



## 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  
Thursday, December 18, 2025

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: 8 Present; 1 Absent – Sandoval

NOTE: DIRECTOR SANDOVAL JOINED THE MEETING AFTER ROLLCALL AND THE VOTE ON THE CONSENT AGENDA ITEMS AND ITEM 8.

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 November 20, 2025 –  
APPROVED  
**Smith – Nichols; 8 Ayes; 1 Absent - Sandoval**
- CA  
4) Proposed 2026 training schedule for the Kern County Hospital Authority Community Health Center Community Health Center Board of Directors –  
APPROVED  
**Smith – Nichols; 8 Ayes; 1 Absent - Sandoval**
- CA  
5) Proposed Amendment No. 2 to the Memorandum of Understanding 031-2025 with Kern Medical Center for patient referral services –  
APPROVED; AUTHORIZED CHAIRMAN TO SIGN  
**Smith – Nichols; 8 Ayes; 1 Absent - Sandoval**
- CA  
6) 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 – Nichols; 8 Ayes; 1 Absent - Sandoval**
- CA  
7) Proposed revised Kern County Hospital Authority Community Health Center Billing Protocols Policy –  
APPROVED; AUTHORIZED CHAIRMAN TO SIGN  
**Smith – Nichols; 8 Ayes; 1 Absent - Sandoval**
- 8) Report on the Kern County Hospital Authority Community Health Center Clinical Quality Metrics –  
EXECUTIVE DIRECTOR INTRODUCED INTERIM MEDICAL DIRECTOR DR. GLENN GOLDIS WHO MADE THE PRESENTATION REGARDING THE QUALITY METRICS. DR. GOLDIS WENT OVER THE CLINICAL QUALITY DASHBOARD IN DETAIL, REMINDING THE BOARD THAT GREEN INDICATES THAT THE METRICS IS TRENDING POSITIVELY AND RED METRICS CONTINUE TO NEED MORE WORK BY STAFF TO ATTAIN THE REQUIRED STANDARD. DR. GOLDIS POINTED OUT THE METRICS FOR CHILDHOOD IMMUNIZATIONS EXPLAINING THAT THE METRICS ONLY CAPTURED THE IMMUNIZATIONS GIVEN IN THE CHILD'S FIRST TWO YEARS OF LIFE AND DISCUSSED A SUMMARY OF FOLLOW-UP ACTIONS BEING TAKEN TO IMPROVER PERFORMANCE ON THIS METRIC. DIRECTOR NICHOLS ASKED IF PATIENTS MUST PAY FOR IMMUNIZATIONS. INTERIM MEDICAL DIRECTOR RESPONDED THAT PATIENTS DID NOT PAY FOR IMMUNIZATIONS; EITHER

THEY ARE INSURED OR THE SLIDING FEE PAY SCALE IS USED, BUT PAYMENT IS RARELY A BARRIER TO ACCESS TO CARE ISSUE. DIRECTOR SMITH COMMENTED THAT IN HER PAST EXPERIENCE THIS METRIC IS DIFFICULT TO MEET. DIRECTOR NICHOLS THEN ASKED IF THE QUALITY METRICS COULD BE MET THROUGH TELEHEALTH VISITS. EXECUTIVE DIRECTOR RESPONDED THAT THE PEDIATRIC CLINIC HAS TELEHEALTH VISITS EVERYDAY BUT AS MOST OF THE METRICS ARE BASED ON TREATMENT, STAFF IS FOCUSING ON THE MOBILE CLINICS AND OUTREACH TO MAKE THE MOBILE CLINICS MORE ACCESSIBLE TO THE MORE RURAL AREAS OF THE COMMUNITY.

RECEIVED AND FILED

**Behill – Avila; 8 Ayes; 1 Absent - Sandoval**

- 9) Report on the Kern County Hospital Authority Community Health Center's Patient Safety Quarter 3 –

EXECUTIVE DIRECTOR INTRODUCED NURSING ADMINISTRATOR ALICIA GAETA AND DIRECTOR OF PERFORMANCE IMPROVEMENT CARMELITA MAGNO, WHO MADE THE PRESENTATION REGARDING PATIENT SAFETY FOR QUARTER 3. NURSING ADMINISTRATOR EXPLAINED THE THREE AREAS OF FOCUS FOR PATIENT SAFETY AS WELL AS TRACKING OCCURRENCES. DIRECTOR WILLIAMS ASKED IF THE SAFETY AUDIT INCLUDED MEDICAL ASSISTANTS AS PART OF THE PROVIDERS. DIRECTOR OF PERFORMANCE IMPROVEMENT CONFIRMED THAT THE AUDIT INCLUDED ALL STAFF. THE DIRECTOR OF PERFORMANCE IMPROVEMENT EXPLAINED THAT THE DATA IS NOT AS ACCURATE AS IT COULD BE DUE TO THE ISSUE OF A PARTICULAR CHECKBOX IN THE ELECTRONIC HEALTH RECORD NOT BEING MARKED WHICH LEADS TO THE DATA NOT BEING FLAGGED FOR THE REPORTS. AS A FOLLOW-UP, EDUCATION ON THIS ISSUE IS BEING DECIMINATED TO ALL STAFF TO REMEDY THIS ISSUE. DIRECTOR MARTINEZ ASKED IF THE OCCURRENCE REPORT WAS BASED ON OBSERVATIONS. DIRECTOR OF PERFORMANCE IMPROVEMENT RESPONDED THAT THE OCCURRENCE REPORT WAS BASED ON OBSERVATIONS AND SAFETY CATCHES WHICH ARE COMPLETED BY STAFF AUDITORS THAT ARE TRAINED BY THE INFECTION CONTROL DEPARTMENT. DIRECTOR MARTINEZ ASKED IF THE MEDICATION RECONCILIATION AUDITS INCLUDED ALL PATIENTS AND IF SO, WHAT WAS BEING MISSED. DIRECTOR OF PERFORMANCE IMPROVEMENT RESPONDED THAT RECONCILIATIONS ARE COMPLETED FOR EVERY PATIENT AND THIS IS THE DATA THAT IS BEING MISSED WHEN A PARTICULAR CHECK BOX IN THE ELECTRONIC HEALTH RECORD IS NOT MARKED. THE NURSING ADMINISTRATOR ADDED THAT IN THE AUDIT, THERE IS A DATE/TIME STAMP OF WHEN THE RECONCILIATION WAS COMPLETED, SO STAFF CAN MANUALLY PULL THIS DATA BUT DATA IS PULLED INTO THE REPORT DUE TO THE CHECK BOX NOT BEING CHECKED OFF. STAFF TRAINING/EDUCATION IS SCHEDULED TO EDUCATE ABOUT THE IMPORTANCE OF CHECKING THAT CHECK BOX.

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**Williams – Smith; 9 Ayes; 0 Absent**

- 10) Report on the Kern County Hospital Authority Community Health Center Health Center Service Utilization for November 2025 –

EXECUTIVE DIRECTOR INTRODUCED PRACTICE ADMINISTRATOR ANNA CARRILLO WHO MADE THE PRESENTATION. DIRECTOR WILLIAMS ASKED FOR A REFRESH ON WHAT MADE A PATIENT "UNIQUE". THE PRACTICE ADMINISTRATOR EXPLAINED THAT EACH PATIENT IS "UNIQUE" BUT IF THE SAME PATIENT HAS MULTIPLE APPOINTMENTS IN ONE MONTH, THE PATIENT STILL ONLY COUNTS AS ONE "UNIQUE" PATIENT.

DIRECTOR AVILA ASKED IF THE COLUMBUS LOCATION IS THE CLOSEST TO ZIP CODES 93304 AND 93307. EXECUTIVE DIRECTOR RESPONDED THAT YES, THE COLUMBUS CLINICS ARE THE CLOSEST BRICK AND MORTAR FACILITY TO THE 93304 AND 93307 AREAS, BUT THE MOBILE CLINICS VISIT THE VINELAND, GREENFIELD, AND FAIRFAX AREAS EVERY WEEK. PATIENTS IN THOSE ZIP CODES MAY BE SEEN AT THE MOBILE CLINICS AND SOME OF THOSE PATIENTS THEN GO TO COLUMBUS FOR THEIR PRIMARY CARE FOLLOW UP APPOINTMENTS. DIRECTOR NICHOLS ASKED IF THE MOBIL CLINIC AT 4<sup>TH</sup> AND UNION AVENUE CAPTURED THE MOST RESIDENTS OF 93307? THE EXECUTIVE DIRECTOR STATED THE MOBIL CLINIC IN VINELAND AND DIGORGIO (LAMONT) SCHOOL DISTRICTS SERVICED MOST PATIENTS LIVING IN THE 93307 ZIP CODE. THE EXECUTIVE DIRECTOR REITERATED THAT THE CHC HAD A GROWING NUMBER OF PARTNERSHIPS WITH SCHOOL DISTRICTS AND COMMUNITY CENTERS WHICH ALLOWED PATIENTS TO SEE A HEALTHCARE PROVIDER CLOSER TO THEIR HOME. THE SCHOOLS ARE INCLUDING A CONSENT FORM IN THEIR REGISTRATION PACKETS TO ALLOW STUDENTS TO RECEIVE MEDICAL CARE THROUGH THE MOBILE UNITS BUT THE MOBILE CLINICS NOT ONLY SERVICE STUDENTS, BUT ALSO THEIR FAMILIES AND SCHOOL FACULTY. THE MOBILE CLINICS HAVE ALSO PROVIDED SERVICES FOR THE BOYS AND GIRLS CLUB, KERN HEALTH SYSTEMS, AND THE DEPARTMENT OF PUBLIC HEALTH. THE FUTURE GOAL IS TO HAVE ONE FQHC CLINIC SITE NEXT TO EVERY SCHOOL DISTRICT IN THOSE AREAS. DIRECTOR AVILA ASKED WHAT THE APPOINTMENT VISIT CAPACITY WAS FOR THE MOBILE CLINICS. EXECUTIVE DIRECTOR RESPONDED THAT THEY AVERAGED 75-100 PATIENTS DEPENDING ON THE EVENT. WHEN SCHOOL DISTRICTS REQUEST SPORT PHYSICALS SERVICES, THE CLINIC CAN SEE UP TO 150 PATIENTS BUT PRIMARY CARE PROVIDERS USUALLY SEE AROUND 25 PATIENTS AT EACH LOCATION. DIRECTOR SMITH ASKED IN THE NUMBERS FOR THE MOBIL CLINIC WERE SEPARATE FROM THE CHC NUMBERS? THE EXECUTIVE DIRECTOR RESPONDED YES, BUT THE NUMBERS ARE TRACKED BECAUSE MANY OF INITIAL VISITS AT A MOBILE CLINIC LED TO A FOLLOW UP VISIT AT A CHC BRICK AND MORTAR LOCATION. DIRECTOR NICHOLS ASKED HOW ARE REQUESTS MADE TO BRING A MOBILE CLINIC TO A SITE. EXECUTIVE DIRECTOR RESPONDED THAT ANYONE CAN MAKE A REQUEST THROUGH HER OR THE CLINIC MANAGERS AND MANY COMMUNITY PARTNERS ALSO SEND REFERRALS. THE MOBILE CLINICS HAVE PROVIDED SERVICES AT LOCAL CHURCHES, HOMELESS SHELTERS, SENIOR CENTERS, ETC AT THE REQUEST OF THESE FACILITIES. DIRECTOR NICHOLS ASKED IF THERE WERE PLANS TO CREATE MORE MOBILE CLINICS? EXECUTIVE DIRECTOR STATED THAT AT THIS TIME NO DUE TO SPACE CONSTRAINTS, THERE IS CURRENTLY NO ADDITIONAL SPACE TO HOUSE ANOTHER MOBILE UNIT AND THE GOAL IS TO HAVE MORE PERMANENT SITES AT SCHOOLS THROUGHOUT THE AREA.

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**Avila – Nichols; 9 Ayes; 0 Absent**

- 11) Report on the Kern County Hospital Authority Community Health Center financials for October 2025-  
EXECUTIVE DIRECTOR INTRODUCED FINANCE ADMINISTRATOR ANDREW CANTU WHO MADE PRESENTATION REGARDING THE FINANCIALS FOR THE MONTH OF OCTOBER. THE FINANCE ADMINISTRATOR NOTED THAT PATIENT VISITS INCREASED FOR THE MONTH OF OCTOBER ALONG WITH THE NUMBER OF FTES, WHICH NEEDS TO BE CONSISTENTLY LOOKED AT TO MAKE SURE THAT THE CLINICS ARE NOT OVER STAFFED. ACCOUNTS RECEIVABLE WAS TRENDING AT 39 DAYS WHICH SHOWED THAT DOCUMENTATION WAS IMPROVING AND CLEAN CLAIMS WERE DROPPING MORE

EFFICIENTLY. AT THIS TIME, THE CURRENT OPERATING BUDGET IS 2 MILLION DOLLARS AHEAD OF THE PLANNED OPERATED BUDGET FOR THIS YEAR. DIRECTOR MARTINEZ ASKED IF THE BUDGET WAS SPREAD EVENLY TO EACH MONTH. FINANCE ADMINISTRATOR RESPONDED THAT THE BUDGET IS SET BASED ON THE PAST VISIT AND REVENUE HISTORY FOR THAT MONTH IN THE PREVIOUS YEAR. DIRECTOR WILLIAMS ASKED IF PER DIEM PHYSICIANS ARE COMPENSATED AT THE SAME RATE AS FULL-TIME PHYSICIANS WHO RECEIVE ADDITIONAL HEALTH AND OTHER BENEFITS. FINANCE ADMINISTRATOR RESPONDED THAT PER DIEM EMPLOYEES ARE COMPENSATED COMPARABLE TO FULL-TIME PHYSICIANS.

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**Smith – Nichols; 9 Ayes; 0 Absent**

- 12) Kern County Hospital Authority Community Health Center Executive Director Report – EXECUTIVE DIRECTOR THANKED THE BOARD AND RECOGNIZED THEM FOR THEIR SERVICE AND COMMITMENT. BOARD ENGAGEMENT IS SO IMPORTANT TO THE SUCCESS OF THE CHC AND THIS BOARD HAS BEEN INSTRUMENTAL IN IMPROVING STAFF REPORTS WHICH HAS HELPED STAFF MAKE DECISIONS AND PROPOSALS THAT ARE BENEFICIAL TO PATIENTS AND TO INFORMING THE BOARD IN MAKING THEIR DECISIONS. EXECUTIVE DIRECTOR ANNOUNCED THAT THE PEDIATRICS CHRISTMAS PARTY WAS A SUCCESS AND THAT OVER 190 CHILDREN RECEIVED COOKIES, PUNCH, AND CHRISTMAS PRESENTS THAT WERE DONATED BY OUTLAWZ CAR CLUB. EXECUTIVE DIRECTOR ALSO ANNOUNCED THAT THERE WILL BE A SPECIAL MEETING HELD ON JANUARY 22, 2026 DUE TO HRSA'S ON-SITE VISIT OCCURRING DURING THE REGULAR SCHEDULED MEETING ON JANUARY 28, 2026 WHICH MAY BE HELD AT THE HOSPITAL BUT FURTHER DETAILS WILL BE PROVIDED AS WE MOVE INTO THE NEW YEAR. DIRECTOR MARTINEZ THANKED THE EXECUTIVE DIRECTOR FOR ALL HER AND HER STAFF'S HARD WORK THIS YEAR.

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**Nichols – Behill; 9 Ayes; 0 Absent**

ADJOURNED TO WEDNESDAY, JANUARY 28, 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