



# PROVIDER *bulletin*

September 11, 2020

Dear Kern Family Health Care Provider,

Kern Health Systems (KHS) is conducting an online assessment of health education needs among Kern Family Health Care (KFHC) contracted providers. KFHC is the local managed-care, Medi-Cal health plan offered by KHS to Kern County residents. The COVID-19 pandemic has created unprecedented challenges for keeping KFHC members healthy. It has likely changed or disrupted the way KFHC providers offer health education services to their patients. This assessment will help KHS understand the types of health education services KFHC providers are offering during the COVID-19 pandemic. KHS would also like to learn about the challenges to offering these services KFHC providers are facing and what we can do to help.

To gather feedback, KHS created an online survey form that can be accessed by using following link: <https://forms.gle/VKP1A6mAkPZA5UJW9>.

Below are questions and answers about the survey that you may find helpful:

- Why is KHS conducting this survey?
  - KHS would like to understand how the COVID-19 pandemic has impacted the way KFHC providers offer health education services to their patients. The pandemic has likely created significant challenges or forced health care providers to change the way they help their patients stay healthy. KHS would like to understand these challenges or changes and find out what kind of resources or help KFHC providers might need to offer health education services to their patients.
- Who should complete this online survey form?
  - Any KFHC provider office staff who are knowledgeable about the health education services offered at their health center or site can complete it.
- What will the results be used for?
  - The results of this survey will be used by KHS to understand the types of health education services that KFHC providers are currently offering during the COVID-19 pandemic. KHS would also like to learn about the kind of training needs and



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resources that providers feel would help them offer health education services to KFHC members during the pandemic. We can share results of the survey when it is completed upon request. We plan to use the survey results to update or expand our health services to address the needs of KFHC providers.

- When is the deadline?
  - September 30, 2020
  
- Can this survey form be completed by phone or mail?
  - The survey form can be completed by phone with a KHS staff member. If you would like to request this option, you can use the contact information, below. We currently are not offering a mail option.
  
- Whom can I contact if I have question about this survey?
  - Carlos Bello, MPH, CHES, Senior Member Health Educator, Kern Health Systems
  - Phone: 661-664-5079
  - Email: [carlos.bello@khs-net.com](mailto:carlos.bello@khs-net.com)

KHS encourages you complete the survey form and share valuable feedback with us. The information you share will help us develop strategies for working with your team and other KFHC health care providers on how to provide health education services to KFHC members during the pandemic.

Thank you,

Isabel Silva, MPH, CHES  
Director Health Education, Cultural, and Linguistic Services  
Kern Health Systems