

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 52 of 52 (Week of June 22, 2026): Improving Access for French-Speaking Clients

Change Driver: Staff in Yellowknife identified barriers to accessing French-language primary care services and recognized opportunities to improve the management and routing of French-language calls within the clinic.

Link to System Vision: This links to 'Best Care' by improving the experience of French-speaking clients accessing primary care services.

Improvement Initiative: By working together across teams and bringing their unique expertise to the table, the French Services and Yellowknife Primary Care teams identified practical solutions to improve access for French-speaking clients by streamlining the reception and call-handling process. Through enhanced training, process reviews, and operational improvements, these teams are working together to improve responsiveness and equitable access to care for clients.

This initiative highlights the value of staff-led problem-solving and cross-team collaboration in identifying barriers and implementing improvements. It also demonstrates how small, local improvements can be adapted and applied across regions to strengthen services throughout the territory.

