

MEMORANDUM

Date: October 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 – September 2026

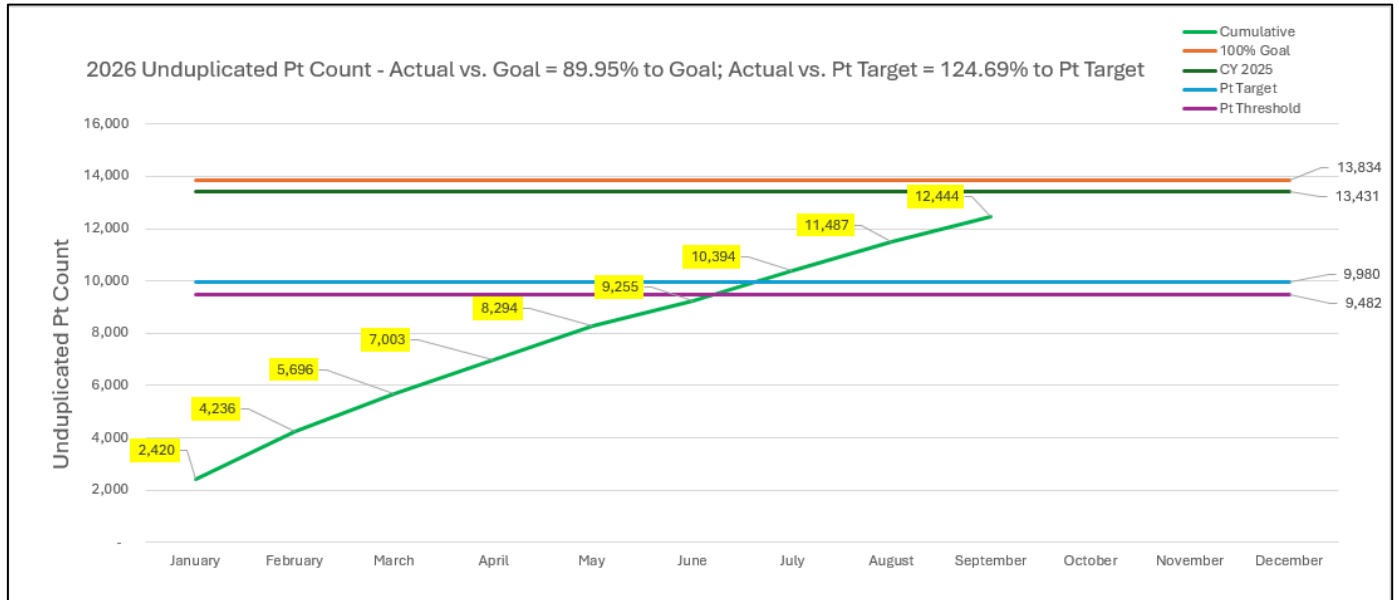
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

September Highlights - Administrative

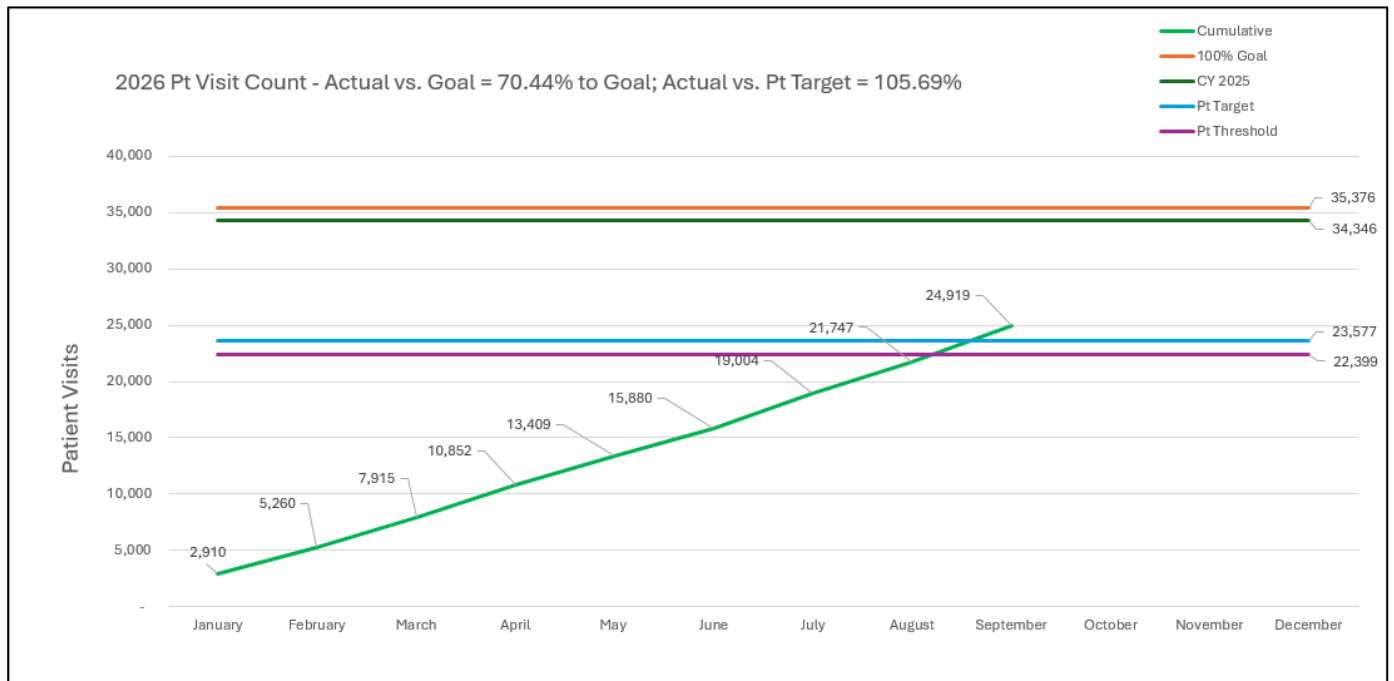
- The HRSA Non-Competing Continuous grant application for year four of four FQHC funding submitted.
- HRSA Federal Torts Claim Act (FTCA) redeeming for medical malpractice coverage for CY27 received.
- Lease negotiations for the HRSA New Access Point (NAP) health center location are underway.
- Recruitment activities for the FQHC Operations and Compliance Manager position are underway.
- Recruitment activities for an APRN to support Family Planning services at the Fremont health center are underway.
- The Change in Scope process for the Behavioral Health PPS rate is underway.

Access

Unduplicated Patients – September 2026



Patient Visits Count – September 2026



Provider Visits by Program and Site – September 2026

Facility	Program	SEPT '26	SEPT '25	SEPT YoY %	FY27 YTD	FY26 YTD	FY YTD YoY%
Decatur	Family Health	825	729	12%	2,230	2,483	-11%
Fremont	Family Health	652	492	25%	1,711	1,428	17%
Total	Family Health	1,477	1,221	17%	3,941	3,911	1%
Decatur	Family Planning	108	126	-17%	518	273	47%
Fremont	Family Planning	218	186	15%	586	584	0%
Total	Family Planning	326	312	4%	1,104	857	22%
Decatur	Sexual Health	727	522	28%	2,022	1,673	17%
Fremont	Sexual Health	117	126	-8%	387	382	1%
Total	Sexual Health	844	648	23%	2,409	2,055	15%
Decatur	Behavioral Health	207	173	16%	609	539	11%
Fremont	Behavioral Health	168	127	24%	492	421	14%
Total	Behavioral Health	375	300	20%	1,101	960	13%
Decatur	Ryan White	263	259	2%	690	751	-9%
Fremont	Ryan White	25	32	-28%	83	77	7%
Total	Ryan White	288	291	-1%	773	828	-7%
FQHC Total		3,310	2,772	16%	9,328	8,611	8%

Pharmacy Services

	26-Sep	25-Sep		FY27 YTD	FY26 YTD		% Change YoY
Patient Encounters (Pharmacy)	1,848	1,764	↑	5,456	5,218	↑	4.6%
Prescriptions Filled	3,424	3,356	↑	10,234	9,648	↑	6.1%
Patient Clinic Encounters (Pharmacist)	54	52	↑	197	166	↑	18.7%
Financial Assistance Provided	16	9	↑	43	33	↑	30.3%
Insurance Assistance Provided	17	6	↑	58	27	↑	114.8%

- A. 3,424 prescriptions dispensed to 1,848 patients.
- B. 54 patient clinic encounters completed by a pharmacist.
- C. 16 patients assisted with obtaining medication financial assistance.
- D. 17 patients assisted with insurance approvals.

Behavioral Health Services

- A. Behavioral Health (BH) continues to focus on closing care gaps related to Depression Remission at 12 months.
- B. BH continues to demonstrate steady integration across both Decatur and Fremont sites.

Family Planning Services

- A. Family Planning program access was 4% in September and is up 22% 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 been 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 is due in early January 2027.
- D. A vacancy for an APRN position providing family planning services is in recruitment. This position will support the delivery of comprehensive Title X Family planning services at the Fremont health center.

HIV/Ryan White Program Services

- A. The Ryan White program received 74 referrals between September 1st and September 30th. There were three (3) pediatric clients referred to the Medical Case Management in September, and the program received two (2) referrals for a pregnant women living with HIV during this time.
- B. There were 736 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 353 unique clients served under these programs in September.
- C. The Ryan White ambulatory clinic provided a total of 524 visits in the month of September, including 17 initial provider visits, 241 established provider visits, and five (5) tele-visits to established patients. Additionally, there were 26 nursing visits and 240 lab visits provided. There were 63 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of September. There were twelve (12) Ryan White patients seen by the Registered Dietitian under Medical Nutrition services in September.
- 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 September.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic continues to provide accessible walk-in services for sexually transmitted infection (STI) testing, treatment, and prevention. The clinic also maintains a strong focus on HIV prevention through PrEP and PEP services and continues to collaborate closely with the SHOPP program to provide Express Testing.
- B. The Sexual Health Clinic provided 161 PrEP visits for HIV prevention. These services included both oral and injectable treatment options.
- C. The clinic collected 40 gonorrhea culture specimens through the CARGOS program. These specimens are collected from patients presenting with urethral discharge and are inoculated onto culture plates to support gonorrhea surveillance and laboratory testing.
- D. The sexual health nurses conducted 89 nurse visits during September.
- E. The clinic facilitated two (2) referrals for Expedited Partner Therapy (EPT). In support of expanding EPT services, all FQHC staff participated in training with the Office of Disease Surveillance (ODS) on September 21st to evaluate and implement an EPT protocol within the clinic. Following the training, clinic staff assisted two (2) patients in accessing EPT for their partners. The clinic has started a Quality Improvement Charter to improve the provision of this essential service.
- F. The clinic made one (1) NEON referral in September. The NEON program supports the linkage of patients experiencing symptoms concerning neurosyphilis to appropriate care at UMC Hospital for evaluation and treatment.
- G. The Sexual Health Clinic continues to meet monthly with ODS to review workflows, identify operational challenges, and implement improvements to clinic processes and patient services.
- H. In September, the clinic also provided testing for several priority STIs and communicable diseases:
 - 16 patients tested for mpox
 - 456 patients tested for syphilis
 - 591 patients tested for chlamydia and gonorrhea.

These services demonstrate the clinic's continued commitment to accessible STI prevention, testing, treatment, partner services, disease surveillance, and linkage to appropriate care throughout the community.

Refugee Health Program (RHP)

Refugee Health Program for the month of September.

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)	22
Refugee Health Screening for September 2026	24
Total for FY26-27	55

Outreach/In Reach Activity

Number of events (September 2026)	2 – Outreach 0 – In reach
Number of people reached	289
Number of people linked to the clinic	0
Number of hours dedicated to outreach	10

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.

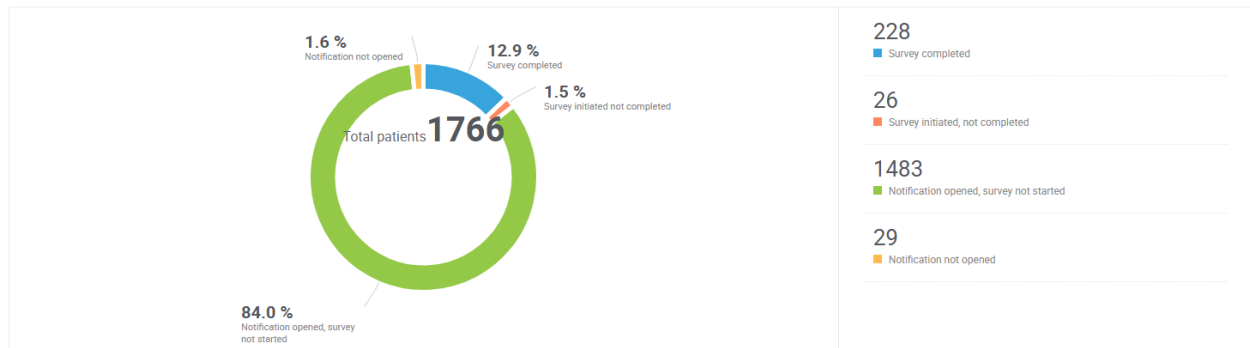
September 2026	Decatur	Fremont	Total
Medicaid	13	0	13
SNAP	6	1	7
Recert	13	0	13

Patient Satisfaction: See attached survey results.

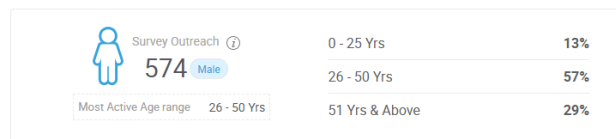
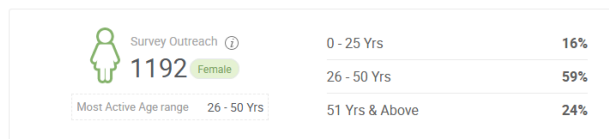
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – September 2026

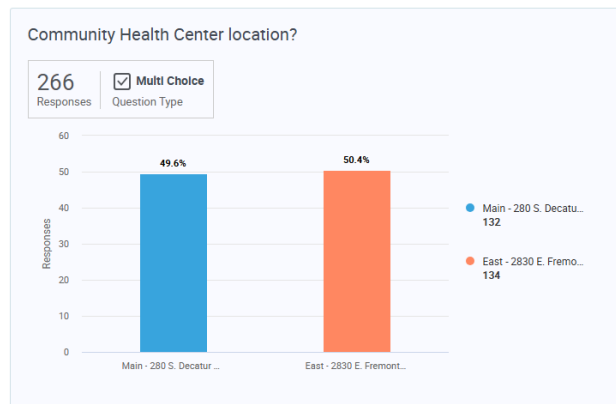
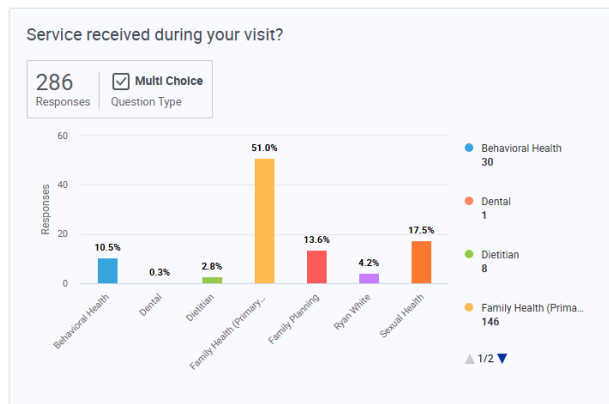
Overview



Gender

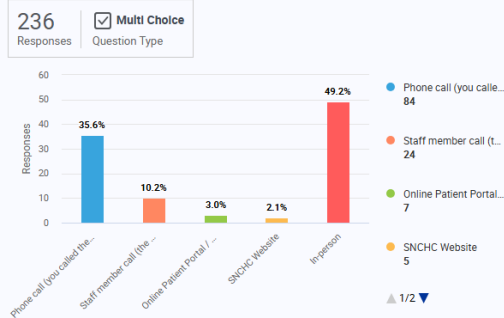


Service and Location

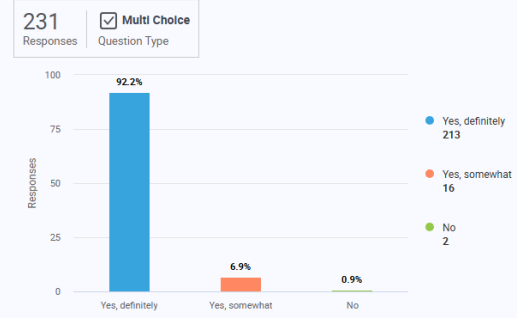


Provider, Staff, and Facility

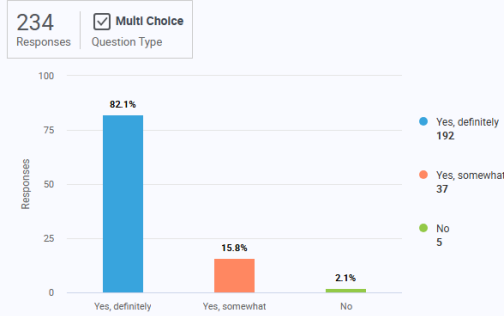
Thinking about your most recent visit, how did you make an appointment?



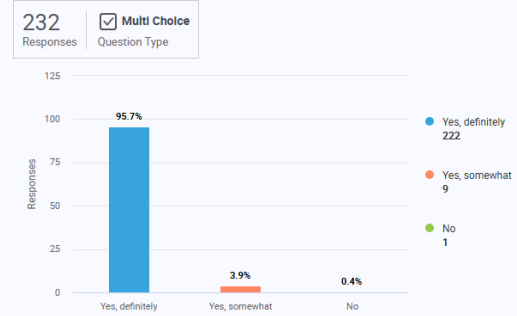
Thinking about your recent visit, was it easy to schedule an appointment?



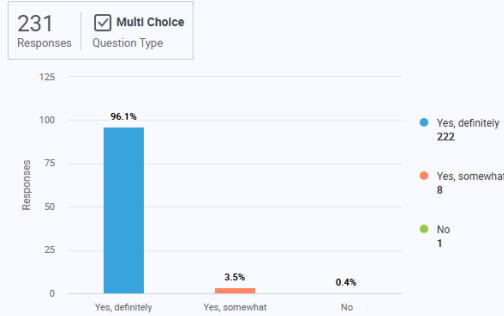
Was the recent visit as soon as you needed?



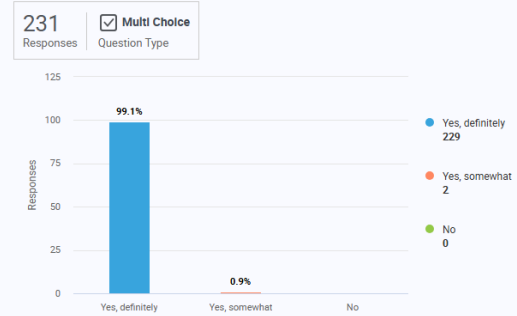
Did the provider explain things in a way that was easy to understand?



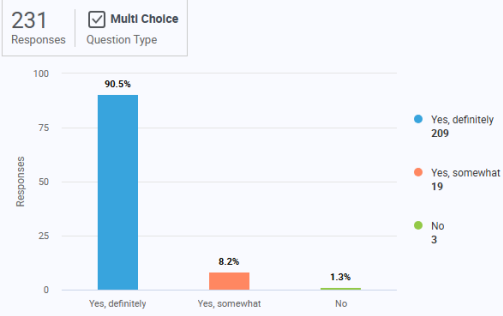
Did the provider listen carefully to you?



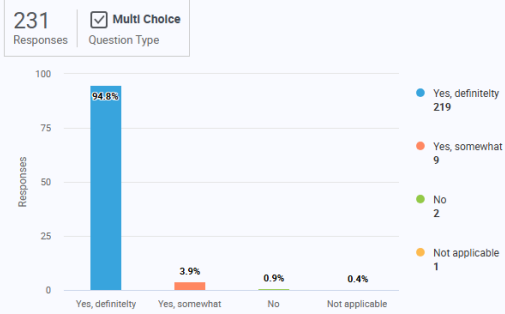
Did the provider show respect for what you had to say?



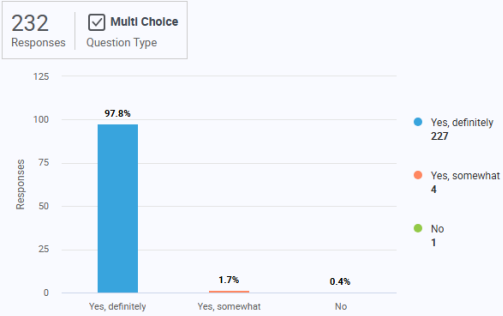
Did the provider spend enough time with you?



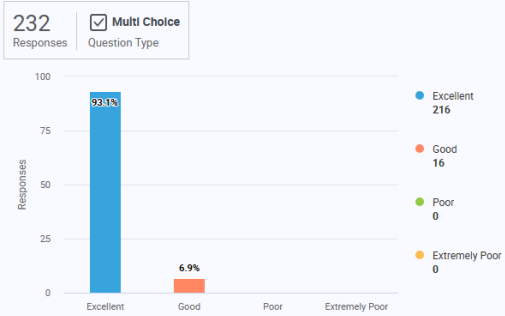
Were you satisfied with how the staff worked to address your healthcare needs (example: outstanding referrals, medications, labs, or diagnostics results)?



Did the staff treat you with courtesy and respect?



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

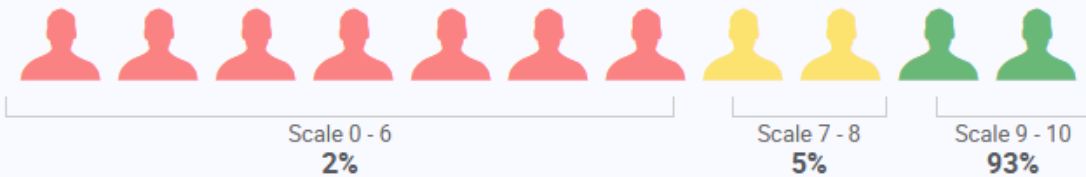


How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

231
Responses

123 Numbers
Question Type

91 | Net Promoter Score (NPS)



4
Scale 0 - 6

12
Scale 7 - 8

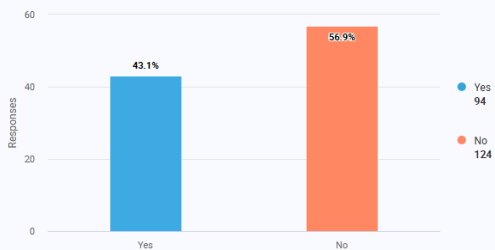
215
Scale 9 - 10

General Information

Do you have health insurance?

218
Responses

☒ Multi Choice
Question Type



How did you hear about us?

232
Responses

☒ Multi Choice
Question Type

