

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 23 of 52 (Week of December 1, 2025): Beaufort Delta Medical Travel Patient Transport

Change Driver: Staff in Inuvik recognized that medical travel clients were experiencing challenges travelling between the Transient Centre (used as a boarding home for clients) located in the Inuvik Regional Hospital and the Airport.

Link to System Vision: This supports 'Best Care' by supporting client needs and improving the clients journey and experience during medical travel appointments.

Improvement Initiative: Implemented earlier this month, this staff-led initiative involved implementing an NTHSSA bus service to support transportation needs for medical travel clients who need to travel between the airport and the Inuvik Regional Hospital Transient Centre. This improvement initiative ensures that clients are offered dedicated transportation when travelling for care and with scheduled route times, it means less wait times for transportation during peak periods.

By reducing reliance on smaller capacity vehicles, this also means improved safety and accountability, easier group coordination ensuring everyone arrives together and more predictability for both staff and clients when planning their transportation needs. This change will not only improve client experience, but is cost effective to the organization.

