

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #20-41 - Complaint Outcome Report

On **November 12, 2020**, the College received mail correspondence from the complainant regarding the care and discharge of a specific patient during a hospitalization in 2018.

The complaint raised concerns about a mental health patient's discharge where nutrition was a key concern, and the discharge was not in the best interest of the patient. The complainant provided a copy of the record keeping from the registrant along with email correspondence.

On **November 18, 2020**, the registrant was notified of the concerns and participated to a telephone interview to provide additional information regarding the complaint and answer questions from the College.

On **December 2, 2020**, the Inquiry Committee met to review a complaint summary that included the letter of complaint, the registrant's record keeping, interview notes regarding that episode of care and the hospital's program guidelines relevant to this case. The Committee also considered CDBC bylaws, policies and guidelines.

The Committee determined that the evidence was sufficient to inform the concerns raised without further investigation and did not require regulatory criticism. The Committee nevertheless invited the complainant to provide any further information or comment before disposing of the case while informing the complainant of its conclusion at this stage.

On **December 17, 2020**, the College was notified that the complainant filed a review to the Health Professions Review Board (HPRB).

On **January 4, 2021**, the College responded that the Committee had not yet disposed of the complaint and would consider the application for review as part of its final consideration. The complainant was invited to apply for review after the complaint would be disposed.

On **January 15, 2021**, the Committee carefully reviewed the complainant's submissions to the HPRB. The Committee decided to dispose of the complaint pursuant to section 33(6)(a) of the *Health Professions Act* and take no further action, as the information included in the HPRB submission and demonstrated in the record review and interview with the registrant's met the expectations of the CDBC Standards of Practice and Code of Ethics.

The complainant and registrant were informed of the decision on **January 25, 2021**.

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

64 days were required to resolve the case.

Considering the information submitted to the Health Professions Review Board and to support a satisfactory resolution of the matter, the College agreed to further facilitate communication between the complainant and the registrant since the latter volunteered to do so. This was completed on **April 19, 2021**.

In addition, the College shared with the complainant links to its publications where the inquiry work informs the development and revision of standards, policies and guidelines.