

**Department of Health
Division of Medical Quality Assurance
2012-2013 Operational Balanced Scorecard**

Perspective	Objective	Strategy	Measure	Data				
				Actual Performance		Targets		
				Baseline	2012-13	2013-14	2014-15	2015-16
1.0 Internal	1.1 License expeditiously all healthcare professionals who meet statutorily mandated minimum standards of competency	1.1.1 Provide an efficient licensure process that meets statutory requirements	Average number of days to issue an initial license	69↓	76	70	60	55
			Average number of days to process a renewal application for a qualified applicant	4	3.76	1	1	1
	1.2 Enforce healthcare standards through timely discipline, education, and remediation of healthcare professionals found in violation of the law	1.2.1 Provide an efficient enforcement process that meets statutory requirements	Average number of days from legal sufficiency to final order for non-priority cases	503	483	450	425	400
			1.2.2 Reduce the length of time to issue emergency actions from the date of the event to the date the order is issued	Percent of emergency actions issued in 30 days or less	41%	54%	60%	70%
2.0 Customer	2.1 Inform stakeholders and consumers to enable them to make health care decisions and promote accessible health care	2.1.1 Ensure customers are informed of, have confidence in, and value MQA services	Percent of public record requests completed within 5 days from receipt of request	53%	93%	80%	85%	95%
			Percent of external customers satisfied with services provided by MQA	93%	95.32%	98%	99%	99%

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3.0 Learning and Growth	3.1 Motivate the workforce to achieve excellence	3.1.1 Recruit, hire and retain skilled and motivated employees that will exemplify MQA mission, vision and value	Percent of Employee Satisfaction	89.4	77	94	95	95
4.0 Financial	4.1 Minimize licensure fees through cost effective regulation	4.1.1 Conduct annual analysis on renewal fees and cash balance projections	Average cost of regulation per licensee	\$72.02	\$54.57	\$60	\$60	\$60
			Average number of licensees per FTE	1506	1,861	1,800	1,800	1,800