

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 46 of 52 (Week of May 11, 2026): Medical Travel Signage at Airport

Change Driver: When medical travel clients travel to Yellowknife from smaller communities, they often seek information upon arrival to make their journey easier. This has also been an ongoing theme in feedback received.

Link to System Vision: This supports 'Best Care' by aiming to improve the experience of clients and ongoing efforts towards quality improvement.

Improvement Initiative: Medical Travel staff identified outdated signage at the airport and worked with the communications team to find a solution that would meet the needs of clients arriving in Yellowknife from smaller communities while aligning with existing processes. The objective was: to ensure that if a medical travel client was landing in Yellowknife and wasn't sure where to go or needed assistance, they could immediately contact the Yellowknife Medical Travel team.

To achieve this, new, large-scale posters were placed at the Yellowknife Airport in the main baggage retrieval area and at the Air Tindi Airport terminal. Both of these terminals regularly welcome clients. This staff-led, collaborative initiative may seem small, but clear signage can make a big difference.

