

Nicola started volunteering as a First Responder and that summer she fell in love with EMS, at the age of 19. Enjoying the dynamics and privilege of taking care of people on their worst day, her volunteer work led her to twenty-two year and counting career with Winnipeg Fire Paramedic Service. During her career, Nicola is CMA accredited Advanced Care Paramedics, she has worked in a clinical supervision role in EMS operations for 8 years and provided operational oversight on a larger scale as a Resource Coordinator in the 911 Communications Centre. Nicola has studied Quality Management and Leadership and at the University of Manitoba and began her current role in Quality Improvement and Patient Safety in late 2015. The past three years have been an extremely fast paced, learning environment where Nicola has become passionate about patient centred quality improvement. Nicola believes Patient Safety Event reporting and Just Culture investigation methodology combined with robust ePCR data surveillance and analysis is the key to identifying gaps and improving the quality of your systems of patient care.