

Retail Food Service Establishments

Population Served: In excess of the 3,791,508 citizens of the State of Oklahoma, visitors, and approximately 24,369 retail food service establishments. (July 2012)

PLAN

1) Getting Started

An opportunity existed to improve the compliance outcome of the retail food service establishment inspection mandate (inspecting each food service establishment a minimum of once per fiscal year). This effort should improve the compliance rate by decreasing the rate of uninspected food service establishments in the State of Oklahoma.

2) Assemble the Team

The team consisted of Deputy Commissioners for Protective Health Services and Community and Family Health Services, Consumer Health Service Chief, Consumer Protection Director, Administrative Assistants, and entire state and county consumer protection staff.

3) Examine the Current Approach

- Inspections on food service establishments were conducted on a risk-based frequency coinciding with the calendar year.
- IFM database counted only inspections done by the staff assigned to the area. Staff were not given credit for assisting outside their assigned areas.
- Vacant public health specialist positions were not refilled quickly.
- No policy defined the IFM (annual = 365 days) or established a practice for monitoring inspection frequency.
- PMPs did not include compliance with IFMs as a critical accountability.
- Inspection frequencies were not monitored.



4) Identify Potential Solutions

- Explain the mandate requirements to staff.
- Compile an accurate list of establishments not inspected in FY2012.
- Reassign staff to assist in vacant and lagging areas.
- Allow for after-hours and weekend inspections.
- Create a deadline to have all food service establishments inspected at least one time in accordance with an annual mandate.
- Implement routine monitoring of IFM status.

5) Develop an Improvement Theory

If revised scheduling and assignment practices were put in place, then retail food service establishment IFMs would be met.

AIM: By June 30, 2012, 100% of all retail food service establishments will have no greater than 365 days between their current and prior inspections.

DO

6) Test the Theory

- Created an up-to-date and accurate spreadsheet for the prioritizing of inspections.
- Provided weekly updates of the current uninspected list to all consumer health staff.
- Created policies to ensure inspections are scheduled at a frequency consistent with the IFM.
- Increased the reporting frequency in Oklahoma and Tulsa Counties from once a quarter to bi-weekly.
- Encouraged staff to achieve desired results.
- Empowered the Chief, Director, and staff to monitor the status and ensure the IFM was met.

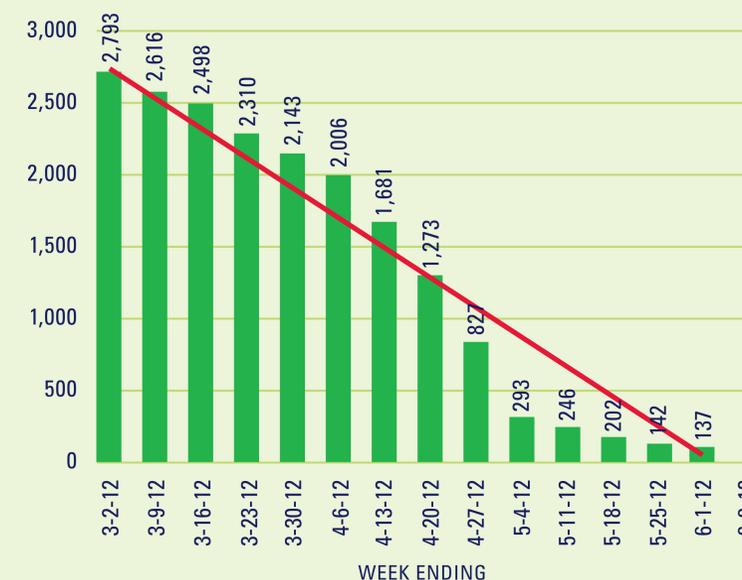
| COUNTY | RISK | LAST INSPECTION | FACILITY | TYPE | CLASS | CITY | DATE ISSUED |
|--------|------|-----------------|---|------|-------|------|-------------|
| OK | M | 12-17-10 | JC's Smoked Meats | 45 | F | OKC | 4-7-12 |
| OK | L | 5-3-11 | The Sip | 45 | B | OKC | 11-20-11 |
| OK | L | 10-1-10 | Chesapeake Energy Arena Popcorn Cart #105 | 45 | M | OKC | 12-6-11 |
| OK | L | 4-6-11 | El Sixty Bar | 45 | B | OKC | 9-2-11 |
| OK | L | 6-23-11 | Alacran | 45 | B | OKC | 6-23-11 |

CHECK

7) Study the Results

The spreadsheet can filter and count inspections. Inspections performed each month were subtracted from the total number of required inspections to determine the number of inspections remaining. This data was updated each week and is reflected in the following chart.

TYPE 45 RETAIL FOOD SERVICE ESTABLISHMENTS NOT INSPECTED TO DATE – SFY 2012



In June 2012, 100% of the food service establishments were fully inspected.

ACT

8) Standardize the Improvement or Develop New Theory

The monitoring of inspection due dates is maintained in the spreadsheet and monitored by the Director and Quadrant Supervisors. Inspections are scheduled prior to expiration of the renewal period. Inspection activity and status are reported monthly to the Chief.

9) Establish Future Plans

- Continue to monitor performance monthly.
- Institute protocol to sample and verify accuracy of inspection scheduling data.
- Incorporate a scheduling and tracking function in the new AMANDA electronic information and workflow system.

