



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, June 24, 2025

11:30 A.M.

BOARD RECONVENED – Director Martinez convened the meeting of the Board at 11:33 A.M., and established a quorum was present.

Board Members: Avila, Behill, Kemp, Lopez, Martinez, Nichols, Sandoval, Smith, Williams
Roll Call: 6 Present; 3 Absent – Behill, Kemp, Sandoval

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) Proposed reappointment of Director Gary Williams, OD to the Kern County Hospital Authority Community Health Center Board of Directors, term to expire June 30, 2029 –
MADE APPOINTMENT
Smith – Nichols: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

CA

- 4) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meeting on May 27, 2026 –
APPROVED
Smith – Nichols: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

CA

- 5) Proposed updated Community Health Center Key Management Staff and Organizational Chart –
APPROVED
Smith – Nichols: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

- 6) Report on the Kern County Hospital Authority Community Health Center Patient Safety Quarter 1 –

DIRECTOR OF PERFORMANCE IMPROVEMENT CARMELITA MAGNO MADE THE PRESENTATION REGARDING PATIENT SAFETY FOR QUARTER 1. DIRECTOR OF PERFORMANCE IMPROVEMENT POINTED OUT THAT MEDICATION RECONCILIATION COMPLIANCE BY MEDICAL ASSISTANTS IS TRENDING UP IN QUARTER 1, BUT THERE IS STILL ROOM TO IMPROVE MEDICATION RECONCILIATION BY THE PROVIDERS. QUALITY STAFF IS WORKING WITH THE A-TEAM ON EDUCATION TO ROLL OUT TO THE PROVIDERS AND ARE ALSO DOING A DETAILED REVIEW OF THE DATA TO SEE IF THE ISSUE IS WIDESPREAD OR LIMITED TO JUST A FEW OUTLIERS. DIRECTOR MARTINEZ ASKED WHY PEDIATRICS HAD A ZERO FOR RECONCILIATION. MS. MAGNO STATED THAT THIS IS ALSO SOMETHING THAT THEY ARE CURRENTLY INVESTIGATING BASED ON THIS DATA AND WILL HAVE AN EXPLANATION FOR NEXT MONTH'S REVIEW. SHE REASONS THAT THIS IS DUE TO A CLERICAL ISSUE AS THE PROVIDER NEEDS TO CHECK A PARTICULAR BOX FOR THE REPORT TO CAPTURE THE DATA, SO EVEN IF THE PROVIDER HAS ENTERED THE DATA, IF THE BOX IS NOT CHECKED, THE DATA DOES NOT APPEAR ON THE REPORT. HOPEFULLY THIS IS THE ISSUE AND CAN BE EASILY RESOLVED. PROTECTED HEALTH INFORMATION HANDLING IS ALSO HOLDING STEADY. STAFF WILL BE FOCUSING ON COLUMBUS PEDIATRICS ON REEDUCATION OF CHECKING BOTH THE NAME AND THE DATE OF BIRTH OF THE PATIENT BEFORE HANDING OVER ANY PAPERWORK. HAND HYGIENCE COMPLIANCE HAS SIGNIFICANTLY IMPROVED AND HAVE A INDEPTH REVIEW OF THE DATA, THE DATA SHOWED THAT RESIDENTS CONSTITUTE A SIGNIFICANT PART OF THE NON-COMPLIANCE. CURRENTLY PROVIDING REAL TIME EDUCATION WITH INCOMING RESIDENTS AND STAFF TO IMPROVE COMPLIANCE WITH THIS METRIC. DIRECTOR WILLIAMS ASKED IF DOCTORS ARE NOT WASHING THEIR HANDS BEFORE PUTTING ON GLOVES. DIRECTOR OF

PERFORMANCE IMPROVEMENT RESPONDED THAT A PROVIDER MUST WASH THEIR HANDS OR USE DISINFECTANT GEL BEFORE PUTTING ON GLOVES AND AFTER REMOVING GLOVES AND EXITING THE ROOM. DIRECTOR NICHOLS ASKED HOW IS HAND HYGENE TRACKED. DIRECTOR OF PERFORMANCE IMPROVEMENT RESPONDED THAT THERE ARE CERTIFIED INFECTION CONTROL AUDITORS DOING LIVE AUDITS. DIRECTOR OF PERFORMANCE IMPROVEMENT STATED THAT OCCURRENCE REPORTS WERE DOWN FOR THE MONTH. DIRECTOR AVILA ASKED HOW ARE THE OCCURRENCE REPORTS ARE SUBMITTED. DIRECTOR OF PERFORMANCE IMPROVEMENT RESPONDED THAT STAFF CAN ACCESS MIDAS, WHICH IS THE PLATFORM USED TO MONITOR AND TRACK OCCURRENCE REPORTS. DIRECTOR MARTINEZ ASKED WHAT IS CONSIDERED AN OCCURRENCE THAT WOULD NEED TO BE REPORTED. DIRECTOR OF PERFORMANCE IMPROVEMENT RESPONDED THAT AN OCCURRENCE COULD BE ANY KIND OF INCIDENT NCLUDING A PATIENT/VISITOR FALL, A DISGRUNTLED PATIENT, OR A SECURITY ISSUE REGARDING A PATIENT/VISITOR.

RECEIVED AND FILED

Williams – Avila: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

- 7) Report on the Kern County Hospital Authority Community Health Center Health Center Service Utilization for May 2026 –
- NURSING ADMINISTRATOR ALICIA GAETA MADE THE PRESENTATION REGARDING UTILIZATION FOR THE MONTH OF MAY 2026. MS. GAETA POINTED OUT THE DIP IN NEW PATIENT NUMBERS WHICH STAFF BELIEVE IS DUE TO END OF THE YEAR GRADUATIONS AND SUMMER VACATIONS. NO SHOWS ARE SLIGHTLY ELAVATED, MOST LIKELY DUE TO SIMILAR END OF THE SCHOOL YEAR ACTIVITIES AND A LACK OF CHILD CARE. NURSING ADMINISTRATOR POINTED OUT THAT TUESDAY IS STILL THE MOST POPULAR APPOINTMENT DAY AND THE MOST POPULAR APPOINTMENT TIME FRAME IS FROM 8AM TO 12PM. DIRECTOR OF PERFORMANCE IMPROVEMENT ADDED THAT STAFF IS CURRENTLY BRAINSTORMING ON WAYS TO INCREASE AWARENESS AND INTEREST FOR WEEKEND VISITS. DIRECTOR MARTINEZ ASKED WHAT ARE THE REASONS GIVEN FOR NO SHOWS. DIRECTOR OF PERFORMANCE IMPROVEMENT FURTHER ADDED THAT HISTORICALLY THE MONTH OF MAY HAD HIGHER NO SHOWS WHICH IS COMMON FOR THE SUMMER MONTHS. DIRECTOR OF PERFORMANCE IMPROVEMENT CONTINUED THAT MANY PATIENTS GO ON VACATION AND ALSO BECAUSE OF ALL THE GRADUATION CELEBRATIONS. EXECUTIVE DIRECTOR ADDED THAT TRANSPORTATION AND CHILD CARE ARE ALSO REASONS FOR PATIENTS MISSING THEIR APPOINTMENTS. DIRECTOR OF PERFORMANCE IMPROVEMENT MENTIONED THAT STAFF CALL ALL PATIENTS WHO DIDN'T SHOW UP TO THEIR APPOINTMENT AND OFFER ALTERNATIVE APPOINTMENT DATES/TIMES, A TELEHEALTH APPOINTMENT, AND DATES AND LOCATIONS OF MOBILE CLINIC APPOINTMENTS. DIRECTOR AVILA ASKED IF THERE IS A WAY TO SEE IF PATIENTS WHO DIDN'T SHOW UP TO THEIR APPOINTMENT EVENTUALLY MAKE UP THEIR MISSED APPOINTMENT. EXECUTIVE DIRECTOR RESPONDED THAT THEY ARE CURRENTLY WORKING ON A SYSTEM TO TRACK THAT DATA, AS IT IS CURRENTLY DIFFICULT TO TRACK IN THE SYSTEM. DIRECTOR WILLIAMS ASKED IF THERE WAS A WAY TO TRACK PATIENTS WHO CONSISTENTLY MISS THEIR APPOINTMENTS AND IF THERE WAS A LIMIT AS TO HOW MANY APPOINTMENTS THEY CAN MISS. DIRECTOR OF PERFORMANCE IMPROVEMENT RESPONDED THAT STAFF EDUCATES PATIENTS ABOUT THE IMPORTANCE OF KEEPING THEIR APPOINTMENTS. KERN MEDICAL HOSPITAL AUTHORITY CHIEF EXECUTIVE OFFICER SCOTT THYGERSON RESPONDED THAT BECAUSE OF THE MEDI-CAID (MEDI-CAL) AND MEDI-CARE RESTRICTIONS, THE CLINICS MAY NOT REPRIMAND PATIENTS FOR MISSING THEIR APPOINTMENTS.

DIRECTOR SMITH ASKED WHAT IS THE NATIONAL STANDARD FOR NO-SHOW APPOINTMENTS. KERN MEDICAL HOSPITAL AUTHORITY CHIEF EXECUTIVE OFFICE RESPONDED THAT THERE IS NO NATIONAL STANDARD BUT VALLEY CHILDRENS IS USUALLY BETWEEN 25-28% FOR NO SHOWS.

RECEIVED AND FILED

Nichols – Smith: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

- 8) Report on the Kern County Hospital Authority Community Health Center financials for April 2026

FINANCE ADMINISTRATOR ANDREW CANTU MADE THE PRESENTATION. HE REPORTED THAT THE NUMBER OF FULL-TIME EMPLOYEES (FTEs) HAS BEEN CONSISTANT. THE GROSS DAYS IN ACCOUNTS RECEIVABLE IS AT TARGET BUT THIS WILL CHANGE IN NEXT MONTH'S REPORT BECAUSE FINANCE IS HOLDING CLAIMS DUE TO THE RATE SETTING PROCESS. FINANCE ADMINISTRATOR STATED THAT THE CURRENT BUDGET IS ON TARGET AND PURCHASES ARE ALSO RIGHT ON BUDGET. DIRECTOR MARTINEZ ASKED IF THE NUMBER OF FTEs HAS BEEN THE SAME, WHY DID THE SALARIES INCREASE. FINANCE ADMINISTRATOR RESPONDED THAT PAY RAISES WENT INTO EFFECT IN APRIL. DIRECTOR MARTINEZ ASKED IF THERE HAS BEEN AN UPDATE ABOUT THE RATES. FINANCE ADMINISTRATOR RESPONDED THAT THERE HAS BEEN NO UPDATE BUT EVERYTHING HAS BEEN SUBMITTED TO THE CONSULTANTS, WHO HAVE SINCE ASKED FOR MORE INFORMATION WHICH HAS BEEN SUBMITTED. DIRECTOR MARTINEZ ASKED IF THE RATE WILL BE RETROACTIVE TO MARCH 1. FINANCE ADMINISTRATOR STATED YES, WHICH WAS WHY THE CURRENT CLAIMS ARE BEING HELD.

RECEIVED AND FILED

Avila – Williams: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

- 9) Kern County Hospital Authority Community Health Center Executive Director Report – EXECUTIVE DIRECTOR RENEE VILLANUEVA MADE PRESENTATION. EXECUTIVE DIRECTOR ANNOUNCED THAT ON JULY 1 THE CLINICS WILL RECEIVE NEW INTERNAL MEDICINE AND OB/GYN RESIDENTS AND THAT ON JULY 1, 2027, WE WILL WELCOME THE NEW FAMILY PRACTICE RESIDENTS, SO STAFF IS WORKING ON CREATING SPACE FOR THE INCOMING FAMILY MEDICINE RESIDENTS AND FACULTY. DIRECTOR MARTINEZ APPLAUDED THE EFFORT IN REESTABLISHING THE FAMILY MEDICINE RESIDENCY AS PRIMARY CARE PROVIDERS ARE DESPARATELY NEEDED IN THE COUNTY. EXECUTIVE DIRECTOR ALSO ANNOUNCED THAT ABOUT 25-30 PHYSICIANS WILL PARTICIPATE IN AN AI PILOT PROGRAM THAT WILL RECORD THE PATIENT VISITS FOR TRANSCRIBING PURPOSES ONLY. SHE ADDED THAT THE USE OF AI IS JUST TO FACILITATE MORE COMPLETE AND EFFICIENT CHARTING, WHICH SHOULD IMPROVE THE COMPLETION OF REFERRALS AND HELP WITH MAKING THE VISITS MORE PERSONABLE AS THE PROVIDER WILL BE ABLE TO FOCUS ON THE PATIENT AND NOT DOCUMENTATION. EXECUTIVE DIRECTOR ALSO ANNOUNCED THAT WIPFLI IS STILL WORKING ON THE RATE SETTING AND THAT TODAY IS DIRECTOR WILLIAM'S BIRTHDAY.

RECEIVED AND FILED

Williams – Smith: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

CA

- 10) Miscellaneous Correspondence as of June 17, 2026 –

RECEIVED AND FILED

Smith – Nichols: 6 Ayes; 3 Absent – Behill, Kemp, Sandoval

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

Avila



/s/ Marisol Urcid
Clerk of the Board of Directors



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