

## Food, Pools and Lodging Services Program Re-Evaluation Process

The Environmental Health Continuous Improvement Board developed the following re-evaluation process in March 2015. The re-evaluation process is intended to be applied to Food, Pools and Lodging Services Programs that did not receive an acceptable rating during the initial evaluation process. The re-evaluation process is intended to be implemented by the Minnesota Department of Health.

The re-evaluation process consists of three phases – 1) preparation for re-evaluation, 2) re-evaluation and 3) re-evaluation completion. A number of practices have been incorporated into the re-evaluation process to respond to issues identified in the initial evaluation process.

- The re-evaluation process will be completed by a team of two MDH evaluators to ensure consistency across evaluations.
- Open dialogue between the evaluators and the program will occur throughout the re-evaluation process to ensure expectations of both sides are clear and a common understanding of the program being re-evaluated is developed.
- The re-evaluation will focus on an agreed upon timeframe to ensure implemented improvements are recognized and programs aren't penalized for historic actions.

Phase	Steps
Preparation for Re-evaluation	1. MDH identifies the area(s) to be re-evaluated ( <i>all required elements or areas where the program scored 0 or 1 in a yellow or orange category during the previous evaluation.</i> )
	2. MDH provides a written summary of the areas to be evaluated to the program.
	3. MDH and the program hold a pre-meeting to discuss the upcoming re-evaluation expectations including: area(s) to be re-evaluated; evidence needed to achieve an acceptable rating; paper and/or on-site re-evaluation format; and timeframe(s) that re-evaluation will focus on.
	4. Program submits agreed upon document(s) to MDH.
Re-Evaluation	5. MDH evaluates submitted document(s).
	6. MDH and program participate in an on-site evaluation, led by MDH.
	7. MDH and program hold on-site exit interview to discuss overall observations. MDH will request information for any area(s) that remain unclear and the program will have the opportunity to address them.
Re-evaluation Completion	8. MDH drafts the re-evaluation report ( <i>including a new evaluation score and rating</i> ).
	9. MDH works with program to gather additional information as needed to complete the evaluation report.
	10. MDH issues the evaluation report ( <i>including a new evaluation score and rating</i> ).
	11. If the program receives another unacceptable rating, MDH and the program will engage in a process to develop and implement an improvement plan.