

## MEMORANDUM

**Date:** October 15, 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*

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**Subject: Community Health Center FQHC Operations Officer Report – September 2024**

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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.

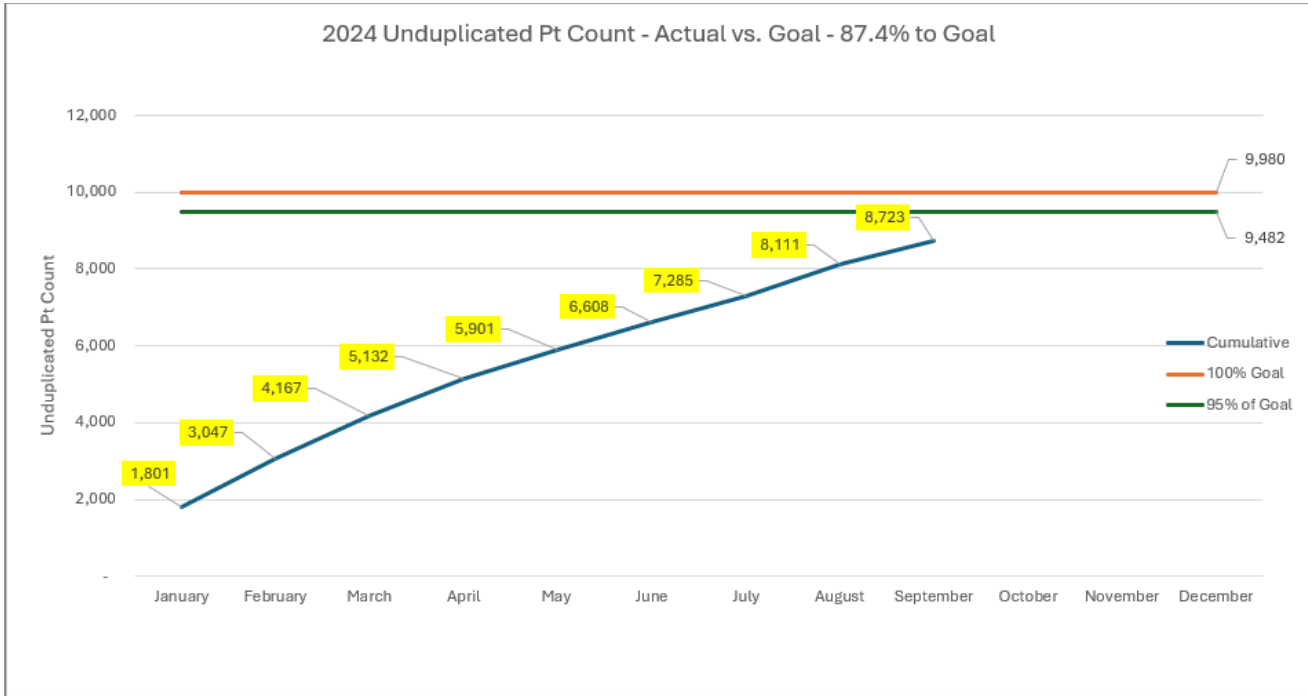
### September Highlights

#### Administrative

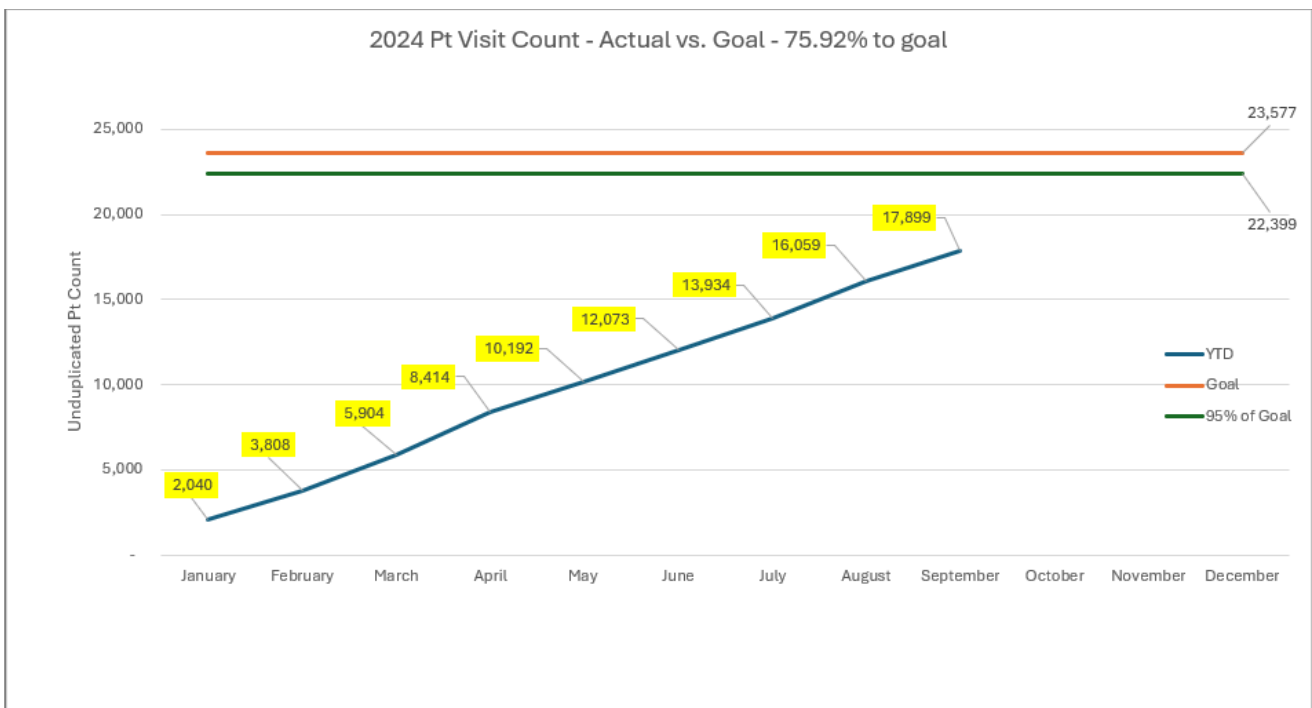
- New Access Point application submitted
- Ryan White Part A and EHE renewal grants due on 10/30/24
- Ryan White site visit: 11/6/24
- HRSA Operational Site Visit (OSV): 2/25/25 – 2/27
- HRSA Title X site visit: 9/2025
- Medical Director recruitment ongoing:
  - Two candidates scheduled for final interviews
- Employee Engagement Plan Update:
  - New onboarding process implemented
- Employee Annual Evaluations are being completed in October
- Behavioral Health Clinic at Decatur buildout complete. Furniture and IT installation to occur in October.
- Permits for the Oral Health Clinic at Fremont received. Development of the bid package for construction in process.

## Access

**Unduplicated Patients through September of 2024 = 87.4% to annual goal of 9,980 unduplicated patients:**



**Patient Visits through September of 2024 – 75.92% to goal of 23,577 patient visits:**



**Provider Visits by Program and Site – September 2024**

Facility	Program	SEPT '25	SEPT '24	SEPT YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	524	368	30%	1,674	1,086	35%
Fremont	Family Health	349	189	46%	1,011	508	50%
<b>Total</b>	<b>Family Health</b>	<b>873</b>	<b>557</b>	<b>36%</b>	<b>2,685</b>	<b>1,594</b>	<b>41%</b>
Decatur	Family Planning	155	115	26%	446	410	8%
Fremont	Family Planning	118	47	60%	351	311	11%
<b>Total</b>	<b>Family Planning</b>	<b>273</b>	<b>162</b>	<b>41%</b>	<b>797</b>	<b>721</b>	<b>10%</b>
Decatur	Sexual Health	535	519	3%	1,614	1,650	-2%
Fremont	Sexual Health	126			357		
ASEC	Sexual Health		130		113	383	
<b>Total</b>	<b>Sexual Health</b>	<b>661</b>	<b>649</b>	<b>2%</b>	<b>2,084</b>	<b>2,033</b>	<b>2%</b>
Decatur	Behavioral Health	97	106	-9%	351	365	-4%
Fremont	Behavioral Health	92			354		
<b>Total</b>	<b>Behavioral Health</b>	<b>189</b>	<b>106</b>	<b>44%</b>	<b>705</b>	<b>365</b>	<b>48%</b>
Decatur	Ryan White	213	245	-15%	710	698	2%
Fremont	Ryan White	19			63		
<b>Total</b>	<b>Ryan White</b>	<b>232</b>	<b>245</b>	<b>-6%</b>	<b>773</b>	<b>698</b>	<b>10%</b>
<b>FQHC Total</b>		<b>2,228</b>	<b>1,719</b>	<b>23%</b>	<b>7,044</b>	<b>5,411</b>	<b>23%</b>

**Pharmacy Services**

	Sep-23	Sep-24		FY24	FY25		% Change YOY
<b>Pharmacy Services</b>	1,251	1,378	↑	3,922	4,184	↑	6.7%
<b>Client Encounters (Pharmacy)</b>	1,739	2,219	↑	5,441	6,789	↑	24.8%
<b>Prescriptions Filled</b>	29	49	↑	96	151	↑	57.3%
<b>Client Clinic Encounters (Pharmacist)</b>	17	41	↑	53	96	↑	81.1%
<b>Financial Assistance Provided</b>	7	9	↑	8	35	↑	337.5%

- A. Dispensed 2,219 prescriptions for 1,378 clients.
- B. The pharmacist completed 49 client clinic encounters.
- C. Assisted 41 clients to obtain medication financial assistance.
- D. Assisted 9 clients with insurance approvals.

## **Family Planning Services**

- A. The Family Planning program increased access to care by 41% in September 2024 compared to September 2023. Fiscal year to date, the program has provided 10% more patient encounters compared this time last year. The program continues to experience a high number of no-shows resulting in waste and limiting access to care. To overcome this, the team has commenced a process improvement project to address scheduling procedures and clinic workflows with a goal of increasing access to reproductive and sexual health services. The results of quality improvement initiative will be shared in January 2025.

## **HIV / Ryan White Care Program Services**

- A. The Ryan White program received 60 referrals between September 1<sup>st</sup> and September 30<sup>th</sup>. There were three (3) pediatric clients referred to the Medical Case Management program in September and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 670 total service encounters in the month of September provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator). There were 338 unduplicated clients served under these programs in September.
- C. The Ryan White ambulatory clinic had a total of 435 visits in the month of September: 18 initial provider visits, 191 established provider visits including 10 tele-visits (established clients). There were 29 nurse visits and 197 lab visits. There were 46 Ryan White services provided under Behavioral Health by the Licensed Clinical Social Worker and the Psychiatric APRN during the month of September and 41 unduplicated clients served. There were 14 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in September.
- 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 9 patients seen under the Rapid StART program in September.

## **FQHC-Sexual Health Clinic (SHC)**

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,378 unique services to 932 unduplicated patients for the month of September. There were 12 unduplicated patients seen at the All-Saints Episcopal Church (ASEC) Outreach Clinic. All-Saints Episcopal Church transition all services to SNHD FQHC-SHC. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP).
- B. 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.
- C. The FQHC-SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- D. The FQHC-SHC staff attended Overdose Response w/ Naloxone training.

## Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of September 2024

Client required medical follow-up for Communicable Diseases	-
Referrals for TB issues	18
Referrals for Chronic Hep B	2
Referrals for STD	4
Pediatric Refugee Exams	25
Clients encounter by program (adults)	53
Refugee Health screening for August 2024	53
<b>Total for FY24-25</b>	<b>182</b>

## Eligibility and Insurance Enrollment Assistance

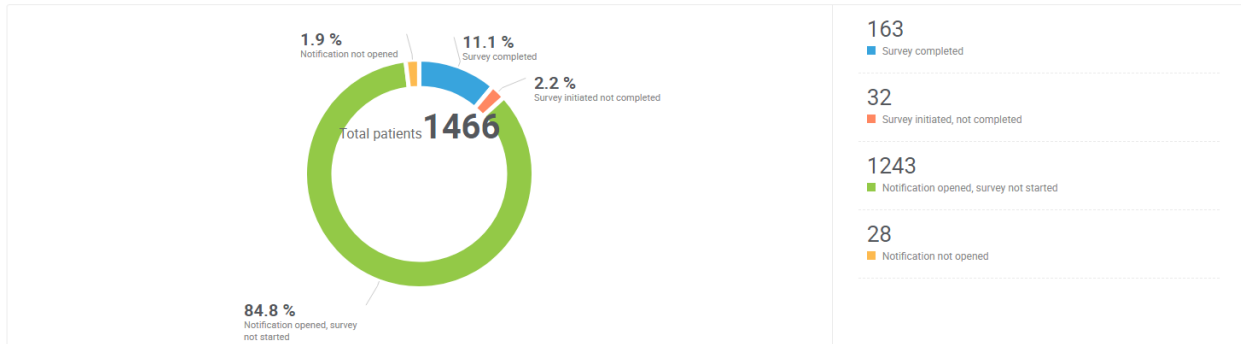
Except for the Ryan White program, eligibility assistance is now coordinated through our partnerships with the Social Services Department and Three Square. Both organizations are onsite at either the Decatur or Fremont health center and are available to provide patients with education, resources, and support accessing insurance options and publicly funded programs.

## 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 – September 2024

## Overview



**163**  
■ Survey completed

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**32**  
■ Survey initiated, not completed

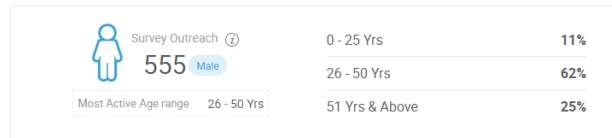
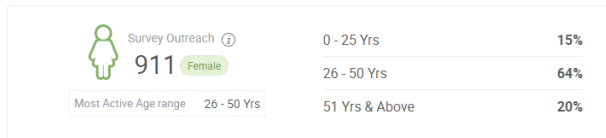
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**1243**  
■ Notification opened, survey not started

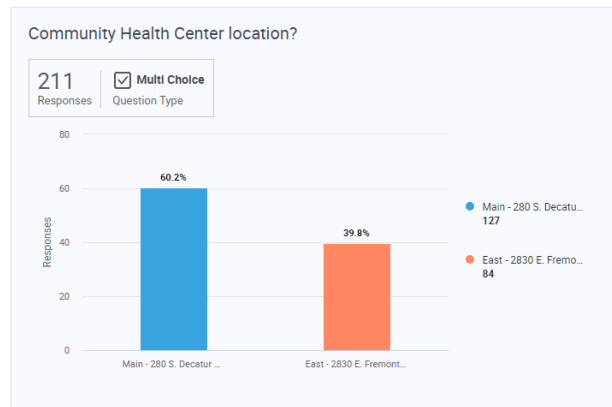
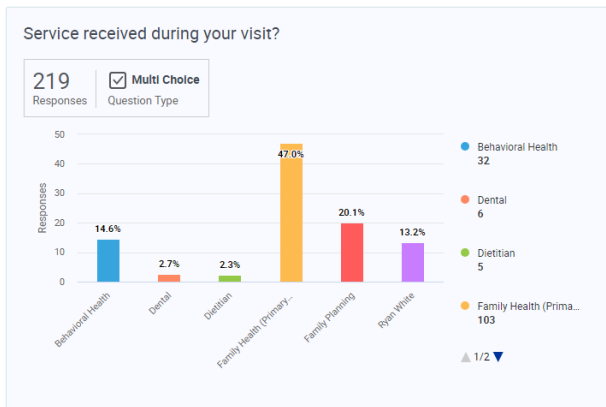
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**28**  
■ Notification not opened

### Gender



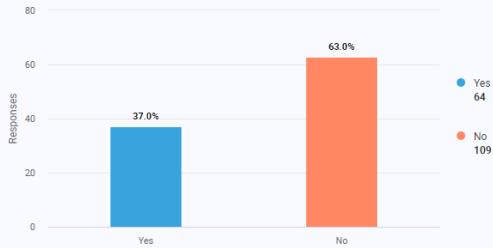
## Service and Location



## Provider, Staff, and Facility

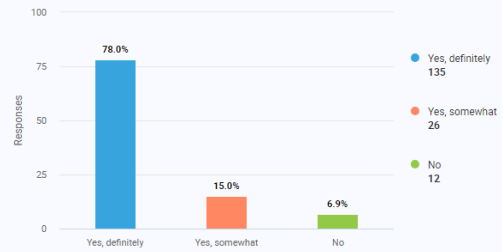
Was your most recent visit for an illness, injury or condition that needed care right away?

173 Responses  Multi Choice Question Type



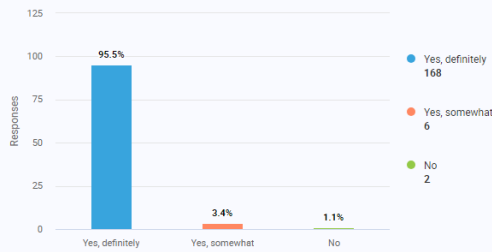
Was the recent visit as soon as you needed?

173 Responses  Multi Choice Question Type



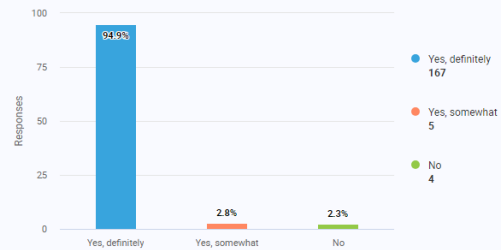
During your most recent visit, did this provider explain things in a way that was easy to understand?

176 Responses  Multi Choice Question Type



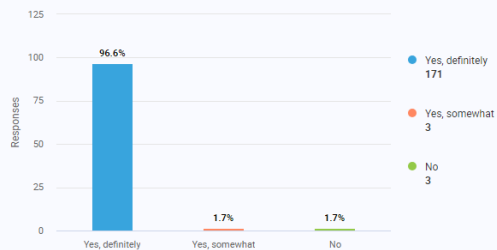
During your most recent visit, did this provider listen carefully to you?

176 Responses  Multi Choice Question Type



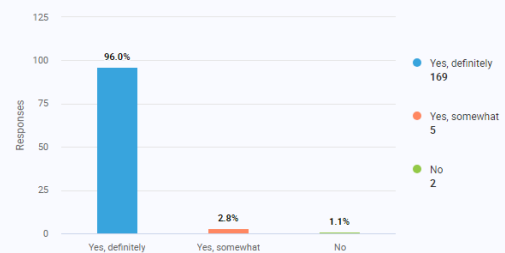
During your most recent visit, did this provider show respect for what you had to say?

177 Responses  Multi Choice Question Type



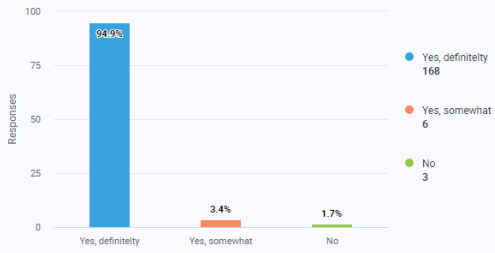
During your most recent visit, did this provider spend enough time with you?

176 Responses  Multi Choice Question Type



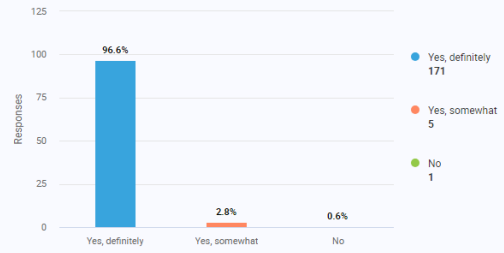
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

177 Responses  Multi Choice Question Type



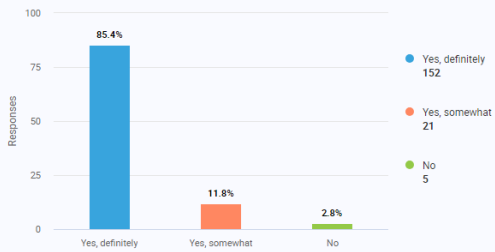
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

177 Responses  Multi Choice Question Type



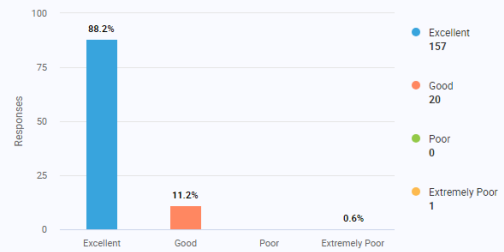
Thinking about your recent visit, was it easy to schedule an appointment?

178 Responses  Multi Choice Question Type



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

178 Responses  Multi Choice Question Type





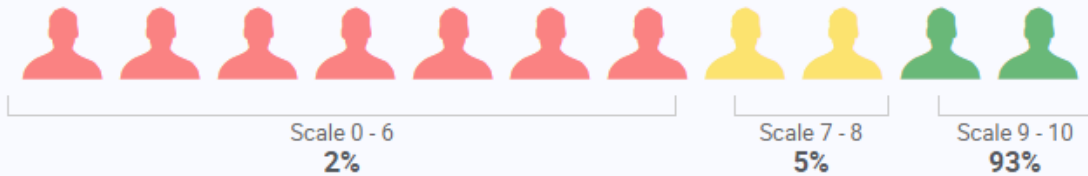
How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

178  
Responses

123 Numbers  
Question Type

91

Net Promoter Score (NPS)



4

Scale 0 - 6

9

Scale 7 - 8

165

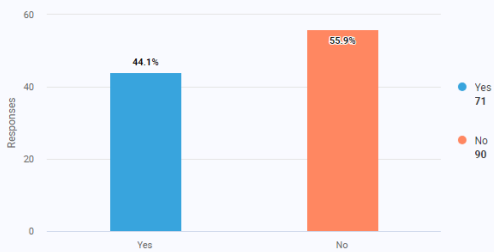
Scale 9 - 10

## General Information

Do you have health insurance?

161  
Responses

Multi Choice  
Question Type



How did you hear about us?

172  
Responses

Multi Choice  
Question Type

