

Carondelet Health Network
Dietetic Internship

Program Orientation Handbook



Carondelet Health Network

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PROGRAM OVERVIEW

The staff of the Food and Nutrition Services Department of the Carondelet Health Network (CHN) and participating practice sites welcome you to the internship! The internship is managed and sponsored jointly by CHN, a three hospital healthcare system owned by Tenet Health, Ascension Health and Dignity Health, and Morrison Healthcare (MHC), a healthcare foodservice management company owned by Compass Group. Together, CHN and MHC provide an internship offering a full-time 42-week practice experience with an emphasis on medical nutrition therapy. Interns are provided knowledge, skills, and

competencies required of an entry-level dietitian as defined by the Accreditation Council for Education in Nutrition and Dietetics (ACEND).

The Carondelet program was first accredited as an Approved Pre-professional Practice Program (AP4) in 1993, and began taking interns in 1994. As the Academy phased out the AP4 format, the program converted to a Dietetic Internship in 1998. We are accredited by ACEND and are approved to accept three interns annually. Interns typically start at the end of July and graduate late May of the following year.

The program requires a commitment of a minimum of 30 *on-site* practice hours per week, generally scheduled as five 6-hour days, and staff relief rotations require 40 on-site hours per week. There are many projects and assignments that require additional time for completion in excess of the minimum requirement of six hours/day on campus. In addition, most clinical rotations have required readings and study guides that must be completed by the first day of the rotation. Program projects and clinical assignments must be completed on your own time outside of the required on-site practice hours/week.

Rotations are designed to sequentially build upon knowledge, skills, and competencies acquired in subsequent rotations. Program rotations include:

Food Service

- Production and Purchasing
- Patient Services
- Retail
- Supervisory

Core Clinical

- Level 1 – cardiac, obesity, rehabilitation, malnutrition
- Level 2 – wounds, diabetes, pulmonary
- Level 3 – hepatic disease, pancreatic disease, nutritional anemias
- Level 4 – GI, surgery
- Level 5 – critical illness, enteral nutrition, acute kidney injury
- Level 6 – critical illness, parenteral nutrition

Other Clinical

- Outpatient Dialysis
- Outpatient Gestational DM
- Pediatrics
- Long Term Care
- Eating Disorders
- Bariatrics

Staff Relief

Community

Research

School Food Service

Clinical Management

To provide a curriculum that offers collaboration with other healthcare clinicians and exposure to a variety of settings, the program usually includes experiences at Carondelet St. Mary's Hospital (CSM),

Carondelet St. Joseph's Hospital (CSJ), Northwest Bariatrics, DaVita Dialysis Centers, Park Avenue Health and Rehabilitation, Pima County Health Department (WIC), Maternal Fetal Medicine of Arizona, Tucson Medical Center (TMC) and Tucson Unified School District (TUSD). Due to restrictions related to the COVID-19 pandemic, access to some rotation sites may not be permitted.

You will begin the program with food service rotations at CSM, which provide a basic understanding of the philosophy and function of the Food and Nutrition Department. The food service rotations provide hands-on learning experiences in which you will develop problem-solving and critical-thinking skills in food purchasing, food production and delivery, patient services and retail food service management. A two-week experience in school food service at TUSD supplements the knowledge and experience gained in the Carondelet system, while also providing experience and insight in pediatric nutrition in the community setting and state and federal regulatory requirements relative to school food programs.

The food service units are followed by the clinical nutrition rotations. The curriculum for the clinical rotations sequentially builds knowledge, skills and competencies as the student proceeds from lower acuity conditions such as cardiac disease, to high acuity conditions such as critically ill patients. Over approximately 24 weeks, you will strengthen your skills in nutrition assessment and diagnosis, interviewing, counseling, care-plan development and implementation, and communication. Both didactic and practice-related learning experiences are included in the curriculum to allow you to strengthen collaboration, problem-solving and critical-thinking skills.

Four weeks of staff relief directly follow the core clinical rotations. Staff relief allows you to incorporate the knowledge and skills you have learned in past rotations to provide nutrition care for a variety of patients, allowing you the opportunity to function as an entry-level dietitian under the guidance of a preceptor. As the program is clinically focused, all weeks of staff relief will be in clinical rotations, however you *may* be given the opportunity to choose a rotation / site for one week.

In addition, the internship includes a one-week community nutrition rotation with the Pima County WIC program, and a two-week research experience in which you will learn about nutrition and dietetics research and conduct an actual research project at CSM. This experience is intended to provide you with insights into the planning, process, and publication of research relative to the field of dietetics, particularly in the community hospital setting.

Education is a two-way street. Preceptors provide opportunities for learning and are here to guide and assist you; however, the responsibility for making full use of these opportunities belongs to you. The internship experience is designed to transition you from the didactic to the experiential setting, and prepare you to practice on your own as a professional; thus, you are expected to take an active role in furthering your knowledge and skills.

PROGRAM MISSION & GOALS

The internship is based in the Carondelet Health Network and is dedicated to improving the health and well being of all individuals through a dynamic process that responds to changes in the health care system, population demographics, technology, and the food supply.

Carondelet Health Network

Our mission is to provide for the health care needs of our community: to embrace the whole person, in mind, body and spirit; and, to serve all people equally.

Our values provide the framework for fulfilling our mission and place special emphasis on: Service of the Poor, Reverence, Integrity, Wisdom, Innovation and Dedication.

Carondelet Health Network Dietetic Internship

The mission of the Carondelet Health Network Dietetic Internship is to graduate entry-level dietitians with the knowledge and skills necessary to provide high quality nutrition care to culturally diverse populations in a variety of settings.

Goal 1: The CHN Dietetic Internship will develop competent entry-level registered dietitians who will successfully pass the registration examination and obtain employment in the nutrition and dietetics field.

Goal 2: The CHN Dietetic Internship will prepare graduates to provide quality nutrition care to culturally and ethnically diverse populations.

REQUIREMENTS

Immunizations

You are required to have a tuberculin (TB) skin test within two months prior to the start of the internship, or a clear chest x-ray within the last year. Evidence of MMRV (measles, mumps, rubella, varicella) vaccination or positive titers must also be provided. The COVID-19 vaccine and the hepatitis B vaccination series is recommended, but not required. Prior to the start of the flu season, a flu shot is required of all CHN employees and students; this will be provided to you at no expense. If you choose not to receive the vaccine, you must wear a mask when you come within five feet of any patient for the duration of the flu season.

Health Insurance

Evidence of health insurance coverage must be presented at the beginning of the program, and maintained for the duration of the internship. Because you are not a Tenet employee, the Occupational Health Department will not treat you for on-the-job injury or illness. You may be seen at the hospital's Urgent Care or Emergency Center if needed, however you are responsible for ensuring that your medical insurance will cover the associated charges.

Liability Insurance

Evidence of liability insurance coverage must be provided at the beginning of the program, and maintained throughout the duration of the internship. The policy must contain the following coverage: One million dollars coverage per occurrence as well as three million aggregate. Liability insurance may be purchased through Mercer Consumer at <https://www.academymemberinsurancesite.com/business-insurance/professional-liability/professional-liability/professional-liability-insurance.html>; you may also contact them directly at 1-800-375-2764. The insurance is provided at a discount to Academy members. You are required to present evidence of liability insurance or of financial responsibility acceptable to the Internship Director, as assurance of his/her accountability for any such losses, claims, liabilities, or expenses.

You shall indemnify and save harmless any facilities visited from any and all claims, losses and liabilities, costs, and expenses, including attorney's fees, arising in whole or in part, out of any grossly negligent act or omission of any student.

When assigned to any facility for program activities you are responsible to the facility's site director. The site director is that person who is responsible for supervising facility preceptors. The facility maintains sole responsibility for the care rendered to the client.

The facility shall retain the right, in its sole discretion, to exclude any individual at any time from any area. You shall promptly and without protest leave any area whenever they are requested to do so by an authorized facility representative.

Additionally, for liability reasons, you must show proof of auto insurance and are responsible for travel safety to and from all internship facilities.

Tuition and Other Estimated Costs

A fee of \$10,000 is due in full on the first day of the internship. Tuition reimbursement is available only within the first week of the program; after the food service rotations start, tuition will not be reimbursed. Tuition reimbursement is not available for interns terminated from the program due to academic or non-academic misconduct.

Other estimated costs (subject to change) include:

Application fee	\$80
Program tuition	\$10,000
Lab coat (optional)	\$40
Scrubs	\$65
Slip resistant shoes	\$40
Liability insurance	\$20
Medical insurance	\$600
Auto insurance	\$900
Academy dues	\$58

Other Requirements

A background check and drug screen are required to participate in the outpatient renal rotation at DaVita Dialysis. Both will be arranged and paid for by DaVita. You will need to contact your DaVita preceptor *three weeks prior* to the start of the rotation to initiate this process.

STATEMENT OF EQUAL OPPORTUNITY

CHN and MHC offers equal opportunity to interns regardless of race, religion, color, gender, sexual orientation, disability, national origin, and as covered by law, age and veteran status.

Individuals with Special Needs

The faculty and staff are encouraged to develop innovative and creative ways of opening the profession of dietetics to competitive, qualified individuals with special needs. At the same time, the faculty and

staff must maintain the integrity of the curriculum and the standards set by the Academy and ACEND, which are deemed essential to the educational process of the dietitian. Since the nutritional care and treatment of patients is an essential part of the educational process, the internship must act at all costs to protect the health and safety of patients.

It is inevitable that adherence to minimum requirements will disqualify some interns who are disabled. This does not imply that a program has discriminated against these interns. Since discrimination requires drawing a distinction without sufficient justification, it follows that making discriminating judgments on justified grounds is acceptable.

While there are no support services available during the internship, any intern who has a disability that prevents the fullest expression of abilities should contact the Internship Director as soon as possible so that we can discuss requirements and accommodations.

Attitudes

Interns must be able to tolerate physically taxing workloads and to function effectively under stress. They must also be able to adapt to changing environments, display flexibility and learn to function in the face of uncertainty. Compassion, integrity, empathy and concern for others, interpersonal skills, interest, and motivation are all personal qualities that are expected.

RESOURCES

Parking

At CSM and CSJ employees and students may park anywhere in the main lots, and at CSM on the 4th and 5th floors of the parking garage. You will need your badge to gain access to these levels. You may be required to park in specific areas at other internship sites; your preceptors for these rotations will inform you of any parking requirements.

Housing

You are responsible for obtaining your own housing. Apartment location services are available, including Tucson Apartment Locators at www.apartmentlocatorsaz.com/ and Apartment Finder at www.apartmentfinder.com/Arizona/Tucson. Rent will vary by location and apartment size, but may range from \$800-1200 per month.

Library

CSM has a medical library located on the second floor, which you can access at any time with your ID badge. A medical librarian is sometimes available for assistance; current schedules will be posted in the library. If available, librarians can assist with literature searches and obtain professional journal articles for you free of charge. Library resources are also available online via the hospital's intranet, and include free access to many professional journals and texts.

(<https://portal.etenet.com/sites/carondelet/pages/home.aspx> > Patient Care Tools > Medical Library).

You may use any resource from the medical libraries while enrolled in the internship. Some of the other practice sites may have libraries and will allow interns to use their facilities.

Computers and Programs

Most practice sites, including CSM and CSJ, have PCs available for your use. While computers on the

hospital units and RD offices are reserved for patient care activities, there are computers available for general use in the CSM medical library. During clinical rotations, a PC in the dietitian's office may not always be available for your use; in these instances you may use computers on the patient care units or medical library. You are welcome to use your own laptops or tablets for non-patient care use; you will not be given remote access to Cerner. Free wi-fi is available at CSM and CSJ.

You will be given access to the Tenet intranet website, Cerner electronic health record system, and the hospital's S drive, in which you will find educational handouts, productivity forms and other resources. You will have free access to the Academy's Nutrition Care Manual on the Tenet intranet. (<https://portal.etenet.com/sites/carondelet/pages/home.aspx> > Patient Care Tools > Clinical Nutrition Manual. The NCM includes information on CHN facility specific diets. You may also access the Academy's eNCPT website <https://www.ncpro.org/auth.cfm> (the Internship Director will provide you the login ID and password upon request).

Storage

Lockers are available for storage of personal belongings during the foodservice rotations, and located in the basement near the food service department. The ladies room locker designated for intern use is B48 and the men's room locker designated for intern use is B118. The Internship Director will provide you the combination codes for the locks upon request. For clinical rotations at Carondelet facilities, you may store personal belongings in the dietitians' offices, as these offices may be kept locked when not in use. Carondelet and MHC are not responsible for lost or stolen items.

Scholarships and Financial Aid

Federal grants or aid are not available to our interns as we are not affiliated with a for-credit university program. However, the Academy has scholarships available for dietetic interns; visit eatright.org for more information. You will not be paid for your practice experience. Part-time work outside the internship is feasible during some rotations, however working more than 20 hours per week is highly discouraged. You are expected to keep the internship a priority. Part-time jobs with flexible schedules or evening and weekend shifts are ideal. Additional financial aid resources in the Tucson area include Consumer Credit Counseling Service, 5515 E. Grant Rd, Suite 211, 520-795-2227.

Support Services

The Pima County Health Department (pimahealth.org) is a resource for immunizations. Other medical, testing and counseling or behavioral health services in the Tucson area include:

Urgent Care Associates, 1622 N. Swan Rd., 520-428-2008
Northwest Urgent Care, 3870 W. River Rd., 520-205-8950
Concentra Urgent Care, 2301 N. Forbes Blvd., 520-628-4340
El Rio Health Clinic, 839 W. Congress, 520-670-3909
COPE Community Services (Behavioral Health), 620 N. Craycroft Rd, 520-519-8550
CODAC Health, Recovery and Wellness, 1075 E. Ft. Lowell Rd., 520-327-4505
Sonora Quest Laboratories, 1773 W St. Mary's Rd. #101, 520-623-5972

CHN and MHC are not associated with these organizations, nor will they pay for your use of their services. Be sure to call ahead, if possible, to ensure these facilities take your medical insurance.

PROGRAM POLICIES

Protection of Privacy

All intern files are kept locked in the Internship Director's office. No part of the file will be released or disclosed to anyone other than the Internship Director or Director of Food and Nutrition Services unless the intern signs a disclosure form. You may examine your personal file at any time in the presence of the Internship Director. No information will be added to or removed during the review process nor will any materials from the file be removed from the immediate area.

Identification and Dress

A CHN name badge will be provided and should be worn at all times while on site. It is necessary for security purposes, for entrance to specific units, and helps people get acquainted with you. CHN has a dress code policy, and most health professionals can be identified by the color of their scrubs. Dietitians wear eggplant, nurses navy blue, patient care techs maroon, unit clerks olive green, transportation associates gray, pharmacists green, respiratory therapists black, and physical, speech and occupational therapists wear black pants with light blue tops. You should wear your scrubs at any CHN location at all times. Slip resistant shoes should be worn in the food service rotations. Lab coats may be worn but are optional. You are responsible for purchasing your own scrubs, lab coats and shoes.

Other rotation sites may have their own dress codes; if so, your preceptor will inform you of their requirements. When in doubt, wear professional / business casual clothing. In general, jeans, shorts, tight or revealing clothing, t-shirts, sandals and flip flops are not appropriate professional attire and should not be worn. The CHN dress code policy will be provided to you and provides more details on professional dress.

Infection Prevention

To prevent the spread of the COVID-19 virus, masks must be worn at CSM and CSJ. Cloth masks are allowed if you will have no patient contact (as in some food service locations) however a surgical mask is required when you are interacting with patients. N-95 masks may be worn however will not be provided by the hospital. When an N-95 mask is worn, a surgical mask must be placed over it. Masks may be removed while eating or drinking, when you are alone in an office, or with a small number of people who are vaccinated or where you can maintain a distance of six feet. Social distancing is encouraged, when possible, at all times even when masks are worn.

Use of hand sanitizer is required before entry and upon exit from patient rooms. If you are delivering trays during food service rotations, you do not need to sanitize upon entry, but must upon exit. Frequent use of hand sanitizers is otherwise encouraged; dispensers are located throughout the hospital.

Use of eye protection is required when interacting with patients if you will be within six feet of the patient for greater than 15 minutes. A face shield will be provided to you at no charge. Face shields should be cleaned with alcohol wipes between patient encounters. You may obtain a new face shield when your current shield becomes damaged. You may also wear goggles instead of a face mask, however you will be responsible for purchasing these. Safety glasses are not allowed as they do not provide sufficient protection. You should maintain a distance of six feet from all patients, however this may not always be possible (i.e. if the patient is hard of hearing). Patients may be wearing masks however are not required to do so.

Upon entry to the hospital, you are required to use hand sanitizer, don your mask (if you are not already wearing one), which are provided at the hospital entrance.

You are allowed entry to rooms of patients with COVID, or those patients in which COVID test results are pending (persons under investigation or PUI). While you are highly encouraged to enter COVID rooms, it is not required if you are not comfortable doing so. In these cases, you may contact the patient via phone (872-room number at CSM or 873-room number at CSJ). If education is provided via phone, education materials may be given to the nurse to deliver to the patient. If you are not able to enter a patient's room, you are encouraged to visually examine the patient, if possible, to assess for signs of malnutrition.

Non-COVID patients may be on other forms of isolation. Patients that have methicillin resistant staph aureus (MRSA) or c. difficile (positive or under investigation) will be under contact isolation, in which mask, eye protection, gowns and gloves must be worn when entering the room. Gloves and gowns should be removed in the patient's room immediately before exit in the designated trash receptacle. Do not wear gowns and gloves outside the patient's room after exiting. Patients that are on isolation precautions will have colored signs on their doors with instructions for PPE use.

PPE requirements may change; if so you will be notified immediately by the Internship Director or preceptor. Other rotation sites may also require use of PPE; your preceptor will notify you of any requirements prior to entry.

Meals

Lunch periods are generally half an hour during a six to eight hour day. The half hour spent during lunch does not count towards the six or eight hours you are required to be on site. You are expected to be in the facility during lunch, or to leave word with your preceptor of your whereabouts if you leave the hospital campus. Some practice sites may give you a free or discounted meal, while at others you will need to pay for your meal (if one is available) or bring one from home.

CSM and CSJ provide a meal to the interns for a cost of \$1.00. You must purchase \$10 worth of meal tickets from the food service administrative assistant at CSM or CSJ. Present the ticket to the cashier. The cost of the meal cannot exceed \$13. Prepackaged food and bottled beverages are not included in the meal plan, however fountain beverages and food from the hot line, deli area, salad bar, and grill are available. Fountain drinks, coffee and non-bottled teas are also complimentary at CSM and CSJ facilities.

Cell Phone / Technology Use

You may carry your cell phone with you during your rotations if you are expecting an important call, use it as a resource for patient care, or to communicate with your preceptor. However, your cell should not be used for personal reasons while you are on site except during lunch breaks or in emergency situations only. Phones should be out of sight as much as possible during any interactions with patients, preceptors, and other healthcare providers. Even if you are using your phone for the work at hand, no one else can tell what you are using it for; CHN requires that all associates maintain a professional image and exhibit professional behaviors while on duty. Do not use your phone while interacting with preceptors, other staff, or during lectures.

Limit the use social media to your personal life only (unless it is specifically for the workplace, i.e.

LinkedIn). Never post anything about interactions you've had with patients or clients, even if you believe you are not including identifying information. Do not "friend" current or former patients or clients. Be cautious about posting pictures taken at work; make sure no patients or protected patient information is visible in the photo.

Schedules

An internship schedule is provided, outlining the program rotations with the dates and locations of all experiences. Our aim is to inform interns in a timely manner about any schedule changes, but there may need to be last-minute changes due to circumstances beyond our control. Changes to the schedule may occur due to COVID restrictions at other rotations sites however we will make every effort to provide you with a full range of experiences and inform you of any schedule changes immediately. You may not make schedule changes without the consent of the Internship Director and/or the preceptor.

While some rotations are completed as a group, such as research, community, school food service and clinical management, most core food service and clinical rotations are completed individually. This allows for more one-on-one time with preceptors, and provides them the opportunity to tailor their teaching styles to your individual needs.

You are required to put in a *minimum* of 30 practice hours per week, generally scheduled as six hours daily, Monday through Friday. The six hours of practice time does not include meal breaks, scheduled lectures, meetings with the director, or other activities not part of that rotation, such as case study presentations. Hours missed because of these activities should be made up other days of the week.

The four weeks of staff relief require 40 practice hours per week. Additionally, program projects and rotation assignments will require additional time for completion. **While the program allows for outside employment, you must ensure that it will not interfere with participation in program activities.** Outside employment for greater than 20 hours per week is highly discouraged. Be prepared to be flexible in order to maximize the opportunities for learning. The internship must take top priority, thus outside work should be scheduled on evenings and weekends, and must be flexible in order for you to meet the time requirements of the internship.

Prior to each rotation, you must contact the preceptor to determine at what time they would like you to report on the first day of that rotation. Some clinical rotation materials include a schedule; however you should still contact the preceptor to remind them of your arrival the following week and to ensure that there have not been any changes to the schedule or assignments. A list of all preceptor names and contact information will be provided to you. For non-Carondelet sites, it may be helpful to ask the preceptor if there are any special instructions regarding parking or dress code. Maps are available for most major sites. Please ask each preceptor their preference for being contacted during the rotation, i.e. phone call, text or email.

Specific times to be on site will vary from rotation to rotation and will depend on preceptor preferences, facility hours of operation, patient care activities and other learning opportunities. Some required lectures, usually scheduled mid-afternoon, may necessitate a schedule adjustment. Please inform your preceptor *at the beginning of the rotation* if you will need to leave early for a required internship activity; be sure to account for travel time to the activity site. Depending on the preceptor and rotation, there may be some flexibility in on-site hours (i.e. arriving early); any requests to change set hours should be

made as soon as possible and the decision to grant schedule modifications is entirely up to the preceptor.

You will not be required to be on site in the evenings (i.e. after 5:00 pm) or on weekends, except in rare circumstances such as an evening activity (i.e. district Academy meeting) or in the case of necessity to make up hours missed due to illness or other circumstances.

Situations may arise that require you to be on site greater than the usual six hours/day to allow you to take advantage of unique learning opportunities. Clinical preceptors will expect you to stay later than your scheduled hours in order to finish assigned patient care activities. The internship is transitioning you to the professional setting, in which you are expected to complete assigned job activities even if this means staying late; thus you are expected to display these professional behaviors during the internship. Please inform your preceptor *at the beginning of the rotation* if you have to leave by a specific time on any day for work or personal appointments. In the event of an unforeseen absence, such as illness, notify the preceptor as soon as possible.

Please discuss any schedule issues as soon as possible with both the unit preceptor and the Internship Director. Personal appointments should be planned for late afternoon, if possible, or at a time that does not take away from the educational process.

Absences and Attendance

You are responsible for patient care, and attendance is considered a responsibility similar to that of a paid job. While you will not replace employees, you are expected to work on your own or participate alongside an employee and not merely spend all your time observing. This is the **practice** experience required by the ACEND.

ACEND requires a minimum of 1000 hours of practice experience to fulfill all core competencies. In order to meet this requirement, it is especially important that both you and the preceptor be responsible for ensuring that you complete the minimum number of hours required for that rotation. To ensure these hours are met, you are required to record total daily practice hours spent in rotation activities for the following rotations: core clinical, staff relief, eating disorders, LTC, gestational DM, outpatient dialysis. Practice hours do not include time spent for lunch, breaks longer than 15 min, lectures, studying for an exam; and working on study guides or case studies (unless otherwise assigned by the preceptor in a non-core clinical rotation). You will be provided a time card to record your hours; this form must be verified and signed by your preceptor and turned into the Internship Director with your rotation evaluation. You may not pass a rotation until these hours are met.

Absence from the program, whether the time away is planned or unexpected, **must** be made up at another time. If you are absent due to illness or personal matters, contact the Internship Director and preceptor **immediately**. In special circumstances and with prior approval from the Internship Director, you may take off additional days, however these hours will need to be made up and may result in graduating after your original scheduled graduation date. Exceptions are allowed only after consultation with the Internship Director.

Vacations and Holidays

You will receive the New Year's Day off, as well as a week off in November for the Thanksgiving holiday, and a week in December for the Christmas holiday. You may take off other cultural or religious holidays

through prior arrangement with the Internship Director and preceptor. You may be given additional days off depending on the rotation/facility in which you are working, such as federal holidays; these hours do not need to be made up.

Assignments

Reading lists, study guides, and unit pre- and post-tests have been developed for most of the clinical rotations to ensure that you meet the competencies required of an entry-level dietitian. Your ability to complete assigned readings and study guides, as well as your ability pass the unit post-tests, will be taken into consideration by the preceptor when completing the unit performance evaluation.

You are expected to prepare prior to beginning each rotation. Materials for the core clinical rotations will include a schedule outlining when certain readings, study guides and case studies are due. Confirm these due dates with the preceptor when you start the rotation. Turn in assignments and complete readings on time.

Most assignments will be graded on a pass/fail basis; however, unit post-tests require a minimum score of 80% to pass the rotation. In the event of a failed exam, the preceptor may provide additional questions in oral or written format. If the intern fails an assignment, she/he will be given one chance to rework the assignment. Additional attempts to complete revisions must be discussed with the unit preceptor and the Internship Director. Other assignments may have grading rubrics, which will be provided to you during clinical orientation.

All written assignments must be typed (unless otherwise specified), and will be reviewed by the unit preceptor, who may require revisions as she/he deems necessary. **Please proofread your work for grammatical and spelling errors;** professional work is expected, as writing skills are important in the workplace. Study guides and all other written work must be completed **in your own words**. Do not copy from articles, books, websites or other resources. **This is plagiarism, and will be treated as such.** Your preceptors need to know that you understand the material, which can only be assessed if you answer questions in your own words.

Meet early in the rotation with both the food service and clinical preceptors to ask questions and discuss expectations to ensure an optimal learning experience. Be aware that preceptors are also involved in completion of their own work and possibly coverage for another coworker. Keeping a list of questions and identifying a time to meet with the preceptor will facilitate ongoing communication. If there are communication issues, please discuss them as soon as possible with the preceptor and/or the Internship Director.

Performance Evaluation

Feedback regarding your performance will be provided regularly during clinical rotations. A performance evaluation is required after the completion of the first week of each of the six core clinical rotations, and again at the end of the three week rotation. Upon completion of each rotation, the preceptor will reevaluate your performance in order to identify your strengths and limitations in practice, as well as measure your progress toward meeting the core competencies for an entry-level dietitian. Evaluations are required for most rotations, and graduation is contingent on evaluations being completed.

An important part of performance evaluation is self-reflection; in both professional and academic

settings is it important to develop self-awareness in order to identify your strengths and opportunities for improvement. For clinical rotations, prior to meeting with your preceptor to review your performance evaluation, you are required to reflect on your performance; a tool will be provided to you to assist with this process, however it does not need to be turned in or shared with your preceptor.

Rotation evaluation forms are provided to you during orientation; give your preceptor the form prior to completing the rotation. Your performance evaluation will be based on, but not limited to: understanding of the required material; ability to apply your knowledge in the assessment, diagnosis, treatment and monitoring of patients or clients; completion of all unit activities; observed interactions with patients and members of the healthcare team; and professional qualities such as dependability, communication skills, initiative, attitude, organizational skills, etc. After completing the performance evaluation, the preceptor should discuss it with you; both you and the unit preceptor will sign the evaluation form to signify that it has been discussed. If you would like to record comments about your evaluation, these notes may be added to the evaluation after discussion with the preceptor. Turn in your unit evaluations to the Internship Director, who will review each evaluation and discuss any concerns with both you and the preceptor.

In the event that you are not meeting the rotation expectations, the Internship Director and the preceptor will meet with you to determine how to best meet your learning needs. Identified weaknesses will be monitored throughout the program in order to continue to strengthen problem areas. If, after a designated period of time, you do not meet the performance requirements or demonstrate proficiency in the required competencies, you may be subject to dismissal, pending review of the causes of poor performance and your ability to complete remedial actions. See “Poor Performance” section below.

You are also required to provide feedback on each rotation via a short online survey. It is recommended that you complete these evaluations shortly after finishing the rotation so your memory of events and experiences is clear. Please notify the Internship Director immediately via phone or email communication of any significant concerns; don't wait until you fill out the online evaluation form. Intern feedback is shared with each preceptor after you have completed the internship; however, if there are significant concerns regarding a preceptor's performance, these do need to be addressed immediately.

Poor Performance

If the preceptor has determined that your performance is not meeting unit expectations or the program's performance standards, the preceptor and the Internship Director will meet with you to discuss knowledge, skills or behaviors the need improvement. Examples of poor performance may include, but are not limited to, inability to demonstrate proficiency in the core competencies provided by that unit, failure to demonstrate improvement in performance, knowledge or skills as the internship progresses, receipt of an 80% or less on the unit post-test, or failure to complete assignments in a timely and satisfactory manner. Deficiencies or unsatisfactory performance should be addressed by the preceptor on an ongoing basis; if you feel the preceptor is not providing sufficient feedback on your performance, ask.

Goals and objectives will be discussed and established to allow you to correct identified weaknesses. With your input, the preceptor and Internship Director will develop an action plan, in which additional unit activities, such as case studies, readings, and patient care responsibilities will be assigned to address your deficiencies. A deadline will be established for completion of these activities. Resources to assist you will also be identified, and may include books, articles, online modules or webinars. Additional remedial

instruction will be provided by the preceptor as needed on an ongoing basis.

The preceptor for each unit is solely responsible for determining if you pass their rotation; their decision may be based upon any of the performance examples listed above. You may be asked to work with another dietitian to help you learn rotation information, but you must return to the original preceptor who will determine if you are competent to pass the rotation. If you do not pass the rotation, you will have a second attempt to pass the rotation. This may require that you repeat the rotation in its entirety; however you may only need a few days more to become proficient enough to pass. If you do not pass the rotation a second time, you will be dismissed from the internship. You may repeat two rotations; if you fail a third rotation, you will not have the opportunity to repeat it and will be dismissed from the internship. For the purposes of this policy, sub levels for core clinical rotations i.e. 1a and 1b are considered two different rotations. You must pass all rotations and complete all graduation requirements no later than 12 weeks past your originally scheduled graduation date, unless approved by the Internship Director in such cases as absence due to illness or injury, or preapproved absences for personal reasons.

If dismissed from the internship, you will be provided counseling on other careers in nutrition and dietetics for which you may be qualified or other internship programs which may be more suitable for you should you decide to re-apply.

Misconduct

Academic misconduct, including, but not limited to, cheating, inappropriate or unprofessional behavior, refusal to complete all assignments and unit activities, and providing inaccurate nutritional information to a patient or client, may result in additional assigned activities (including repeating a rotation), suspension, or expulsion from the internship.

Non-academic misconduct including, but not limited to, conviction of a felony, misrepresentation concerning past achievements or present endeavors, habitual drug/alcohol/substance abuse or possession of alcohol, illegal drugs/substances, engaging in sales activities not authorized by CHN or MHC, use of improper professional credentials, engaging in services to patients which generate personal income unless approved by CHN, acceptance of personal gifts from CHN clients or sales representatives without the consent of the department, bias in any professional evaluation of products or services, offensive or inappropriate language or dress while on duty, any other acts or omissions, which if the student were a professional, could result in disciplinary action by the credentialing agency, may result in suspension or expulsion from the internship.

Alleged instances of misconduct are initially directed to the Internship Director; as necessary, the incident may be discussed and/or handled by the Director of Food and Nutrition Services, Carondelet/Tenet and/or MHC Human Resources and Legal Departments.

Grievance Process

Should you have a conflict or disagreement with a preceptor, fellow intern, or other staff member while you are enrolled in the internship, it is expected that you make a good faith effort to resolve the conflict on your own with the individual in question. Any ongoing or unresolved conflicts should be communicated to the Internship Director and/or Director of Food and Nutrition Services, who then will provide mediation. If mediation does not result in conflict resolution, you may initiate the following grievance procedure.

1. **Initiation of Complaint.** The intern must submit in writing a description of the complaint, including documentation supporting its validity and efforts that have been made to resolve the issue, to the Internship Director and/or the Director of Food and Nutrition Services (if the complaint is against the Internship Director). Complaints must be initiated within one month of the occurrence.
2. **Response.** Within seven days of receipt of the written complaint, the Internship Director shall appoint a grievance committee. The committee will consist of three to five members, which may consist of preceptors, internship advisory board members, other interns and/or food service managers / supervisors. No one directly involved in the grievance may serve on the committee.
3. **Deliberation.** Within seven days of the committee establishment, members will gather pertinent information in a fair and impartial manner by interviewing all individuals involved in the grievance. An audio recording will be made of all interviews and proceedings, if express permission of all participants is obtained. The committee will review all available information and make a recommendation for disciplinary or other action, or dismissal of the grievance. A written and signed summary of the hearing and the committee's recommendations will be given to the Internship Director, complainant, and other involved parties within three days of completing deliberations.
4. **Action.** The committee may recommend the following sanctions for an intern: additional assigned activities including, but not limited to, repeating a rotation, suspension, or expulsion from the internship. The committee may recommend the following sanctions for a preceptor or other program affiliate: suspension or removal from their role in the internship, report to MHC/Compass (or other appropriate facility) Human Resource Department and/or direct supervisor. The Internship Director and/or the Director of Food and Nutrition Services may act to implement or reject the recommendations of the committee. The Director shall notify the intern in writing of a decision on the matter within one week of the decision.
5. **Appeal.** The intern may appeal the decision to MHC/Compass or CHN/Tenet Human Resources Department. *If the matter is related to compliance with ACEND accreditation standards*, the intern may make a written complaint to ACEND. Detailed instructions on how to file a complaint can be found in the ACEND Policy & Procedure Manual, located here <https://www.eatrightpro.org/acend/public-notice-and-announcements/filing-a-complaint-with-acend>

Graduation Requirements

Interns must meet the following conditions within 17 months of starting the program in order to graduate from the internship:

1. Interns must demonstrate competency in all 2017 Core Competencies as defined by the Accreditation Council for Education in Nutrition and Dietetics, in addition to the three program specific nutrition therapy emphasis competencies.
2. Interns must pass each rotation by demonstrating competence in the Core Competencies

provided by that rotation and by completing all unit assignments in a satisfactory manner by established deadlines. No credit will be given for prior learning experiences, although those with prior learning in certain areas may be assigned more advanced activities relative to her/his capabilities and interests.

3. Interns must complete all group and individual projects, including case studies, and food service and clinical management projects, in a timely and satisfactory manner.
4. Interns must attend all clinical and food service lectures, unless excused by the Internship Director.
5. Interns must complete evaluations of all their rotations, as well as an exit evaluation and interview with the Internship Director.
6. Interns must demonstrate no misconduct, academic or non-academic, and must perform ethically in accordance with the values of the Academy of Nutrition and Dietetics.

Upon graduation from the Carondelet Health Network Dietetic Internship, a verification statement of program completion is provided on graduation day, which confirms your eligibility to take the exam and allows you to apply for entry-level dietitian positions.