

# COLLEGE OF DIETITIANS OF BRITISH COLUMBIA

## Inquiry Case #17-16 - Complaint Outcome Report

Publication pursuant to section 39.3 of the *Health Professions Act* [the Act]:

On **April 18, 2017**, the Inquiry Committee of the College of Dietitians of BC received a letter of complaint from a registrant regarding Ms. Kameldeep Hundal's practice of dietetics. The complaint alleged that from December 7, 2015 to March 6, 2017 the quality of care provided by Ms. Hundal did not meet the College's Standards of Practice.

On **May 2, 2017** the Inquiry Committee commenced an investigation into the complaint which included reviewing the medical records of six patients. The Committee considered the allegations in the complaint to be serious.

On **August 24, 2017**, the Inquiry Committee met and reviewed the medical record report and determined the report contained sufficient evidence that indicated a risk to the public.

Ms. Hundal was notified of the complaint on **August 30, 2017**. All documents, including the complaint letter and the medical record review, were provided to her. She was also notified that the Inquiry Committee moved to convene a meeting, pending the investigation, to consider whether extraordinary action was necessary to protect the public under section 35 of the Act.

On **September 14, 2017**, the Inquiry Committee met with Ms. Hundal and her legal counsel to hear submissions on why it should consider not imposing conditions on Ms. Hundal's practice under s. 35 as Ms. Hundal had yet to have the opportunity to respond to the complaint.

On **September 27, 2017** the Inquiry Committee ordered Ms. Hundal to provide the College with one (1) medical chart audit every week, relative to Standard of Practice #14.

On **September 30, 2017**, the Inquiry Committee received Ms. Hundal's full response to complaint allegations.

On **October 24, 2017**, the Inquiry Committee reviewed the investigation information received to date, including the medical record review, September 14 submissions, Ms. Hundal's answer to complaint allegations and the results of three (3) medical chart audits. The Inquiry Committee remained concerned about the gaps identified in the practice of Ms. Hundal and the potential risk of harm to the public. The evidence showed Ms. Hundal presented gaps related to Standards of Practice 14 and 15.

The Inquiry Committee rescinded the order for conditions on Ms. Hundal's practice under s. 35 of the Act and determined that pursuant to sections 33(6)(c) and 36(1)(b) of the Act, Ms. Hundal must complete course work and a mentorship to remediate gaps in knowledge and skills identified, to improve quality of care and prevent any risk of harm to the public.

On **November 27, 2017**, Ms. Hundal signed a Consent Agreement pursuant to sections 33(6)(c) and 36(1)(b) of the Act where she agreed to complete the following requirements by June 30, 2018:

- Attend and successfully complete three (3) courses and submit required documentation
- Attend and successfully complete a mentorship. The minimum duration of the mentorship will be eleven (11) meetings over five (5) consecutive months.

The Inquiry Committee agreed to these terms to protect the public, and to enable Ms. Hundal to remediate her professional practice and ensure she meets the College's Standards of Practice with respect to patient care.

A copy of the Consent Agreement is saved in Ms. Hundal's file permanently.

The complainant was notified of the order and the disposition of the case on **December 13, 2017**.

**202 days** were required to resolve the case.