

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 51 of 52 (Week of June 15, 2026): Financial Log Sheet

Change Driver: Staff identified the need for a standardized process to document assistance provided to long-term care (LTC) residents accessing personal funds. To address this, management and staff collaborated to develop a standardized Resident Financial Assistance Log Sheet to support consistent documentation and safeguards for resident-directed financial transactions.

Link to System Vision: This supports 'Best Health' by Improving availability and quality of services for vulnerable populations.

Improvement Initiative: LTC staff and management collaborated to develop and implement a Resident Financial Assistance Log for residents who require staff assistance with financial transactions due to mobility or physical limitations. The process requires two staff members, one to assist and one to witness, to document each resident-directed transaction.

This staff-led, standardized approach, implemented earlier this year, has strengthened accountability, transparency, and documentation while helping to protect both residents and staff.

