



MEMORANDUM

TO: All paramedics certified by the RPPEO

FROM: Ben de Mendonca, RPPEO Manager of Quality & Patient Safety

DATE: November 21, 2023

RE: Advisory of New Quality & Safety Correspondence Process

The Regional Paramedic Program for Eastern Ontario (RPPEO) is pleased to announce a new, more secure and efficient correspondence process for discussions of quality & safety and patient outcomes.

Beginning in November, 2023, paramedics will receive an email with a unique, encrypted link each time there is correspondence about quality & safety reviews or new information about patient outcomes.

Using the link in the email, paramedics will login using your base hospital credentials. Once logged in, you will find the latest correspondence from the base hospital for your review and action.

Take Action on Every New Notice You Receive

Each email notice of correspondence will require an action from the receiving paramedic. After logging in to view the correspondence, either the paramedic will acknowledge reading the correspondence by clicking on a check box or you will provide a response to a quality & safety question.

Why is the base hospital changing the correspondence process?

The new Quality & Safety Correspondence method introduces extensive efficiencies to the process.

Correspondence during quality & safety reviews will now be managed within the base hospital's longstanding ACR review management platform, called the Ambulance Call Evaluation tool or "ACE."



ACE automates several important parts of the correspondence process:

- Sending notices such as a new question from the base hospital about care provided
- Monitoring the correspondence timeline to provide fair and adequate opportunities for feedback and response
- Capturing all parts of the correspondence including questions, comments, date stamps, and related documentation in one record linked to the paramedic

Improving Efficiency & Focus

By automating the quality & safety correspondence process, the people involved can spend more time focusing on quality & safety issues rather than managing a process. Base hospital staff, paramedics and paramedic services will continue to examine quality & safety issues together, while the ACE tool manages notifications, timelines and record-keeping. Putting time back into the day for people is the biggest achievement of automating the correspondence process.

Paramedics and paramedic services will find all information related to the quality & safety review available to them via a unique encrypted link shared automatically by the ACE module each time there is new correspondence.

Enhancing Security

The new quality & safety correspondence method also features enhanced security. Patient health information and paramedic information are never shared via email in the new correspondence process, but are housed safely behind the walls of the ACE tool. The ACE system audits and logs all access to patient health information.

Paramedics will continue to be able to consult documentation relevant to the quality & safety of the care provided when receiving this correspondence from the base hospital. Patient outcome information, Ambulance Call Reports, telephone BHP consultations, and other documents are all available right in the ACE Correspondence, once the paramedic logs in to ACE using the link provided in the email notice and their existing base hospital credentials.

Extending Correspondence Timelines

With this new process, RPPEO has also revised the timeline for Quality & Safety Correspondence. Paramedics will now have 14 days to respond or acknowledge new correspondence. This doubles the time for paramedics to review email notices, use the link to login to the new ACE correspondence system, reflect on the correspondence and respond. Quality & safety Correspondence is an essential component of paramedic practice, so RPPEO wants to provide adequate time for it.



On receipt of an email notice, paramedics will have 14 days to act on new correspondence. A paramedic who is on a leave of absence will be provided with a new notice of correspondence on return. Failure to act on correspondence within the timeline can lead to administrative deactivation, so it remains important to respect action deadlines when you receive notice of new correspondence from the base hospital.

The new action timeline for a new notice of correspondence is:

- Notice of correspondence – day 0
- Reminder of pending correspondence – day 14
- Final notice of correspondence – day 21
- Administrative deactivation (if no response) – day 28

Updating Your Contact Information

Note that RPPEO uses paramedics' work-based email address. If you work for more than one paramedic service within the RPPEO jurisdiction, RPPEO sends the email to the service where the care in review happened. Please be sure to notify RPPEO at certification@RPPEO.ca to update your contact information whenever you have changes.

What You Can Do

Watch your email for your first correspondence using the new Quality & Safety Correspondence process.

Familiarize yourself with the new correspondence process by reviewing the "How-to" information included as an appendix with this Memo. Your login details for the new process remain those used for the base hospital.

Information about the new Quality & Safety Correspondence process is available at RPPEO.ca.

For questions or comments about quality & safety reviews or this new correspondence process, contact RPPEO by email at Quality@RPPEO.ca or phone MedicLINE at 1-877-587-7736 option 1.