

# Preface

When we go through our training to become registered dietitians (RDs), our exposure to management principles and skills is often minimal. Then, when we find ourselves in a management role, it is not always easy to find practical resources to hasten the learning curve. Sometimes in a managerial role, it is the things we don't know we don't know that can get us into trouble, especially with regard to regulatory compliance and human resources issues.

We all can agree that being a clinical nutrition manager (CNM) is challenging in a number of ways. Juggling a long list of priorities, retaining engaged staff, and complying with ever-changing regulations are just some of the demands that CNMs tackle on a daily basis. Understanding that these and other responsibilities are time-consuming, we created this book with the busy CNM in mind. Whether you are an experienced manager or a novice, all CNMs can benefit from useful, applicable information. This book is tailored to address common issues and problems that you encounter. Additionally, the book features many practical ideas and best practices from a distinguished group of RDs who have experience as managers. It also contains sample forms and checklists to assist you in tasks such as competency assessment, preparing for a regulatory survey, and strategic planning.

Our hope is that the information in this book will make you more knowledgeable, successful, and effective in your role as a CNM—and that it will keep you out of “hot water”!

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## **A Note about the Dietitian Credential: RD vs RDN**

In March 2013, the Commission on Dietetic Registration (CDR) and the Board of Directors of the Academy of Nutrition and Dietetics determined that individuals who hold the credential registered dietitian (RD) may optionally use “registered dietitian nutritionist” (RDN) instead. Although we chose to primarily use “RD” in this handbook, the information is equally applicable to RDNs.