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| **Project Name:**  FOOD HANDLER’S EDUCATION AND PERMIT PLANNING (FHEPP)  *1-3 word Identifier* | **Sponsor(s):**  Food Safety Program and Quality Improvement Grant  *Who is governing and resourcing this project?* | |
| **Problem/Opportunity:**  The current system of delivering food handler’s education and permits cannot be updated with upcoming food handling code changes. The software used for education will soon have out of date information. We need to plan for a different method of delivering food handler’s education. In addition, the lack of food handler’s permits or expired permits was the most common food inspection violation in the past 12 months. We need to address the barriers to getting food handler’s permits.  *1-3 sentence description of the problem/opportunity (without assumption of cause or solution) and why it is important (impact on Dept./Division strategic goals)* | | |
| **Measure(s):**  # of food handler’s permits issued (monthly, method—access database)  # of food handler’s permit violations (quarterly?--CAMAS)  # of food handler’s permits delayed due to transition (front desk track through transition)  # of food handler’s permits issued with out of date education (front desk track through transition)  Wait time for customer (average—customer survey)  Customer satisfaction—convenience (customer survey)  *The quantitative indicator(s) which would demonstrate performance had improved. More than 2-3 measures may indicate lack of focus* | | **Target(s):**  Increase (# per month? Percentage?)  Decrease (average? Percentage?)  Zero  Zero  Decrease (average, percentage?)  Increase (percentage? Average?)  *How much improvement is expected/hoped for?* |
| **Mission:**  The Kittitas County Public Health Department will fully transition to a new method of food handler’s education and permitting while striving to maintain customer service, avoid interruption in services, and addressing current barriers to obtaining food handler permits.  *1 sentence declaration as to what the project team is to do (without assumption of cause or solution)* | | |
| **Process(es) to be addressed:**  Food Handlers education and permit process from Preparation to Follow Up (see top down flow chart)  *Describe the boundaries (the “start” and “stop”) of the process(es) to be improved/built* | | **Customer(s):**  Food Handlers  Who is/are the PRIMARY recipient(s) of the “output” or service? |
| **Team Leader:**  James-Candi will Co-lead  *Who is primarily responsible for the conduct and success of this project? (Ideally, will coincide with the process owner)* | | |
| **Team Facilitator:**  Robin  *Who will be assisting the leader with QI methods and tools and group process facilitation?* | | |
| **Team Members:**  Kasey, Erin, Melissa  *Who will be active participants on the project team? Ensure representation of process steps and other key stakeholders.* | | |
| **Constraints:**  New code will be implemented in January 2013 so there is a time constraint. The QI grant timeline is also a constraint. We may or may not have the technological set up for possible new methods and this may limit our options for tailoring the food handlers education delivery method. Delay in contract process. Limited staff time for working on project. Lack of funds for purchasing new equipment, supplies, etc. Need to be able to address barriers for customers (technology, literacy, etc.) May result in less funding/revenue for department.  *Are there time, space, financial, system, policy, organizational or other constraints that the team leader and members should be aware?* | | |
| **Target Start Date: April 27, 2012** | | |
| **Target End Date: August 30, 2012** | | |
| **Process Owner(s):**  EH, FD, HP  *Who will be primarily responsible for maintaining process performance after completion of the project?* | | |

**QI/QP Project Definition Document**