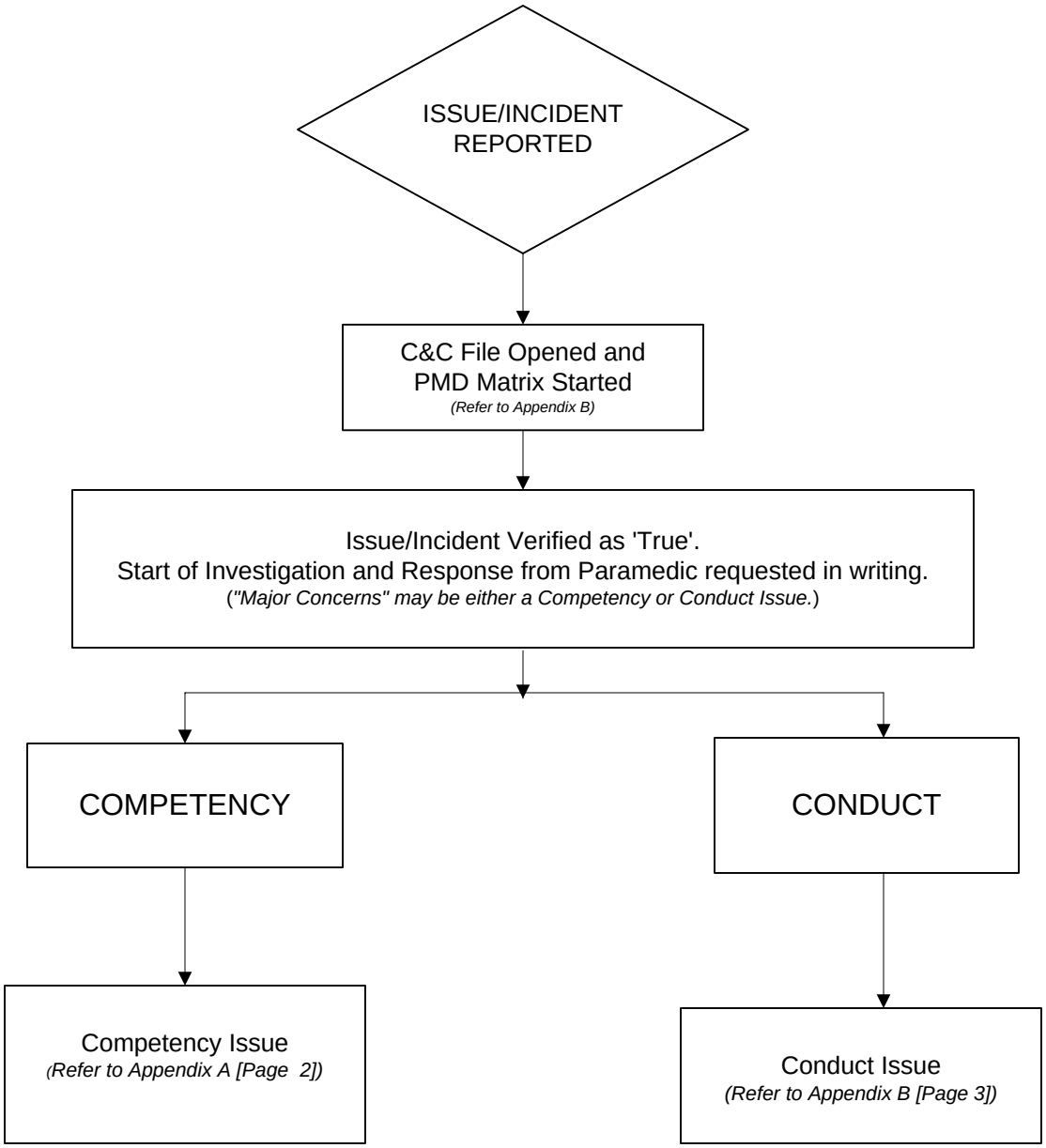
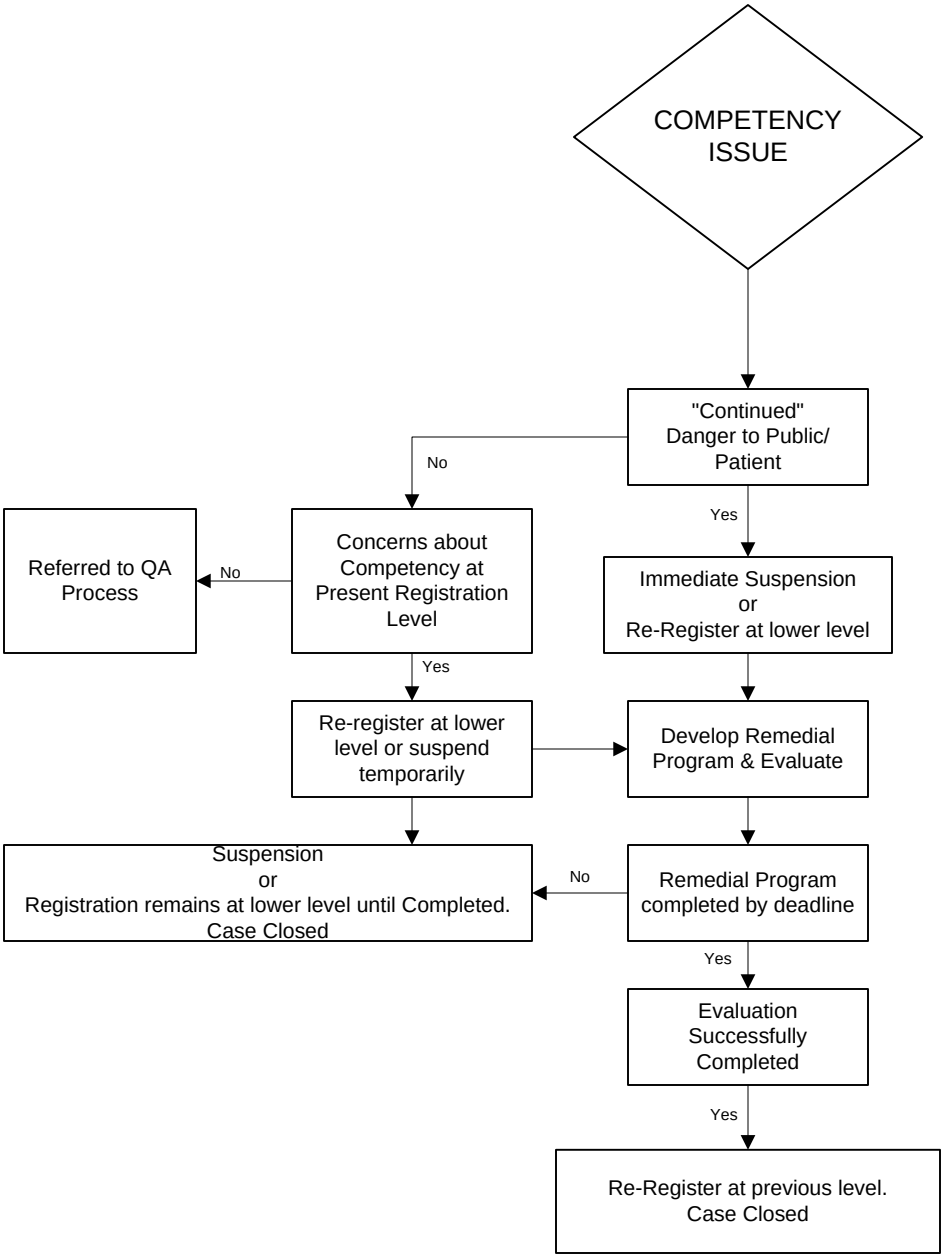
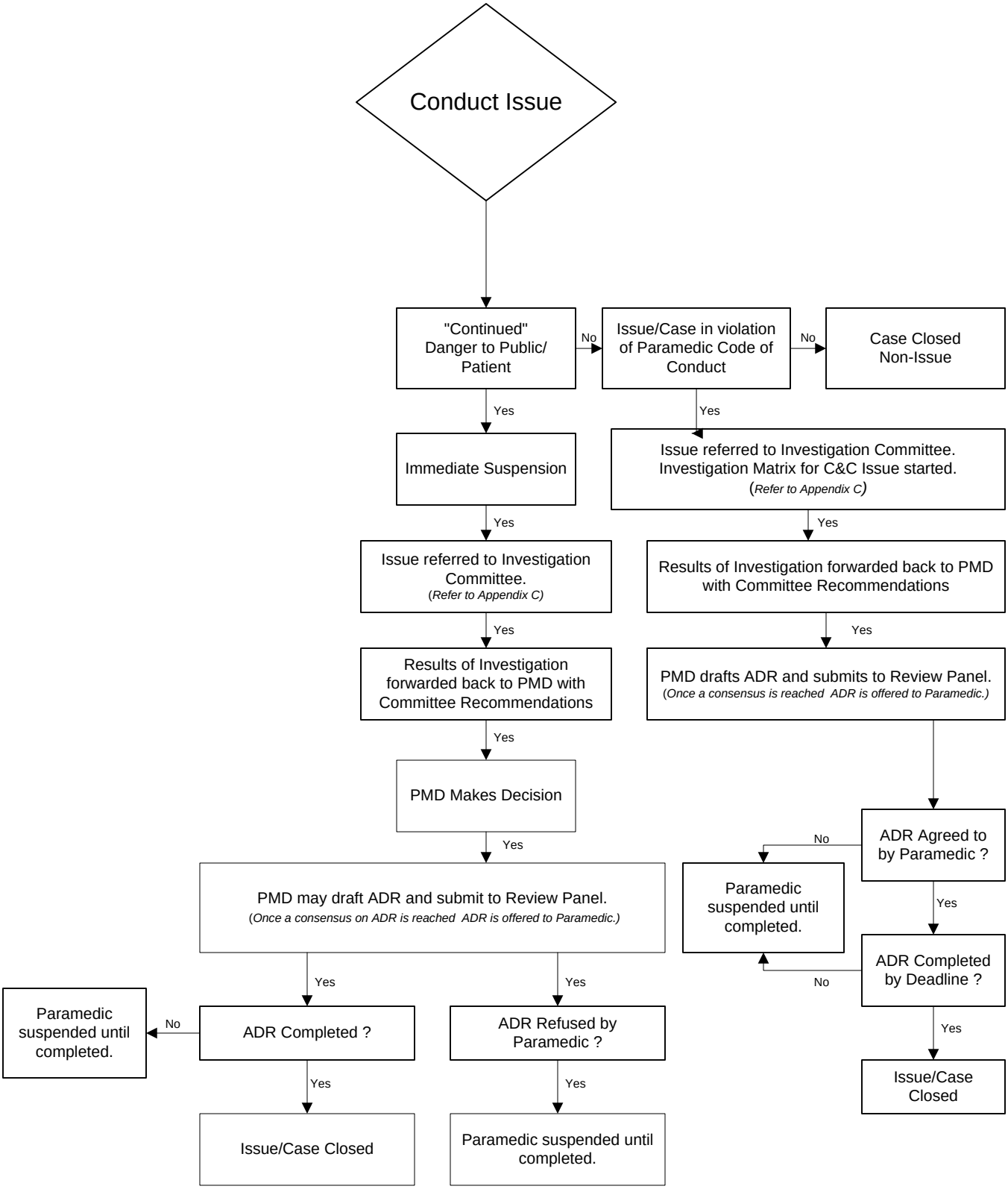

ISSUE/INCIDENT REPORTED
C&C File Opened and PMD Matrix Started
(Refer to Appendix B)
Issue/Incident Verified as 'True'.
Start of Investigation and Response from Paramedic requested in writing.
("Major Concerns" may be either a Competency or Conduct Issue.)
COMPETENCY
CONDUCT
Competency Issue
(Refer to Appendix A [Page 2])
Conduct Issue
(Refer to Appendix B [Page 3])


COMPETENCY ISSUE
"Continued" Danger to Public/ Patient
No
Yes
Referred to QA Process
No
Concerns about Competency at Present Registration Level
Immediate Suspension or Re-Register at lower level
Yes
Re-register at lower level or suspend temporarily
Develop Remedial Program & Evaluate
Suspension or Registration remains at lower level until Completed. Case Closed
No
Remedial Program completed by deadline
Yes
Evaluation Successfully Completed
Yes
Re-Register at previous level. Case Closed


Conduct Issue
"Continued" Danger to Public/ Patient
No
Issue/Case in violation of Paramedic Code of Conduct
No
Case Closed Non-Issue
Yes
Immediate Suspension
Yes
Issue referred to Investigation Committee. Investigation Matrix for C&C Issue started. (Refer to Appendix C)
Yes
Issue referred to Investigation Committee. (Refer to Appendix C)
Yes
Results of Investigation forwarded back to PMD with Committee Recommendations
Yes
Results of Investigation forwarded back to PMD with Committee Recommendations
Yes
PMD drafts ADR and submits to Review Panel. (Once a consensus is reached ADR is offered to Paramedic.)
Yes
PMD Makes Decision
Yes
ADR Agreed to by Paramedic ?
No
Paramedic suspended until completed.
Yes
ADR Completed by Deadline ?
No
Yes
Issue/Case Closed
PMD may draft ADR and submit to Review Panel. (Once a consensus on ADR is reached ADR is offered to Paramedic.)
Yes
ADR Completed ?
No
Paramedic suspended until completed.
Yes
Issue/Case Closed
Yes
ADR Refused by Paramedic ?
Yes
Paramedic suspended until completed.