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 PROJECT TITLE: Streamlining Food Inspection Data Collection and
Compilation

PLAN
 Identify an opportunity and Plan for Improvement

1. Getting Started

We started our project with a prioritization matrix that listed out each program area and rated their priority for QI based on various criteria (progress towards accreditation, how easily measured, how much of process is within our control, etc.). This matrix led us to improving and streamlining data reporting and collection for the Environmental Health (EH) program.

2. Assemble the Team

The QI team was composed of all of the EH staff (because any improvements made to the food safety program would likely be applicable to other program areas), the interim administrator, and the assessment coordinator.

3. Examine the Current Approach

A so-that logic model was created for the EH program as a whole. A staff satisfaction survey was completed to determine what Environmental Health (EH) processes were causing the staff the most frustration and were the least efficient. The results of the survey were analyzed and prioritized with time and greatest need in mind. The team determined that the Food Safety Program had the biggest need with regard to the collection and compilation of inspection data. A flow chart specific to the food inspection process was created that mapped out from the initial choosing of the establishment to the final reporting of the data. The

overall process takes roughly 14 steps and the length of time it takes depends on the inspector.

4. Identify Potential Solutions

The team determined that there was too much redundancy of inputting and extracting the inspection data. The team also suggested that an electronic process would be a more efficient way to both complete the inspection and upload the information to our online database, CAMAS. Part of the process was entering the inspection data in a secondary location called EDEN, which is a permitting software. The team decided this step was redundant and unnecessary, so it was recommended to leave any steps out involving EDEN and enhancing CAMAS to include all of the features necessary.

5. Develop an Improvement Theory

The changes proposed by the QI team should decrease the amount of time staff has to spend on both inspections (inspectors) and extracting data (assessment). It should also increase overall satisfaction with the food inspection process.

DO
 Test the Theory for Improvement

6. Test the Theory

The initial flow chart for the food inspection program contained ~14 steps. The new flow chart, if all of the plans are implemented in the way we think it will, will have 10 steps. There should be a reduction

in time from the decreased redundant reporting as well as in the use of electronic forms instead of hard copy.

STUDY
 Use Data to Study Results of the Test

7. Study the Results

Our plan is to re-survey the Environmental Health staff to see if satisfaction for that process has improved. We also will monitor the inspection times to see if the new technology decreases the length of time per inspection as we are anticipation.

ACT
 Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

With the incorporation of tablets, the process of inspection should be the same between both inspectors. This was an issue in the initial assessment of the project because they each inputted data in a different order. A standardization of process will be a natural progression from the change in technology.

9. Establish Future Plans

We plan to evaluate and analyze the process for other EH programs in order to best utilize the new technology in their areas to streamline data collection, extraction, and compilation, as well.