



Annual Report on Healthcare System Sustainability Unit Progress

June 2025

Overview

The Healthcare System Sustainability (HCSS) Unit's work to define core services for the NWT is guided by a monitoring and evaluation (M&E) plan, which describes what the Unit aims to achieve, and how progress will be measured and reported over time.

Reporting of the Unit's progress toward the M+E Plan is done through an annual report of the Performance Monitoring Plan (PMP). This is a summary of the Unit's first annual report and covers the period June 2024 to June 2025.

Key Progress Highlights

The HCSS Unit has made substantial progress in many areas that will set the stage for further analysis later. Early achievements include:

- Establishment of the unit, including establishment of a project management approach, M+E Plan, key partnerships across the health and social services system, and recruitment of 8/9 positions.
- Completion of a preliminary analysis of the health and social services system which

identified and costed the programs and services current being offered across the HSS system.

The preliminary analysis also identified 7 program/service areas that would benefit the most from a sustainability review. For more detailed information about the preliminary analysis, please visit [here](#).

- Began operational assessment (assessment of the current state) of prioritized program/services areas, with input from program staff.

Data Sources and Engagement

In reporting on its progress against the PMP, the HCSS Unit relied heavily on its administrative data. The Unit's work on the preliminary analysis and operational assessments have relied on other data sources, including:

- Financial data, including budgets, variance reports, and transaction details.
- Publications, reports, and reviews related to program effectiveness, efficiency, and sustainability.

- Previous program evaluations and performance management frameworks.
- Program delivery data from other Canadian jurisdictions.
- Related Acts, Regulations, policies, guidelines, and standards.
- Engagement records related to cost-drivers and/or operational assessments with leadership, senior managers and program staff in all areas.

Successes and Challenges

The HCSS Unit has completed 2 of the 5 activities identified in the HCSS Unit M+E plan: identifying the programs and services currently offered by the health and social services system in the NWT and identifying the programs and services that contribute the most to rising costs in system.

The preliminary analysis, through which this work was done, was completed three months ahead of schedule, in June 2025. However, the program/service inventory and costing continue to evolve as better information becomes available through the Unit's deeper dive into the programs and services.

Data availability remains a challenge for the HCSS Unit due to the complexity and scale of the HSS sector, the variety of data collection systems and practices in use, and legal requirements related to privacy and protection of health information. The HCSS Unit continues to work through the Project Team and program managers, to mitigate these challenges.

Next Steps

Operational assessments continue with assessments for the prioritized areas anticipated to be completed by the end of January 2026. The associated sustainability assessments are expected to be completed by the end of June 2026 and is where the recommendation related to core delivery will be incorporated.

The HCSS Unit continues to work towards sustainability reviews of prioritized programs/services within this first annual report, it will continue to communicate progress through bi-annual updates to the Standing Committee on Social Development and internal health and social services staff newsletters.

The HCSS Unit will also continue to work with the Project Team to clarify roles and responsibilities related to HSS system sustainability initiatives, to minimize duplicated efforts in engagement or data analysis.

The next annual report will be shared in July 2026.

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www.eia.gov.nt.ca/en/priorities/healthcare-system-sustainability