

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 40 of 52 (Week of March 30 , 2026): Message Process, Sahtu

Change Driver: Following feedback from a client in the Sahtu, it was noted by the Nurse in Charge that the method for documenting messages was inconsistent and need more clarity.

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

Improvement Initiative: After identifying an area for improvement, the staff member in the Sahtu implemented a message book process to ensure that all patient and client messages could be easily traced. This also enabled clearer documentation of whether the action has been completed or requires follow-up.

This staff-led improvement initiative shows that change doesn't have to be big or flashy, and that improvements at all levels can make a difference and contribute to organization success.

A message book process has now been implemented across all Sahtu Health and Social Services Centres.

