

Standard 4- Uniformity

- Program management has established a quality assurance program to ensure uniformity among regulatory staff in the interpretation and application of laws, regulations, policies and procedures.

Quality Assurance Plan

For the Retail Food Program

The Vineland Health Department is committed to ensure the quality and uniformity of work performed by all inspectors involved with the retail food program. The essential elements that are required to demonstrate our quality assurance program include uniformity with observations, report writing, corrective action taken, discussion of the reports, and ratings given.

Observations: *Each inspector shall consistently*

1. Recognize CDC-identified risk factors and Food Code interventions and know what action to take correct the immediate hazards.
2. Verify the control of risk factors whenever the opportunity presents during the inspection.
3. Know how to use the monitoring equipment provided to them for inspections.
4. Interpret and apply laws, regulations, policies and procedures correctly.

Report Writing: *Each inspector shall consistently*

1. Complete an inspection report using the electronic version at all times except during "Special Events".
2. Marks the appropriate compliance status of each "Item #" on the report, (i.e., IN, OUT, NOT OBSERVED, or NOT APPLICABLE)
3. Review previous reports and note repetitive violations.
4. Complete an inspection report that is clear, concise and accurately records the findings and observations.
5. Cite the proper code and item # to each violation observed on the report, particularly for risk-factors.
6. Document all corrective actions (brief description of how it was resolved) at the end of each risk factor violation and after each applicable "OUT" status on the report, mark "COS".
7. Determine if the facility is in the correct risk category.
8. Place every establishment's card in the appropriate month for the next inspection.
9. File reports and other documentation in a timely manner.

10 Criteria

Assure that each inspector:

1. Determines and documents the compliance status of each risk factor and intervention (i.e., IN compliance, OUT of compliance, Not Observed, or Not Applicable is noted on the inspection form) through observation and investigation;
2. Completes an inspection report that is clear, legible, concise, and accurately records findings, observations and discussions with establishment management;
3. Interprets and applies laws, regulations, policies and procedures correctly;
4. Cites the proper local code provisions for CDC-identified risk factors and Food Code interventions;
5. Reviews past inspection findings and acts on repeated or unresolved violations;
6. Follows through with compliance and enforcement;
7. Obtains and documents on-site corrective action for out-of-control risk factors at the time of inspection as appropriate to the type of violation;
8. Documents that options for the long-term control of risk factors were discussed with establishment managers when the same out-of control risk factor occurred on consecutive inspections. Options may include but are not limited to risk control plans, standard operating procedures, equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP plans;
9. Verifies that the establishment is in the proper risk category and that the required inspection frequency is being met; and
10. Files reports and other documentation in a timely manner.

Action Plan

- IF you find problems, what steps will you take?
 - Examples:
 - On-site training
 - Class room training
 - Verbal warning
 - Written warning
 - Suspension
 - Termination

Name of Inspector _____ Date of Inspection _____
 Name of Establishment Inspected _____ Address _____
 Name of Supervisor _____
 Last date of Inspection at this establishment _____ Risk Class _____



Item # on Worksheet	Issue	OK	Needs to improve	Explanation
1	Did the inspector mark the status of all item numbers and with the appropriate compliance status?			
1	Does the inspector consistently check for and recognize CDC-identified risk factors?			
1	Did the inspector consistently recognize what foods were potentially hazardous?			
1	Did the inspector take temperatures when available for cold holding, hot holding and cooling?			
1	Did the inspector take cooking temperatures when there was an opportunity and for several different types, if possible?			
1	Did the inspector observe handwashing and other personal hygiene issues when the opportunity presents itself?			
1	Does the inspector know how to use his/her equipment properly?			
2	Did the inspector use the electronic version of the report?			
2	Did the inspector complete an inspection report that is clear, concise and accurately records the findings and observations?			
3	Did the inspector introduce themselves to the PIC at the start of the inspection?			
3	Did the inspector start in an area where there was food prep or cooking occurring, if any?			
3	Did the inspector consistently interpret and apply the applicable laws, regulations, policies, and procedures correctly?			
3	Did the inspector avoid allergen transfer when taking temperatures?			
3	Has the inspector calibrated their thermometers and recorded that action within the last week?			
3	Did the inspector obtain the signature of the PIC on the report in the appropriate location after reviewing the report?			
3	Did the inspector handle him/her self in a professional manner?			

Name of Inspector _____ Date of Inspection _____
 Name of Establishment Inspected _____ Address _____
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3	Has the inspector calibrated their thermometers and recorded that action within the last week?			
3	Did the inspector obtain the signature of the PIC on the report in the appropriate location after reviewing the report?			
3	Did the inspector handle him/her self in a professional manner?			

Standard 4: Uniform Inspection Program

Self-Assessment Worksheet

Table 4-2: Calculation of Uniformity for Jurisdictions with Ten or More Inspectors

Period from _____ to _____

No.	Inspector ID.	Establishment ID	Date	ITEM (1)	ITEM (2)	ITEM (3)	ITEM (4)	ITEM (5)	ITEM (6)	ITEM (7)	ITEM (8)	ITEM (9)	ITEM (10)
1.				<input type="checkbox"/>									
				<input type="checkbox"/>									
2.				<input type="checkbox"/>									
				<input type="checkbox"/>									
3.				<input type="checkbox"/>									
				<input type="checkbox"/>									
4.				<input type="checkbox"/>									
				<input type="checkbox"/>									
5.				<input type="checkbox"/>									
				<input type="checkbox"/>									
6.				<input type="checkbox"/>									
				<input type="checkbox"/>									
7.				<input type="checkbox"/>									
				<input type="checkbox"/>									
8.				<input type="checkbox"/>									
				<input type="checkbox"/>									
9.				<input type="checkbox"/>									
				<input type="checkbox"/>									
10.				<input type="checkbox"/>									
				<input type="checkbox"/>									
% In Compliance													

A check mark indicates the inspector complies with the item. Conduct at least two field visits and file reviews per inspector (except inspectors who have not completed Steps 1 through 3 of Standard 2) during each five-year self-assessment period. For each item, compute the Percentage In Compliance by dividing the number of checks in each column by the number of field inspections observed and multiplying the result by 100. Each column must show at least a 75% In Compliance rate for the program to conform to the Standard. See instructions for jurisdictions with less than ten inspectors.

Standard 4: Uniform Inspection Program
Self-Assessment Worksheet

<u>Chart 4-1</u>		
Method of Calculation For Jurisdictions With Less Than Ten Inspectors		
# of inspectors	# inspections needed	# of items needed to be marked IN compliance in order to meet Standard 4 criteria
<4	8 minimum	65 (out of 80 possible Items)
4-9	2 per inspector	4 inspectors = 65 (out of 80 possible Items) 5 inspectors = 82 (out of 100 possible Items) 6 inspectors = 99 (out of 120 possible Items) 7 inspectors = 116 (out of 140 possible Items) 8 inspectors = 133 (out of 160 possible Items) 9 inspectors = 150 (out of 180 possible Items)

Example: For 6 inspectors, there will be 2 field visits per inspector = 12 visits
 12 visits X 10 Items per visit = 120 Total Possible Items

These minimum inspection program assessment criteria are comparable to the 75% IN Compliance rate for each of the ten inspection program areas for jurisdictions with 10 or more inspectors.



<u>Table 4-1</u>	
Calculation of Uniformity for Jurisdictions with Less Than Ten Inspectors	
Period from _____ to _____	
1. Number of inspectors in the jurisdiction	
2. Number of inspections used in the calculation (minimum of 8)	
3. Total number of items marked as correct during joint field visits and corresponding file reviews and recorded on Table 4-2.	
4. Total number of possible items based on the number of inspections (10 items times the # of inspections – see Chart 4-1, column 3)	
Determine conformance (YES or NO) using Chart 4-1, column 3	

