

**SELF ASSESSMENT RELATIVE TO STANDARDS OF PRACTICE
SAMPLE: FOODSERVICE MANAGER**

STANDARD 1: A dietitian assumes accountability and responsibility in the provision of competent, safe, ethical, and professional practice.

SELF ASSESSMENT INDICATORS	NOTES	I PLAN TO ADDRESS THIS? (YES / NO)
<i>My client* group(s):</i> anyone who eats in our facilities – patients, visitors, staff in cafeteria, outpatients		
1. Practices in accordance with provincial legislation (Health Professions Act, Dietitians Regulation and CDBC bylaws).	Always.	N
2. Practices in compliance with professional standards, practice guidelines and codes, including but not limited to: CDBC Codes of Ethics, Standards of Practice, Practice and Interpretive Guidelines, Continuing Competence Program.	Always.	N
3. Provides services within their scope of practice and personal competence, including but not limited to, Reserved Act registration, insertion of feeding tubes, dysphagia assessments.	I am very careful to practice within my scope of practice as I can be pulled in many directions in my job.	N
4. Obtains informed consent when required.	This does not apply in my practice.	N
5. Records client and other information in a clear, concise and timely manner.	Meticulous record keeping is essential; I do a very good job of this – I have years of practice.	N
6. Manages information appropriately in accordance with legislation, including but not limited to: <i>Freedom of Information and Protection of Privacy Act, Personal Information Protection Act</i> , other health information acts.	I am careful to manage information as required by legislation and to meet the demands of my employer.	N
7. Integrates principles of sound financial management into practice as appropriate.	This is critical to my success in my job; I give training sessions to others in financial management - I studied it at the graduate level.	N
8. Incorporates appropriate continuous quality improvement programs into practice, including but not limited to: audits, surveys, variance analysis.	This is an ongoing, essential part of my work. I am highly skilled at developing and administering CQI instruments/ programs of all sorts.	N
9. Incorporates relevant risk management strategies into practice, including but not limited to: disaster, pandemic, contingency, strike/lock out, threat, supply/service disruptions.	We have just completed a massive project to bring all of this information up to date and are in the midst of large scale staff training to ensure readiness for disasters of all sorts. We are ready for the big one!	N

* Refer to Glossary for definition.

SAMPLE: FOODSERVICE MANAGER

STANDARD 2: A dietitian communicates and interacts clearly and effectively with individuals and groups.		
SELF ASSESSMENT INDICATORS	NOTES	I PLAN TO ADDRESS THIS? (YES / NO)
<i>My client* group(s):</i> anyone who eats in our facilities – patients, visitors, staff in cafeteria, outpatients		
1. Adapts verbal and written communication styles to meet the needs and level of understanding of others.	Needing to communicate with all sorts of different people is an absolute necessity in this job; I am highly skilled in this area.	N
2. Uses appropriate information gathering skills to compile accurate, comprehensive and relevant information, including but not limited to: interviews, meetings, focus groups, surveys.	I am an information gathering nut; I collect information formally and informally on everything all the time because success at my job depends on it. I use this information to guide my decisions everyday.	N
3. Provides education to meet the learning needs of clients, groups and others, including but not limited to: clients, caregivers, students, dietetic interns, other professionals, employees.	Staff education to maintain food safety and customer satisfaction is essential. I think of education provision as the main activity of my job. I work with interns trying to convey the complexity of FS practice to them in the short time we have to cover all that needs to be learned if they are to function in this role.	N
4. Facilitates teamwork, including but not limited to: clients, caregivers, agencies, employees, colleagues, other professionals.	You betcha! Without teamwork, I couldn't succeed at my job. I love networking and figuring out new ways to get things done efficiently and effectively.	N
5. Uses effective counselling and listening skills.	Listening is a huge part of what I do each day especially related to staff relations.	N

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STANDARD 3: A dietitian applies current research and best practice findings when delivering services.		
SELF ASSESSMENT INDICATORS	NOTES	I PLAN TO ADDRESS THIS? (YES / NO)
<i>My client* group(s):</i> anyone who eats in our facilities – patients, visitors, staff in cafeteria, outpatients		
1. Demonstrates competence in all areas of current practice.	I consider myself highly competent.	N
2. Acquires and applies new knowledge, skills and abilities to all areas of practice.	Always; constantly.	Y
3. Acts as a credible and reliable source of current food and nutrition information.	I am always called upon to provide information. Because I am committed to acquiring and using info (per #2), I am confident in that the information I provide is credible and reliable.	N
4. Applies critical thinking skills in problem solving and decision making.	This is essential in what I do. I'd like to read a key book or two on critical thinking to get beyond the jargon and figure out what it really means.	Y
5. Manages change in professional practice.	Absolutely! This is what I do all the time while ensuring standards are maintained. I'd like to understand more about change theory.	N

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STANDARD 4: A dietitian practicing in the area of direct client care effectively provides services to achieve appropriate nutrition goals.		
SELF ASSESSMENT INDICATORS	NOTES	I PLAN TO ADDRESS THIS? (YES / NO)
<i>My client* group(s):</i> anyone who eats in our facilities – patients, visitors, staff in cafeteria, outpatients		
1. Uses a client centered approach.	STANDARD NOT APPLICABLE	
2. Collaborates with others, including subject matter experts, to contribute to client care.		
3. Draws relevant conclusions from nutrition assessment data.		
4. Identifies nutrition goals and develops nutrition care plans to achieve planned outcomes.		
5. Coordinates implementation of nutrition care plans.		
6. Assesses client progress in achieving planned outcomes.		
7. Evaluates effectiveness of nutrition care plans in achieving planned outcomes.		
8. Refers clients to other professionals and/or agencies as needed.		

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STANDARD 5: A dietitian practicing in the area of community and population health effectively provides food and nutrition initiatives that meet the needs of individuals and communities.		
SELF ASSESSMENT INDICATORS	NOTES	I PLAN TO ADDRESS THIS? (YES / NO)
<i>My client* group(s):</i> anyone who eats in our facilities – patients, visitors, staff in cafeteria, outpatients		
1. Provides nutritional health promotion and disease prevention information, including but not limited to: food, food security, policy development information.	STANDARD NOT APPLICABLE	
2. Consults with and provides nutrition information to appropriate individuals and groups, including but not limited to: individuals, groups, schools, agencies, outreach workers, other professionals.		
3. Conducts needs assessments and utilizes the data to aid in the planning, development, implementation and evaluation of food and nutrition programs and policy development.		

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SAMPLE: FOODSERVICE MANAGER

STANDARD 6: A dietitian practicing in the area of foodservice administration manages foodservice systems in an effective and efficient manner.		
SELF ASSESSMENT INDICATORS	NOTES	I PLAN TO ADDRESS THIS? (YES / NO)
<i>My client* group(s):</i> anyone who eats in our facilities – patients, visitors, staff in cafeteria, outpatients		
1. Manages the planning, production and distribution/service of food.	This is the nuts and bolts of what I do and lots more besides.	N
2. Maintains currency in all areas of food services, including but not limited to: consumer needs, menu planning, aesthetic characteristics of foods, available equipment, staff skill level, budget restriction.	I love food, thinking about food, planning how to make food appealing and interesting to others, how to provide the best service possible at the best price. I love food preparation which is important when working with cooks, etc. I keep a careful eye on the finances at all times – I have to meet management goals/objectives.	N
3. Manages the materials management system in an effective, efficient, and ethical manner.	Always (I have interpreted this as I manage the logistics that make it possible for our system to function efficiently).	N
4. Coordinates workflow within constraints of the facility.	Constantly.	N
5. Complies with legislation and regulations relating to workplace safety and sanitation.	Absolutely foundational to what I do.	N

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STANDARD 7: A dietitian practicing in the area of organization management effectively applies appropriate management systems and principles.		
SELF ASSESSMENT INDICATORS	NOTES	I PLAN TO ADDRESS THIS? (YES / NO)
<i>My client* group(s):</i> anyone who eats in our facilities – patients, visitors, staff in cafeteria, outpatients		
1. Manages effectively and appropriately directs the work of others.	I aspire to do this well.	Y
2. Develops, implements and evaluates organizational policies and procedures.	I do this on a daily basis.	N
3. Complies with and ensures compliance with appropriate federal, provincial and municipal government regulations.	Always.	N
4. Manages human resources in a fair, ethical and effective manner, including but not limited to staffing requirements, job descriptions, recruiting, hiring, retention strategies, scheduling, allocating work load, progressive discipline, performance evaluations.	This is another aspect of the nuts and bolts of what I do; I think I do an excellent job in HR management.	N
5. Manages services and material resources in an effective, efficient and responsible manner.	I strive for efficiency and effectiveness; this is a strength area for me.	N
6. Develops and implements risk management evaluation/continuous quality improvement programs.	Constantly.	N

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APPENDIX 3 – SAMPLE PROFESSIONAL DEVELOPMENT PLAN: FOODSERVICE MANAGER

Reminder: To be filled in throughout the reporting period. Submit at the end of the reporting period. Registrants must report **at least three learning goals** that address **three different standards and/or indicators**. Each learning goal must be completed by **at least two learning activities**.

Make as many copies of this form as you need to record your learning goals and activities.

NAME:		GROUP #:	DATE:					
GOAL#	STANDARD/ INDICATOR#	LEARNING PLAN: LEARNING GOALS/ACTIVITIES/ CONTRIBUTION TO PRACTICE	LEARNING PLAN PROGRESS STAGE					
			Preliminary	Intermediate	Substantial	Completed	Suspended	Comments/ Reason for Suspension
1	Standard 3/ Indicator 2	<p>Goal: Maintain currency in foodservice management.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Attend seminars, conferences, workshops, and monthly regional foodservice manager meetings. • Read one foodservice journal article per week. <p>Contribution to practice: Manage facility with most current practice.</p>		✓				<p>Confirmed attendance to 8 of 12 monthly manager meetings.</p> <p>Subscribed to Food Tech and J Am Diet Assoc</p>
2	Standard 3/ Indicator 4 and Standard 7/ Indicator 1	<p>Goal: Improve critical thinking as it relates to conflict resolution.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Research articles related to applied critical thinking/ problem-solving related to conflicts (employees, interns), and • Seek HR workshops for conflict resolution strategies. <p>Contribution to practice: Resolve conflicts more effectively and with more confidence.</p>	✓					

Preliminary Progress: have developed a plan
Completed: all activities complete and integrated in practice

Intermediate: have started working on plan
Suspended: work on plan discontinued

Substantial: nearing completion of plan

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3	Standard 3/ Indicator 5	<p>Goal: Learn about change management strategies.</p> <hr/> <p>Activities:</p> <ul style="list-style-type: none"> Review journal articles pertaining to change management, Liaise with fellow foodservice managers to compare current strategies used, and Adapt/ integrate change management strategies for foodservice facility & approach to hospital administrators (to better negotiate budget). <hr/> <p>Contribution to practice: Improve change management process with employees and hospital administrators.</p>		✓				<p>Started researching change management articles on the web (Strategies+ Business and HR journals)</p>

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