



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, July 22, 2026

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 – Avila, Smith, 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 meetings on June 24, 2026 –
APPROVED
Sandoval – Nichols: 6 Ayes; 3 Absent – Avila, Smith, Williams
- CA
4) Proposed approval of the Kern County Hospital Authority Community Health Center Patient Empanelment Policy and Procedure –
APPROVED
Sandoval – Nichols: 6 Ayes; 3 Absent – Avila, Smith, Williams
- CA
5) Proposed election of officers to the Kern County Hospital Authority Community Health Center Board of Directors –
ELECTED OFFICERS
Sandoval – Nichols: 6 Ayes; 3 Absent – Avila, Smith, Williams
- 6) Proposed resolution adopting a new policy addressing a disruption of telephonic or internet services during meetings of the Board of Directors –
PHILLIP JENKINS, HOSPITAL COUNSEL, MADE A PRESENTATION REGARDING THE PROPOSED POLICY WHICH ADDRESSES WHEN THERE IS A DISRUPTION OF TELEPHONIC OR INTERNET SERVICES DURING A BOARD MEETING PURSUANT TO THE NEW BROWN ACT REQUIREMENTS. DIRECTOR MARTINEZ ASKED HOSPITAL COUNSEL TO DEFINE “LEGISLATIVE BODY” BECAUSE SHE DID NOT THINK THE CHC IS A GOVERNING BODY AND THEREFORE DID NOT HAVE TO COMPLY WITH THE UPDATED STATUTE. HOSPITAL COUNSEL EXPLAINED THAT UNDER THE STATUTE, THE KERN COUNTY HOSPITAL AUTHORITY’S BOARD OF GOVERNORS IS A LEGISLATIVE GOVERNING BODY AND SUBJECT TO THE UPDATED BROWN ACT, THEREFORE, THE CHC BOARD OF DIRECTORS IS ALSO SUBJECT TO THE BROWN ACT. DIRECTOR MARTINEZ ASKED IF THERE WOULD BE A POLICY IMPLEMENTED TO PLACE TIME LIMITS ON PUBLIC COMMENTS. HOSPITAL COUNSEL RESPONDED THAT HE AND CHC STAFF HAVE REVIEWED OPTIONS AND HAVE CONCLUDED THAT TIME LIMITS ARE NOT NECESSARY. DIRECTOR MARTINEZ INSISTED THAT TIME LIMITS WERE NECESSARY AND THIS SENTIMENT WAS ECHOED BY DIRECTOR NICHOLS WHO WAS CONCERNED THAT PUBLIC COMMENT COULD BE CONSTRUED AS UNLIMITED. DIRECTOR MARTINEZ MADE A REFERRAL TO STAFF TO CREATE SUCH POLICY AND BRING IT TO THE BOARD FOR APPROVAL.
APPROVED; ADOPTED RESOLUTION
Nichols – Sandoval: 6 Ayes; 3 Absent – Avila, Smith, Williams
- 7) Report on the Kern County Hospital Authority Community Health Center Quality Update for Quarter 2 –

DIRECTOR MARTINEZ LOOKED TO THE EXECUTIVE DIRECTOR REGARDING THIS REPORT AND EXECUTIVE DIRECTOR VILLANUEVA INTRODUCED THE INTERIM CHIEF MEDICAL OFFICER, DR. THIAGARAJAN NANDHOGOPAL "DR. RAJ", WHO MADE THE PRESENTATION. THE INTERIM CHIEF MEDICAL OFFICER REVIEWED THE COMPLAINTS FROM QUARTER 2, EMPHASIZING THAT THERE HAS BEEN A DECREASE IN COMPLAINTS IN QUARTER 2 COMPARED TO QUARTER 1. HE REMARKED THAT ALL COMPLAINTS HAVE BEEN ADDRESSED AND CLOSED. APPOINTMENT ISSUES AND QUALITY OF CARE ARE STILL THE BIGGEST ISSUE BEHIND THE COMPLAINTS BUT STAFF EXPECT THAT THESE COMPLAINTS WILL CONTINUE TO DECREASE ONCE THE NEW PHONE SYSTEM IS FULLY IN SERVICE, SHOULD ADDRESS THE APPOINTMENT ISSUES, AND THE USE OF A.I. FOR NOTETAKING PURPOSES SHOULD ADDRESS THE QUALITY OF CARE ISSUES. INTERIM CHIEF MEDICAL OFFICER FURTHER ADDED THAT MOST COMPLAINTS ARE FOR THE AMOUNT OF TIME A PHYSICIAN SPENDS WITH A PATIENT, WHICH IS WHY FOCUSING ON THE PATIENT RATHER THAN FOCUSING ON THE COMPUTER WILL HOPEFULLY IMPROVE OUR PATIENTS' PERCEPTION OF THE PROVIDERS' INTEREST IN THE PATIENT'S CARE AND/OR MEDICAL NEEDS. DIRECTOR NICHOLS SUGGESTED THAT MORE TRAINING SHOULD BE PROVIDED IF TIME SPENT WITH A PATIENT IS AN ISSUE. RECEIVED AND FILED

Lopez – Behill: 6 Ayes; 3 Absent – Avila, Smith, Williams

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

NURSING ADMINISTRATOR ALICIA GAETA MADE THE PRESENTATION. THE NURSING ADMINISTRATOR STATED THAT THE NUMBER OF NEW PATIENTS INCREASED FOR JUNE AND THAT TUESDAYS CONTINUE TO BE THE BUSIEST DAY OF THE WEEK FOR THE CLINICS. WHICH MADE SENSE, SINCE THE NUMBER OF PROVIDERS IS SIGNIFICANTLY HIGHER THAN ON THE WEEKENDS. THE EXECUTIVE DIRECTOR STATED THAT ONLY 371 PATIENTS WERE SEEN ON THE WEEKENDS IN JUNE, BUT THAT NUMBER IS SHOWING A POSITIVE TREND FOR WEEKEND APPOINTMENTS DUE TO ONLY HAVING 2 TO 3 PROVIDERS ON THE WEEKENDS. EXECUTIVE DIRECTOR FURTHER ADDED THAT ANOTHER BENEFIT OF THE WEEKEND APPOINTMENTS IS THAT 371 PATIENTS DID NOT GO TO AN EMERGENCY ROOM OR URGENT CARE AND THAT THE CHC WAS ABLE TO CREATE A CONTINUITY OF CARE AND/OR ESTABLISH CARE WITH THESE PATIENTS. EXECUTIVE DIRECTOR MENTIONED THAT THE INCREASE IN OBSTETRIC AND GYNECOLOGY APPOINTMENTS WAS MOST LIKELY DUE TO THE ADDITION OF NEW PROVIDERS WHO BEGAN SEEING PATIENTS IN JUNE. THE NURSING ADMINISTRATOR CONTINUED THE PRESENTATION POINTING OUT THAT MORE PATIENTS WERE UTILIZING BEHAVIORAL HEALTH AND PHARMACY SERVICES AND THAT NO SHOWS WERE SLIGHTLY LOWER IN JUNE AT 18% THAN IN MAY. DIRECTOR MARTINEZ ASKED IF STAFF COULD ADD THE PERCENTAGE OF NO SHOWS BY MONTH AND LOCATION TO SEE IF THERE WAS ANY IMPROVEMENT DEPENDENT ON THE INDIVIDUAL CLINIC. DIRECTOR BEHILL ASKED IF THERE WAS A WAY TO TRACK THE NUMBER OF "NO SHOWS", WHO ACTUALLY RESCHEDULED THEIR APPOINTMENTS. THE EXECUTIVE DIRECTOR RESPONDED THAT THIS REQUEST IS IN THE QUEUE BUT WILL BE MOVED UP ONCE THE PHONE SYSTEMS IS FULLY FUNCTIONAL. THE NURSE ADMINISTRATOR STATED THAT "NO SHOW" PATIENTS ARE STILL FOLLOWED UP WITH BY STAFF TO GET THEIR APPOINTMENT RESCHEDULED AND DR. RAJ INCLUDED THAT THE PATIENTS ARE NOTIFIED THROUGH SEVERAL PHONE CALLS AND TEXTS. DIRECTOR BEHILL ASKED IF CANCELLATIONS WERE CONSIDERED A "NO SHOW"? THE EXECUTIVE DIRECTOR STATED THAT NO, CANCELLATION WERE NOT CONSIDERED A "NO SHOW." THE

NURSING ADMINISTRATOR STATED THAT THE PERCENTAGES OF USE FOR EACH ZIP CODE WILL BE ADDED BUT THAT ALL PATIENTS SHOULD BE LEAVING THE CLINIC WITH SOME TYPE OF HEALTH COVERAGE. DIRECTOR SANDOVAL ASKED WHY THE NUTRITIONIST CLINIC HAD SUCH A LOW VOLUME? THE EXECUTIVE DIRECTOR STATED THAT THEY ONLY HAVE ONE PROVIDER FOR A HALF-DAY CLINIC. DIRECTOR SANDOVAL THEN ASKED IF THE WEEKEND CLINICS HAD WALK-IN APPOINTMENTS. THE EXECUTIVE DIRECTOR STATED THAT YES, THE WEEKEND CLINICS RUN VERY SIMILAR TO AN URGENT CARE EXCEPT THAT THE PATIENT ESTABLISHES CARE WITH A PRIMARY CARE PHYSICIAN. DIRECTOR BEHILL ASKED IF THERE WAS ADEQUATE SIGNAGE FOR THE WALK IN APPOINTMENTS? THE EXECUTIVE DIRECTOR STATED THAT THERE IS SIGNAGE ON THE DOORS AND ON THE WEBSITE. SHE THEN STATED THAT FURTHER SIGNAGE/NOTICE WILL BE PROVIDED WHEN THE CLINIC INCREASES THE NUMBER OF PROVIDERS. DIRECTOR LOPEZ ASKED IF WEEKEND APPOINTMENTS WERE AVAILABLE AT ALL THE CLINIC LOCATIONS? THE NURSING ADMINISTRATOR STATED THAT NO THE WEEKEND APPOINTMENTS ARE ONLY AT COLUMBUS WITH FAMILY PRACTICE AND PEDIATRIC PROVIDERS.

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Behill – Lopez: 6 Ayes; 3 Absent – Avila, Smith, Williams

- 9) Report on the Kern County Hospital Authority Community Health Center financials for May 2026

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SENIOR DIRECTOR OF FINANCE JOHN MILLS MADE THE PRESENTATION. MR. MILLS STATED THAT THIS PRESENTATION WILL CONTINUE TO EVOLVE AS THE CHC RECEIVES MORE DATA AND THAT THE FINANCIAL DATA SHOULD BE CLEARER AS OF JULY 1, 2027. THE CHC IS STILL WORKING ON RATE SETTING AND THEREFORE, THERE IS NOT A HISTORY BASED BUDGET PROJECTION FOR EACH VISIT AND/OR LABOR MATRIX. MAY APPEARS LOWER DUE TO LACK OF BED CHARGES WHICH ARE BEING HELD DUE TO THE PENDING RATE SETTING. SENIOR FINANCE DIRECTOR THINKS THAT THE NEXT HRSA AUDIT WILL BE HELPFUL AS STAFF WILL HAVE DIRECTION AS TO WHAT DATA HRSA DEEMS IMPORTANT. DIRECTOR MARTINEZ ASKED IF BEFORE MAY, THE HOSPITAL RATE WAS BEING USED WHICH INCLUDES THE PROFESSIONAL AND PHYSICIAN CHARGE AND IN MAY, ONLY THE PHYSICIAN CHARGE IS BEING USED WHICH LED TO THE DIP IN MAY? THE SENIOR DIRECTOR OF FINANCE RESPONDED THAT YES, IN MAY ONLY THE PROFESSIONAL FEES WERE USED. DIRECTOR MARTINEZ ASKED THAT ONCE THE CHARGES ARE DROPPED WILL THE RATES BE INCLUSIVE OR SEPARATE IF A PATIENT GOES TO A VISIT AND GETS LABS DONE. SENIOR DIRECTOR OF FINANCE RESPONDED THAT THERE WILL STILL BE TWO CHARGES BUT WHAT IS BILLED AND WHAT WILL BE REIMBURSED WILL BE KNOWN AND ADJUSTED. DIRECTOR MARTINEZ ASKED IF THE CHARGE WILL BE A PACKAGED RATE OR WILL EVERYTHING BE INDIVIDUALIZED? SENIOR FINANCE DIRECTOR STATED THAT THERE WILL PROBABLY BE A WRAPAROUND PAYMENT AND SECOND LINE OF BILLING TO MAKE THE CHC WHOLE WHICH WILL ALSO LEAD TO THE KCHA ALLOCATION TO BE REFINED.

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Kemp – Nichols: 6 Ayes; 3 Absent – Avila, Smith, Williams

- 10) Kern County Hospital Authority Community Health Center Executive Director Report – EXECUTIVE DIRECTOR MADE HER PRESENTATION. EXECUTIVE DIRECTOR ANNOUNCED THAT DR. RAJ WILL BE THE NEW MEDICAL DIRECTOR FOR THE FQHC. EXECUTIVE DIRECTOR ANNOUNCED THAT THE REGULAR BOARD MEETING SCHEDULED FOR SEPTEMBER 23, 2026 WILL BE CANCELED AND IN ITS PLACE, A

SPECIAL BOARD MEETING WILL BE SCHEDULED FOR SEPTEMBER 30, 2026. THE EXECUTIVE DIRECTOR ALSO INFORMED THE BOARD THAT SHE GAVE A PRESENTATION TO THE KERN COUNTY HOSPITAL AUTHORITY BOARD OF GOVERNORS REGARDING THE FIRST FULL YEAR AS A COMMUNITY HEALTH CENTER AND ITS PROGRESS INCLUDING THE DESIGNATION AS A LOOK-A-LIKE HEALTH CENTER. THE EXECUTIVE DIRECTOR ANNOUNCED THAT THE PEDIATRICS DEPARTMENT WILL BE HOSTING THEIR ANNUAL "PARTY IN THE PARKING LOT" ON AUGUST 1, 2026 FROM 7:00 AM TO 11:00 AM AT 1111 COLUMBUS ST. SUITE 1000, BAKERSFIELD 93305. THE EXECUTIVE DIRECTOR ADDED THAT SCHOOL PHYSICALS, IMMUNIZATIONS, FOOD, BACKPACKS, AND OTHER GIVEAWAYS WILL BE PROVIDED TO ALL WHO ATTEND WHILE SUPPLIES LAST. THIS EVENT HOSTS ABOUT 200 PATIENTS FROM THE COMMUNITY. THEN EXECUTIVE DIRECTOR ANNOUNCED THAT DIRECTOR WILLIAMS WILL BE RESIGNING AND THAT THE POSITION HAS BEEN OPENED FOR APPLICATIONS. DIRECTOR NICHOLS ASKED HOW THE MOBILE UNITS WERE DOING. THE EXECUTIVE DIRECTOR RESPONDED THAT THE MOBILE UNITS HAS HAD AN INCREASE IN NEW PATIENT AND THAT STAFF WERE RECEIVING MORE COMMENTS THAT THE PATIENTS PREFERRED THE MOBILE UNITS. THE NURSING ADMINISTRATOR EMPHASIZED THAT ON THE WEEKEND OF JULY 18TH, 46 PATIENTS WERE SEEN IN 3 HOURS AT THE FAIRFAX MOBILE UNIT WHICH IS AN ASTOUNDING NUMBER OF PATIENTS FOR THE TIME PERIOD. THE EXECUTIVE DIRECTOR THEN MOVED THE CONVERSATION TO SHARE THAT CMS HAD CONDUCTED AN AUDIT AT THE STOCKDALE LOCATION ON THE MORNING OF JULY 22ND AND THAT THE STOCKDALE LOCATION RECEIVED A 100% COMPLIANCE ON THE AUDIT. THE NEXT LOCATIONS TO BE AUDITED ARE COLUMBUS AND 34TH STREET BUT AS THE AUDITS ARE RANDOM, IT IS UNKNOWN WHEN CMS WILL SHOW UP.

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Nichols – Kemp: 6 Ayes; 3 Absent – Avila, Smith, Williams

ADJOURNED TO CLOSED SESSION

Sandoval - Kemp

REPORT ON ACTIONS TAKEN IN CLOSED SESSION

Item 11 concerning PUBLIC EMPLOYEE PERFORMANCE EVALUATION - Title: Community Health Center Executive Director (Government Code Section 54957) – HEARD; NO REPORTABLE ACTION TAKEN

ADJOURNED TO WEDNESDAY, AUGUST 26, 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