



### ActiveView HDI<sup>SM</sup>

#### Trusted Health Department Intelligence

### Health Department Inspection Data Gaps: ONE ECOLAB CUSTOMER'S STORY

A successful national restaurant chain collected health department inspections internally for over two years.

Ecolab was asked to collect two years of history using **ActiveView HDI** to compare the results.

Using the **ActiveView HDI** system, Ecolab discovered three critical inspection gaps:

1. The customer's internal system collected 639 inspections while **ActiveView HDI** collected 897 inspections!
2. The customer collected 47% of their worst inspections.\* **ActiveView HDI** collected 100%!
3. Health inspection reports can be difficult to interpret and units often self-reported the number of violations incorrectly. The number of violations units reported versus the actual number of violations differed for 40% of the inspections.



\* Worst Inspections categorized by inspections with the highest number of violations.

### 1. Critical Inspection Gap: Customers missed inspection reports.

**Customer  
collected 639  
inspections**

**ActiveView HDI  
collected 897  
inspections**

### 2. Critical Inspection Gap: Not all units faxed in their worst inspections.\*

Units self-reported  
47% of their worst  
inspections.\*  
**ActiveView HDI**  
collected 100%!

Customer  
self-reported 14  
inspections.

**ActiveView HDI**  
collected 30  
inspections.

Unit	Date	Violations	HDI	Cust
A	9/21/10	13	x	-
B	8/23/11	12	x	-
C	12/7/10	11	x	x
D	4/5/11	11	x	x
E	6/22/11	11	x	x
F	8/5/11	11	x	-
G	6/3/11	10	x	x
H	3/25/10	10	x	x
I	12/14/11	10	x	-
J	6/1/11	10	x	-
K	10/19/11	10	x	-
L	4/20/10	10	x	-
M	9/30/10	10	x	-
N	12/28/11	10	x	x
O	10/7/11	9	x	-
Total Collected			15	6

Unit	Date	Violations	HDI	Cust
P	8/18/10	9	x	x
Q	11/23/10	9	x	-
R	10/19/10	9	x	-
S	4/16/10	9	x	-
T	12/9/11	9	x	-
U	9/7/10	9	x	-
V	5/5/11	8	x	x
W	6/15/10	8	x	x
X	1/20/10	8	x	x
Y	10/7/11	8	x	x
Z	8/10/10	8	x	x
AA	2/7/11	8	x	x
AB	11/4/10	8	x	x
AC	12/22/11	8	x	-
AD	11/9/2011	8	x	-
Total Collected			15	8

\* Worst Inspections categorized by inspections with the highest number of violations.

### 3. Misinterpreting Data: Inspection forms are difficult to read and interpret.

The number of  
violations units self-  
reported versus the  
actual number of  
violations differed for  
40% of the  
inspections.

Unit #	Inspection Date	Customer Report	Actual	Difference
A	8/18/2010	2	9	7
B	5/28/2010	1	6	5
C	4/13/2011	0	4	4
D	9/8/2010	3	5	2
E	11/15/2011	0	1	1
F	12/8/2010	4	3	-1
G	9/14/2010	1	0	-1
H	1/22/2010	2	0	-2
I	7/6/2010	8	3	-5
J	12/13/2010	7	3	-4

Table reflects the difference between the customer's self-reported number of violations versus the actual number of violations that occurred on the original inspection report for each date.