

Ethics and Professionalism: Knowing and Doing



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Workshop Overview

- 1. Professionalism
- 2. Ethics, Values and Decision-making
- 3. Code of Ethics: Connecting Professionalism and Values
- 4. Ethical Reasoning and Decision-Making
- 5. Practice Scenarios
- 6. Summary & Resources
- 7. College Update

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Imagine this...



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Your car is rear-ended damaging the side panel above the bumper. The driver who hit you was texting and driving, but luckily, they are insured.

Prior to this accident, you think you may have been hit by a runaway shopping cart and there's a deep dent and scratch on your bumper.

When you go to the body shop for an estimate, the body shop owner suggests in addition to fixing the side panel, they can fix your whole bumper. He says you can claim that the damages were caused by the same collision.

Otherwise, fixing the bumper will cost you an additional \$350.

He assures you that he has done this before and that you will have no trouble with the insurance company.

What would you do?



Do it (accept the offer) Refuse politely Refuse angrily and tell him this is illegal Refuse, tell him this is illegal, and then report this to the insurance company



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Remember: 'Forcing passengers to fly' on Boeing 737 Max 8 'unethical,' passenger advocate says

Story 8. 275 March 1975 Forcing passenger to be on Boeing 777 Max 8 was a force of the story of the stor

Section 1:
Professionalism

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Professional ="profess"

To affirm, avow (verb) – which means to "promise"

"A professional is one who does their best work when they feel the least like working." – FrankLloyd Wright

Being regulated includes specific knowledge and skills that sets one apart from others





Becoming Professional - Regulated





We are expected to regulate and monitor ourselves ("self-regulation")



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Dart, J., McCall, L., Ash, S., Blair, M., Twohig, C., & Palermo, C. (2019). Toward a Global Definition of Professionalism for Nutrition and Dietetics Education: A Systematic Review of the Literature. *Journal of the Academy of Nutrition & Dietetics*, 17196), 957–971. https://doi.org/10.11016/j.jnad.2019.01.007



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Ensure maintenance of knowledge and skills through continuing competence Self-Directed Learning (SDL) Tool



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Section 2:
Ethics, Values and Decision-Making

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Ethics: Set of behaviours that guide how we act





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Ethics: Deals with Values

Values are the building blocks in enabling ethical, safe practice





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excellence work life balance rules honesty trust integrity qually service faith growth and some faith





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Step 1: Identify the times when you were happiest, most proud, & most fulfilled and satisfied (career and personal) • What were you denig? What other factors contributed to your feelings of happiness/pride/fulfillment?

- Step 2: Determine and prioritize your top values

 Write down your top values, not in any particular order

 Look at the first two values and ask yourself, "If I could satisfy only one of these, which would I choose?"

 Keep working through the list, by comparing each value with each other value, until your list is in the correct order.

Step 3: Reaffirm your values - do these top-priority values fit your vision for yourself? Are you proud of your top three values?



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Values: guide decisions

· When many options seem reasonable, values can be a strong guiding force to point you in the **right** direction, guiding behaviours and decisions



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Research about how values influence decision making

1. Focus on duty and obligation

> What is right or wrong

2. Focus on outcomes or utility

> What is the best outcome or consequence



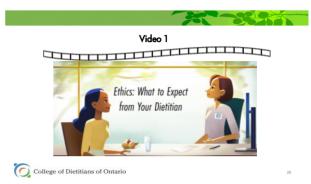
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Not addressing changes in practice



Process for updating:

- environment scan • review of literature
- consultation with
 - regulators/members/public

• council/committee/other

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New Code of Ethics

A reflection of the social contract dietitians have with society and clients

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Evidenced-Informed Decision-Making Learning module to support dietitians in doing good and acting in the best interest of clients and society Regulatory and Professional Obligations for RDs using the best evidence in balancing anticipated benefits & risks in supporting decisions Cuttege of the College of Dietitians of Ontario



Risk and Resilience

<u>Learning module</u> to support dietitians in being risk aware.

Research shows that having resilience can help to manage high risk and stressful environments.





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Research about health-care serial killers

•frequent changes in employment settings
•patterns of poor conduct
•access to high-risk intravenous medications, and

•concerns from colleagues

· See Something, Say Something



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competent services.





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The Centre for Addiction and Mental Health to develop therapy geared toward South Asians



Therapy as well as a therapist training package real College of Dietitians of Ontario

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The application of four healthcare ethical principles to dietetic practice are interrelated

Also use in combination with other Standards of Practice and relevant legislation, policies and applicable organizational guidelines/policies in the workplace.

Workplace Ethicist or Ethics Boards may be available



interconnected, corresponding, associated, complementary, reciprocal, interdependent, paired, related, matched, mated

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link to new research on professionalism

Approach to practice

Changes in technology, social media

Recognition of cultural safety and humility

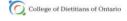
Risk-based regulation





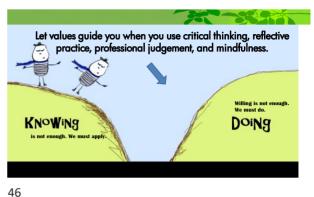


Section 4: Ethical Reasoning and Decision-making in enabling ethical, safe practice

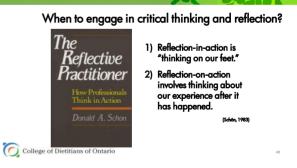


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experiences.

Reflective Practice

learning module to examine the concepts of individual and collective reflective practice.

"We learn by doing and realizing what came of what we did."

"All our knowledge begins with experience."

"All our knowledge begins with experience."

"East ITRES

Content Series 1. Who fellows through fellows Series 2. Individual Series 1. The Series 1.

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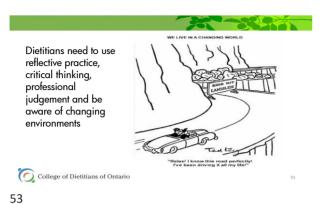
Professional Judgment "Applying knowledge, skills and experience, in a way that is informed by professional standards, laws and ethical principles, to develop an opinion or decision about what should be done to best serve clients." Knowledge Client Input Professional Judgment Reflective Practice Experience Integr. / Innex college delations and / resources / professional-practice / what is professional-judgment (2013) args.

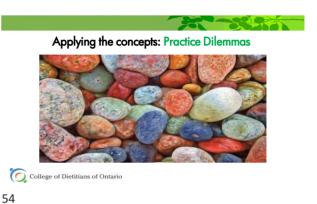
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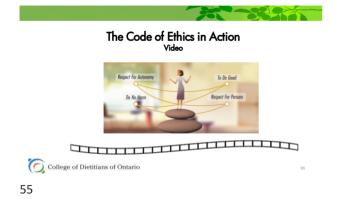
Mindfulness
Professional ethics is concerned with being mindful of which behaviour(s) reflect professional values, such as integrity, and honesty to support ethical reasoning and decision making

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Section 5: Practice Dilemmas/Scenarios

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Scenarios •Is there an ethical dilemma? If yes, what is it? •What principle(s) relate to dilemma? •How might you handle this? College of Dietitians of Ontario

Scenario 1: Conflicting opinions

An outpatient dietitian counsels a child (recently diagnosed with type 1 diabetes) and her parents. The child's parents are adamant that they wish to provide a ketogenic diet (meals that are low carbohydrate and high in fat). When treating hypoglycemia, they avoid quick acting sugars. You have discussed your concerns with the parents and have indicated that there is a lack of evidence on the ketogenic diet and type 1 diabetes. You are concerned about the child's growth and on a subsequent visit, the child has lost weight. You discuss the case with a colleague who doesn't seem to have the same concerns as you do.

- Is there an ethical dilemma? If yes, what is it?
 What principle(s) relate to the dilemma?
 How might you handle this?

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Scenario 1 - Discussion

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Scenario 2: Billing

A dietitian in private practice receives a call from a client. The client requests the dietitian back date the counselling session on the client's invoice. The client explains this is so she can "access funds that were in their health spending account". You recall during the counselling session that the client told you their partner recently lost their job.

- Is there an ethical dilemma? If yes, what is it?
 What principle(s) relate to the dilemma?
 How might you handle this?

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Scenario 2 - Discussion



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Scenario 3: Providing a eulogy

You have been involved providing nutrition support to a client with a developmental delay for many years. The client passes away suddenly after a bout of pneumonia. The client's family says you were an important part of the client's life and asks you to provide the eulogy at the client's funeral

- Is there an ethical dilemma? If yes, what is it?
 What principle(s) relate to the dilemma?
 How might you handle this?



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Scenario 3 - Discussion



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Scenario 4: I don't want to be referred!

Kabir is a new dietitian working in a family health team in a rural setting. He recently saw a 14 year-old male client with an eating disorder for an initial nutrition assessment. The client was nutritionally unstable, had a low BMI. Kabir was concerned for the well-being of this client and recognized that nutrition counselling would not address the full array of issues that affected him. Kabir felt that continuing to treat this client was outside of his personal scope and confidence and decided to refer him to a psychiatrist/eating disorders treatment program. The client objects to the referral and wishes to be seen only by Kabir.

- Is there an ethical dilemma? If yes, what
 What principle(s) relate to the dilemma?
 How might you handle this?

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Scenario 4 - Discussion

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Image by Pete Linforth from http://www.pixabay.com

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Scenario 5: Driving while impaired

A dietitian you work with (who is also a friend) disclosed that she had to take the train home as she got a 7-day license suspension for driving while under the influence (DUI).

The dietitian also said that she had to pay a \$350 penalty and attend a mandatory education program. She tells you she has not disclosed her case to anyone and asks you to "keep it between us."

Is there an ethical dilemma? If yes, what is it?
What principle(s) relate to the dilemma?
How might you handle this?
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Scenario 5 - Discussion



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Image by Pete Linforth from http://www.pixabay.com

Scenario 6: Cultural Safety

You are having lunch with dietitian colleagues. A discussion of issues that morning begins and someone mentions the new employee, who is an immigrant. Three people begin talking about how hard it is to understand her and a discriminatory comment is made.

Is there an ethical dilemma? If yes, what is it? What principle(s) relate to the dilemma? How might you handle this?







Scenario 6 - Discussion

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Scenario 7: Food Poisoning

You work in a long-term care facility. On your way to a meeting, you overhear a conversation. The kitchen staff at the service entrance discuss a power outage that occurred two weeks ago which caused the refrigerators, with uncooked and ready-to-eat salads, to go down overnight. One of the colleagues is blaming the other for "covering it up". They stop talking when they see you. At the management meeting, the Administrator asks if anyone knows what happened to cause the six cases of positive testing of residents, for Salmonella and E. coli (the two common types of bacteria linked to food poisoning).

Is there an ethical dilemma? If yes, what is it? What principle(s) relate to the dilemma? How might you handle this?



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Scenario 7 - Discussion

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Scenario 8: Special Diet Form

Curtis works in a diabetes education centre that services clients of low socio-economic status. He is aware of the Special Diet Allowance (SDA) funding program set up by the provincial government and completes a SDA form for one of his clients who is eligible because of the special diet requirements to manage his diabetes. The client mentions he is also lactose intolerant and has an allergy to wheat. Curtis does not have any documented diagnostic information (e.g., lab test results and medical reports) confirming these conditions but checks off these on the SDA form because the extra money would help the client make ends meet and eat better.

- Is there an ethical dilemma? If yes, what is it?
- What principle(s) relate to the dilemma?
- How might you handle this?

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Scenario 8 - Discussion



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Scenario 9: Decisions about nutrition support

An elderly man with Alzheimer's disease develops pneumonia and is no longer able to tolerate oral intake. As per SIP an alternate route of feeding is suggested. His daughter disagrees with tube feeding and feels it would be against her father's wishes. His son demands that the client receives tube feeding as he believes his father would starve to death otherwise. No directives available. Both children share the SDM role (client is not capable).

- Is there an ethical dilemma? If yes, what is it?
 What principle(s) relate to the dilemma?
 How might you handle this?



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Scenario 9 – Discussion



Section 6: **Summary and References**

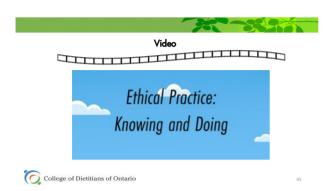


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2019 Registration Renewal

For all General Members

- Annual renewal fee \$641
- Online deadline: Thursday Oct 31th @ 11:59pm
- Paper documentation & payment must be received by Thursday Oct
- Includes renewal form and fee or \$70 late fee applies
- Responses must reflect your status on the date you renew



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Mandatory Self-Reporting

As soon as possible and within 30 days:

- Subject of a current investigation, inquiry or proceeding or findings of professional misconduct, incompetence or incapacity
- Findings of professional negligence and/or malpractice
- Refused registration, is no longer in good standing or is no longer fulfilling any terms, conditions or limitations imposed on the member with any professional regulatory body
- Was not in good standing at the time member ceased being registered with any professional regulatory body
- Findings of guilt related to any offence
- Ceases to be a citizen or permanent resident or is unauthorized to work in CA
- No longer maintains professional liability insurance as required by law

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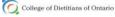
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Liability Insurance - For Public Protection

- Mandatory requirement when practicing dietetics
- Declared on annual renewal
- Targeted random selection + discrepancies on annual renewal
- An increase in the number of members who:
 - Have gaps in insurance
 - Did not respond to the College's request for proof (can be suspended)

 Late response from employer
- Non-compliance may result in a referral to Inquiries, Complaints & Reports Committee (ICRC)



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Update your Profile Within 30 Days of Changes

- · The College must maintain an accurate Public Register of
- · Members have a duty to update their contact information
- Failing to inform the College of changes to any information required in the Public Register of Dietitians within 30 days is considered professional misconduct

Please make sure to update your member profile (includes personal and employment contact details)



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You are Responsible for Reading College Emails

- Increasingly electronic emails are our primary communication tool
- Make sure that we have your current email and check regularly (even when on leave)
- Ensure the College email address is on your safe sender list



You are held accountable to fulfill your professional obligations even if you have not read your emails from the College



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Public Register - Did you Know?

- Verify your registration history by looking yourself up on the online Register of Dietitians
- Registration history includes when you became registered, any applicable resignations, suspensions, and revocations
- The Register of Dietitians allows anyone to confirm whether a person is a member of the College, to learn a dietitian's employment information, registration status and discipline history



KCAT

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Going on Leave?

 Members go on leave from their jobs for a variety of reasons including maternity leave, sick leave or education leave

Return to Dashboard

Cisk how for details about what information appears on the Public Register.

"Required field)

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member dashboard to **On leave**College of Dietitians of Ontario

Please update your Current Working Status on your

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DEMONSTRATING
ACADEMIC CURRENCY

Home > Applicants > KCAF-Demonstrating Academic Currency

Demonstrating Academic Currency for Eligibility to Apply to Accredited Practical Training Programs in Ontario

Students who have completed an accredited undergraduate nutrition degree more than three years ago must demonstrate their academic currency before they are eligible to apply to accredited practical training programs in Ontario.

An applicant is deemed to have academic currency if they have written the College's Knowledge and Competence Assessment Tool (KcAT) and obtained a Level I result.

The KCAT is currently administered annually in February.

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REGISTRATION REQUIREMENT FOR INTERJURISDICTIONAL PRACTICE

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Approved by the Council: March 29, 2019

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It is the position of the College of Dietitians of Ontario to require registration for externally registered Dietitians who are using the title dietitian and/or providing dietetic services to Ontario residents.

This includes: Dietitians who are externally-registered and located outside of Ontario providing tele-practice dietetic services to clients, or groups of clients, who reside in Ontario; and Dietitians who are externally-registered and are physically in Ontario providing dietetic services to Ontario residents or using the title dietitian in Ontario.

Reminder: Guidelines for Supervising Dietetic Learners College of Dietitians of Ontario

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Video:
Writing Professional Goals

The College encourages all RDs to watch this video prior to setting annual SDL Tool goals

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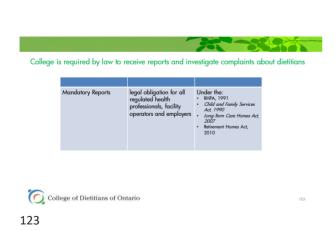
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| New Matters Received By Inquiries, Complaints And Reports Committee (ICRC) | 19 | 5 Complaints | 5 Reports | 5 Complaints | 5 Reports | 5 Complaints | 5 Reports | 1 Quality Asurance Committee Referrals | 1 Incapacity Inquiries | 1 Incapacity Inquiries | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 201 | 20

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PRACTICE ADVISORY SERVICE

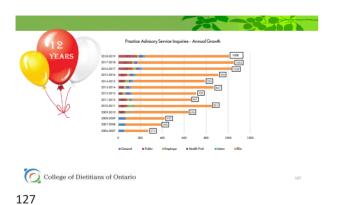
· Continued growth in inquiries

- o Please call or email us!
- Specific questions or feedback appreciated
 We learn from RDs
- May develop educational resources based on common themes of inquiries



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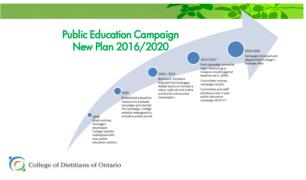
Professional Practice Resources Offered in a variety of Formats: o Online documents In-person presentations
Webinars
E-learning modules College of Dietitians of Ontario

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- YouTube College of Dietitians
- Promotion of our boundary videos and of our new
- record keeping videos

 Online articles in Zoomer,
 CARP and community
 publications
- publications

 Google AdWords
 campaign
- Twitter and Facebook



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Profession Self-Governance

Be an active participant via:

- Council
- Committees
- Peer Assessors
- Item writers for JKAT
- Respond to consultations
- Stay informed emails, newsletters and workshops
- Give feedback





Please do not hesitate to contact the College:

Practice Advisory Service practice.advisor@collegeofdietitians.org

416-598-1725; 1-800-668-4990 ext. 397

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