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| **Medical City Healthcare**  **Dietetic Internship Program Handbook**  *“Shaping the minds of the future one day at a time”*  **2019-2020** |

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Acknowledgement of the Receipt of the MCDH DI Program Handbook…….21 **Introduction**

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

This handbook provides you with information to guide your participation in the 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 21**.**

**Organization and Administration**

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

Dietetic Internship Director: ***Terry L. Brown, MBA, MPH, RD, CNSC* (469)470-6190**

**Program Description**

The MCH Dietetic Internship Program will offer a concentration in **Food Service Management**. 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.

**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 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 students complete the program requirements within 15.75 months (150% of the program length).
* **Outcome measures #2**: 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, 80% are employed in nutrition and dietetics related fields within 12 months of graduation.
* **Outcome measures #3**: 50% of program graduates will find employment in the area of Food Service Management.

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

**Program Costs and Payment Schedule**

The 2019-2020 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. Late charges of $20 per day will be incurred if payment dates are not met. Medical City does not offer any stipends and/or financial aid.

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

* Food
* Parking
* Hospital Computer and Library Privileges
* Background check and immunizations

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

* Student Academy membership = $50
* Student Dallas Academy membership $10
* Calculator = $15 (one-time fee)
* Lab Coat and Non Skid Shoes = $150 (one-time)
* Identification badge = $30 (one-time fee)
* City of Dallas Food Handler’s Certification = $55 (one-time fee)
* Personal automobile transportation = varies
* Personal reference texts and supplies = $350
* Personal computer or laptop = varies
* Health insurance = varies
* Professional liability insurance = $24 (annually)
* Housing = varies
* Inman Review Course for RD Exam = $385 (one-time fee)

**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 |
| A minimum of a Bachelor’s degree 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.  - (1) from a major Nutrition Professor  - (1) from a major Food Science or Food Service Systems Management Professor  - (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 $75 non-refundable application fee |
| 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 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).

**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 hours. Supervised practice rotations are 40-45 hours a week. Interns are responsible for documenting their hours daily on the MCH DI Rotation Hours Verification log. The site preceptor must review and sign the time sheet at the end of each week. The time sheet must be submitted to the Program Director every Friday by 6P.

**Vacation and Holidays**

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

* New Year’s Eve and 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 achievement of student learning outcomes and 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)**

Hospital Orientation (**1 day**)

Department Orientation (**1 week**) –includes review of Code of Conduct & Ethics, SOP/SOPP, DI Program Handbook, 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 (15 weeks = 600 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 (**3 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 (**3.5 weeks**) –includes oncology, transplant, renal, GI level II, ICU

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

Outpatient (**0.5 weeks**) –includes adult/bariatric clinic

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

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

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

LTAC (**1 week**)

AgriLife Extension/North Texas Food Bank/StewPot/Variable (**2 week**)

Selected Experience (**1 week**)

**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, 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 Organizational Development and/or Legal department. 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 15.75 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:

* + Completion of the internship program requires successful completion of each competency with a minimum acceptable rating of a 2 (**Meets**) or above
  + Completion of all supervised practice rotations
  + An 80% or “B” average or better on all assignments, projects, and final evaluations
* After successful completion of our Program, 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 Food Service Management.

**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 three 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 make arrangements 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.

***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 DI Director

***Dietetic Intern***

1. Pay all required MCH DI tuition and fees.
2. Maintain health insurance.
3. Maintain student membership in the Academy of Nutrition and Dietetics (AND)
4. Obtain Food Service Handler’s card 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: 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.
3. Maintain professional attitude, behavior and dress during the internship.
4. Must have 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. Weekly reports sent to the DI Director by Friday @ 6P via email are required.
7. Attendance to group meetings with DI director.

**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, such as a member of the FNS Leadership Team.
* Request amendments to their educational records to insure that they are not inaccurate, misleading, or otherwise in violation of privacy rights.
* Inspect and review only such parts of educational material or documents including evaluations that are related to the intern.
* Be notified, upon request, of the names of all individuals providing confidential letters and statements as requested by the intern, regarding admission, application of employment, etc.
* Revoke, in writing, and previously executed waiver of rights.
* Inspect a written record of disclosure kept permanently with his/her educational record, containing the names of all parties who have requested or obtained access to the records, stating their legitimate interest in seeing them.

**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 dietetic intern has access to the Medical City Library “The Learning Center” located on the 1st floor of Building A. The medical librarian is available to assist with literature searches as needed.

The MCH Dietetic Internship Program does not provide any financial assistance. 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.

**Liability for Safety and 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 will not be able to continue in the internship program and will not 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 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 Human Resources**)**

The dietetic intern file will be reviewed by Human Resources 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.

**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 must make up the time missed, according to preceptor availability, on weekends and during vacation time.

**Nondiscrimination Policy Statement**

It is policy at Medical City Healthcare that all persons are entitled to equal employment opportunity regardless of race, color, religion, sex, national origin, age, and disability, as required by state and federal law.

**The Medical City Healthcare Dietetic Internship Handbook**

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