

**KENORA DISTRICT SERVICES BOARD
POLICY and PROCEDURE**

TITLE: Investigation/Review Policy & Procedure	SECTION:
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DATE: June 1, 2009	POLICY NO.: KDSB-LAS-IV-06
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APPROVED BY: Approval Pending	REVISED:
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1. POLICY STATEMENT

It shall be the policy of Northwest EMS to conduct reviews and/or formal investigations in the following circumstances:

- When a complaint is received about the service
- Anytime it is believed that legislation has been broken during normal execution of duties
- Anytime a Northwest EMS vehicle is involved in a collision
- Anytime it is believed that a paramedic is not performing patient care to the set standards of Northwest EMS and/or the standards set by the Ministry of Health & Long term Care.

These investigations may be completed solely in-house or with the assistance of allied resources (i.e. Base Hospital)

2. PROCEDURE

A. External Complaint

- 1) An external complaint received in writing will be investigated by the Director, manager and/or designate utilizing the appropriate investigation forms
- 2) This investigation will be completed and submitted to the Director of Northwest EMS within 2 weeks of receiving the complaint.
- 3) The report to the director will include all findings and recommendations.

B. Non-compliance with legislation

- 1) Where an employee is believed to have performed his or her duties not in compliance with legislative standards (i.e the Highway Traffic Act) a review and/or investigation will be carried out by the Director, Manager and/or designate.
- 2) The review and/or investigation will be detailed on the appropriate forms and will be submitted to the Director of Northwest EMS along with all supporting documents, statements and incident reports.

C. Northwest EMS vehicle is involved in a collision

- 1) Where practical, the Director and/or manager will attend to the scene of a collision and commence an investigation once all immediate patient care needs are met and it is safe to do so.
- 2) Items to be gathered at the scene of the collision will include digital pictures of the collision scene, statements from the staff members involved, statements from witnesses and statements from any other parties involved.
- 3) Where it is not practical for a member of management to attend the collision site, in keeping with KDSB-LAS-V-04 the paramedics involved will, as best as can be expected, obtain this information.
- 4) Along with the completed investigation forms statements, reports, pictures and recommendations will be submitted to the Director.

D. Paramedic performance

- 1) Where, in the opinion of a member of the Northwest EMS management team, a paramedic is not satisfactorily performing to the standards as set by Northwest EMS and/or any other standard related to the provision of patient care, the Director and/or manager will conduct an investigation through any method deemed necessary which may include any or all of the following:
 - Scenario testing Ride-out evaluation
 - Written testing ACR review

TITLE: Investigation/Review Policy & Procedure

SECTION:

- 2) If it is thought to be necessary, at any point in the investigation, that the input from an outside entity such as Base Hospital would be beneficial the investigating manager will make the request through the Manager of Quality, Training and Staff Development and/or the Director.
- 3) Upon completion of the investigation, all documents related to the investigation will be forwarded to the Manager of Quality, Training and Staff Development for recommendation.
- 4) The results of the investigation will be discussed in person and/or in writing with the paramedic(s), their local manager and the Manager of Quality, Training and Staff Development

At any point during these investigations an outside agency such as Base Hospital, EHS Investigations Branch, etc. may be contacted by the Director and/or the Manager of Quality, Training and Staff Development.

The results of any investigation may have a determination of:

- Unsubstantiated
- No further recommendations
- Remediation required
- Discipline

DRAFT - APPROVAL PENDING