

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 10 of 52 (Week of September 1, 2025): Health Centre Directory Document, Fort Smith

Change Driver: Staff in Fort Smith have identified the need to improve processes and ensure patients are booked with the most appropriate provider for their care.

Link to System Vision: This links to 'Best Health' by improving coordination to support core health functions.

Improvement Initiative: To support staff needs and improve consistency, a "cheat sheet" has been introduced by the Acting Manager, Primary Care. This document, referred to as the Health Centre Directory, aims to:

- Provide clarity and reduce confusion when booking patients
- Clearly outline staff roles and responsibilities
- Serve as a living document that can be updated as staff change, or new roles are added

By implementing this tool, the team expects to see improved onboarding experiences, fewer booking errors, and greater consistency in patient scheduling which is particularly valuable in high-volume or high-turnover settings.

