



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, February 25, 2026

11:30 A.M.

BOARD RECONVENED – Director Martinez convened the meeting of the Board at 11:31 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, Nichols, Smith

NOTE: Director Nichols joined the meeting at 11:42 after roll-call and the vote on the consent agenda.

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.
NO ONE HEARD

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**

CONSENT AGENDA

CA

- 3) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meeting on January 28, 2026 –
APPROVED
Williams-Avila: 5 Present; 4 Absent – Behill, Kemp, Nichols, Smith

CA

- 4) Proposed Updated Health Resources and Services Administration Health Center Program Form 5A: Services Provided –
APPROVED
Williams-Avila: 5 Present; 4 Absent – Behill, Kemp, Nichols, Smith

CA

- 5) Proposed approval of revised Kern County Hospital Authority Community Health Center policy LAL-FIN-16, Out of Pocket Employee Expenses –
APPROVED; AUTHORIZED CHAIRMAN TO SIGN
Williams-Avila: 5 Present; 4 Absent – Behill, Kemp, Nichols, Smith

6)

- Proposed approval of revised Kern County Hospital Authority Community Health Center policy LAL-OP-01, After Hours Nurse Triage –
EXECUTIVE DIRECTOR ANNOUNCED THAT THE AFTER-HOURS CALL LINE SERVICE, AMALGAMATED, THAT THE CLINICS HAVE BEEN USING FOR YEARS DECIDED TO NO LONGER PROVIDE AFTER-HOUR CALL SERVICES AS OF JANUARY 31, 2026. THE NOTICE WAS RECEIVED IN DECEMBER 2025, AND STAFF SCRAMBLED TO FIND ADEQUATE AND COST-EFFECTIVE SERVICES TO FILL THIS VOID. STAFF COULD NOT LOCATE A VENDOR THAT WOULD MEET THE NEEDS OF THIS PROCESS SO THE EXECUTIVE DIRECTOR DECIDED TO BRING THE SERVICE IN-HOUSE. POLICY LAL-OP-01, AFTER HOURS NURSE TRIAGE HAS BEEN REVISED TO REFLECT THE NEW PROCEDURE AND CREATES A REFERENCE AS TO HOW EMERGENCY AND AFTER-HOURS CALLS ARE HANDLED BY THE CLINIC. THE EXECUTIVE DIRECTOR INTRODUCED THE DIRECTOR OF PERFORMANCE IMPROVEMENT CARMELITA MAGNO TO MAKE THE PRESENTATION OUTLINING THE NEW NURSE TRIAGE WORKFLOW AND GAVE THE BOARD AN OPPORTUNITY FOR QUESTIONS AND SUGGESTIONS. SHE EXPLAINED THAT THE CLINICS WERE ABLE TO USE KEONA HEALTH'S EDUCATION PLATFORM THROUGH THE MOU WITH KERN MEDICAL. THIS EDUCATION CREATES CONSISTENCY OF KNOWLEDGE FOR THE CLINIC NURSE STAFF THAT FIELD THESE EMERGENCY CALLS DURING BUSINESS HOURS AND FOR THE KERN MEDICAL NURSE STAFF THAT PROVIDE THE AFTER-HOURS COVERAGE. THE CLINIC DID NOT HAVE THE RESOURCES TO FIELD THE AFTER-HOURS CALLS BUT KERN MEDICAL HAD THE RESOURCES AND IS ABLE TO PROVIDE SUCH SERVICE WITHIN THE CURRENT MOU. ALL NURSES ARE TRAINED USING THE KEONA HEALTH EDUCATION PLATFORM AND ARE FAMILIAR WITH THIS

UPDATED POLICY FOR THE PROCEDURE PROCESS AND THE USE OF THE CLINIC'S ABILITY CONTRACT AS AN ANSWERING SERVICE TO FACILITE THESE EMERGENT CALLS AS EFFICIENTLY AS POSSIBLE. SHE EXPLAINED THAT THIS SERVICE WILL ALLOW THE CHC TO CONTINUE TO PROVIDE EMERGENT AND AFTER-HOUR NURSE SUPPORT FOR PATIENTS. DIRECTOR WILLIAMS ASKED ABOUT THE GUIDELINES USED BY KEONA HEALTH. MS. MAGNO EXPLAINED THAT THEY USE THE SCHMITT-THOMPSON GUIDELINES THAT HAVE BEEN VETTED AND PROVEN TO IMPROVE PATIENT CARE. DIRECTOR MARTINEZ ASKED WHETHER THIS SERVICE ALLOWED THE CLINIC TO BE PROACTIVE WITH ITS CARE OF PATIENTS. MS. MAGNO STATED THAT YES BECAUSE THE PATIENTS WHO CONTACT THE CLINIC THROUGH THE ADVICE LINE GET THE SERVICES THEY NEED AS QUICKLY AS POSSIBLE. WHEN PATIENTS ARE IN THE EMERGENCY DEPARTMENT, THEY ARE ADVISED TO FOLLOW-UP WITH THEIR PRIMARY CARE PROVIDER AND IF THEY DO NOT HAVE A PRIMARY CARE PROVIDER, THE NURSE WILL ATTEMPT TO SCHEDULE THE PATIENT WITH A CHC PRIMARY CARE PROVIDER. THE DIRECTOR OF PERFORMANCE IMPROVEMENT FURTHER RESPONDED THAT IF THE PATIENT IS UNSURE OF WHAT TO DO, THE NURSE TRAIKE WILL HELP THE PATIENT DETERMINE IF THEY NEED TO BE TREATED IN THE EMERGENCY DEPARTMENT, URGENT CARE, OR THE NEXT AVAILABLE APPOINTMENT WITH THEIR PRIMARY CARE PHYSICIAN. THE NURSE CAN MAKE AN APPOINTMENT AT THAT TIME WITH THE PATIENT'S PRIMARY CARE PHYSICIAN IF DESIRED. EXECUTIVE DIRECTOR ALSO INTERJECTED THAT THE APPOINTMENTS ARE OFFERED BOTH IN PERSON AND BY TELEHEALTH TO MEET THE NEEDS OF THE PATIENT.

APPROVED; AUTHORIZED CHAIRMAN TO SIGN

Lopez-Sandoval: 6 Present; 3 Absent – Behill, Kemp, Smith

- 7) Report on the Kern County Hospital Authority Community Health Center Patient Experience for Calendar Year 2025 –
INTERIM MEDICAL DIRECTOR DR. GLENN GOLDIS MADE THE PRESENTATION REGARDING THE QUALITY SUMMARY REPORT FOR CALENDAR YEAR 2025 AND ASSOCIATED FOLLOW-UP ACTIONS. DR. GOLDIS EXPLAINED THAT THE DATA ARE COLLECTED TO MAKE SURE THAT THE PATIENTS WERE HAVING THEIR NEEDS MET FROM A MORE CUSTOMER SERVICE PERSPECTIVE. DR. GOLDIS SPECIFICALLY POINTED OUT THAT PHYSICIAN APPROVAL HAS RISEN FROM 75% APPROVAL TO 85%. DR. GOLDIS STATED THAT BEING MORE ATTENTIVE OVERALL WITH PATIENTS HAS HELPED WITH THE PATIENT'S PERSPECTIVE ON THE PHYSICIANS. HAVING MORE PROVIDERS OVERALL HAS ALSO IMPACTED THESE NUMBERS AS SHOWN MORE SIGNIFICANTLY WITH WOMEN'S HEALTH. DIRECTOR MARTINEZ ASKED WHAT THE DIFFERENCE IN THE NUMBERS BETWEEN THE WOMEN'S HEALTH CLINIC AT COLUMBUS AND STOCKDALE. EXECUTIVE DIRECTOR RESPONDED THAT THE NUMBERS REFLECT THE RECENT SHORTAGE OF PROVIDERS. WOMEN'S HEALTH PHYSICIANS ARE OFTEN PULLED FROM THE CLINICS TO BE SENT TO THE HOSPITAL AND AS STOCKDALE IS A SMALLER CLINIC AND SEES LESS PATIENTS OVERALL, THOSE PROVIDERS ARE OFTEN REQUESTED FIRST TO ATTEND TO A PATIENT AT THE HOSPITAL. NOW WITH FAMILY MEDICINE NURSE PRACTITIONERS CROSS-TRAINED IN WOMEN'S HEALTH SERVICES AND A NEW OB/GYN PHYSICIAN, THE DIFFERENCE BETWEEN THE APPROVAL RATINGS OF THE CLINICS IS LEVELING OUT. DIRECTOR MARTINEZ ASKED IF THERE IS A SAME DAY WAITING LIST FOR APPOINTMENT CANCELLATIONS. EXECUTIVE DIRECTOR RESPONDED THAT WHEN THERE IS A CANCELLATION, THE PATIENTS ARE OFFERED SAME DAY APPOINTMENTS FOR ANY AVAILABLE APPOINTMENT, ALTHOUGH MOST AVAILABILITY IS IN THE EVENINGS. WHEN THERE IS A CANCELLATION, THOSE TIME

SLOTS ARE HIGHLIGHTED ALLOWING STAFF TO OFFER THOSE APPOINTMENT TIMES. STAFF IS GENERALLY SUCCESSFUL IN RESCHEDULING SAME OR NEXT DAY, BUT WE ARE WORKING ON OPENING MORE APPOINTMENT AVAILABILITY. DIRECTOR NICHOLS COMPLIMENTED THE STAFF STATING THAT YEAR TO DATE IMPROVEMENT IS PROMISING. DIRECTOR AVILA THEN ASKED WHAT IS THE GREATEST OPPORTUNITY FOR IMPROVEMENT AT THE COLUMBUS LOCATION. EXECUTIVE DIRECTOR RESPONDED THAT INCREASING THE NUMBER OF OB/GYN PHYSICIANS AT THE COLUMBUS LOCATION WOULD BE THE GREATEST HELP IN EASING THE APPOINTMENT CONGESTION. THE BIGGEST CHALLENGE FOR THE CHC AND FOR THE UNITED STATES IN GENERAL, IS THAT THERE ARE NOT ENOUGH OB/GYNS TO MEET THE POPULATION NEED. AT OUR LOCATIONS, FAMILY PRACTICE PHYSICIANS ARE HELPING OUT WITH OB/GYN PATIENTS AND NURSE PRACTITIONERS ARE FILLING IN THE GAPS BUT SOMETIMES PATIENTS ONLY WANT TO SEE A PHYSICIAN, WHICH WE ALWAYS TRY TO ACCOMMODATE BUT THERE MAY BE A WAIT FOR THE APPOINTMENT.

RECEIVED AND FILED

Nichols-Avila: 6 Present; 3 Absent – Behill, Kemp, Smith

- 8) Report on the Kern County Hospital Authority Community Health Center Health Center Service Utilization for January 2026 –

PRACTICE ADMINISTRATOR ANNA CARRILLO PRESENTED THE UTILIZATION REPORT FOR JANUARY 2026. SHE REVIEWED THE DATA SHOWING HOW, WHEN, AND WHERE PATIENTS ARE ACCESSING SERVICES. DIRECTOR WILLIAMS ASKED FOR THE DEFINITION OF "UNIQUE" PATIENTS. KCHA CHIEF OPERATIONS OFFICER INTRODUCED HIMSELF AND RESPONDED THAT A UNIQUE PATIENT IS A TERM OF ART THAT ALLOWS THE INSTITUTION TO NOT ONLY TRACK HOW MANY APPOINTMENTS ARE COMPLETED BUT THE NUMBER OF ACTUAL PATIENTS THAT ARE SEEN DURING THESE APPOINTMENTS. HE GAVE THE ANALOGY THAT THE CLINIC MAY HAVE 100 COMPLETED VISITS BUT ONLY 89 UNIQUE PATIENTS BECAUSE 1 PATIENT HAD 3 APPOINTMENTS, 1 PATIENT HAD 2 APPOINTMENTS, AND ANOTHER HAD 6 APPOINTMENTS SO IT WOULD EXPLAIN WHY THE DATA OF THOSE TWO METRICS WOULD NOT MATCH. PRACTICE ADMINISTRATOR CONTINUED HER PRESENTATION STATING THAT "NO SHOW" VISITS HAD DROPPED BY ABOUT A 1000 BY THE END OF THE YEAR, WHICH CORRELATED TO ABOUT 1000 ADDITIONAL COMPLETED VISITS BY THE END OF THE YEAR SHOWING THAT THE CLINIC IS BEING SUCCESSFUL IN THEIR FOLLOW-UP ACTIONS BY CAPTURING NO SHOW PATIENTS AND GETTING THEM RESCHEDULED AND ACTUALLY SEEN.

RECEIVED AND FILED

Williams-Avila: 6 Present; 3 Absent – Behill, Kemp, Smith

- 9) Report on the Kern County Hospital Authority Community Health Center financials for December 2025 –

FINANCE ADMINISTRATOR ANDREW CANTU MADE THE PRESENTATION REGARDING THE FINANCIALS FOR DECEMBER 2025. FINANCE ADMINISTRATOR STATED THAT CASH COLLECTIONS WERE UP AND LABOR COSTS STAYED CONSTANT. MR. CANTU EXPLAINED THAT CASH IS ONLY RECOGNIZED WHEN IT IS POSTED AGAINST THE CLAIMS SO THERE IS OFTEN A DELAY IN CASH COLLECTION AND SERVICE COSTS. DIRECTOR MARTINEZ STATED THAT THERE SEEMS TO BE A MISMATCH BETWEEN CASH COLLECTED AND SERVICES WITHIN THE MONTH. FINANCE ADMINISTRATOR RESPONDED THAT A/R IS COLLECTING FOR SERVICES FROM 40 DAYS PRIOR SO THERE IS OFTEN A 10 TO 15 DAY DELAY AS TO WHEN CASH IS RECEIVED AND WHEN IT GETS

POSTED BUT OVERALL, THE ESTIMATES HAVE BEEN CORRECT. SOME AREAS THAT ARE BEING REVIEWED MORE CLOSELY ARE 1) THE NUMBER OF SELF-PAY PATIENTS WAS HIGHER THAN ANTICIPATED AND 20 BUILDING MATERIALS CAME IN OVER BUDGET WITHOUT A CURRENTLY KNOWN PROJECT. HE STATED THAT HE WOULD FOLLOW UP NEXT MONTH WITH HIS FINDINGS.

RECEIVED AND FILED

Avila-Lopez: 6 Present; 3 Absent – Behill, Kemp, Smith

- 10) Kern County Hospital Authority Community Health Center Executive Director Report – EXECUTIVE DIRECTOR BEGAN HER PRESENTATION EXPLAINING WHAT THE 5A FORM IS AND WHY IT HAS COME UP FOR APPROVAL SO MANY TIMES. SHE EXPLAINED THAT THE SERVICES THAT WERE DIRECTLY PROVIDED BY CHC STAFF WERE CONSIDERED COLUMN 1 SERVICES AS THEY ARE DIRECTLY PROVIDED AND PAID FOR BY THE CHC. COLUMN 2 SERVICES WERE SERVICES PROVIDED VIA CONTRACT AND PAID FOR BY THE CHC. SHE GAVE THE EXAMPLE OF THE CONTRACTED PRIMARY CARE PHYSICIAN DR. LEE AND THEN WENT ON TO EXPLAIN THAT COLUMN 3 WERE SERVICES THAT WERE REFERRED OUT AND NOT PAID BY THE CHC. HER MAIN EXAMPLE WAS THE INTERNAL MOU WITH KERN MEDICAL. THE REASON FOR THE INTERNAL MOU IS THAT THE CHC IS NOT EQUIPED TO HANDLE ALL NECESSARY CARE FOR THE PATIENTS AND IS SOLELY FOCUSED ON PRIMARY CARE. THE CHC IS COMMITTED TO GETTING PATIENTS THE EVERYDAY HEALTH CARE THEY NEED IN THE ENVIRONMENT THAT BEST SUITS THE PATIENT. EXECUTIVE DIRECTOR FURTHER EXPLAINED THAT AS CONTRACTS AND EMPLOYEES CHANGE, THE 5A FORM WILL NEED TO BE UPDATED TO REFLECT WHICH AND HOW THE SERVICES ARE BEING PROVIDED AT THE PRESENT TIME. SHE THEN ANNOUNCED THAT THE HRSA ON-SITE VISIT HAS BEEN SCHEDULED FOR MARCH 17-19 AND WILL BE CONDUCTED FROM KERN MEDICAL'S MAIN CAMPUS LOCATED AT 1700 MOUNT VERNON AVENUE. A SPECIAL MEETING OF THIS BOARD WILL BE HELD ON MARCH 18TH AT NOON AND LUNCH WILL BE PROVIDED. A MEETING INVITE WILL BE SENT AND A BOARD MEETING NOTICE WILL BE POSTED FOR THE PUBLIC. THE REGULAR SCHEDULED BOARD MEETING WILL BE HELD ON MARCH 25TH AT 11:30 AM AT THE 900 TRUXTUN AVENUE LOCATION. EXECUTIVE DIRECTOR EXPLAINED THE PROCESS OF THE VISIT AND SUMMARIZED HER MEETING WITH THE SURVEYORS. SHE RELAYED THAT STAFF HAD BEEN VERY DILIGENT ON PREPARING FOR THE VISIT AND THAT SHE WOULD LIKE TO THANK EACH BOARD MEMBER FOR THEIR DIRECTION AND SUPPORT. BOOK DRIVE.

RECEIVED AND FILED

Nichols-Williams: 6 Present; 3 Absent – Behill, Kemp, Smith

- CA
11) Miscellaneous Correspondence as of February 20, 2026 –
RECEIVED AND FILED

Williams-Avila: 5 Present; 4 Absent – Behill, Kemp, Nichols, Smith

ADJOURNED TO WEDNESDAY, MARCH 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