

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 initiatives, often staff-led, 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 1 of 52 (Week of June 30, 2025): Chit Chat Café

Change Driver: Across the NTHSSA, staff are always looking for ways to stay connected with clients and listen to what matters most to them. This is critical to delivering better, more meaningful care across each of our diverse regions.

Link to System Vision: This links to both 'Better Care' and 'Best Health', offering improved quality and efficiency

Improvement Initiative: At Stanton Territorial Hospital (STH), staff have introduced a weekly Chit Chat Café. This is an informal space for admitted patients and clinical staff to share experiences, celebrate successes, and discuss challenges. This open dialogue has led to patient-driven improvements, including the introduction of yoga sessions and activities that support a more positive stay. Access to services has also been enhanced, and lessons learned, such as skills for managing anxiety, emotions, and sleep, are now being shared more widely. These developments highlight the impact of staying connected to clients, active listening and responding to what matters most to patients and staff alike.