



## Policies, Procedures, Standard Operating Practices

No. Cert 400

<b>Title: PCP Unsuccessful Certification or Reactivation</b>	<input checked="" type="checkbox"/> Policy <input checked="" type="checkbox"/> Procedure <input type="checkbox"/> SOP
<b>Category: Certification</b> <b>Dept/Prog/Service: Base Hospital Program</b>	<b>Distribution: NW Region Ambulance Operators &amp; Paramedics, NW Field Office</b>
<b>Approved:</b> Program Medical Director & Program Manager  <b>Signature:</b>  	<b>Approval Date: January 2009</b> <b>Reviewed/Revised Date: May 2017</b>

**CROSS REFERENCES:** Maintenance of Certification Criteria Policy (CERT-100); Initial Certification-PCP, ACP and EMA (CERT-200); Decertification (CERT-800); PCP Return to Work Reactivation (CERT-300); PCP Unsuccessful Certification (CERT-400); Recertification (CERT 700)

## 1. POLICY STATEMENT

This policy will outline the process for when a written or practical component of any certification or reactivation process has been deemed unsuccessful.

### Initial Certification

- AEMCA pending
- AEMCA or equivalent

### Return to Work Reactivation

- Paramedic
- Primary Care Paramedic (PCP)

## 2. DEFINITIONS

- Paramedic: as defined in subsection 1(1) of the Ambulation Act Ontario Regulation 257/00
- Primary Care Paramedic (PCP): as defined in subsection 8 (1) of the Ambulation Act Ontario Regulation 257/00
- Advanced Care Paramedics (ACP): defined in subsection 8 (2) of the Ambulation Act Ontario Regulation 257/00

## 3. PROCEDURE

### Written Exam Component

- Each written exam may be challenged to a maximum of 4 times, if necessary
  - The 4<sup>th</sup> re-write of any written exam is the final re-write
- If unsuccessful in the 1<sup>st</sup> attempt at any of the written exams required (mandatory ALS skill, SAED or SR) the certification process will be suspended in order for the paramedic to complete a self directed review:
    - A self directed review must be completed within 5 – 7 days
    - Upon notification to the Base Hospital that the self directed review has been completed the certification process will continue
  - . If unsuccessful in the 2<sup>nd</sup> attempt at any one of the written exams required the certification process will be suspended in order for the paramedic to complete a self directed education plan. No further testing will be conducted during this time:
    - A self directed education plan will be recommended to the individual in writing
    - A time frame of 7 - 14 days will be provided to complete the education
    - Upon notification to the Base Hospital that the education has been completed the certification process will continue

- C. If unsuccessful in the 3rd attempt at any one of this time. The paramedic will be required to meet face-to-face or tele/video conference with the program medical director to discuss a prescribed education plan:
- A prescribed education plan is mandatory and must be successfully completed prior to a final re-test
  - An education plan will be prescribed by the medical director
  - All expenses incurred with completion of a prescribed education plan are the responsibility of the individual paramedic.
  - Time lines for completion and content of the prescribed education plan will vary as each education plan will be developed on an individual basis
- D. The 4<sup>th</sup> and final re-write of the written exam will be offered to the paramedic following proof of successful completion of the prescribed education plan.
- Should the final re-write of any written exam be deemed unsuccessful during an initial certification process the AEMCA or AEMCA pending will not be granted certification with NWRBH at this time.
  - Should the final re-write of any written exam be deemed unsuccessful for a return to work reactivation process the Paramedic or Primary Care Paramedic (PCP) will remain deactivated. A meeting with the medical director will be required.
  - The education plan may include referral to an outside agency such as a College or EHS Branch

### Practical Testing Component

- Practical testing may be attempted to a maximum of 4 times, if necessary
  - The 4<sup>th</sup> attempt to successfully complete practical testing (any part) is the final attempt
- A. If unsuccessful in the 1<sup>st</sup> attempt to complete any part of the practical scenario or skills testing the paramedic will be offered a 2nd attempt either that same day or within 5 – 7 days. This will be at the discretion of the examiner and is based on the individual paramedic performance at that time. Certification will not be granted during completion of the self directed review.
- B. If unsuccessful in the 2<sup>nd</sup> attempt to complete any part of the practical scenario or skills testing the certification process will be suspended in order for the paramedic to complete a self directed education plan. No further testing will be completed at this time.
- A self directed education plan must be successfully completed
  - Upon proof of successful completion of the education plan the certification process will continue
  - A time frame of 7 - 14 days will be provided to complete the education
  - Conditional certification\* may be considered at the discretion of the program medical director
- C. If unsuccessful in the 3rd attempt to complete any part of the practical scenario or skills testing the certification process will be suspended and the conditional certification may be revoked; the paramedic may be deactivated (if applicable). No further testing will be completed at this time. The paramedic will be required to meet face-to-face or tele/video conference with the program medical director to discuss their certification status and a prescribed education plan:
- A prescribed education plan is mandatory and must be successfully completed prior to a final re-test
  - An education plan will be prescribed by the medical director
  - The education plan may include education delivered by an outside agency such as a College or EHS Branch
  - All expenses incurred with the completion of a prescribed education plan are the responsibility of the paramedic.
  - Time lines for completion and content of the prescribed education plan will vary as each education plan will be developed on an individual basis
- D. The 4<sup>th</sup> and final attempt at the practical test will be offered to the paramedic following successful completion of the prescribed education plan.

- Should the final attempt at the practical testing be deemed unsuccessful during an initial certification process the new hire AEMCA or AEMCA pending will not be granted certification with NWRBH at this time.
- Should the final attempt at the practical testing be deemed unsuccessful for a return to work reactivation process the Paramedic or Primary Care Paramedic (PCP) will be deactivated (if applicable). A meeting with the medical director will be required.

#### Special Circumstances

##### Incomplete Education Plan

If any of one of the education plans is deemed incomplete (for example there is delayed completion date, no show, no improvement, no participation in process) and without prior consultation or notice from the involved paramedic the education plan will be stopped and the paramedic will be deactivated (if applicable) immediately

- The paramedic will be required to meet face-to-face or tele/video conference with the program medical director or designate to discuss their circumstance
- Continuation of the certification process and reactivation (if applicable) will be at the discretion of the program medical director

##### Unsuccessful Education Plan

If upon completion of any of the education plans the paramedic has failed to meet the requirements of the education plan (for example has failed the College course or failed the SREE final test) the education plan will be stopped and the paramedic will be deactivated (if applicable) immediately

- The paramedic will required to meet face-to-face or tele/video conference with the program medical director or designate to discuss their circumstance
- Continuation of the certification process and reactivation (if applicable) will be at the discretion of the program medical director

##### Conditional Certification

If during certification a paramedic demonstrates competency in performing ALS skills but also demonstrates weakness (es) that require remediation the paramedic may be provided a conditional certification for a period of time with conditions imposed. The purpose of a conditional certification is to facilitate the individual's return to work while ensuring safe and effective patient care and with a commitment to further education/remediation. An effective conditional certification will require commitment from the individual, their employer, and their peers.

- Consideration as to whether to provide conditional certification is at the discretion of the program medical director
- Conditional certification will only be offered during the practical testing stage of the certification process (Refer to Item 2 in Practical Testing above).
- The conditional certification plan will be discussed with and approved by the employer prior to initiation. This will ensure there is an ability to support the conditions imposed.
- Conditional certification will not be provided to any new hire

##### BLS Weakness

If during a certification process it is determined that a paramedic is unable to perform BLS skills to standard the paramedic will be made aware of their weaknesses at that time. The employer & medical director will be notified. An email will be sent to the employer which will include a list of the BLS weaknesses that were identified. The program medical director may recommend BLS testing and may suspend a certification process to wait for results of BLS testing.

#### 4. RELATED PRACTICES AND/OR LEGISLATIONS

- Ambulance Act (Ontario) and Ontario Regulation 257/00
- Emergency Health Services Branch (EHSB), Ontario Ministry of Health and Long-term care (MOHLTC) and Thunder Bay Regional Health Sciences Centre (TBRHSC) Performance Agreement (PA), 2008

#### 5. REFERENCES

- Current EHSB MOHLTC Basic Life Saving (BLS) & Advanced Life Saving (ALS) Patient Care Standards (PCS)