

Root Cause and Environmental Response

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Appeals

We Know How

- Consumers are becoming ill from food consumed at licensed food facilities but investigations do not reveal the cause



We Want To Know Why

- Recognizing the need to know why consumers are ill resulted in even more questions:
 - Lack of managerial control...but why?
 - Lack of resources...buy why?
 - Lack of training...but why?
 - Lack of sick leave...but why?
 - Lack of supplies...but why?



Justification for Root Cause Analysis

- We are charged with ensuring compliance with state and federal regulations for facilities that provide food to the public
- We are conscientious public servants that are committed to protecting public health
- We are aware that other industries experience successes in root cause analysis and we want that too



First Steps

- Enrolled in the CDC's National Environmental Assessment Reporting System (NEARS)
- Face to Face training with NEARS Cadre
- Required inspectors to complete EATS 101
- Adapted the NEARS reporting instrument in our database
- Developed procedures for responding to FBI outbreaks
- Conducted investigations using the environmental assessment reporting instrument

Process Enhancements

- Identified the need to develop a root cause analysis team:
 - Inspectors that have an innate curiosity
 - Inspectors that are looking for more
 - Inspectors that are not afraid to probe for answers
 - Inspectors that are willing to offer a hypothesis
- Train the RCA Team:
 - Attended Face to Face National NEARS meeting
 - Attended ASQ Root Cause Analysis
 - Required completion of CDC's EATS 101 and EATS102
 - Identified leadership role for environmental assessments

Root Cause Identification Continued

- Will attend F2F meeting in Denver to get reporting instrument updates
- Will continue to use all tools of investigation
 - Case interviews
 - Clinical samples
 - Environmental samples
 - Laboratory samples
- Collaborate with federal, state, local, and industry partners
- Improve our processes to experience successes in root cause analysis

