



Division of Medical Quality Assurance Quarterly Performance Report

As required by 456.025(9), Florida Statutes

**Fiscal Year 2012-2013
Quarter Four
April 1 – June 30, 2013**

Rick Scott
Governor

John H. Armstrong, MD, FACS
Surgeon General and Secretary of Health



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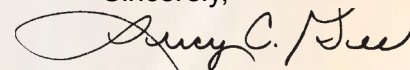
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DIRECTOR'S MESSAGE

The Division of Medical Quality Assurance (MQA) continually pursues excellence and produces superior services to meet the Department of Health's mission to protect, promote, and improve the health of all people in Florida. We pride ourselves on a customer-centric focus, working to expedite licenses and inspections so Floridians can get to work. With the passage of Senate Bill 160 (2013), the Bureau of Operations (BOO) built an infrastructure that allows honorably discharged military veterans to apply for licensure without fees. MQA is dedicated to becoming the leader in health care quality regulation and making Florida the healthiest state in the nation.

Sincerely,



Lucy C. Gee, M.S.
MQA Division Director

EXECUTIVE SUMMARY

The mission of the Department of Health's Division of Medical Quality Assurance is to protect and promote the health of all residents and visitors in the state through organized state and community efforts, including cooperative agreements with counties. MQA protects the public through licensure of health care practitioners who meet statutory standards, enforcement of laws and rules governing health care practitioners, and providing information to assist the public in making informed health care decisions. The Quarterly Performance Report, required by Section 456.025(9), *F.S.*, includes information on revenues and expenditures, performance measures, and recommendations to each board. Additionally, Section 456.065 (3), *F.S.*, requires the inclusion of all financial and statistical data resulting from unlicensed activity enforcement. The Quarterly Performance Report for the fourth quarter of fiscal year 2012-2013 focuses on MQA's progress in accomplishing our mission.

ACCOMPLISHMENTS

SUPPORTING OUR VETERANS

With the passage of Senate Bill 160 (2013), the Bureau of Operations (BOO) built infrastructure that allows honorably discharged military veterans to apply for licensure without certain initial fees for up to 24 months following their service. The Department of Health considers it a privilege to have this opportunity to give back to our veterans and thank them for their sacrifice.

GETTING PEOPLE TO WORK

Due to the extraordinary efforts of Matthew Thompson, Regulatory Specialist II in the Board of Massage Therapy, and Alice Roark, Manager in the Investigation Services Unit, a potential setback was averted. A frantic new massage establishment owner contacted the Board of Massage Therapy because she was unaware of the requirement to obtain state licensure. With the grand opening scheduled in less than a month, the owner had already expended a great deal of money to set up the business, create jobs and hire employees. Within six days, Matthew and Alice were able to expedite the facility inspection and the massage establishment opened as planned.

IMPROVING COMMUNICATION

The Florida Board of Dentistry launched a new, user-friendly website re-designed with the customer in mind. The new website will improve communication, increase transparency and expand customer accessibility to services. The Board of Dentistry website is the third Florida board website to undergo revision, following the Board of Medicine and Board of Nursing earlier this year. Interested parties can access the new website and subscribe to email updates at <http://www.floridasdentistry.gov> or follow the Board of Dentistry on Twitter @FLDentalBoard.

STREAMLINING APPLICATION PROCESSES

In an effort to better serve our customers, the application for osteopathic medicine initial licensure can now be edited and completed online. Predicated upon applicant responses, the system will intuitively provide additional instructions and coversheets for the submission of required supporting documentation.

PROVIDING EXCEPTIONAL SERVICE

Dee Ramer, Regulatory Supervisor in the Board of Marriage and Family Therapy, was preparing to leave the office on the evening of Friday, April 19, 2013 when she was contacted by a mental health counselor intern desperate to know the status of her full license application. The applicant was in jeopardy of losing a great job opportunity if she did not obtain full licensure by Monday. Dee determined that the only item missing from the application was one notarized form, and offered to issue the license as soon as it was received. Consequently, Dee received the missing form and issued the applicant license the very next day—a Saturday—and the intern is now gainfully employed.

PROMOTING RESOLUTION

As a result of Board of Medicine and Citation rule changes to 64B8-8.015, *F.A.C.*, and 64B8-8.017, *F.A.C.*, that went into effect on July 9, 2012, 130 cases were resolved through mediation in fiscal year 2012-2013, an 83% increase from the previous year's 71 cases. The rule changes expanded the authority of the Bureau of Enforcement to resolve more allegations of minor violations by mediation, therefore allowing resources to be realigned to investigating and prosecuting practitioners posing a serious threat to the health, safety and welfare of the people of Florida. The minor violations now eligible to be resolved by mediation include continuing education, advertising and failing to timely provide medical records to a patient upon request.

INCREASING EFFICIENCY

Through enhancements to the licensure and enforcement database (COMPAS), the System Support Services unit increased efficiency by developing the ability to track evidence in disciplinary cases. This enhancement provides staff the ability to monitor when evidence is checked in or out and when evidence is returned to the provider or destroyed. Attorneys can now view an inventory of specific case evidence through the COMPAS system.



GWEN BAILEY

Gwen Bailey, OMC Manager for Licensing Support Services, was commended by the Hospital Corporation of America (HCA) processing center for her professionalism and responsiveness. “Gwen was instrumental in providing timely updates to use for providers that had renewed;



thus, saving us and the providers from being suspended. Gwen did this with no hesitation and made us feel like we were truly partners in this endeavor. Her assistance made this time of year go very smoothly for us. It is a great pleasure working with Gwen.” HCA hospitals annually verify licensure status to prevent

potential patient care down-time caused by lags in practitioner renewal. In the last week before expiry, Gwen was able to provide “verbal verification” of licensure for 120 practitioners, allowing them to continue working and treating patients.



RECOGNITION

MARY CRANE & ROBERT DIFIORE

MQA Senior Pharmacists Mary Crane and Robert DiFiore were recognized by the Drug Enforcement Administration (DEA) on June 5, 2013 for their invaluable assistance in combatting pharmaceutical drug abuse in Florida. The DEA credits their success to the joint collaboration of regulatory partners and law enforcement.

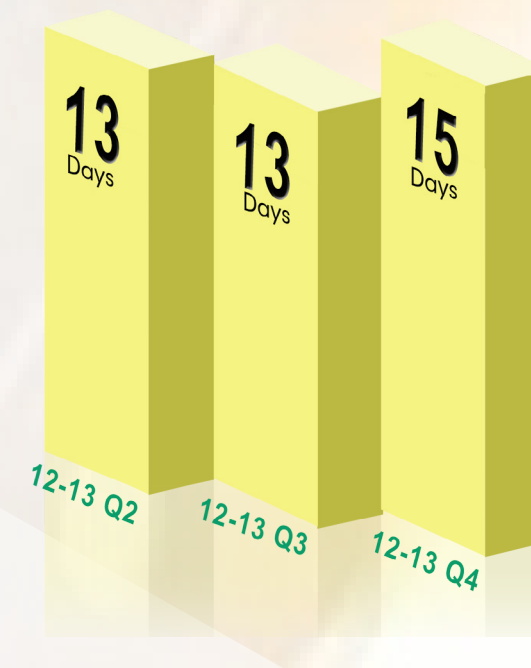
BALANCED SCORECARD MEASURES

MEASURE:

AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION

Definition: This measure is calculated from the receipt of an application until the application is deemed to be complete or deficient of information and/or documentation. Receipt of an application includes the time to analyze the application for all required information and documentation. Once an application is deemed complete, this measure calculates the time to approve or deny the applicant for licensure. It is important to analyze applications thoroughly and efficiently. The sooner an application is analyzed and the applicant submits all required information, the sooner the applicant can become licensed and begin employment.

Initiative: MQA is in the process of making all applications for a health care professional license available online. Currently, 60% of professions are online. It is projected that development and deployment of online applications for initial licensure for all professions will be completed by September 30, 2015.



PARTNERSHIPS

IMPROVING INVESTIGATIVE TECHNIQUE

In the spirit of continuous quality improvement, the Investigative Services Unit (ISU), in conjunction with Tallahassee Community College (TCC) and Gabrielli Consulting, designed an Investigative Interview and Report Writing Training for all MQA ISU investigators across the state. Training objectives included the essential elements of effectively preparing for and conducting an investigative interview; successful interviewing strategies; analyzing body language and behavioral cues to guide questioning; and note-taking and writing techniques for accurate, concise and unbiased reporting.

Target: 27 days or less

Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

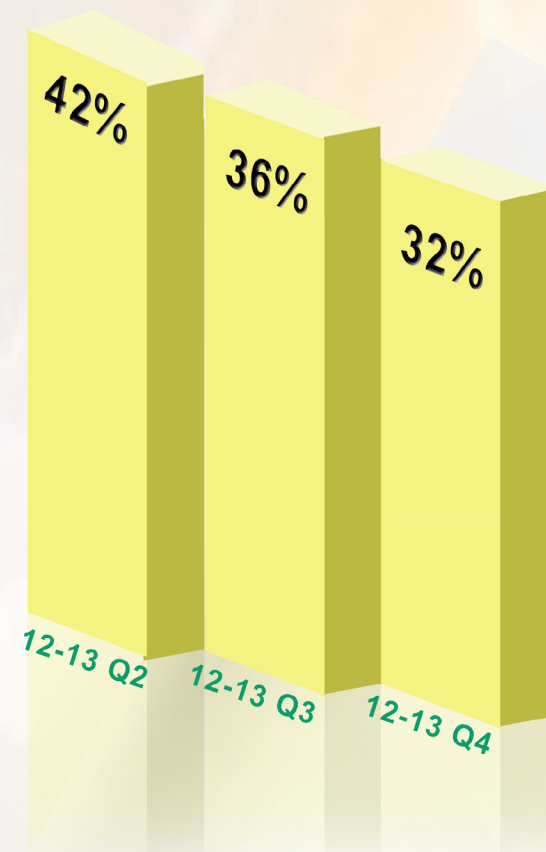
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF EMERGENCY ACTIONS ISSUED WITHIN 30 DAYS FROM RECEIPT OF COMPLAINT

Definition: This measure is calculated from the date a complaint is received to the date an emergency action is issued. The number of cases where emergency action is taken within 30 days is divided by the number of cases where emergency action is taken during the specified timeframe. It is important to handle all emergency actions in an efficient and expeditious manner to suspend or restrict the practice of a health care practitioner who poses an immediate threat to the health, safety and welfare of the public.

Initiative: Process improvements were identified and implemented to facilitate faster issuance of emergency actions. In addition, a special Emergency Action Unit was created in the Prosecution Services Unit of the Office of the General Counsel. Performance is being closely monitored and process adjustments will occur as needed.



Target: 50% or higher

Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

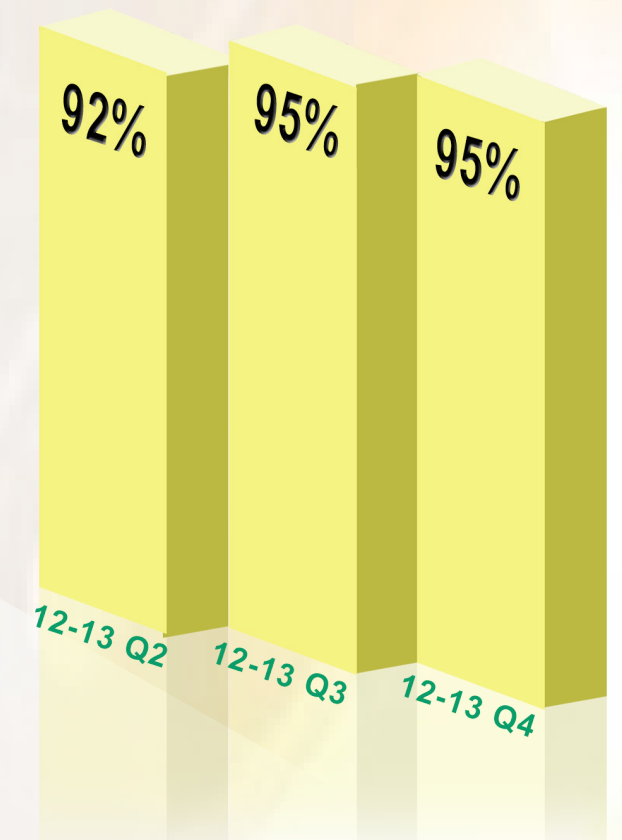
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF PUBLIC RECORD REQUESTS COMPLETED WITHIN 5 DAYS FROM RECEIPT OF REQUEST

Definition: This measure is calculated from the number of calendar days between receipt of a public records request and fulfillment of the request. The number of public records completed within 5 days is divided by the number of public records completed during the specified timeframe. Responding to public records requests quickly and efficiently ensures transparency in government operations. Providing our customers with exceptional customer service is MQA's highest priority. The quicker a public records request is fulfilled, the quicker MQA's customers can begin to utilize the requested information.

Initiative: To ensure transparency and expediency in handling public records requests, MQA identified and implemented several process improvements, including establishing a public records liaison in each board office and unit to facilitate fulfilling requests. MQA is developing a database that will allow the public to request records and track the status of their request online.



Target: 85% or higher

Data source: MQA Public Records Database

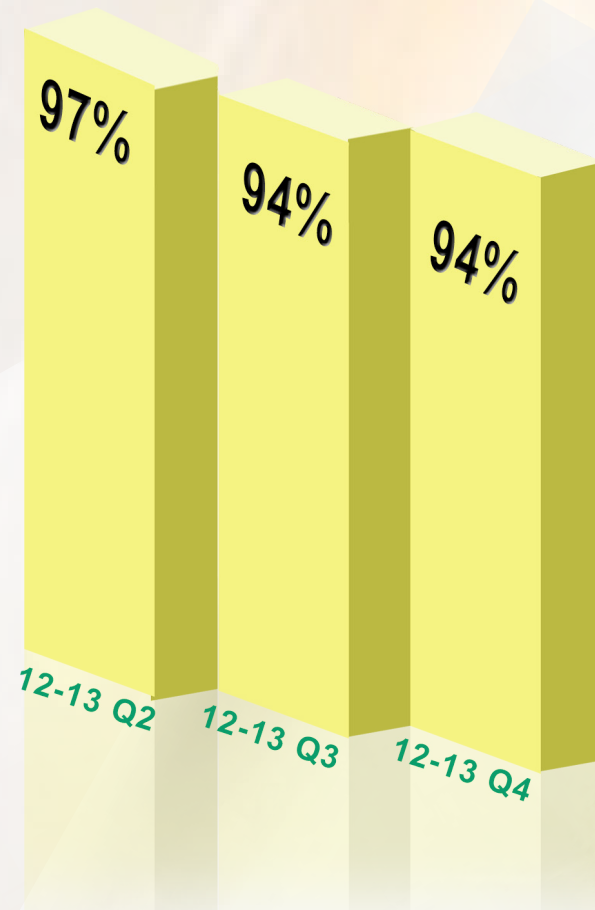
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF EXTERNAL CUSTOMERS SATISFIED WITH MQA SERVICES

Definition: This measure is calculated from feedback surveys. Customers complete and submit online surveys that address specific processes, including their overall satisfaction. The percentage of satisfaction is calculated using the total number of survey respondents who were satisfied versus the total number who were dissatisfied. Providing our customers with exceptional customer service is MQA's highest priority. It is important to receive customers' feedback to continue to improve our services to meet the needs of health care professionals, applicants and consumers.

Initiative: MQA is redesigning its web pages to make information easier to locate and more accessible to our customers. This initiative is expected to increase our customers' satisfaction with MQA services.



Target: 95% or higher

Data source: Virginia Tech Survey Software

FINANCIAL DATA

MQA TRUST FUND: LICENSED

BEGINNING CASH BALANCE (07/01/2012)	\$23,866,570
TOTAL REVENUES	\$66,865,822
TOTAL EXPENDITURES	\$70,556,369
ENDING CASH BALANCE (6/30/2013)	\$20,176,023

MQA TRUST FUND: UNLICENSED

BEGINNING CASH BALANCE (07/01/2012)	\$8,971,888
TOTAL REVENUES	\$2,229,309
TOTAL EXPENDITURES	\$1,043,930
ENDING CASH BALANCE (6/30/2013)	\$10,157,267

TOTALS*

BEGINNING CASH BALANCE (07/01/2012)	\$32,838,458
TOTAL REVENUES	\$69,095,131
TOTAL EXPENDITURES	\$71,600,299
ENDING CASH BALANCE (6/30/2013)	\$30,333,290

*Totals are cumulative

LICENSEE DATA

QUARTERLY SUMMARY

APPLICATIONS RECEIVED	22,747
APPLICATIONS PROCESSED	19,213
LICENSES ISSUED	23,758

[Detailed Report by Profession](#)

ENFORCEMENT DATA

QUARTERLY SUMMARY

COMPLAINTS RECEIVED.....	4,457
LEGALLY SUFFICIENT.....	1,575
INVESTIGATIONS COMPLETED.....	1,363
CITATIONS ISSUED.....	12
DISMISSED BY PANEL.....	758
PROBABLE CAUSE FOUND.....	518
PROBABLE CAUSE DISMISSED.....	42
FINAL ORDERS.....	482

EMERGENCY ORDERS ISSUED	
EMERGENCY RESTRICTION ORDERS.....	10
EMERGENCY SUSPENSION ORDERS.....	89
TOTAL EMERGENCY ORDERS.....	99

FINES AND COST DATA FOR CURRENT LICENSEES	
DOLLAR AMOUNT COLLECTED.....	\$639,277.05
DOLLAR AMOUNT IMPOSED.....	\$852,538.64
PERCENTAGE COLLECTED.....	75%

PENDING WORKLOAD	
CONSUMER SERVICES.....	1,882
INVESTIGATIVE SERVICES.....	1,172
PROSECUTION SERVICES.....	4,320

[Detailed Report by Board](#)

UNLICENSED ACTIVITY DATA

QUARTERLY SUMMARY

COMPLAINTS RECEIVED.....	158*
REFERRED FOR INVESTIGATION.....	157*
INVESTIGATIONS COMPLETED.....	155*
CEASE AND DESISTS ISSUED.....	55*
REFERRALS TO LAW ENFORCEMENT.....	70*
ARRESTS.....	10

*Includes referred non-jurisdictional cases

[Detailed Report by Profession](#)

TO REPORT UNLICENSED ACTIVITY CALL
1-877-HALT-ULA
[OR CLICK ON THIS LINK TO VISIT OUR SITE](#)

GLOSSARY

- **Balanced Scorecard:** A way to measure whether the key processes performed by MQA (licensing, enforcing, and providing information) support our vision and our strategic objectives.
- **COMPAS:** Customer Oriented Medical Practitioner Administration System—MQA's licensure and enforcement database
- **Emergency Actions:** An action suspending or restricting the ability to practice taken by the State Surgeon General when a licensed health care practitioner poses an immediate threat to the health, safety and welfare of the public.
- **Emergency Suspension Order (ESO):** An order issued by the Florida Department of Health suspending the license of a practitioner. A practitioner may not practice in the state of Florida while under an emergency suspension order.
- **Emergency Restriction Order (ERO):** An order issued by the Florida Department of Health restricting the practice of a practitioner in the state of Florida under conditions specified by the Department.
- **MQA Trust Fund Licensed:** The fees collected from licensees that fund the regulation of licensed health care practitioners.
- **MQA Trust Fund Unlicensed:** A \$5.00 fee collected at initial and renewal licensure that specifically funds the investigation and enforcement of unlicensed activity laws.

CONTACT Us

Your feedback is important to us.

If you have questions or suggestions about this report, please: [Take our Survey](#)

MQA DIVISION DIRECTOR

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