

MEMORANDUM

Date: April 15, 2025

To: Southern Nevada Community Health Center Governing Board

From: Randy Smith, Chief Executive Officer, FQHC *RS*

Cassius Lockett, PhD, District Health Officer *CL*

Subject: Community Health Center FQHC Chief Executive Officer Report – March 2025

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.

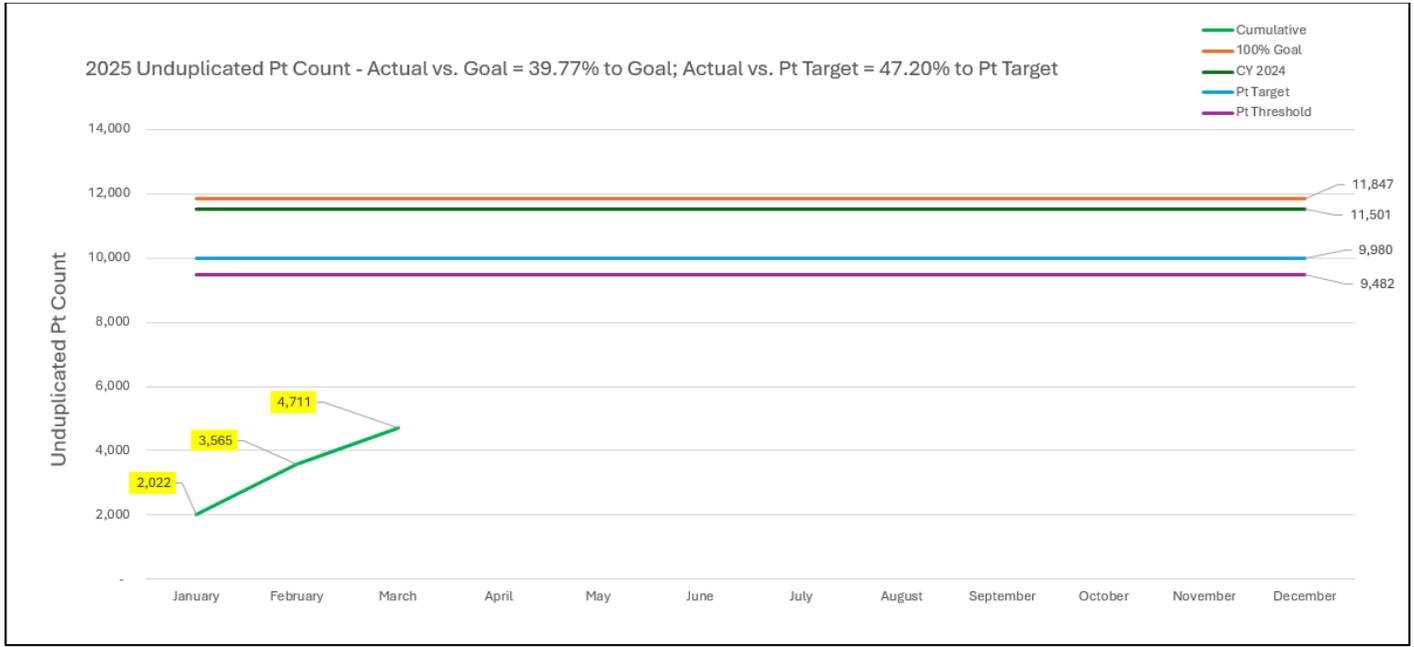
March Highlights

Administrative

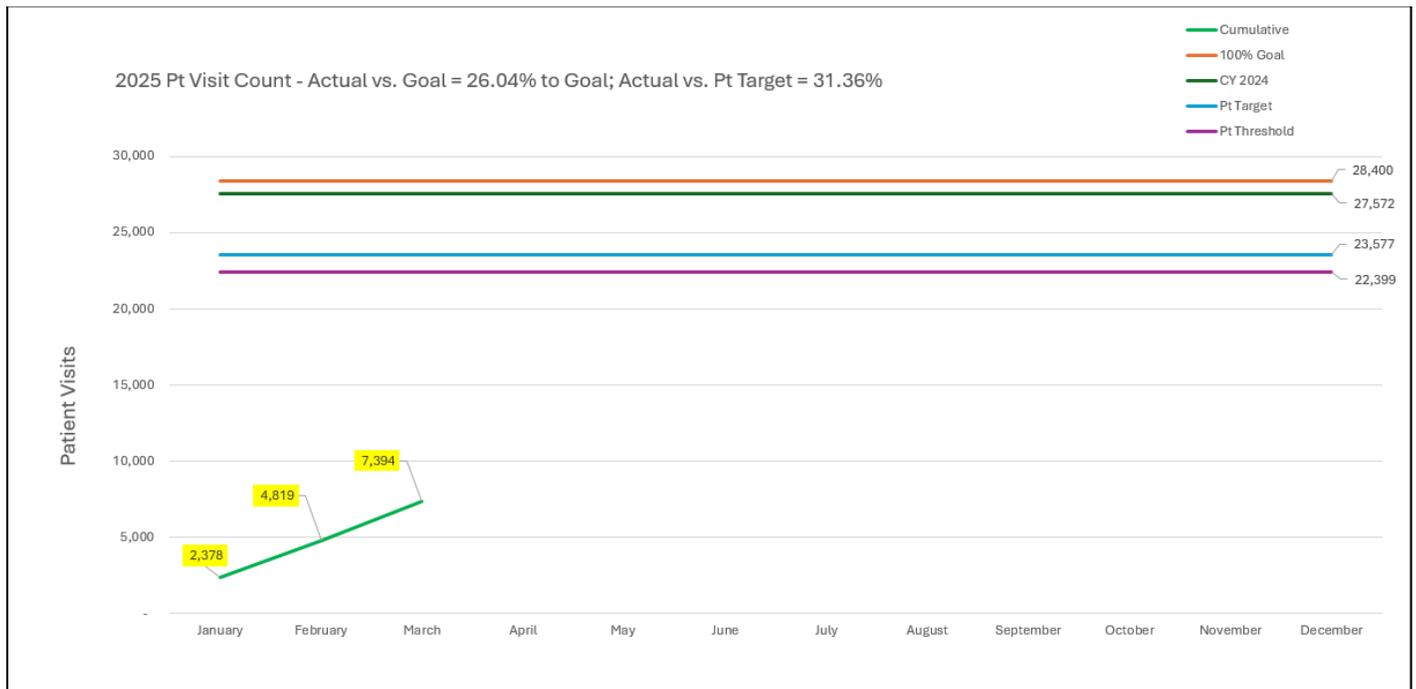
- The HRSA Operational Site Visit (OSV) was conducted on 4/8/25 – 4/10/25.
- The Nevada Family Planning program site visit is scheduled for April 30th
- The Title X Family Planning site visit is scheduled for September 2nd – 4th.
- The Title X Family Planning granted has been funded for an additional year at 45% of last year's amount.
- The health center has been notified by the pharmacy company Gilead that changes are being made to their program effective May 5th concerning several drugs used for HIV treatment and STD prevention.
- Health center staff participated in a District wide Organizational Vital Signs survey for the purpose of identifying areas where the organization is doing well supporting the workforce as well as opportunities for improvement.
- Two health center employees, a Medical Assistant and a Community Health Worker are recognized as SNHD's April employees of the month.

Access

Unduplicated Patients – March 2025



Patient Visits Count – March 2025



Provider Visits by Program and Site – March 2025

Facility	Program	MAR '25	MAR '24	MAR YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	783	482	38%	5,097	3,650	28%
Fremont	Family Health	443	274	38%	2,920	1,703	42%
Total	Family Health	1,226	756	38%	8,017	5,353	33%
Decatur	Family Planning	236	148	37%	1,392	1,278	8%
Fremont	Family Planning	199	97	51%	1,238	697	44%
Total	Family Planning	435	245	44%	2,630	1,975	25%
Decatur	Sexual Health	480	547	-14%	4,025	5,104	-27%
Fremont	Sexual Health	121	32	74%	1,026	82	
ASEC	Sexual Health		96		113	1,095	
Total	Sexual Health	601	675	-12%	5,164	6,281	-22%
Decatur	Behavioral Health	151	97	36%	1,019	1,122	-10%
Fremont	Behavioral Health	116	28		918	30	
Total	Behavioral Health	267	125	53%	1,937	1,152	41%
Decatur	Ryan White	253	221	13%	1,926	1,947	-1%
Fremont	Ryan White	28	16		184	41	
Total	Ryan White	281	237	16%	2,110	1,988	6%
FQHC Total		2,810	2,038	27%	19,858	16,749	16%

Pharmacy Services

	Mar-24	Mar-25		FY24	FY25		% Change YOY
Client Encounters (Pharmacy)	1,218	1,559	↑	12,050	12,846	↑	6.6%
Prescriptions Filled	1,925	2,681	↑	17,138	21,523	↑	25.6%
Client Clinic Encounters (Pharmacist)	39	100	↑	281	582	↑	107.1%
Financial Assistance Provided	20	41	↑	155	312	↑	101.3%
Insurance Assistance Provided	6	9	↑	52	96	↑	84.6%

- A. Dispensed 2,681 prescriptions for 1,559 clients.
- B. Pharmacist completed 100 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 access was up 44% in March and is up 25% year-over-year. Program team administrators and clinical staff are currently 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. New appointment templates have been implemented in response to this work.
- B. The program is going through a rebranding process to increase access to care to those most in need and provide more comprehensive sexual health services. This rebranding includes redefining the program as a provider of sexual and reproductive health services. Health center providers are receiving Family Planning specific training to support this transition.
- C. The program is scheduled for several comprehensive site visits in April and September 2025. Work to prepare for the audit is under way.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 60 referrals between March 1st and March 31st. There were two (2) pediatric clients referred to the Medical Case Management program in March and the program received three (3) referrals for pregnant women living with HIV during this time.
- B. There were 738 total service encounters in the month of March provided by the Ryan White program Linkage Coordinator, Eligibility Workers, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 388 unduplicated clients served under these programs in March.
- C. The Ryan White ambulatory clinic conducted a total of 487 visits in the month of March: 37 initial provider visits, 197 established provider visits including 17 tele-visits (established clients). There were 33 nurse visits and 220 lab visits. There were 42 Ryan White services provided under Behavioral Health by the Licensed Mental Health Providers and the Psychiatric APRN during the month of March. There were 18 Ryan White clients seen by the Registered Dietitian under Medical Nutrition Services.
- D. The Ryan White clinic continues to provide Rapid StART services, 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 six (6) patients seen under the Rapid StART Program in March.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC Sexual Health Clinic (SHC) clinic provided 1,096 unique services to 745 unduplicated patients in the month of March. 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 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. The FQHC SHC refers pregnant patients with syphilis and patients needing complex STI evaluation and treatment to SHOPP for nurse case management services.
- C. One FQHC-SHC Nurses attended the employee skills fair.

Refugee Health Program (RHP)

Services provided in the Refugee Health Program for the month of March 2025.

Client required medical follow- up for Communicable Diseases	-
Referrals for TB issues	7
Referrals for Chronic Hep B	0
Referrals for STD	4
Pediatric Refugee Exams	18
Clients encounter by program (adults)	44
Refugee Health Screening for March 2025	62
Total for FY24-25	565

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. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of support.

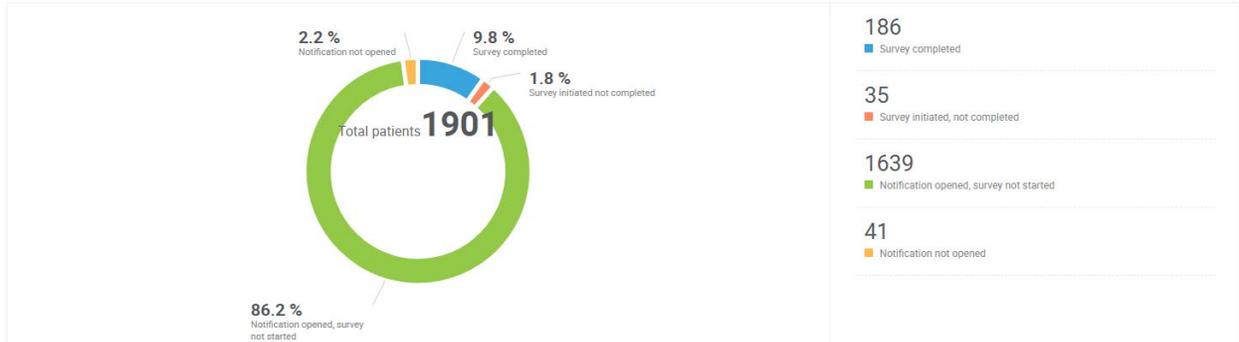
Patient Satisfaction: See attached survey results.

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.

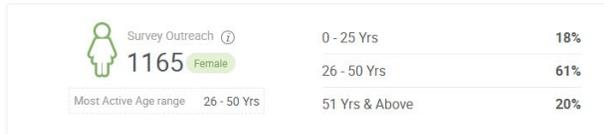
Southern Nevada Community Health Center

Patient Satisfaction Survey – March 2025

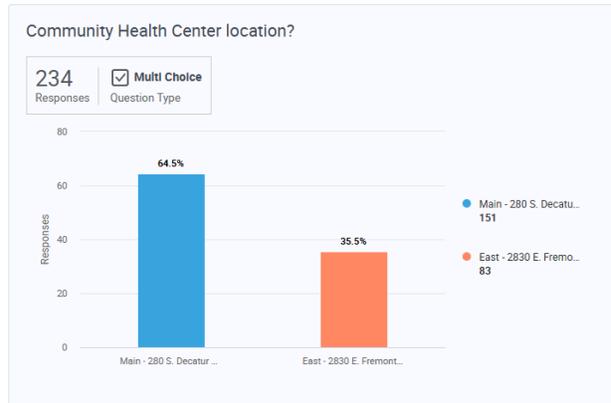
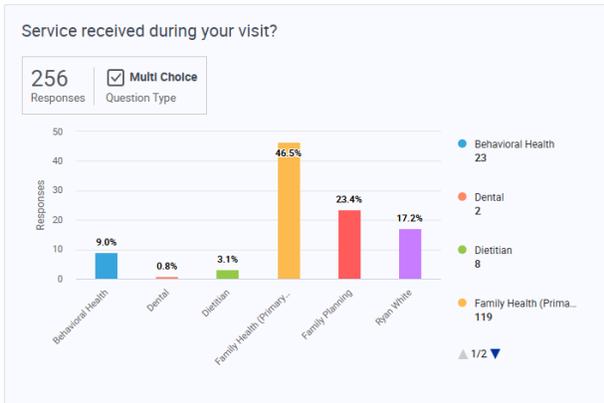
Overview



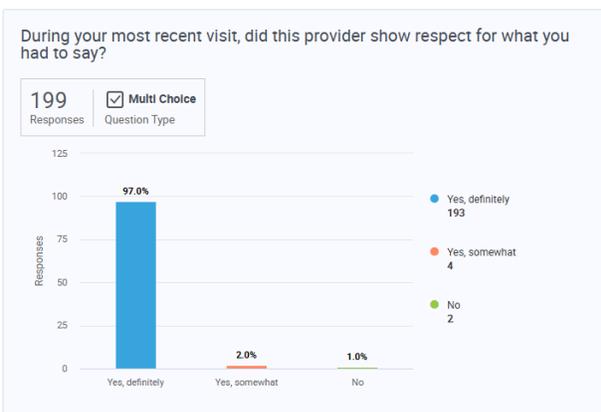
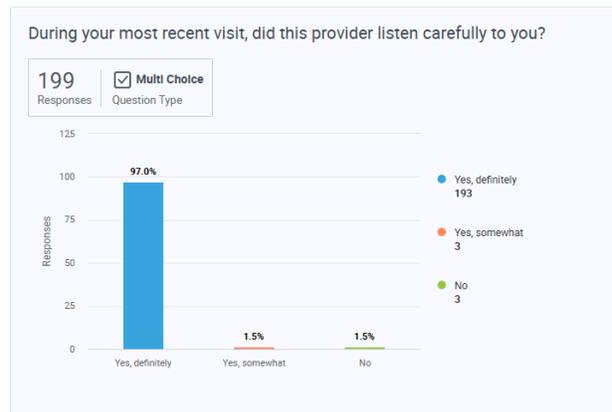
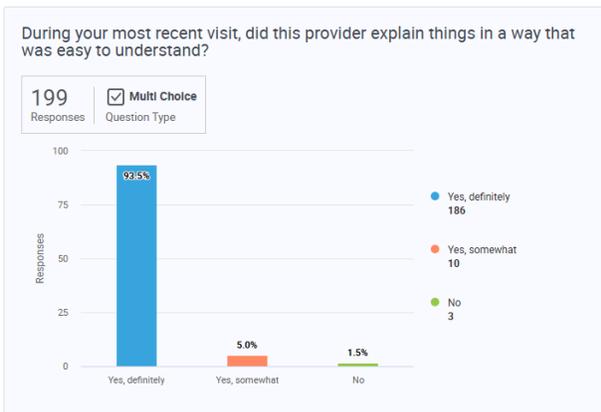
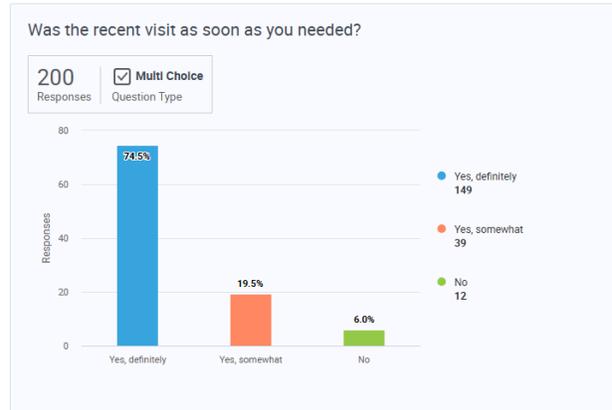
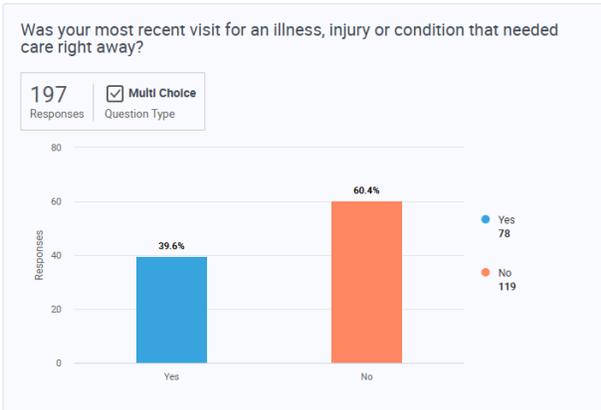
Gender



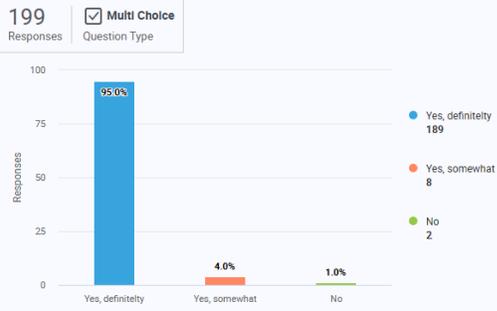
Service and Location



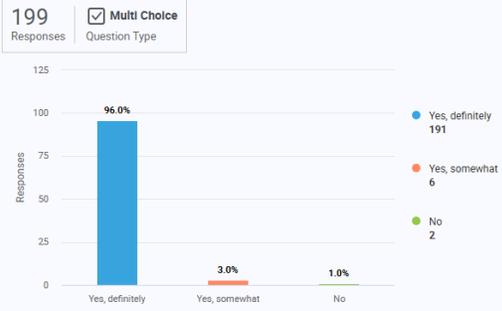
Provider, Staff, and Facility



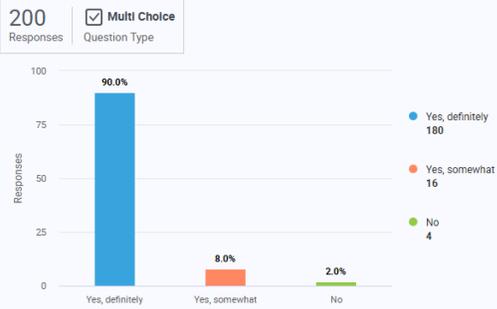
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



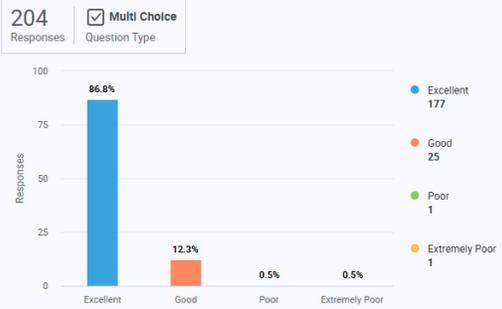
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



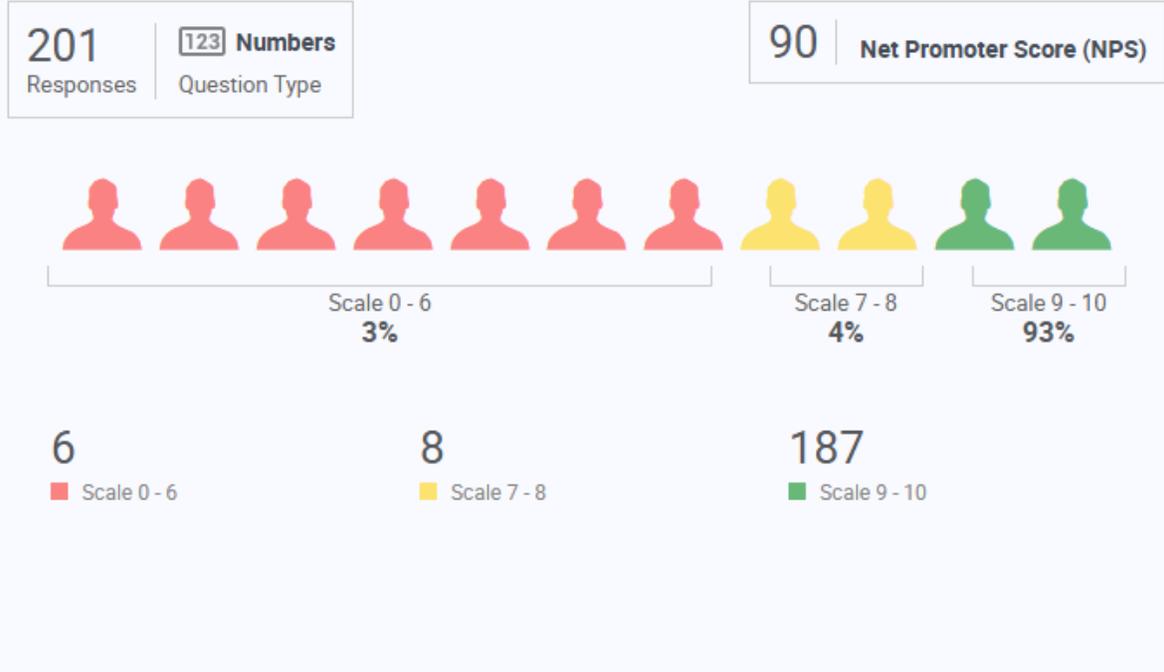
Thinking about your recent visit, was it easy to schedule an appointment?



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



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



General Information

