

NOCP's 2001

Area 1 Professional Responsibilities

GENERAL COMPETENCY 1.1 Function as a professional.

- 1.1.a Maintain patient dignity.
- 1.1.b Reflect professionalism through use of appropriate language.
- 1.1.c Dress appropriately and maintain personal hygiene.
- 1.1.d Maintain appropriate personal interaction with patients.
- 1.1.e Maintain patient confidentiality.
- 1.1.f Participate in quality assurance and enhancement programs.
- 1.1.g Utilize community support agencies as appropriate.
- 1.1.h Promote awareness of emergency medical system and profession.
- 1.1.i Participate in professional association.
- 1.1.j Behave ethically.
- 1.1.k Function as patient advocate.

GENERAL COMPETENCY 1.2 Participate in continuing education.

- 1.2.a Develop personal plan for continuing professional development.
- 1.2.b Self-evaluate and set goals for improvement, as related to professional practice.
- 1.2.c Interpret evidence in medical literature and assess relevance to practice.

GENERAL COMPETENCY 1.3 Possess an understanding of the medicolegal aspects of the profession.

- 1.3.a Comply with scope of practice.
- 1.3.b Recognize "patient rights" and the implications on the role of the provider.
- 1.3.c Include all pertinent and required information on ambulance call report forms.

GENERAL COMPETENCY 1.4 Recognize and comply with relevant provincial and federal legislation.

- 1.4.a Function within relevant legislation, policies and procedures.

GENERAL COMPETENCY 1.5 Function effectively in a team environment.

- 1.5.a Work collaboratively with a partner.
- 1.5.b Accept and deliver constructive feedback.
- 1.5.c Work collaboratively with other emergency response agencies.
- 1.5.d Work collaboratively with other members of the health care team.

GENERAL COMPETENCY 1.6 Make decisions effectively.

- 1.6.a Exhibit reasonable and prudent judgment.
- 1.6.b Practice effective problem-solving.
- 1.6.c Delegate tasks appropriately.

Area 2 Communication

GENERAL COMPETENCY 2.1 Practice effective oral communication skills

- 2.1.a Deliver an organized, accurate and relevant report utilizing telecommunication devices.
- 2.1.b Deliver an organized, accurate and relevant verbal report.
- 2.1.c Deliver an organized, accurate and relevant patient history.
- 2.1.d Provide information to patient about their situation and how they will be treated.
- 2.1.e Interact effectively with the patient, relatives and bystanders who are in stressful situations.

2.1.f Speak in language appropriate to the listener.

2.1.g Use appropriate terminology.

GENERAL COMPETENCY 2.2 Practice effective written communication skills

2.2.a Record organized, accurate and relevant patient information.

2.2.b Prepare professional correspondence.

GENERAL COMPETENCY 2.3 Practice effective non-verbal communication skills

2.3.a Exhibit effective non-verbal behaviour.

2.3.b Practice active listening techniques.

2.3.c Establish trust and rapport with patients and colleagues.

2.3.d Recognize and react appropriately to non-verbal behaviours.

GENERAL COMPETENCY 2.4 Practice effective interpersonal relations

2.4.a Treat others with respect.

2.4.b Exhibit empathy and compassion while providing care.

2.4.c Recognize and react appropriately to individuals and groups manifesting coping mechanisms.

2.4.d Act in a confident manner.

2.4.e Act assertively as required.

2.4.f Manage and provide support to patients, bystanders and relatives manifesting emotional reactions.

2.4.g Exhibit diplomacy, tact and discretion.

2.4.h Exhibit conflict resolution skills.

Area 3 Health & Safety

GENERAL COMPETENCY 3.1 Maintain good physical and mental health.

3.1.a Maintain balance in personal lifestyle.

3.1.b Develop and maintain an appropriate support system.

3.1.c Manage personal stress.

3.1.d Practice effective strategies to improve physical and mental health related to shift work.

3.1.e Exhibit physical strength and fitness consistent with the requirements of professional practice.

GENERAL COMPETENCY 3.2 Practice safe lifting and moving techniques.

3.2.a Practice safe biomechanics.

3.2.b Transfer patient from various positions using applicable equipment and / or techniques.

3.2.c Transfer patient using emergency evacuation techniques.

3.2.d Secure patient to applicable equipment.

3.2.e Lift patient and stretcher in and out of ambulance with partner.

GENERAL COMPETENCY 3.3 Create and maintain a safe work environment.

3.3.a Assess scene for safety.

3.3.b Address potential occupational hazards.

3.3.c Conduct basic extrication.

3.3.d Exhibit defusing and self-protection behaviours appropriate for use with patients and bystanders.

3.3.e Conduct procedures and operations consistent with Workplace Hazardous Materials Information System (WHMIS) and hazardous materials management requirements.

3.3.f Practice infection control techniques.

3.3.g Clean and disinfect equipment.

3.3.h Clean and disinfect an emergency vehicle.

Area 4 Assessment & Diagnostics

GENERAL COMPETENCY 4.1 Conduct triage.

- 4.1.a Rapidly assess a scene based on the principles of a triage system.
- 4.1.b Assume different roles in a mass casualty incident.
- 4.1.c Manage a mass casualty incident.

GENERAL COMPETENCY 4.2 Obtain patient history.

- 4.2.a Obtain list of patient's allergies.
- 4.2.b Obtain list of patient's medications.
- 4.2.c Obtain chief complaint and / or incident history from patient, family members and / or bystanders.
- 4.2.d Obtain information regarding patient's past medical history.
- 4.2.e Obtain information about patient's last oral intake.
- 4.2.f Obtain information regarding incident through accurate and complete scene assessment.

GENERAL COMPETENCY 4.3 Conduct complete physical assessment demonstrating appropriate use of inspection, palpation, percussion and auscultation, and interpret findings.

- 4.3.a Conduct primary patient assessment and interpret findings.
- 4.3.b Conduct secondary patient assessment and interpret findings.
- 4.3.c Conduct cardiovascular system assessment and interpret findings.
- 4.3.d Conduct neurological system assessment and interpret findings.
- 4.3.e Conduct respiratory system assessment and interpret findings.
- 4.3.f Conduct obstetrical assessment and interpret findings.
- 4.3.g Conduct gastrointestinal system assessment and interpret findings.
- 4.3.h Conduct genitourinary system assessment and interpret findings.
- 4.3.i Conduct integumentary system assessment and interpret findings.
- 4.3.j Conduct musculoskeletal assessment and interpret findings.
- 4.3.k Conduct assessment of the immune system and interpret findings.
- 4.3.l Conduct assessment of the endocrine system and interpret findings.
- 4.3.m Conduct assessment of the ears, eyes, nose and throat and interpret findings.
- 4.3.n Conduct multisystem assessment and interpret findings.
- 4.3.o Conduct neonatal assessment and interpret findings.
- 4.3.p Conduct psychiatric assessment and interpret findings.

GENERAL COMPETENCY 4.4 Assess vital signs.

- 4.4.a Assess pulse.
- 4.4.b Assess respiration.
- 4.4.c Conduct non-invasive temperature monitoring.
- 4.4.d Measure blood pressure by auscultation.
- 4.4.e Measure blood pressure by palpation.
- 4.4.f Measure blood pressure with non-invasive blood pressure monitor.
- 4.4.g Assess skin condition.
- 4.4.h Assess pupils.
- 4.4.i Assess level of mentation.

GENERAL COMPETENCY 4.5 Utilize diagnostic tests.

- 4.5.a Conduct oximetry testing and interpret findings.
- 4.5.b Conduct end-tidal carbon dioxide monitoring and interpret findings.
- 4.5.c Conduct glucometric testing and interpret findings.
- 4.5.k Interpret laboratory and radiological data.

4.5.l Conduct 3-lead electrocardiogram (ECG) and interpret findings.

4.5.m Obtain 12-lead electrocardiogram and interpret findings.

Area 5 Therapeutics

GENERAL COMPETENCY 5.1 Maintain patency of upper airway and trachea.

5.1.a Use manual maneuvers and positioning to maintain airway patency.

5.1.b Suction oropharynx.

5.1.c Suction beyond oropharynx.

5.1.d Utilize oropharyngeal airway.

5.1.e Utilize nasopharyngeal airway.

5.1.f Utilize airway devices not requiring visualization of vocal cords and not introduced endotracheally.

5.1.g Utilize airway devices not requiring visualization of vocal cords and introduced endotracheally.

5.1.h Utilize airway devices requiring visualization of vocal cords and introduced endotracheally.

5.1.i Remove airway foreign bodies (AFB).

5.1.j Remove foreign body by direct techniques.

5.1.k Conduct percutaneous cricothyroidotomy.

GENERAL COMPETENCY 5.2 Prepare oxygen delivery devices.

5.2.a Recognize indications for oxygen administration.

5.2.b Take appropriate safety precautions.

5.2.c Ensure adequacy of oxygen supply.

5.2.d Recognize different types of oxygen delivery systems.

5.2.e Utilize portable oxygen delivery systems.

GENERAL COMPETENCY 5.3 Deliver oxygen and administer manual ventilation.

5.3.a Administer oxygen using nasal cannula.

5.3.b Administer oxygen using low concentration mask.

5.3.c Administer oxygen using controlled concentration mask.

5.3.d Administer oxygen using high concentration mask.

5.3.e Administer oxygen using pocket mask.

GENERAL COMPETENCY 5.4 Utilize ventilation equipment.

5.4.a Provide oxygenation and ventilation using bag-valve-mask.

5.4.b Recognize indications for mechanical ventilation.

5.4.c Prepare mechanical ventilation equipment.

GENERAL COMPETENCY 5.5 Implement measures to maintain hemodynamic stability.

5.5.a Conduct cardiopulmonary resuscitation (CPR).

5.5.b Control external hemorrhage through the use of direct pressure and patient positioning.

5.5.c Maintain peripheral intravenous (IV) access devices and infusions of crystalloid solutions without additives.

5.5.d Conduct peripheral intravenous cannulation.

5.5.e Conduct intraosseous needle insertion.

5.5.f Utilize direct pressure infusion devices with intravenous infusions.

5.5.g Administer volume expanders (colloid and non-crystalloid).

5.5.h Administer blood and/or blood products.

5.5.i Conduct automated external defibrillation.

5.5.j Conduct manual defibrillation.

- 5.5.k Conduct cardioversion.
- 5.5.l Conduct transcutaneous pacing.
- 5.5.o Provide routine care for patient with urinary catheter.
- 5.5.p Provide routine care for patient with ostomy drainage system.
- 5.5.q Provide routine care for patient with non-catheter urinary drainage system.
- 5.5.r Monitor chest tubes.
- 5.5.s Conduct needle thoracostomy.
- 5.5.t Conduct oral and nasal gastric tube insertion.
- 5.5.u Conduct urinary catheterization.

GENERAL COMPETENCY 5.6 Provide basic care for soft tissue injuries.

- 5.6.a Treat soft tissue injuries.
- 5.6.b Treat burn.
- 5.6.c Treat eye injury.
- 5.6.d Treat penetration wound.
- 5.6.e Treat local cold injury.

GENERAL COMPETENCY 5.7 Immobilize actual and suspected fractures.

- 5.7.a Immobilize suspected fractures involving appendicular skeleton.
- 5.7.b Immobilize suspected fractures involving axial skeleton.

GENERAL COMPETENCY 5.8 Administer medications.

- 5.8.b Follow safe process for responsible medication administration.
- 5.8.c Administer medication via subcutaneous route.
- 5.8.d Administer medication via intramuscular route.
- 5.8.e Administer medication via intravenous route.
- 5.8.f Administer medication via intraosseous route.
- 5.8.g Administer medication via endotracheal route.
- 5.8.h Administer medication via sublingual route.
- 5.8.i Administer medication via topical route.
- 5.8.j Administer medication via oral route.
- 5.8.k Administer medication via rectal route.
- 5.8.l Administer medication via inhalation.

Area 6 Integration

GENERAL COMPETENCY 6.1 Utilize differential diagnosis skills, decision-making skills and psychomotor skills in providing care to patients.

- 6.1.a Provide care to patient experiencing illness or injury primarily involving cardiovascular system.
- 6.1.b Provide care to patient experiencing illness or injury primarily involving neurological system.
- 6.1.c Provide care to patient experiencing illness or injury primarily involving respiratory system.
- 6.1.d Provide care to patient experiencing illness or injury primarily involving genitourinary / reproductive systems.
- 6.1.e Provide care to patient experiencing illness or injury primarily involving gastrointestinal system.
- 6.1.f Provide care to patient experiencing illness or injury primarily involving integumentary system.
- 6.1.g Provide care to patient experiencing illness or injury primarily involving musculoskeletal system.
- 6.1.h Provide care to patient experiencing illness primarily involving immune system.
- 6.1.i Provide care to patient experiencing illness primarily involving endocrine system.
- 6.1.j Provide care to patient experiencing illness or injury primarily involving the eyes, ears, nose or throat.

- 6.1.k Provide care to patient experiencing illness or injury due to poisoning or overdose.
- 6.1.l Provide care to patient experiencing non-urgent medical problem.
- 6.1.m Provide care to patient experiencing terminal illness.
- 6.1.n Provide care to patient experiencing illness or injury due to extremes of temperature or adverse environments.
- 6.1.o Provide care to patient based on understanding of common physiological, anatomical, incident and patient-specific field trauma criteria that determine appropriate decisions for triage, transport and destination.
- 6.1.p Provide care for patient experiencing psychiatric crisis.
- 6.1.q Provide care for patient in labour.

GENERAL COMPETENCY 6.2. Provide care to meet the needs of unique patient groups.

- 6.2.a Provide care for neonatal patient.
- 6.2.b Provide care for pediatric patient.
- 6.2.b Provide care for pediatric patient. continued
- 6.2.c Provide care for geriatric patient.
- 6.2.c Provide care for geriatric patient continued.
- 6.2.d Provide care for physically-challenged patient.
- 6.2.e Provide care for mentally-challenged patient.

GENERAL COMPETENCY 6.3 Conduct ongoing assessments and provide care.

- 6.3.a Conduct ongoing assessments based on patient presentation and interpret findings.
- 6.3.b Re-direct priorities based on assessment findings.

Area 7 Transportation

GENERAL COMPETENCY 7.1 Prepare ambulance for service.

- 7.1.a Conduct vehicle maintenance and safety check.
- 7.1.b Recognize conditions requiring removal of vehicle from service.
- 7.1.c Utilize all vehicle equipment & vehicle devices within ambulance.

GENERAL COMPETENCY 7.2 Drive ambulance or similar type vehicle.

- 7.2.a Utilize defensive driving techniques.
- 7.2.b Utilize safe emergency driving techniques.
- 7.2.c Drive in a manner that ensures patient comfort and a safe environment for all passengers.

GENERAL COMPETENCY 7.3 Transfer patient to air ambulance.

- 7.3.a Create safe landing zone for rotary-wing aircraft.
- 7.3.b Safely approach stationary rotary-wing aircraft.
- 7.3.c Safely approach stationary fixed-wing aircraft.

GENERAL COMPETENCY 7.4 Transport patient in air ambulance.

- 7.4.a Prepare patient for air medical transport.
- 7.4.b Recognize the stressors of flight on patient, crew and equipment, and the implications for patient care.