

# *Public Health Performance Management Centers for Excellence*

2013 Quality Improvement Grantees  
Learning Congress

September 23, 2013

Streamlining Food Inspection  
Data Collection and Compilation

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Kittitas County Public Health Department

# *Public Health Performance Management Centers for Excellence*

## Kittitas County

- Total population: 41,700
- 44% residing in unincorporated areas
- 17.7 FTEs and annual budget of \$1.3 million
- Quality improvement experience



# Framework

- **Assess**...brainstorm, prioritize
- **Define**...logic model, project definition
- **Analyze**...staff survey, narrow, AIM, flow chart, causes
- **Change**...removing redundancies, new technology
- **Evaluate**...future work

# Project Identification

Criteria Scoring Guide Criteria Weight	How much will this project contribute to meeting PHAB standards?			How much of this process can we control?			How easily can we measure this project?			How often does this process repeat itself?			To what extent will this project involve staff from multiple divisions of the health department?			TOTAL
	High	Med	Low	High	Med	Low	High	Med	Low	High	Med	Low	High	Med	Low	
	3	2	1	3	2	1	3	2	1	3	2	1	3	2	1	
	0.2			0.2			0.2			0.2			0.2			
Score			Score			Score			Score			Score				
<b>Quality Improvement Project Ideas</b>																<b>TOTAL</b>
Improve functionality and reduce paper work for travel authorizations			1	14	2.0		13	1.9		12	1.7		15	2.1		8.7
Improve purchase request process			1	13	1.9		10	1.4		14	2.0		9	1.5		7.8
Reducing line item expenditures (copies, cell phones, etc.)			1	13	1.9		17	2.4		16	2.3		14	2.0		9.6
Reduce time spent on things we don't actually do (mold, WIC questions, etc.)			1	13	1.9		12	1.7		17	2.4		15	2.1		9.1
Improve and streamline data reporting and collection—EH, food handlers, pool inspections, etc.			3	20	2.9		17	2.4		18	2.6		16	2.3		13.1
Improve efficiency and effectiveness of all staff meetings			1	18	2.6		14	2.0		14	2.0		17	2.4		10.0
Improve effectiveness of smoking in public places enforcement procedures			3	13	1.9		11	1.6		11	1.6		11	1.6		9.6
Improve effectiveness of environmental health enforcement procedures			3	17	2.4		14	2.0		14	2.0		11	1.6		11.0
Improve business practices around HIPPA compliance			1	15	2.1		11	1.6		11	1.6		12	1.7		8.0
Improve effectiveness and quality of PHEPR exercises			2	19	2.7		13	1.9		9	1.3		18	2.6		10.4
Improve accuracy of vaccine lot # documentation			2	17	2.4		17	2.4		13	1.9		8	1.1		9.9

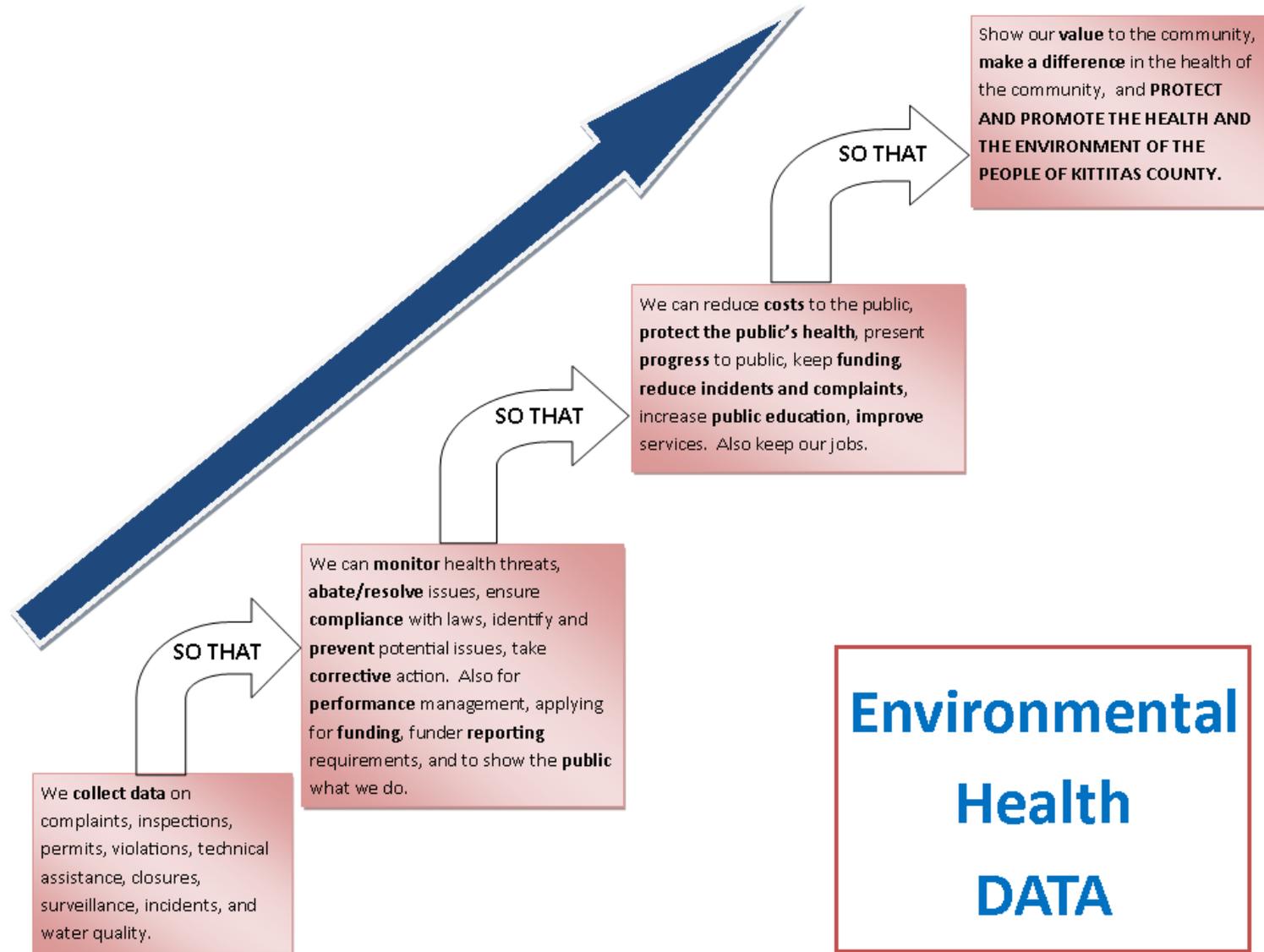
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# Project Team

- Holly Duncan, Environmental Health Specialist
- Joe Gilbert, Environmental Health Specialist
- Erin Moore, Permit Technician
- Melissa Schumaier, Environmental Health Specialist
- Jeff Seapulski, Environmental Health Specialist
- Alisa Spieckerman, CDC Fellow
- Robin Read, Interim Administrator and facilitator
- Lindsay Groce, Assessment Coordinator



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Funded by the U. S. Centers for Disease Control's National Public Health Improvement Initiative

# Project Definition

## QI/QP Project Definition Document

<b>Project Name:</b> Environmental Health (EH) Administrative Data Collection <i>1-3 word Identifier</i>		<b>Sponsor(s):</b> Dr. Mark Larson, Health Officer, Interim Administrator <i>Who is governing and resourcing this project?</i>	
<b>Problem/Opportunity:</b> Currently, administrative data for the environmental health (EH) division is gathered and entered into multiple sources, resulting in inconsistencies between data sources, excessive staff time spent doing data entry, and general frustration of EH staff having to enter data in multiple places and assessment staff having to get data from multiple places and fix inconsistencies. This data is used for program reporting for DOH and as performance measure data in the department's quarterly report. The quarterly report is distributed to our Board of Health, advisory committee, the media, and a variety of community partners to communicate the work of the public health department. This project will move us one step further to accreditation by assisting us to meet PHAB Standard 9.2.2.1 by implementing a QI project in an administrative area. <i>1-3 sentence description of the problem/opportunity (without assumption of cause or solution) and why it is important (impact on Dept./Division strategic goals)</i>			
<b>Measure(s):</b> <ol style="list-style-type: none"> <li>1. Average number of minutes it takes EH staff to collect, <u>enter</u>, extract, and report data on each month per program.</li> <li>2. Average number of minutes it takes assessment coordinator to extract and report EH data for the quarterly report</li> <li>3. Level of staff satisfaction/dissatisfaction about the data collection, entry, extraction, and reporting processes</li> </ol> <i>The quantitative indicator(s) which would demonstrate performance had improved. More than 2-3 measures may indicate lack of focus</i>		<b>Target(s):</b> <ol style="list-style-type: none"> <li>1. Decrease of X% in average number of minutes it takes EH staff to collect, enter, extract, and report data per month per program</li> <li>2. Decrease of X% in average number of minutes it takes assessment coordinator to extract and report EH data for the quarterly report</li> <li>3. Increase of X% in the level of staff satisfaction</li> </ol> DETERMINE TARGETS AFTER BASELINE DATA IS COLLECTED <i>How much improvement is <u>expected/hoped</u> for?</i>	
<b>Mission:</b> Our mission is to improve the efficiency by X% and staff satisfaction level by X% with the data collection, entry, extraction, and reporting processes for at least two environmental health programs (drinking water, on-site septic, food safety, vector borne disease, solid waste, pools and spas) and at least four types of data (complaints, inspections, permits, violations, technical assistance, closures, surveillance, incidents, and water quality.) <i>1 sentence declaration as to what the project team is to do (without assumption of cause or solution)</i>			

# Analysis of Process

Reported to DOH/DOE (any color)

Quarterly Report

Collected by assessment, but not on quarterly report

Not currently being used/reported?

## Solid Waste

- New applications
- New exempt applications
- Renewal permits
- Inspections
- Exempt inspections
- Complaints received
- Complaints resolved
- Incidents
- Actions taken/TA provided
- Plans reviewed
- Permits issued
- Applications reviewed
- Ground water reports reviewed
- Facilities in compliance
- Permitted facilities
- Other visits
- Ordinances developed
- Ordinances reviewed

## Food Safety

- New applications
- Renewal applications
- Temporary applications
- Plan reviews
- Food handler permits
- Pre-opening inspections
- Inspections
- Re-inspections
- Temporary event inspections
- School inspections
- CWU inspections
- Jail inspections
- Red violations 35+
- Red violations 70+
- Operating without permit
- Temporary closures
- Illness complaints (CD)
- Other complaints

## On-Site Septic/Sewage

- Site evaluation applications
- New applications
- Repair applications
- Renewal applications
- Plat applications
- Soil logs
- New permits
- Renewal permits
- Repair permits
- Final permits
- Final inspections
- Final re-inspections
- Re-inspections
- Site evaluations
- Failures reported
- Failures with corrective action within 14 days
- Complaints
- Records Requests

## Pools/Spas

- New permits
- Renewal permits
- Plan reviews
- Pre-opening inspections
- Inspections
- Re-inspections
- Violations 1+
- Violations 3+
- Closures
- Complaints

## Schools

- Plan Reviews
- School inspections
- Playground inspections
- Complaints

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# Analysis of Process - Staff Survey

Please indicate your level of satisfaction with the following processes relating to FOOD SAFETY PROGRAM data:

1 Very dissatisfied (not working well at all, needs significant improvement)

2 Dissatisfied (sometimes works well, but needs significant improvement)

	1 Very dissatisfied (not working well at all, needs significant improvement)	2 Dissatisfied (sometimes works well, but needs significant improvement)
Collecting data	0.0% (0)	75.0% (3)
Entering data	0.0% (0)	25.0% (1)
Receiving data requests	0.0% (0)	25.0% (1)
Extracting and compiling data	0.0% (0)	75.0% (3)
Cross referencing and checking for errors	25.0% (1)	50.0% (2)
Reporting data	0.0% (0)	0.0% (0)
The overall data process	0.0% (0)	50.0% (2)

\*50% of survey respondents felt inspection data was the most problematic in terms of the ease and efficiency of the EH data process

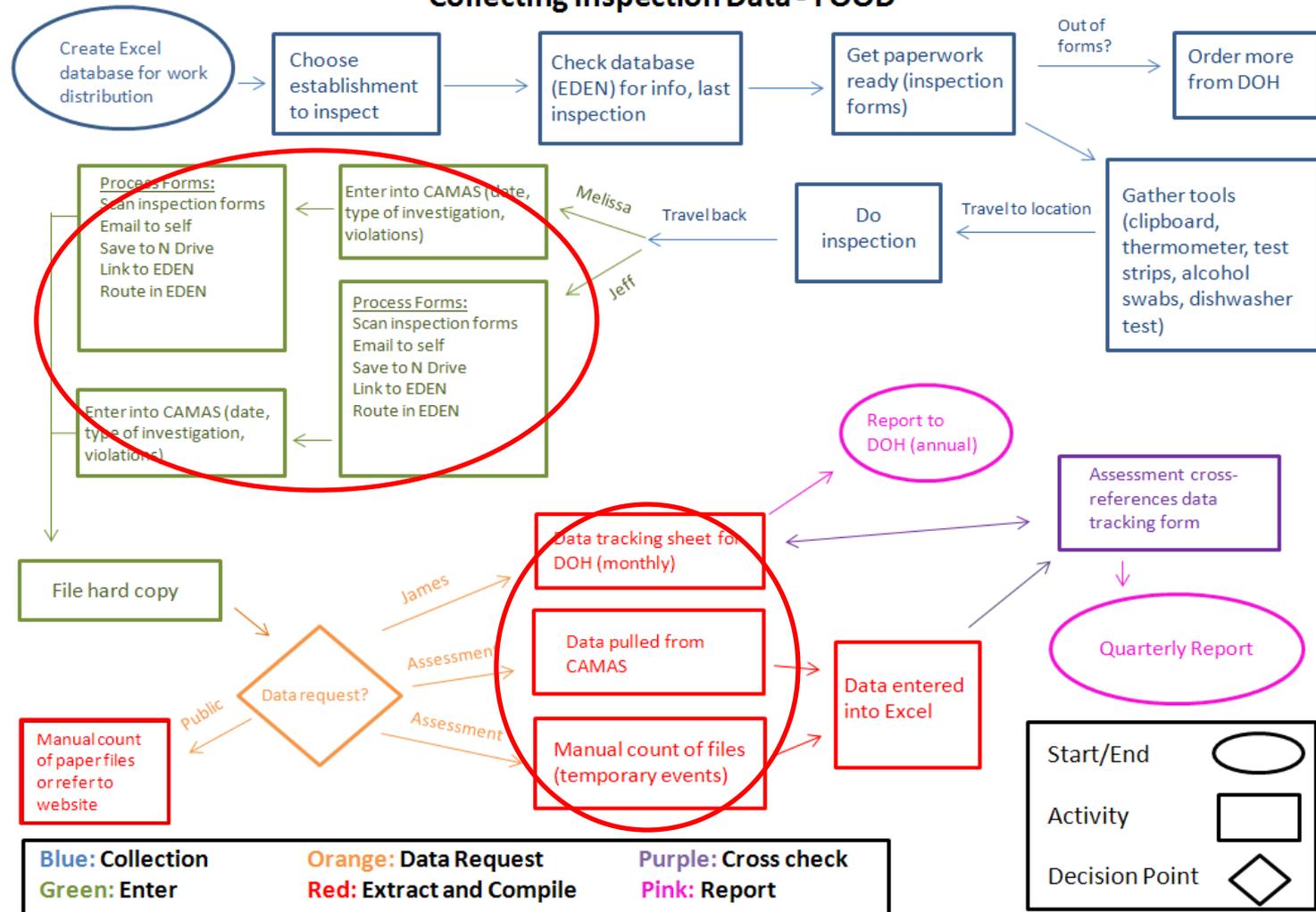
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## AIM Statement

- *The purpose of our project is to streamline the data collection and compilation for the Food Safety Program with the goal of not only increased efficiency of process, but also increased staff morale and satisfaction.*

# Quality Tools - Flow Chart

## Collecting Inspection Data - FOOD



# Potential Causes

Environmental Health

**Food Establishment Inspections**

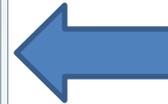
Search for an establishment:  
# A B C D E F G H I J K L M N O P Q R S T U V W X Y Z A |

Showing all establishments:

Business Name	Address	City
2r Bar And Bistro	719 S 1st St	Roslyn
7-Eleven 2362-17053G	112 W University Way	Ellensburg
7-Eleven 2362-23579c	112 W UNIVERSITY WAY	ELLENSBURG
A Dawg For You	Mobile	Cle Elum
Aardvark Concessions	Mobile	Snoqualmie Pass
ABC Donut	304 N Pine St	Ellensburg
Albertsons (no longer in business)	705 N RUBY ST	ELLENSBURG
American Legion	1101 CRAIG AVE	ELLENSBURG
Ameristar #17	1716 Canyon Rd	Ellensburg
Arby's	1404 S CANYON RD	ELLENSBURG
Arnie's Horseshoe Sports Bar	106 WEST 3RD AVE	ELLENSBURG
Bar 14 Ranch House	1800 CANYON RD	ELLENSBURG
Baskin-Robbins	1307 S. Canyon Rd.	Ellensburg
Beau's Pizza & Pasta	CLE ELUM	CLE ELUM
Beef N Stuff (no longer in business)	Catering	South Cle Elum
Beirstube	2181 SR 906	SNOQUALMIE PASS
Bella Cucina Catering	213 W 4th Ave Suite 104	KITTITAS
Bertine's (no longer in business)	117 E 4TH AVE	ELLENSBURG
Best Western Lincoln Inn Suites	211 W Uplanium Rd	Ellensburg
Best Western Snocap Lodge	Davis St	Cle Elum
Better Life Natural Foods	111 W 6TH AVE	ELLENSBURG
Bi-Mart	608 E MT VIEW RD	ELLENSBURG
Big Apple Country & Gift	1711 CANYON RD	ELLENSBURG
Big B Mini Mart	Canyon Rd	Ellensburg
Big Moose Coffee	106 First St	Roslyn

12345678910...

CAMAS: county-wide database



- \*Hard copy inspection forms to check boxes
- \*Data is stored on county network
- \*Public data posted directly to website

EDEN: permit and receipting software

- \*Connects with other county departments, but no other departments utilize the food program information
- \*Stores some information, but cannot be extracted without supplemental software



Toolbox

- Recently Accessed
  - FE-12-00026: phnwf
  - FE-12-00096: phfdre
  - FE-08-00142: phfdre
  - TF-11-00018: phfdp
  - FE-12-00277: phfdre
- Quick Search
  - Permit number:
  - Permit type code:
  - Permit description:
  - Clear Search
- Record Details
- Launch Pad
- Load Saved QBE
- Bookmarks
- Reports

Attachments

Type	Prefix	Description	Attached Date	Attached By	Secure Group	Mail	File Name	Web Visible	Web C

Main

Permit type:  Permit #:

Address:  Apt/Suite:

City:  State:  Zip:

Permit Information

Master permit:  Routing queue:  Applied:

Project:  Status:

Description:

Submitted:  Clock:  Days:

Submitted via:

Contractors:  Routing Status:  Fee Summary:  Routing History:  Actions:

Permit #:  Address:

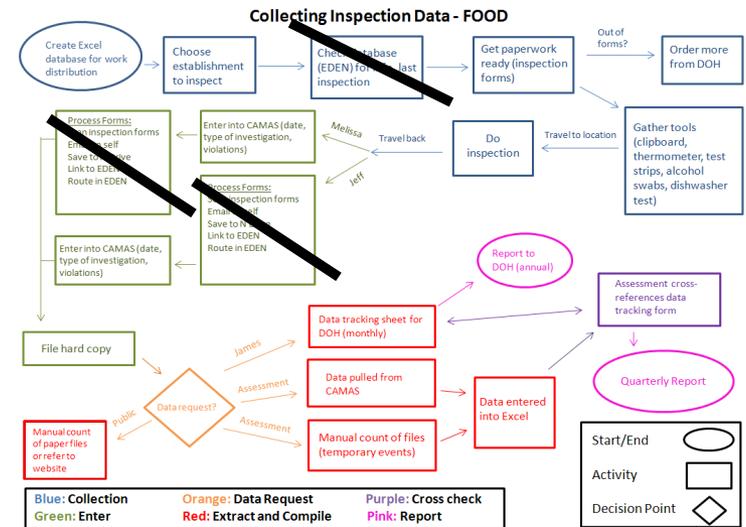
Contractor Name / Address:

EDENLive (server) jplf.sequ New 0 of 0

# Quality Tools - Improvement

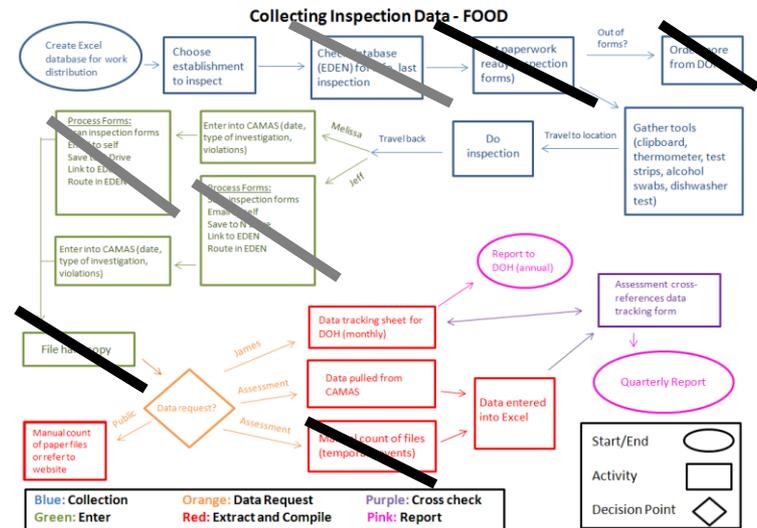
## Low hanging fruit:

- 1) Stop using EDEN!
- 2) Convert functions EDEN provided to CAMAS
- 3) Stop tracking data monthly that can be pulled on an annual basis



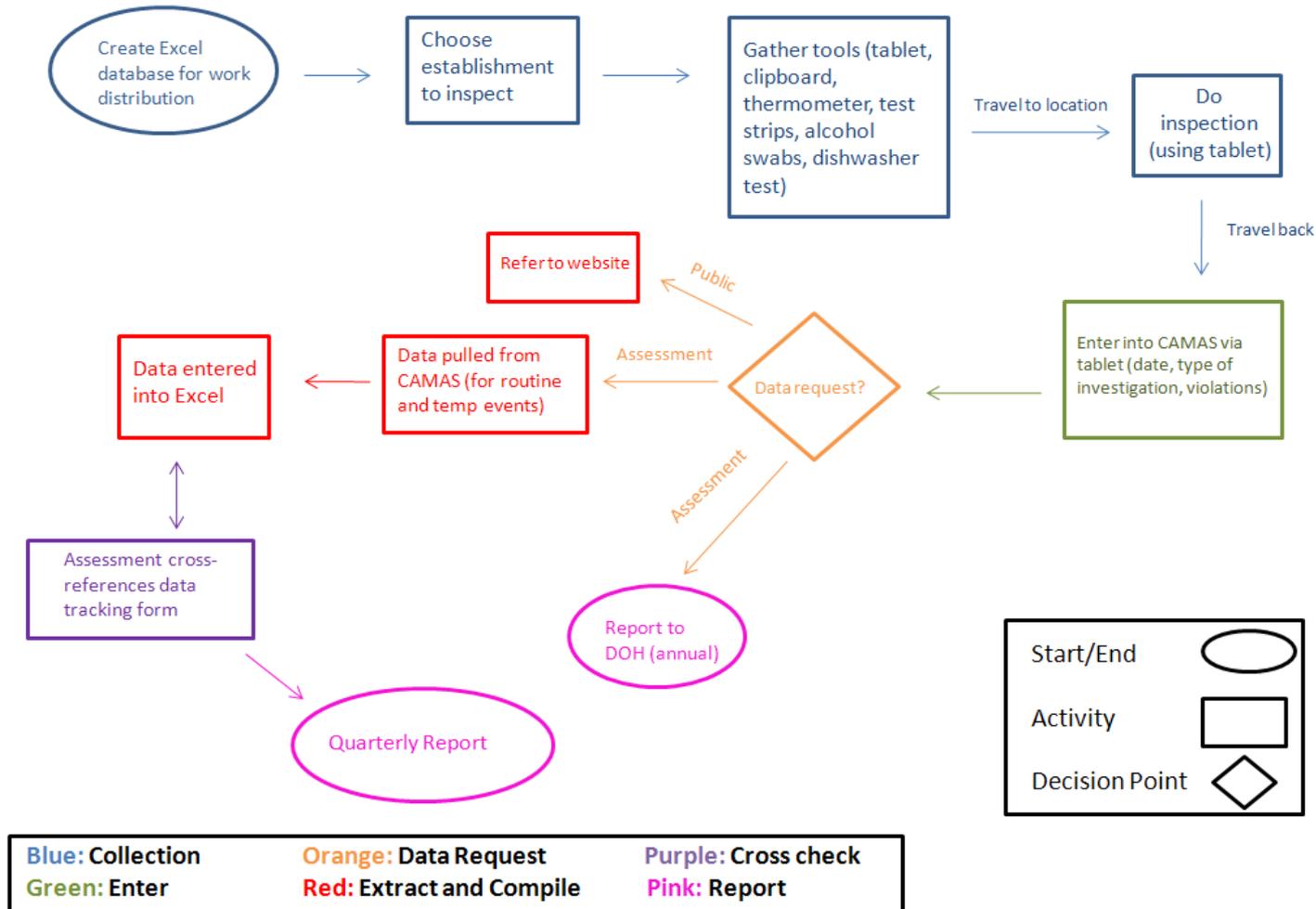
## What else can we do?

- 1) Take tablets out into the field and fill out forms electronically



# Future State Flow Chart

## Collecting Inspection Data – FOOD (Post-QI Project)



# Results - What We Are Working On

Food Establishment Inspection Report FOR OFFICE USE ONLY Page 1 of 1

NAME OF ESTABLISHMENT: \_\_\_\_\_ CITY: \_\_\_\_\_

MEALS SERVED: B L D C O PURPOSE OF INSPECTION:  Routine  Illness Investigation  Temporary  Other

MEALS OBSERVED: B L D C O ESTABLISHMENT TYPE: \_\_\_\_\_ RISK CATEGORY: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME IN: \_\_\_\_\_ ELAPSED TIME: \_\_\_\_\_ RED POINTS: \_\_\_\_\_ REPEAT RED: \_\_\_\_\_ PHONE: \_\_\_\_\_

**Page 1 Total**

**HIGH RISK FACTORS**

High Risk Factors are improper practices or procedures identified as the most prevalent contributing factors of foodborne illness or injury. Circle indicate compliance status (IN, OUT, N/A, NO) for each item. N/A = Not Applicable. CDI = Corrected During Inspection. R = Repeat Violation.

Item	IN	OUT	N/A	NO	Points
<b>Demonstration of Knowledge</b>					
1. IN OUT					5
2. IN OUT					5
<b>Employee Health</b>					
3. IN OUT					25
<b>Preventing Contamination by Hands</b>					
4. IN OUT					25
5. IN OUT					25
6. IN OUT					10
<b>Approved Source, Wholesome, Not Adulterated</b>					
7. IN OUT					15
8. IN OUT					15
9. IN OUT					10
10. IN OUT					10
11. IN OUT					10
12. IN OUT					5
<b>Protection from Cross-Contamination</b>					
13. IN OUT					15
14. IN OUT					5
15. IN OUT					5

**RED POINTS**

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**BLUE/LOW RISK FACTORS**

Low Risk Factors are preventive measures to control the addition of pathogens or chemicals that do not directly affect foods. Circle points indicate items not in compliance.

Item	IN	OUT	N/A	NO	Points
<b>Food Temperature Control</b>					
26. Food received at proper temperature					5
29. Adequate equipment for temperature control					5
30. Proper thawing methods used					3
<b>Food Identification</b>					
31. Food properly labeled					5
<b>Protection from Contamination</b>					
32. Insects, rodents, animals not present; entrance controlled					5
33. Potential food contamination prevented during delivery, preparation, storage, display					5
34. Wiping cloths properly used, stored, sanitizer					5
35. Employee cleanliness and hygiene					3
36. Proper eating, drinking, or tobacco use					3
<b>Proper Use of Drains</b>					
37. Waste utensils properly stored					3
38. Utensils, equipment, linens properly stored, used, handled					3
39. Single-use and single-service articles properly stored, used					3

Person in Charge (Print Name): \_\_\_\_\_ Date: \_\_\_\_\_

Regulatory Authority (Print Name): \_\_\_\_\_ Follow-up Needed? Yes No

DOH 232-035A (Revised May 2013)

AV Crosstrek

Compliance Status CDI R Pts

**Potentially Hazardous Food Time/Temperature**

Item	IN	OUT	N/A	NO	Points
16. Proper cooling procedures					30
17. Proper hot holding temperatures (5 pts. if 130°F to 139°F)					25 (5)
18. Proper cooking time and temperature					25
19. No room temperature storage; proper use of time as a control, procedures available					25
20. Proper reheating procedures for hot holding					15
21. Proper cold holding temperatures (5 pts. if 42°F to 45°F)					10 (5)
22. Accurate thermometer provided and used to evaluate temperature of PHF					5

**Consumer Advisory**

Item	IN	OUT	N/A	NO	Points
23. Proper Consumer Advisory posted for raw or undercooked foods					5

- \*Purchasing tablets for our inspectors
- \*Working with IT to create e-forms that are efficient and communicate with our county network
- \*Streamlining the database to make access to inspection data easier

# Next Steps

- **Conduct...**follow-up staff survey to gauge satisfaction and target new areas for improvement
- **Measure...**inspection and data extraction time
- **Select...**next EH inspection program to utilize technology
- **Create...**QI plan for implementation across EH
- **Establish...**flow charts for each inspection process (parks, camps, schools, pools, wells, on-site sewage, etc.)

# *Public Health Performance Management Centers for Excellence*

For more information, contact:

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<http://www.co.kittitas.wa.us/health/>

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**ALWAYS WORKING FOR A SAFER AND**  
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