

MEMORANDUM

Date: January 20, 2026

To: Southern Nevada Community Health Center Governing Board

From: Randy Smith, MPA, Chief Executive Officer, FQHC *RS*
Cassius Lockett, PhD, District Health Officer *CL*

Subject: Community Health Center FQHC Chief Executive Officer Report – December 2025

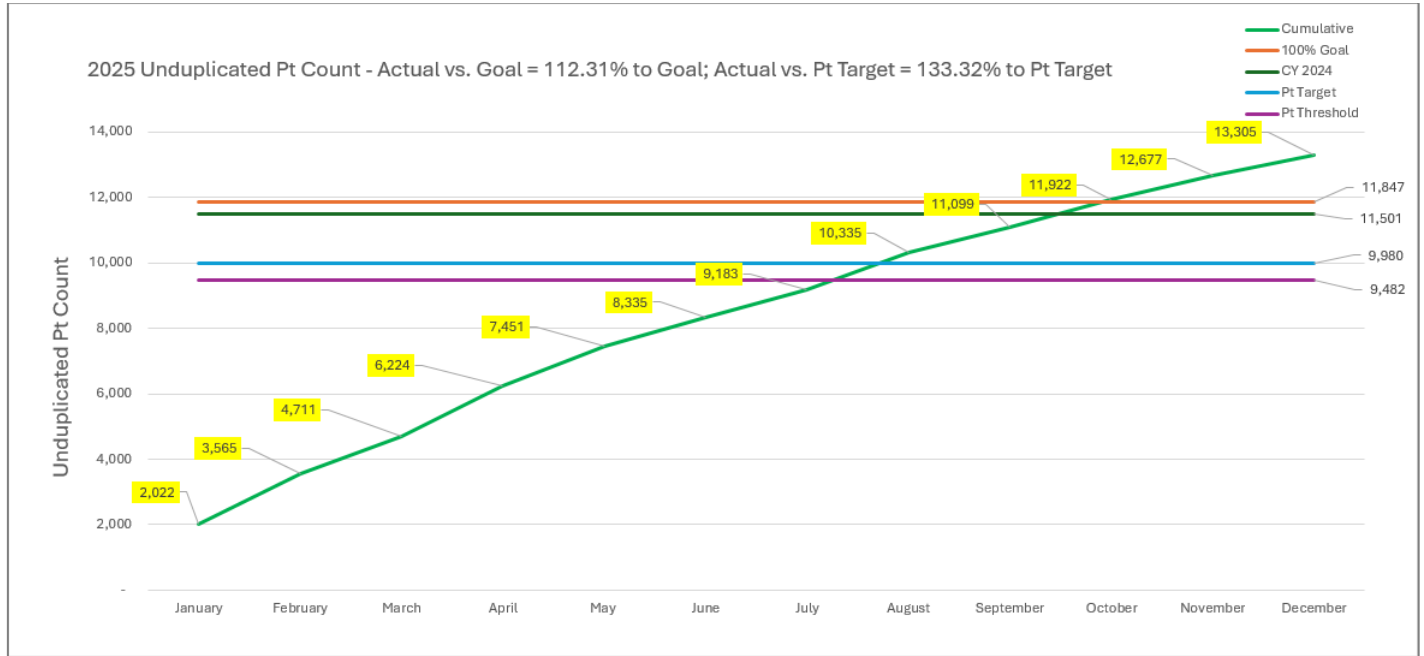
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

December Highlights - Administrative

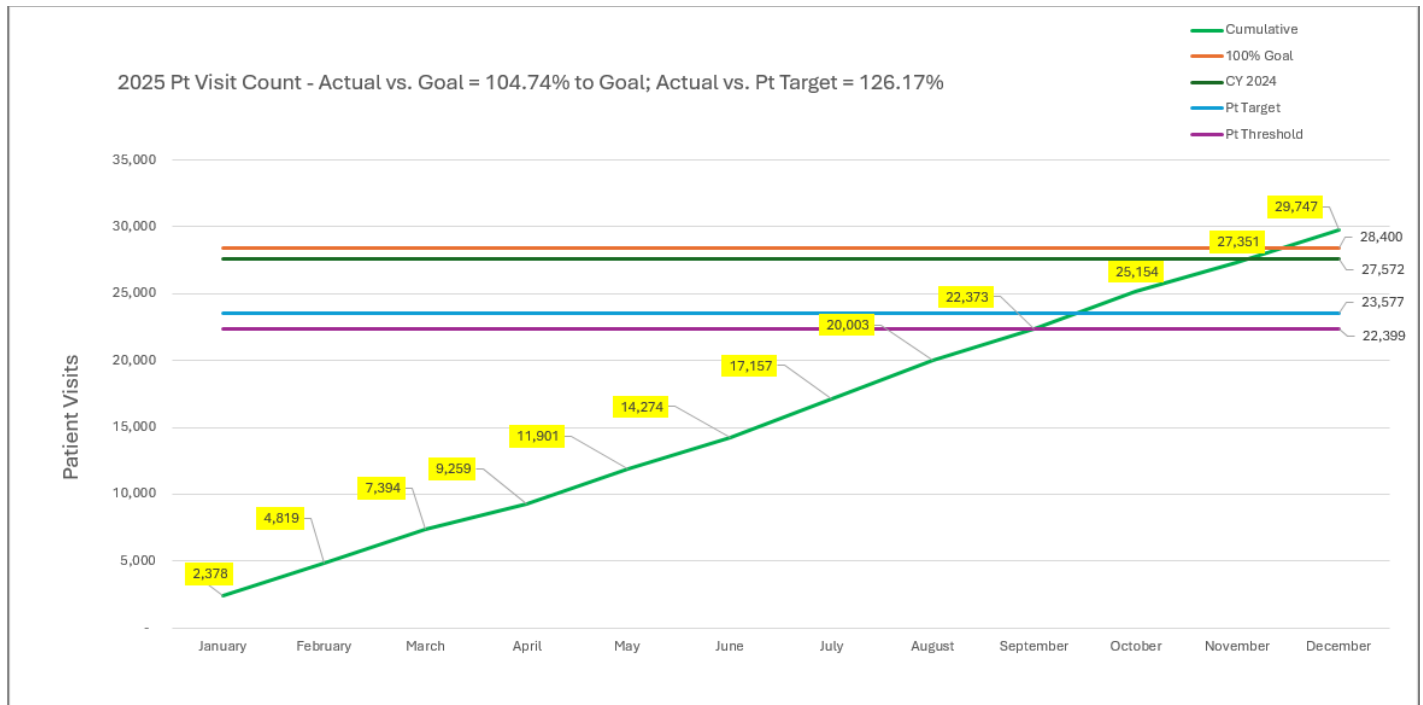
- 13,305 unique patients received services from a licensed independent practitioner in CY25. This represents an all-time best for SNCHC and 16% increase over CY24 results (11,501).
- 7% increase in the number of Medicaid patients served in CY25 (3,019) compared to CY24 (2,827).
- 4% increase in the number of Medicaid visits provided in CY25 (4,052) compared to CY24 (3,908).
- Corrective action from the Title X Family Planning site visit has been accepted by the Office of Population Affairs and audit findings cleared.
- One new Clinical Pharmacist supporting the Decatur pharmacy started on December 8th.
- Recruitment for a doctor for the Fremont Public Health Center ongoing.
- Training, contracting, and testing underway in preparation for Medicaid shadow billing commencing in January 2026.
- One Community Health Worker awarded SNHD's Employee of the Year for 2025.

Access

Unduplicated Patients – December 2025



Patient Visits Count – December 2025



Provider Visits by Program and Site – December 2025

Facility	Program	DEC '25	DEC '24	DEC YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	773	640	17%	4,747	3,544	25%
Fremont	Family Health	395	257	35%	2,829	1,985	30%
Total	Family Health	1,168	897	23%	7,576	5529	27%
Decatur	Family Planning	142	139	2%	778	936	-20%
Fremont	Family Planning	151	159	-5%	1,024	737	28%
Total	Family Planning	293	298	-2%	1,802	1673	7%
Decatur	Sexual Health	620	389	37%	3,219	3,000	7%
Fremont	Sexual Health	77	82	-6%	656	719	
ASEC	Sexual Health				0	113	
Total	Sexual Health	697	471	32%	3,875	3,832	1%
Decatur	Behavioral Health	166	99	40%	1,066	703	34%
Fremont	Behavioral Health	113	100	12%	838	696	
Total	Behavioral Health	279	199	29%	1,904	1,399	27%
Decatur	Ryan White	186	215	-16%	1,408	1,323	6%
Fremont	Ryan White	17	33	-94%	150	143	
Total	Ryan White	203	248	-22%	1,558	1,466	6%
FQHC Total		2,640	2,113	20%	16,715	13,899	17%

Pharmacy Services

	25-Dec	24-Dec		FY26 YTD	FY25 YTD		% Change YOY
Patient Encounters (Pharmacy)	1,751	1,413	↑	10,151	8,417	↑	20.6%
Prescriptions Filled	3,289	2,448	↑	18,819	13,866	↑	35.7%
Patient Clinic Encounters (Pharmacist)	52	61	↓	354	344	↑	2.9%
Financial Assistance Provided	17	38	↓	74	200	↓	-63.0%
Insurance Assistance Provided	10	12	↓	59	58	↑	1.7%

- A. Dispensed 3,289 prescriptions for 1,751 patients.
- B. Pharmacist completed 52 patient clinic encounters.
- C. Assisted 17 patients with obtaining medication financial assistance.
- D. Assisted 10 patients with insurance approvals.

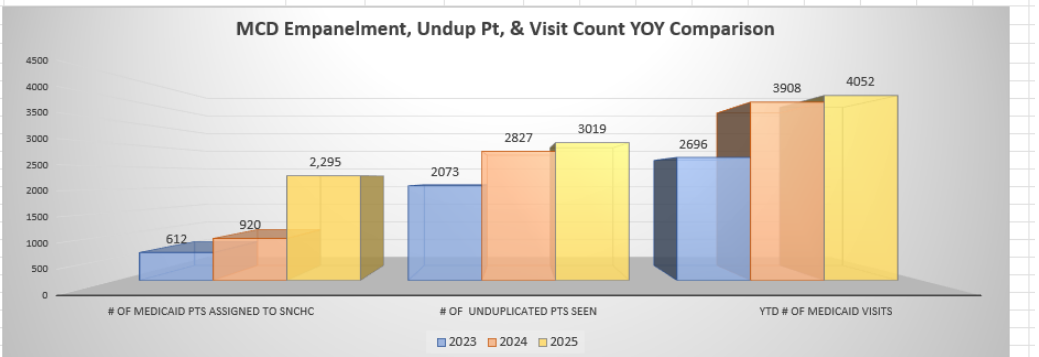
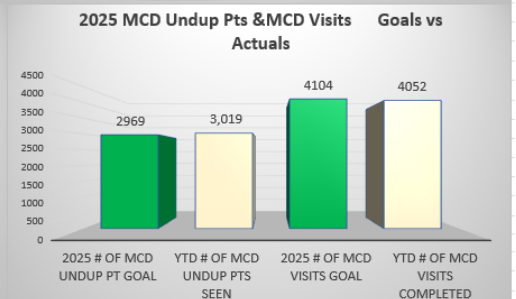
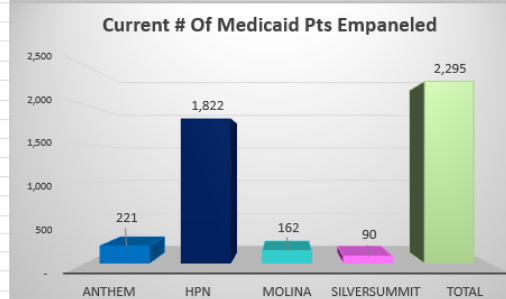
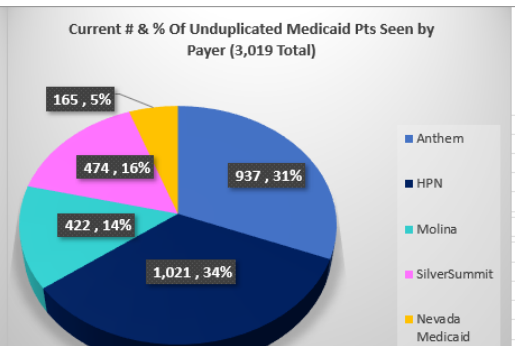
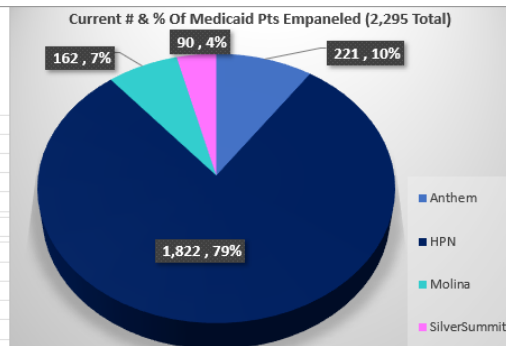
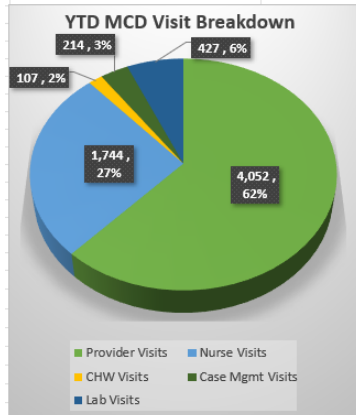
Medicaid Managed Care Organization (MCO)

Medicaid MCO	Current # Of Medicaid Pts Empaneled
Anthem	221
HPN	1,822
Molina	162
SilverSummit	90
Total	2,295
Empanelment Growth YoY	149%
2025 # of MCD Undup Pt Goal	2969
YTD # of MCD Undup Pts Seen	3,019
% of Unduplicated Pts to Goal	101.68%
# of Medicaid Pts Assigned to SNCHC	2,295
# of Empaneled Pts Not Yet Seen	?

2025 # of MCD Visits Goal	4104
YTD # of MCD Visits Completed	4052
% of Medicaid Pts Visits to Goal	98.73%
Average # of Medicaid visits per undup pt	1.34

2025 # of Unduplicated MCD Pts Seen	
Anthem	937
HPN	1,021
Molina	422
SilverSummit	474
Nevada Medicaid	165
Total	3,019

Provider Visits	4,052
Nurse Visits	1,744
CHW Visits	107
Case Mgmt Visits	214
Lab Visits	427
Total Visits	6,544



Calendar Year	2023	2024	2025
# of Medicaid Pts Assigned to SNCHC	612	920	2,295
# of Unduplicated Pts Seen	2073	2827	3019
Goal of Medicaid Visits		2831	4104
YTD # of Medicaid Visits	2696	3908	4052
% of Medicaid Pts Seen to Goal	#DIV/0!	138.04%	101.68%
Average # of Medicaid visits per undup pt	1.30	1.38	1.34

Behavioral Health Services

A. Ryan White Program & Group Therapy

The "Evolve" group hosted a holiday-themed session with several participants. The team continues outreach efforts to raise awareness of the group within the HIV community and is actively working to identify a more convenient meeting time to increase engagement.

B. Behavioral Health Marketing Campaign

The Behavioral Health Manager is collaborating with the Office of Communications to develop an advertising campaign aimed at patients seeking a primary care provider. The campaign is scheduled to launch in mid-January and will run through February.

C. Chronic Care Management (CCM) Enrollment

The Behavioral Health team has identified patients from both clinic sites for enrollment in the Chronic Care Management Module (CCM). This initiative is part of the preparatory steps required to achieve Patient-Centered Medical Home (PCMH) designation.

Family Planning Services

- A. Family Planning program access was down 2% in December and is up 7% year-over-year.
- B. Program administrators and clinical staff are working with SNHD's Quality Improvement and Accreditation Program Manager on a quality improvement project to increase access to care by simplifying the scheduling process and reducing waste in the appointment templates. Standardized metrics are being used to track the percentage of appointments scheduled per provider per day, appointment no-show rates, and the third next available appointment (TNAA) for new and established appointment types. Meetings with key staff stakeholders and clinic observations are being conducted to fine tune potential interventions. Shadowing across both health center locations is being conducted with the medical clinical support staff and providers to better understand existing workflows and capacity. The goal is to implement new, streamlined and standardized appointment templates and operational workflows in early 2026.
- C. Notification from the Office of Population Affairs has been received indicating that all areas of improvement identified during the Title X program site visit have been successfully addressed and corrected.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 55 referrals between December 1st and December 30th. There was one (1) pediatric client referred to the Medical Case Management in December, and the program received one (1) referral for a pregnant woman living with HIV during this time.
- B. There were 660 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 341 unique clients served under these programs in December.
- C. The Ryan White ambulatory clinic provided a total of 447 visits in the month of December, including 18 initial provider visits, 174 established provider visits including two (2) tele-visits to established patients. Additionally, there were 18 nursing visits and 241 lab visits provided. There were 61 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of December. There were 12 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in December.
- D. The Ryan White clinic provides Rapid StART services, with 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 five (5) patients seen under the Rapid StART Program in December.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 805 unique services to 598 unduplicated patients for the month of December. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The 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) on

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. The SHC continues to refer pregnant patients with syphilis and patients needing complex STI evaluation and treatment to PPC SHOPP for nurse case management services.

C. FQHC Staff attended LVMPD Victim Services and Childhood Lead Poisoning

Refugee Health Program (RHP)

Refugee Health Program for the month of December.

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	0
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	0
Clients encounter by program (adults)	0
Refugee Health Screening for December 2025	0
Total for FY25-26	12

Outreach/In Reach Activity

There were no outreach events to report in December 2025. Here are the results for CY 2025.

Number of events	20– Outreach 11 – In reach
Number of people reached	1,434
Number of people linked to the clinic	100
Number of hours dedicated to outreach	119

Eligibility and Insurance Enrollment Assistance

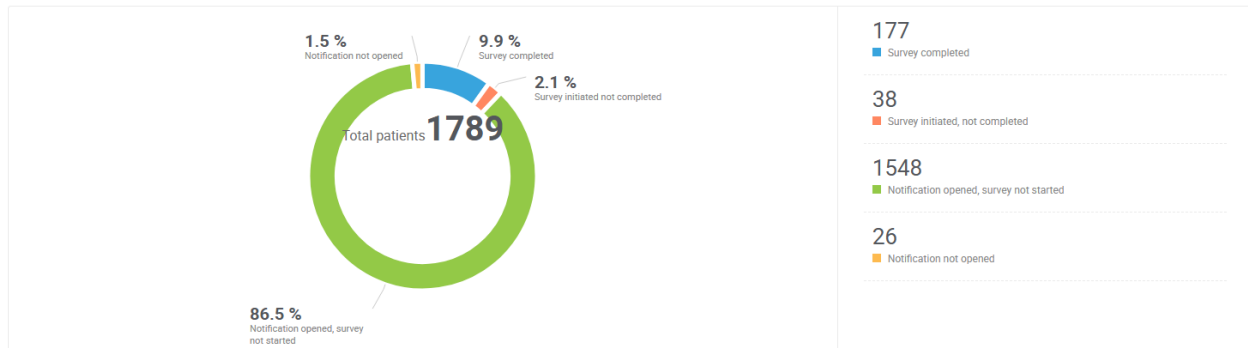
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of support.

Patient Satisfaction: See attached survey results.

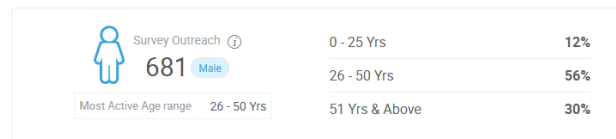
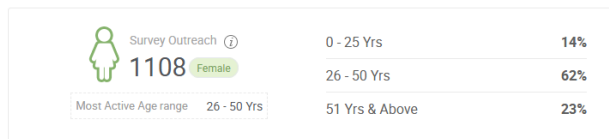
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – December 2025

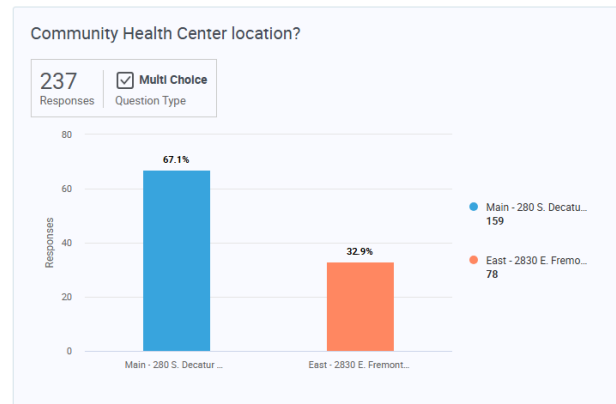
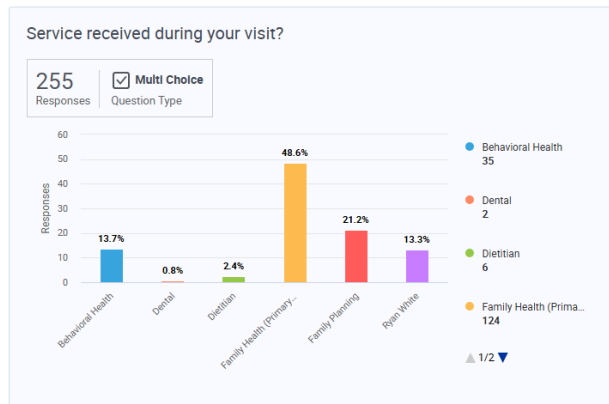
Overview



Gender



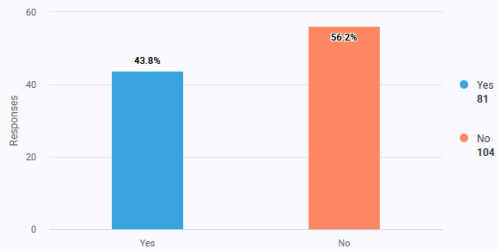
Service and Location



Provider, Staff, and Facility

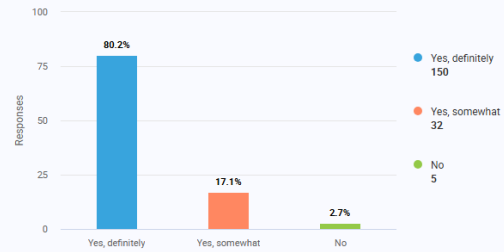
Was your most recent visit for an illness, injury or condition that needed care right away?

185 Responses
Multi Choice Question Type



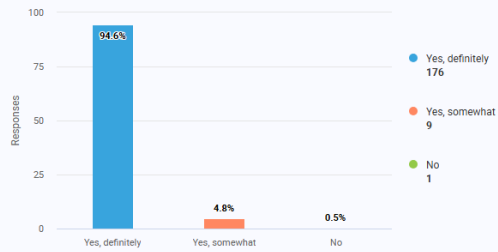
Was the recent visit as soon as you needed?

187 Responses
Multi Choice Question Type



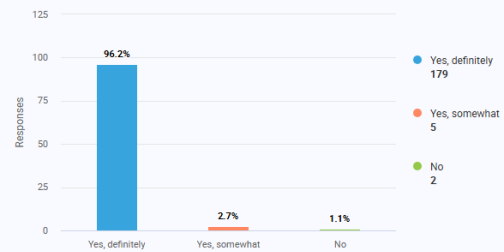
During your most recent visit, did this provider explain things in a way that was easy to understand?

186 Responses
Multi Choice Question Type



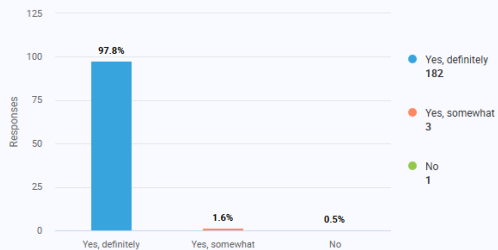
During your most recent visit, did this provider listen carefully to you?

186 Responses
Multi Choice Question Type



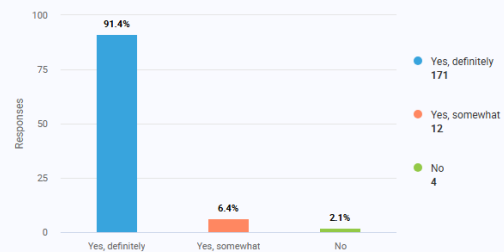
During your most recent visit, did this provider show respect for what you had to say?

186 Responses
Multi Choice Question Type



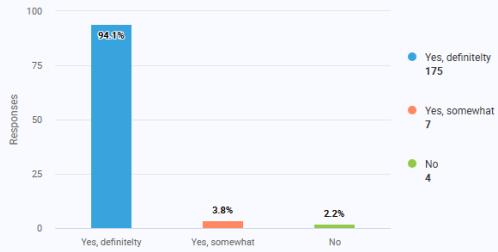
During your most recent visit, did this provider spend enough time with you?

187 Responses
Multi Choice Question Type



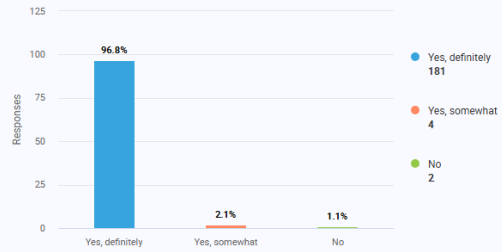
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

186 Responses
Multi Choice Question Type



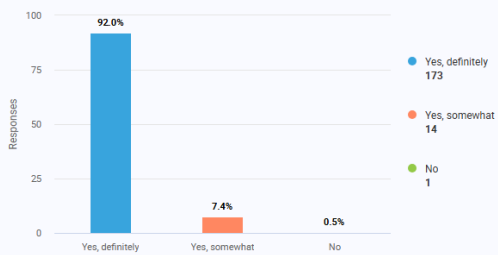
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

187 Responses
Multi Choice Question Type



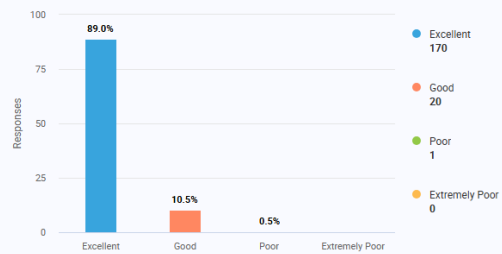
Thinking about your recent visit, was it easy to schedule an appointment?

188 Responses
Multi Choice Question Type



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

191 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?

189

Responses

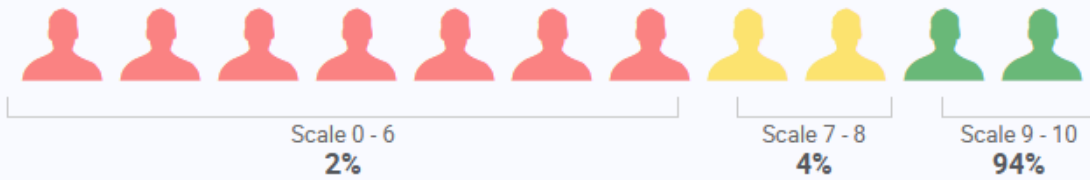
123

Numbers

Question Type

92

Net Promoter Score (NPS)



4

Scale 0 - 6

8

Scale 7 - 8

177

Scale 9 - 10

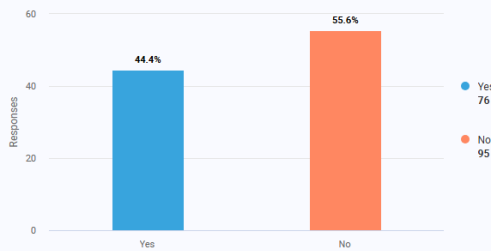
General Information

Do you have health insurance?

171

Responses

☒ Multi Choice
Question Type



How did you hear about us?

186

Responses

☒ Multi Choice
Question Type

