

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 35 of 52 (Week of February 23, 2026): Wayfinding Updates, STH

Change Driver: To support an inclusive and welcoming environment, the main entrances to the Ambulatory Care Clinic (ACC) and the Chemotherapy Unit remain open during operating hours. Patients arriving for ACC appointments register at the front desk and are then directed to a designated waiting area. However, the signage guiding patients to these waiting rooms was small and easy to miss, causing confusion about where patients should go before their appointment.

Link to System Vision: This supports 'Best Care' through improving wayfinding and providing equitable access to services.

Improvement Initiative: To support the change driver, this improvement initiative looked at how to support patients and ensure they know where to go after registering, and don't end up in the wrong waiting rooms or units, which can risk delays or missed appointments. In collaboration with NTHSSA Communications, the team decided to install large, highly visible signage to improve navigation. The new signage has been delivered and installed and is helping patients more easily find their way, reducing confusion and supporting timely service delivery.

