

Empowering Communities. Transforming Care.

2024-2025 IMPACT REPORT



About Clinica Sierra Vista



Clinica Sierra Vista is dedicated to serving diverse communities with high-quality medical, dental, behavioral health, and vital support programs, embodying our belief that healthcare is a right for all, not a privilege for some. Since our founding in 1971, we have tirelessly expanded our reach across Kern and Fresno Counties, responding to the ever-changing needs of nearly 200,000 community members. With a commitment to compassion, integrity, and teamwork, we address a wide range of health needs; from preventive care to chronic disease management, ensuring that everyone has access to the care they deserve. Together, we are transforming lives and communities through integrated, coordinated healthcare.



Clini

Our Mission

Improve the health status and well-being of the communities we serve through integrated, coordinated, and compassionate healthcare.

Our Vision

To be the community health center national quality leader and transform outpatient, integrated care.

Core Values

Teamwork, Excellence, Respect, Transparency, Timeliness, Integrity



A Message from our CEO

Dr. Olga Meave

As we close out the year, I want to share my deepest gratitude with our Board of Directors, our dedicated staff, our community partners, and everyone who continues to believe in the mission of Clinica Sierra Vista. This has been one of the most meaningful years in our history. We opened four new health centers, including a new mobile unit, and increased access to care for families across Kern and Fresno Counties. We also strengthened our specialty services and continued to improve the quality of care our patients depend on.

This year brought several major accomplishments. We began managing four pharmacies within our own system, which improved care coordination and helped patients receive their medications more easily. Our clinics experienced a record number of visits, showing the strong trust our communities place in us. We expanded our academic partnerships in Graduate Medical Education so that we can continue teaching, training, and retaining new physicians who are committed to caring for underserved communities. We also completed one of the most important improvements in our organization's history with our transition to Epic. This new electronic health record system improves communication, supports our clinical teams, and sets the foundation for continued growth and innovation.

This is the first time we are sharing an end-of-year report. As I reflect on my three years as CEO, I am proud of how far we have come together. We have faced challenges, embraced change, and worked hard during a time when healthcare nationwide continues to shift. Through it all, our purpose has stayed the same. We deliver compassionate, high-quality care, and we work to make sure every patient has access to the services they need to live a healthier life.

I am proud of our mission, our people, and the impact we make every day. What inspires me most is our willingness to continue improving. At Clinica Sierra Vista, we do not settle. We look for better ways to serve, to grow, and to meet the needs of our patients and communities.

As we look ahead to 2026, we will continue strengthening our services, expanding access, and improving the patient experience. Our vision for the future is strong, and together we will continue building on this momentum.

Thank you for your commitment, your resilience, and your belief in the work we do. Together, we are creating something extraordinary and building a healthier future for the communities we serve.

Olga Meave, M.D.
Chief Executive Officer
Clinica Sierra Vista



Board of Directors

Guiding Our Mission

Our Board of Directors plays a vital role in ensuring that Clinica Sierra Vista remains deeply connected to the communities we serve. Their leadership, experience, and dedication help guide our strategic direction and uphold our mission of delivering equitable, high-quality healthcare to every person in the Central Valley.

A Message from the Board of Directors

The past year has been one of remarkable growth and renewed commitment to our communities. In 2024–2025, Clinica Sierra Vista expanded access to care, strengthened our workforce, modernized systems, and reached more patients than ever, showcasing the dedication of our CSV team. We proudly invested in technology and operational excellence, underscoring our mission to deliver high-quality, equitable care to all who rely on us. As we move forward, the Board of Directors will guide CSV through its next transformation phase, focusing on new facility openings, expanding specialty and behavioral health services, and enhancing financial sustainability. Our priorities will remain centered on quality, access, and the well-being of our patients and communities. Thank you to our providers, staff, leadership teams, and partners for driving our progress and making our mission a reality. Together, we will continue shaping a healthier Central Valley.



Aman Kaur
Acting Board Chair



Janie Yadon Ashley
MPH, RN, PHNA-BC
Board Secretary



Socorro Gaeta
Board Member



Philipp Melendez, M.D.
Board Member



Mary Renner
Board Member



Enrique Sahagun
Board Member



Ahana Sandhu, M.D.
Board Member



Mario Valenzuela
Board Member



Ana Zarco Aleman
Board Member



Jaberpreet Singh
Board Member



Jose J. Valdovinos
Board Member

At a Glance

By the Numbers

Clinica Sierra Vista continues to expand access, strengthen services, and reach more families across the Central Valley. The latest data reflects the scale of our work and the deep trust our communities place in us every day. From primary care and specialty services to behavioral health, mobile outreach, residency training, and supportive community programs, our teams are transforming care and empowering communities—one visit, one patient, and one neighborhood at a time.

Total Patients

159,540

Age:

100,901
Adults (18-64 years)

43,952
Children (<18 years)

14,687
Older Adults (Age 65 and over)

70,364
Patients with limited English proficiency

Race and ethnicity

135,799
Racial and/or Ethnic Minority Patients

122,685
Hispanic, Latino/a, or Spanish Origin Ethnicity Patients

31,314
Non-Hispanic, Latino/a, or Spanish Origin White Patients

9,370
Unreported

9,216
Black or African American Patients

5,541
Unreported

3,438
Asian Patients

748
Indian/Alaska Native Patients

723
Patients of more than one race

246
Native Hawaiian
Other Pacific Islander Patients

Coverage Type

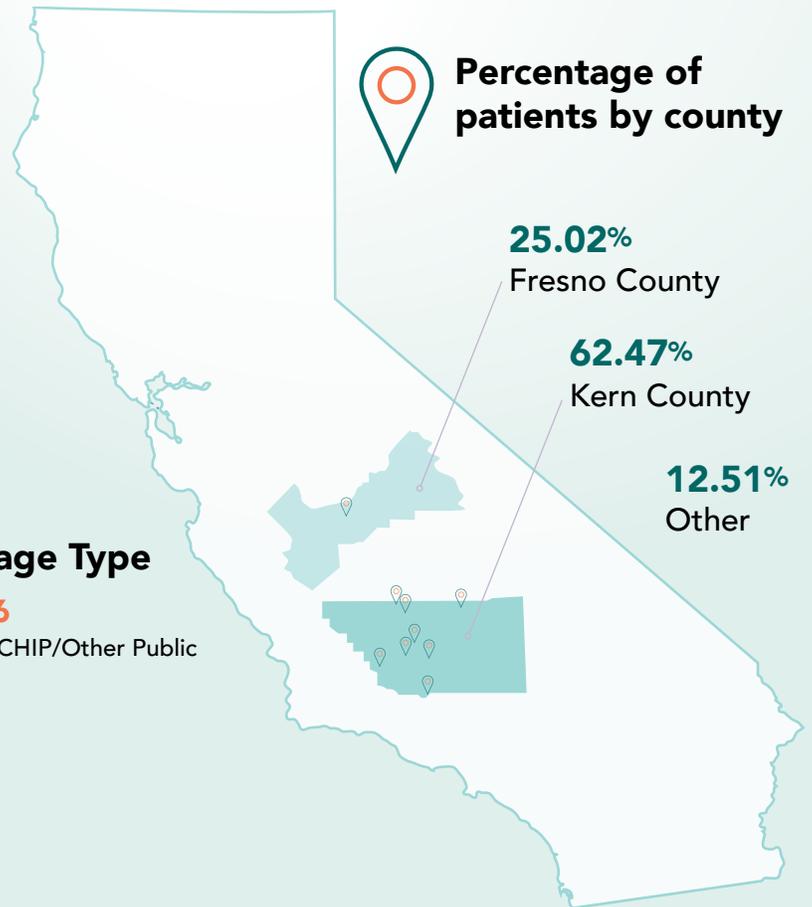
115,906
Medicaid/CHIP/Other Public

15,826
Private

14,403
Uninsured

13,405
Medicare

9,112
Dually Eligible



Growth *Highlights*

Total Sites

28

Community Health Centers

26

WIC Locations

24

Behavioral Health Sites

9

Dental Locations

5

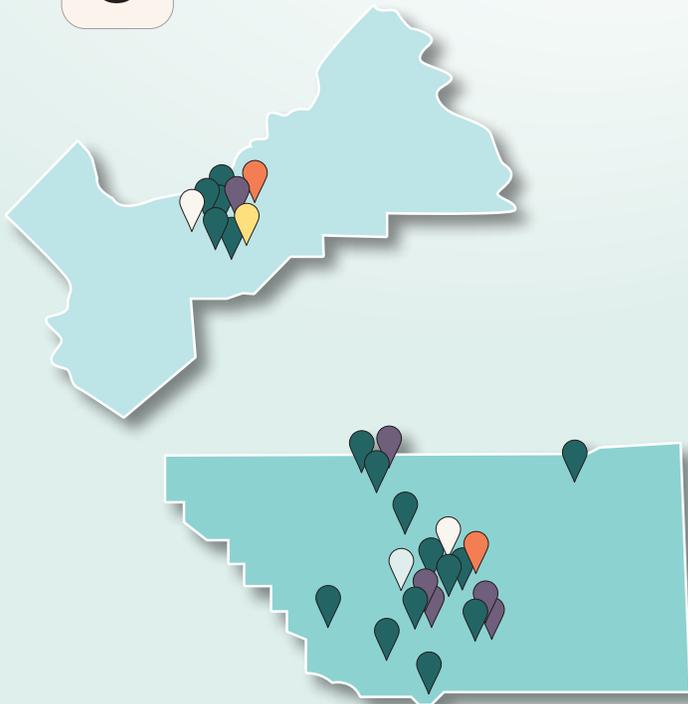
Walk-In Clinics

4

Pharmacy Locations

3

Mobile Unit Clinics



Pharmacy

From 2024 to early 2025, we transferred Avita Pharmacies to Clinica Sierra Vista at the Lamont, East Bakersfield, and Elm Community Health Centers, and opened a new pharmacy at the Comprehensive Care Center.

New health Centers:

Specialty Services Center

3801 San Dimas St., Bakersfield, CA 93301

Westpoint Community Health Center

11905 Bolthouse Dr., Suites 500 & 600,
Bakersfield, CA 93311

Lexington Community Health Center

325 S. Lexington St., Delano, CA 93215

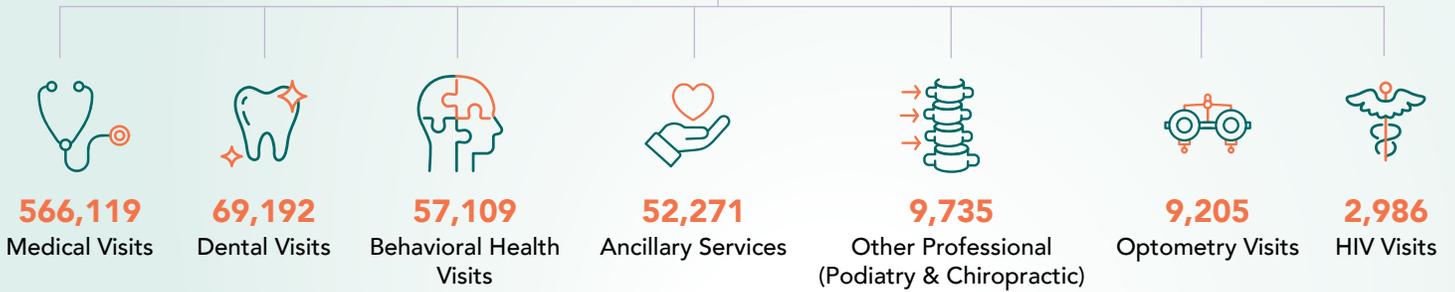
Upcoming sites

Brimhall Community Health Center

8307 Brimhall Rd., Ste. 1702, Bakersfield, CA 93312

Total Visits

763,631



32,787
Patients at or Below
200% of Federal
Poverty Guideline

106,319
Patients at or Below
100% of Federal
Poverty Guideline
(included in above)

20,434
Unknown poverty
level

Communities We Serve:

- Arvin
- Bakersfield
- Delano
- Fresno
- Lamont
- Lebec
- McFarland
- Taft
- Wofford Heights

Who They Are

137,629

WIC Visits

52,091

Migratory and Seasonal Populations

47,861

Pediatric Visits

13,531

Homeless Patients

4,468

School-Based Service Site Patients

1,578

Babies Delivered



Our Workforce

Total Number of Employees

1,545



175

Medical
Providers



86

Behavioral Health
Providers



30

Dental Care
Providers



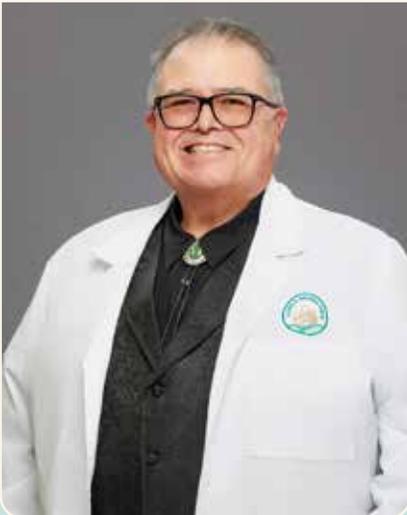
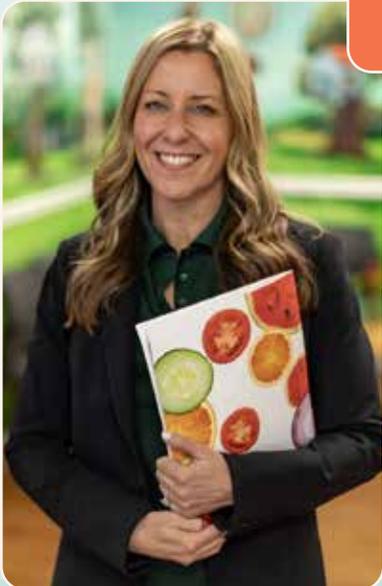
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Pharmacists



218

Employee Promotions in 2024-2025



Stories of Transformation



Epic Implementation by the Numbers

45% of our patients have activated their MyChart account

9,200+ Appointments Scheduled Online

CSV ranks in the top **25%** of organizations nationwide for efficiently managing In-Basket messages and completing documentation after hours, often called "pajama time"

Clinica Sierra Vista's Epic Milestone: Growth Through Transformation

This year, Clinica Sierra Vista achieved a major milestone with the successful launch of the Epic electronic health record platform, an important step in our *Growth Through Transformation* initiative and a catalyst for the future of care in our communities. The transition to Epic touched every department across the organization.

Together, our teams embraced change, strengthened collaboration, and built the foundation for a more connected, data-driven, and patient-centered future. Through this project, CSV introduced several improvements that directly benefit our patients, providers, and staff, including:

- ✓ Real-time insurance eligibility through direct-to-plan integrations
- ✓ Enhanced patient experience with expanded MyChart features
- ✓ New ambient and AI-powered tools that support providers and improve efficiency at the point of care
- ✓ Stronger interoperability that ensures patients' health information follows them wherever they receive care.

Epic now serves as the enterprise platform that will advance our quality of care, elevate operational performance, and position Clinica Sierra Vista for sustained growth and innovation in the years ahead.

1.8 Million

Million Records Exchanged between hospitals and other healthcare partners Through CareEverywhere

300,000+

Successful Record Retrievals

43,000

eCheck-Ins Completed

89%

of Visits Closed the Same Day

Mobile Units

Reaching Families Where They Are

Clinica Sierra Vista's Mobile Unit Program continued to expand across Kern and Fresno Counties, delivering more than 1,200 clinical encounters and administering 800+ vaccines this year. With support from the Kern Health Systems Quality Grant, we launched our third mobile clinic, the Steve Schilling Mobile Unit, to reach families facing barriers such as transportation, homelessness, or lack of insurance. Operating three full days a week, the program established regular clinics at two recovery centers and added a full-day clinic at Poverello House, ensuring high-need communities have consistent access to care where they live and seek support.

Our mobile units provide full primary care, chronic disease management, mental-health medication refills, women's health services (including contraceptive injections and Nexplanon), addiction medicine, HIV prevention and treatment, and gender-affirming care. They also administer a broad range of preventive vaccines, strengthening community immunity and reducing infectious disease transmission. Beyond medical care, these units act as trusted access points, helping patients connect to mental health services, ECM, and ID/voucher programs. Each mobile clinic is staffed by a dedicated team of three Medical Assistants, one LVN, and a lead provider, delivering every visit with dignity, quality, and compassion.



Compassion is at the heart of every visit. Our mission goes beyond medicine; it's about restoring dignity, hope, and trust in care.

Tara Amini
Physician Assistant



1,200+

Clinical Encounters

800+

Vaccines Administered

115

School Immunization
Mobile Clinics





New Website

As part of our transformation strategy, CSV launched a redesigned website, clinicasierravista.org, to support the Epic upgrade. The updated site simplifies access to care, self-service tools, and provider information, available in the patients' preferred languages. Patients can quickly locate clinics, access MyChart, and utilize digital tools that help lower barriers to care. This investment shows our commitment to modernization and preparing for a future where technology plays a bigger role in healthcare.

Residency Partnership

Building Tomorrow's Providers

~Dr. Stewart

The 2024–2025 academic year marked important growth for the Rio Bravo Family Medicine Residency Program. This year, we welcomed our largest intern class ever, 10 new residents, expanding our ability to train physicians committed to serving underserved communities. Residents provided essential care across our network, completing nearly 15,000 outpatient visits at East Niles Community Health Center and 10,000 inpatient encounters at Kern Medical. Training was strengthened through simulation workshops in obstetrics, suturing, ultrasound, and emergency care, as well as the annual ALSO® course, delivered in collaboration with partner residency programs. 340B pricing at nearby CSV sites gives our patients access to medications and treatments they would otherwise never be able to afford.

Our residents also made significant academic contributions, presenting over 30 scholarly presentations at regional and national conferences and maintaining a 100% board pass rate, with several scoring in the 90th percentile. Since 2017, the program has graduated 63 board-certified family physicians, many of whom continue to serve Kern and Fresno Counties, including 12 who currently work across CSV as clinicians, faculty, and leaders. With a strong focus on community health, addiction medicine, and street medicine, the Rio Bravo Residency Program continues to prepare the next generation of providers for the Central Valley.

15,000

Outpatient Visits Provided by Residents



Residency *by the Numbers*



10,000
Inpatient Encounters
at Kern Medical



12
CSV-employed residency
alumni serving as
clinicians, faculty,
and leaders



30+
Scholarly Presentations
at Regional and National
Conferences

63
Board-Certified
Graduates Since 2017

Together, We Are Transforming Care. *Empowering Communities.*

Message from the executive team

The strength of Clinica Sierra Vista lies in the people who bring our mission to life every day. Our providers, staff, residents, fellows, and community partners have worked tirelessly to expand access, strengthen quality, modernize systems, and build trust with the families and neighborhoods we serve. We reached more patients than ever before, opened new sites, expanded specialty and behavioral health services, strengthened our community programs, and embarked on transformational initiatives. These achievements reflect the resilience, compassion, and dedication of our workforce. As we look ahead, our commitment remains clear: to deliver exceptional, equitable, and accessible care; to invest in the health and well-being of our patients; and to continue building a healthcare system that is innovative, inclusive, and responsive to the needs of the Central Valley. We are grateful for the trust placed in us and proud of the work accomplished together. Thank you for being part of this journey. Together, we are shaping a healthier, stronger future for the communities we proudly serve.

With gratitude,

Clinica Sierra Vista Executive Leadership Team



Olga Meave, M.D.
Chief Executive Officer



Irving Ayala-Rodriguez, M.D.
Chief Medical Officer



Harjeet Sidhu
Chief Financial Officer



Magdalena (Maggie) Pruitt
Chief Administrative Officer



John Church
Chief Transformation Officer



Richard Pruitt
Chief Strategy &
Technology Officer



Katie Thompson
Chief Human Resources Officer



Jason West
Chief of PACE

Services and Special Programs

Primary & Preventive Care

Primary Medical Care (Family Medicine, Internal Medicine, and Pediatrics)

Women's Health

Geriatrics

Palliative Care

Chiropractic Medicine

Behavioral Health (Therapy and Psychiatry)

Podiatry

Dental Care Services (General Dentistry and Pediatric Odontology)

Optometry and Ophthalmology

Clinical Pharmacy

Specialty Care

Addiction Medicine

Cardiology

Endocrinology

General Surgery

Hematology/Oncology

HIV and Infectious Diseases

Nephrology

Pulmonology

Rheumatology

Urogynecology

Hospital Inpatient and Ambulatory services

Addiction Medicine

Family Medicine

OBGYN/Urogynecology

Pediatrics

Education & Workforce Development

Sponsoring institution: Rio Bravo Family Medicine Residency Program

Sponsoring Institution: Addiction Medicine Fellowship Program

Continuity Site: UCSF Fresno Family Medicine Residency Program

Continuity Site: Bakersfield Memorial Internal Medicine Residency Program

Addiction Medicine Fellowship

Pharmacy & Diagnostic Services

Retail Pharmacy

Lab Services

Telehealth & Access Services

Virtual Medical Appointments

Same-Day Walk-In Clinics

Community Programs & Support Services

Adolescent Family Life Program (AFLP)

Chronic Care Management (CCM)

Comprehensive Perinatal Service Program (CPSP)

Differential Response Program

Enhanced Care Management (ECM)

Health Insurance Assistance Program (HIAP)

Healthcare & Support Services for the Homeless

Housing Opportunities for Persons with AIDS (HOPWA)

Infectious Disease Prevention Services

Kern Lifeline / Ryan White Program

Lifesaving Overdose Prevention and Response Services

Medically Vulnerable Infant Program (MVIP)

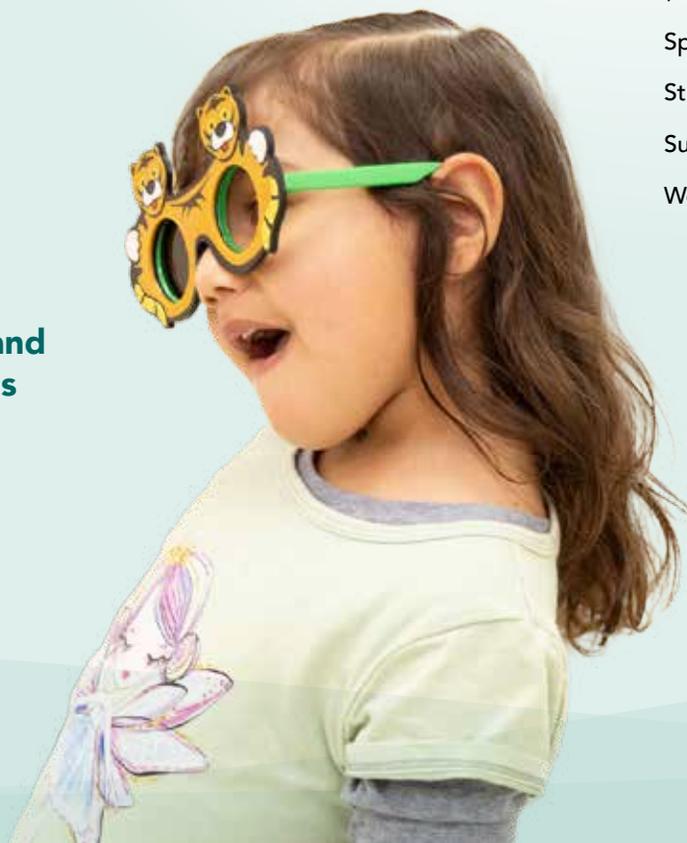
Medication Assisted Treatment Program (MAT)

Specialty Behavioral Health

Street Medicine

Substance Use Disorder Program (SUD)

Women, Infants and Children (WIC)





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Fresno County Administrative Office:
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Fresno, CA 93727
(559) 457-5800

www.ClinicaSierraVista.org



Recognitions & Accreditations

