

MetroHealth Dietetic Internship Handbook

Policy and Procedures	Page
Mission Statements	2
Goals and Objectives/Outcome Data	3
Accreditation Status/ Credentialing Pathway	4
Cost to Students	5
Withdrawal and Refunds	6
Program Calendar/Schedule	7
Privacy Protection of Files	8
Access to Personal File	8
Support Services	9
Liability Insurance	10
Travel	10
Injury or Illness	11
Drug Testing & Background Checks	12
Employee Replacement Policy	13
Complaint Procedures and Non-Retaliation Policy	14
ACEND Complaint Procedures	15
Prior Learning Policy	15
Supervised-Practice Facilities	16
Student Progress Reports	18
Retention and Remediation	19
Discipline	20
Graduation Requirements	21
Verification Statements	22
Equal Opportunity	23
Attendance Policy	24
Vaccination Policy	25

Mission

The MetroHealth System will adhere to the Fair Labor Standards Act for unpaid Internships.

Clinical Nutrition Mission

- To provide the highest in quality clinical nutrition services and the most effective evidence based practice across the continuum of care including the early identification, assessment, and treatment while ensuring customers are treated with respect and dignity.
- To participate as a member of the health care team providing integrated and patient focused care that is timely, accessible, and specified to address each customer's needs.
- To provide nutrition education programs to improve the health status of the community, employees, and patients.
- To measure our success by evaluating clinical outcomes, customer satisfaction, and cost effectiveness of care.
- To provide clinical support and expertise to Food Services and assist in providing the best possible patient food services experience meeting individualized patient needs.
- To participate in the education of dietetic practitioners, food and nutrition services staff, students, and other health care providers.

Food Service Mission

The department of Food Services commits to providing consistent, high-quality, and nutritious foods that are prepared in a safe, innovative, and sanitary environment. We will provide exceptional customer service to both internal and external customers of The MetroHealth System. We will accomplish this by demonstrating respect to those we serve; responding quickly and courteously; being alert, and anticipating the needs of our customers and staff. We will continuously improve our performance by monitoring our products we serve,

Dietetic Internship Mission

Our program is designed to provide a learning experience which prepares the Interns to respond to the versatile demands of the Dietetics Profession. The program is based on the philosophy that the development of professional competency is contingent upon mastering skills of problem solving and decision making through evidence based practice and a quest for excellence. In addition, the program strives to give the Interns the necessary guidance and resources for future professional growth. It is the intention of the program to train Dietetic Interns to become entry level Registered Dietitians. This is achieved, during our Dietetic Internship Program with a concentration in Clinical Dietetics.

Goals and Objectives

The goal of the program is to enable the Dietetic Intern to develop the knowledge, attitude and skills needed to become an entry-level Registered Dietitian.

Upon completion of this program, the Intern must possess a sound knowledge of food and nutrition, quantitative food production, biological sciences, pathophysiology of disease, and be able to act in a variety of capacities in clinical, administrative, and community settings.

The outcome measurements of our program goals are listed below.

1. The Dietetic Internship at MetroHealth will prepare Interns to become competent entry level Registered Dietitians.
 - 85% of graduates over a 5 year period will pass the RD exam on their first attempt.
 - 80% of graduates surveyed will have obtained employment in a dietetics related field within 12 months.
 - 85% of entry level graduates' employers that can be contacted, will rate our Interns to be excellent or good in their job performance.

2. Through encouragement, motivation and support, program preceptors will increase the number of interns who complete the program.
 - 85% of Interns that enter the program will complete it within 66 weeks (150%) of their start date.
 - 85% of Interns will respond that internship preceptors provided "satisfactory" or better encouragement, motivation and support.

Outcome data will be monitored for program effectiveness, and program outcome data is available upon request

Dietetic Internship Accreditation

The MetroHealth Dietetic Internship Program is accredited until 2022 by the Accreditation Council for Education in Nutrition and Dietetics (ACEND). For more information contact ACEND at acend@eatright.org or the following:

The Accreditation Council for Education in Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
Phone 1-800-877-1600 ext 5400
Phone 1/312-899-0040 ext 5400

Graduation from the MetroHealth Dietetic Internship will provide the student with necessary supervised practice to sit for the Registered Dietitian Examination. Our program has a clinical concentration; however, it also provides experiences in community nutrition and food service management.

Cost to Students

Internship tuition payable to the MetroHealth Foundation of \$7500 is due once accepted into the program. Parking is on-campus at approximately \$8/week and will be paid by the department. Housing is self pay and is approximately \$600-900/month in the Cleveland area. A white lab coat is required for clinical rotations with an approximate \$20 cost. No book fees are required. Interns are responsible for travel to and from outside affiliations and the Ohio Legislative Day with no mileage reimbursement. Professional Liability Insurance is approximately \$25 per year at the student rate. Students are self pay for their car and medical insurance.

Withdrawal and Student Refund Policy

The program application fee (approximately \$50) and the tuition payment of \$7500 to the MetroHealth Foundation are non-refundable. If a student withdraws from the program, they are expected to return their key, their ID badge, any MetroHealth property, and check with the Internship Director for further instructions.

Scheduling and Program Calendar, Including Vacation and Holidays

Our internship will start the Monday of the 3rd week of August and end the Friday of the 3rd week of June. Interns will have a one week vacation in December.

Interns will be off on the following Holidays:

Labor Day
Thanksgiving Day
Christmas Day
New Year's Day
Memorial Day

Our Department will also give you the Friday after Thanksgiving off if you have no need for a make-up day.

Calendars for the first half of the year will be distributed during Orientation. The schedule is subject to change. The calendar for the second half of the Internship will be distributed later in the fall.

Protection of privacy of Student Information

Files are kept on each Intern and in a locked file cabinet in the office of the Internship Director. These files contain: original application, transcripts, verification statements, rotation evaluations, and any other correspondence or disciplinary information. These files are confidential but information will be provided to ACEND for site visits and for program evaluation upon request.

Access to Personal Files

The MetroHealth Dietetic Internship Program does allow Interns access to their personal files. Intern files can be reviewed by the Intern with an appointment in the presence of the Internship Director or Manager of Nutrition Services.

Access to Student Support Services, including Health Services, Counseling and Testing, and Financial Aid Resources

Dietetic Interns may utilize The MetroHealth Employee Assistance Program to address a wide range of personal and work-related issues. EAP services are no cost to the Intern. EAP staff can help Interns address a variety of issues that affect professional and personal well being. Examples include:

- Wellness
- Effective communication
- Child care information
- Financial concerns
- Conflict resolution
- Family difficulties
- Emotional concerns
- Cultivating interpersonal relationships
- Managing stress
- Chemical Dependency
- Information and referral

Scholarships and Financial Aid information is available for Interns on the Academy of Nutrition and Dietetics website at www.eatright.org. Many of these scholarships have deadlines that must be met the year prior to Internship application deadlines. Refer to the appropriate websites for eligibility information.

Dietetic Interns may be able to apply for the deferment of student loans during the Dietetic Internship Program. This is subject to lender policy.

Insurance Requirements Policy and those for Professional Liability

Interns are responsible to carry their own car and medical insurance policies. Interns are also required to purchase Student Professional Liability Insurance for the complete duration of the Internship. Proof of Liability Insurance is due in mid August before Intern Orientation. The approximate cost is \$25 for the Internship year. Interns who need additional time to complete the Internship (up to 150% of program length) must update their Professional Student Liability Insurance Policy for the additional dates required.

Liability for Safety in Travel to and From Assigned Areas

Interns will need a car and transportation to outside affiliations. Gas mileage will not be reimbursed. Car Insurance is the Law.

Injury or Illness in a Supervised Practice

The MetroHealth System (MHS) requires immediately reporting any work-related illness or injury. A complete investigation will be conducted to determine the appropriate corrective action needed to prevent future occurrences.

- If an Intern sustains a work-related injury/illness, he/she must immediately report the injury/illness to their Supervisor or designee Preceptor.
- The Intern and their Supervisor or Preceptor must complete injury reports and bring the report to the site or medical treatment. The report should also include testimony from any available witnesses. Guidelines from MetroHealth policy will be implemented. Depending on the nature of the injury, the Supervisor or designee may send the injured employee to the ER, Health Clinic, or the Intern may also choose to seek treatment outside of The MetroHealth System.
- If a student is at an outside facility, they must notify their preceptor immediately and follow the injury protocol at the outside facility and/or seek urgent medical treatment if indicated. The Dietetic Internship Director at MetroHealth must be notified of a student's injury in a timely manner.
- Interns are not eligible for Workers Compensation as interns are not considered employees of The MetroHealth System.

Drug Testing and Criminal Background Checks

The Dietetic Internship Program follows the MetroHealth Medical Center Policy regarding Health screen, drug, and background check.

Final acceptance to the MetroHealth Center Dietetic Internship is dependent upon a successful background check. The background check is mandated by the Department of Health Services (DHS) and the Joint Commission for all Interns. There is no charge for the background check.

Outside agencies may require additional drug and criminal background checks at no cost to the Intern.

The steps of the MetroHealth System Management Protocol "For Causing Testing" may be followed, if indicated, for Interns.

Educational Purpose of Supervised Practice to Prevent the Use of Interns to Replace Employees

We are committed to Internship training and Interns are not to be used to replace employees. Interns will assume a chosen staff relief position towards the end of the program. Staff relief does not replace the Dietitian. The Dietitian will co-sign notes and continue to provide Intern supervision.

Complaint Procedure and Non-Retaliation Policy

STATEMENT OF NON-RETALIATION: MHS will not discriminate or retaliate against any Employee or Intern who has filed a grievance, testified, assisted, or participated in any manner in an investigation or proceeding related to the grievance procedures.

Grievance Policy for Handling Complaints

- I. Definition: A grievance is defined as any job-related dispute or problem.
- II. The Intern (or preceptor) can file an internal DI grievance and/or an external complaint with the Accreditation Council for Education in Nutrition and Dietetics. The Procedures for Grievances are listed below.

MHMC Dietetic Internship Grievance Procedures:

1. Within five (5) working days of the incident giving rise to the grievance, the Intern having a grievance must, submit to their Internship Director with documentation of the incident and the parties involved.
2. The Intern will skip step 1 and turn in the grievance to the Director or Assistant Director of the Department of Food and Nutrition Services if the incident involves the Internship Director.
3. The Internship Director (or the Internship Director's Supervisor, if it involves the Internship Director) will schedule a meeting with the involved Intern within three (3) working days after the complaint is made.
4. The Internship Director or his/her Supervisor will respond to the grievance in writing within three (3) working days after the meeting.
5. If a grievance is unable to be resolved via the above steps, a grievance with ACEND may be filed.

Additional steps for the grievance policy will follow The MetroHealth Policy and is available on our website.

Dietetic Internship Complaint Procedures to the Academy

The Intern may file a complaint against an Internship with The Accreditation Council for Education in Nutrition and Dietetics (ACEND). ACEND has established a process for reviewing complaints against accredited programs in order to fulfill its public responsibility for assuring the quality and integrity of the education programs that it accredits. Any individual, for example, student, faculty, dietetics practitioner and/or member of the public may submit a complaint against any accredited or approved program to ACEND. However, the ACEND board does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admissions, appointment, promotion or dismissal of faculty or students. It acts only upon a signed allegation that the program may not be in compliance with the accreditation standards or policies. The complaint must be signed by the complainant. Anonymous complaints are not considered. Where a complainant has threatened or filed legal action against the institution involved, ACEND will hold complaints in abeyance pending resolution of the legal issues and the complainant is so advised. Further steps are listed on the ACEND website or ACEND may be contacted at:

The Accreditation Council for Education in Nutrition and Dietetics

120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995
Phone 1-800-877-1600 ext 5400
Phone 1-312-899-0040 ext 5400
acend@eatright.org

Credit for Prior Learning Policy

MetroHealth Medical Center Dietetic Internship Program does not accept credit for prior learning experiences or educational classes. Students are expected to complete all of the required rotations, classes, and assignments of the Dietetic Internship.

Supervised-Practice Facilities

Formal affiliation agreement with outside facilities must be in place before placement of Interns in that rotation. Interns will receive direct supervision in the facility of a qualified affiliate staff member such as an RD, Food Service Director, or Program Manager who has at least one year of experience in the current position. The Prospective External Preceptor must demonstrate the desire to take on the extra responsibility of Interns including homework, evaluations, and have the patience, understanding, and time to teach Interns. After a trial period and good feedback from Interns, a determination will be made to continue with the preceptor and/or the affiliation for the length of the contract duration.

The review of Internship affiliation sites is ongoing to assure the adequacy and appropriateness of facilities. Each year, the Program Director contacts and if possible visits all sites to assess whether preceptors need assistance from the program, to determine whether students are prepared to meet the requirements of the site, to reassess whether the site still meets the training requirements of the program, and to evaluate the adequacy and appropriateness of the facility. The DI Program Director also meets with each Intern in person at a rotation-site while students are fulfilling their supervised-practice hours for a minimum of one external affiliation site.

Students complete rotation and preceptor evaluations following each rotation as well as a final program evaluation. In addition to the formal evaluations, informal feedback from preceptors and interns is gathered to ensure that the experiences are meeting learning objectives and competencies. At the conclusion of the program, sites are formally assessed based on on-site observations of the Program Director and graduate, intern and preceptor feedback to ensure patients/clients are available and in sufficient numbers so interns have a learning experience consistent with the curriculum.

Written affiliation agreements with facilities are made by our legal counsel. The Program Director will ensure a formal agreement/contract between the MetroHealth System and the affiliating organization is completed prior to placing an Intern. If the experience is consisting of shadowing or observations only, the Program Director must be able to show that patients/clients, interns and the institution/organization are protected by receiving written permission of the Director of the Affiliate Site. Further protection responsibility is that our Interns are mandated to have liability insurance in amounts per MetroHealth System Policy II-50: Student/Individual Affiliations Policy

A formal Dietetic Internship affiliation agreement will include:

1. Obtaining an Affiliation Agreement from The Office of General Counsel. A contract may be accepted from the affiliating organization.

2. Two original copies of the Affiliation Agreement are signed by both organizations.
3. The Office of General Counsel reviews all final contracts prior to obtaining the Vice President's signature.
4. Submit the final Affiliation Agreement or contract to the responsible Vice President for signature.

Last, the signed Affiliation Agreement is forwarded to the Office of General Counsel, and the affiliating organization. The length of the Affiliation agreements is determined per current MetroHealth System policy and will need to be renewed before Intern re-entry.

The process for recruiting, developing and maintaining supervised practice sites is the responsibility of the Internship Director. Visiting each site is critical to maintaining quality. However, if travel is not possible, phone conferences may be used for keeping in touch with Interns and maintaining contact with preceptors.

Formal Assessment of Student Learning and Regular Reports of Performance and Progress

Interns receive written and verbal feedback on their progress and performance with a mid-point and final evaluation for each rotation. The Internship Director reviews each evaluation, works with the Preceptor, and provides counseling for improvement as indicated. Rotations may include a pre-test to determine learning needs.

Dietetic Internship Retention and Remediation Policy

Interns must achieve a minimum of 3 out of 5 points on evaluations to successfully complete each rotation. **All efforts will be made by staff to assist, encourage, and support an Intern to improve their skills, knowledge, and performance during the Internship Program. Students are expected to let the Internship Director and their preceptor know if they are struggling in their rotation.** Interns will be evaluated at the midpoint and at the completion of each rotation by their preceptor in addition to a self evaluation. During these written evaluations, Interns will be given feedback on their strengths and weaknesses from their preceptors. Goals for continued improvement will be discussed.

If an intern is in danger of failing a rotation, the Internship Director should be made aware by the preceptor as soon as possible and counseling will be provided for the Intern. If a rotation is not successfully completed, the Intern will be on probationary status. An individualized improvement plan will be developed and the Intern will:

- Complete additional assignments given by the rotation preceptor during the probation
- Repeat the failed rotation, possibly in its entirety. Rotations can be repeated during vacation/weekends/Holidays or by extending the Internship by the length of the failed rotation. The preceptor and the Internship Director must approve the schedule for a repeat rotation.

Interns can only repeat one rotation during the Internship Program. Failure to meet the minimum score during the repeated rotation will result in termination from the Internship Program. Failure to score a 3 in a subsequent rotation will result in termination from the Internship Program.

Disciplinary/Termination Procedures

See the retention and remediation policy for more details. All Interns must comply with the policies and procedures of the MetroHealth System. A violation of MetroHealth policy will result in a verbal or written warning, suspension, or termination based on MetroHealth corrective action policies. Any infraction will result in a meeting with both the Internship Director and the Department Director.

Expectations are that Interns act professionally and uphold ethical standards set forth by the Institution and the Academy of Nutrition and Dietetics. Interns should show academic integrity in all homework, assignments, and research. Theft of any MetroHealth System property, physical or intellectual, is considered a violation of The MetroHealth Systems policies and will result in disciplinary action or termination. Interns are expected to comply with HIPAA which protects individually identifiable health information. Protected Health Information (PHI) should be used and disclosed in accordance with MetroHealth System Policies. The Compliance Office or Legal Team may become involved with suspected infractions of this policy. Interns will receive education on HIPAA and PHI policies and procedures during Hospital Orientation.

Graduation and/or Program Completion Requirements and Maximum Time for Completion

MHMC Dietetic Internship is a 44 week program. However, students have up to 150% of program length (66 weeks) to complete the Internship

Our Graduation Requirements Include:

- Interns must complete 44 weeks of practical experience within a 66 week period.
- Interns must begin each rotation fully prepared and satisfactorily complete the requirements of each rotation (including homework and assignments).
- Interns must complete all rotation assignments by established deadlines.
- Interns must attend all classes.
- Interns must individually lead one Journal Club presentation and discussion, and oral and written Disease Presentation, and a Case Study Presentation.
- Interns are required to attend the Ohio Legislative and Public Policy Workshop in Columbus, Ohio, or equivalent local advocacy event.
- Interns must attend a minimum of three (3) meetings of their local Dietetic Association.
- Interns must participate in an outreach event as assigned.
- Interns must plan and implement a National Nutrition Month event.
- Interns must complete the Intern Portfolio-Core Competencies for Dietitians. The portfolio needs to be completed prior to graduation and needs to include the date and activity completed for each competency. The portfolio must be submitted to the Internship Director prior to graduation.

Verification Statement Procedures

The Commission on Dietetic Registration (CDR) establishes requirements for eligibility to take the entry-level registration examination for dietitians. Current requirements include academic preparation (minimum of a baccalaureate degree; completion of a ACEND accredited didactic program in dietetics), completion of a ACEND accredited supervised practice program and confirmation of academic and practice requirements by verification.

Verification of academic and didactic requirements is necessary for entry in the MetroHealth Dietetic Internship Program. Completion of the program allows the student to meet the second requirement of CDR (completion of an ACEND accredited supervised practice program).

Individuals who successfully complete the program are verified by the Director of the DI as meeting academic and practice requirements and are presented with the verification statement at graduation. This is the last requirement to establish eligibility to sit for the Commission on Dietetic Registration (CDR) examination for Dietitians. Attainment of the RD credential also establishes eligibility for certification/licensure at the state (OH) level.

Equal Opportunity Policy

The MetroHealth System (MHS) is committed to providing Equal Employment Opportunities (EEO) for all applicants and employees and to insure non-discriminatory policies, practices and treatment in all facets of employment/personnel actions, without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, disability, age, genetic information, pregnancy or veteran and military status.

MHS also makes reasonable accommodations for qualified applicants and employees with known physical or mental disabilities. Decisions concerning reasonable accommodation are made in accordance with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Ohio Civil Rights Act and the implementing regulations of these statutes.

“The Academy of Nutrition and Dietetics mission and vision are most effectively realized through a diverse membership. As in all health professions, diversity is necessary for access to and the quality of services for the public. The Academy values and respects the diverse viewpoints and individual differences of all people.” (source: www.eatright.org).

Dietetic Internship Attendance Policy

Interns are expected to work a 40 hour work week following the weekly schedule of their Preceptor. As a general rule, most Interns work the day shift Monday-Friday. Interns should check in advance with their preceptor for their work hours and schedule. Sometimes, an Intern may work a varied shift with their preceptor. This may include evenings and week-ends for events, projects, or community presentations.

Interns will be required to make up time missed from a rotation at the discretion of the

Internship Director with input from the Rotation Preceptor and the Manager of Nutrition Services. As a general rule, if time is missed while in a food service rotation, the time will be made up on the next scheduled day off. If time is missed in a clinical or community rotation the day(s) will be made up on a day chosen by the Dietitian Preceptor and the Internship Director.

An Intern can miss a **maximum** of (4) four days during the course of the Internship without making up the time if the Intern's supervisor at the time of the absence feels the missed day does not have to be made up. Any absences over this amount will be subject to a **mandatory make-up day**. Time will be made up on either a scheduled day off or at the end of the Internship program. Generally, two of the days off are for illness, while the remaining two days may be scheduled in the spring months for personal use or job interviews. The Intern must notify the Internship Director two weeks in advance of a planned personal day and must obtain additional approval from the rotation preceptor.

Funeral Leave for an immediate family member or a **medical emergency** documented will be handled on an individual basis by the Dietetic Internship Director.

A leave of absence for medical or personal reasons is allowed. Students have up to 150% of program length to complete the Internship. This time will need to be rescheduled at the end of the Internship program. A request for a leave of absence must be submitted in writing to the Internship Director. All Interns must complete the Dietetic Internship Program within a 66-week period.

Reminder, if you are calling off, you must phone the Communications Office, the Internship Director, and your rotation preceptor.

Required Vaccination Policy

Interns are working in a healthcare environment. Therefore, all interns are responsible to meet the MetroHealth vaccine requirements. The Intern must accept that vaccine requirements may change throughout the Internship year by MetroHealth policy updates. Also, additional vaccinations may be required for outside affiliations. Any vaccine determined to be mandatory for MetroHealth employees and staff is also mandatory for the Intern in consultation with the Employee Health Center. Interns may show prior proof of vaccination to MetroHealth Employee Services if indicated. If prior vaccination records or screening is not approved by Employee Health, vaccination will be required. A Release of Health Information Form must be signed by the Intern to release vaccine information from or to outside affiliations, if required, before working in that area.

A yearly flu shot is required for the health and safety of our patients and visitors. The flu shot is a free vaccination for our Interns and staff.