



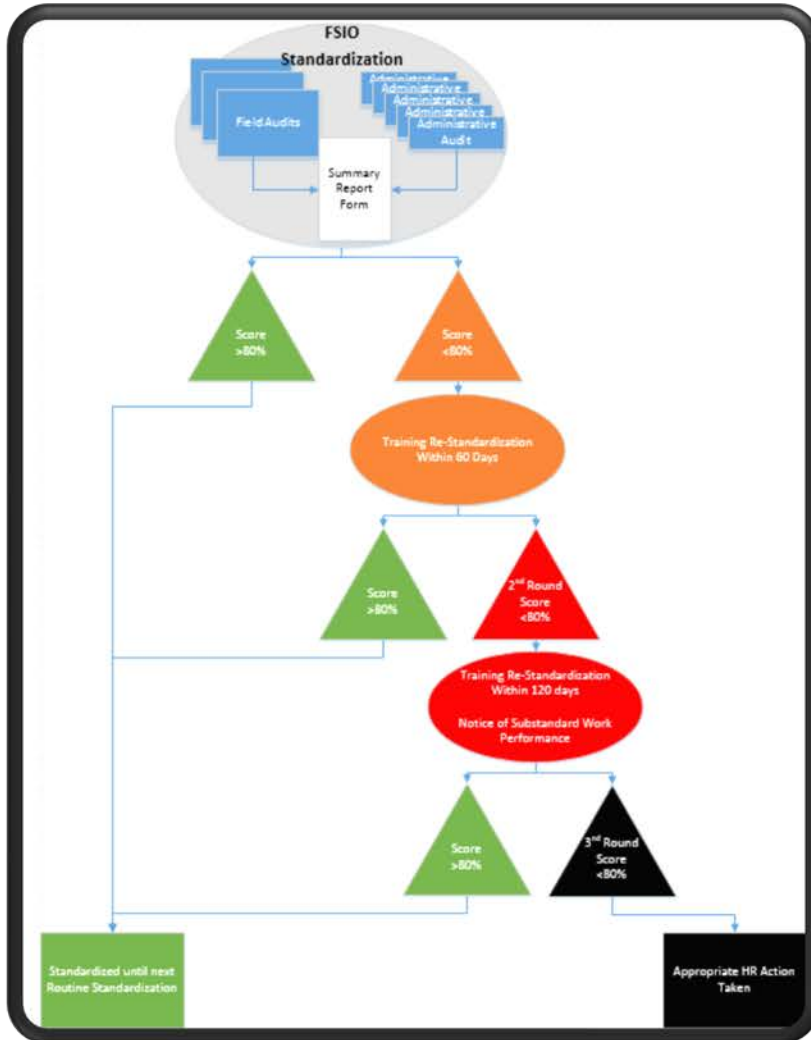
Quantifying Inspector Performance

Development of scoring system for inspector auditing

South Carolina Department of Health and Environmental Control

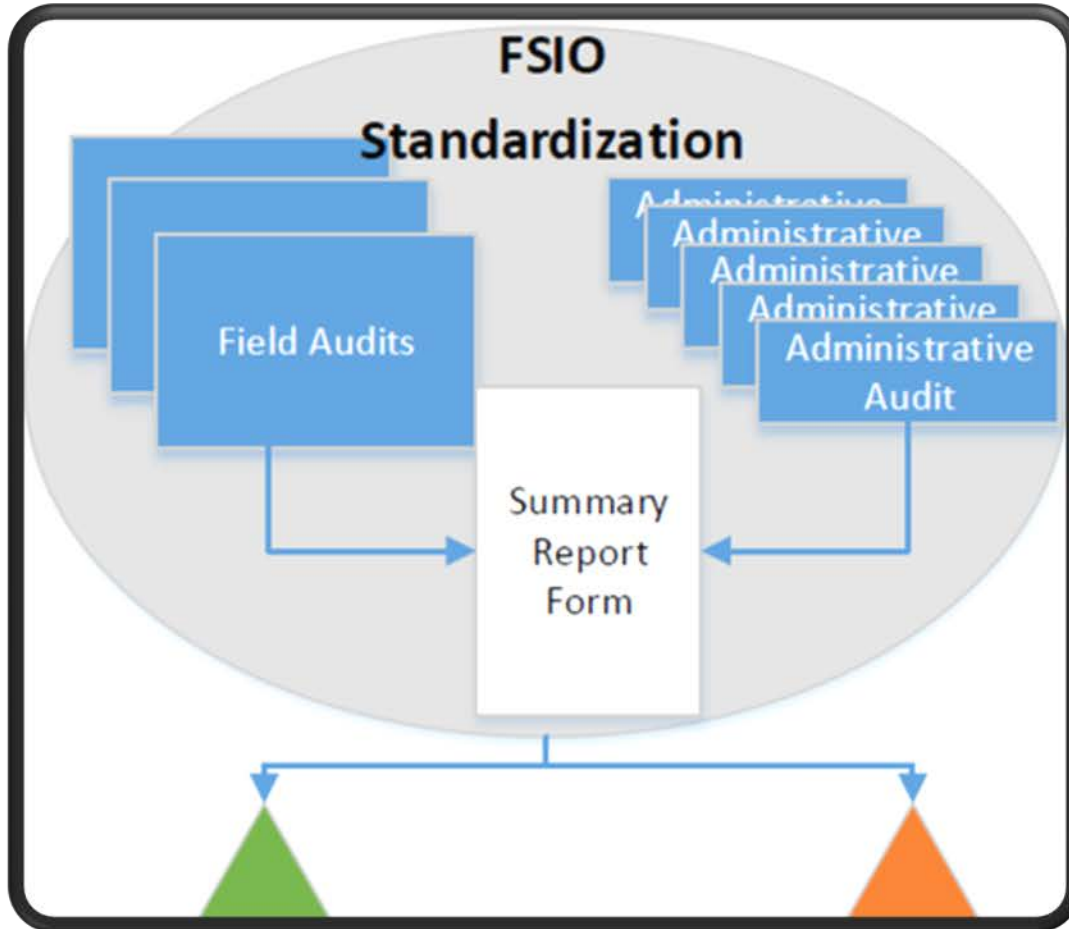
Healthy People. **Healthy Communities.**

- Standardization Process
- Quantifying Score
- Electronic Systems



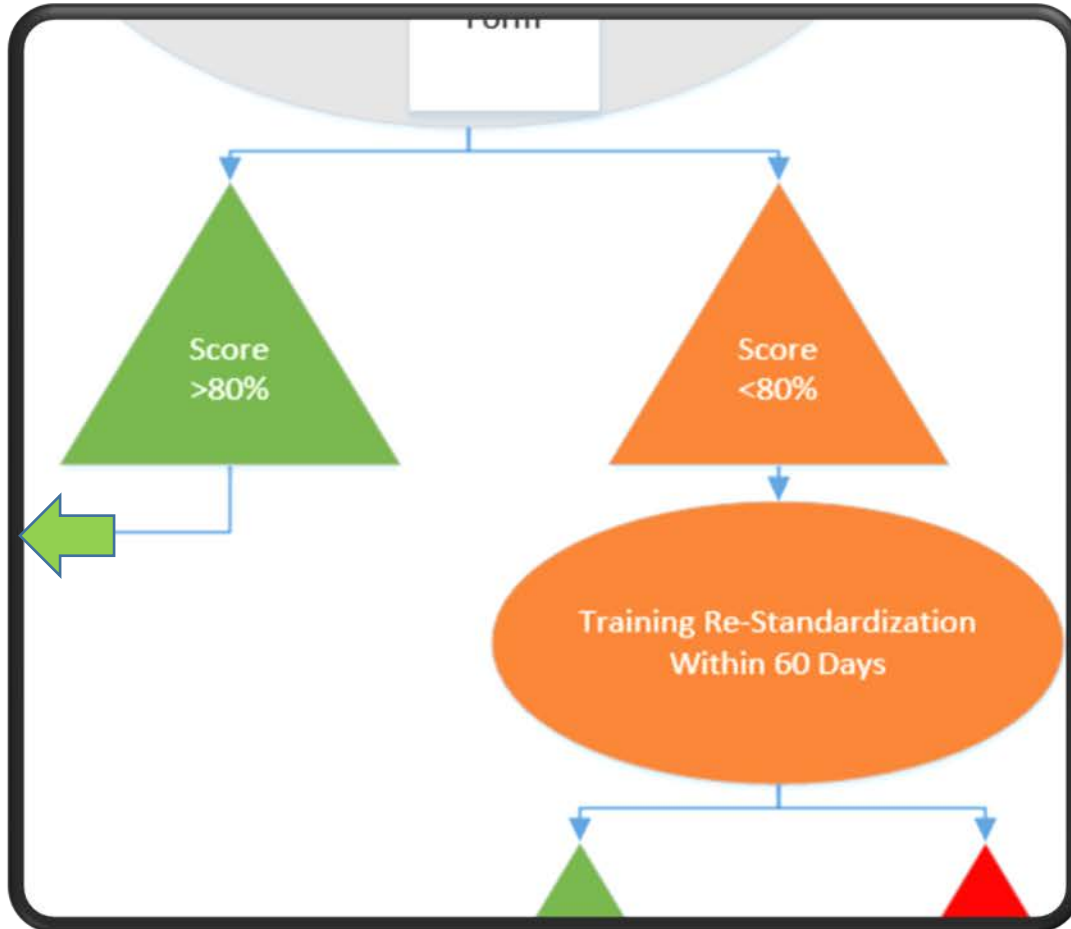
Standardization Process

Standardization Process



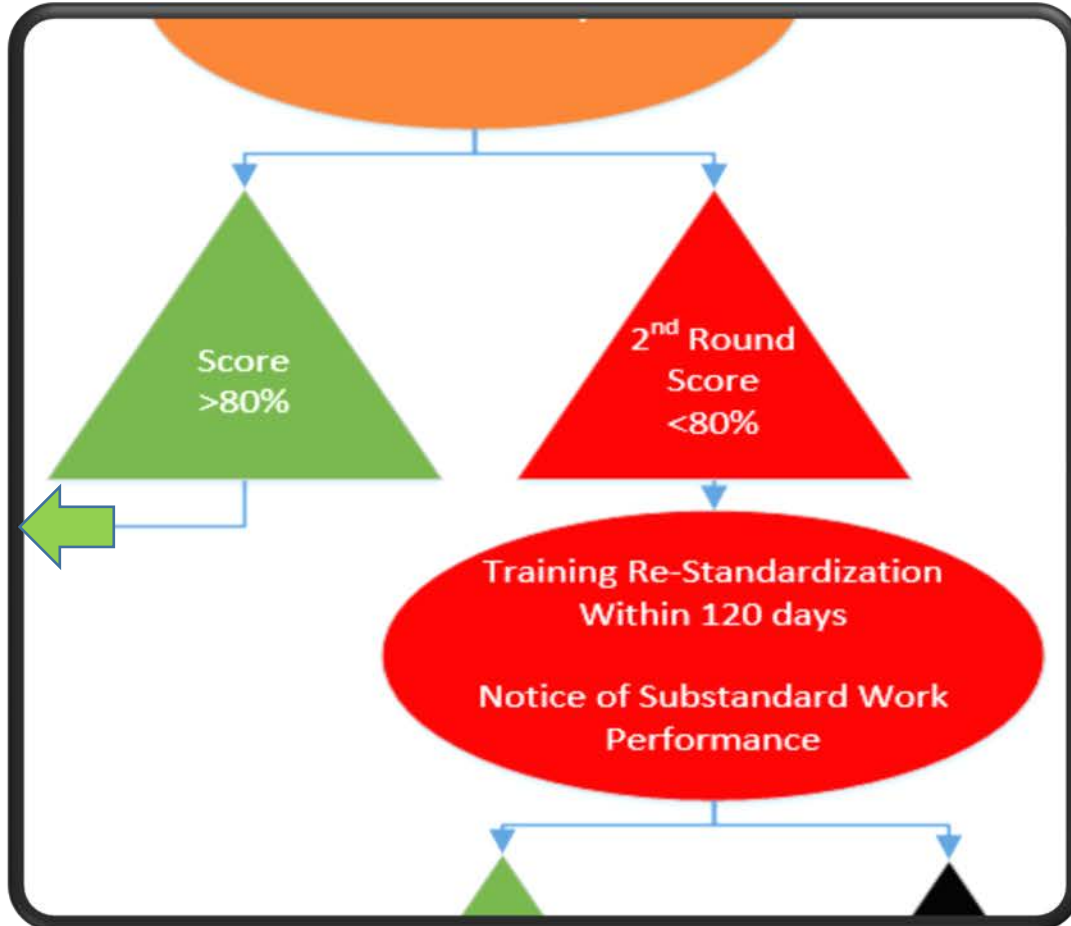
- FSIO – Food Safety Inspection Officer
- 3 Field Audits
- 5 Administrative Audits
- 1 Summary Report

Standardization Process



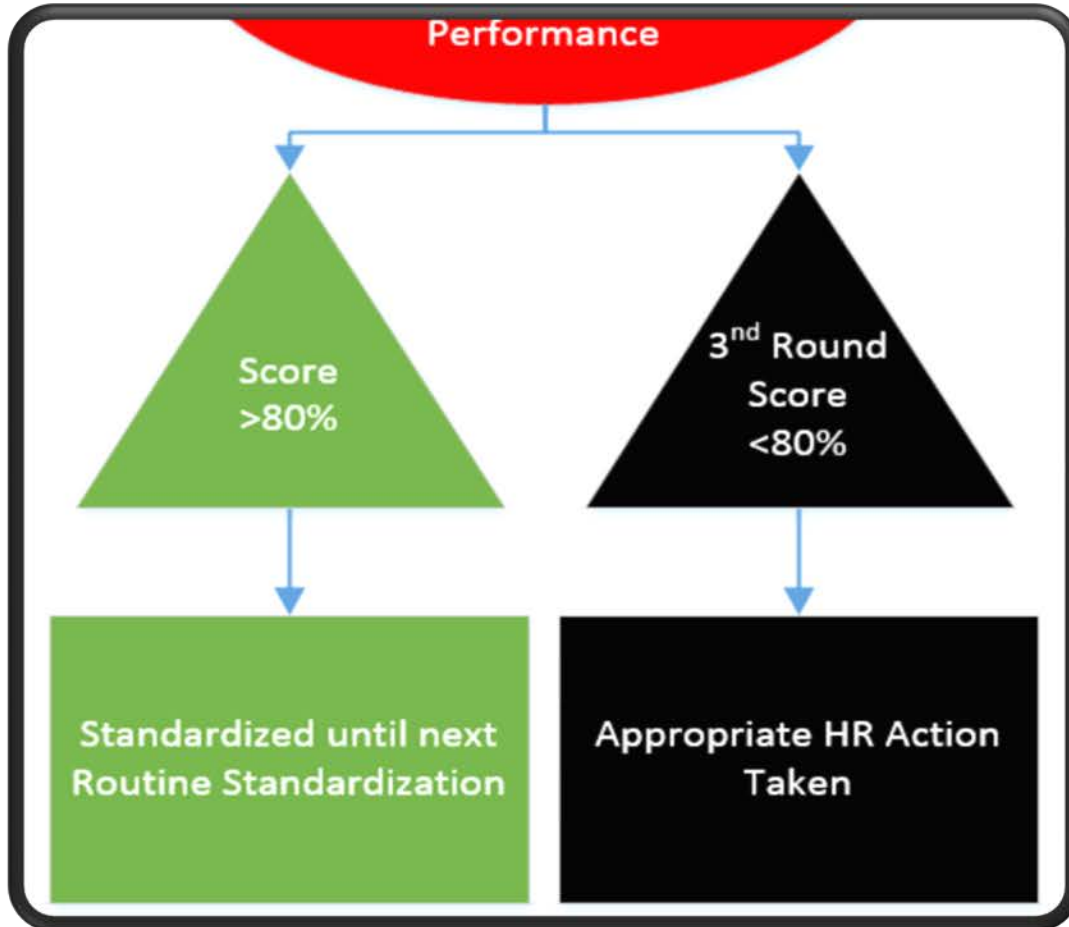
- Over 80% is passing for baseline standardization
- Any score under 80% on 1st round requires Re-Standardization within 120 days

Standardization Process



- Over 80% is passing for baseline standardization
- Any score under 80% on 2nd round requires Re-Standardization within 120 days and issuance of Notice of Substandard Work Performance

Standardization Process

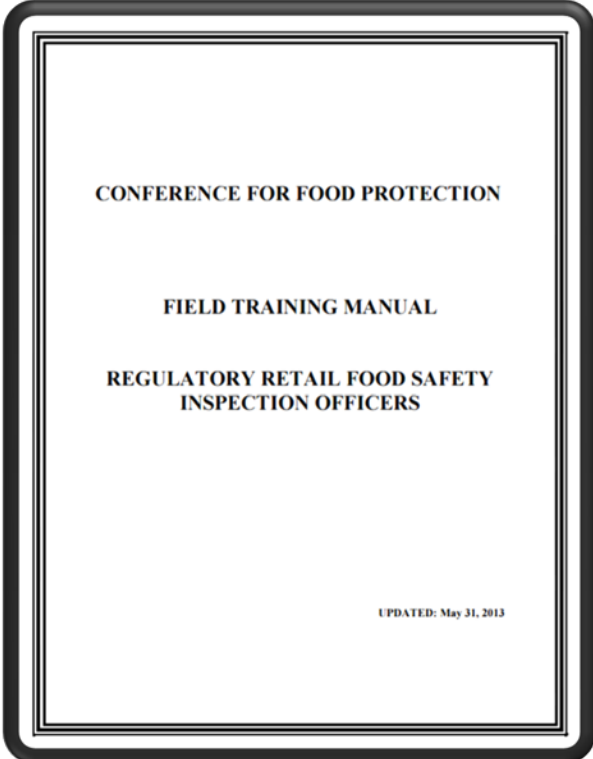


- Over 80% on any round of Standardization means FSIO is considered Standardized.
- Any score under 80% on 3rd round results in appropriate Human Resources Action.
- Subsequent rounds of standardization will have 5% higher minimum passing score

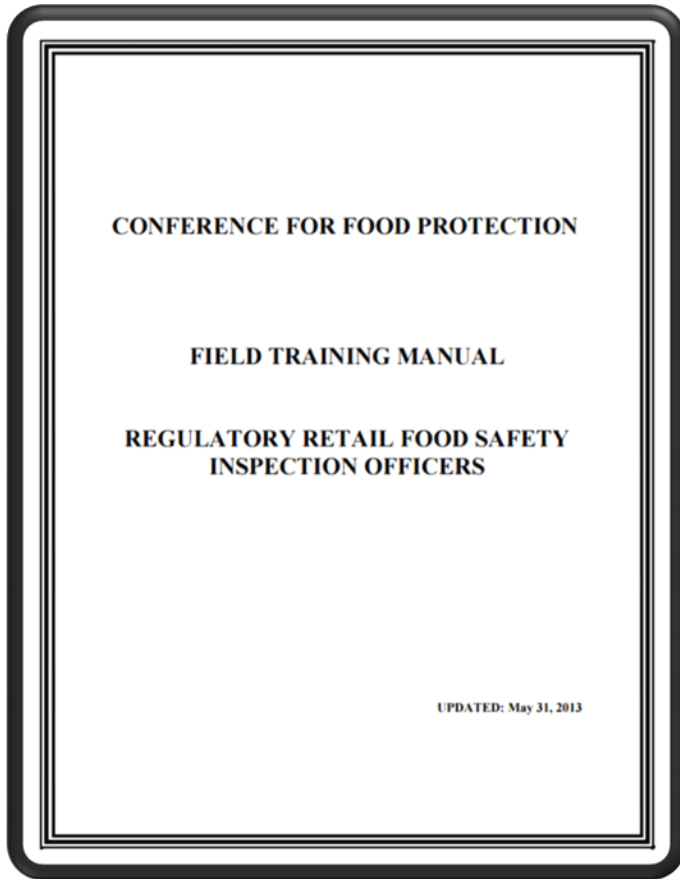


Quantifying Score

Inspector		Summary Report Form											
Office		Points Possible				Standardized				Points Earned			
Charleston		392				YES				389			
Facility 1		Locklear				Overall Score				99%			
Facility 2		Grill and Island Bar				M = Full Points NI = 1/2 Points NM = 0 Points							
Facility 3		Garcias 5/13/16											
Auditor		Max Points			M			NI			NM		
T Gordon													
A. Preparing for an inspection													
1. Customer file review		4	x		4	x		4	x		4	x	
2. Proper attire, DHEC Badge		2	x		2	x		2	x		2	x	
3. Tool kit complete, instruments calibrated		4	x		4	x		4	x		4	x	
B. Initial Procedures													
1. Introductions / PIC		2	x		2	x		2	x		2	x	
2. Hand washing and hair restraint		4	x		4	x		4	x		4	x	
3. Menu review		4	x		4	x		4	x		4	x	
4. Processes, correct priorities, critical data		6	x		6	x		6	x		6	x	
5. Focuses on PPF violations		6	x		6	x		6	x		6	x	
6. Communication w/PIC, open-ended questions		6	x		6	x		6	x		6	x	
7. Communication clear, effective		6	x		6	x		6	x		6	x	
8. Questions used to obtain information, explanations		6	x		6	x		6	x		6	x	
C. Employee Practices													
1. Hand-washing, bare hands, gloves		6	x		6	x		6	x		6	x	
2. Overall Employee Observations		6	x		6	x		6	x		6	x	
D. Measurements Documented													
1. Item 10 Receiving temperatures		NO			NI			NO			NO		
2. Item 14 Sanitization		6	x		6	x		6	x		6	x	
3. Item 16 Cook temperatures		6	x		6	x		6	x		6	x	
4. Item 17 Reheating temperatures		6	x		6	x		6	x		6	x	
5. Item 18 Cooling temperatures / data points		6	x		NO			NO			NO		
6. Item 19 Hot holding temperatures		6	x		6	x		6	x		6	x	
7. Item 20 Cold holding temperatures		6	x		6	x		6	x		6	x	
E. Observations													
1. Immediate corrective action required		6	x		6	x		6	x		6	x	
2. TPHC - SOP Observed		NA			NA			NA			NA		
3. Consumer Advisory		4	x		4	x		4	x		4	x	
4. Approved Sources/Freeze Records		4	x		NA			4	x		4	x	
5. Special Processes/Menu/HACCP Compliance		NA			NA			4	x		4	x	
F. Good Retail Practices (GRP's)													
1. GRP items checked appropriately		4	x		4	x		4	x		4	x	
2. Time management throughout inspection		4	x		4	x		4	x		4	x	
G. Exit Procedures													
1. Employee health requirements discussed with PIC		4	x		4	x		4	x		4	x	
2. Review report with PIC, PIC questions answered		4	x		4	x		4	x		4	x	
3. Provided information/fact sheets/website		2	x		2	x		2	x		2	x	
4. Documentation complete, accurate, and appropriate		6	x		6	x		6	x		6	x	
5. Risk assignment verified		2	x		2	x		2	x		2	x	
6. Start and finish times documented		2	x		2	x		2	x		2	x	
		140		140	124		124	178		178	125		125
		100%		100%	100%		100%	95%		95%	95%		95%



Quantifying Score



- Based on 24 Performance Elements from 2013 CFP Training Manual
- Developed 33 Performance Elements weighted as 6, 4, or 2 points based on food safety risk
- Elements can be rated Met (M), Needs Improvement (NI), Not Met (NM), Not Observed (NO), or Not Applicable (NA)
- M = full point value, NI = ½ point value, NM = zero points, NA & NO = no points earned or lost



Performance Elements

6 Points – 4 Points – 2 Points

- A. Preparing for an inspection
 - 1. Customer file review
 - 2. Proper attire; DHEC Badge
 - 3. Tool kit complete, instruments calibrated
- B. Initial Procedures
 - 1. Introductions / PIC
 - 2. Hand washing and hair restraint
 - 3. Menu review
 - 4. Processes, correct priorities, critical data
 - 5. Focuses on P/PF violations
 - 6. Communication w/PIC; open-ended questions
 - 7. Communication clear, effective
 - 8. Questions used to obtain information; explanations
- C. Employee Practices
 - 1. Hand-washing; bare hands; gloves
 - 2. Overall Employee Observations
- D. Measurements Documented
 - 1. Receiving T°
 - 2. Sanitization
 - 3. Cook T°
 - 4. Reheating T°
- E. Observations
 - 1. Cooling T° / data points
 - 2. Hot holding T°
 - 3. Cold holding T°
- F. Good Retail Practices (GRP's)
 - 1. GRP Items marked appropriately
 - 2. Time management throughout inspection
- G. Exit Procedures
 - 1. Employee Health requirements discussed with PIC
 - 2. Reviewed report with PIC, PIC questions answered
 - 3. Provided information/fact sheets/website
 - 4. Documentation complete, accurate, and appropriate
 - 5. Risk assignment verified
 - 6. Start and finish times documented



Quantifying Score

- Final score is out of 154 possible points
- If any elements are found to be M, NI, or NM, then their respective comments must be recorded

Inspector		Summary Report Form																			
Office		Points Possible				Standardized															
Facility 1		Points Earned				YES															
Facility 2		Overall Score				99%															
Facility 3		M = Full Points NI = 1/2 Points NM = 0 Points																			
Auditor		Max Points				M				NI				NM							
A. Preparing for an inspection																					
1. Customer file review		4	x			4	x			4	x										

D. Measurements Documented		NO				NI				NM							
1. Item 10 Receiving temperatures		6	x			6	x			6	x						
2. Item 14 Sanitization		6	x			6	x			6	x						
3. Item 16 Cook temperatures		6	x			6	x			6	x						
4. Item 17 Reheating temperatures		6	x			6	x			6	x						
5. Item 18 Cooling temperatures / data points		6	x			6	x			6	x						
6. Item 19 Hot holding temperatures		6	x			6	x			6	x						
7. Item 20 Cold holding temperatures		6	x			6	x			6	x						

Meets Expectations:
 @@@@ is a great addition to the team. His background in restaurants affords him a unique insight on the daily operations of the facilities he inspects. He takes pride in educating his facilities on food safety and should be commended. I would recommend him as a trainer.

E. Observations		6				4				2			
1. Immediate corrective action requested on R/P/F		6	x			6	x			6	x		
2. TPHC - SOP Observed		NA				NA				NA			
3. Consumer Advisory		4	x			4	x			4	x		
4. Approved Sources/Freezing Records		4	x			4	x			4	x		
5. Special Processes/Variations/HACCP Compliance		NA				NA				NA			

Needs Improvement:
 B 6/7/8. Communication: Need to practice open-ended questioning. More follow-up questions may need to be asked of certain practices or processes to fully understand the potential risk involved. May want to ask PIC if they clearly understood the information. Be aware of using our Regulation jargon - Very few PICs have knowledge or appreciation for 'TCS' foods. I recommend keeping it layman.
 D.3. Cook Temperatures: Continue to be aware of cook temps and record as many proteins available during the inspection.

3. Provided information/fact sheets/website		2	x			2	x			2	x		
4. Documentation complete, accurate, and appropriate		6	x			6	x			6	x		
5. Risk assignment verified		2	x			2	x			2	x		
6. Start and finish times documented		2	x			2	x			2	x		
		140				140				124			
						100%				100%			

Does Not Meet Expectations:
 N/A



Electronic Systems

Inspector		Summary Report Form											
Office	Fee Due - Sumter	Points Possible	400			Standardized							
Facility 1	Bubba's Diner - 04/19/16	Points Earned	256			Overall Score	63%						
Facility 2	Bakers Sweets - 04/20/16											NO	
Facility 3	Fountain Diner - 04/20/16												
Auditor		M = Full Points N = 1/2 Point NM = 0 Points											
		Max Points	M	NI	NM	Max Points	M	NI	NM	Max Points	M	NI	NM
A. Preparing for an inspection													
1. Customer file review													
		4	x			4	x			4	x		
2. Proper apron, DHEC Badge													
		2	x			2	x			2	x		
3. Tool kit complete, instruments calibrated													
		4	x			4	x			4	x		
B. Initial Procedures													
1. Introductions / PIC													
		2	x			2	x			2	x		
2. Hand washing and hair restraint													
		4	x			4	x			4	x		
3. Menu review													
		4	x			4	x			4	x		
4. Processes, correct priorities, critical data													
		6	x			6	x			6	x		
5. Focuses on P/PF violations													
		6	x			6	x			6	x		
6. Communication w/PIC, open-ended questions													
		6	x			6	x			6	x		
7. Communication clear, effective													
		6	x			6	x			6	x		
8. Questions used to obtain information, explanations													
		6	x			6	x			6	x		
C. Employee Practices													
1. Hand-washing; bare hands; gloves													
		6	x			6	x			6	x		
2. Overall Employee Observations													
		6	x			6	x			6	x		
D. Measurements Documented													
1. Item 10 Receiving temperatures													
		N/A				N/A				N/A			
2. Item 14 Sanitization													
		6	x			6	x			6	x		
3. Item 16 Cook temperatures													
		6	x			6	x			6	x		
4. Item 17 Reheating temperatures													
		6	x			6	x			6	x		
5. Item 18 Cooling temperatures / data points													
		6	x			6	x			6	x		
6. Item 19 Hot holding temperatures													
		6	x			6	x			6	x		
7. Item 20 Cold holding temperatures													
		6	x			6	x			6	x		
E. Observations													
1. Immediate corrective action required on P/PF													
		6	x			6	x			6	x		
2. TPHC - SOP Observed													
		N/A				N/A				N/A			
3. Consumer Advisory													
		4	x			4	x			4	x		
4. Approved Sources / Freezing Records													
		N/A				N/A				N/A			
5. Special Processes/Variances/HACCP Compliance													
		N/A				N/A				N/A			
F. Good Retail Practices (GRP's)													
1. GRP Items listed separately													
		4	x			4	x			4	x		
2. Time management throughout inspection													
		4	x			4	x			4	x		
G. Exit Procedures													
1. Employee with requirements discussed with PIC													
		4	x			4	x			4	x		
2. PIC report with PIC, PIC questions answered													
		4	x			4	x			4	x		
3. Proper information/exit sheets/website													
		2	x			2	x			2	x		
4. Documentation complete, accurate, and appropriate													
		6	x			6	x			6	x		
5. Risk assignment verified													
		2	x			2	x			2	x		
6. Start and finish times documented													
		2	x			2	x			2	x		
		136		88		136		79		136		89	
				64%				58%					64%

dhec		Standardization Status										
Division of Food Protection		Bureau of Environmental Health Services			DHEC Food Website			SC Food Grades				
Laws												
2013 Food Code												
Regulation 61-25.pdf												
Applications												
✓ Staff TL1 Current Score 1st STD 1st Officer 1st Score 1st Report 1st Audit												
Average = 89 % Average = 87 %												
• Office = Aiken (3)												
Inspections												
Complaint Form @ @ @ @ @ @ @ @ Yes Average = 91 % Average = 91 %												
Complaint Tracking @ @ @ @ @ @ @ @ No 91 % 8/5/2015 Rebecca Causey 91 % PDF 98 %												
Fact Sheets @ @ @ @ @ @ @ @ No 90 % 11/5/2015 Tammy Gordon 90 % PDF												
Field Logs @ @ @ @ @ @ @ @												
Forms												
Marking Guides												
• Office = Anderson (5)												
SOP Manual @ @ @ @ @ @ @ @ Yes Average = 87 % Average = 87 %												
Training @ @ @ @ @ @ @ @ Yes 100 % 9/2/2015 Tammy Gordon 100 % PDF 98 %												
Weekly Updates @ @ @ @ @ @ @ @ No 81 % 4/29/2016 Rebecca Causey 81 % PDF 80 %												
Enforcement												
Low Country @ @ @ @ @ @ @ @ No 81 % 9/3/2015 Tammy Gordon 81 % PDF 95 %												
Midlands @ @ @ @ @ @ @ @ No 86 % 11/4/2015 Rebecca Causey 86 % PDF 98 %												
Pee Dee @ @ @ @ @ @ @ @ No 89 % 10/21/2015 Rebecca Causey 89 % PDF 100 %												
Upstate @ @ @ @ @ @ @ @												
Templates												
Working Files												
• Office = Beaufort (6)												
Standardization												
Standardization Status @ @ @ @ @ @ @ @ Yes 98 % 9/24/2015 Rebecca Causey 98 % PDF 98 %												
Miscellaneous												
Tablet Issues @ @ @ @ @ @ @ @ No 96 % 8/20/2015 Tammy 96 % PDF 95 %												
Technology @ @ @ @ @ @ @ @												



Electronic Systems

Inspector		Summary Report Form												
Office		Points Possible				462	Standardized							
Facility 1		Points Earned				0	NO							
Facility 2		Overall Score				0%								
Facility 3		M = Full Points NI = 1/2 Points NM = 0 Points												
Auditor		Max Points	M	NI	NM	Max Points	M	NI	NM	Max Points	M	NI	NM	
A. Preparing for an inspection														
1. Customer file review		4				4				4				
2. Proper attire; DHEC Badge		2				2				2				
3. Tool kit complete, instruments calibrated		4				4				4				
B. Initial Procedures														
1. Introductions / PIC		2				2				2				
2. Hand washing and hair restraint		4				4				4				
3. Menu review		4				4				4				
4. Processes, correct priorities, critical data		6				6				6				
5. Focuses on P/PF violations		6				6				6				
6. Communication w/PIC; open-ended questions		6				6				6				
7. Communication clear, effective		6				6				6				
8. Questions used to obtain information; explanations		6				6				6				
C. Employee Practices														
1. Hand-washing; bare hands; gloves		6				6				6				
2. Overall Employee Observations		6				6				6				
D. Measurements Documented														
1. Item 10 Receiving temperatures		6				6				6				
2. Item 14 Sanitization		6				6				6				
3. Item 16 Cook temperatures		6				6				6				
4. Item 17 Reheating temperatures		6				6				6				
5. Item 18 Cooling temperatures / data points		6				6				6				
6. Item 19 Hot holding temperatures		6				6				6				
7. Item 20 Cold holding temperatures		6				6				6				
E. Observations														
1. Immediate corrective action requested on P/PF		6				6				6				
2. TPHC – SOP Observed		4				4				4				
3. Consumer Advisory		4				4				4				
4. Approved Sources/Freezing Records		4				4				4				
5. Special Processes/Variations/HACCP Compliance		4				4				4				
F. Good Retail Practices (GRP's)														
1. GRP Items marked appropriately		4				4				4				
2. Time management throughout inspection		4				4				4				



South Carolina Department of Health and Environmental Control
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