

MEMORANDUM

Date: August 18, 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 – July 2026

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

- HRSA New Access Point Grant awarded to SNHD in the amount of \$650K to open a new health center site in the 89103 zip code.
- 2026 National Health Center Week activities themed around, "Building Innovative Care Where it Matters Most", concluded on August 6th with a high successfully employee celebration and retreat.
- 2025 HRSA UDS information released showing an overall 17% year-over-year increase in the number of unique patients served.
 - Unique patients served in Behavioral Health increased 52% year-over-year.
- Two HRSA Community Health Quality Recognition (CHQR) awards were received for 2026.

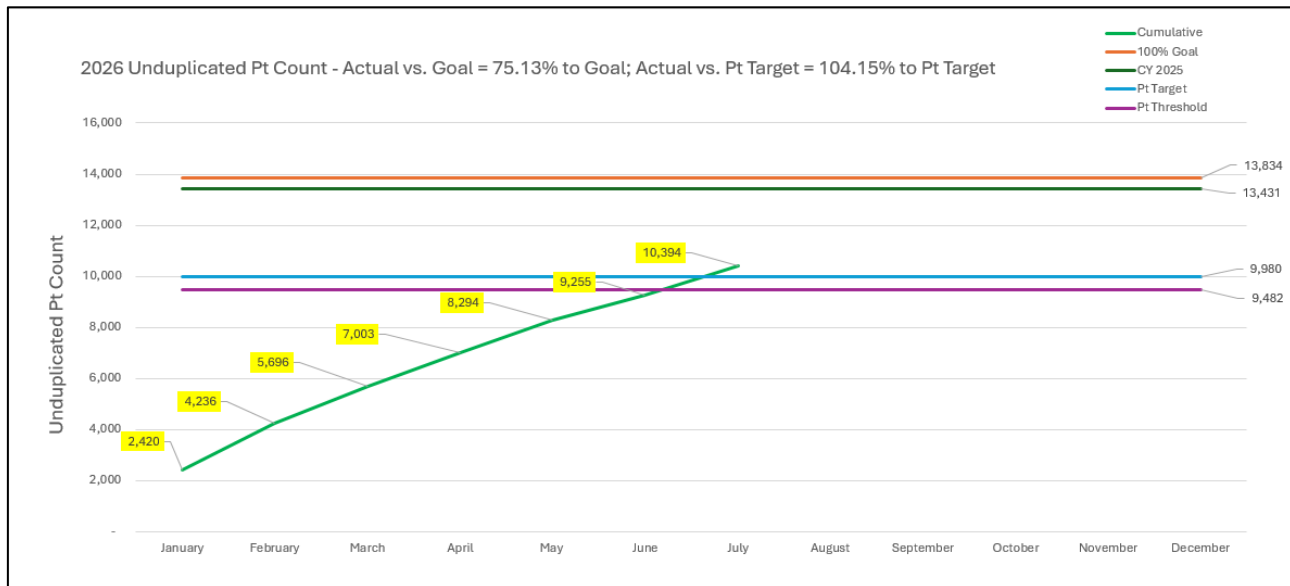


- Improving Health Care Access:
 - Improved by at least 15% in one or more CQMs in back-to-back UDS reporting years (Tobacco Screening & Cessation, IVD Use of Aspirin/Another Antiplatelet)
 - Increase total patients and a specific service category by at least 5% in back-to-back UDS reporting year (Total patients, SUD patient services)
- Advancing HIT For Quality:
 - Offer telehealth services
 - Exchange clinical information online with key providers in health care settings (HIE)
 - Engage patients through HIT (patient portal, kiosk, secure messaging via web encounters, online/virtual scheduling)

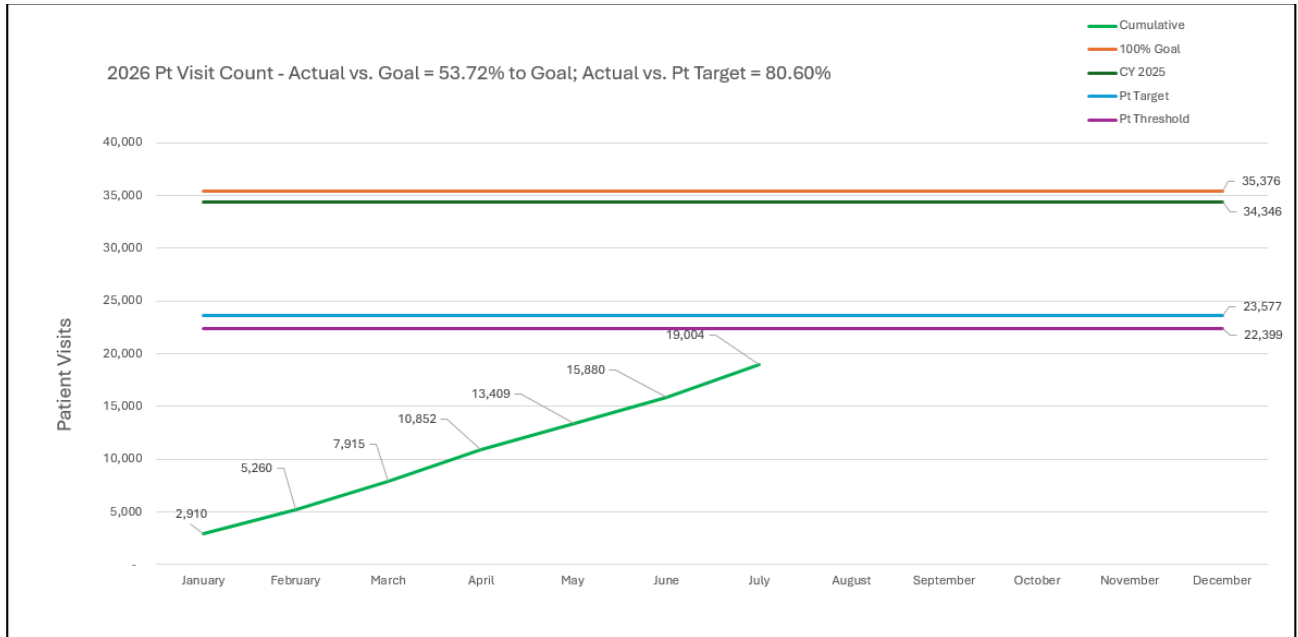
- Collect data on patient health-related needs (PRAPARE Screenings)
- The first Patient Centered Medical Home (PCMH) review successfully passed 29/39 Core Criteria and 26 Elective Criteria. The second review will occur in November.
- A new Clinical Staff Physician started on August 20th. This clinician will provide comprehensive Primary Care and Ryan White services and will work at both the Decatur and Fremont health centers once fully onboarded.
- The health center received an overall Net Promoter patient satisfaction score of 85% in July.

Access

Unduplicated Patients – July 2026



Patient Visits Count – July 2026



Provider Visits by Program and Site – July 2026

Facility	Program	JULY '26	JULY '25	JULY YoY %	FY27 YTD	FY26 YTD	FY YTD YoY%
Decatur	Family Health	593	935	-58%	593	935	-58%
Fremont	Family Health	541	415	23%	541	415	23%
Total	Family Health	1,134	1,350	-19%	1,134	1,350	-19%
Decatur	Family Planning	222	64	71%	222	64	71%
Fremont	Family Planning	173	197	-14%	173	197	-14%
Total	Family Planning	395	261	34%	395	261	34%
Decatur	Sexual Health	483	637	-32%	483	637	-32%
Fremont	Sexual Health	140	133	5%	140	133	5%
Total	Sexual Health	623	770	-24%	623	770	-24%
Decatur	Behavioral Health	220	213	3%	220	213	3%
Fremont	Behavioral Health	174	144	17%	174	144	17%
Total	Behavioral Health	394	357	9%	394	357	9%
Decatur	Ryan White	204	299	-47%	204	299	-47%
Fremont	Ryan White	32	14	56%	32	14	56%
Total	Ryan White	236	313	-33%	236	313	-33%
FQHC Total		2,782	3,051	-10%	2,782	3,051	-10%

Pharmacy Services

	26-Jul	25-Jul		FY27 YTD	FY26 YTD		% Change YoY
Patient Encounters (Pharmacy)	1,767	1,760	↑	1,767	1,760	↑	0.4%
Prescriptions Filled	3,421	3,208	↑	3,421	3,208	↑	6.6%
Patient Clinic Encounters (Pharmacist)	80	61	↑	80	61	↑	31.1%
Financial Assistance Provided	13	14	↓	13	14	↓	-7.1%
Insurance Assistance Provided	14	16	↓	14	16	↓	-12.5%

- A. 3,421 prescriptions dispensed to 1,767 patients.
- B. 80 patient clinic encounters completed by a pharmacist.
- C. 13 patients assisted with obtaining medication financial assistance.
- D. 14 patients assisted with insurance approvals.

Behavioral Health Services

- A. Behavioral Health access increased by 24% year over year, demonstrating continued growth in service utilization and improved access to care.
- B. Norma Ramirez-Rodriguez, Licensed Mental Health Therapist, celebrated five years of dedicated service with the Southern Nevada Health District.
- C. The Behavioral Health and Clinical Leadership teams successfully completed their first Patient-Centered Medical Home (PCMH) virtual review, with valuable support and coordination provided by Felicia Sgovio, Quality Management Coordinator.

Family Planning Services

- A. Family Planning program access was 34% in July and is up 34% year-over-year. Program team administrators and clinical staff continue to work with SNHD's Quality Improvement and Accreditation Program Manager on quality improvement projects designed to increase access to care. Same day walk-ins have identified as a viable strategy to overcome high no-show rates amongst patients with scheduled appointments. Walk-in services are available at Decatur Monday through Thursday. This project is ongoing.
- B. Data improvement projects are underway and are being monitored monthly to enhance data quality, integrity, documentation practices, EHR mapping, and results for the annual FPAR 2.0 report.
- C. A new Title X Notice of Funding Opportunity for the period of April 1, 2027, through March 31, 2032, has been announced. The application will be due around the second week of January 9, 2027.

HIV/Ryan White Program Services

- A. The Ryan White program received 64 referrals between July 1st and July 31st. There were two (2) pediatric clients referred to the Medical Case Management in July, and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 776 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 399 unique clients served under these programs in July.
- C. The Ryan White ambulatory clinic provided a total of 446 visits in the month of July, including 15 initial provider visits, 83 established provider visits, and four (4) tele-visit to established patients. Additionally, there were 20 nursing visits and 228 lab visits provided. There were eight (8) Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of July. There were 14 Ryan White patients seen by the Registered Dietitian under Medical Nutrition services in July.
- 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 July.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 988 unique services to 795 unduplicated patients for the month of July.

Refugee Health Program (RHP)

Refugee Health Program for the month of July.

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	1
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	4
Clients encounter by program (adults)	15
Refugee Health Screening for July 2026	19
Total for FY25-26	19

Outreach/In Reach Activity

Number of events (July 2026)	9 – Outreach 0 – In reach
Number of people reached	690
Number of people linked to the clinic	8
Number of hours dedicated to outreach	31

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.

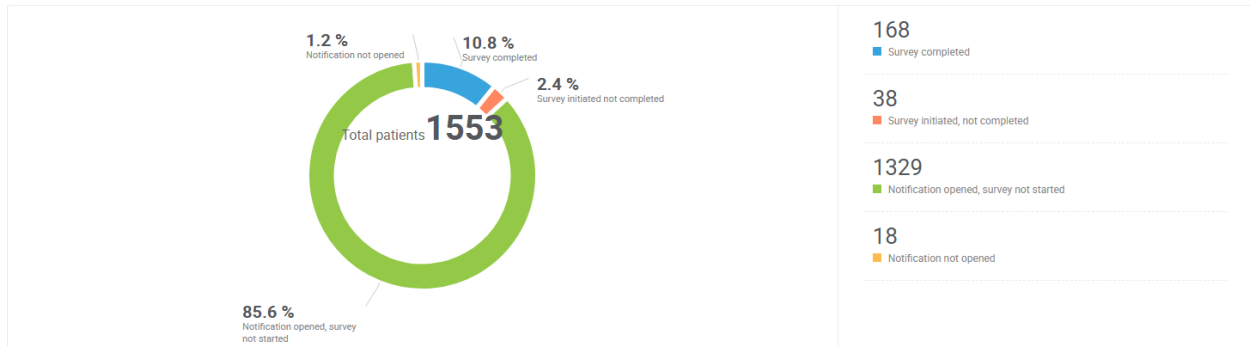
July 2026	Decatur	Fremont	Total
Medicaid	19	1	20
SNAP	15	1	16
Recert	11	1	12

Patient Satisfaction: See attached survey results.

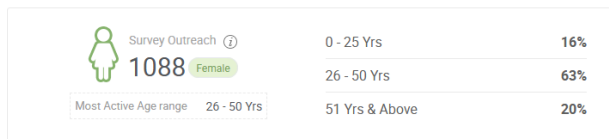
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – July 2026

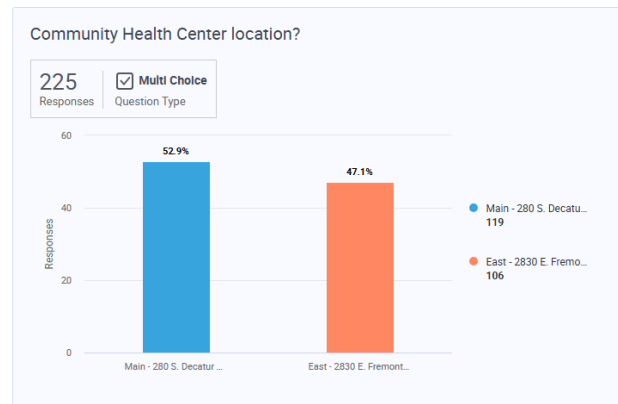
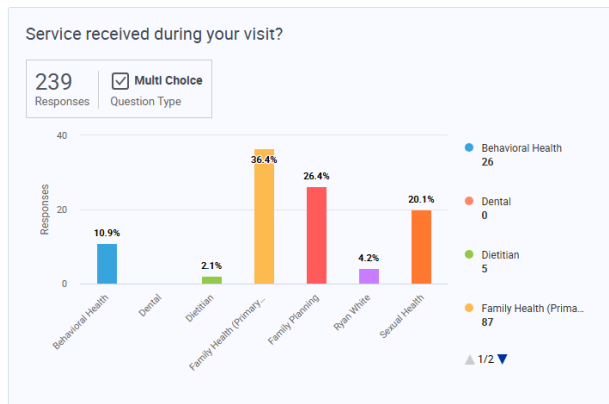
Overview



Gender

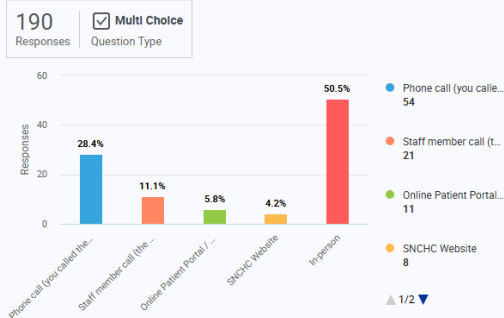


Service and Location

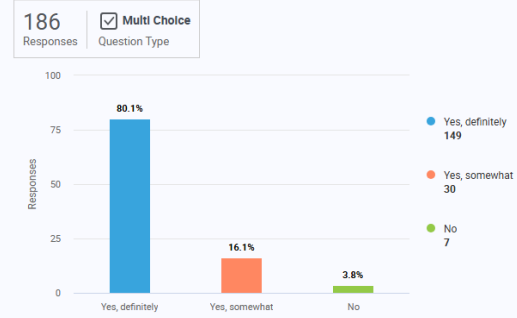


Provider, Staff, and Facility

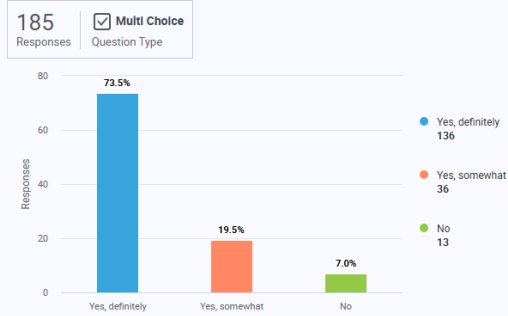
Thinking about your most recent visit, how did you make an appointment?



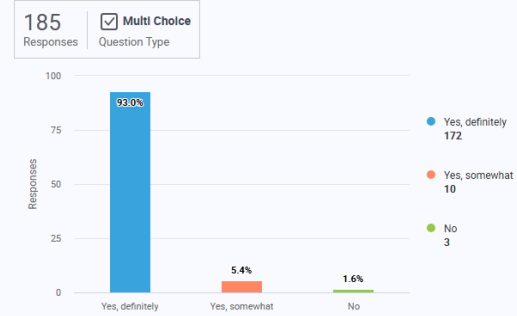
Thinking about your recent visit, was it easy to schedule an appointment?



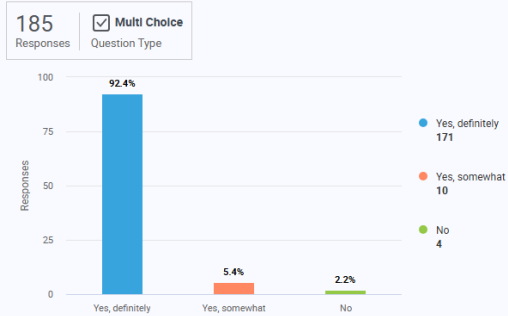
Was the recent visit as soon as you needed?



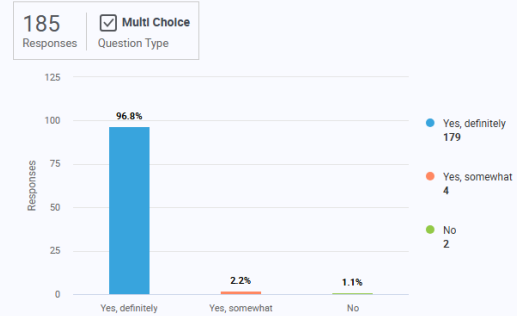
Did the provider explain things in a way that was easy to understand?



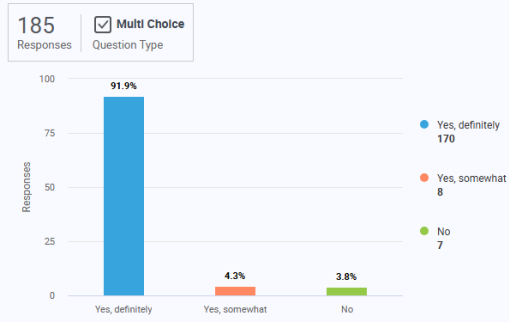
Did the provider listen carefully to you?



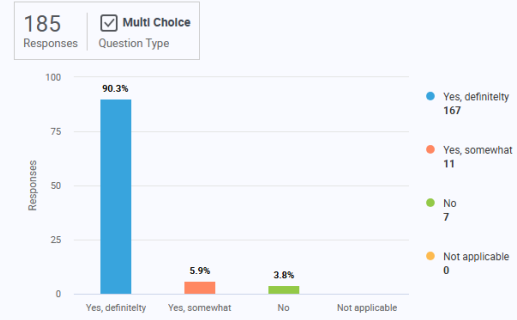
Did the provider show respect for what you had to say?



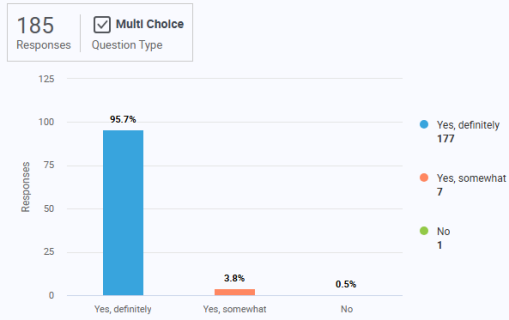
Did the provider spend enough time with you?



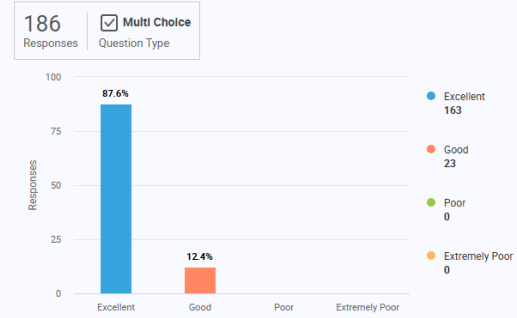
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?



Did the staff treat you with courtesy and respect?



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?

186

Responses

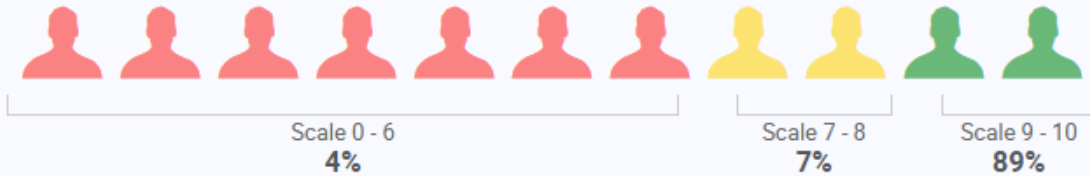
123

Numbers

Question Type

85

Net Promoter Score (NPS)



7

Scale 0 - 6

13

Scale 7 - 8

166

Scale 9 - 10

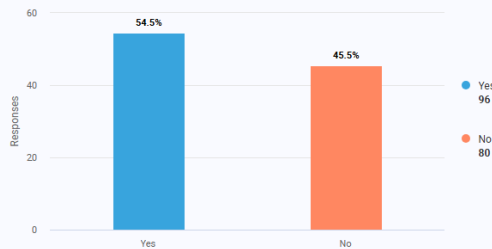
General Information

Do you have health insurance?

176

Responses

Multi Choice
Question Type



How did you hear about us?

188

Responses

Multi Choice
Question Type

