

# Beyond Enforcement

## Changing Food Retailer Habits and Thinking

**Environmental Public Health Leadership Institute Fellow**

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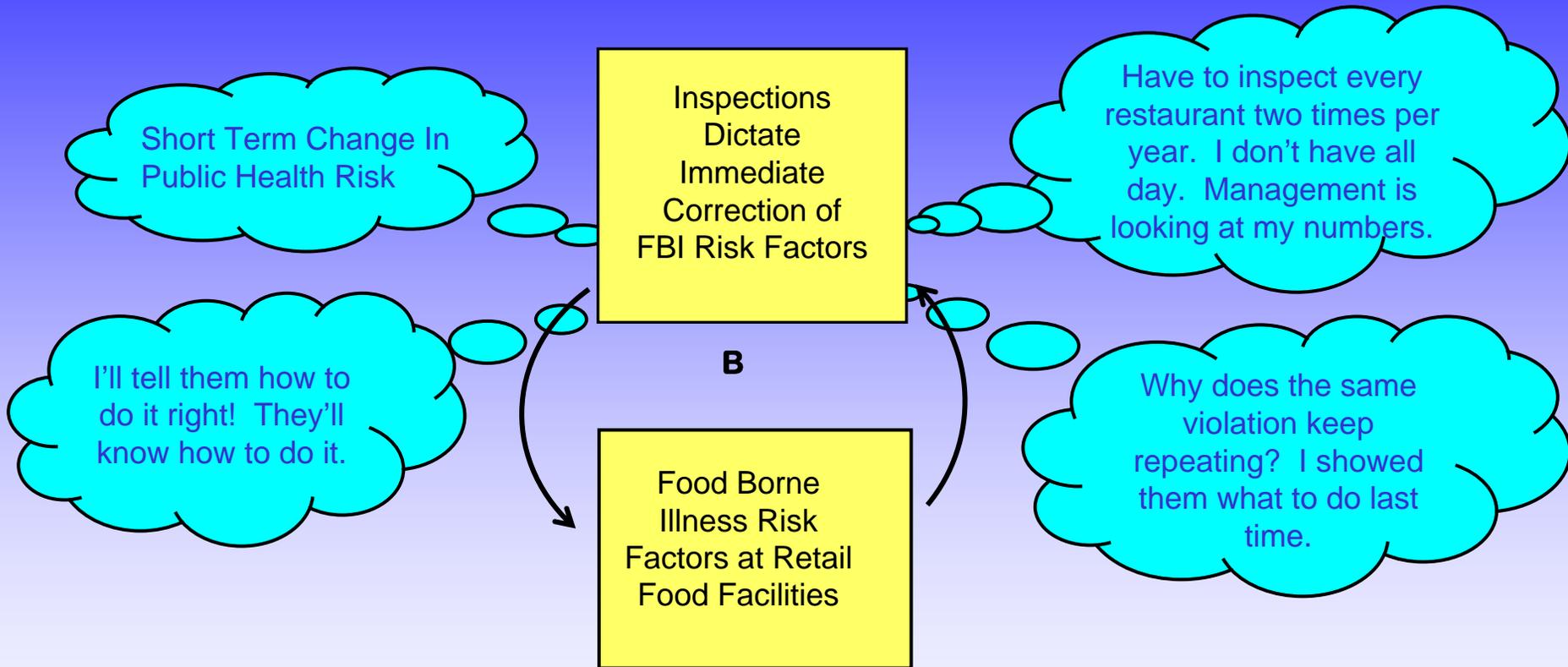
*Environmental Health Division*



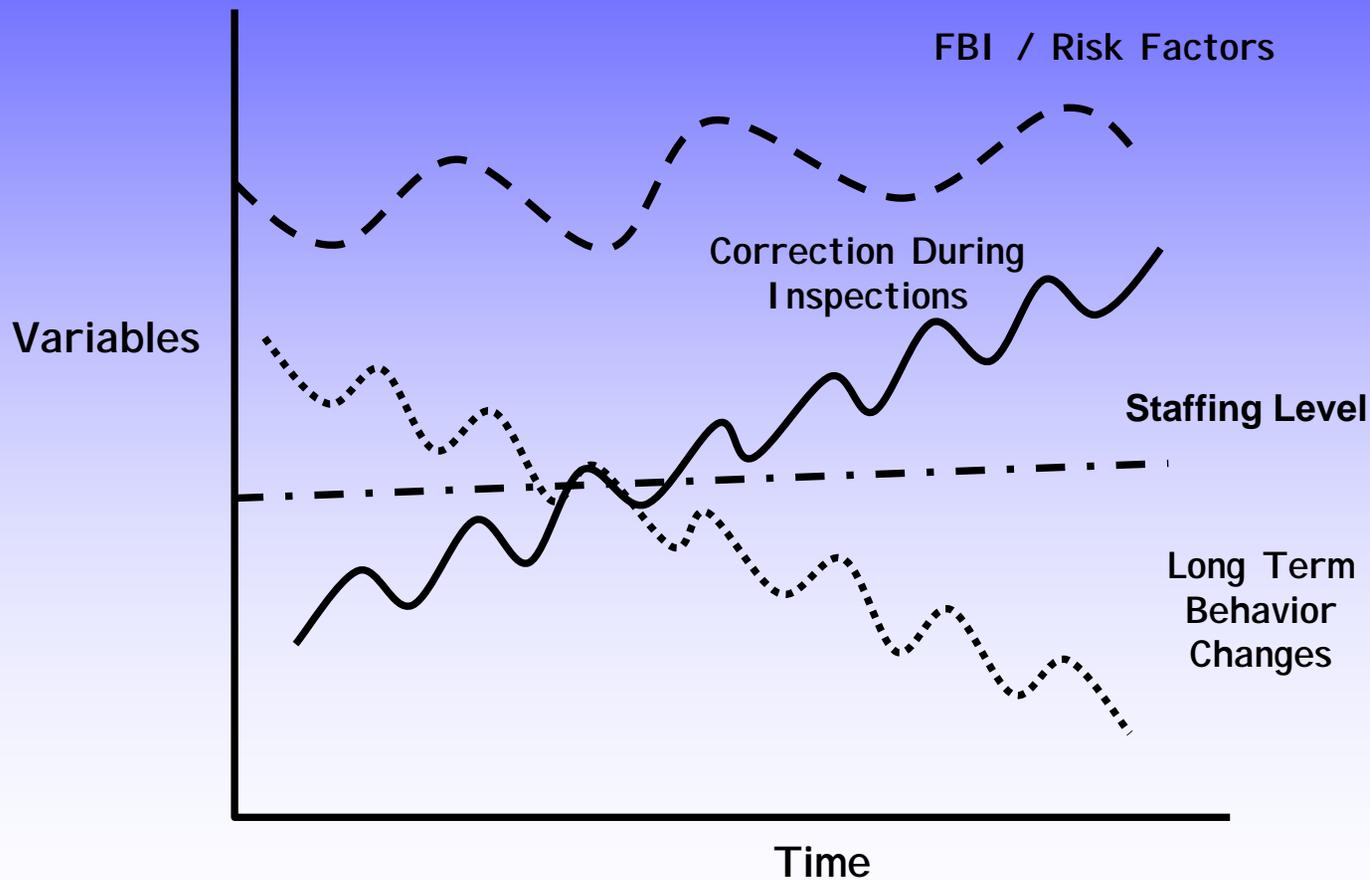
# Focusing Questions

- Why aren't we getting positive long-term behavior changes in retail food facilities?
- Why does the Boulder County food program remain focused on inspection numbers rather than behavior outcomes?
- Why are we focusing on inspection numbers with inadequate/limited resources?
- Why aren't we using an outcome-based approach to food safety?
- How can we measure positive behavior change in retail food facilities?

# The Quick Fix



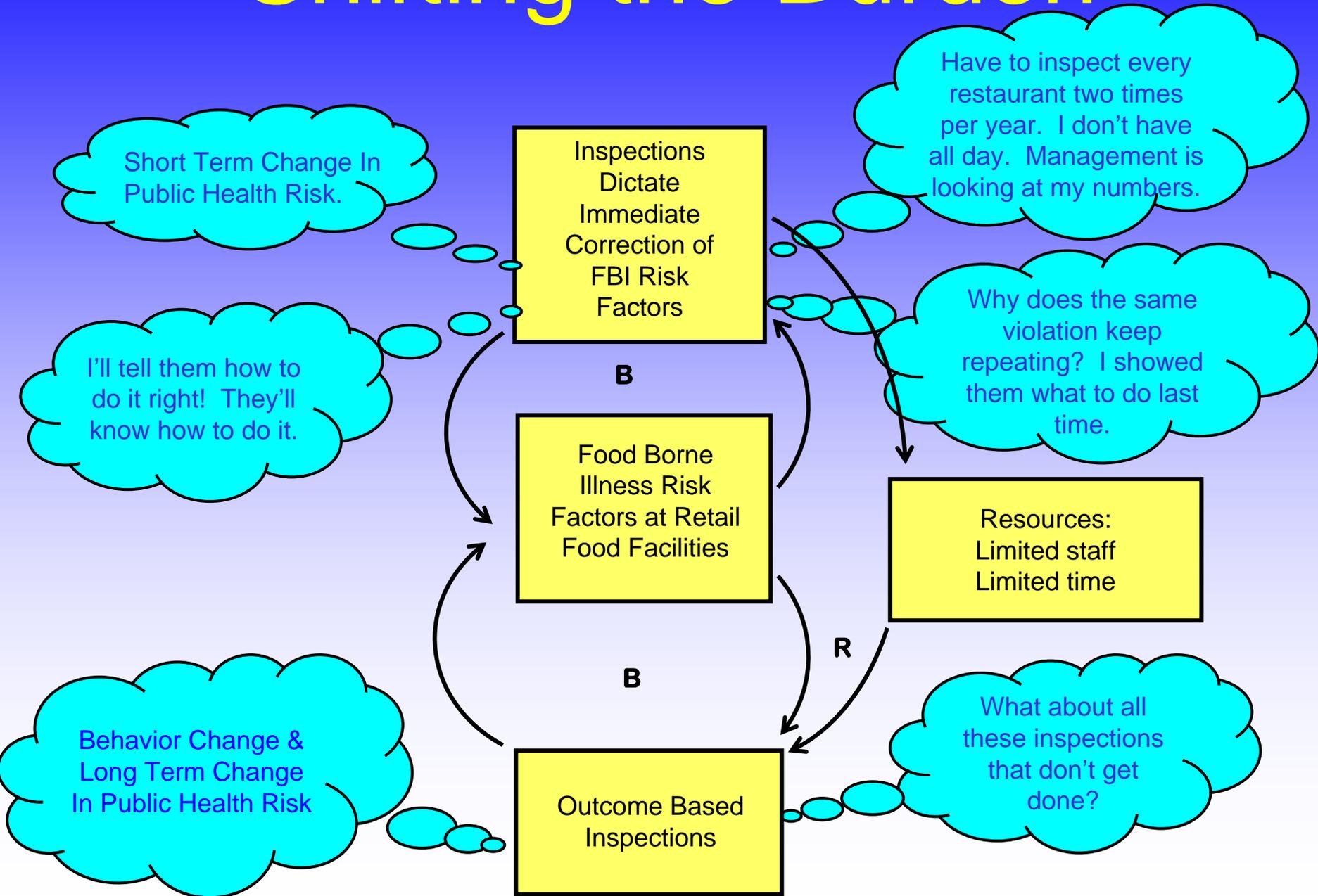
# Behavior Over Time



# Contributing Factors

- Lack of oversight by managers of food handlers during food preparation.
- Lack of trained food handlers at retail food operations.
- Lack of environmental health staff to conduct retail food assessments.
- Lack of an evaluation to gauge public health food program success.
- Lack of partnerships and collaboration with the retail food industry and consumers.

# Shifting the Burden



# Program Objectives

## **Shift Program Focus to FBI Risk Factors**

- Identify Risk Factors
- Conduct Risk Ranking
- Conduct Critical Item Inspections
- Implemented FDA Guidelines

## **Implement Strategies Targeted at Lowering the Incidence of These Risk Factors**

- WEB Based Training
- Active Managerial Control Assessments
- Interventions/Consultations
- Initiate a Food Safety Advisory Committee

## **Evaluate long-term trends in Risk Factors and FBI**

- Develop Reports
- Reassess Level of Active Managerial Control



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## Active Managerial Control Evaluation

Active Managerial Control is a term used to describe a Retail Food Facility's responsibility for developing and implementing a food safety management system to reduce the occurrence of foodborne illness risk factors.

**Existing Management Policies:**

**Documents attached/observed:**

- |  |  |  |  |  |  |  |          |
|--|--|--|--|--|--|--|----------|
| Y N Certified food safety manager (10)   |  |  |  |  |  |  | Y N (-5) |
| Y N All staff receive formal food safety training (10)                                   |  |  |  |  |  |  | Y N (-5) |
| Y N Written employee illness policy (5)  |  |  |  |  |  |  | Y N (-5) |
| Y N Paid sick leave(5)   |  |  |  |  |  |  |          |
| Y N Thermometers available (circle only one): (5)Thermocouple (5)Digital (0)Dial (0)None |  |  |  |  |  |  |          |
| Y N Thin probe available (5)   |  |  |  |  |  |  |          |
| Y N Document food temperatures every 2 hours (5)   |  |  |  |  |  |  | Y N (-5) |
| Y N Document thermometer calibration (5)   |  |  |  |  |  |  |          |
| Y N Conduct daily food safety inspections (10)   |  |  |  |  |  |  | Y N (-5) |
| Y N Private/corporate inspections (10)   |  |  |  |  |  |  | Y N (-5) |
| Y N Document handwashing/glove use (10)  |  |  |  |  |  |  | Y N (-5) |
| Y N Document sanitizer concentrations and usage (10)                                     |  |  |  |  |  |  | Y N (-5) |
| Y N Contracts for preventative maintenance (circle all that apply, 10points for all 3)   |  |  |  |  |  |  | Y N (-5) |
| Pest control Dishmachine maintenance Refrigeration maintenance                           |  |  |  |  |  |  |          |

**Resources Provided to Facility:**

- |   |  |
|---|--|
| <input type="checkbox"/> Thermometer (dial)                   | <input type="checkbox"/> Sample illness policy               |
| <input type="checkbox"/> Temperature monitoring log           | <input type="checkbox"/> Self-inspection form                |
| <input type="checkbox"/> S.T.A.R. class info.                 | <input type="checkbox"/> Training resources                  |
| <input type="checkbox"/> Food safety: English Spanish Chinese | <input type="checkbox"/> Bare hand contact information       |
| <input type="checkbox"/> Resource sheet                       | <input type="checkbox"/> Inspection rating information sheet |
| <input type="checkbox"/> Other: _____                         | <input type="checkbox"/> Civil penalties handout             |

**Consultation Observations/Comments:** (if observations do not support answers above, subtract 5 points per question)

\_\_\_\_\_  
 Environmental Health Specialist

\_\_\_\_\_  
 Facility Name/Location

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Minutes

\_\_\_\_\_  
 Received by

# National Goals Supported

## ***10 Essential Environmental Health Services***

- Assurance
- Assessment
- Policy Development

## ***Healthy People 2010 – Food Safety Objective***

- FBI Risk Factors

## ***National Strategy to Revitalize Environmental Public Health Services***

- Communication & Marketing
- Developed /Competent Workforce

## ***Environmental Health Competency Project: Recommendations for Core Competencies for Local Environmental Health Practitioners***

- Strengthen Capacity
- Assessment/Evaluation
- Communication

# Challenging Questions

- Why aren't we getting positive long-term behavior changes in retail food facilities?
- Why does the Boulder County food program remain focused on inspection numbers rather than behavior outcomes?
- Why are we focusing on inspection numbers with inadequate/limited resources?
- Why aren't we using an outcome-based approach to food safety?
- How can we measure positive behavior change in retail food facilities?

# Acknowledgements

## Leadership Process and Project Team

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