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- DAY IN THE LIFE
- PERKS POINTS
- WELCOME!
- AWARDS



COO UPDATE

HELLO EVERYONE!

As I write this, we are deep in the throes of a Peace River winter—my hope is that it is substantially warmer by the time this is published!

Your management team is currently collaborating on several items, including cost-saving measures and APL priorities. You will likely have seen the email regarding one of the measures that will affect the annual increases that many of you receive, along with several other initiatives that have been implemented. There are others we are working on, as well.

We've identified the exploration of new revenue opportunities as a major priority for APL in the upcoming year. We welcome your ideas and suggestions, which can be made using the Employee Suggestion Program on DATS. Remember, your suggestions for revenue generation, cost-saving, or service improvements are implemented, this can result in APL Perks Points for you! See the new Employee Suggestion Program Policy for more details.

In addition to new ventures, we continue to work with our existing clients to expand or extend our current relationships. We recently signed an extension to the AHS contract for provision of Ground Ambulance services. This takes our work in Cadotte Lake until at least September 30, 2026.

Though it hasn't been confirmed in writing, Indigenous Services Canada has expressed intent to extend the current contract past March 31, 2025 until June 2025. We hope to see a Request for Proposal (RFP) for this work soon and work will begin on the response to that tender.

It is hard to believe that we are already approaching the end of the contract duration for our flagship program, Alberta Provincial Air Ambulance. The current contract ends in September 2027. We do not have any indication yet of whether that RFP will be released that year or whether extensions will be offered. As this is such an important program for APL, all hands will be on deck to prepare the response. Also, we have the full support and resources of our parent company, Exchange Income



Corporation, behind us in the pursuit of retaining and growing this work.

Thank you to everyone for your contributions and dedication to APL. Whether you are working on the front-line or in an office, each of you is integral to the successful operation of this company and most importantly, to the patients and families that we serve. I hope that 2025 is a wonderful year for you all!

SHEILA VEIDT, COO

Celebrating Years of Service

**PLEASE
CONGRATULATE
THE FOLLOWING
EMPLOYEES ON
THEIR YEARS OF
SERVICE WITH APL**

5 YEARS OF SERVICE:

- VALERIE EBERTZ
- STEPHANIE LYON
- PETER DRY
- DAKOTA McCALLUM
- NATHAN OLSON
- SUKHI PRITAM

- FREYA LASCHUCK
- ARANZAZU SANCHEZ-TOLEDO
- JESSIE ROY
- CAMERON WEBBER
- NATHANAEL ALAIMO
- DENNY MELANSON

- CANDICE PALUCK
- DEREK ROSENDAL
- ASHLEY GRAMSON
- COURTNEY KRZYSZTAN

**15 YEARS OF SERVICE:
SAMANTHA MAZURIK**

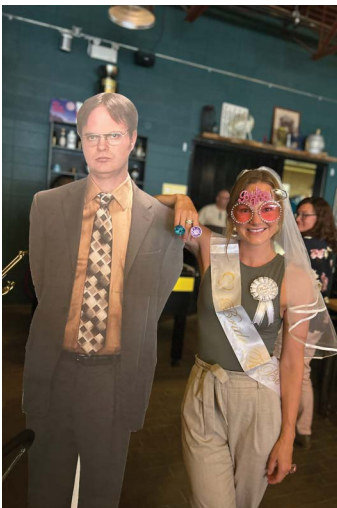
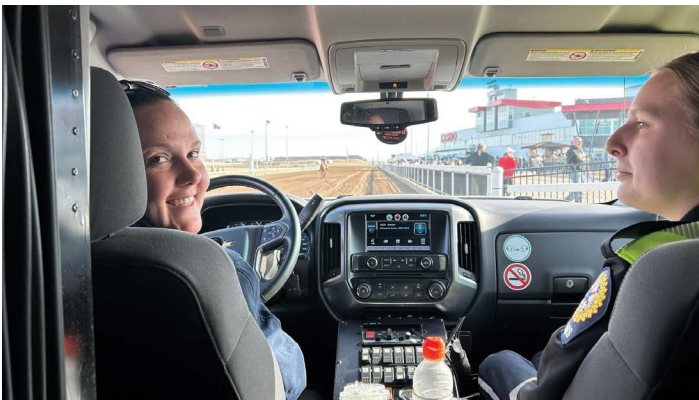
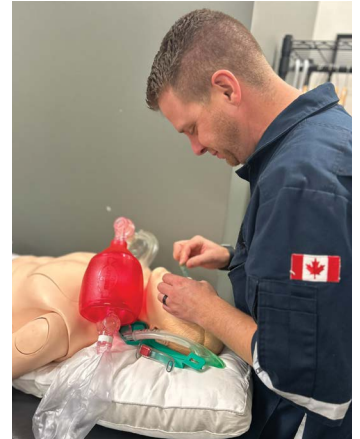
**25 YEARS OF SERVICE:
STEPHEN WOODBURN**

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Snapshots



SHARE YOUR APL STORIES ON SOCIAL MEDIA.

#APLSAVESLIVES

#WHOSAPL

LITTLE RED DIVISION ADVENTURES





The Health Benefits mini presentations were a great success. Many staff members participated in our quarterly information sessions to learn more about the health benefits offered through APL and how to make the most of them. Our recent session on the Employee Assistance Program (EAP) provided an abundance of information that exceeded our expectations for this complimentary service.

The EAP covers a wide range of topics, including budgeting, finances, mental health, grief, weight loss, anxiety—both in and out of the workplace—work-life balance, divorce, separation,

parenting, and much more. This program is designed to be beneficial for everyone and serves as an excellent resource to help you begin your mental health journey or to support you after a critical incident. The EAP is available 24/7 through live chat or phone calls.

If you need assistance setting up your account (aside from the main login), require the contact number, or need support to clarify any of the topics covered, please do not hesitate to reach out to Human Resources.



Perks Program

All employees, excluding the management team, are eligible to participate in the APL Perks Points Program. This program is through the DATS platform, where employees can track their points and progress and search the catalogue for eligible prizes.

- Login to DATS
- On the left-hand side slide down and click: Incentives and Rewards
- Click: Rewards Catalog

Supervisors and Management are responsible for submitting forms for perks points that are not updated automatically. Managers and Supervisor can find the form on the left-hand side under Add a Report > Click Submit Form > Click APL Perks Points Entry Form

The point system and catalogue spending requests are updated/reviewed monthly.

Points can be carried over to the following year and will be held for employees on approved leave. Employees must use their points prior to leaving the company, as they will be terminated with the employee.

HOW TO GET PERKS POINTS:

- **Taking on a student** – 80 points per day (Training & Development Coordinator fills out and submits the form.)
- **Attending a committee meeting** – 60 points per meeting per month (perks points team manually enters points based on submitted meeting minutes)
- **Reading committee meeting minutes** – 20 points (automatically updated when you read and acknowledge meeting minutes on DATS.)
- **Volunteering hours for a committee** – 60 points per hour, max five (5) hours per month (the committee chair fills out and submits the form.)
- **Kudos from peers/patients/allied agencies** – 120 points (Supervisor/Management fills out and submits the form.)
- **Reviewing emergency response drills** – 32 points (automatically updated when you read and acknowledge meeting minutes on DATS.)
- **Going above and beyond** – up to 1000 points per person per year (Supervisor/Management fills out and submits the form.)

For additional information on the Perks Points Program or to submit an idea to add to the catalogue, email aplperks@advancedparamedic.com.



STUCK IN THE MUCK

Megan and Brittany navigated the winding back roads in the ambulance, the rain-slicked mud clinging to the tires as they drove toward their next call.



The MDT screen, their lifeline for directions, had frustratingly decided to reset mid-route, leaving them guessing at the next turn. They pulled over and flagged down a construction worker standing by the roadside.

"Which way to the detour?" Megan asked.

"Just go straight," the flag person said confidently, waving them on.

Trusting his directions, they continued forward. But the further they went, the thicker the mud became. The tires spun and slipped until, with a lurch, the ambulance came to a dead stop, buried up to the axles in the muck.

It wasn't long before a group of construction workers noticed the stranded vehicle and came over to help. One of them shook his head, his boots sinking into the mud as he approached.

"Why'd you go straight? The detour's to the left, he said, pointing back toward the intersection.

Megan and Brittany exchanged a look, irritation creeping in. "We were told to go straight."

The workers didn't waste time, hitching the ambulance to a heavy-duty truck and towing it free. Covered in mud but back on track, the crew sped off to the call, determined to make up for lost time.

When they arrived, Brittany paused at the sight of their patient waiting on the porch. She nudged Megan with her elbow.

"Isn't that-"

"The guy from the mud," Megan finished, recognizing the familiar figure.

The man gave them a sheepish wave and a half-smile. "Yeah, I saw y'all stuck and figured I'd just walk home. Thought you might need a minute."

**WRITTEN AND EDITED BY
MEGAN MCGAFFIN AND CHATGPT**

Welcome!

Bethany Bateman to the new role of Quality Improvement Coordinator. We are excited to have Bethany join the admin team in a Part Time role focusing on quality improvement programs, education, standards, and auditing.

Garry Lovas to the new role of Generalist. We are excited to have Garry continue to deliver his excellent NEMT driver service and also provide light vehicle and building maintenance in Peace River.

APL ASK THE CEO ANYTHING

Stephen Woodburn, CEO of APL, has been instrumental in establishing the company as a trusted leader in emergency medical services. Over the past 24 years, he has led a team of dedicated professionals with a hands-on approach, commitment to excellence, and a strong focus on delivering high-quality care for both patients and employees.

Knowing what he knows now in both life and business, Woodburn feels as though his younger self could use some advice, patience, and persistence. With over two decades of experience under his belt, he has come to realize that not every goal can be achieved quickly, and real progress takes time.

“In business, I would tell my younger self to never underestimate the importance of building strong and trusting relationships,” said Woodburn. “The people you surround yourself with are your greatest assets and nurturing those relationships will pay dividends in ways you can’t always foresee.”

Looking back on his career, Woodburn recognizes the value of taking risks, trusting his instincts, and gathering as much information as possible before making a decision and “going for it.”

“Understanding that success is never guaranteed, and that failure can be both a valuable lesson and sometimes even necessary in business, is essential,” said Woodburn. “In business, the world moves fast and if you’re too afraid of change or failure, you may get left behind.”

Learning to be vulnerable with those closest to him, Woodburn now understands that vulnerability is not a weakness, but rather a way to deepen trust and bring people closer together.

“I like to say that life is not all about goals and work. It’s about the quality of the relationships you build along the way,” said Woodburn.

“In the end, it’s the relationships you make with others that will have the greatest impact on your happiness and fulfillment in life.”

When asked what he considers to be his greatest achievement besides his family and APL, Woodburn explained that his personal contribution to the broader EMS industry was significant to him, as well as his ability to mentor others.

“I feel my contributions to the overall health and wellness of people, particularly in the more underserved and remote areas, has been really meaningful,” said Woodburn.

“I also hope that my mentorship to the younger generations of professionals and leaders in our industry has made a positive impact to their future and our profession.”

As he looks to the future, Woodburn aims to stabilize and set the stage for future long-term growth over the next 12 months. Prioritizing operational efficiency, employee engagement and safety, and strategic growth planning, his goals are to ensure that APL is running smoothly, that his team’s well being is prioritized, and that they can focus on the Strategic Priority Plan for 2025.

Woodburn also explained that he would like to see the future of APL to include strategic partnerships and/or acquisitions that will allow him to create new opportunities for both APL and its employees.

“Given all the changes and transitions APL has experienced over the last couple of years, and the challenges we have experienced with our clinical project, stretching our core operations is important right now,” said Woodburn. “The goal is not just ‘growth’ for the sake of ‘growth’, but meaningful expansion that allows us to better serve our clients and communities.”

When asked about the recent acquisition of APL by Exchange Income Corporation (EIC), Woodburn explained that he believes it aligns with APL’s goals, which are focused on expansion and manageable growth.

Private Equity groups typically seek to increase the value of the companies they invest in and in APL’s case, they see growth opportunities in the industry, which supports their vision.

“EIC would like to help APL scale with capital investment, operational improvements, or entering into new business contracts and opportunities,” said Woodburn. “EIC plans to build on the strong foundation we have and to take us to the next level in terms of service capability and market presence.”

As a successful leader and entrepreneur, Woodburn has some solid advice when it comes to creating and maintaining successful relationships with others and allied agencies.

He feels that building meaningful relationships is the foundation of a good business and that it is based on three key principles.

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“Open and transparent communication is the foundation to any successful relationship, building trust and mutual respect is essential for any partnership to survive and fosters a more productive working relationship, and lastly, collaboration with our allied agencies should be driven by shared values and objectives,” said Woodburn. “Successful relationships grow when we work together towards common goals.”

Not one to turn down fun in the office, Woodburn is often pranked or “scared” by the staff, which has happened more times than he can remember.

“In order to figure out how many times I have been scared or pranked, you would have to use this formula: Samantha(years of service) x number of pranks/annum = answer,” said Woodburn.

And finally, one of the most burning questions he received was, ‘Why does grape flavour anything taste like purple and not grape?’ to which he responded with a well thought out and articulate answer.

“The answer is this...it all comes down to the artificial flavouring used in most grape- flavoured products. The flavour chemists likely created something that stuck,” said Woodburn. “Now, when we taste that familiar artificial grape, we are really tasting ‘purple’. It’s probably a good reminder that some things in life just have a quirky, unexplainable charm, just like grape flavouring!”

WRITTEN BY DANI WEARDEN

ACCREDITATION

Did you know APL received Accreditation with Commendation during the Qmentum survey in June 2023?

We are already starting to prepare for the next survey in June 2027. Key items we are focusing on currently are:

- PCR Audits
- Hand Hygiene
- Quality Improvement

There will also be a survey coming out to all staff in the upcoming months. This survey gives us a baseline of where we are at and what areas we need to improve.

We must have 80% participation in order for it to be successful. Please note we do

not choose the questions for the survey, Accreditation Canada pre sets the questions.

What does it mean to be Accredited?

It means our organization meets national and global standards. It means we meet the quality and safety standards that help save and improve lives. It means we are continuously improving by engaging in ongoing assessments.

Why did we go through this process?

Being accredited opens doors to growth opportunities. More and more clients expect a company to be accredited to prove they are meeting the expected national and global standards. AHS is one of the clients who requires contractors to be accredited.

2024 EMPLOYEE ENGAGEMENT RESULTS SUMMARY

Thank you to those who participated in the annual Employee Engagement Survey! We value your feedback and analyze results each year carefully so that we can continue to strive for excellence.

Below is a summary of key takeaways from the **2024 Employee Engagement Survey**:

1. Training - SIM days
2. Burnout
3. Growth Opportunity

We plan to have a mid-year pulse survey to dive into these items further and identify opportunities for improvement. We look forward to working towards improving these areas in the upcoming year.

CULTURE COMMITTEE

**Next Meeting
March 20th @ 15:00**

This year we will be meeting quarterly March/June/Sept/December

- Review Christmas Party and Xmas gifts
- Review Perks Points
- Review Health Challenge
- EMS Month
- Book Club

Submit items for the agenda to pam.c@advancedparamedic.com.

FROM GROUND TO AIR: A FIRSTHAND LOOK AT PARAMEDICINE WITH APL

For Courtney Krzysztan, Human Resources Manager at Advanced Paramedics Ltd. (APL), understanding the daily challenges and triumphs of the paramedics she supports is an essential part of her role.

To deepen her knowledge and build stronger connections with the staff, she embarked on a ride-along experience—both on the ground and in the air—to gain firsthand insight into their world.

"I was hoping to gain the full experience of a day in the life of a paramedic working for APL," said Krzysztan. "Getting to know our staff members on a deeper level helps me further develop my skills and knowledge around operations and our people. This enables me to provide insightful advice, empathy, and compassion when communicating with staff and making decisions."

Her time on the ground in Cadotte Lake offered a unique perspective on the work of Primary Care Paramedics (PCPs) in the community. She saw firsthand both the difficulties and the advantages of the profession.

"My overall impression of the paramedic's role after the ride-along was that it takes a dedicated, compassionate, and resilient individual to do this kind of work," said Krzysztan. "A paramedic's role is complex, with many challenges and rewards that go along with it."

Some of the most memorable moments came during downtime, seeing the paramedics in their element, and watching them interact with each other, as well as with the dogs at the crew house.

"The banter among the crew was refreshing," said Krzysztan. "It was great to be part of some lighthearted conversations and hear stories about their work, sprinkled with a little dark humor. It was also interesting to see the relationships they build—not just with human community members, but with furry ones as well."

Her experience in the air provided further insight into the teamwork and the precision required in paramedicine.

"It was interesting to see the paramedics working together when transporting more than one patient at a time. As a team, they come up with a plan prior to meeting the patient to determine which patient they will focus on, placement, and any other important details about the situation," said Krzysztan. "They worked quickly



and efficiently to provide their patients with the best possible care."

Witnessing these professionals in action left a lasting impression on Krzysztan, and she was in awe of how they approach their jobs.

"Seeing their intelligence, care, and dedication firsthand gave me a new appreciation for emergency services," said Krzysztan. "They take pride in their work and demonstrate an incredible level of skill and compassion."

For those who want to gain a deeper understanding of what it means to be a paramedic, Krzysztan has one key piece of advice:

"Go on that ride-along! Don't be afraid to ask questions and get curious about the industry."

Her experience reaffirmed the crucial role paramedics play in the communities they serve. With their resilience, teamwork, and dedication, these professionals make a profound impact every day.

Through her immersive experience on the ground and in the air, Krzysztan gained not only more knowledge but also a deep respect for the individuals who make emergency medical services possible.

WRITTEN BY DANI WEARDEN

A GLIMPSE BEHIND THE SCENES: RIDING ALONG WITH APL

In the fast-paced world of emergency medical services, every call is different, and every moment counts. For Brie Bizuns, a Projects Systems Coordinator at APL, a ride-along with a paramedic team offered a chance to see these high-stakes dynamics firsthand.

“I wanted to observe patient interactions, bedside manner styles, and interfacility communications from a nurse’s perspective,” said Bizuns.

As someone familiar with the dispatching system, she had a good idea of what to expect. Still, witnessing the day-to-day operations added depth to her understanding.

“The medic and nurse essentially play the same role in this field,” said Bizuns. “One person oversees the big picture, instructing their partner, who acts as their hands. It’s a team effort from start to finish.”

The dispatch and response process were as expected for Bizuns because she has worked with the staff for a long time and has been involved in many discussions surrounding the dispatching system, but there were still moments that caught her interest.

“I did find it interesting how the calls built up the way they did, which for that specific day was nice because it allowed the crews to know or estimate the length of their duty day in advance,” said Bizuns.

Despite the day consisting of “green” and “blue” calls—generally less critical emergencies—Bizuns encountered one unexpected moment.

“A different plane took our patient instead of theirs, and it almost led to the patient being taken to the wrong part of the province. It was quickly remedied, but it was unexpected,” said Bizuns.

Teamwork emerged as a standout theme throughout the ride, and Bizuns enjoyed seeing the dynamics of the crew and the confidence they had in each other.

“Steve, an ACP, and Jessie, an RN, had worked together before,” said Bizuns. “Their banter and communication showed how well they knew each other’s capabilities. It made for a smooth and efficient experience.”

When asked about calming techniques she witnessed, she highlighted the importance of pain management and patient comfort.

“The only patient we had who experienced stress was in pain. Once that was managed, and we adjusted their positioning, they were much more comfortable,” said Bizuns.

One of the more candid observations came when Bizuns reflected on what paramedics might find most rewarding.

“I think the answer you want is ‘helping patients,’” said Bizuns. “But honestly, I saw how valuable even a brief rest can be. Flying on an empty leg gave the crew a chance to recharge, and that 45-minute nap and sandwich were priceless.”

Having been in this field and previously working as an EMR, supervising BLS units or providing some type of assistance to other programs since 2015, Bizuns’ perspective on the work of paramedics has stayed the same – filled with respect and pride.

“The work they do is incredible,” said Bizuns. “The level of treatments they give may change, but the care they provide to someone does not. From the start of that call to the end of it, whether they are a nurse or a medic, they care for their patient.”

Her experience underscored the challenges paramedics face and really highlighted the dedication they bring to their careers and daily duties.

“They put their own needs aside for hours, caring for others with estranged sleeping patterns and minimal time to refuel,” said Bizuns.

Despite already having deep respect for emergency services, the ride-along reinforced Bizuns’ admiration for all those involved.

“Sometimes, you’re there for someone’s worst day, and other times, it’s a routine trip for a medical test. Regardless, the level of care doesn’t change,” said Bizuns.

For those curious about the role of paramedics, Bizuns offers simple but profound advice:

“Ask practitioners what their values are in providing patient care and why. That will tell you a lot,” said Bizuns.

This ride-along wasn’t just a peek into the world of paramedics—it was a testament to the dedication, teamwork, and compassion that define emergency services at APL.

“The crews were wonderful to their patients, they worked together flawlessly, plus they all got off the plane in good spirits and enjoyed the ride while on it,” said Bizuns.

WRITTEN BY DANI WEARDEN

A FRONTLINE PERSPECTIVE: RIDE-ALONG EXPERIENCE WITH APL

Sheila Veidt, Chief Operating Officer of APL, had a personal priority to gain a deeper understanding of her team’s daily challenges and triumphs. Recently, she participated in a ride-along with APL’s Air Medical Crew (AMC) to witness firsthand what “a day in the life” truly looks like for paramedics in the field.

“I wanted to see how it all works. I knew the crew I rode with is well-respected and experienced but seeing them in action was amazing,” said Veidt. “They are so skilled at calming people experiencing high degrees of stress and uncertainty. Plus, their compassion and lack of judgment really stood out.”

One of the most striking aspects she found of the experience was the unpredictable nature of dispatch and response.

“I had to be ready to go by 6:00 a.m., but there wasn’t a call initially and there were many changes in a short period of time,” said Veidt. “Later in the day, there was confusion with unclear pages coming from dispatch, but everyone reacted calmly, including the pilots.”

Although there weren’t many surprises for Veidt, working in the confined quarters of an aircraft did leave a lasting impression.

“I knew it was close quarters, but being in there with two medics, a patient, an escort, and myself really highlighted how challenging it is to work in such a small, moving space,” said Veidt.

Despite these challenges, she observed seamless teamwork among the crew.

“The teamwork was effortless, with very little discussion about who would do what. Even while talking to me, they were constantly watching the patient and interacting subtly with each other,” said Veidt. “They were smooth and efficient.”

A key moment during the ride-along involved a patient experiencing anxiety about flying and Veidt was impressed by the medics’ ability to calm the situation.

“They asked the patient what specifically worried them about flying. When the patient said, ‘crashing,’ the medic explained the safety features of the plane and reassured them by sharing his years of flying

experience without any mishaps,” said Veidt. “Even the pilots joined in to provide reassurance.”

She later connected this experience to techniques discussed in a recent “Active Listening/Conflict Resolution” workshop.

“It was incredible to see those techniques in action,” said Veidt.

While Veidt couldn’t speak directly to what the medics found most rewarding, she made her own observations during her time with them.

“From what I saw, creating a calm, safe atmosphere for everyone on board seemed satisfying for them. They were also proud to show me what they do,” said Veidt. “Knowing they were helping someone get to a higher level of care quickly also seemed important.”

Having the opportunity to experience this ride-along deepened Veidt’s admiration for the profession, as well as APL.

“I have always respected and admired their work, but seeing it firsthand made a big impression. The skill and compassion were palpable, and it made me even more proud to work here,” said Veidt.

Her experience also reinforced her belief in the importance of emergency services.

“It added to what I already feel. This is such a unique profession, and we are fortunate to have some of the best working for APL,” said Veidt.



When asked what advice she would give to those interested in understanding the role of paramedics better, Veidt's response was clear:

"If you have a chance, go on a ride-along. Witness the lives they touch and see the challenges they face. It's an eye-opening experience that will give you a whole new level of respect for what they do," said Veidt.

Her day with the team at APL offered not only insights into the complexities of emergency medical services but also a renewed sense of pride in the dedication and professionalism of those working on the front lines.

"I was amazed at how much distance we covered in one day and four legs, knowing that the day before they had flown 9 legs in one day," said Veidt. "But mostly I was humbled by the sincere appreciation and smiles from a patient and their mother after they were transferred to the hospital."



WRITTEN BY DANI WEARDEN

2024 Core Value Awards

We chose to switch it up this year and instead of having staff choose the core value awards we reached out to Managers/ Supervisors for nominations for staff members who exhibit all the Core Values. We separated the awards into the following areas:

- Projects
- Clinics
- Flight
- Office

We are happy to announce the following WINNERS!

CLINICS: DENNY

Denny deserves the value award because he's a great practitioner but an even better

human. He embodies all of APL's core values, his compassion towards his patients is second to none. He is honest and upfront; he is always reasonable and understanding.

He has the ability to think outside the box when it's needed showing innovation and creativity. His loyalty to APL can be seen in just how he works, and he is now working in several areas of APL.

The professionalism he shows while at work from how he dresses, how he communicates, to his eye for detail with patients, and his charting sets the bar for all others to reach.

Denny is very deserving of this award!

OFFICE: LUC

Luc embodies compassion through his helpful nature and genuine interest in others. He consistently goes out of his way to assist those in need, ensuring that everyone feels supported. His respectful approach allows them to connect meaningfully with colleagues and friends. Always making sure people feel valued and heard.

Luc is dedicated to building a strong sense of community within APL by developing healthy relationships with those around them. He actively engages with peers, fostering connections that promote trust

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and collaboration. By being approachable and supportive, he creates an inclusive atmosphere where everyone feels comfortable sharing ideas and experiences. His commitment to these relationships strengthens the bonds within the APL community, encouraging a spirit of teamwork and mutual respect.

Luc exemplifies integrity through his humble and honest demeanor. He remains authentic in all his interactions, fostering trust among his peers. His openness to feedback and willingness to accept mistakes reflect his commitment to personal growth and accountability. This approach not only enhances his credibility but also encourages others to embrace honesty and transparency in his own actions. Luc's integrity serves as a guiding principle for the entire company.

Luc embraces innovation by coming up with new solutions for company wide communication. His attention to detail and ability to take the time to research every scenario ensures that even the smallest aspects of projects are considered, leading to well-rounded and effective solutions.

Luc demonstrates professionalism in every aspect of their work. He consistently arrives on time and are ready for the day, ensuring they are ready to contribute effectively. Mindful of others, he prioritizes teamwork and works well with all the divisions, always willing to put in extra time and effort to support his colleagues. His commitment to maintaining a positive workplace is evident in his avoidance of gossip, contributing to his professional manner.

PROJECTS: TEMI

Temi exemplifies compliance with workplace standards and expectations. He consistently submits forms on time and adheres to all deadlines, showcasing his reliability. His professional demeanor is evident in his respectful interactions with colleagues, where he actively participates in constructive conversations and promotes a positive, upbeat, and safe workplace environment. Temi's commitment to professionalism is reflected in his attire, hygiene, and punctuality, making him a role model for his peers.

Moreover, Temi demonstrates a profound understanding of the community's needs. He honors traditions and cultures, showing respect and graciousness in his interactions. His non-judgmental attitude and engagement with cultural awareness underscore his commitment to inclusivity and community values.

Temi exemplifies integrity and honesty in his work. He consistently follows through on tasks, ensuring they are completed thoroughly and ethically. His humility and openness to feedback further enhance his professional development, as he continuously seeks to improve his skills and knowledge.

FLIGHT: NICOLE

Since stepping into her role as shift lead Nicole has strived to create a sense of community among the FV/HL team. She exemplifies what the community core value means in her strong desire to create a sense of belonging for the team through her initiatives of doing team dinners, baking for the people she is on with and making sure the crew houses have what they need to make staff comfortable while at work. Nicole has demonstrated herself as a strong leader often questioning the status quo and speaking her mind while staying in a collaborative and solution focused mindset role modeling professionalism. Her ability to see how something could be more efficient/effective embodies the innovation core value. Nicole is dedicated to her coworkers and patients, always showing compassion and being understanding.

Please help me congratulate the others who were nominated:

Jessie Roy, Nick Dutta, Amanda Gibson, Carolyn May, Wade Janvier, Manpreet Uppal, Aly Proulx, Barret Goldau, Brie Bizuns, Jenna Hook, Shauna Holt



CONTINUOUS QUALITY IMPROVEMENT COMMITTEE UPDATES

CQIC INITIATIVES

HAND HYGIENE

- See page 15

EPCR/CHART AUDITS

- The chart auditing system is in the final stages of being built and we hope to roll it out in March.
- The audit system has been designed for use with the following types of audits:
 - APL will perform 5 randomized audits monthly. Charts are selected by a randomizer that includes Flights, LRD, Cadotte Lake, ARC and Medical Standby.
 - Staff can request an audit on a chart at any time for the purposes of quality improvement, education or concerns.
 - Management can use the audit system to review charts when they receive commendations, complaints or inquiries about calls from agencies such as AHS or ISC.
 - In the future we hope to also be able to use this audit system to help create case studies and internal rounds.

PUMP PROGRAM

- Thank you to Aly for her incredible hard work on the pump project, it will be rolling out this quarter and will be available on DATS

MEDICATION MANAGEMENT MODULE

- In alignment with accreditation requirements and in response to a recent increase in medication errors, the education team is creating a Medication Management Module that will be on DATS and renewed yearly. We hope to have it up and running soon. Some key reminders until it is up and running are shown in the posters here:
 - 8 rights poster
 - Read-backs poster
- Common errors poster

CLINICAL PRACTICE UPDATES:

FLIGHT

- **Proper Narcotic Documentation**
 - If a controlled substance is being removed from the master safe at each base, it must be signed out immediately upon its removal. If a medication is being removed because a practitioner is suspecting they will need it on the call they are embarking on it still must be signed out and can be signed back in upon returning to base if it was used.
 - If controlled medications are removed for the sake of taking extra stock on a call, the controlled medication must still be under lock and key, in direct sight of the practitioner for whom the medication is in scope or on the body of the practitioner for whom the medication is in scope at all times throughout the call.
- **Medication Stock**
 - All planes are now carrying 6 midazolam in the medication box on the aircraft. Additionally the High Level and Fort Vermillion planes have added additional propofol to the medication box on the plane due to the longer flight times. Please familiarize yourself on the amount of medication carried at all bases to help ensure correct restocking and proper controlled medication count and tracking.
- **Controlled Substances from Hospitals**
 - We can now take controlled substances from hospitals, ensure to document hospital medication wastage in the narrative and state explicitly what medication was taken from the hospital.

FLIGHT AND LRD

- Single use i-view Video Laryngoscopes are now on all the planes and will be rolled out to LRD communities with recalled McGraths once stock arrives. These video laryngoscopes are a single use with no reusable parts and must be disposed of after use. They are built with a Mac 4 blade and only come in one size. The advantage of the Mac blade as opposed to a hyper-angulated blade is that they can be used for both direct and video laryngoscopy. They are for adult use only due to the large size. These will be used in the interim while we await the arrival of new McGraths following the recall.

HAND HYGIENE BI-ANNUAL REVIEW

PURPOSE:

To meet and maintain Accreditation requirements, APL recently implemented a pilot project program for Hand Hygiene. This requirement included tracking and auditing compliance of employees within APL.

PROCESS:

The Hand Hygiene was rolled out on October 23, 2023, with the following plan and their corrective actions to improve reporting and compliance:

- Create a handwashing module for DATS to be completed within 30 days of availability and reviewed every 6 months.
 - This module was live on DATS on October 23, 2023. As of Nov 30, we have 48% completion of this module.
 - The new goal is to have at least 80% compliance on DATS of having this Completed by April 30th, 2024.
 - April 22, 2024 – 92% compliance
 - Jan 2, 2025 – 69% compliance
- Increase awareness by adding placards to frequently visited areas as well as designated handwashing areas. Expected to be visible by November 1, 2023.
 - These laminated placards were sent to all the bases on Nov 25.
 - Posted at all bases. Brie will be carrying extras when visiting bases to ensure they are posted.
 - Increased visuals throughout company bases completed
- Self and peer review of hand washing protocols will be included within EMS manager forms. For Ground and Flights, this will be on the Timesheet Form. For ISC, this will be on the Daily Controlled Medications Count and Narcotic Usage Form. CQIC will review every 6 months.
 - We are currently reviewing the ISC Forms to determine if there is a better form fit for accurately collecting this data, as the Narc forms are not completed by all staff every day.
 - We will be changing the Timesheet Form to have one box to average an employee's reported compliance over the 2-week period.
 - Successful capture of bases for majority of transition period
- Hand Hygiene Compliance reports and helpful information will be shared companywide biannually.
 - This document will be sent out to all staff via email, a version of this document will be sent in as a Newsletter submission, posted on DATS, and sent via WhatsApp.
 - In April, we can create a poster for awareness at all the bases.
 - Posters made to show how each base/crew/shift compliance that was reported
- Go Live Date was Oct 23, 2023. Including frontline feedback via survey monkey, which was reviewed Nov 23, 2023, to adjust and correct any deficiencies.
 - o Increase availability of hand sanitizers in company vehicles, ambulances, and little personal ones for all staff

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CQIC UPDATES

- Add hand sanitizers to the baskets on the Hillaero Mount or lanyard type small ones to the Hillaero Mount
- Change the form and frequency on which employees report compliance.
- Update the Survey Monkey for April including the following questions:
 - Have you noticed the posters?
 - Take a deeper look at the end of February to send out a new survey by March 30th.
 - Survey Monkey will be sent out in October to capture one whole year
- Future video contests will be conducted to spark involvement regarding handwashing.
 - This will be discussed in future CQIC Meetings
- CQIC and Leadership looking into options for ATP testing, which is surface cleanliness testing for bi annual testing at each base

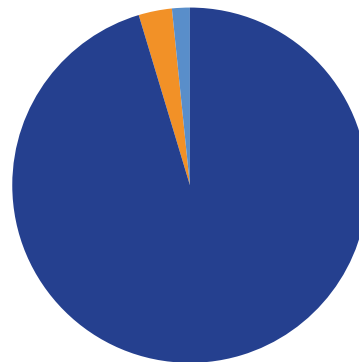
RESULTS

The following is the results of the April 2024 -October 2024 hand hygiene audit. Across all divisions 1093 reports were collected.

COMPLIANCE RATE	NUMBER OF REPORTS	PERCENTAGE OF RESULTS
4 (75-100% compliant)	1043	95.42%
3 (50-74% compliant)	33	3.01%
2 (25-49% compliant)	1	0.10%
1 (0-24% compliant)	1	0.10%
Not Filled Out	15	1.37%

Number of Reports

- 4 (75-100% compliant)
- 3 (50-74% compliant)
- 2 (25-49% compliant)
- 1 (0-24% compliant)
- Not Filled Out



Below is a comparison of the this audits results and results from the April 2024 audit:

COMPLIANCE RATE	APRIL 2024 RESULTS	OCTOBER 2024 RESULTS
4 (75-100% compliant)	96.00%	95.42%
3 (50-74% compliant)	3.38 %	3.01%
2 (25-49% compliant)	0.00%	0.10%
1 (0-24% compliant)	0.62%	0.10%
Not Filled Out	Not graphed	1.37%

MEDICATION DOUBLE CHECKS AND READ BACKS

Independent Double Checks are not permitted if you are working with another person and may only be done if you work alone (LRD at night).

A minimum of 1 double check is required for every medication administration. It must be done prior to administering the medication and requires a verbal readback of the following:

#	DOUBLE CHECK
1	Medication
2	Concentration in syringe/bag/PO formulary/MDI/Neb etc
3	How you mixed the medication
4	Route
5	Dose to be given in units and mL
6	Indication
7	If medication is an infusion, dosage per minute and per hour is required (if you are troubleshooting or feel unsure checking the total infusion time and working backwards can also be a helpful strategy)
8	Right to Refuse

Ex. "I put 1mg/1mL of 0.1 mg/mL epinephrine in a 100 mL D5W bag creating a concentration of 0.01 mg/mL or 10 mcg/mL. I have drawn up 5 mL/50 mcg to give IV as push dose epi."

For High Alert Medications (HAM) a minimum of 2 double checks are required. The standard check prior to administration as listed above as well as one **prior to mixing** the medication which must include:

#	DOUBLE CHECK
1	Medication
2	Concentration in bottle/vial/ampule
3	How you plan to mix the medication
4	Desired concentration after mixing

Ex. "This vial of Epinephrine is 30 mg of Epi in 30 mL, creating a 1mg/mL concentration. I am going to put 1 mg/1mL into a 100 mL D5W bag to create 10 mcg/mL that we can draw off of for push dose epi."

Your partner must use **closed loop communication** to complete your medication double check. Ex. "Yes, with 1 mL of 1mg/mL Epi in a 100 mL bag your concentration is 10 mcg/mL and 5 mL is 50 mcg. As per the CCMCPs that is the right dose for this patient."

8 RIGHTS OF MEDICATION ADMINISTRATION

#	RIGHTS	WHAT IT MEANS
1	Right Patient	Whenever possible use at least 2 identifiers prior to administration especially in a case where you are treating more than one patient at once.
2	Right Medication	<p>Ensure you are reading the vial of medication immediately upon grabbing it. Ensure you are confirming the name and concentration and not relying on habits such as the colour of the vial lid or the location in the drug box.</p> <p>When taking a verbal order use closed loop communication to ensure you have heard the medication correctly. Examples of simple mistakes are KCl 20 mmol/L vs. KCl 40 mmol/L or cefazolin vs. cefalexin. By repeating the order back you are more likely to catch these mistakes.</p>
3	Right Dose	Doses should be confirmed with your partner in a readback that includes concentration, dose and when applicable rate. Dose should also be confirmed in with your protocol or order.
4	Right Time and Frequency	Dosing times should always be part of double checks for infusions. Time and Frequency should always be double checked in your protocol or order.
5	Right Route	Not all medications can be given in every route, Ex. Haloperidol Deconate cannot be given IV while Haloperidol Lactate can be. This is also true for some Gravol (dimenhydrinate) solutions. Ensure you are checking for any restrictions on the label of the vial.
6	Right Reason	Many medications have multiple purposes, but our protocols may only include one usage. Ensure the reason you are using a medication is because it is the listed indication in the protocol. If it is not, you must receive an order for this medication.
7	Right Documentation	Clear and complete documentation is a key part ensuring continued safety for the patient as they move through the next steps of the healthcare system. By documenting thoroughly you ensure that a patient can receive the next dose at an appropriate time, can be monitored for adverse or desired effects more efficiently and medication errors can be minimized through strong written communication or identified if present.
8	Right to Refuse	The right of the patient to refuse care and make informed decisions about their care. This includes clear communication with patients about why medications are being administered, benefits, risks and side effects to allow the patient to make an informed decisions.

COMMON MEDICATION ERRORS

1. FAILURE TO READ THE VIAL CORRECTLY

Not confirming the concentration causing improper mixing Grabbing a medication based on location in the kit or colour of the cap and not confirming the medication prior to mixing	Resolved with thorough and systematic use of the 8 rights for every medication so the habit is formed for high stress situations.
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2. FAILURE TO COMPLETE READBACKS

Not completing a readback at all or doing an incomplete readback increases incidence of error	Resolved through thorough and systematic use of read backs for every medication so the habit is formed for high stress medications.
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3. FAILURE TO CONFIRM HOSPITAL CONCENTRATIONS WHEN MOVING MEDICATIONS TO OUR PUMPS

Hospital concentrations can differ vastly from EMS concentrations. Best practice is to remix medications using our protocol concentrations whenever possible. When doing this ensure you match dose per hour/minute not volume per hour/minute. If you are using the hospitals medication preparation ensure it is labelled correctly and confirm with your partner using thorough readbacks.	Resolved with thorough and systematic use of the 8 rights and read backs for every medication so the habit is formed for high stress situations. Resolved through practicing “If you don’t know, ask”
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4. COMPLETING READBACKS BUT NOT RECOGNIZING ERRORS

Most commonly caused by fatigue or complacency.	Can be helped through double checks with the protocol as well as with your partner, effective fatigue management and asking for help when fatigued or unsure.
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5. PUMP PROGRAMMING ERRORS

Incorrectly programming the pumps allows for a wide margin or error. Having a thorough understanding of the pumps, completing the 8 Rights again after programming the pumps and completing thorough readbacks is the best way to combat these errors.	Can be helped by a thorough knowledge of the pumps is best achieved by completing the pumps module on DATS, asking questions, using repetition and practicing often.
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6. COMMUNICATION BREAKDOWNS

Can manifest in many ways

When taking verbal orders it is easy to mishear what medication is being ordered.

In a busy setting instructions may be misheard. For example if you have asked someone to prepare a medication to have it ready they may mishear you and prepare and administer the medication before it was needed.

Resolved by use of closed loop communication

7. ILLEGIBLE HANDWRITING

Handwritten labels being illegible can cause many errors including incorrect dosing and incorrect medications being administered

If chart/PCR is handwritten and illegible a patient may be “double-dosed”, miss a dose or receive the wrong medication when care is handed over to a cross shift, EMS or hospital.

Handwritten medication documentation must be written neatly and must avoid abbreviations as they can cause confusion

It is common to use a permanent marker for labels. Ensure in this case that the writing is not too squished due to the wide pen tip.

If a label becomes badly smudged or illegible, replace it.

If you cannot figure out what a label says and cannot ask the practitioner who prepared it, discard the medication and do not administer.