

52 NTHSSA Improvements in 52 Weeks

For the next 52 weeks, the NTHSSA will be celebrating one improvement each week!

These weekly reports are one way we're working to recognize some of the staff-led initiatives, that are making a real difference across the organization for both staff and clients. It's all part of our commitment to being responsive, showcase innovation, and demonstrate progress we're proud to be making together.

Week 20 of 52 (Week of November 10, 2025): Integrated Wrap-Around Expedited Treatment Access: Fort Good Hope

Change Driver: In Fort Good Hope, clients need timely, client-centred access to treatment, but resources are limited. Staff in the region have been looking for innovative ways to deliver high-quality care and support as many clients as possible, with the resources available.

Link to System Vision: By finding ways to improve delivery of services, this supports NTHSSA efforts to meet the vision for 'Best Care'.

Improvement Initiative: This staff-led initiative has resulted in what is being called the Integrated Wrap-Around Model. To support clients with available resources, every client in Fort Good Hope is guided through a full-circle process: front desk support, same-day assessments, medical form completion by the nurses, and phone access. This ensures that clients are ready, safe, and connected to treatment efficiently, removing delays and barriers every step of the way.

This new model has supported clients in completing their treatment applications, medicals, and phone intakes in a single day. Some attended treatment that same month, and others were scheduled for the next month. This demonstrates that coordinated, client-focused strategies can deliver rapid access to treatment even in resource-limited communities.

