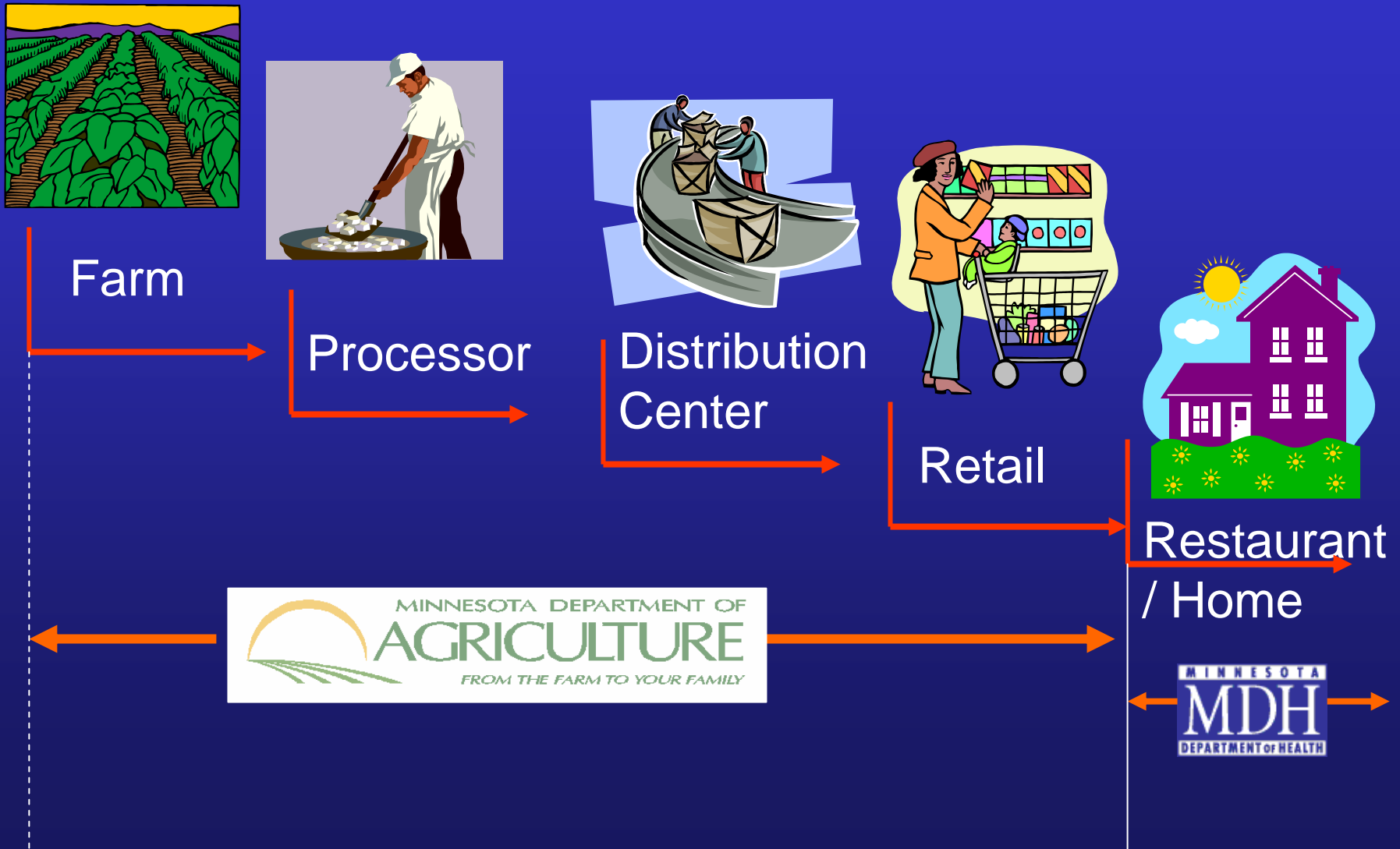
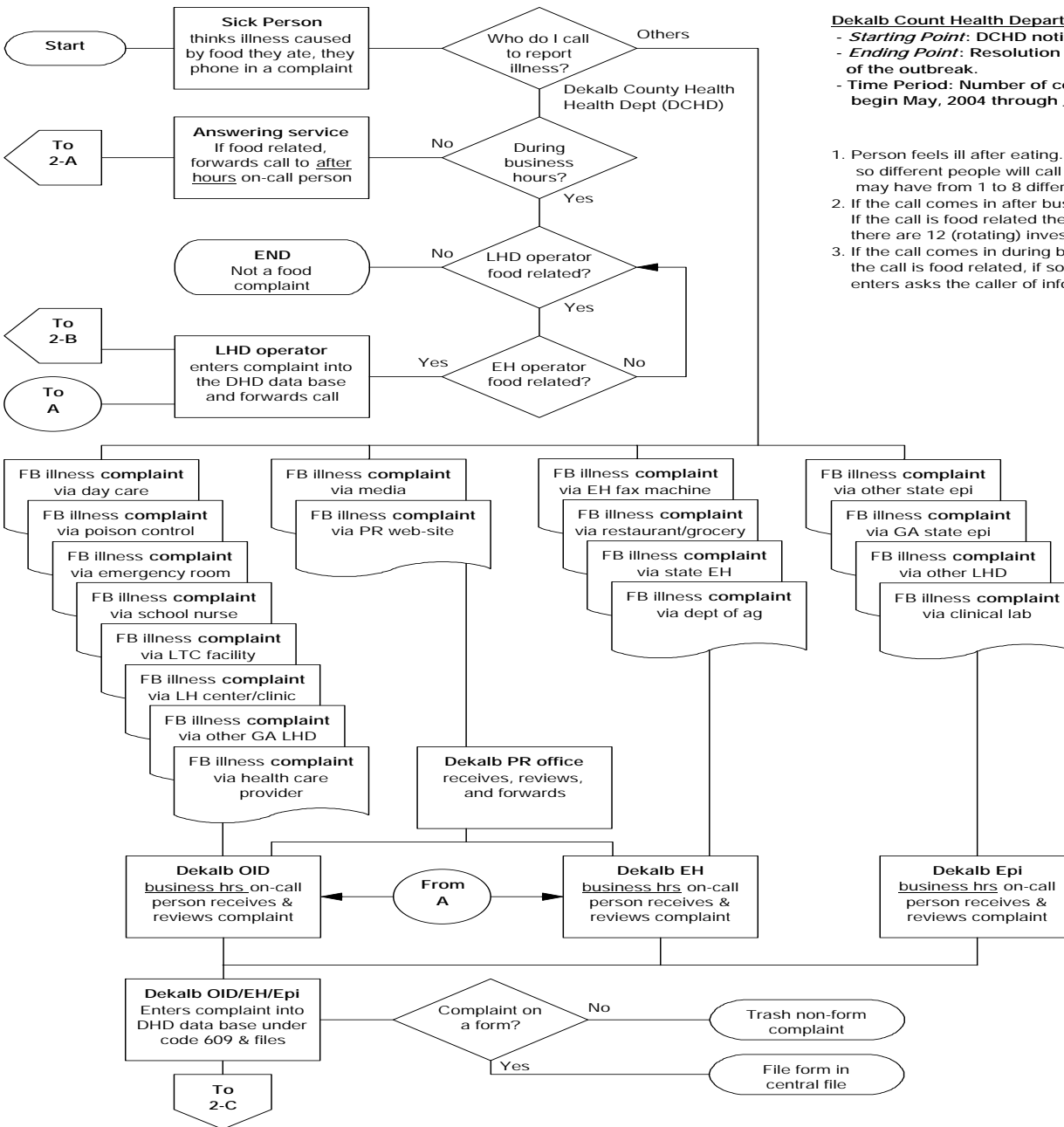


Good intelligence to set priorities



Process Improvement and Case Research

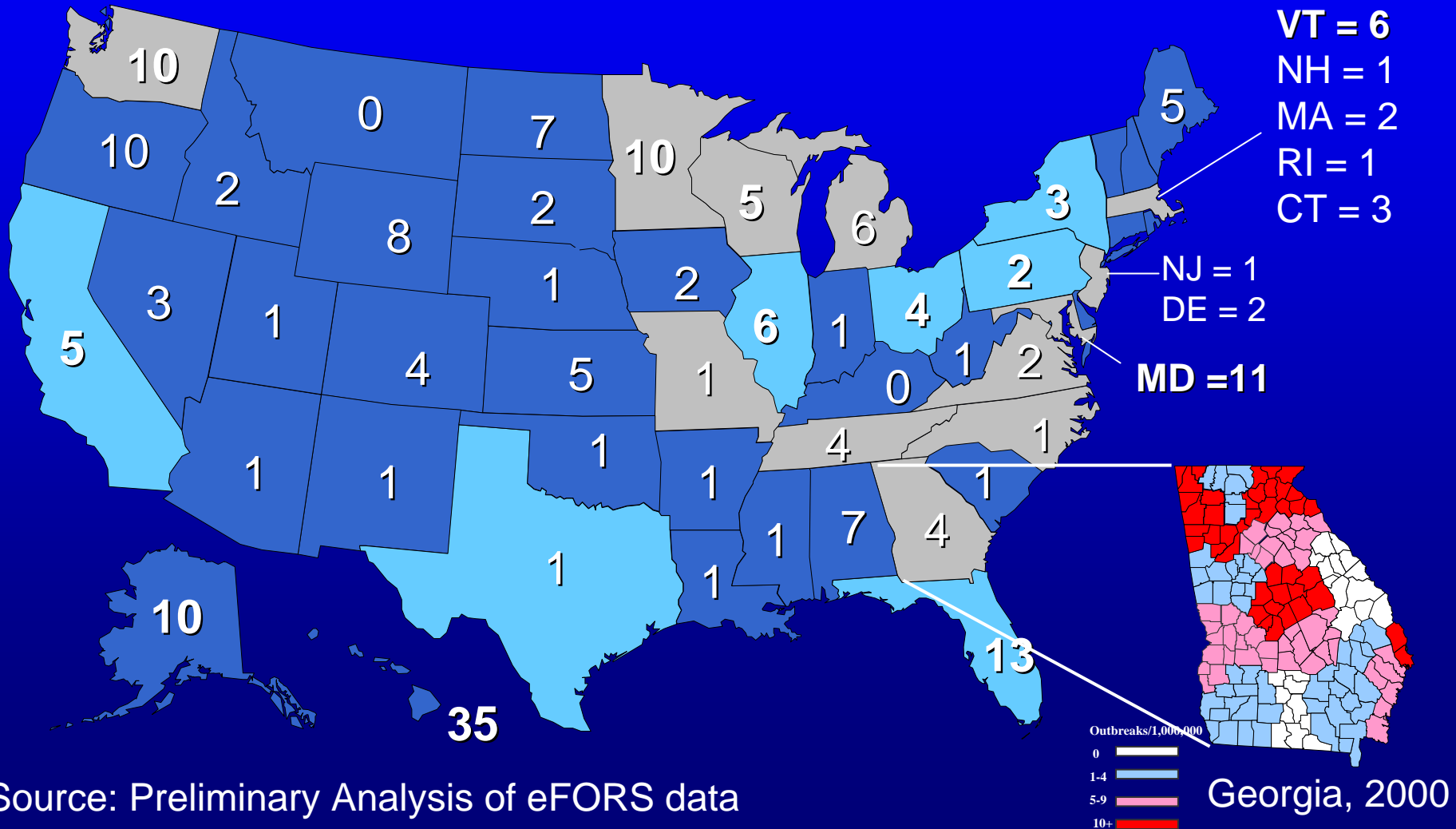


Dekalb Count Health Department - Foodborne Disease Reporting Process
 - **Starting Point:** DCHD notified of food related illness
 - **Ending Point:** Resolution of the complaint, or if an outbreak, resolution of the outbreak.
 - **Time Period:** Number of complaints and times to flow through the process begin May, 2004 through _____, 2005.

1. Person feels ill after eating. They are not sure who to report the illness to, so different people will call different organizations. Each organization may have from 1 to 8 different people answering the phone.
2. If the call comes in after business hours it is received by an answering service. If the call is food related the forward to the after hours on-call person, typically there are 12 (rotating) investigators organizationally located in OID, EH or Epi.
3. If the call comes in during business hours, the DCHD operator determines if the call is food related, if so she forwards to the EH operator. The EH operator enters asks the caller of information and enters into the DHD data base.

Performance standards

FB Outbreaks / 1,000,000 population by State, 2001 - 2003



Source: Preliminary Analysis of eFORS data