

Summary of Issues and Responses

Issues Management Committee

June through August 2008 (ADA Q1)

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For more information on the Issues Management Process visit the ADA member only Web site at: www.eatright.org/issues.

This report is prepared four times per year. If you have questions regarding this report, please send an email to IssuesMgmt@eatright.org.

Issues Management Statistics:

Number of issues total since 2000: 1051

Number of issues submitted this quarter: 36

Number of issues pending due to discussion: 1

Satisfaction Survey Data:

Survey sent to 35 members. Response Rate: 37% (13/35)

Satisfaction with Process

Not Satisfied *	0%
Satisfied	38%
Very Satisfied	62%

Satisfaction with Response

Not Satisfied *	23%
Satisfied	31%
Very Satisfied	46%

* Note if a "Not Satisfied" response was received the issue is sent back to the Committee for further discussion or the issue is referred back to area/group responsible for issue topic. The Committee acknowledges that not all issues can be addressed to the satisfaction of each member.

Source of Issue/ Date Submitted	Issue	Summary Response
<p>Affiliate Issue</p> <p>6/16/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member suggested that neighboring affiliates have access to one another's membership lists since many association activities have members from neighboring states attend their events and need to know if they should provide the ADA member discount.</p>	<p>Affiliates were provided with a couple of solutions that would need to be agreed upon between each participating affiliated. These suggestions were sent to affiliate leaders via the affiliate list serve.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p>
<p>CDR Issues</p> <p>7/22/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member needs help with submitting new PDP and choosing learning codes.</p>	<p>Member was referred directly to CDR support who confirmed that the PDP had been submitted and provided contact information if further question arise (cdr@eatright.org).</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>CDR Issues</p> <p>6/10/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member inquired as to the FADA credential.</p>	<p>The designation FADA represents the Fellow of the American Dietetic Association credential. This credential was awarded to RDs by Commission on Dietetic Registration between 1994 and 2001. CDR discontinued the Fellow certification in 2002 due to cost and certification related concerns. In 2006-2007 CDR conducted a Levels of Practice Study. Based on the results of this study CDR will be considering next advanced level practice research steps during the coming year.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p>
<p>CDR Issues</p> <p>6/17/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member requesting information on determining if a specific presentation meets standards for continuing professional education.</p>	<p>The Issues Management Committee reviewed the presentation and agreed that it was clearly a product promotion presentation and did not meet even the Level I (increase core knowledge) for professional development. Member was directed to the Code of Ethics to report a violation if she felt it was warranted based on the presentation.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>

Source of Issue/ Date Submitted	Issue	Summary Response
<p>CDR Issues</p> <p>6/12/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member inquiring as to if CPE could be granted for developing a presentation.</p>	<p>CDR's Competency Assurance Panel has determined that CPEUs will not be awarded for giving presentations. While this activity is acknowledged as inherently worthwhile, it was felt that the majority of learning in connection with this activity occurs while conducting research (i.e., reading articles from peer-reviewed journals, research, or Sponsored Independent Learning). Presenters may possibly receive CPEUs for certain preparation activities within other CPE categories, e.g., Professional Reading (limit 15 (RD) 10 (DTR) CPEUs/five year cycle).</p> <p><u>Satisfaction Survey Process/Response:</u> Satisfied/Not Satisfied</p> <p>Addressed</p>
<p>DPG Issues</p> <p>8/24/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member is not receiving a printed copy of her DPG newsletter via mail.</p>	<p>The member's address was confirmed and back issues of the newsletter were sent. The concern of not having received newsletters was shared with the DPG membership chair to ensure that future newsletters were mailed.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Educational Preparation</p> <p>8/21/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member requesting that her supervised clinic shifts for her masters program (which is not CADE accredited) be allowed to count towards supervised practice hours.</p>	<p>The situation you describe is university policy, not CADE policy. It appears that the school has not set up supervised clinic hours in a CADE approved program.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Member Benefits</p> <p>7/1/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member reported a problem with the CareerLink data entry process.</p>	<p>Member was provided tips for entering information and the direct contact to HEALTHeCAREERS, the organization that handles ADACareerLink (Candidate Services 888/884-8242).</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>

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<p>Member Benefits</p> <p>7/23/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like professional on the NNN to list all languages spoken. Would also like a search mechanism added by language.</p>	<p>This and numerous other functionality aspects of Find a Nutrition Professional have been identified as part of an upcoming ADA Web site enhancement. The upgrade of the entire site is slotted to take 18 to 24 months. Find a Nutrition Professional is scheduled to be upgraded as part of this overall process.</p> <p><u>Satisfaction Survey Process/Response:</u> Satisfied/Satisfied</p> <p>Addressed</p>
<p>Member Benefits</p> <p>8/4/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like to receive back issues of Journal that she has not received since May 2008 when a change of address was made.</p>	<p>Members mailing information was confirmed. Back issues were mailed and her delivery issue was resolved by the ADA Membership Team (membership@eatright.org).</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Member Benefits</p> <p>7/1/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member reported a problem ordering a book on-line.</p>	<p>Member was contacted directly and the order was placed. IT investigation of the problem indicated that situation was temporary and now resolved.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Membership</p> <p>7/26/2008</p> <p>Submitted to H. Schwartz</p>	<p>Member would no longer like to be on the ADA contact list that is sold to other organizations.</p>	<p>Members name and contact information was removed form mailing lists by ADA Membership Team (membership@eatright.org).</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Membership</p> <p>7/18/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member wants to confirm that her membership in PNPG was added with her ADA membership renewal. Member also wishes to receive the PNPG newsletter.</p>	<p>Membership in PNPG was confirmed and newsletters for the current program year were re-sent.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>

Source of Issue/ Date Submitted	Issue	Summary Response
<p>Membership</p> <p>6/30/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member does not wish to be contacted by outside organizations that may purchase ADA member contact lists.</p>	<p>Member was removed from any mailing lists by ADA Membership Team (membership@eatright.org).</p> <p><u>Satisfaction Survey Process/Response:</u> Satisfied/Satisfied</p> <p>Addressed</p>
<p>Membership</p> <p>8/24/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like to know if ADA sold their mailing list to American Specialty Health.</p>	<p>ADA did not sell her membership contact information to American Specialty Health. A search was done regarding this company which resulted in multiple listings with the same company name. The member is encouraged to contact the company directly to determine how they got her mailing information.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Membership</p> <p>7/26/2008</p> <p>Issues Mgmt Web Form</p>	<p>New Member would like to know what her ADA membership card will be needed for.</p>	<p>It is suggested to keep your ADA membership card handy as your ADA membership number is needed to access the web site or purchase products or meeting registration from ADA. The card is also handy as proof of ADA membership if you attend an affiliate dietetic association or district meeting.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>MNT</p> <p>8/5/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like to know what the definition is for a supervising physician with regard to reimbursement for MNT for Diabetes. Member would also like to know if the supervising physician needs to be at the counseling session.</p>	<p>Under Medicare RDs can independently provide MNT as a professional service. A physician referral is needed, but Medicare MNT is not provided as "incident to physician services" where supervision is required.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>

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<p>MNT</p> <p>6/2/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like a map of states where MNT is being covered by commercial payers.</p>	<p>ADA does have a spreadsheet with a list of some plans around the country that cover MNT (http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/advocacy_11439_ENU_HTML.htm). It is the first bullet in the Coverage area and is called "private insurance MNT coverage throughout the US." Please keep in mind that this list is based on information we receive from ADA reimbursement representatives and members. It is a constant work in progress that is regularly updated as we get new information.</p> <p><u>Satisfaction Survey Process/Response:</u> Satisfied/Not Satisfied</p> <p>Addressed</p>
<p>MNT</p> <p>7/22/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member has questions regarding Medicare billing and would like to receive a call from the Nutrition Services Coverage Team.</p>	<p>Member contacted via phone and email several times without a response. Contact information for ADA Nutrition Coverage staff provided if member would like to follow-up.</p> <p><u>Satisfaction Survey Process/Response:</u> Satisfied/Satisfied</p> <p>Addressed</p>
<p>Policies</p> <p>8/20/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like ADA to revise its policy of allowing CN's to be an equal member to a active RD and be promoted under the "Find a Dietitian" link.</p>	<p>Participation in the Nationwide Nutrition Network (NNN) is a benefit of ADA Active category of membership, which includes not only RDs, but also DTRs, graduates of CADE approved programs, and those holding a Graduate degree in specific programs as listed in ADA's Bylaws. If the benefit is of value to the members in their businesses or practices, restricting it to only one category of Active membership could expose ADA to potential legal risks on such grounds as the antitrust laws.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Policies</p> <p>8/28/2008</p> <p>Issues Mgmt Mailbox</p>	<p>Member would like ADA publications to recognize the LD credential.</p>	<p>Response</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Pending</p>

Source of Issue/ Date Submitted	Issue	Summary Response
<p>Policies</p> <p>7/15/2008</p> <p>Issues Mgmt Mailbox</p>	<p>Member would like ADA to consider better compensation for reviewers.</p>	<p>Members concern regarding the reviewer honorarium will be taken into consideration during the next update cycle. We realize that the honorarium doesn't always match what typical textbook publishers may provide for similar work. We hope that for all reviewers the complimentary subscription to NCM goes some distance toward closing the gap as this represents \$150 in value.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p>
<p>Promotion of Dietetic Professionals</p> <p>7/9/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like ADA to allocate more money towards a marketing campaign to educate the consumer on what Registered Dietitians do.</p>	<p>Like any nonprofit association in any field, ADA does not have the financial resources to compete with the marketing budgets of multi-billion dollar-a-year companies in getting out our healthful-eating messages. All members should be proud of the fact that other organizations value ADA members' credibility in informing the public on food and nutrition issues. ADA develops and makes use of myriad of different means to successfully spread the word about our members. Visit www.eatright.org/media for examples of marketing the RD.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Promotion of Dietetic Professionals</p> <p>6/18/2008</p> <p>Issues Mgmt Mailbox</p>	<p>Member suggested that ADA members could receive boilerplate language for daily tips that the member could send to radio stations or the like .The daily tips would always discuss cost-saving tips, while recommending a healthy diet.</p>	<p>ADA will incorporate cost-saving tips, while recommending a healthy diet into our next round of Daily Tips. Member was directed to review this item from the May/June issue of ADA Times. "Ten Tips for Grocery Shopping on a Budget" is timely http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/home_17760_ENU_HTML.htm and can be shared with clients.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>

Source of Issue/ Date Submitted	Issue	Summary Response
<p>Promotion of Dietetic Professionals</p> <p>6/18/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member reported unprofessional comments made by a physician during a nationally disseminated education program regarding registered dietitians.</p>	<p>ADA President, Martin Yadrick, wrote a letter to the education program host and the physician informing them of the value of the RD and requesting that they not make uniformed statements about registered dietitians. Follow-up: the education program host removed the comments from the recorded presentation.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p>
<p>Publication</p> <p>6/5/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member had a problem with the REE calculator on the NCM.</p>	<p>ADA staff verified that the calculator was operating properly.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Not Satisfied</p> <p>Addressed</p>
<p>Resources</p> <p>6/18/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member requesting core diabetes education course books to study for the CDE.</p>	<p>The Certified Diabetes Educator (CDE) credential is granted by National Certification Board for Diabetes Educators. It was suggested that the member visit their Web site (http://www.ncbde.org). Members looking for specific ADA books can order ADA publications on-line at www.eatright.org/shop. It was also suggested that the member network with members of the Diabetes Care and Education (DCE) Dietetic Practice Group (www.dce.org/) as many of this groups members have their CDE.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Resources</p> <p>6/18/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member stated she expected to see the DASH diet in the Metabolic Syndrome section of the NCM.</p>	<p>The members suggestion was forwarded to the content expert for that section to address in the current update for NCM that is due to publish in October. There is information on the DASH diet housed within our Hypertension section both within the Client Education section as well as the Disease section. Members can also find recommendations on Hypertension and the DASH diet in the Hypertension Evidence-Based Guideline and in the Disorders of Lipid Metabolism Guideline, see http://www.adaevidencelibrary.com.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p>

Source of Issue/ Date Submitted	Issue	Summary Response
<p>Resources</p> <p>7/4/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like to see dietetic internships subsidized, partnered with health professions loans or included in federal grant money if it is a non degree granting graduate program.</p>	<p>ADA and CADE do not determine and cannot regulate the cost of Dietetic Internship Programs. A college or university, health care facility, federal or state agency, business, or corporation voluntarily decides to sponsor a Dietetic Internship. These sponsoring organizations provide the resources, including preceptor time, necessary for interns to acquire the supervised practice experiences required by CDR to qualify for the registration examination for dietitians. The decision to offer a stipend or charge tuition is dependent upon the resources of the sponsoring organization.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Resources</p> <p>6/24/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member looking for suggestions on how to decrease patient no-shows and what to benchmark with other practitioners regarding cancellation policies.</p>	<p>The ADA Knowledge Center provided several resources to the member.</p> <ul style="list-style-type: none"> • ADA Guide to Private Practice: An Introduction to Starting Your Own Business (http://www.eatright.org/cps/rde/xchg/ada/hs.xml/shop_1307_ENU_HTML.htm) "Many practitioners have a 24- or 48-hour cancellation policy. They inform patients that they will be charged for missed appointments. Generally, you cannot enforce this policy for first-time appointments. If you inform each patient at the time they make their follow-up appointment of this policy, you can collect for missed appointments. IMPORTANT NOTE: An exception exists for Medicare Part B covered medical nutrition therapy services. Providers cannot bill Medicare for covered services (such as diabetes and nondialysis kidney disease) that were not provided. • From the 'Journal' - Source: Getting Started in Private Practice: A Checklist to Your Entrepreneurial Path Mary Gross, Cathie Ostrowski Journal of the American Dietetic Association January 2008 (Vol. 108, Issue 1, Pages 21-24) (http://www.adajournal.org/article/S0002-8223(07)02086-X/fulltext) - "Basic business policies and procedures should be in place before the first client walks in your door. You may wish to post pertinent policies online for your clients, including payment and refund policies, cancellation procedures, and missed appointment policy." • August 2001 J Am Diet Assoc, 935 SOLUTION CENTER • Strategies for improving follow-up client appointment-keeping compliance Also available on ADA's Members only web site at http://www.adajournal.org/article/PIIS0002822301002322/fulltext. • Networking with the Dietetics Community, an online networking forum for ADA members may be helpful to find out what other dietetics professionals are doing and what has been successful for them. http://www.eatright.org/cps/rde/xchg/ada/hs.xml/home_8924_ENU_HTML.htm <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>

Source of Issue/ Date Submitted	Issue	Summary Response
<p>Resources</p> <p>7/31/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like best practices from other members on initiating an monitoring tube feedings.</p>	<p>Member was directed to the ADA Knowledge Center (knowledge@eatright.org) who provided this member with directions on how to post her message on Dietetics Community of Interest where members can provide feedback. The member was also directed to the Critical Illness Evidence-based Guideline at http://www.adaevidencelibrary.com/topic.cfm?cat=3016.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Resources</p> <p>7/22/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like information on the next course on diabetes educators being held.</p>	<p>The Certified Diabetes Educator (CDE) credential is granted by National Certification Board for Diabetes Educators. It is not an ADA or Commission on Dietetic Registration certificate. Member was directed to the CDE Web site, http://www.ncbde.org/index.cfm which provides information for individuals interested the certification.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>
<p>Resources</p> <p>6/27/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would like to know what can happen if a diabetic, who has been well controlled on Levemir forgets to take the medication for 3 days. Would also like to know how fast will the A1c shoot up.</p>	<p>The member, who is also a member of the Diabetes Care and Education (DCE) DPG, was direct to connect via the DCE list serve with her fellow 6,000 DCE members. Information on how to post to the list serve was provided. Member was also encouraged to contact the makers of Levemir to see what their usage studies show.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p>
<p>Stance</p> <p>8/2/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member would the RD credential changed to "Nutrition Therapist" and ADA to launch a campaign similar to what RNs did a few years ago.</p>	<p>The following ADA website link provides a thorough explanation regarding the implications of changing the RD designation, http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/home_15334_ENU_HTML.htm. In addition the following summary of RD marketing activities was compiled by the ADA Marketing and Public Relations staff.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>

Source of Issue/ Date Submitted	Issue	Summary Response
<p>Standards of Professional Practice</p> <p>8/25/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member requested information about standards for RDs working in diabetes and performing finger sticks.</p>	<p>The member was referred to the Standards of Practice and Standards of Professional Performance for RDs in Diabetes Care located at http://www.eatright.org/ada/files/Standards_of_Practice_and_Professional_Performance_in_Diabetes_Care.pdf and to the Scope of Dietetics Practice Framework (www.eatright.org/framework) for information regarding her question.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Satisfied</p> <p>Addressed</p>
<p>Website</p> <p>8/9/2008</p> <p>Issues Mgmt Web Form</p>	<p>Member can not find the link to the JADA article quiz.</p>	<p>Member was contacted, via phone, by membership staff.</p> <p><u>Satisfaction Survey Process/Response:</u></p> <p>Addressed</p>