subject: Community Health Center FQHC Operations Officer Report – June 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.

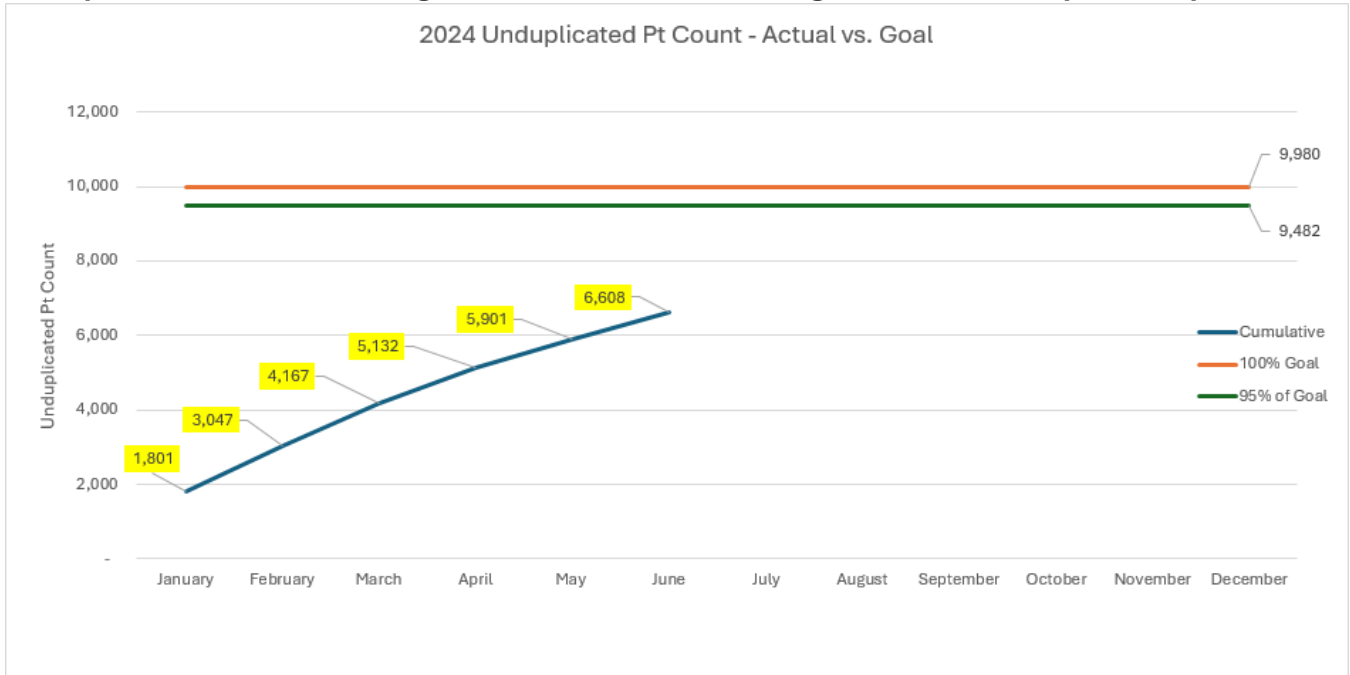
### May Highlights

#### Administrative

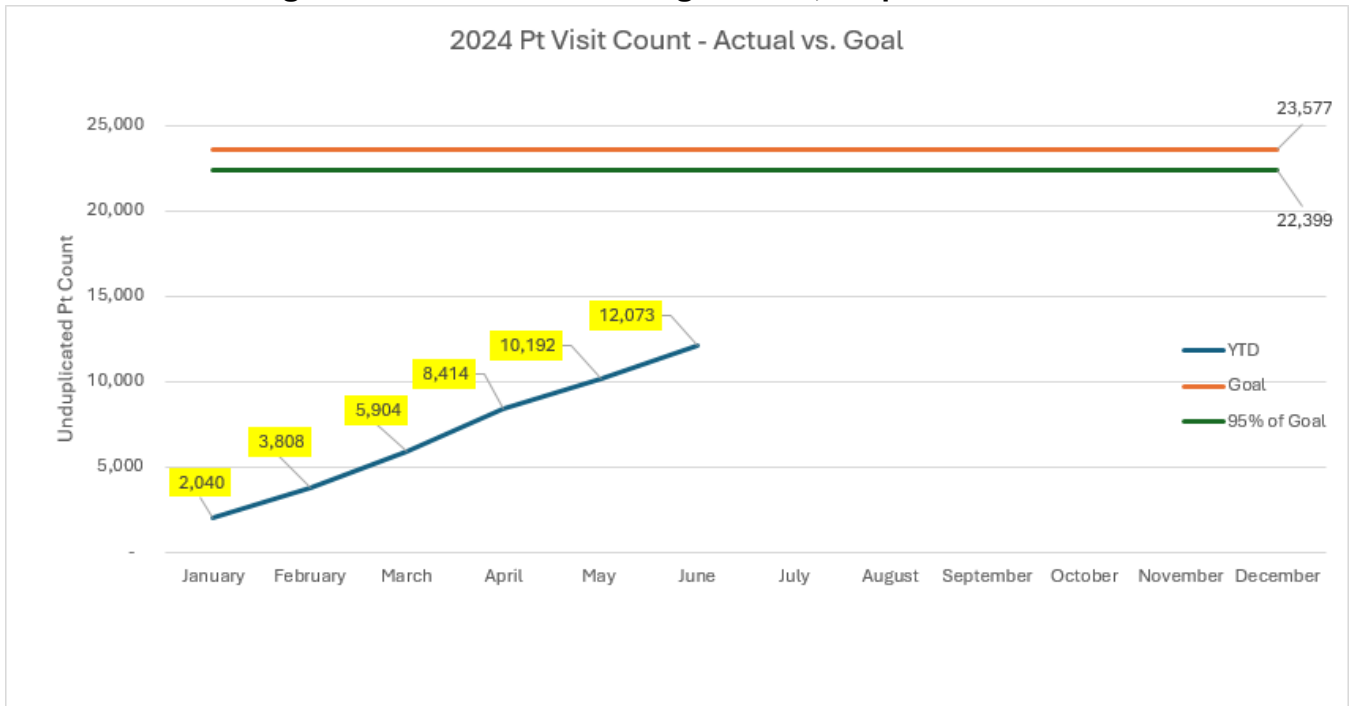
- Revisions to the Federal Tort Claims Act (FTCA) redeeming application are due July 14, 2024.
- The HRSA Behavioral Health Expansion grant application is submitted. Notice of awards are expected on September 1, 2024.
- HRSA released a New Access Point funding opportunity for approximately 77 awards nationwide. Applications are due September 30, 2024.
- The buildout of the new Behavioral Health Clinic at Decatur is underway.
- The Medical Director recruitment is active. New candidates are being screened.
- The new Quality Improvement Management Coordinator is scheduled to start on August 12, 2024.
- The new Clinical Staff Physician is scheduled to start on October 7, 2024.
- Employee Recognitions:
  - On the Spot Awards
    - Four employees recognized.
  - Exemplary Service
    - One employee recognized.

## Access

### Unduplicated Patients through June of 2024 – 66.21% to goal of 9980 unduplicated patients:



### Patient Visits through June of 2024 – 51.21% to goal of 23,577 patient visits:



### Provider Visits by Program and Site – June 2024

Facility	Program	JUNE '24	JUNE '23	JUNE YoY %	FY24 YTD	FY23 YTD	FY YTD YoY%
DEC & FRE	Behavioral Health	213	105	51%	1,869	1,480	21%
DEC & FRE	Ryan White	177	168	5%	2,638	2,133	19%
Decatur	Family Health	535	296	45%	5,367	2,631	51%
Fremont	Family Health	316	185	41%	2,721	1,724	37%
<b>Total</b>	<b>Family Health</b>	<b>851</b>	<b>481</b>	<b>43%</b>	<b>8,088</b>	<b>4,355</b>	<b>46%</b>
Decatur	Family Planning	174	111	36%	1,816	2,514	-38%
Fremont	Family Planning	121	169	-40%	1,044	1,402	-34%
<b>Total</b>	<b>Family Planning</b>	<b>295</b>	<b>280</b>	<b>5%</b>	<b>2,860</b>	<b>3,916</b>	<b>-37%</b>
ASEC	Sexual Health	76	100	-32%	1,425	1,293	9%
DEC & FRE	Sexual Health	545	545	0%	6,914	6,807	2%
<b>Total</b>	<b>Sexual Health</b>	<b>621</b>	<b>645</b>	<b>-4%</b>	<b>8,339</b>	<b>8,100</b>	<b>3%</b>
<b>Grand Total</b>		<b>2,157</b>	<b>1,679</b>	<b>22%</b>	<b>23,794</b>	<b>19,984</b>	<b>16%</b>

### Pharmacy Services

	Jun-23	Jun-24		FY23	FY24		% Change YOY
<b>Patient Encounters (Pharmacy)</b>	1,170	1,236	↑	13,870	15,977	↑	15.2%
<b>Prescriptions Filled</b>	1,611	1,955	↑	18,820	23,479	↑	24.8%
<b>Patient Clinic Encounters (Pharmacist)</b>	52	47	↓	584	455	↓	-22.1%
<b>Financial Assistance Provided</b>	15	18	↑	129	217	↑	68.2%
<b>Insurance Assistance Provided</b>	-	8	↑	29	72	↑	148.3%

- A. Dispensed 1,955 prescriptions for 1,236 patients.
- B. Completed 71 pharmacist patient clinic encounters.
- C. Assisted 18 patients to obtain medication financial assistance.
- D. Assisted eight (8) patients with insurance approvals.

## **Family Planning Services**

- A. The Family Planning program has seen year-over-year increases in the number of encounters provided for three consecutive months (April – June). This trend is expected to continue in FY25 as the health center’s newest providers continue to onboard and ramp up access to patient care services.
- B. The health center is leveraging the expertise of the Family Planning team in operationalizing the new HRSA clinical performance measure for CY24 that focuses on a patients’ pregnancy intentions.

## **HIV / Ryan White Care Program Services**

- A. The Ryan White program received 49 referrals between June 1<sup>st</sup> and June 30<sup>th</sup>. There were two (2) pediatric clients referred to the Medical Case Management program in June and the program received one (1) referral for pregnant women living with HIV during this time.
- B. There were 637 total service encounters in the month of June provided by the Ryan White program Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers and Health Educator. There were 326 unduplicated clients served under these programs in June.
- C. The Ryan White ambulatory clinic had a total of 405 visits in the month of June, including: 23 initial provider visits, 140 established provider visits, 16 of which were telehealth encounters. There were 24 nurse visits and 218 lab visits. There were 62 Ryan White services provided under Behavioral Health by the Licensed Behavioral Health providers and the Psychiatric APRN during the month of June and 42 unduplicated clients served. There were 18 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in June.
- 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 17 patients enrolled and seen under the Rapid stART program in June.

## **FQHC-Sexual Health Clinic (SHC)**

- A. 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 SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- D. One Medical Assistant continues orientation in FQHC-SHC. There is one CHN vacancy in SHC due to an interdepartmental transfer.

## Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	9
Referrals for Chronic Hep B	3
Referrals for STD	2
Pediatric Refugee Exams	15
Clients encounter by program (adults)	56
Refugee Health screening for May 2024	56
<b>Total for FY23-24</b>	<b>696</b>

## Eligibility and Insurance Enrollment Assistance

As a team, Eligibility Workers submitted a total of 50 applications for the month.

Applications	Status
41	Approved
12	Denied
5	Pending

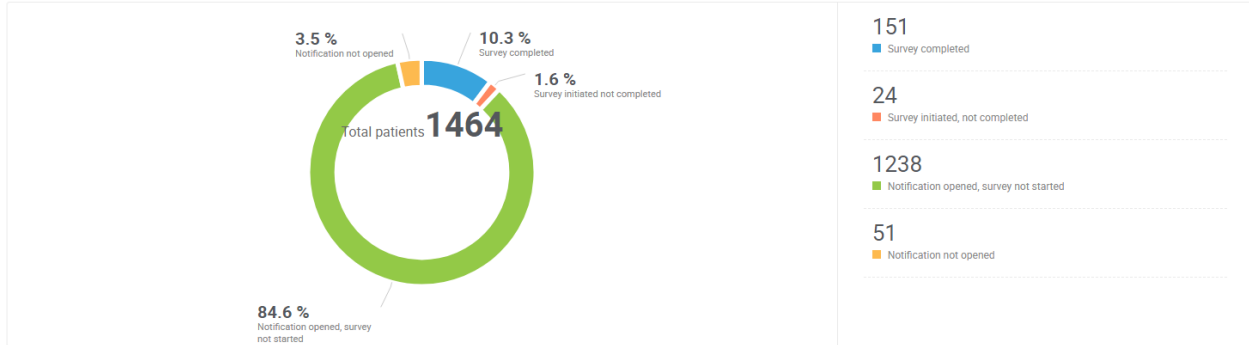
Training for CHWs to support Eligibility work has begun. Fremont is able to handle an eligibility referral from start to finish. The goal is to complete four or five referrals per week to ease the eligibility workload, and then begin training two staff at Decatur by August.

## 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 – June 2024

## Overview



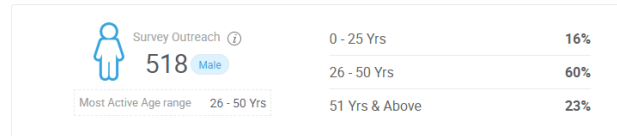
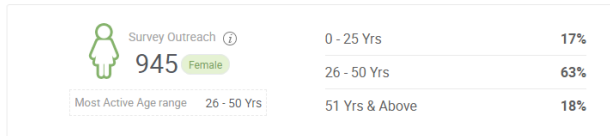
151  
Survey completed

24  
Survey initiated, not completed

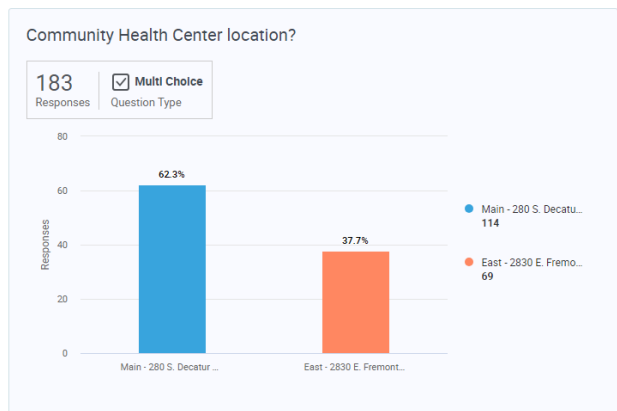
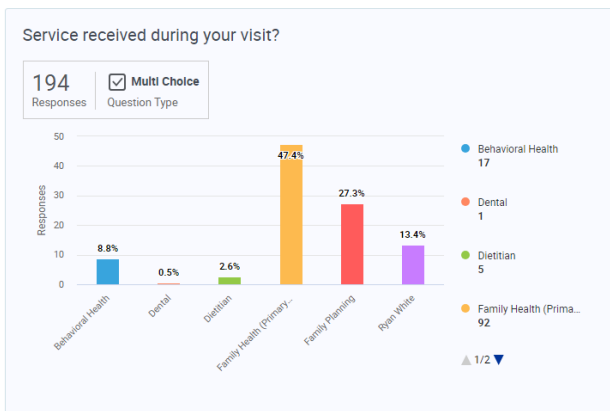
1238  
Notification opened, survey not started

51  
Notification not opened

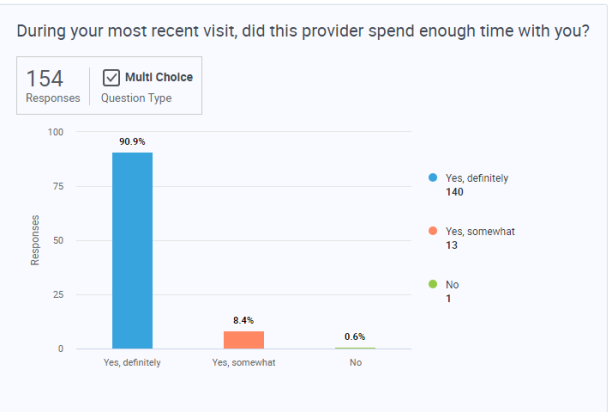
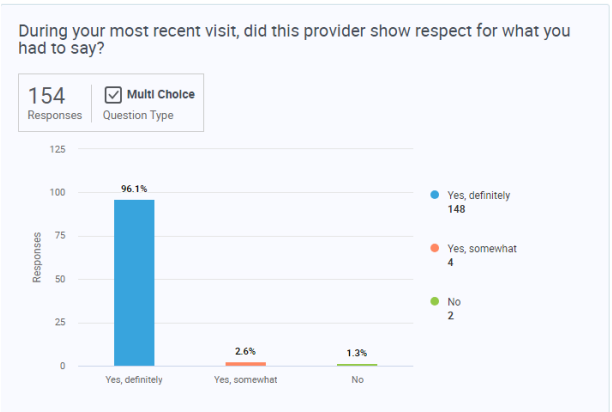
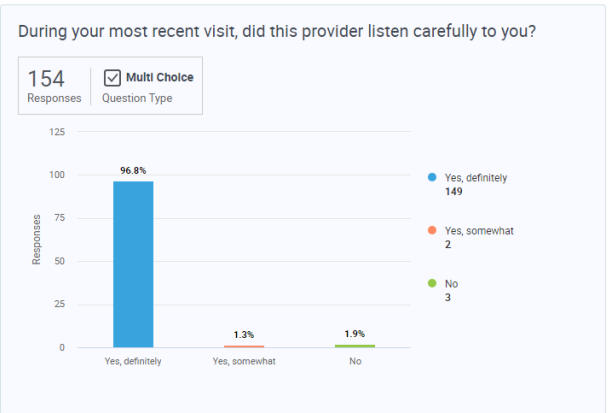
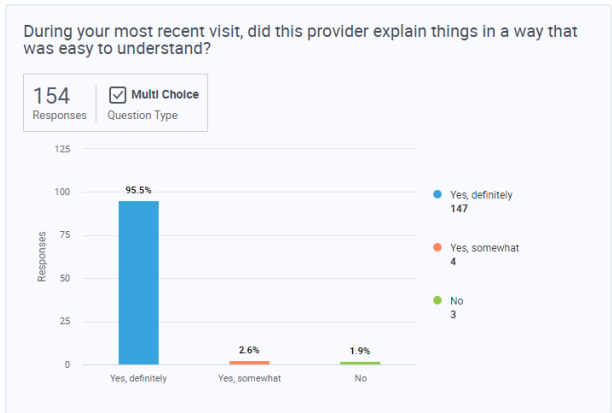
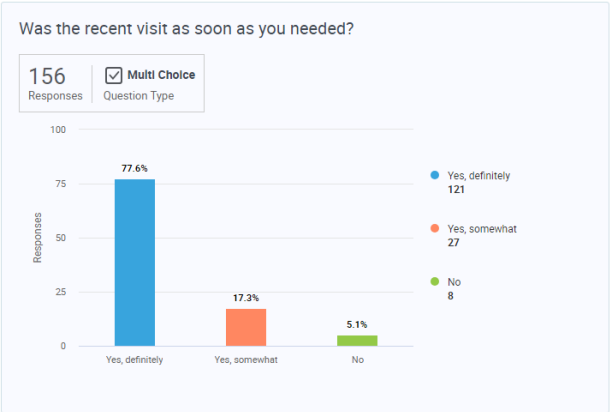
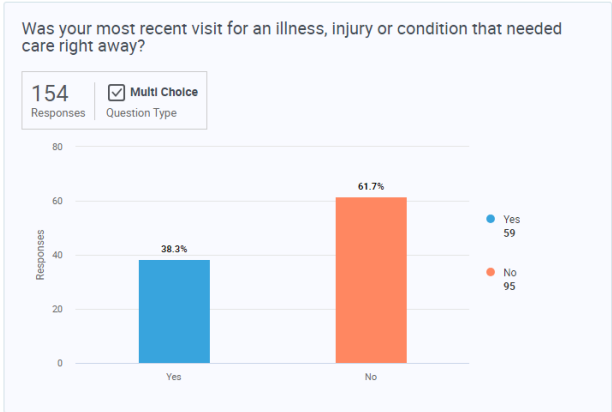
### Gender



## Service and Location

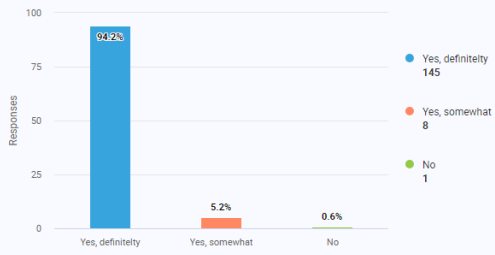


# Provider, Staff and Facility



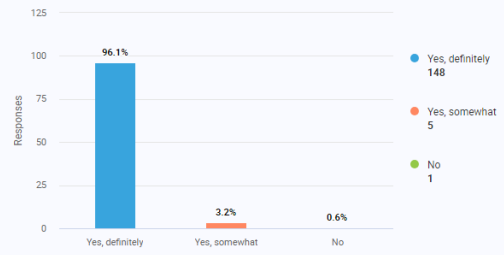
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

154 Responses  Multi Choice Question Type



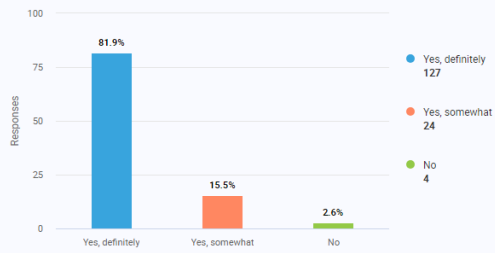
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

154 Responses  Multi Choice Question Type



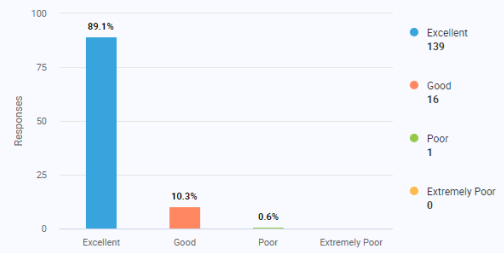
Thinking about your recent visit, was it easy to schedule an appointment?

155 Responses  Multi Choice Question Type



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

156 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?

154

Responses

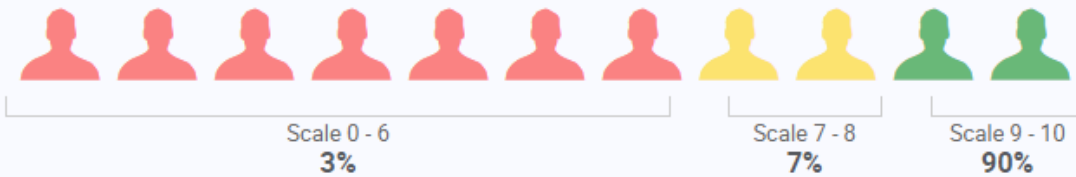
123

Numbers

Question Type

87

Net Promoter Score (NPS)



4

Scale 0 - 6

11

Scale 7 - 8

139

Scale 9 - 10

## General Information

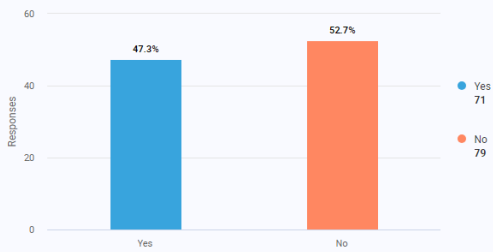
Do you have health insurance?

150

Responses

Multi Choice

Question Type



How did you hear about us?

163

Responses

Multi Choice

Question Type

