

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 12 of 52 (Week of September 15, 2025): Refill Clinic, Beaufort Delta

Change Driver: Staff in the Beaufort Delta recognized the need to reduce appointment backlog at primary care.

Link to System Vision: This links to 'Best Care' supporting better access to better services.

Improvement Initiative: To improve access to primary care, staff identified that many appointments were being booked solely for medication refills, contributing to a backlog, and reducing availability for patients with more acute or complex needs. In response, staff proposed the creation of a dedicated "refill-only" clinic when staffing allows.

This initiative has since been implemented as a half-day clinic, where a staff physician sees patients in shorter appointments of typically under 15 minutes. The response from both the community and clinic teams has been positive. This staff-led improvement initiative has not only eased pressure on primary care schedules but has also helped divert non-urgent refill visits away from the emergency department.

