

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #21-50 - Complaint Outcome Report

On **December 2, 2021**, the College received a complaint and documentary evidence from two registrants (the “complainants”) regarding the registrant’s practice. The complaint raised concerns about the registrant’s lack of competence with restricted activity A and inter-professional communication.

Between **December 7 and 9, 2021**, the Inquiry Committee reviewed the complaint, confirmed the allegations were within the mandate of the College and decided to inspect the allegations.

On **December 13, 2021**, the registrant was notified of the complaint and provided with questions for response by January 4, 2022 (extended to January 17, 2022). The registrant and their employer met with the CDBC Deputy Registrar to review the allegations, the complaint process and discuss response to the allegations.

Between **December 16, 2021 and January 10, 2022**, the Inquiry Committee entered into an Interim Undertaking with the registrant, to ensure oversight of their practice of restricted activity A by a Full Registrant, until the case was disposed.

On **January 14, 2022**, the registrant emailed a written response to the allegations. Additional responses to the inspector’s questions were received on March 31 and April 4, 2022.

The inspection took place between **December 9, 2021 and April 5, 2021**.

On **April 25, 2022**, the Inquiry Committee reviewed the allegations, the registrant’s submissions and the inspection report findings and references. After careful review and discussion, the Inquiry Committee determined the report contained sufficient evidence regarding the allegations and that the information reviewed identified moderate risks to patient safety for enteral nutrition practice issues related to up-to-date practice, patient-centered care, evidence-informed services, clinical knowledge, and critical thinking (CDBC Standards of Practice #3, 12-14).

The Committee determined that the registrant was to consent to the following requirements for appropriate and fair remediation by **October 31, 2022** (extended to December 31, 2022 due to mentor availability):

- Mentorship to remediate competence and safety with restricted activity A, with a suitable mentor selected by the College and approved by the Inquiry Committee.

The registrant was informed of the decision by phone and in writing on **May 5, 2022** and the complainants were informed in writing on **May 10, 2022**.

The registrant signed the consent agreement on **May 11, 2022**.

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

141 days were required to resolve the case.