



STAFF REPORT

Report To: Board of Health **Meeting Date:** June 17, 2021

Staff Contact: Nicki Aaker, NAaker@carson.org and Alicia Timoff, ATimoff@carson.org

Agenda Title: For Discussion Only: Discussion and presentation on the quality improvement project conducted in relation to the Environmental Health program of the Carson City Department of Health and Human Services ("CCHHS"), titled "Food Establishment Audit Report". (Nicki Aaker, NAaker@carson.org and Alicia Timoff, ATimoff@carson.org)

Staff Summary: CCHHS has a plan to foster a culture of quality improvement. The mission of the plan is to continuously improve the quality of CCHHS programs, processes, and services so that CCHHS may provide high quality services which best fulfill the needs of the community and improve the quality of life within the community. Quality improvement is the foundation of the Public Health Accreditation process and informing the governing entity is one of the measures.

Agenda Action: Other / Presentation **Time Requested:** 15 minutes

Proposed Motion

N/A

Board's Strategic Goal

Quality of Life

Previous Action

N/A

Background/Issues & Analysis

After revising the food establishment inspection form, staff created an audit tool late in 2018 based on the Food & Drug Administration's Voluntary National Retail Food Regulatory Program Standard #4. There are 10 key quality elements and the recommendation is to achieve 75% compliance.

Applicable Statute, Code, Policy, Rule or Regulation

N/A

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number:

Is it currently budgeted?

Explanation of Fiscal Impact:

Alternatives

N/A

Attachments:

[CCHHS_EH QI Project 2020_BOH.pdf](#)

Board Action Taken:

Motion: _____

1) _____

2) _____

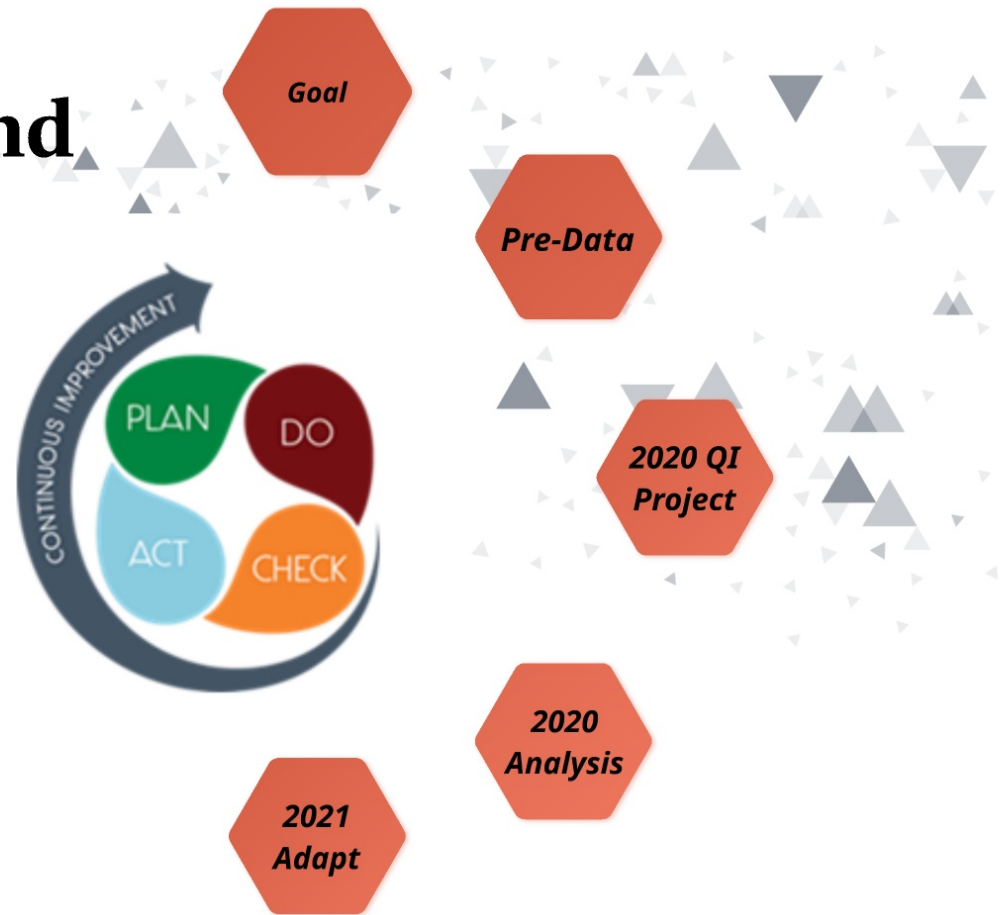
Aye/Nay

(Vote Recorded By)

Carson City Health and Human Services

Environmental Health: QI Project

Food Establishment Audit Report



Background

- Food & Drug Administration (FDA) Standards
 - Create a standard within the regulatory body to encourage safe food handling practices within the community
 - 75% compliance recommended
- Environmental Health (EH) Division created an audit late 2018

EH Audit

EH Audit Elements

1. Determines and documents the compliance status of each risk factor and intervention (i.e., IN compliance, OUT of compliance, Not Observes, or Not Applicable) through observation and investigation
2. Completes an inspection report that is clear, legible, concise, and accurately records findings, observations, and discussions with establishment management
3. Interprets and applies laws, regulations, policies, and procedures correctly
4. Uses appropriate To Wit: in order to cite the proper code provisions
5. Documentation contains evidence that inspector reviews past inspection findings and acts on repeated or unresolved violations
6. Documentation contains evidence of follow through with compliance and enforcement
7. Obtains and documents on-site corrective action for out-of-control risk factors at the time of inspection as appropriate to the type of violation
8. Documents that options for the long-term control of risk factors were discussed with establishment managers, especially when the same out-of-control risk factor occurred on consecutive inspection
9. Verifies and documents that the establishment is in the proper risk category and that the required inspection frequency is being met
10. Files reports and other documentation in a timely manner

EH Audit Grading

- Audits conducted monthly
- In/Out of compliance
- Each monthly audit will be combined to get an overall average

Carson City Health and Human Services
 Environmental Health Division
 900 E. Long St.
 Carson City, NV 89706
 (775) 887-2190



Douglas County
 Environmental Health Department
 1594 Esmeralda Ave.
 Minden, NV 89423
 (775) 782-6207

Monthly Program Self Audit

Form Completed By: _____ Date: _____

Review Criteria																
1	Determines and documents the compliance status of each risk factor and intervention (i.e., IN compliance, OUT of compliance, Not Observed, or Not Applicable) through observation and investigation															
2	Completes an inspection report that is clear, legible, concise, and accurately records findings, observations and discussions with establishment management															
3	Interprets and applies laws, regulations, policies and procedures correctly															
4	Uses appropriate To Wit: in order to cite the proper code provisions															
5	Documentation contains evidence that inspector reviews past inspection findings and acts on repeated or unresolved violations															
6	Documentation contains evidence of follow through with compliance and enforcement															
7	Obtains and documents on-site corrective action for out-of-control risk factors at the time of inspection as appropriate to the type of violation															
8	Documents that options for the long-term control of risk factors were discussed with establishment managers, especially when the same out-of control risk factor occurred on consecutive inspections															
9	Verifies and documents that the establishment is in the proper risk category and that the required inspection frequency is being met															
10	Files reports and other documentation in a timely manner															
Review 2 establishment files from each inspector. Evaluate inspector performance for items 1 - 10 above. Mark each item 0 (non-compliant) or 1 (complies)																
#	Inspector	Establishment Files Reviewed	Inspection Date	Category	Grade	1	2	3	4	5	6	7	8	9	10	Total (row)
1																
2																
3																
4																
5																
6																
7																
8																
Total by review criteria																
Notes/ Comments:														SUM		
														%= (sum/80)X100		

Carson City Health and Human Services

Environmental Health: QI Project

Food Establishment Audit Report



Pre-Data 2019

- Based off FDA recommendations and the EH audits that were created
- Not meeting FDA Recommendation of 75% compliance

Data

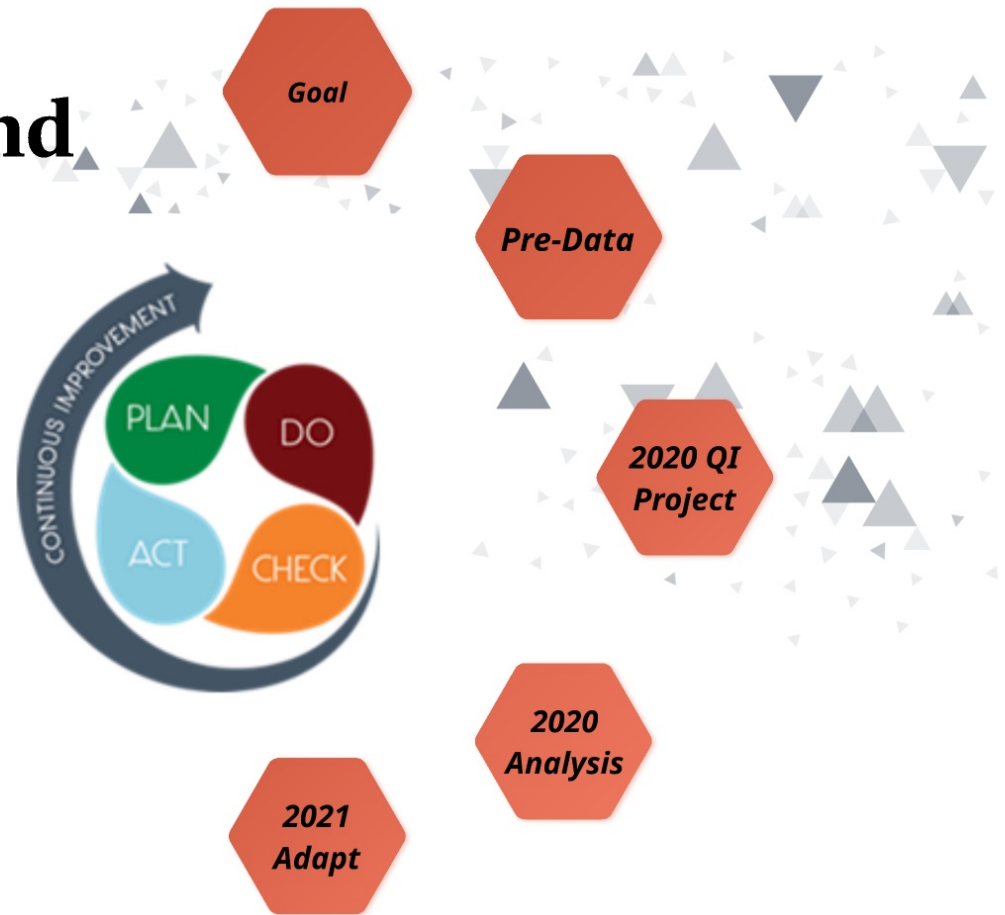
2019 Pre-Data

Compliance by Review Criteria 2019														
Review Criteria #	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	
1	38%	50%	100%	100%	100%	100%	100%	75%	75%	75%	75%	75%	80%	
2	88%	100%	100%	100%	100%	75%	88%	75%	75%	50%	75%	75%	83%	
3	100%	100%	100%	88%	100%	100%	88%	75%	75%	75%	63%	75%	86%	
4	75%	63%	75%	88%	88%	88%	88%	75%	63%	63%	63%	75%	75%	
5	0%	25%	50%	0%	13%	0%	0%	0%	0%	0%	0%	25%	9%	
6	13%	50%	63%	38%	100%	88%	75%	25%	38%	13%	75%	63%	53%	
7	13%	0%	13%	75%	100%	100%	63%	50%	0%	50%	75%	63%	50%	
8	0%	13%	50%	100%	100%	100%	50%	63%	13%	63%	75%	75%	58%	
9	0%	0%	0%	50%	0%	75%	38%	50%	0%	0%	0%	38%	21%	
10	100%	100%	100%	38%	50%	50%	50%	13%	13%	25%	0%	0%	45%	
													Total Average	56%

Carson City Health and Human Services

Environmental Health: QI Project

Food Establishment Audit Report



2020 QI Project

Goal: To achieve a 75% compliance across our Food Establishment Audits.

Identify: Targeted 3 worst areas of compliance and create a plan to target those areas.

Measure: Monthly audits

Time frame: Implemented over the course of 2020

Changes

Target Areas

- #5 - Documentation Contains Evidence That Inspector Reviews Past Inspection Findings And Acts On Repeated Or Unresolved Violations
- Added In/Out compliance on Inspector Check-List
 - Updated Inspector "Due Report" with previous violation codes

Inspection Checklist					
IN	OUT	N/O	N/A	Default	Violation Description
X					Inspection Comments
X					Demonstration of Knowledge and Supervision
X					Compliance with Communicable Disease Procedures
X					Employee Hygiene
X					Hands Clean and Properly Washed
X					Avoidance of Bare Hand Contact With Ready-To-Eat Foods
X					Adequate Handwash Facilities Supplied and Accessible
X					Approved Source
X					Molluscan Shellfish Requirements/ Fish Parasite Destruction
X					Food in Good Condition, Safe, and Unadulterated
X					Proper Storage of Raw Animal Foods (Meats/Eggs)
X					Food Protection From Environmental Contamination
X					Food Contact Surfaces Cleaned and Sanitized
		X			Returned, Previously Served, Reconditioned & Unsafe Food
		X			Food Received at Proper Temperature
		X			Proper Cooking Times And Temperatures
X					Proper Cold Holding Temperatures (PHF)
X					Proper Hot Holding Temperatures (PHF)
		X			Proper Cooling Times And Temperatures
X					Proper Reheat Procedures For Hot Holding
			X		Proper Use of Time As A Public Health Control
X					Proper Date Marking and Disposition
X					Consumer Advisory
X					Highly Susceptible Populations
			X		Specialized Processes, Compliance with HACCP / Variance
X					Hot and Cold Water Available, Adequate Pressure, and Potable
X					Sewage and Other Waste Water Properly Disposed
X					Vermin and Animals
X					Food Additives, Approved, Declared, and Properly Used
X					Toxic Substances Properly Identified, Stored, and Used
X					File Review
Score		Grade			
0		A			

04/26/21 10:41
User ID: AAT

CARSON CITY HEALTH and HUMAN SERVICES
Inspections Due Report by

Page 1

Employee 9999 Inspections Due Through 05/30/2021 Include: Regular Inspections, Call-Backs, IR

Site # IR #	Site Name	Address	Pgm Inv #	Inventory Type Inventory Description	Last Service	Last Insp Freq	Insp-Due Call-Back
32	CARSON CITY SENIOR CITIZENS CENTER 775-883-0703	911 BEVERLY DR CARSON CITY 89706	16F 1	FOOD FACILITY-FEE EXEMPT	ROUTINE INSPECTION	11/13/20 R3	05/13/21
Demerit 0 Non-Critical: 1 Non-Critical Open: 1							
Violations: C-1							
78	KENTUCKY FRIED CHICKEN 775-883-4092	2523 N CARSON ST CARSON CITY 89706	16F 1	RESTAURANT 0-50 SEATS	CHANGE OF OWNERSHIP INSPECTION	04/01/21 R2	05/01/21
Demerit 0 Non-Critical: 1 Non-Critical Open: 1							
Violations: C-1							
98	PIZZA HUT #011662 775-882-5878	2441 N CARSON ST CARSON CITY 89706	16F 1	RESTAURANT 51-100 SEATS	ROUTINE INSPECTION	11/12/20 R2	05/12/21
Demerit 7 Critical: 1 Critical Open: 1 Non-Critical: 2 Non-Critical Open: 2							
Violations: C-1, 001, 016A							

Target Areas

CARSON CITY OFFICE
900 E. LONG ST.
CARSON CITY, NV 89706
P: (775) 887-2190
F: (775) 887-2248



PUBLIC HEALTH
REGIONAL PARTNERSHIP
Carson City Douglas County

DOUGLAS COUNTY OFFICE
1594 ESERALDA AVE.
MINDEN, NV 89423
P: (775) 782-6207
F: (775) 887-2248

Health Permit Application

New Business
 Change of Ownership Date: _____
 Information Update Date: _____

Type of Ownership: Sole Proprietor Corporation LLC Other: _____

Type of Health Permit (check all that apply):

<input type="checkbox"/> Restaurant	<input type="checkbox"/> Pool/Spa	<input type="checkbox"/> Hotel/Motel	<input type="checkbox"/> Caterer
<input type="checkbox"/> Bar	<input type="checkbox"/> Mobile Home/TV Park	<input type="checkbox"/> Child Care	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Mobile Food Unit	<input type="checkbox"/> Grocery/Market	<input type="checkbox"/> Processing Facility	<input type="checkbox"/> Tear Count

Business/Site Information

Facility Name (DBA): _____

Address: _____

City: _____ State: _____ Zip: _____

Business Phone: () _____ Alternate Phone: () _____ Fax: () _____

Care Of: _____ Email Address: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Water Provider/NO: _____

Owner Information

Owner Name: _____

Owner Address: _____

City: _____ State: _____ Zip: _____

Home Phone: () _____ Alternate Phone: () _____ Fax: () _____

Partnership/Corp/LLC Name: _____

Care Of: _____ Email Address: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Billing Information

Mailing address for invoices: Business (site) Business Mailing Owner (home) Owner Mailing Other

If other was checked, what is the correct billing address? _____

Approval of this application and issuance of a Health Permit is required before commencing operation. Failure to obtain approval and pay fees in a timely manner may result in closure. The undersigned applicant agrees to operate in accordance with all applicable state laws and local codes.

Signature of Applicant: _____ Print Name: _____ Date: _____

PERMITS(S) AND FEES(S) ARE NOT TRANSFERABLE OR REFUNDABLE.

FOR OFFICIAL USE ONLY

Received By	Total Fees	Date Paid	Date Invoice Mailed
Date Permit Mailed	Number of Inventories	Date Entered into Sweeps	Additional Area / Category

Revised: 10/22/2020

#9 - Verifies And Documents That The Establishment Is In The Proper Risk Category And That The Required Inspection Frequency Is Being Met

- Updated our Health Permit Application form
- Monthly Inspection Due Report inspectors began updating the forms with proper Risk Category 1, 2, or 3.
- At the end of each month inspectors to give Inspection Due Reports to admin staff to update SWEEPs system

Target Areas

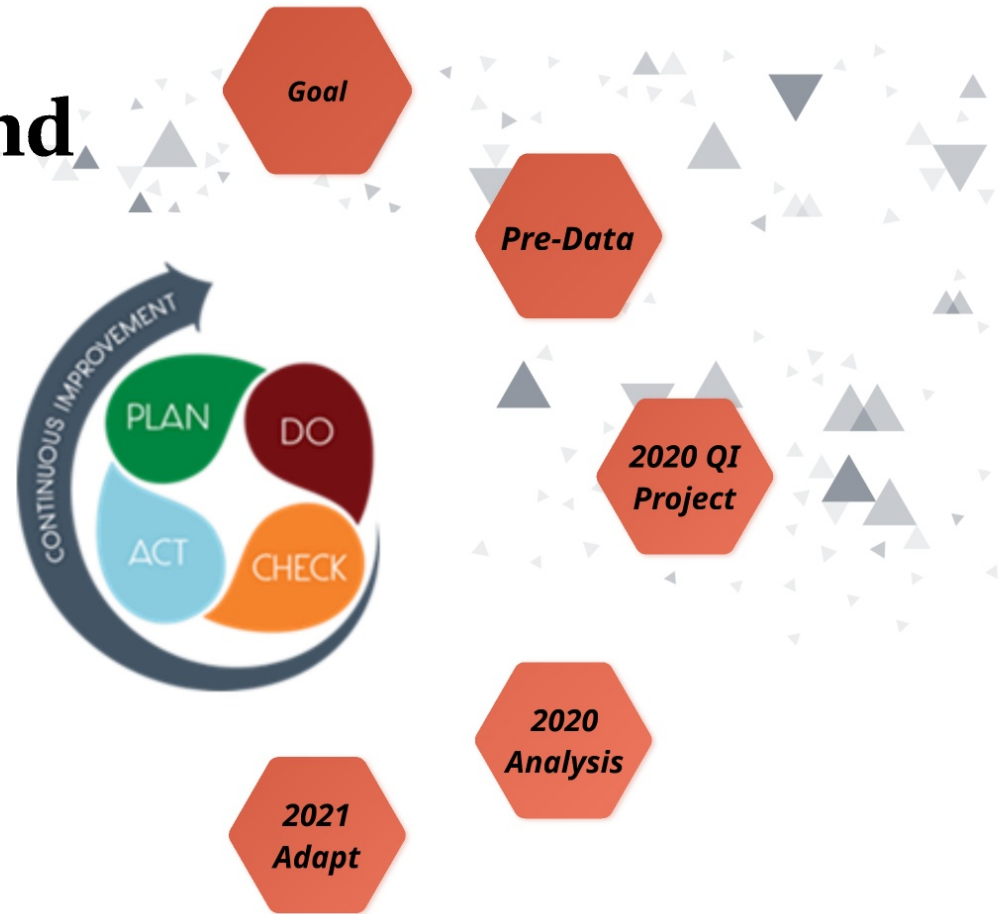
#10 - Files Reports And Other Documentation In A Timely Manner

- Inspectors are responsible for filing.
- To aid inspectors, as inspectors turn in Inspection Due Reports with updated Risk Categories, administrative staff will assist with the filing.

Carson City Health and Human Services

Environmental Health: QI Project

Food Establishment Audit Report



Food Establishment Audit Report Quality Improvement Project

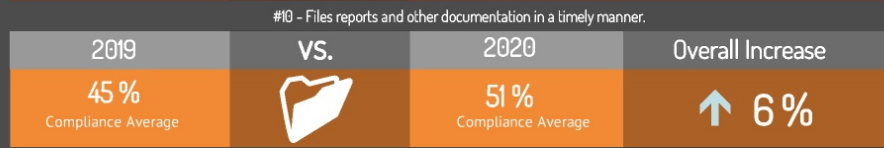
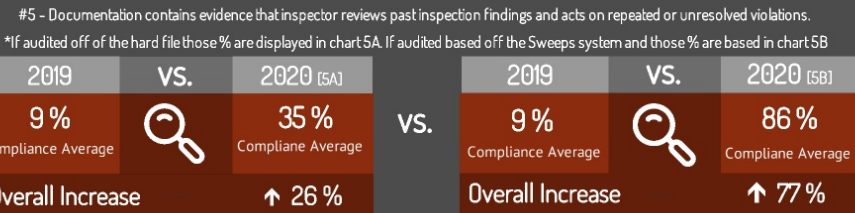
In late 2018, the Environmental Health Department (EH) compared our current food establishment inspection reporting practices with 10 key quality standards identified within Standard 4 of the FDA Voluntary National Retail Food Regulatory Program Standards. Those 10 standards are:

1. Determines and documents the compliance status of each risk factor and intervention (i.e., IN compliance, OUT of compliance, Not Observes, or Not Applicable) through observation and investigation
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9. Verifies and documents that the establishment is in the proper risk category and that the required inspection frequency is being met
10. Files reports and other documentation in a timely manner

The comparison identified multiple sections that were not utilized and had the potential to improve the overall clarity, consistency, and credibility of food establishment inspection reports. The FDA recommends food inspection programs maintain a compliance level of at least 75%.

Out of the 10 key sections the EH department decided to target the three lowest areas of compliance. Those sections are 5, 9, and 10. To the right are the compliance comparison from 2019 and 2020. During the audit process, EH did find a discrepancy with the auditing process. Therefore, depending on how the audit is conducted Section 5 of the audit either achieves, or does not achieve the 75% goal. Both results are displayed. Although EH was unable to achieve the 75% compliance goal across the board for 2020, the department was able to increase compliance across the board in all categories. With a notable <30% increase in Sections 6, 7 and 8 that were not directly targeted in the QI project. EH will be adopting some new policies for 2021 and continues to work towards that goal of 75% compliance.

Compliance by Review Criteria 2019													
Review Criteria #	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
1	38%	50%	100%	100%	100%	100%	100%	75%	75%	75%	75%	75%	80%
2	88%	100%	100%	100%	100%	75%	88%	75%	50%	75%	75%	75%	83%
3	100%	100%	100%	88%	100%	100%	88%	75%	75%	75%	63%	75%	86%
4	75%	63%	75%	88%	88%	88%	88%	75%	63%	63%	63%	75%	75%
5	0%	25%	50%	0%	13%	0%	0%	0%	0%	0%	0%	25%	9%
6	13%	50%	63%	38%	100%	88%	75%	25%	38%	13%	75%	63%	53%
7	13%	0%	13%	75%	100%	100%	63%	50%	0%	50%	75%	63%	50%
8	0%	13%	50%	100%	100%	100%	50%	63%	13%	63%	75%	75%	58%
9	0%	0%	0%	50%	0%	75%	38%	50%	0%	0%	38%	38%	21%
10	100%	100%	100%	38%	50%	50%	50%	13%	13%	25%	0%	0%	45%

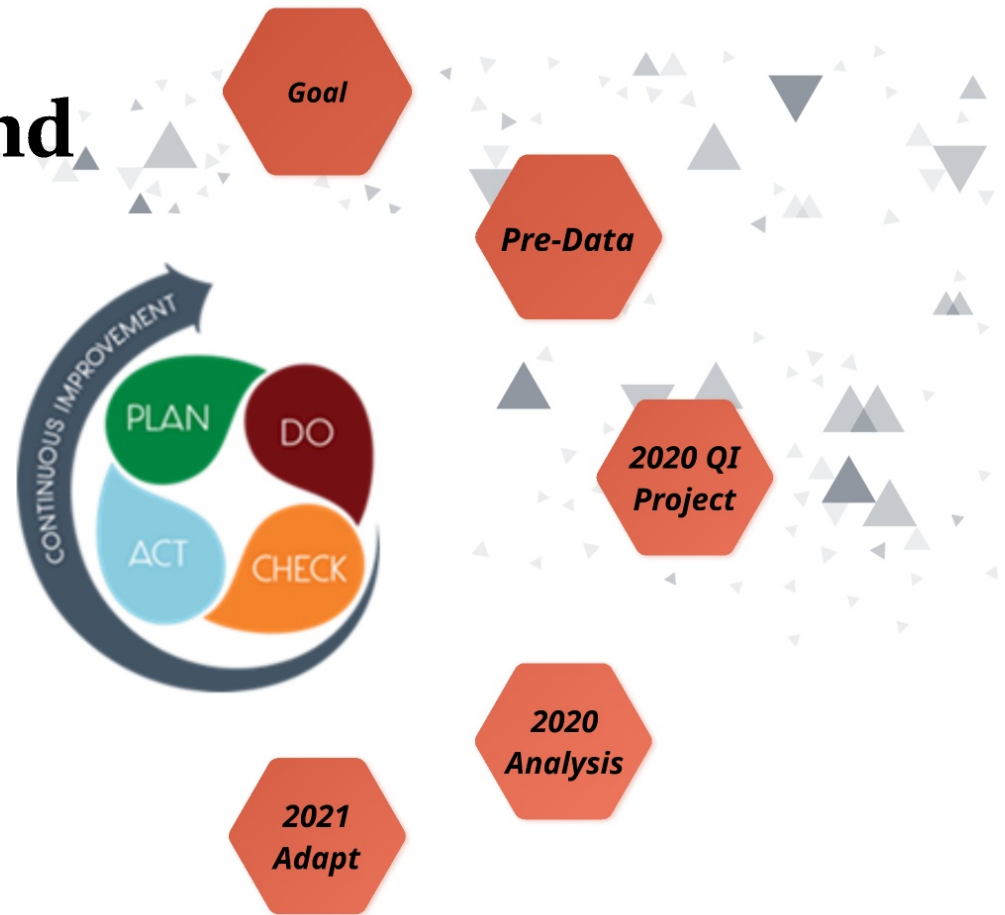


Compliance by Review Criteria 2020 (5A/5B)													
Review Criteria #	[5A: Audited off of the hard file] [5B: Audited off of the Sweeps program]											Average	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov		Dec
1	75%	88%	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	85%
2	75%	88%	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	85%
3	75%	88%	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	85%
4	75%	88%	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	85%
5A	75%	25%	0%	0%	25%	25%	50%	50%	50%	38%	38%	50%	35%
5B	N/A	N/A	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	86%
6	75%	88%	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	85%
7	75%	88%	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	85%
8	75%	88%	88%	25%	75%	75%	100%	100%	100%	100%	100%	100%	85%
9	75%	25%	50%	25%	25%	25%	25%	38%	38%	38%	38%	50%	38%
10	75%	50%	63%	25%	38%	25%	75%	75%	50%	63%	25%	50%	51%

Carson City Health and Human Services

Environmental Health: QI Project

Food Establishment Audit Report





2021 QI Adaptations

Goal: To achieve a 75% compliance across our Food Establishment Audits.

Identify: Still targeting 3 worst areas of compliance. Add 2 new elements to the audit.

Measure: Monthly audits

Time frame: Implemented over the course of 2021.



Changes

Target Areas

#5 - Documentation Contains Evidence That Inspector Reviews Past Inspection Findings And Acts On Repeated Or Unresolved Violations

- Section 5 will now be audited as a two part section:
 - 5A - Based off the hard file
 - Checklist is filed with report
 - Code 116 is entered. "FILE REVIEWED" on the report.
 - "REPEAT VIOLATION"
 - 5B - Checklist is completed in SWEEPs

Target Areas

#9 - Verifies And Documents That The Establishment Is In The Proper Risk Category And That The Required Inspection Frequency Is Being Met

- Master File Listing (MFL)
- Each inspector to assign the risk category
- Inspector to give due date of MFL
- Alicia to update system
- CCMC

Target Areas

#10 - Files Reports And Other Documentation In A Timely Manner

- This part of the audit will be split into two parts.
- 10A: Files reports and other documentation in a timely manner (Hard File)
 - Inspectors are responsible for filing inspection reports
- 10B: Conducts upload/downloads daily. Desktop entries are entered within 24 hrs and hard copy is scanned and saved to Sweeps file.

Carson City Health and Human Services

Environmental Health: QI Project

Food Establishment Audit Report

