

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 2 of 52 (Week of July 7, 2025): Locum Feedback, Primary Care

Change Driver: Through Primary Care in Yellowknife, staff were made aware that locums were not being consistently onboarded and oriented to Primary care leading to dissatisfaction with teammates and clients.

Link to System Vision: This links to 'Better Future', helping improve workforce engagement and develop strategies and initiatives aimed at improving hiring practices and retention.

Improvement Initiative: As part of a current Primary Care (PC) CQI PDSA to improve locum onboarding and orientation by the CIM Working group – it was identified PC needed to increase opportunities for locum feedback regarding their experience, preferences, learning needs, and ideas for improvement – including how to continue to streamline onboarding so locums can more easily integrate into the teams they are working on – making workflows easier for everyone!

The CIM WG identified need to have an on-site physical location at Liwegoati to submit locum feedback. Location and box for collection has been completed. Quick tear-away form is currently being worked on. Moving forward, information gathered will be reviewed by the AMD and brought to the CIM WG and OMAC to inform further CQI.