

COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

Inquiry Case #22-61 - Complaint Outcome Report

On **May 10, 2022**, the College received a complaint and documentary evidence from a registrant (the “complainant”) regarding the registrant’s practice. The complaint raised concerns about the registrant’s lack of or delayed care and record keeping, and lack of ethical conduct.

Between **June 21 and 27, 2022**, the Inquiry Committee reviewed the complaint, confirmed the allegations were within the mandate of the College and decided to inspect the allegations.

On May 30, June 27, and July 7, 2022, the registrant met with the CDBC Deputy Registrar to review the allegations, the complaint process and discuss response to the allegations. On **July 8, 2022**, the registrant was notified of the complaint via letter for response by July 29, 2022.

On **August 5, 2022**, the registrant emailed a written response to the allegations.

The inspection took place between **July 8 and September 29, 2022**.

On **October 11, 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 an overall low risk of harm, with moderate risks for aspects of practice related to lack of and delay of nutrition care and record keeping (CDBC Code of Ethics, principles 1, 2, 4, and 5, Standards of Practice #14, 15, and Standards for Record Keeping).

Between October 12 and 17, 2022, the complainant provided additional information regarding further gaps in record keeping, client care, and ethical conduct. On **October 31, 2022**, the registrant provided an additional response.

On **December 13, 2022**, the Inquiry Committee reviewed the additional information provided by the complainant and the registrant’s response and relevant policies and references. On December 15, 2022, the Inquiry Committee accepted the additional information as part of the investigation report and reviewed the risk analysis as an overall low risk of harm, with moderate risks for aspects of practice related to lack of and delay of nutrition care, and lack of and delayed record keeping that could lead to harm, including unclear record keeping for enteral nutrition design and administration (CDBC Code of Ethics, principles 1, 2, 4, and 5, Standards of Practice #14, 15, and Standards for Record Keeping).

The Committee determined that the registrant was to consent to the following requirements for appropriate and fair remediation by **March 31, 2023** (extended to April 30, 2023 due to change in employment):

- Review CDBC bylaws, standard of practice and standards for record keeping,
- Complete coursework on record keeping, provide a proof of course completion and a summary report of learning reflections,
- If the registrant resumes work in a non-clinical dietitian capacity, review community prioritization and planning tools, and provide a record review in their sector of practice within 1 month of return to work,
- If the registrant resumes work in a clinical dietitian capacity, review clinical nutrition prioritization and planning, and provide a record review involving enteral nutrition and dysphagia management within 1 month of return to work, and
- Review competencies related to enteral nutrition and read the provided enteral nutrition guidelines (strongly recommended).

On December 23, 2022, the registrant was informed of the decision through a meeting and in writing, and signed the consent agreement. On the same day, the complainant was informed of the decision in writing.

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

146 days were required to resolve the case.