

MEMORANDUM

Date: September 17, 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 – August 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.

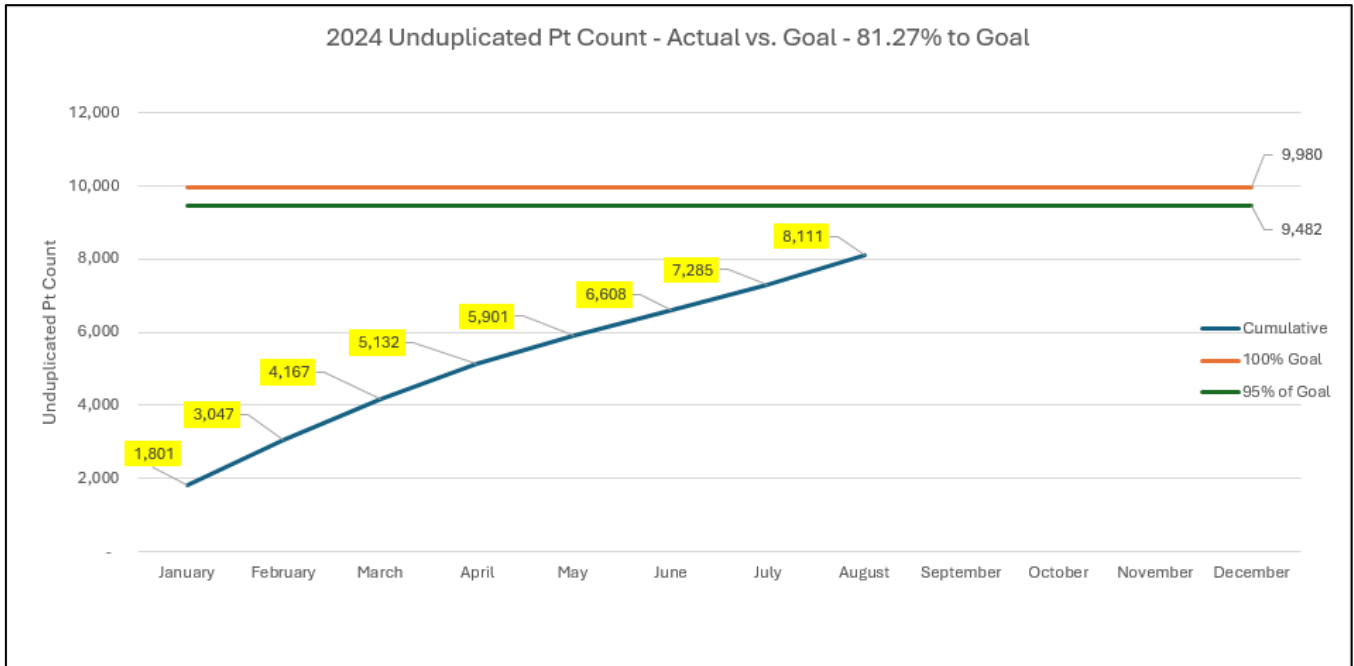
August Highlights

Administrative

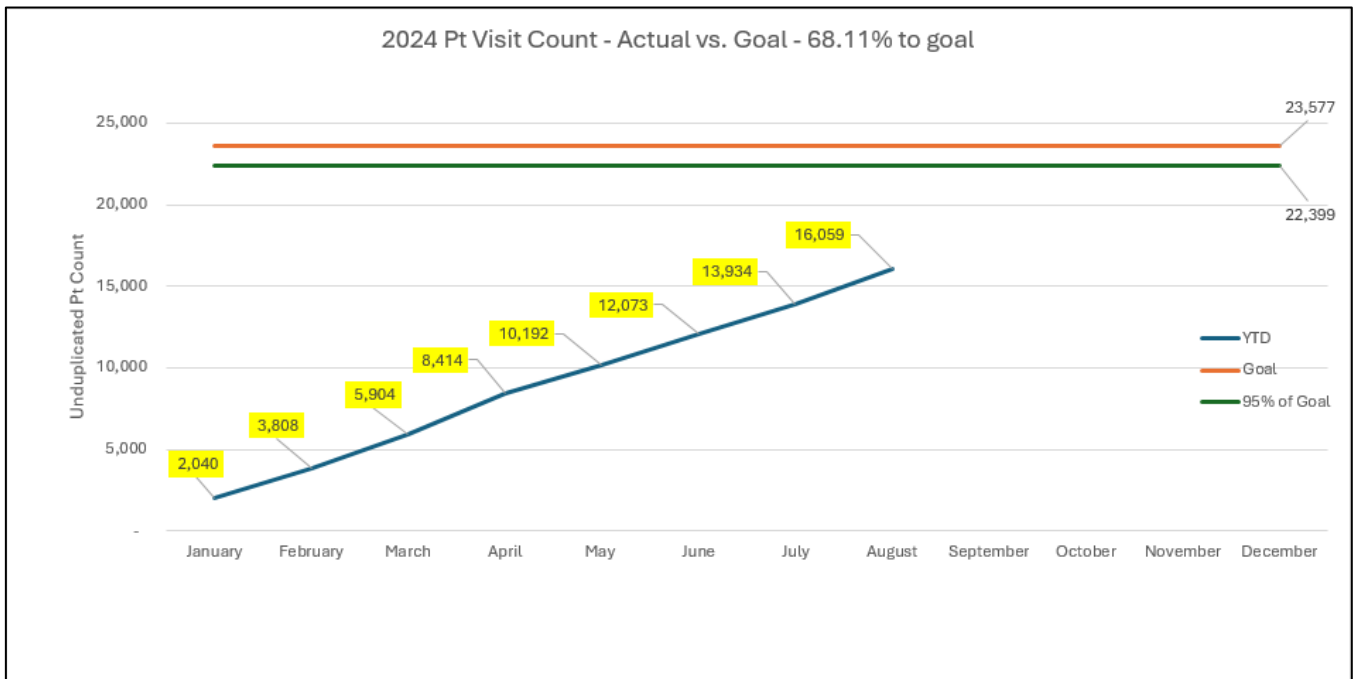
- Three HRSA Community Health Center Quality Recognition badges were awarded to the health center.
 - Access Enhancer
 - Health Disparities Reducer
 - Advancing HIT for Quality
- HRSA Operational Site Visit tentatively scheduled for Q1 of CY25.
- HRSA New Access Point application due on 9/30/24.
- Construction of the new Behavioral Health Clinic at Decatur is anticipated to be complete by 9/20/24.
- Architectural plans for the Dental Clinic at Fremont are in review.
- Medical Director recruitment ongoing.
- New Family Medicine Doctor begins 10/7/24.
- The annual employee evaluation process is underway.
- Employee Recognitions:
 - On the Spot Awards
 - 11 employees recognized.
 - Exemplary Service
 - One employee recognized.

Access

Unduplicated Patients through August of 2024 = 81.27% to annual goal of 9,980 unduplicated patients:



Patient Visits through August of 2024 – 68.11% to goal of 23,577 patient visits:



Provider Visits by Program and Site – August 2024

Facility	Program	AUG '24	AUG '23	AUG YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	537	461	14%	1,150	825	28%
Fremont	Family Health	396	191	52%	662	319	52%
Total	Family Health	933	652	30%	1,812	1144	37%
Decatur	Family Planning	165	155	6%	291	295	-1%
Fremont	Family Planning	121	144	-19%	233	264	-13%
Total	Family Planning	286	299	-5%	524	559	-7%
Decatur	Sexual Health	500	620	-24%	1,079	1,131	-5%
Fremont	Sexual Health	122			231		
ASEC	Sexual Health	45	142	-216%	113	253	-124%
Total	Sexual Health	667	762	-14%	1,423	1,384	3%
Decatur	Behavioral Health	130	155	-19%	254	259	-2%
Fremont	Behavioral Health	132			262		
Total	Behavioral Health	262	155	41%	516	259	50%
Decatur	Ryan White	212	230	-8%	497	453	9%
Fremont	Ryan White	28			44		
Total	Ryan White	240	230	4%	541	453	16%
FQHC Total		2,388	2,098	12%	4,816	3,799	21%

Pharmacy Services

	Aug-23	Aug-24		FY24	FY25		% Change YOY
Pharmacy Services	1,457	1,393	↓	2,671	2,806	↑	5.1%
Client Encounters (Pharmacy)	2,021	2,253	↑	3,702	4,570	↑	23.4%
Prescriptions Filled	31	59	↑	67	102	↑	52.2%
Client Clinic Encounters (Pharmacist)	21	25	↑	36	55	↑	52.8%
Financial Assistance Provided	1	12	↑	1	26	↑	2500.0%

- A. Dispensed 2,253 prescriptions for 1,393 clients.
- B. Pharmacist completed 59 client clinic encounters.
- C. Assisted 25 clients to obtain medication financial assistance.
- D. Assisted 12 clients with insurance approvals.

Family Planning Services

- A. The Family Planning program continues to ramp up access to services. Quality improvement initiatives focused on scheduling practices, operational throughput, and clinical documentation are ongoing. Additional focus on sexual health services has enabled the health center's family planning providers to increase access capacity to support the overflow of patients seeking same day services through the Sexual Health Clinic. The health center projects an increase in Family Planning service utilization throughout FY25.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 53 referrals between August 1st and August 31st. There was one (1) pediatric client referred to the Medical Case Management program in August and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 695 total service encounters in the month of August provided by the Ryan White program (Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator). There were 445 unduplicated clients served under these programs in August.
- C. The Ryan White ambulatory clinic had a total of 439 visits in the month of August: 16 initial provider visits, 172 established provider visits including 27 tele-visits (established clients). There were 29 nurse visits and 222 lab visits. There were 72 Ryan White services provided under Behavioral Health by the licensed behavioral health providers and the Psychiatric APRN during the month of August and 47 unduplicated clients served. There were 18 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in August.
- 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 August.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,202 unique services to 810 unduplicated patients for the month of August. There were 18 unduplicated patients seen at the All-Saints.
- B. Episcopal Church (ASEC) Outreach Clinic. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- C. 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.

- D. The FQHC-SHC staff continues to be available 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 August 2024

Client required medical follow-up for Communicable Diseases	-
Referrals for TB issues	7
Referrals for Chronic Hep B	2
Referrals for STD	3
Pediatric Refugee Exams	20
Clients encounter by program (adults)	63
Refugee Health screening for August 2024	63
Total for FY24-25	129

Eligibility and Insurance Enrollment Assistance

The Eligibility Workers submitted a total of 21 applications for the month of August.

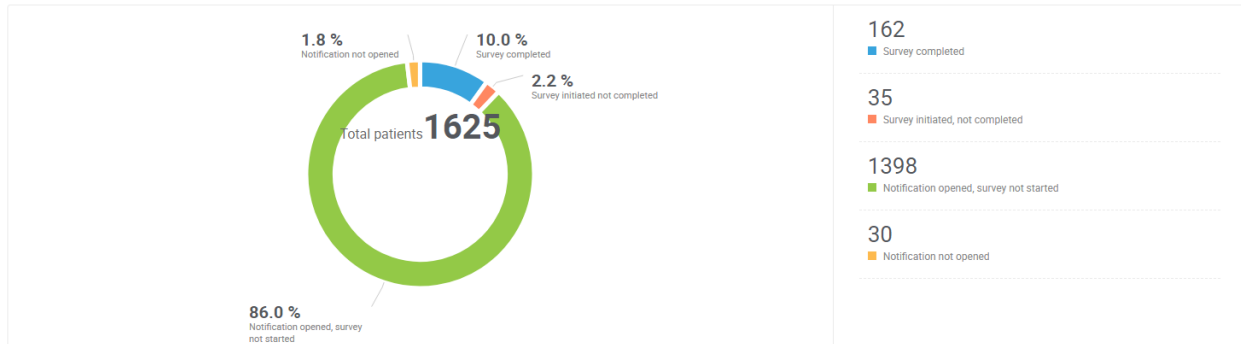
Applications	Status
16	Approved
2	Denied
3	Pending

Patient Satisfaction: See attached survey results.

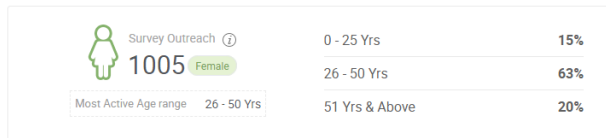
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, wait time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – August 2024

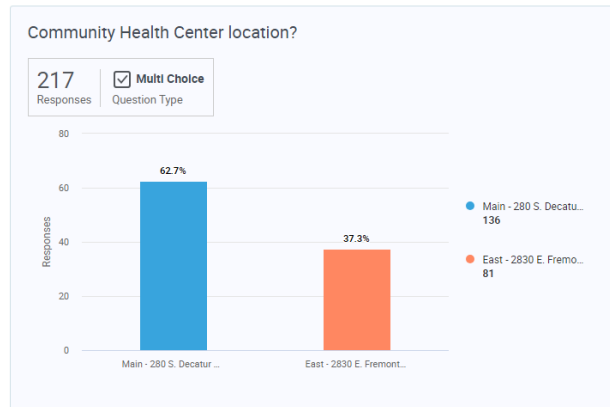
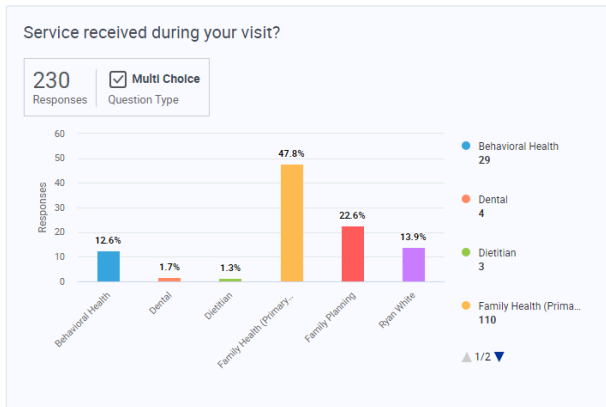
Overview



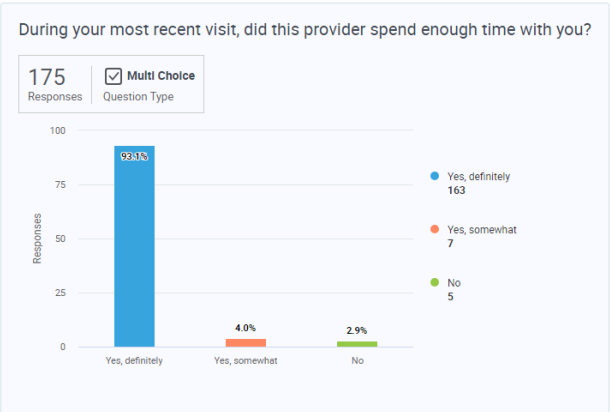
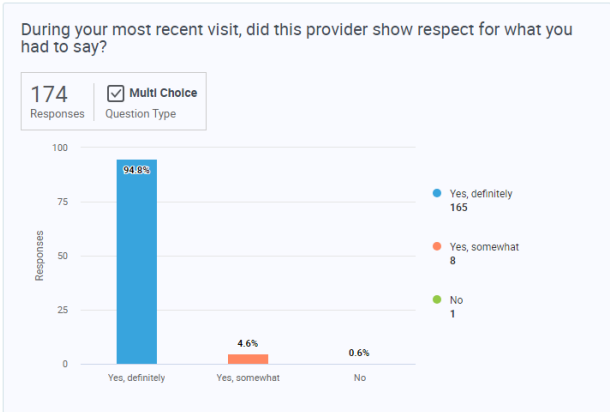
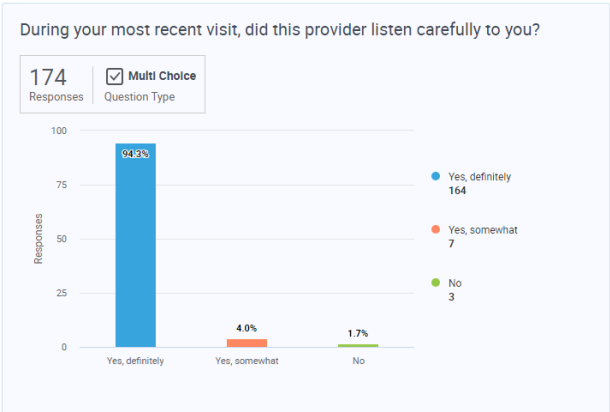
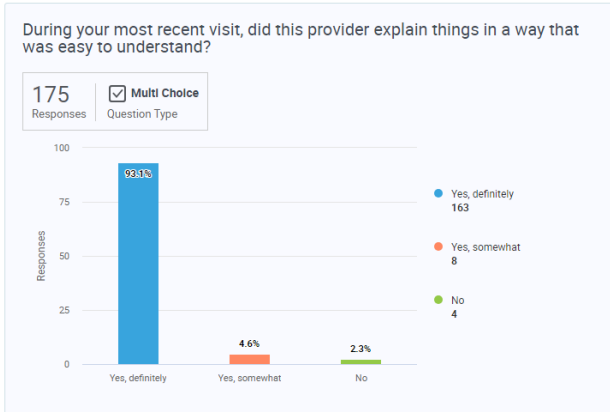
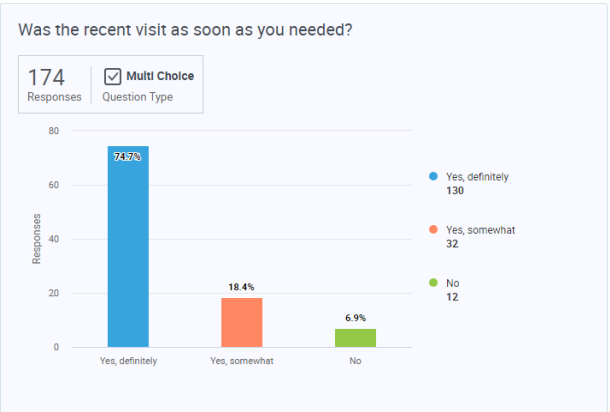
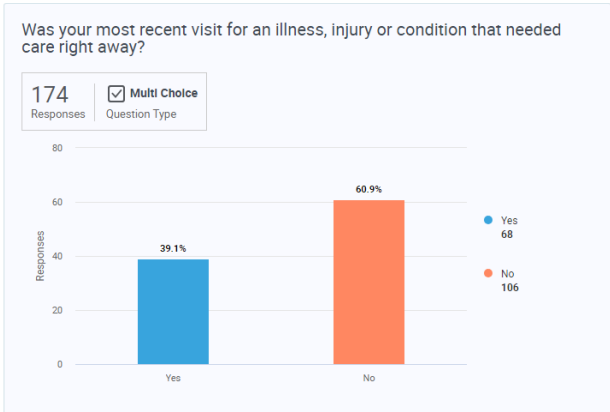
Gender



Service and Location

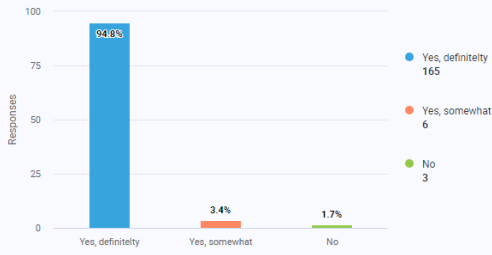


Provider, Staff, and Facility



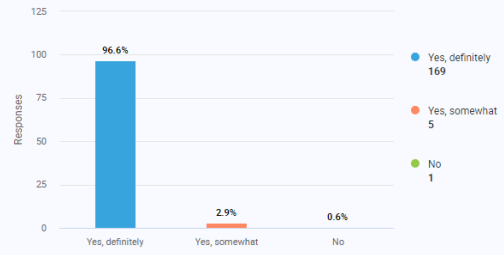
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

174 Responses Multi Choice Question Type



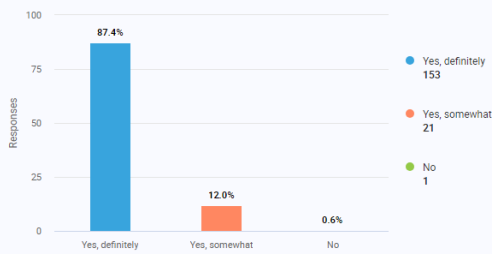
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

175 Responses Multi Choice Question Type



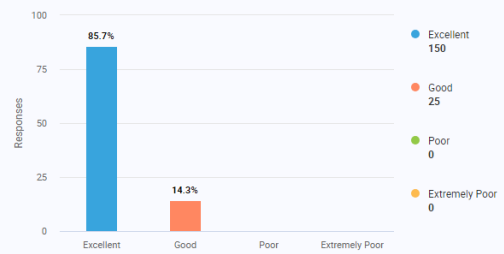
Thinking about your recent visit, was it easy to schedule an appointment?

175 Responses Multi Choice Question Type



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

175 Responses Multi Choice Question Type

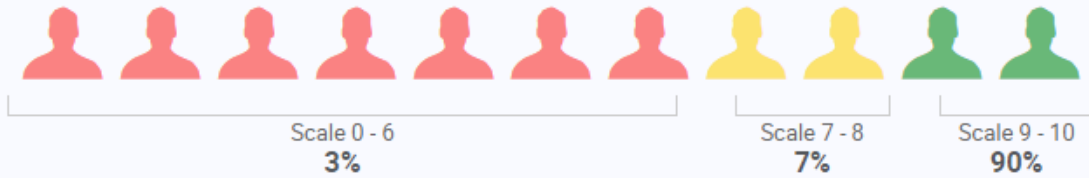


How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

174
Responses

123 Numbers
Question Type

87 | Net Promoter Score (NPS)



5
Scale 0 - 6

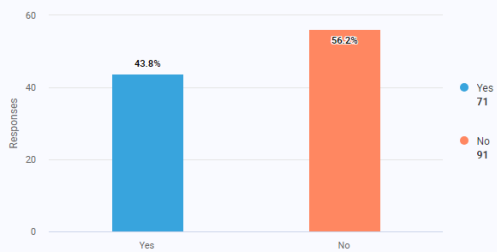
13
Scale 7 - 8

156
Scale 9 - 10

General Information

Do you have health insurance?

162 Responses
Multi Choice Question Type



How did you hear about us?

183 Responses
Multi Choice Question Type

