

## MEMORANDUM

**Date:** November 19, 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 – October 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.

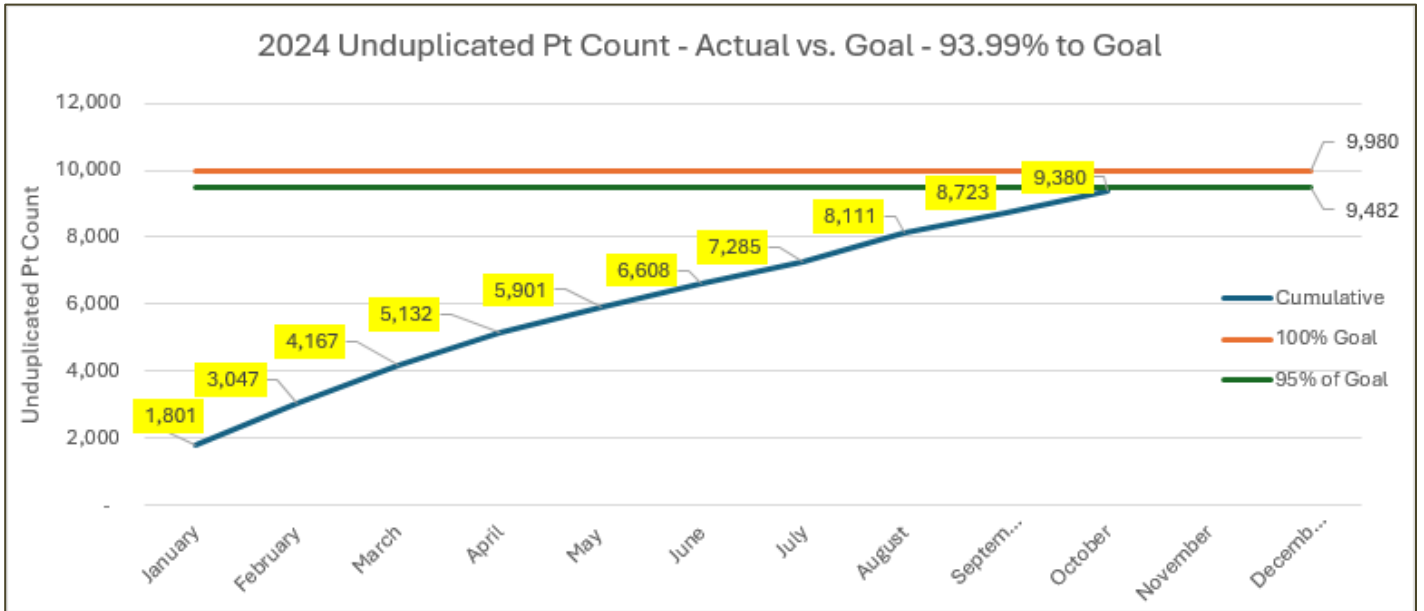
### October Highlights

#### Administrative

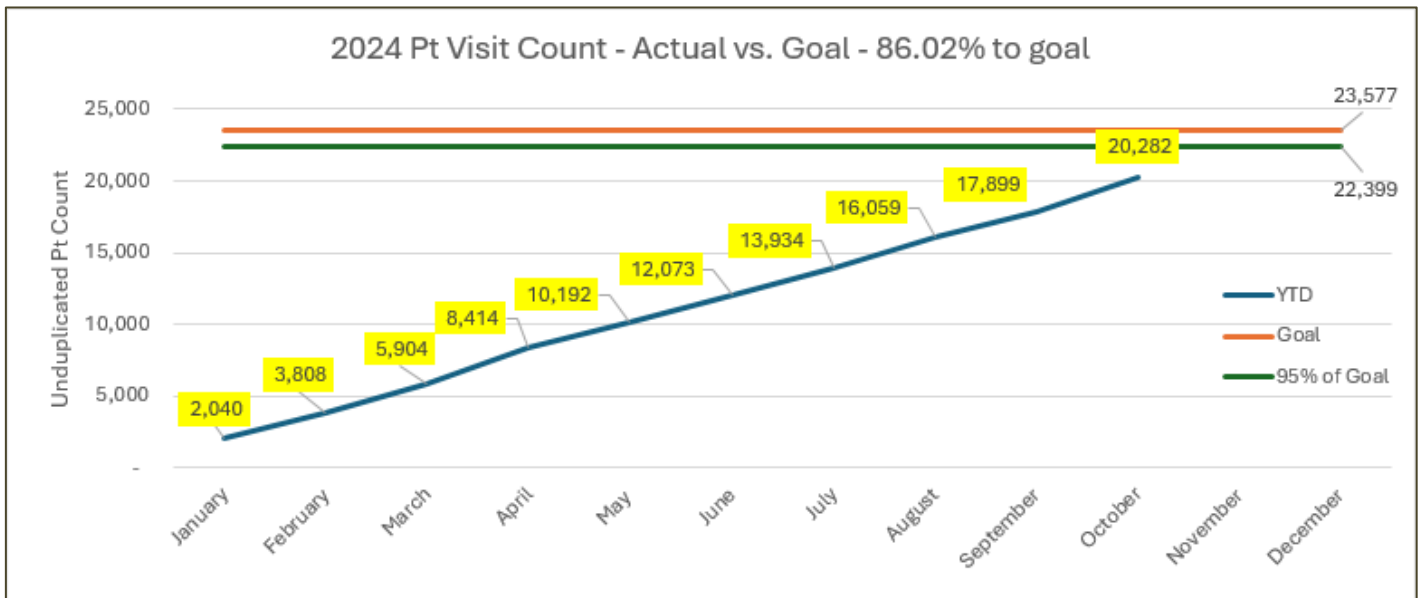
- HRSA Operational Site Visit (OSV): 2/25/25 – 2/27
- HRSA Title X site visit: 9/2025
- Ryan White site visit successfully completed on 11/6/24 with no findings.
- New Medical Director hired. Start date: 2/3/25
- Behavioral Health Clinic at Decatur buildout complete. Soft opening on 11/24.
  - Open House: 1/15/25
- Medicaid PPS rate setting cost report submitted on 10/31/24.
- Two employees awarded Employee of the Month.
- Six employees were recognized for Exemplary Services awards.

## Access

### Unduplicated Patients through October 2024



### Patient Visits through October of 2024



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

Facility	Program	OCT '25	OCT '24	OCT YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	714	402	44%	2,388	1,488	38%
Fremont	Family Health	400	66	84%	1,411	574	59%
<b>Total</b>	<b>Family Health</b>	<b>1,114</b>	<b>468</b>	<b>58%</b>	<b>3,799</b>	<b>2,062</b>	<b>46%</b>
Decatur	Family Planning	220	127	42%	666	537	19%
Fremont	Family Planning	172	32	81%	523	343	34%
<b>Total</b>	<b>Family Planning</b>	<b>392</b>	<b>159</b>	<b>59%</b>	<b>1,189</b>	<b>880</b>	<b>26%</b>
Decatur	Sexual Health	604	597	1%	2218	2247	-1%
Fremont	Sexual Health	150			507		
ASEC	Sexual Health		128		113	511	
<b>Total</b>	<b>Sexual Health</b>	<b>754</b>	<b>725</b>	<b>4%</b>	<b>2,838</b>	<b>2,758</b>	<b>3%</b>
Decatur	Behavioral Health	145	138	5%	496	503	-1%
Fremont	Behavioral Health	126	1		480	1	
<b>Total</b>	<b>Behavioral Health</b>	<b>271</b>	<b>139</b>	<b>49%</b>	<b>976</b>	<b>504</b>	<b>48%</b>
Decatur	Ryan White	264	210	20%	974	908	7%
Fremont	Ryan White	15			78		
<b>Total</b>	<b>Ryan White</b>	<b>279</b>	<b>210</b>	<b>25%</b>	<b>1,052</b>	<b>908</b>	<b>14%</b>
<b>FQHC Total</b>		<b>2,810</b>	<b>1,701</b>	<b>39%</b>	<b>9,854</b>	<b>7,112</b>	<b>28%</b>

**Pharmacy Services**

	Oct-23	Oct-24		FY24	FY25		% Change YOY
<b>Client Encounters (Pharmacy)</b>	1,433	1,572	↑	5,355	5,756	↑	7.5%
<b>Prescriptions Filled</b>	2,037	2,605	↑	7,478	9,394	↑	25.6%
<b>Client Clinic Encounters (Pharmacist)</b>	40	71	↑	136	222	↑	63.2%
<b>Financial Assistance Provided</b>	17	42	↑	70	138	↑	97.1%
<b>Insurance Assistance Provided</b>	10	2	↓	18	37	↑	105.6%

- A. Dispensed 2,605 prescriptions for 1,572 clients.
- B. Pharmacist completed 71 client clinic encounters.

- C. Assisted 42 clients to obtain medication financial assistance.
- D. Assisted two (2) clients with insurance approvals.

### **Family Planning Services**

- A. Family Planning program access is up 59% in October and 26% year-over-year. A quality improvement project is underway to build upon this success with the aim of simplifying the scheduling process and reducing waste in the appointment schedules.
- B. The program is scheduled for a comprehensive site visit and audit of program compliance in September 2025. Work to prepare for the audit will commence following the health center's OSV in February 2025.

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

- A. The Ryan White program received 65 referrals between October 1<sup>st</sup> and October 31<sup>st</sup>. There were three (3) pediatric clients referred to the Medical Case Management program in October and the program received four (4) referrals for pregnant women living with HIV during this time.
- B. There were 719 total service encounters in the month of October provided by the Ryan White program (Linkage Coordinator, Eligibility Workers, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator). There were 353 unduplicated clients served under these programs in October.
- C. The Ryan White ambulatory clinic had a total of 533 visits in the month of October, including: 28 initial provider visits, 217 established provider visits including 9 tele-visits (established clients). There were 38 nursing visits and 250 lab visits. There were 65 Ryan White services provided under Behavioral Health by licensed behavioral health providers and the Psychiatric APRN during the month of October and 51 unduplicated clients served. There were 15 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services.
- D. The Ryan White clinic continues to use Rapid StART, 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 seven (7) patients seen under the Rapid StART program in October.

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

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,324 unique services to 867 unduplicated patients for the month of October.
- B. 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.
- D. Participation 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.
- E. The FQHC-SHC staff continues to see patients for Mpox evaluation and referral for vaccine.
- F. The FQHC-SHC has implemented Hepatitis A virus (HAV) & Hepatitis B virus (HBV) administration, staff was provided training.

## Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	8
Referrals for Chronic Hep B	2
Referrals for STD	9
Pediatric Refugee Exams	30
Clients encounter by program (adults)	51
Refugee Health screening for October 2024	51
<b>Total for FY24-25</b>	<b>233</b>

## Eligibility and Insurance Enrollment Assistance

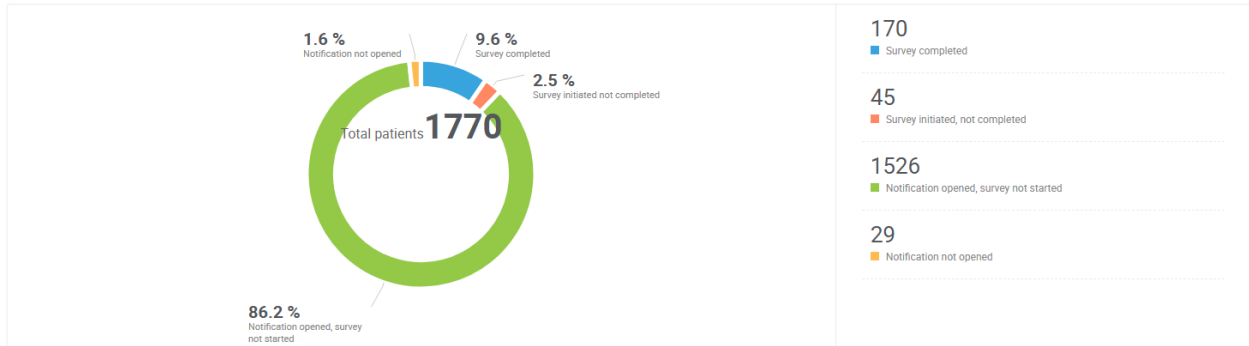
Nothing significant to report for the month of October.

## 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 Health District Patient Satisfaction Survey – October 2024

## Overview



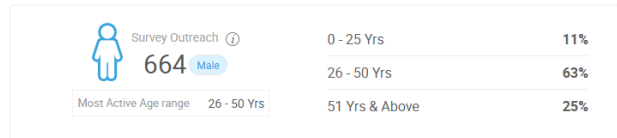
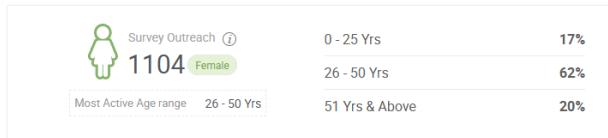
170  
Survey completed

45  
Survey initiated, not completed

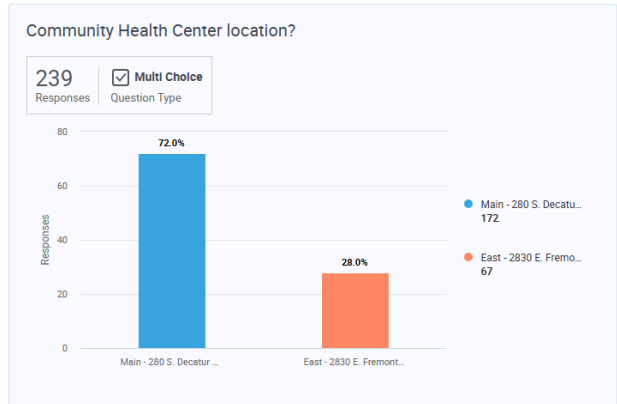
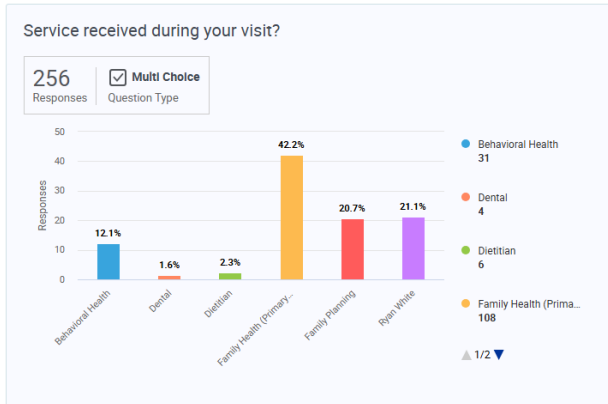
1526  
Notification opened, survey not started

29  
Notification not opened

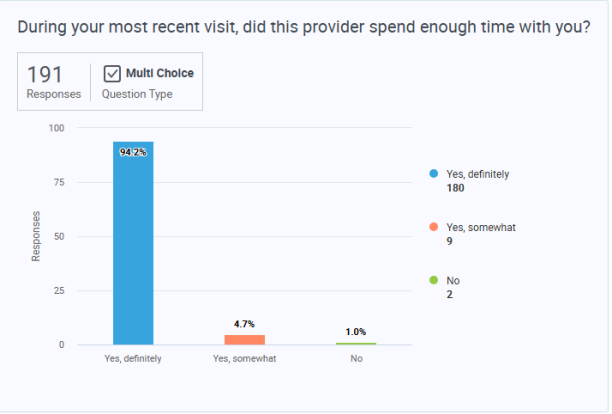
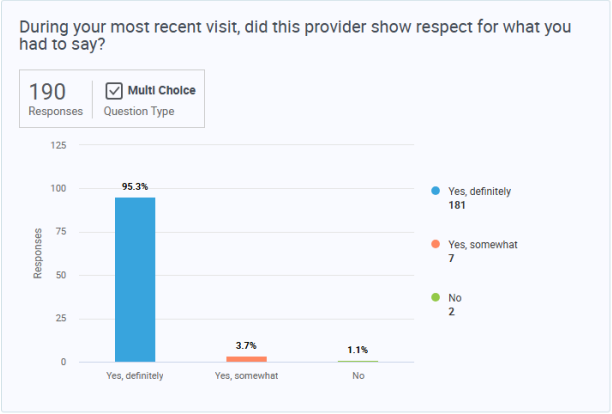
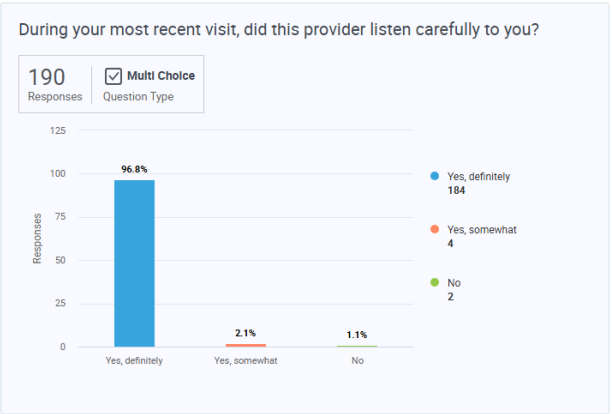
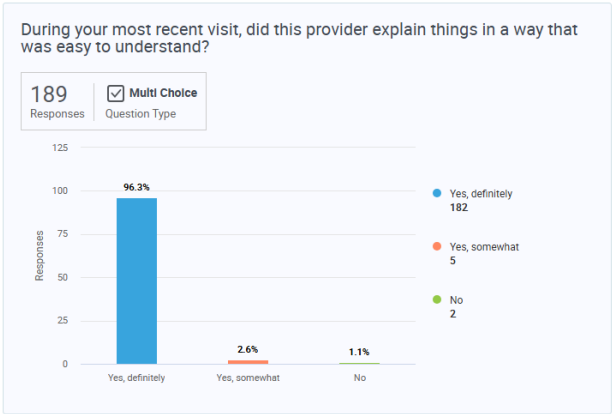
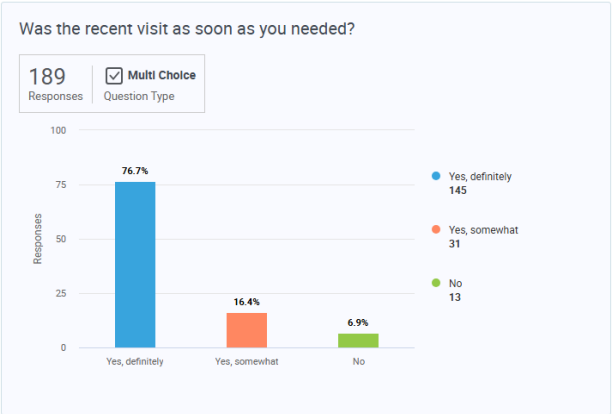
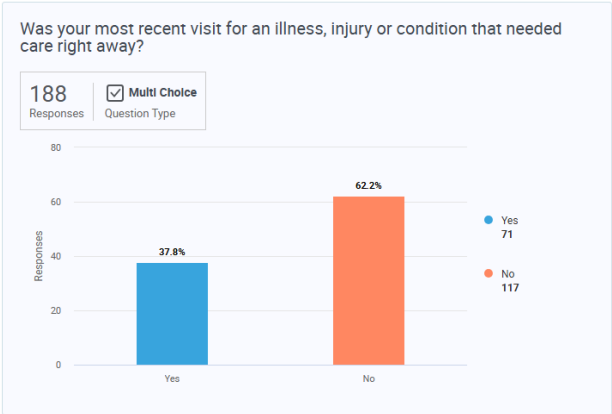
### Gender



## Service and Location

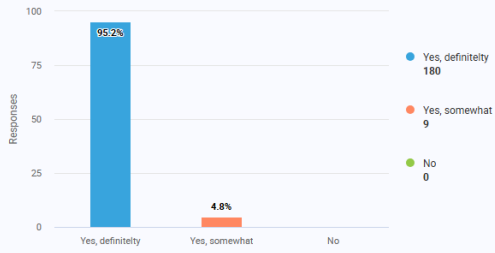


# Provider, Staff, and Facility



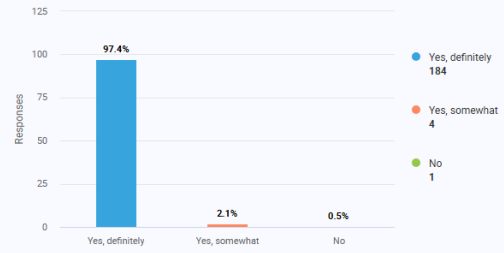
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

189 Responses  Multi Choice Question Type



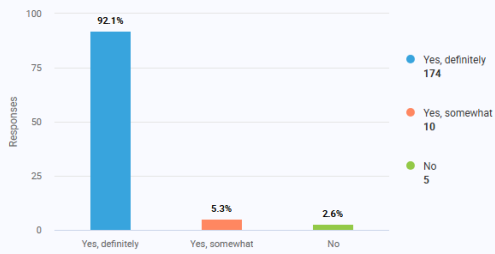
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

189 Responses  Multi Choice Question Type



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

189 Responses  Multi Choice Question Type



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

190 Responses  Multi Choice Question Type



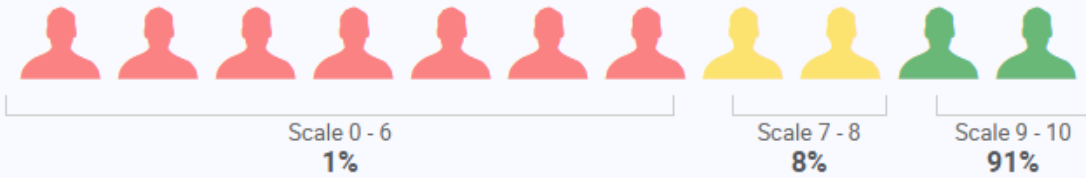


How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

189  
Responses

123 Numbers  
Question Type

90 | Net Promoter Score (NPS)



2  
Scale 0 - 6

15  
Scale 7 - 8

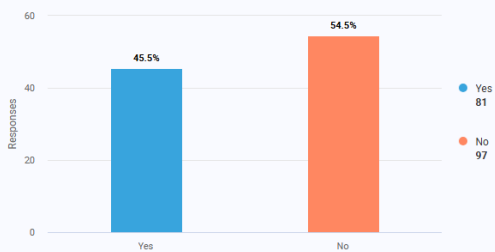
172  
Scale 9 - 10

## General Information

Do you have health insurance?

178  
Responses

Multi Choice  
Question Type



How did you hear about us?

191  
Responses

Multi Choice  
Question Type

