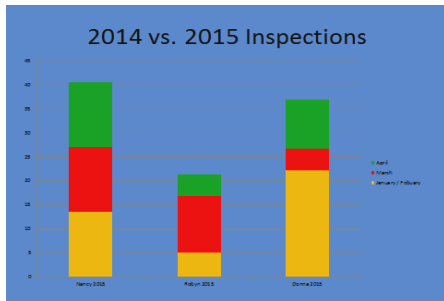




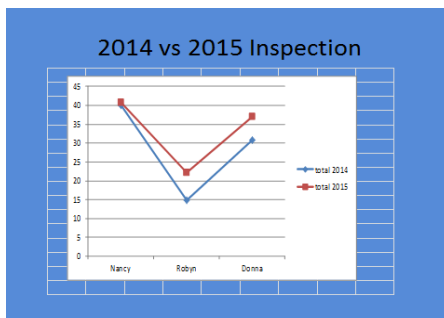
## 6. Test the Theory

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 reevaluated 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 reevaluated 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.