Plan

1. Getting Started
WHBHD applied for a grant and was accepted to learn the Quality Improvement (QI) process and its application to a WHBHD process. WHBHD decided to focus on the Environmental Health program; specifically food service failed reinspections. Concern is specifically where the disconnect occurring that results in a failed 2nd reinspection.

2. Assemble the Team
WHBHD committed four personnel to the team, and in addition sought the input of an outside the Health district member. The local food service team member was utilized for input regarding their food service expertise and to give advice on the practical knowledge of food service versus inspection knowledge.

The team created a fishbone diagram to assist in determining the root cause on why the 2nd failed reinspection are occurring.

AIM Statement
Initially the plan was to focus on what caused failed reinspection as our AIM. However, over the course of the project the AIM has changed. The current AIM statement is:
Through analyzing food service inspections in 2011, determine the high probability risks, and implement improvements to reduce these occurrences of violations by 10% from 2011 Quarter 4 to 2012 Quarter 4.

3. Examine the Current Approach
The CT DPH, CDC, and FDA all offered input for food service inspections on how to analyze risk factors.

WHBHD researched our inspection violations and categorized them into these 5 risk factors. This information is organized into a Pareto Chart.

92% of violations are occurring in the Risk Factors of Poor hygiene and Contaminated Equipment.

4. Identify Potential Solutions
Due to CT DPH/CDC/FDA recommendations and outbreaks involving Norovirus, WHBHD focused on Poor Hygiene for improvement.

In addition to our AIM, this may reduce the likelihood of food borne illness which generally has been linked to the poor hygiene violations.

5. Develop an Improvement Theory
Through active management control and management oversight the food establishment staff will understand and help prevent the risks associated with personal hygiene. Through site visits with the establishments the following action plan was implemented

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<tr>
<th>Improvement Theory Action Plan</th>
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<td>Aim: Establishmen</td>
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<tr>
<td>owners/QFO/Mgr</td>
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<td>site visit</td>
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ACT

6. Test the Theory for Improvement
WHBHD post QI inspector reports 5 out of 6 establishments took an active interest in this inspection and QI improvements. QI test happened quickly, there was not time for behaviors to change. Due to this WHBHD concluded the poor hygiene violations reduction was generally behavior related thus resulting in longer than 1 week to measure progress.

7. Study the results
Through visits and inspections with the establishments the following data was collected.

The results display that our Quality Improvement methods did not improve the occurrences of Poor Hygiene violations.

8. Standardize the Improvement or Develop New Theory
WHBHD post QI improvements did not improve the occurrences of Poor Hygiene violations.

9. Establish Future Plans
The opportunity for outreach to all establishments is desired. Testing of the Quality Improvement methods to prove WHBHD’s theory will be performed again prior to full implementation. WHBHD plans to work on communication abilities to all establishments. Potentially a link and video via email or a website may be utilized. Continued monitoring of the Poor Hygiene violations will be ongoing. In addition inspector standardization is
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Quality Improvement
Story Board:
Reduction in failed food service reinspections

being discussed and in the WHBHD long term plans.