



**QCHP**  
المجلس القطري للتخصصات الصحية  
Qatar Council for Healthcare Practitioners  
التسجيل والترخيص  
Registration & Licensing



# Paramedic Scopes

Basic Paramedic  
Paramedic  
Critical Care Paramedic  
Emergency Medical Dispatcher



## Criteria for National Registration Basic Paramedic

Criteria	Basic Paramedic
<b>Definition</b>	<p><b>PARAMEDICINE</b> is an allied health care discipline working predominantly in the wider community to assess, treat and transport patients of all age groups, with a large range of chronic or acute medical or traumatic Emergencies. Conveyance of a patient to a hospital is most likely via a ground based ambulance although other methods of transport may be Utilized.</p> <p>A <b>Basic</b> Paramedic is a qualified health care professional with a basic skill range, responsible for the safe transportation of patients, basic assessment and treatment of acute traumatic and medical conditions, life Or limb saving interventions as outlined in the Clinical Practice Guidelines.</p> <p>A Basic Paramedic is responsible to request further clinical resources if the Situation is outside of their particular Scope of Practice.</p>
<b>Practice Settings</b>	<p>A Basic Paramedic undertakes their practice in various settings. For example, but not exclusively:</p> <ul style="list-style-type: none"><li>• Roadside, commercial and domestic properties</li><li>• Industrial clinics or industrial sites</li><li>• Off-shore platforms and shipping</li><li>• Hospital</li><li>• Mass gatherings: sporting and entertainment</li><li>• Special Operations (Military)</li><li>• Major incident and disaster management</li></ul>
<b>Education</b>	<p>Completion of one of the following programs or equivalent which is recognized by a registration body (where applicable):</p> <ul style="list-style-type: none"><li>• US National Registry accredited EMT-B program</li><li>• Canadian Emergency Medical Responder</li><li>• UK qualified Emergency Care Assistant</li><li>• Australian Certificate Level IV Basic Life support Provider</li><li>• New Zealand National Diploma in Ambulance Practice</li><li>• South African HPCSA registered Basic Ambulance Assistant</li></ul> <p>Or</p> <ul style="list-style-type: none"><li>• Qatari citizens and long-term residents: Successful completion of a nationally approved Basic Paramedic training program in Qatar or Overseas.</li></ul>



Criteria	Basic Paramedic
Scope of Practice	<p><b>Basic Paramedics:</b></p> <ul style="list-style-type: none"><li>• Complete basic patient assessments</li><li>• Provide basic airway care and provide supplemental oxygen</li><li>• Provide basic haemorrhage control, manual resuscitation and use of AED</li><li>• Provide basic medical treatment, including assisting childbirth</li><li>• Provide basic trauma management, immobilization and splinting</li></ul> <p><b>Practice Limitations:</b></p> <p>Basic Paramedics work within the approved scope of practice Guidelines and Schedule of Procedures (Appendix 1)</p>
Licensure	The Basic Paramedic must obtain licensure from Qatar Council For Healthcare Practitioners (QCHP).
Experience	<ul style="list-style-type: none"><li>• 2-years certified at listed qualifications or equivalent level</li></ul> <p><b>Or</b></p> <ul style="list-style-type: none"><li>• successfully complete a QCHP approved period of preceptorship certificate, graduate from an QCHP approved training program and successfully complete a QCHP approved period of preceptorship</li><li>• Newly graduates from a recognized academic program for Qatari Nationals and long term residents as per QCHP Circular No.1/2016</li></ul>
Competency	<ul style="list-style-type: none"><li>• Completion of the approved Basic Paramedic training program</li><li>• Completion of an approved CPR course</li><li>• Proposed competencies must meet entry to practice criteria according to the proposed scope of practice and competency requirement</li></ul>
Other requirements for Evaluation & Registration	<p><b>(Refer to QCHP requirements for license Registration/Evaluation)</b></p> <p><a href="http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx">http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx</a></p>
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<b>Note: Applicants with break from practice please see QCHP “Break from Practice Policy”</b>	



## Basic Paramedic Scope of Practice

### INTRODUCTION

The Basic Paramedic Scope of Practice is based on a competency framework that comprises **professional ethics, clinical practice, learning and professional development** intrinsic to the role of the Basic Paramedic. The Scope also describes the qualifications of the Basic Paramedic, professional roles, activities, and practice settings.

The Primary focus of the Basic Paramedic is to provide basic and limited first responder emergency medical care for and possible transportation for low acuity patients who access the emergency medical system. This individual possesses the basic knowledge and skills to provide this service. The Basic Paramedic functions as part of a comprehensive Emergency Medical Service (EMS) response system.

### STATEMENT OF PURPOSE:

The purpose of this document is to define Basic Paramedic scope of practice in Qatar to:

- (a) Describe the services offered by qualified Basic Paramedics
- (b) Define the professional accountability, required competencies, and scope of ethical and legal practice of the Basic Paramedic in relation to patients, families, other members of the multidisciplinary team, community and society.
- (c) Serve as a reference for license regulating authorities and professionals governing healthcare.

### DEFINITION OF BASIC PARAMEDIC:

**PARAMEDICINE** is an allied health care discipline working predominantly in the wider community to assess, treat and transport patients of all age groups, with a large range of chronic or acute medical or traumatic emergencies. Conveyance of a patient to a hospital is most likely via a ground based ambulance although other methods of transport may be utilized.

A Basic Paramedic is a qualified health care professional with a basic skill range, responsible for safe emergency driving to an incident scene or health care facility, basic assessment and treatment of low acuity traumatic and medical conditions, life or limb saving interventions as outlined in the Clinical Practice Guidelines and the Paramedicine Practitioner Practice Requirements Schedule of Procedures; determined by the Medical Director of the Service, and/or assists a CCP or doctor with clinical procedures. This may occur at an emergency scene until transportation resources arrive, from an emergency scene to a health care facility, or in other health care settings (NHTSA 2007). A Basic Paramedic is responsible to request further clinical resources if the situation is outside of his/her particular Scope of Practice.

### PROFESSIONAL ROLES AND ACTIVITIES:

Paramedicine is a clinical discipline, which means that the rapid pace of technological advancement, scientific discovery, and concomitant increase in medical knowledge, as well as the changing landscape of healthcare, contribute to the dynamic nature of this discipline.

The Basic Paramedic role is to provide the transportation of low Dependency and non-emergency ambulant and stretcher patients who require a basic level of care and assistance, providing emergency aid, where appropriate.

## **1 DOMAIN ONE: PROFESSIONAL AND ETHICAL PRACTICE**

This domain defines the professional accountability and scope of ethical and legal practice of the Basic Paramedic in relation to patients, families, other members of the multidisciplinary team, community and society.

### **1.1 Competency Standard: Accountability**

Basic Paramedics are guided by Clinical Practice Guidelines as determined by the Medical Director of the service. They are accountable for the safe execution of care within the Clinical Practice Guidelines and for escalating decision making for actions and related outcomes which fall outside of the Guidelines.

#### **Performance criteria:**

- 1.1.1 Works within the limits of own competence and the boundaries of the Scope of Practice.
- 1.1.2 Identifies opportunities for advocacy, health promotion and safe transportation to an acceptable receiving healthcare facility.
- 1.1.3 Provides care without discrimination on any basis, with respect for the rights and dignity of all individuals.
- 1.1.4 Encourages and promotes appropriate stewardship of resources.
- 1.1.5 Avoids any activity that creates a conflict of interest or violates any Qatari laws and regulations.
- 1.1.6 Promotes the growth of the profession, and presents a positive image of the Basic Paramedic to the community.

### **1.2 Competency Standard: Ethical Practice**

Demonstrates integrity, accountability, honors the rights and dignity of all individuals, and pursues a quest for excellence in all professional activities that serve the best interests of the patient, society, and the profession.

#### **Performance criteria:**

- 1.2.1 Engages in ethical decision-making with respect to own professional responsibilities or where ethical issues affect healthcare delivery or clinical decision-making.
- 1.2.2 Acts as patient advocate protecting the person's rights in accordance with Qatari law and organization specific terms and conditions.
- 1.2.3 Maintains patient confidentiality and makes every reasonable effort to ensure the security of written, verbal and electronic patient information.
- 1.2.4 Respects the patient's (including children and young people and their parents') right to be fully informed, establishing a context for self-determination, assent (children) and informed consent.
- 1.2.5 Acts sensitively and fairly giving due consideration to diversity, including cultural and religious beliefs, race, age, gender, physical and mental state, and other relevant factors.
- 1.2.6 Questions when appropriate, healthcare practice where the safety of others is at risk and where the quality of care warrants improvement; acts where the safety of care is compromised and where necessary reports others who may be risking patient safety.
- 1.2.7 Demonstrates professional integrity and ethical conduct in matters where a conflict of interest could be construed.



### **1.3 Competency Standard: Legal Practice**

Functions at all times in accordance with legislative, regulatory and policy guidelines relevant to Emergency Medical Services practice in Qatar.

#### **Performance criteria:**

- 1.3.1 Practices in accordance with agreed policies and procedures that guide Basic Paramedic practice.
- 1.3.2 Practices in accordance with relevant laws and regulations that govern Emergency Basic Paramedic practice.
- 1.3.3 Maintains valid registration and licensure to practice in Qatar.
- 1.3.4 Recognizes and acts upon breaches of laws and regulations relating to the professional role and/or Professional Code of Conduct and Ethics for Basic Paramedic.
- 1.3.5 Maintains a professional portfolio including evidence of continued competence and improvement.

## **2 DOMAIN TWO: Clinical Practice**

As a healthcare profession, a Basic Paramedic practices under medical direction and clinical practice guidelines. Critical thinking, patient/environment assessment skills, and evidence-based clinical practice guidelines enable the Basic Paramedic to develop and implement effective basic care plans, with predetermined pathways.

### **2.1 Competency Standard: Provision of Care**

The practice of the Basic Paramedic involves:

- 2.1.1 Observation and monitoring of signs and symptoms, general behavior, general physical response to treatment and diagnostic testing
- 2.1.2 The provision of basic emergency medical care that is safe, preventive, and restorative or life or limb saving to the patient including (See Appendix 1: Schedule of Procedures):
  - 2.1.2.1 Complete basic patient assessments
  - 2.1.2.2 Provide basic airway care including administration of supplemental oxygen
  - 2.1.2.3 Provide basic haemorrhage control, manual resuscitation and use of AED
  - 2.1.2.4 Provide basic medical treatment including assisting with childbirth and administering medication
  - 2.1.2.5 Provide basic trauma management, immobilization and splinting
- 2.1.3 Determination and taking appropriate action when signs, symptoms, reactions, behavior or general response exhibits abnormal characteristics or undesirable effects.
- 2.1.4 The transcription and implementation of the written patient care reports when transferring care to a tertiary healthcare facility.

### **2.2 Competency Standard: Patient Centered Care**

The Basic Paramedic collects and interprets information, makes appropriate clinical decisions, and carries out diagnostic and therapeutic interventions.



### **Performance criteria**

- 2.2.1 Undertakes a holistic assessment involving the patient, family and other healthcare providers, as appropriate, in order to determine the needs, concerns, problems, issues, and/or diagnosis that serve as a basis for care planning while under the Basic Paramedic's care.
- 2.2.2 Performs and evaluates the results of basic diagnostic procedures
- 2.2.3 Assesses, initiates care, monitors, and manages patients in accordance with physician approved clinical practice guidelines and care pathways.
- 2.2.4 Educates the patient and family members/other caregivers as to the planned therapy and goals.
- 2.2.5 Adheres to universal precautions.
- 2.2.6 Provides care to achieve maintenance of a patent airway, to include placement, security and care of an oral artificial airway. This may include implementation of airway clearance techniques.
- 2.2.7 Provides basic therapeutic interventions to maintain adequate blood pressure to maintain adequate organ perfusion.
- 2.2.8 Manages external Life Support modalities according to training level and competency, as well as providing expert support to other members of the care team.
- 2.2.9 Participates in basic life support resuscitation, and transport of all patient populations.
- 2.2.10 Applies practical knowledge of the fundamental biomedical sciences including anatomy and physiology, chemistry and biochemistry, pharmacology, microbiology, and pathophysiology, as they apply to patient care.

### **2.3 Competency Standard: Evidence-Based Practice**

Assists in integrating evidence and research findings into practice.

#### **Performance Criteria:**

- 2.3.1 Utilizes current evidence-based knowledge through clinical practice guideline.
- 2.3.2 Participates in the formulation of evidence-based practice based on best available credible research and/or national and international professional consensus, guidance and audit.
- 2.3.3 Promotes dissemination, use, monitoring and review of professional standards and best practice guidelines.

### **2.4 Competency Standard: Communication and Teamwork**

Uses communication skills to ensure that other members of the health care team, the patient, their family and remain fully informed.

#### **Performance Criteria:**

- 2.4.1 Establishes relationships of trust, respect, honesty and empathy.
- 2.4.2 Gathers information about disease, but also about a patient's beliefs, concerns, expectations and illness experience.
- 2.4.3 Seeks out and synthesizes relevant information from other sources, such as patient's family, caregivers and other professionals.
- 2.4.4 Delivers information to patients and their families, colleagues, and other members of the healthcare team, in a way that is understandable, and that encourages discussion and participation in decision- making.
- 2.4.5 Demonstrates cultural competence across all patient groups.



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- 2.4.6 Consistently and clearly communicates relevant, accurate and comprehensive information in verbal, written and electronic forms in a timely manner to ensure the delivery of safe, competent and ethical care.
- 2.4.7 Participates in building consensus and or resolving conflict in the context of patient care.
- 2.4.8 Engages in teamwork and the team-building processes.
- 2.4.9 Works effectively with other professionals to prevent, negotiate and resolve inter-professional conflict.

### **3 DOMAIN THREE: Leadership and Management**

Exhibits leadership qualities required for the provision of safe, effective care.

#### **3.1 Competency Standard Leadership**

Exhibits leadership qualities and manages patient care safely, efficiently and ethically.

##### **Performance Criteria:**

- 3.1.1 Applies basic clinical reasoning, and problem solving skills in the provision, management and evaluation of care.
- 3.1.2 Manages self, and where appropriate assists others, to ensure effective workload prioritization and time management.
- 3.1.3 Advocates for, and contributes to the creation and maintenance of a positive working environment and team working.
- 3.1.4 Participates in the mentorship and coaching of others.
- 3.1.5 Acts as a role model for colleagues, students and other members of the healthcare care team by treating all with respect, trust and dignity.
- 3.1.6 Promotes and maintains a positive image of Ambulance Services.

#### **3.2 Competency Standard: Quality Improvement and Safety**

Ensures the Basic Paramedic meets organizational quality, safety standards, guidelines, whilst participating in continuous quality improvement.

##### **Performance criteria:**

- 3.2.1 Practices in accordance with approved Standard Operating Policies and Clinical Practice Guidelines reflecting recognized evidence based best practice
- 3.2.2 Acts immediately and appropriately in accordance with the service specific Major Incident Response Plan as needed participating in triage and coordination of care for patients.
- 3.2.3 Ensures a safe environment by identifying actual and potential risks and takes timely action to meet national legislation, workplace health and safety principles.
- 3.2.4 Acknowledges own limitations in knowledge, judgment and/or skills, and functions within those limitations.
- 3.2.5 Recognizes less than optimum or unsafe practice in self and others and intervenes, records and reports, and acts to access and/or provides support to ensure remediation of deficiencies.
- 3.2.6 Adheres to and implements infection control policies and procedures.
- 3.2.7 Communicates and records safety concerns to the relevant authority and documents response.



### **3.3 Competency Standard: Delegation and Supervision**

Delegates and provides supervision to team members according to their competence and scope of practice.

#### **Performance Criteria:**

- 3.3.1 Delegates to others, activities commensurate with their abilities and scope of practice.
- 3.3.2 Uses a range of supportive strategies when supervising aspects of care delegated to others.
- 3.3.3 Maintains accountability and responsibility when delegating aspects of care to others.

## **4 DOMAIN FOUR: Education, learning and development**

### **4.1 Competency Standard: Education and Facilitation**

Demonstrates commitment to the development of other members in the healthcare team, as well as patients, families, community and society.

#### **Performance criteria:**

- 4.1.1 Shares and disseminates professional knowledge and research findings with others.
- 4.1.2 Contributes to the formal and informal education and professional development of students and colleagues facilitating and where appropriate coordinating learning opportunities.
- 4.1.3 Acts as an effective preceptor and/or mentor as assigned, undertaking appropriate preparation and updating to undertake the roles
- 4.1.4 Takes opportunities to learn together with others in order to contribute to health care improvement.

### **4.2 Competency Standard: Lifelong learning**

Assumes responsibility for own professional development through lifelong learning to ensure continued competence and performance improvement.

#### **Performance criteria:**

- 4.2.1 Undertakes regular self-assessment and reviews own practice through reflection, peer review, competency assessment, critical examination and evaluation.
- 4.2.2 Instigates planned updating knowledge and skills for safe, person-centered, evidence-based practice.
- 4.2.3 Actively engages in ongoing professional development and performance improvement of self and others.
- 4.2.4 Maintains a record of learning and professional development activities and accreditation.

### **4.3 Competency Standard: Promotion of health and patient education**

Will enable and provide information on maintaining and optimizing health and maximizing self-care.



**Performance criteria:**

- 4.3.1 Takes part in health promotion, patient education and contributes to their evaluation.
- 4.3.2 Applies knowledge of resources available for health promotion and health education.
- 4.3.3 Demonstrates understanding of traditional healing practices within an individual's, family and/or community's health belief systems and incorporates appropriately and/or provides education if adversely effecting optimum health.
- 4.3.4 Recognizes the potential for patient education and teaching for health and wellbeing.
- 4.3.5 Applies knowledge of a variety of teaching and learning strategies with individuals, families and communities to effect and evaluate learning and concordance with treatment and advice.

**5 DOMAIN FIVE: RESEARCH AND DEVELOPMENT**

This domain articulates the requirement that the Basic Paramedic should practice incorporating best available evidence to provide quality health care and contribute to the creation and/or implementation of knowledge through active participation.

**5.1 Competency Standard: Using data and information systems**

Uses data systems to enhance the quality and delivery of patient care.

**Performance Criteria:**

- 5.1.1 Acquires the information technology skills needed to inform and provide optimum healthcare care and document accurately outcomes of interventions.
- 5.1.2 Understands how to use technology and data to assist in problem identification and identification of deficiencies that can be remediated to enable improvements in patient care.
- 5.1.3 Analyses data accurately and comprehensively leading to appropriate interpretation of findings and development of implementation plans.

**5.2 Competency Standard: Research Participation**

Uses research, evaluation, service improvement and audit findings to enhance the quality of patient care and protect the rights of those participating.

**Performance Criteria:**

- 5.2.1 Participates in activities that disseminate research findings such as publications, journal clubs, grand rounds and presentations.
- 5.2.2 Promotes research, evaluation, service improvement initiatives and audit, designed to improve healthcare practice and disseminate findings to colleagues, patients, families, communities, and society.
- 5.2.3 Undertakes appropriate development to ensure competency to recruit, ensure informed consent is obtained, support involvement, facilitate, monitor and where appropriate advocate withdrawal of individuals participating in clinical research and evaluation.

## Appendix 1: Schedule of Procedures

LEVEL 1	LEVEL 2
<b>Assessments</b>	
Conduct assessment of blood pressure, pulse, respirations, pupils and skin	
Physical Assessment - Trauma	
Physical Assessment- Medical	
Triage patients	
<b>Airway and Oxygen Procedures</b>	
Insert oropharyngeal airway (adult)	
Insert oropharyngeal airway (infant/child)	
Oral Suctioning	
Administer supplemental oxygen	
Bag-valve-mask resuscitation	
<b>Circulation and cardiac treatment and procedures</b>	
Control external bleeding	
Provide basic shock treatment	
AED Use and Defibrillation	
Cardiopulmonary resuscitation	
<b>Fluid Management</b>	
None	
<b>Medication Administration</b>	
None	
<b>Medical Management</b>	
Manage burns	Glucometer
	Emergency childbirth
	Newborn management
<b>Trauma Management</b>	
Apply swathe and sling	Traction splinting
Apply cervical collar	
Immobilize long bones	
Spinal immobilization - seated patient	
Spinal immobilization - supine patient	
Rapid extrication	
Assessment-based spinal immobilization	



## Criteria for National Registration Paramedic

Criteria	Paramedic
<b>Definition</b>	<p><b>PARAMEDICINE</b> is an allied health care discipline working predominantly in the wider community to assess, treat and transport patients of all age groups, With a large range of chronic or acute medical or traumatic emergencies. Conveyance of a patient to a hospital is most likely via a ground based Ambulance although other methods of transport may be utilized.</p> <p>A <b>Paramedic</b> is a qualified health care professional with a diverse skill range, responsible for the safe transportation of patients, basic assessment and treatment of acute traumatic and medical conditions, life or limb saving Interventions as outlined in the Clinical Practice Guidelines.</p> <p>A Paramedic is responsible to request further clinical resources if the Situation is outside of their particular Scope of Practice.</p> <p>Paramedics working in medically supervised and clinically governed specialist units may undertake other clinical activities within individual competencies as directed by a licensed Critical Care Paramedic or doctor.</p>
<b>Practice Settings</b>	<p>Paramedics undertake their practice primarily in the out-of-hospital setting:</p> <p>LOCATIONS:</p> <ul style="list-style-type: none"><li>• Roadside, commercial and domestic properties</li><li>• Industrial clinics or industrial sites</li><li>• Off-shore platforms and shipping</li><li>• Hospital</li><li>• Mass gatherings: sporting and entertainment</li><li>• Special Operations (Military)</li><li>• Major incident and disaster management</li></ul>
<b>Education</b>	<p>Currently accepted qualifications include, but are not limited to; Completion of one of the following programs or equivalent which is recognized by a regulatory body (where applicable)</p> <ul style="list-style-type: none"><li>• US National Registry accredited EMT-Intermediate, Advanced EMT-or EMT-Paramedic program</li><li>• Canadian Primary Care Paramedic</li><li>• Australian: Diploma or degree in Paramedicine</li><li>• South African HPCSA Registered Diploma: Emergency Care Technician</li><li>• UK: an approved program leading to eligibility to register with the Health Care Professions Council - UK as a paramedic</li><li>• New Zealand based diploma of paramedic science</li><li>• UK Combat Medical Technician Class 1</li><li>• UK Royal Navy Medical Assistant</li></ul>



## Criteria for National Registration Paramedic (cont'd...)

Criteria	Paramedic
	<p>Or</p> <ul style="list-style-type: none"><li>Bachelor's Degree or 3 year Diploma in a clinical discipline (Nursing and/or Anaesthetic Technologist) and successful completion of QCHP approved Paramedic training program including a preceptorship within a Supreme Council of Health (SCH) approved service</li></ul> <p>Or</p> <ul style="list-style-type: none"><li>Qatari citizens and long-term residents: Successful completion of a Nationally Approved Paramedic training program in Qatar or overseas.</li></ul>
<b>Scope of Practice</b>	<p><b>Paramedics</b> are responsible to:</p> <ul style="list-style-type: none"><li>Complete patient assessments, including neurological assessment</li><li>Provide airway intervention, including suction and supraglottic airway insertion, needle chest decompression and oxygen provision</li><li>Deliver Advanced Cardiac Resuscitation</li><li>Establish Intravenous access and provide fluid management</li><li>Administer oral, nebulized, IV and IM medications as per approved clinical guidelines</li><li>Provide medical treatment, including assisted childbirth and new-born care</li><li>Provide trauma management</li></ul> <p><b>Practice Limitations:</b></p> <p>Paramedics work within their scope of national or service specific Clinical Practice Guidelines and the Paramedic Scope of Practice</p>
<b>Licensure</b>	<p>The Paramedic must obtain licensure from Qatar Council For Healthcare Practitioners (QCHP).</p>
<b>Experience</b>	<ul style="list-style-type: none"><li>2 years demonstrated experience in emergency-related healthcare field (Such as: trauma, Service, ICU, and Emergency). Completion of nationally approved program and subsequent internal preceptorship</li></ul> <p>Or</p> <ul style="list-style-type: none"><li>Newly graduates from a recognized academic program for Qatari Nationals And long term residents as per QCHP Circular No.1/2016.</li></ul>



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## Criteria for National Registration Paramedic (cont'd...)

Criteria	Paramedic
<b>Competency validation</b>	<ul style="list-style-type: none"><li>• Evidence of completion of an approved Paramedic training program AND</li><li>• Evidence of completion of an approved CPR course.</li><li>• Proposed competencies must meet entry to practice criteria according to the proposed scope of practice and competency requirement.</li></ul>
<b>Other requirements for Evaluation &amp; Registration</b>	<p><i>(Refer to QCHP requirements for license Registration/Evaluation)</i> <a href="http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx">http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx</a></p>
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The Paramedic Scope of Practice is based on a competency framework that comprises **professional ethics, clinical practice, learning and professional development** intrinsic to the role of the Paramedic. The Scope also describes the qualifications of the Paramedic, professional roles, activities, and practice settings.

The Primary focus of the Paramedic is to provide basic and limited advanced emergency medical care for and possible transportation for critical and emergent patients who access the emergency medical system. This individual possesses the basic knowledge and skills to provide this service. Paramedic functions as part of a comprehensive Emergency Medical Service (EMS) response system.

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- (a) Describe the services offered by qualified Paramedics'.
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A Paramedic is a qualified health care professional with a diverse skill range, responsible for safe emergency driving to an incident scene or health care facility, assessment and treatment of acute traumatic and medical conditions, life or limb saving interventions as outlined in the Clinical Practice Guidelines and the Paramedic Practitioner Practice Requirements Schedule of Procedures; determined by the Medical Director of the Service, and/or assists a CCP or doctor with clinical procedures. This may occur at an emergency scene until transportation resources arrive, from an emergency scene to a health care facility, between health care facilities, or in other health care settings (NHTSA 2007). A Paramedic is responsible to request further clinical resources if the situation is outside of his/her particular Scope of Practice.

Paramedics working in medically supervised and clinically governed specialist units may undertake clinical activities within their scope of practice and individual competencies as directed by a licensed doctor.

## **PROFESSIONAL ROLES AND ACTIVITIES:**

Paramedicine is a clinical discipline, which means that the rapid pace of technological advancement, scientific discovery, and concomitant increase in medical knowledge, as well as the changing landscape of healthcare, contribute to the dynamic nature of this discipline. As the field evolves, it becomes necessary that additional knowledge and skills, leading to expanded practice, are acquired by Paramedics beyond their preclinical education. Expanded practice education may take place within formal courses or professional development within their service.

### **1 DOMAIN ONE: PROFESSIONAL AND ETHICAL PRACTICE**

This domain defines the professional accountability and scope of ethical and legal practice of the Paramedic in relation to patients, families, other members of the multidisciplinary team, community and society.

#### **1.1 Competency Standard: Accountability**

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- 1.1.6 Promotes the growth of the profession, and presents a positive image of Paramedic to the community.

#### **1.2 Competency Standard: Ethical Practice**

Demonstrates integrity, accountability, honors the rights and dignity of all individuals, and pursues a quest for excellence in all professional activities that serve the best interests of the patient, society, and the profession.

##### **Performance criteria:**

- 1.2.1 Engages in ethical decision-making with respect to own professional responsibilities or where ethical issues affect healthcare delivery or clinical decision-making.
- 1.2.2 Acts as patient advocate protecting the person's rights in accordance with Qatari law and organization specific terms and conditions.
- 1.2.3 Maintains patient confidentiality and makes every reasonable effort to ensure the security of written, verbal and electronic patient information.
- 1.2.4 Respects the patient's (including children and young people and their parents') right to be fully informed, establishing a context for self- determination, assent (children) and informed consent.





- 1.2.5 Acts sensitively and fairly giving due consideration to diversity, including cultural and religious beliefs, race, age, gender, physical and mental state, and other relevant factors.
- 1.2.6 Questions when appropriate, healthcare practice where the safety of others is at risk and where the quality of care warrants improvement; acts where the safety of care is compromised and where necessary reports others who may be risking patient safety.
- 1.2.7 Demonstrates professional integrity and ethical conduct in matters where a conflict of interest could be construed.

### **1.3 Competency Standard: Legal Practice**

A Paramedic functions at all times in accordance with legislative, regulatory and policy guidelines relevant to Emergency Medical Services practice in Qatar.

#### **Performance criteria:**

- 1.3.1 Practices in accordance with agreed policies and procedures that guide Paramedics' practice.
- 1.3.2 Practices in accordance with State of Qatar relevant laws and regulations that govern Paramedics' practice.
- 1.3.3 Maintains valid registration and licensure to practice in Qatar.
- 1.3.4 Recognizes and acts upon breaches of laws and regulations relating to the professional role and/or Professional Code of Conduct and Ethics for Paramedics'.
- 1.3.5 Maintains a professional portfolio including evidence of continued competence and improvement.

## **2 DOMAIN TWO: CLINICAL PRACTICE**

As a healthcare professional, a Paramedic practices under medical direction and Clinical Practice Guidelines. Critical thinking, patient/environment assessment skills, and evidence-based clinical practice guidelines enable the Paramedic to develop and implement effective care plans and within predetermined care pathways

### **2.1 Competency Standard: Provision of Care**

Paramedics serve a diverse population and may function in one or more of a variety of activities. The practice of a Paramedic includes basic and limited advanced skills focused on the acute management and transportation of critical and emergent patients (NHTSA, 2007)

#### **Performance Criteria**

The practice of a Paramedic involves:

- 2.1.1 The provision of emergency medical care that is safe, preventive, and restorative or life or limb saving to the patient including (see Appendix 1: Schedule of procedures):
  - 2.1.1.1 Complete patient assessments, including neurological assessment
  - 2.1.1.2 Provide airway intervention, including suction and Supraglottic airway insertion, needle chest decompression and oxygen provision
  - 2.1.1.3 Deliver Advanced Cardiac Resuscitation
  - 2.1.1.4 Establish Intravenous access and provide fluid management
  - 2.1.1.5 Administer oral, nebulized, IV and IM medications as per approved clinical guidelines

- 2.1.1.6 Provide medical treatment, including assisted childbirth and newborn care
- 2.1.1.7 Provide trauma management

- 2.1.2 Observation and monitoring of signs and symptoms, general behavior, general physical response to treatment and diagnostic testing.
- 2.1.3 Determination and taking appropriate action when signs, symptoms, reactions, behavior or general response exhibits abnormal characteristics or undesirable effects.
- 2.1.4 The transcription and implementation of the written patient care reports when transferring care to a tertiary healthcare facility.

## **2.2 Competency Standard: Patient Centered Care**

The Paramedic collects and interprets information, makes appropriate clinical decisions, and carries out diagnostic and therapeutic interventions.

### **Performance criteria**

- 2.2.1 Undertakes a holistic assessment involving the patient, family and other healthcare providers, as appropriate, in order to determine the needs, concerns, problems, issues, and/or diagnosis that serve as a basis for care planning while under the Paramedics care.
- 2.2.2 Performs and evaluates the results of basic diagnostic procedures
- 2.2.3 Assesses, initiates care, monitors, and manages patients in accordance with physician approved clinical practice guidelines and care pathways.
- 2.2.4 Educates the patient and family members/other caregivers as to the planned therapy and goals.
- 2.2.5 Adheres to universal precautions.
- 2.2.6 Provides care to achieve maintenance of a patent airway, to include placement, security and care of a supraglottic artificial airway. This may include implementation of airway clearance techniques.
- 2.2.7 Administration of aerosolized, intramuscular, sub-cutaneous and intravenous medications as prescribed, assessment of patient's response.
- 2.2.8 Provides therapeutic interventions to achieve and maintain adequate blood pressure to maintain adequate organ perfusion.
- 2.2.9 Manages external Life Support modalities according to training level and competency, as well as providing expert support to other members of the care team.
- 2.2.10 Participates in intermediate life support resuscitation, and transport of all patient populations.
- 2.2.11 Applies practical knowledge of the fundamental biomedical sciences including anatomy and physiology, chemistry and biochemistry, pharmacology, microbiology, and pathophysiology, as they apply to patient care.

## **2.3 Competency Standard: Evidence-Based Practice**

Assists in integrating evidence and research findings into practice.

### **Performance Criteria:**

- 2.3.1 Utilizes current evidence-based knowledge through clinical practice guideline.
- 2.3.2 Participates in the formulation of evidence-based practice based on best available credible research and/or national and international professional consensus, guidance and audit.



- 2.3.3 Promotes dissemination, use, monitoring and review of professional standards and best practice guidelines.

#### **2.4 Competency Standard: Communication and Teamwork**

Uses communication skills to ensure that other members of the health care team, the patient, their family and remain fully informed.

##### **Performance Criteria:**

- 2.4.1 Establishes relationships of trust, respect, honesty and empathy.
- 2.4.2 Gathers information about disease, but also about a patient's beliefs, concerns, expectations and illness experience.
- 2.4.3 Seeks out and synthesizes relevant information from other sources, such as patient's family, caregivers and other professionals.
- 2.4.4 Delivers information to patients and their families, colleagues, and other members of the healthcare team, in a way that is understandable, and that encourages discussion and participation in decision- making.
- 2.4.5 Demonstrates cultural competence across all patient groups.
- 2.4.6 Consistently and clearly communicates relevant, accurate and comprehensive information in verbal, written and electronic forms in a timely manner to ensure the delivery of safe, competent and ethical care.
- 2.4.7 Participates in building consensus and or resolving conflict in the context of patient care.
- 2.4.8 Engages in teamwork and the team-building processes.
- 2.4.9 Works effectively with other professionals to prevent, negotiate and resolve inter-professional conflict.

### **3 DOMAIN THREE: LEADERSHIP AND MANAGEMENT**

Exhibits leadership qualities required for the provision of safe and effective care.

#### **3.1 Competency Standard: Leadership**

Exhibits leadership qualities and manages patient care safely, efficiently and ethically.

##### **Performance Criteria:**

- 3.1.1 Applies clinical reasoning, and problem solving skills in the provision, management and evaluation of care.
- 3.1.2 Manages self, and where appropriate assists others, to ensure effective workload prioritization and time management.
- 3.1.3 Advocates for, and contributes to the creation and maintenance of a positive working environment and team working.
- 3.1.4 Participates in the mentorship and coaching of others.
- 3.1.5 Acts as a role model for colleagues, students and other members of the healthcare care team by treating all with respect, trust and dignity.
- 3.1.6 Promotes and maintains a positive image of Ambulance Services.

#### **3.2 Competency Standard: Quality Improvement and Safety**

Ensures the Paramedic meets organizational quality, safety standards, guidelines, whilst participating in continuous quality improvement.



**Performance criteria:**

- 3.2.1 Practices in accordance with recognized evidence based best practice.
- 3.2.2 Acts immediately and appropriately in accordance with the service specific Major Incident Response Plan as needed participating in triage and coordination of care for patients.
- 3.2.3 Ensures a safe environment by identifying actual and potential risks and takes timely action to meet national legislation, workplace health and safety principles.
- 3.2.4 Acknowledges own limitation in knowledge judgment and/or skills, and functions within those limitations.
- 3.2.5 Recognizes less than optimum or unsafe practice in self and others and intervenes, records and reports, and acts to access and/or provides support to ensure remediation of deficiencies.
- 3.2.6 Adheres to and implements infection control policies and procedures.
- 3.2.7 Communicates and records safety concerns to the relevant authority and documents response.

**3.3 Competency Standard: Delegation and Supervision**

Delegates and provides supervision to team members according to their competence and scope of practice.

**Performance Criteria:**

- 3.3.1 Delegates to others, activities commensurate with their abilities and scope of practice.
- 3.3.2 Uses a range of supportive strategies when supervising aspects of care delegated to others.
- 3.3.3 Maintains accountability and responsibility when delegating aspects of care to others.

**4 DOMAIN FOUR: EDUCATION, LEARNING AND DEVELOPMENT**

**4.1 Competency Standard: Education and Facilitation**

Demonstrates commitment to the development of other members in the healthcare team, as well as patients, families, community and society.

**Performance criteria:**

- 4.1.1 Shares and disseminates professional knowledge and research findings with others.
- 4.1.2 Acts as a resource person for others
- 4.1.3 Contributes to the formal and informal education and professional development of students and colleagues facilitating and where appropriate coordinating learning opportunities.
- 4.1.4 Acts as an effective preceptor and/or mentor as assigned, undertaking appropriate preparation and updating to undertake the roles.
- 4.1.5 Takes opportunities to learn together with others in order to contribute to health care improvement.

**4.2 Competency Standard: Lifelong learning**

Assumes responsibility for own professional development through lifelong learning to ensure continued competence and performance improvement.



**Performance criteria:**

- 4.2.1 Undertakes regular self-assessment and reviews own practice through reflection, peer review, competency assessment, critical examination and evaluation.
- 4.2.2 Instigates planned updating knowledge and skills for safe, person-centered, evidence-based practice.
- 4.2.3 Actively engages in ongoing professional development and performance improvement of self and others.
- 4.2.4 Maintains a record of learning and professional development activities and accreditation.
- 4.2.5 Understands the value of case discussion, clinical supervision and other methods of reflecting and reviewing practice.

**4.3 Competency Standard: Promotion of health and patient education**

Will enable and provide information on maintaining and optimizing health and maximizing self-care.

**Performance criteria:**

- 4.3.1 Takes part in health promotion, patient education and contributes to their evaluation.
- 4.3.2 Applies knowledge of resources available for health promotion and health education.
- 4.3.3 May act to empower the individual family and community to adopt healthy lifestyles and concord with self-management of ill-health to promote wellbeing.
- 4.3.4 May provide relevant health information and patient education to individuals, families and communities to assist in achieving optimal health and rehabilitation.
- 4.3.5 Demonstrates understanding of traditional healing practices within an individual's, family and/or community's health belief systems and incorporates appropriately and/or provides education if adversely effecting optimum health
- 4.3.6 Recognizes the potential for patient education and teaching for health and wellbeing.
- 4.3.7 Applies knowledge of a variety of teaching and learning strategies with individuals, families and communities to effect and evaluate learning and concordance with treatment and advice.

**5 DOMAIN FIVE: RESEARCH AND DEVELOPMENT**

This domain articulates the requirement that the Paramedic should practice incorporating best available evidence to provide quality health care and contribute to the creation and/or implementation of knowledge through active participation.

**5.1 Competency Standard: Using data and information systems**

Uses data systems to enhance the quality and delivery of patient care.

**Performance Criteria:**

- 5.1.1 Acquires the information technology skills needed to inform and provide optimum healthcare care and document accurately outcomes of interventions.
- 5.1.2 Understands how to use technology and data to assist in problem identification and identification of deficiencies that can be remediated to enable improvements in patient care.
- 5.1.3 Analyses data accurately and comprehensively leading to appropriate interpretation of findings and development of implementation plans.



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5.1.4 Recognizes the need to manage records and all other information in accordance with applicable legislation, protocols and guidelines.

## **5.2 Competency Standard: Research Participation**

Uses research, evaluation, service improvement and audit findings to enhance the quality of patient care and protect the rights of those participating.

### **Performance Criteria:**

- 5.2.1 Participates in activities that disseminate research findings such as publications, journal clubs, grand rounds and presentations.
- 5.2.2 Promotes research, evaluation, service improvement initiatives and audit, designed to improve healthcare practice and disseminate findings to colleagues, patients, families, communities, and society.
- 5.2.3 Undertakes appropriate development to ensure competency to recruit, ensure informed consent is obtained, support involvement, facilitate, monitor and where appropriate advocate withdrawal of individuals participating in clinical research and evaluation.

### **References**

National Highway Traffic Safety Administration (NHTSA). (2007). National EMS Scope of Practice.



Appendix 1: Schedule of procedures

LEVEL 1	LEVEL 2	LEVEL 3
<b>Assessments</b>		
Conduct assessment of blood pressure, pulse, respirations, pupils and skin	Conduct neurological assessment	
Physical Assessment - Trauma		
Physical Assessment- Medical		
Triage patients		
<b>Airway and Oxygen Procedures</b>		
Insert oropharyngeal airway (adult)	Insert nasopharyngeal airway	Tracheal suctioning
Insert oropharyngeal airway (infant/child)	Use and interpretation of a pulse oximeter	Perform needle chest thoracostomy
Oral Suctioning	LT Airway	Remove foreign bodies via direct visualization and forceps
Administer supplemental oxygen	Use and interpretation of capnography	
Bag-valve-mask resuscitation		
<b>Circulation and cardiac treatment and procedures</b>		
Control external bleeding	Manual defibrillation	Interpret ECG - 12 lead
Provide basic shock treatment	Interpret 4-lead ECG	Synchronized Cardioversion
AED Use and Defibrillation	Cardiac arrest pharmacology	External cardiac pacing
Cardiopulmonary resuscitation	Perform valsalva maneuvers	
<b>Fluid Management</b>		
None	Institute peripheral IV catheters	Institute intraosseous access
	Administer intravenous glucose solutions	Institute external jugular lines
	Administer crystalloid solutions	



<b>Medication Administration</b>		
None	Assist with prescribed medications	Administer bronchodilators
	Administer oral glucose	Administer antiemetics
	Administer oral or inhalational analgesics	Administer SQ, IM and IV medications
	Administer oral/sublingual medications	Administer IM analgesics
		Administer resuscitation medications

<b>LEVEL 1</b>	<b>LEVEL 2</b>	<b>LEVEL 3</b>
<b>Medical Management</b>		
Manage burns	Glucometer	Insert nasogastric tube
	Emergency childbirth	
	Newborn management	
<b>Trauma Management</b>		
Apply swathe and sling	Traction splinting	
Apply cervical collar		
Immobilize long bones		
Spinal immobilization - seated patient		
Spinal immobilization - supine patient		
Rapid extrication		
Assessment-based spinal immobilization		





## Criteria for National Registration -Critical Care Paramedic (CCP)

Criteria	Critical Care Paramedic (CCP)
<b>Definition</b>	<p><b>PARAMEDICINE</b> is an allied health care discipline working predominantly in the wider community to assess, treat and transport patients of all age groups, with a large range of chronic or acute medical or traumatic emergencies. Conveyance of a patient to a hospital is most likely via a ground based Ambulance although other methods of transport may be utilized.</p> <p>A <b>Critical Care Paramedic</b> is a qualified health care professional with a diverse skill range, responsible for the safe transportation, advanced assessment and treatment of acute traumatic and medical conditions, life or limb saving interventions as outlined in Clinical Practice Guidelines, or assisting with clinical procedures in the presence of a licensed doctor and subsequent conveyance of a patient(s) to a Hospital or Medical center.</p> <p>A Critical Care Paramedic is responsible to request further clinical advice or resources if the situation is outside of their particular Scope of Practice.</p> <p>Critical Care Paramedics working in medically supervised and clinically governed specialist units may undertake other clinical activities within individual competencies as directed by a licensed doctor.</p>
<b>Practice Settings</b>	<p>Critical Care Paramedic undertakes their practice in various settings. For example, but not exclusively:</p> <ul style="list-style-type: none"><li>• Roadside, commercial and domestic properties</li><li>• Industrial clinics or industrial sites</li><li>• Off-shore platforms and shipping</li><li>• Hospital</li><li>• Mass gatherings: sporting and entertainment</li><li>• Special Operations (Military)</li><li>• Major incident and disaster management</li></ul>
<b>Education</b>	<p>Accepted qualifications include, but are not limited to;</p> <p>Completion of one of the following programs or equivalent which is recognized by a registration body (where applicable)</p> <ul style="list-style-type: none"><li>• US National Registered EMT-P with Critical Care EMT-P or Flight Paramedic Course</li><li>• Canadian Advanced or Critical Care Paramedic Diploma</li><li>• Australian post-graduate Diploma of Intensive Care Paramedical Practice</li><li>• South African HPCSA National Diploma Emergency Medical Care / Bachelor of Technology: Emergency Medical Care or B.EMC degree.</li><li>• A Qualification within UK leading to registration with Health and Care Professions Council-UK as paramedic PLUS Diploma in Immediate Medical Care from the RCS Edinburgh</li></ul>

## Criteria for National Registration Critical Care Paramedic (CCP cont'd...)

Criteria	Critical Care Paramedic (CCP)
<b>Education Cont'd...</b>	<ul style="list-style-type: none"> <li>New Zealand based bachelor of health sciences (Paramedicine) at intensive care level.</li> <li>Registration with a national or regional professional council or body (if required) as an Advanced Life Support or Critical Care Paramedic</li> </ul> <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> <li>Qatari citizens and long-term residents: Successful completion of a nationally approved Critical Care Paramedic training program in Qatar or Overseas.</li> </ul>
<b>Scope of Practice</b>	<p><b>Critical Care Paramedics:</b></p> <ul style="list-style-type: none"> <li>Complete patient assessment, including neurological assessment</li> <li>Provide advanced airway intervention, including tracheal suction and Rapid Sequence Induction and endotracheal intubation, Supraglottic airway insertion, needle chest decompression and oxygenation and ventilator support.</li> <li>Provide Advanced Cardiac Life Support Resuscitation, synchronized cardioversion and external pacing.</li> <li>Administer oral, nebulized, IV and IM medications as per approved clinical guidelines.</li> <li>Provide medical treatment, including assisted childbirth and advanced new-born care and nasogastric tube insertion.</li> <li>Provide trauma management.</li> </ul> <p><b>Practice Limitations:</b></p> <p>Critical Care Paramedics work within the approved scope of practice Guidelines and Schedule of Procedures (Appendix 1)</p>
<b>Licensure</b>	The Critical Care Paramedic must obtain licensure from Qatar Council for Healthcare Practitioners (QCHP).

**Criteria for National Registration  
Critical Care Paramedic (CCP cont'd...)**

Criteria	Critical Care Paramedic (CCP)
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years certified as a critical care paramedic</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• Documented experience of independent drug assisted endotracheal intubations in the past 2 years</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Newly graduates from a recognized academic program for Qatari Nationals and long term residents as per QCHP Circular No.1/2016.</li> </ul>
<b>Competency validation</b>	<ul style="list-style-type: none"> <li>• Evidence of completion of internship or orientation program from any healthcare institution reflecting the core competencies required by CCP's.</li> <li>• Proposed competencies must meet entry to practice criteria according to the proposed scope of practice and competency requirement</li> </ul>
<b>Other requirements for Evaluation &amp; Registration</b>	<p><i>(Refer to QCHP requirements for license Registration/Evaluation)</i>  <a href="http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx">http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx</a></p>
<b>Requirements for License Renewal</b>	<p><i>(Refer to QCHP requirements for license Registration/Evaluation)</i>  <a href="http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx">http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx</a></p>
<b>Note: Applicants with break from practice please see QCHP "Break from Practice Policy"</b>	



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## Critical Care Paramedic Scope of Practice

### INTRODUCTION

The Critical Care Paramedics' Scope of Practice is based on a competency framework that comprises **professional ethics, clinical practice, learning and professional development** intrinsic to the role of the Critical Care Paramedic. The Scope also describes the qualifications of the Critical Care Paramedic, professional roles, activities, and practice settings.

The primary focus of the Critical Care Paramedic (CCP) is to provide basic and advanced skills focused on the acute management and transportation of the broad range of patients who access the Emergency Medical Service (EMS) response system.

### STATEMENT OF PURPOSE:

The purpose of this document is to define Critical Care Paramedic' scope of practice in Qatar to:

- (a) Describe the services offered by qualified Critical Care Paramedic.
- (b) Define the professional accountability, required competencies, and scope of ethical and legal practice of the Critical Care Paramedic in relation to patients, families, other members of the multidisciplinary team, community and society.
- (c) Serve as a reference for license regulating authorities and professionals governing healthcare.

### DEFINITION OF CRITICAL CARE PARAMEDIC:

**PARAMEDICINE** is an allied health care discipline working predominantly in the wider community to assess, treat and transport patients of all age groups, with a large range of chronic or acute medical or traumatic emergencies. Patients are conveyed to a hospital utilizing either ground ambulance or aeromedical service.

A **Critical Care Paramedic** is a qualified health care professional with a diverse skill range, responsible for safe emergency driving to an incident scene or health care facility, advanced assessment and treatment of acute and chronic medical conditions, limb or lifesaving interventions as outlined in national or service level Clinical Practice Guidelines and the Paramedicine Practitioner Practice requirements schedule of procedures, critical care interfaculty support, and assisting with clinical interventions where required under the direction of a licensed doctor, and subsequent conveyance of a patient(s) to an appropriate Hospital or Medical Center. This may occur at an emergency scene until transportation resources arrive, from an emergency scene to a healthcare facility, between health care facilities, or in other health care settings.

A Critical Care Paramedic is responsible to request further clinical resources if the situation is outside of their particular Scope of Practice.

Critical Care Paramedics work independently under their scope of practice or where required in medically supervised and clinically governed specialist units may undertake other clinical activities within individual competencies as directed by a licensed medical paramedic.

## **PROFESSIONAL ROLES AND ACTIVITIES:**

Critical Care Paramedic is a clinical discipline, which means that the rapid pace of technological advancement, scientific discovery, and concomitant increase in medical knowledge, as well as the changing landscape of healthcare, contribute to the dynamic nature of this discipline. As the field evolves, it becomes necessary that additional knowledge and skills leading to expanded practice are acquired by Critical Care Paramedics. Expanded practice education may take place within college programs; accredited training centers or as clinical based programs and experience. Credentialing, or recognition, for expanded practice expertise is in addition to the Critical Care Paramedics' credential and may be at either a service or national level.

### **1 DOMAIN ONE: PROFESSIONAL AND ETHICAL PRACTICE**

This domain defines the professional accountability and scope of ethical and legal practice of the Critical Care Paramedic in relation to patients, families, other members of the multidisciplinary team, community and society.

#### **1.1 Competency Standard: Accountability**

Critical Care Paramedics work independently within their scope of practice guided by Clinical Practice Guidelines as determined by the Medical Director of the service.

They are accountable for the safe execution of the Clinical Practice Guidelines and for actions, decision-making and related outcomes.

It is recognized that Critical Care Paramedic may have to act outside of or beyond existing Clinical Practice Guidelines to save life or limb (Best interest principle). In that respect, they are accountable for their own actions, decision-making and related outcomes.

#### **Performance criteria:**

- 1.1.1 Works within the limits of own competence and the boundaries of the Scope of Practice.
- 1.1.2 Identifies opportunities for advocacy, health promotion and safe transportation to an acceptable receiving healthcare facility.
- 1.1.3 Provides care without discrimination on any basis, with respect for the rights and dignity of all individuals.
- 1.1.4 Encourages and promotes appropriate stewardship of resources.
- 1.1.5 Avoids any activity that creates a conflict of interest or violates any Qatari laws and regulations.
- 1.1.6 Promotes the growth of the profession, and presents a positive image of Critical Care Ambulance Paramedic to the community.

#### **1.2 Competency Standard: Ethical Practice**

Demonstrates integrity, accountability, honors the rights and dignity of all individuals, and pursues a quest for excellence in all professional activities that serve the best interests of the patient, society, and the profession.



**Performance criteria:**

- 1.2.1 Engages in ethical decision-making with respect to own professional responsibilities or where ethical issues affect healthcare delivery or clinical decision-making.
- 1.2.2 Acts as patient advocate protecting the person's rights in accordance with Qatari law and organization specific terms and conditions.
- 1.2.3 Maintains patient confidentiality and makes every reasonable effort to ensure the security of written, verbal and electronic patient information.
- 1.2.4 Respects the patient's (including children and young people and their parents') right to be fully informed, establishing a context for self-determination, assent (children) and informed consent.
- 1.2.5 Acts sensitively and fairly giving due consideration to diversity, including cultural and religious beliefs, race, age, gender, physical and mental state, and other relevant factors.
- 1.2.6 Questions when appropriate, healthcare practice where the safety of others is at risk and where the quality of care warrants improvement; acts where the safety of care is compromised and where necessary reports others who may be risking patient safety.
- 1.2.7 Demonstrates professional integrity and ethical conduct in matters where a conflict of interest could be construed.

**1.3 Competency Standard: Legal Practice**

Functions at all times in accordance with legislative, regulatory and policy guidelines relevant to Emergency Medical Services practice in Qatar.

**Performance criteria:**

- 1.3.1 Practices in accordance with agreed organizational policies and procedures that guide Critical Care Paramedics' practice.
- 1.3.2 Practices in accordance with State of Qatar relevant laws and regulations that govern Critical Care Paramedics' practice.
- 1.3.3 Maintains valid registration and licensure to practice in Qatar.
- 1.3.4 Recognizes and acts upon breaches of laws and regulations relating to the professional role and/or Professional Code of Conduct and Ethics for Critical Care Paramedics.
- 1.3.5 Maintains a professional portfolio including evidence of continued competence and improvement.

**2 DOMAIN TWO: CLINICAL PRACTICE**

As a healthcare profession, Critical Care Paramedics practice independently within their scope of practice and guided by clinical practice guidelines. Critical thinking, patient/environment assessment skills, and evidence-based clinical practice guidelines enable Critical Care Paramedics to develop and implement effective care plans, with predetermined pathways for specific cases (i.e. myocardial infarction patients being received by the Heart Hospital).

**2.1 Competency Standard: Provision of Care**

Critical Care Paramedics serve a diverse population and may function in one or more of a variety of activities. The practice of the Critical Care Paramedic includes basic and advanced skills focused on the acute management and transportation of a broad range of patients. (NHTSA, 2007)



### **Performance Criteria**

The practice of Critical Care Paramedics involves:

- 2.1.1 The provision of emergency medical care that is safe, preventive, restorative or life or limb saving to the patient including (see Appendix 1: Schedule of procedures):
- 2.1.2 Complete patient assessments, including neurological assessment.
- 2.1.3 Provide advanced airway intervention, including tracheal suction and Rapid Sequence Induction and endotracheal intubation, Supraglottic airway insertion, needle chest decompression and oxygenation and ventilator support.
  - 2.1.3.1 Deliver Advanced Cardiac Resuscitation, synchronized cardio version and external pacing.
  - 2.1.3.2 Establish Intravenous or intraosseous access and provide fluid management
  - 2.1.3.3 Administer oral, nebulized, IV and IM medications as per approved clinical guidelines
  - 2.1.3.4 Provide medical treatment, including assisted childbirth and advanced new-born care and nasogastric tube insertion.
  - 2.1.3.5 Provide trauma management
- 2.1.4 Observation and monitoring of signs and symptoms, general behavior, general physical response to treatment and diagnostic testing.
- 2.1.5 Determination and taking appropriate action when signs, symptoms, reactions, behavior or general response exhibits abnormal characteristics or undesirable effects.
- 2.1.6 The transcription and implementation of the written patient care reports when transferring care to a tertiary healthcare facility.

### **2.2 Competency Standard: Patient Centered Care**

The Critical Care Paramedic collects and interprets information, makes appropriate clinical decisions, and carries out diagnostic and therapeutic interventions.

#### **Performance criteria**

- 2.2.1 Undertakes a holistic assessment involving the patient, family and other healthcare providers, as appropriate, in order to determine the needs, concerns, problems, issues, and/or diagnosis that serve as a basis for care planning while under the Critical Care Paramedic's care.
- 2.2.2 Performs and evaluates the results of diagnostic procedures.
- 2.2.3 Assesses, initiates care, monitors, and manages patients as guided by clinical practice guidelines.
- 2.2.4 Educates the patient and family members/other caregivers as to the planned therapy and goals.
- 2.2.5 Adheres to universal precautions.
- 2.2.6 Provides care to achieve maintenance of a patent airway, to include placement, security and care of an artificial airway. This may include implementation of airway clearance techniques.
- 2.2.7 Administration of aerosolized, intramuscular, sub-cutaneous and intravenous medications as Prescribed, assessment of patient's response.
- 2.2.8 Provides therapeutic services to achieve and maintain adequate perfusion to maintain an adequate blood pressure.
- 2.2.9 Manages external Life Support modalities according to training level and competency, as well as providing expert support to other members of the Critical care team.



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- 2.2.10 Participates in advanced life support, resuscitation, and critical care transport of all patient populations.
- 2.2.11 Applies practical knowledge of the fundamental biomedical sciences including anatomy and physiology, chemistry and biochemistry, pharmacology, microbiology, and pathophysiology, as they apply to patient care.

### **2.3 Competency Standard: Evidence-Based Practice**

Integrates evidence and research findings into practice.

#### **Performance Criteria:**

- 2.3.1 Utilizes current evidence-based knowledge.
- 2.3.2 Participates in the formulation of evidence-based practice based on best available credible research and/or national and international professional consensus, guidance and audit.
- 2.3.3 Promotes dissemination, use, monitoring and review of professional standards and best practice guidelines.

### **2.4 Competency Standard: Communication and Teamwork**

Uses communication skills to ensure that other members of the health care team, the patient, their family and remain fully informed.

#### **Performance Criteria:**

- 2.4.1 Establishes relationships of trust, respect, honesty and empathy.
- 2.4.2 Gathers information about disease, but also about a patient's beliefs, concerns, expectations and illness experience.
- 2.4.3 Seeks out and synthesizes relevant information from other sources, such as patient's family, caregivers and other professionals.
- 2.4.4 Delivers information to patients and their families, colleagues, and other members of the healthcare team, in a way that is understandable, and that encourages discussion and participation in decision- making.
- 2.4.5 Demonstrates cultural competence across all patient groups.
- 2.4.6 Consistently and clearly communicates relevant, accurate and comprehensive information in verbal, written and electronic forms in a timely manner to ensure the delivery of safe, competent and ethical care.
- 2.4.7 Participates in building consensus and or resolving conflict in the context of patient care.
- 2.4.8 Engages in teamwork and the team-building processes.
- 2.4.9 Works effectively with other professionals to prevent, negotiate and resolve inter-Professional conflict.

## **3 DOMAIN THREE: LEADERSHIP AND MANAGEMENT**

Exhibits leadership qualities required for the provision of safe, effective care.

### **3.1 Competency Standard: Leadership**

Exhibits leadership qualities and manages patient care safely, efficiently and ethically.





**Performance Criteria:**

- 3.1.1 Applies clinical reasoning, and problem solving skills in the provision, management and evaluation of care.
- 3.1.2 Manages self, and where appropriate assists others, to ensure effective workload prioritization and time management.
- 3.1.3 Advocates for, and contributes to the creation and maintenance of a positive working environment and team working.
- 3.1.4 Participates in the mentorship and coaching of others.
- 3.1.5 Acts as a role model for colleagues, students and other members of the healthcare care team by treating all with respect, trust and dignity.
- 3.1.6 Promotes and maintains a positive image of Emergency Medical Services.

**3.2 Competency Standard: Quality Improvement and Safety**

Ensures Critical Care Paramedics meet organizational quality, safety standards, guidelines, whilst participating in continuous quality improvement.

**Performance criteria:**

- 3.2.1 Practices in accordance with recognized evidence-based best practice.
- 3.2.2 Acts immediately and appropriately in accordance with the service specific Major Incident Response Plan as needed participating in triage and coordination of care for patients.
- 3.2.3 Ensures a safe environment by identifying actual and potential risks and takes timely action to meet national legislation, workplace health and safety principles.
- 3.2.4 Acknowledges own limitations in knowledge, judgment and/or skills, and functions within those limitations.
- 3.2.5 Recognizes less than optimum or unsafe practice in self and others and intervenes, records and reports, and acts to access and/or provides support to ensure remediation of deficiencies.
- 3.2.6 Adheres to and implements infection control policies and procedures.
- 3.2.7 Communicates and records safety concerns to the relevant authority and documents response.

**3.3 Competency Standard: Delegation and Supervision**

Delegates and provides supervision to team members according to their competence and scope of practice.

**Performance Criteria:**

- 3.3.1 Delegates to others, activities commensurate with their abilities and scope of practice.
- 3.3.2 Uses a range of supportive strategies when supervising aspects of care delegated to others.
- 3.3.3 Maintains accountability and responsibility when delegating aspects of care to others.

**4 DOMAIN FOUR: EDUCATION, LEARNING AND DEVELOPMENT**

**4.1 Competency Standard: Education and Facilitation**

Demonstrates commitment to the development of other members in the healthcare team, as well as patients, families, community and society.



**Performance criteria:**

- 4.1.1 Shares and disseminates professional knowledge and research findings with others.
- 4.1.2 Acts as a resource for others
- 4.1.3 Contributes to the formal and informal education and professional development of students and colleagues facilitating and where appropriate coordinating learning opportunities.
- 4.1.4 Acts as an effective preceptor and/or mentor as assigned, undertaking appropriate preparation and updating to undertake the roles.
- 4.1.5 Takes opportunities to learn together with others in order to contribute to health care improvement.

**4.2 Competency Standard: Lifelong learning**

Assumes responsibility for own professional development through lifelong learning to ensure continued competence and performance improvement.

**Performance criteria:**

- 4.2.1 undertakes regular self-assessment and reviews own practice through reflection, peer Review, competency assessment, critical examination and evaluation.
- 4.2.2 Instigates planned updating knowledge and skills for safe, person-centered, evidence-based practice.
- 4.2.3 Actively engages in ongoing professional development and performance improvement of self and others.
- 4.2.4 Maintains a record of learning and professional development activities and accreditation.
- 4.2.5 Understands the value of case discussion, clinical supervision and other methods of reflecting and reviewing practices.

**4.3 Competency Standard: Promotion of health and patient education**

Will enable and provide information on maintaining and optimizing health and maximizing self-care.

**Performance criteria:**

- 4.3.1 Takes part in health promotion, patient education and contributes to their evaluation.
- 4.3.2 Applies knowledge of resources available for health promotion and health education.
- 4.3.3 May act to empower the individual family and community to adopt healthy lifestyles and concord with self-management of ill-health to promote wellbeing.
- 4.3.4 May provide relevant health information and patient education to individuals, families and communities to assist in achieving optimal health and rehabilitation.
- 4.3.5 Demonstrates understanding of traditional healing practices within an individual's, family and/or community's health belief systems and incorporates appropriately and/or provides education if adversely effecting optimum health.
- 4.3.6 Recognizes the potential for patient education and teaching for health and wellbeing.
- 4.3.7 Applies knowledge of a variety of teaching and learning strategies with individuals, Families and communities to effect and evaluate learning and concordance with Treatment and advice.

## **5 DOMAIN FIVE: RESEARCH AND IMPROVEMENT**

This domain articulates the requirement that the Critical Care Paramedic should practice incorporating best available evidence to provide quality health care and contribute to the creation and/or implementation of knowledge through active participation.

### **5.1 Competency Standard: Using data and information systems**

Uses data systems to enhance the quality and delivery of patient care.

#### **Performance Criteria:**

- 5.1.1 Acquires the information technology skills needed to inform and provide optimum healthcare care and document accurately outcomes of interventions.
- 5.1.2 Understands how to use technology and data to assist in problem identification and identification of deficiencies that can be remediated to enable improvements in patient care.
- 5.1.3 Analyses data accurately and comprehensively leading to appropriate interpretation of findings and development of implementation plans.
- 5.1.4 Recognizes the need to manage records and all other information in accordance with applicable legislation, protocols and guidelines.

### **5.2 Competency Standard: Research Participation**

Uses research, evaluation, service improvement and audit findings to enhance the quality of patient care and protect the rights of those participating.

#### **Performance Criteria:**

- 5.2.1 Participates in activities that disseminate research findings such as publications, journal clubs, grand rounds and presentations.
- 5.2.2 Promotes research, evaluation, service improvement initiatives and audit, designed to improve healthcare practice and disseminate findings to colleagues, patients, families, communities, and society.
- 5.2.3 Undertakes appropriate development to ensure competency to recruit, ensure informed consent is obtained, support involvement, facilitate, monitor and where appropriate advocate withdrawal of individuals participating in clinical research and evaluation.



**References:**

Appendix 1: Schedule of procedures

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
<b>Assessments</b>				
Conduct assessment of blood pressure, pulse, respirations, pupils and skin	Conduct neurological assessment			
Physical Assessment - Trauma				
Physical Assessment-Medical				
Triage patients				
<b>Airway and Oxygen Procedures</b>				
Insert oropharyngeal airway (adult)	Insert nasopharyngeal airway	Tracheal suctioning	Adult Rapid sequence induction	
Insert oropharyngeal airway (infant/child)	Use and interpretation of a pulse oximeter	Perform needle chest thoracostomy	Cricothyroidotomy	
Oral Suctioning	LT Airway	Remove foreign bodies via direct visualization and forceps	Pediatric oral tracheal intubation	
Administer supplemental oxygen	Use and interpretation of capnography		Use mechanical ventilator	
Bag-valve-mask resuscitation				
<b>Circulation and cardiac treatment and procedures</b>				
Control external bleeding	Manual defibrillation	Interpret ECG - 12 lead		
Provide basic shock treatment	Interpret 4-lead ECG	Synchronized Cardioversion		
AED Use and Defibrillation	Cardiac arrest pharmacology	External cardiac pacing		
Cardiopulmonary resuscitation	Perform Valsalva maneuvers			

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Fluid Management				
None	Institute peripheral IV catheters	Institute intraosseous access		
	Administer intravenous glucose solutions	Institute external jugular lines		
	Administer crystalloid solutions			
Medication Administration				
None	Assist with prescribed medications	Administer bronchodilators	Administer IO medications	Administer sedatives
	Administer oral glucose	Administer antiemetics	Administer vasoactive medications	Administer paralytics
	Administer oral or inhalational analgesics	Administer SQ, IM and IV medications	Administer controlled substances	Administer anticonvulsants
	Administer oral/sublingual medications	Administer IM analgesics	Administer chronotropic	
		Administer resuscitation medications	Administer inotropics	
			Administer diuretics	
			Administer steroids	
			Administer electrolytes	
			Administer antagonists	
			Administer antiarrhythmic	
			Medical direction required for special circumstance medication	



LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
<b>Medical Management</b>				
Manage burns	Glucometer	Insert nasogastric tube		
	Emergency childbirth			
	Newborn management			
<b>Trauma Management</b>				
Apply swathe and sling	Traction splinting			
Apply cervical collar				
Immobilize long bones				
Spinal immobilization - seated patient				
Spinal immobilization - supine patient				
Rapid extrication				
Assessment-based spinal immobilization				

National Highway Traffic Safety Administration (NHTSA). (2007). National EMS Scope of Practice



Criteria	Emergency Medical Dispatcher
<b>Definition</b>	<p><b>Emergency Medical Dispatch</b> is the reception, evaluation, processing, and provision of dispatch life support; management of requests for emergency medical assistance; and participation in ongoing evaluation and improvement of the emergency medical dispatch process as the prompt and accurate processing of call for emergency medical assistance.</p> <p>An <b>Emergency Medical Dispatcher (EMD)</b> is a trained public safety tele communicator with the additional accredited training and specific emergency medical knowledge essential to perform telephonic triage, select an appropriate method of response, provide pertinent information to respondents and give appropriate first aid, instructions or directions (Dispatch Life Support), including CPR, if necessary for patients through the caller until a paramedic crew arrives at the scene.</p> <p><b>Essentially, EMDs ensure that the right ambulance resources are sent to the right person, at the right time, in the right way, and provides the right instructions for the care of the patient until help arrives.</b></p>
<b>Practice Settings</b>	<p>EMDs mainly work in:</p> <ul style="list-style-type: none"><li>• Communications and Control Centers</li><li>• Call Centers and Coordination Centers</li><li>• 999 Operations Centers</li><li>• Emergency Operations or Incident Command Centers</li><li>• Joint Operations Centers</li><li>• Any location where a Mobile Command and Control (MCC) Unit is required (e.g. major incident response)</li><li>• Major events/gatherings: Educational exhibits, sporting events, and entertainments.</li></ul>
<b>Education</b>	<ul style="list-style-type: none"><li>• Three (3) years Diploma in a clinical discipline (Nursing and/or Anesthesia Technologist) or health sciences</li><li>AND</li><li>• Internationally recognized Emergency Medical Dispatcher certification International Academy of Emergency Dispatcher (IAED),</li><li>• AND</li><li>• Internationally recognized Basic / Emergency Tele communicator certification (IAED)</li><li>• Graduate of Qatar Ambulance Service approved internal or external Ambulance Paramedic program with subsequent completion of internal preceptorship.</li></ul>



<b>Scope of Practice</b>	<p>The EMD is an operational role within an ambulance service that works collaboratively with the public safety agencies, the broader organization, and other healthcare and emergency services. EMDs receives incoming emergency, urgent, non-urgent calls simultaneously operating the telephony, computer aided dispatch and prioritization systems; provides essential advice to coordinate and dispatch ambulance resources and patient transport movements for the Qatar community.</p> <p>EMDs:</p> <p>Take requests for emergency medical assistance from the public by doing a telephonic patient assessment identifying the nature of the request,</p> <p>Prioritize the severity of the request based on the emergency medical dispatch provider agency's local policies and procedures, dispatching the necessary resources</p> <p>Provide medical aid and safety instructions to the callers,</p> <p>Use medically approved, safe and effective written Clinical Pre-Arrival Instructions (PAIs) and Post-Dispatch Instructions (PDIs) to callers regarding medical and trauma conditions which may consist of BLS and ALS principles that are appropriate for application by EMD's as even when a life is not threatened :</p> <ul style="list-style-type: none"><li>• Airway and breathing management</li><li>• Cardio-pulmonary resuscitation</li><li>• Choking management</li><li>• Bleeding control</li><li>• Emergency childbirth</li><li>• Caller assisted administration of physician prescribed medications such as epinephrine auto-injectors.</li></ul> <p>Coordinate the responding resources as needed.</p>
<b>Licensure</b>	<p>The EMD must apply for licensure through Qatar Council For Healthcare Practitioners (QCHP).</p>





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<b>Experience</b>	<p>Stream 1</p> <ul style="list-style-type: none"><li>2-years demonstrated experience in emergency operations communications/control centers or relevant healthcare field</li></ul> <p>OR</p> <p>Stream 2</p> <ul style="list-style-type: none"><li>Graduate of Qatar Ambulance Service approved internal or external Ambulance Paramedic program with subsequent completion of internal preceptorship.</li><li>Newly graduates for Qatari National and Long term residents as per QCHP Circular No.1/2016</li></ul>
<b>Competency Validation</b>	<ul style="list-style-type: none"><li>Completion of HMCAS approved Basic Life Support (BLS) course</li><li>Passing of an internationally recognized Emergency Medical Dispatcher exam with certification (IAED or equivalent)</li><li>Passing of an internationally recognized Basic / Emergency Tele communicator exam with certification (IAED or equivalent)</li></ul>
<b>Others Requirement for Evaluation &amp; Registration</b>	<p><i>(Refer to QCHP requirements for license Registration/Evaluation)</i></p> <p><a href="http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx">http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx</a></p>
<b>Requirements for License renewal</b>	<p><i>(Refer to QCHP requirement for license Registration/Evaluation)</i></p> <p><a href="http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx">http://www.qchp.org.qa/en/Pages/HowToRegisterToPracticeInQatar.aspx</a></p> <ul style="list-style-type: none"><li>Passing the internationally recognized Emergency Medical Dispatcher recertification exam</li><li>Completion of the Emergency Medical Dispatcher program approved 24- hours of Continued Dispatch Education (CDEs).</li></ul>
<b>Note: Applicant with break from practice please see QCHP "Break from Practice Policy"</b>	



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## **EMERGENCY MEDICAL DISPATCHER**

### **Scope of Practice**

#### **INTRODUCTION**

The Emergency Medical Dispatcher (EMD) Scope of Practice is based on a competency framework that comprises **professional ethics, clinical practice, learning and professional development** intrinsic to the role of the EMD. The Scope also describes the qualifications of the EMD, professional roles, activities, and practice settings.

#### **STATEMENT OF PURPOSE:**

The purpose of this document is to define the EMD's scope of practice in Qatar to:

- (a) Describe the services offered by qualified EMD.
- (b) Define the professional accountability, required competencies, and scope of ethical and legal practice of the EMD in relation to patients, families, other members of the multidisciplinary team, community and society.
- (c) Serve as a reference for license regulating authorities and professionals governing healthcare.

#### **Purpose of the Role:**

The EMD is an operational role within an ambulance service or emergency medical system that works collaboratively with the Police, Civil Defense, and other health care and emergency services. The purpose of the role is to receive emergency calls, provide essential pre-arrival clinical advice and to coordinate and dispatch medical aid resources and patient transport movements in the State of Qatar.

The EMD is a clinical discipline, which means that the rapid pace of technological advancement, scientific discovery, and concomitant increase in medical knowledge, as well as the changing landscape of healthcare, contribute to the dynamic nature of this discipline. As the field evolves, it becomes necessary that additional knowledge and skills, leading to expanded practice, are acquired by EMDs beyond their preclinical education. Expanded practice education may take place within formal courses, on the job training or professional development within their service.

In the delivery of prehospital care, the EMD role requires a high level of judgement and decision making ability while:

- Typing proficiently including accurate recording of incident details,
- Operating complex computer systems within a multi-screen computer environment,
- Employing assertiveness whilst employing empathy to the caller,
- Triage incoming calls for assistance utilizing a systematic script in order to determine the likely severity of the patient's illness or injury,
- Dispatching and managing multiple resource responses simultaneously,
- Maintaining a high level of situational operational awareness
- Continually reflecting on operational practice, and
- Maintaining fitness for duty, key functions and responsibilities.



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## **1. DOMAIN ONE: PROFESSIONAL AND ETHICAL PRACTICE**

This domain defines the professional accountability and scope of ethical and legal practice of the Emergency Medical Dispatcher (EMD) in relation to patients, families, other members of the multidisciplinary team, community and society.

### **Competency Standard 1.1: Accountability**

EMDs are guided by protocols as approved by the *Medical Director of the service*. They are accountable for the safe execution of care within the Standard Operation Procedures and for escalating decision making for actions and related outcomes which fall outside of the protocols.

#### **Performance criteria:**

- 1.1.1 Works within the limits of own competence and the boundaries of the Scope of Practice.
- 1.1.2 Identifies opportunities for advocacy, health promotion and safe transportation to an acceptable receiving healthcare facility.
- 1.1.3 Provides care without discrimination on any basis, with respect for the rights and dignity of all individuals.
- 1.1.4 Encourages and promotes appropriate stewardship of resources.
- 1.1.5 Avoids any activity that creates a conflict of interest or violates any Qatari laws and regulations.
- 1.1.6 Promotes the growth of the profession, and presents a positive image of EMDs to the community.

### **Competency Standard 1.2: Ethical Practice**

Demonstrates integrity, accountability, honors the rights and dignity of all individuals, and pursues a quest for excellence in all professional activities that serve the best interests of the patient, society, and the profession.

#### **Performance criteria:**

- 1.2.1 Engages in ethical decision-making with respect to own professional responsibilities or where ethical issues affect healthcare delivery or clinical decision-making.
- 1.2.2 Acts as patient advocate protecting the person's rights in accordance with Qatari law and organization specific terms and conditions.
- 1.2.3 Endeavors to put the needs of the public above their own.
- 1.2.4 Obeys all laws and regulations and should avoid any conduct or activity that would cause unjust harm to the citizens they serve.
- 1.2.5 Maintains patient confidentiality and makes every reasonable effort to ensure the security of written, verbal and electronic patient information.
- 1.2.6 Respects the patient's (including children and young people and their parents') right to be fully informed, establishing a context for self-determination, assent (children) and informed consent.
- 1.2.5 Acts sensitively and fairly giving due consideration to diversity, including cultural and religious beliefs, race, age, gender, physical and mental state, and other relevant factors.
- 1.2.6 Questions when appropriate, healthcare practice where the safety of others is at risk and where the quality of care warrants improvement; acts where the safety of care is compromised and where necessary reports others who may be risking patient safety.



- 1.2.7 Demonstrates professional integrity and ethical conduct in matters where a conflict of interest could be construed.
- 1.2.8 Establishes and maintains honorable relationships with their service peers and with all those who rely on their professional skill and judgment.
- 1.2.9 Assists assist in improving the public understanding of emergency dispatching.

### **Competency Standard 1.3: Legal Practice**

Functions at all times in accordance with legislative, regulatory and policy guidelines relevant to EMD practice.

#### **Performance criteria:**

- 1.3.1 Practices in accordance with agreed policies and procedures that guide EMDs' practice.
- 1.3.2 Practices in accordance with relevant laws and regulations that govern EMDs' practice.
- 1.3.3 Maintains valid registration and licensure to practice in Qatar.
- 1.3.4 Recognizes and acts upon breaches of laws and regulations relating to the professional role and/or Professional Code of Conduct and Ethics for EMDs.
- 1.3.5 Maintains a professional portfolio including evidence of continued competence and improvement.

## **2. DOMAIN TWO: Clinical Practice**

As a healthcare professional, an EMD practices under medical direction and clinical protocols. Critical thinking, patient/environment assessment skills, and evidence-based clinical protocols enable the EMD to develop and implement effective care plans within predetermined care pathways

### **Competency Standard 2.1: Provision of Care**

The practice of an EMD involves but is not limited to:

- 2.1.1 The provision of emergency medical care that is safe, preventive, and restorative or life or limb saving to the patient.
- 2.1.2 The provision of medically approved, written Pre-Arrival Instructions (PAIs) and Post-Dispatch Instructions (PDIs) to callers regarding medical and trauma conditions. It consists of those BLS and ALS principles that are appropriate to application by EMDs which include but are not limited to:
  - Airway and breathing management
  - Cardio-pulmonary resuscitation
  - Choking management
  - Bleeding control
  - Emergency childbirth
  - Caller assisted administration of physician prescribed medications such as epinephrine auto-injectors.



## **Competency Standard 2.2: Patient Centered Care**

The EMD uses algorithmic and rapid clinical patient evaluation questioning process to analyze information (accurately and promptly) provided by the caller to triage the request and identify appropriate resources to be prioritized and allocated at the earliest possible opportunity.

### **Performance criteria**

- 2.2.1 Gathers the appropriate and complete information that could provide a comprehensive knowledge of the situation guided by the approved Medical Priority Dispatch System in an efficient, professional and compassionate manner.
- 2.2.2 Undertakes a holistic assessment involving the patient, family and other healthcare providers, as appropriate, in order to determine the needs, concerns, problems, issues, and/or diagnosis that serve as a basis for care planning.
- 2.2.3 Performs and evaluates the results of basic diagnostic procedures
- 2.2.4 Initiates, monitors, and manages patients in accordance with physician approved clinical practice guidelines and care pathways.
- 2.2.5 Educates the patient and family members/other caregivers as to the planned therapy and goals.
- 2.2.6 Adheres to universal precautions.
- 2.2.7 Provides care to achieve maintenance of a patent airway.
- 2.2.8 Advise on administration of aerosolized, intramuscular, sub-cutaneous and intravenous medications as prescribed, assessment of patient's response.
- 2.2.9 Detection and response to potential hazards to the patient, bystanders or responders, using protocols, to manage scene safety.
- 2.2.10 Alerts the Supervisor on a variety of issues to include: incidents that have potential to become large scale including all Chemical, Biological, Radio-Active, Nuclear (CBRN) incidents and airport incidents; matters relating to effective and efficient running of service, possible complaints, misuse of service, concerns regarding equipment efficiency.
- 2.2.11 Manages external Life Support modalities according to training level and competency, as well as providing expert support to other members of the care team.
- 2.2.12 Participates in intermediate life support resuscitation.
  - 2.2.12.1 Providing basic life support to infants and children
    - 2.2.12.1.1 CPR, defibrillation, choking, administration of Epinephrine for the treatment of anaphylaxis and the use of a bag-valve-mask device
  - 2.2.12.2 Provides intermediate life support to adult patients
    - 2.2.12.2.1 CPR, defibrillation, choking, administration of Epinephrine for the treatment of anaphylaxis use of bag-valve-mask device
- 2.2.13 Applies practical knowledge of the fundamental biomedical sciences including anatomy and physiology, chemistry and biochemistry, pharmacology, microbiology, and pathophysiology, as they apply to patient care.

## **Competency Standard 2.3: Evidence-Based Practice**

Assists in integrating evidence and research findings into practice.



**Performance Criteria:**

- 2.3.1 Utilizes current evidence-based knowledge through clinical practice guideline.
- 2.3.2 Participates in the formulation of evidence-based practice based on best available credible research and/or national and international professional consensus, guidance and audit.
- 2.3.3 Promotes dissemination, use, monitoring and review of professional standards and best practice guidelines.

**Competency Standard 2.4: Communication and Teamwork**

Delivers high levels of customer service through professional interactions and communication with patients, the patient's advocates, relatives, health professionals, members of the public, other emergency services and key stakeholders to ensure the best possible outcome for the patient is achieved while maintaining the positive reputation of the Ambulance Service; Applies well developed skills to communicate and interact effectively, to build and sustain collaborative professional relationships as a well-disciplined member of the emergency medical system service delivery team; Demonstrates an awareness of people with diverse cultural backgrounds and undertake all available cross-cultural related training to ensure rapid and appropriate responses.

**Performance Criteria:**

- 2.4.1 Applies good interpersonal and communication skills including active listening, assertiveness, and empathy.
- 2.4.2 Employs strategies to de-escalate highly emotive callers or situations
- 2.4.3 Demonstrates ability to work as an effective member of a team assisting fellow team members toward achievement of required performance objectives and customer service outcomes.
- 2.4.4 Demonstrates strong customer service commitment through professional attitude and behavior
- 2.4.5 Establishes relationships of trust, respect, honesty and empathy.
- 2.4.6 Gathers information about disease, but also about a patient's beliefs, concerns, expectations and illness experience.
- 2.4.7 Delivers information to patients and their families, colleagues, and other members of the healthcare team, in a way that is understandable, and that encourages discussion and participation in decision- making.
- 2.4.8 Demonstrates cultural competence across all patient groups.
- 2.4.9 Consistently and clearly communicates relevant, accurate and comprehensive information in verbal, written and electronic forms in a timely manner to ensure the delivery of safe, competent and ethical care.
- 2.4.10 Engages in teamwork and the team-building processes.
- 2.4.11 Works effectively with other professionals to prevent, negotiate and resolve inter-professional conflict.
- 2.4.12 Deal with all customers equally without discrimination on any basis, with respect for the rights and dignity of all individuals.
- 2.4.13 Actively participates in Public education. Avoids any activity that creates a conflict of interest or violates any Qatari laws and regulations.

**3 DOMAIN THREE: Leadership and Management**

Exhibits leadership qualities required for the provision of safe and effective care.



### **Competency Standard 3.1: Leadership**

Exhibits leadership qualities and manages patient care safely, efficiently and ethically.

#### **Performance Criteria:**

- 3.1.1 Applies clinical reasoning, and problem solving skills in the provision, management and evaluation of care.
- 3.1.2 Manages self, and where appropriate assists others, to ensure effective workload prioritization and time management.
- 3.1.3 Advocates for, and contributes to the creation and maintenance of a positive working environment and team working.
- 3.1.4 Participates in the mentorship and coaching of others.
- 3.1.5 Acts as a role model for colleagues, students and other members of the healthcare care team by treating all with respect, trust and dignity.
- 3.1.6 Promotes and maintains a positive image of Ambulance Services.

### **Competency Standard 3.2: Quality Improvement and Safety**

Ensures the EMD meets organizational quality, safety standards, guidelines, whilst participating in continuous quality improvement.

#### **Performance criteria:**

- 3.2.1 Practices in accordance with approved Standard Operating Policies and Code of Ethics reflecting recognized evidence based best practice.
- 3.2.2 Ensures a safe environment by identifying actual and potential risks and takes timely action to meet national legislation, workplace health and safety principles.
- 3.2.3 Acknowledges own limitations in knowledge, judgment and/or skills, and functions within those limitations.
- 3.2.4 Recognizes less than optimum or unsafe practice in self and others and intervenes, records and reports, and acts to access and/or provides support to ensure remediation of deficiencies.
- 3.2.5 Adheres to and implements infection control policies and procedures.
- 3.2.6 Communicates and records safety concerns to the relevant authority and documents response.

### **Competency Standard 3.3: Operational Readiness & Performance**

Commits to maintaining medical, physical, and psychological well-being in order to safely undertake all the duties of EMD.

#### **Performance Criteria:**

- 3.3.1 Receive incoming requests for urgent and non-urgent assistance, triage those requests, and determine the appropriate course of action in accordance with Ambulance Service Standard Operating Procedures.
- 3.3.2 Dispatch and manage multiple resource responses simultaneously in accordance with Ambulance Service Standard Operating Procedures
- 3.3.3 Allocates resources to their most appropriate use by differentiating life-threatening situations from that requiring basic unit response without lights and sirens. establishes the appropriate level of care including the urgency and type of response
- 3.3.4 Operate the Computer Aided Dispatch (CAD) system, radio communications system and ancillary equipment, professionally and proficiently in accordance with Ambulance Service Standard Operating Procedures.
- 3.3.5 Liaise as necessary with operational staff and other service providers to ensure effective mobilization of resources



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- 3.3.6 Ensures continually updated information about scene hazards, violence, exact location, and changing patient condition to the Responders to the field.
- 3.3.7 Negotiates responses with other ambulance services and other emergency services and agencies (including timescales, resource requirements and rendezvous points) following set protocols and policies
- 3.3.8 Negotiates responses (including timescales and resource requirements) with other healthcare professionals (GPs, hospitals, nursing homes), enhancing partnership working wherever possible.
- 3.3.9 Maintains sight of the “big picture” knows where all emergency crews are at all times. Resources can be allocated by the immediate needs of the system.
- 3.3.10 Gets access to support resources either from the system back up or through mutual-aid agreements with neighboring services.
- 3.3.11 Liaise with partner agencies to ensure the coordinated delivery of emergency medical care to ill or injured patients.
- 3.3.12 Maintain an operational log, recording relevant details of incidents and actions during the shift using a computerized/manual record as required.
- 3.3.13 Work in collaboration within the National Operations Center network and contribute effectively toward the achievement of required performance targets and service delivery standards.
- 3.3.14 Present fit for duty by being physically healthy, illness and fatigue free, and psychologically healthy; and utilizing staff support and counselling services when required.
- 3.3.15 Maintains accountability and responsibility when delegating aspects of care to others.
- 3.3.16 An EMD is expected to remain updated with back up contingency plans and procedures to accommodate system failures and can put these procedures into action whenever required.

#### **4 DOMAIN FOUR: Education, learning and development**

##### **Competency Standard 4.1: Continuing Dispatcher Education and Facilitation**

Demonstrates commitment to the development of other members in the healthcare team, as well as patients, families, community and society.

##### **Performance criteria:**

- 4.1.1 Develops an understanding of telecommunications and the EMD’s roles and responsibilities
- 4.1.2 Enhances the online skills in pre-arrival instructions and in all emergency telephone procedures within the practice of EMD;
- 4.1.3 Improves skills in the use and application of all component parts of the protocols, including interrogation, prioritization, and appropriate provision of pre-arrival instructions
- 4.1.4 Seeks opportunities for discussion, skill practice, and critique of skill performance
- 4.1.5 Maintains a current understanding of the evolving science of emergency medical dispatching methods, procedures, techniques, and standards.
- 4.1.6 Shares and disseminates professional knowledge and research findings with others.





- 4.1.7 Contributes to the formal and informal education and professional development of students and colleagues facilitating and where appropriate coordinating learning opportunities.
- 4.1.8 Acts as an effective preceptor and/or mentor as assigned, undertaking appropriate preparation and updating to undertake the roles.
- 4.1.9 Takes opportunities to learn together with others in order to contribute to health care improvement.

#### **Competency Standard 4.2: Lifelong learning**

Assumes responsibility for own professional development through lifelong learning to ensure continued competence and performance improvement.

##### **Performance criteria:**

- 4.2.1 Undertakes regular self-assessment and reviews own practice through reflection, peer review, competency assessment, critical examination and evaluation.
- 4.2.2 Instigates planned updating knowledge and skills for safe, person-centered, evidence-based practice.
- 4.2.3 Actively engages in ongoing professional development and performance improvement of self and others.
- 4.2.4 Maintains a record of learning and professional development activities and accreditation.

## **5 DOMAIN FIVE: RESEARCH AND IMPROVEMENT**

This domain articulates the requirement that the EMD should practice incorporating best available evidence to provide quality health care and contribute to the creation and/or implementation of knowledge through active participation.

#### **Competency Standard 5.1: Using data and information systems**

Uses data systems to enhance the quality and delivery of patient care under the supervision of the Trainers/supervisors or by volunteering.

##### **Performance Criteria:**

- 5.1.1 Acquires the information technology skills needed to inform and provide optimum healthcare care and document accurately outcomes of interventions.
- 5.1.2 Understands how to use technology and data to assist in problem identification and identification of deficiencies that can be remediated to enable improvements in patient care.
- 5.1.3 Analyses data accurately and comprehensively leading to appropriate interpretation of findings and development of implementation plans.

#### **Competency Standard 5.2: Research Participation**

Uses research, evaluation, service improvement and audit findings to enhance the quality of patient care and protect the rights of those participating.



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**Performance Criteria:**

- 5.2.1 Participates in activities that disseminate research findings such as publications, journal clubs, grand rounds and presentations.
- 5.2.2 Promotes research, evaluation, service improvement initiatives and audit, designed to improve healthcare practice and disseminate findings to colleagues, patients, families, communities, and society.
- 5.2.3 Undertakes appropriate development to ensure competency to recruit, ensure informed consent is obtained, support involvement, facilitate, monitor and where appropriate advocate withdrawal of individuals participating in clinical research and evaluation.