

Region of Waterloo Job Description

Title: Quality Assurance Specialist (Paramedic Services)

Job Code: R01726

Department/Division: Public Health and Paramedic Services/Paramedic Services

Union: Management/Management Support

Reports to: Supervisor, Professional Practice and Program Development (Paramedic Services)

Revised: September, 2023

General Purpose:

Works with the Supervisor of Professional Practice and Program Development to develop, maintain, monitor, and coordinate quality assurance activities to support the Division's compliance with regulations, legislation, and standards, and delivery of quality patient care and performance.

Responsibilities include: maintaining patient care documentation standards and practices by auditing call reports, processing requests for information, and supporting the electronic patient reporting software; conducting paramedic in-field observations and training/ onboarding; and coordinating/planning service review activities as part of the Ministry-led recertification process. Uses service performance data to identify trends and collaborates with others to support continuous improvement in service delivery, including paramedic professional practice/ performance.

Duties/Responsibilities:

Works with supervisor to develop, administer, and monitor quality assurance program activities to support the Division's compliance with regulatory and legislative requirements, and standards for effective operational performance and service delivery.

Develops program processes and practices, including frameworks, resources, and quality measures/ indicators. Works with operations and education and training areas to coordinate program activities and requirements and collaborate on areas for integration.

Identifies trends, evaluates program targets, and prepares reports to monitor compliance regarding patient care documentation and audit targets.

Responds to requests for information (RFI) from patients, police, lawyers, and other parties. Compiles and reviews information prior to release, ensuring compliance with procedures and legislation. Consults with other departmental staff and Legal, as required. Assists to prepare evidence for court and inquest activities, and prepares staff who will be providing affidavits/ statements and participating as witnesses in trials and/or investigations.

Completes Ambulance Call Report (ACR) audits, ensuring compliance with standards. Reports areas of non-compliance to supervisor. Monitors related reporting mechanisms and provides reports to supervisor. Provides training to operations supervisors on audit processes and requirements.

Ensures electronic documentation complies with standards and other compliance requirements. Acts as a resource for ITS to ensure appropriate storage of documentation and PHIPA compliance when sharing information internally and externally. Works with ITS for modifications to the electronic patient record system, and support in the transition to new software programs. Provides input to

supervisor for system upgrades/enhancements.

Coordinates activities and preparations related to the Ministry's ambulance service review and accreditation process. Maintains records, including a bank of Ministry questions, and coordinates responses/examples as evidence of paramedic service delivery per legislation, policies, and professional care standards. Prepares and coordinates mock service reviews.

Provides information and guidance to paramedics, supervisors, and senior management on program processes and practices. Creates and provides training to paramedics on patient care documentation practices and attends onboarding check-ins.

Conducts field observations of paramedics, including new hires, in collaboration with training and education staff. Documents, tracks, and evaluates performance, maintains records, and reports to supervisor.

Supports paramedic performance programs, including appreciation and feedback. Collaborates with operations to deliver positive feedback to paramedics (e.g., Kudos, Certificate of Appreciation, Stork Pins).

Integrates performance trends and data (e.g., cardiac monitor data), and collaborates with education and training staff to improve operational performance, paramedic professional development, and patient care outcomes. Works with departmental health information staff to develop and maintain streamlined RFI processes.

Exchanges information and best practices with peers in other municipalities.

Participates on internal and external working groups as required.

Backs up supervisor as required.

Performs related duties as required.

Knowledge, Skills & Abilities:

Knowledge and skills are acquired through a diploma or degree in paramedicine, plus related experience leading service and process/system reviews in a regulated environment.

Knowledge of paramedic services, including Ministry documentation standards, regulatory requirements, and quality assurance practices.

Must be certified as a primary or advanced care paramedic, and maintain certification.

Knowledge and skill in quality improvement, data analysis, and program evaluation principles and practices (including key performance indicators).

Project management skills (principles, procedures, practices).

Knowledge of and ability to comply with policies, procedures, legislation, and standards (e.g., Ambulance Act, PHIPA, MFIPPA, health and safety), and collective agreements.

Ability to keep knowledge current as it relates to patient care documentation and privacy information, regulations, procedures, policies, and practices.

Research, analytical, continuous improvement, and organizational skills to assess programs, policies, and practices for regulatory compliance and quality improvements; monitor program targets and trends; identify gaps in current processes and policies and determine/recommend key issues; and design/implement process improvements.

Human relations and communication skills to explain policies, procedures, standards, and relevant legislation to paramedics, management, and others; provide advice and guidance to management regarding areas of non-compliance and risk management; support new hire training and orientation; and participate as an effective team member.

Ability to write clear, concise reports, develop and revise training/education curriculum and resources, educational bulletins, and draft policies and procedures.

Ability to research developments related to paramedic regulations and practices (e.g., legislative, case studies, clinical, medical, equipment). Ability to read and understand Acts and other legislation, technical journals, periodicals, communications, policies, procedures, and collective agreements.

Computer skills with ability to use software such as Microsoft Office, and electronic patient care record management software.

Must provide an acceptable vulnerable sector police check.

Ability to travel within and outside Waterloo Region.

Ability to support and demonstrate the Region's values.

Working Conditions:

Works in a standard office environment and off-site when conducting field observations and training. Work is subject to interruptions, deadlines, and peaks related to risk mitigation and investigations. Some contacts are challenging.

When participating in ride-outs, exercises precautions to mitigate risks/hazards associated with working around weather conditions, odours, blood and bodily fluids, infectious disease, noise, vehicles, and equipment.

Mental/Sensory/Physical Effort:

Uses a computer approximately 80% of time. Conducts field observations and communicates with others approximately 20% of the time.

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