

Quality Improvement Project

Stratford Health Department

Licensing Faith-Based Organizations for Food Events

April 2014 – April 2015



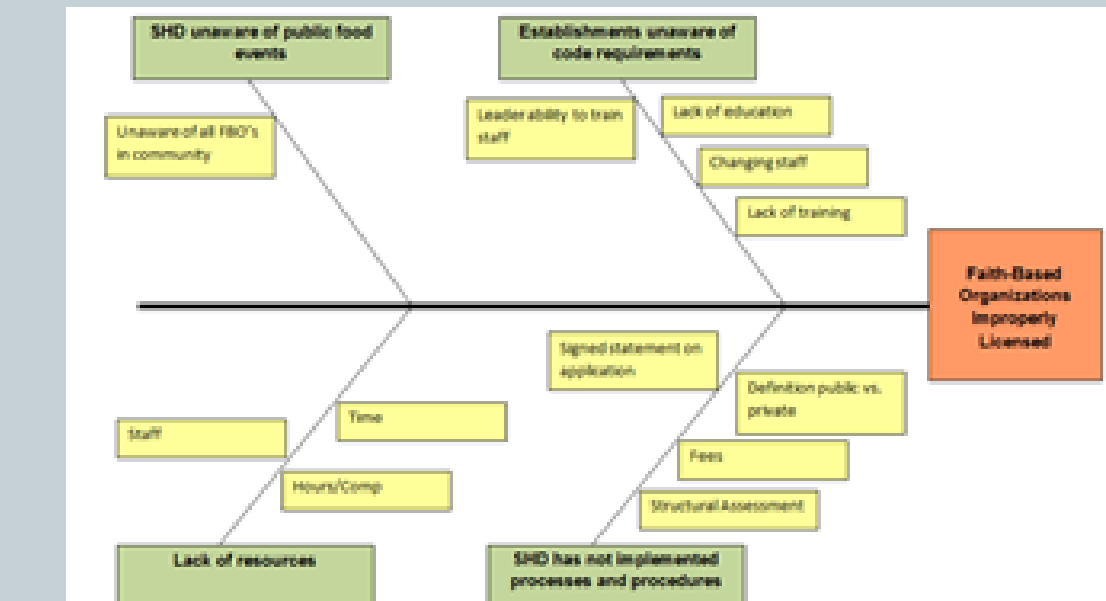
February 2015

Plan: Identify an Opportunity and Plan for Improvement

- To reduce the potential for foodborne illness, the Stratford Health Department sought to properly license Faith-Based Organizations (FBO) according to the Connecticut Public Health Code. This project was chosen because most FBO kitchens were structurally non-compliant, staff were not trained in food safety, and improper licenses were being issued. Prior to this project FBOs were provided an "annual license" from the SHD for \$5, but kitchens were not inspected and there were no standards for regulations.
- AIM Statement: The Stratford Health Department will appropriately issue food licenses to at least 75% of FBOs in Stratford by April 1, 2015.

Plan: Identify an Opportunity and Plan for Improvement

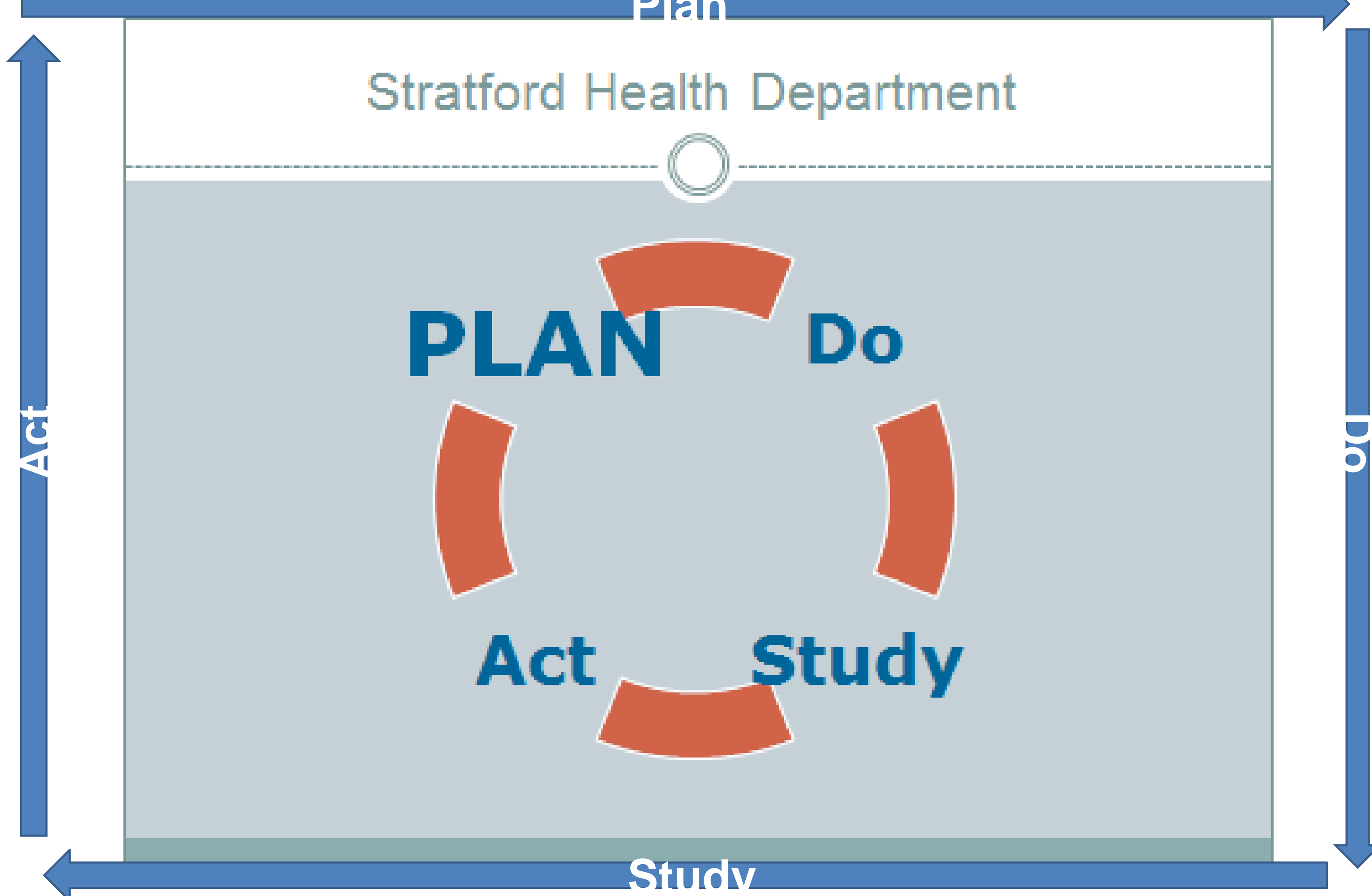
- Examine the Current Status**
 - Fishbone Diagram**



Plan: Identify an Opportunity and Plan for Improvement

Develop an Improvement Theory

- Increasing the number of appropriately licensed FBO kitchens/food events will reduce the risk of foodborne illness among residents



Act: Standardize the Improvement and Establish Future Plans

Successes:

- Clarification on Statute
- Fixed decades-old problem of incorrectly licensing FBOs
- 100% of FBO's licensed correctly (no yearly license required)
- 19 additional FBO's alerted to temp food license requirements and entered into Everbridge for future needs
- Increase in Temp Food Licenses issued to FBO's between 2013 and 2014 (6 to 8)
- Learned how to apply QI process
- Less admin time spent on licensing
- Food safety education offered to FBO's

Plan: Identify an Opportunity and Plan for Improvement

Collect Baseline Data

- # of FBOs known & "licensed": 11
- % of FBOs appropriately licensed: 0% (0 out of 11)
- # of temporary food licenses issued to FBOs: 6 (2013)

Act: Standardize the Improvement and Establish Future Plans

Establish Future Plans:

- Send letters to FBOs stating they will no longer need a yearly license, but that they will need temporary food licenses for all events outside of establishment (by Feb. 2015)
- Promote requirement for temporary food licenses to FBOs. (by June 2015)
- Offer 2 voluntary training events on food safety in the Spring and Fall of 2015 for FBO kitchen staff and volunteers (by Dec. 2015)
- Continue to track data: # of temp food licenses for FBO's in 2015; # of FBO staff and volunteers trained in food safety (by Dec. 2015)

Do: Test the Theory for Improvement

Key Action Steps

- Defined public vs. private events (which events require temporary food licenses)
- Developed internal procedures for interviewing, inspecting and licensing FBOs. Fee schedule developed for 2 options: yearly or temporary event licenses.
- Researched comprehensive list of FBOs in Town
- Created list of FBOs and assigned to each sanitarian. Sanitarians made contact to determine: a) events open to the public; b) requirements to bring kitchen to code (physical assessment); c) licensing decision (yearly or temporary).

Study: Use data to study results of the Test

UNINTENDED CONSEQUENCE!

- The SHD environmental staff consulted with CT DPH and found:
 - 19a-36 of the Public Health Code states:
 - "The provisions of such regulations (A) with respect to the requirement of employing a qualified food operator and any reporting requirements relative to such operator, shall not apply to an owner or operator of a soup kitchen who relies exclusively on services provided by volunteers, and (B) shall not prohibit the sale or distribution of food at a non-commercial function such as an educational, religious, political or charitable organization's bake sale or potluck supper provided the seller or person distributing such food maintains such food under the temperature, pH level and water activity level conditions that will inhibit the rapid and progressive growth of infectious or toxigenic microorganisms. For the purpose of this section a "non-commercial function" means a function where food is sold or distributed by a person not regularly engaged in the for profit business of selling such food."

Study: Use data to study results of the Test

- Temporary food licenses issued to FBO's after QI project: 8 (2014)

List of known FBO's licensed prior to the QI project (11)					List of new FBO's kitchens in need of licensing (19)				
Name	No. Street	Phone	License Decision	Sanitarian Assigned	Name	No. Street	Phone	License Decision	Sanitarian Assigned
Christ Episcopal Church	201-05-0401	860-253-1100	Annual	AK	Christ Episcopal Church	201-05-0401	860-253-1100	Annual	AK
First Baptist Church of Stratford	201-05-0401	860-253-1100	Annual	AK	First Baptist Church of Stratford	201-05-0401	860-253-1100	Annual	AK
First Congregational Church	201-05-0401	860-253-1100	Annual	AK	First Congregational Church	201-05-0401	860-253-1100	Annual	AK
First Lutheran Church	201-05-0401	860-253-1100	Annual	AK	First Lutheran Church	201-05-0401	860-253-1100	Annual	AK
First Methodist Church	201-05-0401	860-253-1100	Annual	AK	First Methodist Church	201-05-0401	860-253-1100	Annual	AK
First Presbyterian Church	201-05-0401	860-253-1100	Annual	AK	First Presbyterian Church	201-05-0401	860-253-1100	Annual	AK
First United Methodist Church	201-05-0401	860-253-1100	Annual	AK	First United Methodist Church	201-05-0401	860-253-1100	Annual	AK
St. Ann's Catholic Church	201-05-0401	860-253-1100	Annual	AK	St. Ann's Catholic Church	201-05-0401	860-253-1100	Annual	AK
St. John's Catholic Church	201-05-0401	860-253-1100	Annual	AK	St. John's Catholic Church	201-05-0401	860-253-1100	Annual	AK
St. Mary's Catholic Church	201-05-0401	860-253-1100	Annual	AK	St. Mary's Catholic Church	201-05-0401	860-253-1100	Annual	AK
St. Paul's Catholic Church	201-05-0401	860-253-1100	Annual	AK	St. Paul's Catholic Church	201-05-0401	860-253-1100	Annual	AK

KEY

- Not being licensed
- Temporary license
- Annual license
- No decision made

This list includes the organizations that are currently licensed until March 31, 2015. After March 31, 2015, these organizations will either no longer be licensed, pursue an annual license, or take out a temporary license per event.

Study: Use data to study results of the Test

Collect Data

- Researched FBO's in Town and cross-referenced with Town Clerk. Entered into Everbridge. Made contact to determine if food events occur and if not had them sign a statement.
- Developed structural assessment for those with interest in pursuing annual license
- Discussed need for temporary license with those not pursuing annual license. Created folder to track FBO temporary food event licenses for the year.