

# 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 31 of 52 (Week of January 26, 2026): YK Primary Care, Streamline Team Processes

**Change Driver:** Staff working in primary care in Yellowknife know how important the flow of information to one another is to support both workflow and client needs, and have been on the lookout for ways to improve.

**Link to System Vision:** This supports 'Best Care' as it supports the goal towards continuous quality improvement.

**Improvement Initiative:** In an effort to streamline processes and improve internal communication among team, staff in the region implemented a new initiative to make communication between Program Assistants (PAs) and practitioners more efficient, when working on tasks related to investigations. Instead of documenting their work in the formal system as well as sending a note to practitioners that this work was complete, PAs now only document the completion of their actions directly within the investigation itself.

This change saves time, has reduced unnecessary messaging, and improves workflow within the team. By recording the follow-up directly where the investigation is stored, practitioners will have immediate clarity on task completion, supporting smoother and more efficient care delivery.

This staff generated idea has already proved successfully. Staff have said to already noticed a difference and everyone seems to be following the new process with ease.

