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|--------------------------|-----------------------------------------------------|-----------------------------------|
| Procedure:               | Paramedic Clinical Practice Self-Reporting          |                                   |
| Owner of Policy:         | Manager, Quality and Business Systems               |                                   |
| Department/Program:      | Southwest Ontario Regional Base Hospital Program    |                                   |
| Endorsed By:             | Director, Southwest Centre for Prehospital Medicine | <b>Endorsement Date:</b> May 2025 |
| Original Effective Date: | June 2023                                           | <b>Date Reviewed:</b> May 2026    |

## PURPOSE

The purpose of this policy is to outline the reporting requirements of the paramedics to the Regional Base Hospital Program (RBHP) when a potential adverse event occurs during patient care or in other instances the paramedic wishes to notify the RBHP of the need to review a call (i.e., to report exceptional work of a colleague).

## POLICY

The Regional Base Hospital Program (RBHP) requires a paramedic to provide written documentation to the Online SWORBHP Communication Form, or verbal communication to the SWORBHP Self-Reporting Line that addresses challenges that a paramedic may encounter while on a call related to the [Advanced Life Support Patient Care Standards \(ALS PCS\)](#) or other clinical practice guidelines, which may include but are not limited to: clinical care variances, documentation omissions, patch failures or omissions, scene time delays and notable avoidance or recovery from “near-miss” situations.

Self-reporting is an important part of paramedic practice and professionalism by ensuring accountability for one's own practice and is a form of education through self-reflection. The RBHP strives to improve individual paramedic performance and system performance through clinical audits, self-reports, case reviews, feedback, and education processes. All aspects are linked in order to reach a common goal, improving patient safety and outcomes. It is also encouraged to use the self-report process to report the exceptional work of a colleague to allow SWORBHP to acknowledge this with the paramedic(s) involved.

## PROCEDURE

1. When reporting a potentially adverse event (including a medication error) to the RBHP, the paramedic must also inform the receiving facility of the occurrence and any known or potential complications as soon as possible upon arrival or transfer of care.
2. Paramedics must submit Self-Reports through one of the following designated mechanisms:
  - a) **CARES**, which is the primary online reporting pathway for services where CARES is available;
  - b) the **SWORBHP Communication Form**, when CARES is not available and as applicable to the paramedic's service; or
  - c) the **Communication Hotline at 1-888-997-6718**.

2.1 When contacting SWORBHP via the toll-free number, the following information is required to assist with expediting the request:

- Paramedic's name.
- Paramedic's EHS number.
- Paramedic Service.
- Call number of the call-in question.
- Date and approximate time of day of the call.
- Description of the event.
- The hospital the patient was transported to.

- Any known adverse effects experienced by the patient; and
  - Any other relevant details.
3. All submissions will be forwarded to a PHCS for review. The PHCS will review all relevant documentation, which may result in one or more of the following:
- a. The incident is considered to be self-mediated and closed.
  - b. There is a request for further feedback in alignment with the SWORBHP Quality Assurance and Investigations policy; and/or
  - c. There is a requirement for review by the Medical Director in alignment with the SWORBHP Quality Assurance and Investigations policy.

## REFERENCES

[Advanced Life Support Patient Care Standards Version 5.4](#)  
Emergency Health Services Branch, Ministry of Health

SWORBHP Quality Assurance and Investigation Policy