



Minister's Medal Honouring Excellence in Health Quality and Safety

Individual Champion Honour Roll

Kathy Bitove

For the past eight years, Kathy has been a volunteer at Southlake Regional Health Centre in Newmarket. Kathy has volunteered in different departments across the hospital, including the Welcome Centre and Corporate Communications. She has had a significant role in developing Southlake's first Patient and Family Advisory Council (PFAC) and serving as its inaugural Chair.

From the PFAC's inception, Kathy has brought a patient-centered lens to the project. She was a contributor to the development of the PFAC charter, terms of reference, recruitment process, and evaluation tools. As the current PFAC Chair, Kathy leads a team of nine Patient Family Advisors and up to four Southlake staff and clinicians. Kathy supported the PFAC's mandate of empowering departments across the hospital to develop their own patient advisory councils.

Kathy also played a key role as Southlake worked to define its Ultimate Patient Experience. This process involved surveying more than 200 patients and family members, and 400 staff, physicians and volunteers, and holding an Ultimate Patient Experience Summit. Kathy was instrumental in defining the Ultimate Patient Experience, which also guided Southlake's vision of delivering 'Shockingly Excellent Experiences' to its patients.

*The information provided above is taken directly from 2016 Minister's Medal applications –
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*