

QA Requirements

FY19-20 Food Protection & Facilities Agreement Addenda



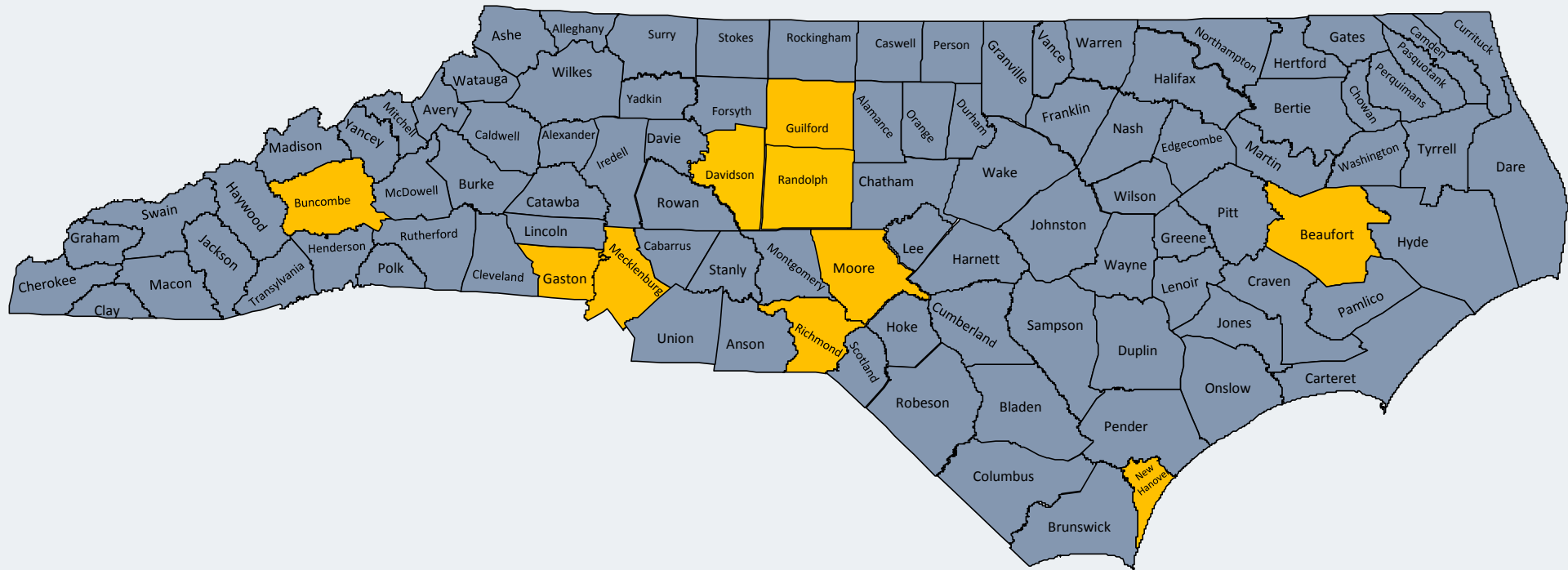
What Does Your QA Policy Look Like?



Past QA Requirements

- Quality Assurance (QA) has been a part of the Agreement Addendum for several years
- State of North Carolina only required a local health department to have a QA policy and follow it
- Verification was a statement from local FLI programs that they met their QA policy

Pilot Counties for QA Project



New Statewide QA Policy

- What will the new policy require?
 - Creation and use of a prioritization policy
 - Specific details on field assessments of REHS
 - Regional Staff involvement
 - Documentation of field assessments and file review
 - Evaluation of staffing levels and needs

Prioritization Policy

- Each county/district will be responsible to have a policy in place that prioritizes workload when there are insufficient resources to complete all mandated inspections per 15A NCAC .0213.
- The State has developed a template that may be used

Prioritization Policy

- The policy must ensure:
 - Higher-risk establishments such as HSPs, establishments with specialized food processes, and establishments that are low-performing are prioritized over less-risky establishments
 - Risk Category IV establishments are inspected at a higher inspection compliance rate than Risk Category III, II, or I establishments (goal = to miss no more than 1 inspection per FY).
 - Risk factor violations documented on previous inspections, length of time since completion of last inspection and frequency of complaints from the public are taken into consideration when prioritizing the workload

QA Field Assessments

- Each county/district will be required to complete at least 2 QA Field Assessments per FY per REHS working in the FLI program
- If the county/district has 2 or less REHS, the Regional will complete the QA Field Assessments – known as Regional Review
- If the county/district has 3 or more REHS, the county/district has the option to either have Leader Review or Peer Review.

Leader Review vs. Peer Review

- Leader Review – the county/district will have at least 1 designated leader. The Regional will complete QA Field Assessments with each leader. The leader(s) will complete QA Field Assessments of the REHS in the FLI program.
- Peer Review – the county/district may choose to allow 1 of the 2 required QA Field Assessments to be completed among peers within a program. The second QA Field Assessment must be completed by a designated QA leader (supervisor or designee). The designated QA leader will be evaluated by the Regional per the Leader Review instructions.

Documentation of QA Assessments

- Field Assessment Form provided by the State
 - Filled out by the assessor
- 53 items
 - Items do not directly correspond with the NC Food Establishment Inspection Form
 - Example:
 - #1 on Inspection Form is not #1 on the QA assessment (#11)
- Inspection Form items are shown in the header of each QA assessment item
 - Some items include multiple inspection form items

QA Assessment Marking Instructions

- Marking Instructions for the Field Assessment
 - Read & understand the instructions prior to use (IN, OUT, N/A)
 - Based on Annex 5 of the Food Code – Conducting Risk-Based Inspections
- Certain risk factors that are marked N/O on the inspection form may be marked as N/A on the QA Assessment.

File Review Requirements

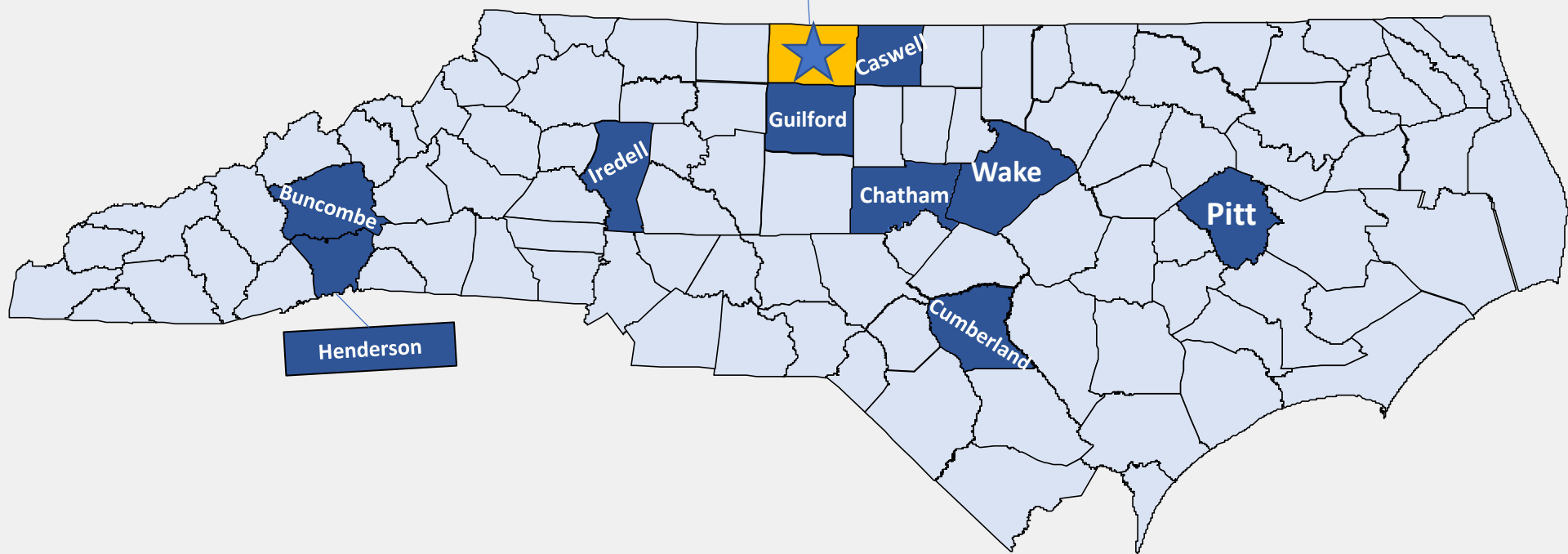
- With each QA Field Assessment a corresponding review of the establishment's file shall be completed.
- In addition to those 2 file reviews, 1 randomly selected establishment file will be reviewed per REHS in the FLI program
- Total of 3 files reviewed per REHS per FY

Staffing Levels

- Identify adequate staffing levels
- Focus on quality inspections vs. inspection compliance rates
- Some counties are achieving 100% inspection compliance and are not performing at a high quality level
- Some counties that are not achieving 100% compliance and are not short-staffed



Rockingham



Overview of QA Requirements

- Implementation of a prioritization policy
- 2 QA Field Assessments per REHS per FY
- 3 File Reviews per REHS per FY
- QA activities will begin July 1, 2019 (FY 19-20)
- County/district supervisors will be contacted by regional staff prior to July 2019 to make sure everyone is prepared for the change
- Staffing Levels will be assessed – timeline not defined yet

Questions?