



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
March 25, 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: 7 Present; 2 Absent – Lopez and Nichols

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**
- CA
3) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meeting on February 28, 2026 –
APPROVED
Smith - Williams: 7 Ayes; 2 Absent — Lopez and Nichols
- CA
4) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors special meeting on March 18, 2026 –
APPROVED
Smith - Williams: 7 Ayes; 2 Absent — Lopez and Nichols
- CA
5) Proposed resolution to adopt the agreements entered into by the Kern County Hospital Authority on behalf of the Kern County Hospital Authority Community Health Center –
APPROVED; ADOPTED RESOLUTION
Smith - Williams: 7 Ayes; 2 Absent — Lopez and Nichols
- CA
6) Proposed updated Kern County Hospital Authority Community Health Center Outpatient Sliding Fee Discount Schedule –
APPROVED
Smith - Williams: 7 Ayes; 2 Absent — Lopez and Nichols
- CA
7) Proposed updated Health Resources and Services Administration Health Center Program Form 5A: Services Provided –
APPROVED
Smith - Williams: 7 Ayes; 2 Absent — Lopez and Nichols
- CA
8) Proposed updated Kern County Hospital Authority Community Health Center Organizational Chart –
APPROVED
Smith - Williams: 7 Ayes; 2 Absent — Lopez and Nichols
- 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 PATIENT SAFETY DATA FOR CALENDAR YEAR 2025. THE QUALITY COMMITTEE TRACKED MEDICINE RECONCILLATION COMPLETION, PROTECTED HEALTH INFORMATION USAGE, AND PROPER HAND HYGEINE. UNFORTUNATELY, DR. GOLDIS REPORTED THAT NOT ALL CLINICS TRACKED MEDICINE RECONCILLATION FOR

THE ENTIRE YEAR. CALENDAR YEAR 2026 WILL HAVE MORE COMPLETE DATA FROM ALL OF THE CLINICS. THE DATA PRESENTED SHOWS THAT THERE IS ROOM FOR IMPROVEMENT IN THIS METRICS. DR. GOLDIS REVIEWED THE CHALLENGES TO HAVING A MEDICINE RECONCILIATION COMPLETED AND THE IMPORTANCE OF HAVING THE RECONCILIATION COMPLETED FOR THE SAFETY OF THE PATIENT. HE EMPHASIZED THE RISING SAFETY ISSUE OF DRUG INTERACTIONS WITH MULTIPLE PRESCRIBERS. DIRECTOR MARTINEZ ASKED IF PATIENTS ARE ASKED TO BRING THEIR PRESCRIPTION MEDICINE BOTTLES TO THEIR APPOINTMENT. INTERIM MEDICAL DIRECTOR RESPONDED THAT THEY ARE AT THE TIME THAT THE APPOINTMENT IS MADE. EXECUTIVE DIRECTOR RENEE VILLANUEVA ADDED THAT PATIENTS ARE REMINDED TO BRING THEIR PRESCRIPTIONS IN THE ORIGINAL BOTTLES WHEN STAFF DOES THEIR WARM CALLS TO REMIND THEM OF THEIR APPOINTMENTS NURSING ADMINISTRATOR ALICIA GAETA FURTHER ADDED THAT STAFF DOES REMIND PATIENTS TO TAKE THEIR PRESCRIPTION BOTTLES TO THEIR APPOINTMENT AND THEY ALSO ASK PATIENTS WHAT MEDICATION THEY ARE CURRENTLY TAKING, THEIR CURRENT PHARMACY, AND STAFF UPDATES THE MEDICAL RECORD. DIRECTOR SMITH ASKED IF THE MEDICAL RECORD ALLOWED FOR PRE-SCREENING OF CURRENT MEDICATIONS? THE EXECUTIVE DIRECTOR RESPONDED THAT THE ELECTRONIC HEALTH RECORD DOES NOT CURRENTLY ALLOW FOR A PRE-SCREEN OF MEDICATIONS BUT STAFF DOES ASK WHEN MAKING PRE-APPOINTMENT CALLS. DIRECTOR WILLIAMS COMMENTED THAT THERE MUST BE CHALLENGES WITH PATIENTS UNABLE TO REMEMBER THEIR MEDICATIONS. DR. GOLDIS AGREED WITH DIRECTOR WILLIAMS THAT THIS IS AN ISSUE BUT THAT THE TRACKED DATA FOCUSES ON PHYSICIANS RECONCILING THEIR PATIENT'S MEDICATION, SO IT DOES NOT TRACK WHETHER THE PATIENT KNEW THEIR MEDICATIONS AND/OR BROUGHT THEM IN, BUT WHETHER THE PHYSICIAN WENT OVER THE MEDICATIONS LISTED IN THEIR MEDICAL RECORD. DR. GOLDIS ALSO NOTED THAT OCCURRENCE REPORTS ARE TRENDING DOWNWARD MEANING POTENTIAL SAFETY ISSUES ARE BEING CAUGHT EARLY.

RECEIVED AND FILED

Avila - Behill: 7 Ayes; 2 Absent — Lopez and Nichols

- 10) Report on the Kern County Hospital Authority Community Health Center Health Center Service Utilization Report for February 2026 –
NURSING ADMINISTRATOR ALICIA GAETA MADE PRESENTATION. MS. GAETA REVIEWED DATA SHOWING THAT NEW, FORMALLY UNIQUE, PATIENT NUMBERS ARE ON THE RISE AND NO SHOW APPOINTMENTS HAS DROPPED BY 2%. DIRECTOR SMITH REQUESTED THAT A SLIDE BE REMOVED AS IT FELT DUPLICATIVE AND REPLACED WITH MORE MONTH TO MONTH COMPARISONS WITH THE PERCENTAGE OF CHANGE. DIRECTOR MARTINEZ COMMENTED THAT THE NO SHOW SLIDE NEEDED TO BE PERCENTAGES AND NOT WHOLE NUMBERS. DIRECTOR SMITH ASKED THAT SIGNIFICANT CHANGES BE HIGHLIGHTED IN THE FUTURE. NURSING ADMINISTRATOR MADE THE NOTE AND WOULD MAKE SURE NEXT MONTH'S PRESENTATION WOULD INCLUDE THIS INFORMATION. SHE THEN HIGHLIGHTED THAT BASED ON THE DATA COLLECTED, TUESDAYS AND THURSDAYS CONTINUED TO BE THE BUSIEST DAYS BUT FRIDAY APPOINTMENTS HAVE BEEN STEADILY INCREASING. STAFF IS REALLY FOCUSING ON MAKING PATIENTS AWARE OF THE AVAILABILITY OF SATURDAY AND SUNDAY APPOINTMENTS. THE NUMBERS LOOK INSIGNIFICANT BUT THERE IS ONLY A FEW PRACTITIONERS SO THE CAPACITY IS SMALL BUT CONSISTENT. DIRECTOR SANDOVAL COMMENTED THAT THE WEEKEND APPOINTMENTS ARE A GREAT DAY TO GO, BUT THEY ARE LIMITED IN THE NUMBER OF APPOINTMENTS. MS. GAETA STATED

THAT STAFF HAS BEEN WORKING ON GETTING PROVIDERS TO BE AVAILABLE ON THE WEEKEND AND CURRENTLY, FAMILY MEDICINE APPOINTMENTS ARE CURRENTLY THE ONLY OPTION BUT WORKING ON ADDING PEDIATRIC AND WOMEN'S HEALTH APPOINTMENT AS WELL. NURSING ADMINISTRATOR ANNOUNCED THAT IN FEBRUARY, THERE WERE A TOTAL OF 317 PATIENTS SEEN FOR A SATURDAY APPOINTMENT WHICH MEANS THAT THOSE 317 PATIENTS DID NOT GO TO URGENT CARE OR AN EMERGENCY ROOM. EXECUTIVE DIRECTOR REITERATED THAT THEY ARE CURRENTLY WORKING ON ADDING MORE PROVIDERS FOR THE WEEKEND APPOINTMENTS AND THAT THE WEEKEND CLINICS ALSO TAKE WALK-INS. MS. GAETA CONCLUDED WITH AREAS WHERE PATIENTS RESIDED HAS STAYED CONSISTENT WITH VERY LITTLE CHANGE.
RECEIVED AND FILED

Denise - Kemp: 7 Ayes; 2 Absent — Lopez and Nichols

- 11) Report on the Kern County Hospital Authority Community Health Center financials for January 2026 –

FINANCE ADMINISTRATOR ANDREW CANTU PRESENTED THE FINANCIALS FOR JANUARY 2026. HE COMMENTED ON WHY THE CASH AMOUNT WAS LESS THAN WHAT WAS POSTED FOR THE MONTH OF DECEMBER BY REMINDING THE DIRECTORS THAT CASH IS NOT REALIZED UNTIL THE CORRESPONDING CHARGES ARE ALSO POSTED. FINANCE ADMINISTRATOR ALSO POINTED OUT THAT ACCOUNTS RECEIVABLES HAVE BEEN HOLDING STEADY. DIRECTOR MARTINEZ ASKED IF THE GROSS PATIENT REVENUE AMOUNT ON THE TRENDED INCOME STATEMENT CHART REFLECTS THE PROFESSIONAL FEES ONLY OR IF THE AMOUNT INCLUDED THE FACILITY FEES COMBINED WITH THE PROFESSIONAL FEES. FINANCE ADMINISTRATOR RESPONDED THAT THE PROFESSIONAL FEES AND FACILITY FEES ARE COMBINED IN THAT AMOUNT. DIRECTOR MARTINEZ THEN ASKED WHEN THE CHARGES ARE APPROVED DOES THE NUMBER REFLECT THE CASH OR THE CHARGES. MR. CANTU RESPONDED WITH THE CASH RECEIVED. DIRECTOR MARTINEZ THEN ASKED HOW FINANCE DID NOT KNOW THE COST OF A FIXED RENT? MR. CANTU RESPONDED THAT THE ALLOTMENT IS DONE AT THE BEGINNING OF THE BUDGET YEAR BUT SINCE THE CHC IS STILL IN ITS FIRST YEAR, THE RENT WILL BE REEVALUATED FOR NEXT YEAR'S BUDGET.
RECEIVED AND FILED

Avila - Williams: 7 Ayes; 2 Absent — Lopez and Nichols

- 12) Kern County Hospital Authority Community Health Center Executive Director Report –
EXECUTIVE DIRECTOR THANKED THE BOARD MEMBERS AND ALL THE STAFF WHO ATTENDED AND PARTICIPATED IN THE HRSA OPERATIONAL SITE VISIT. EXECUTIVE DIRECTOR ANNOUNCED THAT HRSA WILL SEND A CONCLUSION REPORT AND TECHNICAL ASSISTANCE TOOL (TA) WITHIN 60 DAYS THAT WILL PROVIDE A SUMMARY OF THE UNMET HEALTH CENTER PROGRAM REQUIREMENTS AND ACTION STEPS REQUIRED TO ADDRESS THOSE FINDINGS. SHE STATED THAT THERE WERE A TOTAL OF THREE CHAPTERS WITH FINDINGS. CHAPTER 2 FOCUSES ON UPDATING THE FORM 5A WHICH WAS APPROVED BY YOUR BOARD TODAY. CHAPTER 7 FOCUSES ON UPDATING THE SLIDING FEE DISCOUNT SCHEDULE TO THE CURRENT SCHEDULE. THE CURRENT SLIDING FEE DISCOUNT SCHEDULE WAS APPROVED TODAY BY YOUR BOARD AND STAFF HAVE BEEN INSTRUCTED TO REVIEW PATIENT ELIGIBILITY AND ADJUST ANY INCONSISTENCIES FOR PATIENTS SEEN BETWEEN JANUARY 1 AND MARCH 18, 2026. THE THIRD DEFICIENCY WAS FOUND IN CHAPTER 10 CONCERNING THE PROCUREMENT POLICIES. THESE POLICIES WILL BE UPDATED AND BROUGHT BACK FOR THE BOARD'S APPROVAL. AFTER RECEIPT OF THE CONCLUSION REPORT,

THE COMMUNITY HEALTH CENTER HAS 30 DAYS TO PROVIDE A RESPONSE TO HRSA DOCUMENTING THAT THE LISTED FINDINGS OF NON-COMPLIANCE HAVE BEEN CORRECTED. A DETERMINATION WILL THEN BE MADE AS TO THE APPROVAL OF THE APPLICATION BASED ON THE COMMUNITY HEALTH CENTER'S COMPLIANCE WITH HEALTH CENTER PROGRAM REQUIREMENTS AS DEMONSTRATED IN THE APPLICATION, OSV FINDINGS, AND DOCUMENTATION SUBMITTED IN RESPONSE TO THE CONCLUSION REPORT. HRSA HAS UP TO 75 DAYS AFTER RECEIPT OF THE CHC'S RESPONSE TO FORMALIZE THE FQHC DESIGNATION. DIRECTOR MARTINEZ ALSO THANKED THE BOARD AND THE STAFF FOR ALL THEIR WORK ON THE OSV. DIRECTOR SMITH ALSO THANKED THE BOARD AND ADDED THAT THE HRSA SURVEYORS COMMENTED THAT DURING THE OSV BOARD MEETING, ALL THE DIRECTORS' RESPONSES WERE SPOT ON AND SHOWED HOW COMMITTED THE BOARD WAS TO SUPPORTING THE COMMUNITY HEALTH CENTER.

RECEIVED AND FILED

Smith - Behill: 7 Ayes; 2 Absent — Lopez and Nichols

ADJOURNED TO WEDNESDAY, APRIL 22, 2026 AT 11:30 A.M.

Motion: Smith



/s/ Marisol Urcid
Clerk of the Board of Directors



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