



Care Navigation Leadership Committee – Charter

Overview: This Charter aims to describe the reason for the Care Navigation (Patient First Health (PFH)) Leadership Committee (referred to throughout as ‘PFH Leadership Committee’) including information on its purpose and whether it supports any corporate strategic goals, mandates, or other business requirements.

COMMITTEE GOAL/MISSION: The PFH Leadership Committee reviews the initiative’s progress towards the identified leading indicators (early outcomes) and any foreseeable gaps in meeting the defined goal(s) and lagging indicators. The Committee also reviews the navigation outcomes to understand any trends and capability impacts.

COMMITTEE PURPOSE: Through review of the progress toward the annual outcomes and early signs of leading indicator performance, the PFH Leadership Committee advises on strategic Value Stream Epic enhancements (including new and/or changes to existing Capabilities) and prioritization changes.

Operating Guidelines: The PFH Leadership Committee Operating Guidelines provide structure around committee meetings including membership, chairs, meeting frequency and other relevant information.

EXECUTIVE SPONSOR(s): Sandhya Rao

CHAIR(s): Lisa Glenn, Dr. Ashley Yeats, Emily Iacolo

MEMBERSHIP:

Attendees	
Sandhya Rao	Stephan Katinas
Paul Long	Robyn Schmierer
Matt Day	Lisa Glenn (Owner)
Lynne Newson	Emily Iacolo (Owner)
Rafael Garcia	Ashley Yeats (Owner)
Kathy Gardner	Jackie Dillon
Tara Fulton	Dan Green
Himanshu Arora	Michelle Fatsi
Melissa Bradley-Horine	Scott Rabschnuk
Stacey Grant	Michael Caljouw
Patrick Arnold	Michelle Custeau
	Ashley Gilland – PM

Membership will be reviewed and updated no less than annually by the Committee Chairs.



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MEETINGS: The PFH Leadership Committee meets monthly (via Teams). The Executive Sponsor (Sandhya Rao) owns the meeting invite. The Committee Chair (Lisa Glenn) will work collaboratively with the PFH Core Committee to identify appropriate agenda topics and will partner with the PFH Release Train Engineer and Lead Product Owner to record meeting activities.

The frequency of the meetings will be reviewed on a yearly basis. Committee members are expected to attend all meetings but may be represented by an appropriate replacement in their absence.

Responsibilities: The PFH Leadership Committee responsibilities outline what the committee will do, how work will be measured, how work will be reported to others outside the committee and the scope of allowed committee actions and decisions.

OBJECTIVES: The PFH Leadership Committee is responsible for mitigating escalations from the PFH Core Committee related to executive and navigation dashboard metrics (showing leading indicators and tracking progress toward annual outcomes). They also recommend strategic changes within the scope of the Initiative to support PFH in remaining on track to meet annual outcomes.

DECISION-MAKING: Any decisions that need to be made by the PFH Leadership Committee are brought to the monthly meeting (or addressed ad-hoc, as needed) for discussion & decision making. If necessary, the PFH Leadership Committee can recommend escalation to the PFH Steering Committee for further governance. The PFH Leadership Committee also takes escalations from the PFH Core Committee and resolves in a timely manner to ensure all blockers are removed and execution is not hindered.

EXPECTED OUTCOMES: The PFH Leadership Committee is responsible for supporting the PFH Initiative and providing strategic guidance related to staying on track to deliver on the Annual Targets. If necessary, strategic shifts are recommended and/or Targets are adjusted.

REPORTING STRUCTURE OF COMMITTEE: The PFH Leadership Committee will be given a monthly report of the Executive and Navigation Dashboards.

CONFIDENTIALITY: In conducting its business, members of the PFH Leadership Committee will take exceptional care, consistent with the Company’s Code of Ethics and Conduct (the Blueprint) to protect the confidentiality of sensitive information it receives.

CONFLICTS OF INTEREST: PFH Leadership Committee members will promptly disclose any conflict of interest they may have with respect to any matter to be discussed by the Committee.

POLICIES: The PFH Leadership Committee is not currently governed by or responsible for oversight of any policies.

ANNUAL REVIEW: The PFH Leadership Committee will be reviewed and updated annually, and when significant changes occur such as leadership changes, changes in focus to respond to revised corporate priorities, changes in reporting, changes in decision making authority and/or structure, and/or responding to external changes such as regulatory updates.



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Document Information: This section includes version control and record of annual review and updates.

REVISION HISTORY:

Version	Date	Revision Summary
Original	5/8/25	Ashley Gilland prepared the original PFH Leadership Committee Charter

DOCUMENT OWNER:

Name	Organization
Lisa Glenn	NPC

REVIEWERS:

Name	Division	Versions