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| **Medical City Healthcare****Dietetic Internship Program Handbook***“Shaping the minds of the future one day at a time”***2023-2024** |

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Introduction

Welcome to the Medical City Healthcare Dietetic Internship (MCH DI) Program. Your outstanding academic record, strong interest in the dietetics profession, and past work experience determined your selection to participate in our program.

This handbook provides you with information to guide your participation in the dietetic internship. In addition, material will be provided during the orientation and throughout the internship to facilitate your progress and completion of the MCH Dietetic Internship Program.The program director will review the program handbook in class during the 1st week of orientation. Dietetic interns are held responsible for the information contained in this manual and must acknowledge receipt of the handbook by submitting a signed copy of page 22**.**

## Organization and Administration

Division Director Food and Nutrition: ***Mary Ann Moser, RD* (972)906-1714**

Division DI/ISPP Director: ***Terry L. Brown, MBA, MPH, RD, CNSC* (469)470-6190**

DI Coordinator: ***Diane Reed, RD, CNSC* (972)566-6133**

## Program Description

 The MCH Dietetic Internship Program will offer a concentration in **Nutrition and Leadership**. The internship can be completed in 10.5 months of full-time study. The 10.5-month experience is spent in clinical/medical nutrition therapy, food service management, and community rotations. The program will provide a total of 1280 supervised practice hours (total hours exclude orientation hours). The majority of the didactic experience will be provided during the 5-week orientation period.

 Starting in 2024, all interns that **do not have** a graduate degree will be required to enroll in a graduate program to become eligible to sit for the registration examination to become a registered dietitian nutritionist. Our program does not believe in “a one size fits all approach”. We allow you to choose a graduate program (such as MS, MBA, MPH, MHA, etc.) that is the right fit for you instead of forcing you to take courses that may not fit your personal career goals. The MCH DI Program Director will be available to assist you with planning your graduate coursework while you are in the DI Program and meet with you every semester to ensure that you are on track to complete your graduate degree within 12 months of finishing your supervised practice rotations. For most students, the dietetic internship program and graduate coursework can be completed in 24 months of full-time study.

## Mission Statement

The mission statement for the **MCH Dietetic Internship** is “we are committed to preparing dietetic interns with a high-quality supervised practice experience in accordance with ACEND's standards which lead to eligibility for CDR credentialing exam and to prepare these interns to become entry-level Registered Dietitian Nutritionists and future leaders in the dietetic profession.”

## Program Goals and Outcome Measures

**Goal #1**: Prepare graduates who have attained the core professional competencies as defined by the accreditation standards of the Accreditation Council for Education in Nutrition and Dietetics to successfully pass the Registration Examination for Dietitians.

* **Outcome measures #1**: At least 80% of program interns complete the program requirements within 16 months (150% of the program length).
* **Outcome measures #2**: At least 90% of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.
* **Outcome measures #3**: The program’s one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%.
* **Outcome measures #4**: Greater than or equal to 95% of graduates will rate themselves “at or above” entry level 12 months after employment when compared with other dietitians who have graduated from dietetic programs.

**Goal #2**: The program will benefit Medical City, other healthcare systems, and the public by producing qualified dietitians and leaders.

* **Outcome measures #1**: When surveyed at least 90% of employers will agree that DI graduates possess adequate skills in oral and written communication, critical thinking, and problem solving.
* **Outcomes measure # 2**: Of graduates who seek employment, at least 80% are employed in nutrition and dietetics or related fields within 12 months of graduation.
* **Outcomes measure # 3**: Greater than or equal to 50% of graduates will identify at least one leadership activity they have participated in within the past 12 months.

*\*Medical City Dallas Dietetic Internship Program outcome data is available upon request.*

## Program Costs and Payment Schedule

The 2023-2024 fees for the MCH Dietetic Internship are $8,000. The non-refundable payment of $4,000 is due one month prior to the start of the dietetic internship and the remaining non-refundable payment is due by the end of the first dietetic internship orientation day. Medical City does not offer any stipends and/or financial aid.

**The following items are included in the internship fee:**

* Food and Beverage Allowance (at all MCH facilities)
* Parking
* Hospital Computer and Nutrition Care Manual Privileges
* Background check and immunizations
* Trajecsys Online Portal Access
* eatrightPREP Access

**The following items are not included in the internship fee:**

* Application Fee = $ 75
* Student Academy membership = $58
* Student Dallas Dietetic Alliance membership = $10
* Texas Academy Annual Conference and Expo Fee = $125 (hotel and travel not included)
* Calculator = $15
* Lab Coat and Non-Skid Shoes = $150
* Identification badge = $30 (refundable at program completion)
* Texas Food Handler’s Certification = $55
* Transportation to/from rotation sites = $900 per year
* Personal reference texts and supplies = $400
* Health insurance = varies
* Automobile liability insurance = varies
* Professional liability insurance = $24
* Housing = $700-900 per month
* Inman Review Course for RD Exam = $385

*\*Please note that all expenses are estimates only.*

## Accreditation Status

The Medial City Healthcare Dietetic Internship Program is currently granted accreditation status by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics, 120 South Riverside Plaza, Suite 2000, Chicago, IL (telephone #800-877-1600, extension 5400). The internship provides a minimum of 1200 hours of supervised experience as required by ACEND. The MCH Dietetic Internship Program does not provide exemptions for prior experiential and professional experience.

## Admission Requirements

***To be admitted to The Medical City Healthcare Dietetic Internship Program applicants must have:***

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| Successfully completed a DPD Program accredited by ACEND and provide a Verification Statement. |
| **Degree option:** A minimum of a Bachelor’s degree is required by the start date of the internship program. Intern must provide proof of enrollment in a graduate program prior to beginning the program.**Non-degree Option:** A minimum of a Master’s degree is required by the start date of the internship program.  |
| Overall grade point average of 3.2 or better on a 4.0 scale and must have at least a 3.2 in DPD coursework and at least a 3.1 in science coursework. |
| Nutrition, Food Service, or Supervisory work experience required beyond DPD Program requirements. Other work experience is helpful. |
| At least (3) Letters of Recommendation from individuals who can speak to your knowledge, skills, abilities, and work ethic.- (2) from a major Food and Nutrition Professors- (1) Professional Reference from Nutrition or Food Service related internship or work experience |
| Official transcripts from all colleges and/or universities that you have attended.  |
| Submit a $75 non-refundable application fee |
| Finalist must complete a formal face to face interview  |
| Health Insurance is required of all students. Students must acquire insurance on their own. |
| Proof of automobile liability insurance for travel is required of all students. |
| Proof of professional liability insurance is required of all students. |
| Final acceptance is contingent upon successful completion of Medical City Healthcare physical, drug screen, and criminal background check. |

## DICAS

The MCH DI Program participates in the Dietetics Internship Centralized Application System (DICAS). Access DICAS at [https://portal.dicas.org](https://portal.dicas.org/) (NOTE: Complete the online DICAS application according to instructions by designated deadline). DICAS Application fee is $50 for the first program designation and $25 for each addition designation.

## Computer Matching Process

This program participates in the D&D Digital computer matching process. Therefore, students need to submit materials for matching to D&D Digital by the specified deadline. D&D Digital can be accessed at the following website: http://www.dnddigital.com/ada/. Acceptance into the internship is based on a department review and ranking of candidates' qualifications.

## Academic Calendar

### Calendar

 The internship typically begins mid-August and concludes at the end of May. *Typical supervised practice hours* are from 8:00 a.m. - 4:30 p.m. or 9:00 a.m. - 5:30 p.m. However, certain rotations, such as the food service rotation might require earlier or later hours. Supervised practice rotations are 40-50 hours a week. Interns are responsible for documenting their hours daily in Trajecsys. The site preceptor or program director must review and approve the time sheet at the end of each week.

### Vacation and Holidays

Interns do not work on the following designated holidays unless make-up work is required:

* New Year’s Day
* Labor Day
* Thanksgiving week
* Christmas week
* Spring Break

Customary religious holidays may be honored with the approval of the Internship Director. Approval for the holiday must be gained prior to that holiday.

## Description of Supervised Practice Rotations

 The MCH Dietetic Internship Program has a planned curriculum based on the program’s mission, goals, and expected outcomes. The curriculum supports the achievement of student learning outcomes and the expected competence of the graduate. Supervised practice and didactic learning activities prepare interns for professional practice with patients/clients with various conditions, including, but not limited to, weight management and obesity, diabetes, cancer; and cardiovascular, gastrointestinal, and renal diseases. In addition, these activities utilize the nutrition care process with various populations and diverse cultures, including infants, children, adolescents, adults, pregnant/lactating females, and the elderly. These learning activities occur in various settings including acute care and critical care, outpatient, long-term care, public health/community, and others determined by the program. Specific dates, times and location of rotation sites will be assigned during orientation. These facilities will provide learning activities compatible with the competencies interns are expected to achieve. The MCH Dietetic Internship Program does not be offer any international experiences.

**Orientation (5 weeks = 200 hours)**

Orientation (**1 week**) –includes review of Code of Conduct & Ethics, SOP/SOPP, DI Program Handbook, division/hospital orientation, etc.

Foodservice Management (**1 week**) -includes HACCP, Studor Principles, PDCA, etc.

Medical Nutrition Therapy (**2 weeks**) -includes Basic and Advanced MNT lectures, Nutrition Care Process, Medical Terminology, TF/TPN

Clinical Review (**1 week**) - Computer training for Meditech, practice EN/PN calculations, dietary counseling case studies and role playing

**Food Service Management (14 weeks = 560 hours)**

Production (**4 weeks**)

Retail (**3 weeks**) -includes Customer relations, Cost Controls, Food Merchandising

Patient Services (**4 weeks**) -includes Diet Office Software, Recipe Analysis & Modifications, Scheduling/Productivity, Administrative Projects, HR Management, Education, HAACP, etc.

Conference Center Services (**2 weeks**) –includes Planning, Production, and Implementation of a wide variety of special catered functions

Management/Staff Relief (**1 week**)

**Medical Nutrition Therapy (12 weeks = 480 hours)**

MNT I (**4 weeks**) –includes cardiac, endocrinology/diabetes, weight management/bariatrics, rehab/ortho, med-surg, GI level I, geriatrics, ante & post-partum

MNT II (**4 weeks**) –includes oncology, transplant, renal, GI level II, ICU

Pediatrics/NICU (**2 weeks**) –includes pediatrics, NICU, PICU, CHSU, etc.

Behavioral Health (**1 week**) – MNT I with behavioral health emphasis

Clinical Management/Staff Relief (**1 week**)

**Community (6 weeks = 240 hours)**

Head Start/Early Head Start (**1 weeks**)

LTC (**1 week**)

AgriLife Extension/North Texas Food Bank/StewPot/Minnie’s Pantry/Variable (**2 week**)

Selected Experience (**2 weeks**)

## Selection and Evaluation of Supervised Practice Rotations

The selection of supervised practice facilities criteria includes the following:

1. Must have a RD or qualified healthcare professional on staff with at least 1 year of experience post credentialing
2. Preferred facilities will have a diverse patient population (i.e. disease states, ethnicity, etc.) in a variety of settings, such as a hospital, LTAC, LTC, etc.
3. Preference given to sister facilities within HCA
4. Must be accredited by the appropriate agency, such as TJC or the State

Each supervised practice facility will be evaluated at least annually or upon dietetic intern complaint. The DI Director or designee will visit the supervised practice facility to assess adequacy. In addition, dietetic intern feedback and perception of experience will also be taken into consideration when assessing the adequacy and/or continued appropriateness of a supervised practice facility. The supervised practice facilities will provide an experience and learning activities that are compatible with ACEND competencies. The results of facility evaluations will be analyzed for trends. Facilities that receive consistently unsatisfactory evaluations and/or frequent complaints will be provided with a written notice of the cancellation of our affiliation agreement, effective immediately.

Written affiliation agreements must be reviewed and approved by the Dietetic Internship Program Director or designee. Once the appropriate signatures have been obtained, a copy must be kept on file in FNS. Affiliation agreements will be reviewed annually by the DI Director and updated if necessary. This will be done prior to dietetic intern placement at a new supervised practice facility and/or prior to intern orientation.

## Program Completion & Graduation Requirements

 Completion of the internship program requires successful completion of each competency. If additional learning experiences are necessary to complete all competencies, then we will allow the intern up to 16 months from the start of the program to complete all areas of deficiency. To successfully complete the program and be eligible to sit for the RD exam, the dietetic intern must:

* + Successfully complete each supervised practice rotation competency with a minimum acceptable rating of a 2 (**Meets**) or above
	+ Achieve an 80% or “B” average or better on all assignments, projects, and final evaluations
	+ Complete all graduate degree requirements and attain a graduate degree from an institution of the intern’s choice within 12 months of finishing the supervised practice rotations (*applicable to individuals that do not have a graduate degree*)

After successful completion of the MCH DI Program **and** attainment of a graduate degree (such as MS, MPH, MBA, etc.), the intern will receive a verification statement which will allow him or her to sit for the Registration Examination through the Commission on Dietetic Registration (CDR), and the intern will be able to apply for licensure in the State of Texas.  In addition, the intern will receive a Certificate of Completion in Nutrition and Leadership.

## Verification Statement

 Upon successful completion of the program, each intern will receive a Verification Statement. This is the form used by ACEND to verify that all academic and supervised practice requirements are met for AND Active membership. The guidelines suggest that each intern be provided with six copies of the Verification Statement. The Commission on Dietetic Registration (CDR) requires it for eligibility for the Registration Examination for Dietitians. The program director will notify CDR when interns have completed all requirements for eligibility for the Registration Examination. Upon notification from CDR, it will be the graduate’s responsibility to plan to take the exam. Additional information on the steps necessary to become a Registered Dietitian can be found on the EatRight.org website at: <https://www.eatrightpro.org/acend/students-and-advancing-education/information-for-students/registered-dietitian-nutritionist-fact-sheet>

## Program Personnel and Responsibilities

### Internship Director

1. Maintain all aspects of the Dietetic Internship Program and is responsible for assuring that all ACEND accreditation standards, policies and procedures are met.
2. Development of policies and procedures for effectively managing all components of the program and to ensure fair, equitable and considerate treatment of prospective and enrolled interns.
3. Student/Intern recruitment, advisement, evaluation and counseling.
4. Maintenance of program accreditation, including timely submission of fees, reports and requests for major program changes.
5. Maintenance of the program’s student records, including student advising plans and verification statements; verification statements must be kept indefinitely.
6. Maintenance of complaints about the program received from interns or others, including disposition of the complaint.
7. Communication and coordination with program faculty, preceptors and others involved with the program.
8. Facilitation of processes for continuous program evaluation and student learning outcomes assessment.
9. Timely submission of required documentation supporting the graduate’s eligibility for a CDR credentialing exam.
10. Meet with all interns that are pursuing the degree option at the beginning of the program and at least every semester to ensure that the interns are on track to complete their graduate degree in a timely manner.

### Site Preceptor

1. Provides supervised training according to required competencies for rotations.
2. Ensures a qualified professional(s) is available to provide guidance and supervision of the intern.
3. Evaluates intern’s competencies in the required learning experiences with the assistance of the Program Director

### Dietetic Intern

1. Pay all required MCH DI tuition and fees.
2. Maintain health insurance.
3. Maintain student memberships in the Academy and Dallas Dietetic Alliance.
4. Obtain Food Service Handler or Manager certification prior to starting rotations.
5. Assure immunizations are current.

a. TB test. (Proof required).

b. Hepatitis B immunization. (Proof required).

c. MMR, Rubella, Tetanus and Chicken pox (Proof required).

1. Complete all aspects of the internship and your graduate program: all rotations, presentations, assignments, and other required tasks – with high standards and professional manner.
2. Arrive on time to all rotations and complete all coursework, homework, and assignments in a timely manner. Document all supervised practice hours accurately in Trajecsys.
3. Maintain professional attitude, behavior, and dress during the internship.
4. Must have successfully completed drug screening and a background check prior to the start of the internship.
5. All interns will have access to the internet and email during the internship and for at least one-year post graduation.
6. Attend individual and/or group meetings with Program Director. *Interns pursuing the graduate degree option will meet with the Program Director at the beginning of the program to discuss your degree plan and develop a road map for completing your graduate program. In addition, you will need to meet with the Program Director at the end of each semester to review your grades and progress towards completing your graduate degree within 12 months of completing your supervised practice rotations.*

## Withdrawal and Refund of Tuition and Fees

MCH dietetic interns that withdraw prior to the 1st day of orientation will receive a refund in the amount of 50% of the tuition **only** if you have already paid the full tuition amount of $8,000. However, if a dietetic intern withdraws after the 1st day of orientation, then they will no longer qualify for any refund.

## Access to Intern Personal Files

MCDH Dietetic interns may:

* Inspect and review educational records of their file upon written request **and** in the presence of a faculty member or authorized individual.
* Inspect and review only such parts of educational material or documents including evaluations that are related to the intern.
* Intern files will be maintained in a confidential manner and will only be accessible to faculty, FNS Leadership, and Human Resources.

## Access to Intern Support Services

 The intern has access to the MCH Emergency Room for any emergencies that might arise. The intern is responsible for any financial obligations arising from a visit to the ER. There is a charge for this service and any fees can be billed to your health insurance company, if applicable.

The dietetic intern has access to Walgreen’s Pharmacy which is located on the 1st floor of Building A at Medical City Dallas. The pharmacy can fill prescriptions and sell certain other medications. There is a charge for this service.

The MCH Dietetic Internship Program does not provide any financial assistance (such as stipends), loan deferments, or scholarships. The dietetic intern is encouraged to apply for scholarships through the Texas Academy of Nutrition and Dietetics and/or the Academy of Nutrition and Dietetics. In addition, dietetic interns may qualify for financial and/or scholarships through their graduate program.

## Liability for Safety in Travel

Interns in the MCH DI Program will have rotations in and around DFW. It will be necessary for interns to travel. Travel will include but not be limited to: travel to rotation sites, travel during rotations to other sites, travel to meetings & conferences to meet specific competencies. All interns are responsible for their own safety in travel to and from assigned supervised practice locations. The intern will be required to provide their own transportation to all supervised practice sites. All interns are responsible for their automobile insurance.

## Injury or Illness while in Supervised Practice

Any injuries or illnesses sustained during supervised practice should be reported immediately. Interns who are injured or become ill during supervised practice experience will be sent to the Emergency Room or private physician as appropriate. Interns are responsible for financial obligations and health insurance to cover such emergencies and follow-up care as needed.

## Educational Purpose of Supervised Practice

Interns are to work at least 40 hours per week. At times, students may have to work beyond 40 hours per week to complete their assignments. The daily work schedule can vary from one site to another. Dietetic interns are scheduled to attend various sites for educational purposes - to learn from the preceptor and the staff. Interns are considered students. The intern position at a site is in addition to the existing employee schedule and not a substitute for an employee’s schedule.

## Filing and Handling Complaints

If an intern or preceptor has a grievance regarding a preceptor or another intern, then the complaint or concern should be discussed with the MCH DI Program Director. If there is a grievance regarding the Program Director, then the issue should be discussed with the Program Director and/or Division FNS Director. If the issue is unable to be resolved by the Program Director or Division FNS Director, then the Human Resources Manager will be consulted. Retaliation against interns for filing a complaint will not be tolerated and may be subject to disciplinary action by Human Resources up to and including termination.

 If you believe that the MCH Dietetic Internship Program is not in compliance with the accreditation standards, you may file a complaint with the accrediting agency. ACEND will review complaints that relate to a program’s compliance with the accreditation/approval standards. ACEND is interested in the sustained quality and continued improvement of dietetics education programs, but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff, or dietetic interns.

A copy of the accreditation standards and/or the Commission’s policy and procedure for submission of complaints may be obtained from the Program Director or by contacting the

Education and Accreditation staff as follows:

**ACEND**

**120 South Riverside Plaza Suite 2190**

**Chicago, Illinois 60606-6995**

**Phone: 1-800-877-1600 ext. 5400**

Written complaints should be mailed to the ACEND Chair at the aforementioned address.

## Prior Assessment of Student Learning

The internship program does not grant credit or supervised practice hours for prior learning and/or experiential experiences.

## Formal Assessment of Student Learning

The dietetic intern’s progress is evaluated at midterm and at the end of each supervised practice rotation. A satisfactory grade of 80% or higher is required in each rotation before an intern may progress to the next rotation in a series. If the intern fails to complete a rotation and/or receives a final grade of less than 80% during any rotation, then they may not be able to continue in the internship program and or receive verification eligibility to take the registration examination. Each intern is required to maintain an academic portfolio, using established guidelines which are distributed during the internship orientation. Contents of the portfolio are discussed with a faculty and/or FNS leadership team member at designated times during the program.

Any extenuating circumstances relating to an individual intern's academic progress will be considered. Interns have the right to present a petition for consideration to the Dietetic Internship Director. The Dietetic Internship Director, Division FNS Director, Faculty member, and/or a Human Resources Representative will review the petition and make a final decision based on the information presented by all parties involved.

Interns can expect to receive formal evaluations in the following formats:

* Written evaluations from preceptors
* Scored assignments
* Rubrics for oral presentations
* Exit exam

## Program Retention & Remediation

If at any time the conduct of an intern is judged to be unfavorable to the morale of other participants in the program, result in an unsatisfactory level of performance, or the health status of an intern is a detriment to the intern’s successful completion of the program, a conference shall be held between the DI Director and appropriate representatives to determine remedial action.

Any student who is performing unsatisfactorily in a supervised practice course should receive a written evaluation from the course instructor midway through the experience. The evaluation should include a warning of possible failure. Specific guidelines must be provided regarding what a student must do/not do to receive a passing grade. At the end of the rotation the DI Director, in consultation with supervised practice preceptor should decide whether the student should fail the rotation or if he/she has the potential to pass the rotation by spending additional time in supervised practice.

The internship director is responsible for (a) discussing the situation with other members and coming to agreement on how additional time should be scheduled, (b) scheduling the time and arranging supervision with a preceptor, (c) providing for content remediation needed by the intern, (d) defining in writing what the intern must accomplish during the additional supervised practice time, and (e) determining, with input from the preceptor, whether the intern should receive a passing grade after the additional week(s) of supervised practice.

## Disciplinary and Termination Procedures

Dietetic intern performance and/or attendance problems requiring disciplinary action will be as follows:

1st occurrence = ***1st written***

2nd occurrence = ***termination (***upon review by Division Food Service Director**)**

 The dietetic intern file will be reviewed by Division Food Service Director to determine if termination is appropriate. Potential performance concerns that could result in disciplinary action up to and including termination from the internship program include: lack of professionalism, excessive absences and/or lateness, failure to complete assignments in a timely manner, plagiarism, theft, sexual harassment, violence, and dishonesty. Interns that fail orientation or more than one supervised practice rotation will be terminated from the program.

## Professional Dress Code

Dietetic Interns are expected to both dress and maintain a professional appearance. The DI dress code excludes short skirts, crop tops, jeans, and shorts. In clinical settings, professional attire, lab coat, badge, and closed toe/heel shoes are required. During the food service rotation, hair coverings, minimal jewelry, and closed-toe shoes are also required. Please see Medical City Employee Appearance Standards for additional dress code details.

## Attendance Policy

If the intern is unable to report to assigned rotation, then the intern must call the DI Program Director (469-470-6190) and supervising preceptor **at least** 2 hours prior to the start of the rotation. Remember to provide your full name, preceptor’s name, contact number, and the nature of your ailment. It is not acceptable to leave a message or send an e-mail denoting that you are sick.

The intern must notify the Internship Director immediately of any expected absence(s). Interns who are absent (such as for illness, family emergency, or leave of absence) must make up the time missed, according to preceptor availability, on weekends and during their scheduled vacation time.

## Nondiscrimination and Equitable Treatment

It is policy at Medical City Healthcare that all persons are entitled to equitable treatment and educational opportunity regardless of race, ethnicity, religion, gender/gender identity, sexual orientation national origin, age, size, socioeconomic status, and disability, as required by state and federal law.

The intern must notify the Internship Director of any disability that might require an accommodation by the end of the first day of orientation. In addition, the intern must submit documentation from a qualified healthcare professional relating to the disability or disabilities.

## The Medical City Healthcare Dietetic Internship Handbook Agreement

My signature denotes my responsibility to read and abide by the policies and procedures outlined in this handbook.

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Dietetic Intern (Print Name)

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Dietetic Intern (Signature) Date