

Quality Improvement Story Board

Back in 30

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PLAN

Getting Started

NKHD requires that food service establishments have a *Certified Food Manager* onsite during all times of food preparation. The regulation however affords a 60-day grace period to comply. During this gap in time between the opening of a new establishment and obtaining Certified Food Manager training several improper food safety practices are often observed during 30-day inspections such as:

- Improper or lack thereof date marking procedures
- Poor hygienic practices
- Inadequate temperature control of food
- Improper sanitization of food contact surfaces

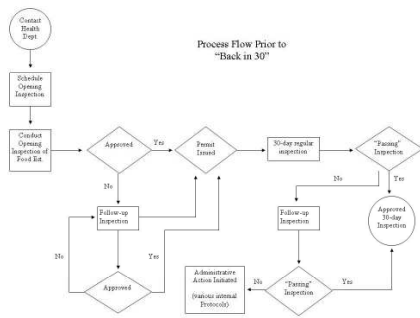
AIM Statement

By September 30, 2013 the Environmental Health and Safety Division will increase the percentage of new food service establishments operating in the Northern Kentucky Health Department's district of Boone, Kenton, Campbell, and Grant counties without observed critical violations within 30 days of opening from 65% to 85%.

Examine the Current Approach

NKHD conducts additional food safety inspections of all new food service establishments within 30 days of opening. NKHD began analyzing the scores of those 30 day inspection reports and discovered data collected from October 2011 through May 2012 revealed critical violations in 35% of all recently opened food establishments. Several key factors contributing to the high failure rate include:

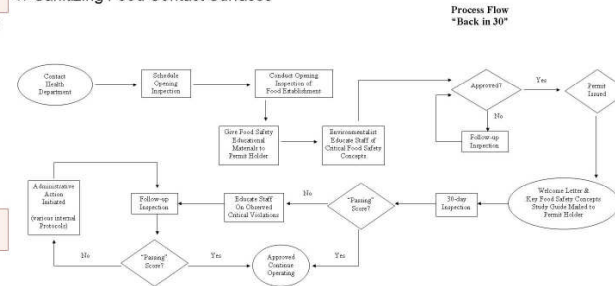
- ⇨ Lack of knowledge of food safety principles by Person in Charge and employees
- ⇨ Food establishment staff lack of experience
- ⇨ High turnover rate of newly hired employees in food establishments
- ⇨ No opportunity for environmentalists to observe food handling/preparations during opening inspections
- ⇨ No uniform manner of opening inspection procedures among inspectors



Identify Potential Solutions

In an effort to provide food service establishment personnel with basic food safety principles, several educational tools are now delivered in person and by mail shortly after opening inspections. Environmentalists have increased the amount of time spent during opening inspections focusing on key food safety principles. A welcome letter is hand delivered to the permit holder outlining critical concepts that were uncovered while analyzing historical data from previous 30 day opening inspections. A second letter accompanied by a 4-page Food Safety Guideline pamphlet is mailed to the permit holder within a week of opening again emphasizing the importance of the following concepts:

- ⇨ Employee Health & Hygienic Practices
- ⇨ Food Preparation
- ⇨ Food Storage
- ⇨ Date Marking Procedures
- ⇨ Sanitizing Food Contact Surfaces



Improvement Theory

If by providing food service establishments with the necessary educational tools both in person and in print upon opening, we believe critical violations observed during 30-day inspections will decrease by 20% or more.

DO

From June 12 through September 20, 2013, environmentalists conducted seventeen opening inspections. Each environmentalist distributed educational print materials along with spending considerable time focusing on critical food safety practices with staff during opening inspections at the food establishment. Thirty days later environmentalists returned to the food establishment for a second inspection. During the inspection, any violations observed were discussed with management and corrective action initiated. A food safety score rating is given based on the number of violations observed, with "passing" inspections being those with no critical violations observed.

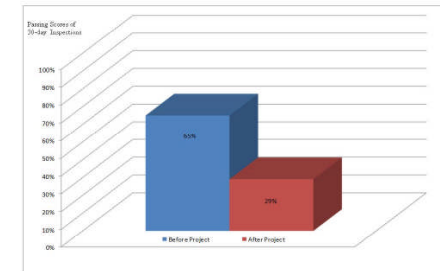
CHECK

Results of the Pilot

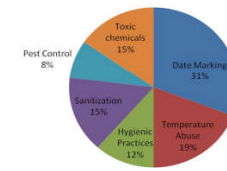
Results of 30-day inspections at newly opened retail food establishments did not meet the goals of the AIM statement.

Seventeen retail food establishments were permitted, inspected, and subsequently inspected again 30-days later from June 12 through September 30, 2013. Of these 17 establishments, 12 resulted in a "failed" inspection. A goal of 85% "passing" inspection was anticipated while the actual result was 29% "passing".

Key factors contributing to the poor "passing" rating included: incorrect date marking procedures, improper food temperatures, inadequate sanitization, and toxic chemical use and storage. Although these factors were highlighted in print and during inspections, each continued to be a cause of "failing" inspections.



Critical Violations Observed



Unexpected Observations

A 29% "passing" inspection score rating was not anticipated considering the amount of educational materials and increased time spent during inspections focusing on critical food safety principles.

Of the 12 inspections resulting in a "failed" rating, 7 had a Certified Food Manager present during the inspection.

ACT

Future Plans

Project team members will create a survey for newly permitted establishments identifying root causes of high "failure" score ratings. Questions will focus on accountability among permit holders and communication channels with the Health Department.

- ⇨ Further analyze baseline and project data
- ⇨ Work more closely with Person(s) in Charge to develop an open line of communication/consultation
- ⇨ Unearth causes of high "failure" score ratings among new establishments using both data based and knowledge based methods.
- ⇨ Streamline Food Permit and Certified Food Manager application process