

Saskatchewan College of Paramedics

The Road Ahead – 2013 to 2015

The Saskatchewan College of Paramedics has undertaken the development of a new strategic plan to guide the work of the Council and the members of the College for the next three years. Our first plan built the foundation for the first three years and now it is time to take stock of our accomplishments and plan for the future.

To develop our plan, we asked the following important questions.

- *What has SCoP accomplished in the last three years?*
- *What do our stakeholders think? Do we have new stakeholders?*
- *What do our members think?*
- *What will 2015 look like?*

To inform our discussions, interviews were conducted with our important stakeholders and we conducted an e-survey of our members. Using this information, our Council held a day-long planning session in early November 2012.

Our accomplishments

We have been very busy over the last three years responding to the strategic objectives developed in our last planning process. The highlights of our efforts follow.

We implemented a new website to ensure timely information is available to members. In addition, we implemented regular newsletters to our members and stakeholders. We meet regularly with our stakeholders to ensure we understand their perspectives and to ensure we are keeping them informed of our plans. We believe our efforts have improved the buy-in and support of our stakeholders and our members.

Our main responsibility is to regulate the profession to protect the public interest. We made great progress in carrying out this responsibility. We implemented an online registration system to ease the process of registration for our small office and our members. We continue to refine and correct issues with the system; but, with each registration season, we see improvements. We streamlined the discipline process, including more screening of initial complaints and providing guidelines for when to make a complaint. We are participating in the national

examination for paramedics. We continue our efforts in Continuing Medical Education and have increased our involvement in the development of protocols through the Provincial Emergency Services Practice Committee. And we have begun auditing of continuing medical education requirements of the membership.

The College remains on sound financial footing. We continue to invest in our reserve funds as required by Council policy.

We believe the efforts of Council, its volunteer committees and our membership has allowed the College to build the foundation for oversight of our profession. Now we must think about what is next for the College.

What do our stakeholders think? Do we have new stakeholders?

To assist us with planning, representatives of our stakeholders were interviewed, including the Ministry of Health, Saskatchewan College of Physicians and Surgeons, SIAST, SEMSA, STARS, Health Regions, Saskatchewan Association of Fire Chiefs, employers, members of Council, and members of our staff.

Stakeholders told us they have seen significant growth in the College. Relationships with stakeholders improved and many say the co-operation and collaboration with the College is excellent. However, they caution that stakeholder relationships need constant nurturing and management. Most importantly, stakeholders now have enough confidence for the College to manage self-regulation. Communication with stakeholders and members has improved, but some noted that members need to take more ownership of reading materials coming from the College. The College's interaction with Fire was seen as improving, but the role and fit of the College with Fire and Emergency Medical Responders was identified for more attention.

Governance practices by the Council were viewed positively but with the caution that the Council needs to ensure a strong relationship with its membership as the recruiting ground for new Council members. The workload of being on Council or a committee was referenced as a worry, as was staff workload and turnover

Continued from page 1

What do our stakeholders think? Do we have new stakeholders?

over the past couple of years. When asked about new trends in paramedicine, almost all stakeholders identified community paramedicine. Collaborative health care teams, primary health care and mobile health care teams were identified as the way of the future, all having implications for a paramedic's scope of practice.

Short-term priorities (six months to a year) were identified as improving the functioning of the registration system; clarification of protocols and protocol processes; implementation of the primary care paramedics scope plan; ownership of scope of practice; alignment of College goals with budget; and defining

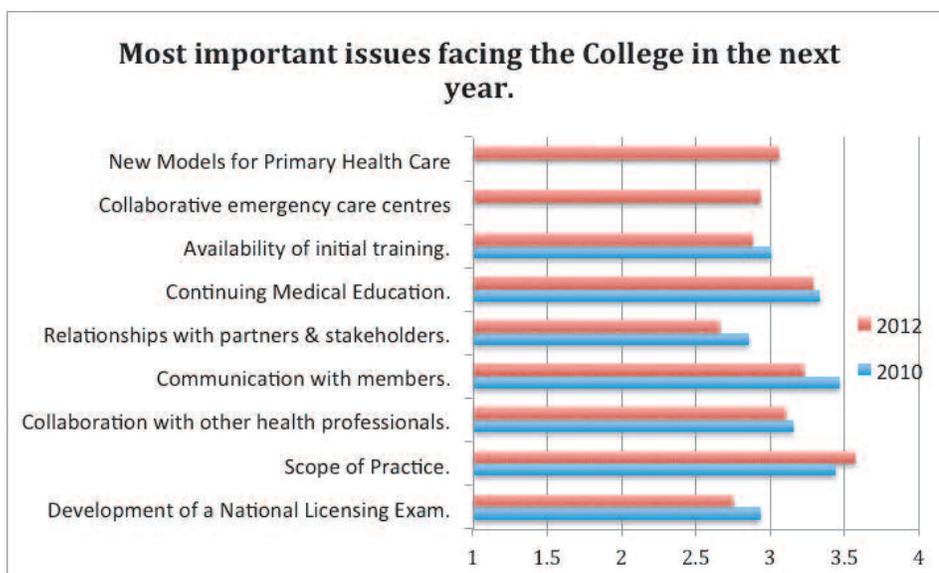
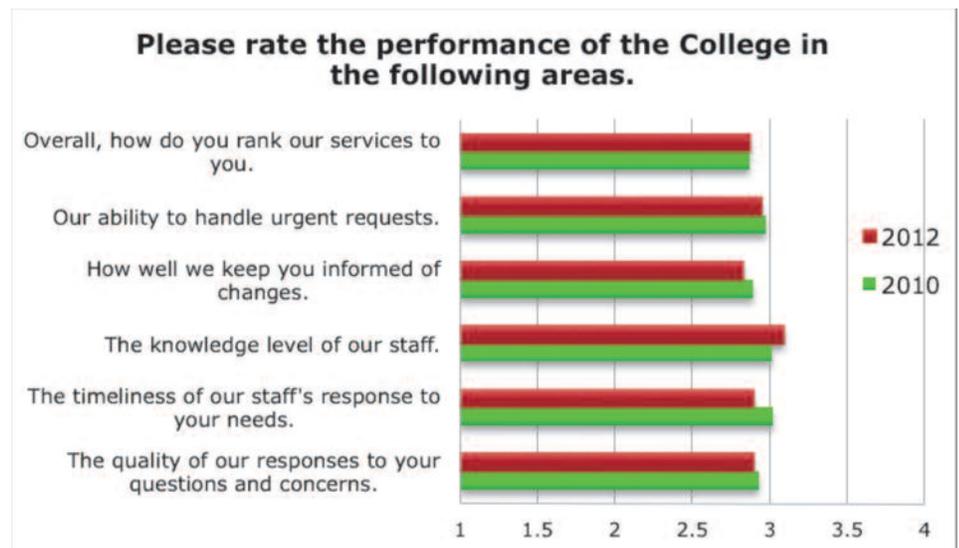
and implementing community paramedicine. Mid-term priorities (two to five years out) were identified as preparing for and assuming scope of practice; developing a new continuing medication education model that is competency-based; and defining community paramedicine and implications for scope of practice. Sustainability of SCoP was identified as a long-term goal (more than five years).

As a result of our planning session, we added new stakeholders, including Air Ambulance Services, the SRNA, SALPN, the Red Cross, St. John Ambulance and industrial employers.

What do our members think?

As we did in the development of our first strategic plan in 2010, we conducted an e-survey of our membership giving us an important opportunity to compare the views of our membership. Generally, the views of our members had not changed significantly between the 2010 survey and the current survey.

We asked members to rate our performance. We are pleased that our members continue to rate our services well.



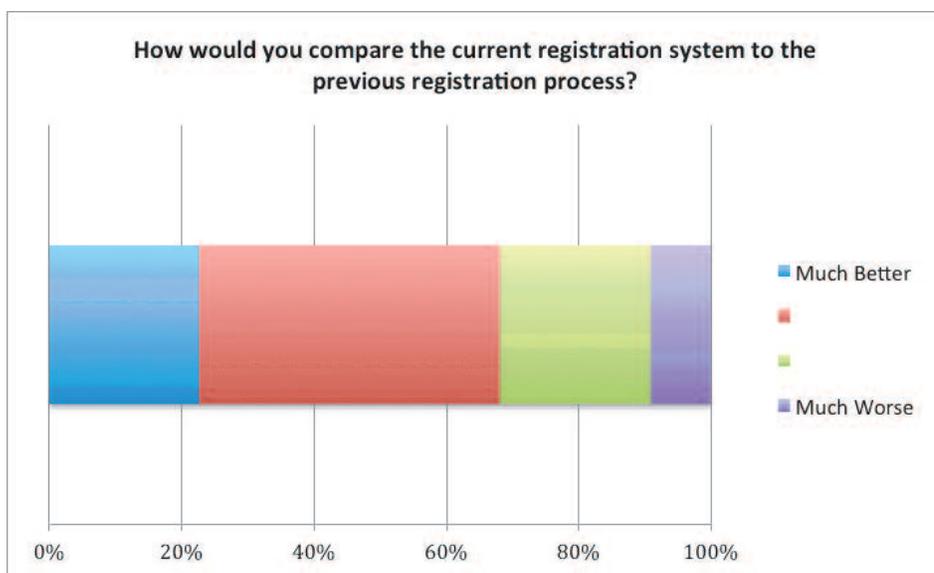
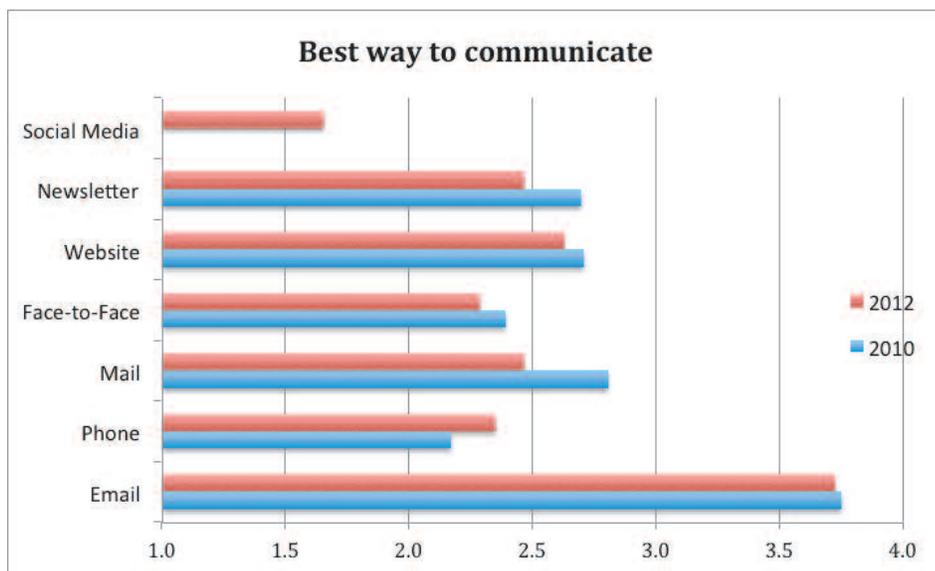
Our members said that scope of practice, continuing medical education and communication with members were their top three issues for SCoP.

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What do our members think?

E-mail continues to be the most effective way to communicate with our members.

Many of our members visit our website monthly and members are typically looking for information on our protocols, with information on registration following a close second. Well over 90 percent of our members indicated that they could find the information they need on the website, although 71 per cent found it difficult to locate.



About 70 per cent of our members found the online registration system better than the previous system.

The Council is committed to hearing from our membership on a regular basis and so will be continuing to survey our members and monitoring the results.

What will 2015 look like?

As we considered the views of our members and our stakeholders, and as we considered the next three years, we believe 2015 will look like:

- There will be a new face to paramedicine – the presence of a paramedic will no longer equal an emergency.
- SCoP will be a full regulatory body and will own scope of practice.
- SCoP will have full rapport and confidence of its stakeholders, particularly the Ministry of Health.
- All levels of paramedics will be practicing at their full scope of practice.
- Our members will be characterized by their maturity, professionalism, skills and knowledge, trustworthiness and integrity, and they will fully understand and support SCoP's role and responsibilities.
- SCoP will be a sustainable organization, with regard to its finances, its space and its technology and document management.
- SCoP's priorities and actions will match our available resources.

Saskatchewan College of Paramedics Strategic Plan for 2013 to 2015

Vision		Mission
Collectively building a profession that is appropriately utilized by those we serve, using the trust, respect, and knowledge that we possess.		To serve and protect the public through registering, licensing, educating, and disciplining members of the College, providing a continuum of regulatory oversight, and exercising our powers and discharging our responsibilities in the public interest.
Stakeholder Goals	Stakeholder Measures	Stakeholder Objectives
<p>SCoP has a collaborative working relationship with key stakeholders</p> <p>Stakeholders are confident in the evolving role of the paramedic profession</p>	<p>Surveys/interviews</p> <p>Face-to-face meetings</p> <p>Monitoring complaints and trends</p>	<p>Year One</p> <p>Establish communications with newly identified stakeholders, e.g., SRNA, SALPN, Air Ambulance</p> <p>Ongoing</p> <p>Continue communication and collaboration with existing stakeholders</p> <p>Engage stakeholders on key decisions</p>
Regulatory Goals	Regulatory Measures	Regulatory Objectives
<p>Practitioners have or are functioning at the full scope of practice</p> <ul style="list-style-type: none"> • SCoP owns scope of practice • Licensing processes are efficient and effective 	<p>Saskatchewan protocols align with or exceed NOCP</p> <p>Legislation (s.23) is amended</p> <p>Compliance with electronic registry</p> <p>Member satisfaction with CME model</p> <p>Reduction in reliance on coordinators</p>	<p>Year One</p> <p>Increase scope through PESPC and CPSS</p> <p>Establish and approve core competencies required to meet full scope of practice</p> <p>Communicate changes to stakeholders</p> <p>Identify, in collaboration with the MOH, the requirements to own scope of practice</p> <p>Engage stakeholders to determine concerns and support for ownership of scope</p> <p>Develop plan and timelines</p> <p>Year Two</p> <p>Begin the process of meeting the requirements for scope ownership as determined by MOH</p> <p>Apply efficiency principles to licensing process</p> <p>Utilize existing technologies to maximum potential</p> <p>Year Three</p> <p>Explore and develop a CME model using efficiency principles</p> <p>Transition from coordinators to members for verifications</p> <p>Utilize audits to move Quality Assurance from front end processes to back end processes</p>
Internal Goals	Internal Measures	Internal Objectives
<p>SCoP is financially sustainable</p> <p>SCoP is appropriately resourced with staff and members</p> <p>SCoP is innovative</p>	<p>Audited financial statements</p> <p>Positive projected budgets</p> <p>Sufficient and effective office space and staff</p> <p>Balanced representation on committees and Council</p> <p>Able to meet goals with available resources</p>	<p>Years One to Three</p> <p>Annual contributions to reserves</p> <p>Align financial targets to priorities and goals</p> <p>Encourage diversity of representation on committees and Council to maintain effectiveness by promoting these roles to members and students</p> <p>Continued and increased use of technology for registry system and committee/Council meetings</p> <p>Year Two</p> <p>Ensure additional office space at end of lease</p> <p>Find efficiency model to assess use for College</p> <p>Year Three</p> <p>Hire an additional professional staff for Communications</p>