

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

Original Effective Date: June 2018	Last Review Date: June 2022	Last Revised Date: June 2022
	Reviewed Date(s): June 2018, June 2019, April 2020, June 2021	Revised Date(s): June 2018, June 2019, June 2021

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 (MOH) 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. [Continuing Medical Education \(CME\)](#) performance, ride outs);
- 1.3 Failure to successfully complete the requirements for the maintenance of [certification](#);
- 1.4 At the discretion of the [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.

Continuing Medical Education (CME)

Means a medical education program and confirmation of its successful completion as approved by the Regional Base Hospital Program (RBHP)

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

[Advanced Life Support Patient Care Standards Version 4.9](#)

Emergency Health Services Branch Ministry of Health, February 1, 2022

[Ontario Regulation 257/00, Ambulance Act, R.S.O. 1990, c. A. 19](#)