



PROGRAM POLICY

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| NUMBER: | QPS 130 |
| TITLE: | Patient Care Variances & Classification |
| CATEGORY: | Quality and Patient Safety |
| VERSION: | 1.2 |
| AUTHORITY: | Program Director |
| LAST REVIEWED: | July 2023 |
| LAST REVISED: | June 12, 2023 |

BACKGROUND: A patient care variance is care that deviates from the Advanced Life Support Patient Care Standards and associated patient care standards.

The RPPEO recognizes four patient care variance classifications: minor patient care variance, major patient care variance, critical patient care variance and inconsequential non-variance (INV).

Just Culture principles aim to balance the accountability of the system and actions taken by individuals. To assess the intentions and actions of individuals the RPPEO evaluates practitioners using behaviour-based tools. These Just Culture tools help identify at-risk and reckless behaviour as well as identify opportunities for shared learning.

To fulfill the mandate of ensuring patients receive safe and effective care the RPPEO assesses patient care and paramedic clinical competency to the provincial patient care standards.

POLICY: The Medical Director, at their discretion, may deactivate a paramedic if they believe:

- the trust of the Medical Director has been breached; or,
- a patient care variance was deemed to be a reckless act; or,
- the paramedic presents a potential risk to patient safety and is assessed to be not clinically competent.

Minor Patient Care Variance

A minor patient care variance is an omission or commission of care that did not have any direct effect on patient morbidity, however, may have affected patient care in a minor way.

Major Patient Care Variance

A major patient care variance is an omission or commission of care that affects or had the potential to affect patient morbidity, however, the outcome was not or was unlikely to have been life threatening.

Critical Patient Care Variance

A critical patient care variance is an omission or commission of care that affects patient morbidity and the outcome was or had the potential to be life threatening.

Inconsequential Non-Variance (INV)

Internal to the RPPEO, an inconsequential non-variance (INV) determination acknowledges that a variance has occurred; however, on the balance of probability likely did not impact the patient in any way. This category of variance may have issues related to the design of the system.

RELATED POLICIES/LEGISLATION:

- Advanced Life Support Patient Care Standards, *Ontario Ministry of Health and Long-Term Care*
- BLS Patient Care Standards Section
- Regional Base Hospital Performance Agreement, Ministry of Health and Long-Term Care – May 2008
- MOH Documentation Standards and ACR Completion Manual

REVISION RECORD:

| Version # | Revision Date | Summary of Changes |
|-----------|----------------|---|
| 1.0 | September 2016 | Added 'INV' and reference to internal tracking, clarified educational and remediation components. |
| 1.1 | December 2018 | Policy: Removed "Just Culture" paragraph as this was already stated in QPS 100. |
| 1.2 | June 2023 | Added information about the behavioural approach used within Just Culture to the Background section |
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