

Department of Health
 Division of Medical Quality Assurance
 2011-2012 Operational Balanced Scorecard

Perspective	Objective	Strategy	Measure	Data					
				Actual Performance		Targets			
				Baseline	2011-12	2012-13	2013-14	2014-15	2015-16
DOH/MQA Goal: Public Health, Wellness, Prevention, and Protection									
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↓	73	70	65	60	55
			Average number of days to renew a license online	10	5	4	3	2	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	503	475	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%	41%	50%	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%	53%	75%	80%	85%	95%
			Percent of external customers satisfied with services provided by MQA	93%	96.8%	97%	98%	99%	99%

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DOH/MQA Goal: Organizational Development									
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	90	92	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	\$59.52	\$60	\$60	\$60	\$60
			Average number of licensees per FTE	1506	1,779	1,800	1,800	1,800	1,800