# APPENDIX D: STORYBOARD

Middle-Brook Regional Health Commission

111 Greenbrook Rd. Green Brook, NJ 08812

732-968-5151

Compliance Rate for State Mandated Food Inspections



#### **PLAN**

LOCAL HEALTH DEPARTMENT NAME:

Identify an opportunity and Plan for Improvement

## 1. Getting Started

ADDRESS:

PHONE NUMBER:

PROJECT TITLE:

The compliance rate for completing State Mandated food inspections has decreased over the past three years. To increase the number of food establishments being inspected each year the Middle-Brook Regional Health Commission staff met and developed criteria to increase food inspections monthly.

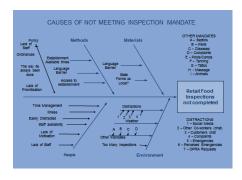
Previously there was not a system in place requiring how many inspections needed to be done monthly to ensure that all establishments are done yearly. In January 2015 the compliance rate of State mandated food inspections were reviewed for the past three years. The rate went from 90% completed in 2012 to 65% completed in 2014.

#### 2. Assemble the Team

The entire Middle-Brook Regional Health Commission staff was involved in the process. All staff had an active role in the discussion, design, and implementation of the process of increasing food inspections. An aim statement was created. By December 1, 2015 - the inspection staff will see an increase in compliance rate of food establishment inspections completed from 65% to 100%. An evaluation of the process will be completed by May 1, 2015 to see if inspectors are on track for completing food inspections by December 1, 2015.

### 3. Examine the Current Approach

On January 13, 2015 staff members met and discussed issues preventing food inspections and how we currently handle food inspections. The staff members created a fish bone diagram giving reasons why they are having problems completing food inspections.



A flow chart was also created at the meeting. The chart shows how we decide on what and when inspections are done.

Based on both the fish bone diagram and the flow chart we knew that we needed to come up with ideas on how to increase food inspections while still completing other required work.

## 4. Identify Potential Solutions

On 2/24/15 the inspection staff met to talk about potential solutions to increase food inspections. The inspection staff brainstormed and created an Affinity Diagram to identify potential solutions.

Based on the Affinity Diagram results it was determined that a set number of food inspections need to be completed each month. It was furthered determined that 10% of establishments will be inspected

each month. The 10% will only be applied to initial food inspections.



The group also wants to utilize check sheets that the state health department provides for standardization of food inspections on NCR paper to improve time and consistency of inspections.

# 5. Develop an Improvement Theory

By requiring a set amount of inspections of retail food establishments each month it is our prediction that food inspections will be a priority for inspectors. This will allow inspectors to spread out inspections over the year and complete them before the end of the year. By May 1, 2015, the health department plans to have 40% of initial food inspections completed.

The plan was put into place March 17, 2015. The number of inspections done will be submitted each month at the quality council meetings.

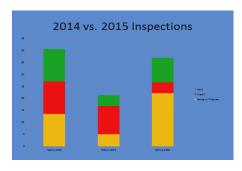
DO

Test the Theory for Improvement

### 6. Test the Theory

The staff felt that by requiring 10% of the food inspections to be done monthly it would encourage them to complete inspections on time by spreading them out over a ten month period and not rush to complete towards the end of the year.

It was decided that data will be collected monthly for March and April and since we started requiring 10% in March that the months of January and February would be combined, with the goal to reach 40% of food establishments inspected by May 1, 2015. A bar chart was created to show monthly percentage results per inspector.



A line chart was completed to compare the percent completed last year to this year using the same time-period of January to April. This was done to see if there was an increase of food inspections done over last year.



#### CHECK

Use Data to Study Results of the Test

#### 7. Check the Results

Data showed an increase in inspections completed from 28% in 2014 to 34% completed in 2015 over the same time-period. Individual data also showed an increase in inspections done by inspection staff. The data also showed that variations of improvement were observed for different staff members. The variation of the inspection staff is an issue that will need further investigation.

A questionnaire was completed by all staff members to receive feedback on the food inspection QI project. Many staff members felt that the process being used encouraged more food establishments to be inspected per month and held inspection staff more accountable to complete inspections. The main problem that the process did not take into account was other responsibilities the inspection staff is required to complete monthly.

Given that the testing phase of the process has only been two months, it was decided to continue the testing phase to June 30, 2015. At that time, an evaluation will be done to determine if the process should be implemented.

#### **ACT**

Standardize the Improvement and Establish Future Plans

# 8. Standardize the Improvement or Develop New Theory

While the improvements did not reach the target goal of 40%, the number of establishments inspected did increase over last year for all inspection staff. At this time, the MBRHC staff could not determine if the new policy is a complete success. The staff would like to continue using the new policy for a few more months to see if 100%

completion rates of establishment inspections can be accomplished by December 1, 2015.

Due to time constraints, the staff felt that by only evaluating the project over a two-month time period one could not accurately predict if the current process of 10% of establishments inspected over a month will work in the long term. The staff did determine that the increase in inspections is worth continuing the process. The QI project will be continued to be evaluated until June 30, 2015.

#### 9. Establish Future Plans

While participating in the process MBRHC staff decided that new forms will help with streamlining inspections and making inspections more consistent across inspection staff. The form that was chosen is provided by the State Health Department. The form was given to the inspection staff at the end of April. This gave inspection staff limited amount of time to evaluate the form's effectiveness. The inspection forms will be used during the additional months of testing the new process. When the process is revaluated in July 2015, it will be determined if we keep using the forms.

It was also noted that inspection staff needs to further look into when and how establishments are chosen for inspections. Grouping inspections by location may increase the number of inspections done.

When the process is revaluated in July 2015, a decision will be made about adopting the changes to the inspection process. If the changes are adopted the QI council will consider implementing this process for all mandated inspections.