



Appendix B

Foodborne Illness Prevention Program Customer Satisfaction Survey

2004



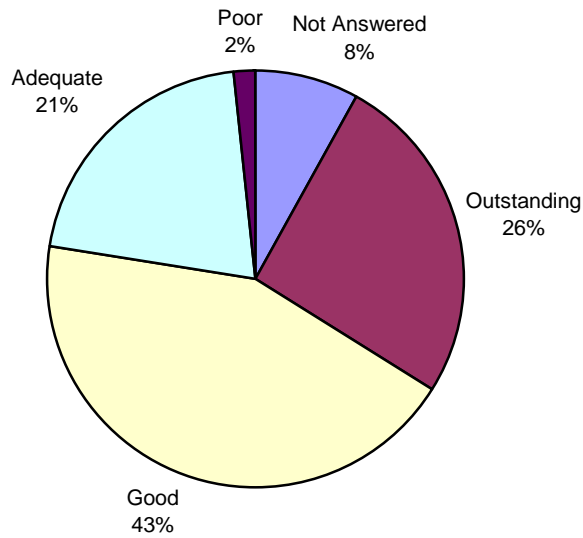
Foodborne Illness Prevention Program Satisfaction Survey Summary

In July 2004 a web-based satisfaction survey was sent out to County Health Administrators, Environmental Health Supervisors, and Environmental Health Specialists. This survey asked for feedback regarding the services provided by the Foodborne Illness Prevention and Swimming Pool and Tourist Accommodation Programs. Approximately 144 surveys were sent out, with a total of 62 responses.

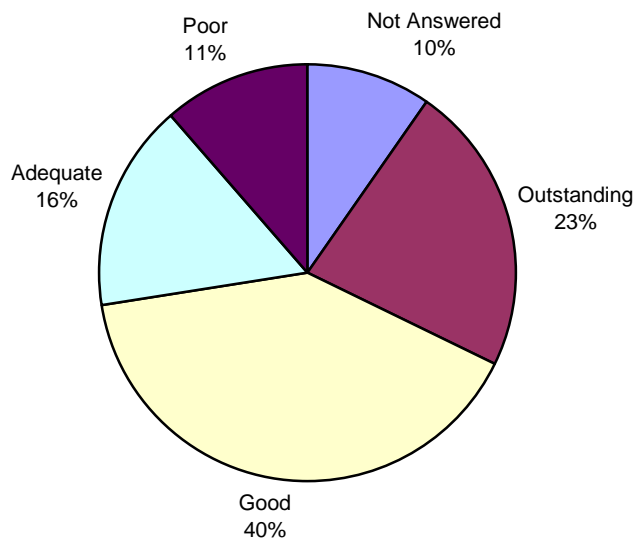
Foodborne Illness Prevention Program Survey Results:



Sixty-three percent of the respondents rated the overall performance of the Foodborne Illness Prevention Program as good or outstanding.



Ninety percent of the respondents rated the quality of technical advice received from the food consultation unit as adequate, good or outstanding.



Seventy nine percent of the respondents rated the response time of the food consultation unit as adequate, good or outstanding.

Overall, the majority of respondents were positive about the services they received from the Foodborne Illness Prevention Program (FIPP). However, there were some common suggestions for ways to improve the program. The food unit staff provided recommendations for each area.

1. Decrease response time to questions
 - FIPP will re-send the communication protocol to remind county staff of food unit staff's areas of expertise
 - FIPP will assure adequate coverage to answer phone calls during office hours
 - FIPP staff will update voicemail messages daily as to availability
 - FIPP will renew staff commitment to returning phone calls/e-mails within a 24-hour period, even if it is just to let the person know that further research is needed before providing the answer to their question

2. Staff should be technical experts regarding food rules and policies
 - Staff will identify program strengths and weaknesses
 - Staff will then identify individual staff strengths and weaknesses and assign program technical expertise responsibilities based on program needs
 - Experts will be asked to provide training to food program staff in areas identified as weaknesses

3. Consistent answers among consultation staff
 - Re-emphasize the communication protocol with a single point of contact at the state level for identified areas such as; mobile units, Phoenix, food handler training, and triennial reviews
 - Inform each caller that complex situations will need to be discussed with the consultation unit and/or other agencies as necessary to provide well-researched, consistent answers

Other suggestions received from the survey:

- Continue with the regional meetings and increase to at least twice a year
- Provide more training at the state level, such as a “Back to Basics” course for inspectors
- Need better coordination of input received from various sources such as industry, State FSAC, CLEHS and CLHO
- Implement a Food Standardization Officer’s program and begin regular Food Standardization Officer’s Meetings for county staff
- Improve communication between the counties and DHS: newsletter, website, regional meetings and list-serve
- Share recent environmental health publications and research articles