

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 27 of 52 (Week of December 29, 2025): Automatic Paper Folder Initiative

Change Driver: Staff working within territorial colorectal cancer screening programs were manually folding invitation, reminder, and result letters to mail to residents.

Link to System Vision: This links to 'Best Health' by improving coordination of health information to residents, and "Better Future" by enhancing operational efficiency through sustainable technology investments.

Improvement Initiative: To support the driver identified, an automatic paper folder was purchased. So far in 2025, the program has manually folded over 10,500 documents. For example, folding 38 letters twice (letter "C" fold) and preparing them for mailing took 30 minutes. In contrast, the new automatic folder can process up to 200 pages at once and as many as 7,400 sheets per hour.

This staff-led initiative and the purchase of an automatic paper folder will save time and resources while ensuring residents receive timely, well-organized cancer screening information. It also supports employee occupational health and safety by reducing repetitive manual tasks, minimizing strain, and lowering the risk of workplace injuries associated with high-volume paper handling.

