



## 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, April 22, 2026

11:30 A.M.

BOARD RECONVENED – Director Martinez convened the meeting of the Board at 11:31A.M., and established a quorum was present.

Board Members: Avila, Behill, Kemp, Lopez, Martinez, Nichols, Sandoval, Smith, Williams  
Roll Call: 7 Present; 2 Absent – Sandoval, Williams

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 March 25, 2026 –  
APPROVED  
**Avila – Smith: 7 Ayes; 2 Absent – Sandoval, Williams**

CA

- 4) Proposed approval of Kern County Hospital Authority Community Health Center's Finance policies to update the federal procurement citations –  
APPROVED; AUTHORIZED CHAIRMAN TO SIGN  
**Avila – Smith: 7 Ayes; 2 Absent – Sandoval, Williams**

- 5) Report on Kern County Hospital Authority Community Health Center Patient Experience for Quarter 1 2026 –  
EXECUTIVE DIRECTOR INTRODUCED DATA ANALYTICS MANAGER KEVIN JENSON WHO MADE THE PRESENTATION REGARDING THE KERN COUNTY HOSPITAL AUTHORITY COMMUNITY HEALTH CENTER (KCHA CHC) PATIENT EXPERIENCE UPDATE FOR QUARTER 1, 2026. MR. JENSON NOTED THAT THE BENCHMARK OF 81% WAS MAINTAINED FOR QUARTER 1 WHICH IS HIGHER THAN THE NATIONAL AVERAGE. AREAS THAT NEED IMPROVEMENT INCLUDE TIME SPENT WITH PROVIDER, DIFFICULTY WITH CONTACTING THE CLINICS, AND TRANSPORTATION. IMPROVING THE METRICS ON A PATIENT'S PERCEPTION OF TIME SPENT WITH THE PROVIDER IS A VERY DIFFICULT METRIC TO IMPROVE UPON BECAUSE THE APPOINTMENTS ARE SCHEDULED EVERY 15 MINUTES. IDEAS TO IMPROVE THIS METRIC INCLUDED IMPROVING OVERALL PROFESSIONALISM SO THAT THE EXPERIENCE FOR THE PATIENT IS MORE PERSONALIZED ATTENTION FROM MAKING THE APPOINTMENT TO DISCHARGE. DIRECTOR MARTINEZ ASKED ABOUT IF THERE HAD BEEN IMPROVEMENT WITH PHONE COURTESY. EXECUTIVE DIRECTOR RESPONDED THAT STAFF WILL CONTINUE TO RECEIVE TRAINING ON PHONE AND SERVICE ETIQUETTE. SHE FURTHER MENTIONED THAT RECEPTIONISTS ARE OFTEN FOCUSED ON COMPLETING THE REGISTRATION AND THE SCREENING QUESTIONS AND LESS ON CUSTOMER SERVICE. IMPROVING CUSTOMER SERVICE SHOULD ALSO HELP WITH THE PATIENT'S PERCEPTION OF AMOUNT OF FOCUS GIVEN TO THEM. EXECUTIVE DIRECTOR NOTED THAT SIMPLY HAVING STAFF LOOK UP FROM THE COMPUTER AND MAKE EYE CONTACT WHILE GREETING THE PATIENT SHOULD HELP. DIRECTOR NICHOLS ASKED IF THE QUESTIONS COULD BE PHRASED DIFFERENTLY. SOME PATIENTS HAVE COMPLAINED ABOUT THE LONG WAIT TIMES WHEN THEY CALL TO MAKE AN APPOINTMENT. MR. JENSON STATED THAT THE TELEPHONE SYSTEM IS CURRENTLY BEING UPGRADED TO ALLOW FOR MORE CALLS IN AT THE SAME TIME WHICH SHOULD HELP IMPROVE THIS METRIC. FOR TRANSPORTATION, MR. JENSON STATED THAT MOST OF THE PATIENT'S BARRIERS IN GETTING TO THEIR APPOINTMENTS ARE RELIABLE TRANSPORTATION, GAS PRICES, AND DISTANCE. DIRECTOR MARTINEZ ASKED IF MEDI-CAL COVERS TRANSPORTATION FOR THEIR PATIENTS. EXECUTIVE DIRECTOR CONFIRMED AND STATED THAT STAFF

MAY ASSIST IN COORDINATING TRANSPORTATION FOR MEDICAL PATIENTS BUT THIS IS A TIMING ISSUE AS STAFF GENERALLY NEEDS A FEW DAYS TO COORDINATE THE TRANSPORTATION.

RECEIVED AND FILED

**Behill – Smith: 7 Ayes; 2 Absent – Sandoval, Williams**

- 6) Report on the Kern County Hospital Authority Community Health Center Quality Update for Quarter 1 2026 –

DIRECTOR OF PERFORMANCE IMPROVEMENT CARMELITA MAGNO MADE THE PRESENTATION REGARDING THE CHC QUALITY UPDATE FOR QUARTER 1. MS. MAGNO HIGHLIGHTED THAT THE COLUMBUS INTERNAL MEDICINE CLINIC RECEIVES A HIGHER VOLUME OF PATIENTS THEREFORE HAVE A HIGHER NUMBER OF GRIEVANCES BUT NOT A HIGHER PERCENTAGE OVERALL. ALL GRIEVANCES AT THIS TIME HAD BEEN RESOLVED. MS. MAGNO DID A DEEP DIVE INTO THE “QUALITY OF CARE” COMPLAINTS OF WHICH THERE WERE 17, BUT AFTER INVESTIGATION, NONE OF THE COMPLAINTS WERE SUBSTANTIATED AND THERE WERE NO TRENDS OR PATTERNS FOUND AMONG THE COMPLAINTS. THIS QUARTER HAD FOUR (4) SUBSTANTIATED CLAIMS. ONE WAS AN ISSUE WITH AN AUTHORIZATION TO DERMATOLOGY, TWO WERE FOR PROVIDER ISSUES, AND ONE WAS LONG PHONE WAIT TIMES. DIRECTOR BEHILL ASKED HOW LONG ARE THE CALL WAIT TIMES. MS. MAGNO RESPONDED THAT SOMETIMES THEY CAN BE 20 MINUTES DUE TO HOW CALLS ARE ROUTED. MS. MAGNO STATED THAT OUR PHONE SYSTEM IS CURRENTLY BEING UPGRADED AND THAT SHALL SOLVE MOST OF THE ISSUES WHEN PATIENTS CALL THE CLINICS IN THE FUTURE.

RECEIVED AND FILED

**Smith – Avila: 7 Ayes; 2 Absent – Sandoval, Williams**

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

PRACTICE ADMINISTRATOR ANNA CARRILLO MADE THE PRESENTATION REGARDING THE UTILIZATION REPORT FOR MARCH 2026. SHE STATED THAT THE NUMBER OF NEW OR UNIQUE PATIENTS HAD INCREASED AND NO SHOWS FOR VISITS WAS AT 15% OF ALL VISITS WHICH IS AN IMPROVEMENT OF 2% FROM LAST MONTH. THERE WAS NO CHANGES IN ZIP CODE PERCENTAGES. DIRECTOR SMITH SUGGESTED THAT IT WOULD BE HELPFUL TO INCLUDE THE PERCENTAGE OF PATIENTS WHO DO NOT HAVE INSURANCE COVERAGE. DIRECTOR SMITH ALSO SUGGESTED THAT IT WOULD ALSO BE HELPFUL TO INCLUDE THE PERCENTAGE OF APPOINTMENTS NOT KEPT ON EACH DAY OF THE WEEK. DIRECTOR NICHOLS ASKED IF PATIENTS ARE OFFERED RESOURCES WHEN THEY ARE UNINSURED. MS. CARRILLO STATED THAT HEALTH BENEFIT ADVISORS ARE ASSIGNED TO THOSE PATIENTS AND THESE STAFF GO OVER ALL POSSIBLE OPTIONS FOR THAT PATIENT. DIRECTOR BEHILL STATED THAT SHE HAS WITNESSED PATIENTS BEING OFFERED RESOURCES BY FRONT OFFICE STAFF. EXECUTIVE DIRECTOR STATED THAT REGISTRATION STAFF GOES OVER MEDICAL BENEFITS AND COLLECTS THE PATIENT’S INFORMATION BEFORE HAVING THE HEALTH BENEFIT ADVISORS MEET WITH THE PATIENT. THIS HELPS SPEED UP THE PROCESS FOR THE PATIENT. DIRECTOR KEMP ASKED WHICH ZIP CODE HAS THE GREATEST NUMBER OF UNINSURED. MS. CARRILLO WAS UNSURE AND STATED THAT SHE WOULD INCLUDE THAT INFORMATION IN THE NEXT PRESENTATION.

RECEIVED AND FILED

**Kemp – Smith: 7 Ayes; 2 Absent – Sandoval, Williams**

- 8) Report on the Operational Site Visit finding regarding the Sliding Fee Discount Program – SR. MANAGER OF OUTPATIENT PRACTICE JOYCE MALDONADO MADE THE PRESENTATION REGARDING THE OPERATIONAL SITE VISIT FINDING REGARDING THE SLIDING FEE DISCOUNT PROGRAM AUDIT OF ALL PATIENT ACCOUNTS FROM JANUARY 1, 2026 THROUGH MARCH 18, 2026. THERE WERE A TOTAL OF 286 ENCOUNTERS REVIEWED AND OF THESE 286 ENCOUNTERS, THERE WERE 11 DISCREPANCIES. FROM THESE 11 DISCREPANCIES, 4 PATIENTS WERE REFUNDED. THE TOTAL AMOUNT REFUNDED WAS \$70.00. MS. MALDONADO STATED THAT FOR 2027, DEPENDING ON THE TIMING OF RELEASE, STAFF MAY IMPLEMENT THE SLIDING FEE CHANGES PRIOR TO APPROVAL OF THE CHANGES FROM THE BOARD DUE TO HRSA'S COMPLIANCE REQUIREMENT. DIRECTOR SMITH ASKED IF HRSA REQUIRES THE CHC TO APPLY THE RATES AS OF JANUARY 1<sup>ST</sup> WHERE THE RATES WOULD BE RETROACTIVE TO THE TO THE TIMING OF THE PUBLISHING OF THE NEW RATES. LEGAL COUNSEL SHANNON HOCHSTEIN RESPONDED THAT HRSA REQUIRES THAT THE CHC IMPLEMENT THE UPDATED FEE SCHEDULE AS OF THE DATE OF PUBLISHING OR AN ALTERNATE DATE DETERMINED BY THE BOARD AND PLACED INTO POLICY. AT THIS TIME, STAFF IS RECOMMENDING A RESOLUTION BE DRAFTED AND APPROVED BY THIS BOARD IN ANTICIPATION OF ANY FEE CHANGES, THAT WOULD DIRECT STAFF TO IMPLEMENT THE NEW RATES AS SOON AS THEY ARE RELEASED WHICH MAY BE PRIOR TO BOARD APPROVAL.  
RECEIVED AND FILED  
**Nichols – Smith: 7 Ayes; 2 Absent – Sandoval, Williams**
- 9) Report on the Kern County Hospital Authority Community Health Center financials for February 2026 –  
FINANCE ADMINISTRATOR ANDREW CANTU MADE PRESENTATION REGARDING THE FINANCIAL REPORT FOR FEBRUARY, 2026. MR. CANTU NOTED THAT CLINIC VISITS WERE UP THIS MONTH. DIRECTOR MARTINEZ ASKED IF FOR FTES, ARE ACTUAL HOURS OR SCHEDULED HOURS USED IN THE LISTED NUMBER. MR. CANTU STATED THAT ACTUAL HOURS ARE USED. MR. CANTU CONTINUED TO EXPLAIN HOW AND WHY CASH COLLECTION APPEARED TO BE DECREASING BUT THIS WAS DUE TO A CATCH UP BEING COMPLETED AND THE FUTURE ESTIMATES BEING ADJUSTED. THIS SHOULD BE THE LAST FUTURE BUDGET THAT WAS ESTIMATED WITHOUT ANY ACTUAL PAST DATA. HE THEN WENT ON TO POINT OUT THAT DAYS IN AR WERE DECREASING WHICH IS AN IMPROVEMENT BUT THE NUMBER OF SELF-PAY PATIENTS IS INCREASING. DIRECTOR MARTINEZ ASKED IF THE OPERATING EXPENSES ARE VARIABLE BECAUSE THEY ARE WERE ALLOCATED AND NOT THE ACTUAL COST. MR. CANTU CONFIRMED THEY WERE ALLOCATED AT THIS TIME BUT SHOULD GET MORE ACCURATE AS THE COSTS BECOME MORE RECOGNIZABLE. DIRECTOR MARTINEZ ASKED WHY THE NUMBER OF MEDI-CARE PATIENTS WAS NOT HIGHER. EXECUTIVE DIRECTOR RESPONDED THAT MEDI-CARE PATIENTS USE DIFFERENT INSURANCE PLANS AND USUALLY STAY WITH THEIR PRIMARY CARE PHYSICIAN, BUT AS MORE PATIENTS USE THE CHC AS THE PRIMARY CARE, THE NUMBER OF MEDICARE PATIENTS SHOULD INCREASE. EXECUTIVE DIRECTOR FURTHER ADDED THAT ONCE PRIMARY CARE SERVICES ARE EXPANDED, THERE WILL BE MORE OUTREACH TO ATTRACT MORE MEDICARE PATIENTS.  
RECEIVED AND FILED  
**Avila – Kemp: 7 Ayes; 2 Absent – Sandoval, Williams**
- 10) Proposed preliminary approval of the Kern County Hospital Authority Community Health Center budget for the fiscal year period July 1, 2026 through June 30, 2027 –

FINANCE DIRECTOR JACOB POLLOCK MADE A PRESENTATION OF THE PRELIMINARY BUDGET FOR FISCAL YEAR 2026-2027. MR. POLLACK REVIEWED THE YEAR TO DATE ACTUAL COSTS FOR THE PERIOD OF JULY 25, 2025 THROUGH FEBRUARY 28, 2026. HE EXPLAINED THAT THIS UPCOMING BUGET SHOULD BE MORE ACCURATE SINCE WE NOW HAVE NUMBERS AS THE CHC. DIRECTOR MARTINEZ ASKED IF THE UPDATED APPROVED RATES PER VISIT WERE INCLUDED IN THIS BUDGET. FINANCIAL ADMINISTRATOR RESPONDED THAT A CONSERVATIVE ASSUMPTION OF THE RATE AMOUNT OF \$350 WAS INCLUDED. DIRECTOR MARTINEZ ASKED IF THE 20 ADDITIONAL FULL-TIME EMPLOYEES (FTE) INCLUDED PHYSICIANS. MR. POLLOCK RESPONDED THAT IT DID INCLUDE PHYSICIANS ADDING THAT BY THE ADDITION OF PHYSICIANS, MORE SERVICES WILL BE PROVIDED AS THE CHC IS ANTICIPATING AN INCREASE IN THE NEED FOR PRIMARY CARE PROVIDERS. DIRECTOR MARTINEZ THEN SKED WHY THE LEGAL EXPENSES WERE INCREASED IN THIS BUDGET. FINANCIAL ADVISOR RESPONDED THAT THOSE EXPENSES WERE INFLATED TO AVOID BEING UNDER-BUDGET. WHEN THE RATES GET APPLIED, THE FINANCE TEAM WILL RELAY THIS INFORMATION TO THE BOARD SO THAT THEY CAN GET A BETTER UNDERSTANDING OF THE BUDGET WITH THE DESIGNATED RATE.

APPROVED; REFERRED TO KERN COUNTY HOSPITAL AUTHORITY BOARD OF GOVERNORS FOR FINAL APPROVAL

**Smith – Behill: 7 Ayes; 2 Absent – Sandoval, Williams**

- 11) Kern County Hospital Authority Community Health Center Executive Director Report – EXECUTIVE DIRECTOR RENEE VILLANUEVA MADE HER PRESENTATION. EXECUTIVE DIRECTOR ANNOUNCED THAT THE UPGRADED PHONE SYSTEM WILL INCLUDE MULTIPLE CALL CENTERS WITH SOME DIRECT LINES TO CLINICS. EACH CLINIC IS BEING UPGRADED TO REDISTRIBUTE THE PHONE LINES TO BE MORE EFFICIENT WHICH SHOULD DECREASE PATIENT COMPLAINTS AS CURRENTLY, THERE IS ONLY ONE PHONE LINE FOR ALL 12 CLINICS. DIRECTOR MARTINEZ ASKED IF THERE WOULD BE AN OPTION FOR A CALL BACK AND MS. VILLANUEVA RESPONDED THAT YES THAT WILL BE AN OPTION. PATIENT APPRECIATION WEEK IS APRIL 27<sup>TH</sup> THROUGH MAY 1<sup>ST</sup>. STAFF IS CURRENTLY FILMING VIDEOS TO THANK PATIENTS FOR CHOOSING US TO PROVIDE THEIR HEALTHCARE. THERE WILL BE SIGNAGE WITH APPRECIATION MESSAGES AND SNACKS AND GIFTS SUCH AS MIRROR COMPACTS AND CHAPSTICKS THAT WILL BE GIVEN TO PATIENTS. EXECUTIVE DIRECTOR ALSO ANNOUNCED THAT THERE WILL BE VARIOUS STATIONS AT EVERY CLINIC THAT WILL CONSIST OF HEALTH EDUCATION, PHYSICAL EXAMINATIONS, IMMUNIZATION, AND LABORATORY STATIONS. EXECUTIVE DIRECTOR ALSO ANNOUNCED THAT HRSA HAS SENT THEIR FINAL FINDINGS AND THAT AFTER THIS MEETING, ALL THE DOCUMENTS WILL BE READY TO BE SENT IN RESPONSE TO SUCH FINDINGS.

RECEIVED AND FILED

**Nichols – Smith: 7 Ayes; 2 Absent – Sandoval, Williams**

ADJOURNED TO WEDNESDAY, MAY 27, 2026 AT 11:30 A.M.

**Behill**



/s/ Marisol Urcid  
Clerk of the Board of Directors



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