

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 44 of 52 (Week of April 27 , 2026): Medical Travel Checklist

Change Driver: Staff in Fort Smith identified an opportunity to improve workflow and document tracking for clients accessing the Specialist Clinics.

Link to System Vision: This supports 'Better Future' by improving quality and efficiently managing the delivery of program and services.

Improvement Initiative: Staff in Fort Smith have implemented a tracking model that includes a checklist for use during client visits to Specialist Clinics. This document is meant to help maintain clear documentation of patient appointments, from when a need is first identified to when a Medical Travel Authorization (MTA) is sent.

This staff-led improvement initiative has proven useful and is helping ensure that each step of the process is followed, supporting accountability.

