

Department of Health  
Division of Medical Quality Assurance  
2012-2013 Long Range Performance Planning (LRPP)  
Balanced Scorecard

Perspective	Goal	Strategy	Measure	Data				Target	
				Baseline	10-11	11-12	12-13	12-13	13-14
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	M1. Average # of days to issue an initial license	69	71.87	72.55	76	70	70
			M2. % of initial licensure applications deemed complete or deficient within 30 days	98.92%	99.81%	99.97%	99.98%	100%	100%
			M3. % of complete initial licensure applications approved or denied within 90 days	99.87%	99.87%	99.94%	99.96%	100%	100%
			M6. # of licenses issued	364,920	486,806	493,249	512,523	500,000	500,000
			M7. % of examination scores released within 60 days from the administration of the exam.	100%	100%	100%	100%	100%	100%
	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	M11. Average # of complaint investigations per FTE	87	224.9	207.9	197	208	208
			M15. % of initial investigations and recommendations as to the existence of probable cause completed within 180 days of receipt	83%	89.95%	91.08%	93.85%	92%	94%
			M10. % of ULA cases investigated and referred for criminal prosecution	33.6%	65.13%	63.12%	63.92%	65%	65%
			M16. Average # of days to resolve ULA cases	367.5	493.3	436.4	188	90	90
			M17. % of ULA cases investigated and resolved through remedies other than arrest (cease & desist, citation)	35.97%	35.97%	32.2%	49.72%	33%	50%

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			M18. # of ULA cases investigated	769	806	583	506	700	700
		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	M19. Average # of days to take emergency action on priority 1 investigations	103	106.5	73.7	62	74	74
		1.2.3 Reduce by 10% the number of cases in post probable cause status and increase by 10% the number of cases presented to the board for final resolution	M24. % of disciplinary final orders issued within 90 days from issuance of the recommended order	90%	72.22%	76.19%	100%	80%	100%
2.0 Customer	2.1 Inform stakeholders and consumers to enable them	2.1.3 Ensure customers are informed of, have confidence in,	M36. # of inquiries to the practitioner profile website	1,331,641	5,315,072	4,121,682	3,836,273	4,200,00	4,200,000

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	to make health care decisions and promote accessible health care	and value MQA services							
4.0 Financial	4.1 Minimize licensure fees through cost-effective operations	4.1.1 Ensure all regulated professions have a positive cash balance	M45. % fines and costs imposed that are collected by due date	61.9%	51.03%	52.43%	50.59	65%	65%