

Title: Remediation	<input type="checkbox"/> Policy	<input type="checkbox"/> Procedure	<input checked="" type="checkbox"/> SOP
Category: Certification Dept/Prog/Service: Northwest Region Prehospital Care Program	Distribution: NW Region Ambulance Operators & Paramedics		
Approved: NWRPCP Medical Director & Program Manager	Approval Date:	March 2011	
	Reviewed/Revised Date:	January 2020	

CROSS REFERENCES: Initial Certification (CERT-100), Maintenance of Certification (CERT-200), Cross Certification (CERT-300), Consolidation (CERT-400), Return to Practice (CERT-500), Unsuccessful Certification (CERT-700), Decertification (CERT-800), Pre-requisite Mandatory Requirements (CERT-900)

1.0 PURPOSE

1.1 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, 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.

2.0 Policy statement

2.1 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 will serve as the policy as related to Remediation.

3.0 External references

- 3.1 Ministry of Health and Long Term Care (*MOHLTC*); Emergency Health Regulatory and Accountability Branch (EHRAB) Advanced Life Support Patient Care Standards (ALS PCS), Appendix 6, as it is updated from time to time.
- 3.2 Ontario Regulation (O.Reg.) 257/00

4.0 Definitions

- 4.1 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;
- 4.2 Employer: means an ambulance service operator certified to provide ambulance services as defined in the ambulance act;
- 4.3 Medical Director: means a physician designated by a Regional Base Hospital and the Medical Director of the RBHP;
- 4.4 Paramedic: means a paramedic as defined in subsection 1(1) of the *Ambulance Act*, and for the purposes of this Standard a reference to the term includes a person who is seeking Certification as a Paramedic, where applicable;
- 4.5 Patient Care Concern: means a Critical Omission or Commission, Major Omission or Commission, or Minor Omission or Commission;
- 4.6 Regional Base Hospital Program (RBHP): means a base hospital program as defined in subsection 1(1) of the *Ambulance Act*;
- 4.7 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;
- 4.8 Deactivation: means the temporary revocation, by the Medical Director, of a Paramedic's Certification.

5.0 Procedure

5.1 Remediation may be required as a result of:

- 5.1.2 Deactivation (clinical or administrative);
- 5.1.3 Identification of an ALS PCS related patient care concern via:
 - 5.1.3.1 quality assurance activities;
 - 5.1.3.2 incident analyses/reviews/investigations;
 - 5.1.3.3 observation of clinical practice (eg. CME performance, rideouts);

5.2 Failure to successfully complete the requirements for the maintenance of certification.

5.3 Written notification of a Remediation will be provided to the Paramedic and the Employer as soon as possible after the concern is identified.

5.4 Remediation will include:

- 5.4.1 Identification of the concern related to knowledge, patient care or maintenance of certification;
- 5.4.2 Determination of the goals and objectives based on the identified concerns;
- 5.4.3 Determination of the process to obtain the specified goals and objectives;
- 5.4.4 Consultation with the Employer and Paramedic to further develop the goals and objectives;
- 5.4.5 Determination of measures to demonstrate that the goals and objectives have been achieved;
- 5.4.6 The potential consequence(s) for failure to successfully complete the remediation as prescribed.

5.5 The completion of Remediation should not normally exceed 90 days.

5.6 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 Regional Base Hospital Program.

5.7 The Medical Director shall notify the Paramedic and Employer in writing within three (3) Business Days of the successful completion of the Remediation.

6.0 Developed by

Ontario Base Hospital Group

7.0 Approved by

7.1 Regional Base Hospital Programs of Ontario

- 7.1.1 Central East Prehospital Care Program;
- 7.1.2 Centre for Paramedic Education and Research;
- 7.1.3 Health Sciences North Centre for Prehospital Care;
- 7.1.4 ORNGE Base Hospital;
- 7.1.5 Northwest Region Prehospital Care Program;
- 7.1.6 Regional Paramedic Program for Eastern Ontario;
- 7.1.7 Southwest Ontario Regional Base Hospital Program and
- 7.1.8 Sunnybrook Centre for Prehospital Medicine, Regional Base Hospital Program.