



Florida Department of Health

# Division of Medical Quality Assurance Strategic Plan 2016-2020









Ron DeSantis
GOVERNOR



Scott A. Rivkees, MD
STATE SURGEON GENERAL

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Florida Department of Health
4052 Bald Cypress Way, Bin # A00
Tallahassee, FL 32399-1701

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## **Executive Summary**

The Florida Department of Health conducted a strategic planning process during the summer of 2015 to define the direction of the agency for consumers, employees, administrators, and legislators for the next three years. This strategic plan will position the Department to operate as a sustainable integrated public health system under the current economic environment and to provide our residents and visitors with high quality public health services. This is a living document that we will evaluate and update regularly to address new challenges posed by the changing environment of public health in Florida.

After executive leadership approved the Agency Strategic Plan strategic priorities, goals and objectives, each objective was assigned to a division to implement and monitor. In turn, the Division of Medical Quality Assurance (MQA) created its strategic plan that contains the objectives from the Agency Strategic Plan plus other goals, strategies and objectives that emerged as supporting the Department's strategic priorities from their environmental scan and SWOT analysis.

MQA approached the strategic planning process with a few guiding principles in mind:

- Preserving the health, safety, and welfare of the public.
- Identifying barriers to health care licensure.
- Facilitating efficient and cost-effective regulation.
- Creating a veteran-friendly regulatory licensure environment.

#### Mission – Why do we exist?

To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.

#### Vision - What do we want to achieve?

To be the Healthiest State in the Nation.

#### Values - What do we use to achieve our mission and vision?

I nnovation: We search for creative solutions and manage resources wisely.

C ollaboration: We use teamwork to achieve common goals & solve problems.

A ccountability: We perform with integrity & respect.

R esponsiveness: We achieve our mission by serving our customers & engaging our partners.

**E** xcellence: We promote quality outcomes through learning & continuous performance improvement.

MQA is dedicated to the mission, vision, and values of the Department. Working in conjunction with 22 boards and four councils, we established the strategic priorities set forth in this plan beginning January 2016 through December 2020. Over the next five years, we will work diligently to accomplish these goals and further contribute to the Department's vision to be the healthiest state in the nation.

Version 4

#### STRATEGY MAP

## STRATEGIC PRIORITY AREAS

#### **STRATEGIES**

#### **OBJECTIVES**

## REGULATORY EFFICIENCY

GOAL: Establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth.

License health care professionals more timely and efficiently.

- By December 31, 2020, reduce the percentage of deficient applications received from 74% (2015) to 37%.
- By December 31, 2020, increase the number of applications approved for health care licensure of military spouses and honorably-discharged veterans from 137 (2015) to 1,255.
- By December 31, 2020, reduce the average time to issue a license to a health professional by 25% from 65 days (2015) to 49 days.

NOTE: Priority 1, Health Equity, Priority 2, Long, Healthy Life, Priority 3, Readiness for Emerging Health Threats and Priority 4, Effective Agency Processes are not applicable.

## **Strategic Priorities**

**Priority 1:** Health Equity

Priority 2: Long, Healthy Life

**Priority 3:** Readiness for Emerging Health Threats

**Priority 4:** Effective Agency Processes

#### **Priority 5:** Regulatory Efficiency

Goal 5.1: Establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth.

Strateg	у	Objective	
Ų.	5.1.2 License health care professionals more timely	A.	applications received from 74% (2015) to 37%.
	and efficiently.		Lead: Division of Medical Quality Assurance
		B.	By December 31, 2020, increase the number of applications approved for health care licensure of military spouses and honorably-discharged veterans from 137 (2015) to 1,255.
			Lead: Division of Medical Quality Assurance
		C.	By January 31, 2020, reduce the average time to issue a license to a health professional by 25% from 65 days (2015) to 49 days.
			Lead: Division of Medical Quality Assurance

## **Appendix A**

## Division of Medical Quality Assurance (MQA) 2018 Strategic Planning Participants

The following list features all attendees of the division's strategic planning process meetings, including the MQA Strategic Planning Retreat held in August 2018. MQA staff completed a live strengths, weaknesses, opportunities, and threats (SWOT) activity was completed on June 1, 2018, and an analysis report was completed on June 29, 2018. Board members and professional associations completed a survey in October 2017. The results were included in the 2017 Board Member SWOT Analysis report and later presented at the Board Chairs/Vice Chairs Annual Long-range Planning meeting held on April 23, 2018.

#### **MQA Executive Leadership**

Lucy C. Gee, MS Director, Division of Medical Quality Assurance

Lola Pouncey Chief, Bureau of Operations

Mark Whitten Chief, Bureau of Health Care Practitioner Regulation

Christopher Ferguson Chief, Bureau of Enforcement

#### **DOH Executive Leadership**

Vacant Surgeon General and Secretary

Louise St. Laurent General Counsel

Michele Tallent Deputy Secretary for Operations

Cindy Dick Assistant Deputy Secretary for Health

#### **MQA Management**

Brittain Keen
Operations and Management
Consultant II

Sylvia Sanders Operations and Management Consultant II

Melinda Simmons Senior Health Budget Analyst A Gwendolyn Bailey
Operations and Management
Consultant Manager
Tamara Garland
Senior Management Analyst
Supervisor

Denise Simpson, MPA Senior Management Analyst Supervisor

Cynthia Boland Operations and Management Consultant Manager

Jessica Rogers IT Business Consultant Manager

Anthony Jusevitch Investigation Manager

Matthew Knispel Assistant Chief of Investigative Services

Chris Veal Manager, MQA Applications, Information Technology

Jennifer Wenhold, MSW
Executive Director, Boards of
Dentistry, Athletic Training, Hearing
Aid Specialists, Clinical Social
Work, Marriage and Family
Therapy, and Mental Health
Counseling, and Opticianry

Joe Baker, Jr. Executive Director, Board of Nursing Vacant
Executive Director, Boards of
Pharmacy, Orthotists and
Prosthetists, Podiatric Medicine

Kama Monroe, JD Executive Director, Boards of Osteopathic Medicine, Speech-Language Pathology and Audiology, Massage Therapy, Acupuncture, and the Council of Licensed Midwifery

Allen Hall
Executive Director, Boards of
Occupational Therapy, Physical
Therapy, Psychology, School
Psychology, Respiratory Care, and
Councils of Dietetics and Nutrition
and Electrolysis

Anthony B. Spivey, DBA
Executive Director, Boards of
Chiropractic Medicine, Clinical
Laboratory Personnel, Nursing
Home Administrators, Optometry,
Emergency Medical Technicians
and Paramedics, Radiologic
Technology, and Medical
Physicists

Claudia Kemp, JD Executive Director, Board of Medicine and Council on Physician Assistants

#### **Board Legal Counsel**

Ed Tellechea Chief Assistant Attorney General

David Flynn Senior Assistant Attorney General

Donna McNulty Senior Assistant Attorney General

#### **Board and Council Members**

Hector Vila, M.D. Chair, Anesthesiology Assistant Joint Committee

Kathy Veon, AP, DOM Chair, Board of Acupuncture

Rodney Dunetz, DAOM, AP, Dipl.Ac. Vice-Chair, Board of Acupuncture

Nicholas Pappas, ATC, LAT Chair, Board of Athletic Training

Billy J. "Bo" McDougal, ATC, LAT Vice-Chair, Board of Athletic Training

Kevin Fogarty, D.C., F.I.C.A. (hon) Board of Chiropractic Medicine

Danita Heagy, D.C. Chair, Board of Chiropractic Medicine

Carleen P. Van Siclen, MS, MLS (ASCP)
Chair, Board of Clinical Laboratory
Personnel

Linda Valdes, MS, MT(ASCP) Vice-Chair, Board of Clinical Laboratory Personnel

Lisa Bolhouse, LCSW Chair, Board of Clinical Social Work, Marriage & Family Therapy, and Mental Health Counseling

T.J. Tejera, D.M.D., M.D. Chair, Board of Dentistry

Naved Fatmi, D.M.D. Vice-Chair, Board of Dentistry

Leanne E. Polhill, H.A.S. Chair, Board of Hearing Aid Specialists

Randy Ellsworth, H.A.S. Vice-Chair, Board of Hearing Aid Specialists

Robyn Dohn Havard Chair, Board of Massage Therapy Victoria Drago, LMT Vice-Chair, Board of Massage Therapy

Jorge Lopez, M.D. Chair, Board of Medicine

Steven Rosenberg, M.D. Vice-Chair, Board of Medicine

Jody Bryant Newman, EdD, EdS Chair, Board of Nursing

Diana Forst, BA, RN Vice-Chair, Board of Nursing

Henry Gerrity, III, NHA Chair, Board of Nursing Home Administrators

Scott Lipman, MHSA, NHA Vice-Chair, Board of Nursing Home Administrators

Christine Hankerson, MSN, MS/P, Ph.D., RN Board Member, Board of Nursing Home Administrators

Michael Helmer,BA Board Member, Board of Nursing Home Administrators

James F. Spafford, MBA Chair, Board of Occupational Therapy Practice

Tamkea German, OT Board Member, Board of Occupational Therapy Practice

Byron D. Shannon Chair, Board of Opticianry

John B. Girdler III Vice-Chair, Board of Opticianry

Stuart Kaplan, O.D. Chair, Board of Optometry

Carl Spear, O.D. Vice-Chair, Board of Optometry

Brett Saunders. CPO, FAAOP Chair, Board of Orthotists and Prosthetists

Wayne R. Rosen, CPO, CPED, FAAOP Vice-Chair, Board of Orthotists and Prosthetists

Sandra Schwemmer, D.O., FACOEP-D, FACEP, FAAOE, LHRM Chair, Board of Osteopathic Medicine

Jeenu Philip, BPharm Chair, Board of Pharmacy

Jeffrey J. Mesaros, PharmD, J.D. Vice-Chair, Board of Pharmacy

Kay Tasso, PT, PhD, PCS Chair, Board of Physical Therapy Practice

Joseph Sindone, D.P.M. Chair, Board of Podiatric Medicine

Joseph Strickland, D.P.M. Vice-Chair, Board of Podiatric Medicine

Mark S. Block, D.P.M. Board Member, Board of Podiatric Medicine

Randi Mackintosh, Psy.D. Board Member, Board of Psychology

Roberto Garcia, RRT Chair, Board of Respiratory Care

Ronald E. Mitchell, CRT Vice-Chair, Board of Respiratory Care

Peter Johnson, Ph.D. Chair, Board of Speech-Language Pathology and Audiology

Frederick Rahe, Au.D. Vice-Chair, Board of Speech-Language Pathology and Audiology

Sergio Guerreiro, AU.D. Board Member, Board of Speech-Language Pathology and Audiology

Melissa Conord-Morrow, LM & RN Chair, Council of Licensed Midwifery

Susan (Robyn) Mattox, LM Vice-Chair, Council of Licensed Midwifery

Stephanie Petrosky, MHA, RD, LDN, FAND Chair, Dietetics/Nutrition Practice Council

Carol Elliott, RDN, LDN, FAND Vice-Chair, Dietetics/Nutrition Practice Council

Jolynn M. Greenhalgh, DNP, ARNP

Chair, Florida Electrolysis Council

Joel Rose, D.O. Chair, Physician Assistants Council

#### **Prosecution Services Staff**

John Wilson Deputy General Counsel

Allison Dudley Assistant General Counsel

Matthew G. Witters Senior Attorney

#### **Program Staff**

Vernice David Government Operations Consultant I

Erica Milam Government Analyst I

Kimberly Young Strategy Manager

Peggy Taff Strategy Manager

Brian Labus, JD Strategy Manager

William Butler Strategy Manager

Geoffrey Willoughby Strategy Manager

Caroline Roth
Consumer/Investigative Services
Administrator

Sidronio Casas Government Analyst I

Sherri Sutton-Johnson, MSN, RN Nursing Education Director

Nichole Benson Program Operations Administrator Melissa Greenfield Program Operations Administrator

Anna King Program Operations Administrator

Jessica Sapp Program Operations Administrator

Tracy Zeh
Program Operations Administrator

Wanda Young Program Operations Administrator

William Spooner
Operations & Management
Consultant Manager

Brad Dalton Deputy Press Secretary

Vacant Legislative Planning Director

### Association and Community Representatives

Larry Barlow, PhD, LMFT Executive Director, Florida Association for Marriage and Family Therapy

Liz Brady Chief, Multistate Antitrust Enforcement, Office of Attorney General

Janet DuBois, APRN President, Florida Nurse Practitioner Network

William Hightower Director of Governmental Relations, Florida Osteopathic Medical Association

Karin Kazimi Project Director, Florida Healthcare Workforce Initiative

Jo Anne Koch Owens Government Affairs Representative, Florida Society for Clinical Laboratory Science

Alisa LaPolt Lobbyist, Florida Nurses Association

Marcia Mann State Contract Manager, CE Broker Mandy O'Callaghan Attorney, Florida Senate

Christine Stapell, MS, RD, LDN Executive Director, Florida Academy of Nutrition and Dietetics

Casey Stoutemire Lobbyist, Florida Dental Association

Glenn Thomas Attorney, Lewis, Longman and Walker, PA

Mary Thomas, Esq. Assistant General Counsel, Florida Medical Association

Dennis Willerth Executive Director, Florida Society for Respiratory Care

Lynn Thames Dean of Oriental Medicine, Florida College of Integrative Medicine

Bob MacDonald Executive Director, PDMP Foundation, Inc.

Carolyn Stimel, PhD, ABPP Florida Psychological Association

Lee Ann Griffin Director of Quality and Regulatory Services, Florida Health Care Association

Kay Fergason American Medical Technologists, Florida Chapter

Leslie Dughi Director of Government Law and Policy, Greenberg Traurig, LLP

Corinne Mixon Lobbyist, Mixon and Associates

Ashley Kalifeh Attorney, Capital City Consulting

Joy Ryan Regulatory Attorney, Meenan P.A.

## **Appendix B**

#### **Planning Summary**

The MQA management team, made up of the division director, bureau chiefs and other key staff, oversaw the development of this strategic plan. MQA conducted many in-depth discussions to develop a strategic plan that promoted MQA's dedication to making Florida the healthiest state to live, work, practice, and retire. Prior to its first strategic planning meeting, a SWOT analysis was sent to MQA executive management and employees. The results (Appendix C) were analyzed to determine similarities and differences. Deficiencies were identified and addressed during a strategic planning retreat in which MQA management met with the division's Strategic Planning Unit to discuss best practices and solutions.

Another SWOT was developed and designed for MQA's executive management and board members to determine if the division's strategies and mission aligned with those of its health care boards. The division director presented the results of the survey at the Annual Board Chairs/Vice Chairs Longrange Planning meeting to executive management and board members. Meeting attendees took part in a facilitated discussion that included information management, communications, programs and services, budget (financial sustainability), and workforce development. Additionally, leadership staff conducted an environmental scan of the agency (sources listed in Appendix E). The scan results were reviewed and the progress of the current Department of Health Strategic Plan was analyzed to formulate additional strategies and objectives for each priority area. The revised proposal was then routed back to executive leadership for comments and approval.

The following is the strategic plan schedule of meetings:

DATE	MEETING TOPIC	ATTENDEES
06/30/15	SWOT sent out to MQA management and employees	MQA management and employees
07/15/15	MQA Employee and management SWOT result analysis	Strategic Planning Services Team
07/23/15	Strategic Planning Retreat: discussed MQA's strategic focus aligned with DOH's strategic plan	Executive Management Team
07/24/15	Strategic plan draft development for five years	Executive Management Team, Strategic Planning Services Team
07/24/15	Strength, weaknesses, opportunities, and threats (SWOT) analysis. Developed SWOT surveys.	Executive Management Team Strategic Planning Services Team
08/12/15	SWOT survey sent out to MQA management and board members	Executive Management Team, MQA Management, Strategic Planning Services Team, External Partners
09/02/15	External SWOT survey results analysis.	Strategic Planning Services Team
09/23/15	2 <sup>nd</sup> Annual Healthiest Weight Liaison meeting	Executive Management Team, MQA Management, Strategic Planning Services Team, External Partners
09/24/15	Annual Board Chairs/ Vice Chairs Long-range Planning Meeting	See Appendix A
09/30/15	EMT Strategic Plan Development	Executive Management Team, MQA Management, Strategic Planning Services Team
11/12/15	Discussed new strategic plan format and assigned strategy managers	Executive Management Team, MQA Management, Strategic Planning Services Team
11/17/15	MQA Strategic Plan 2016-2018 Version 1.0 aligned with DOH Strategic Plan 2016-2018	Executive Management Team, MQA Management, Strategic Planning Services Team

02/09/16	Manager presentation about educating employees on DOH and MQA Strategic Plan 2016-2018	Executive Management Team, MQA Management,
04/27/16	MQA Strategic Plan 2016-2018 Version 1.1 Updates with aligning action plans with DOH's Strategic Plan 2016-18 version 1.2	Executive Management Team, Strategic Planning Services Team
05/19/16	Long-range Planning Survey sent to board/council members	Executive Management Team, Strategic Planning Services Team
05/16/16	MQA Strategic Plan 2016-2018 Version 1.2 Updates with aligning action plans with DOH's Strategic Plan 2016-18 version 1.5	Executive Management Team, Strategic Planning Services Team
05/25/16	MQA Strategic Plan 2016-2018 Version 1.3 Change our main objectives for Goal 5.1 back to what they were originally	Executive Management Team, Strategic Planning Services Team
06/24/16	MQA Strategic Plan 2016-2018 Version 1.4	Executive Management Team, Strategic Planning Services Team
06/30/16	MQA Employee SWOT survey	Executive Management Team, Strategic Planning Services Team
07/14/16	MQA Manager's SWOT survey	Executive Management Team, Strategic Planning Services Team
08/18/16	Strategic Planning Retreat: discussed MQA's strategic focus aligned with DOH's strategic plan	Executive Management Team, MQA Management, Strategic Planning Services Team
09/08/16	SWOT survey results sent out to MQA management and board members	Executive Management Team, MQA Management, Strategic Planning Services Team, External Partners
09/27/16	3 <sup>rd</sup> Annual Healthiest Weight Liaison meeting	Executive Management Team, MQA Management, Strategic Planning Services Team, External Partners
09/27/16	Budget Liaisons Training and Information meeting	Executive Management Team, Executive Directors, Strategic Planning Services Team, External Partners
09/28/16	Annual Board Chairs/ Vice Chairs Long-range Planning Meeting	See Appendix A
10/07/16	Long-range Planning Survey Report	Executive Management Team, MQA Management, Strategic Planning Services Team, External Partners
12/20/16	MQA Strategic Plan 2016-2018 Version 1.5	Executive Management Team
03/14/17	Strength, weaknesses, opportunities, and threats (SWOT) analysis. Developed SWOT surveys.	Executive Management Team Strategic Planning Services Team
05/10/17	SWOT sent out to MQA management and employees	MQA management and employees
06/08/17	MQA Employee and management SWOT result analysis	Strategic Planning Services Team
08/18/17	Strategic Planning Retreat: discussed MQA's strategic focus aligned with DOH's strategic plan	Executive Management Team, MQA Management, Strategic Planning Services Team
10/16/17	SWOT survey sent out to board/council members and professional associations	Executive Management Team, MQA Management, Strategic Planning Services Team, External Partners
11/21/17	External SWOT survey results analysis	Lola Pouncey Strategic Planning Services Team
09/30/17	EMT Strategic Plan Development	Executive Management Team, MQA Management, Strategic Planning Services Team
02/20/18	Draft 2018 Strategic Plan Development	Executive Management Team, Strategic Planning Services Team
04/23/18	Annual Board Chairs/ Vice Chairs Long-range Planning Meeting	See Appendix A
05/10/18	Discussed new strategic plan format and assigned strategy managers	Executive Management Team, MQA Management, Strategic Planning Services Team

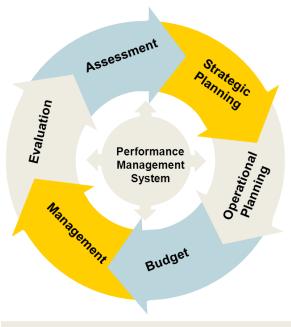
05/10/18	MQA Strategic Plan 2016-2020 Version 3 aligned with DOH Strategic Plan 2016-2018	Executive Management Team, MQA Management, Strategic Planning Services Team
06/01/18	Internal Live SWOT with MQA management and employees	Strategic Planning Services Team
06/29/18	Internal Environmental Analysis 2018 SWOT Data Report	Strategic Planning Services Team
08/10/18	Strategic Planning Retreat: discussed MQA's strategic focus aligned with DOH's strategic plan	Executive Management Team, MQA Management, Strategic Planning Services Team
09/05/18	EMT Strategic Plan Development	Executive Management Team, MQA Management, Strategic Planning Services Team
02/28/19	MQA Strategic Plan 2016-2020 Version 4 (update)	Executive Management Team, MQA Management, Strategic Planning Services Team

#### **Monitoring Summary**

As depicted in the image below, strategic planning is a key component of the larger performance management system. This statewide performance management system is the cornerstone of the Department's organizational culture of accountability and performance excellence.

The MQA leadership team is responsible for monitoring and reporting progress on the goals and objectives of this strategic plan. The team meets quarterly to discuss recommendations about tools and methods that integrate performance management into sustainable business practices. Annually, MQA's strategic plan progress report is developed and presented to executive leadership to assess progress toward reaching goals, objectives, and achievements for the year. The plan will be reviewed and revised by January each year, based on an assessment of availability of resources, data, and progress.

In turn, the objectives from the Agency Strategic Plan that are assigned to this division for implementation and quarterly reporting to *Florida Health Performs* will be reviewed by the Agency's Performance Management Council (PMC) Team on a quarterly basis for progress toward goals, and an annual progress report will also be developed. The PMC Team will revise the *Agency Strategic Plan* annually, based on their assessment of resources, data, and progress.



## **Appendix C**

The table below represents feedback the Division received from the SWOT survey conducted in 2017:

Strengths, Weaknesses, Opportunities, and Threats	
Strengths	
Continuous Improvement	
Relationships (Internal and External)	
Customer Service MQA Provides	
nformation and Communication (Internal and External)	
Ability to Change/Organizational Agility	
Culture and Work Environment (Culture of Accountability)	
Rulemaking Authority	
Trends in Health Care Regulations	
Telehealth/Telemedicine	
Expertise of Prosecutors	
Emergency Action Disciplinary Process Role of Board/Council Members	
Public Board/Council Meetings	
Board/Council Members	
Weaknesses	
Salary Structure/Staff Retention	
_ack of Technical Resources/IT Support (i.e., Tablets, Equipment)	
System Downtimes	
New/Undocumented Processes	
Media Relations	
Joint Board Meetings	
_egislative Changes/Restraints	
Cash Sweeps/Fee Caps	
Administrative Trust Fund	
DOH Leadership	
Timely Prosecution	
_ack of Regulatory Authority	
Costs to Prosecute	
Josis to Prosecute	
Opportunities	
Technology	
Relationships (Internal and External)	

Version 4

FTC (Anti-Regulatory climate restriction on licenses to achieve regulatory efficiencies)

Licensure Compacts in other boards (Portability)

Educate Legislators on MQA's Services

#### **Threats**

Medical Marijuana/Opioids

Cash Sweeps and Fee Caps (Rules passed on fees)

Lack of Regulatory Authorities of Office Surgery Centers (Human Trafficking, Massage Establishments, Things that make headlines)

Shaping Board Member Expectations (Recruitment, Retention, Appointments/Consumer Members)

Legislative/Procurement Restraints (Budgeting Authority)

Media Relations

Federal Trade Commission

Legislative Changes/Restraints

Administrative Trust Fund

Communications (external)/Meetings

DOH Leadership

Lack of Regulatory Authority

Health Care Fraud

Costs to Prosecute

## **Appendix E**

#### **Work Plan and Alignment**

Objective	LRPP	SHIP	QI Plan	Agency Strategic Plan Alignment	Bureau Assigned To
By December 31, 2020, reduce by 50% the percentage of deficient applications received from 74% (2015) to 37%.	Goal 7	NA	NA	5.1.2	Health Care Practitioner Regulation
By December 31, 2020, increase the number of applications approved for health care licensure of military spouses and honorably discharged veterans from 137 (2015) to 1,255.	Goal 7	NA	NA	5.1.2	Health Care Practitioner Regulation
By December 31, 2020, reduce the average time to issue a license to a health professional by 25% from 65 days to 49 days.	Goal 1	NA	NA	5.1.2	Health Care Practitioner Regulation

LRPP: Long Range Program PlanSHIP: State Health Improvement Plan

QI: Quality Improvement

#### **Environmental Scan Resources**

- 1. Agency Strategic Plan Status Report
- 2. Division of Medical Quality Assurance Internal Environmental Analysis 2018 SWOT Data Report
- 3. Division of Medical Quality Assurance 2017 Board Member SWOT Analysis report
- 4. Division of Medical Quality Assurance Annual Report and Long-range Plan FY 2016-2017
- 5. Division of Medical Quality Assurance Board/Council Long-range Planning Survey Report 2017
- 6. Division of Medical Quality Assurance Strategic Planning and SWOT Analysis Training
- 7. Division of Medical Quality Assurance 2017 Board Member SWOT Data Report
- 8. MQA Training Needs Assessment
- 9. Training Budget FY 2017-2018
- 10. Employee Satisfaction Survey 2016 Results
- 11. Division of Medical Quality Assurance 2017 Managers Annual Strategic Planning Meeting Notes
- 12. Florida Department of Health, Long Range Program Plan 2015-16 through 2019-20
- 13. Florida Department of Health Newsroom
- 14. Florida Department of Health, Florida Health Impact Report 2014-15 by the Numbers
- 15. Florida Strategic Plan for Economic Development
- 16. Healthiest Weight
- 17. Florida Department of Health, Office of Inspector General Annual Report FY 2015-2016
- 18. Florida Strategic Plan for Economic Development
- 19. Florida Vital Statistics Annual Report 2015
- 20. Health Status Assessment 2015
- 21. Physician Workforce Annual Report 2016
- 22. State monthly economic updates