

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 11 of 52 (Week of September 8, 2025): Sahtu Long Term Care Team, Workload Improvements

Change Driver: Staff in the Sahtu working to support long-term care residents, recognized the need for more equal distribution of workload to improve workflow, enhance staff morale and build efficiencies across the unit.

Link to System Vision: This links to 'Better Future' by ensuring over time we have a stable workforce and improved quality, efficiency, and sustainability.

Improvement Initiative: Following enhanced staff engagement and participation in planning, Personal Support Workers (PSWs) in the Sahtu recommended changes to workload distribution and daily processes. After positive discussion, changes to workload and process were implemented and trialed over several weeks, with staff committed to providing ongoing feedback. Since implementation, staff have highlighted improved communication and the value of joint planning. Key changes made include ensuring at least one staff member is always on shift in each of the long-term care houses, redefining the float role, and assigning LPN leads to monitor floor coverage. Regular staff check-ins will continue to support and refine the process. This staff-led initiative has already demonstrated success and highlights the impact of small, frontline-driven changes in improving both staff workflow and client care.