



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, May 28, 2025

11:30 A.M.

BOARD RECONVENED – Ms. Martinez convened the meeting of the Board at 11:34 A.M. and established a quorum was present.

Board Members: Behill, Kemp, Lopez, Martinez, Nichols, Sandoval, Smith, Valdez, Williams

Roll Call: 7 Present; 2 Absent - Behill, Lopez

Director Valdez joined the meeting at 11:37 A.M.

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.

STAFF RECOMMENDATION SHOWN IN CAPS

NOTE: DIRECTOR VALDEZ JOINED THE MEETING AFTER ROLL CALL AND BEFORE THE VOTE ON THE CONSENT AGENDA

CONSENT AGENDA: As indicated below with a "CA" was reviewed, discussed, and approved as one motion – **Nichols-Smith: 7 Present; 2 Absent – Behill, Lopez**

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)) – Director Williams announced his upcoming retirement from the Board of Directors and need to move out of the area due to age and health. Board members thanked Director Williams for his services to the Board and wished him well.
- CA
- 3) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meeting on April 23, 2025 – Chairman Martinez asked for approval or changes to the minutes. No changes requested. The Board voted to approve the minutes as written –
APPROVED
Nichols-Smith: 7 Present; 2 Absent – Behill, Lopez
- CA
- 4) Proposed approval of Form 2: Staffing Profile –
APPROVED; RECEIVED AND FILED
Nichols-Smith: 7 Present; 2 Absent – Behill, Lopez
- CA
- 5) Proposed approval of Form 3: Income Analysis –
APPROVED; RECEIVED AND FILED
Nichols-Smith: 7 Present; 2 Absent – Behill, Lopez
- CA
- 6) Proposed approval of Form 3A: Look-Alike Budget Information –
APPROVED; RECEIVED AND FILED
Nichols-Smith: 7 Present; 2 Absent – Behill, Lopez
- CA
- 7) Proposed approval of Kern County Hospital Authority Community Health Center operational policies –
APPROVED
Nichols-Smith: 7 Present; 2 Absent – Behill, Lopez
- CA
- 8) Correspondence received May 21, 2025, from Kern County Hospital Authority Board of Governors concerning approval of the Kern County Hospital Authority Community Health Center budget for the period July 1, 2025 through June 30, 2026 –
RECEIVED AND FILED
Nichols-Smith: 7 Present; 2 Absent – Behill, Lopez
- 9) Proposed acknowledgement of the Kern County Hospital Authority Board of Governors' ("co-applicant") approval of the Kern County Hospital Authority Community Health Center budget for the period July 1, 2025 through June 30, 2026. Finance Administrator Andrew Cantu presented a more detailed report on this budget. Director Williams asked what the rental line item in the budge encompasses. The Executive Director explained that the rent fees listed in the proposed budget were for all facilities and spaces used by the CHC clinics. Director Martinez restated that

the CHC's first year budget needed to "break even" where the amount estimated to be collected by the CHC for patient visits equaled the estimated amount of expenditure to provide the CHC services and asked the Finance Administrator if he anticipated that to change after the first year. Finance Administrator responded that he did in that, the amount collected in reimbursement should be more than anticipated expenditures which would allow the CHC to expand services, improve equipment, etc. to continue its mission of providing the highest quality of care to those in the community with the most need. Director Martinez then asked if the rate per visit was negotiable or if it was cost based. Finance Administrator explained that the reimbursement rate is cost-based and the anticipated reimbursement rate of \$300 per visit is very reasonable as other community health centers currently have rates between \$200-\$700 per visit. Director Martinez also asked if the budget included residents and education and the Finance Administrator responded that it did.

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ACKNOWLEDGED CO-APPLICANT APPROVAL; RECEIVED AND FILED
Smith-Valdez: 7 Present; 2 Absent – Behill, Lopez

- 10) Presentation regarding Kern County Hospital Authority Community Health Center's Clinical Quality Measures. Carmelita Magno, Director of Performance Improvement, presented CHC's Quality Metrics and Kevin Jenson, Director of Population Health, presented CHC's Clinical Quality Metrics. In response to this presentation, Director Martinez asked if payment was received per performance and if patient meets the HRSA criteria and the Finance Administrator responded in the affirmative. Director Valdez asked about the HIV screening process and if the patient was identified as being at a higher risk, were these patients offered prophylactics. Nursing Administrator Alicia Gaeta responded that the indicate patients were offered patients referrals for counseling and to meet with an infectious disease specialist. Chief Medical Officer Dr. Shakti Srivastava pointed out that Kern County, as a whole, has a higher HIV rate than national average. Director Valdez asked about patients who were at risk for behavioral health issues and what services are availed and if/how they are offered. The Nursing Administrator responded that they are referred to social services during clinic visits if the patient requests these services and/or the healthcare practitioner determines that the referral would be in the best interest of the patient. These referrals include access to psychiatry, including telepsychiatry. Director Valdez asked for further clarification regarding the issue of patients requiring ongoing care and the Nursing Administrated explained how ongoing care is offered as part of the patient's treatment plan. —
HEARD PRESENTATION; RECEIVED AND FILED
Nichols-Valdez: 7 Present; 2 Absent – Behill, Lopez

- 11) Presentation regarding Kern County Hospital Authority Community Health Center Service Utilization Report April 2025. Executive Director introduced ~~Nursing Administrator Alicia Gaeta~~ **Practice Administrator Anna Carrillo** who presented the Utilization Report. After the conclusion of the presentation, Director Williams asked for clarification on what defined a unique patient. Executive Director and Director Martinez requested clarification on the unique patient numbers. Executive Director Villanueva explained the definition of "unique patient" which are new patients and how their visits are tracked. Executive Director will provide more clarification at next month's meeting. Director Smith pointed out that the numbers did not add up correctly and what was the cause of this discrepancy. The Executive Director was directed to review the numbers and follow up on the possible discrepancies in the percentages at next month's meeting. Director Smith asked why the number of visits per month differed so wildly between Columbus and Stockdale and was concerned that it may be due to the location of each clinic or marketing differences. The Executive Director explained that the Columbus location is spatially larger and can accommodate more practitioners and patients at any given time, plus Columbus also has extended operational hours. Director Nichols followed up whether the difference in patient volumes between CHC clinic

locations could also be due to transportation issues. The Executive Director explained that there are nearby bus stops and adequate parking at both locations. Director Williams asked about the “no show” rate being so high and what was being done to prevent or decrease the amount of “no shows”. The Nursing Administrator explained that CHC clinic staff calls each patient the night before their clinic appointment and again on the day of their appointment to remind the patient of their appointment. Director Williams then asked if any reasons given by patients for their “no show”. The Nursing Administrator responded that a lack of child care and conflicting work schedules are the most common reasons for missed appointments. Director Valdez asked how are new patients being referred to the CHC clinics. The Executive Director explained that patients often come from the hospital system seeking a primary care provider, so they have been seen by the hospital but are new to CHC primary care system. Patients seen at the mobile clinics are not included in these metrics. Director Valdez also asked if 1,000 new patients during this time period was a “good” outcome, to which, the Executive Director responded in the affirmative. Director Smith then asked if primary care patients are directed from their health plans and the Executive Director stated that this does occur. Director Martinez asked if the staff overbooked appointments in anticipation of “no shows” and the Executive Director said that they did but more on the specialty schedules. –

HEARD PRESENTATION; RECEIVED AND FILED

Smith-Williams: 7 Present; 2 Absent – Behill, Lopez

CORRECTION PER SUMMARY OF JULY 23, 2025, ITEM 5

- 12) Presentation regarding Kern County Hospital Authority Community Health Center Patient Experience – Medical Director presented the Patient Experience report. Director Williams asked what STK stood for and the Medical Director stated that it stood for the Stockdale clinic. Director Sandoval asked if the indicated benchmarks were for the healthcare providers. Medical Director affirmed that the benchmarks were for specifically for healthcare provider based medical care. Director Nichols asked if staff can text results to patients. The Medical Director responded that there are notification systems in place but that the patient has to sign up for them in order to access their information. The Nursing Administrator added that one of the CHC's biggest challenges is that patients change their phone numbers very often, which makes it difficult to contact patients for follow-up. Director Sandoval asked where the Columbus pharmacy walk-up window was located. The Medical Director explained that there are clinical pharmacist management in between clinics, but not at the dispensing pharmacies. The Executive Director stated that the Kern County Hospital Authority previously had outpatient pharmacies but due to the restrictions placed on these pharmacies, the outpatient pharmacies are no longer operational. She added that the CHC clinics now have specific PharmD clinics which manage patient medications. Director Sandoval that the complaints at the moment are for the empty spaces at the Columbus location due to the pharmacy not being there anymore. She also pointed out that there was a lack of staff to let patients know how to find their way around since everything was is so spread apart. Director Sandoval also stated that she was once late to her appointment due to the long lines because the clinic was short-staffed and that while she was waiting in the lobby there was a very unsatisfied patient and there was no phone number visible to place a complaint. The Executive Director responded that they will address those issues and appreciated the feedback. Director Nichols then asked if the staff could communicate with patients via email. The Medical Director responded that the email addresses provided often do not belong to patient, which made it difficult to use the provided email and maintain privacy. The Nursing Administrator stated that there is a patient portal and staff is working to get patients to enroll.

HEARD PRESENTATION; RECEIVED AND FILED

Nichols- Sandoval: 7 Present; 2 Absent – Behill, Lopez

- 13) Presentation regarding Kern County Hospital Authority Community Health Center Board of Directors May 2025 Long Term Planning Presentation. The Executive Director presented the Long-Term Planning report. Director Martinez mentioned that we all have a drawer full of plans and asked what will be different with this plan. The Executive Director responded that the plan identifies areas of concern to focus on and as remedies are applied, the outcomes can be tracked and show if the changes led to any improvement. Not a plan that is passive but more of a working game plan of concerns to address and track consistent improvements. Director Nichols asked if Board members were able to do a walk-thru tour of the facilities. VP and General Counsel Karen Barnes responded yes, but limited to Brown Act restrictions. –
HEARD PRESENTATION; RECEIVED AND FILED
Smith-Sandoval: 7 Present; 2 Absent – Behill, Lopez
- 14) Presentation regarding the Ralph M. Brown Act (Board Education). Hospital Counsel Phillip Jenkins presented. Director Martinez asked if it was allowed for 5 Board members to attend a conference together. Mr. Jenkins responded that as a general rule, it is best not to congregate outside of an agendized meeting. Appearance to the public must be considered prior to any congregation of Board members. Director Williams asked how is it determined who will be a chairman of the Board. Executive Director explained that it was decided before the Board convened by Staff recommended appointment. The Executive Director and General Counsel further explained to the Board members that when they receive an email from the Executive Director or counsel to not reply all, to only to reply directly to Executive Director or counsel –
HEARD PRESENTATION; RECEIVED AND FILED
Smith-Williams: 7 Present; 2 Absent – Behill, Lopez
- NOTE: Item No. 15 was heard following Item No. 8
- 15) Kern County Hospital Authority Community Health Center Executive Director report. Operations Administrator Tyler Whitezell presented a report on the federal budget. Operations Administrator reported that Chief Executive Officer Scott Thygerson and he went to Washington DC and met with local representatives. Director Williams asked if the primary focus of the passed budget was on reducing waste, fraud, and abuse. Director Martinez then asked if any changes were made on Medicare. Operations Administrator responded that Medicare is under a different committee. Director Martinez also asked if there is anything that will impact CHC. Operations Administrator responded that there is no impact since funding is based on grants. Director Nichols asked if there would be any cuts to Medicaid that would negatively impact disabled people. Operations Administrator responded that there would be no impact and that there were some exclusions to the work requirement while being on assistance. Then the Executive Director recognized and thanked Mona Allen for her service to the CHC as the Clerk of the Board of Directors and introduced Marisol Urcid as the new Clerk of the Board of Directors. Executive Director announced that the look alike application was submitted May 21st. Executive Director presented the Board and staff with gifts as thank you for their work. Director Martinez asked if there was a timeline after submission of the application. Executive Director responded that it would be a 90 to 120 day process. –
HEARD PRESENTATION; RECEIVED AND FILED
Williams-Smith: 7 Present; 2 Absent – Behill, Lopez

ADJOURNED TO WEDNESDAY, JUNE 25, 2025 AT 11:30 A.M.
Valdez



/s/ Marisol Urcid
Clerk of the Board of Directors



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