



AT THE SOUTHERN NEVADA HEALTH DISTRICT

MEMORANDUM

Date: August 20, 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 – July 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.

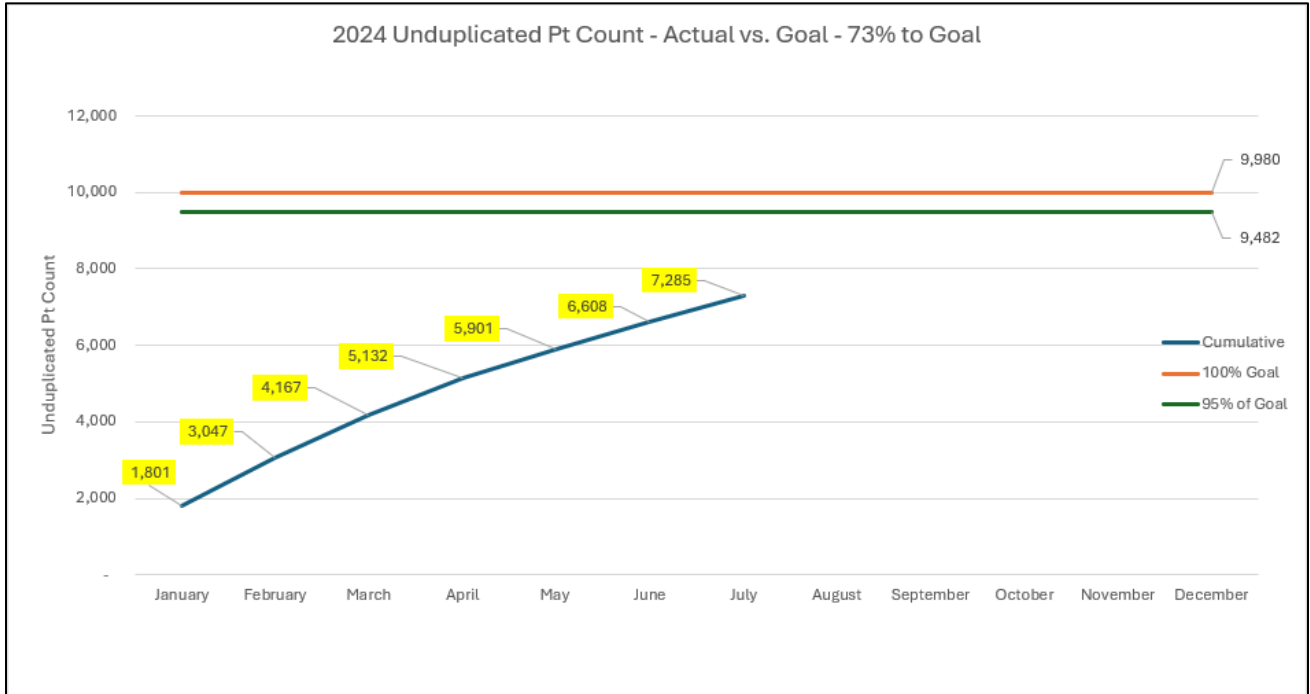
July Highlights

Administrative

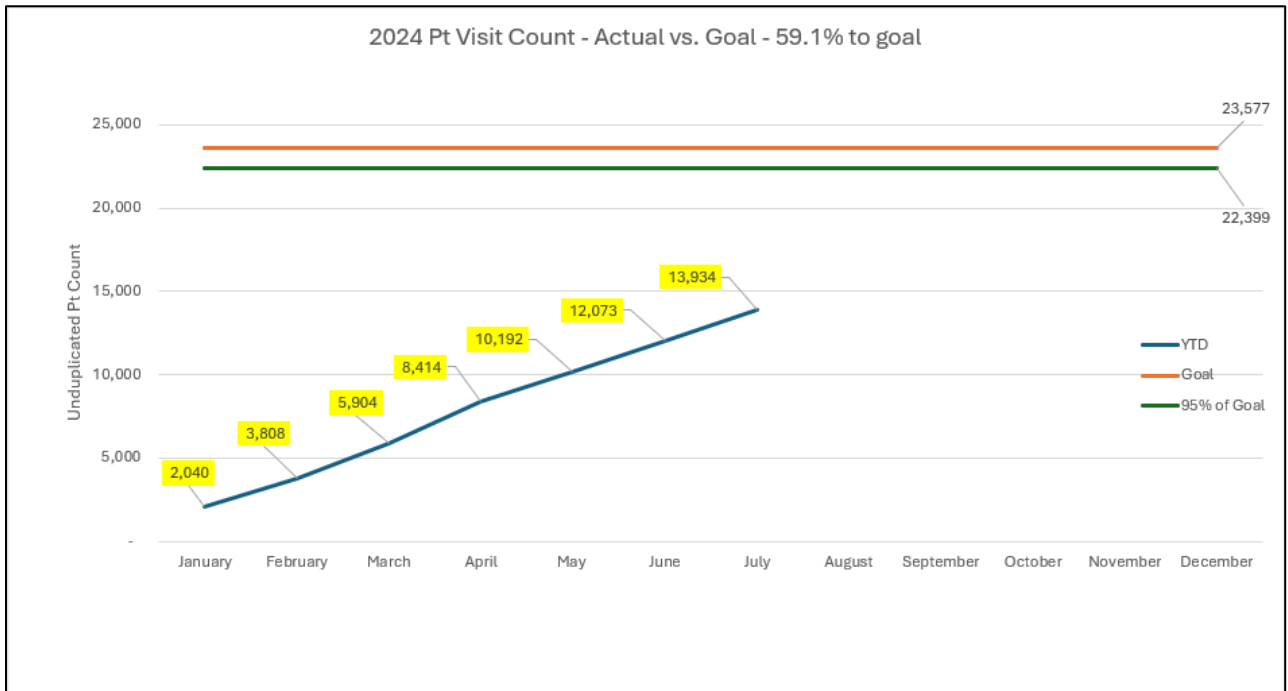
- National Health Center Week was celebrated for employees and patients during the week of August 6th. The health center's newly formed Employee Engagement Committee planned for and coordinated activities for the week.
- The health center's Federal Tort Claims Act (FTCA) redeeming application was approved for coverage in CY25.
- HRSA released a New Access Point opportunity to fund approximately 77 awards nationwide. Applications are due September 30, 2024.
- The buildout of the new Behavioral Health Clinic at Decatur is underway. The projected completion date is September 6th.
- The Medical Director recruitment is active. Two candidates are scheduled for interviews on August 15th.
- A new APRN begins on August 20th.

Access

Unduplicated Patients through July of 2024 = 73.0% to annual goal of 9980 unduplicated patients:



Patient Visits through July of 2024 – 59.1% to goal of 23,577 patient visits:



Provider Visits by Program and Site – July 2024

Facility	Program	JULY '25	JULY '24	JULY YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	613	312	49%	613	312	49%
Fremont	Family Health	266	128	52%	266	128	52%
Total	Family Health	879	440	50%	879	440	50%
Decatur	Family Planning	126	140	-11%	126	140	-11%
Fremont	Family Planning	112	120	-7%	112	120	-7%
Total	Family Planning	238	260	-9%	238	260	-9%
Decatur	Sexual Health	579	511	12%	579	511	12%
Fremont	Sexual Health	109			109		
ASEC	Sexual Health	68	111	-63%	68	111	-63%
Total	Sexual Health	756	622	18%	756	622	18%
Decatur	Behavioral Health	124	104	16%	124	104	16%
Fremont	Behavioral Health	130			130		
Total	Behavioral Health	254	104	59%	254	104	59%
Decatur	Ryan White	286	223	22%	286	223	22%
Fremont	Ryan White	16			16		
Total	Ryan White	302	223	26%	302	223	26%
FQHC Total		2,429	1,649	32%	2,429	1,649	32%

Pharmacy Services

	Jul-23	Jul-24		FY24	FY25		% Change YOY
Pharmacy Services	1,214	1,413	↑	1,214	1,413	↑	16.4%
Client Encounters (Pharmacy)	1,681	2,317	↑	1,681	2,317	↑	37.8%
Prescriptions Filled	36	43	↑	36	43	↑	19.4%
Client Clinic Encounters (Pharmacist)	15	30	↑	15	30	↑	100.0%
Financial Assistance Provided	-	14	↑	-	14	↑	-

- A. Dispensed 2,317 prescriptions for 1,413 clients.
- B. Pharmacist completed 43 client clinic encounters.
- C. Assisted 30 clients to obtain medication financial assistance.
- D. Assisted 14 clients with insurance approvals.

Family Planning Services

- A. Moving into the new fiscal year, the Family Planning program looks to build upon its success over the past three months. Demand for services continues to be steady and provider readiness to see additional patients is increasing. The program's workflows and experience will be a great help to the broader health center program as the team implements a new HRSA performance measure around pregnancy intentions. This measure, along with prenatal and birth weight measures have been included in the health center's strategic plan.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 55 referrals between July 1st and July 31st. There was one (1) pediatric client referred to the Medical Case Management program in July and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 884 total service encounters in the month of July provided by the Ryan White program Linkage Coordinators, Eligibility Workers, Care Coordinators, Nurse Case Managers and Community Health Workers. There were 380 unduplicated clients served under these programs in July.
- C. The Ryan White ambulatory clinic had a total of 528 visits in the month of July: 42 initial provider visits, 220 established provider visits including nine (9) tele-visits to established clients. There were 21 nurse visits and 245 lab visits. There were 63 Ryan White encounters provided by the behavioral health team during the month of July and 44 unduplicated clients served. There were 27 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in July.
- 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 10 patients seen under the Rapid stART program in July.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,666 unique services to 1,015 unduplicated patients for the month of July. There were 97 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 completed subject enrollment 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 support team attended Domestic Violence 101 training provided by SafeNest to maintain partnership in the Preferred Provider Network referral program.
- D. The FQHC-SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- E. One Medical Assistant is continuing orientation in FQHC-SHC.

Refugee Health Program (RHP)

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

Client required medical follow-up for Communicable Diseases	-
Referrals for TB issues	10
Referrals for Chronic Hep B	0
Referrals for STD	3
Pediatric Refugee Exams	21
Clients encounter by program (adults)	66
Refugee Health screening for July 2024	66
Total for FY24-25	66

Eligibility and Insurance Enrollment Assistance

As a team, Eligibility Workers submitted a total of 57 applications for the month of July.

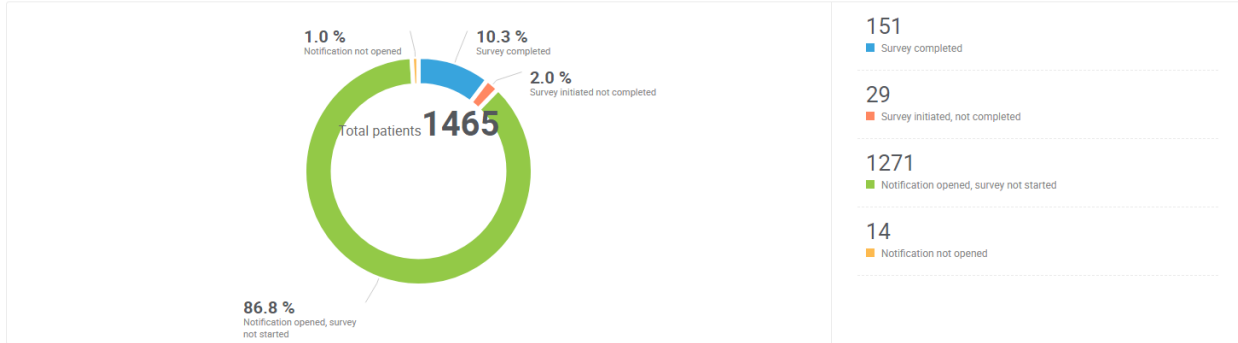
Applications	Status
37	Approved
5	Denied
14	Pending

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.

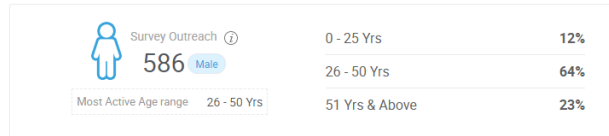
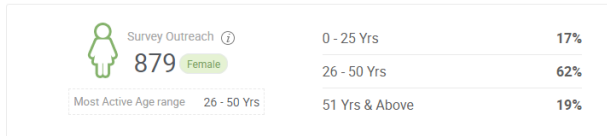
SNCHC Patient Satisfaction Survey – July 2024

Overview

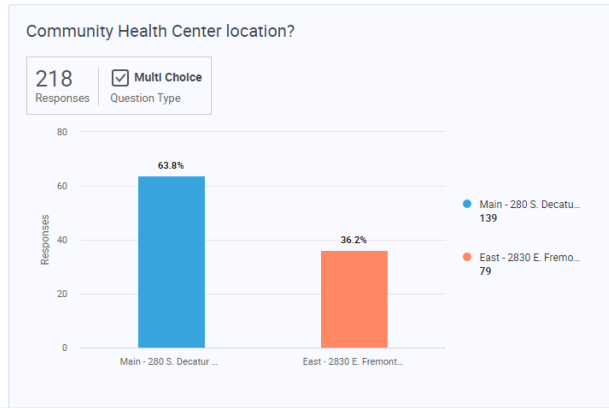
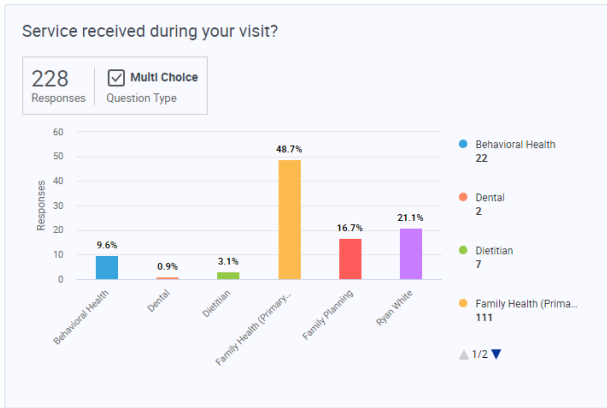


151	Survey completed
29	Survey initiated, not completed
1271	Notification opened, survey not started
14	Notification not opened

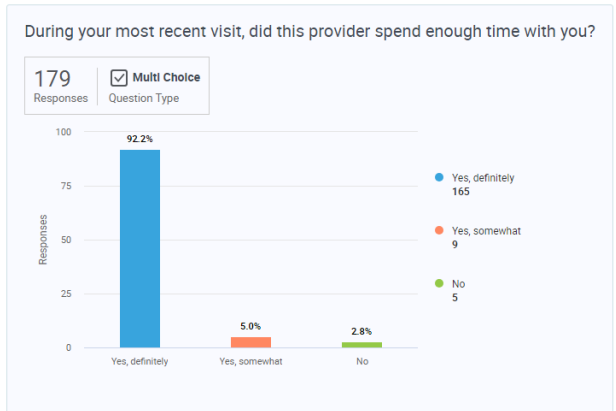
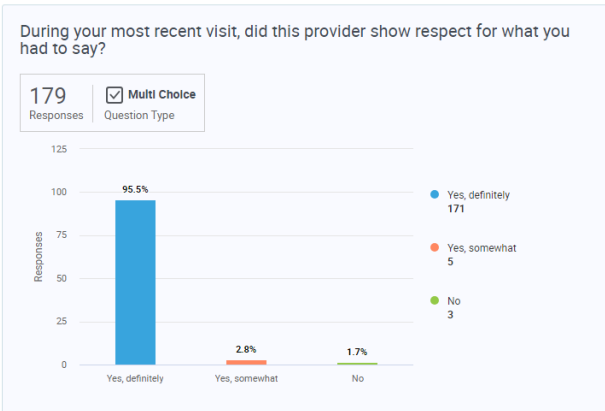
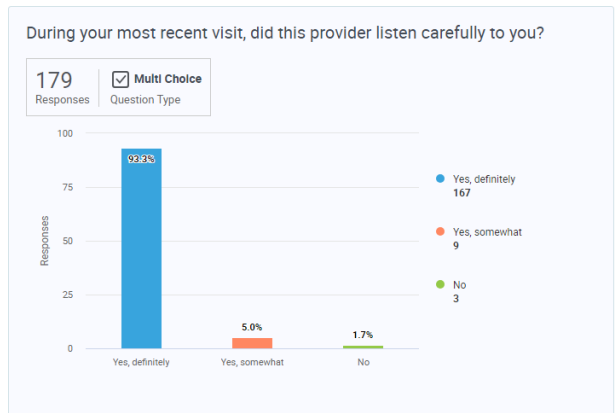
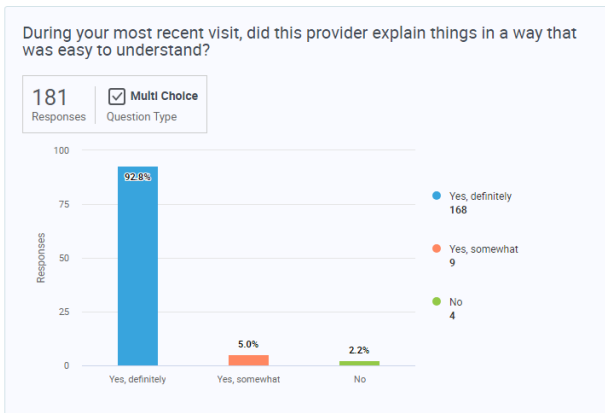
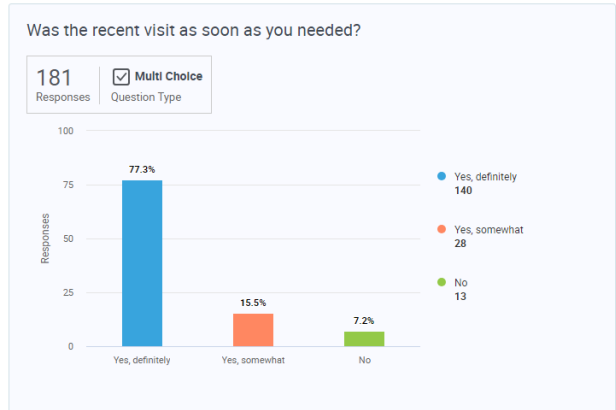
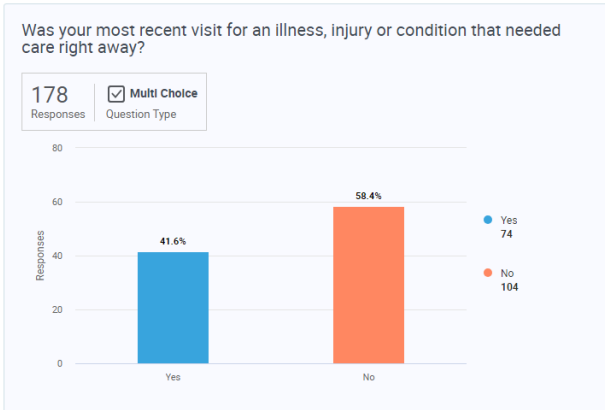
Gender



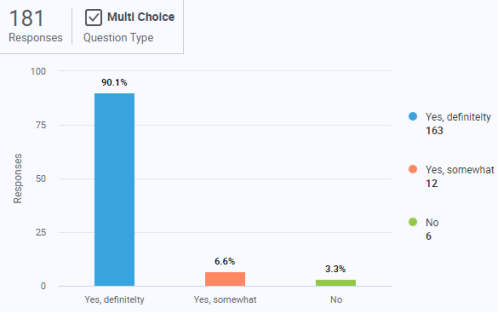
Service and Location



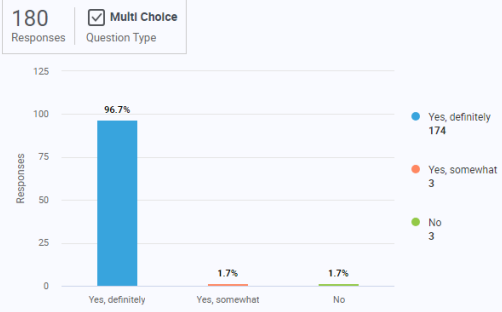
Provider, Staff and Facility



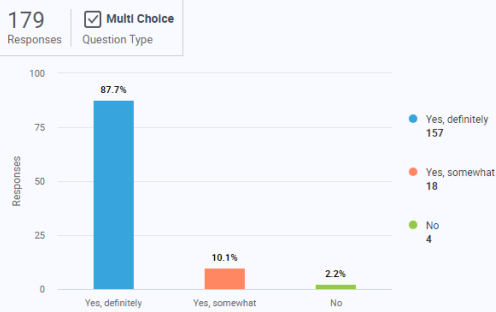
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



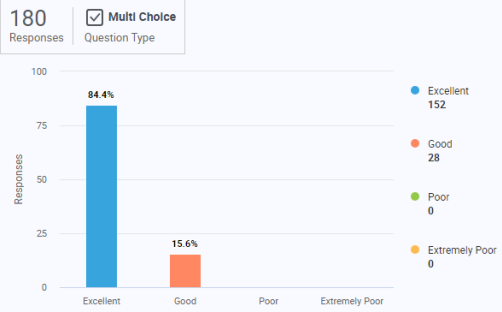
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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?

179

Responses

123

Numbers

Question Type

87

Net Promoter Score (NPS)



Scale 0 - 6
3%

Scale 7 - 8
7%

Scale 9 - 10
90%

6

Scale 0 - 6

12

Scale 7 - 8

161

Scale 9 - 10

General Information

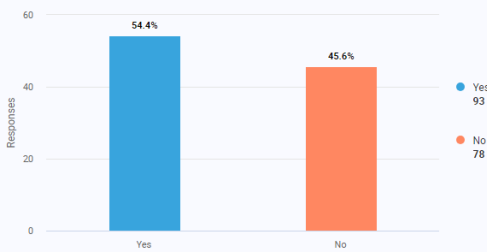
Do you have health insurance?

171

Responses

Multi Choice

Question Type



How did you hear about us?

175

Responses

Multi Choice

Question Type

