

## MEMORANDUM

**Date:** September 16, 2025

**To:** Southern Nevada Community Health Center Governing Board

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

Cassius Lockett, PhD, District Health Officer *CL*

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

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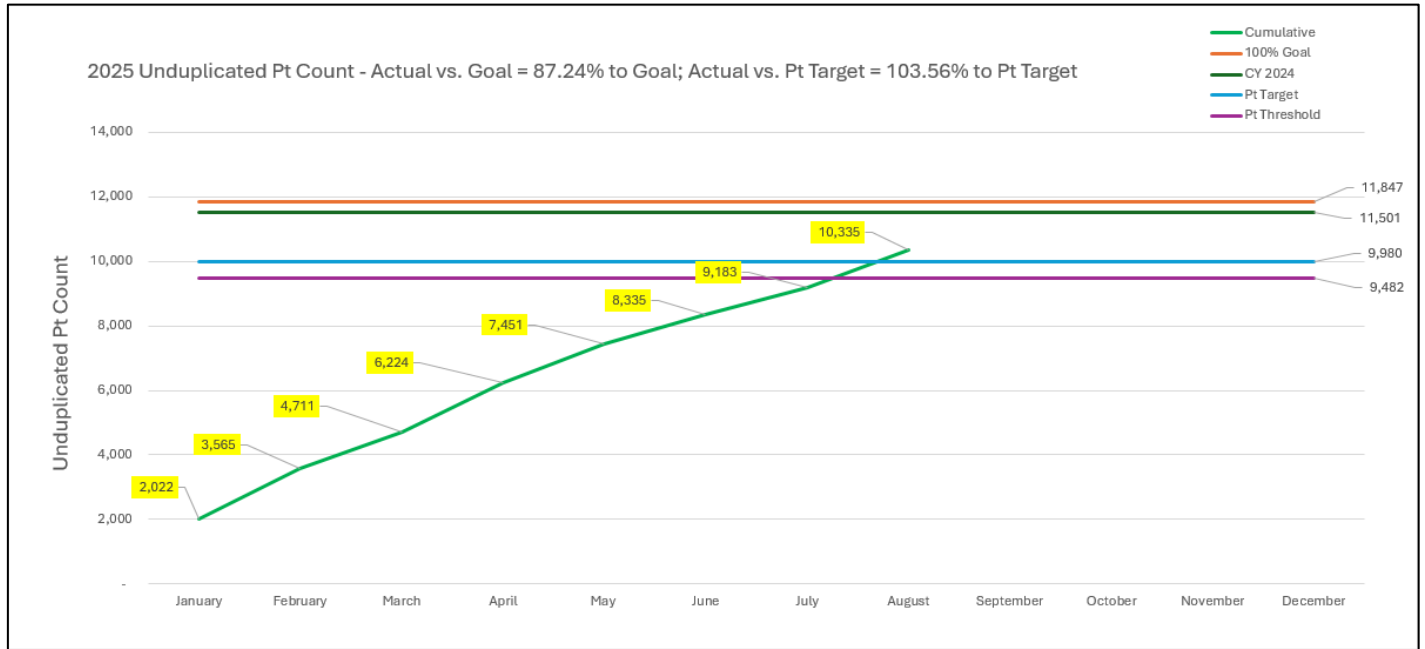
Division Information/Highlights: The Southern Nevada Community Health Center, a division of the Southern Nevada Health District, mission is to serve residents of Clark County from underserved communities with appropriate and comprehensive outpatient health and wellness services, emphasizing prevention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

### August Highlights - Administrative

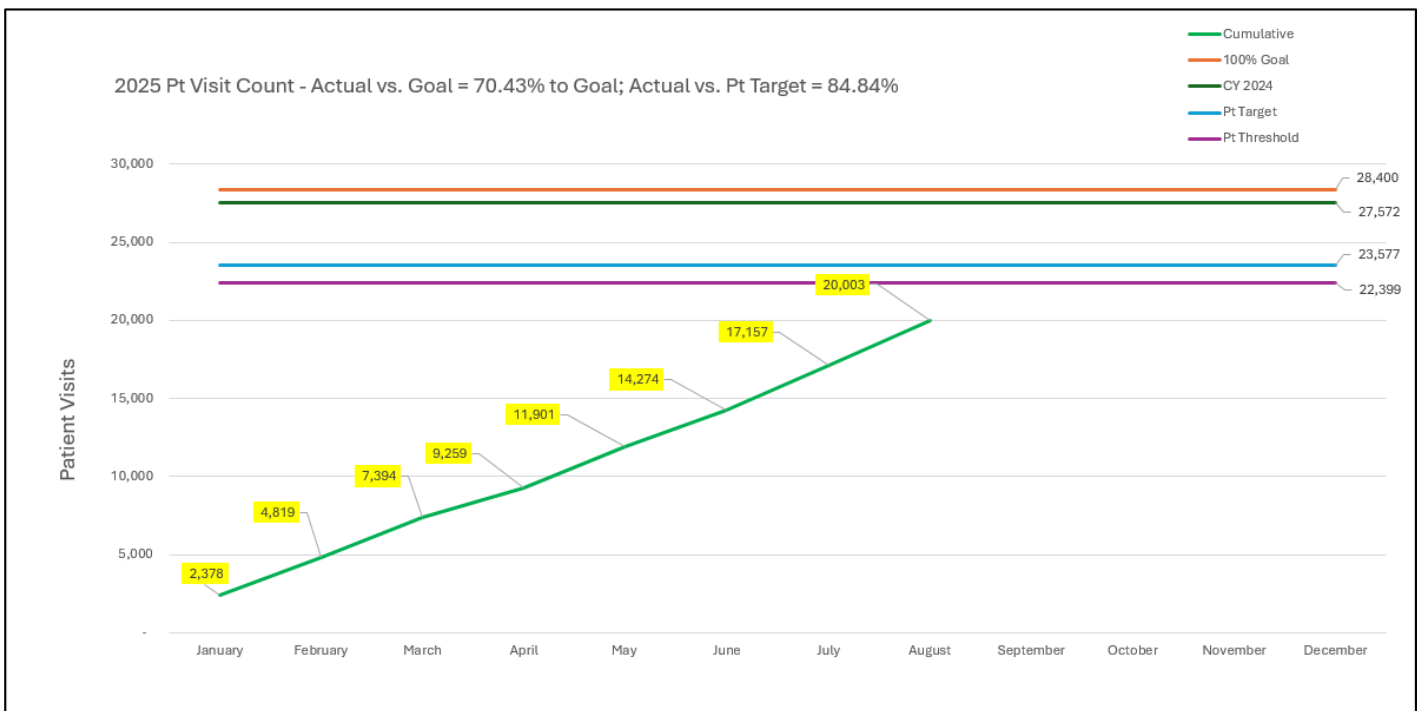
- Successfully completed the Title X Audit.
- Title X funding received for the remainder budget period (3/31/2026)
- 9/30/2025 funding cliff for the Health Center - mandatory and discretionary funds.
- FTCA Redeeming for CY26 received.
- Health center's laboratory assistants will be reporting to the CMO/Medical Director to support clinic alignment goals.
- 2<sup>nd</sup> interview scheduled for Clinical Staff Physician (Fremont) scheduled 9/18/25.
- Currently recruiting two (2) new board members for SNCHC board.
- Patient Centered Medical Home (PCMH) accreditation work is underway.
- Working with the Nevada Primary Care Association to prepare a proposal for Rural Health Transformation funding.
- Call Center Quality Improvement Project activities ongoing.
- A community health nurse providing case management services recognized as an employee of the month for September.

## Access

### Unduplicated Patients – August 2025



### Patient Visits Count – August 2025



### Provider Visits by Program and Site – August 2025

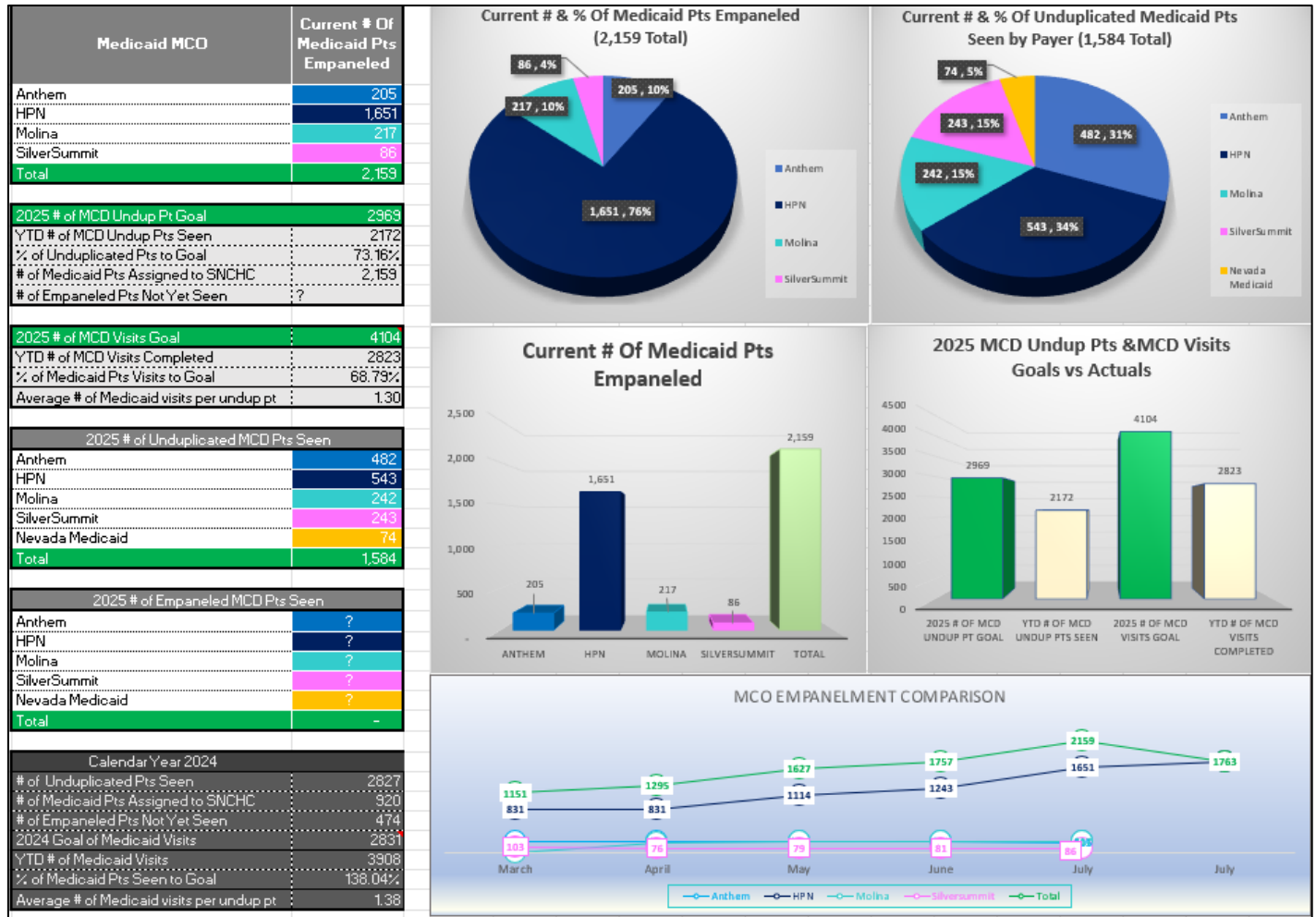
Facility	Program	AUG '25	AUG '24	AUG YoY %	FY26 YTD	FY25 YTD	FY YTD YoY%
Decatur	Family Health	818	537	34%	1,753	1,150	34%
Fremont	Family Health	521	396	24%	936	662	29%
<b>Total</b>	<b>Family Health</b>	<b>1,339</b>	<b>933</b>	<b>30%</b>	<b>2,689</b>	<b>1,812</b>	<b>33%</b>
Decatur	Family Planning	83	165	-99%	147	291	-98%
Fremont	Family Planning	203	121	40%	400	233	42%
<b>Total</b>	<b>Family Planning</b>	<b>286</b>	<b>286</b>	<b>0%</b>	<b>547</b>	<b>524</b>	<b>4%</b>
Decatur	Sexual Health	510	500	2%	1,147	1,079	6%
Fremont	Sexual Health	123	121	2%	258	230	
ASEC	Sexual Health		45		0	113	
<b>Total</b>	<b>Sexual Health</b>	<b>633</b>	<b>666</b>	<b>-5%</b>	<b>1,405</b>	<b>1,422</b>	<b>-1%</b>
Decatur	Behavioral Health	144	130	10%	357	254	29%
Fremont	Behavioral Health	149	133	11%	291	263	
<b>Total</b>	<b>Behavioral Health</b>	<b>293</b>	<b>263</b>	<b>10%</b>	<b>648</b>	<b>517</b>	<b>20%</b>
Decatur	Ryan White	194	212	-9%	493	497	-1%
Fremont	Ryan White	31	28	10%	45	44	
<b>Total</b>	<b>Ryan White</b>	<b>225</b>	<b>240</b>	<b>-7%</b>	<b>538</b>	<b>541</b>	<b>-1%</b>
<b>FQHC Total</b>		<b>2,776</b>	<b>2,388</b>	<b>14%</b>	<b>5,827</b>	<b>4,816</b>	<b>17%</b>

### Pharmacy Services

	Aug 25	Aug 24		FY26 YTD	FY25 YTD		% Change YOY
<b>Client Encounters (Pharmacy)</b>	1,694	1,393	↑	3,454	2,806	↑	<b>23.1%</b>
<b>Prescriptions Filled</b>	3,084	2,253	↑	6,292	4,570	↑	<b>37.7%</b>
<b>Client Clinic Encounters (Pharmacist)</b>	53	59	↓	114	102	↑	<b>11.8%</b>
<b>Financial Assistance Provided</b>	10	25	↓	24	55	↓	<b>-56.4%</b>
<b>Insurance Assistance Provided</b>	5	12	↓	21	26	↓	<b>-19.2%</b>

- A. Dispensed 3,084 prescriptions for 1,694 patients.
- B. The pharmacists completed 53 patient clinical encounters.
- C. 10 patients assisted to obtain medication financial assistance.
- D. Assisted five (5) clients with insurance approvals.

## Medicaid Managed Care Organization (MCO)



## Behavioral Health Services

- A Psychiatric APRN I celebrated their fifth year with SNCHC in July and was promoted to an APRN II.
- The Behavioral Health Manager and Psychiatric APRNs attended the 2025 Southern Nevada Substance Misuse and Overdose Prevention Summit held at UNLV.
- SNCHC has been doing outreach with Nevada HAND and looking to explore options with SNCHC BH Team to potentially provide services to the residents.

## Family Planning Services

- Family Planning program access is flat to budget in August and up 4% 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.
- The health center's Consent Forms were recognized as a best practice. The final outcome of the audit

will be conveyed by the project officer in 30 days.

- C. The health center received 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 62 referrals between August 1<sup>st</sup> and August 31<sup>st</sup>. There were five (5) pediatric clients referred to the Medical Case Management in August and the program received two (2) referrals for pregnant women living with HIV during this time.
- B. There were 519 service encounters provided by the Ryan White Linkage Coordinator, Eligibility Worker, Care Coordinators, Nurse Case Managers, Community Health Workers, and Health Educator. There were 274 unique clients served under these programs in August.
- C. The Ryan White ambulatory clinic provided a total of 440 visits in the month of August, including 18 initial provider visits, 182 established provider visits including eight (8) tele-visits to established patients. Additionally, there were 22 nursing visits and 218 lab visits provided. There were 45 Ryan White services provided under Behavioral Health by licensed mental health practitioners and the Psychiatric APRN during the month of August. There were 12 Ryan White clients seen by the Registered Dietitian under Medical Nutrition services in August.
- 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 three (3) patients seen under the Rapid StART Program in August.

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

- A. The Sexual Health Clinic (SHC) clinic provided 1,229 unique services to 814 unduplicated patients for the month of August. There are currently more than 100 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 CHN assisted with the American Heart Association Basic Life Support (AHA BLS) skills training for SNHD staff. Three (3) SHC Medical Assistant completed their AHA BLS skills training.
- D. One (1) SHC CHN vacancy due to a resignation.

## **Refugee Health Program (RHP)**

There were no services provided to clients in the Refugee Health Program for the month of August 2025.

## Outreach/In Reach Activity

Month of August 2025

Number of events	3 - outreach 2 - in reach
Number of people reached	222
Number of people linked to the clinic	7
Number of hours dedicated to outreach	35

## Eligibility and Insurance Enrollment Assistance

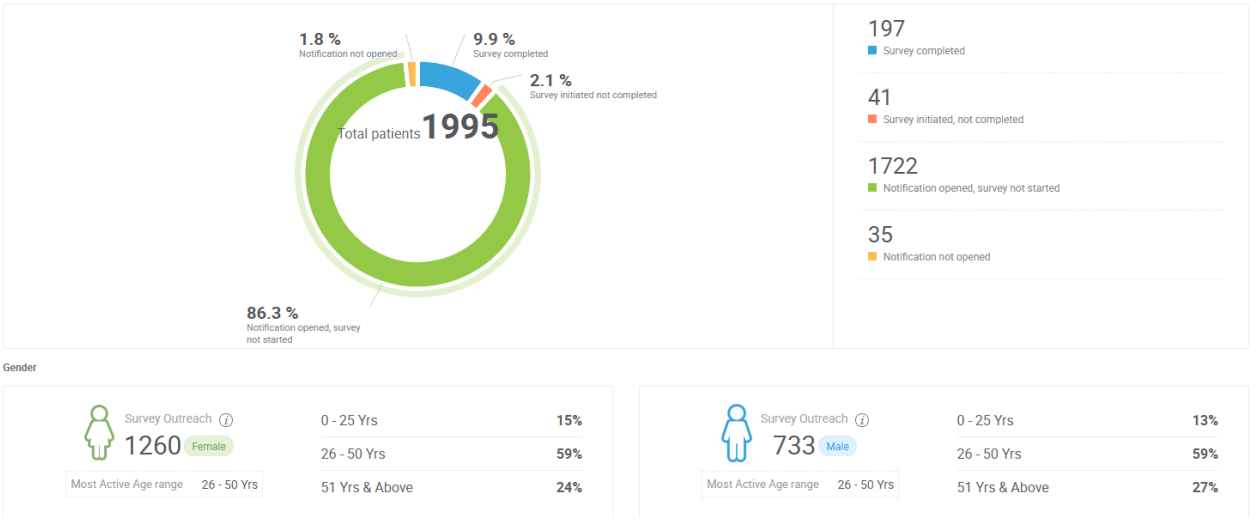
Patients in need of assistance continue to be identified and referred to community partners for help with determining eligibility for insurance and assistance with completing applications. Partner agencies are collocated at both health center sites to facilitate warm handoffs for patients in need of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

## Patient Satisfaction: See attached survey results.

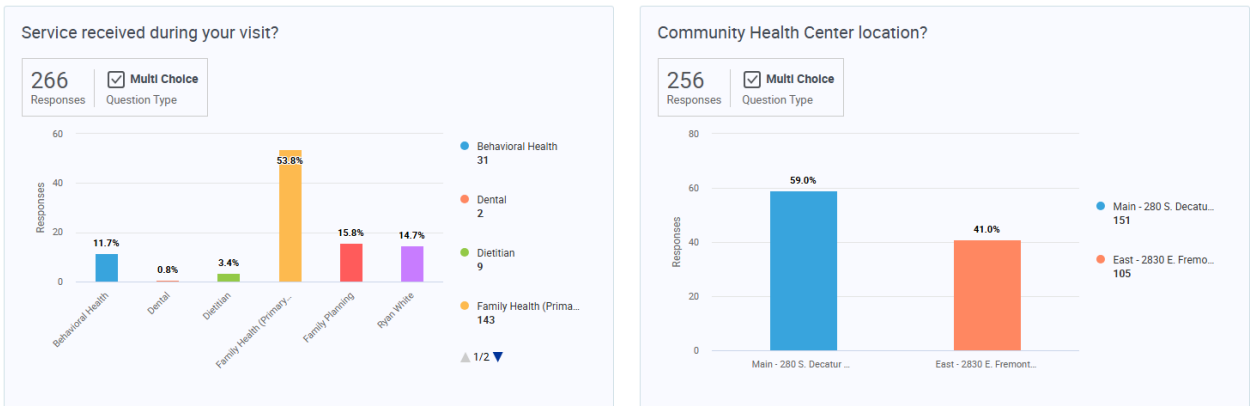
SNCHC continues to receive generally favorable responses from survey participants when asked about ease of scheduling an appointment, waiting time to see their provider, care received from providers and staff, understanding of health care instructions following their visit, hours of operation, and recommendation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

# Southern Nevada Community Health Center Patient Satisfaction Survey – August 2025

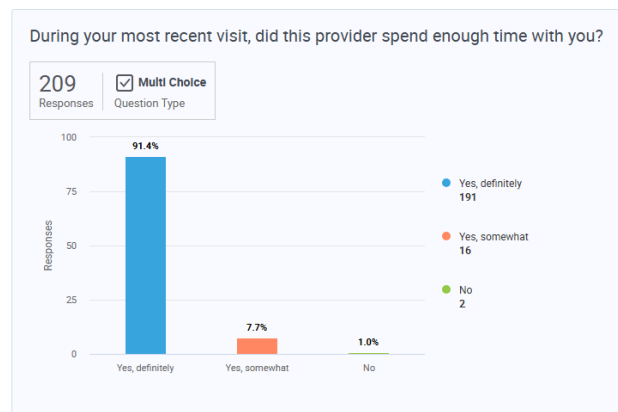
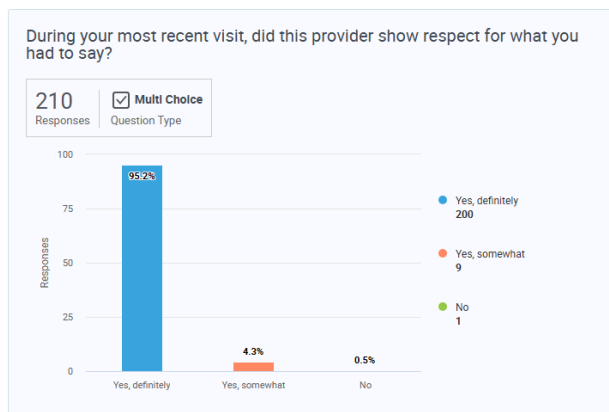
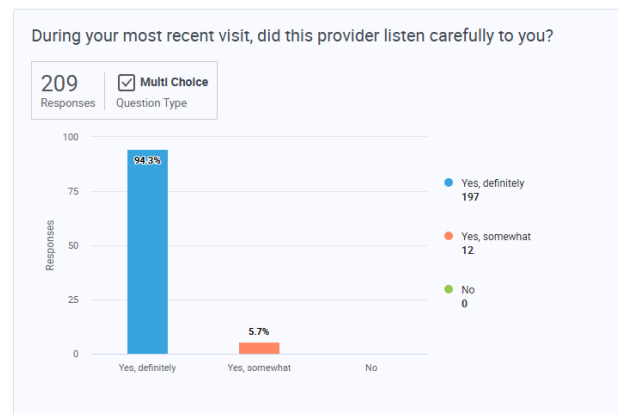
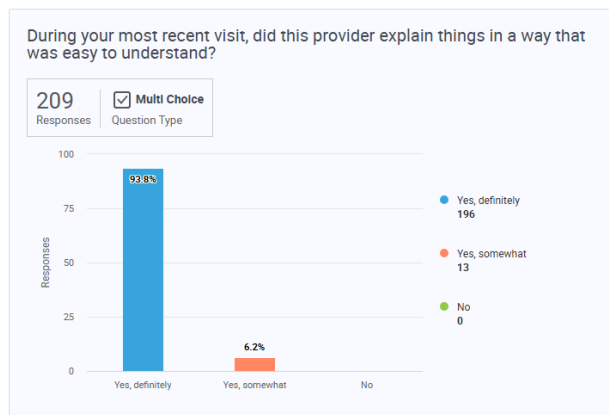
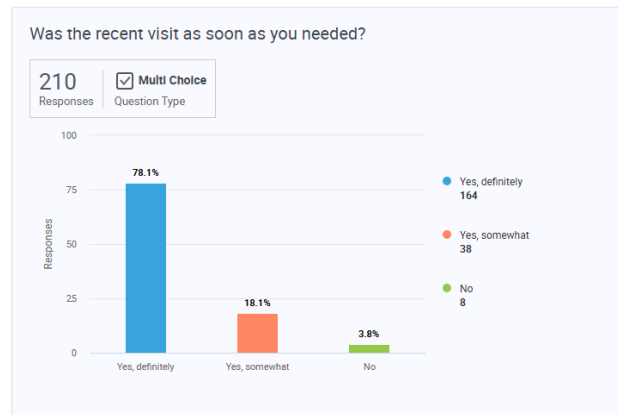
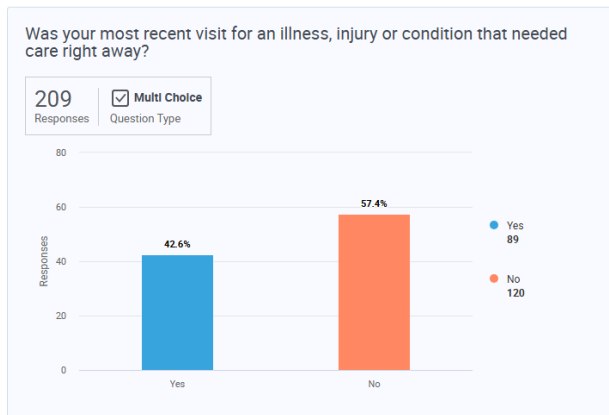
## Overview



## Service and Location



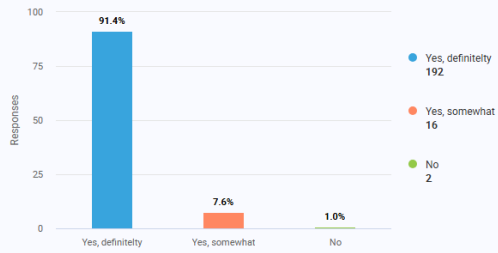
## Provider, Staff, and Facility





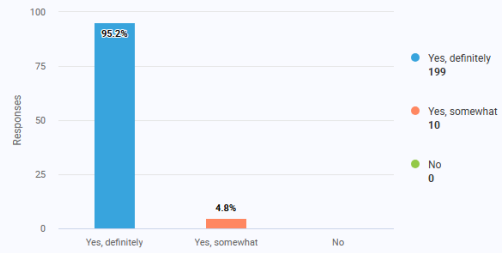
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

210 Responses  
Multi Choice Question Type



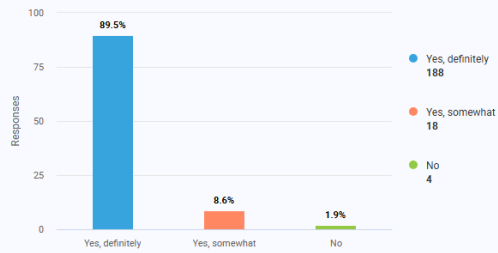
Thinking about your most recent visit, did the staff treat you with courtesy and respect?

209 Responses  
Multi Choice Question Type



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

210 Responses  
Multi Choice Question Type



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

209 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?

209

Responses

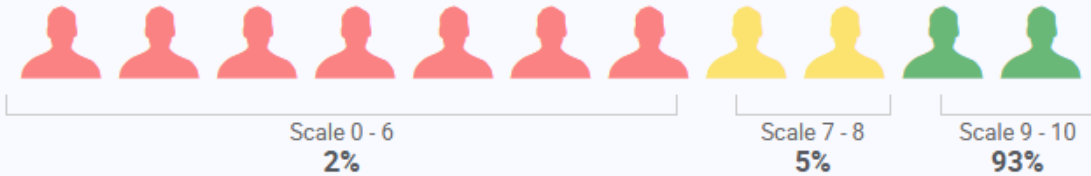
123

Numbers

Question Type

91

Net Promoter Score (NPS)



5

Scale 0 - 6

10

Scale 7 - 8

194

Scale 9 - 10

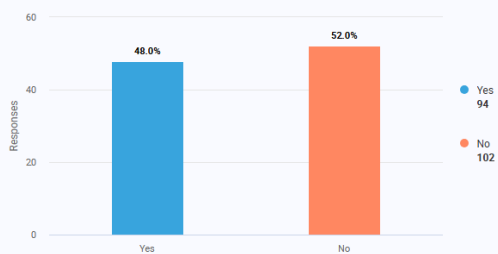
## General Information

Do you have health insurance?

196

Responses

☒ Multi Choice  
Question Type



How did you hear about us?

209

Responses

☒ Multi Choice  
Question Type

