

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #20-34 - Complaint Outcome Report

On **March 4, 2020**, the College received mail correspondence from the complainant regarding the care provided to a deceased family member in 2019. The complainant provided a 48-page complaint with copy of email correspondence with the dietitians and another health professional, family text messages conversation and personal diary excerpt.

On **March 11, 2020**, the registrant was notified of the concerns and provided preliminary information regarding the complaint on March 27, 2020.

On **March 30, 2020**, the Inquiry Committee met to review the complaint and appointed the Registrar to investigate the concerns.

The inspection concluded on **June 18, 2020** and included a review of the documentary evidence provided in the complaint, the registrant's record keeping, the registrant's preliminary information and response to questions regarding the record, a telephone interview with the registrant, relevant clinical practice guidelines, hospital programs, and relevant legislation.

The Committee met on **June 30, 2020** and determined that the evidence was sufficient to inform the concerns raised without further investigation. While the Committee did not identify regulatory criticism in relation to the allegations brought forward by the complainant, the Committee identified concerns and gaps with the record keeping of the registrant. Therefore, the Committee disposed of the case pursuant to sections 33(6)(b) and 36(1)(b) of the *Health Professions Act* with the following requirements:

- complete courses and readings on standards for record keeping, and
- submit three client's record for audit to illustrate compliance with CDBC's Standards.

The complainant and registrant were informed of the decision on **July 27, 2020**. The registrant signed the Consent Agreement on **July 29, 2020** and completed all terms on **January 15, 2021**.

On August 14, 2020, the College was notified that the complainant filed an application for review to the Health Professions Review Board (HPRB). The College participated fully to the review and submitted all requested documentation.

On April 20, 2021, the College received the decision from the HPRB application which confirmed the adequacy of the investigation and the reasonableness of the decision. The case was closed with no further action.

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

412 days were required to resolve the case.