



## Quality Improvement Story Board

### Going Online: Food Handler's Certification

Team Members: Dave Carney, Deborah Faulkner, Jennifer Gulley, Cassie Prather, Lana Sanders



# PLAN

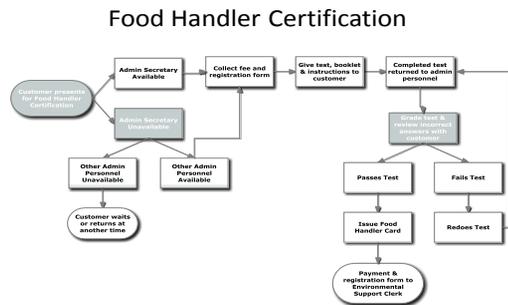
## Problem Statement

Our food service community has limited access to food handler certification training.

## Aim Statement

An opportunity exists to improve the delivery of food handlers training beginning with the employer identifying employees needing food handler training and ending with the employee receiving certification. This effort is important to work on now because it should improve access to training for our customers (restaurant employers and employees) by increasing the availability of certification from normal business hours to 24/7. It will also increase efficiency for public health staff by decreasing the number of customers presenting at the LHD for certification training.

## Examine the Current Approach



## Identify Potential Solutions

Develop online food handler's certification course.

## Improvement Theory

If we implement online food handler's certification training, then we will increase availability of certification from business hours to 24/7/365. We will also see a decrease in customers presenting to the health department for certification, which will decrease distractions and increase efficiency for administrative public health staff.

# DO

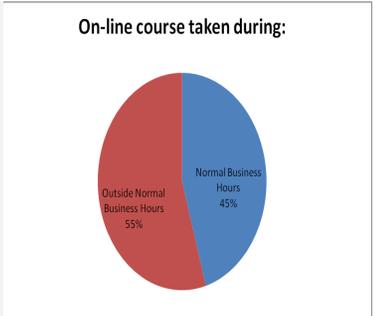
## Test the Theory

The QI team worked closely with Kentucky TRAIN administrative staff at the Kentucky Department for Public Health to set up the online food handler's course, and course evaluation. A Pay Pal account was set up for online payment. Five Subway gift cards were purchased to use as incentives. These were offered to individuals presenting to the LHD for food handler certification for taking the course online. During the first 2 weeks, eleven customers took the online course. Only 2 customers took the traditional "open booklet" test at the LHD during this time period. To promote the course initially, posters were posted on all the building entrances with a QR code to the online course.

# CHECK

## Study the Results

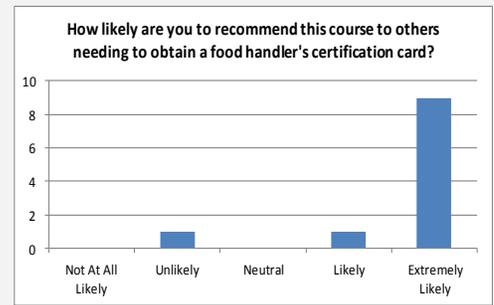
◆ More than half of those taking the course (55%) took the course outside of normal business hours.



◆ Of those taking the online course, 82% of those said that they were most likely to take the online course for recertification.



◆ 82% (or 9 out of 11) said they were extremely likely to recommend the online course to others needing certification.



# ACT

## Standardize or Develop New Theory

The LHD Director and Environmental Supervisor approved adoption of the online course. A mailing was sent to all food establishments in Montgomery County announcing the availability of the online course. Instructions were included. The Environmental Supervisor and Support Clerk will continue to monitor progress and track evaluation results.

## Future Plans

In the coming weeks, the course test booklet provided to those presenting to the health department that do not take the online course will be updated so that the content is the same as that in the online course.