



STAFF REPORT

Report To: Board of Health

Meeting Date: March 17, 2016

Staff Contact: Dustin Boothe (dboothe@carson.org)

Agenda Title: Presentation and Discussion Only: Present and discuss the quality improvement project conducted within the Environmental Health Division to improve the Food Handler's Education and Testing method.

Staff Summary: Carson City Health and Human Services (CCHHS) has a quality improvement plan. The mission of the plan is to continuously improve the quality of our programs, processes, and services so that the department may provide high quality services which best fulfill the needs of the community and improves the quality of life within the community.

Agenda Action: Other/Presentation

Time Requested: 15 min.

Proposed Motion

Presentation and Discussion Only

Board's Strategic Goal

Quality of Life

Previous Action

N/A

Background/Issues & Analysis

N/A

Applicable Statute, Code, Policy, Rule or Regulation

N/A

Financial Information

Is there a fiscal impact? Yes No

If yes, account name/number:

Is it currently budgeted? Yes No

Explanation of Fiscal Impact:

Alternatives

N/A

Board Action Taken:

Motion: _____

1) _____

2) _____

Aye/Nay

(Vote Recorded By)

Disease Control and Prevention Division



Food Safety Training Upgrade

Online Food Handlers
Education and Test

Carson City Board of
Health

March 17, 2016



• Assessment of In House
Testing

• Deployment of Online
Education and Testing

• Ongoing Evaluation





• Assessment of In House Testing

What Clients Wanted:

- Ability to study and take the exam anytime
- Ability for the education and exam to be in different languages
- Ability to have timely feedback on exam results

What the Health Department Wanted:

- Ability to have updated training materials
- Ability for multiple languages
- Ability to check for valid certificates in the field
- ANSI accredited test
- Increased analytics



• Deployment of Online Education and Testing

<http://gethealthycarsoncity.org/foodtest/>

Deployed July 1, 2015

- Averaging 20 tests a month
- Prior year averaged 11 tests a month
- Average passing score 89%



Food Handler Testing

Carson City Health & Human Services now offers electronic food handlers testing!

We will no longer be providing food handler testing at our facility.
Food Tests will only be available online as of July 15, 2015!

By clicking on the links below you will be directed to the outside vendor who administers the test for Carson City Health and Human Services. If you have any questions or concerns please contact us at (775) 887-2190.

**Food Handler
Training & Testing**

Click Here to Begin! 

Carson City/Douglas County, Nevada Food Handlers Card Training

TOTAL PRICE:	AVAILABLE LANGUAGES:
\$15.00	English, Spanish, Arabic, Vietnamese, Tagalog, Serbian-Croatian
Test attempts: 2	Percentage required to pass: 70%



• Ongoing Evaluation

- Establishing a customer satisfaction survey
- Expand testing

