

MEMORANDUM

Date: August 19, 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 – July 2025

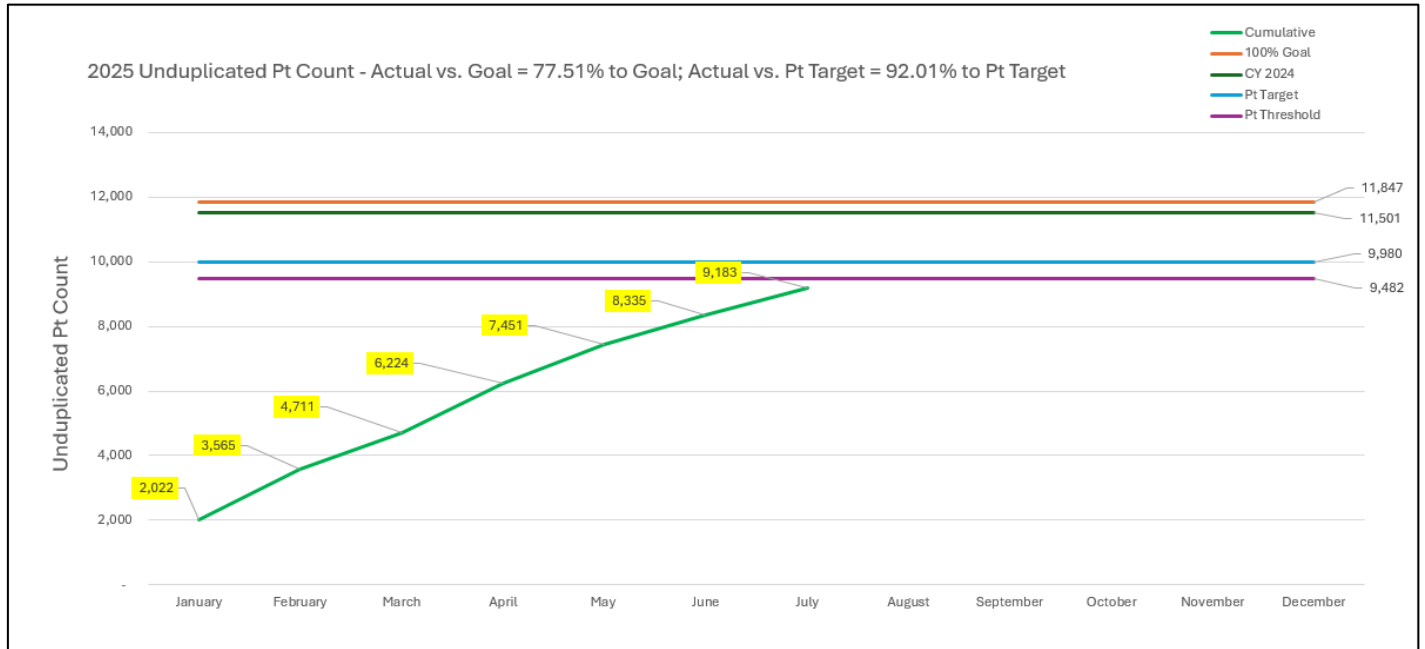
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention and education in a culturally respectful environment regardless of the patient's ability to pay.

July Highlights - Administrative

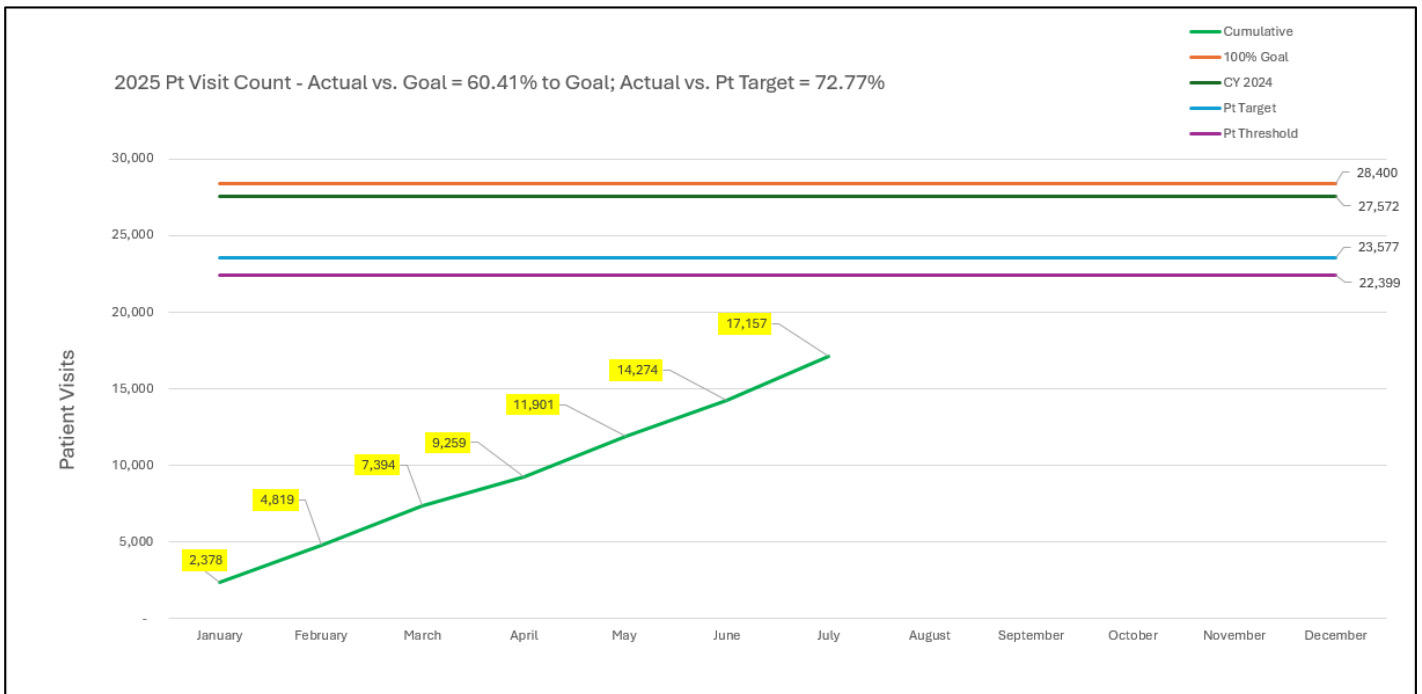
- FTCA redeeming application approved for coverage in CY26.
- Planning work underway in response to the new interpretation of the Personal Responsibility and Work Opportunity Reconciliation Act.
- Notification of Title X grant funding, approximately \$630k for the remainder of the program year (10/1/25 – 3/31/26) pending.
- The Title X – Family Planning virtual site visit is scheduled for September 2nd through 4th.
- Employee and patient appreciation activities took place over the week of August 4th at both health center locations to celebrate National Health Center Week.
- Application submitted to join the new Medicaid management care organization, CareSource.
- Work is underway to prepare for an application for Patient Centered Medical Home accreditation.
- In-service and networking activities conducted with Nevada Hand and UMC.
- Recruitment for a clinical pharmacist for the Decatur health center underway.
- Recruitment for a clinical staff physician for the Fremont health center underway.
- A community health nurse providing case management services in the Ryan White program recognized as an employee of the month for August.

Access

Unduplicated Patients – July 2025



Patient Visits Count – July 2025



Provider Visits by Program and Site – July 2025

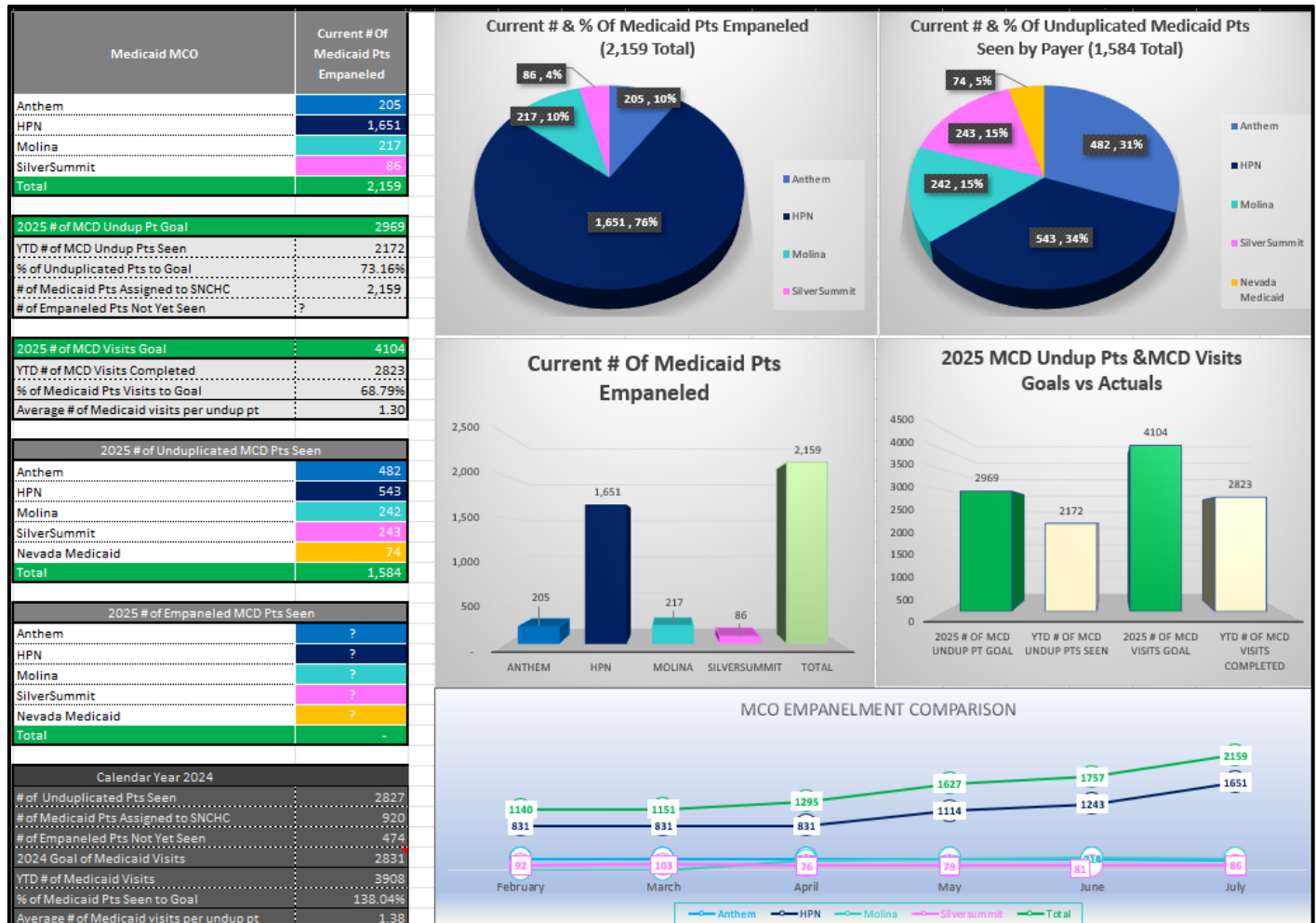
Facility	Program	JULY '25	JULY '24	JULY YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	934	613	34%	934	613	34%
Fremont	Family Health	415	266	36%	415	266	36%
Total	Family Health	1,349	879	35%	1,349	879	35%
Decatur	Family Planning	64	126	-97%	64	126	-97%
Fremont	Family Planning	197	112	43%	197	112	43%
Total	Family Planning	261	238	9%	261	238	9%
Decatur	Sexual Health	637	579	9%	637	579	9%
Fremont	Sexual Health	135	109	19%	135	109	19%
ASEC	Sexual Health		68		0	68	
Total	Sexual Health	772	756	2%	772	756	2%
Decatur	Behavioral Health	213	124	42%	213	124	42%
Fremont	Behavioral Health	142	130	8%	142	130	8%
Total	Behavioral Health	355	254	28%	355	254	28%
Decatur	Ryan White	299	285	5%	299	285	5%
Fremont	Ryan White	14	16	-14%	14	16	-14%
Total	Ryan White	313	301	4%	313	301	4%
FQHC Total		3,050	2,428	20%	3,050	2,428	20%

Pharmacy Services

	25-Jul	24-Jul		FY26 YTD	FY25 YTD		% Change YOY
Client Encounters (Pharmacy)	1,760	1,413	↑	1,760	1,413	↑	24.6%
Prescriptions Filled	3,208	2,317	↑	3,208	2,317	↑	38.5%
Client Clinic Encounters (Pharmacist)	61	43	↑	61	43	↑	41.9%
Financial Assistance Provided	14	30	↓	14	30	↓	-53.3%
Insurance Assistance Provided	16	14	↑	16	14	↑	14.3%

- A. Dispensed 3,208 prescriptions for 1,760 patients.
- B. The pharmacist completed 61 patient clinical encounters.
- C. 14 patients assisted to obtain medication financial assistance.
- D. Assisted 16 patients with insurance approvals.

Medicaid Managed Care Organization (MCO)



Behavioral Health Services

- Health Plan of Nevada recently assigned 300 patients to SNCHC. These patients have been identified as needing both primary care and behavioral health services. The Behavioral Health (BH) team has been contacting these patients to welcome them and to offer both primary care and behavioral health services.
- The Behavioral Health Manager attended a Prevention, Advocacy, Choices, Teamwork (PACT) Coalition monthly meeting and presented on integrated care efforts within SNCHC.
- Behavioral Health and Medical Director are working closely to identify areas to strengthen BH workflows at the Decatur and Fremont sites.

Family Planning Services

- Family Planning program access was up 9% in July and is up 9% year-over-year. Program team administrators and clinical staff are working on 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 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 scheduled for a comprehensive virtual site visit September 2nd through 4th of this year.
- C. The health center is still awaiting notification of funding for the remaining six months of the approved budget period (i.e., October 1, 2025 – March 31, 2026).

HIV / Ryan White Care Program Services

- A. The Ryan White program received 70 referrals between July 1st and July 31st. There were four (4) pediatric clients referred to the Medical Case Management in July and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 580 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 321 unique clients served under these programs in July.
- C. The Ryan White ambulatory clinic provided a total of 594 visits in the month of July, including 27 initial provider visits, 253 established provider visits including six (6) tele-visits to established patients. Additionally, there were 29 nursing visits and 285 lab visits provided. There were 64 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of July. There were 14 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in July.
- D. The Ryan White clinic provides 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 eleven (11) patients seen under the Rapid StART Program in July.

FQHC-Sexual Health Clinic (SHC)

- A. The Sexual Health Clinic (SHC) clinic provided 1,162 unique services to 779 unduplicated patients for the month of July. There are currently more than 70 patients receiving injectable treatment for HIV prevention (PrEP).
- B. The 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) 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 SHC continues to refer pregnant patients with syphilis and patients needing complex STI evaluation and treatment to PPC SHOPP for nurse case management services. The SHC Community Health Nurse team began providing services following the new “Nurse Visit for Follow up (HIV) PrEP Therapy” standard operating procedure.
- C. One (1) SHC provider is continuing to train in the provision of Family Planning Services.

Refugee Health Program (RHP)

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

Client required medical follow- up for Communicable Diseases	-
Refugee Health Screening for Ova and Parasites (positive tests)	1
Referrals for TB issues	0
Referrals for Chronic Hep B	0
Referrals for STD	0
Pediatric Refugee Exams	0
Clients encounter by program (adults)	6
Refugee Health Screening for July 2025	0
Total for FY24-25	659

Outreach/In Reach Activity

Month of July 2025

Number of events	3 - outreach 8 - in reach
Number of people reached	278
Number of people linked to the clinic	35
Number of hours dedicated to outreach	42

Eligibility and Insurance Enrollment Assistance

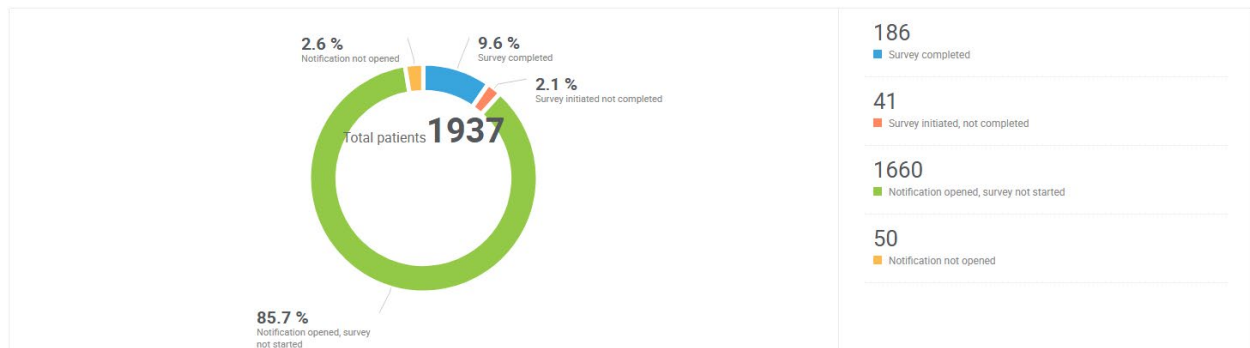
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of support.

Patient Satisfaction: See attached survey results.

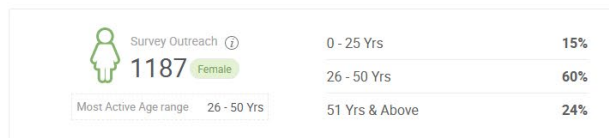
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

Southern Nevada Community Health Center Patient Satisfaction Survey – July 2025

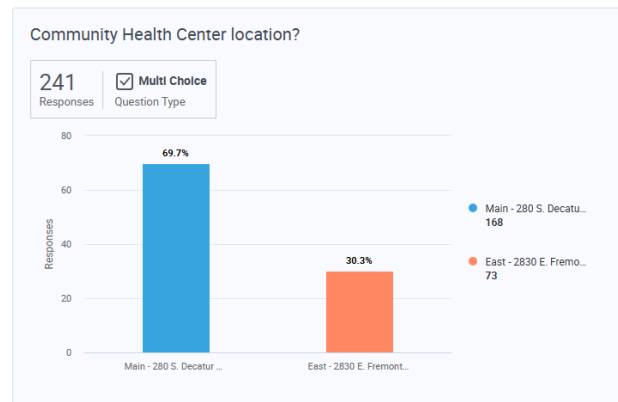
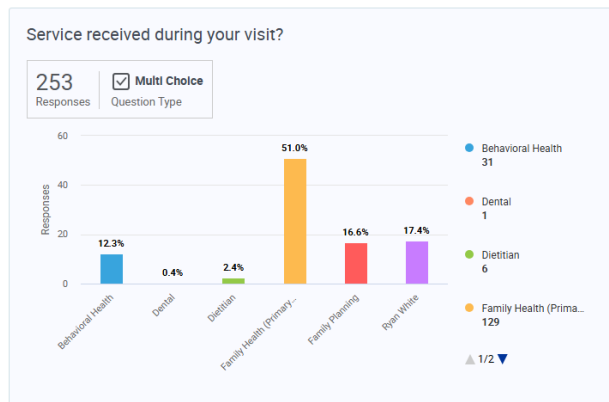
Overview



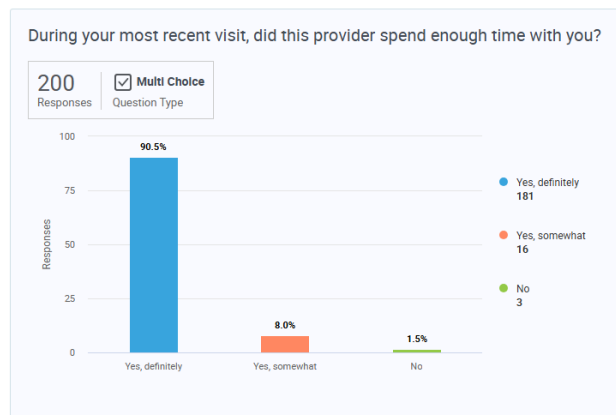
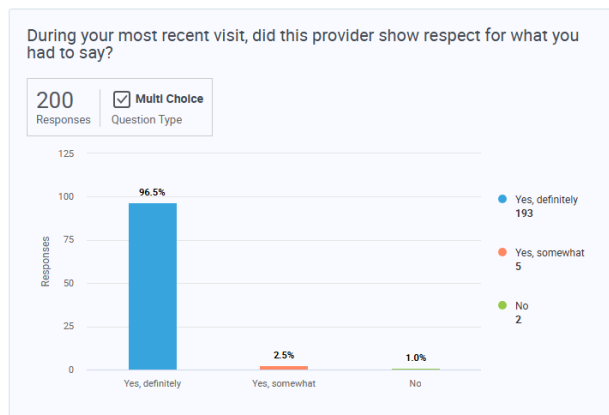
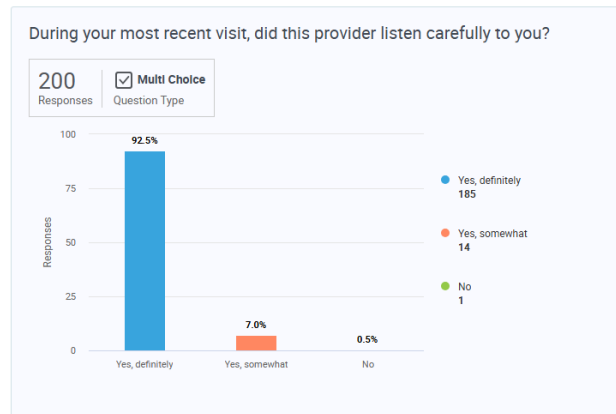
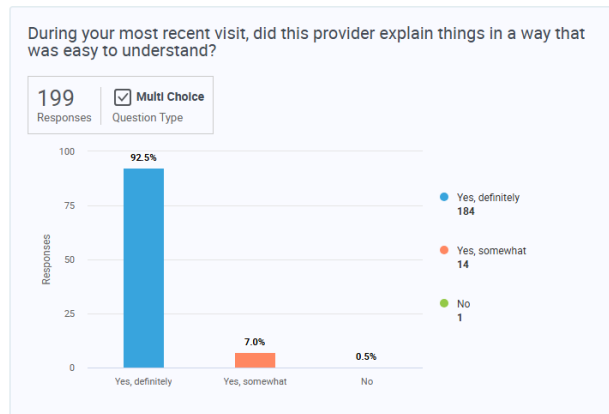
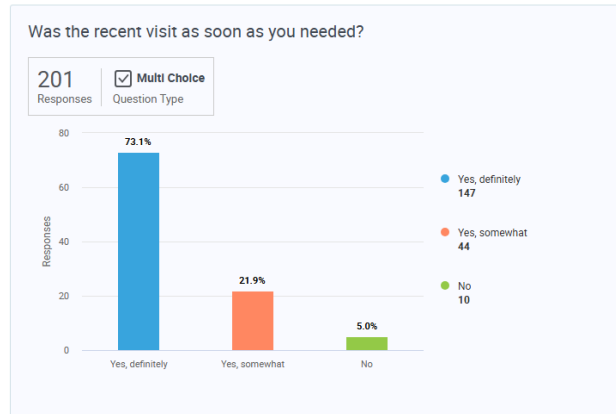
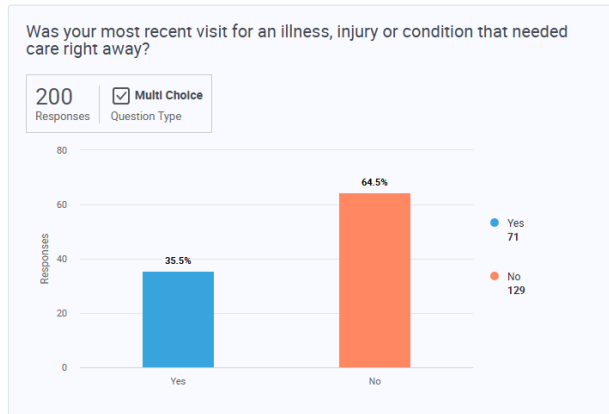
Gender



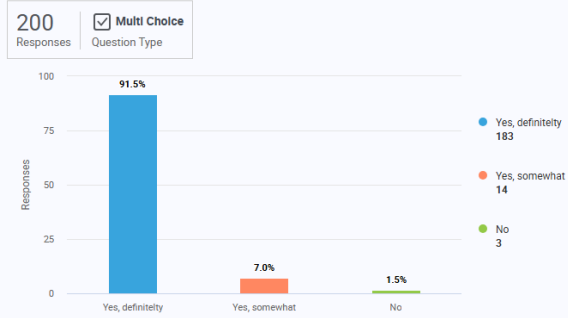
Service and Location



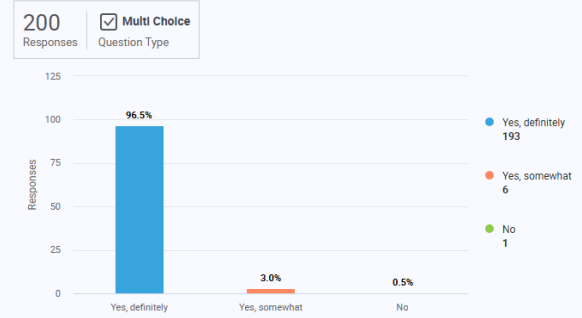
Provider, Staff, and Facility



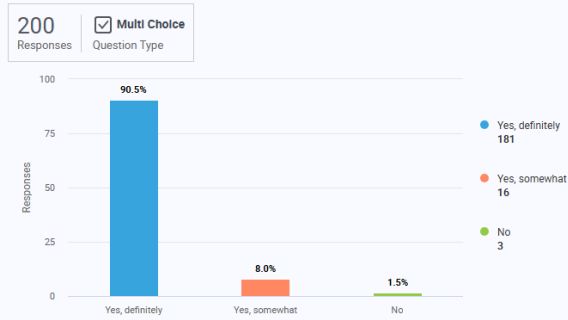
Thinking about your most recent visit, were the staff as helpful as you thought they should be?



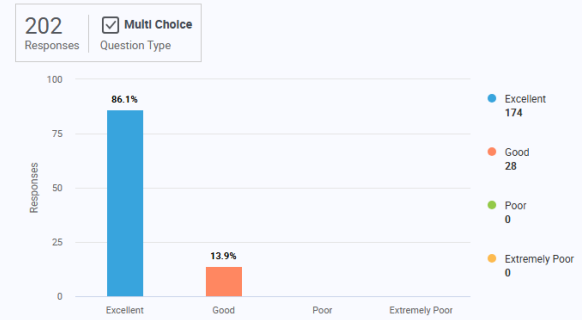
Thinking about your most recent visit, did the staff treat you with courtesy and respect?



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?

200

Responses

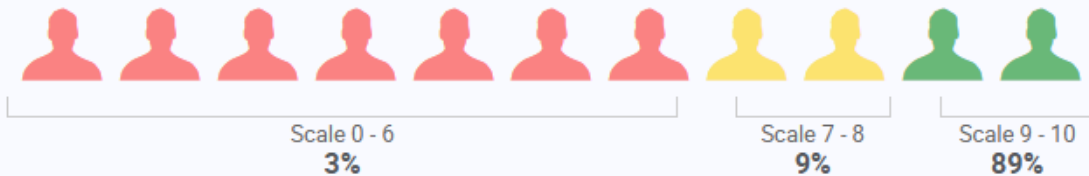
123

Numbers

Question Type

86

Net Promoter Score (NPS)



5

Scale 0 - 6

17

Scale 7 - 8

178

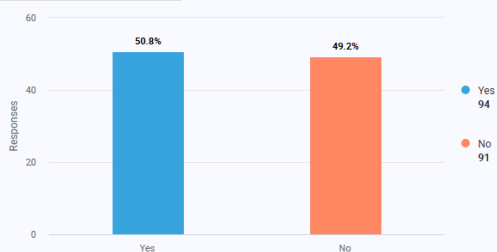
Scale 9 - 10

General Information

Do you have health insurance?

185
Responses

☒ Multi Choice
Question Type



How did you hear about us?

194
Responses

☒ Multi Choice
Question Type

