

Delist Policy

CPG Service Providers

Recognised Institutions/Approved Training Institutions

Mission Statement

The Pre-Hospital Emergency Care Council protects the public by independently co-ordinating, developing, reviewing, regulating, and governing standards of excellence for the safe provision of quality pre-hospital emergency care.

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(Please visit the [PHECC website](http://www.phecc.ie) to confirm current version.)

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Version	Date	Details
1	Nov 2020	Initial development of policy
2	Sept 2022	Name edit. Updated to reflect GVF Standard update and amalgamation with QRF. This policy supersedes Council's Recognised Institution/Approved Training institute Delist Policy POL052.
3	August 2024	Updated due to alignment of GVF and QRF Assessment Process.

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1. Context

Pursuant to S.I. No 109 of 2000, as amended by S.I. No 575 of 2004, and S.I. No 166 of 2008, part of the function of the Pre-Hospital Emergency Care Council (the “Council”) is to recognise, in accordance with rules made by Council:

- Pre-hospital emergency care service providers who undertake to implement the clinical practice guidelines prepared by the Council. Council Rules (POL003) set out the procedure for recognition, which will apply to all pre-hospital emergency care service providers who apply to the Council for such recognition.
- Institutions providing education and training to persons pursuing the award of the N.Q.E.M.T at the level of competence of emergency medical technician, paramedic, or advanced paramedic, as the case may be. Council Rules (RUL006) set out:
 - a) the procedure for recognition which will apply to all institutions providing education and training to persons pursuing the award of the national qualification in emergency medical technology (NQEMT).
 - b) the procedure for approval which will apply to all institutions providing education and training to persons pursuing certification of responder level courses.

CPG Service Providers must comply with Council rules as laid down in POL003 and be compliant with and maintain the Standard laid out in STN034, the Governance Validation Framework Standard (GVF). Recognised Institutions and Approved Training Institutions must comply with Council Rules for the recognition of Institutions and Approval of Training Institutions (RUL006) and maintain compliance with the relevant education standards, the teaching Faculty Framework (STN021) and the Quality Review Framework (QRF) (STN020) and its associated supporting standards.

To ensure appropriate standards are maintained in organisations that PHECC recognise Licensed CPG Service Providers, Recognised Institutions and Approved Training Institutions shall undergo periodical assessments under their respective quality frameworks (GVF and QRF).

2. Purpose

This policy has been developed to inform organisations of the circumstances in which a notice to delist a recognised or approved organisation can be activated, in this case approval to implement CPGs or deliver pre-hospital education/training may cease. It is intended that, with due cause, this process can be activated at any stage in an organisation’s recognition/licensing cycle.

3. Scope

This policy is applicable to all CPG Service Providers, Recognised Institutions and Approved Training Institutions who, without due cause, are not compliant with PHECC requirements. In the case of an organisation with dual recognition by PHECC, i.e. Licensed CPG Service Provider and Recognised Institution, this policy may be applied to either or both activities.

4. Identifying Non-Compliance

The following are examples of non-compliance:

- Failure to submit, or submit a substandard submission regarding renewal of recognition/approval

or assessment within advised timelines

- Substandard/unsafe operations (risk assessment)
- Outcome rating of “Unacceptable” in assessment (Final rating of <25% of max available)
- Failure to provide evidence of compliance with improvement notice issued by PHECC within stipulated timelines
- Failure to develop a Quality Improvement Plan (QIP) within stipulated timeline
- Failure to provide evidence of corrective actions/improvements within stipulated timeline
- Failure to respond to communication(s) from PHECC as advised
- When breaches of Council Rules for the recognition of institutions and approval of training institutions (RUL006) are found
- Non-payment of fees as set out in Council Policy and Schedule of Fees (POL006)

5. Reasonable Accommodation

PHECC will engage with the Provider/RI/ATI regarding areas of non-compliance. This engagement will focus on specific issues that require the organisation’s attention and immediate remedy. Required actions will be identified, and a reasonable deadline for completion of same established.

6. Notice to Delist

If the final deadline for action has passed and the organisation has not engaged with PHECC, or they remain non-compliant, then a registered letter informing of a 28-day notice to delist will be sent by post and by email. If the organisation fails to communicate with PHECC during this period or fails to submit a reasonable plan to address outstanding issues, PHECC will initiate proceedings to delist the Provider/RI/ATI.

7. Potential Outcomes

- If the organisation engages with PHECC prior to the established deadline, then PHECC will actively communicate with them to ensure full compliance. Further compliance deadlines will be determined on a case-by-case basis. The Provider/RI/ATI through their reasonable actions, and evidence of these, may prevent the situation from becoming a matter of delisting.
- If the Provider/RI/ATI fails to significantly address the matters identified to PHECC’s satisfaction, or they do not communicate with PHECC by the delisting notice deadline, then recognition/approval will be removed, and the organisation will be delisted.
- In certain circumstances, Provider/RI/ATI may have their recognition/approval suspended for a period nominated by PHECC. PHECC will verify the resolution of the situation prior to lifting of suspension.

Outcome decision(s) may be appealed within 28 days of the date of the suspension/delist notification letter as per PHECC’s Appeals Policy and Procedure (POL019).

8. Communication of Removal of Recognition

A letter, signed by the PHECC Director, will be sent to the Provider/RI/ATI informing them of the Council's decision to cease their recognition/approval. The organisation's name will be removed from the PHECC website as a PHECC recognised/approved organisation.

Should a delisted organisation wish to receive Council recognition/approval they will be subject to the applicant process.



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