

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*

Subject: Community Health Center FQHC Operations Officer Report – November 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.

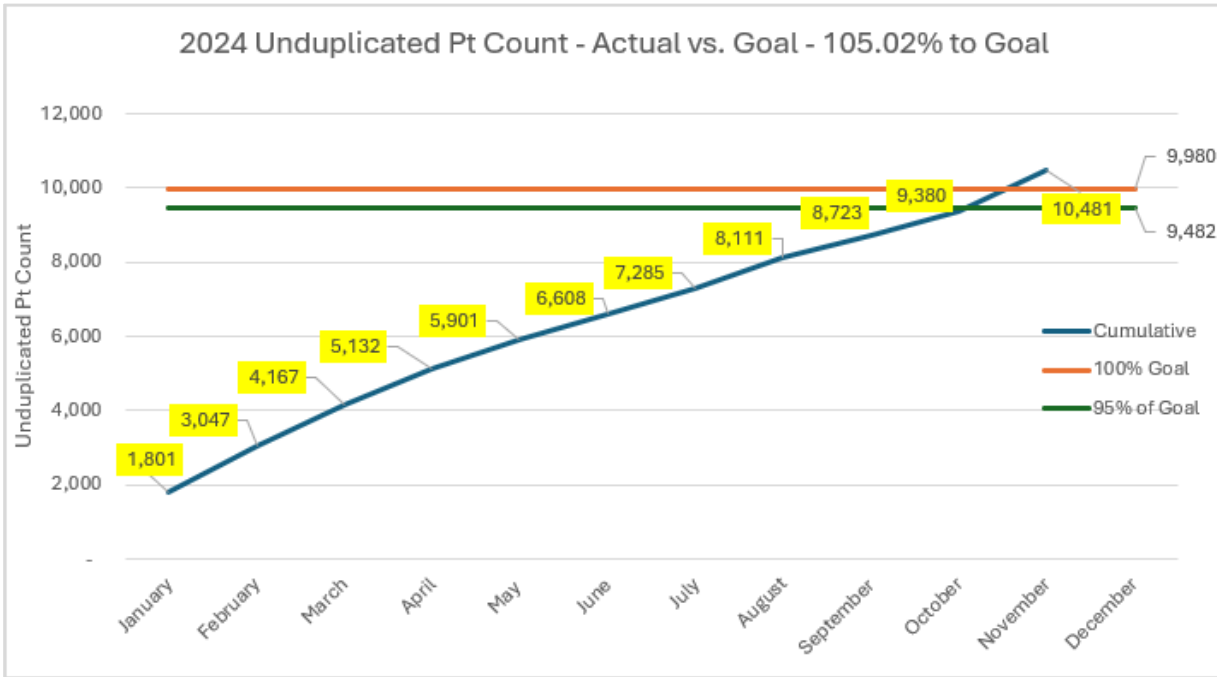
November Highlights

Administrative

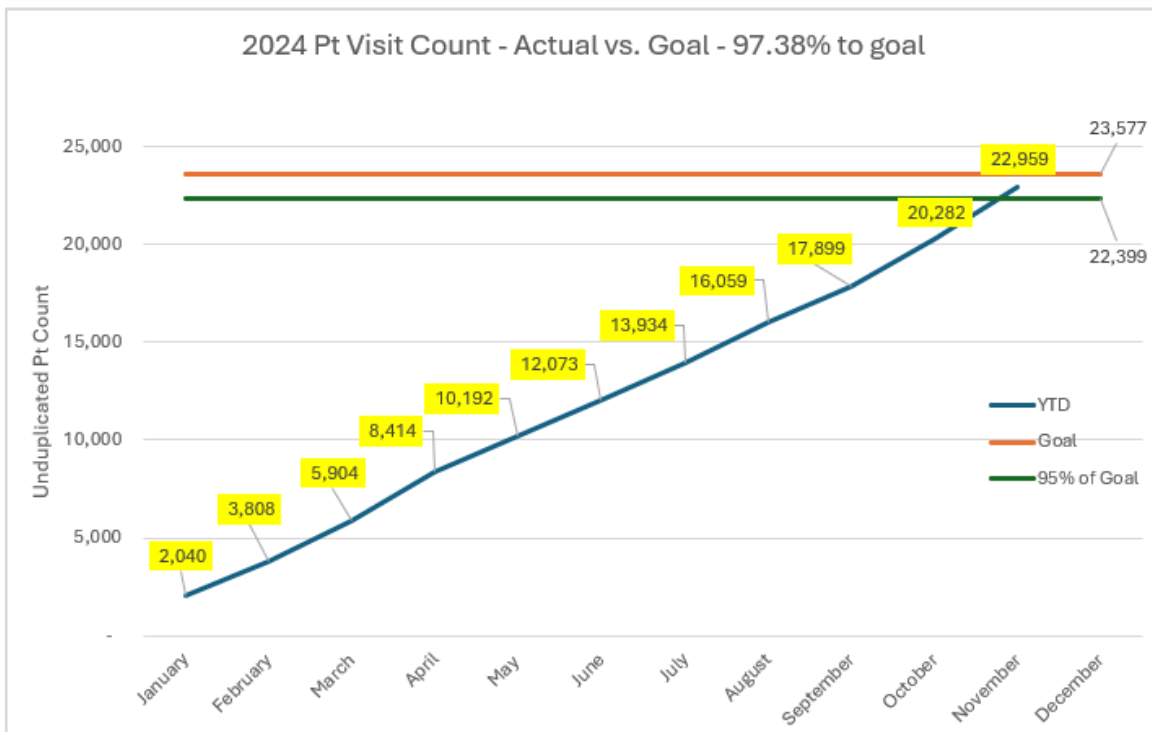
- HRSA Operational Site Visit (OSV): 2/25/25 – 2/27
- HRSA Title X site visit: 9/2025
- Ryan White site visit successfully completed on 11/6/24 with no findings.
- New Medical Director hired. Start date: 2/3/25
- Behavioral Health Clinic at Decatur buildout complete. Soft opening on 11/24.
 - Open House: 1/14/25

Access

Unduplicated Patients through November 2024



Patient Visits through November of 2024



Provider Visits by Program and Site – November 2024

Facility	Program	NOV '25	NOV '24	NOV YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	485	421	13%	2,873	1,909	34%
Fremont	Family Health	317	91	71%	1,728	665	62%
Total	Family Health	802	512	36%	4,601	2,574	44%
Decatur	Family Planning	132	148	-12%	798	685	14%
Fremont	Family Planning	55	46	16%	578	389	33%
Total	Family Planning	187	194	-4%	1,376	1,074	22%
Decatur	Sexual Health	384	592	-54%	2,602	2,839	-9%
Fremont	Sexual Health	133			640		
ASEC	Sexual Health		133		113	644	
Total	Sexual Health	517	725	-40%	3,355	3,483	-4%
Decatur	Behavioral Health	108	126	-17%	604	629	-4%
Fremont	Behavioral Health	113	0		593	1	
Total	Behavioral Health	221	126	43%	1,197	630	47%
Decatur	Ryan White	133	199	-50%	1,107	1,107	0%
Fremont	Ryan White	32			110		
Total	Ryan White	165	199	-21%	1,217	1,107	9%
FQHC Total		1,892	1,756	7%	11,746	8,868	25%

Pharmacy Services

	Nov-23	Nov-24		FY24	FY25		% Change YOY
Client Encounters (Pharmacy)	1,396	1,265	↓	5,355	5,449	↑	1.8%
Prescriptions Filled	1,934	2,058	↑	7,478	8,847	↑	18.3%
Client Clinic Encounters (Pharmacist)	31	61	↑	136	212	↑	55.9%
Financial Assistance Provided	16	24	↑	70	120	↑	71.4%
Insurance Assistance Provided	8	9	↑	18	44	↑	144.4%

- A. Dispensed 2,058 prescriptions for 1,265 clients.
- B. Pharmacist completed 61 client clinic encounters.
- C. Assisted 24 clients to obtain medication financial assistance.
- D. Assisted nine (9) clients with insurance approvals.

Family Planning Services

- A. Family Planning program access is up 22% 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 will commence following the health center's OSV in February 2025.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 67 referrals between November 1st and November 30th. There were three (3) pediatric clients referred to the Medical Case Management program in November and the program received three (3) referrals for pregnant women living with HIV during this time.
- B. There were 450 total service encounters in the month of November provided by the Ryan White program Linkage Coordinators, Eligibility Workers, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 258 unduplicated clients under these programs in November.
- C. The Ryan White ambulatory clinic provided a total of 341 visits in the month of November: 22 initial provider visits and 119 established provider visits including 11 tele-health visits (established clients). There were 24 nurse visits, and 176 lab visits provided. There were 51 Ryan White services provided under Behavioral Health by licensed mental health therapists and the Psychiatric APRN during the month of November and 37 unduplicated clients served. There were 14 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in November.
- D. The Ryan White clinic continues to follow 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 nine (9) patients seen under the Rapid StART program in November.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 951 unique services to 655 unduplicated patients for the month of November.
- 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 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.
- E. The FQHC-SHC staff attended "Cultural Intelligence for Advanced Practice Providers: Moving a Contextually Based Model Forward for Workforce Training."
- F. One Medical Assistant is continuing orientation in FQHC-SHC.

Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	2
Referrals for Chronic Hep B	0
Referrals for STD	4
Pediatric Refugee Exams	32
Clients encounter by program (adults)	40
Refugee Health screening for November 2024	72
Total for FY24-25	305

Eligibility and Insurance Enrollment Assistance

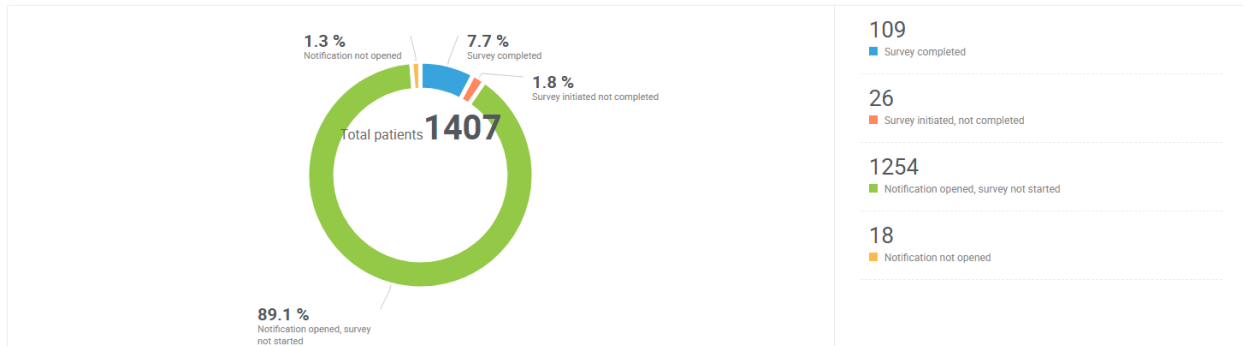
Patients in need of eligibility assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications.

Patient Satisfaction: See attached survey results.

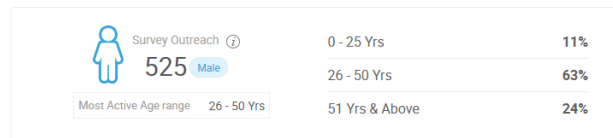
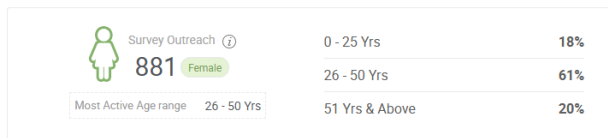
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Health Center Patient Satisfaction Survey – November 2024

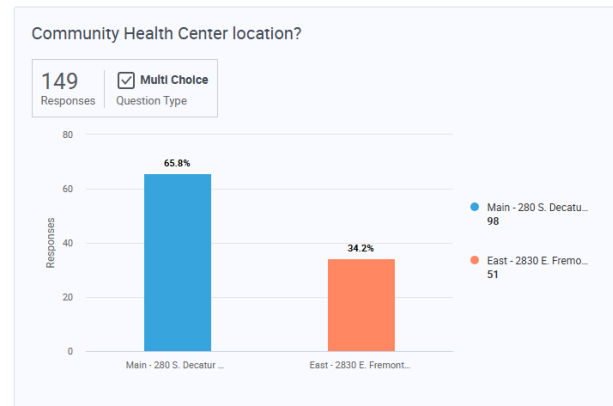
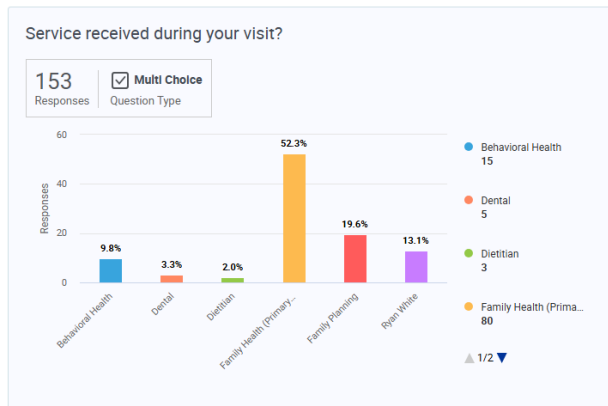
Overview



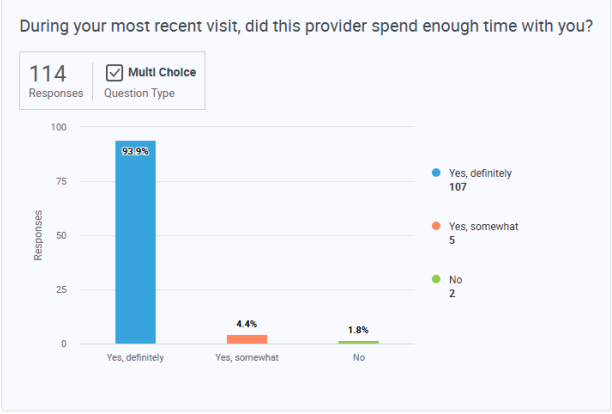
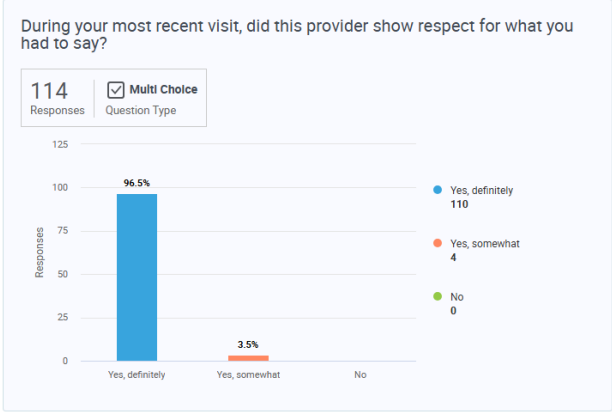
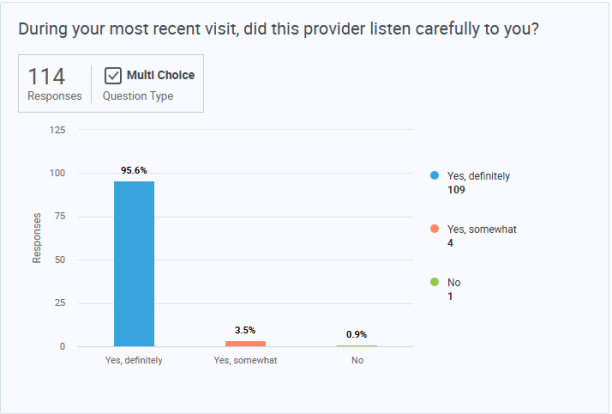
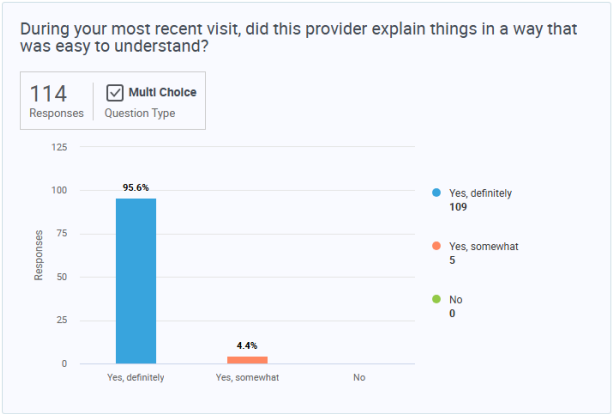
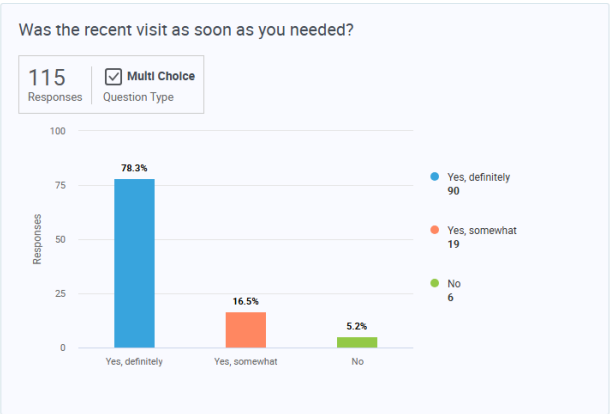
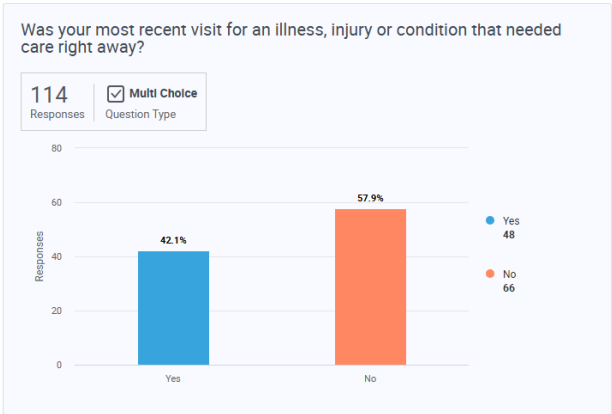
Gender



Service and Location

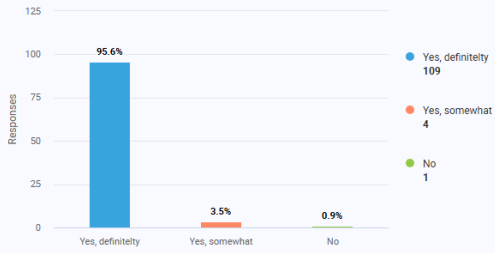


Provider, Staff, and Facility



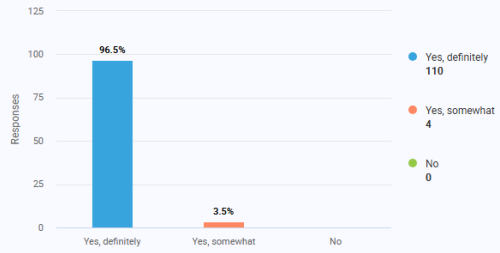
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

114 Responses Multi Choice Question Type



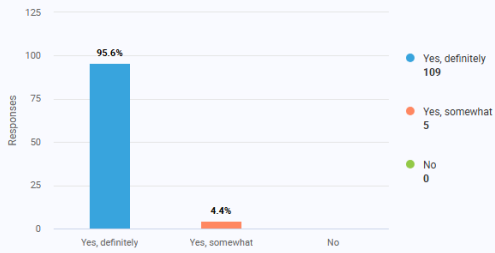
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

114 Responses Multi Choice Question Type



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

114 Responses Multi Choice Question Type



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

114 Responses Multi Choice Question Type

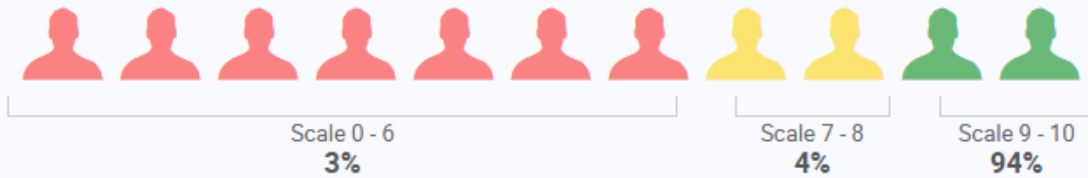


How would you rate the overall care you received from your provider, where 0 is the worst and 10 is the best?

114
Responses

123 Numbers
Question Type

91 | Net Promoter Score (NPS)



3
Scale 0 - 6

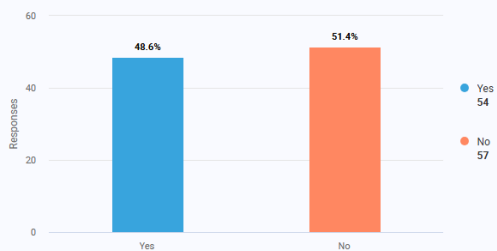
4
Scale 7 - 8

107
Scale 9 - 10

General Information

Do you have health insurance?

111 Responses
Multi Choice Question Type



How did you hear about us?

125 Responses
Multi Choice Question Type

