



SUMMARY OF PROCEEDINGS

KERN COUNTY HOSPITAL AUTHORITY COMMUNITY HEALTH CENTER BOARD OF DIRECTORS

**Community Health Center
Administrative Office
900 Truxtun Avenue, Suite 250
Bakersfield, California 93301**

Regular Meeting
Wednesday, January 28, 2026

11:30 A.M.

BOARD RECONVENED – Director Martinez convened the meeting of the Board at 11:30 A.M., and established a quorum was present.

Board Members: Avila, Behill, Kemp, Lopez, Martinez, Nichols, Sandoval, Smith, Williams
Roll Call: 5 Present; 4 Absent – Behill, Kemp, Lopez, Smith

NOTE: The vote is displayed in bold below each item. For example, Smith-Behill denotes Director Smith made the motion and Director Behill seconded the motion.

CONSENT AGENDA: AGENDA/OPPORTUNITY FOR PUBLIC COMMENT: AS INDICATED BELOW WITH A "CA" WAS REVIEWED, DISCUSSED, AND APPROVED AS ONE MOTION.

BOARD ACTION SHOWN IN CAPS

PUBLIC PRESENTATIONS

- 1) This portion of the meeting is reserved for persons to address the Board on any matter not on this agenda but under the jurisdiction of the Board. Board members may respond briefly to statements made or questions posed. They may ask a question for clarification, make a referral to staff for factual information or request staff to report back to the Board at a later meeting. In addition, the Board may take action to direct the staff to place a matter of business on a future agenda.
KERN COUNTY HOSPITAL AUTHORITY VP AND GENERAL COUNSEL KAREN BARNES PROVIDED COPIES OF UPATED THE RALPH M. BROWN ACT, AS REQUIRED BY SB 707, AND A BRIEF SUMMARY OF THE 2026 CHANGES. COPIES WILL BE PROVIDED VIA EMAIL TO DIRECTORS WHO WERE NOT PRESENT AT THE MEETING. DIRECTOR MARTINEZ ASKED IF THE BOARD IS REQUIRED TO HAVE

REMOTE MEETINGS. KCHA VP AND GENERAL COUNSEL RESPONDED NOT UNTIL JULY 1ST 2026.

BOARD MEMBER ANNOUNCEMENTS OR REPORTS

- 2) On their own initiative, Board members may make an announcement or a report on their own activities. They may ask a question for clarification, make a referral to staff or take action to have staff place a matter of business on a future agenda (Government Code section 54954.2(a)(2)) – **NO ONE HEARD**
- CA
3) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meetings on December 18, 2025 –
APPROVED
Williams – Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith
- CA
4) Proposed Kern County Hospital Authority Community Health Center Home Health/DME/Home Pharmacy Referrals and Ambulatory Specialty Referral Authorization Request policies –
APPROVED; AUTHORIZED CHAIRMAN TO SIGN
Williams – Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith
- CA
5) Proposed Kern County Hospital Authority Community Health Center Peer Review policy –
APPROVED; AUTHORIZED CHAIRMAN TO SIGN
Williams – Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith
- CA
6) Proposed Resolution to adopt the Kern County Hospital Authority Conflict of Interest Policy and Code –
APPROVED; ADOPTED RESOLUTION
Williams – Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith
- CA
7) Proposed Resolution to adopt the Kern County Hospital Authority Human Resources policies –
APPROVED; ADOPTED RESOLUTION
Williams – Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith
- CA
8) Proposed updated Kern County Hospital Authority Community Health Center Board of Directors Reference Sheet in preparation for the On-Site Visit –
APPROVED
Williams – Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith
- 9) Report on the Kern County Hospital Authority Community Health Center Quality Summary for calendar year 2025 –
INTERIM MEDICAL DIRECTOR DR. GLENN GOLDIS MADE THE PRESENTATION REGARDING THE QUALITY SUMMARY REPORT FOR CALENDAR YEAR 2025. DIRECTOR MARTINEZ ASKED IF NON-HEALTH PLAN MEMBERS GO THROUGH THE SAME GRIEVANCE AND COMPLAINT PROCESS AS HEALTH PLAN MEMBERS. EXECUTIVE

DIRECTOR RESPONDED THAT YES, ALL COMPLAINTS GO THROUGH THE RISK MANAGEMENT DEPARTMENT, WHERE THEY ARE REVIEWED AND SENT TO THE APPROPRIATE DEPARTMENT(S) FOR REVIEW AND RESPONSE. DIRECTOR WILLIAMS ASKED IF THERE HAVE BEEN GRIEVANCES THAT RESULTED IN A LAWSUIT. KCHA HOSPITAL COUNSEL PHILLIP JENKINS RESPONDED THAT IN SOME CASES, GRIEVANCES DO TURN INTO CLAIMS BUT THAT HE DID NOT HAVE ANY SPECIFIC NUMBERS. HOSPITAL COUNSEL FURTHER EXPLAINED THAT CLAIMANTS MUST FIRST GO THROUGH THE TORT CLAIM PROCESS BEFORE THEY ARE ABLE TO FILE A LAWSUIT AS THE KERN COUNTY HOSPITAL AUTHORITY, AND THE COMMUNITY HEALTH CENTER AS THE CO-APPLICANT, IS A GOVERNMENT ENTITY.

RECEIVED AND FILED

Nichols – Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith

- 10) Report on the Kern County Hospital Authority Community Health Center Clinical Quality Metrics for calendar year 2025 –

INTERIM MEDICAL DIRECTOR DR. GLENN GOLDIS PRESENTED. THE INTERIM DIRECTOR REVIEWED ALL OF THE METRICS FOCUSING ON CHILDHOOD IMMUNIZATION STATUS AND EXPLAINED THAT THE MEASUREMENT PERIOD WAS THE BIGGEST HURDLE FOR IMPROVEMENT IN THIS METRIC. THE INTERIM DIRECTOR CONTINUED TO EXPLAIN THAT VACCINE HESITANCY AND MISTRUST ARE NOT HELPING WITH THIS METRIC, ALONG WITH CHANGING FEDERAL VACCINE GUIDELINES. STAFF IS FOCUSED ON EDUCATING PATIENTS AND BUILDING TRUST THROUGH PARTNERSHIPS WITH LOCAL HEALTH PLANS AND PARTICIPATION IN COMMUNITY EVENTS AND OTHER OUTREACH TO POTENTIALLY MOVE THIS METRIC IN A POSITIVE DIRECTION. DIRECTOR NICHOLS ASKED IF HEALTH PLANS OFFER VACCINE CLINICS AT SCHOOL SITES, AND IF SO, ARE SCHOOLS REQUIRED TO REQUEST SUCH SERVICES. EXECUTIVE DIRECTOR RESPONDED THAT SHE COULD NOT ANSWER AS TO WHETHER THE HEALTH PLANS OFFERED VACCINE CLINICS FOR SCHOOL SITE OR IF THE SCHOOL SITES REQUEST SUCH SERVICES FROM THE HEALTH CENTERS, BUT SCHOOL SITES DO DIRECTLY REQUEST THAT THE COMMUNITY HEALTH CENTER BRING THE MOBILE CLINICS TO SCHOOL SITES FOR VACCINES, SPORT PHYSICALS, ETC.

RECEIVED AND FILED

Avila - Williams: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith

- 11) Report on the Kern County Hospital Authority Community Health Center Health Center Service Utilization for December 2025 –

EXECUTIVE DIRECTOR INTRODUCED PRACTICE ADMINISTRATOR ANNA CARRILLO WHO MADE THE PRESENTATION. THE PRACTICE ADMINISTRATOR REVIEWED THE SERVICE UTILIZATION OR THE WHAT, HOW, WHEN SERVICES WERE USED DATA FOR THE FULL YEAR. SHE EXPLAINED THAT THIS DATA IS IMPORTANT TO CAPTURE TO MAKE SURE THAT THE SERVICES ARE ASSESSIBLE TO PATIENTS IN THE MOST CONVENIENT AND EFFICIENT WAY AS EVERYONE IS WORKING WITH LIMITED RESOURCES. DIRECTOR SANDOVAL ASKED WHAT THE DIFFERENCE IS BETWEEN NO-SHOWS AND CANCELLED APPOINTMENTS AND IF THE CLINICS HAVE ENOUGH PROVIDERS TO TREAT NEW PATIENTS. SHE MENTIONED THAT SOME PATIENTS HAVE TOLD HER THAT THEIR APPOINTMENTS HAVE BEEN RESCHEDULED MANY MONTHS OUT WHICH IS CONCERNING. PRACTICE ADMINISTRATOR EXPLAINED THAT NO-SHOWS ARE WHEN PATIENTS DO NOT SHOW UP TO THEIR APPOINTMENT WITH NO EXPLANATION. CANCELLED APPOINTMENTS ARE WHEN THE CLINIC CONTACTS THE PATIENT OR THAT PATIENT CONTACTS THE CLINIC TO CANCEL THEIR APPOINTMENT

WHICH ALLOWS THE CLINIC/PATIENT TO RESCHEDULE THE APPOINTMENT IMMEDIATELY. SHE FURTHER STATED THAT WHEN THE CLINIC CANCELS THE APPOINTMENT, THEY PLACE THE PATIENT ON A CANCELLATION LIST TO CALL THEM IF A SOONER APPOINTMENT BECOMES AVAILABLE. EXECUTIVE DIRECTOR ADDED THAT SHE WILL REMIND STAFF ABOUT OFFERING PATIENTS EVENING AND WEEKEND APPOINTMENTS WHEN THEY CALL THE PATIENT TO RESCHEDULE THEIR APPOINTMENT. THIS DELAY COULD ALSO BE DUE TO THE LACK OF PRACTITIONERS IN THE WOMEN'S HEALTH CLINIC. WHICH IS HOPEFULLY BEING ALLEVIATED WITH THE CROSS-TRAINING OF FAMILY PRACTICE NURSE PRACTITIONERS WHO HAVE ABLE TO TAKE ON THE APPOINTMENTS FOCUSED ON GENERAL GYNOLOGOCOL CARE AND ALLOW THE WOMEN'S HEALTH STAFF TO FOCUS ON THE MORE INTRICATE/HIGHER LEVEL OF CARE SERVICES. THE ADMINISTRATION HAS ALSO PLACED THE HIRING OF NEW PRACTITIONERS FOR THE WOMEN'S HEALTH CLINIC AS A TOP PRIORITY. THE BOARD ALSO ASKED IF THERE HAD BEEN ANY SHIFTS IN WHICH ZIP CODES WERE ACCESSING THE SERVICES. PRACTICE ADMINISTRATOR STATED THAT NO SIGNIFICANT CHANGES IN THE NUMBER OF SERVICES UTILIZING THE CHC SERVICES WITH THE 93307 ZIP CODE STILL BEING THE AREA WHERE THE HIGHEST NUMBER OF PATIENTS RESIDE.

RECEIVED AND FILED

Sandoval - Avila: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith

- 12) Proposed Kern County Hospital Authority Service Area Analysis – EXECUTIVE DIRECTOR MADE THE PRESENTATION ON THE SERVICE AREA ANALYSIS. SHE INFORMED THE BOARD THAT SERVICE AREA ANALYSIS IS REQUIRED AT LEAST ANNUALLY TO SHOW THE CONTINUED NEED FOR THE SERVICES PROVIDED BY KERN MEDICAL OUTPATIENT HEALTH AS A FEDERALLY QUALIFIED HEALTH CENTER (FQHC). SHE CONTINUED TO EXPLAIN THAT THE SERVICE AREA ANALYSIS SHOWS THE POPULATION DISTRIBUTION IN THE AREAS WHERE THE KERN MEDICAL OUTPATIENT HEALTH SERVICES PROVIDES HEALTH SERVICES. KERN MEDICAL OUTPATIENT SERVICES PROVIDES HEALTH CARE SERVICES IN 20 ZIP CODES WHICH REPRESENTS WHERE AT LEAST 75 PERCENT OF PATIENTS RESIDE AND WHERE THERE IS A NEED FOR FQHC SERVICES. SHE STATED THAT STAFF ARE CONTINUOUSLY MONITORING DIFFERENT ZIP CODES WITHIN THE COMMUNITY TO PROVIDE SERVICES AND OUTREACH TO THESE AREAS. AS THIS ANALYSIS CHANGES, THIS REPORT WILL BE BROUGHT TO THE BOARD WHEN CHANGES ARE DISCOVERED TO ALLOW THE BOARD THE INFORMATION YOU NEED TO PROVIDE STRATEGIC PLANNING OVERSIGHT. SHE THEN HIGHLIGHTED THE GROWTH THAT ZIP CODE 93307 HAS EXPERIENCED IN THE LAST YEAR, WHICH SHE BELIEVES IS DUE TO THE INCREASE IN DEMAND FOR THE MOBILE CLINICS.

APPROVED

Nichols – Sandoval: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith

- 13) Report on the Kern County Hospital Authority Community Health Center financials for November 2025 – EXECUTIVE DIRECTOR INTRODUCED FINANCE ADMINISTRATOR ANDREW CANTU WHO MADE THE PRESENTATION REGARDING THE FINANCIALS FOR NOVEMBER 2025. FINANCE ADMINISTRATOR FOCUSED ON THE SLIDING FEE DISCOUNT POLICY AND EXPLAINED HOW AND WHEN IT WAS APPLIED. THE BOARD ASKED WHAT HAPPENS IF A PATIENT CANNOT PAY? FINANCE ADMINISTRATOR REPLIED THAT HEALTH BENEFIT ADVISORS ARE PLACED IN ALL AREAS OF THE CLINICS AND IT IS THEIR JOB TO MAKE EVERY ATTEMPT TO CONNECT PATIENTS TO BENEFITS, INCLUDING THE SLIDING FEE

DISCOUNT PLAN AND KERN MEDICAL'S WELLNESS PLAN, TO HELP WITH THE COST OF SEEKING CARE. BUT REGARDLESS OF A PATIENT'S ABILITY, NO ONE IS DENIED CARE. DIRECTOR SANDOVAL ASKED HOW DID COLLECTING PATIENT INCOME INFORMATION IN THE SURVEY BENEFIT SERVICES PROVIDED TO PATIENTS? FINANCE ADMINISTRATOR RESPONDED THAT THAT INFORMATION SHOWED PATIENT'S ABILITY TO PAY AND WHAT AVENUES OF FINANCIAL SUPPORT MAY BE AVAILABLE TO THAT PARTICULAR PATIENT. THIS INFORMATION ASSISTS HEALTH BENEFIT ADVISORS WITH FUTURE PATIENTS WITH SIMILAR DEMOGRAPHICS. EXECUTIVE DIRECTOR STATED THAT THE SLIDING FEE SCALE PROVES TO THE FEDERAL GOVERNMENT THAT THE COMMUNITY CENTER WILL TREAT PATIENTS REGARDLESS OF THEIR INCOME AND THE SURVEY INFORMATION HELPS THE COMMUNITY CENTER HELP THEIR PATIENTS RECEIVE THEIR NEEDED CARE WITH THE APPLICATION OF THE SLIDING FEE SCALE.
RECEIVED AND FILED

Williams - Nichols: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith

- 14) Kern County Hospital Authority Community Health Center Executive Director Report – EXECUTIVE DIRECTOR MADE THE PRESENTATION. SHE ANNOUNCED THAT A NEW FULL-TIME OBSTETICIAN/GYNOLOGICAL PROVIDER HAS BEEN HIRED AND TWO ADDITIONAL LOCUM TENENS PROVIDERS HAVE BEEN CONTRACTED TO PROVIDE SERVICES TO THE COMMUNITY HEALTH CENTER. STAFF HAVE BEEN WORKING REALLY DILIGENTLY TO MEET THE NEEDS OF THE WOMEN'S HEALTH CLINIC AND OBTAINING THESE PROVIDERS WILL IMPROVE ACCESS TO WOMEN'S HEALTH SERVICES. EXECUTIVE DIRECTOR STATED THAT HRSA'S ON-SITE VISIT HAS BEEN POSTPONED UNTIL FURTHER NOTICE AND SHE WILL PROVIDE MORE DETAILS AS THEY BECOME AVAILABLE.

RECEIVED AND FILED

Nichols – Sandoval: 5 Ayes; 4 Absent – Behill, Kemp, Lopez, Smith

ADJOURNED TO CLOSED SESSION

Nichols - Avila

CLOSED SESSION

- 15) PUBLIC EMPLOYEE PERFORMANCE EVALUATION - Title: Community Health Center Executive Director (Government Code Section 54957) – SEE RESULTS BELOW

RECONVENED FROM CLOSED SESSION

Motion: Sandoval 2nd: Nichols

REPORT ON ACTIONS TAKEN IN CLOSED SESSION

- 15) PUBLIC EMPLOYEE PERFORMANCE EVALUATION - Title: Community Health Center Executive Director (Government Code Section 54957) – HEARD; NO REPORTABLE ACTION TAKEN

ADJOURNED TO WEDNESDAY FEBRUARY 25, 2026 AT 11:30 A.M.

Nichols



/s/ Marisol Urcid
Clerk of the Board of Directors



/s/ Elsa Martinez
Chairman, Board of Directors
Kern County Hospital Authority Community Health Center