

For Immediate Release
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Quality Assurance ensures that Northwest EMS patients continue to receive the best care

The Kenora District Services Board's (KDSB) Northwest Emergency Medical Services (NWEMS) will now have the capacity to take a dedicated focus on active, people-oriented Quality Assurance following the creation and hire of a full-time Quality Assurance Superintendent position for the District.

Tarran Sawh assumed this position in July 2019 and has been tasked with implementing and maintaining a continuous quality improvement program within NWEMS. Part of Sawh's work will focus on analyzing NWEMS' data to identify strengths and any service delivery gaps. "I look forward to my role here with KDSB NWEMS and helping to identify new and innovative ways to meet the needs of the Kenora District effectively," he says.

Director and Chief of Northwest EMS, Andrew Tickner explains the benefits to the organization, "By NWEMS having a Superintendent of Quality Assurance we can better support our paramedics and our dedication to providing only the highest quality of care to patients and meet our legislated requirement as an Ambulance Service provider in Ontario. A dedicated Quality Assurance position will also integrate with the overall planning of KDSB's EMS. By identifying gaps, strengths and trends, this information allows us to plan new training, add additional skills, add additional equipment, or implement changes to Policy and Procedures, allowing EMS to meet the evolving needs of our communities."

Quality Assurance also involves regular interaction with paramedics, allied agencies, and most importantly, community members to ensure that the best care is being provided.

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