



## Huron Perth Healthcare Alliance Board of Directors Meeting

Thursday, December 4, 2025

7:00 p.m.

By Zoom

### MINUTES

Present: Jim Battle, Franklin Famme, Dr. Chuck Gatfield, Dr. Gregg Hancock, Steve Hearn, Barry Hutton, Ron Lavoie, Dr. Kevin Lefebvre, Kathy Lewis, Lynanne Mason, Kerri Ann O'Rourke, Kim Ross Jones, Greg Stewart, Bill Whetstone, Tricia Wilkerson, Andrew Williams  
Mary Cardinal, Iris Michaels, Sue Davey

Regrets: Dr. Heather Percival, John Wilkinson

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**1. Welcome & Call to Order**

Greg Stewart called the meeting to order and quorum was confirmed.

**2. Land Acknowledgement**

Bill Whetstone shared the Land Acknowledgement.

**3. Approval of Agenda**

It was moved by Ron Lavoie, seconded Kerri Ann O'Rourke:

**THAT the Huron Perth Healthcare Alliance Board of Directors approve the meeting agenda as circulated.**

**CARRIED**

**4. Declaration of Conflict of Interest**

There were no declarations of conflict of interest.

**5. Patient & Caregiver Partner Program Update**

-Bedside Surveying Initiative

*Michelle Jones, Corporate Lead Patient Experience & Privacy*

*Arlene Lanting, Manager Inpatient Unit and Emergency Department (St. Marys)*

As part of the Huron Perth Healthcare Alliance's (HPHA) 2024/2025 Quality Improvement Plan and Commitments to Our Communities, a new bedside surveying approach has been launched recently to enhance, improve and increase patient experience feedback, using iPads and a new customized Qualtrics survey tool. Co-developed by Michelle Jones and Kate Welsh, Patient & Caregiver Partner, the survey was launched as a pilot at the HPHA St. Marys Memorial Hospital in November and shows strong results: enhanced quality feedback, real-time staff recognition, immediate service recovery, and high engagement from staff supporting patient partners and volunteers. Benefits also include higher response rates, timely insights for improvement opportunities, and strengthened relationships between patient, caregivers and staff. Next steps include expanding the survey to the Clinton Public Hospital and Seaforth

Community Hospital inpatient units in January, training additional patient partners, volunteers and interested Board and community members who wish to participate, along with sustainability, monitoring data quality, response rates, and broader organizational communications.

Michelle shared positive feedback from Brenda Follis, a hospital volunteer who has used the survey tool. Arlene emphasized the benefits of patient partners conducting bedside surveys with patients, noting that this approach fosters stronger patient connections and improves feedback quality. During the discussion, it was noted that the Huron Perth Healthcare Alliance is an early adopter of this patient surveying method in the province.

Appreciation was extended to Michelle and Arlene for presenting this innovative initiative to the Board.

## **6. Minutes of Previous Meetings**

### **6.1. November 6, 2025**

It was moved by Steve Hearn, seconded by Barry Hutton:

**THAT the Huron Perth Healthcare Alliance Board of Directors approves the minutes from the meeting held November 6, 2025.**

**CARRIED**

## **7. Business Arising from the Minutes**

There was no business arising from the minutes.

## **8. In-Camera Session**

### **8.1. Motion to Move to In-Camera Session**

It was moved by Steve Hearn, seconded by Franklin Famme:

**THAT the Huron Perth Healthcare Alliance move in-camera at 7:28 p.m.**

**CARRIED**

### **8.2. Report from In-Camera Session**

The Board reviewed received a financial overview, and updates on Emergency Departments, clinical services planning and a labour relations.

## **9. Consent Agenda**

It was moved by Tricia Wilkerson, seconded by Kerri Ann O'Rourke:

**THAT the Huron Perth Healthcare Alliance Board of Directors approve the December 4, 2025 Consent Agenda that included the following:**

- **Leadership Reports:**
  - **Chief Nursing Executive**
  - **President & Chief Executive Officer**
- **Patient Experience & Engagement Report**

**CARRIED**

**10. Board Education/Focussed Discussion****10.1.1. Overview of 2026/2027 Quality Improvement Plan**

*Presenter: Mary Cardinal*

Mary Cardinal presented an overview of the Quality Improvement Plan (QIP), mandated for hospitals since 2011, serving as a commitment to meet quality improvement goals and improve specific systemwide priority quality issues. The QIP promotes quality as a strategic focus and embeds continuous quality improvement (CQI) principles throughout hospital operations. The QIP program continues to focus on 4 priorities issues for 2026/2027 – Access and Flow, Equity, Experience and Safety. Mary presented the proposed/recommended areas of focus, along with details for the Huron Perth Healthcare Alliance for 2026/2027:

- Access and Flow (Patient Flow Processes); and
- Safety (“Safer Rooms”).

Change Plans will be developed for 2026/2027, and work will continue in the areas of patient experience and equity without formal plans. Priorities will be considered for inclusion in the 2026/2027 Commitments to Our Communities.

Plan development timelines were shared. The Board of Directors will receive for approval in March and the QIP will be submitted to Ontario Health by April 1, 2026 and posted on the HPHA website.

**11. Governance****11.1. Board Committee Reports****11.1.1. Medical Advisory Committee**

The Medical Advisory Committee met on December 4, 2025 and Dr. Lefebvre provided highlights. Dr. Janis MacNaughton and Dr. Eric Thomas were congratulated on receiving their 40-year Long Service Award this year.

**11.1.2. Quality & Social Accountability Committee**

Kim Ross Jones presented highlights from the meeting held November 26. The Committee received an overview of the proposed 2026/2027 Quality Improvement Plan and an accreditation update. Selena Fleming, an Educator, provided a very informative presentation on the Elastomeric Program that supports patients to self-administer IV antibiotics at home, reducing hospital stays and Emergency Department visits.

It was moved by Kim Ross Jones, seconded by Kathy Lewis:

**THAT the Huron Perth Healthcare Alliance Board of Directors approve the priorities issues of Access and Flow (Patient Flow Processes), and Safety (“Safer Rooms”) for the 2026/2027 Quality Improvement Plan.**

**CARRIED**

**12. Directors Comments/Roundtable**

- Lynanne Mason’s Chief Nursing Executive Report was highlighted and recognized for the informative information included.

**13. Upcoming Meetings/Events**

- Huron Perth Healthcare Alliance Holiday Receptions
  - *December 16<sup>th</sup> – St. Marys and Stratford*
  - *December 17<sup>th</sup> – Clinton and Seaforth*
- Huron Perth Healthcare Alliance Board of Directors Meeting
  - *February 5, 2026 at HPHA Stratford General Hospital*

**14. Adjournment**

The meeting was adjourned by MOTION by Franklin Famme at 8:44 p.m.