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U.S. DEPARTMENT OF AGRICULTURE  
FOOD SAFETY AND INSPECTION SERVICE (FSIS)

**Voluntary Customer Feedback Survey:  
Foodborne Illness Outbreak Investigation**

**Dear Public Health and Food Safety Partner,**

We are seeking feedback from state public health and food safety agencies to identify opportunities to strengthen collaborative responses to foodborne illness outbreaks. Thank you for taking the time to provide us your input.

**Communication and Coordination with FSIS**

- 1. Please indicate the frequency with which your agency notifies FSIS when evidence suggests a potential association between a foodborne illness outbreak and an FSIS-regulated product (meat, poultry, or processed egg products)?**

X-----X-----X-----X-----X  
Never Rarely Sometimes Very Often Always

**(If always, skip Question 2)**

- 2. Please indicate the primary reasons that your agency may not always notify FSIS when evidence suggests a potential association between a foodborne illness outbreak and an FSIS-regulated product (meat, poultry, and processed egg products). Check all that apply.**

a. We are not aware of a contact at FSIS to notify

b. FSIS jurisdiction is not always clear

c. We report outbreaks to CDC; we assume CDC

will notify FSIS, if needed

d. Another agency in my state is responsible for notifying FSIS

(Please list agency)

e. Other (please specify)

**3. Please assess the quality of the following aspects of communication/coordination with/from FSIS during foodborne illness outbreaks:**

	Very Poor	Poor	Fair	Good	Very Good
Overall communication/coordination between FSIS and your agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information sharing by FSIS during investigations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance from FSIS regarding epidemiologic and exposure information that FSIS needs during an investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance from FSIS regarding traceback information that FSIS needs during an investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance from FSIS regarding product testing and chain-of-custody to ensure acceptance of results by FSIS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to interact with FSIS personnel outside the context of foodborne illness outbreak investigations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Is communicating/COORDINATING with FSIS described in your agency's written procedures for responding to foodborne illness outbreaks?**

- a. Yes
- b. No
- c. My agency does not have written procedures for responding to foodborne illness outbreaks
- d. Don't Know

**5. Please mark the response that best represents your familiarity with the following resources (before you took this survey):**

Resource	Did not	Knew that it	Have	Have a
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	know that it existed	existed but had not reviewed it	reviewed it and have a general awareness of the content	functional knowledge of how my agency can use the content during responses
<a href="#">FSIS Directive 8080.3, Foodborne Illness Investigations</a>				
The webpage <a href="#">FSIS Resources for Public Health Partners</a>				
The webpage <a href="#">Information Helpful to FSIS During Foodborne Illness Investigations</a>				
<a href="#">FSIS Notice 45-16, Sharing Information with Partners</a>				
FSIS General Foodborne Illness Reporting email address, <a href="mailto:FoodborneDiseaseReports@fsis.usda.gov">FoodborneDiseaseReports@fsis.usda.gov</a>				

6. Please mark the response that best represents your familiarity with the following FSIS functions/activities relating to foodborne illness outbreak investigations.

Function or activity	Little to No Familiarity	Slight Familiarity	Moderate Familiarity	Strong Familiarity	Very Strong Familiarity
FSIS overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Epidemiology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product sampling, analysis, and laboratory services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer complaint investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retail or in-commerce investigation (traceback and traceforward)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product recall procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Establishment inspection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food defense and emergency response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public information releases, including public health alerts and recall press releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. Please identify the following topics about which your agency would like more information regarding FSIS procedures during foodborne illness outbreak investigations.**

- Foodborne illness outbreak response coordination
- Foodborne illness-related investigation of establishments
- Sampling and analysis of products
- Assessment and use of results from non-FSIS (e.g. state) laboratories
- Traceback and traceforward investigations
- Product recalls
- Information sharing with partners during investigations
- Post-investigative process/policy improvement activities, such as hot-washes and after-action reviews
- Antimicrobial resistance
- Public information releases/distribution; media inquiries/responses; communication with state/congressional representatives
- Consumer complaint investigations
- Other (please specify):

**8. Please identify your agency's primary point(s) of contact in FSIS regarding foodborne illness outbreaks.**

- a. First and Last Name of FSIS Contact 1
- b. First and Last Name of FSIS Contact 2
- c. First and Last Name of FSIS Contact 3
- d. I do not know my agency's primary contact(s) in FSIS

**Shopper Card Use**

**9. During foodborne illness outbreak investigations, does your agency routinely collect shopper card numbers from case-patients to request shopper purchase histories from retail stores/companies?**

- a. Yes
- b. No
- c. Don't Know

(If No or Don't Know, skip question 10)

**10. Do any retail stores/companies in your state require signed releases from the owner of the shopper card before releasing shopper purchase histories?**

- a. Yes
- b. No
- c. Don't Know

If known, which retail stores/companies require signed releases?

**11. Thank you for taking the time to provide your feedback. Please provide any additional general or specific comments, suggestions, or recommendations regarding communication and coordination with FSIS on foodborne illness outbreaks.**

If you have any comments or questions specific to completing this survey, please contact Yolanda Kennedy-Edwards at [Yolanda.Kennedy@fsis.usda.gov](mailto:Yolanda.Kennedy@fsis.usda.gov).

If you have any comments or questions regarding working with FSIS, please contact [FoodborneDiseaseReports@fsis.usda.gov](mailto:FoodborneDiseaseReports@fsis.usda.gov).

Please visit our partnership webpages:

[Resources for Public Health Partners: Foodborne Illness Investigation](http://www.fsis.usda.gov/wps/portal/fsis/topics/recalls-and-public-health-alerts/audience-public-health/resources-for)

<http://www.fsis.usda.gov/wps/portal/fsis/topics/recalls-and-public-health-alerts/audience-public-health/resources-for>

[Information Helpful to FSIS During Foodborne Illness Investigations](http://www.fsis.usda.gov/wps/portal/fsis/topics/recalls-and-public-health-alerts/audience-public-health/info-for-fsis-investigations)

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