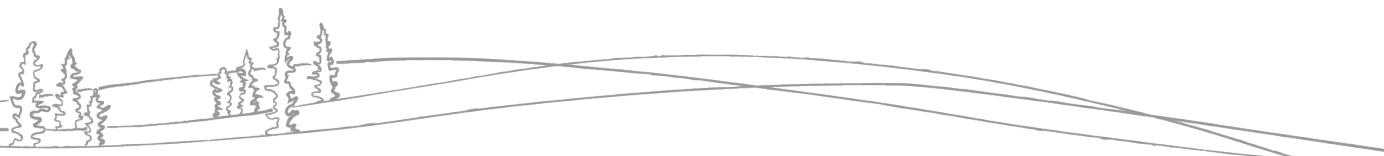




# Measuring Sustainability

## NWT Health and Social Services System



### What do we want to achieve?

As healthcare costs rise across Canada, it is more important than ever that the GNWT devote our limited resources to the health and social programs and services that will be operationally efficient and financially sustainable for years to come. The Healthcare System Sustainability (HCSS) Unit was created to take a system wide, data-driven approach to determine how GNWT's limited resources can be used to answer, "What programs and services should be offered in the NWT?"

### The steps we'll take to achieve our goals

We are doing the following things to achieve our goal:

1. Identifying programs and services currently offered by the health and social services system in the NWT.
2. Identifying the programs and services that contribute the most to rising costs in the health and social services system.
3. Recommending ways to make programs and services more efficient, to get the most out of our limited resources.
4. Recommending a list of core health and social services that should be offered in the NWT, to ensure that our resources are allocated to the areas that are

financially sustainable in the long term.

5. Developing a continuous improvement system to help ensure that core services are effective and efficient in the future.

### How will we know if our steps are working?

We have created a monitoring and evaluation plan, which lists the specific questions we aim to answer throughout this project. This also includes specific indicators that tell us how we are performing over time. We are continuously monitoring our progress against this plan to make sure we are progressing towards our planned activities and overall goal.

We also meet regularly with leadership from across the health and social services system to share our findings and gather feedback on our work and other areas related to sustainability.

### What data sources will we use?

We are using data from a variety of sources to inform our work and ensure it is as thorough as possible, including but not limited to:

- Engagement with subject matter experts from across the health and social services sector, including front line staff, operational staff, leadership, and professional

associations.

- Financial data from the Department of Health and Social Services, the Health and Social Services Authorities, and the Department of Finance.
- Data and projections from programs and services as well as the NWT Bureau of Statistics.
- Best practices from other provinces and territories.
- Laws, policies, standards, and procedures related to the delivery of health and social services programs.
- Data from the Canadian Institute for Health Information (CIHI), Statistics Canada, and other national organizations.

### How will we report on progress?

The HCSS Unit is committed to keeping the public informed on its progress.

We will report on our progress in the following ways:

- Through bi-annual updates on progress to Standing Committee on Social Development.
- Through a public annual report that measures our performance against the monitoring and evaluation plan.
- Internal health and social services staff newsletters

Reporting will be posted on our website linked below in the contact information.

### How will we make improvements?

Our approach to improving the sustainability of the health and social services system over the life of the 20<sup>th</sup> Assembly includes:

1. **Preliminary Analysis:** will identify and categorize health and social programs and services currently offered in the NWT and assign some financial and operational data related to each. This phase focuses on guiding the remaining work for the HCSS Unit.

2. **Deep Dive:** is where the HCSS Unit will focus its efforts to close information gaps identified in the preliminary analysis, while also answering the remainder of the questions in the monitoring and evaluation plan. This thorough analysis will allow the HCSS Unit to identify which programs and services should be offered as core in the NWT by examining where operational efficiency and financial sustainability can be most improved. During this phase, we will also develop a continuous improvement plan to help ensure that any changes made will result in lasting improvements.

