

Quarterly Management Report

The Florida Department of Health

FIRST QUARTER | Fiscal Year 2010-2011

Florida Department of Health, Division of Medical Quality Assurance expands online Application Process

-Total of 33 license types can now apply online-

The Florida Department of Health (DOH) Division of Medical Quality Assurance (MQA) recently expanded its online license application capability to include 33 different license types in a number of health care professions. The recently-added license types include: audiologist, audiology assistant, provisional audiologist, certified chiropractic physician assistant, registered chiropractic assistant, chiropractic faculty certificate, occupational therapist, occupational therapy assistant, certified respiratory therapist, registered respiratory therapist, speech-language pathologist, speech-language pathology assistant, and provisional speechlanguage pathologist.

The online license application process first became available to nursing applicants in July 2008, as part of the electronic application process. Since then, there has been a dramatic reduction in nursing application times—from an average processing time of 24.11 days in Fiscal Year 2007-2008 to 17.73 days in Fiscal Year 2009-2010.

The online application is also available for the following license types: certified nursing assistant, with endorsement from another state; emergency medical technician (EMT); health care clinic establishment; paramedic; optician; optician assistant; optical establishment permit; optometrist; optometry branch office; optometric faculty permit; diagnostic radiological

physicist; therapeutic radiological physicist; medical nuclear radiological physicist; medical health physicist; medical physicist in training; physical therapist; physical therapist assistant; and registered pharmacy technician.

Applicants can access the Online Licensure Application by going to www.FLHealthSource.com and selecting the “Apply for Initial Licensure” button. After creating an account using an email address and password, applicants will have up to one year to complete the application and pay the application fee. The online tool keeps applicants informed of the current status of their application, including any deficiencies.

The mission of DOH and MQA is to promote, protect and improve the health of all people in Florida. Working in conjunction with 22 boards and six councils, MQA regulates eight types of facilities and more than 40 health care professions. MQA evaluates the credentials of all applicants for licensure, issues licenses, analyzes and investigates complaints, inspects facilities, assists in prosecuting practice act violations, combats unlicensed activity and provides credential and discipline history about licensees to the public. Visit www.doh.state.fl.us/mqa/ for additional information about MQA.

Board & Council Appointments July 1, 2010 - September 30, 2010

NAME	BOARD OR COUNCIL
Erik Nilssen	Orthotists & Prosthetists
Stephen Bloomfield	Psychology
Dean Aufderheide	Psychology
Mir Islam	Dietetics/Nutrition Practice
Terry Karfonta	Certified Nursing Assistants

DOH Joint Investigation Leads to Arrest in Miami Dade County

The Florida Department of Health (DOH) South Florida Unlicensed Activity Unit (ULA) announced today that its joint investigation with the City of Miami Police Department, Economic Crimes Detail has led to the September 15, 2010 arrest of Ana Josefa Sevilla in connection with the unlicensed practice of medicine resulting in serious bodily injury, a second degree felony, which is punishable by up to five years in prison.

The DOH ULA received a complaint from an individual who stated that sometime in or around June and July of 2009, Ana Josefa Sevilla allegedly performed a procedure consisting of injections to the buttocks area at a location within the City of Miami. The intended purpose of the injections was to enhance the complainant's figure. According to the victim, she developed fever along with swelling at the injection sites soon after the procedure. Ultimately the resulting infection became so severe that the victim was required to undergo surgery and hospitalization. DOH has several resources to combat unlicensed activity:

- Consumers are encouraged to use DOH's Website www.flhealthsource.com where they can conveniently view the license information of their health care practitioner.

- Complaints may be filed anonymously by completing and mailing the complaint form on the DOH Web site or calling 1-877-HALT-ULA or 1-877-425-8852 to have a form mailed to you.

The Florida Department of Health's (DOH) unlicensed activity program protects Florida residents and visitors from the potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed person. DOH's Division of Medical Quality Assurance (MQA) investigates and refers for prosecution all unlicensed health care activity complaints and allegations. The unlicensed activity unit works in conjunction with law enforcement and the state attorney's offices to prosecute individuals practicing without a license. In many instances, unlicensed activity is a felony level criminal offense. More importantly, receiving health care from unlicensed people is dangerous and could result in further injury, disease or even death.

The mission of the Department of Health and MQA is to promote, protect and improve the health of all people in Florida. Working in conjunction with 22 boards and six councils, MQA regulates six types of facilities and more than 40 health care professions. MQA evaluates the

credentials of all applicants for licensure, issues licenses, analyzes and investigates complaints, inspects facilities, assists in prosecuting practice act violations, combats unlicensed activity and provides credential and discipline history about licensees to the public. Visit <http://www.doh.state.fl.us/mqa/> for additional information about MQA.

FIRST QUARTER

ULA Statistics

COMPLAINTS RECEIVED	232
REFERRED FOR INVESTIGATION	201
INVESTIGATIONS COMPLETED	191
CEASE AND DESISTS ISSUED	104
REFERRALS TO LAW ENFORCEMENT	111
ARRESTS	14

ULA Finances

July 1, 2010 - September 30, 2010

BEGINNING CASH BALANCE	\$ 7,361,544
REVENUES	\$371,278
EXPENDITURES	\$334,146
ENDING CASH BALANCE	\$7,398,676

To Report Unlicensed Activity call:
1-877-HALT-ULA

Practitioner Regulation Quarterly Summary

July 1, 2010 - September 30, 2010

BOARD	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	INVESTIGATIONS COMPLETED	CITATIONS ISSUED	DISMISSED BY PANEL	PC FOUND	PC FOUND DISMISSED	FINAL ORDERS	ULA COMPLAINTS	CONSUMER SERVICES	INVESTIGATIVE SERVICES	PROSECUTION SERVICES	TOTAL SERVICES
ACUPUNCTURE	37	33	8	1	2	4	1	0	0	29	6	15	50
ANESTHESIOLOGY ASSISTANTS	0	0	0	0	0	0	0	0	0	0	0	0	0
ATHLETIC TRAINERS	1	0	0	0	0	0	0	0	0	1	0	7	8
CERTIFIED NURSING ASST	419	209	220	10	85	85	2	115	1	219	76	384	679
CERTIFIED SOCIAL WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0
CHIROPRACTIC MEDICINE	102	37	40	0	23	12	2	32	6	76	39	133	248
CLINICAL LABORATORY PERSONNEL	16	1	1	0	4	7	0	9	0	8	2	14	24
CLINICAL SOCIAL WORKERS	30	3	5	0	2	3	0	1	2	11	4	21	36
DENTAL HYGIENISTS	15	6	8	7	1	2	1	3	1	12	4	10	26
DENTAL LABORATORIES	1	0	1	0	0	0	0	1	1	1	6	4	11
DENTISTRY	290	111	86	4	46	34	4	20	18	139	112	291	542
DIETETICS AND NUTRITION	8	5	17	22	2	12	0	2	5	12	6	23	41
DRUGS, DEVICES & COSMETICS	94	80	82	1	44	0	0	3	0	11	69	289	369
ELECTROLYSIS	4	3	3	2	4	6	1	0	1	2	2	59	63
ELECTROLYSIS FACILITIES	3	2	1	0	0	0	0	0	1	1	2	5	8
EMERGENCY MEDICAL TECHNICIAN	44	13	38	0	1	9	0	2	0	21	8	166	195
HEARING AID SPECIALISTS	32	8	8	0	10	2	1	3	0	31	0	23	54
MARRIAGE & FAMILY THERAPISTS	3	0	2	0	0	3	0	1	1	1	4	9	14
MASSAGE ESTABLISHMENTS	101	67	18	9	1	26	1	28	59	44	71	66	181
MASSAGE THERAPY	135	50	85	32	16	62	3	50	42	110	94	184	388
MEDICAL PHYSICISTS	1	0	1	0	0	0	0	0	0	1	0	1	2
MEDICINE	1,916	456	353	2	174	62	8	33	26	1,058	415	1,368	2,841
MENTAL HEALTH COUNSELING	26	8	11	0	2	7	0	2	1	17	6	47	70
MIDWIFERY	22	18	7	0	0	0	0	0	0	16	1	20	37

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Practitioner Regulation Quarterly Summary *(cont'd)*

BOARD	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	INVESTIGATIONS COMPLETED	CITATIONS ISSUED	DISMISSED BY PANEL	PC FOUND	PC FOUND DISMISSED	FINAL ORDERS	ULA COMPLAINTS	CONSUMER SERVICES	INVESTIGATIVE SERVICES	PROSECUTION SERVICES	TOTAL SERVICES
NURSING - ARNP	52	22	23	0	12	4	1	6	0	29	14	51	94
NURSING - LPN	289	182	153	51	62	43	2	89	4	169	69	301	539
NURSING - RN	572	295	285	13	86	169	7	182	5	350	131	604	1,085
NURSING HOME ADMINISTRATORS	58	11	4	0	0	1	0	5	0	34	10	10	54
OCCUPATIONAL THERAPY	11	6	4	0	2	4	0	5	0	8	4	19	31
OPTICAL ESTABLISHMENTS	6	5	2	0	0	2	0	0	6	1	7	2	10
OPTICIANRY	6	4	7	0	9	4	0	3	4	1	10	6	17
OPTOMETRY	18	7	6	1	0	0	0	0	0	4	3	26	33
OPTOMETRY BRANCH OFFICES	1	0	0	0	0	0	0	0	0	1	0	0	1
ORTHOTISTS & PROSTHETISTS	2	1	9	29	0	2	0	2	1	6	2	18	26
OSTEOPATHIC MEDICINE	192	35	38	4	6	4	0	13	4	82	43	209	334
PAIN MANAGEMENT CLINICS	34	18	10	0	0	1	0	1	15	13	44	4	61
PARAMEDICS	27	14	28	0	2	17	2	3	0	18	8	246	272
PHARMACIES	111	44	75	0	39	18	0	10	3	43	54	187	284
PHARMACISTS	102	72	95	5	47	20	0	11	1	66	73	277	416
PHARMACY TECHNICIANS	35	18	13	0	4	1	0	0	8	1	0	0	1
PHYSICAL THERAPY	96	88	24	83	6	6	0	4	3	36	12	42	90
PHYSICIAN ASSISTANTS	46	29	20	3	15	1	1	3	2	34	21	66	121
PODIATRIC MEDICINE	38	7	11	0	5	1	0	2	0	10	5	28	43
PSYCHOLOGY	25	9	1	1	1	2	0	4	4	12	12	40	64
RADIOLOGIC TECHNOLOGY	27	17	25	0	1	5	1	3	0	14	8	64	86
RESPIRATORY CARE	34	29	35	13	2	6	3	10	0	12	1	66	79
SCHOOL PSYCHOLOGY	24	17	0	11	0	0	0	0	0	5	0	2	7
SPEECH-LANGUAGE PATH/AUDIO	163	149	39	142	15	6	0	4	0	38	1	35	74
TOTAL FOR ALL BOARDS	5,269	2,189	1,902	446	731	653	41	665	225	2,808	1,459	5,442	9,709