



Louisiana Legislative Auditor

Office of Public Health:

Regulation of Food Safety in Retail Food Establishments

Karen LeBlanc, CIA, CGAP, MSW
Director, Performance Audit Services



Louisiana = Food





Food Safety

- 27.3 million tourists each year
- Approximately 163,000 cases of food-borne illness annually
- *Our objective:* To evaluate the Office of Public Health's regulation of retail food establishments



Inspections

- 81% of inspections not performed as required by risk model
 - Risk model did not consider compliance
- 32% (4,200 of 13,099) of establishments with critical violations were not re-inspected



Enforcement

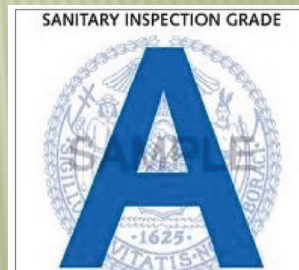
- Inspections that were conducted cited 450,000 violations over 3 year period
 - Only 4 compliance orders with \$1,300 in penalties issued; but \$0 in penalties actually collected
- 33% of establishments had repeat violations

Example: “raw animal food not separated from ready to eat food or is placed above ready to eat food” was cited 6,688 times with 591 establishments having 15 occurrences of this violation



Transparency

- OPH website did not disclose all inspection results to the public
- Only shows most recent results
- Difficult to understand results
- No reporting of “voluntary” shut-downs
- Should use numerical scores or grades






Top Violators


Exhibit 4
Restaurants with Most Violations by Region
FY 2009 to FY 2011

Name	Parish	Total Violations	Critical	% Critical
Region 1 - Metropolitan				
MANDARIN HOUSE	Jefferson	282	88	31.2%
SUPER CHINA BUFFET	Jefferson	233	81	34.8%
ASIAN SUPER BUFFET	Jefferson	232	67	28.9%
Region 2 - Capitol				
THE GREAT WALL RESTAURANT	East Baton Rouge	345	76	22.0%
KING BUFFET	East Baton Rouge	220	59	26.8%
V'S CAFE	East Baton Rouge	163	38	23.3%
Region 3 - Teche				
GROUND PATI OF THIBODAUX	Lafourche	229	39	17.0%
BAYOU DELIGHT	Terbonne	225	32	14.2%
CAFE CREOLE	Terbonne	217	26	12.0%
Region 4 - Acadian				
ROYAL PANDA CHINESE RESTAURANT	Lafayette	687	133	19.4%
CHARLIE'S SEAFOOD RESTAURANT	Lafayette	566	102	18.0%
CROWN PLAZA LAFAYETTE SOUTH	Lafayette	532	98	18.4%
Region 5 - Southwest				
HONG KONG	Calcasieu	236	42	17.8%
CASA OLE #48	Calcasieu	224	56	25.0%
PITT GRILL	Calcasieu	216	69	31.9%



Funding

- Charging re-inspection fee
- Increasing permit fee - \$100
 - Unlike other states, not based on size or cost to regulate the establishment
 - If based on square footage, could potentially generate \$1.3 million annually



Immediate Report Impact

Louisiana fails to inspect restaurants, putting public at risk, audit finds

Auditor raises question about health inspections

Audit says Louisiana public health office doesn't properly inspect restaurants for safety

Legislative Auditor's Report critical of inspections processes at La. restaurants

New Louisiana restaurant inspection plan unveiled in wake of criticism



One year later....



Winner of 2014 National Legislative Program Evaluation Society's Impact Award

Food inspection bill passes

the associated press

Restaurants and other places that sell food will pay higher permitting fees to the state.

The Senate gave final, unanimous passage Friday to House Bill 337 by state Rep. Nick Lorusso, R-New Orleans, outlining the increased fees. Gov. Bobby Jindal supports the fee hike.

The dollars will be used to enhance food inspection services at the Office of Public Health. The budget for the 2013-14 fiscal year anticipates the \$1.7 million that will be generated from the bill.

The money will pay for current employees of the retail food inspection program, along with technology upgrades to better-coordinate inspections, supplies and travel costs.

The price tag for a permit varies by type of retail food establishment. Permit costs will be boosted by about 50 percent, according to a Legislative Fiscal Office analysis. Temporary or special event permits, like for fairs and festivals, will be exempt from the fee hike.

DHH highlights changes to food inspection program

Posted: Nov 21, 2013 12:21 PM

Updated: Nov 21, 2013 12:50 PM

Source: Dept. of Health and Hospitals


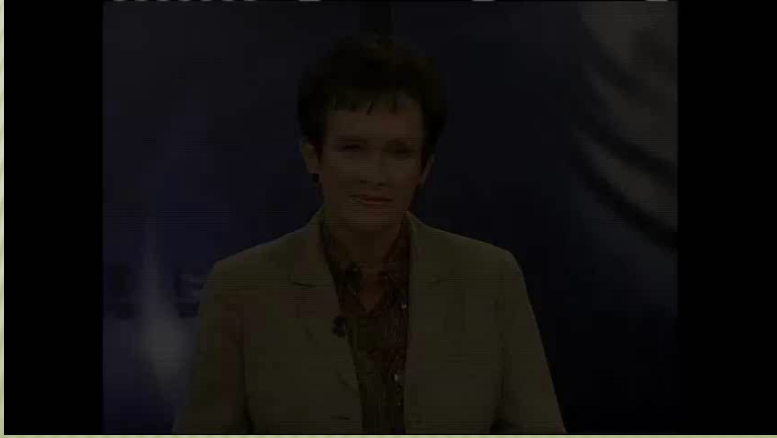
College Drive sees shakeup in Asian restaurant offerings

At least one restaurateur appears confident that there's room for one more Asian restaurant in the area.

Jing Du is opening as a Japanese buffet with more than 60 menu items in the space that until recently was home to The Great Wall. The now-closed Asian buffet at 3132 College Drive notoriously incurred 345 violations



Report Impact



Increasing Impact

- Pick a topic that everyone cares about (child welfare, tax assessments)
- Make it simple and straightforward
- Centered around themes: protection of public....
- Regulatory agencies (permitting, inspections, enforcement)
 - Payday lenders
 - Orphaned oil wells
 - State fire marshal