

# 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 25 of 52 (Week of December 15, 2025): Quality Improvement, Supported by Finance

**Change Driver:** This change driver was a joint effort between staff in the Yellowknife region and the finance team following recognition that challenges were being experienced with collections of revenue for rehabilitation services through benefits.

**Link to System Vision:** This links to 'Better Future' as it aligns with quality, efficiency and sustainability and by improving operational efficiency and reducing growth in costs

**Improvement Initiative:** To support the driver, this improvement initiative focused on regional staff and finance teams working together, and with benefit providers to improve the process for submitting information to billing. This was an important exercise as it gave the teams an opportunity to tune up their skills and ensure they had the right tools.

This staff-led initiative has proved successful not just in supporting a more balanced budget, but in strengthening the collaboration between staff working in different parts of the organization. Way to go, teams!

