

FACTORS THAT INFLUENCE INSPECTIONS

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Peer-Reviewed Article: Factors That Influence Whether Health Inspectors Write Down Violations on Inspection Reports

PURPOSE

- Our common goal protect the global food supply!
- The purpose of the study was to evaluate how different factors influence health inspector's judgment in inspections of retail food establishments.
 - 116 health inspectors responded to an electronic survey
 - Scenario method
- Today, in this session we conducting our own study using scenarios as well.
- We want to understand if there are any influencers that will impact the likelihood of writing down violations.

RISK FACTORS

- Improper holding temperatures
- Inadequate cooking
- Contaminated equipment
- Food from unsafe sources
- Poor personal hygiene

The Food Code addresses and establishes controls for risk factors and further establishes 5 key public health interventions:

- Demonstration of knowledge
- Employee health controls
- Controlling hands as a vehicle of contamination
- Time and temperature parameters
- Consumer advisory

ACTIVITY

- Each group is given a different scenario.
 - But everyone will watch the same scene!
- Each group will play the role of evaluating the scenario as if you are the health inspector.
 - You decide the violation or not!

SCENARIO 1 VIDEO

- Chefs Cooking and Preparing Example
- Video 62671112
- <http://www.istockphoto.com/video/chef-cooking-and-preparing-food-in-restaurant-kitchen-62671112>

SCENARIO 1 - GROUP A

- The Manager was willing to make suggested changes.
- The Manager was knowledgeable about food safety and proud of their ANSI CFP Certification.
- The Manager just had her entire staff trained in food safety and HACCP.
- The Manager always walks with the Health Inspector during the inspection in order to correct what she could immediately.
- The Manager has known her Health Inspector for 7 years and she usually gets a 98, 99, or 100 on her Inspection Report.
- The Manager offered the Health Inspector a cup of coffee but Health Inspector respectfully declined.

SCENARIO 1 - GROUP B

- The Manager was hostile and argued.
- The Manager has been in the food industry for the last 35 years and has never killed anybody yet.
- The Manager asked what was the last day she had to get the violations corrected because she was planning a vacation to Hawaii and was hoping that this did not interfere.
- The Manager has known this Health Inspector for 1 year and is hoping this is the last time she sees him ever again.
- The Manager explained to the Health Inspector that there is a lot of activity on Facebook today and if he could come get her when he is done she would appreciate it.

SCENARIO 2 VIDEO

- Cheeseburger Example
- Video: 66793553
- www.istock.com
- http://www.istockphoto.com/video_passthrough/66793553/153/66793553.mp4

SCENARIO 2 - GROUP A

- The Manager was hostile and argued.
- The Manager has been in the food industry for the last 35 years and has never killed anybody yet.
- The Manager asked what was the last day she had to get the violations corrected because she was planning a vacation to Hawaii and was hoping that this did not interfere.
- The Manager has known this Health Inspector for 1 year and is hoping this is the last time she sees him ever again.
- The Manager explained to the Health Inspector that there is a lot of activity on Facebook today and if he could come get her when he is done she would appreciate it.

SCENARIO 2 - GROUP B

- The Manager was willing to make suggested changes.
- The Manager was knowledgeable about food safety and proud of their ANSI CFP Certification.
- The Manager just had her entire staff trained in food safety and HACCP.
- The Manager always walks with the Health Inspector during the inspection in order to correct what she could immediately.
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- The Manager offered the Health Inspector a cup of coffee but Health Inspector respectfully declined.

SEVERAL FACTORS THAT INFLUENCE INSPECTIONS

Manager's behavior:

- Willingness to make suggested changes
- Cooperation
- Knowledge of food safety
- Corrected violations immediately
- Commitment
- Long-term relationship
- Accompanied the Health Inspector
- Offered food or beverage

ACTIVITY SUMMARY

- The inspection process is an extremely complex task!
 - This works in both directions for Industry and Regulatory professionals!
 - One fact always exists - Regulatory professionals always are in the position of power to allow industry to operate or not.
- Likability - having qualities that bring about a favorable regard : pleasant, agreeable
 - This works in both directions for Industry and Regulatory professionals!
- You make a difference everyday!
 - This works in both directions for Industry and Regulatory professionals! Working together!

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FDA RISK FACTOR STUDY

- 1998, FDA initiated a 3 phase, 10 year study to measure the occurrence of practices and behaviors commonly identified by the CDC as contributing factors in foodborne illness outbreaks (5 Risk Factors).
- Date Collections: 1998, 2003, 2008
- FDA provided a Trend Analysis Report (1998-2008 data) for Institutional Food Service, Restaurants and Retail Food Stores.
- Has progress been made to control risk factors? Yes, although work remains to be done in some areas.
- PLEASE: Read the Trend Analysis to understand what specific facility types are struggling with which risk factors.

<http://www.fda.gov/Food/GuidanceRegulation/RetailFoodProtection/FoodbornenessRiskFactorReduction/ucm230313.htm>

2015-2016 DATA COLLECTION

- Results still pending—Keep your eyes on us for the results!
- Data from this study and the prior 10-year study may be used by the food industry and Federal, state, local, territories and tribal regulatory professionals to:
 - Formulate retail food safety policies and initiatives;
 - Establish priorities and allocate resources to enhance retail food safety nationwide;
 - Track changes in the occurrence of foodborne illness risk factors in retail and foodservice establishments over time; and
 - Recommend best practices and targeted intervention strategies to reduce foodborne illness risk factors

SHARED RESPONSIBILITY

It is a shared responsibility of the food industry and the government to ensure that food provided to the consumer is safe and does not become a vehicle in a disease outbreak.

PROTECTING THE PUBLIC HEALTH IS A SHARED TASK!

CAN WE ALL AGREE??

- There are a plethora of versions of the FDA Food Code throughout the country, some are very close if not identical to the FDA Food Code and some are not close at all
- We all know what risk factors are and we agree that they are the key to preventing foodborne illness
- We all know that good retail practices, while important, are NOT typically going to get someone sick
- Time is precious and resources are limited
- Can we agree that we must address risk factors with the PIC and risk factors must be addressed *on the inspection report*

CAN WE ALL AGREE??

Can we agree that no matter what factors may be influencing the regulator or the industry...

...that when inspecting or reviewing a food facility it is the utmost priority to leave that facility knowing that

RISK FACTORS ARE IN CONTROL

CALL TO ACTION

- Keep the discussion going
 - What can you do in your role?
 - What actions are you taking back to your organization?
 - What best practices can you share?
- What is your Game Plan?
 - How can you focus on the Risk Factors?
 - Industry
 - Regulators
 - How do you empower and influence for the adoption of the Risk Factors?

CLOSING THOUGHTS

Thank You!

Factors That Influence

Inspections Team

- Tara Paster- Paster Training, Inc.
- Dionne Crawford- McDonald's Corporation
- Donna Wanucha- Food and Drug Administration
- Mark Sestak- State of Alabama
- Elizabeth Swayze- State of Mississippi