

SASKATCHEWAN COLLEGE OF PARAMEDICS

COMPLAINT RESOLUTION AGREEMENT

BETWEEN:

**Madison Murrell, EMR, Registry No. 46743 (the Member)**

AND:

**THE PROFESSIONAL CONDUCT COMMITTEE (The PCC) OF THE SASKATCHEWAN COLLEGE OF PARAMEDICS (The College)**

**Whereas** The Saskatchewan College of Paramedics received a self-reported complaint on March 4th, 2025, reporting that the Member had attended as the primary care provider to a patient during an interfacility transfer from St. Paul's Hospital to Unity Hospital on February 14<sup>th</sup>, 2025. The Member acknowledged that at this time they held a restricted Emergency Medical Responder (EMR) license. The Professional Conduct Committee (PCC) reviewed this matter during the May 28th, 2025 committee meeting and determined that an investigation into these events be initiated.

**Whereas** the complaint was referred to the PCC for review and investigation in accordance with subsection 27(1) of *The Paramedics Act*; and

**Whereas** as a result of its investigation, the PCC is of the opinion that the Member would most likely be found guilty of Professional Misconduct, as defined in *section 25 of The Paramedics Act, the Code of Professional Conduct and the Standards of Practice*. on the grounds that the Member provided care outside the restricted EMR scope of practice by not maintaining direct supervision with an unrestricted and experienced member during direct patient care. The PCC was also made aware through the investigation that the member did not initiate the requirement to self-report the before mentioned incident to the employer, provided a false timeline of events to the employer and to the College, and did not respond to further inquiries as requested by the College.

Professional Misconduct is conduct that is harmful to the best interests of the public; and/or the members; and/or the standing of the profession. Any conduct that is harmful to the best interests of the public, and/or the members; and/or that tends to harm the standing of the profession is Professional Misconduct.

Professional Incompetence is conduct that includes a display of a lack of knowledge, skill or judgment to an extent that demonstrates the member may be unfit to continue in the practice of the profession; and provide services that are ordinarily delivered as part of the practice of the profession and/or a disregard for the welfare of a member of the public to the extent that a member may be unfit to continue in the practice of the profession or provide services delivered as a part of the practice of the profession.

Section 10 of the College's Regulatory Bylaws requires that every Member must comply with the Code of Professional Conduct and Standards of Practice. A breach of the Code is therefore a breach of the bylaws, and a breach of the bylaws is Professional Misconduct as defined in section 25 of *The Paramedics Act*; and

**Whereas** the PCC is of the opinion that no further action with respect to the matter under investigation is warranted because the Member and the PCC have entered into a Complaint Resolution Agreement with specified terms and undertakings, and the Member has agreed to these measures to address the conduct that led to the complaint in this matter.

**NOW, THEREFORE**, the PCC and the Member agree as follows:

## **1. Terms and Undertakings**

- 1.1. The Order remains in effect for a period of 12 months or until the Member has completed the undertakings set out in paragraph 1.3. have been satisfactorily complete. This shall be no more than one year from the date the PCC signed the Agreement.
- 1.2. The Member acknowledges and understands the seriousness of following their responsibilities and obligations as contained in the Code of Professional Conduct and Standards of Practice and understands that as a paramedic, they are required to behave in a manner that is beyond reproach and to conduct and present in such a manner so as to encourage and merit the respect of the public for members of the profession.
- 1.3. The Member undertakes to:
  - (a) Review the College's Professional Code of Conduct and Standards of Practice within 1 month of signing this agreement; and
  - (b) At the Member's expense, complete IPHE 201 - Professionalism and Ethics for Healthcare Professionals, found at <https://www.nait.ca/nait/continuing-education/courses/iphe201-professionalism-and-ethics-for-healthcare>, within 4 months of signing this Agreement; and
  - (c) Within two months of completing the terms described in 1.3 (a) and (b) submit to the chair of the PCC an essay of no less than 2,000 words and with no fewer than three references describing the importance of self-regulation by a professional and active participation as a licensed member of the Saskatchewan College of Paramedics in the context of maintaining prompt and accurate communications. The essay must be written in a reflective format with responses addressing the following three questions:
    1. *From your perspective, what were the perceived errors or circumstances that resulted in this complaint and subsequent CRA.*
    2. *Tell us what you have learnt as a result of this complaint and subsequent CRA.*
    3. *How has what you have learnt during this process impacted your professional practice to date, and how will this impact your practice moving forward.*

## **2. Disclosure and Notification**

- 2.1 Disclosure of this agreement shall be in accordance with *The Paramedics Act* and the College's policies that may exist from time to time.
- 2.2. The existence of this Agreement between the College and the Member shall be recorded on the register of the College until the term of the Agreement expires.

- 2.3. The PCC and the Executive Director of the College shall receive and keep a signed copy of the Agreement for their records.
- 2.4. The Member's employer will be provided with a copy of the Agreement.
- 2.5. Any Canadian paramedic regulator may be notified of the Agreement.
- 2.6. This Agreement will be posted on the College's website.

### 3. Consequences of Breach of Undertaking

- 3.1. The Member acknowledges and understands that, if the PCC has reason to believe the Member has breached an undertaking contained in this Agreement, the PCC will investigate the matter as a new complaint in accordance with *The Paramedics Act*.

### 4. Conclusion of Undertaking

- 4.1. If the PCC is satisfied that the Member has substantially complied with the terms and undertakings in this Agreement, the PCC will consider the undertakings to be concluded and shall inform the Member in writing that:
  - 4.1.1. The Member's compliance with the terms and undertakings have been satisfactory; and
  - 4.1.2. The notation on the register regarding this Agreement has been removed.

This Agreement was signed by the Member on the \_\_\_\_ day of February 2, 2025.

Madison Murrell  
Madison Murrell  
Registry Number 46743

Leah durose  
Witness

This agreement was signed on behalf of the PCC on the 2 of February, 2025.

Leah durose  
Ron Colin  
Chair, Professional Conduct Committee  
Saskatchewan College of Paramedics

Leah durose  
Witness