

# 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.

Corrective Action: *Each inspector shall consistently*

1. Obtain on-site corrective action to abate the immediate hazard on all risk factor violations.
2. Conduct follow-up inspections as required by the policy and procedure manual.
3. Take the appropriate steps when the same risk factors are repeated from the past 2 inspections. The appropriate steps include issuance of appropriate rating, Administrative Hearings, and risk control plans, followed by the issuance of summons. These steps are outlined in the Policy and Procedure Manual.

Review of the Inspection Report: *Each inspector shall consistently*

1. The inspector shall introduce themselves to the PIC at the start of the inspection.
2. The inspector shall call the PIC by name at least once during the visit.
3. Review the violations recorded on the inspection report with the Person-in-Charge.
4. Obtain the signature of the Person-in-Charge on the appropriate location on the report after reviewing said report. (If the PIC refuses to sign, the inspector shall note same.)
5. Be able to explain the public health significance of each risk factor.
6. Document discussion of options for implementing food safety systems, when needed.
7. Shall handle himself in a professional manner at all times.
8. Educate the foodhandlers and/or PIC on food safety.

Ratings Issued: *Each inspector shall consistently*

1. Issue ratings based on the State's recommendations, as stated in the Policy and Procedure manual.

**This department will review the quality of our food inspection program through the monitoring of reports and by joint inspections with a supervisor on a periodic basis.**

Monitoring of Reports

1. The supervisor will review every report written by each inspector and notify that inspector of any inconsistencies with local or State policies. The review will be based upon the criteria given above. The supervisor will return the report with the questions or issue(s) on a sticky note. The inspector must correct the issue or answer questions in a timely manner.

2. A corrective action will be taken with each inspector that has a continued inconsistency issue on the reviewed reports on a sliding scale. A continued inconsistency is defined as a pattern of non-compliance observed over a minimum of three reports.
  - i. First problem (similar in nature): documented discussion
  - ii. Second occurrence: Retraining with Supervisor during a joint inspection
  - iii. Third occurrence: start disciplinary process

### Joint Field Inspections:

1. The supervisor will conduct at least one joint field inspection with each inspector of the retail food program per year or at least 3 times during a five year assessment period.
2. The supervisor will be observing the abilities of the inspector and will not be inspecting separate areas during this review.
3. This inspection will be separate from the FDA Standardization inspections.
4. The supervisor will arrange for or conduct training with an inspector that needs improvement and conduct additional follow-up inspections to assure improvement.

### Program Self-Assessment:

Once a year, the supervisor will assess the effectiveness of this QA program using the FDA's self-assessment worksheet. Overall assessment will occur once every 5 years. Actions will be taken where improvement is needed.