

## MEMORANDUM

**Date:** January 21, 2025

**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 – December 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.

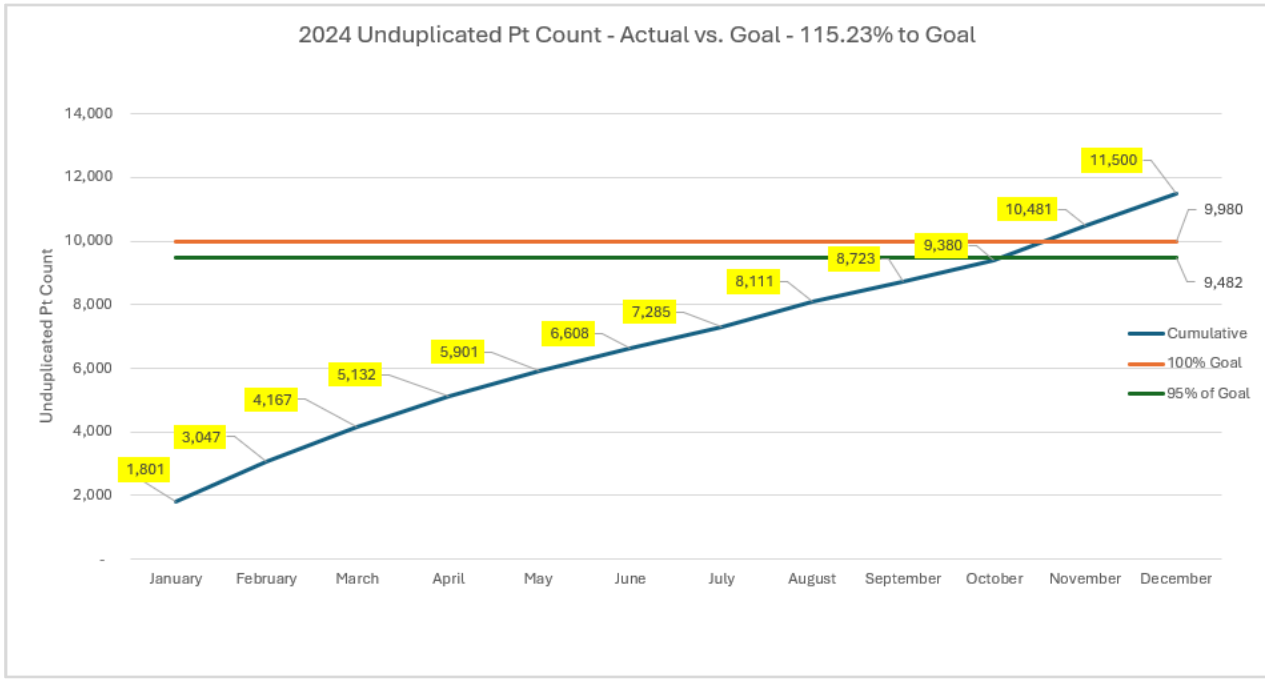
### December Highlights

#### Administrative

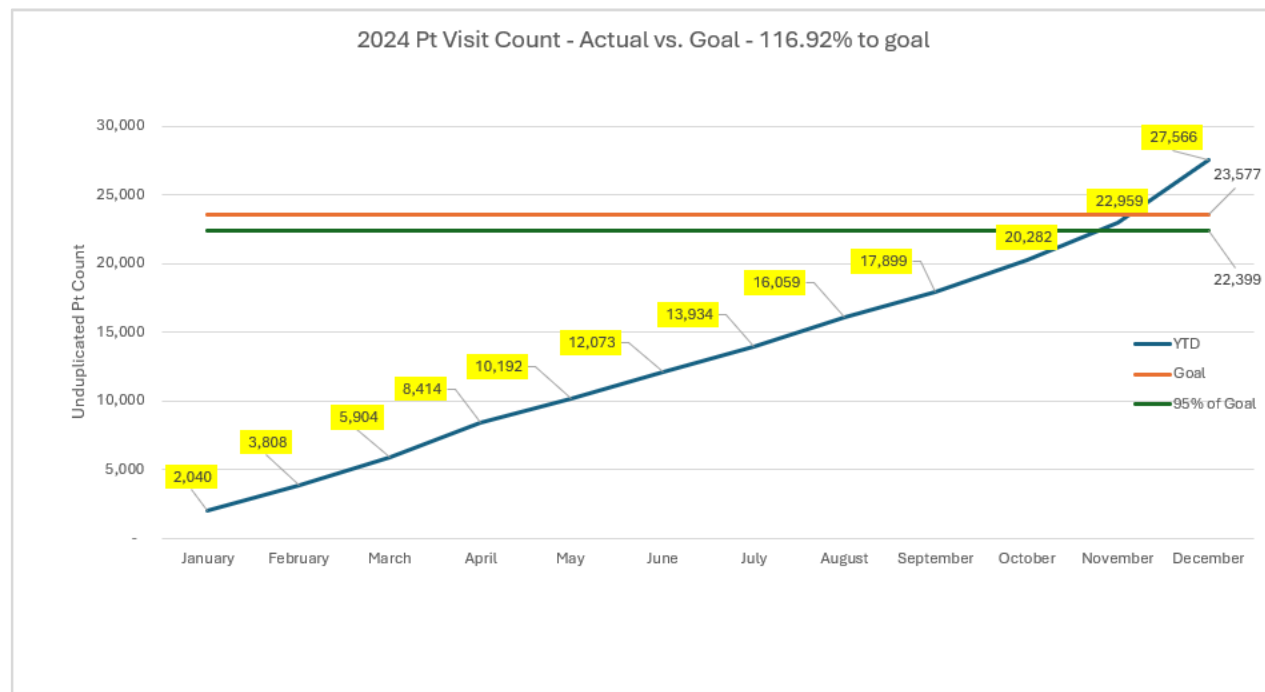
- HRSA Operational Site Visit (OSV): 2/25/25 – 2/27/25
- HRSA UDS annual report due 2/15/24
- HRSA FPAR 2.0 annual report due 2/28/25
- HRSA Family Planning Title X site visit: September 2025
- New Medical Director hired. Start date: 2/3/25
- Behavioral Health Clinic at Decatur Open House: 1/14/25
- HRSA Behavioral Health Technical Assistance engagement in March 2025
- Desiree Petersen, Community Health Worker awarded SNHD's employee of the year
- Annual unduplicated patient and visit goals exceeded in CY24

## Access

### Unduplicated Patients CY24



### Patient Visits CY24



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

Facility	Program	DEC	DEC	DEC	FY25 YTD	FY24 YTD	FY YTD YoY%
		'24	'23	YoY %			
Decatur	Family Health	640	306	52%	3,028	2,215	27%
Fremont	Family Health	257	115	55%	1,668	780	53%
<b>Total</b>	<b>Family Health</b>	<b>897</b>	<b>421</b>	<b>53%</b>	<b>4,696</b>	<b>2,995</b>	<b>36%</b>
Decatur	Family Planning	139	119	14%	805	804	0%
Fremont	Family Planning	159	60	62%	682	449	34%
<b>Total</b>	<b>Family Planning</b>	<b>298</b>	<b>179</b>	<b>40%</b>	<b>1,487</b>	<b>1,253</b>	<b>16%</b>
Decatur	Sexual Health	389	536	-38%	2,607	3,375	-29%
Fremont	Sexual Health	82			589		
ASEC	Sexual Health		99		113	743	
<b>Total</b>	<b>Sexual Health</b>	<b>471</b>	<b>635</b>	<b>-35%</b>	<b>3,309</b>	<b>4,118</b>	<b>-24%</b>
Decatur	Behavioral Health	99	94	5%	595	723	-22%
Fremont	Behavioral Health	100	0		580	1	
<b>Total</b>	<b>Behavioral Health</b>	<b>199</b>	<b>94</b>	<b>53%</b>	<b>1,175</b>	<b>724</b>	<b>38%</b>
Decatur	Ryan White	215	162	25%	1,189	1,269	-7%
Fremont	Ryan White	33			111		
<b>Total</b>	<b>Ryan White</b>	<b>248</b>	<b>162</b>	<b>35%</b>	<b>1,300</b>	<b>1,269</b>	<b>2%</b>
<b>FQHC Total</b>		<b>2,113</b>	<b>1,491</b>	<b>29%</b>	<b>11,967</b>	<b>10,359</b>	<b>13%</b>

**Pharmacy Services**

	Dec-23	Dec-24		FY24	FY25		% Change YOY
<b>Client Encounters (Pharmacy)</b>	1,198	1,413	↑	7,949	8,417	↑	5.9%
<b>Prescriptions Filled</b>	1,629	2,448	↑	11,041	13,866	↑	25.6%
<b>Client Clinic Encounters (Pharmacist)</b>	23	61	↑	190	344	↑	81.1%
<b>Financial Assistance Provided</b>	16	38	↑	102	200	↑	96.1%
<b>Insurance Assistance Provided</b>	1	12	↑	27	58	↑	114.8%

- A. Dispensed 2,448 prescriptions for 1,413 clients.
- B. Pharmacist completed 61 client clinic encounters.
- C. Assisted 38 clients to obtain medication financial assistance.
- D. Assisted 12 clients with insurance approvals.

### **Family Planning Services**

- A. Family Planning program access was up 40% in December and is up 16% year-over-year. The program team administrators and clinical staff are engaged in a quality improvement project to increase access to care 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 is under way and will commence in full following the health center's OSV in February 2025.

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

- A. The Ryan White program received 63 referrals between December 1<sup>st</sup> and December 31<sup>st</sup>. There were five (5) pediatric clients referred to the Medical Case Management program in December and the program received four (4) referrals for pregnant women living with HIV during this time.
- B. There were 464 total service encounters in the month of December provided by the Ryan White program Linkage Coordinators, Eligibility Workers, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 269 unduplicated clients served under these programs in December.
- C. The Ryan White ambulatory clinic had a total of 478 visits in the month of December: 24 initial provider visits and 198 established provider visits including 14 tele-visits (established clients). There were 30 nurse visits and 226 lab visits. There were 50 Ryan White services provided under Behavioral Health by the licensed mental health therapists and the Psychiatric APRN during the month of December with 44 unduplicated clients served. There were 10 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in December.
- D. The Ryan White clinic continues to utilize 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 seven (7) patients seen under the Rapid StART program in December.

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

- A. The FQHC-Sexual Health Clinic (SHC) clinic conducted 471 provider encounters in the month of December.
- B. There are currently more than 100 patients receiving injectable treatment for HIV prevention (PrEP). Patients scheduled for PrEP appointments are no-showing at a high rate. The Decatur CHN Manager is working with the SHC team to pilot new approaches to increase utilization of this service and reduce waste in the appointment schedules.
- 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 offer Mpox evaluation and referral for vaccine.

### Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of December 2024.

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	5
Referrals for Chronic Hep B	1
Referrals for STD	1
Pediatric Refugee Exams	21
Clients encounter by program (adults)	33
Refugee Health screening for December 2024	54
<b>Total for FY24-25</b>	<b>359</b>

### Eligibility and Insurance Enrollment Assistance

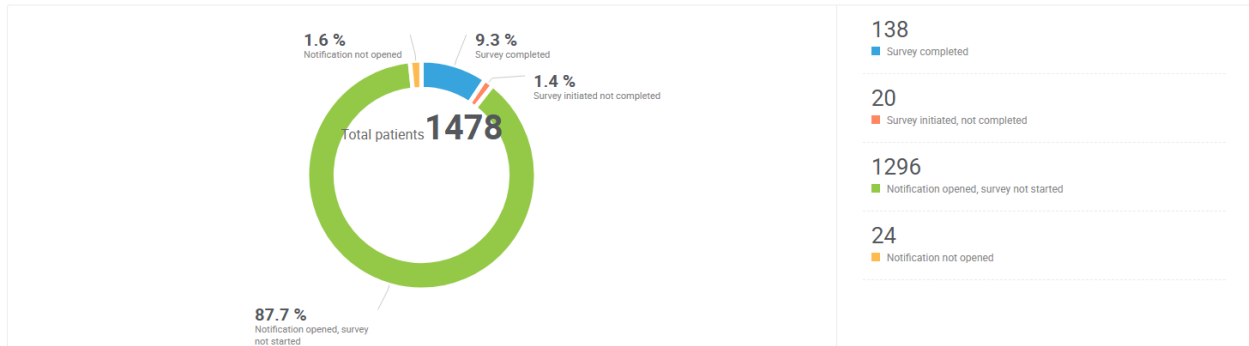
Patients in need of eligibility assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications.

### Patient Satisfaction: See attached survey results.

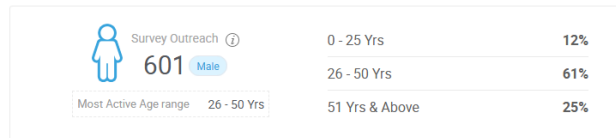
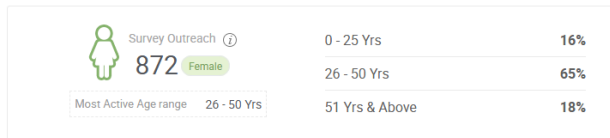
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

# Southern Nevada Health Center Patient Satisfaction Survey – December 2024

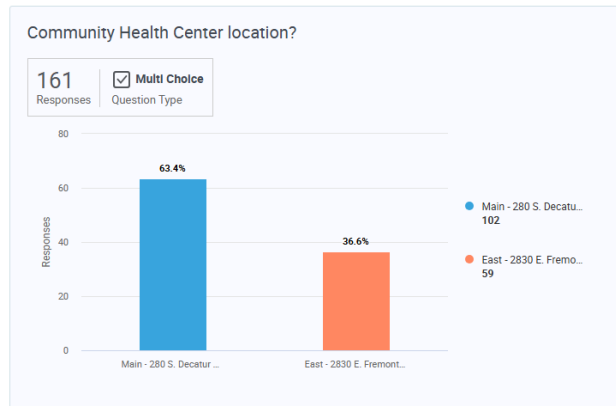
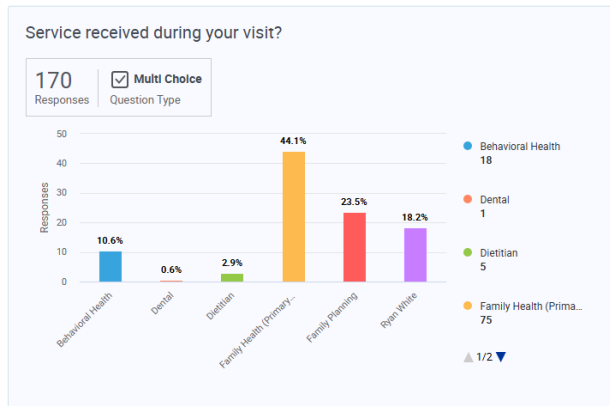
## Overview



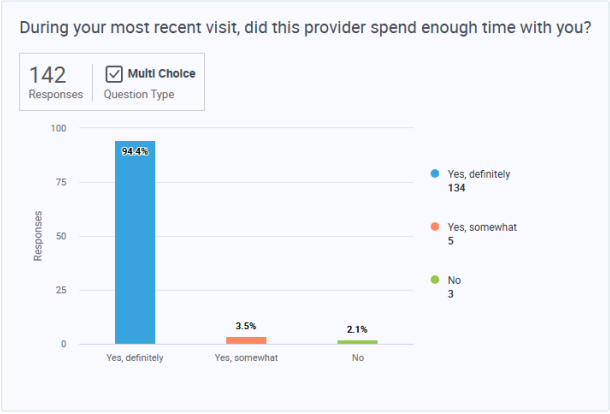
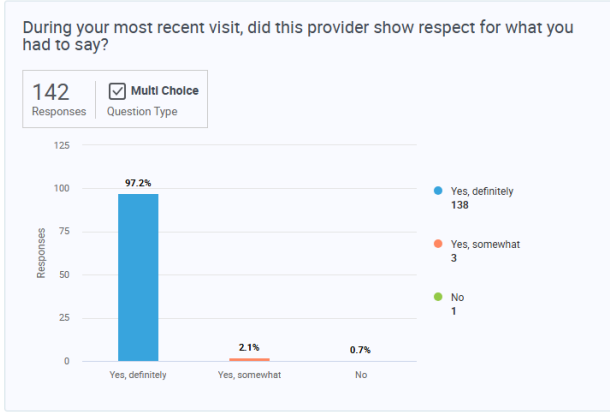
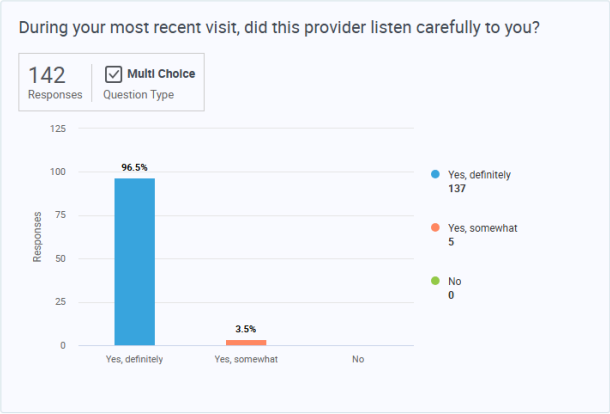
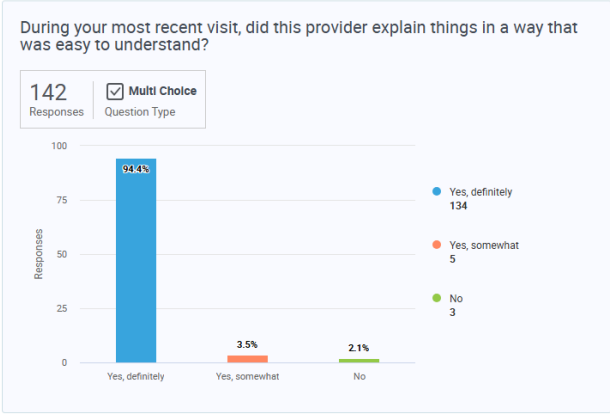
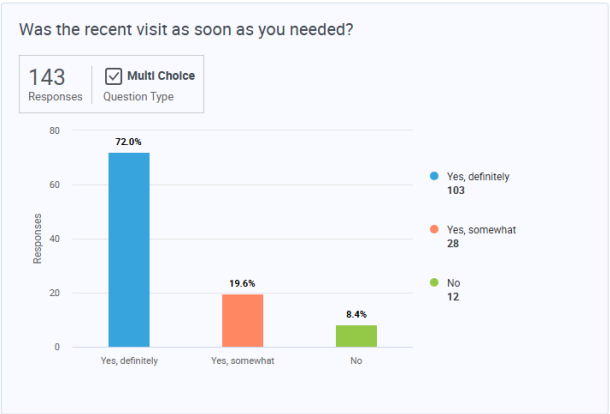
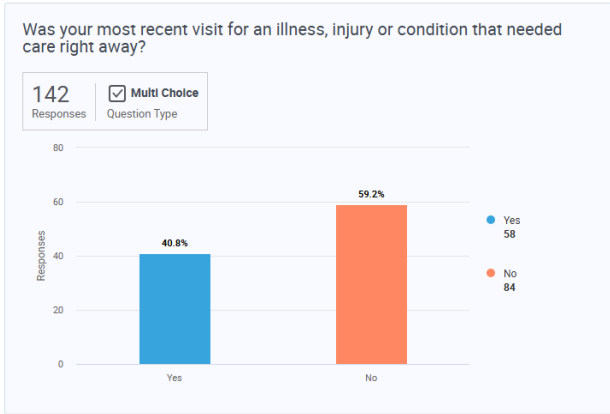
### Gender



## Service and Location

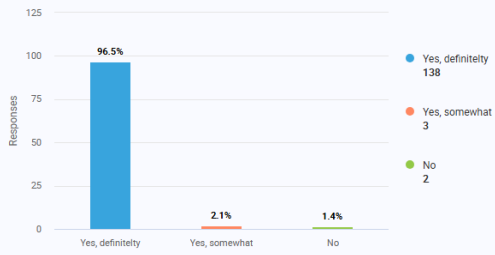


# Provider, Staff, and Facility



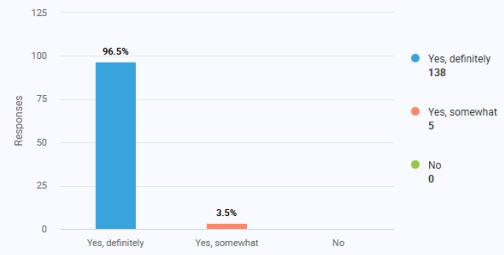
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

143 Responses  Multi Choice Question Type



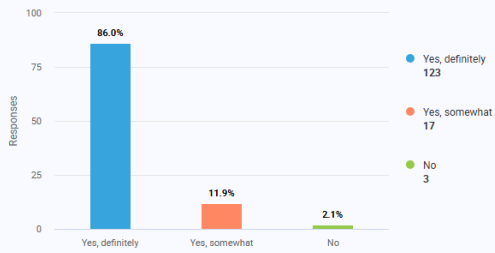
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

143 Responses  Multi Choice Question Type



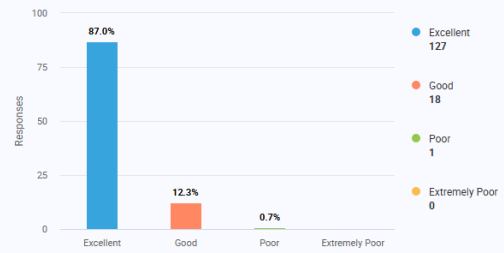
Thinking about your recent visit, was it easy to schedule an appointment?

143 Responses  Multi Choice Question Type



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

146 Responses  Multi Choice Question Type





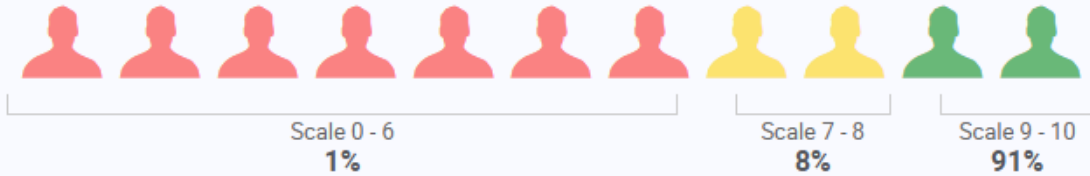
How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

143  
Responses

123 Numbers  
Question Type

90

Net Promoter Score (NPS)



1

Scale 0 - 6

12

Scale 7 - 8

130

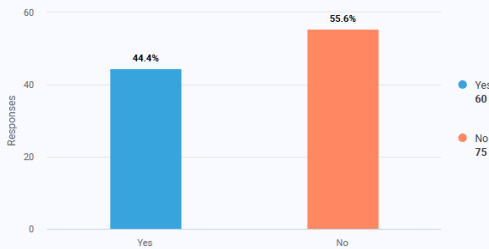
Scale 9 - 10

## General Information

Do you have health insurance?

135  
Responses

Multi Choice  
Question Type



How did you hear about us?

143  
Responses

Multi Choice  
Question Type

