



OSF

Dietetic Internship

Program

Handbook

2025-2026

OSF SAINT FRANCIS MEDICAL CENTER**DIETETIC INTERNSHIP PROGRAM****RECEIPT FORM**

I acknowledge that I have received a copy of the OSF Saint Francis Medical Center Dietetic Internship Handbook. I will familiarize myself with the information and understand that it constitutes the Dietetic Internship Policies, and that I am governed by these policies. I further understand that nothing herein constitutes a contract for or guarantee of employment.

Date: _____ Signature of Intern: _____

Welcome to the Saint Francis Medical Center Dietetic Internship!

You have chosen OSF Saint Francis Medical Center! OSF Saint Francis Medical Center has chosen you! During the internship training, you will be preparing to take your place as a professional dietitian on a health care team.

We believe that you will be a happier and more effective member of our OSF Saint Francis team if you clearly understand this internship handbook. Some policies and procedures may and likely will be changed from time to time. Flexibility is a must!

It is your responsibility to read this handbook, keep it conveniently available as a reference and update it so you are always well informed.

OSF HealthCare Mission

In the spirit of Christ and the example of Francis of Assisi, the Mission of the OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the Gift of life.

From the first days of his public ministry, people brought their sick relatives and friends to Jesus Christ, who in his compassion, healed them and restored them to new life. Francis of Assisi ministered to the sick and lepers from the start of his conversion. Today, numerous religious congregations, such as The Sisters of the Third Order of St. Francis, are modeled on Francis' response to the Gospel. This work, especially in its outreach to the poor and the outcast, remains an essential ministry of service offered to the world by the Catholic Church. This service follows the moral vision and teaching of the Church, and all persons of good will are invited to collaborate with us in this work.

In 1876, the first Franciscan sisters came to Peoria to care for the sick and the poor. "OSF" stands for "Order of St. Francis" and includes OSF Healthcare System, OSF Saint Francis, Inc., OSF Healthcare Foundation and OSF HealthPlans. God entrusts this Mission to us. We hold it as a sacred trust and joyful privilege. We strive to remain faithful to this call.

"Mission" is "Why we're here" - to serve persons. We care for the whole person, in their physical, emotional, spiritual and relational dimensions. Our concern extends to all persons we encounter, turning no one away for reason of race, color, religion or economic status. "With the greatest care and love" was an expression used by our Foundress, Mother M. Frances Krasse, in her final letter to the congregation in 1885. This is the "golden thread" in the OSF story, linking us with the founding spirit, current service and vision for the future. What more do people long for in our world than to be treated with the greatest care and love?

Life is entrusted as a gift from God to human being; we don't "own" our lives. At OSF, we help persons in their stewardship of life; across their lifespan, in their homes or with us. OSF is a community of persons because we need each other to meet human needs in a complex healthcare setting. We are called to develop a culture of caring in an environment marked by mutual respect. We are all called to keep the spirit of personalized care alive. We are called, as a charitable organization, to be good stewards of the resources entrusted to us. We are, each of us, entrusted with this Mission of the greatest care and love.

OSF HealthCare Vision

Embracing God's great gift of life, we are one OSF Ministry transforming health care to improve the lives of those we serve.

OSF HealthCare Values

- **Justice** - Personal worth and dignity of every person we serve regardless of race, color, religion and ability to pay
- **Compassion** - Caring response to the physical, emotional, and spiritual needs of the people we serve
- **Integrity** - Decision-making based on Catholic ethical principles and Catholic social teachings in every activity of the system
- **Teamwork** - Collaboration with each other, with physicians, and with other providers to deliver comprehensive, integrated and quality health care
- **Employee Well-being** - Concern for the physical, spiritual, emotional and economical well-being of employees
- **Supportive Work Environment** - Quality work environments which focus on comprehensive integrated quality service and opportunities for employee growth
- **Trust** - Open and honest communication to foster trust relationships among ourselves and with those we serve
- **Stewardship** -Responsible stewardship of the financial, human, and technological resources of the system
- **Leadership** - Leadership in the health field and in the communities we serve

DIETETIC INTERNSHIP PROGRAM

Mission

The mission of the Dietetic Internship Program is to provide innovative, high quality and challenging practice experiences to shape dietetic interns into competent entry-level dietitians by meeting the Accreditation Council for Education in Nutrition and Dietetic's standards and supporting OSF's mission of "Serving with the Greatest Care and Love". The program also provides experiences and support that motivates graduates entering the dietetics field to become leaders in professional practice.

Program Goals

1. Graduates are prepared for current practice as competent entry-level dietitians.
2. Graduates are able to adapt to the rapid changes of the healthcare environment and take the initiative as self-motivated and self-directed dietitians.

PROGRAM LONG RANGE GOALS AND OBJECTIVES

Goal #1

Graduates are prepared for current practice as competent entry-level dietitians.

Objectives:

- "At least 80% of interns complete the program requirements within 72 weeks (150% of program length)."
- "At least 80% of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion."
- "The program's one year pass rate (graduates who pass the exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%."
- "Of graduates who seek employment, at least 80% are employed in nutrition and dietetics or related fields within 12 months of graduation."

Goal #2

Graduates are able to adapt to the rapid changes of the healthcare environment and take the initiative as self-motivated and self-directed dietitians.

Objectives:

- 80% of the graduates indicate the internship prepared them for their first position.
- 80% of the employer surveys indicate that the current graduate was prepared for their first position.
- 60% of graduates indicate they plan to participate in local, state or national nutrition-related organizations within the first 5 years after graduation.
- 60% of graduates indicate they plan to achieve a specialty certification within the first 5 years after graduation.

Program Outcomes

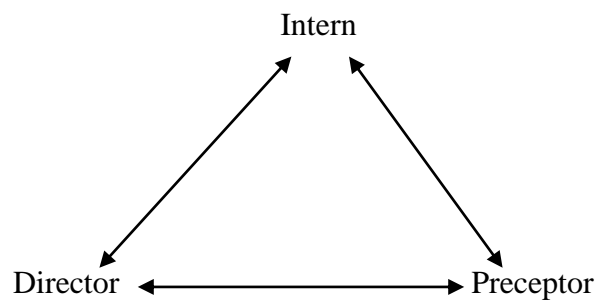
1. Meet 2022 Accreditation Council for Education in Nutrition and Dietetics Standards for Dietetics Education.
2. During the past 3 years 2021-2023:
 - Program Completion Rate: 89%
 - RD Examination One Year Pass Rate: 100%
 - OSF Graduate Average RD Exam Score 2021-2023: 28
 - National Average RD Exam Score (2021-2023): 24
 - Job Placement Rate: 100% (Graduates seeking employment that found nutrition and dietetics employment within 12 months of graduating)

INTERN'S LEARNING MODEL: ATTACHMENT LEARNING

Attachment learning is the education process that involves a one-to-one relationship between an intern and a practitioner within the professional environment.

The purpose of attachment learning is to acquaint the intern with real-life situations in which the element of risk is minimized by guidance and flexibility to meet the learner's individual needs.

A diagram of the interaction between the attributes of the intern, preceptor (instructor) and program director as follows:



1. Student's role: To progress from a non-participant observer to a self-responsible, self-developed, self-directed, and self-evaluated dietetic professional.
 - Functioning as an adult in a practical environment.
 - Developing personal behavior based on performance evaluations.
 - Growing in self-esteem by receiving indications of approval from the preceptor.
 - Developing own system of evaluation for ego satisfaction.
 - Realizing that preceptor's practical knowledge is superior to hers/his, although some of her/his factual knowledge may be more current.
 - Assuming responsibility for management of her/his own learning situations
 - Observing the preceptor's efforts to keep professionally current through continuing education.

2. Preceptor's role: To assist the student and attain personal satisfaction by:
 - Exemplifying mastery of tasks.
 - Possessing communication skills.
 - Modifying own behavior somewhat to suit the students' needs.
 - Realizing that the interns' knowledge of some factual material is often more current than her/his own.
 - Realizing that her/his own practical experience is superior to that of the intern.
 - Providing experiences and resources which further the intern's development toward professional status.

3. Director's role: To monitor the attachment learning relationship between the intern and the instructor by:
 - Ensuring that the intern integrates individual tasks into the total mission of the organization.
 - Guiding the intern in the management of her/his own learning situations.
 - Aiding the intern to realize the value limitations of an experience.
 - Respecting the interns' dignity by maintaining a proper balance between encouragement and criticism.
 - Encouraging adequate flexibility in the training process to incorporate needs or ideas of the intern.
 - Abstaining from directive teaching by allowing the intern to make discoveries by herself/himself.
 - Benefiting from participation in the education advancement of both the interns and the preceptors.

* Abstract from Journal of the American Dietetic Association, Vol. 67, Nov. 1975

CODE OF ETHICS FOR DIETETIC INTERN

The ethics of the profession of dietetics includes a sense of value regarding standards of practice, knowledge of responsibilities and rules of conduct based upon human relationships. The dietetic intern at OSF Saint Francis Medical Center can facilitate professional and personal growth by assuming the following responsibilities:

1. Accept and abide by the rules of the institution.
2. Abide by the guidelines of professional conduct and ethics of the Academy of Nutrition and Dietetics.
3. Give the best possible service to customers.
4. Respect and maintain the confidentiality of patient/client and employee information.
5. Respect and care for the institution materials and equipment.
6. Follow the dietetic internship curriculum guidelines, policies, and procedures, and consult with supervisory staff regarding all aspects of nutritional care.
7. Show initiative in learning and work toward being a self-motivated and self-directed health professional.
8. Maintain a cheerful, harmonious and respectful working relationship with the medical staff and other employees and fellow interns. Demonstrate tactfulness and appropriate conduct when working with various levels of personnel.
9. Be flexible and adaptable to changes in the program, schedule and routine. Be willing to examine and try new ideas.
10. Admit mistakes, accept constructive comments and challenge yourself to work toward your highest potential.
11. Complete assignments on time; check and follow through when needed.
12. Report to class, meetings and work on time (unless excused by staff and internship director).
13. Work at least 40 hours per week or until all necessary patient care has been completed. Do not leave before scheduled time off without permission from internship director and assigned staff.
14. Share goals and participate in a team setting.
15. Participate in community activities by seeking opportunities to learn about available community resources.

GENERAL POLICIES & PROCEDURES

PHYSICAL EXAMINATION:

Interns must pass a health evaluation before starting the program, including a drug screen. **OSF SFMC does not provide health insurance.** It is the intern's responsibility to obtain his/her own health insurance.

CRIMINAL BACKGROUND CHECK:

Interns must submit the required information for a criminal background check. This is paid for by OSF.

PROFESSIONAL LIABILITY:

Individual liability insurance is not required for interns. Since interns are working under the supervision of the teaching staff, OSF SFMC covers professional liability insurance for all interns. This includes driving to and from an off-campus practice site in an OSF vehicle. OSF is not liable for safety traveling to and from supervised practice sites in an intern's own vehicle.

INJURY OR ILLNESS WHILE AT OSF:

If you become ill or are injured while at OSF you need to inform your preceptor and program director immediately. If it is an emergency, you may be taken to the Emergency Department for treatment, however costs that incur will be your own responsibility. It is expected that you have your own health insurance coverage during the program and incur all costs for medical care while you are an intern.

CLEARANCE TO RETURN TO WORK AFTER ILLNESS OR INJURY:

Interns are responsible for obtaining clearance and documentation that it is safe to return to work after illness or injury. This must be submitted to the program director for approval prior to their return.

The program director may require an intern to have a health evaluation if the intern's job performance is being affected.

BENEFITS:

Meals –

Food and Nutrition Services provides 3 meals (breakfast, lunch, and dinner) and snacks to the Dietetic Interns throughout the internship program.

Scheduled Time Off –

Twelve (12) days off are given to each intern. Special requests for time off can be arranged through the program director.

Leave of Absence-

Dietetic Interns are allowed to request a leave of absence for medical or personal reasons. The program can be 24 weeks for the intern to complete the program if needed for medical or personal reasons. The maximum time allowed to complete the program is 72 weeks.

REIMBURSEMENT:

Reimbursement is available when food/material is needed for projects that are not available in the kitchen/secretary's office. You should spend your own money while using the tax-exempt letter that can be obtained from the Food and Nutrition administrative assistant, and you will be reimbursed with a check. Please get approval from the program director prior to purchasing any food/materials.

SUPPORT SERVICES:

OSF does not offer financial aid to the dietetic interns.

Since dietetic interns are not OSF employees, interns do not have access to health services or counseling and medical testing services. The DI director provides a list of local resources that can be used for primary care, counseling services and financial assistance.

OSF offers academic services in the form of RD exam review resources.

WORK SCHEDULE:

The OSF Dietetic Internship is a 48-week full-time program. Five interns start the second Monday in June and 5 interns start the second Monday in October. Start or end dates are tentative and will depend on the availability and majority preference of applicants. Dates are finalized when the interns accept the offer to be an intern at OSF.

You are scheduled to work forty (40) hours per week. As a professional, it is expected that you will not leave your assigned area before you have completed the work. You are never to leave work early unless you have permission from the preceptor and/or the program director. If you become ill and need to leave work, inform your preceptor and the program director. If you are injured on the job, such as falling or cutting yourself, you will be taken to the OSF emergency department for care. All interns are required to work Saturdays, Sundays, and holidays as scheduled. Two weekends of staff relief are required. Interns are at OSF for educational purposes and are not to be used to replace employees.

REPORTING ABSENCES:

Regular attendance on the job is mandatory. If interns, for any reason, are unable to report for work, contact the program director and preceptor before the scheduled time.

Single or half days off should be made up when possible. Unexcused absenteeism, unauthorized leaving work or extending breaks will not be tolerated. If an intern is absent for three consecutive workdays without notifying the program director or preceptor, OSF SFMC assumes that the intern has resigned the internship program. The termination procedure will be followed.

REPORTING LATE:

Reporting to work promptly is mandatory. If an intern, for any reason, is going to be late, contact the program director and/or the supervisory staff before the scheduled time. An intern who is 5 – 30 minutes late and does not call will be considered tardy. If an intern is more than 30 minutes late and has not called, it will be considered as willful failure to report absence from duty before a scheduled work shift. This offense is subject to disciplinary action.

REQUEST FOR SCHEDULED TIME OFF:

Scheduled Time Off Policy

As OSF Dietetic Interns, you are given 12 scheduled days off during the 48-week internship. All scheduled time off must be approved by the internship director. Scheduled time off can be requested by completing the Time Off form, which is found in the drawer in the intern office.

It is highly discouraged to take time off during the MNT rotation, staff experience, and staff relief. You are required to discuss your situation with the DI director prior to requesting time off. During these times you are required to submit your time off request 2 weeks prior to the time you want off. You need to obtain your preceptor's signature prior to submitting the request to the internship director.

NOTE: Interns will have scheduled time off between Christmas and New Year's, with no rotation planned. It is up to the intern whether they use their time off towards this or not. They may work on projects instead of using their days off.

Scheduled Time Off includes the following:

1. Sick days
2. Holidays

Time off in emergency situations can be arranged.

Accumulating Scheduled Time Off

At times, you will need to work more than 8 hours a day to assist with cooking demos, presentations, classes or other projects. It is up to the preceptor to allow you to take additional time off during that rotation. For example, if you work 12 hours in one day to assist with a cooking class, the preceptor can allow you to come in late or leave early the next day or another day during the rotation.

PROTECTION OF PRIVACY OF INTERN INFORMATION:

Each dietetic intern has a personal file kept by the director. The director is responsible for keeping the information in each file private and confidential. At any time, the dietetic intern can ask to see their personal file when the director is present.

STAFF RELIEF:

Dietetic Interns are never used to replace employees in any aspect of the program. Dietetic Interns always are assigned a preceptor to assist and mentor them with projects, presentations, MNT coverage and other types of staff relief that benefits their education and development.

PROFESSIONAL APPEARANCE:

Appropriate appearance, grooming, and personal hygiene are essential parts of professionalism. Listed below are general guidelines for you to follow:

CLOTHING/GENERAL ATTIRE:

Casual shirts with collars, knit tops, sweaters, turtlenecks, and polo shirts are acceptable. Shirts with the OSF logo are allowed, if it is not a hoodie.

Inappropriate items include hooded sweatshirts, tank tops, halter tops, tops with bare shoulders unless worn under another blouse or jacket, and any shirts with messages, advertisements, slogans, photographs, large lettering or logos except for OSF logos.

Shirts are of an appropriate length and cover the midriff when arms are extended over the head.

Dress pants are acceptable. Dress capri pants that are 4" below the knee are acceptable in non-clinical areas. No jean style regardless of material is allowed. Leggings are acceptable if worn with an appropriate length top. Inappropriate items include denim jeans of any color, cargo pants, sweatpants/suits, shorts, bib overalls, and spandex/other form fitting pants.

Casual dresses, jumpers, skirts, and split skirts, not greater than 2 inches above the knee, are acceptable.

Casual clothing is acceptable for attendance at meetings that require interns to come into the workplace on a scheduled day off.

Scrubs are acceptable during clinical rotations. Only solid colored scrub pants may be worn. Scrub pants cannot drag on the floor. Printed scrub tops may be worn, if the print is appropriate for the workplace.

FOOTWEAR:

Footwear is professional and appropriate for the workplace.

When the primary rotation is in a clinical area, footwear is limited to closed toe shoes without any holes on top, such as athletic shoes, tennis shoes, and non-vented Crocs/clogs with a strap around the heel.

When the primary rotation is in a non-clinical area, open toe shoes and dress sandals are acceptable if department safety guidelines are not violated. Athletic shoes, tennis shoes, and sneakers are not to be worn, unless the department safety guidelines require them.

Flip flops, barefoot shoes, and slippers are not appropriate for any setting.

JEWELRY:

Jewelry and other adornments are simple and appropriate for job duties. Piercings should be small and conservative.

FACIAL COVERING:

During times of required universal source control or for other infection control reasons, interns may be required to wear a facial covering of either a hospital-approved earloop mask or personal mask over their mouth and nose.

In non-healthcare buildings, personal cloth facial coverings may be worn. Facial coverings may not display any messages, advertisements, slogans, photographs, large lettering or logos other than OSF logos.

GROOMING:

Hair needs to be clean, neatly styled, and manageable for the job performed. If the length of the hair could impose a safety hazard for the job performed, it needs to be fastened away from the face. Those who come into direct contact with patients and/or food preparation may be required to cover their hair and/or beard with a hair net or cap in order to comply with Public Health regulations.

Hair traits associated with race are protected and not a violation of this policy. Examples of protected traits include, but are not limited to, hair texture and protected hairstyles such as braids, locks and twists.

For anyone who works in a direct patient care area and may be required to be fit tested, facial hair must be in compliance with OSHA and CDC facial hairstyle guidelines.

Make-up needs to be moderately applied and appropriate for professional/business appearance.

FINGERNAILS:

Fingernails are to be neatly manicured and of reasonable length (less than ¼ inch in length from tip of finger for those providing direct patient care).

For those individuals providing direct patient care, artificial nails, extenders, or enhancements are not allowed. Anything applied to natural nails, other than nail polish, is considered an enhancement. Gel and shellac nail polish are considered an enhancement and not allowed for those individuals providing direct patient care. Nail polish colors need to be appropriate for professional/business appearance.

PERSONAL HYGIENE:

Personal hygiene, appearance and apparel must be neat and clean always. Daily bathing and use of deodorant is necessary.

Strong perfume is not recommended because it can be offensive to patients and fellow employees.

ACCESSORIES/TATTOOS:

Jewelry and other adornments are simple and appropriate for job duties. Piercings should be small and conservative.

Pins, stickers, or other adornments that are not OSF-provided, do not recognize an OSF sponsored activity, and/or are not for employment-related certifications/qualifications are not allowed.

Hats/caps and sunglasses, unless authorized by the director as specific to a job, are not to be worn while on duty.

Tattoos are permissible if they are simple, appropriate, non-discriminatory and non-offensive to co-workers, patients, customers, vendors or others in the workplace. If the director believes an intern's tattoos violate this or complaints are received, the director has the discretion to seek further understanding about the relevance of the tattoo; outcome of this review may lead to the intern being required to conceal or cover their tattoos to maintain a professional appearance.

No visible tattoos are allowed above the shoulders (excluding tattoos for natural looking cosmetic enhancements, such as eyebrows, lips, and eye liners).

A tattoo is considered inappropriate if it contains messages, slogans, or depicts images such as, but not limited to: gang related images, racially inappropriate images, violence, sexually suggestive or explicit images, is extremist or undermines the Mission or Values of OSF.

A tattoo is considered offensive if it depicts, describes, or refers to intolerance of, or discrimination against any protected class such as race, color, creed, religion, age, disability, gender, national origin, sexual orientation, or it is commonly associated with any organization or group which advocates such intolerance or discrimination; or it could damage the reputation of OSF.

IDENTIFICATION:

Identification badges must be worn by interns while on duty and for OSF related business. They are to be properly displayed with the picture facing out and worn in a visible location, as appropriate per the work area.

Identification badges and/or plastic badge holders are to be replaced if not readable, are lost or the plastic becomes ragged.

Interns are issued an identification badge when the internship begins and/or when any information on the name badge changes. The intern is responsible for the cost for a new name badge if they lose the badge or require a new badge for any reason outside of the control of OSF. Pins may not be placed on or through the identification badge. Defacing, disguising or otherwise altering the identification badge is prohibited.

Upon termination, the intern returns the identification badge to OSF.

TRANSPORTATION & PARKING:

Interns are responsible for their own transportation to any training activities or field trips outside OSF SFMC. When traveling as a group off-site, an OSF vehicle can be reserved. See program director to reserve a vehicle.

Parking facilities are available close to OSF SFMC. For maximum utilization of the parking area, it is important that you park in the parking spaces provided and use only those areas marked for that purpose. A parking permit is available through Security Services of OSF SFMC. It is the property of OSF SFMC, and any misuse of the permit or violation of parking regulations of the Medical Center will result in action under the Medical Center's disciplinary action procedures. Any time a permit is lost, stolen or intentionally damaged, an additional fee for replacement may be required.

TELEPHONE:

Interns are allowed to use the telephone at their desk for business. Personal long-distance phone calls should not be made on the desk telephone. When you use the telephone, remember the importance of good telephone habits. Answer promptly in a pleasant, courteous and business-like manner. Transfer calls tactfully and give accurate and careful answers.

All personal telephone calls should be limited unless emergent during internship hours. It is unprofessional and not allowed to use your personal cell phone during meetings. It is expected that you will keep your personal cell phone ringer silent during internship hours.

PROGRAM INTRODUCTION

We expect interns to take responsibility for progressing from a non-participating observer to a self-responsible, self-developed, self-directed and self-evaluated dietetic professional.

To help interns accomplish these goals, the following three major learning components and performance appraisal programs are planned:

ORIENTATION AND CLASSES:

The purpose of the orientation program is to reinforce dietetic knowledge and skills in dietetic practice. Classes/seminars will be arranged during the internship training. Interns are required to attend all classes as scheduled, whether on or off duty, unless otherwise approved by the program director.

SUPERVISED CLINICAL PRACTICE:

Interns will be scheduled under the supervision of the preceptors during the 19 weeks of medical nutrition therapy (MNT), 11 weeks of community/wellness/foodservice and 18 weeks of emphasis. During each rotation period, a planned performance appraisal form will be used. The dietetic intern is responsible for conducting a self-assessment and schedule meeting with the preceptors for feedback in a timely manner. The program director will monitor each intern's performance and discuss a revised schedule and alternative learning activities with the preceptor and intern as needed. For example, if an intern receives a score below a 2 (satisfactory) on an evaluation, additional project(s) may be assigned based on where the work performance is suffering.

INDIVIDUALIZED PROFESSIONAL ADVANCED PRACTICE (EMPHASIS):

After the intern successfully completes the supervised clinical practice component, they are required to develop individual goals and objectives for advanced professional practices based on the OSF SFMC program goals.

For emphasis area practice, the intern is responsible to explain the self-expected professional goals, objectives and action plans to the program director. Continual formal evaluation of the interns by the preceptors is needed upon completion of each experience.

Interns must have received an average minimum satisfactory performance, a score of 2, for staff relief and projects during the individualized professional emphasis practice. An action plan will be created for those unable to achieve a satisfactory work performance.

TRACKING SUPERVISED PRACTICE HOURS:

During orientation, MNT and community/wellness/foodservice rotations, supervised practice hours are established by the program. During emphasis, the intern will create their own supervised practice experiences that should be tracked on the tracking spreadsheet.

SUPERVISED-PRACTICE FACILITIES:

It is the policy of the Dietetic Internship Program that all competencies be met through experiences and opportunities available at the OSF facilities. This is reviewed annually during curriculum planning meetings with preceptors and key stakeholders. It is expected that all OSF Registered Dietitians be preceptors for the dietetic interns. If it is determined that a competency can't be met at the OSF campus, it is the responsibility of the program director to locate a site where the competency can be met. If this occurs, the program director will work with OSF and off-site administration to develop signed affiliate agreements. Off-site facilities are evaluated annually in order to determine continued suitability.

It is mandatory that Dietetic Interns complete OSF's student orientation and learn about patient confidentiality and other important organizational rules.

GRADUATION:

At the successful completion of the internship, interns will receive a verification statement and their information will be submitted to CDR for eligibility for the RD examination. Verifications statements are given to the intern during their final exit interview with the director. On the intern's graduation day, their information is sent to the CDR.

**CLINICAL PRACTICE PERFORMANCE APPRAISAL
PROCEDURES AND RESPONSIBILITY**

	Intern	Preceptor	Program Director
Prior to the supervised rotation/staff relief	Makes an appointment with the preceptor to discuss: <ul style="list-style-type: none"> • Curriculum & learning activities • Performance expectation and evaluation criteria 	Assures that the updated curriculum and planned performance evaluation form are provided and explained to the intern	
During the rotation	Be assertive and communicate with the preceptor regarding learning needs/concerns/difficulties	Encourages and supports intern's learning with respect	
At the end of each rotation	Submits the completed performance evaluation form to the preceptor based on the planned performance objectives and criteria. Schedules a meeting with preceptor for feedback.	Reviews intern's performance evaluation form and documents feedback	
During the feedback meeting	Be an active listener and accept constructive feedback with an open-minded attitude. Create an action plan for areas needing improvement. Provide constructive feedback to the preceptor for program improvement.	Communicates the following concerns: <ul style="list-style-type: none"> • How well the individual has performed. • Achievement level of the objectives. • Personal qualities related to the performance. • Current status of the individual. • The intern's potential for advancement. • Specific recommendations for his/her development and action plan. 	
After the feedback meeting	Discuss the performance feedback and action plan with the preceptor. Turn in completed performance evaluation form to the program director immediately after the meeting. An individual personal file is available in the program director's office. The intern has access to review personal file with program director present.	Listen without judging, exhibit good interpersonal skills to support intern's personal and professional growth. Discuss any concerns regarding the interns' issue with the program director.	Reviews the individual intern's performance results. Recognizes, encourages and rewards the individual when it's needed. Counsels individual and attempts to help individual for improvement.

TERMINATION PROCEDURES

INTERN INITIATED (RESIGNATION):

An intern may resign at any time by notifying the program director in writing. Termination will be effective on the date specified in the letter. Records will document the circumstances and a copy of the letter of resignation will be included in the intern's permanent file.

A dietetic intern who withdraws from the program because of illness or personal/family problems may re-enter the same program and has 24 weeks after their time off date to complete the requirements of the program. The maximum time allowed to complete the program is 72 weeks.

INSTITUTION INITIATED:

OSF Saint Francis Medical Center does not guarantee that every intern will automatically graduate from the internship program unless an intern takes full responsibility for following all the policies as indicated in the internship handbook and curriculum guide and completes the program requirements successfully. OSF SFMC may elect to terminate interns for one of the following reasons:

1. Failure to sign the internship agreement.
2. First occurrence of the following behavior:

Attendance

- Job abandonment – failure to contact your preceptor and or program director for tardiness or absence.
- Leaving the assigned job or work area without permission before the end of the workday.
- Excessive absenteeism or tardiness.

Conduct:

- Practicing or promoting discrimination against or harassment of another employee or group of employees based on race, color, national origin, sex, age, religion, marital status, or physical or mental disability unrelated to ability to perform the job.
- Possessing any dangerous weapon or explosive while on OSF HealthCare property.
- Fighting with, threatening, intimidating, coercing, physically abusing or interfering with other employees or people doing business with OSF HealthCare.
- Abuse or serious neglect of a patient.
- Using profane or abusive language or displaying abusive conduct toward employees, supervisors, patients, or people doing business with OSF HealthCare. Disruptive behavior or behavior that interferes with the performance of other employees.
- Gambling on OSF HealthCare premises.
- Refusing or failing to follow the instructions of work assigned by a preceptor or program director.
- Taking, receiving, or possessing without authorization, goods, materials, equipment or property belonging to OSF HealthCare, employees, patients, or people doing business with OSF HealthCare.
- Misrepresenting one's own work hours or the work hours of others.
- Abusing an OSF HealthCare benefit or fraudulent use of benefit hours.
- Falsifying OSF HealthCare records or forms.

- Falsifying or refusing to provide information, or otherwise refusing to cooperate in the investigation of incidents of employees' misconduct, accidents, theft or other incidents.
- Failing to maintain confidentiality of patient or employee information.
- Violation of computer security, procedures, or standards.
- Making false, vicious, or malicious statements about an employee or any OSF HealthCare employee.
- Endangering the safety of yourself or other employees which could result in possible physical injury to people or damage to the property of OSF HealthCare employees or people doing business with OSF HealthCare, including violation of The Safe Driving Practice Policy while on duty.
- Failing to comply with OSF HealthCare safety rules and practices.
- Sleeping while on working time.
- Failure to follow dress code.
- Smoking in unauthorized areas.
- Unauthorized personal telephone calls during the work shift (except break and lunch periods).
- Possession or use of electronic devices for personal reasons unless authorized by the program director.
- Unauthorized use of OSF HealthCare mail, copying machines or FAX machines for personal business.
- Violation of OSF HealthCare operational and/or administrative rules regarding parking, traffic regulations, restricted access areas, etc.
- Violating OSF HealthCare rules governing solicitation on OSF HealthCare property.
- Posting unauthorized notices, bulletins or other information without approval or removing or defacing notices, bulletins or other information posted by OSF HealthCare.
- Engaging in activities that are unethical, immoral or illegal.
- Reporting to work under the influence of, or introducing, possessing or using on OSF HealthCare property, any intoxicating liquor or controlled substance (including drug paraphernalia) not prescribed by a licensed physician for the employee with possession. (Prescription drugs which could impair motor functions or job performance are not to be taken prior to or during work time. Employees with such prescriptions must advise their supervisor when first reporting to work after receiving such a prescription.)
- Any other action that is deemed to be a breach of normal employee conduct while on OSF HealthCare property or during working hours.

Job Performance

- Abuse or willful neglect of a patient.
- Failure to meet performance standards.
- Failure to fulfill job specifics or Medical Center orientation requirements.
- Unsatisfactory performance (described below).

UNSATISFACTORY PERFORMANCE

An intern who fails to advance in knowledge, skills, ethics, and other attributes related to the dietetic profession at a rate in step with their training level could have one or more of the below options applied during their internship per program director discretion:

- provided an opportunity to perform the same or similar experience for no longer than two (2) weeks with an evaluation rating of 2 or higher on a 1-4 scale. Rating Scale: 1 – Below Basic, 2 – Basic, 3 – Proficient, 4- Advanced
- provided a formal coaching from the internship director with a development of an action plan (see below).
- dismissed from the program.

An intern who fails to comply with the standards of professional responsibility and dietetic practice will be subject to review or possibly dismissed from the program based on the circumstance.

It is expected that each intern will successfully pass Staff Experience at the end of the MNT area. If the intern does not successfully pass Staff Experience, as indicated on the MNT Final Evaluation, the intern and the program director will together work to develop an action plan for improvement that will be implemented during Emphasis. If the intern does not show improvement and progress toward meeting the goals outlined in the action plan, the intern may be dismissed from the program. The program director is available to meet individually with the interns to listen to concerns, provide career coaching and offer support during the program.

ACTION PLANS

Action plans can be developed at any point during the internship and involve a written agreement, goals, timeline and signatures of the dietetic intern and internship director.

1. The program director will schedule a meeting with the intern to discuss the unsatisfactory behavior/performance and develop the action plan goals.
2. During the meeting, the program director will explain the expected results to the intern.
3. The program director documents the discussion issues and action plans for records.
4. At the end of the action plan period, the intern may be:
 - * Removed from action plan.
 - * Given an additional action plan with goals, but for no longer than 10 days.
 - * Entered into the termination process.

FAIR & EQUITABLE TREATMENT POLICY

One of OSF Saint Francis Medical Center's Core Values is Justice. We take great pride in serving every person, regardless of race, color, national origin, sex, religion, or disability. The dietetic internship welcomes all students and ensures a supportive and inclusive environment. All students will receive the same opportunity to achieve program objectives.

It is most important that all interns feel that they have been given an opportunity to discuss their problems on the job.

Whenever groups of people work together, it is possible to have a misunderstanding. We recognize that it is possible for any dietetic intern to feel that something has happened which resulted in his/her being treated unfairly.

For this reason, we have established a Fair Treatment Policy to ensure that every dietetic intern has a chance to follow an orderly procedure for complaint review.

FAIR TREATMENT PROCEDURE

Dietetic interns are encouraged to resolve complaints with the appropriate supervisory staff when they feel they have been treated unfairly. When their disputes cannot be resolved to their satisfaction, dietetic interns can present a fair treatment complaint to the program director within seven (7) calendar days after the occurrence. Any fair treatment complaint not presented to the program director through the fair treatment procedure within seven (7) calendar days after the occurrence of the condition will not be considered. Fair Treatment Forms are available in the program director's office as is a summary of the procedure with time frames for each step.

The dietetic intern can meet with a human resource representative, the Director of Clinical Dietetic Services or administrator if he/she feels the program director is not sufficiently dealing with the complaint. OSF has a workplace violence policy that prohibits retaliation from staff. If the dietetic intern feels he/she is being retaliated against for escalating the issue above the program director or preceptor, the dietetic intern needs to immediately report the behavior to a human resource representative, the Director of Food and Nutrition or administrator.

Interns can submit complaints regarding non-compliance with ACEND standards directly to ACEND only after they are evaluated by the DI program director. OSF SFMC Dietetic Internship will keep all complaints on record for 7 years.

TERMINATION PROCEDURES

1. The program director will appoint an investigation committee. The investigation committee will consist of the program director as chairperson, preceptor(s), and the Director of Clinical Dietetic Services. The committee will conduct an informal inquiry, hearing from the intern and all others who have substantive knowledge of the situation. The investigation should be completed within seven (7) days of the occurrence date.
2. The program director will follow the recommendation to notify intern in writing as to:
 - * Termination
 - * Dismiss all the charges
 - * Not dismiss the intern but refer corrective action to the intern and indicate the date to be completed.

**SAINT FRANCIS MEDICAL CENTER
PEORIA, ILLINOIS**

DIETETIC INTERNSHIP PROGRAM

THE RESPONSIBILITY AND AUTHORITY OF THE INSTITUTION

OSF Saint Francis Medical Center provides a 48-week dietetic internship program which is accredited by the Accreditation Council for Education in Nutrition and Dietetic (ACEND).

The Medical Center has assumed the responsibility to provide adequate personnel, facilities, equipment, and financial support for meeting high standards of quality education.

The internship director has authority to administer the education program; coordinate the teaching program for dietetic interns with those rendered by other health professionals; monitor the attachment learning relationship between the intern and the staff; continuously evaluate and develop curriculum for program improvement; prepare and develop regulation and procedures as needed for implementation of the program; update and improve self, as an educator, as well as a practitioner.

Internship Director: _____

Date: _____

**SAINT FRANCIS MEDICAL CENTER
PEORIA, ILLINOIS**

DIETETIC INTERNSHIP PROGRAM

RESPONSIBILITY OF INTERN

Dietetic Interns are selected from applicants who have completed the Accreditation Council for Education in Nutrition and Dietetics (ACEND) academic requirements without regard to race, color, religion, disability, sex, age, national origin, or marital status.

The intern will be able to participate in the learning-working situation under professional supervision and guidance. The responsibility for patients' nutrition care rests with the professional staff of the Medical Center.

The responsibility of the intern is to follow curriculum guides, policies and procedures, to progress from a non-participant observer to becoming a self-responsible, self-developed, self-directed and self-evaluated learner, through a research approach and continue performance improvement to achieving the professional standards which are established by ACEND.

I hereby agree to fulfill the above responsibility to the best of my ability.

Dietetic Intern: _____ Date: _____

**SAINT FRANCIS MEDICAL CENTER
PEORIA, ILLINOIS**

DIETETIC INTERNSHIP PROGRAM

Special Project

I agree that I will keep confidential all information I gain as a result of my participation in either a grant-funded program or a special study unique to OSF Saint Francis Medical Center. I acknowledge that I have access to this information only because OSF Saint Francis Medical Center has allowed me to participate in the program. I, therefore, agree not to disclose the methodology, the results or any other confidential or proprietary information relating to the program.

Date: _____

Signature of Intern: _____