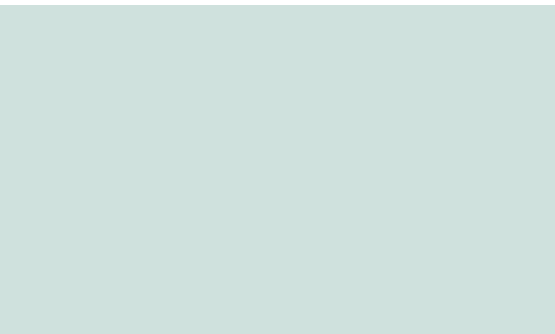




2023-24

ANNUAL REPORT

HAY RIVER HEALTH AND SOCIAL SERVICES AUTHORITY



**BEST HEALTH.
BEST CARE.
BETTER FUTURE.**

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If you would like this information in another official language, call us.

English

Si vous voulez ces informations en français, contactez-nous.

French

Kispin ki nitawihtin e nihiyawihk oma acimowin, tipw3sinan.

Cree

n1chQ yat1 k' - D1 wegod1 new9 de, gots'o gone de.

TtJChQ

7enht'rs Dene S4t11ne yat1t'a huts'elker x:a beyayat1 the?ij ?at'e, rrwwe ts'en y6ttl.

Chipewyan

Edi gand1 dehgah got'Je zhat1e k' edatt'@h enahddh rnde nax:ets'e edahti.

South Slavey

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North Slavey

Jii gwandak i:z.hi,i ginj1k vat'atr'ij hch'uu zhlt yinothtan JI", diits'at gmohkhii.

Gwich'in

Uvantttuaq Uitchurisukupku Inuvialuktun, ququa,q!uta.

Inuvialuktun

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MESSAGE FROM THE PUBLIC ADMINISTRATOR



We say goodbye to 23/24 and begin 24/25 with fresh challenges and opportunities. 23/24 was full of challenges but we made it. The year ended with an exclamation of positive news with the release of the Accreditation Canada Qmentum Report for HRHSSA.

For context, Accreditation Canada Qmentum helps organizations strengthen their quality improvement efforts by identifying what organizations are doing well and where improvements are needed.

The audits are performed every 4 years. I first want to thank our small, but mighty Quality team for the endless hours of work and organization to prepare for this audit. However, our results are the culmination of every employee's efforts to provide quality and equitable care for our clients.

To quote from the report:

“Hay River HSSA has gone beyond the requirements of Qmentum accreditation programs and is commended for its commitment to quality improvement.”

4 years ago we were evaluated against 1712 criteria and received 88.4%. This year we were evaluated against 1843 criteria and received 94.8%.

Accreditation Canada's report states:

“All sites and services are deemed Accreditation with Commendation, at the date of this report”.

To each and every one of you, congratulations!

A handwritten signature in black ink, appearing to read 'B Willows'. The signature is fluid and cursive, with a large initial 'B' and a long, sweeping underline.

Brian Willows, Public Administrator, HRHSSA

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



Our Annual Report continues to provide us with an opportunity to recognize the great work of our staff and to celebrate the accomplishments we have achieved together over the past year as an organization. Although it was a year marked by unprecedented challenges that tested our resiliency, it was also a year that allowed us to strengthen our partnerships.

Our Senior Leadership Team viewed the year through the lens of *“in the midst of chaos, there is also opportunity”*. Through this lens, we experienced opportunities such as:

- A collaborative approach to emergency preparedness and multiple emergency responses alongside our local and Territorial partners;
- The HRHSSA Outreach Team help support the response to the drug crisis and educate on harm reduction related to substance use and the illegal drug supply;
- Ongoing participation on the local Healthy Communities Committee lead by the Town of Hay River;
- Quarterly meetings with local stakeholders and Indigenous Governments with the HRHSSA Public Administrator and Chief Executive Officer; and,
- Local students participating in work experience opportunities, Take Your Kids to Work Day and multiple summer student positions.

Along with strengthening our community and Territorial partnerships, we focused on strengthening our HRHSSA team by creating an employee engagement strategy – *Reset and Rebuild – An HRHSSA Initiative*. The purpose of this initiative is to demonstrate a commitment of action towards a healthy workplace and sustainable workforce, while clearly defining roles, responsibilities and learning opportunities.

As we look forward to the year to come, we embrace our employee engagement initiative, we welcome collaboration with our local and Territorial partners, and we invite conversation with our clients, patients, residents, and families. Working toward a healthy community requires teamwork and we look forward to working with our partners in the year ahead.

A handwritten signature in blue ink, appearing to read 'ERIN', with a long horizontal stroke extending to the right.

Erin Griffiths, Chief Executive Officer

OVERVIEW

The Hay River Health and Social Services Authority (HRHSSA) is an accredited, integrated health authority that provides the following services: 19 Acute Inpatient Beds; Emergency and Ambulatory Care: including Dialysis and Endoscopy; Midwifery care and delivery; 25 Long Term Care beds; Supportive Living Campus: a Territorial Campus providing 11 permanent residences; Diagnostic Services: Diagnostic Imaging, Ultrasound, Mammography; Laboratory; Medical and Specialty clinics: including Diabetes programming; Social Programs: Community Counselling, Healthy Families; and Child and Family Services; Community Health and Home Care; Rehabilitation: Physiotherapy, Occupational Therapy, Speech-Language Pathology; and a full range of Support Services.

MISSION

“To provide equitable quality care and service and encourage individuals, families and communities to make healthy choices”

VALUES

Caring – with integrity, we treat everyone with compassion, respect, equity, dignity, and we value diversity

Accountable – we are responsible to utilize our resources efficiently and effectively and report the impact of our work to the community

Relationships – we work in collaboration with all residents including individuals, families, communities, staff and other health authorities and Indigenous Governments

Excellence – we pursue continuous quality improvement through innovation, integration, and evidence-based practice

Safety – we place safety at the center of all our decisions

STRATEGIC PRIORITIES

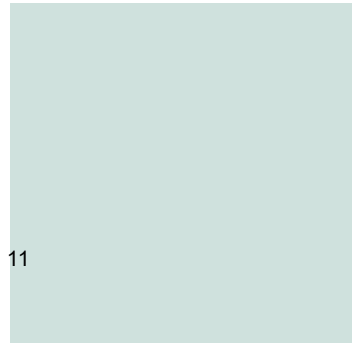
Best Health, Best Care, For a Better Future, is the Vision of the Department of Health and Social Services, in which HRHSSA directly aligns to support residents in the South Slave Region to be healthy and stay healthy. Best Health, Best Care, Better Value and Better Future is our roadmap to build, grow and shape our organization while engaging residents in creating a healthier future together. The Hay River Health and Social Services Authority is committed to continuing our work and our role as a Territorial partner to transform our health and social services system so that residents of the NWT have better access to quality services that can be sustainable into the future.



EMERGENCY RESPONSE

During the summer of 2023, the Town of Hay River faced substantial challenges due to the threat of severe forest fires which resulted in two separate evacuations occurring in May and August. Because of these evacuations, HRHSSA's services were greatly impacted as our facilities were shut down for nearly 8 weeks. With that being said, our teams showed great commitment and care to our Long Term Care and Supportive Living Clients as they successfully evacuated everyone to various communities. Below are some highlights from this time:

- In May 2023, the SLS team supported the residents by normalizing the evacuation experience in Yellowknife into a positive trip to the city, by engaging in fun activities and facilitating visits from friends and family.
- In August of 2023, the SLS residents evacuated to Yellowknife via a flight; and then again to Airdrie, AB where they resided in two different homes within the organization Above and Beyond. The team at SLS, once again, were able to support the residents by creating fun and meaningful memories including the Calgary Zoo, shopping at the mall, movie theaters, etc. They were able to change the residents fear of displacement into a fun and memorable trip down South.
- The Emergency Department staff successfully worked through two Code Oranges and supported inpatient clients who needed transfers out of the community due to the wildfire evacuation orders.
- Midwifery Services continued to provide care navigation and support for all midwifery clients during both wildfire evacuations.
- The Child and Family Services team assisted the Town of Hay River during the May evacuation and again in July when we received evacuees from the community of Fort Smith. The team worked around the clock until Hay River was also evacuated and even though the team was broken up and dispersed around Alberta, we were still able to serve our clients.
- Hay River hosted the long-term care residents from Fort Smith for the first week in August when their facility was evacuated due to wildfire risk; the Rehabilitation Department was closed for 5 days while it served as a dormitory for 8 of the residents. Rehab staff were instrumental in supporting activities for the residents to keep them busy and engaged.



BEST HEALTH

“Support the health & wellness of the population”



2775

Outpatient Visits



6654

Medical Clinic
Appointments



347

Ambulance
Calls



1615

Public Health
Clients Seen



93

Medivac
Flights



758

Diabetes Program
Appointments



789

Dialysis
Treatments



51688

Laboratory Tests
Processed



1173

Xray
Clients



641

Ultrasound
Clients



724

Mammography
Clients



272

Prenatal
Visits



144

Postpartum
Visits



38

Pregnant
Families

HIGHLIGHTS

- General surgery scope clinics took place May, July, August, October, December and February.
- New anesthetic machine installed in October.
- Completed mask fittings for all HRHSSA employees.
- Online Priming Training for Dialysis took place from November 27-30th, Dialysis nurses completing training with trainer from Toronto.
- Renal Program Coordinator position was filled.
- Hosted two first year midwifery students from UBC (residing in Yellowknife) for an observational placement.
- Provided regular midwifery services to Fort Resolution.
- The laboratory successfully received and installed a brand new Vitros XT3400 Chemistry analyzer on-site.
- Physiotherapy provided support to the orthopedics specialist travel clinic throughout the year.
- Occupational Therapy initiated fine motor group work to Junior Kindergarten and Kindergarten with the help of the rehabilitation aide.
- Diabetes department's Nurse Educator and Dietician were selected for the Obesity Canada program (Calibre), a pre-requisite to becoming Certified Bariatric Educators.
- 18 clients attended the "Are you Ready Program" a virtual weight loss program offered by the NTHSSA and in partnership with the diabetes program.
- One Hay River student began their student placement with the Dietician on January 30th. The student is working alongside the dietician to learn about the Diabetes program and experience what it is like to work in a health care setting.
- Hosted several specialist clinics, including, pediatrics, Gynecology, orthopedics, internal medicine, general surgery, audiology throughout the year.
- The Extension of the Paid Family Caregiver Program was confirmed for 2023/2024.
- Public Health Community Outreach team continued to provide refills for the Community Condom Access Pilot dispenser program.
- Locum Community Outreach nurses collaborated with the GNWT Community, Culture and Innovation Division to provide services to the community; including education on use of barriers, Naloxone kits and safe inhalation kits.
- Measles, mumps, rubella, and varicella vaccine (MMRV) catch up clinic hosted by Public Health in February.
- New Full-time Public Health Registered Nurse started orientation to new position on February 19, 2024.



SUCCESS STORY: Medical Device Reprocessing

One technician from the Medical Device Reprocessing team traveled to Stanton Territorial Hospital in March to complete a comprehensive three-week MDR training course.

“To be honest I was quite nervous going to Yellowknife and didn’t know what to expect, but after a few days, I got to know the staff and the MDRD quite well. I got to know different scopes that they have, and used an ultrasonic machine ,and I even used a lumen camera to check the lumens to see if they were cleaned properly. I especially loved their peel pack machine. I learned how to use their cart washer machine. I even got a chance to get a couple of their case carts ready to deliver to the O.R. After a few days my nerves went away and thought I had nothing to be nervous about anymore it was a great learning opportunity that I’ll be for ever grateful for”

-Colinda Lafferty, MDR Technician

SUCCESS STORY: Laboratory Services

Lab Tech, Devi Larsen, traveled to Yellowknife in February to learn more about the brand-new Nova Prime Plus Chemistry analyzer that was installed.

“Last week I was able to attend analyzer training in Yellowknife. When I arrived at the hospital I was greeted with smiles from everyone. Adelaide took us on a tour around the lab, it was really great to see how the lab was set up and also put some faces to the names I have interacted with via phone and email. The training itself was very informative. We were given lots of tips that only come from experience and actually working with the analyzer. I was able to ask a lot of questions and get an indication of what supplies we will need to have on hand once we implement the new analyzer. I'm so glad I was able to attend this training and meet everyone. I look forward to putting the knowledge I gained into practice once we receive it here!”

- Devi Larsen, Laboratory Technologist



SUCCESS STORY: Midwifery Students

Feedback from UBC Students:

"It was such a wonderful experience to spend time observing with Emilie and Lorelei in Hay River. Being in the midwifery clinic helped solidify the theory we have been learning in this program's first year. We were also fortunate to witness our first birth in addition to the regular prenatal and postpartum care offered. The most surreal moment was after the baby's cute little head was out, but the body was not yet born; she was so still! We will be forever grateful to that family for inviting us to attend and share in that moment. As a whole, the community of Hay River was so welcoming and kind. We hope to advocate for permanent placement opportunities in the community so that more people going through the UBC midwifery program can experience more of our foundational moments in the north!"

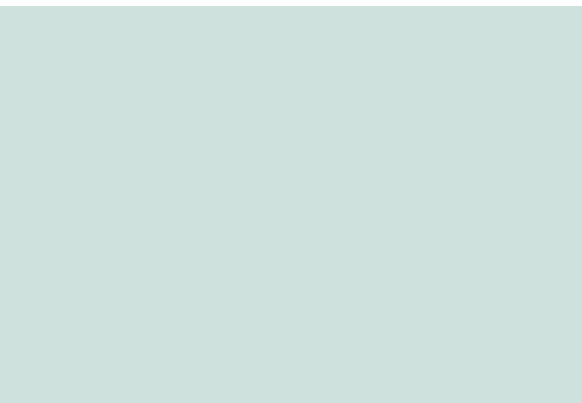
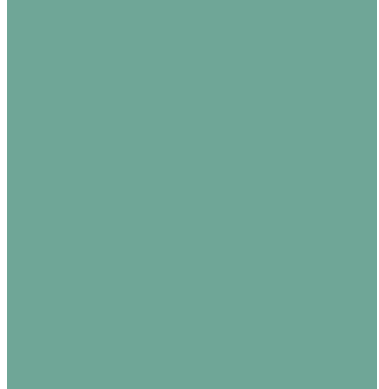
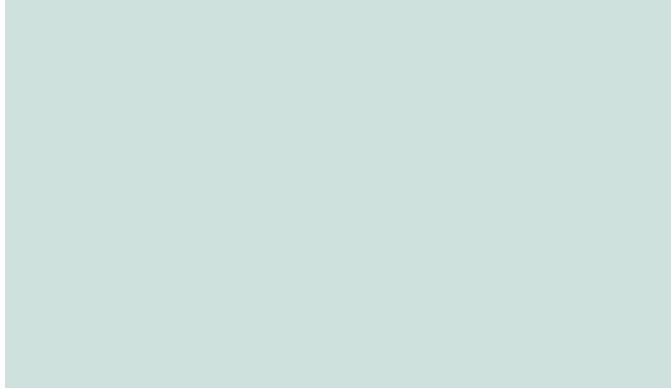
- Gabrielle Lamarche & Zoe Guile



SUCCESS STORY: Rehabilitation Services

Physical Therapy initiated an outpatient group exercise program called Living Well for patients transitioning from active treatment to home based programs; the trial program was run by rehabilitation assistant Victoria for eight weeks starting in late January. The program was successful, with good attendance rates and positive outcomes; the rehab department expects to run the program again later in 2024.

Physical Therapy also initiated an inpatient group exercise program on a temporary trial basis in an attempt to manage unprecedented demands due to the high needs for rehabilitation services on CSB since the New Year; this will permit the physiotherapist to manage a large inpatient caseload. If this initiative proves successful, the department will consider making it available on an ongoing basis, dependent upon demand.



BEST CARE

“Care and services are responsive to children, individuals, families, and communities”



29

Social Services
Adult Intakes



14

Active Foster Care
Placements



436

Home Care
Appointments



82

New
Admissions



101

Families Registered
in Healthy Family
Program



157

Children Care for
in Healthy Family
Program



Full complement of
meals on wheels
volunteers

HIGHLIGHTS

- Home and Community Care had successfully moved from the Supportive Living Services Day Program Building to the Náydı Kúé building.
- Healthy Families hosted two Diamond Jenness Secondary School Students as part of their work experience training.
- Healthy Families has a new space to host Collective Kitchen within the Health Centre that supports hosting one to two families at the same time within the Health Authority.
- Healthy Families received NWT Literacy funding to start up a Busy Book Program for families with children ages 0-6 with our partners at the NWT Centennial Library that took place every Monday from October 2023 to April 2024.
- NWT Healthy Families has now distributed to all programs across the north new LovEvery Resource Kits that we can use when doing a home visit with parents while our Healthy Family Program curriculum is still under development.
- The Social Services team attended a two day legal refresher training. The training was facilitated by Shannon Gulberg and Elizabeth McGiffin.
- The opening of a new regular foster home has been completed and operations have commenced.
- Hired two new employees. One for the Foster Care Coordinator position and one for a vacant Social Worker III position.
- The team met with the Town of Hay River for refresher training on the registration process in the event of an evacuation.
- Three siblings in care under a Plan of Care Agreement were transitioned to an extended family foster home in a region in which their parents reside.
- Nine new referrals were received over the fiscal year.
- Staff attended the Family Preservation Worker training in Yellowknife, which included a one day training in Motivational Interviewing.
- Family Preservation along with Healthy Families attended a two part webinar training on trauma.
- Successfully recruited for the vacant Family Preservation position.
- The Community Counselling Team attended the Community Counselling Program Conference, gaining valuable insights and networking opportunities.
- Welcomed a new hire for the Child and Youth Counselor (CYC) position.
- Clients who completed residential treatment programs showed significant improvement. The Wellness Team's efforts contributed to better outcomes for our clients.



SUCCESS STORY: Intergenerational Easter Party

The Healthy Families Program hosted their first Intergenerational Easter Party with the Hay River Seniors Society. In attendance were 10 Foster Family children and 5 Healthy Family program children with their parents. A local day homeowner also stopped in to volunteer their time to help with the party. The seniors boiled eggs, set up the egg-dyeing kits, cooked hotdogs and made popcorn for everyone in attendance. The NWT Literacy Council sponsored this project and all the children left with Easter Book Bags. Stationary, Sensory Toys, Snacks and a Kite!

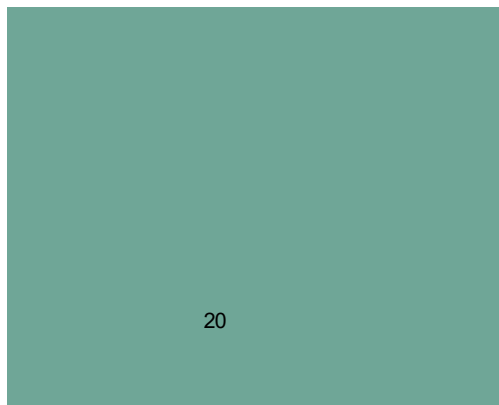
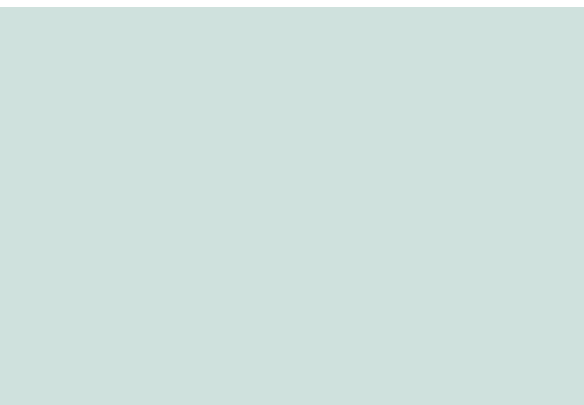
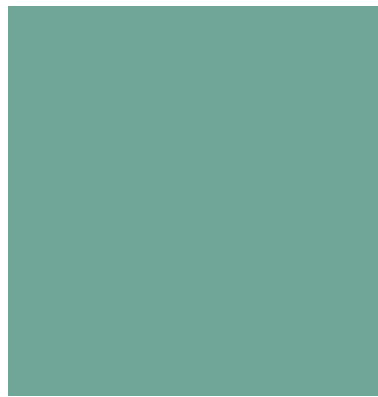
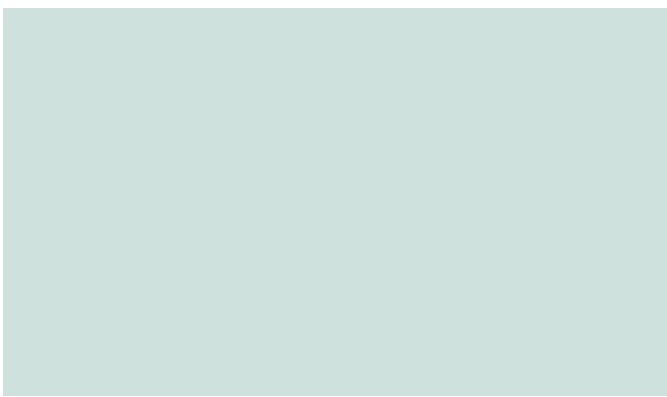
SUCCESS STORY: Christmas Deliveries

In conjunction with the Family Preservation program and Healthy Families program, 12 of the families that Social Services provides in home support to received Christmas Deliveries. All of the deliveries included donated gifts from community members and local businesses for every member of the household (39 people) and some included hampers of meals and Christmas treats.

SUCCESS STORY: Outreach Program

With the support of the Office of the Chief Public Health Officer, the Community Counselling Team collaborated with Public Health to launch an outreach program focused on drug use and harm reduction. This program introduced safe inhalation and naloxone kits and educational opportunities, resulting in positive outcomes for our residents.





BETTER VALUE

“Quality, Efficiency and Sustainability”



364
Incident Reports Filed



94
Policies Reviewed



455
Policies Categorized



1819
Information
Technology Service
Requests



112
Official French
Translations

HIGHLIGHTS

- Quality and Risk has been working with the NTHSSA for the Cultural Safety Collaboration through HealthCare Excellence Canada. The purpose of this is to address racism experienced by First Nations, Inuit, and Metis in Health Systems.
- In November, the French Language Program hosted a French First Aid Course. This facilitated 11 bilingual members of the community to be trained in their mother tongue.
- Our formal Infection, Prevention and Control program started, and we have been able to formally start tracking relevant IPAC data.
- Major upgrade to the Virtuo business applications (Human Resources, Finance, Materials Management)
- Major upgrade to the Authorities Antivirus platform.
- Replacement of the Network Attached Storage array (NAS) that supports our network file share environment.
- Replaced the Supportive Living Services phone system by expanding the Woodland Manor system.
- Assisted with migration of our inhouse pharmacy system to the new Territorial Pharmacy system. Decommissioning of old system complete.
- Assisted with migration of inhouse Digital Imaging system to the new Territorial Digital Imaging system.
- Replaced old SharePoint 2010 environment with a new revised SharePoint 2019 environment.
- Configured and implemented a new Maintenance Request system for end users and our inhouse Engineering department.
- All deadlines were met for Canadian Institute for Health Information (CIHI) submissions.
- Release of Information (ROI) requests were processed significantly ahead of the allotted 45 days.
- Processing, Coding & Abstracting of inpatient / outpatient records completed on a timely basis.
- Processing the release of information to Lawyers, RCMP, Insurance Claims and other Institutions where the patient is receiving care.
- Electronic Medical Records team ensures the patient record is efficiently accessible for all practitioners.
- Electronic Medical Records team coordinates with colleagues in Yellowknife to facilitate training, data integrity and systems administration of the electronic medical record to new users across the Territory.
- The Laundry Department participated in an equipment inspection and process audit. Our Diversey Rep came down to complete this inspection and we streamlined a few processes to make work in the laundry area more efficient.



SUCCESS STORY: Patient Safety Week

Canadian Patient Safety Week (CPSW) is an annual campaign that began in 2005 to inspire improvement in patient safety and quality. In 2023 it was celebrated from October 23 – 27 with the theme of *‘Small changes. Big impact. Safer Care.’* HRHSSA hosted an information booth all week to engage with our patients as well as celebrated our very own Patient Safety Champions among our workforce who advocate for the safety and quality of care of our residents and clients we serve.

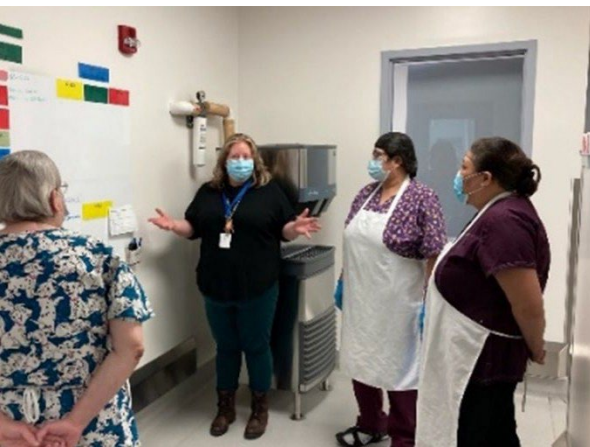
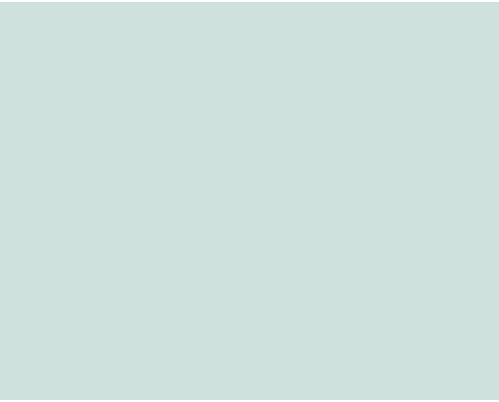
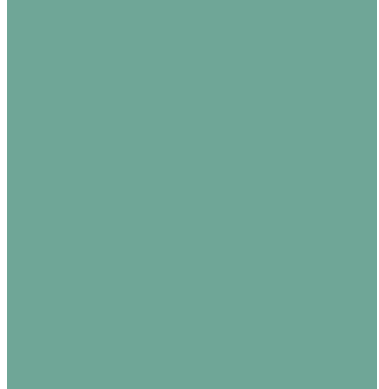
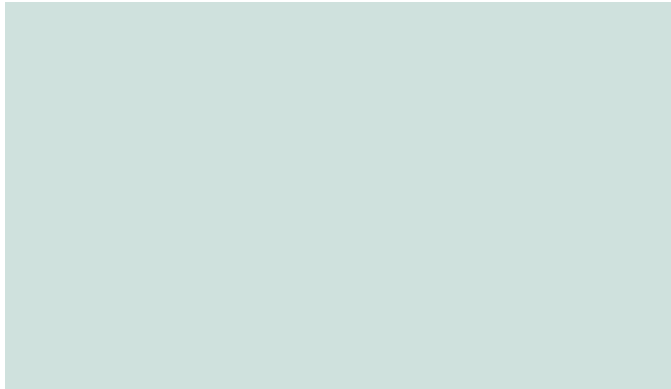
SUCCESS STORY: 2024 Accreditation Survey

Over the last two years, leading up to the end of the 2023-24 fiscal year, HRHSSA employees worked hard to prepare for the 2024 Accreditation Survey. Guided by our Quality Improvement Coordinator, Jordan Bassett, Team Leads were skillfully supported throughout the process. HRHSSA was commended by Accreditation Canada for our ongoing work to integrate accreditation into our operations to improve the quality and safety of our programs and services. *“Hay River Health and Social Services Authority has gone beyond the requirements of the Qmentum accreditation program and is commended for its commitment to quality improvement.”*

SUCCESS STORY: Traditional Cooking Space

Although multiple evacuation orders delayed progress on the development of the traditional outdoor cooking space, all items for the space have been purchased and are being stored. A beautiful Teepee has arrived that has traditional artwork painted on it, a timber package has been shipped, color choices have been decided and ordered for the roofing tin to cover the pavilion. Concrete will be poured this upcoming year and work will start, bringing our Woodland Manor backyard space closer to a functional space. Community partnerships continue with K’atl’odeeche First Nation, Hay River Metis Government Council, Hay River Seniors Society, Hay River Centennial Library and GNWT Environment and Natural Resources in support of our Traditional Cooking Space Project.





BETTER FUTURE

“Build a sustainable health and social services system”



240

HRHSSA
Employees



78

New Hires



8.78

Employee Average
Years of Service

Five Continuing Care staff members graduated from the Personal Support Worker program of Aurora College in Yellowknife in June of 2023.



TASP Funding was successfully given to 2 staff members for ongoing education to pursue Nurse Practitioner studies.

10

Registered Nurses completed recertification for Basic Life Support and CPR.



6

Registered Nurses completed their Advance Cardiovascular Life Support recertification.



6

Registered Nurses completed certification for the Pediatric Advance Life Support Course

HIGHLIGHTS

- The introduction of Article 58.03 was implemented in the Collective Agreement which states that *“New employees shall be provided with training goals and objectives. Employees shall be provided with 22.5 hours of onboarding, within the first two (2) weeks of hire to complete available HRHSSA-wide mandatory training”*
- HRHSSA was successful in negotiating a Collective Agreement, to expire March 31, 2026. The CA was ratified on November 22, 2023. The new pay grids were implemented, and the retro pays audits were finalized at the end of March 2024.
- The union and the Employer were able to talk through the grievances and find solutions that were suitable for both parties and helped resolve over 15 outstanding files.
- The HRHSSA was invited to the Aurora College Northern Nursing Research Day on November 29th 2023.
- In recognition of staff that have been working for HRHSSA for 5, 10,15, 20 and 25 years we had our 2023 Long Service Awards luncheon on March 8th.
- There was a significant amount of work completed by managers to increase the performance appraisal completion rate. This was a priority for the HRHSSA and will continue to remain a priority until we are up to date. By the end of the fiscal year, the Performance Appraisal completion rate increased to 77%.

SUCCESS STORY: Mental Health in the Workplace

The *Not Myself Today*® program that the HRHSSA provided for staff was a successful and appreciated initiative for staff and Managers. The program started in November of 2022 and ran weekly through October 2023. Through individual (and confidential) online portals, weekly emails, resources, activities, events, and psychoeducation, each employee was able to engage in the program.

HRHSSA also provided additional supports upon return to Hay River after the August 2024 wildfire evacuation. In collaboration with our partners at the GNWT, and with services provided by the Employee and Family Assistance Program offered by Telus Health; Crisis Counsellors were invited to be onsite in Hay River for two weeks post return. The counsellors offered free and confidential debriefing to any employee who wished to attend. Counselling was offered on a one-on-one basis, and also offered on a team-by-team basis. Mental Health First Aide was offered to all HRHSSA staff, which was led by Human Resources on site. In addition to the HRHSSA employees' participation, the team from the GNWT Library Services Department also took advantage of this training.

SUCCESS STORY: HRHSSA Student Program

As outlined in the last annual report, the Human Resources department revamped the HRHSSA Student Program. Initiatives within this program have continued to evolve and prosper over the 2023/24 year, in spite of the many setbacks that the community faced. However, over the course of the year, the HRHSSA, in partnership with Diamond Jenness Secondary School (DJSS), mentored six high school students in their Work Experience term. These students attended their choice of department for their school term, participating in projects, training, and observation with our highly skilled health and social service professionals. Each student earned credits towards their high school diploma as a result of their participation. HRHSSA also saw an uptake in the Take Our Kids to Work Day hosted on November 1st. Four students participated in an exciting day of activities and events hosted by a range of HRHSSA employees. Students gained insight into the amazing opportunities that arise from working in the Health and Social Services field- especially here at HRHSSA! Additionally, HRHSSA offered Summer Student employment opportunities in a variety of departments. Five students in total went through the hiring process to join the team as employees!



SUCCESS STORY: Volunteer Program

The Human Resource department worked to revise the HRHSSA Volunteer Policy this year. The new policy reflects best-practice approaches, while ensuring that the opportunities for community involvement is streamlined and accessible. Working with a community volunteer, and a representative from the Supervisory team, Human Resources has revised the required HR orientation, Safety Orientation, and onboarding experience for community volunteers. The Dietary Team has opened our cafeteria to a local volunteer, Jeff Ashby. We look forward to continuing to build this program into the future.

SUCCESS STORY: Reset & Rebuild Initiative

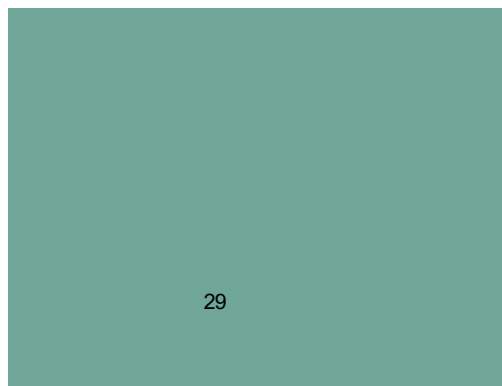
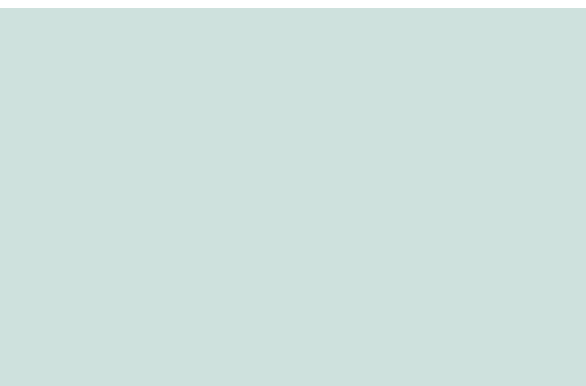
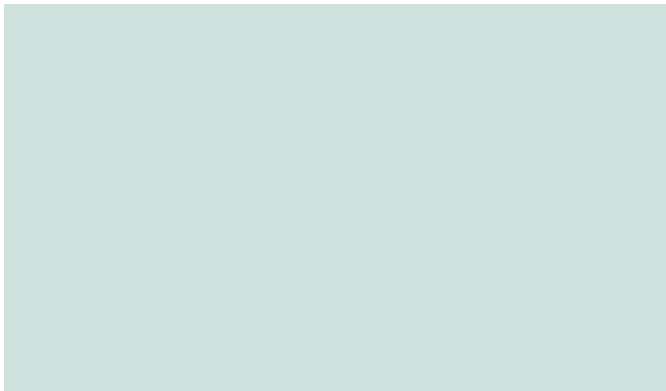
Our HRHSSA Team has experienced unprecedented events and trauma(s) over the past few years. Our staff are struggling, and we want to know how to best focus our efforts in order to engage and support our team. From this, the Reset and Rebuilt Initiative was created.

The purpose of this initiative is to hear from our employees. What is working, what is not working and what steps can be taken to reengage our team to create purpose, passion and enjoyment at work.

We gathered feedback directly from our employees and will consolidate that feedback into a guiding document that will support actions towards a healthy workplace and sustainable workforce. The ideas gathered from this initiative will assist in developing an action plan, which will promote a culture of engaged employees to increase employee satisfaction and motivation.

We want to provide a safe and supporting environment that will enable employees to play an active role with the direction of our organization, and to be empowered to take responsibility for their actions, while also being valued, recognized and rewarded.





BRIDGING INDIGENOUS PARTNERSHIPS

Cultural safety is key for HRHSSA to improve the quality of care for our Indigenous clients, patients and their families. We have heard our community, and they have told us that cultural safety is rooted in relationships that are trusting, caring and ongoing.

HRHSSA is committed to building a foundation of relationship-based care programs and services by collaborating with our local partners - West Point First Nation, K'atl'odeeche First Nation and the Hay River Metis Government Council. We gain valuable insight by participating on the Indigenous Advisory Board, support our employees to complete the GNWT Indigenous Cultural Awareness Training, celebrate our Traditional Foods program at Woodland Manor and maintain ongoing engagement with local partners to ensure our facilities are welcoming and culturally safe for Indigenous Peoples.



SUCCESS STORY: Senior Indigenous Patient Advocate

HRHSSA welcomed Tracy Hoff to the new position of Senior Indigenous Patient Advocate (SIPA) for Hay River on February 19th, 2024. The SIPA position for Hay River is one of four NTHSSA positions located throughout the NWT, they are responsible for supporting Indigenous clients and their families in resolving concerns, complaints, and questions; connecting cultural and language barriers; and ensuring access to cultural, spiritual, and emotional supports.

Tracy is honoured to step into this role and looks forward to continuing to work with and for Indigenous patients as an advocate in strong pursuit of health, wellness, and balance in the community of Hay River and across the NWT.

SUCCESS STORY: Don J. Cardinal Artwork

On Tuesday, March 5th HRHSSA hosted a social evening in celebration of the two Don Cardinal pieces of art that were relocated from the lobby of HH Williams Memorial Hospital to the Hay River Regional Health Centre. The celebration was held in conjunction with the quarterly meeting of the NTHSSA Leadership Council, which we hosted on March 5, 6 & 7th. The evening included members of the Cardinal family, Leadership Council members, our Public Administrator Mr. Brian Willows, the Hay River Regional Wellness Council, local Governments, HRHSSA retirees, our Deputy Minister of Health and Social Services Ms. Jo-Anne Cecchetto, the Granddaughters of the Drum and other invited guests.



SUCCESS STORY: Weaving our Wisdom

The Weaving Our Wisdom Wellness Gathering hosted approximately 350 people from across the NWT to share knowledge about Indigenous health and wellness, and our Senior Leadership Team was honored to be invited to participate.

The gathering was designed to support and celebrate Indigenous community-driven wellness. It featured inspiring guest speakers, workshops and facilitated discussions that drew out connections between regional programs in the Northwest Territories (NWT) to a broader network of Indigenous health and wellness theory and practitioners.

The purpose of the weeklong gathering was to embed Indigenous knowledge, the social determinants of health, cultural safety, and community participation into the delivery of care for NWT residents.



