

# COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

## Inquiry Case #18-24 - Complaint Outcome Report

On **August 21, 2018**, a nurse working at the same facility as the registrant contacted the College regarding the registrant's practice of dietetics. On **September 3, 2018**, the College received additional information and a formal complaint about seven allegations regarding competence, ethical and professional conduct, and patient names.

On **September 24, 2018**, after extended discussions with legal counsel, the Inquiry Committee approved the motion to investigate the complaint.

The registrant was notified of the complaint on **October 9, 2018** and was in contact with the College to review the notification, allegations and the request to respond to the allegations. The registrant provided a written response to the allegations on **October 29, 2018**.

The inspection took place between **October 11, 2018 and December 7, 2018**.

The Inquiry Committee reviewed the allegations, the registrant's written answer, and the preliminary inspection report findings and references on **December 14, 2018** and determined that there was sufficient evidence to support three out of the seven allegations. The issues were not consistent with the CDBC Bylaws, Schedule B, and Standards of Practice 10, 12, 14, and 15. The Committee was concerned with:

- Communication with the interprofessional team and record keeping; and
- Evidence-based practice in geriatric care and client-centered care approach.

The Inquiry Committee deemed the risk of harm to the public was low to moderate. The case was disposed and final inspection report was approved on **January 21, 2019**.

On **January 31, 2019** the registrant consented to an undertaking pursuant to sections 33(6)(c) and 36(1)(b) of the *Health Professions Act* in which the registrant agreed to:

- Complete identified coursework and readings in Client-centered Care Approach, Communication and Record Keeping,
- Participate in a progressive mentorship agreement with a suitable mentor selected by the College and approved by the Inquiry Committee,
- Submit a report of learning outcomes gained from the courses and readings, and how this affects their practice as a regulated health professional.

The Complainant was notified of the decision on **February 27, 2019**.

A copy of the signed undertaking is saved in the registrant's file permanently, in accordance with section 69 of the CDBC bylaws.

**139 days** were required to resolve the case.