

<b>Procedure:</b>	Remediation	
<b>Owner of Policy:</b>	Regional Medical Director, Regional Program Manager	
<b>Department/Program:</b>	Southwest Ontario Regional Base Hospital Program	
<b>Approval By:</b>	Director, Emergency Services & Base Hospital	<b>Approval Date:</b> June 2018

<b>Original Effective Date:</b> June 2018	<b>Last Review Date:</b> April 2020	<b>Last Revised Date:</b> June 2019
	<b>Reviewed Date(s):</b> June 2018, June 2019	<b>Revised Date(s):</b> June 2018

## PURPOSE

[Remediation](#) may be required by a [Paramedic](#) because of a [patient care concern](#), or to address a concern related to [certification](#) or the maintenance of [certification](#). [Remediation](#) is a customized plan developed by the [Regional Base Hospital Program \(RBHP\)](#), designed to address the identified concerns with the [Paramedic](#). After successful completion of the [remediation](#) process, the [Paramedic](#) may practice independently at the qualified level of their [certification](#) and [authorization](#).

## POLICY

The Ministry of Health and Long Term Care (MOHLTC) Emergency Health Regulatory and Accountability Branch (EHRAB) publishes the Advanced Life Support Patient Care Standards (ALS PCS) with amendments from time to time. The [Certification](#) Standard is Appendix 6 of the ALS PCS and outlines the definitions, processes and requirements of parties involved in the [certification](#) and [authorization](#) of Ontario [Paramedics](#). The ALS PCS Appendix 6 must serve as the policy as related to [remediation](#).

## PROCEDURE

1.0 [Remediation](#) may be required as a result of:

- 1.1 [Deactivation](#);
- 1.2 Identification of an ALS PCS related [patient care concern](#) via:
  - 1.2.1 quality assurance activities;
  - 1.2.2 incident analyses/reviews/investigations;
  - 1.2.3 observation of clinical practice (e.g. CME performance, ride outs);
- 1.3 Failure to successfully complete the requirements for the maintenance of [certification](#);
- 1.4 At the discretion of the [RBH Medical Director](#).

2.0 [Remediation](#) will include:

- 2.1 Identification of the concern related to knowledge, patient care or maintenance of [certification](#);
- 2.2 Determination of the goals and objectives based on the identified concerns;
- 2.3 Determination of the process to obtain the specified goals and objectives;
- 2.4 Consultation with the [Employer](#) and [Paramedic](#) to further develop the goals and objectives;
- 2.5 Determination of measures to demonstrate that the goals and objectives have been achieved;
- 2.6 The potential consequence(s) for failure to successfully complete the [remediation](#) as prescribed.

3.0 Written notification of a [remediation](#) will be provided to the [Paramedic](#) and the [Employer](#) as soon as possible after the concern is identified.

4.0 The completion of [remediation](#) should not normally exceed 90 days. Extensions to [remediation](#) will be granted at the sole discretion of the [Medical Director](#), taking into consideration events such as but not limited to: vacation, injury and absences from work. Extensions to [remediation](#) are exceptions, and not an inherent right. In situations where an extension to [remediation](#) has been granted, the [Paramedic](#) and the [Employer](#) will be notified in writing by the [Medical Director](#) within two (2) [business days](#) of this decision.

Notification will include acceptance of the request for the extension and the length of time for this extension. If at any time the [Paramedic](#) has questions or concerns regarding their [remediation](#), they may contact the [RBHP](#).

5.0 The [Medical Director](#) shall notify the [Employer](#) and [Paramedic](#) in writing within three (3) [business days](#) of either the [Paramedic's](#) successful completion of the process or of any further recommendations.

## DEFINITIONS

### **Authorization**

Means written approval to perform Controlled Acts and other advanced medical procedures requiring medical oversight of a Medical Director.

### **Business Day**

Means any working day, Monday to Friday inclusive, excluding statutory and other holidays, namely: New Year's Day; Family Day; Good Friday; Easter Monday; Victoria Day; Canada Day; Civic Holiday; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Day; Boxing Day and any other day on which the Province has elected to be closed for business.

### **Certification**

Means the process by which Paramedics receive Authorization from a Medical Director to perform Controlled Acts and other advanced medical procedures in accordance with the ALS PCS.

### **Deactivation**

Means the temporary revocation, by the Medical Director, of a Paramedic's Certification.

### **Employer**

Means an ambulance service operator certified to provide ambulance services as defined in the Ambulance Act.

### **Medical Director**

Means a physician designated by a RBH as the Medical Director of the RBHP.

### **Paramedic**

Means a Paramedic as defined in subsection 1(1) of the Ambulance Act, and for purposes of this Standard a reference to the term includes a person who is seeking Certification as a Paramedic, where applicable.

### **Patient Care Concern**

Means a Critical Omission or Commission, Major Omission or Commission, or Minor Omission or Commission.

### **Regional Base Hospital (RBH)**

Means a base hospital as defined in subsection 1(1) of the Ambulance Act, and provides an RBHP pursuant to an agreement entered into with the MOHLTC.

### **Regional Base Hospital Program (RBHP)**

Means a base hospital program as defined in subsection 1(1) of the Ambulance Act.

### **Remediation**

Means a customized plan by the RBHP to address a Patient Care Concern or to address any concerns identified during Certification, including a failure to meet a requirement for the maintenance of Certification.

## REFERENCES

Ministry of Health and Long Term Care (MOHLTC); Emergency Health Services Branch [Advanced Life Support Patient Care Standards Version 4.7](#), Appendix 6 as updated from time to time.

[Ontario Regulation \(O.Reg.\) 257/00](#)