



AGENDA

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 23, 2025

11:30 A.M.

BOARD TO RECONVENE

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

CONSENT AGENDA/OPPORTUNITY FOR PUBLIC COMMENT: ALL ITEMS LISTED WITH A "CA" ARE CONSIDERED TO BE ROUTINE AND NON-CONTROVERSIAL BY KERN COUNTY HOSPITAL AUTHORITY COMMUNITY HEALTH CENTER STAFF. THE "CA" REPRESENTS THE CONSENT AGENDA. CONSENT ITEMS WILL BE CONSIDERED FIRST AND MAY BE APPROVED BY ONE MOTION IF NO MEMBER OF THE BOARD OR AUDIENCE WISHES TO COMMENT OR ASK QUESTIONS. IF COMMENT OR DISCUSSION IS DESIRED BY ANYONE, THE ITEM WILL BE REMOVED FROM THE CONSENT AGENDA AND WILL BE CONSIDERED IN LISTED SEQUENCE WITH AN OPPORTUNITY FOR ANY MEMBER OF THE PUBLIC TO ADDRESS THE BOARD CONCERNING THE ITEM BEFORE ACTION IS TAKEN.

STAFF RECOMMENDATION 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. SPEAKERS ARE LIMITED TO TWO MINUTES. PLEASE STATE AND SPELL YOUR NAME BEFORE MAKING YOUR PRESENTATION. THANK YOU!

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)) –
- CA
- 3) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meeting on June 25, 2025 –
APPROVE
- CA
- 4) Service Area Analysis: January 1, 2025 through June 30, 2025. Source - Electronic Health Record Data –
APPROVE
- CA
- 5) Proposed corrections to minutes of Kern County Hospital Authority Community Health Center Board of Directors regular meeting on May 28, 2025 –
APPROVE
- CA
- 6) Kern County Hospital Authority Community Health Center Board of Directors Electronic Health Record 'Day in the Life' Video -
RECEIVE AND FILE
- 7) Presentation regarding proposed approval of the Kern County Hospital Authority Community Health Center (KCHA CHC) financials for the period January 1, 2025 through May 31, 2025 –
APPROVE
- 8) Presentation regarding Kern County Hospital Authority Community Health Center Quality Report –
HEAR PRESENTATION; RECEIVE AND FILE
- 9) Presentation regarding Kern County Hospital Authority Community Health Center Health Center Service Utilization Report June 2025 –
HEAR PRESENTATION; RECEIVE AND FILE
- 10) Kern County Hospital Authority Community Health Center Executive Director report –
RECEIVE AND FILE

ADJOURN TO WEDNESDAY, AUGUST 27, 2025 AT 11:30 A.M.

SUPPORTING DOCUMENTATION FOR AGENDA ITEMS

All agenda item supporting documentation is available for public review at Kern Medical Center in the Administration Department, 1700 Mount Vernon Avenue, Bakersfield, 93306 during regular business hours, 8:00 a.m. – 5:00 p.m., Monday through Friday, following the posting of the agenda. Any supporting documentation that relates to an agenda item for an open session of any regular meeting that is distributed after the agenda is posted and prior to the meeting will also be available for review at the same location.

AMERICANS WITH DISABILITIES ACT (Government Code Section 54953.2)

The Kern Medical Center Conference Room is accessible to persons with disabilities. Disabled individuals who need special assistance to attend or participate in a meeting of the Kern County Hospital Authority Community Health Center Board of Directors may request assistance at Kern Medical Center in the Administration Department, 1700 Mount Vernon Avenue, Bakersfield, California, or by calling (661) 326-2102. Every effort will be made to reasonably accommodate individuals with disabilities by making meeting material available in alternative formats. Requests for assistance should be made five (5) working days in advance of a meeting whenever possible.



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 25, 2025

11:30 A.M.

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

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

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: DIRECTORS KEMP AND SANDOVAL JOINED THE MEETING AFTER ROLL CALL AND THE VOTE ON THE CONSENT AGENDA

CONSENT AGENDA: As indicated below with a "CA" was reviewed, discussed, and approved as one motion -- ____-____: ____ **Present;** ____ **Absent** -

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 asked if the Medical Staff has a policy regarding the prescription of opioids. He stated that he was aware that certain facilities have a limit on the number of opioids prescribed to patients. Director Williams asked what is the limit of medication that can be prescribed to a patient for pain relief. Executive Director Villanueva responded that a CURES (Controlled Substance Utilization Review and Evaluation System) report from the DEA (Drug Enforcement Agency) report is generated for all patients before they are prescribed medications classified as controlled substances. Executive Director explained how this report lists the controlled substances prescribed to the patient by any healthcare practitioner within a specified time frame. She also explained that Kern Medical Center has an addiction medicine fellowship, so when a patient is flagged for potential substance abuse issues, a referral is made to a pain medicine doctor as well as the substances abuse fellowship program. Executive Director then introduced and deferred to Kern County Hospital Authority Chief Medical Officer and Chief Medical Information Officer Glenn Goldis, MD for further explanation. Dr. Goldis added that there is no actual limitation per se, because the number of narcotic medications that are prescribed for and given to a patient at any given time, is a clinical decision made based on the judgment of the treating provider. Generally, providers try not to prescribe for than a 30-day supply for any patient.

CA

- 3) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meeting on May 28, 2025 – Chairman Martinez asked for approval or changes to the minutes. No changes requested. The Board voted to approve the minutes as written – APPROVED

Williams-Lopez: 6 Present; 3 Absent – Kemp, Sandoval, Valdez

- 4) Presentation regarding Kern County Hospital Authority Community Health Center Board of Directors Peer Review Overview. Executive Director introduced Kern County Hospital Authority Chief Medical Officer and Chief Medical Information Officer Glenn Goldis, MD who made the Peer Review presentation. Executive Director asked Dr. Goldis if all of the cases taken to Peer Review are bad cases. Dr. Goldis responded that cases that are questionable as to circumstances or that had unexpected outcomes are presented at Peer Review and they are not necessarily bad cases. Some peer reviewed cases arise from patient complaints, quality, and/or risk management concerns and/or questions. He continued to explain that some cases are reviewed for educational purposes so that department members may learn from each other's experience.

HEARD PRESENTATION; RECEIVED AND FILED

Smith-Nichols: 8 Present; 1 Absent - Valdez

- 5) Presentation regarding Kern County Hospital Authority Community Health Center Board of Directors Electronic Health Record Selection. Executive Director introduced Kern County Hospital Authority Co-Chief Information Officer Sandra Bakich (KCHA Co-CIO) who made presentation. Director Williams asked if complaints are received from providers regarding Oracle Health. KCHA Co-CIO responded that most providers do not like electronic health record operating systems (EHR). She added that as a whole, clinicians do not prefer one EHR over any other. The preference depends on the provider and how they interact, now or previously, with each EHR. Co-CIO continued to explain that EHRs are dependent upon optimal workflow and on how the system is built and how it is optimized. Director Williams asked if a majority of providers are displeased with the current EHR. Co-CIO responded that not necessarily, but that Epic Systems

is currently the newest EHR. Some providers prefer the Oracle EHR, while others prefer Epic and there has not been a consensus. Director Smith asked when will staff make a final decision to the Board of Governors. Co-CIO responded that the decision should be finalized over the next several months.

HEARD PRESENTATION; RECEIVED AND FILED

Williams-Nichols: 8 Present; 1 Absent - Valdez

- 6) Presentation regarding Kern County Hospital Authority Community Health Center Service Utilization Report May 2025. Executive Director introduced Practice Administrator Anna Carrillo, who made the presentation. Director Martinez asked if the decline in CHC patient visits for the month of May was normal. Practice Administrator responded that in the months of May and June CHC staff typically see a decline due to patients and providers taking vacation. Executive Director added that in the month of May there was also a decline in CHC patient visits due to current world events and with patients being afraid of the ICE raids. Executive Director mentioned that CHC staff are receiving calls every day from patients referencing reports of ICE agents being at CHC facilities and that because of those concerns, CHC staff are scheduling more phone visits and increasing the importance of outreach.

HEARD PRESENTATION; RECEIVED AND FILED

Smith-Lopez: 8 Present; 1 Absent - Valdez

- 7) Presentation regarding Kern County Hospital Authority Community Health Center Board of Directors Quarter - 1 Quality Clinical Measures. Executive Director introduced Chief Medical Officer Shakti Srivastava, MD, who made presentation. Director Martinez asked if there is a benchmark for the Depression Remission at Twelve months measure or how did we know if the 11.3% is a good number or not. Chief Medical Officer responded that there are benchmarks that will be provided by the Uniform Data System (UDS) and once more data is received, the combined data will be presented. Director Williams asked for clarification regarding nominator vs denominator used in the percentages and the Chief Medical Office provided clarification.

HEARD PRESENTATION; RECEIVED AND FILED

Smith-Kemp: 8 Present; 1 Absent - Valdez

- 8) Kern County Hospital Authority Community Health Center Executive Director Report. In the Executive Director Report, The Executive Director announced that Kern Medical Center welcomed forty-two (42) new residents and fellows to the Graduate Medical Education program. These new residents will rotate through various departments at the CHC including OBGYN, Internal Medicine, Psychiatry, Pharmacy, and Family Practice – Rio Bravo (Clinica Sierra Vista). Executive Director added that the CHC will also welcome residents to support their patients in Emergency Medicine and fellows in Addiction Medicine, Infectious Disease, and Psychiatry – Addiction and Child and Adolescent. The Executive Director then moved on to report that the preparatory work for the HRSA On-Site Visit was in full swing as staff continues to work on all of necessary requirements that need to be completed, reviewed, and approved prior to the On-Site Visit by HRSA. Executive Director then announced that on August 9th from 8 A.M. to 12 P.M. there will be a community event at the Columbus Clinics' parking lot. CHC staff will be on location to provide school physicals, vision and hearing checks, and immunizations. The County Public Health Department, Sheriff's Office, Ambulances, and Fire Trucks will also be present to provide services to the community. Backpacks will be provided to kids and food will be available for all participants. Kern Medical will also hold a Mobile Clinic Open House on August 12th at Del Oro High School.

RECEIVED AND FILED

Lopez-Nichols: 8 Present; 1 Absent - Valdez

ADJOURNED TO WEDNESDAY, JULY 23, 2025 AT 11:30 A.M.

Smith

/s/ Marisol Urcid
Clerk of the Board of Directors

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

**BOARD OF DIRECTORS
COMMUNITY HEALTH CENTER
REGULAR MEETING**

July 23, 2025

Subject: Service Area Analysis: January 1, 2025 through June 30, 2025. Source - Electronic Health Record Data

Recommended Action: Approve

Summary:

As required by Health Resources Services Administration (HRSA), Kern County Hospital Authority Community Health Center (KCHA CHC) has conducted its annual service area analysis using 2025 patient origin data to validate its Form 5B – Service Sites which is a required document and has previously been submitted as part of the Look-Alike Application. The attached Table 1 includes all zip codes reported as generated by the patient origin report.

The KCHA CHC Board has oversight responsibilities for the strategic planning of KCHA CHC, recommending services to be provided by KCHA CHC, and reviewing the program requirements of HRSA for compliance. The proposed revised KCHA CHC Service Area Analysis is a requirement for the Look-Alike application and meets all HRSA requirements.

Therefore, it is recommended that your Board approve the annual service area analysis using 2025 patient origin data to validate its Form 5B – Service Sites for submission to HRSA.

Kern County Hospital Authority Community Health Center
Service Area Analysis
January 1, 2025 through June 30, 2025
Source - Electronic Health Record Data

As required by HRSA, KCHA has conducted its annual service area analysis using 2025 patient origin data to validate Form 5B. The attached Table 1 includes all zip codes reported as generated by the patient origin report.

Based on the analysis there are no recommended changes to Form 5B as all patient zip codes within the top 75% are currently listed.

Table 1 – 12-month Patient Origin Zip Code Report January through December 2024
Highlighted cells below are the zip codes that represent at least 75% of where patients reside.

Zip Code	Patients	Percentage	Cumulative Percentage
93307	9584	19.9%	19.9%
93306	7810	16.2%	36.0%
93305	7348	15.2%	51.3%
93304	4057	8.4%	59.7%
93308	3699	7.7%	67.3%
93309	3273	6.8%	74.1%
93313	2302	4.8%	78.9%
93311	1926	4.0%	82.9%
93312	1522	3.2%	86.0%
93301	1403	2.9%	88.9%
93241	968	2.0%	90.9%
93314	957	2.0%	92.9%
93215	504	1.0%	94.0%
93263	470	1.0%	95.0%
93280	441	0.9%	95.9%
93268	349	0.7%	96.6%
93250	291	0.6%	97.2%
93561	181	0.4%	97.6%
93505	145	0.3%	97.9%
93555	129	0.3%	98.1%
Other	120	0.2%	98.4%
93302	90	0.2%	98.6%
93240	81	0.2%	98.7%

Kern County Hospital Authority Community Health Center
Service Area Analysis

93560	77	0.2%	98.9%
93225	67	0.1%	99.0%
93501	58	0.1%	99.2%
93518	52	0.1%	99.3%
93283	52	0.1%	99.4%
93206	46	0.1%	99.5%
93249	41	0.1%	99.6%
93285	39	0.1%	99.6%
93205	36	0.1%	99.7%
93238	31	0.1%	99.8%
93252	23	0.0%	99.8%
93387	15	0.0%	99.8%
93389	15	0.0%	99.9%
93255	8	0.0%	99.9%
93384	7	0.0%	99.9%
93224	6	0.0%	99.9%
93531	6	0.0%	99.9%
93380	4	0.0%	99.9%
93386	4	0.0%	100.0%
93243	4	0.0%	100.0%
93303	3	0.0%	100.0%
93516	3	0.0%	100.0%
93527	3	0.0%	100.0%
93216	2	0.0%	100.0%
93251	2	0.0%	100.0%
93222	2	0.0%	100.0%
93385	1	0.0%	100.0%
93383	1	0.0%	100.0%
93504	1	0.0%	100.0%
93220	1	0.0%	100.0%
93523	1	0.0%	100.0%
Grand Total	48261		

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**BOARD OF DIRECTORS
COMMUNITY HEALTH CENTER
REGULAR MEETING**

July 23, 2025

Subject: Proposed corrections to minutes of Kern County Hospital Authority Community Health Center Board of Directors regular meeting on May 28, 2025

Recommended Action: Approve

Summary:

Staff recommends your Board approve the revised minutes for the Community Health Center Board of Directors regular meeting on May 28, 2025.



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 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 agenda 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 Thygeson 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



**BOARD OF DIRECTORS
COMMUNITY HEALTH CENTER
REGULAR MEETING**

July 23, 2025

Subject: Kern County Hospital Authority Community Health Center Board of Directors
Electronic Health Record 'Day in the Life' Video

Recommended Action: Receive and File

Summary:

The Kern County Hospital Authority's Co-Chief Information Officers has created a video titled 'A Day in the Life', which depicts how the Kern County Hospital Authority's staff currently uses the Electronic Health Record to support the delivery of care.



**BOARD OF DIRECTORS
COMMUNITY HEALTH CENTER
REGULAR MEETING**

July 23, 2025

Subject: Proposed approval of the Kern County Hospital Authority Community Health Center (KCHA CHC) financials for the period January 1, 2025 through May 31, 2025

Recommended Action: Approve

Summary:

The KCHA CHC clinics provided 10,054 patient visits during the month of May 2025. This total was 1,382 less than the budgeted number of visits which was estimated at 11,436 for this month based on data from previous years. The KCHA CHC clinics have provided 48,305 patient visits year-to-date for the period of January 2025 through May 2025. The total year-to-date visits are 12,735 less than the budgeted estimate of 61,040 visits for this same time period. KCHA CHC recognized \$1.2 million of net patient revenue from these visits for the month of May and \$6.1 million year-to-date.

The following items have budget variances for the month of May 2025:

Total Revenues:

Net Patient Revenue:

On a month-to-date basis, KCHA CHC recognized \$1.2 million of net patient revenue, \$3.5 million less than the \$4.7 million budgeted for May 2025. Budgeted patient revenue is based on the approximate number of total clinic visits expected and the per visit reimbursement rate. On a year-to-date basis for the period of January 2025 through May 2025, net patient revenue was \$6.1 million, \$19.1 million less than the \$25.3 million budgeted for this time period.

Indigent Revenue:

On a month-to-date basis total revenues included \$787,000 in contributions from Medi-Cal supplemental programs, \$150,000 less than the \$937,000 budgeted for May 2025. On a year-to-date basis, \$3.6 million of the Medi-Cal supplemental program contributions have been recognized, which is \$1.4 million less than the \$5 million budgeted for this time period.

Other Income:

The Health Resources Services Administration (HRSA) requires that KCHA CHC submit a breakeven budget. As such, KCHA makes monthly contributions to cover expected expenses associated with KCHA CHC's first year of operation as an FQHC Look-Alike (LAL) clinic system.

Operating and Other Expenses:

Salaries and Benefits:

On a month-to-date basis, salaries and benefits expenses totaled \$3 million, \$2 million less than the budgeted \$5 million. On a year-to-date basis, salaries and benefits expenses total \$14.7 million, \$12 million less than the budgeted \$26.7 million. Staffing includes directly employed physicians, nurse practitioners, medical residents, and behavioral health providers.

Medical Fees:

Medical fees expenses came in at \$438,000 for the month of May 2025, \$78,000 more than the budgeted \$360,000. On a year-to-date basis, the medical fees expense is at \$2.2 million, \$1.8 million more than the budgeted \$423,000. Medical fees expense is comprised of contracted physician costs.

Supplies Expense:

Supplies expense was \$153,000 for the month of May, \$210,000 less than the \$362,000 budgeted amount. Year-to-date supplies expense was \$934,000, \$1 million less than the \$1.9 million budgeted amount.

Purchased Services:

Purchased services expense was \$52,000 for the month of May, \$141,000 less than the \$193,000 budgeted. Year-to-date purchased services expense was \$515,000, which is \$515,000 less than the budgeted \$1 million. This expense is comprised of various purchased medical services.

Other Expenses:

Other expenses came to \$115,000 for the month, \$12,000 less than the budgeted \$127,000. On a year-to-date basis, other expenses totaled \$394,000, \$285,000 less than the budgeted \$679,000. Other expenses include recruiting, legal expenses, and utilities.

Rent Expense:

Rent expense is \$153,000 for the month, \$19,000 less than the \$172,000 budgeted for rent. The Year-to-date rent expense is \$767,000, \$153,000 less than the \$920,000 budgeted.

Overhead Expenses:

A percentage of overhead expenses from departments such as housekeeping, engineering, and information systems has been allocated to the KCHA CHC clinics and is included in total operating expense.



**Kern County Hospital Authority
Community Health Center
Board of Directors
Finance Report – July 2025**

KERN MEDICAL OUTPATIENT HEALTH
INCOME STATEMENT
JANUARY 2025 - MAY 2025

	January Actual	January Budget	February Actual	February Budget	March Actual	March Budget	April Actual	April Budget	May Actual	May Budget	May Month-to-Date Variance	May Month-to-Date Variance %
Net Patient Revenue	\$ 1,160,553	\$ 4,439,230	\$ 1,149,379	\$ 4,720,974	\$ 1,184,524	\$ 5,407,338	\$ 1,381,729	\$ 5,954,691	\$ 1,241,510	\$ 4,731,317	\$ (3,489,807)	(73.8%)
Total Indigent	744,586	878,932	594,578	934,715	693,653	1,070,609	791,533	1,178,981	786,838	936,763	(149,925)	(16.0%)
Other Income	2,250,739	595,385	1,790,277	610,324	2,150,309	646,716	1,962,891	675,739	1,970,653	610,872	1,359,781	222.6%
Total Operating Revenue	4,155,879	5,913,547	3,534,234	6,266,013	4,028,486	7,124,664	4,136,153	7,809,411	3,999,002	6,278,952	(2,279,950)	(36.3%)
OPERATING EXPENSES:												
Salaries	2,208,016	2,946,406	2,141,694	3,133,406	2,187,973	3,588,959	2,152,031	3,952,248	2,192,131	3,140,270	(948,139)	(30.2%)
Benefits	848,691	1,746,806	445,065	1,857,670	897,558	2,127,750	831,013	2,343,129	840,915	1,861,740	(1,020,825)	(54.8%)
Salaries and Benefits	3,056,707	4,693,212	2,586,758	4,991,076	3,085,531	5,716,709	2,983,044	6,295,378	3,033,046	5,002,011	(1,968,965)	(39.4%)
Medical Fees	502,850	360,006	380,735	360,006	401,265	360,006	501,044	360,006	437,683	360,006	77,677	21.6%
Supplies and Other Expenses	224,942	339,968	187,434	361,545	183,859	414,108	184,900	456,026	152,682	362,337	(209,655)	(57.9%)
Purchased Services	92,049	181,014	100,137	192,502	84,132	220,490	186,623	242,808	51,867	192,924	(141,057)	(73.1%)
Other Expenses	70,837	119,445	70,676	127,026	65,207	145,494	72,049	160,221	115,231	127,304	(12,074)	(9.5%)
Total Operating Expenses	3,947,386	5,693,645	3,325,741	6,032,155	3,819,993	6,856,806	3,927,660	7,514,439	3,790,508	6,044,581	(2,254,073)	(37.3%)
Rent	153,370	161,762	153,370	172,029	153,370	197,039	153,370	216,984	153,370	172,406	(19,036)	(11.0%)
Interest Expense	55,123	58,140	55,123	61,830	55,123	70,819	55,123	77,987	55,123	61,965	(6,842)	(11.0%)
Net Income (Loss)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	0%
FTEs												
Productive FTEs	271	271	271	271	271	271	271	271	271	271	-	0.0%
Non-Productive FTEs	47	47	47	47	47	47	47	47	47	47	-	0.0%
Total FTEs	318	318	318	318	318	318	318	318	318	318	-	0.0%
Clinic Visits	9,228	10,730	9,179	11,411	9,440	13,070	10,404	14,393	10,054	11,436	(1,382)	(12%)

KERN MEDICAL OUTPATIENT HEALTH
INCOME STATEMENT
YEAR-TO-DATE
JANUARY 2025 - MAY 2025

	January - May Year-to-Date		January - May Year-to-Date	
	Actual	Budget	Variance	Variance %
Net Patient Revenue	\$ 6,117,696	\$ 25,253,550	(19,135,854)	(75.8%)
Total Indigent	3,611,188	5,000,000	(1,388,812)	(27.8%)
Other Income	10,124,871	3139036	6,985,835	222.5%
Total Operating Revenue	19,853,754	33,392,586	(13,538,832)	(40.5%)
OPERATING EXPENSES:				
Salaries	10,881,844	16,761,290	(5,879,445)	(35.1%)
Benefits	3,863,243	9,937,096	(6,073,853)	(61.1%)
Salaries and Benefits	14,745,087	26,698,385	(11,953,298)	(44.8%)
Medical Fees	2,223,577	1,800,028	423,548	23.5%
Supplies and Other Expenses	933,818	1,933,984	(1,000,166)	(51.7%)
Purchased Services	514,808	1,029,738	(514,930)	(50.0%)
Other Expenses	393,998	679,490	(285,492)	(42.0%)
Total Operating Expenses	18,811,288	32,141,626	(13,330,338)	(41.5%)
Rent	766,850	920,220	(153,370)	(16.7%)
Interest Expense	275,617	330,740	(55,123)	(16.7%)
Net Income (Loss)	\$ 0	0	(0)	0%
FTEs				
Productive FTEs	271	271	-	0.0%
Non-Productive FTEs	47	47	-	0.0%
Total FTEs	318	318	-	0.0%
Clinic Visits	48,305	61,040	(12,735)	(21%)

Questions ?



**BOARD OF DIRECTORS
COMMUNITY HEALTH CENTER
REGULAR MEETING**

July 23, 2025

Subject: Kern County Hospital Authority Community Health Center Quality Report

Recommended Action: Hear Presentation; Receive and File

Summary:

The Chief Medical Officer for the Community Health Center, will provide your board with a Quality Update, focusing on Quarter 2 FY 2025 Patient Complaints and Grievances.

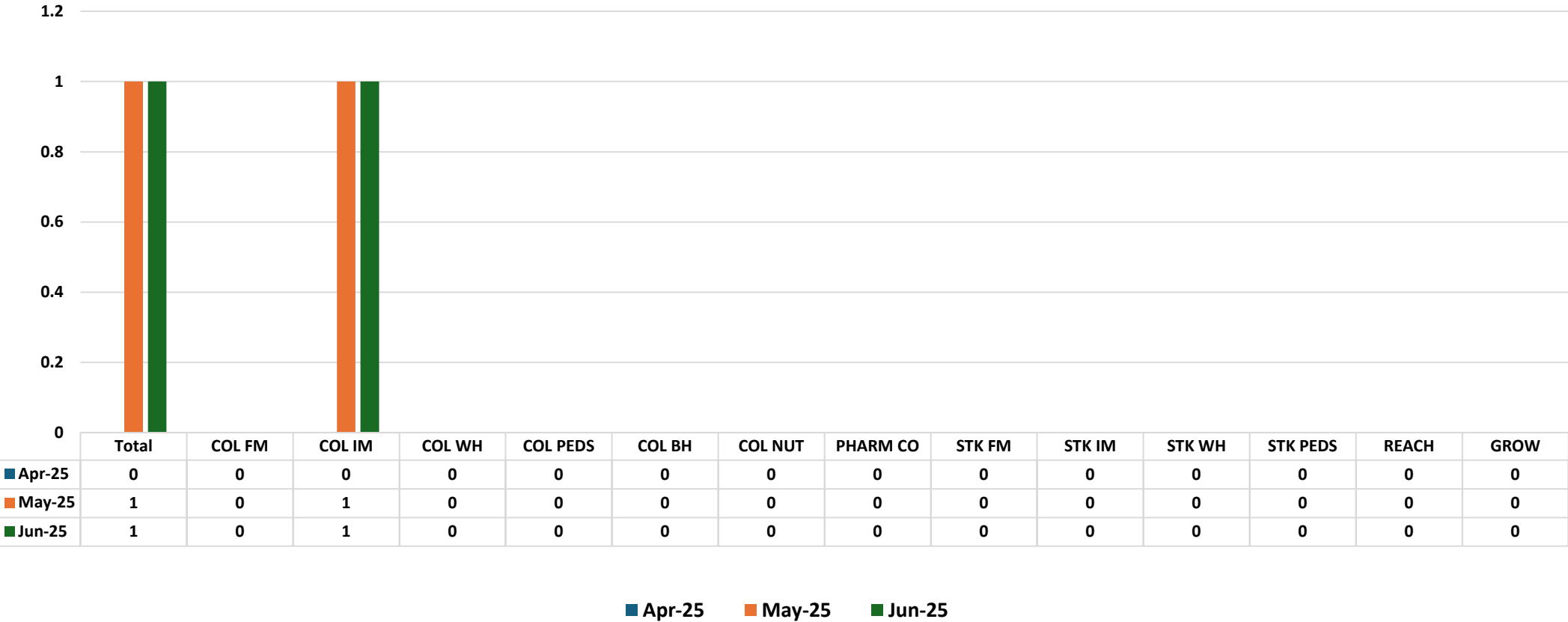


Quality:
Patient Complaint and Grievance Reports
Q2 2025

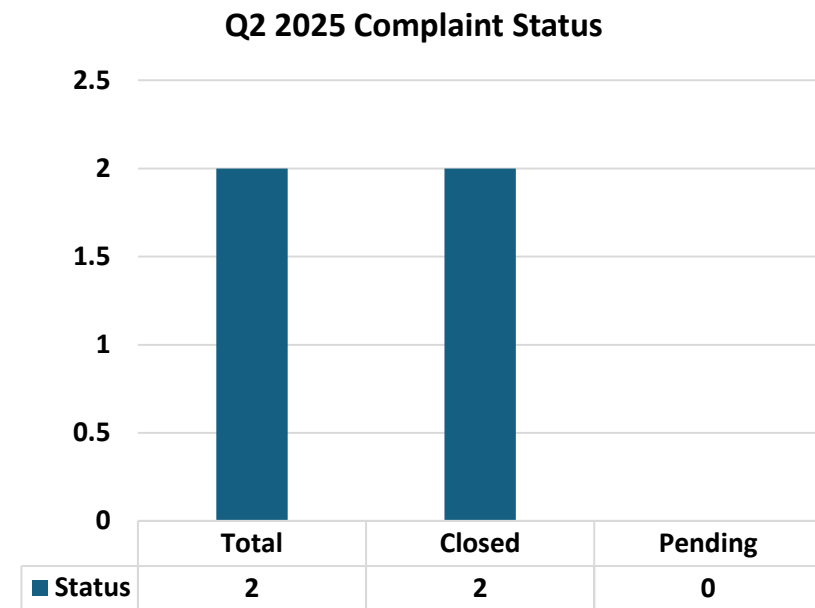
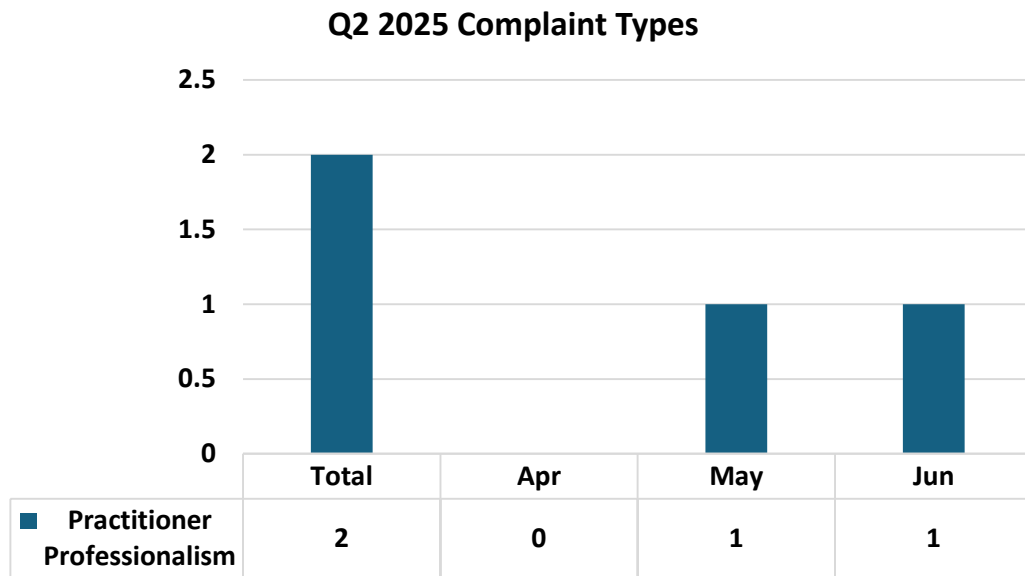
Community Health Center Board of Directors

Q2 2025 Complaints

Complaints by Clinics

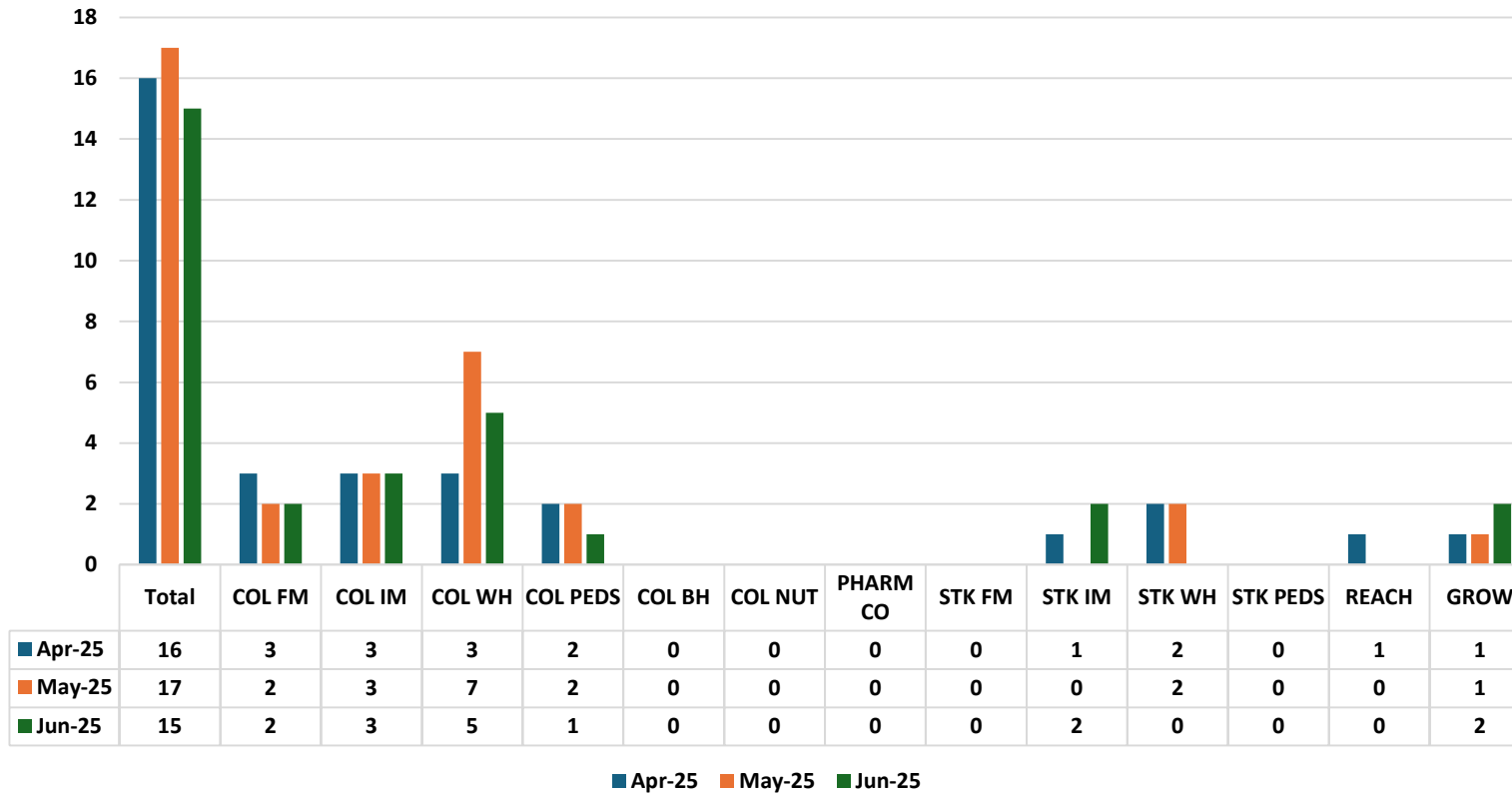


Q2 2025 Complaint Types and Status



Q2 2025 Grievances

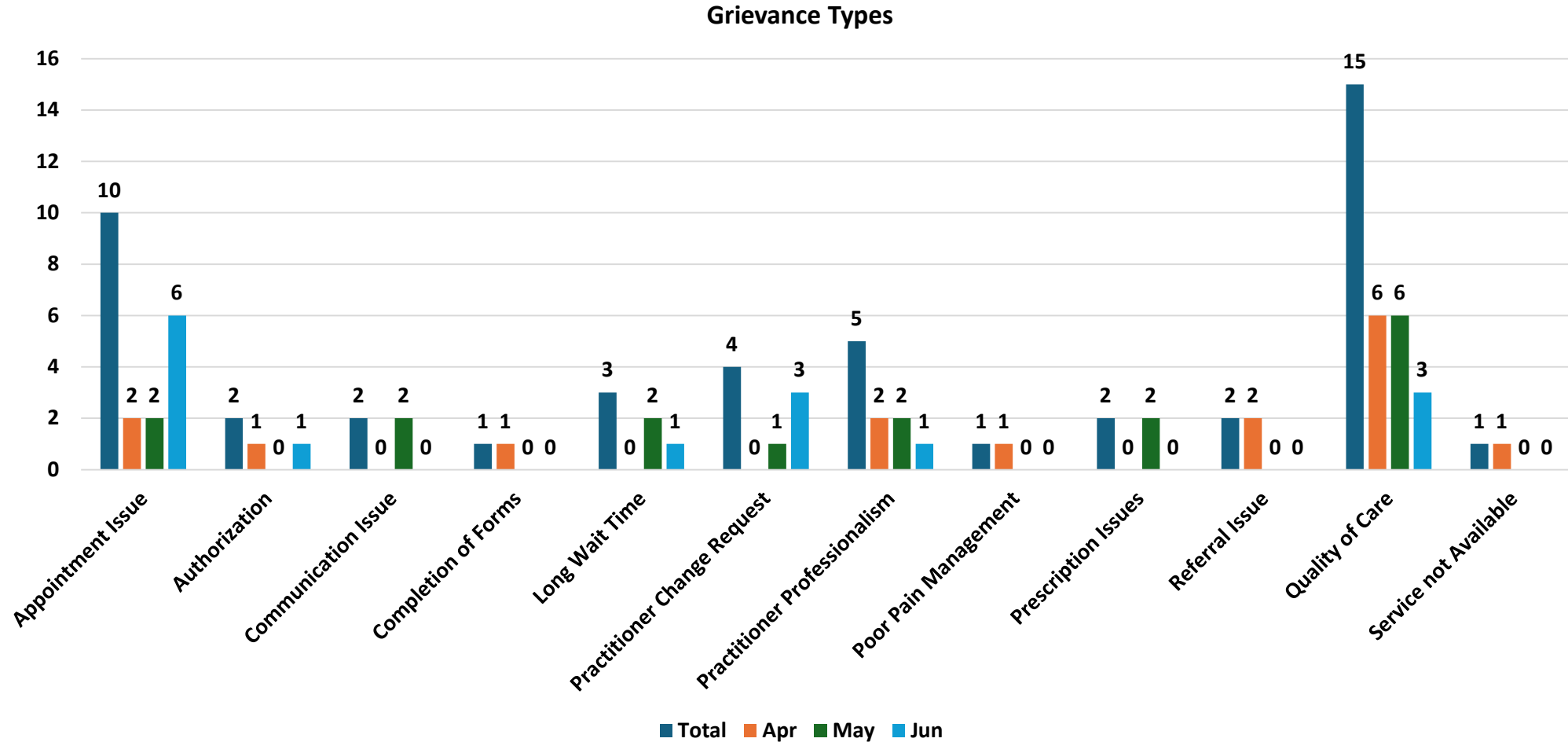
Grievances by Clinics



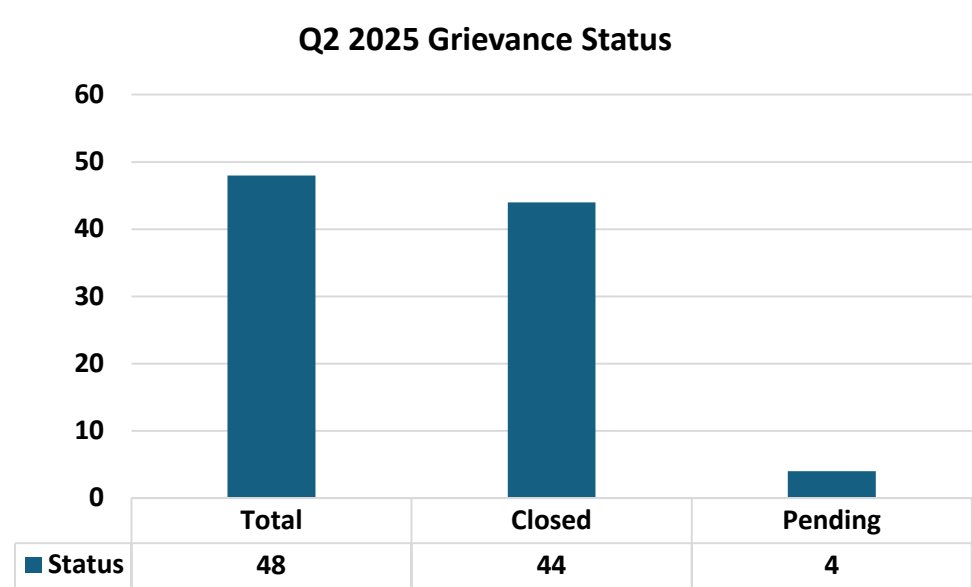
Number of Clinic Visits

Clinics	Q2 Total	Grievance Rate
COL FM	3975	0.18%
COL IM	7402	0.12%
COL WH	5149	0.29%
COL PEDS	5098	0.10%
COL BH	597	0.00%
COL NUT	118	0.00%
COL PHARM CO	808	0.00%
STK FM	531	0.00%
STK IM	463	0.65%
STK WH	934	0.43%
STK PEDS	1538	0.00%
34ST REACH	1604	0.06%
34ST GROW	1701	0.24%

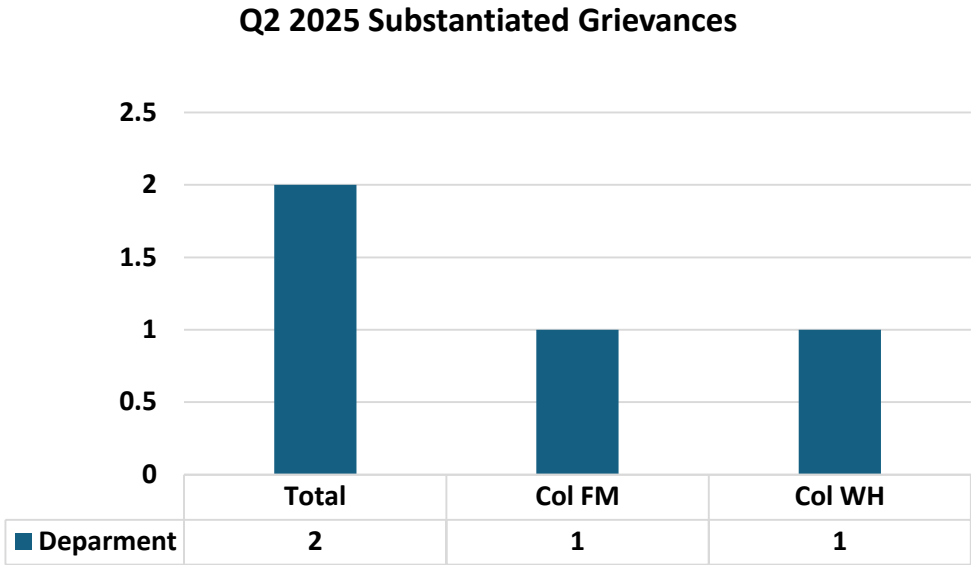
Q2 2025 Grievances



Q2 2025 Grievance Status



There are 4 cases that were submitted in Q2 that are still pending as of July 8



Of the 44 Closed Grievances, there were 2 cases that were substantiated which means the Health Plan determined in favor of the patient. Col FM had 1 substantiated case. This was resolved by changing PCP. Col WH had 1 substantiated case. This was resolved by referring the patient to Pain Specialist.

Questions ?

**BOARD OF DIRECTORS
COMMUNITY HEALTH CENTER
REGULAR MEETING**

July 23, 2025

Subject: Kern County Hospital Authority Community Health Center Health Center Service Utilization Report June 2025

Recommended Action: Hear Presentation; Receive and File.

Summary:

The Health Resources and Services Administration (HRSA) Health Center Program Compliance Manual (Program) outlines certain roles and responsibilities that must reside with the Community Health Center Board (CHC Board). One of these responsibilities includes oversight for service utilization.

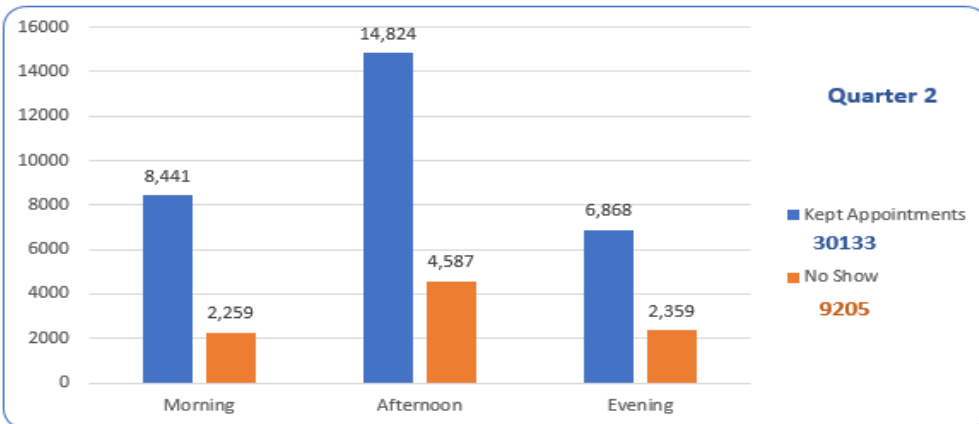
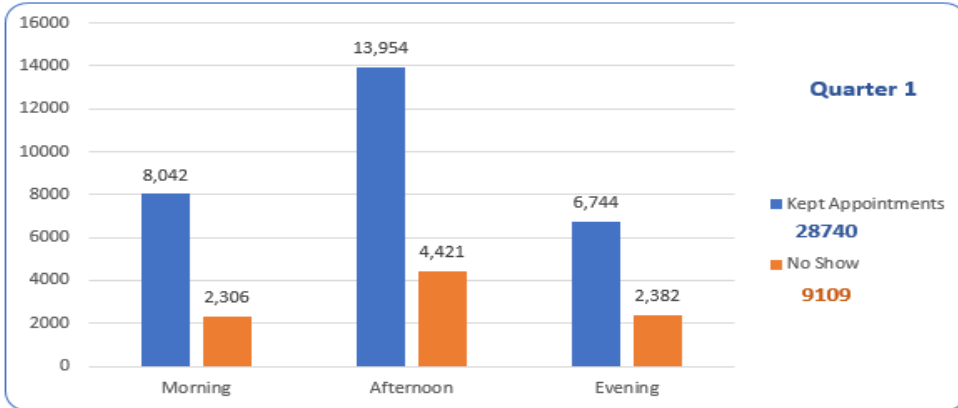
The Community Health Center produces data-based reports on: patient service utilization, trends and patterns in the patient population, and overall health center performance, as necessary, to inform and support internal decision-making and oversight by key management staff and governing board.

This presentation will be delivered on a monthly basis, as it contains critical information necessary for the CHC Board to effectively monitor progress and ensure alignment with its long-term strategic planning goals. In addition to the monthly data, the report will include quarterly summaries once a quarter to highlight the trends and provide a broader perspective on performance over time.



**Kern County Hospital Authority
Community Health Center
Board of Directors
Service Utilization Review – June 2025**

Quarterly Visits CY 2025



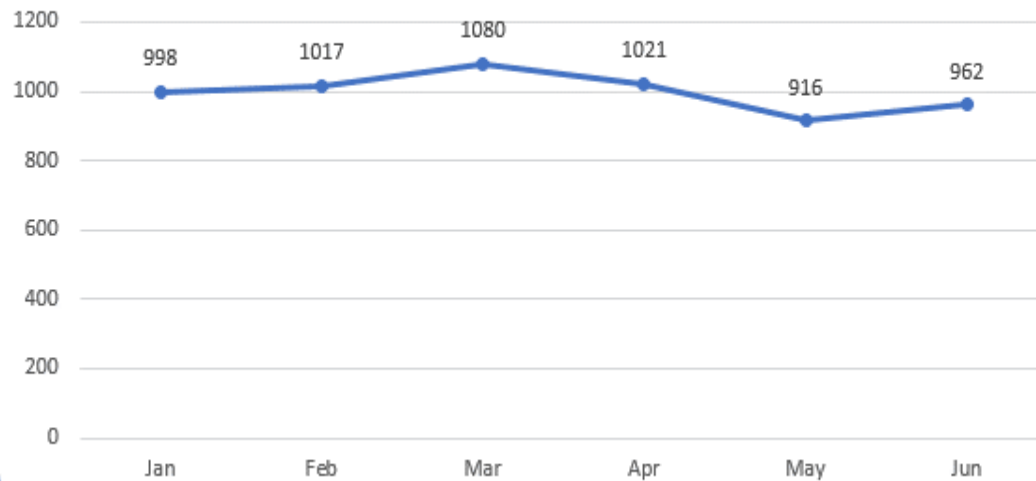
Kept Appointments Clinics	Qtr 1 2025	Qtr 2 2025	Grand Total	Percent
34ST Behavioral Health	199	215	414	1%
34ST GROW	1170	1701	2871	5%
34ST REACH	1242	1604	2846	5%
COL BH	507	597	1104	2%
COL FM	3686	3975	7661	13%
COL IM	7318	7402	14720	25%
COL NUT	109	118	227	0%
COL PEDS	5306	5098	10404	18%
COL PHARM CO	736	808	1544	3%
COL WH	4991	5149	10140	17%
STK FM	594	531	1125	2%
STK IM	515	463	978	2%
STK PEDS	1508	1538	3046	5%
STK WH	859	934	1793	3%
Grand Total	28740	30133	58873	100%
% Kept Appointments	76%	77%		

Morning: 8am-12pm
 Afternoon: 12pm -5pm
 Evening: 5pm-8pm

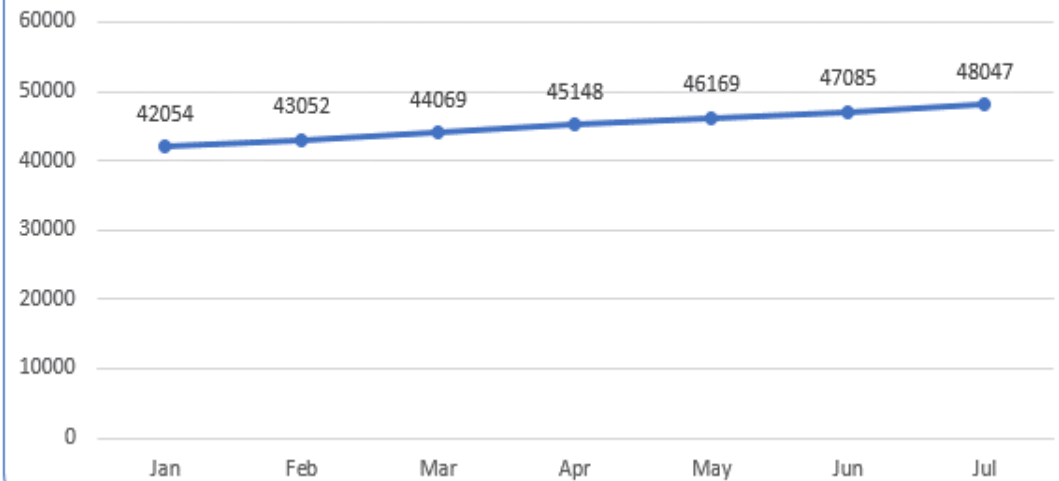
New Patient Data

June 2025

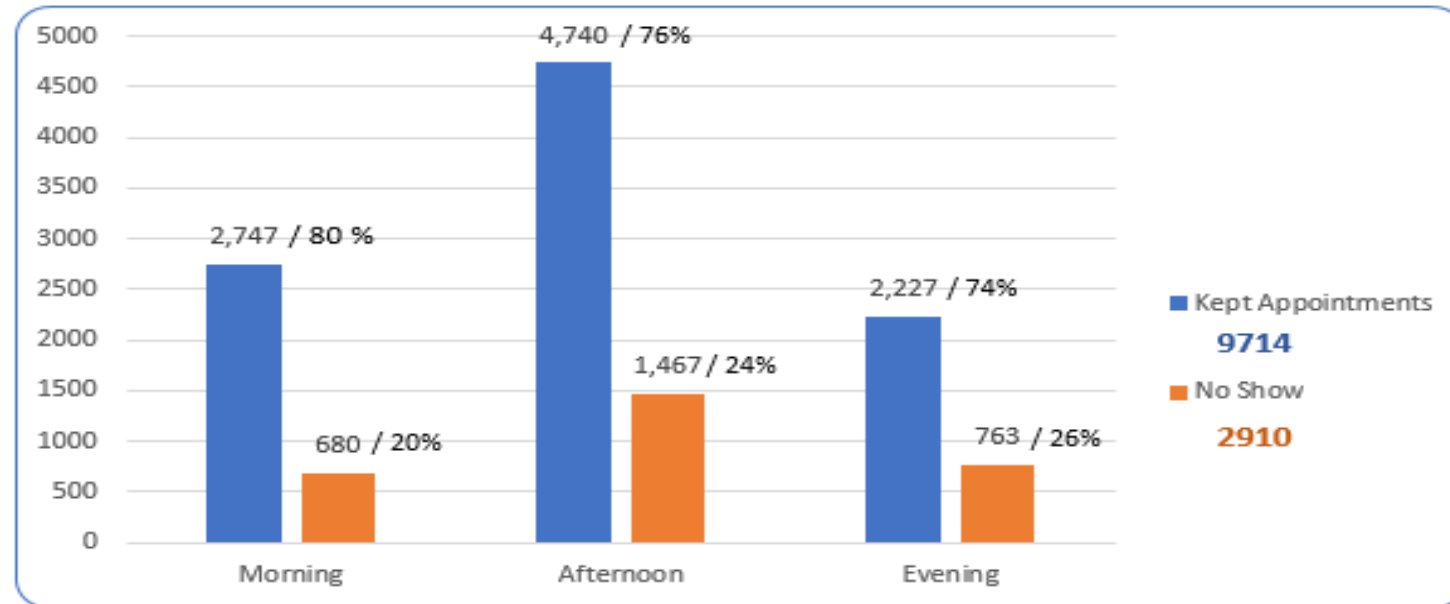
Unique Patients for the Month



Total Count of Unique Patients Since 2023

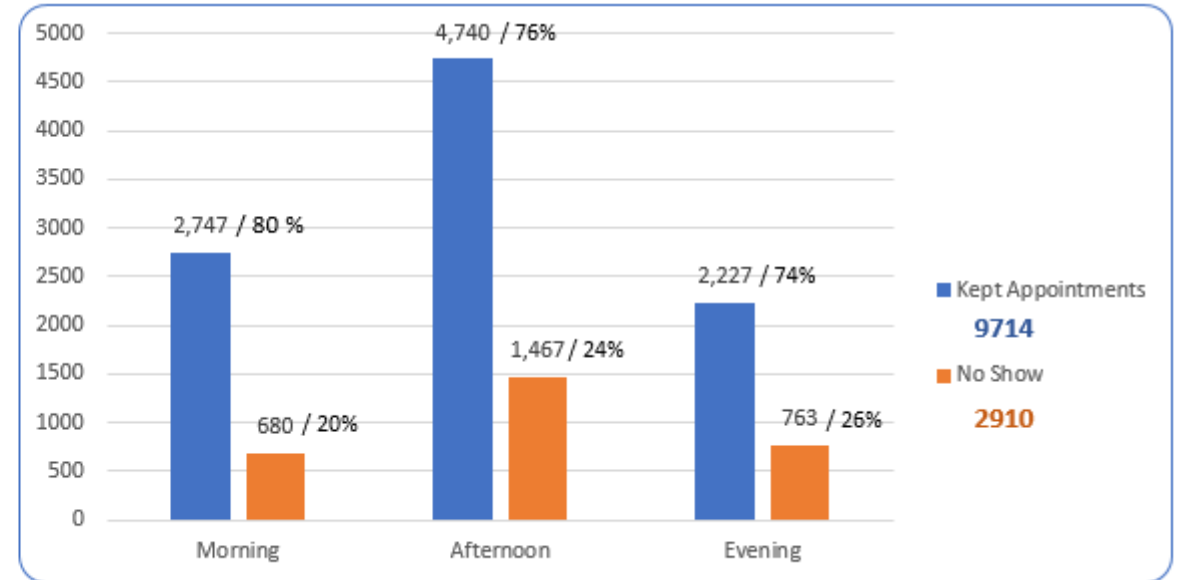
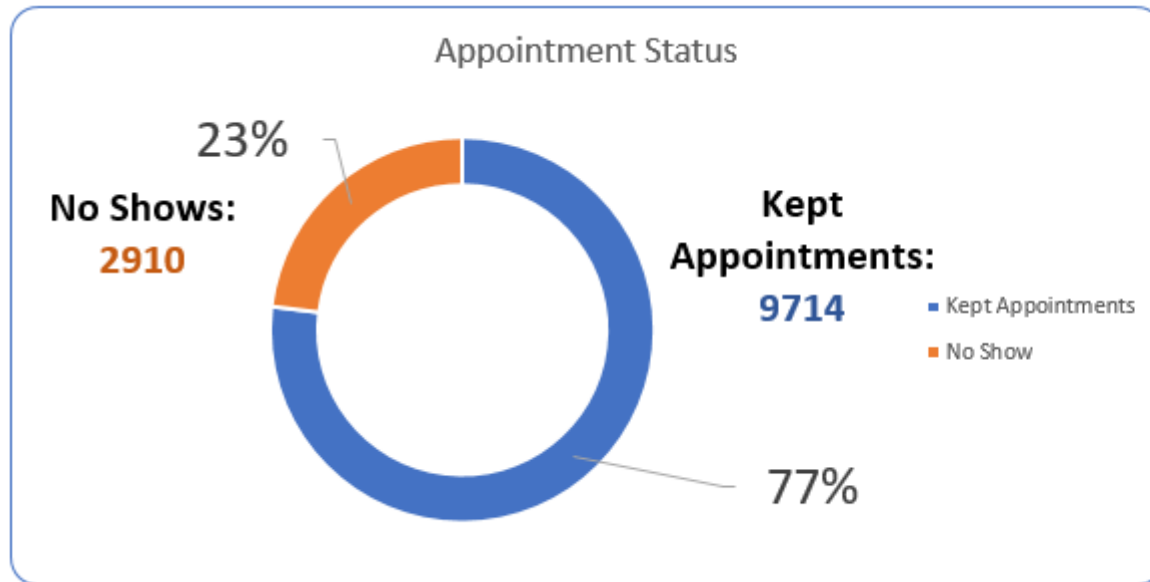


Visits - June 2025



Morning: 8am-12pm
Afternoon: 12pm -5pm
Evening: 5pm-8pm

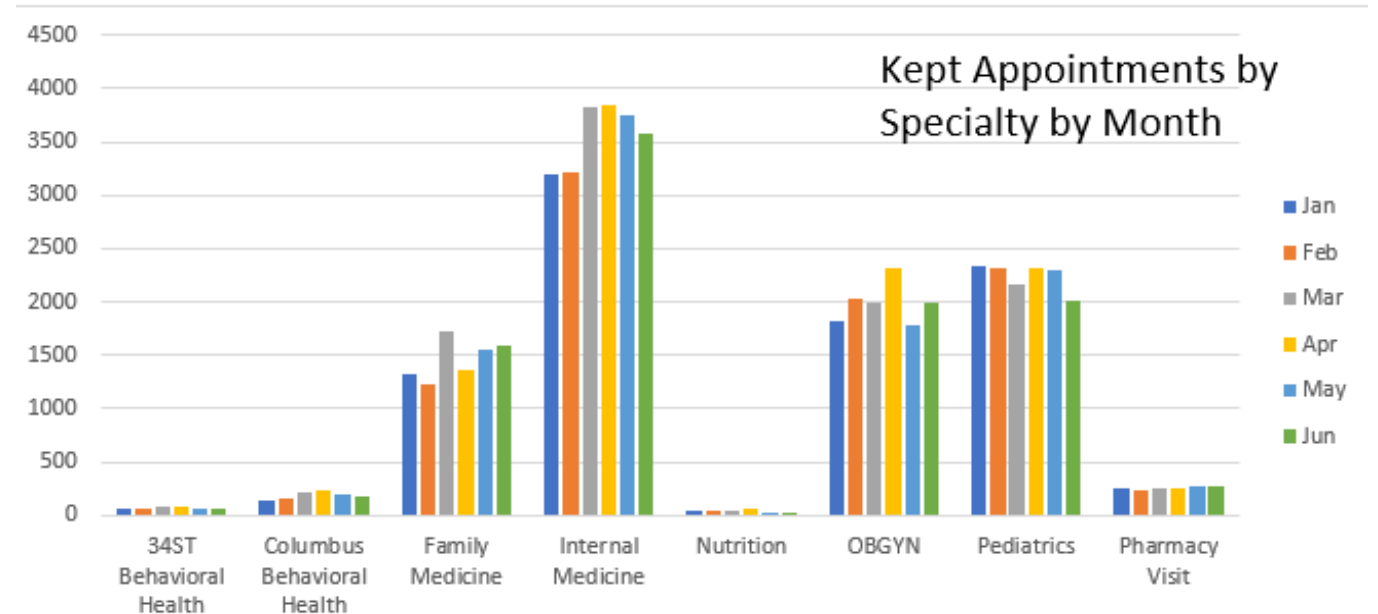
Kept Versus No Show June 2025



Morning: 8am-12pm
Afternoon: 12pm -5pm
Evening: 5pm-8pm

Visits by Month and Service Line

Service	Count of Service	Percent
34ST Behavioral Health	414	1%
Columbus Behavioral Health	1104	2%
Family Medicine	8786	14%
Internal Medicine	21415	36%
Nutrition	227	1%
OBGYN	11933	20%
Pediatrics	13450	23%
Pharmacy Visit	1544	3%
Grand Total	58873	100

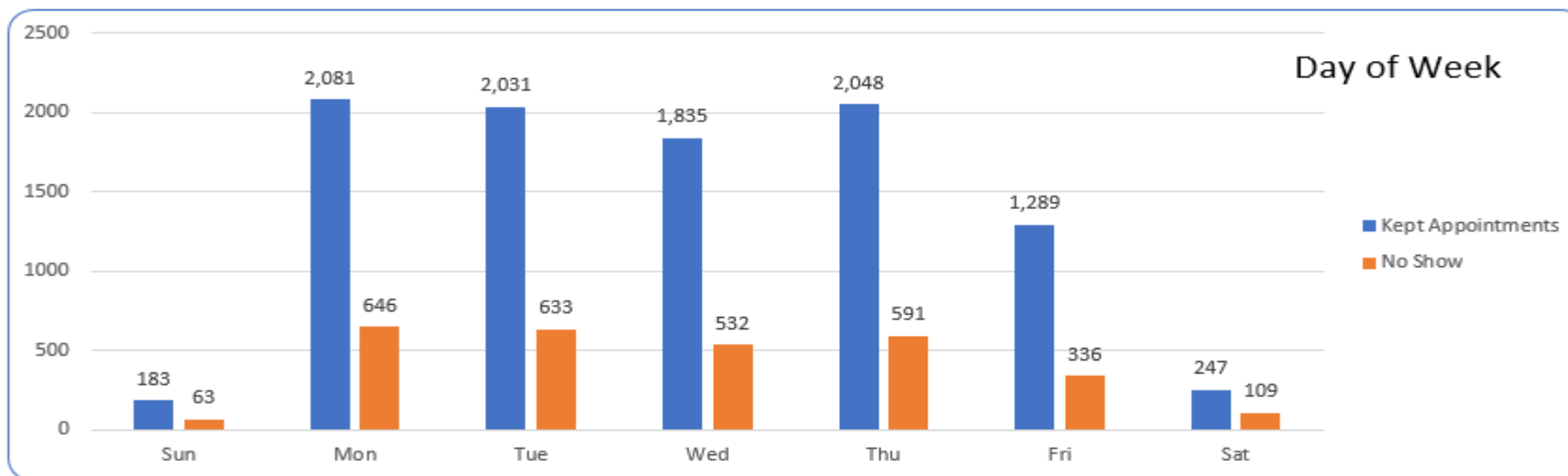


Visits by Month and Location January - June 2025

Kept Appointments Clinics	Month						Grand Total	Percent
	Jan	Feb	Mar	Apr	May	Jun		
34ST Behavioral Health	59	65	75	79	71	65	414	1%
34ST GROW	299	309	562	608	526	567	2871	5%
34ST REACH	359	317	566	560	551	493	2846	5%
COL BH	145	153	209	225	188	184	1104	2%
COL FM	1130	1053	1503	1219	1363	1393	7661	13%
COL IM	2404	2397	2517	2513	2518	2371	14720	25%
COL NUT	35	39	35	57	33	28	227	0%
COL PEDS	1687	1791	1828	1801	1818	1479	10404	18%
COL PHARM CO	251	230	255	263	273	272	1544	3%
COL WH	1538	1708	1745	1974	1471	1704	10140	17%
STK FM	198	183	213	150	192	189	1125	2%
STK IM	139	187	189	155	156	152	978	2%
STK PEDS	640	528	340	523	481	534	3046	5%
STK WH	286	323	250	336	315	283	1793	3%
Grand Total	9170	9283	10287	10463	9956	9714	58873	100%

Appointments by Day of Week

June 2025



2025 YTD Day of Week				
	Kept Appointments	No Show	Grand Total	Show Rate
Sun	1032	459	1491	69%
Mon	9781	3097	12878	76%
Tue	12676	4139	16815	75%
Wed	11059	3494	14553	76%
Thu	13293	3807	17100	78%
Fri	9053	2557	11610	78%
Sat	1979	761	2740	72%
Grand Total	58873	18314	77187	76%

Visits by Zip Code

June 2025

Row Labels	Count of Zip
[-] Bakersfield Zip Codes	52737
+ Bakersfield	52737
+ Greater Kern County	5993
+ Other California	143
Grand Total	58873

Top 10 Zip Codes		
Zip code	Count	Percent
93307	11453	19%
93306	9373	16%
93305	8750	15%
93304	4863	8%
93308	4493	8%
93309	3977	7%
93313	2757	5%
93311	2258	4%
93312	1833	3%
93301	1679	3%

Zip Codes Included in Application:

93301, 93304, 93305, 93306, 93307, 93308,
93309, 93311, 93312, 93313, 93241

Questions

Thank you



**BOARD OF DIRECTORS
COMMUNITY HEALTH CENTER
REGULAR MEETING**

July 23, 2025

Subject: Kern County Hospital Authority Community Health Center Executive Director Report

Recommended Action: Receive and File

Summary:

The Executive Director of the Kern County Hospital Authority Community Health Center will provide your Board with a clinic-wide update.