



2022 • 2023 *Annual General Meeting*

Northwest Territories Health and Social Services Authority

Administration des services de santé et des services sociaux des
Territoires du Nord-Ouest



Márcı ja nuwe għa núhdël | Tawaw | **Welcome** | Bienvenue |
Shòh hàh aanàii | Quana qaigaffi | Tunngasugit | Quvianaqtusi
qaigapsi | Máhsı hejq raxets'é ráwədə | Máhsı ejq̃h nahxe tah anet'ı
| Sı̀nà, j̃q̃ naxıghaèhda



Better Future:

Stable and Representative
Workforce & Quality, Efficiency
and Sustainability

Best Health:

Health of the Population and
Equity of Outcomes



Best Care:

Better Access to Better
Services

PURPOSE OF THE NTHSSA

The NTHSSA's purpose is a combination of its intent as an organization (**Mission Statement**), how it wants to collectively act/behave (**Values**), how it guides decision-making to achieve its goals (**Guiding Principles**), and how it supports the goals of the NWT health and social services system (**Vision**).

The provision of quality health and social services across the NWT that are culturally safe, collaborative and centered around continuous improvement.



2022-23 Strategic Planning Framework



OUR SERVICES



417,327
ENCOUNTERS

Each encounter represents a service to a resident as documented in the electronic medical record.



17,327
Patient
Movements

6,302

Approved
Escorts

1,716

Medevac
Movements



500,314

Lab tests completed to support accurate and timely delivery of care and services

47,000



Diagnostic imaging procedures were completed at Stanton.

OUR SERVICES



534

Babies born across the
NWT



STANTON TERRITORIAL
HOSPITAL

27,579

Bed days were recorded in
2022-2023. Each bed day
represents one 24 hour
period where care was
provided.



3,727

Patients were admitted
to Stanton in-patient
units.

477

Births were recorded at
Stanton.

19,727

Emergency department
visits.



2022-2023 Operational Highlights

Year in Review

Emergency Response

Highlights of NTHSSA response activities related to Flooding and COVID-19 in 2022-2023.



NTHSSA Staff work to support an evacuation reception centre at the Yellowknife Multiplex for evacuees from Hay River and K'atlodeeche First Nation during the spring floods.

BEST CARE

- Voluntary Support Agreements with extended family for CFS Clients.
- Addiction specialist pilot position for 6-months (September 2022- March 2023).
- Medical Assistance in Dying (MAiD) Nurse Navigator service.
- Traditional Foods to Stanton inpatients weekly.
- Healthy Family Program operated in 16 communities within all five (5) regions of the NTHSSA, serving a total of 449 families.



BEST HEALTH

- Colorectal cancer screening program continued expansion across several regions.
- Outreach nursing services reduced barriers to access for residents who are less likely to see a provider in a traditional clinic setting.
- Laboratory and Diagnostic Imaging Services transition from pandemic to endemic service for COVID-19.
- Inuvik public health and primary care made changes to enhance the accessibility, quality, efficiency, and effectiveness.
- Reduction in wait times for the Community Counselling Program using the Stepped Care 2.0 (SC2.0) model.



BEST FUTURE: Quality, Efficiency, and Sustainability

- Statutory CORE training for Child Protection Workers was enhanced to include a full-day immersive cultural training that was developed in collaboration with local Indigenous organizations
- Updated education and re-certification for the Stanton Chemotherapy team, including nurses, family physicians, pharmacists, and the NTHSSA Cancer Care Navigation team through Cancer Care Alberta
- Launched evidence-based quality improvement training workshops to enable front line staff and managers to effect change in their program areas that will improve quality and efficiency of their services



BEST FUTURE: Stable and Representative Workforce

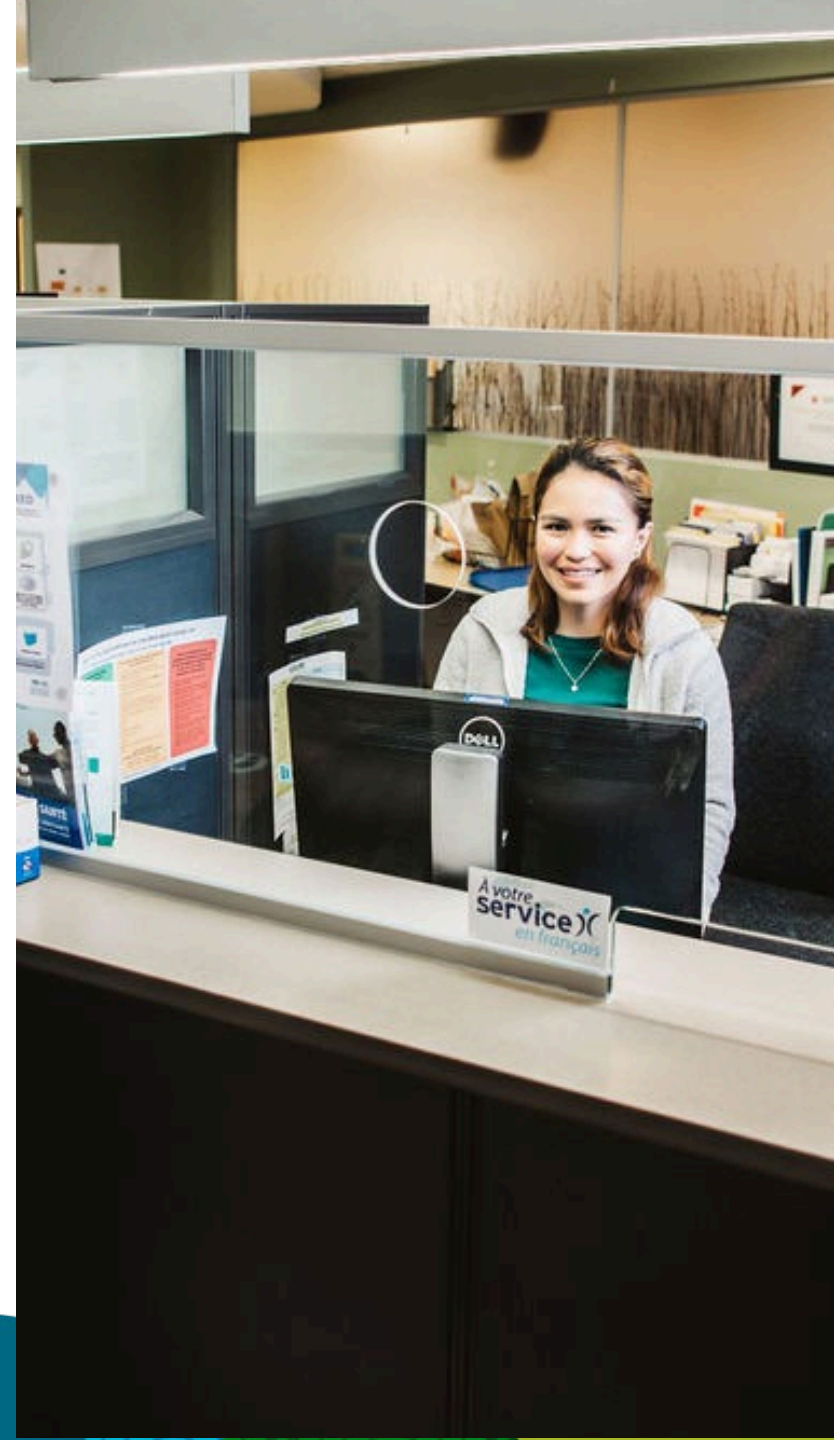
- Stanton Hospital implemented workforce development plans for both the Obstetric Unit (OBS) and the Operating Room (OR) to train and develop qualified specialized nurses for these difficult-to-recruit programs
- As part of the NTHSSA Strategic Improvement Initiatives outlined within NWT HSS System Human Resources Plan, the NTHSSA focused on several activities for 2022-23:
 - Workforce renewal and engagement activities
 - Launch the NTHSSA's Orientation Program
 - Launch of a HSS System wide Learning Management System
 - Establish programs for Indigenous and Northern students and youth with an interest in HSS Careers
 - Expanded mentorship and development programs; including the successful graduation of the first two residents of the NWT Family Medicine Residency program



Quality, Efficiency and Sustainability

This Better Future objective highlights the activities that enabled the NTHSSA to build a foundation for of quality improvement.

- NTHSSA is committed to the financial sustainability of the organization and operates under the principle of continuous improvement.
- Notable outcomes during the year include:
 - Reduction of bad debts by ~50% achieved through streamlining billing processes
 - Revised service contracts with external stakeholders to ensure cost recovery for services provided by NTHSSA
 - Revised and updated agreements with the Government of Nunavut to ensure full cost recovery for services provided to their residents



OUR PEOPLE



1,891
EMPLOYEES

Provided services to the 44,895 residents of the Northwest Territories.

In 2022-2023 NTHSSA employees comprised over 25% of the entire GNWT workforce. With employees in almost every community and several programs and services operating 24/7.

43.4 AVERAGE AGE

21% OF EMPLOYEES
IDENTIFY AS
INDIGENOUS

7 AVERAGE YEARS
OF SERVICE

358 HIRES

FINANCIAL UPDATE 2022 - 2023



NTHSSA Financial Statements

- Per the *Financial Administration act*, (FAA) the Authority's financial statements are required to be audited annually. The Audited Financial Statement are due 90 days after the end of the fiscal year or no later than the additional period of 60 days that the Minister of Finance may allow
- The Authority Financial Statements were signed on August 28th within the allowed extension period.
- The Authority's Financial Statements are audited by the Auditor General of Canada, who provided a clean audit opinion and noted improvements in financial operations in their report to the Leadership Council.

Financial Results 2022-2023

Annual Deficit (\$51.70million)

Deficit drivers include:

- Underfunded Physician services costs
- Underfunded Covid Endemic costs
- Underfunded Medical Travel Expenses
- Unfunded Flood Response costs
- Increased compensation and benefits costs related to increased utilization of leave

Northwest Territories Health and Social Services Authority

Statement of Operations and Accumulated Deficit

(All figures in thousands of dollars)

For the year ended March 31,

2023

2022

	Budget	Actual	Actual
	\$	\$	\$
Revenues			
Revenue from Government of the Northwest Territories			
Core contributions (note 17)	323,777	371,408	345,923
Non-core contributions (note 17)	16,221	16,582	17,548
Recoveries - other	9,475	19,811	35,005
Recoveries - non-insured health benefits	16,493	17,939	15,197
Recoveries - prior year expenses	-	425	354
Grant-in-kind (note 13)	-	28,389	27,728
	365,966	454,554	441,755
Other Revenue			
Revenues from Government of Canada	806	1,576	4,156
Recoveries from other sources	29,205	16,744	11,907
Recoveries from Government of Nunavut	2,894	6,303	3,691
Contributions from other sources	1,402	1,302	1,972
Interest income	65	877	210
Other income	-	32	202
	34,372	26,834	22,138
Total Revenue	400,338	481,388	463,893
Expenses (note 16)			
Community social programs	112,322	119,415	116,454
Ambulatory care services	76,260	97,612	94,311
Administration and support services	62,234	80,306	80,205
Nursing inpatient services	43,930	65,141	53,916
Community health programs	50,811	64,608	61,476
Supplementary health programs	53,366	64,103	51,968
Diagnostic and therapeutic services	34,038	41,902	39,325
Total Expenses	432,961	533,087	497,655
Annual deficit	(32,623)	(51,699)	(33,762)
Accumulated deficit, beginning of year	(193,684)	(193,684)	(159,922)
Accumulated deficit, end of year	(226,307)	(245,383)	(193,684)

LOOKING AHEAD



Looking Ahead

- NTHSSA's 2023-24 operational plan and priorities include:
 - Employee engagement, retention, and recruitment
 - Controlling our deficit through management of cost pressures and pursuit of right-funding for programs and services
 - Minimizing the impact of ongoing workforce shortages that continue across Canada
 - Ensuring preparation for response to community emergencies
 - Pursuit of continuous quality improvement and of ongoing accredited status through Accreditation Canada



The NTHSSA, in support of continued nursing development and to provide an opportunity for workforce engagement, hosted the first Acute Care Nursing Conference on Oct 24 – 27, 2022.

The first day hosted 60 attendees for presentations related to Cultural Safety, Racism, Nursing Pearls, Self-Compassion, Suicide Risk Assessment across the Territories. A presentation titled, "Aviate: Navigating the experience of a private pilot, the experience of Robertson, as a private pilot, the importance of communication in aviation nursing.

Day 2 and 3 provided training for participants who were certified in Advanced Cardiac Life Support (ACLS) and 8 participants were certified in the Heart and Stroke Assessment, Recognition and Management. A Human Factors Simulation course held by the NTHSSA over the two days.



2022 • 2023

Annual Report Rapport Annuel

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Mot en français du Président et de la directrice générale



Best Health:
Health of the Population and
Equity of Outcomes

ion of quality
social services
NWT that are
e, collaborative
around
improvement.

Best Health • Best Care

Organization (Mission Statement)
Best Care • Better Future