

52 NTHSSA Improvements, in 52 Weeks

For 52 weeks, the NTHSSA will be celebrating one improvement each week! These weekly reports are one way we are working to recognize some of the staff-led initiatives that are making a difference across the organization for staff and clients alike. This is all part of our commitment to being responsive, showcasing innovation, and demonstrating progress- big or small - that we are proud to be making together.

Week 3 of 52 (Week of July 14, 2025): STH ED Staffing Levels Signage

Change Driver: Physician staffing levels within Stanton Territorial Hospital's Emergency Department may fluctuate on a daily and/or hourly basis. It is important for visitors to know what staffing levels are at the time of their visit as it may impact services and wait times.

Link to System Vision: This links to 'Best Health' by clearly outlining and explaining staffing levels so that visitors understand how services and wait times may be impacted at the time of their visit.

Improvement Initiative: Within Stanton Territorial Hospital's Emergency Department, staff have developed highly-visible and plain language signage and handouts designed to clearly indicate the department's staffing levels at any given time period. The signage - which can be changed with ease depending on staffing levels at the time - seeks to explain five different staffing levels, and what visitors can expect from the department depending on each scenario. This initiative supports system-wide goals related to transparency, while reminding patients that they will continue to receive safe and compassionate care, with those presenting the most urgent needs being prioritized using the NTHSSA's standard triage system.