

MEMORANDUM

Date: May 20, 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 – April 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.

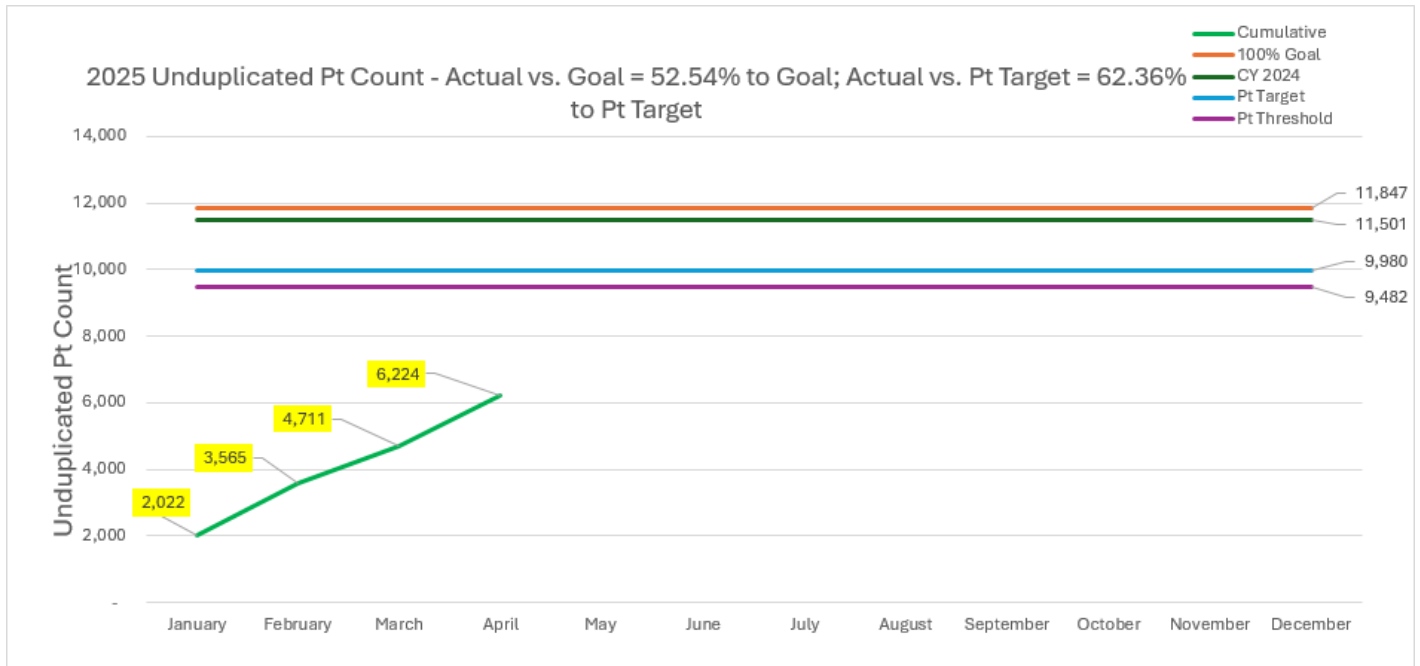
April Highlights

Administrative

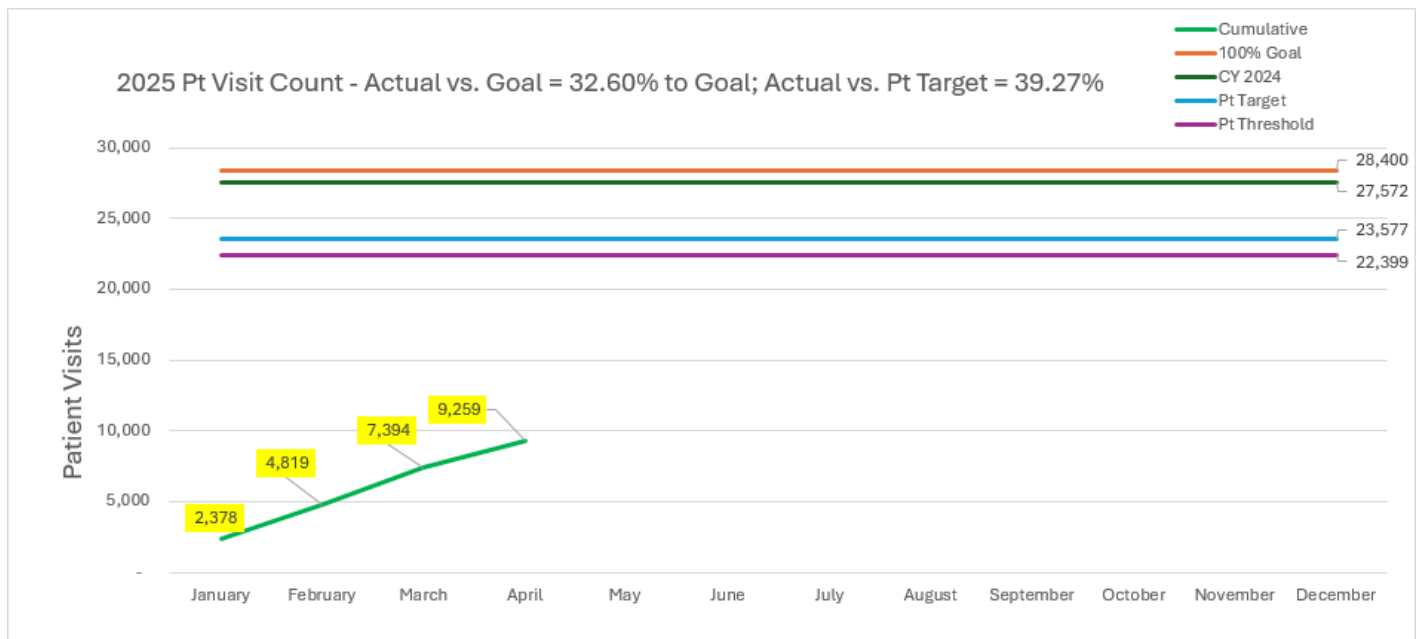
- The HRSA Operational Site Visit (OSV) conducted on 4/8/25 – 4/10/25 yielded six findings. The health center's initial corrective action submitted on April 30th cleared two of the six findings. On May 7th, the health center submitted corrective actions to clear the remaining four findings. The outcome of the May 7th submission is pending.
- The Nevada Family Planning program site visit on April 30th was successfully completed with no findings.
- The Title X Family Planning site visit is scheduled for September 2nd – 4th.
- A new Medicaid dashboard report has been created and will be included in the monthly board report going forward.
- 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 increased engagement. This is the third consecutive year the survey tool has been used. The health center's 2025 survey results show positive progress between 2024 and 2025 across all climate drivers (key indicators) that support improved performance outcomes. Those climate drivers include motivation, trust, execution, change, and teamwork. Similarly, the health center had improvements in all performance outcome areas, including retention, productivity, customer focus, and future success.
- There are seven vacant positions on a recruitment freeze. Recruitment of a new clinical staff physician for the Fremont location is underway.
- Two health center employees, a Medical Assistant and a Community Health Worker are recognized as SNHD's May employees of the month.

Access

Unduplicated Patients – April 2025



Patient Visits Count – April 2025



Provider Visits by Program and Site – April 2025

Facility	Program	APR '25	APR '24	APR YoY %	FY25 YTD	FY24 YTD	FY YTD YoY%
Decatur	Family Health	886	627	29%	5,983	4,277	29%
Fremont	Family Health	534	329	38%	3,454	2,032	41%
Total	Family Health	1,420	956	33%	9,437	6,309	33%
Decatur	Family Planning	187	201	-7%	1,579	1,479	6%
Fremont	Family Planning	191	143	25%	1,429	840	41%
Total	Family Planning	378	344	9%	3,008	2,319	23%
Decatur	Sexual Health	610	571	6%	4,635	5,675	-22%
Fremont	Sexual Health	170	45	74%	1,196	127	
ASEC	Sexual Health		115		113	1,210	
Total	Sexual Health	780	731	6%	5,944	7,012	-18%
Decatur	Behavioral Health	191	144	25%	1,210	1,266	-5%
Fremont	Behavioral Health	136	90		1,054	120	
Total	Behavioral Health	327	234	28%	2,264	1,386	39%
Decatur	Ryan White	264	248	6%	2,190	2,195	0%
Fremont	Ryan White	19	11		203	52	
Total	Ryan White	283	259	8%	2,393	2,247	6%
FQHC Total		3,188	2,524	21%	23,046	19,273	16%

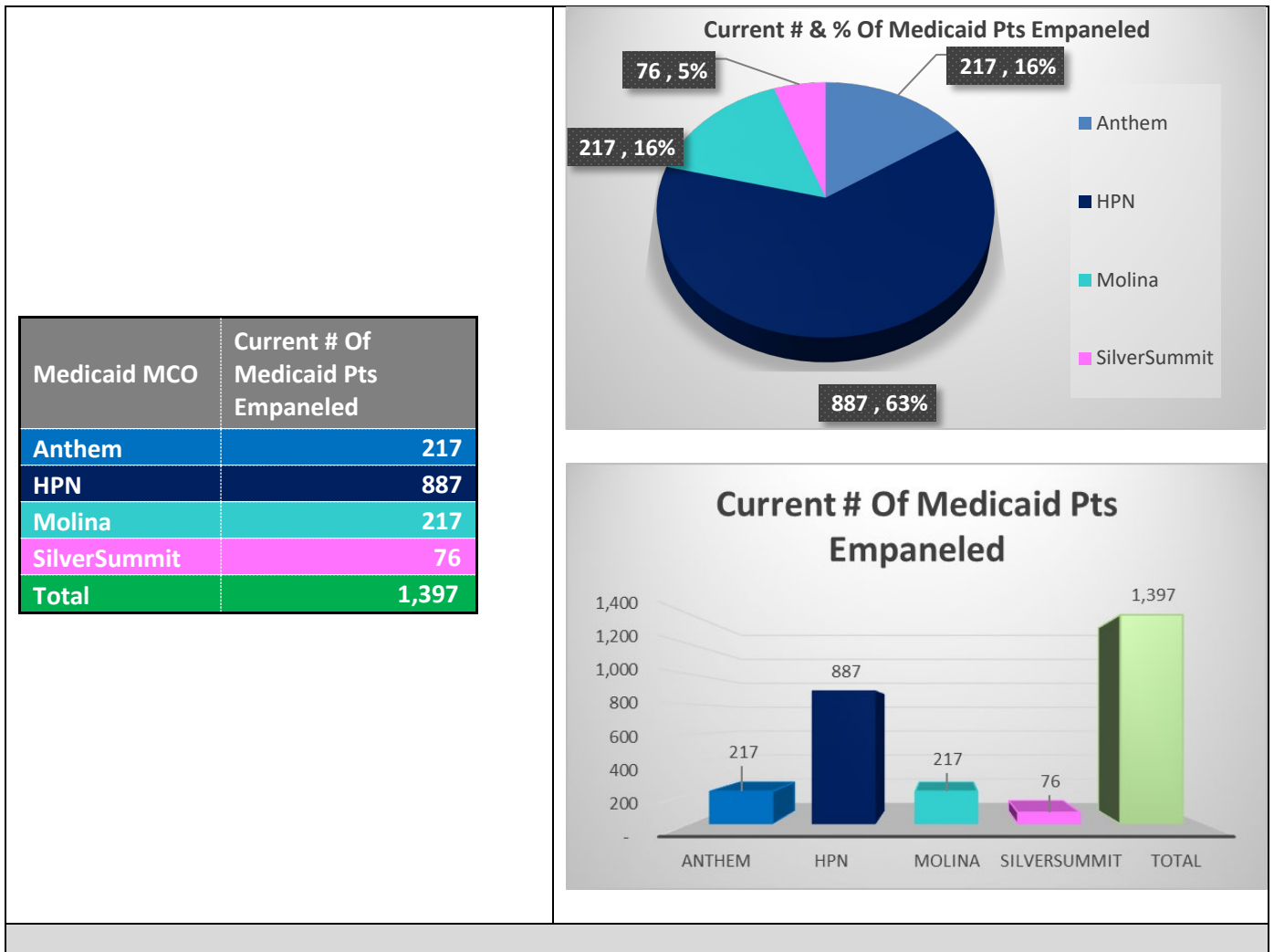
Pharmacy Services

	Apr-25	Apr-24		FY25 YTD	FY24 YTD		% Change YOY
Client Encounters (Pharmacy)	1,725	1,388	↑	14,571	13,438	↑	8.4%
Prescriptions Filled	3,133	2,249	↑	24,656	19,387	↑	27.2%
Client Clinic Encounters (Pharmacist)	63	56	↑	645	337	↑	91.4%
Financial Assistance Provided	32	25	↑	344	180	↑	91.1%
Insurance Assistance Provided	11	10	↑	107	62	↑	72.6%

- A. Dispensed 3,133 prescriptions for 1,725 patients.
- B. The pharmacist completed 63 patient clinic encounters.
- C. Assisted 32 patients to obtain medication financial assistance.
- D. Assisted 11 patients with insurance approvals.

Medicaid Managed Care Organization (MCO)

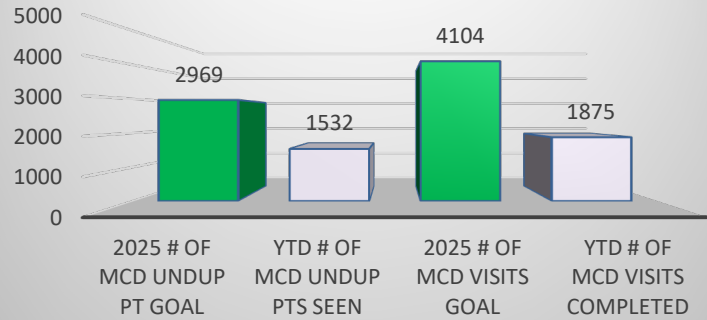
2024	
YTD (April 2024) # of Medicaid Unduplicated Pts Seen	2,827
# of Medicaid Pts Assigned to SNCHC	0
# of Empaneled Pts Not Yet Seen	474
2024 Goal of Medicaid Visits	2,831
YTD (April 2024) # of Medicaid Visits	3,908
% of Medicaid Pts Seen to Goal	138.04%
Average # of Medicaid Visits per Unduplicated Pt	1.38



2025 # of MCD Undup Pt Goal	2,969
YTD # of MCD Undup Pts Seen	1,532
% of Unduplicated Pts to Goal	51.60%
# of Medicaid Pts Assigned to SNCHC	1,410
# of Empaneled Pts Not Yet Seen	?

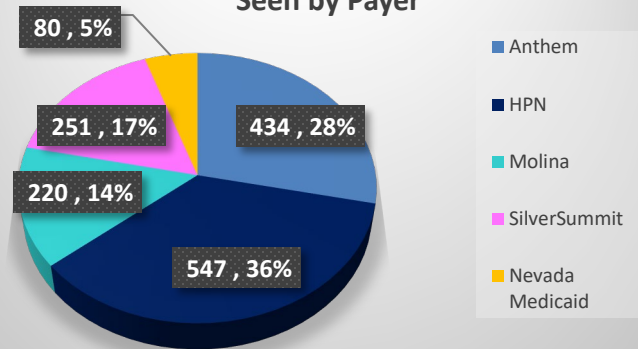
2025 # of MCD Visits Goal	4,104
YTD # of MCD Visits Completed	1,875
% of Medicaid Pts Visits to Goal	45.69%
Average # of Medicaid visits per undup pt	1.22

2025 MCD Undup Pts & MCD Visits Goals vs Actuals

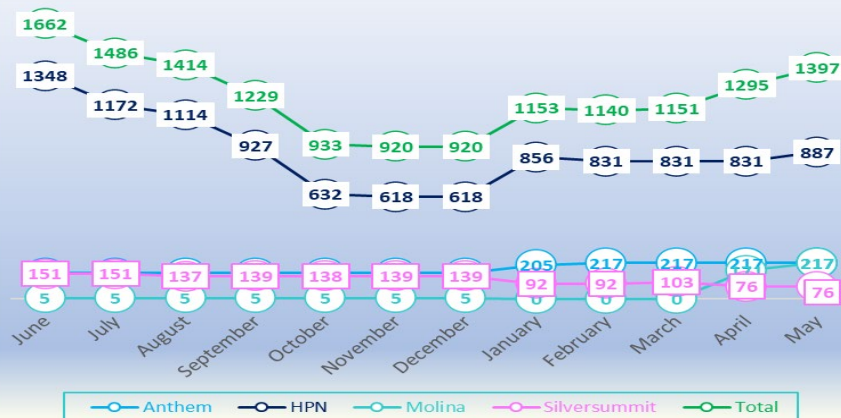


2025 # of Unduplicated MCD Pts Seen	
Anthem	434
HPN	547
Molina	220
SilverSummit	251
Nevada Medicaid	80
Total	1,532

Current # & % Of Unduplicated Medicaid Pts Seen by Payer



MCO EMPANELMENT COMPARISON



Family Planning Services

- A. Family Planning program access was up 9% in April and is up 23% 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. A new lunch break schedule was implemented to increase access to care during the middle of the day. New metrics are being tracked focused on the percentage of appointments scheduled per provider per day as well tracking the third next available appointment by new and established appointments. The data will be used to make additional fine tuning to the appointment schedules.
- 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 a comprehensive Title X site visit in September 2025. Work to prepare for the audit is under way.

HIV / Ryan White Care Program Services

- A. The Ryan White program received 75 referrals between April 1st and April 30th. There were two (2) pediatric clients referred to the Medical Case Management in April and the program received one (1) referral for a pregnant woman living with HIV during this time.
- B. There were 623 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 336 unique clients served under these programs in April.
- C. The Ryan White ambulatory clinic provided a total of 552 visits in the month of April, including: 23 initial provider visits, 237 established provider visits including 8 tele-visits (established clients). There were 27 nurse visits and 265 lab visits. There were 58 Ryan White services provided under Behavioral Health by the licensed mental health practitioners and the Psychiatric APRN during the month of April. There were 10 Ryan White clients seen by the Registered Dietitian under Medical Nutrition Services.
- D. The Ryan White clinic continues to provide Rapid StART services, with 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 five (5) patients seen under the Rapid StART Program in April.

FQHC-Sexual Health Clinic (SHC)

- A. The FQHC-Sexual Health Clinic (SHC) clinic provided 1,629 unique services to 865 unduplicated patients for the month of April. 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 the evaluation and treatment of neurosyphilis. The SHC collaborates with the Public Health & Preventive Care (PPC) - Sexual Health and Outreach Prevention Programs (SHOPP) on 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 PPC SHOPP for nurse case management services.
- C. Two (2) FQHC-SHC Nurses attended the employee skills fair in April.

Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	11
Referrals for TB issues	3
Referrals for Chronic Hep B	0
Referrals for STD	3
Pediatric Refugee Exams	2
Clients encounter by program (adults)	37
Refugee Health Screening for April 2025	39
Total for FY24-25	604

Eligibility and Insurance Enrollment Assistance

Patients in need of 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.

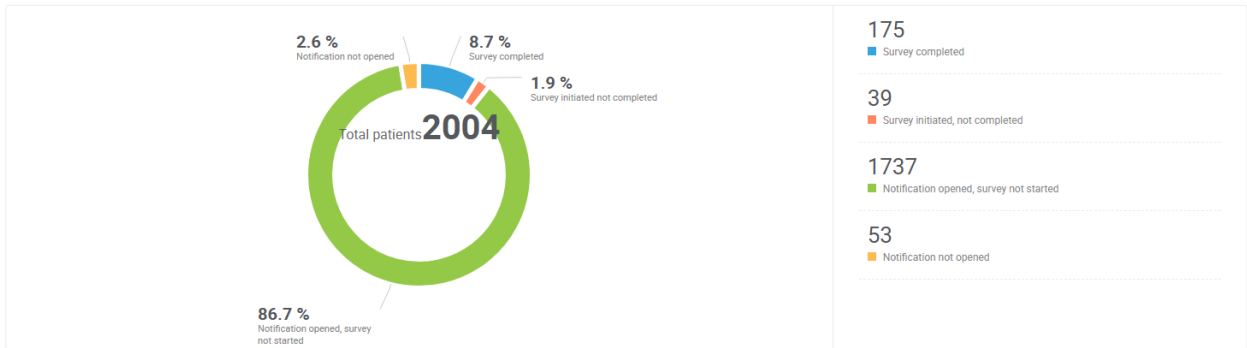
Patient Satisfaction: See attached survey results.

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.

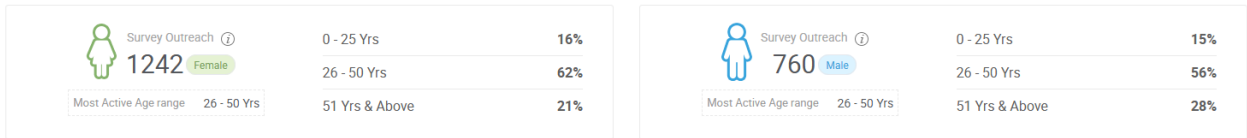
Southern Nevada Community Health Center

Patient Satisfaction Survey – April 2025

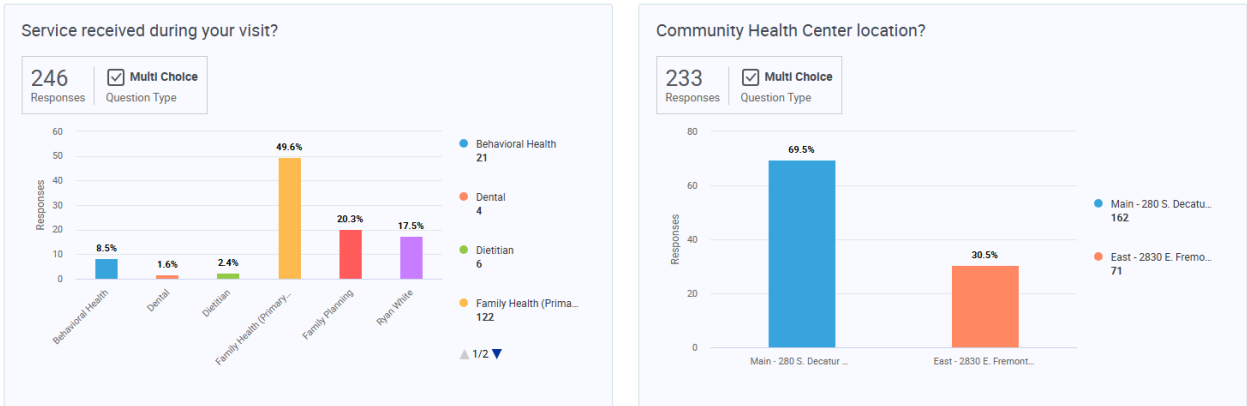
Overview



Gender



Service and Location

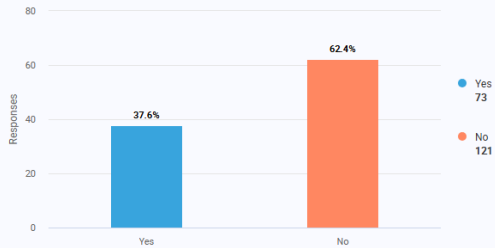


Provider, Staff, and Facility

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

194
Responses

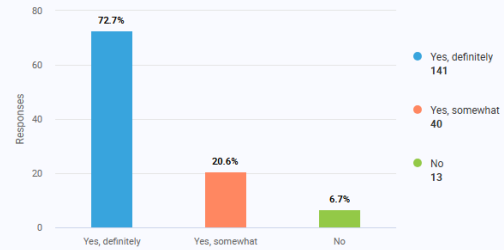
☒ Multi Choice
Question Type



Was the recent visit as soon as you needed?

194
Responses

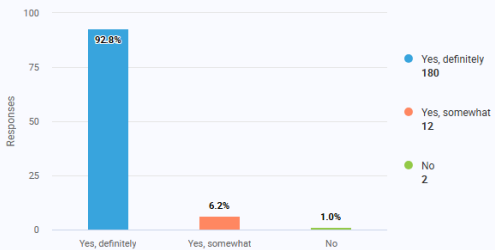
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Question Type



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

194
Responses

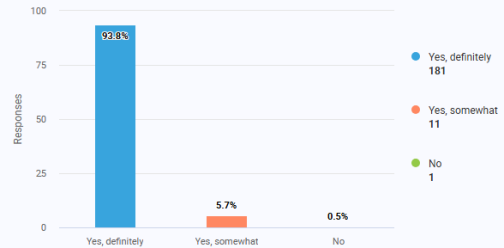
☒ Multi Choice
Question Type



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

193
Responses

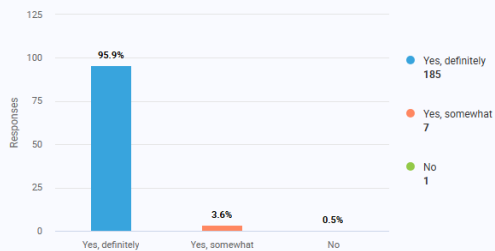
☒ Multi Choice
Question Type



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

193
Responses

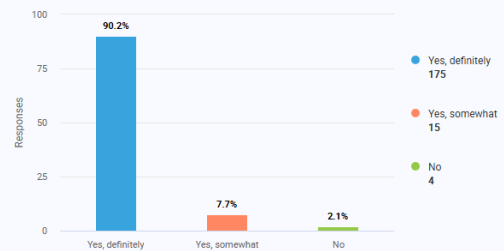
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Question Type



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

194
Responses

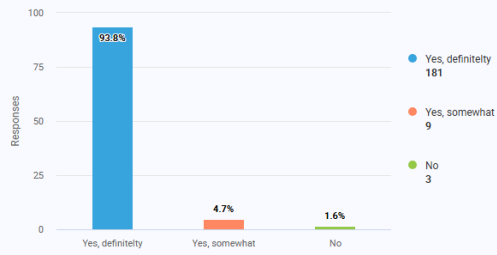
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Question Type



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

193
Responses

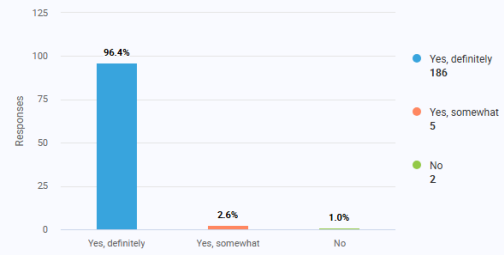
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Question Type



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

193
Responses

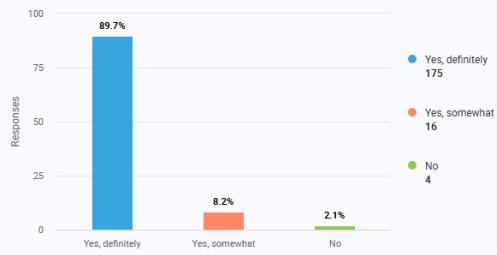
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Question Type



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

195
Responses

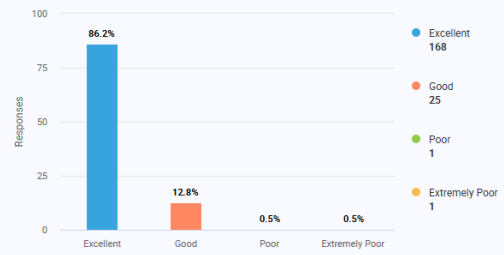
☒ Multi Choice
Question Type



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

195
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?

194

Responses

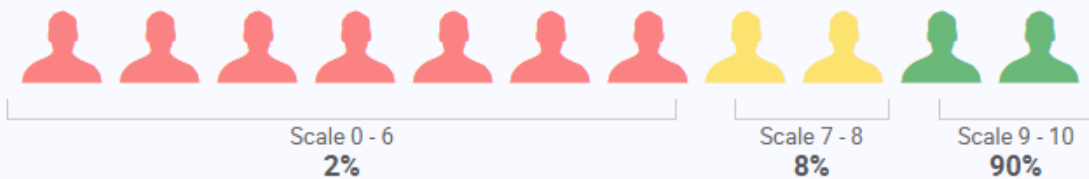
123

Numbers

Question Type

88

Net Promoter Score (NPS)



3

Scale 0 - 6

16

Scale 7 - 8

175

Scale 9 - 10

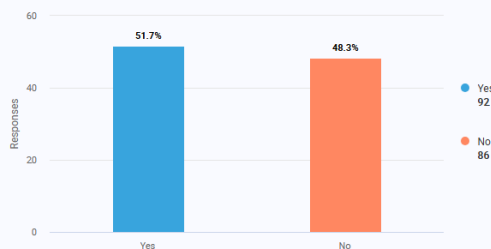
General Information

Do you have health insurance?

178

Responses

☒ Multi Choice
Question Type



How did you hear about us?

189

Responses

☒ Multi Choice
Question Type

