City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
POPULATION HEALTH DIVISION

Food Safety Program

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Director, Environmental Health

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San Francisco Health Commission Community & Public Health Committee
Tuesday, May 17, 2016
101 Grove Street, Room 302
Overview of the Population Health Division

Health Commission

Director of Health

Finance
- San Francisco General Hospital
- Laguna Honda Hospital
- Managed Care
- Transitions

Information Technology

Human Resources

Compliance

Policy & Planning
- Office of Equity and Quality Improvement
- Office of Ops., Finance & Grants Mgmt.
- Center for Learning & Innovation
- Applied Research, Community Health Epidemiology & Surveillance
- Center for Public Health Research
- Bridge HIV

Public Information

Environmental Health
- Community Health Equity & Promotion
- Disease Prevention & Control
- Public Health Emergency Preparedness & Response
- Emergency Medical Services

Ambulatory Care
- Primary Care
- Behavioral Health
- Maternal, Child and Adolescent Health
- Jail Health

Overview of the Population Health Division

PHA Domain Categories
- Governance, Administration and System Management
- Assessment and Research
- Policy Development
- Assurance
<table>
<thead>
<tr>
<th>STRATEGIC DIRECTION</th>
<th>Assurance of healthy places and healthy people</th>
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<tbody>
<tr>
<td>STRATEGY 4</td>
<td>Lead public health system efforts to create an upstream approach to ensuring healthy people and healthy places.</td>
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<td>PERFORMANCE MEASURES 2012-2015</td>
<td>PERFORMANCE MEASURE 4.1: Establish community-centered approaches that address the social determinants of health and increase population well-being.</td>
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<td></td>
<td>PERFORMANCE MEASURE 4.2: Sustain and improve the infrastructure and capacity to support core public health functions, including legally mandated public health activities.</td>
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<td>DESCRIPTION</td>
<td>The branch ensures environmental health and safety for San Francisco residents, business owners, workers, and tourists. We accomplish this through enforcement of environmental health laws and the implementation of health in all policies for safe food and water, quality housing, livable neighborhoods, safe streets, protection from air pollution, excessive noise, radiation and chemical hazards. We ensure that customers are provided the accurate amount of goods and services when they patronize businesses.</td>
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Environmental Health protects the public’s health through its multi-faceted regulatory role:

- Food Safety
- Hazardous Materials Safety
- Healthy Housing
- Business Consumer Protection
- Air & Water Quality
- Site Mitigation & Waste Management
- A SAMPLING OF OUR 30+ REGULATORY PROGRAMS
Partners with Environmental Health

- City Agencies
- Residents and Visitors
- Other PHD Branches
- SF Health Network
- Community
- State Agencies
- Organizations
- Mayor's Office

 Partners with Environmental Health
This program ensures that all retail food is stored, prepared and served to the public in a safe manner.

- **7,400 Permitted Retail Food Facilities in San Francisco**

- Restaurants, Schools, Take-Out, Fast Food, Mobile Food Trucks, Certified Farmers Markets, Bars, Markets, Bakeries, Temporary Event (Street Fairs), Sporting Events, Cottage Food Facilities

- Conducts plan check reviews to ensure that structural and equipment installations are code compliant
- **Number of Staff** 35

- **Budget** $8 Million
Regulatory Duties

Unannounced risk based inspections

What we look for during an inspection

• Poor personal hygiene
• Food from unsafe sources
• Inadequate cooking
• Improper holding temperatures
• Contaminated equipment/cross contamination
• Vermin Infestation
• Lack of hot water
• Improper cooling of food items
• Improper storage of food items

Education

• Working with operators to educated for long term success
• Demonstrating and teaching safe food handling procedures
• Empowering businesses

Enforcement

• Inspection/re inspection reports issued
• Temporary suspensions for imminent risk(s)
• Conference Hearings
• Director of Public Health Hearing
TRANSPARENCY

• Scoring System adopted 2004
• High Risk Violation  7 point deduction
• Moderate Risk Violation  4 point deduction
• Low Risk Violation  2 Point deduction

• Public posting of current Inspection Report
• Score Card
• Symbol of Excellence
CHALLENGES

- Improper food handling
- Illegal installation of grease trap
- Sewage contamination
- Rodent entry point
Transformations

Dedicated food prep sink

Legal installation of grease trap

Repaired sewer line, floors and walls

Elimination of rodent entry points
Compliance Education

On-site food safety training for all staff

Certified Food Safety Manager Training
Food Safety Program-Community Outreach

Super Bowl 50
Unpermitted Mobile Food Facility

Mission District Food Safety Training

Richmond District Food Safety Training
Newly Hired Food Safety Inspectors
Environmental Health Branch Strategic Planning

The Environmental Health Branch administers 17 separate programs with multiple components and core public health functions that are mandated by law.

- Train staff on core principles of Lean and tools that will be applied through the improvements processes.
- Develop True North measures for the Environmental Health Branch

True North: What We Should Do, Not What We Can Do

Customer Satisfaction AND Human Development

Current Condition
Kaizen Events For Food Establishments Permitting

Kaizen is a strategy where employees work together proactively to achieve regular, incremental improvements in a work process.

We anticipate conducting 4 week long kaizen events, with periods in between where staff can implement the new work process and mistake proof the new standard work, before implementing the next kaizen activity.

KAI=CHANGE
ZEN=GOOD

“CHANGE FOR THE BETTER”
Questions

Protect
Promote
Prevent
Prepare