

## MEMORANDUM

**Date:** March 17, 2026

**To:** Southern Nevada Community Health Center Governing Board

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

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**Subject: Community Health Center FQHC Chief Executive Officer Report – February 2026**

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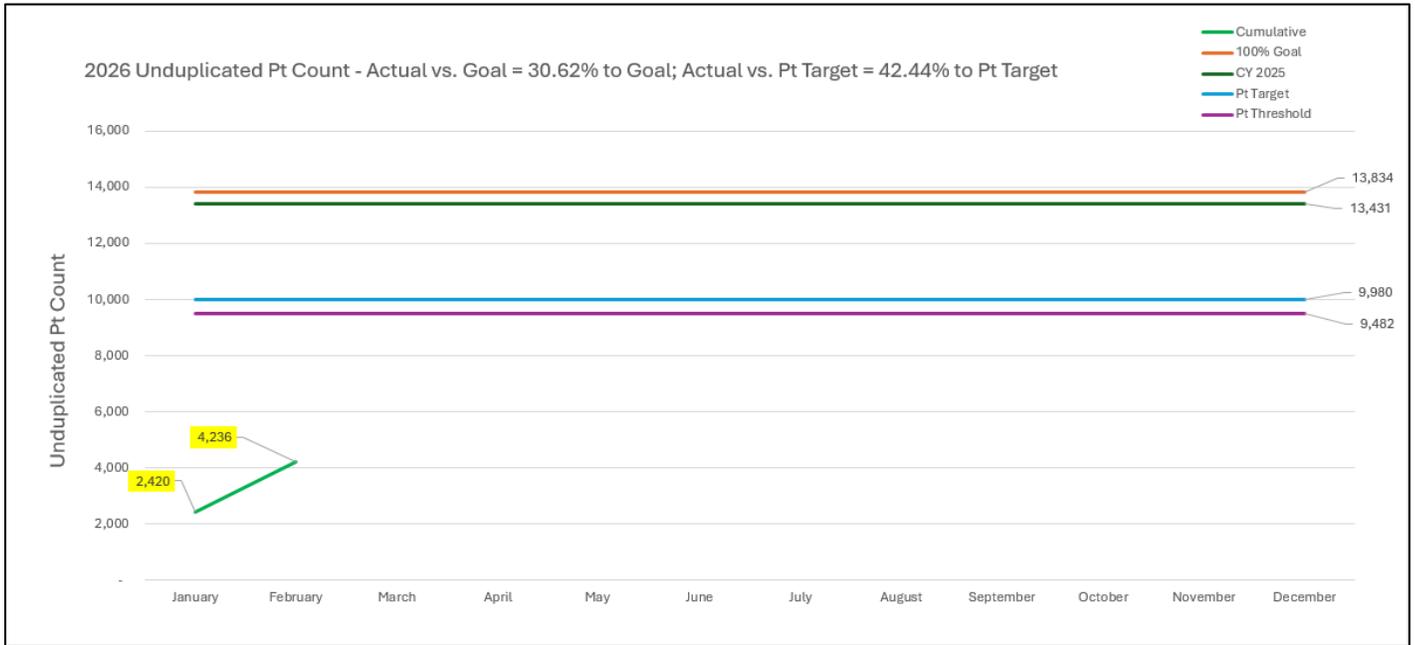
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

### February Highlights - Administrative

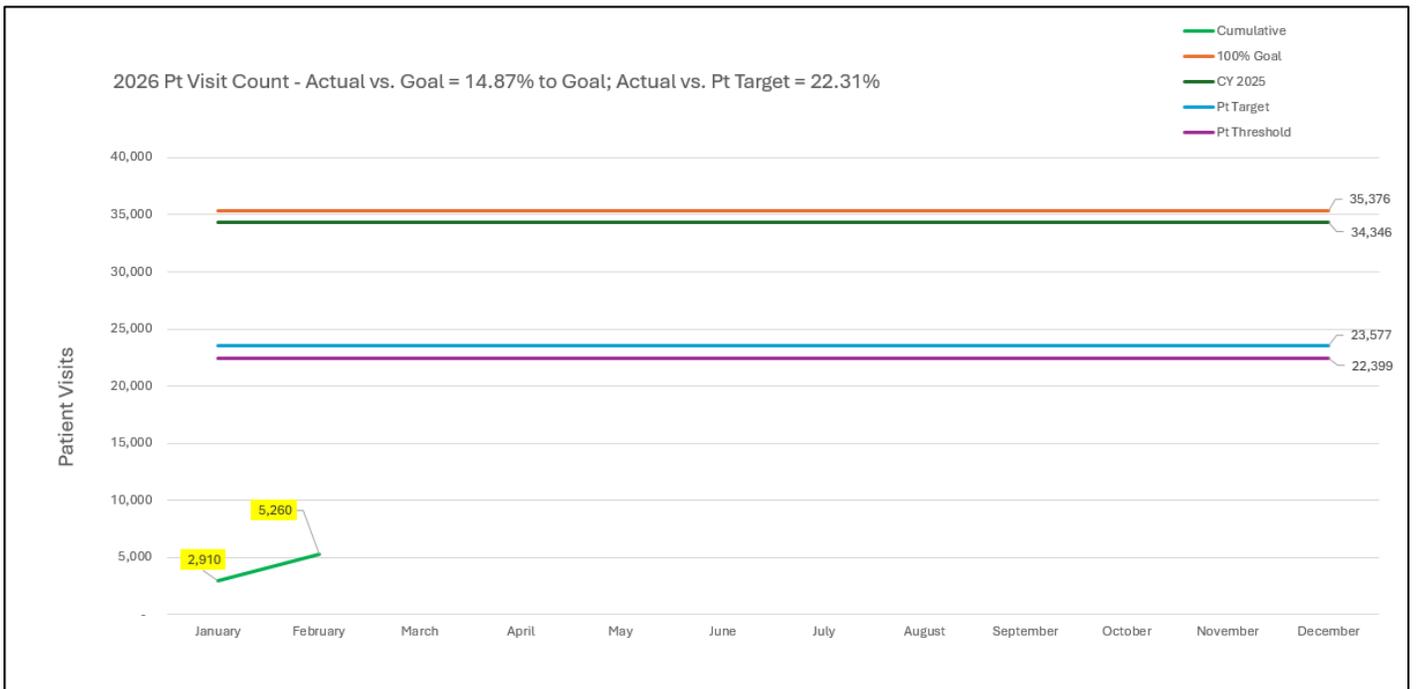
- Office of Population Affairs (OPA) Title X – Family Planning funding expires on March 31, 2026.
- Health Resources and Services Administration (HRSA) CY25 Uniform Data System report submitted.
- Patient Centered Medical Home (PCMH) transformation activities underway.
- CY26 FTCA Redeeming application due June 26, 2026
- Sliding Fee Discount program patient survey completed.
- Sliding Fee Discount program FQHC market analysis completed.
- Two (2) medical assistants authorized to move from hold to recruitment status.
- A new mid-level provider (i.e., APRN or PA) authorized for recruitment.
- Recruitment for a doctor for the Fremont Public Health Center ongoing.
- New SNCHC Employee Engagement Committee commenced planning on CY26 engagement activities.
- One primary care medical assistance recognized as a SNHD employee of the month

## Access

### Unduplicated Patients – February 2026



### Patient Visits Count – February 2026



**Provider Visits by Program and Site – February 2026**

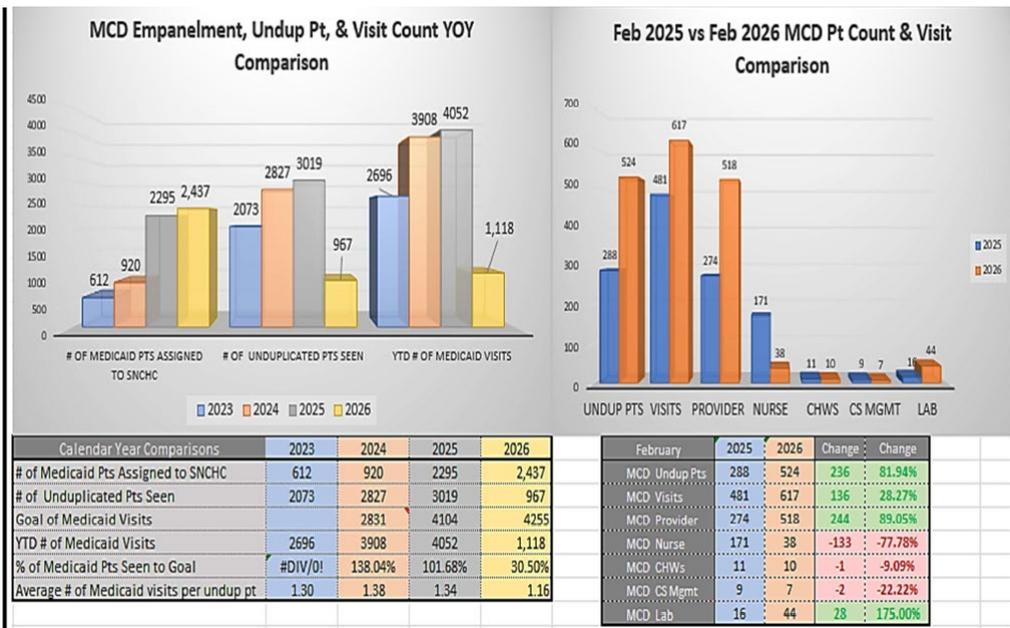
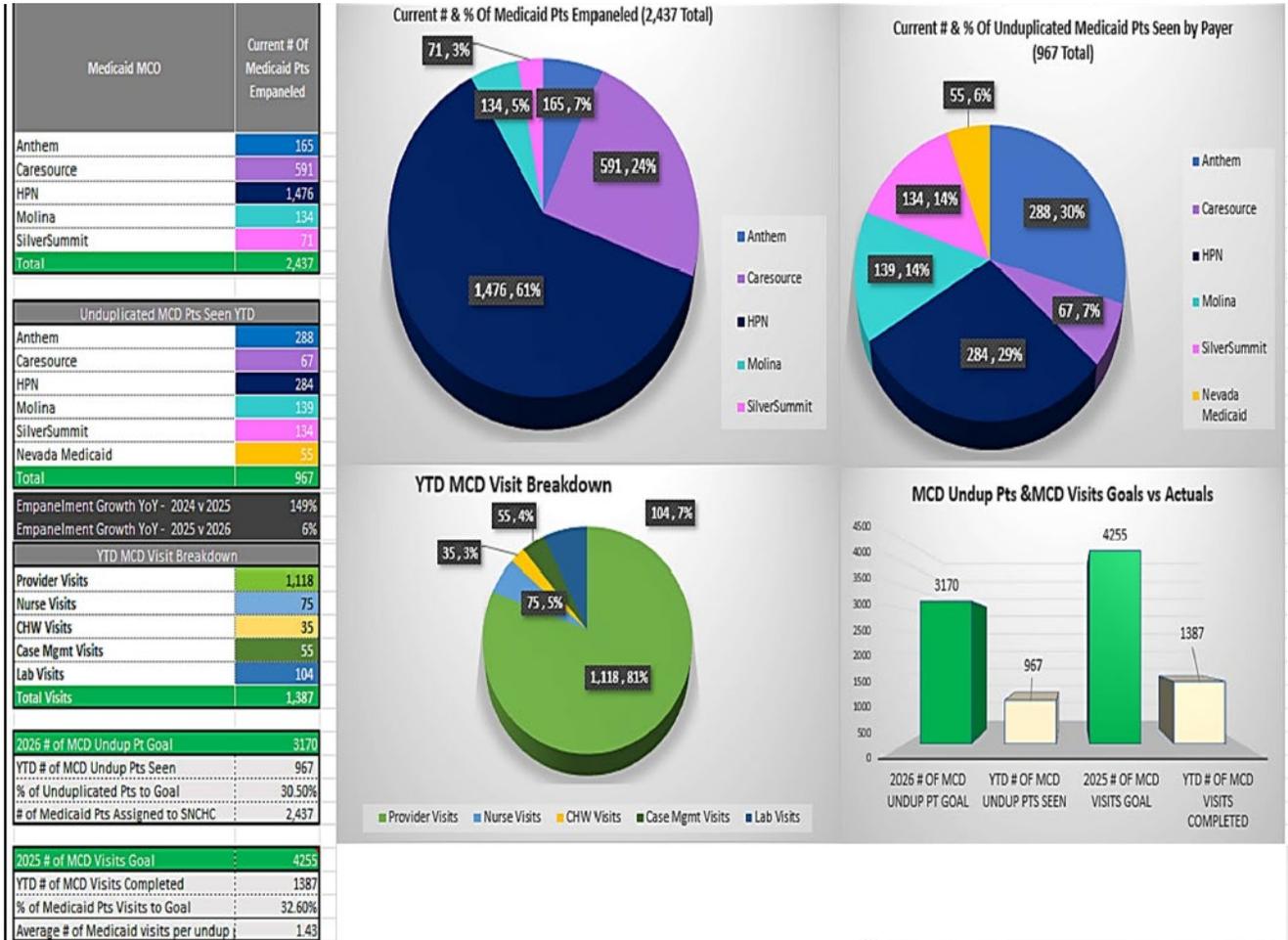
Facility	Program	FEB '26	FEB '25	FEB YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	701	678	3%	6,177	4,830	22%
Fremont	Family Health	543	424	22%	3,913	2,828	28%
<b>Total</b>	<b>Family Health</b>	<b>1,244</b>	<b>1,102</b>	<b>11%</b>	<b>10,090</b>	<b>7,658</b>	<b>24%</b>
Decatur	Family Planning	153	174	-14%	1,078	1,287	-19%
Fremont	Family Planning	202	186	8%	1,354	1,095	19%
<b>Total</b>	<b>Family Planning</b>	<b>355</b>	<b>360</b>	<b>-1%</b>	<b>2,432</b>	<b>2,382</b>	<b>2%</b>
Decatur	Sexual Health	533	532	0%	4,332	4,064	6%
Fremont	Sexual Health	130	170	-31%	926	1,059	-14%
ASEC	Sexual Health				0	113	
<b>Total</b>	<b>Sexual Health</b>	<b>663</b>	<b>702</b>	<b>-6%</b>	<b>5,258</b>	<b>5,236</b>	<b>0%</b>
Decatur	Behavioral Health	194	144	26%	1,419	980	31%
Fremont	Behavioral Health	151	125	17%	1,149	922	20%
<b>Total</b>	<b>Behavioral Health</b>	<b>345</b>	<b>269</b>	<b>22%</b>	<b>2,568</b>	<b>1,902</b>	<b>26%</b>
Decatur	Ryan White	191	231	-21%	1,824	1,807	1%
Fremont	Ryan White	31	14	55%	216	188	13%
<b>Total</b>	<b>Ryan White</b>	<b>222</b>	<b>245</b>	<b>-10%</b>	<b>2,040</b>	<b>1,995</b>	<b>2%</b>
<b>FQHC Total</b>		<b>2,829</b>	<b>2,678</b>	<b>5%</b>	<b>22,388</b>	<b>19,173</b>	<b>14%</b>

**Pharmacy Services**

	26-Feb	25-Feb		FY26 YTD	FY25 YTD		% Change YOY
<b>Client Encounters (Pharmacy)</b>	1,715	1,478	↑	13,604	11,287	↑	<b>20.5%</b>
<b>Prescriptions Filled</b>	3,157	2,538	↑	25,223	18,842	↑	<b>33.9%</b>
<b>Client Clinic Encounters (Pharmacist)</b>	43	71	↓	437	482	↓	<b>-9.3%</b>
<b>Financial Assistance Provided</b>	20	47	↓	120	271	↓	<b>-55.7%</b>
<b>Insurance Assistance Provided</b>	13	19	↓	114	87	↑	<b>31.0%</b>

- A. Dispensed 3,157 prescriptions for 1,715 clients.
- B. Pharmacist completed 43 client clinic encounters.
- C. Assisted 20 clients to obtain medication financial assistance.
- D. Assisted 13 clients with insurance approvals.

## Medicaid Managed Care Organization (MCO)



## Behavioral Health Services

- A. The Ryan White group therapy program, Evolve, is experiencing an increase in patient participation.
- B. The Behavioral Health Manager served as a panelist during the Nevada Senior Services Stakeholder Meeting, contributing to a discussion focused on community collaboration to support the aging population.
- C. The Behavioral Health team continues to partner with the Office of Communications on its marketing plan and recently participated in the filming of a commercial now airing on multiple channels to promote its services.

## Family Planning Services

- A. Family Planning program access was down 1% in January and is up 2% year-over-year. Program team 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. Same day walk-ins are emerging as a viable strategy to overcome high no-show rates amongst patients with scheduled appointments. This project is ongoing.
- B. No guidance has been received from the Office of Population Affairs regarding the submission of a non-competing continuous grant application for funding for year five of five for Title X Family Planning services. The annual award amount is approximately \$1.4M and supports salary expenses for 12.6 FTEs. Contingency planning is underway.

## HIV/Ryan White Program Services

- A. The Ryan White program received 77 referrals between February 1<sup>st</sup> and February 28. There were two (2) pediatric clients referred to the Medical Case Management in February, and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 699 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 332 unique clients served under these programs in February.
- C. The Ryan White ambulatory clinic provided a total of 432 visits in the month of February, including 27 initial provider visits, 165 established provider visits including one (1) tele-visit to an established patient. Additionally, there were 17 nursing visits and 201 lab visits provided. There were 56 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of February. There were 22 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in February.
- 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 seven (7) patients seen under the Rapid StART Program in February.

## FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 892 unique services to 782 unduplicated patients for the month of February.
- B. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- C. 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.

## Refugee Health Program (RHP)

Refugee Health Program for the month of February.

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	2
Clients encounter by program (adults)	2
<b>Refugee Health Screening for February 2026</b>	<b>4</b>
<b>Total for FY25-26</b>	<b>32</b>

## Outreach/In Reach Activity

Number of events	1– Outreach 0 – In reach
Number of people reached	128
Number of people linked to the clinic	0
Number of hours dedicated to outreach	3

## Eligibility and Insurance Enrollment Assistance

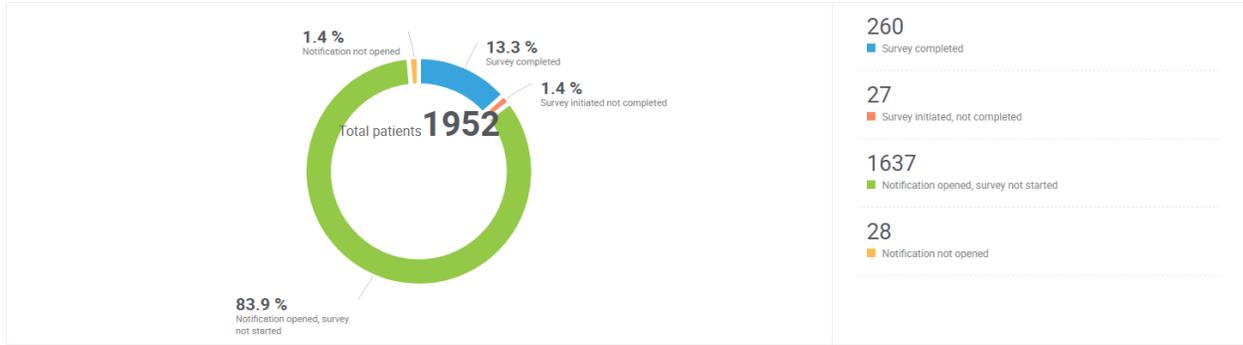
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of 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 – February 2026

## Overview



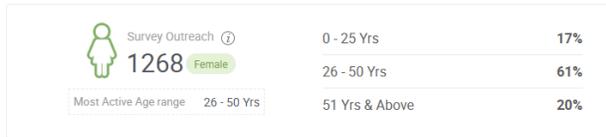
260  
Survey completed

27  
Survey initiated, not completed

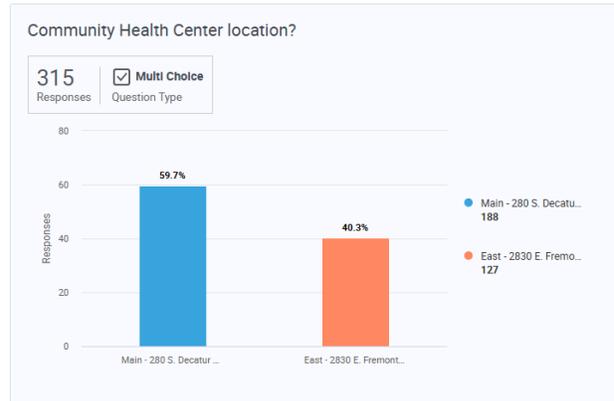
1637  
Notification opened, survey not started

28  
Notification not opened

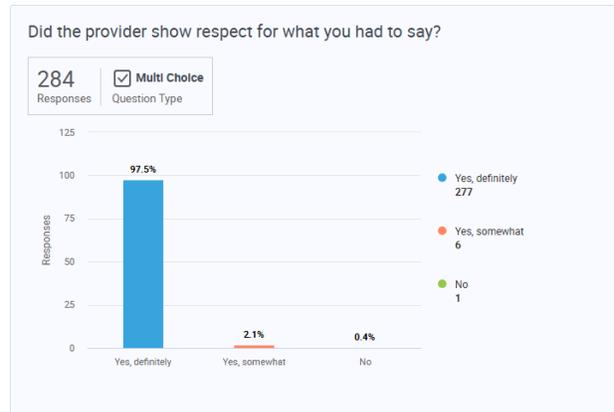
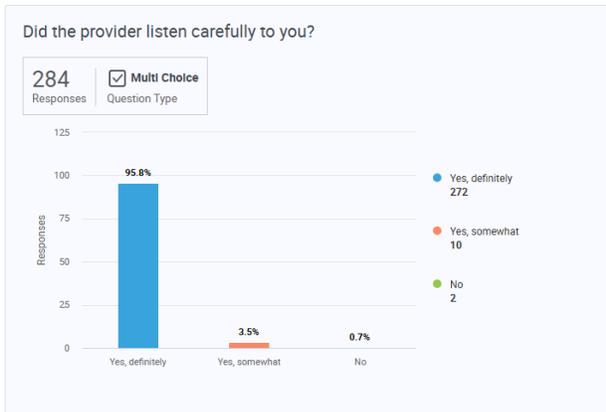
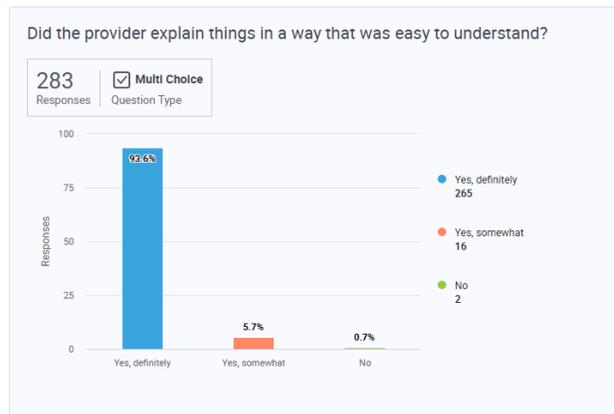
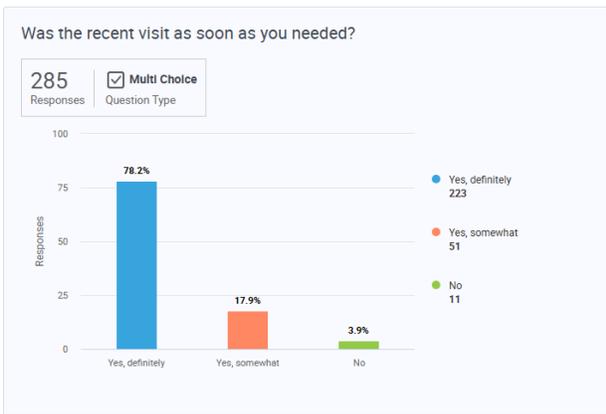
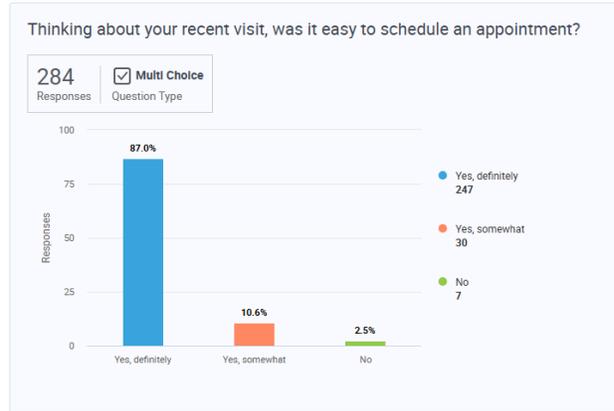
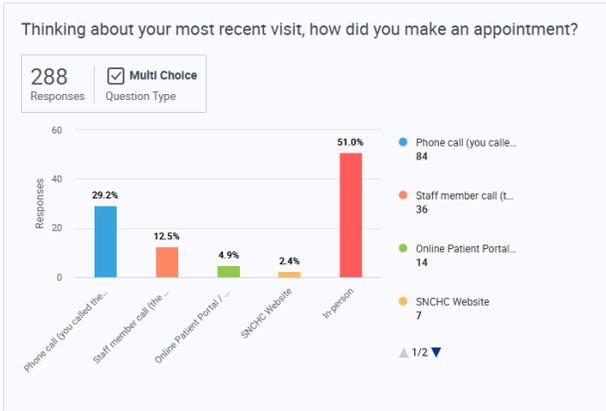
### Gender



## Service and Location

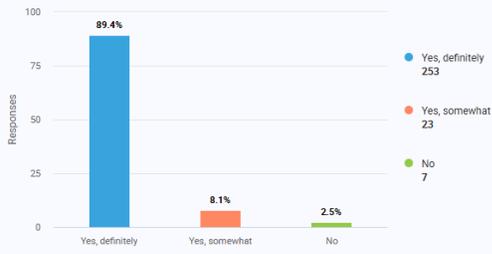


# Provider, Staff, and Facility



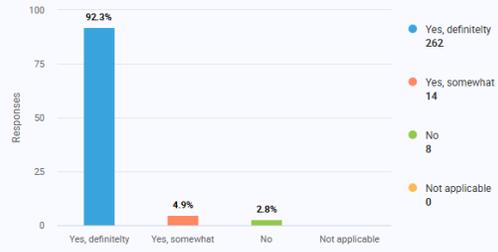
Did the provider spend enough time with you?

283 Responses  Multi Choice Question Type



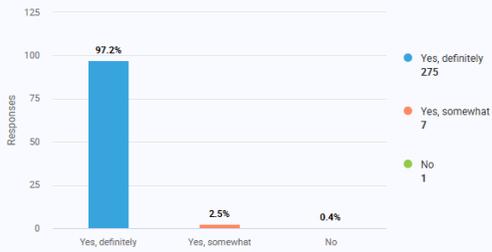
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?

284 Responses  Multi Choice Question Type



Did the staff treat you with courtesy and respect?

283 Responses  Multi Choice Question Type



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

287 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?

284

Responses

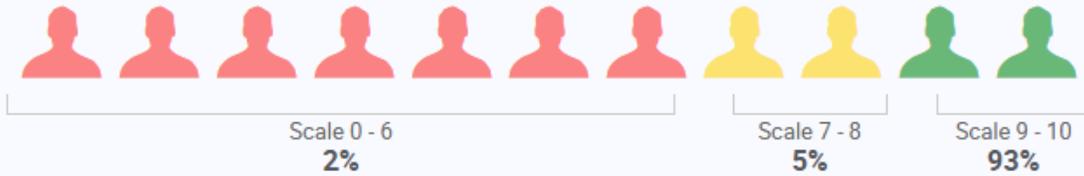
123

Numbers

Question Type

91

Net Promoter Score (NPS)



5

Scale 0 - 6

15

Scale 7 - 8

264

Scale 9 - 10

## General Information

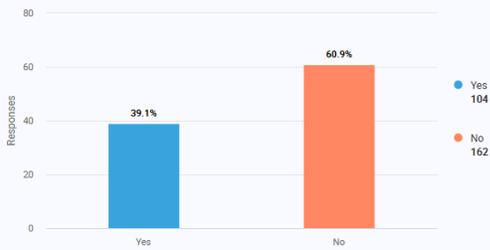
Do you have health insurance?

266

Responses

Multi Choice

Question Type



How did you hear about us?

287

Responses

Multi Choice

Question Type

