Florida’s Online Foodborne Illness Complaints

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Florida Department of Health
Summary

• History of Food and Waterborne Disease Program (FWDP)
• System evolution
• Online complaint form
• Complaint processing
• Social media
• 2018 Complaints by source
FWDP

• Established in 1994 to assist local county health departments (CHDs) with food and waterborne illness investigations

• 9 Regional Environmental Epidemiologist (REEs)
  – Provide technical assistance for investigations
  – Train staff
  – Liaison for regulatory partners
    • Six food regulatory agencies in Florida
Evolution of Tracking Complaints

• Each of the 67 CHDs had complaint logs
  – Paper-based logs that they would share with REEs on monthly basis
  – Standardized collection form
  – Access database
  – Web-based system for REEs only
  – Online complaint form added 2011
  – Web-based system for regulatory agencies, REEs and CHDs (Florida Complaints and Outbreak Reporting System (FL-CORS))
2011 Online Complaint Form

- Online complaint form developed and deployed
Foodborne Complaints

Complaint Filing Methods
- Fax
- Mail
- Phone
- Online and Social Media

CHD Conducts Interview

Environmental Health

Epidemiology

DOH Regional Food & Waterborne Epidemiologist

FL-CORS Database

Standard Inspection
Only Regulatory Agency

Joint Inspection
Regulatory Agency & Environmental Health
Epi if warranted

Regulatory Agency
- DBPR
- FDACS
- AHCA
- DOH
- DCF
- APD
2013

- DOH rebrands website
- Harder to find complaint form
- Worked with web managers to add complaint link on all 67 county health department pages
- Added link to DOH main website homepage
- Enhancements to collect 3-day food history
# Online Food and Waterborne Illness Complaint Form

Please complete this form by entering and submitting as much information as is possible. Fields appearing on this form with an (*) asterisk next to them are REQUIRED fields. Required fields must be entered for this form to be processed. Please note that under Florida law, e-mail addresses are public record and therefore can be released to the public in response to a public records request. If you prefer that your e-mail address not be subject to public release, please contact this office by phone or in writing rather than submitting this complaint form.

If you have concerns about confidentiality, please call or contact us at:

Florida Department of Health
Bureau of Epidemiology Food and Waterborne Disease Program
4062 Bald Cypress Way, Bin #A12
Tallahassee, FL 32399-1712
Phone Number: (850) 245-4401

<table>
<thead>
<tr>
<th>First Name *</th>
<th>Last Name * Required</th>
<th>Day ( ) * Required</th>
<th>Evening ( )</th>
<th>Address * Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>City *</td>
<td>County * Required</td>
<td>State * Required (Ex:FL)</td>
<td>Gend</td>
<td>Age</td>
</tr>
<tr>
<td>Zip Code *(Ex:12345)</td>
<td>Email * Required</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Establishment Information (Filing Complaint Against)**

<table>
<thead>
<tr>
<th>Type Of Facility * (Where suspected food/beverage was bought or consumed)</th>
<th>If Other</th>
<th>Name * Required</th>
<th>Address * Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>City * Required</td>
<td>County * --Select County--</td>
<td>State * Required (Ex:FL)</td>
<td>Zip Code</td>
</tr>
</tbody>
</table>
Florida Complaints from 2011-2018

Number of Complaints

- Online Complaints
- Total Complaints

2011 to 2018:
- 2011: 200
- 2012: 250
- 2013: 300
- 2014: 350
- 2015: 400
- 2016: 450
- 2017: 500
- 2018: 600
Incorporating Social Media

- Iwaspoisoned.com
- Statewide email received and REEs follow-up with complainants that provide phone number or email address

*Tip* - See how to get the contact information for the report. Click here

Food Poisoning

**3rd Annual Everything Buffalo Party, Sarasota, Florida**

**Reported Date:** March 02, 2019, 06:18:25 PM

**Details:** Symptoms: Diarrhea, Fever, Nausea, Vomiting Wednesday Evening at Roberts Arena, developed food poisoning symptoms at 4am following day, 13 hours after consumption, lasted 36 hours. Numerous samples of food were tried, so unclear which ones would have caused the poisoning.

**Carrabba's Italian Grill, U.S. 1, North Palm Beach, FL, USA**

**Reported Date:** March 02, 2019, 06:11:08 PM

**Details:** Symptoms: Diarrhea, Fever, Nausea, Vomiting I ate veal Marsala and Caesar salad and was vomiting with chills and fever all night and into the next day and my husband had broccoli and chicken piccata and had diarrhea all night into the next day.

**Taco Bell, 3595 Biscayne Blvd, Miami, FL 33137, USA**

**Reported Date:** March 02, 2019, 11:17:41 AM

**Details:** Symptoms: Diarrhea, Fever, Nausea, Vomiting Regular hard tacos - I ate the tacos around 6pm and started feeling the symptoms around 8 or 9pm and lasted 13 hours...I was the only victim
HealthMap Foodborne Dashboard

• Incorporated into complaint process in 2017
• Florida Food Safety Center of Excellence is reviewing and responding on behalf of Alabama, Georgia, Mississippi, Puerto Rico and working to enroll Louisiana
Florida 2018 Complaints by Source (n=2832)
2018 Complaints by Source with Less than 110 Responses
Thank you

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https://www.flcors.com/FWSupport