2012 Quality Improvement Grantees Learning Congress

November 1, 2012

Food Handler’s Education and Permit Planning (FHEPP)

Kittitas County Public Health

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

- Total population: 41,500
- 44% residing in unincorporated areas
- 15.3 FTEs
- $1.2 million annual budget
- Quality improvement experience
Project Team

- Robin Read, Health Promotion Supervisor (facilitator)
- James Rivard, Environmental Health Supervisor (co-lead)
- Candi Blackford, Administrative Assistant II (co-lead)
- Erin Moore, Public Health Clerk III
- Kasey Knutson, Health Educator
Project Identification

Number of Food Establishment Inspection Violations 2010-2011

- Current food worker's cards for all employees: 67
- Accurate thermometer provided and used: 63
- In-use utensils properly stored: 42
- Food-contact surfaces maintained, cleaned, sanitized: 41
- Proper cold holding temperatures: 38
- Proper methods used to prevent bare-hand contact: 37
- Potential food contamination prevented during prep, storage: 34
- Food properly labeled: 33
- Toxic substances properly identified, stored, used: 33
- 28
Project Activities

- Assess
- Define
- Measure
- Analyze
- Design
- Verify/Evaluate
Assess: Why is this important?

- KCPHD issues food handler’s cards
  - # of cards

- Food workers have necessary education
  - # of violations due to no food worker cards

- Food workers handle food properly
  - # of violations due to improper food handling

- Food borne illnesses aren’t transmitted to customers
  - # of food borne illnesses

**FOOD HANDLER’S CARDS**
Assess: What are we currently doing?

- Top-down flow chart
- 16 steps for staff
- 12 for customer
**Define: Project Definition Document**

The Kittitas County Public Health Department will fully transition to a new method of food handler’s education and permitting while striving to maintain customer service, and addressing current barriers to obtaining food handler permits.

<table>
<thead>
<tr>
<th>QI/QP Project Definition Document</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Name:</strong> FOOD HANDLER’S EDUCATION AND PERMIT PLANNING (FHEPP)</td>
</tr>
<tr>
<td><strong>Sponsor(s):</strong> Food Safety Program and Quality Improvement Grant</td>
</tr>
<tr>
<td><strong>Problem/Opportunity:</strong> The current system of delivering food handler’s education and permits cannot be updated with upcoming food handling code changes. The software used for education will soon have out of date information. We need to pass on a different method of delivering food handler’s education. In addition, the lack of food handlers’ permit or expired permits was the most common food inspection violation in the past 12 months. We need to address the barriers to getting food handler’s permits.</td>
</tr>
<tr>
<td><strong>Measures:</strong></td>
</tr>
<tr>
<td>- # of food handler’s permits issued (monthly, method—access database)</td>
</tr>
<tr>
<td>- # of food handler’s permit violations (quarterly—CAMAS)</td>
</tr>
<tr>
<td>- # of food handler’s permits delayed due to transition (front desk track through transition)</td>
</tr>
<tr>
<td>- # of food handler’s permits issued with out of date education (front desk track through transition)</td>
</tr>
<tr>
<td>- Wait time for customer (average—customer survey)</td>
</tr>
<tr>
<td>- Customer satisfaction (average—customer survey)</td>
</tr>
<tr>
<td><strong>Target(s):</strong> Increase (# per month? Percentage?)</td>
</tr>
<tr>
<td><strong>Mission:</strong> The Kittitas County Public Health Department will fully transition to a new method of food handler’s education and permitting while striving to maintain customer service, avoid interruption in services, and addressing current barriers to obtaining food handler permits.</td>
</tr>
<tr>
<td><strong>Team Leader:</strong> (Name)</td>
</tr>
<tr>
<td><strong>Team Facilitator:</strong> Name</td>
</tr>
<tr>
<td><strong>Team Members:</strong> Name, Role, Title</td>
</tr>
<tr>
<td><strong>Constraints:</strong> New codes will be implemented in January 2013 so there is a time constraint. The QI grant timeline is also a constraint. We may or may not have the technology set up for possible new methods and this may limit our options for tailoring the food handlers education delivery method. Delay in contract process. Limited staff time for working on project. Lack of funds for purchasing new equipment, supplies, etc. Need to be able to address barriers for customers (technology, literacy, etc.) May result in less funding/expenditure for development.</td>
</tr>
<tr>
<td><strong>Target Start Date:</strong> April 27, 2012</td>
</tr>
<tr>
<td><strong>Target End Date:</strong> August 30, 2012</td>
</tr>
<tr>
<td><strong>Process Owner:</strong> Name, Role, Title</td>
</tr>
</tbody>
</table>

**Funded by the U.S. Centers for Disease Control’s National Public Health Improvement Initiative**
Measure: Baseline Data

- Issue an average of 175 food handler’s permits per month (2100 per year)
- 8-9 food worker card violations per month (average 36 inspections per month)
- Make $3.39 per card in income
Measure: Surveys

Determining customer needs/root causes:

- **Food Worker Customer Survey (50)**
  - Average of 19 minutes to travel to health department
  - Average of 45-50 from entering health department to getting card
  - Transportation and hours of operation identified as barriers
  - 71% said online at any computer would have made it easier

- **Establishment Owner Survey (25)**
  - Transportation and hours of operation most cited by employees as reasons for not having a current food workers card.
  - Many open-ended suggestions to go online.
ANALYZE: Survey

Determine best practices:

• **EH Director Survey (25)**
  
  • 80% use online method for food handler’s education and permits (all of those use the Tacoma Pierce system)
  • 2 of the 5 who aren’t using the online system will be soon
  • 38% of the online users said the number of food handler’s card issued increased and 38% said they stayed the same (the rest didn’t know)
  • 19% saw an increase in revenue, 31% saw a decrease, and 31% stayed the same
ANALYZE: Survey

Determine best practices:

• EH Director Survey (25)
  • Benefits of online system: convenience/availability, staff time, reduced expenses,
  • Drawbacks: technical issues, loss of revenue, potential for fraud, can’t customize
Design: Future state flow chart

- 10 steps for staff

1. **PREPARATION**
   - Turn computers on
   - Clean/maintain headphones

2. **KCPHD IN OFFICE**
   - GIVE VERBAL INSTRUCTIONS

3. **FHC ISSUANCE**
   - TROUBLESHOOTING
     - Collect $?
     - ASK FOR current card if they have one
     - GO INTO SYSTEM TO CHANGE DATE (3 YEAR CARD)
     - Card issued and receipt given

4. **FOLLOW UP**
   - Receipt in NextGen
   - Money is deposited (cash tax) daily
Design: Future state flow chart

- 6 steps for customer

1. **FOOD HANDLERS CARDS**
   - **CLIENT RECON**
     - Employer, food inspector, job request
     - Call for info or look on website
   - **FHC EDUCATION**
     - Online course
     - Take test
     - Pay online
     - Print card
Design: Review, prevent failure

Do it Right, Serve it Safe!
Washington State Food Worker Course

Please select a language to begin

- English
- Spanish
- Korean
- Russian
- Mandarin
- Cantonese
- Vietnamese
- Cambodian
Design: Plan for implementation

- Set target date: 12/1/12
- Promotion plan
- Contract plan
- Technology plan
- Monitoring/evaluation plan
Next Steps

• Contract approval—commissioner presentation
• Implement
• Conduct post surveys for customer satisfaction.
• Measure post project data such as food worker card violations, revenues, etc.
Results
For more information, contact:

Robin Read, Health Promotion Supervisor
509-962-7003
Robin.read@co.kittitas.wa.us

www.co.kittitas.wa.us