



STANDARDS OF PRACTICE

INDICATORS & OUTCOMES

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

The College of Dietitians of British Columbia's (CDBC's) mandate under the *Health Professions Act* is public protection. The Standards of Practice outline the expectations for dietetic practice in all work environments.

Introduction

Standards of Practice are a key component of the legal and ethical framework for dietetic practice. Other components may be found in the *Health Professions Act*, Dietitians Regulation and the CDBC bylaws and include the Code of Ethics, scope of practice statement, Continuing Competence Program and complaint resolution process.

Standards of Practice support registration and licensure decisions (professional conduct and competence), link to the entry-to-practice competencies stated in the Integrated Competencies for Dietetic Education and Practice (ICDEPs) and are an integral part of quality dietetic practice.

Background

In 2013 the ICDEPs were adopted as the baseline for dietetic education, for entry-to-practice registration and as the basis for the blueprint of the Canadian Dietetic Registration Examination (CDRE). Soon after, they were incorporated into new standards for the accreditation of dietetic academic and practical training education programs (internships).

The ICDEPs are the foundation for becoming a Registered Dietitian. Once registered to practice, it's logical to use the ICDEPs as the basis for ensuring registrants maintain quality practice.

The College of Dietitians of Alberta (CDA) and the CDBC initiated development of a new set of standards for immediate use in their continuing competence programs and for consideration by national dietetic regulators, the Alliance, as the basis for national Standards of Practice.

The CDBC Board approved new Standards of Practice in February 2016 and they were incorporated into the College's updated Continuing Competence Program. The Standards of Practice were filed with the Ministry of Health and came into force May 7, 2016. The CDBC Board approved revised Standards of Practice on June 24, 2016 and this document, Standards of Practice, Indicators and Outcomes, on August 15, 2016.

Standards of Practice

The seventeen Standards of Practice that form Schedule B of the CDBC bylaws are included below under four headings. Each standard is a broad statement of dietetic competence and is further developed into Indicators and Practice Outcomes.

Standards of Practice, Indicators & Outcomes

Professional and Ethical Practice

1. A Dietitian practices dietetics in compliance with legislation and organizational requirements.
2. A Dietitian practices within the CDBC scope of practice.
3. A Dietitian maintains competence in their practice area.
4. A Dietitian acts ethically in their professional interactions and while providing professional services.
5. A Dietitian practices in compliance with privacy legislation.
6. A Dietitian provides information and obtains informed consent prior to the provision of professional services.
7. A Dietitian maintains professional boundaries at all times.
8. A Dietitian identifies and manages any real, perceived or potential conflict of interest.

Communication and Collaboration

9. A Dietitian communicates in a clear, concise and respectful manner.
10. A Dietitian contributes to the provision of quality professional services as a member of the client's interprofessional team.
11. A Dietitian provides professional services concurrently with another provider from the same or a different profession only when the concurrent provision of services is beneficial to the client.

Client-centered Services

12. A Dietitian provides quality professional services that reflect the unique needs, goals, values and circumstances of the client.
13. A Dietitian seeks information and incorporates an evidence-informed approach to their practice.
14. A Dietitian uses critical thinking to obtain assessment data, determine practice problems, plan, implement and evaluate professional services.
15. A Dietitian maintains clear and accurate records that document communications and the provision of professional services.

Leadership, Organization & Service Delivery

16. A Dietitian leads and organizes effective and timely delivery of services.
17. A Dietitian who promotes their own or organizational services through media communicates in a professional and accurate manner.

Purpose

This Standards of Practice, Indicators and Outcomes document states practice expectations for all areas of dietetic practice - clinical, community/public health, food service administration, organizational management, education, business and research. It is intended for use by:

- dietetic students and educators, as a resource for discussion and evaluation,
- new Temporary Registrants, to identify standards for practice expected of registered dietitians,
- Full Registrants, as a basis for self-assessment and professional development planning under the Continuing Competence Program,
- other health professionals and members of the public, to identify standards expected of Registered Dietitians and outcomes of dietetic practice,

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- managers and human resource specialists to improve recruitment and retention of Registered Dietitians, and
- the CDBC, to uphold responsibilities associated with being a self-regulated profession and to provide a standard for evaluating acceptable levels of practice.

Elements

There are three elements to the practice expectations stated in this document:

1. **Standards** are broad statements of competence. They state minimal levels of competent, safe and ethical dietetic practice.
2. **Indicators** define and describe specific behaviours necessary to meet the Standard. Indicators reflect SMART principles - Specific, Measurable, Achievable, Relevant and Timely.
3. **Practice outcomes** state the outcome that will result when the Standards and Indicators are met.

Interpretation and application of the Standards of Practice requires individual judgment and thoughtful application to the unique area of practice or circumstance. For more information, please refer to the list of resources.

Resources

1. Alberta College of Medical Diagnostic & Therapeutic Technologists, draft 2014.
2. Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA), Standards of Practice (draft), February 2013.
3. College of Dietitians of Alberta, Standards of Practice and Essential Competencies for Dietetic Practice, April 2008.
4. College of Dietitians of BC, Standards of Practice, Indicators and Guidelines, March 2012.
5. Integrated Competencies for Dietetic Education and Practice (ICDEPs), Partnership for Dietetic Education and Practice (PDEP), version (2), April 2013.

Standards of Practice, Indicators & Outcomes

STANDARDS OF PRACTICE, INDICATORS AND OUTCOMES

Professional and Ethical Practice

Standard 1. A Dietitian practices dietetics in compliance with legislation and organizational requirements.

Indicators

1. Practice in compliance with provincial/federal legislation applicable to dietetic practice.
2. Practice in accordance with CDBC legislation (*Health Professions Act*, Dietitians Regulation, CDBC bylaws).
3. Practice in accordance with employer's job description, organizational requirements, policies and directives.

Practice Outcome

Clients can expect professional services provided by a Dietitian to be in compliance with legislation and organizational requirements applicable to their practice.

Standard 2. A Dietitian practices within the CDBC scope of practice.

Indicators

1. Meet requirements for practicing specific Restricted Activities/Certified practices.
2. Practice within the legal scope of practice.
3. Determine practice situations beyond a Dietitian's professional scope of practice and refer to another health professional.

Practice Outcome

Clients can expect that services provided by a Dietitian are within the CDBC's scope of practice.

Standard 3. A Dietitian maintains competence in their practice area.

Indicators

1. Practice within their personal level of competence, within the CDBC's scope of practice.
2. Determine practice situations beyond personal level of competence and consult, refer or obtain further knowledge and skills.
3. Determine new or anticipated areas of dietetic practice and acquire knowledge and/or skills needed to practice competently.
4. Meet CDBC's continuing competence requirements.

Practice Outcome

Clients can expect a Dietitian to practice competently in their practice area.

Professional and Ethical Practice

Standard 4. A Dietitian acts ethically in their professional interactions and while providing professional services.

Indicators

1. Comply with the CDBC Code of Ethics when providing professional services.
2. Demonstrate responsibility and accountability for professional actions and decisions and for employees/ students/ volunteers under their supervision.
3. Demonstrate inclusion, honesty and fairness.
4. Accurately represent dietetic qualifications, experience, knowledge and skills.
5. Manage ethical violations, dilemmas and distress.

Practice Outcome

Clients can expect a Dietitian to practice ethically.

Standard 5. A Dietitian practices in compliance with privacy legislation.

Indicators

1. Maintain privacy and confidentiality of information obtained during the provision of professional services.
2. Comply with relevant privacy legislation for the collection, storage, use, disclosure and destruction of client records.
3. Determine and manage risk of privacy/confidentiality breaches during the transportation/ transmission of client records/ personal information.
4. Communicate confidential client information when referring or consulting only as necessary, with consent or when legally required, or when the failure to disclose could cause significant harm to the client or others.
5. Comply in a timely manner with clients' rights to access their health records.

Practice Outcome

Clients can expect a Dietitian to maintain their right to privacy and confidentiality and to comply with privacy legislation.

Professional and Ethical Practice

Standard 6. A Dietitian provides information and obtains informed consent prior to the provision of professional services.

Indicators

1. Inform clients of the benefits, risks and options to proposed interventions.
2. Inform clients in a timely manner of proposed changes to the agreed-upon intervention plan, including the benefits, risks and options.
3. Respect the clients' right to make choices, consult and request additional information, refuse proposed interventions and withdraw previously provided consent.
4. Re-visit the client's refusal of proposed interventions as the context of care changes.
5. Determine services that involve physical contact or closeness and explain processes to client.
6. Obtain informed consent freely, without coercion or pressure.

Practice Outcome

Clients can expect a Dietitian to obtain informed consent prior to the provision of professional services.

Standard 7. A Dietitian maintains professional boundaries at all times.

Indicators

1. Maintain professional boundaries with all clients during the provision of services and outside the practice setting.
2. Refer an individual to another Dietitian/ qualified health professional when a current personal, financial, employment or legal relationship exists or could be perceived to exist that could compromise the objective provision of professional services.

Practice Outcome

Clients can expect a Dietitian to maintain professional boundaries at all times.

Standard 8. A Dietitian identifies and manages any real, perceived or potential conflict of interest.

Indicators

1. Identify any real, perceived or potential conflict of interest situations where professional integrity or the provision of services could be interpreted as being compromised.
2. Manage real, perceived or potential conflict of interest situations by disclosure, recusal and/or discontinuation of the professional service.
3. Provide options for the sale of dietetic products.
4. Promote only services and products that are supported by reliable, non-biased evidence.
5. Refrain from actions that result in personal gain, such as accepting fees, gifts or other benefits from product or service sponsors or from offering similar benefits to clients who purchase products or services.

Practice Outcome

Clients can expect a Dietitian to provide professional services that are in their best interests and to disclose any conflict of interest and provide options.

Communication and Collaboration

Standard 9. A Dietitian communicates in a clear, concise and respectful manner.

Indicators

1. Select communication styles to maximize clarity and facilitate understanding.
2. Speak clearly, concisely and respectfully, using an appropriate tone of voice and body language.
3. Communicate through active listening, clarification, questions and open responses.
4. Adapt communications to the clients' level of understanding and cultural/ language needs, incorporating supports as needed to reduce comprehension barriers (interpreters, visual aids, etc.)
5. Write client/client group education materials in an organized manner, using plain language.
6. Counsel/provide information to individuals/ clients/ groups using appropriate teaching/ learning strategies and open communications.
7. Maintain personal and professional integrity when communicating via social media.
8. Demonstrate cultural competence.
9. Use principles of facilitation, negotiation and conflict management as needed, showing respect for others' viewpoints.

Practice Outcome

Clients can expect a Dietitian to communicate clearly, concisely, in a respectful manner.

Standard 10. A Dietitian contributes to the provision of quality professional services as a member of the client's interprofessional team.

Indicators

1. Contribute professional knowledge to discussions and interactions with team members using an open, collaborative approach.
2. Explain professional scope of practice, roles and responsibilities and seek similar information from team members.
3. Recognize and respect overlapping scopes of practice and other team members' education and experience.
4. Engage with team members to plan, coordinate and deliver quality professional services.

Practice Outcome

Clients can expect a Dietitian to actively contribute as a member of the client's interprofessional team for the provision of quality professional services.

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Communication and Collaboration

Standard 11. A Dietitian provides professional services concurrently with another provider from the same or a different profession only when the concurrent provision of services is beneficial to the client.

Indicators

1. Determine the nature of any concurrent professional services, communicating with the other service provider(s) as needed.
2. Communicate benefits and risks of concurrent services to the client.
3. Determine when the concurrent provision of professional services is not in the client's best interest and explain to the client why professional services are being discontinued.

Practice Outcome

Clients can expect to be informed of the benefits and risks of concurrent practice and, if continuation of professional services is not in the clients' best interest, to be informed of reasons for discontinuation.

Client-centered Services

Standard 12. A Dietitian provides quality professional services that reflect the unique needs, goals, values and circumstances of the client.

Indicators

1. Provide quality professional services respecting the client's ancestry, nationality, ethnic background, religion, age, gender, social and marital status, sexual orientation, political beliefs or physical or mental ability.
2. Involve client in decision making where the client may accept, revise or decline proposed care.
3. Provide the best service possible within available resources.
4. Provide services that are in the client's best interests.
5. Monitor client outcomes and adapt the service plan as clients' needs change.
6. Arrange for the transfer of clients, as applicable, when leaving a practice position and when care is transferred to a new practitioner.

Practice Outcome

Clients can expect the Dietitian to respect clients' unique characteristics and provide quality professional services in an unbiased manner.

Client-centered Services

Standard 13. A Dietitian seeks information and incorporates an evidence-informed approach to their practice.

Indicators

1. Obtain comprehensive and current client information/evidence.
2. Assess/ interpret clients' information/ evidence, considering contextual factors, ethics and client perspectives.
3. Incorporate clients' information/evidence into service delivery plan.
4. Evaluate the impact of evidence-informed and practice-informed services on client outcomes and quality services.
5. Communicate and explain evidence-informed, practice-informed and best practice information to clients, colleagues and groups.
6. Contribute to new knowledge by participating in practice-based formal or informal research, conforming to applicable ethical guidelines and processes.

Practice Outcome

Clients can expect the Dietitian to seek and interpret applicable information and use an evidence and practice-informed approach to provide services that are in the clients' best interests.

Standard 14. A Dietitian uses critical thinking to obtain assessment data, determine practice problems, plan, implement and evaluate professional services.

Indicators

1. Perform assessment procedures within scope of practice and level of knowledge and competence.
2. Determine and obtain additional assessment data as required, including input from the clients' interprofessional team members, family, stakeholders, etc.
3. Analyze/interpret data using critical thinking, professional judgement and best practice knowledge.
4. Identify practice problems and determine priorities.
5. Plan evidence-informed services, strategies and education that reflect the clients' needs, goals and values and are in the clients' best interest.
6. Implement planned services in a timely, safe and effective manner, communicating with clients and coordinating with team members.
7. Identify strategies and timelines to monitor and evaluate effectiveness of services provided.
8. Adjust service plan to reflect changing needs of the client and practice context.
9. Consult with or refer the client to another regulated health professional or appropriately qualified individual as needed/ appropriate.
10. Advocate on the clients' behalf.

Practice Outcome

Clients can expect the Dietitian to appropriately and effectively obtain assessment data, determine practice problems and plan, implement and evaluate professional services that are in the clients' best interest.

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Client-centered Services

Standard 15. A Dietitian maintains clear and accurate records that document communications and the provision of professional services.

Indicators

1. Prepare, maintain and manage records in compliance with legislative requirements, regulatory policies/ guidelines and organizational requirements.
2. Document relevant information clearly, concisely and accurately, using terminology and abbreviations recognized and considered best practice by the organization and the profession (national regulatory bodies, dietetic education programs and Dietitians of Canada).
3. Document client communications and professional services in a timely manner.

Practice Outcome

Clients can expect the Dietitian to document communications and professional services in a clear, accurate and timely manner.

Leadership, Organization & Service Delivery

Standard 16. A Dietitian leads and organizes effective and timely delivery of services.

Indicators

1. Use strategic and operational planning principles and principles of management for the provision of services
2. Incorporate principles of human resource management.
3. Incorporate principles of financial management relevant to the organization, including cost awareness and service delivery budgeting, fees and payment arrangements.
4. Use relevant technology/equipment to support the provision of services.
5. Incorporate risk management strategies into the assessment, problem identification, planning, implementation and evaluation phases of service provision.
6. Incorporate continuous quality improvement activities/ programs to promote effective and timely services.

Practice Outcome

Clients can expect to receive effective services that meet the organization's needs.

Standard 17. A Dietitian who promotes their own or organizational services through media communicates in a professional and accurate manner.

Indicators

1. Comply with legislation and regulatory policies/guidelines relating to the promotion of products and services.
2. Ensure advertising and promotional communications are factual and accurate.
3. Promote services in a professional manner regardless of the promotional medium (paper, electronic, web-based, social media, etc.), keeping a copy of all advertising for the length of time stated in legislation and regulatory policies/guidelines.

Practice Outcome

Clients can expect marketing/promotional communications to be professional, accurate and ethical, and to meet legislation and regulatory policies/guidelines.