

# COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

## Inquiry Case #21-51 - Complaint Outcome Report

On **December 16, 2021**, the College received a complaint from a dietitian (the “complainant”) regarding the registrant’s practice. The complaint raised concerns about missing documentation, inaccurate care plans and lack of critical thinking regarding tube feeding.

Between **January 5 and 10, 2022**, the Inquiry Committee reviewed the complaint, confirmed the allegations were within the mandate of the College and decided to inspect the allegations.

Between **January 11 and February 22, 2022**, the registrant was notified of the complaint in writing and by phone and provided with questions for response by **March 4, 2022**.

On **March 11, 2022**, the registrant emailed a written response to the allegations after requesting an extension.

The inspection took place between **January 5 and April 14, 2022**.

On **April 25, 2022**, the Inquiry Committee reviewed the allegations, health records, the registrant’s submissions, 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 for aspects of practice related to compliance with record keeping standards and employer's record keeping policy, organized and timely delivery of service, inaccurate nutrition care plans resulting in patient safety risks, and low accountability of response to the complaint (CDBC Code of Ethics, principles 1-3; Standards of Practice #14-15; and Standards of Record Keeping).

The Committee determined that the registrant was to consent to the following requirements for appropriate and fair remediation:

- Review CDBC bylaws and standards related to record keeping and complete an online course on record keeping by **December 31, 2022**.
- Provide at least 3 patient records for the CDBC to review within **1 month of return to work**.

The registrant was informed of the decision in writing on **May 16** and by phone on **May 27, 2022**, and the complainant was informed in writing on **June 8, 2022**.

The registrant signed the consent agreement on **June 7, 2022**.

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

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