



## PROGRAM POLICY

<b>NUMBER:</b>	QPS 110
<b>TITLE:</b>	Self-Reporting
<b>CATEGORY:</b>	Quality Management
<b>VERSION:</b>	1.1
<b>AUTHORITY:</b>	Program Director
<b>LAST REVIEWED:</b>	December 2018
<b>LAST REVISED:</b>	February 25, 2019

**PURPOSE:** Self-reporting potential errors or omissions is an expectation of professionalism. The timely, complete, and accurate reporting of adverse events, near misses and patient care concerns is necessary to identify their root cause and to prevent their reoccurrence. By reporting these issues, paramedics contribute to patient safety initiatives on an individual and systems level.

**POLICY:** Paramedics certified by the RPPEO's Medical Director are expected to report all deviations from the Standards, documentation issues, and patient care issues & concerns. This is expected regardless of patient outcome, as soon as the paramedic(s) becomes aware of the issue.

The RPPEO is committed to working with paramedics and service providers to understand incidents and assess for personal and system gaps and work collaboratively to identify areas for improvement to ensure patient care and safety.

**PROCEDURE:**

- If the patient is still in paramedic care, you may patch to the Base Hospital Physician to consult for advice and direction on the care or ongoing care provided.

- Report the event to receiving health care professional / clinician during the handover of care.
- Document care provided, including reasoning for deviating from the Standards, on the Ambulance Call Report (ACR).
- Report the event to RPPEO via online form at: <https://www.rppeo.ca>
- The ACR and supporting documentation will be reviewed, and additional clarification sought if necessary.

**RELATED POLICIES/LEGISLATION:**

The Ottawa Hospital, Policy and Procedure Manual

Draft Guidelines for an Adverse Event Reporting and Learning System, World Health Organization

Building a Safer System: The Canadian Adverse Event Reporting and Learning System, Canadian Patient Safety Institute

Patient Safety in Emergency Medical Services, Advancing and Aligning the Culture of Patient Safety in EMS, Emergency Medical Services Chiefs of Canada

Advanced Life Support Patient Care Standards, Ontario Ministry of Health and Long-Term Care ("Standards") - May 2018 v4.5

RPPEO Quality and Patient Safety Framework

Just Culture Training for Managers, Healthcare Edition, Outcome Engenuity, LLC

BLS PCS – March 2018, v3.1

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**REVISION RECORD:**

Version #	Revision Date	Summary of Changes
1.0	September 2016	Pre-existing 2015 version reviewed as baseline for new versioning system. Removed reference to "non-punitive approach", "malicious" & "not clinically competent". Removed reference to "highest level of care responsible to report". Added concepts of team approach and Patient Safety to wording.
1.1	December 2018	Rewrote purpose

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