

Quarterly Management Report

MQA WELCOMES NEW STATE SURGEON GENERAL



MQA welcomes John H. Armstrong, M.D., to his new role as State Surgeon General and Secretary of the Florida Department of Health.

“Dr. Armstrong is recognized as a national expert in medical team

training and public health preparedness for disasters, and his leadership will be a great asset to the citizens of Florida,” said Governor Rick Scott. “As an outstanding trauma surgeon, public health professional, educator and military veteran, he will be a great addition to my executive leadership team.”

Since 2011, Dr. Armstrong was the Chief Medical Officer of the USF Health Center for Advanced Medical Learning and Simulation (CAMLs) and Associate Professor of Surgery with the Morsani College of Medicine at the University of South Florida. He was a member of the Council on Public Health with the Florida Medical Association from 2008 to 2011 and is a member of the national Residency Review Committee for Surgery since 2011 and of the Board of Governors for the American College of Surgeons since 2010.

Dr. Armstrong served in the U.S. Army Medical Corps for 17 years, concluding his service with the rank of Colonel. His final assignment was Director of the U.S. Army Trauma Training Center (ATTC) in Miami. He led the development and implementation of a two-

week award-winning team training program in trauma care for military medical units deploying to Iraq and Afghanistan. His military service includes Director of the Surgical Intensive Care Unit at Brooke Army Medical Center from 2002 to 2003 and at Walter Reed Army Medical Center from 1999 to 2001.

Within the American Medical Association, he is a Delegate from the American College of Surgeons to the AMA House of Delegates and a member of the House of Delegates compensation committee. He has served as a member of the Executive Committee of the National Disaster Life Support Educational Consortium, founding chair of the AMA Disaster Medicine Caucus, AMA Young Physician Trustee, and AMA Secretary.

Dr. Armstrong received a bachelor’s degree in economics from Princeton University and a medical degree from the University of Virginia School of Medicine. He completed his surgical residency at Tripler Army Medical Center in Hawaii and his fellowship in trauma/surgical critical care at the University of Miami/Jackson Memorial Medical Center, as well as the Master Educators of Medical Education Program at the University of Florida. He is a graduate of the U.S. Army Command and General Staff College.

I am honored by the opportunity to serve as Florida’s State Surgeon General and look forward to advancing the department’s mission to make Florida the place to live, work, and play by ensuring the health and well-being of Floridians,” said Dr. Armstrong.

Board & Council Appointments (January 1, 2012 - March 31, 2012)

NAME	BOARD OR COUNCIL
Mary Botter	Certified Nursing Assistants
Randall Clark	Massage Therapy
Onelia Lage	Medicine
Neda Koehnemann	Psychology

MQA ACCOMPLISHMENTS - QTR 3, 2012

ISU INSPECTIONS GET CUSTOMERS TO WORK FASTER

In the third quarter (January-March), MQA licensed massage establishments 47% faster than the same quarter in the previous year. MQA accomplished this by improving processes and conducting massage establishment opening inspections concurrent with the application process, rather than waiting until the application was approved, like in previous years. This process efficiency allows the owner to address any possible on-site deficiencies and be ready to open the moment the application is approved. MQA licensed 505 new establishments during the quarter.

MQA EXPANDS ONLINE APPLICATION PROCESS

During the third quarter, MQA expanded its online application process to include medical doctors. A key part of MQA's continued focus on making the licensure process faster and more efficient for its licensees, the online application process is now available to 58 license types in 21 professions. Board of Medicine staff will be visiting medical schools throughout the state to educate and assist future applicants about the process.

MAINE TO MODEL PROFILING WEBSITE

MQA's Practitioner Reporting and Examination Services Unit was recently contacted by Maine's Department of Health regarding DOH's website for profiled professionals. During the conversation, the representative from Maine praised DOH on the website and expressed their interest in using the website as a model to build a similar website for their state. This is a major accomplishment and demonstrates the department's vision of being a leader in health care regulation through information.

ULA PROGRAM CITED AS NATIONAL MODEL

The former attorney general for Nevada has contacted MQA for information about Florida's Unlicensed Activity (ULA) Program, after hearing Florida's program was a model for the rest of the nation. A portfolio of information has been sent,

and follow-up conversations will be occurring over the next few weeks, as Nevada works to establish a similar program in their state.

NATIONAL OPTICIANRY EXAM OFFERED IN FLORIDA

During the third quarter, the Florida Board of Opticianry and MQA signed a contract with the National Commission of State Opticianry Regulatory Boards and will soon begin offering the computer-based national exam in Florida. This exam will be offered at Pearson Vue centers around the State, six days a week during the test center's business hours of 8:00 a.m. to 5:00 p.m. Candidates will no longer need to travel to Tallahassee for the state exam, which was offered twice a year. This will expedite the licensure process for Florida's future opticians.

THIRD QUARTER

ULA Statistics

COMPLAINTS RECEIVED	93
REFERRED FOR INVESTIGATION	61
INVESTIGATIONS COMPLETED	85
CEASE AND DESISTS ISSUED	60
REFERRALS TO LAW ENFORCEMENT	70
ARRESTS	65

ULA Finances

January 1, 2012 - March 31, 2012

BEGINNING CASH BALANCE	\$7,955,409
REVENUES	\$1,831,061
EXPENDITURES	\$1,014,543
ENDING CASH BALANCE	\$8,771,927

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

PRACTITIONER REGULATION QUARTERLY SUMMARY

January 1, 2012 - March 31, 2012

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	8	0	0	1	4	3	0	3	0	1	4	9	14
ATHLETIC TRAINERS	3	3	0	0	0	0	0	0	0	3	0	1	4
CERTIFIED NURSING ASST	298	114	134	0	79	91	7	59	1	83	62	302	447
CERTIFIED SOCIAL WORKERS	1	0	0	0	0	0	0	0	0	0	0	0	0
CHIROPRACTIC MEDICINE	70	35	26	5	33	18	0	16	1	51	19	118	188
CLINICAL LABORATORY PERSONNEL	10	6	4	0	2	4	0	0	0	6	3	15	24
CLINICAL SOCIAL WORKERS	73	18	7	0	5	4	0	1	1	19	15	26	60
DENTAL HYGIENISTS	4	1	5	0	0	0	0	1	0	4	1	15	20
DENTAL LABORATORIES	7	0	0	0	0	0	0	0	0	4	4	2	10
DENTISTRY	292	98	63	0	32	9	5	11	8	177	84	224	485
DIETETICS AND NUTRITION	53	53	2	39	1	0	1	0	2	10	12	8	30
DRUGS, DEVICES & COSMETICS	0	0	0	0	0	0	0	0	0	0	14	349	363
ELECTROLYSIS	3	1	3	0	3	1	0	0	1	0	4	5	9
ELECTROLYSIS FACILITIES	0	0	0	0	0	0	0	0	0	0	1	0	1
EMERGENCY MEDICAL TECHNICIAN	29	11	35	0	16	6	1	9	0	11	10	132	153
HEARING AID SPECIALISTS	18	4	2	0	2	2	0	0	1	8	3	19	30
MARRIAGE & FAMILY THERAPISTS	9	1	2	0	6	0	0	1	0	3	3	5	11
MASSAGE ESTABLISHMENTS	49	15	8	0	16	7	3	12	21	19	23	29	71
MASSAGE THERAPY	187	110	28	7	26	43	2	44	13	123	44	119	286
MEDICAL PHYSICISTS	0	0	1	0	0	0	0	0	0	1	0	3	4
MEDICINE	1558	310	282	11	213	69	22	42	13	957	298	1002	2,257
MENTAL HEALTH COUNSELING	88	22	15	0	9	5	3	7	3	30	25	53	108
MIDWIFERY	3	2	2	0	0	0	0	0	0	3	1	13	17
NATUROPATHIC MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0

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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	66	25	28	0	10	3	0	5	0	33	15	54	102
NURSING - LPN	376	295	85	142	47	55	5	53	2	187	58	256	501
NURSING - RN	396	214	226	0	90	140	9	98	2	137	111	546	794
NURSING HOME ADMINISTRATORS	15	2	5	0	0	0	0	0	0	15	3	14	32
OCCUPATIONAL THERAPY	7	9	5	25	10	2	1	1	0	6	2	11	19
OPTICAL ESTABLISHMENTS	2	0	1	0	0	0	0	0	1	0	4	7	11
OPTICIANRY	4	3	1	0	8	4	0	0	2	3	4	6	13
OPTOMETRY	18	7	4	0	3	0	0	1	1	10	7	9	26
OPTOMETRY BRANCH OFFICES	1	0	0	0	0	0	0	0	0	1	0	1	2
ORTHOTISTS & PROSTHETISTS	3	1	1	0	0	0	0	0	1	0	3	9	12
OSTEOPATHIC MEDICINE	195	40	37	0	23	20	5	18	1	103	38	194	335
PAIN MANAGEMENT CLINICS	22	2	3	0	5	2	0	0	3	3	44	26	73
PARAMEDICS	34	19	29	0	21	14	0	11	0	9	12	169	190
PHARMACIES	131	37	60	0	55	12	6	11	2	38	47	109	194
PHARMACISTS	131	77	63	1	80	13	9	19	3	89	41	187	317
PHARMACY TECHNICIANS	16	8	9	0	1	10	0	4	1	24	12	36	72
PHYSICAL THERAPY	14	7	8	0	7	3	0	3	1	9	7	25	41
PHYSICIAN ASSISTANTS	46	9	12	3	12	7	3	3	0	27	5	43	75
PODIATRIC MEDICINE	35	7	5	0	7	2	0	0	0	15	4	31	50
PSYCHOLOGY	35	12	9	0	12	4	0	4	4	15	14	31	60
RADIOLOGIC TECHNOLOGY	29	18	11	0	0	2	2	0	0	16	30	36	82
RESPIRATORY CARE	39	53	29	90	4	10	0	10	0	23	4	45	72
SCHOOL PSYCHOLOGY	2	1	0	0	0	0	0	0	0	1	0	3	4
SPEECH-LANGUAGE PATH/AUDIO	27	13	1	0	0	0	0	7	0	11	5	17	33
TOTAL FOR ALL BOARDS	4,407	1,663	1,251	324	842	565	84	454	89	2,288	1,100	4,314	7,702