

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 28 of 52 (Week of January 5, 2026): NSWOC Quality Improvements

Change Driver: The Territorial Nurses Specialized in Wound, Ostomy and Continence (NSWOC) team identified a challenge in information sharing and service delivery that was impacting timely and effective client care.

Link to System Vision: This supports 'Best Care' by making quality improvements that ensure better access to better services for clients, and enhances workflows for staff.

Improvement Initiative: The NSWOC team recognized a need and worked together to find a solution that was quick and easy to implement. The solution: implementing a dedicated fax line. This small change has been making a big impact. The enhancement streamlines referrals, both received and sent, ensures client prescriptions are promptly received by pharmacies, and strengthens sending and receiving of information with partners such as Nunavut and Alberta Health Services.

The team has also created a new referral form to clarify and improve the referral process. This will ensure all information is captured up front, reducing any delays.

