

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 41 of 52 (Week of April 6 , 2026): Medical Return Log

Change Driver: Long-term care (LTC) staff in the Yellowknife region identified an opportunity to improve tracking when delivery drivers pick up medications for return to the Pharmacy for disposal.

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

Improvement Initiative: This collaborative improvement initiative of frontline staff and LTC staff led to the development and implementation of a Medication Return Form, strengthening internal documentation processes and medication chain-of-custody practices.

The form ensures that all medications collected by delivery drivers for pharmacy disposal are properly documented, with driver signatures required to reinforce accountability and support safe medication handling. This process promotes safety, compliance, and clearer communication between LTC and Pharmacies.

