STANDARDIZATION

to change (things) so that they are similar and consistent and agree with rules about what is proper and acceptable
ACCREDITATION

to recognize or vouch for as conforming with a standard
Voluntary National Retail Food Regulatory Program Standards

Public Health Conference

March 19, 2015
Purpose

• Guide to regulatory retail program managers
• Help enhance services
• When applied the standards should:
  – Identify areas where an agency can have the greatest impact
  – Promote the application of risk-factor intervention strategies
  – Assist in identifying program areas needing attention
Purpose

– Provide information needed to justify maintenance or increases in budgets
– Lead to innovations in program implementation and administration
– Improve industry and consumer confidence by enhancing uniformity within and between regulatory agencies
Standard 1 - Regulatory Foundation

• Includes statute, regulation, rule, ordinance or a set of regulatory requirements that govern the operation of a retail establishments

• To meet the standard:
  – Food code interventions and risk factor control measures must be evaluated
  – Good retail practices must be evaluated
  – Compliance and enforcement
Standard 2 – Trained Regulatory Staff

• Elements of a training program
  – On-line course
  – Joint field inspections – 25
  – Independent field inspections – 25
  – On-line course work
  – Standardization (completed within 18 months)
  – Continuing education – 20 hours every 3 years
Standard 3 – Inspection Program Based on HACCP Principles

• Inspection Program focuses on:
  – The status of risk factors,
  – Determines and documents compliance,
    • IN/OUT of compliance
    • NO (not observed)
    • NA (not applicable)
  – Targets immediate and long-term correction of “out-of-control” risk factors.

• Prioritize retail facilities and inspection frequency based on risk
Standard 4 – Uniform Inspection Program

• Management implements an on-going quality assurance program
  – Evaluates inspection uniformity to ensure inspection quality,
  – Inspection frequency, and
  – Uniformity among staff
Standard 5 – Foodborne Illness and Food Defense Preparedness and Response

• Written operating procedure for surveillance, investigation, response, and review of food-related incidents
  – Investigation
  – Reporting
  – Laboratory
  – Trace-back
  – Recalls
  – Media management
  – Data review and analysis
Standard 6 – Compliance and Enforcement

• Procedure for follow-up actions to assure timely correction of code violations

• Documentation that compliance and enforcement action is achieved at least 80% of the time
Standard 7 – Industry and Community Relations

• Outreach activities utilized by the agency to solicit input into a comprehensive food program
  – Industry and consumers meetings
  – Education outreach
    • Websites
    • Newsletters
    • Food handler training
Standard 8 – Program Support and Resources

- Budget, staff and resources necessary to support an inspection and surveillance program
  - Staffing – 280 to 320 inspection/FTE
  - Equipment
  - Administrative support
  - Standards 2 through 7
  - Program assessment (Standard 9)
  - Accredited laboratory
Standard 9 – Program Assessment

• Measures the success
  – Self-assessment within 12 months of enrollment and every 36 months thereafter
  – Verification audit within 36 months of self-assessment
  – Conduct risk factor survey
Standardization

Component of Standard 2
State Standardization Process

- DHSS staff utilize Standard 2 methods
- LPHA staff request standardization
- Method
  - Five or eight inspections
  - HACCP plan evaluation
  - Flow chart
State Standardization Process

• Performance Areas
  – Observation of violations
  – Code Citations
  – Application of HACCP Principles
  – Inspection Equipment
  – Communication
State Standardization Process

• Inspection
  – Accuracy of code citations
  – Notations as priority or core
  – Violations noted as observations with corrective measures

• Inspection equipment
  – Thermometers
  – Inspection forms
  – Code book
  – Test strips, etc.

Missouri Department of Health and Senior Services
State Standardization Process

- HACCP Plan Review
  - Inspection of an establishment that submitted an HACCP plan
    - Cook-chill
    - Reduce oxygen packaging
    - Acidification of rice
  - Complete document review and evaluation
    - Review records from three (3) days
    - Accurate and consistent
    - Corrective action documented when critical limits were not met
State Standardization Process

• Develop flow chart(s) for various processes
  – No cook preparation
  – Same day service preparation
  – Complex preparation
• Flow charts must identify
  – Hazards
  – Critical control points
  – Critical limits
State Standardization Process

• Risk Control Plan
  – What hazard needs control
  – How can the hazard be controlled
  – Who is responsible
  – What monitoring, record keeping and corrective actions are required

Missouri Department of Health and Senior Services
State Standardization Process

• Communication
  – Introduction
  – Interaction with person-in-charge
  – Exit conference
State Standardization Process

• Process is scored
• Certificate issued for passing
• Training plan offered that focuses on weak areas
  – Online training
  – Joint field inspections with District staff
  – Re-standardization
Summary

• Implementing Program Standards
  – Enhanced services
  – Uniformity
  – Accreditation

• Standardization
  – Ability/Skill
  – Knowledge