

Food, Pools, and Lodging Program Evaluation Workgroup CHARTER

1. BACKGROUND AND RATIONALE

The Environmental Health Continuous Improvement Board (EHCIB) was chartered by the Local Public Health Association (LPHA) and the Minnesota Department of Health (MDH) to fundamentally advance Minnesota's state-local partnership in Environmental Health (EH). The first area of focus for the EHCIB is to improve the Food, Pools, and Lodging Services (FPLS) program evaluation process. The EHCIB has reviewed the current FPLS program evaluation process by gathering feedback from all stakeholders on the evaluation process's strengths and weaknesses. The EHCIB has made a recommendation supporting the development of an improved evaluation process.

The improved evaluation process will aim to promote the continuous improvement of all FPLS programs in Minnesota. This will advance the EHCIB's goal of establishing a common understanding of a quality FPLS program and developing corresponding metrics and tools to be used in program self-assessment and evaluation.

The Workgroup is needed to develop evaluation metrics and tools in support of the improved evaluation process.

2. PURPOSE

The EHCIB approved a proposal for a new FPLS program evaluation model. The key difference in the evaluation model is all programs will be evaluated on one standard at a time; evaluations will be conducted Standard-by-Standard vs. program-by-program. The EHCIB made the following recommendations for implementing the new model (Appendix A):

- **Initiate a workgroup to develop metrics and tools to support the new FPLS program evaluation process.** This will allow the new FPLS program evaluation process to roll-out efficiently and in partnership. The EHCIB will work with MDH EH staff to develop a charter and recruit members; the workgroup will begin work in early 2016.
- **Use the existing Food and Drug Administration (FDA) Voluntary National Retail Food Regulatory Program Standards (Standards) and MDH and MDA Delegation Agreements, and incorporate Minnesota-specific (MDH or MDA) criteria where valuable.** The Standards serve as a strong foundation and using them will promote

MDH-MDA alignment. In addition, the EHCIB would like to see MDH and MDA use consistent program elements and evaluation processes.

- **Implement a new program rating method – “meets” or “does not meet.”** Since programs will be evaluated one Standard at a time, the EHCIB recommends a status of “meets” or “does not meet” be given to each program for each Standard.
- **Identify minimum required criteria that must be met in order to have a delegated program.** These criteria will be consistent with requirements in the delegation agreement.
- **Identify steps a delegated program must take in order to make improvements to standards that do not meet the minimum criteria.** These steps will promote a continuous improvement process while still ensuring public health is protected.
- **Maintain focus on improving trust between evaluators and programs being evaluated.** Strengthening the bonds of trust between MDH/MDA and the local delegated programs is essential to successfully developing and implementing an improved evaluation process.

3. THE WORKGROUP’S CHARGE AND DELIVERABLES

The Workgroup will work collaboratively to complete the following:

- Evaluate performance measure work conducted by the EHCIB, existing criteria in the Standards, and the MDH and MDA program evaluation processes.
- Identify and develop criteria, metrics, tools and process that will be used for program self-assessment and evaluation of each Standard.
- Develop a draft implementation plan for evaluation of each Standard.
- Identify a process for programs that do not meet minimum criteria to improve their performance.
- Present recommended criteria, metrics, tools and implementation plan to the EHCIB for comment and approval.
- Make recommendations on how to communicate and disseminate best practices to promote continuous improvement.
- Make revisions to criteria, metrics, tools and implementation plan and present for final approval to the EHCIB.

Considerations:

The workgroup needs to consider that the final updated evaluation process may impact existing delegation agreement language.

4. MEMBERSHIP ROLES AND RESPONSIBILITIES

Workgroup composition may be adjusted according to knowledge, skills, and abilities required for each Standard. The Workgroup will include the following members:

Advisors (3)

Advisors Roles:

- Act as a liaison between the workgroup and the EHCIB
- Maintain workgroup focus on EHCIB vision and objectives
- Provide policy interpretation and guidance

Personnel:

MDH FPLS manager – Steven Diaz
MDA retail food program manager – Jeff Luedeman
Delegated agency management who is current/former EHCIB – Karen Swenson

Workgroup (11)

Workgroup Roles:

- Attend meetings
- Review existing materials
- Draft and edit materials
- Present materials to EHCIB

Personnel:

Co-Chair: MDH PWDU supervisor – Kim Carlton
Co-Chair: Delegated program representative (from list below) - TBD
3 PWDU evaluators – Denise Schumacher, Michelle Messer, Caleb Johnson
1 MDA BQM Supervisor – Kirsten Knopff
2 MDH delegated metro – Lisa Gyswyt, Wayzata-Minnetonka; Kris Keller, Washington County
1 MDH & MDA dual delegated agency representative – Jason Newby, Brooklyn Park
2 MDH delegated non-metro representatives – Jason Kloss, Southwest Health & Human Services; Mike Melius, Olmsted County
1 Ad hoc member for technical guidance and specific subject matter expertise per Standard (TBD - as needed)

Staff from the MDH Public Health Practice Section will serve as consultants to the workgroup Co-chairs.

5. TIME COMMITMENT

It is estimated that the Workgroup members will spend approximately 12 hours per month preparing and reviewing documents and attending meetings, including travel time. Meetings will occur monthly, at minimum, for at least the first six months. Meeting frequency will be evaluated after six months. The schedule will be determined once the workgroup is formed.

6. ACCOUNTABILITY

The Workgroup was chartered by and reports to the EHCIB.

7. METHOD OF OPERATION

Guiding Principles

The Workgroup will be expected to operate using the guiding principles of the EHCIB:

- Forward Thinking – Honor the past, yet focus on the future.
- Inclusive – Processes will be transparent, collaborative and inclusive.
- Accountable – The Workgroup will hold itself accountable for its actions.
- Partnership –The Workgroup recognizes that environmental health in MN relies on the state-local partnership; each of the partners needs each other, and values the work of all. The Workgroup will strive to serve as a model of this partnership.

Themes for Improvement of the Food, Pools and Lodging Services Program Evaluation

Process:

- Interaction
- Continuous Improvement
- Focus on public health risk
- Clear, consistent, transparent expectations
- Partnering relationships

Decision-Making:

Decisions will be made by consensus. If consensus does not exist the workgroup will use various methods to reach consensus and consult with the Advisors as needed.

Ground Rules: Honor differences

- Accept that conflict and disagreement will happen.

- Be prepared and actively participate in the meeting, silence will be considered agreement.
- No meetings after the meeting.
- Listen to understand.
- Respect the value of each individual's contribution.
- Focus on issues, not people.
- Agree to be a highly dedicated, efficient participant in order to accomplish the workgroup's goal. Realize, however, that other circumstances such as job, illness, family emergency, etc., may affect any individual's success during any part of this process. If such an occurrence arises, team members should notify the Advisors immediately to help work out a solution.
- Workload quantity will be divided equally amongst all team members.
- Each team member must make a concerted effort to come to every meeting, in-person or via WebEx or other telecommunication method.
- Meetings are expected to begin and end on time, and team members are expected to stay for the entire meeting.
- Workgroup gatherings are considered "open meetings" and local agency staff or MDH/MDH staff not on the workgroup may attend and observe the progress of the workgroup. Ways to provide feedback include contacting EHCIB members and work group members.
- Workgroup members should actively solicit opinions and ideas from their peers and constituents between meetings to provide the workgroup with a comprehensive perspective from around the state.

8. COMMUNICATION PLAN

A SharePoint partner site will be developed, with access given to Workgroup members. A Workgroup member will be assigned to give a report on Workgroup activities at the EHCIB meetings.

9. PROJECT PLAN AND TIMELINE

The first meeting will be before the end of May 2016. Goal for development of the metrics and tools for Standard 1: August 1, 2016.

The full project timeline will be determined by the workgroup.

Appendix A-Evaluation Process Development Workflow

