



Steritech

**BRITISH COLUMBIA
HEALTH AUTHORITIES**

Safe Food Audit – Public Report

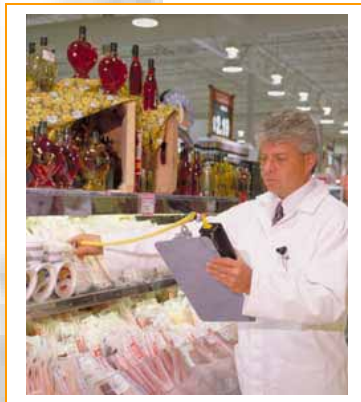
September 19, 2006





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Executive Summary

The Safe Food Handling audit was the first of three made-in-BC tools developed to assess the overall state of food services in BC Health Authority-managed hospitals and long-term care facilities. The Provincial Food Services Project is also designed to assess patient and resident satisfaction with food served and measure the nutritional adequacy of foods served in facilities. (The satisfaction survey is currently underway and the nutritional adequacy is waiting for the imminent release of the new Canada Food Guide standards.)

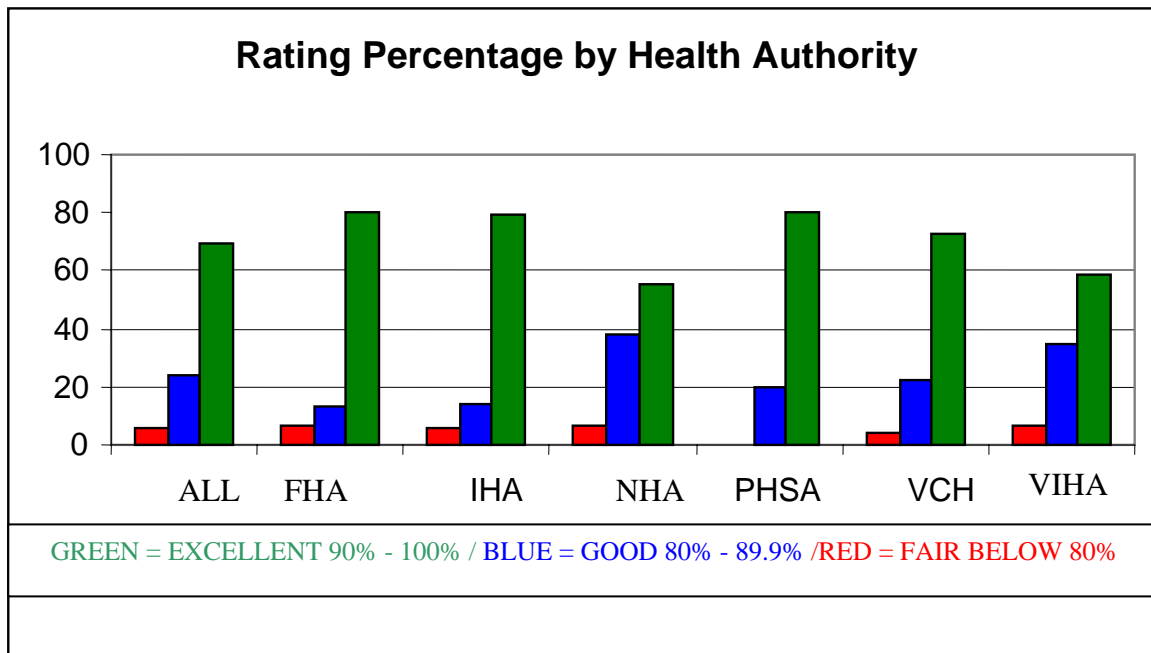
The complete audit process was directed by a joint Health Authority Food Services Technical Team made up of clinical dietitians, public health inspectors and food service managers. The team worked with Steritech, the organization chosen by RFP processes to develop the tool to measure safe food handling levels and, ultimately, to conduct the audit.

During the April to June 2006 period, 149 facilities were evaluated during the Safe Food Handling audit by Steritech's independent auditors. The overall key finding was that food in British Columbia health care facilities is handled safely.

Overall, five of the six Health Authorities averaged scores higher than 90 per cent. Ninety per cent and higher scores are regarded as achieving an "Excellent" rating. Northern Health's 89.1% "Good" (80 – 89.9 per cent) score was fractionally short of achieving the highest rating.

Any deficiencies identified have been shared with the respective Health Authorities. Critical and similar issues were dealt with immediately while other issues unique to specific facilities or acknowledged as being common to all or most authorities are being rectified as part of authority action plans.

This was the first province-wide audit carried out in Canada. The made-in-BC audit tool utilized all current provincial and Canadian food handling standards to ensure consistency with existing public health regulations.



Who Participated?

All acute hospitals and long term care facilities managed by one of the six British Columbia Health Authorities participated. In total, 149 facilities from all corners of the province were involved. (Private long term care facilities did not participate in this audit.)

Who Administers The Safe Food Audit?

A Provincial Health Authorities Food Services Technical Team has managed the development of the audit tool (Phase 1) and the implementation of the first audit (Phase 2). The Technical Team includes food services managers, clinical dietitians and public health food inspectors from all six (6) health authorities. The Technical Team Chair is from the Provincial Health Service Authority (PHSA) which provides contract management and logistics support on behalf of all six Health Authorities.

What Was The Cost?

The cost of the external contractor for Phase 2 was \$172,121.21. This includes all professional auditor time, travel, reporting costs, management meetings and applicable taxes. The contract includes the option for additional audits at the discretion of the individual Health Authorities.

What Did the Audit Measure?

The audit measured the levels of food safety and sanitation practices being carried out within health authority-operated hospital and long term care food service facilities. At the point in time when the inspections were conducted all styles of food service and dining facilities were inspected, ranging from larger full service and re-heating operations to smaller operations and satellite servery units.

Audit Basics: The audit tool was developed by B.C. Health Authorities Food Services Technical Team in consultation with provincial health inspectors and the food safety experts from The Steritech Group, Inc. The tool has been designed to establish a province-wide and uniform benchmark, when it comes to measuring the potential risks associated with food borne illness.

Tool References: A copy of the Audit Tool is available and attached herein. The Tool lists various inspection line items, along with a supporting standard policy, which takes into consideration meeting or exceeding current guidelines set out by the Canadian Food Retail and Food Services Code and the British Columbia Food Premises Regulation (pursuant to the Health Act).

Approach and Method:

The safe food handling audit has two phases. In Phase 1, the audit tool and process were designed and tested by a working group with food services and public health representatives from all BC Health Authorities and in consultation with the Steritech Group.

The intention was to assess food handling practices within BC on international and industry driven best practice levels.

British Columbia health care facilities continually strive for 100% compliance with those standards and are monitored and encouraged to demonstrate continual improvement in their processes. The provincial goal is to work collectively with all Health Authorities to ensure continual improvement which helps reduce the risk of food-borne illness outbreaks within the BC health care system.

Following an RFP issued for Phase 2, which is the focus of this report, the first province-wide audit was conducted and evaluated. Steritech was selected to conduct the audit and to assist the Provincial working group to evaluate both the audit tool and audit process. The province-wide third party Safe Food Handling Audit was completed by Food Safety Specialists from the Steritech Group at 149 British Columbia health care facilities between April and June 30, 2006.

Following completion of all audits, Steritech met and debriefed with the Technical Team identifying opportunities to improve the audit process and the tool. The summary findings (results) were reviewed.

What Do The Results Mean?

Critical Issues:

Within the audit tool, "critical issues" identify the most important items requiring immediate corrective actions to maintain proper food safety practices and reduce the risk of food borne illness.

Critical Support:

Within the audit tool, "critical support" identifies the most important items directly related to the presence of equipment and procedures that support the critical issues identified within the audit and also require prompt corrective actions.

Non-Critical:

Within the audit tool, "Critical" identifies the most important items directly related to foodservice operations maintenance and cleanliness issues which require prompt corrective actions.

Scoring:

Each line item within the tool is allocated a pre-determined point value and the greater the food safety risk, the greater the point value. Upon completion of each facility audit the points are tabulated and converted into a percentage score for the designated facility.

Rating Categories:

Facility percentage score results are then placed into one of three category ratings, which will set initial and ongoing benchmarks and help to determine how results will drive continual improvement within the facilities' process to reduce risk.

- 1.) Excellent – Exceeds Requirements: 90% or above**
 - Health Authority Audit Review
 - Mandatory written corrective action plan and follow up by facility manager
 - Additional food handler training optional
 - Optional third party re-audit within 45 days
- 2.) Good -- Meets Requirements: 80% - 89.9%**
 - Health Authority On-Site Follow-Up
 - Mandatory written corrective action plan and implementation by facility Manager
 - Additional food handler training mandatory
 - Optional third party re-audit within 45 days
- 3.) Fair -- Needs Improvement: 79.9% or below**
 - Health Authority On-Site Follow-Up
 - Mandatory written corrective action plan and implementation by HA facility Manager
 - Additional food handler training mandatory
 - Mandatory third party re-audit within 45 days

How Are B.C. Health Facilities Doing?

BC Health Care facilities provide safe food.

Provincial Health Authority	Facilities Audited	Average Score %	Score Range
	149	91.3%	70.4% - 99.2%
FHA	15	91.7%	77.8% - 98.0%
IHA	49	92.1%	78.2% - 99.2%
NHA	29	89.1%	70.4% - 98.3%
PHSA	5	92.3%	88.3% - 95.7%
VCH	22	91.7%	79.1% - 97.8%
VIHA	29	91.3%	77.8% - 98.4%

The number and percentage score of each facility are shown in the table below. Overall, 69.8% of facilities had a score above 90% with 6.1% of the audits scoring less than 79.9%. No facility scored less than 70.4%.

Provincial Health Authority	# Audits	70% - 79.9% Needs Improvement	80% - 89.9% Meets Requirements	90% - 100% Excellent
All	149	9 / 6.1%	36 / 24.1%	104 / 69.8%
FHA	15	1 / 6.7%	2 / 13.3%	12 / 80.0%
IHA	49	3 / 6.1%	7 / 14.3%	39 / 79.6%
NHA	29	2 / 6.9%	11 / 37.9%	16 / 55.2%
PHSA	5	0%	1 / 20.0%	4 / 80.0%
VCH	22	1 / 4.5%	5 / 22.7%	16 / 72.7%
VIHA	29	2 / 6.9%	10 / 34.5%	17 / 58.6%

The ten most common identified issues across all provincial facilities are as follows:

1. Sanitizer solutions at proper concentration and temperature; dishwashing machine final rinse at proper temperature.
2. Food contact surfaces properly cleaned, sanitized and air-dried.
3. Food contact surfaces of equipment and utensils durable, non-toxic, easily cleanable and in good condition.
4. Cold potentially hazardous foods maintained at 4°C (40°F) or below.
5. No potential for contamination of food.
6. Proper hand washing practices followed.
7. Chemicals and spray bottles properly labeled and stored.
8. Food Safety Procedures are properly implemented.
9. Food from approved sources and in sound condition.
10. Sanitation Procedures adequately address all areas of the regulations.

Note: These issues have either been resolved, or corrective action is currently being taken.

How Does B.C. Compare With Other Provinces in Canada?

This provincial audit is the first of its kind in Canada. We are not aware of any comparable province-wide studies.

How Will The Results Be Used?

Results will be used to continually achieve the highest levels of food safety and sanitation within province. BC health facilities always strive for “excellent” ratings.

The audit process and its results were generally well received by the facility managers and throughout all levels of the system. Since the actual audit process has been designed as a consultative one, BC health facilities food operation managers received the added benefit of learning more about safer food handling practices.

Undertaking a third party, province-wide audit has quickly identified system wide deficiencies. One such example was the overall inadequate sanitizer concentration levels. These trends and issues would not likely have been identified if a province-wide approach had not been taken. Each facility is now aggressively addressing all items needing improvement.

Opportunities have now been identified to improve the tool and the process. As part of the initial learning process, the BC Health Care Food Services Technical Team, in consultation with The Steritech Group will promote increased awareness and a greater understanding of the program expectations.

Those facilities scoring less than 80% are being re-audited by Steritech in September/October 2006 following implementation of corrective actions expected to be completed by the end of August.

Top Opportunities are those items that are most frequently cited as deficiencies within facilities during the past initial audit process. They include critical, critical support and non-critical items.

The results for Top Opportunities cited below will be used as a guideline to focus on improvement prior to and during the next round of audits; they are stated as noted within the Audit Tool. (See attached)

Collective Facilities	Item/Issue	Examples
48.3%	Sanitizer solutions at proper concentration and temperature; dishwashing machine final rinse at proper temperature.	Chemical sanitizer concentration (quaternary ammonium chloride, sodium hypochlorite)
48.3%	Clean utensils, equipment and food contact packaging properly stored.	Face up storage of clean items
40.3%	Lighting adequate, safety shields in place and in good condition.	Unshielded lights or broken shields
33.6%	Non-food contact surfaces of equipment and utensils properly cleaned.	Variety of surfaces
32.8%	Food contact surfaces properly cleaned, sanitized and air-dried.	Ice machines, Cutting boards, Meat Slicing Machine
32.8%	In-use utensils properly handled and stored.	Scoops stored with handles in contact with product
32.0%	Food and food contact packaging stored at least 15 cm (six inches) off floor.	Storage on floor
29.5%	Non-food contact surfaces of equipment and utensils durable, non-toxic, easily cleanable and in good condition.	Refrigerator gasket
25.5%	Hand washing facilities in food handling areas clean, accessible, fully stocked and properly signed.	No hand sign present Hand sink blocked or used for improper purpose
23.5%	Sanitizer test kits available and used.	Test kits not present

In addition results shall be used to:

1. Encourage establishment of a common provincial safe food standard.
2. Establish an initial province-wide benchmark with respect to safe food handling.
3. Collectively gather consistent data on a continual basis.
4. Encourage province-wide continual improvement and monitor results.
5. Encourage province-wide sharing of information for mutual benefits and to facilitate collectively addressing all issues.
6. Effect and monitor change in a more timely fashion.
7. Enable and encourage individual Health Authorities and facilities to more easily follow-up on important issues.

8. Enable individual Health Authorities to identify areas of concern and excellence within their regions by comparing third party results internally.
9. Use identification of Top Opportunities to focus on needed training.
10. Ensure more effective communication between all levels of facility operations from senior management levels to the floor level about the expectations from the audit tool, process, protocols and corrective action follow-up.

“Self Assessment Audits” are also being considered. Self assessment audits conducted by properly trained and calibrated Health Authority staff could utilize the same audit tool and processes to monitor facility performance regularly.

Breakdown Detail by Individual Authority

Those facilities with more than one food service location per facility received more than one audit. They are noted herein, with an asterisk, depicting multiple audits.

Fraser Health Authority – 91.7%

In total, 15 audits were conducted in the Fraser Health Authority. These audits had a range of scores from 77.8% to 98.0% and an average overall score of 91.7%.

Facility	Score	Rating Scale
Burnaby Hospital	86.1%	Meets Requirements
Chilliwack General Hospital *	95.0%	Excellent
Delta Hospital	90.4%	Excellent
Eagle Ridge Hospital	90.8%	Excellent
Fellburn Care Centre	94.4%	Excellent
Fraser Canyon Hospital *	90.5%	Excellent
Heritage Village *	96.0%	Excellent
Langley Memorial Hospital *	98.0%	Excellent
Mission Memorial Hospital	92.7%	Excellent
MSA General Hospital *	95.7%	Excellent
Peace Arch Hospital *	94.3%	Excellent
Queen's Park Care Centre	77.8%	Needs Improvement
Ridge Meadows Hospital	84.8%	Meets Requirements
Royal Columbian Hospital	92.1%	Excellent
Surrey Memorial Hospital *	96.5%	Excellent

* Facilities with multiple audited locations

The most common issues cited were:

1. Clean utensils, equipment and food contact packaging properly stored.
2. Lighting adequate, safety shields in place and in good condition.
3. In-use utensils properly handled and stored.
4. Non-food contact surfaces of equipment and utensils properly cleaned.
5. Food and food contact packaging stored at least 15 cm (six inches) off floor.

Interior Health Authority – 92.1%

In total, 49 audits were conducted in the Interior Health Authority. These audits had a range of scores from 78.2% to 99.2%, and an average overall score of 92.1%.

Facility	Score	Rating Scale
100 Mile House Hospital	93.9%	Excellent
Arrow Lakes Hospital+ Halcyon Home	92.7%	Excellent
Ashcroft Hospital and Community Centre	79.1%	Needs Improvement
Bastion Place (Shuswap)	79.1%	Needs Improvement
Boundary Hospital	96.2%	Excellent
Brookhaven	94.9%	Excellent
Cariboo Memorial Hospital	93.3%	Excellent
Columbia View Lodge *	96.9%	Excellent
Coquihalla Gillis House	91.5%	Excellent
Cottonwoods *	96.8%	Excellent
Creston Valley Hospital	86.9%	Meets Requirements
David Lloyd Jones Home	95.3%	Excellent
Doctor Helmcken Hospital	94.3%	Excellent
Dr FW Green Home *	92.7%	Excellent
East Kootenay Regional Hospital & Steepleview RM L *	91.5%	Excellent
Fernie District Hospital	90.3%	Excellent
Gateby IC Facility *	93.3%	Excellent
Golden Hospital & Durand Manor *	98.3%	Excellent
Hardy View Lodge	93.6%	Excellent
Invermere District Hospital & Columbia House *	92.8%	Excellent
Kelly Care	94.2%	Excellent
Kelowna General Hospital	92.4%	Excellent
Kimberley Special Care Home *	86.4%	Meets Requirements
Kootenay Boundary Regional Hospital *	94.2%	Excellent
Kootenay Lake District Hospital	99.2%	Excellent
Lillooet Hospital Mountainview Lodge	88.2%	Meets Requirements
Nelson Jubilee Manor	96.1%	Excellent
Noric House Extended Care	94.0%	Excellent
Overlander Extended Care	84.7%	Meets Requirements
Parkview Place	93.7%	Excellent
Penticton Regional Hospital *	90.9%	Excellent
Pleasant Valley Health Centre	94.8%	Excellent
Princeton Hospital	93.2%	Excellent
Queen Victoria Hospital	82.5%	Meets Requirements
Ridgewood Lodge *	95.2%	Excellent
Royal Inland Hospital	82.8%	Meets Requirements

Sagebrush Lodge	96.6%	Excellent
Shuswap Lake General Hospital	78.2%	Needs Improvement
Slocan Interim Care & Hospital	93.2%	Excellent
South Okanagan General Hospital	94.0%	Excellent
South Similkameen Health Centre *	97.8%	Excellent
Summerland Health Centre	96.4%	Excellent
Sunnybank Centre	93.6%	Excellent
Swan Valley Lodge *	95.2%	Excellent
Talarico Place & Castlegar Health *	96.3%	Excellent
Three Links Manor	96.2%	Excellent
Trinity Centre	91.5%	Excellent
Vernon Jubilee Hospital	91.9%	Excellent
Victoria Hospital of Kaslo	87.6%	Meets Requirements

* Facilities with multiple audited locations

The most common issues cited in this health authority were:

1. Sanitizer solutions at proper concentration and temperature; dishwashing machine final rinse at proper temperature.
2. Clean utensils, equipment and food contact packaging properly stored.
3. Lighting adequate, safety shields in place and in good condition.
4. Food contact surfaces properly cleaned, sanitized and air-dried.
5. Non-food contact surfaces of equipment and utensils properly cleaned.

Northern Health Authority – 89.1%

In total, 29 audits were conducted in the Northern Health Authority. These audits had a range of scores from 70.4% to 98.3% and an overall average score of 89.1%.

Facility	Score	Rating Scale
Acropolis Manor	89.4%	Meets Requirements
Bulkley Lodge	94.5%	Excellent
Bulkley Valley District Hospital *	91.0%	Excellent
Chetwynd & District Hospital	83.0%	Meets Requirements
Dawson Creek & District Hospital *	91.8%	Excellent
Dunrovin Park Lodge	95.8%	Excellent
Ft Nelson Hospital *	94.8%	Excellent
Ft St John & District Hospital *	96.0%	Excellent
G R Baker Memorial Hospital	92.5%	Excellent
Kitimat General Hospital *	92.7%	Excellent
Lakes & District Hospital	83.8%	Meets Requirements
MacKenzie & District Hospital	70.4%	Needs Improvement
Masset Hospital	82.1%	Meets Requirements
McBride & District Hospital	84.3%	Meets Requirements
Mills Memorial Hospital	87.2%	Meets Requirements
North Peace Care Centre *	91.1%	Excellent
Parkside Care	90.2%	Excellent
Peace River Haven *	86.9%	Meets Requirements
Pouce Coupe Care Home *	88.8%	Meets Requirements
Prince George Regional Hospital	92.5%	Excellent
Prince Rupert Regional Hospital *	87.2%	Meets Requirements
Queen Charlotte Island Hospital	78.2%	Needs Improvement
Rainbow Care	98.3%	Excellent
Rotary Manor *	93.8%	Excellent
St John Hospital *	90.9%	Excellent
Stewart General Hospital	83.9%	Meets Requirements
Stuart Lake Hospital	85.0%	Meets Requirements
Terraceview Lodge *	96.9%	Excellent
The Pines	91.5%	Excellent

* Facilities with multiple audited locations

The most common issues cited in this health authority were:

1. Sanitizer test kits available and used.
2. Hand washing facilities in food handling areas clean, accessible, fully stocked and properly signed.
3. Clean utensils, equipment and food contact packaging properly stored.
4. Sanitizer solutions at proper concentration and temperature; dishwashing machine final rinse at proper temperature.
5. Food and food contact packaging stored at least 15 cm (six inches) off floor.

Provincial Health Services Authority – 92.3%

In total, 5 audits were conducted in the Provincial Health Services Authority. These audits had a range of scores from 88.3% to 95.7% and an overall average score of 92.3%.

Facility	Score	Rating Scale
BC Cancer Agency *	95.7%	Excellent
Children's and Women's Hospital *	94.6%	Excellent
Forensic Psychiatric Services Commission *	88.3%	Meets Requirements
Riverview Hospital *	90.7%	Excellent
SunnyHill Health Centre for Children	95.9%	Excellent

* Facilities with multiple audited locations

The most common issues cited in this health authority were:

1. Non-food contact surfaces of equipment and utensils properly cleaned.
2. Sanitizer solutions at proper concentration and temperature; dishwashing machine final rinse at proper temperature.
3. Clean utensils, equipment and food contact packaging properly stored.
4. In-use utensils properly handled and stored.
5. No potential for contamination of food.

Vancouver Coastal Health Authority – 91.7%

In total, 22 audits were conducted in the Vancouver Coastal Health Authority. These audits had a range of scores from 79.1% to 97.8% and an overall average score of 91.7%.

Facility VCH	Score	Rating Scale
Cedarview Lodge	94.2%	Excellent
Dogwood Lodge	91.8%	Excellent
George Pearson Centre	93.6%	Excellent
GF Strong Rehab Centre *	97.4%	Excellent
Kiwanis Care Centre *	95.6%	Excellent
Lions Gate Hospital	81.2%	Meets Requirements
Minoru Residence	85.7%	Meets Requirements
Olive Devaud	96.5%	Excellent
Powell River General Hospital *	97.8%	Excellent
Richmond Hospital	91.0%	Excellent
Richmond Lions Manor	90.8%	Excellent
Shorncliffe *	93.1%	Excellent
Squamish General Hospital *	92.4%	Excellent
St Mary's Hospital	87.6%	Meets Requirements
UBC Hospital	89.1%	Meets Requirements
Vancouver General Hospital *	95.0%	Excellent
Facility Providence Health Care	Score	Rating Scale
Brock Fahrni *	94.0%	Excellent
Holy Family Hospital *	91.7%	Excellent
Langara Residence *	94.1%	Excellent
Mount St Joseph's Hospital	79.1%	Needs Improvement
St Paul's Hospital *	95.8%	Excellent
Youville Residence	88.9%	Meets Requirements

* Facilities with multiple audited locations

The most common issues cited in this health authority were:

1. Clean utensils, equipment and food contact packaging properly stored.
2. Food contact surfaces properly cleaned, sanitized and air-dried.
3. Non-food contact surfaces of equipment and utensils properly cleaned.
4. Lighting adequate, safety shields in place and in good condition.
5. In-use utensils properly handled and stored.

Vancouver Island Health Authority – 91.3%

In total, 29 audits were conducted in the Vancouver Island Health Authority. These audits had a range of scores from 77.8% to 98.4% and an overall average score of 91.3%.

Facility	Score	Rating Scale
Aberdeen Hospital	94.3%	Excellent
Cairnesmore Place	97.4%	Excellent
Campbell River & District General Hospital	91.5%	Excellent
Chemainus Health Care Centre *	93.3%	Excellent
Cormorant Island Health Centre	86.0%	Meets Requirements
Cowichan District Hospital	79.8%	Needs Improvement
Cowichan Lodge	90.5%	Excellent
Cumberland Intermediate Care	97.4%	Excellent
Dufferin	93.1%	Excellent
Eagle Park Health Care Centre	97.8%	Excellent
Glengarry Hospital	89.4%	Meets Requirements
Gorge Road Hospital	87.3%	Meets Requirements
Lady Minto Hospital	88.4%	Meets Requirements
Ladysmith & District General Hospital	87.1%	Meets Requirements
Memorial Pavilion	92.5%	Excellent
Mt. Tolmie Hospital	95.8%	Excellent
Nanaimo Regional General Hospital	88.0%	Meets Requirements
Port Hardy Hospital	87.0%	Meets Requirements
Port McNeill & District Hospital	87.7%	Meets Requirements
Priory Hospital	91.0%	Excellent
Queen Alexandra Centre for Children's Health	91.7%	Excellent
RJH - Mental Health (Psychiatry)	98.4%	Excellent
Royal Jubilee Hospital	77.8%	Needs Improvement
Saanich Peninsula Hospital	87.1%	Meets Requirements
Tofino General Hospital	97.4%	Excellent
Trillium Lodge	93.1%	Excellent
Victoria General Hospital	88.4%	Meets Requirements
West Coast General Hospital	96.2%	Excellent
Yucalta Lodge	96.2%	Excellent

* Facilities with multiple audited locations

The most common issues cited in this health authority were:

1. Sanitizer solutions at proper concentration and temperature; dishwashing machine final rinse at proper temperature.
2. Food contact surfaces properly cleaned, sanitized and air-dried.

3. Clean utensils, equipment and food contact packaging properly stored.
 4. Non-food contact surfaces of equipment and utensils durable, non-toxic, easily cleanable and in good condition.
 5. Lighting adequate, safety shields in place and in good condition.
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