

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 38 of 52 (Week of March 16, 2026): Improving Troubleshooting Efficiency for STH Laboratory

Change Driver: Being in the NWT can sometimes add an extra layer when it comes to troubleshooting equipment, which is a part of the job for Stanton Territorial Hospital (STH) Laboratory staff. With service technicians located in Alberta, STH Laboratory staff need to be more hands on and rely on remote service calls with the technical support teams, which can mean a lot of walking back and forth between equipment and the phone.

Link to System Vision: This supports 'Better Future' by improving quality and operational efficiency.

Improvement Initiative: To improve efficiency for staff members while performing troubleshooting measures on laboratory equipment, staff came up with the idea to purchase a head set to allow them to work more freely with their hands during these remote calls. Since the purchase of this headsets, staff have been very successful at bringing equipment back online in a more timely fashion. Overall, this improvement initiative has proved successful and is supporting efforts to improve the patient care delivered.

