

Procedure:	Remediation	
Owner of Policy:	Manager, Quality and Business Systems	
Department/Program:	Southwest Ontario Regional Base Hospital Program	
Endorsed By:	Director, Southwest Centre for Prehospital Medicine	Endorsement Date: May 2025
Original Effective Date:	June 2018	Date Reviewed: May 2026

PURPOSE

The purpose of this policy is to describe the remediation process that may be required when a paramedic is identified as having a patient care concern or an issue related to certification or the maintenance of certification. Remediation is a customized plan developed by the Regional Base Hospital Program (RBHP) to address identified concerns with the paramedic. Upon successful completion of the remediation process, the paramedic may resume independent practice at the authorized level of their certification.

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 Section 5 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 Section 5 must serve as the policy related to remediation.

PROCEDURE

1. 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 (i.e., 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 Regional Medical Director (RMD) or designate.
2. 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 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. Written notification of a remediation will be provided to the paramedic and the Employer as soon as possible after the concern is identified.
4. The completion of remediation should not normally exceed 90 days. Extensions to remediation will be granted at the sole discretion of the RMD or designate, 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 RMD or designate within two (2) business days of this decision.
 - 4.1 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. The RMD or designate 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.

REFERENCES

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

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