



City of Newton, MA



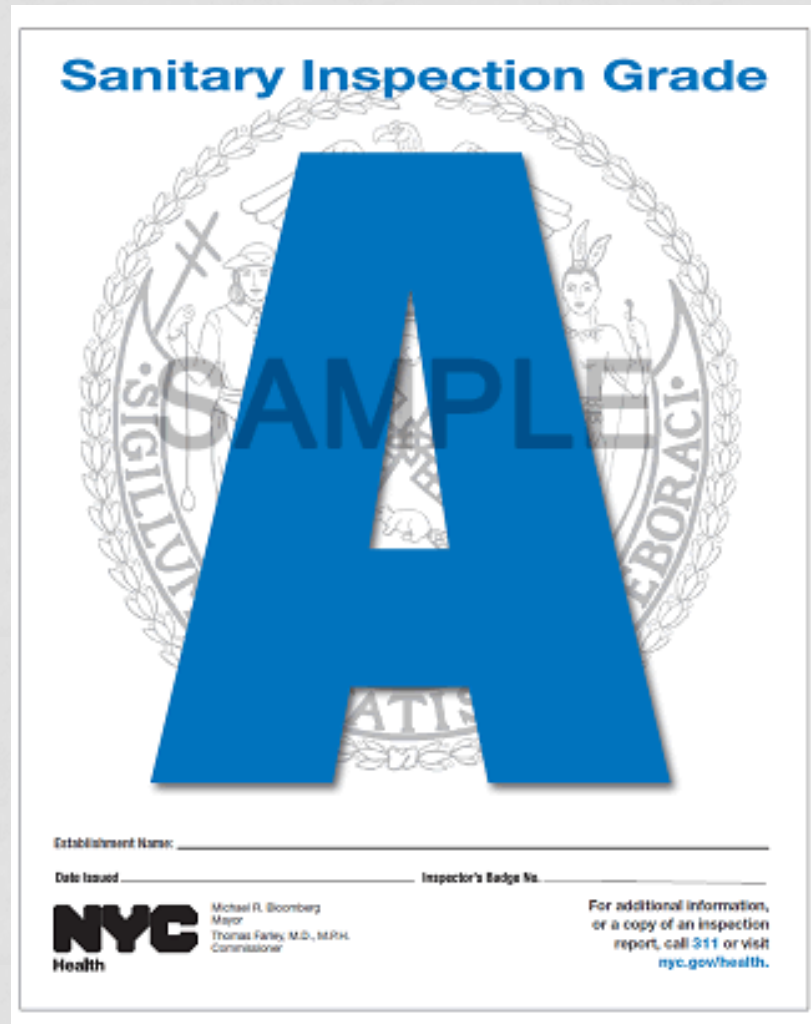
**Public Health**  
Prevent. Promote. Protect.

# NEWTON'S RESTAURANT GRADING SYSTEM

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# GRADING SYSTEMS AROUND THE US

- New York, NY
- Plano, TX
- Los Angeles, CA



# RESEARCH

- Studies indicate that with grading system introductions, foodborne illness rates decrease <sup>1</sup>
- Bolsters consumer confidence on town/city's inspection system<sup>2</sup>
- Restaurants more likely to demonstrate increased diligence to food safety practices<sup>2</sup>

1. Simon, P., 2005. Impact of Restaurant Hygiene Grade Cards on Foodborne Disease, Hospitalizations in Los Angeles County. March, 2005, *NEHA*.
2. Filion, K., Powell, D., 2009. The Use of Restaurant Disclosure Systems as Means of Communicating Food Safety Information. *Journal of Foodservice* 20: 287-297.

# RESEARCH (CONT.)

- Challenges associated with grading:
  - Standardization of health inspectors
  - Push-back from restaurant community
  - Frequency of inspections

# NEWTON'S GRADING

- Initial ideas:
  - Electronic inspection form: points assigned according to severity
  - Formulate matrix to assign grades
  - Require posting of letter grade after inspection
  - Grade will stand until next inspection

# Newton's Grading Matrix




		Priority Violations (14pts.)										
		0	1	2	3	4	5	6	7	8	9	10
Priority Foundation and Core Violations (Max.4pts.)	0	400	386	372	358	344	330	316	302	288	274	260
	1	396	382	368	354	340	326	312	298	284	270	256
	2	392	378	364	350	336	322	308	294	280	266	252
	3	388	374	360	346	332	318	304	290	276	262	248
	4	384	370	356	342	328	314	300	286	272	258	244
	5	380	366	352	338	324	310	296	282	268	254	240
	6	376	362	348	334	320	306	292	278	264	250	236
	7	372	358	344	330	316	302	288	274	260	246	232
	8	368	354	340	326	312	298	284	270	256	242	228
	9	364	350	336	322	308	294	280	266	252	238	224
	10	360	346	332	318	304	290	276	262	248	234	220
	11	356	342	328	314	300	286	272	258	244	230	216
	12	352	338	324	310	296	282	268	254	240	226	212
	13	348	334	320	306	292	278	264	250	236	222	208
	14	344	330	316	302	288	274	260	246	232	218	204
	15	340	326	312	298	284	270	256	242	228	214	200
	16	336	322	308	294	280	266	252	238	224	210	196
	17	332	318	304	290	276	262	248	234	220	206	192
	18	328	314	300	286	272	258	244	230	216	202	188
	19	324	310	296	282	268	254	240	226	212	198	184
	20	320	306	292	278	264	250	236	222	208	194	180
				<b>Superior 360-400</b>								
				<b>Excellent: 320-359</b>								
				<b>Fair: 280-319</b>								
				<b>Unacceptable: 240-279</b>								
				<b>Failing: 239 and below</b>								

# ELECTRONIC INSPECTION FORM

- Changed from paper to electronic March, 2013
- Electronic software:
  - Allows inspectors to be able to complete inspections in the field
  - Faster turnaround of inspection results
  - Easier record-keeping
  - Legibility
  - Options for additions to the form
  - Options to add points to each question

# Inspection Form

- IN, OUT, NO, NA options
- Notes
- Form editing




























Est. Type  License/Permit #  Risk Category  Risk Level Observed    0 

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS**

Compliance status: IN = in compliance OUT = not in compliance N/O = not observed N/A = not applicable

Marked in appropriate box for COS and/or R. COS = corrected on-site during inspection R = repeat violation

Risk factors are improper practices or procedures identified as the most prevalent contributing factors of foodborne illness or injury.  
Public Health Interventions are control measures to prevent foodborne illnesses or injury.

Supervision	IN	OUT	N/O	N/A	COS	REPEAT				
1A. PIC Present	<input checked="" type="radio"/>	<input type="radio"/>			<input type="checkbox"/>	<input type="checkbox"/>			0	
B. Cert. food manager, knowledge, no critical violations, Duties of PIC	<input checked="" type="radio"/>	<input type="radio"/>			<input type="checkbox"/>	<input type="checkbox"/>			0	
Employee Health	IN	OUT	N/O	N/A	COS	REPEAT				
2-3. Management, food employee and conditional employee; knowledge, responsibilities and reporting, restriction and exclusion	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>			-14	
Good Hygienic Practices	IN	OUT	N/O	N/A	COS	REPEAT				
4A. Proper eating, tasting, drinking, or tobacco use	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		<input type="checkbox"/>	<input type="checkbox"/>			-4	
B. Preventing contamination when tasting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>	<input type="checkbox"/>			0	
5. No discharge from eyes, nose, and mouth	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>	<input type="checkbox"/>			0	
Preventing Contamination by Hands	IN	OUT	N/O	N/A	COS	REPEAT				
6A. Hands clean & properly washed	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		<input type="checkbox"/>	<input type="checkbox"/>			-14	
B. Where to wash, hand antiseptics	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="checkbox"/>	<input type="checkbox"/>			0	
7. No bare hand contact with RTE food or a pre-approved alternative procedure properly allowed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>			0	



# PILOT GRADING

- Meeting with food establishments (July, 2013)
- Changed to electronic inspection form
- Gave grades to restaurants after inspection completed: 2 B's, 4 C's, 6 D's
- Reviewed grading process and results

# LESSONS LEARNED FROM PILOT GRADING

- Inspection form too long
- Points needed to be in categories
- Word grade preferred by restaurants
- Restaurants wanted ALL restaurants to get a “trial grade” prior to required posting
- Restaurants needed more food safety training

# Categorizing violations: Example - PF violations

Notes Editor

Question: 8A. Adequate handwashing sinks properly supplied and accessible

Filter

Category:  Code:  Fail Note:

Sel	Code	Fail Notes
		Inspector's Additional Notes (optional)
<input type="checkbox"/>	5-202.12 (A)	Handwashing sink, installation- temperature/ mixing/ combo
<input type="checkbox"/>	5-203.11	*Numbers and Capacities
<input type="checkbox"/>	5-204.11	*Location and Placement
<input checked="" type="checkbox"/>	5-205.11	Accessibility, Operation and Maintenance rear handsink being used as a dump sink--handsinks are intended for handwashing only
<input type="checkbox"/>	6-301.11	Handwashing Cleanser, Availability
<input type="checkbox"/>	6-301.12	Hand Drying Provision

Select All | Select None |

# FOOD SAFETY TRAININGS

- Focus on employees
- Multiple languages provided: Spanish, Portuguese, Chinese
- Good attendance at the beginning
- Focused on attendees establishments and problems they find
- Training broke down P, PF and C violations and corresponding points
- Provided PowerPoint printout, additional materials, and jeopardy

# WHERE WE ARE NOW...

- Much shorter electronic form (with a matrix out of 400)
- Word grades: Superior, Excellent, Fair, Unacceptable, Failing
- Additional “All Violations Corrected” placard for re-inspections
- Trial grades
- Posting grades starting Oct. 1, 2015
- Announced inspections (first time around)
- Focus on Level 4's

# GRADES SO FAR

- 12 out of 15 restaurants' grade percentage improved
- 7 out of 15 restaurants improved a whole grade level
- 1 improved by 2 grade levels, 1 improved by 3 grade levels

# FINALIZED GRADE PLACARD

## FOOD SAFETY INSPECTION GRADE

**385**  
SUPERIOR

This grade is based on the Health Department's routine food safety inspection of this restaurant. This grade does not reflect the quality of service or taste of food.

Superior: 360-400

Excellent: 320-359

Fair: 280-319

Unacceptable: 240-279

# LESSONS LEARNED

- Important to have City, and industry backing
- Implemented to improve public health
- Dealing with push back
- Understandable inspection form
- Take time to implement



# BEST PRACTICES

- Keep restaurants in the loop- communication is key
- City and industry support
- Standardization of inspectors
- Community Outreach
- Apply for funding



# STANDARDS REACHED ALONG THE WAY...

- Standard 1: Adoption of the 2009 FDA Food Code, then 2013 Food Code (as of Oct. 1, 2015)
- Standard 2: Standardization of inspection staff
- Standard 3: Utilization of IN, OUT, NO, NA on inspection form
- Standard 7: Outreach to industry/consumers

# QUESTIONS??



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