Association of Food and Drug Officials

◆ Elliot O. Grosvenor Food Safety Award ◆

This nomination must be submitted by __April 1__
to be considered for the current year's award

Criteria for Nominations

The Elliot O. Grosvenor Food Safety Award is given to recognize outstanding achievements made by food safety programs within State Departments of Agriculture, Natural Resource Agencies, Public Health Departments or Environmental Conservation Departments in the United States or Canada. The award will go to the program that best showcases improvement, innovation or sustained high performance within a food safety program. A food safety program could include responsibility for: food safety, food protection, and food defense or food sanitation. The applications will be made to the AFDO awards committee by the deadline.

(PLEASE TYPE)

Date of Nomination: March 30, 2016   for the year ending December 31, 2015

Program's Full Name:	Food Safety Executive Dashboard
Nominator	Drew Polulak- Computer Aid Inc
Immediate Organization:	Steve Mandernach- Department of Inspections and Appeals (DIA)
Agency:	Food and Consumer Safety Bureau
City, State, ZIP:	Des Moines, IA 50319
Telephone (office):	515-281-7102 (mobile):
Email Address:	Steven.Mandernach@dia.iowa.gov
AFDO Member	Drew Polulak

Executive Summary:
Iowa Department of Inspection & Appeals (DIA) and the Bureau Chief for Food and Consumer Safety, Steve Mandernach, have been instrumental in making many innovative additions to food safety management and oversight. The most notable achievement has been the creation of the Food Safety Executive Dashboard deployed in November 2015. It enables the program leaders to see the real-time trending and analysis of state and local health department's data on inspections, violations and complaint trending, as well as revenue for permits and licenses.

USAFoodSafety is an all-in-one mobile solution that fully automates the workflow for licensing, inspection, complaint, enforcement, and lab sampling. The laptop/tablet module provides the site

inspector with the Food Code, all quality checkpoints for the type of food and type of process/preparation, and the full inspection history of the facility being inspected, with specifics of prior violations. This enables faster, more effective inspections; it also enables inspectors to complete significantly more inspections in a given timeframe. Once the inspections are approved by supervisors, the inspections are then displayed for citizens to view on the agency website, or using the mobile app in Iowa.

The Executive Dashboard provides a cross-jurisdictional display of data points related to food safety, shown as interactive graphics. It allows DIA to see inspections by risk level over various time periods and assess in terms of inspection reasons, types, geography, risk, inspector, etc. It uses a nightly extract of data from the previous day's work effort in 14 different jurisdictions, i.e., work completed by more than 250 individuals involved in food safety at State, county or city-level Departments of Health. The dashboard provides a highly intuitive means to perceive trends in food safety inspections and to drill down to (and resolve) issues at the local level.

Further in designing the Executive Dashboard, the Department considered both retail and manufactured program standards and building reporting items that could be used for real-time monitoring as it relates to standards 4, 6, 8, and 9.

DIA created the dashboard as an extension of existing GOTS software, which is shared across the community of other state licensees. This means the dashboard is available to Food Safety organizations in other states as part of the state's standard maintenance license.

❑ **Agency Demography (Population Served, Age and Diversity)**

Like most states, Iowa regulates food safety at the state level and allows enforcement at either the state or local level, based on jurisdiction. The state has 947 cities – half of which have fewer than 500 residents – and 99 counties. The Department has the authority to license and inspect all food establishments. The Department does contract with 12 counties, 1 district health department, and 1 city to perform inspections. Otherwise, food safety inspections default to the state organization. In Iowa, this means food safety inspections are performed by 14 local organizations as well as the state DIA.   The inspection process covers the entire food chain in the state, from food production sites to retail food establishments.

❑ **Agency Resources and Budget (Staff, Facilities, Revenues)**

In Iowa, the Food Safety Executive Dashboard provides a high level oversight of 150+ inspectors and supervisors employed by DIA plus another 100 users employed by local health organizations. For example, in 2015 these individuals completed more than 15,000 inspections, of which 47 percent were completed on time.   Using the dashboard, DIA can easily view virtually any aspect of the work, the facilities, or the license revenue associated with the program. The image at right is a one-year view of license revenue across all geographies.
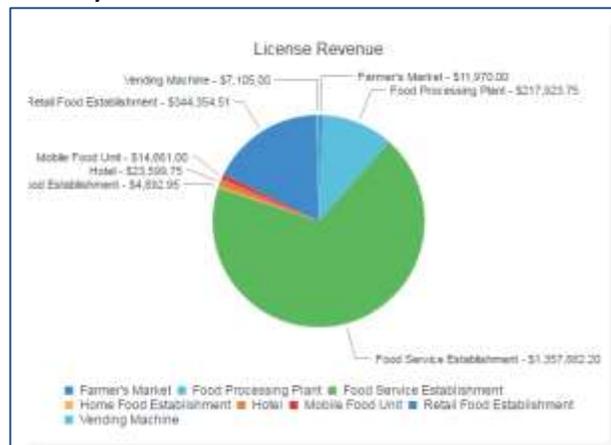
❑ **Program Planning/Self Evaluation (Vision, Staff Participation)**

The vision for the executive dashboard was to provide program leaders with the best available technology for real-time trending and analysis. It was to address all data associated with inspections, violations and complaints, as well as revenue for permits and license, with an easy ability to filter the information and see granular levels of information. This in turn would allow program managers to use the data to enhance performance. For example, managers can identify certain types of inspection, or levels of risk hazard, that are consistently overdue and implement corrective measures.

In addition, DIA by intentionally reached out to Kansas Department of Agriculture, Steve Moris's team, and Minnesota Department of Agriculture, Ben Miller's team for their input in designing the Food Safety Executive Dashboard. In other words, DIA funded the project and simultaneously embraced the opportunity to allow future users to have input into the project. Because multiple state-level organizations participate in (1) the "process" of food safety and (2) immediate use of the underlying GOTS software, this level of professional courtesy enabled DIA to leverage intellectual capital across state lines in a fashion that will ultimately benefit all parties. Based on the success, DIA and the other licensees have discussed expanding the dashboard to include other functional areas related to food safety.

❑ **Program Management (Staff Control, Community/Industry/Consumer Support)**

The Food Safety Executive Dashboard has allowed the various states visibility of trending to transform the food safety inspection process for both state and local governments. The ability to see this data shows business leaders the overall status of their organization. Based on the information provided, management can guide their organization and employees in the right direction and manage efficiently.

The structure of collecting the information in USAFoodSafety has yielded greater consistency and higher quality of inspections. This in turn has allowed public officials to focus more attention on higher risk establishments and violations trending in the industry.

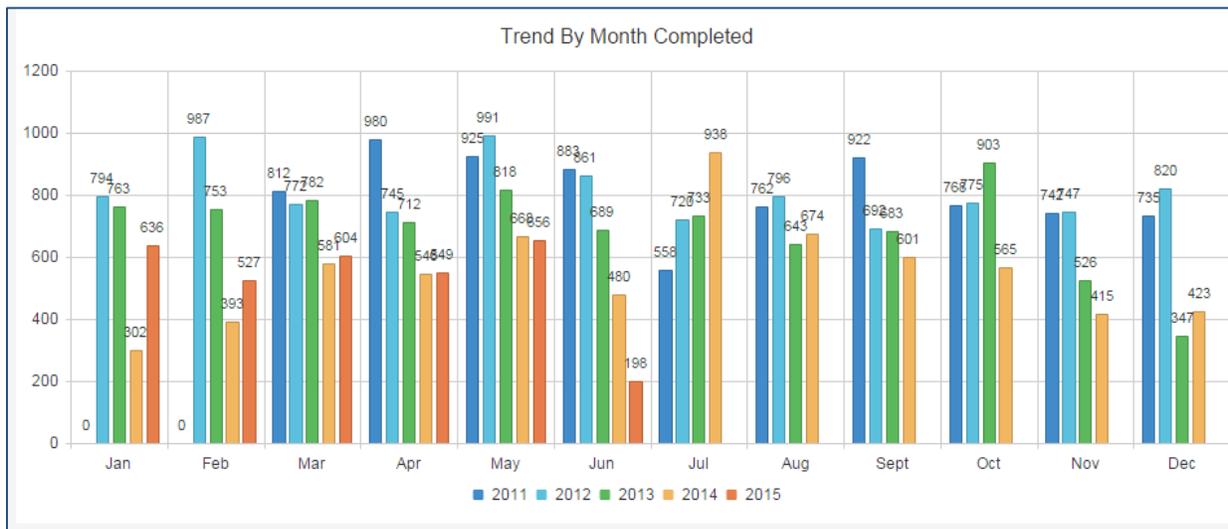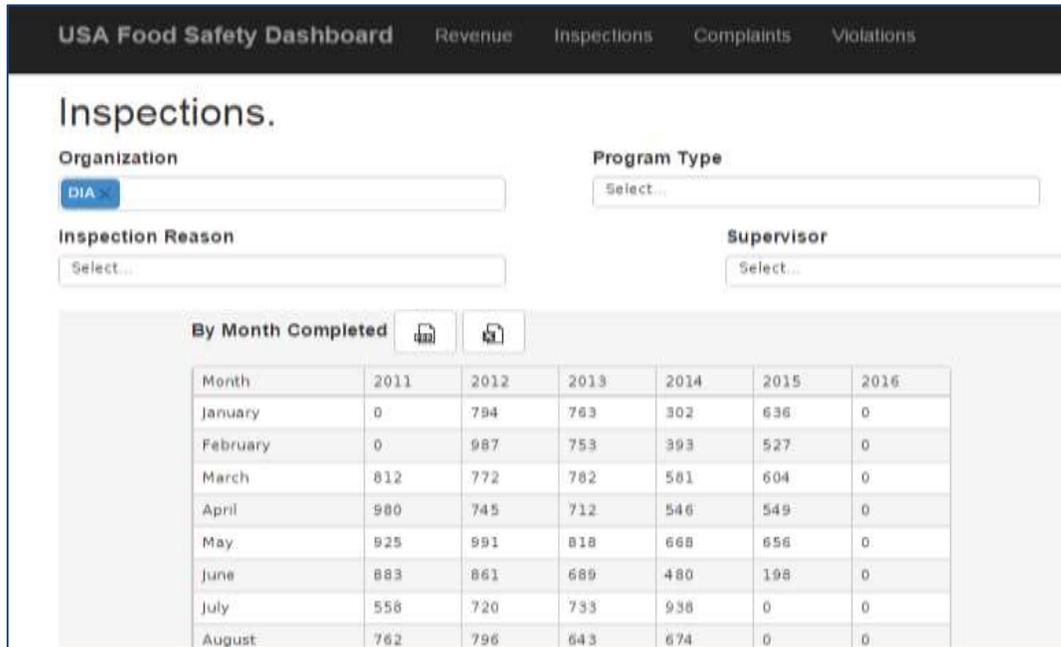❑ **Program Implementation (Training, Compliance, Enforcement)**

The Food Safety Executive Dashboard was deployed in November 2015, and DIA is using the data and analytics to identify trends in common violations and complaints to help improve food safety in their jurisdiction. This can be accomplished by providing additional information to facilities during the inspections or as general outreach to the industry.

❑ **Program Outcomes (Measurable Outcomes)**

Food safety managers now have an accurate, highly visual representation of the overall status of their program. The visual representation of data allows mangers to see exactly what is working well and what areas need improvement. This results in better program management, saves time and effort by eliminating the need for business leaders to spend countless hours logging into business systems and running reports, and the inspection data entered in the field helps the employees work more efficiently and be measured and trended.

1. **Real-time visibility**: provides great visibility and insight real-time, not quarterly or annually.
2. **Review of Performance**. "If you can't measure it, you can't improve it." This allows better program management by enabling real-time measurement of business performance.

3. **Time Savings**: Many managers spend countless hours logging into business systems and running reports; the Food Safety Executive Dashboard always shows immediate, interactive results.
4. **Inspection Performance**: The Food Safety Executive Dashboard allows managers to view all aspects of the inspection, in increasingly granular levels of detail, such as shown in some of the images below.
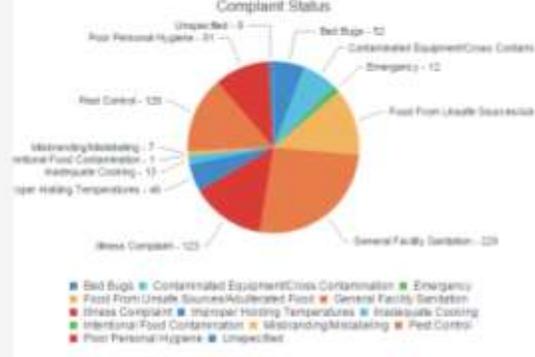
Complaints.

Organization DSA

Program Type Select...

Date From 5/4/2011 **Date To** 5/4/2018

Complaint

Complaint	Pending	Verified	Unverified	Unfounded	Referred DOH
Bed Bugs	2	20	24	7	0
Contaminated Equipment/Cross Contamination	4	25	26	7	0
Emergency	0	13	1	0	0
Food From Unsafe Sources/Adulterated Food	5	45	44	20	0
General Facility Sanitation	21	69	87	52	0
Illness Complaint	0	2	108	13	0
Improper Holding Temperatures	2	14	22	8	0
Inadequate Cooking	0	0	10	5	0
Intentional Food Contamination	0	0	0	1	0
Misbranding/Mislabeling	0	2	4	1	0
Pest Control	1	44	60	19	0
Poor Personal Hygiene	4	21	51	25	0
Unspecified	1	2	5	2	0

Complaint Status

(pie chart)

Legend: Bed Bugs, Contaminated Equipment/Cross Contamination, Emergency, Food From Unsafe Sources/Adulterated Food, General Facility Sanitation, Illness Complaint, Improper Holding Temperatures, Inadequate Cooking, Intentional Food Contamination, Misbranding/Mislabeling, Pest Control, Poor Personal Hygiene, Unspecified

By Complaint Type

Complaint Category Type	2011	2012	2013	2014	2015	2016
Bed Bugs	0	1	0	37	16	0
Contaminated Equipment/Cross Contamination	0	0	0	31	24	0
Emergency	0	0	0	7	5	0
Food From Unsafe Sources/Adulterated Food	0	1	2	73	38	0
General Facility Sanitation	0	1	3	156	71	0
Illness Complaint	0	0	0	96	28	0
Improper Holding Temperatures	0	0	0	29	17	0
Inadequate Cooking	0	0	0	11	2	0

By Complaint Type

(bar chart: Food From Unsafe Sources/Adulterated Food, General Facility Sanitation, Pest Control, Poor Personal Hygiene, Bed Bugs, Contaminated Equipment/Cross Contamination, Emergency, Illness Complaint, Improper Holding Temperatures, Inadequate Cooking)

Violations.

Organization DSA

Program Type Select

Date From 5/4/2011 **Date To** 5/4/2018

Inspection Form Type Retail Food

Classification Select

Sub Classification Select

Operation Type Select

Primary Inspector Select

Question	Question Text	Status	%	Independent	%	Small chain	%	Medium chain	%	Large chain
	Total number of inspections in all categories		100%	17551	100%	7756	100%	2233	100%	4504
	Total number of routine inspections in all categories		91%	15700	94%	7278	93%	2067	94%	3843
02	Certified Food Protection Manager	In	96%	16253	95%	7422	95%	2128	96%	3845
02	Certified Food Protection Manager	Out	1%	193	1%	70	1%	12	1%	44
02	Certified Food Protection Manager	N/A	1%	249	1%	153	2%	37	1%	47
02	Certified Food Protection Manager	N/O	3%	556	2%	231	3%	58	2%	71
03	Management, food employee and conditional employee knowledge, responsibilities and reporting	In	95%	16550	97%	7519	96%	2154	97%	3891
03	Management, food employee and conditional employee knowledge, responsibilities and reporting	Out	2%	273	1%	67	1%	24	1%	33
03	Management, food employee and conditional employee knowledge, responsibilities and reporting	N/O	3%	528	2%	167	2%	55	2%	63
06	Proper use of exclusions and restrictions	In	94%	16665	98%	7566	97%	2168	98%	3911
06	Proper use of exclusions and restrictions	Out	5%	10	0%	0	0%	1	0%	10
06	Proper use of exclusions and restrictions	N/O	4%	620	2%	178	2%	64	2%	83
01	Procedures for responding to vomiting and diarrheal events	In	95%	16833	97%	7498	96%	2163	97%	3880
01	Procedures for responding to vomiting and diarrheal events	Out	2%	272	1%	153	1%	25	1%	41

Results Out

Inspection Results By Year
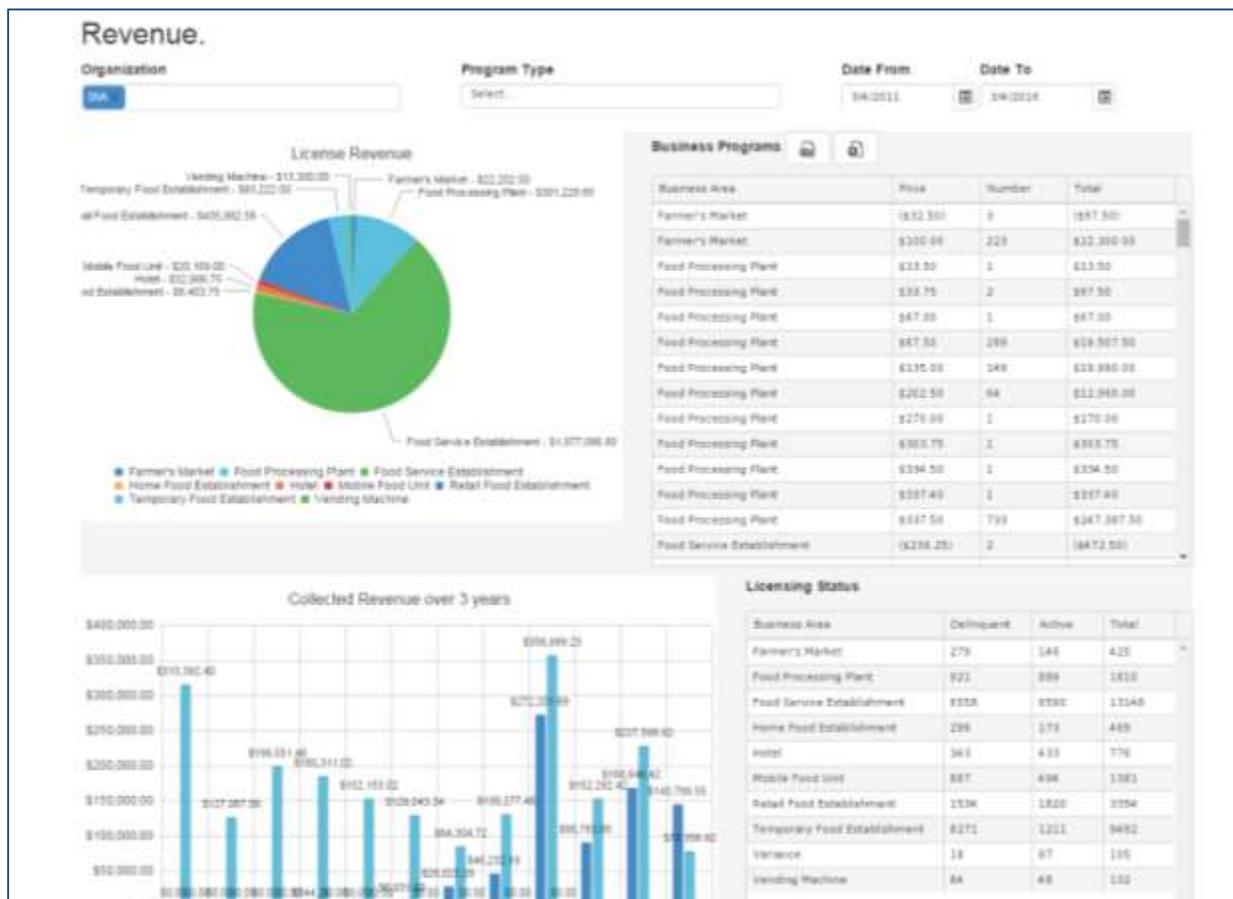
□ **Goals for Improvement**

The short-term goal of DIA is to leverage the data collected in the dashboard to be proactive and quickly identify trends to improve food safety within their jurisdiction. The long term goal is to expand the areas of measurement within the system to further improve trending and analysis.

Now that the Food Safety Executive Dashboard is in production, DIA is fine-tuning program management to enhance the quality and timeliness of inspections, and thereby reduce risk associated with contamination in the food chain.

□ **Issues/Challenges/Risks**

DIA has primary control of its own staff, who represent 60 percent of the work force responsible for food safety inspections. The Food Safety Executive Dashboard is available to each of the local jurisdictions for their own use, but implementing program or process changes across jurisdictions is often time-consuming and/or ineffective. Ideally, DIA will be able to use the metrics available within the Food Safety Executive Dashboard to facilitate change whether at the individual inspector or jurisdiction level.

❑ **Summary (Improvement or Innovation that Merits Award)**

The Food Safety Executive Dashboard reports key metrics on the <u>process</u> of food safety regulation, thereby allowing management to accurately assess the overall health of their organization. This real-time visibility is a major accomplishment and enables easy access to accumulated metrics from the daily tasks of inspectors across the state.   Using this visual tool, program managers can leverage the raw information and develop greater insight into specific aspects of safety inspections and the food supply chain.

DIA has been instrumental in making innovative additions in automating the process associated with food safety and using technology to improve the inspection process.   DIA continues to share their 'Best Practices' to other participating food safety leaders across the country.

❑ **Attachments**
- Testimonials (maximum of two)
- Acknowledgements
- Appendices

Nominated by: Drew Polulak

Signature:

The winner of this award will identify an individual to receive travel funds (if available and pursuant to AFDO's travel policy) to attend the annual AFDO conference held in June in order to publicly receive an official plaque of recognition and will be given time on the program agenda to comment on the award. The winner will be invited to attend the AFDO Wiley Awards Banquet during the conference.

Attendance is not mandatory for receiving the award. Return this form, a photocopy of this form (both sides) and *please submit by April 1, 2016* to:

Dr. Joanne M. Brown
Chair, AFDO Awards Committee
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