

Florida's Online Foodborne Illness Complaints

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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

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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))

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2011 Online Complaint Form

- Online complaint form developed and deployed

The screenshot displays the 'Online Food and Waterborne Illness Complaint Form' from the Florida Department of Health. The form is organized into five main sections:

- SECTION 1: COMPLAINANT'S CONTACT INFORMATION** - Includes fields for First Name, Last Name, Day Phone, Night Phone, Address, City, County (dropdown), State/Province (dropdown), Zip, Email, Age, and Gender (dropdown).
- SECTION 2: ESTABLISHMENT INFORMATION (FILING COMPLAINT AGAINST)** - Includes fields for Name, Address, City, County (dropdown), Zip, and Phone.
- SECTION 3: DETAILS OF COMPLAINT** - Includes Date of Exposure, Time of Exposure (dropdown), Number of people in group, Food/Beverage items suspected, and a comments field.
- SECTION 4: DETAILS OF ILLNESS** - Includes Date Symptoms Began, Time Symptoms Began (dropdown), Date Symptoms Ended, Time Symptoms Ended (dropdown), and a grid of symptom checkboxes (e.g., Nausea, Vomiting, Diarrhea, Abdominal Cramps, Headache, Chills, Fever, Watery, Mucous, Bloody, Fatigue, Sweating, Dizziness, Numbness, Tingling).
- SECTION 5: CONTACT INFORMATION FOR OTHERS IN GROUP (IF APPLICABLE)** - A table with columns for Name, Phone Number, and Illness status (dropdown).

At the bottom of the form are 'Submit' and 'Reset' buttons. The page also features a search bar, navigation links, and contact information for the Florida Department of Health.

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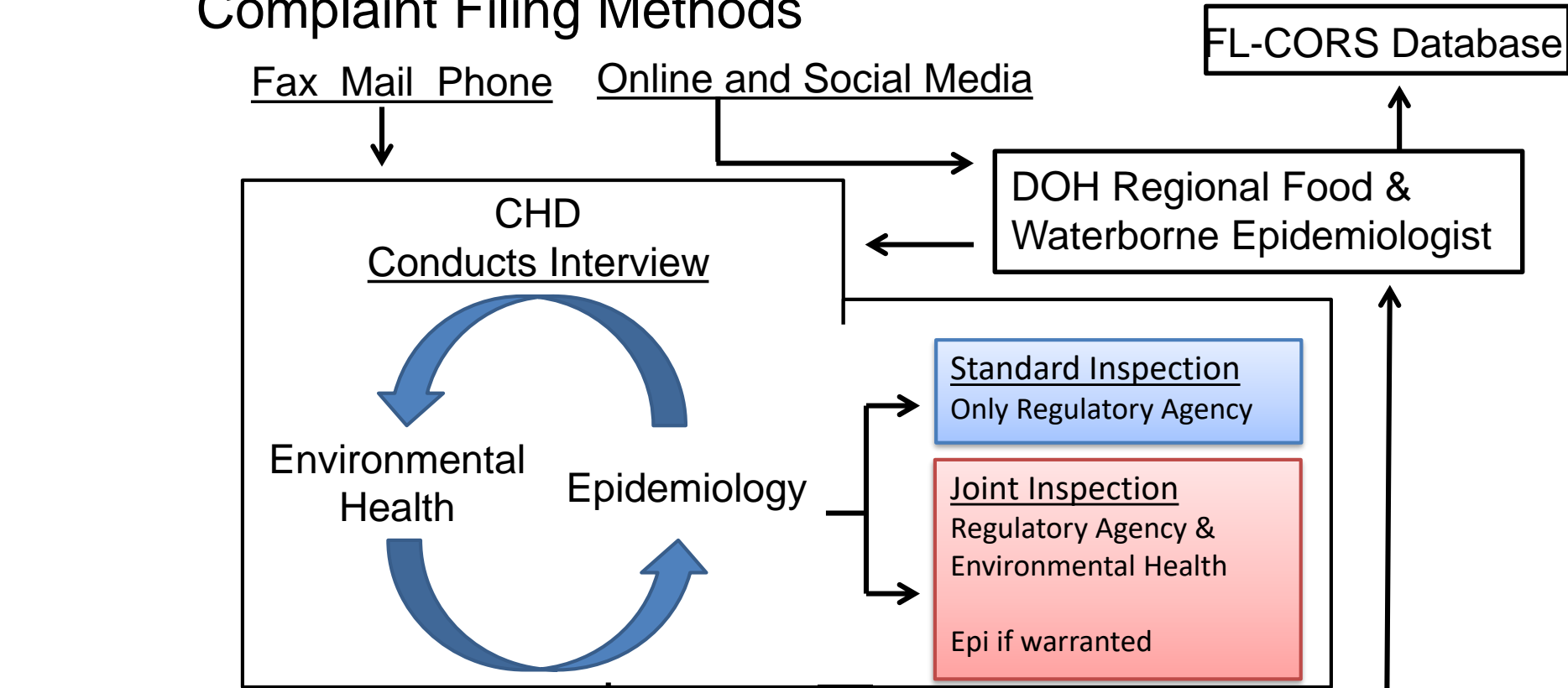
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Foodborne Complaints

Complaint Filing Methods



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

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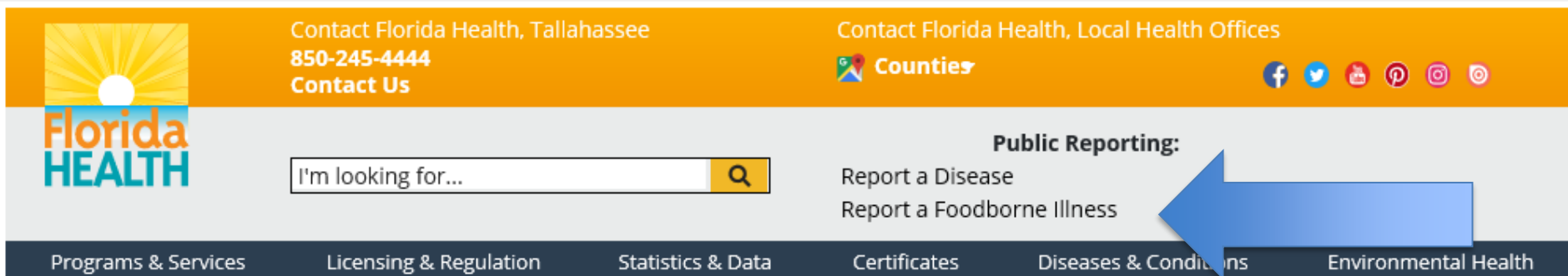


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2013



- 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



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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 email 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
 4052 Bald Cypress Way, Bin #A12
 Tallahassee, FL 32399-1712
 Phone Number: (850) 245-4401

Complaint Contact Information

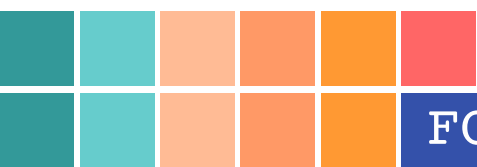
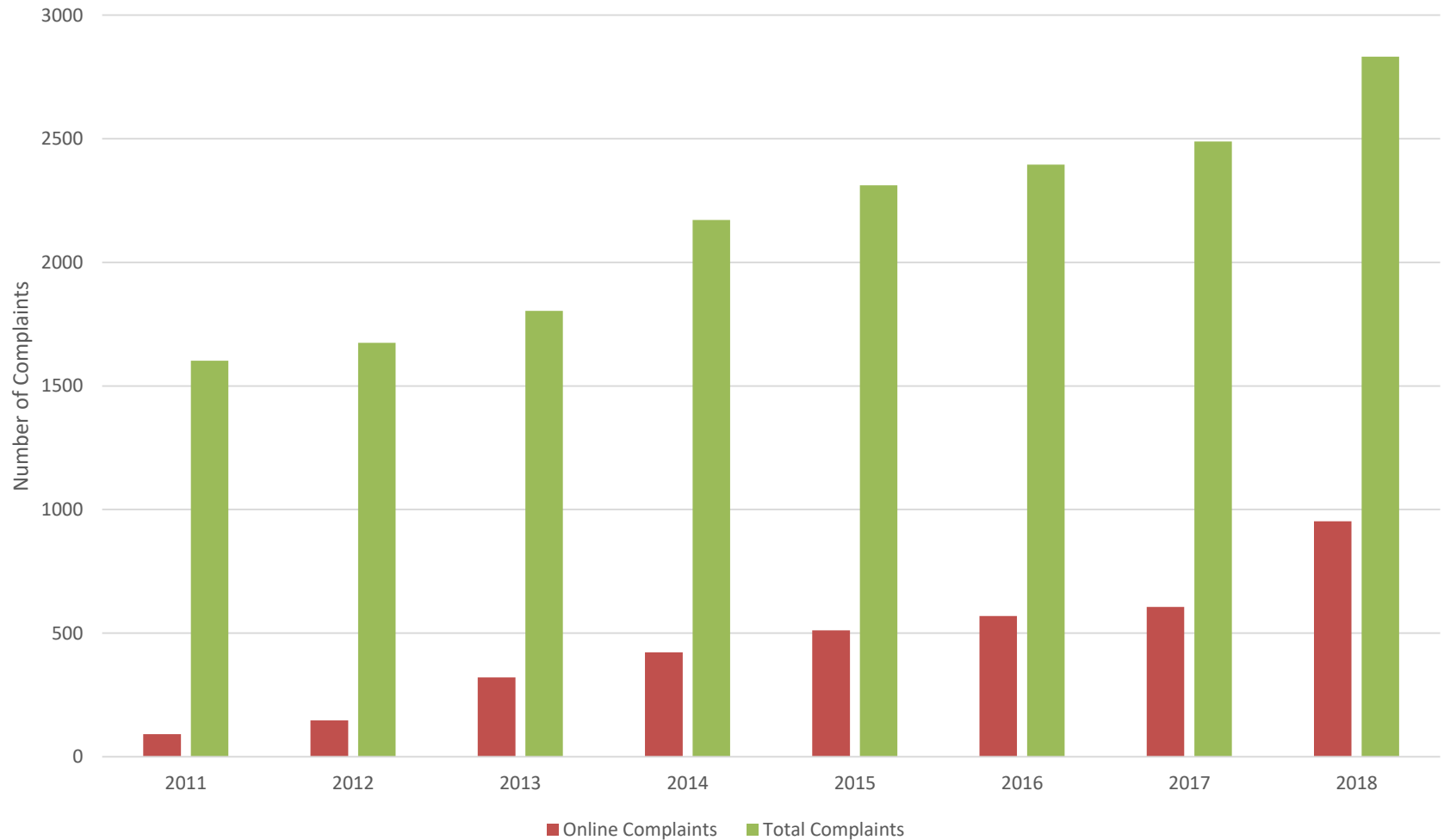
First Name *	<input type="text"/>	Last Name *	<input type="text" value="Required"/>	Day 📅 *	<input type="text" value="Required"/>	Evening 📅	<input type="text"/>
Address *	<input type="text" value="Required"/>	City *	<input type="text" value="Required"/>	County *	<input style="border-bottom: 1px solid black;" type="text" value="Required"/>	State *	<input type="text" value="Required (Ex:FL)"/>
Zip Code	<input type="text" value="(Ex:12345)"/>	Email *	<input type="text" value="Required"/>	Age	<input type="text"/>	Gender	<input style="border-bottom: 1px solid black;" type="text" value="--Select Gender--"/>

Establishment Information (Filing Complaint Against)

Type Of Facility * (Where suspected food/beverage was bought or consumed)	<input style="border-bottom: 1px solid black;" type="text" value="Select Type"/>	If Other	<input type="text"/>	Name *	<input type="text" value="Required"/>	Address *	<input type="text" value="Required"/>
City *	<input type="text" value="Required"/>	County *	<input style="border-bottom: 1px solid black;" type="text" value="--Select County--"/>	State *	<input type="text" value="Required (Ex:FL)"/>	Zip Code	<input type="text" value="Ex:12345"/>



Florida Complaints from 2011-2018



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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, 09:18:25 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, 11:17:43 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

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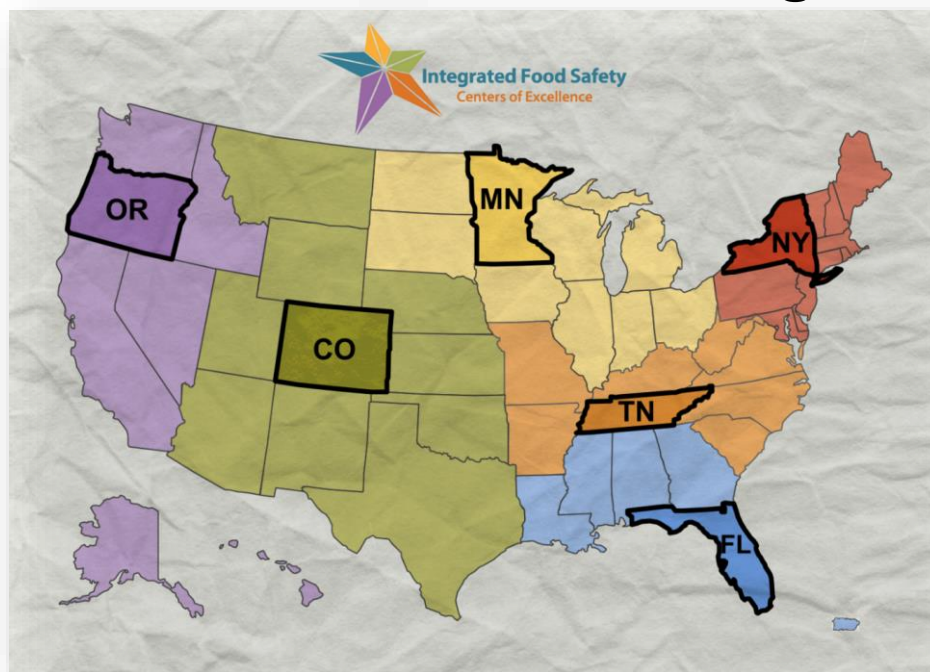
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HealthMap Foodborne Dashboard

- 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



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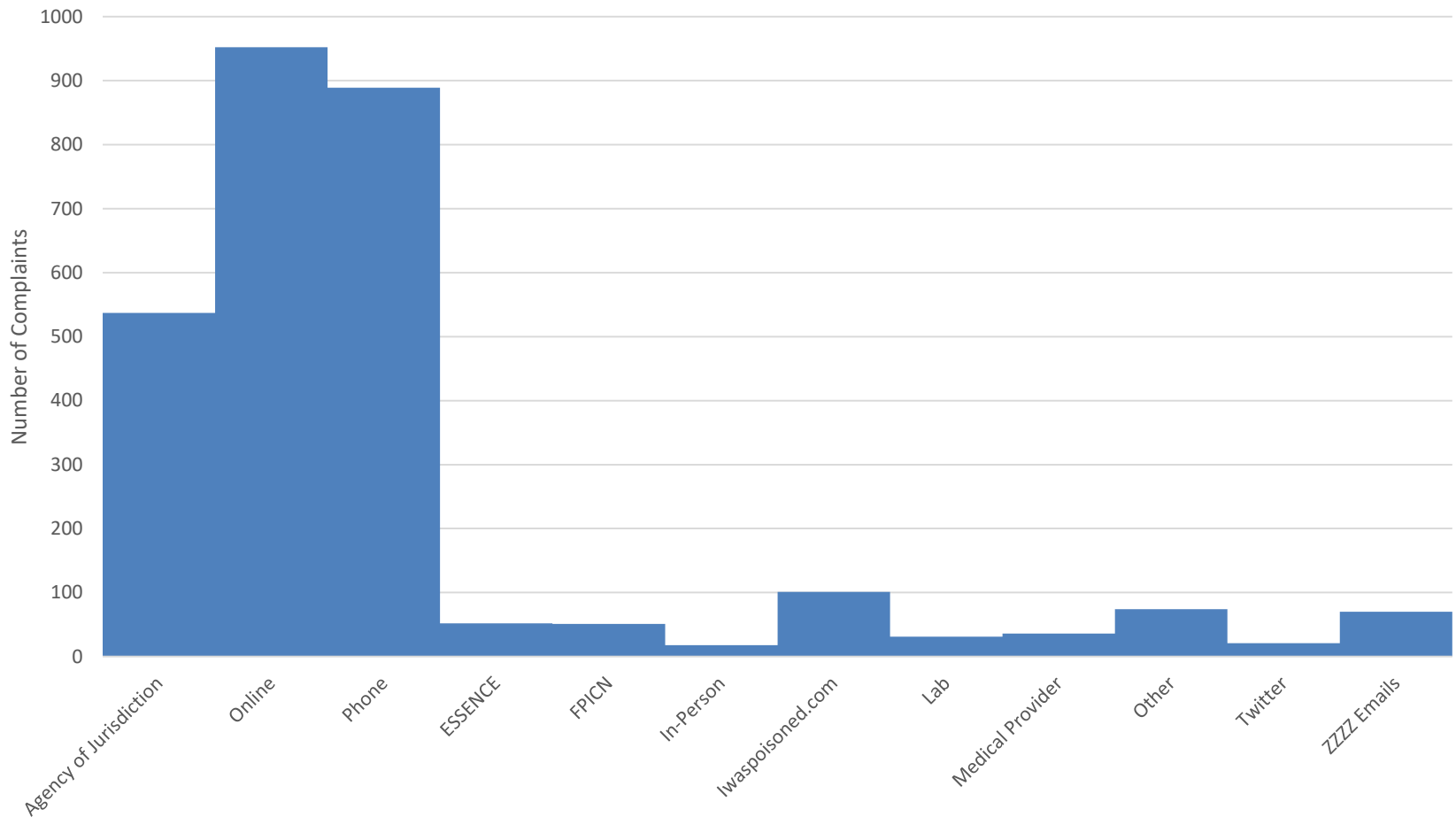
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Florida 2018 Complaints by Source (n=2832)



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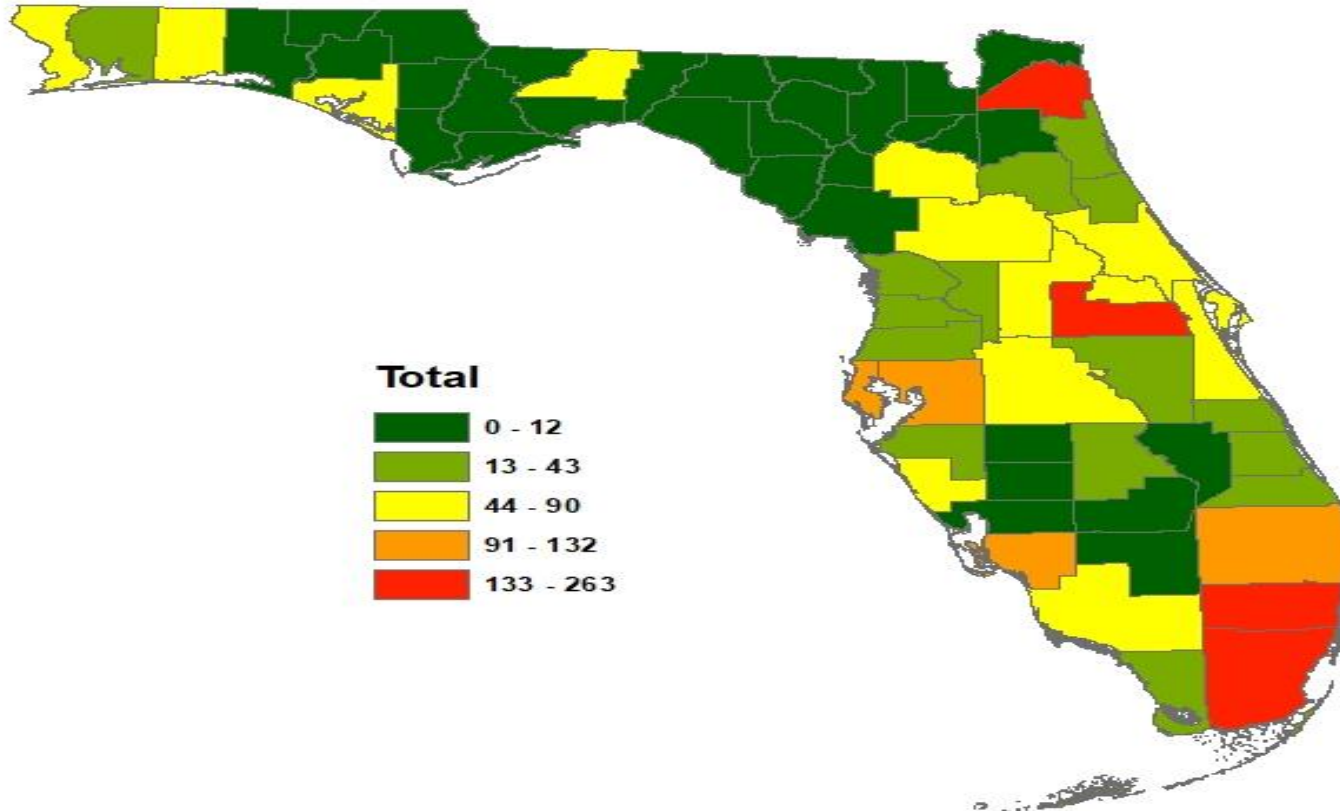
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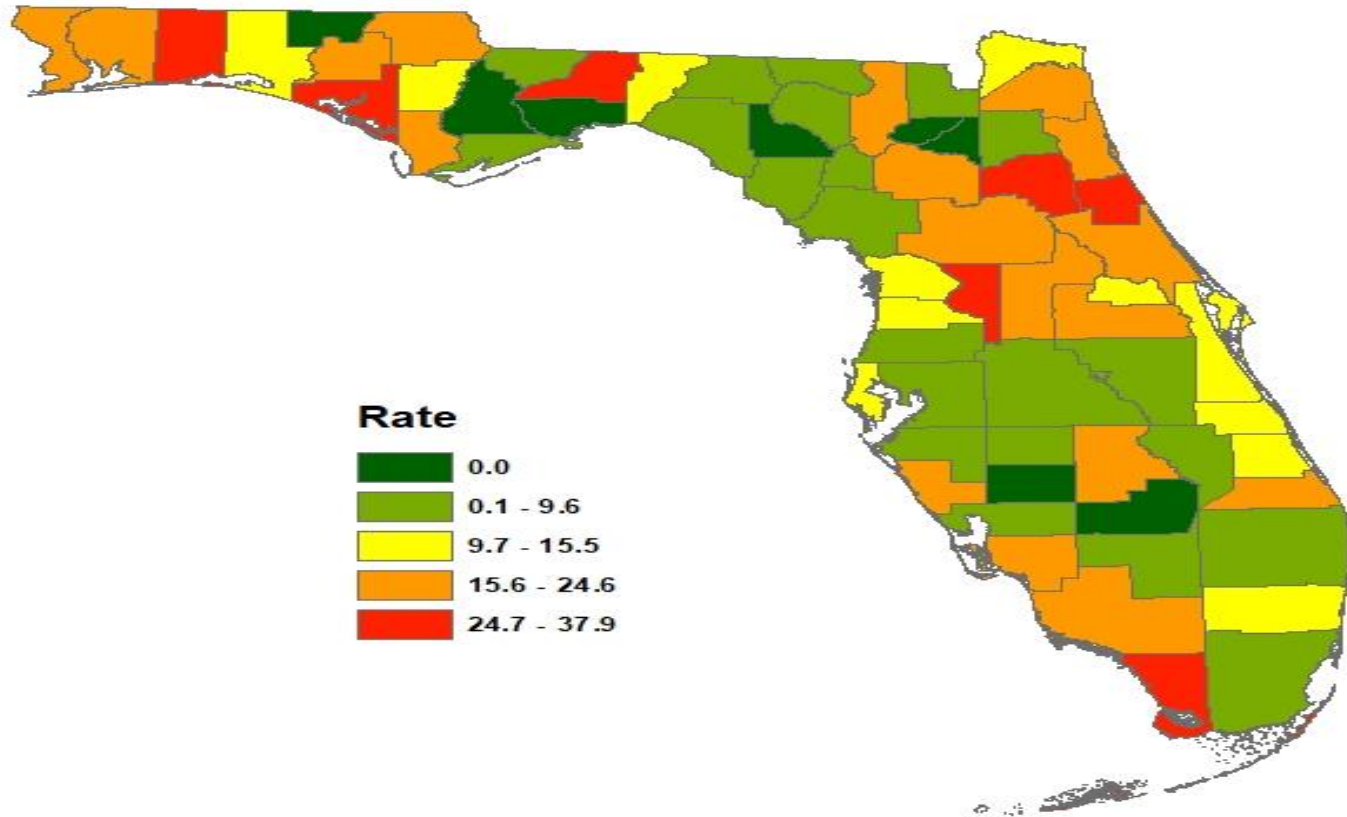


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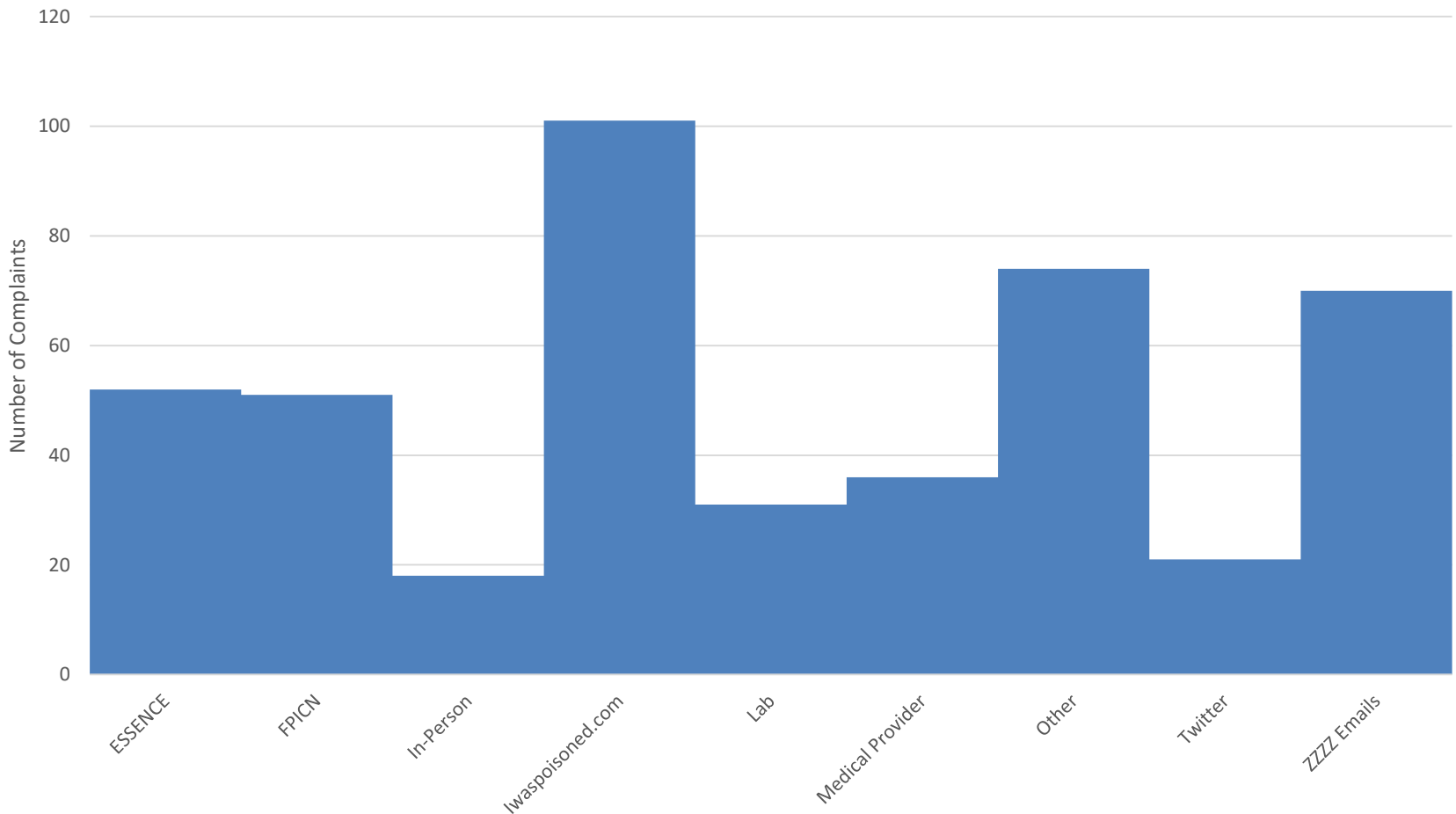
Total Complaints by County 2018



Complaint Rate per 100K by County 2018



2018 Complaints by Source with Less than 110 Responses



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Thank you

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<http://www.FoodandWaterDisease.com>

<https://www.flcors.com/FWSupport>

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