

## COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

### Inquiry Case #21-47 - Complaint Outcome Report

On **June 27, 2021**, a member of the public complained about the registrant. The complaint raised allegations about the registrant's delayed implementation of a diet order requested by the family, delayed and unclear communication with the family, and lack of patient-centered care. The complainant provided an email exchange relating the concerns described above and were further discussed over phone on July 5, 2021.

On, **July 12, 2021**, the registrant was notified of the complaint by the CDBC Registrar by phone and email. The notification email informed the Registrant that the concerns were reviewed by the Inquiry Committee on July 6, 2021, and that the Inquiry Committee determined to proceed with an inspection, as the concerns were within the College's jurisdiction and should be inspected. The notification also requested that the Registrant provide a response to the allegations by, **August 3, 2021**.

The inspection took place between **July 6 and September 30, 2021**.

On **October 25, 2021**, the Inquiry Committee reviewed the complainant's documentary evidence, registrant's responses, a review of the patient's medical record, workplace policies, information and email correspondence, CDBC bylaws, standards of practice, and other relevant clinical literature and practice guidelines.

The Committee determined that the report contained sufficient evidence in regard to the allegations. The health record review showed that the registrant provided care to the patient that met the CDBC Standards of Practice. In its review of the workplace practices and policies, the Committee identified potential barriers to effective communication and to optimal patient-centered care, which were central to the Complaint.

Based on the findings of the investigation, the Inquiry Committee decided to dispose of the case pursuant to section 33(6)(a) of the *Health Professions Act* and take no further action. Given that the Act requires the College to promote and enhance collaborative relationships with other entities in the Provincial health care system, the Committee wrote a letter to the facility to share its observations and findings from the investigation.

The registrant and the complainant were each notified of the decision on **November 22, 2021**, by phone and in writing.

On December 2, 2021, 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 June 15, 2022, 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 decision is saved in the registrant's file permanently, in accordance with section 69 of the CDBC bylaws.

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

**184 days** were required for the HPRB review and decision.