MEDICAL QUALITY ASSURANCE

QUARTERLY PERFORMANCE REPORT
JANUARY 1 - MARCH 31, 2015

As required by Section 456.025(9) Florida Statutes

FLORIDA DEPARTMENT OF HEALTH,
DIVISION OF MEDICAL QUALITY ASSURANCE

Florida HEALTH
Medical Quality Assurance

Director's Message

It is with great pleasure I present to you the Quarterly Performance Report (QPR) for the third quarter of fiscal year 2014-15. This report includes information on key performance measures for the Division of Medical Quality Assurance (MQA) as well as highlights of recent accomplishments. As the economy continues to grow, Florida has become the privileged home to an increased health care workforce. To help sustain this growth, MQA strives to uphold Florida's public health legacy by pursuing excellence and producing superior services. Our jobs every day are to make licensing and regulation more efficient so Floridians can get to work. We strive to become the leader in health care quality regulation and do so through our core values: Innovation, Collaboration, Accountability, Responsiveness and Excellence.

Lucy Gee,

MQA Division Director

Bureau Messages

BUREAU OF ENFORCEMENT

The Bureau of Enforcement's Unlicensed Activity program protects Florida residents and visitor from the potentially serious consequences of receiving health care services from an unlicensed person. During the last quarter, the program continued its outreach efforts by hosting law enforcement meet and greets in area field offices, speaking engagements at the Florida Sheriff's Association and continued outreach through movie trailers and gas pump advertising. While the local area office meet and greets and speaking engagements at conferences helped get the message out to our local law enforcement partners, the overall community outreach had the potential of reaching millions of people in Central and South Florida.

BUREAU OF HEALTH CARE PRACTITIONER REGULATION

The Bureau of Health Care Practitioner Regulation knows reaching its licensees with the necessary information is critical, and has increased its outreach efforts through the publication of newsletters. To start the year, the Florida Board of Nursing issued its inaugural edition of The Florida Nursing Quarterly, which will be sent out four times a year and keep the state's licensed nursing community abreast of important regulatory updates, licensing/renewal information and help ensure that every nurse practicing in Florida meets minimum requirements for safe practice. The Board of Medicine soon followed and published its first bimonthly newsletter following its February board meeting. The newsletter provides updated information on disciplinary statistics, licensure statistics, rule hearings, and more.

BUREAU OF OPERATIONS

In January, the Bureau of Operations kicked off the *Are You Renewal Ready?* campaign to remind health care practitioners to report continuing education/continuing medical education (CE/CME) requirements prior to renewing their licenses. By preparing for this new requirement, health care professionals can avoid renewal delays. Starting with license renewal cycles in 2015, health care practitioners must report continuing CE/CME course hours to renew their licenses, as required by the Florida Legislature. Licensees in all professions have received information over the past two years explaining their upcoming requirements. In this quarter, our marketing efforts included facility visits, on-site presentations, webinars, email blasts and phone calls.

Executive Summary

The Florida Legislature created the Division of Medical Quality Assurance (MQA) in 1988:

The Quarterly Performance Report (QPR) required by Section 456.025(9), Florida Statutes, offers the Division of Medical Quality Assurance an opportunity to update its 22 health care provider boards and six councils, as well as all stakeholders and health care consumers, on the important work undertaken in health care regulation.

LICENSING

With the economy on the rise, Florida has become the privileged home to an increased health care workforce. The population of licensed health care practitioners in Florida increased by 15.9 percent since 2010 while the resident population increased by only 5.5 percent. MQA received 35,973 license applications and issued 22,378 licenses in the third quarter, and the Department of Health has made a concerted effort to reduce regulation and eliminate unnecessary barriers to licensure. Because of new continuing education reporting requirements for licensees, you will see a section in the QPRs this year dedicated to the rollout. Our Are You Renewal Ready? awareness campaign is in its second year, but with mandatory reporting requirements kicking in for the first group of licensees in 2015, outreach efforts have been doubled.

ENFORCEMENT

MQA received 212 complaints of unlicensed activity, referring more than 90 percent for investigation. This quarter, 103 cease and desist notices were given to unlicensed practitioners, whose unregulated and illegal activity could be disfiguring and even deadly to its victims. This quarter saw a combined 37.3 percent increase in cease and desists issued compared to last quarter.

FINANCES

Licensing fees brought in $26 million in the second quarter, $764,063 of which was dedicated to stopping unlicensed activity. The Division regularly reviews its licensing fees and recommends fee adjustments so that it collects only what is needed to regulate each profession. The Florida Board of Psychology lowered application and exam fees for psychologists to just under $400 in November, which is 60 percent lower than the cost five years ago. MQA is accountable for how it spends licensees' money, and strives to maintain efficient regulatory processes that save money and get practitioners to work faster.

OUTREACH

MQA strives to be the leader in health care quality regulation and understands the importance of reaching out to its stakeholders. Through increased communication efforts, MQA aims to inform, educate, and protect the people of Florida. To start the quarter, the flhealthsource.gov website was redesigned to better communicate with its customers while the Are You Renewal Ready? campaign kicked off to remind health care practitioners to report continuing education/continuing medical education (CE/CME) requirements prior to renewing their licenses. Other outreach included the publishing and development of several newsletters. The Florida Board of Nursing issued its inaugural edition of The Florida Nursing Quarterly in January, while the Board of Medicine published its newsletter in February.

The Division upholds the Department's mission to protect, promote and improve the health of all people in Florida. MQA works with other stakeholder agencies at the state and federal levels, and our regional investigative offices work with local officials and law enforcement agencies to stop dangerous activity within Florida communities. The Quarterly Performance Report for the third quarter of fiscal year 2014-2015 provides statutorily required information on revenue, expenditures and performance measures, and highlights MQA's accomplishments, outstanding employees and successful partnerships.

Section 20.43(1)(g), Florida Statutes:

The department shall regulate health practitioners for the preservation of the health, safety, and welfare of the public.

Section 20.43(3)(g)(1-30), Florida Statutes:

Establishes the boards and professions for which the Division of Medical Quality Assurance is responsible.

Accomplishments

I NNOVATION
C OLLABORATION
A CCOUNTABILITY
R ESPONSIVENESS
E XCELLENCE

This section showcases MQA employees who provide services that impact job creation and economic growth and affect access to health care services. Our excellent customer service and dedication to improving quality and efficiency are often recognized by our customers: license applicants, health care practitioners and health care consumers. We uphold the values of the Department -- Innovation, Collaboration, Accountability, Responsiveness and Excellence – and are pleased to share some of the good work done this quarter.

INNOVATION

We search for creative solutions and manage resources wisely.

George Johnson, a Regulation Specialist with the mental health counselor profession, has found a way to keep up with the 28 percent increase in applications for this field. Board Executive Director Sue Foster wrote: “George has done an excellent job finding a way to email his applicants before they call him, so that 99 percent of his time is spent processing applications.” This dedication has helped Floridians get to work faster and also represents the Department in a positive light. One of George’s customers said they were encouraged by his excellent customer service and stated that they were not “used to this level of treatment, especially from government agencies.”

WEB SUPPORT SERVICES

MQAs Web Support Services redesigned the flhealthsource.gov website and relaunched the popular website January 2 – it had more than 180,000 visitors in December. The team gathered data from surveys and analytical tools from the past six months to determine the new design, and in response added a drop-down menu with options for providers, consumers and continuing education. Other new features include a CE/CME renewal calendar that lists upcoming license expiration dates by profession and an easily accessible search of the Florida Boards and Department Regulated Professions.

Sue Foster, Executive Director of the Board of Dentistry, attended a national meeting of the Commission on Dental Competency Assessments (CDCA) in Orlando January 8 -10. This organization is responsible for administration of clinical examinations for dental and dental hygiene candidates in 46 states. The Florida Board of Dentistry recently approved further streamlining of the current licensure process to allow candidates to take the laws and rules exam through the CDCA at Prometric Centers across the U.S., which should expedite licensure for dentists and dental hygienists so they may begin working.

COLLABORATION

We use teamwork to achieve common goals and solve problems.

Chilo Casas, Amy Senior, and Stephen Finney, with the Division of Medical Quality Assurance Bureau of Enforcement, conducted a successful presentation for the Law Enforcement Planning Council of Palm Beach County. Law enforcement is a vital partner in the Department's efforts to ensure the safety of Florida's residents and visitors, and presentations such as the one done by Chilo, Amy and Stephen are one of many efforts to further strengthen those relations while promoting the unlicensed activity program and MQA. Many attendees, including an Assistant State Attorney, commented on how well the presentation was done. Gift bags including promotional items and information were given out to attendees.

On February 16, 2015, Board of Medicine staff gave a presentation regarding physician assistant licensure to students of the Class of 2015, School of Physician Assistant Studies at the University of Florida, College of Medicine. The presentation was done in conjunction with the School's Clinical Day for upcoming graduates. Chandra Prine and Wendy Alls presented information regarding initial physician assistant licensure in Florida. Crystal Sanford and Jamie McNease provided information on post licensure requirements including, submission of supervision data forms, prescribing applications, and continuing education requirements.

Ann-Lynn Denker (PhD, ARNP, Board of Nursing chairwoman), Jessie Colin (PhD, RN, FRE, FAAN, board member) and Tihara Rozier (MPA, Regulatory Supervisor with the Board of Nursing) all participated in the National Council of State Boards of Nursing's Annual Institute of Regulatory Excellence (IRE) Conference January 13-15 in Charleston, South Carolina. The IRE conference prepares fellowship participants by identifying topics of interest related to nursing regulation, synthesizing literature, developing regulatory projects, writing project proposals and communicating project results – all which lead to designation as Fellow of Regulatory Excellence (FRE). Dr. Colin is a graduate of the program, Dr. Denker is currently conducting research and Ms. Rozier is eligible to apply for 2016.

ACCOUNTABILITY

We perform with integrity.

Mrs. Elaine Forker applied for licensure via endorsement of her New Jersey RN license. Upon being licensed, she wrote to the Board of Nursing's Licensure Unit, saying "I have nothing but praise for your office's assistance. I have no idea who has worked on my application, but please accept my thanks & gratitude." Mrs. Forker and her husband will be relocating to Florida from New Jersey. She added, "I am truly humbled. I am truly amazed I could complete the licensure process in 6 days! You've amazed me and restored my faith in mankind. Who knows what type of job God will lead me to. Just....wow!!!!"

Sandra Washington, Regulatory Specialist with the Board of Respiratory Care, understands the importance of licensing applicants quickly so they can obtain employment to support their families. Mrs. Gloria Flynn applied for licensure via endorsement of her Virginia respiratory license. Upon being licensed, she wrote to the Board of Respiratory Care saying, “I want to let you know that Sandra Washington was the best angel I could have hoped for.” She added, “Sandra Washington is a rare gem! Please thank her for helping me. I start my job on Monday thanks to her.”

Dee Ramer, Regulatory Supervisor in the Bureau of Health Care Practitioner Regulation received recognition again this week, this time all the way from Massachusetts! Dee is accountable according to the Massachusetts clinician and shows diligence in her work. The customer also wrote, “Every time I email her she emails me back with the exact information I need. As a person in management, it is great to be served by someone who responds accurately and rapidly.”

RESPONSIVENESS

We achieve our mission by serving our customers and engaging our partners.

The Dietetics and Nutrition Practice Council, which is under the Florida Board of Medicine, sent more than 2,200 letters to businesses that provide fitness and health services as educational outreach to prevent unlicensed practice of dietetics and nutrition and nutrition counseling. Unskilled practitioners present a danger to the public health and safety, and the council is tasked with making sure everyone who practices in Florida meets minimum requirements for safe practice. The letter provided information regarding the need for licensure and links to the laws and rules and license verification.

Karen Lambert and Camille Mueller, with the Division of Medical Quality Assurance Strategic Planning Services, are traveling the state to educate our customers with the Are You Renewal Ready? campaign. Last week, they had a great reception from the Tampa/Sarasota/Bradenton area. Renee Adamson, Director of Respiratory Care Services at Moffitt Cancer Center said “We appreciate you offering us this service. It is great that MQA is reaching out to the therapist and providing beneficial information regarding licensure, as well as reviewing the FLHealthSource.gov site.” They spoke to 752 attendees and visited 24 facilities. Other efforts include 50,000 email blasts, postcards, phone calls to facilities, site visits, tweets, board and association notices. According to February data, there are approximately 12,000 respiratory therapists and 4,000 dietitians/nutritionists in the first mandatory renewal due May 31, 2015. The Department requires verification of continuing education records before they can renew their licenses.

Michelle Hawkins, with the Board of Medicine, received recognition for her excellent customer service skills as she assisted an applicant with a licensing process that lasted several months. The applicant said Ms. Hawkins was very helpful and polite through the entire licensing process and wrote, “She (Michelle) promptly answered all emails and telephone calls and was knowledgeable about the documents that were needed.” Ms. Hawkins upholds the Department’s values of responsiveness and accountability.

EXCELLENCE

We promote quality outcomes through learning & continuous performance improvement.

Michael Dean, Regulatory Specialist II, assisted a Florida native and military member in the U.S. Army master of social work program who was gathering information for his eventual return to civilian life. “I know in this day and age of tight budgets that everyone is overworked and folks don’t normally have a lot of time to go the extra mile for people. Mr. Dean has done just that for me. ... I feel very well prepared to move onto the next phase of my career largely because he has made me feel at ease with the process.” Mr. Dean demonstrates a consistent commitment to providing expert service to Floridians.

At the Board of Chiropractic Medicine’s office retreat on March 6, 2015, Savada Knight, Kelly Woodward, and Keri Meany gave a presentation to encourage the staff to get involved in the Department’s Healthiest Weight initiative. The team provided staff with a brochure containing information on body mass index, suggested healthy snacks, and exercises that can be performed at their desks to help stay active during the work day. In addition, they provided each staff member with an apple to help kick start healthy snacking and gave live demonstrations of some suggested exercises. At the end of the presentation, the team took a pledge to become healthier, and many staff members followed by making their own Healthy Promises.

“I wanted to inform you of the great customer service I received from Marquita Walker. She quickly responded to my phone calls and e-mails regarding the necessary paperwork I needed to submit in order to be able to sit for the PT boards. This was an extremely stressful time for me since my graduation date was so close to the application deadline. I am sure this was an extremely busy time for her as well since it was so close to the deadline. I truly appreciate the time she took to respond to my e-mails and to also keep me updated on my status. Ms. Walker also made my day even better by sending me an e-mail titled “Making your Day!” in which she congratulated me on passing my law exam and informed me that I would be receiving my license soon. It has been a pleasure communicating with Ms. Walker and she has made meeting all of the requirements needed for licensure an experience I will never forget.” – Stefania Jarvis

Board Accomplishments

From January 1, 2015 to March 10, 2015, the Board of Massage Therapy licensure processing team exemplified the Department of Health's value of responsiveness. Despite losing a team member in February and the continued implementation of background screening processes as a result of House Bill 1065, the team issued a license to all qualified applicants within 0.66 days on average for the time period. Additionally, 93.29% of all massage therapist licensure applicants were issued a license in one day or less during this same time period. By issuing licenses to qualified applicants expeditiously, the team was able to get these licensees to work within one day and fulfill the Division of Medical Quality Assurance's top priority to reduce the time to issue health care practitioner licenses.

At the February 6, 2015, Board of Medicine meeting, board member Dr. Nabil El Sanadi presented to the board an overview of the Department of Health's Healthiest Weight initiative. Dr. El Sanadi requested that all board members be ambassadors for Healthiest Weight and be advocates for their patients. Dr. El Sanadi proposed that the Healthiest Weight information be shared with the Board of Medicine's community partners including, the Florida Medical Association, the deans of Florida's medical schools, and to all Florida medical specialty societies. A motion was made, seconded, and carried unanimously that all members will be ambassadors of the initiative and that the information be provided to these community partners. Subsequently, Board staff sent out letters and CDs to these partners that included information on the Department's Healthiest Weight initiative, the Talking with Patients about Weight Loss: Tips for Primary Care Providers handout from the U.S. Department of Health and Human Services, and the USDA flyer Choose MyPlate, 10 tips to a great plate.

The Bureau of Enforcement remains committed to ensuring the safety of Florida's residents and visitors by pursuing excellence and producing superior services. In order to uphold Florida's public health legacy, the bureau knows it must make sure employees receive quality training and become experts in their field. Enforcement has employees all throughout the state and to ensure each employee receives equal and proper teaching, trainings are often held at the Tallahassee headquarters. Nineteen newly hired investigators recently took part in the Investigative Services Unit (ISU) Training February 24-27, 2015, along with enforcement managers, prosecuting attorneys and MQA executive directors, who all collaborated to host the four-day event. Investigators received basic training on many topics including the Department's mission, vision and values, professionalism and ethics, investigative report writing, customer service, investigative techniques and safety. The overall satisfaction of the training was 95% and one person wrote: "Great classrooms. Instructors were very knowledgeable & very skilled in their presentations. I think all of the participants really enjoyed the training and got a lot out of it. Thank you for allowing me to participate. Please do more sessions. I liked it!!"

Board of Nursing staff members were recently given kudos by an applicant for Advanced Regulated Nurse Practitioner certification. Mary Kuwana, an endorsement applicant from Colorado, submitted her application on January 16, 2015, and was notified of her approval by the board on January 29, 2015. "In a time where you may usually only hear complaints from the public, I'd like your supervisor to hear what a great job her staff is doing at keeping applicants informed on the process of their licensing in Florida," stated Ms. Kuwana. She had considered paying a private agency, which claims to be able to expedite licensure in Florida, to handle her application. She added, "I have sent several additional emails and made 2 phone calls, and received professional, courteous assistance with my inquiries. Thank you for saving me hundreds of dollars. Please pass my gratitude and kudos to MQA staff and Florida Board of Nursing."

Unlicensed Activity

This section explains how MQA stops unlicensed practitioners: those individuals who perform regulated activities without the proper licensing in Florida, which is commonly a felony-level criminal offense. Treatment by an unlicensed provider is dangerous and could result in further injury, disease or even death. When practitioners pay their licensing fees, $5 is designated specifically for enforcement of unlicensed activity.

ULA Outreach

The Bureau of Enforcement's Unlicensed Activity (ULA) Program protects Florida residents and visitors from the serious consequences of receiving health care services from an unlicensed provider. January through March of 2015 continued to be a busy time for staff as the program continued its outreach through speaking engagements and presentations outlining the program, providing marketing materials and fostering partnerships. Presentations were given to the following groups:

- Law enforcement field offices
- The Florida Police Chiefs Mid-Winter Training Conference
- Escambia County Health Department
- Law Enforcement Planning Council of Palm Beach County
- Board of Massage Therapy
- Board of Orthotics and Prosthetics
- Board of Psychology
- Consumer Roundtable event sponsored by the Florida Bar and the Interagency Fraud Abuse Task Force

Marketing efforts continued through the use of public service announcement movie trailers, along with the addition of an online digital campaign that has the potential of making over 1.5 million impressions to movie-goers in North Florida. Bi-lingual gas pump advertising also remained through Central and South Florida. The signs are expected to provide roughly 40 million impressions during its advertising period.

West Palm Beach Investigative Services Unit (ISU) Supervisor Stephen Finney (left), West Palm Beach ISU Manager Amy senior (middle), and ULA Liaison Chilo Casas (right) pose for a picture while giving a presentation at the Law Enforcement Planning Council of Palm Beach County in February. Attendees included local county Sheriff's offices, Chiefs of Police, and Federal Law Enforcement agents.

Crime Fighting Partners

From educating the public, conducting complex investigations, to issuing emergency restriction and suspension orders, the Department of Health's Bureau of Enforcement is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation.

The bureau has long standing partnerships with law enforcement, state attorney's offices, as well as other state agencies to enforce health care practitioner regulations and to prosecute individuals practicing without a license. Department of Health Investigators often work with these law enforcement partners, who often make an arrest in conjunction with the Department's notice to cease and desist.
During the third quarter, MQA's Unlicensed Activity Unit conducted joint operations that led to several arrests:

- The Orlando Unlicensed Activity Unit's joint investigation with the Metropolitan Bureau of Investigation (MBI) led to the arrest of Pong Su Song for the alleged unlicensed practice of dentistry. Following a complaint that Song was taking dental impressions, fabricating and fitting gold teeth and gold grills, Department of Health investigators traveled to J.D. Gold where Song was observed selling gold teeth to customers. Investigators also noticed other employees taking dental impressions and fitting gold teeth. Since gold teeth and grills are considered artificial substitutes for natural teeth, they can only be prepared and fitted by licensed dentists. Song was issued a Notice to Cease and Desist and a Uniform Unlicensed Activity Citation in the amount of $3428.90. MBI obtained a search and arrest warrant for Song and conducted a successful operation that resulted in the seizure of compound dental materials, paste, impressions, and cash.
- The Alachua Unlicensed Activity Unit's joint investigation with the Citrus County Sheriff's Office led to the arrest of Kerry Scott Hanson for the alleged unlicensed practice of massage therapy and for operating an unlicensed massage establishment. This is a first degree misdemeanor and punishable by imprisonment not exceeding one year. The joint operation was conducted on February 10, 2015, at Spa Westlaw, when Hanson stated he could provide a massage to an undercover officer. Alachua ULA office investigators hand served a Notice to Cease and Desist and an Uniform Unlicensed Activity Citation for operating an unlicensed massage establishment.

The ULA program continues to grow and has added six investigators statewide to better serve each regional office. Consumers are encouraged to verify the license of their health care provider by utilizing the www.flhealthsource.gov website, or calling 877-HALT-ULA where they can speak directly with an investigator in the Consumer Services Unit. Suspicious or potentially unlicensed activity tips can also be emailed to haltula@flheath.gov.

Pictured here are gold teeth and money collected from a search warrant conducted by the Metropolitan Bureau of Investigation (MBI). Since the joint investigation the business has been sold and gold teeth are no longer produced illegally in that location.

Continuing Education

This section explains how MQA is preparing licensees to use online tracking for continuing education credits. Over the next two years, each profession in a phased rollout will be required to include CE/CME credit documentation with license renewal.

HELPING HEALTH CARE PROFESSIONALS MAINTAIN CREDETIALS IN FULL SWING

This quarter launched MQA's first mandatory continuing education/continuing medical education (CE/CME) hours reporting cycle. Continuing education keeps practitioners up-to-date on medical advances and new information affecting each profession. Previously, the over one million health care professionals were required to complete CE/CME hours, but were not required to provide documentation except in the case of a post-renewal audit. If they do not report their required courses by the expiration date, they will not be able to renew their license.

MQA created the Are You Renewal Ready? (AYRR) campaign to educate health care practitioners, their employers and CE/CME providers about the new requirements. Messaging focused on reporting continuing education as it is completed and avoiding waiting until the last minute. These messages have been direct mail to the practitioner, as well as outreach to our boards, professional associations, hospitals and health facilities.

MANDATORY REPORTING

The Department licenses 41 different professions under more than 100 different license types. Licensees in all professions have received information over the past two years explaining their upcoming requirements. The first groups of health care practitioners to report include dietitians, nutritionists, nutrition counselors and registered respiratory therapists, certified respiratory therapists, and respiratory practitioners (both critical and non-critical care). Their mandatory renewal is May 31, 2015.

Section 456.025(7), Florida Statutes *states:*
The Department shall implement an electronic continuing education tracking system for each new biennial renewal cycle for which electronic renewals are implemented after the effective date of this act and shall integrate such system into the licensure and renewal system.

DURING THE THIRD QUARTER

MQA's Strategic Planning Services (SPS) outreach team in the third quarter continues to provide training around the state of Florida.

- SPS Project Coordinator Garnet Nevels and Outreach Team Karen Lambert and Camille Mueller presented to 27 associations. Other outreach included:

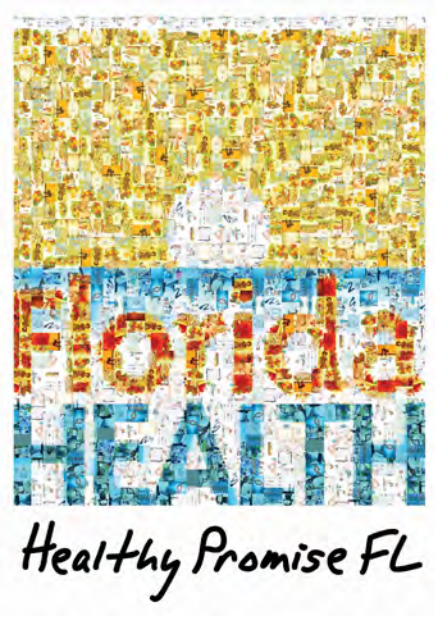
  112 site facility visits
  705 onsite presentation attendees
  4,297 webinar attendees
  198 email/phone calls made to facilities
  3,270 CE related calls received by MQA call center

The CE/CME electronic tracking system, called CE Broker, records the licensee's credits and prompts completion of the paperwork before renewal. Licensees must create a CE Broker account -- free at the basic level -- to track their continuing education courses, which are being required in a phased process.

CE Broker is the official CE/CME electronic tracking system for Florida's health care professionals that records and tracks compliance with CE/CME requirements prior to license renewal. To further assist practitioners, MQA streamlined the website www.FLHealthSource.gov to provide quick and easy access to information and simplify the reporting process.

Continuing education keeps practitioners up-to-date on medical advances and new information affecting each profession.

Healthy Promise



The Department of Health has identified weight as one of our top health issues and this section demonstrates MQA's commitment to achieving our goal of becoming the healthiest state in the nation. MQA led efforts to create an interactive campaign known as Healthy Promise to encourage everyone to make a commitment to their health. The campaign was launched this quarter and has already garnered some noticeable attention.

The Florida Department of Health developed the Healthiest Weight Florida initiative with the goal of bending the weight curve 5 percent by 2030.

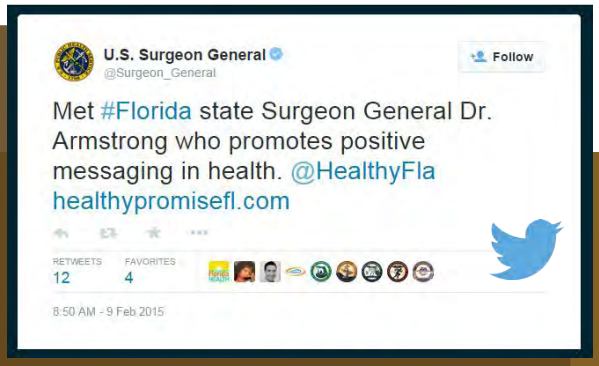
In accordance with MQA Objective 1.2.1A, the division aims to increase the public's awareness of the Healthiest Weight Florida initiative throughout Florida by partnering with boards, councils, and professional associations. Healthy Promise is part of this objective.

Healthy Promise is part of the Florida Department of Health's Healthiest Weight initiative, which is a public-private collaboration that brings together state agencies, not for profit organizations, businesses, and entire communities to help Florida's children and adults make consistent, informed choices about healthy eating and active living. Healthy Promise is an interactive campaign that encourages people to work towards a healthier tomorrow by taking the small step of making a healthy promise today.

Floridians are invited to post a healthy promise along with a personal photo to the online message board at www.HealthyPromiseFL.com. On this website, participants can also view inspirational photos and promises posted by other Floridians who have committed to live longer and healthier lives. Floridians and visitors can also visit their local health department to post their promise on a Healthy Promise display board.

Total Submissions (Online Promises): 190
Total Page views (Views since go-live of 12/29/14): 12,230

"Currently only 35 percent of Floridians are at a healthy weight," said State Surgeon General and Secretary of Health Dr. John Armstrong. "Part of the solution is community support, and that is where you and the Healthy Promise campaign fit in. The Healthy Promise campaign offers all Floridians inspiration, ideas and support to stay focused on making healthy choices every day,"



Even U.S. Surgeon General Vivek Murthy has taken notice of the Department's Healthy Promise campaign. To the right is a picture of his tweet following his meeting with State Surgeon General and secretary of Health Dr. John Armstrong.

Balanced Scorecard Measures

This section highlights three measures from MQA's Balanced Scorecard that the Division uses to track its strategic Long Range Plan. It includes short- and long-range goals and performance measures and helps the Executive Management Team monitor progress toward the goals. These three measures were identified as critical components of MQA's strategic priorities.

MEASURE:

Average number of days to process a renewal application for a qualified applicant.

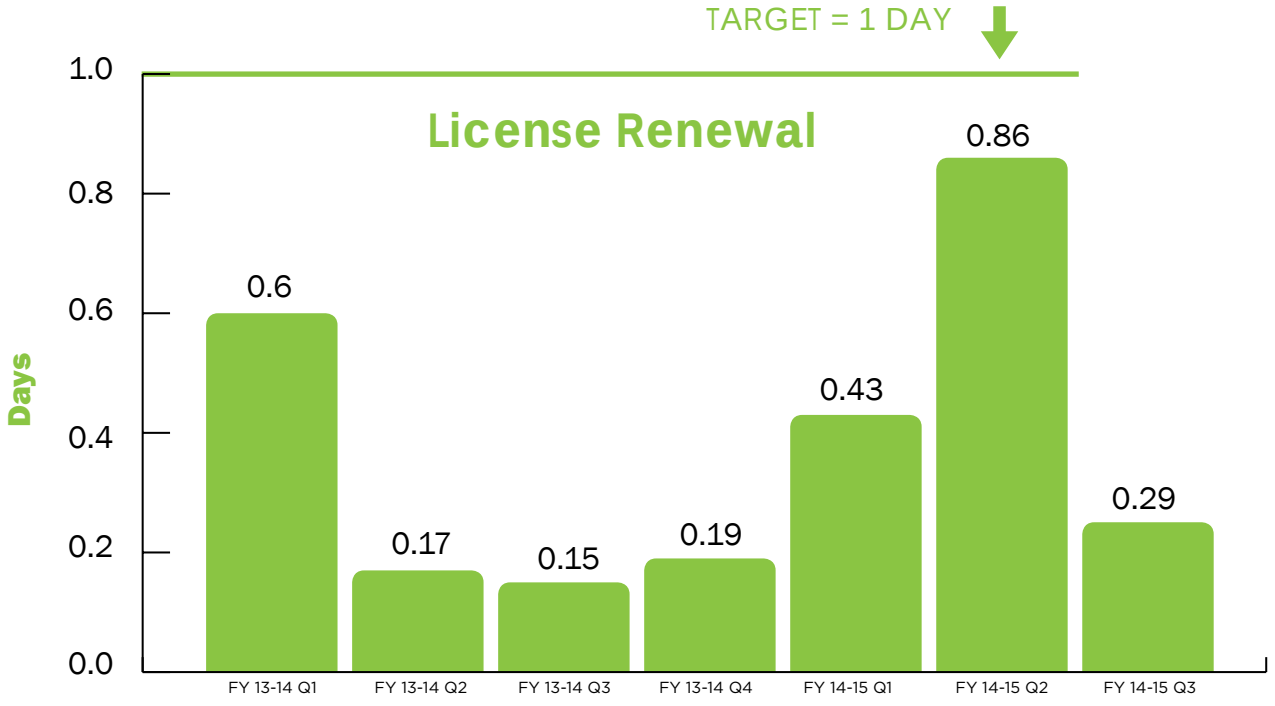
TARGET: 1 DAY

DEFINITION:

This measure calculates the average number of days to renew a license for health care professionals and facilities. The measure includes electronic renewal applications that are processed online and paper renewal applications that are processed through the U.S. mail, but does not include delinquent renewals.
For practitioners who renew their license online, the measure includes the average number of days from the date the transaction was initiated online to the date the renewal application was approved. For practitioners who renew their license by mail, the measure includes the average number of days from the date the renewal fee is received in its entirety (e.g. the batch received date in the cash batch header) to the date the renewal application is approved. If a deficiency letter was sent, the measure is adjusted to the number of days from the date the renewal fee and/or documents are received in their entirety to the date the first deficiency letter was sent plus the number of days from the renewal cleared letter to the application approved date.

INITIATIVE:

No action steps are currently needed to improve performance.



Data source: MQA Licensing & Enforcement Information Database System (LEIDS)

BALANCED SCORECARD MEASURES

MEASURE:

Average number of days to issue an initial license for qualified applicants.

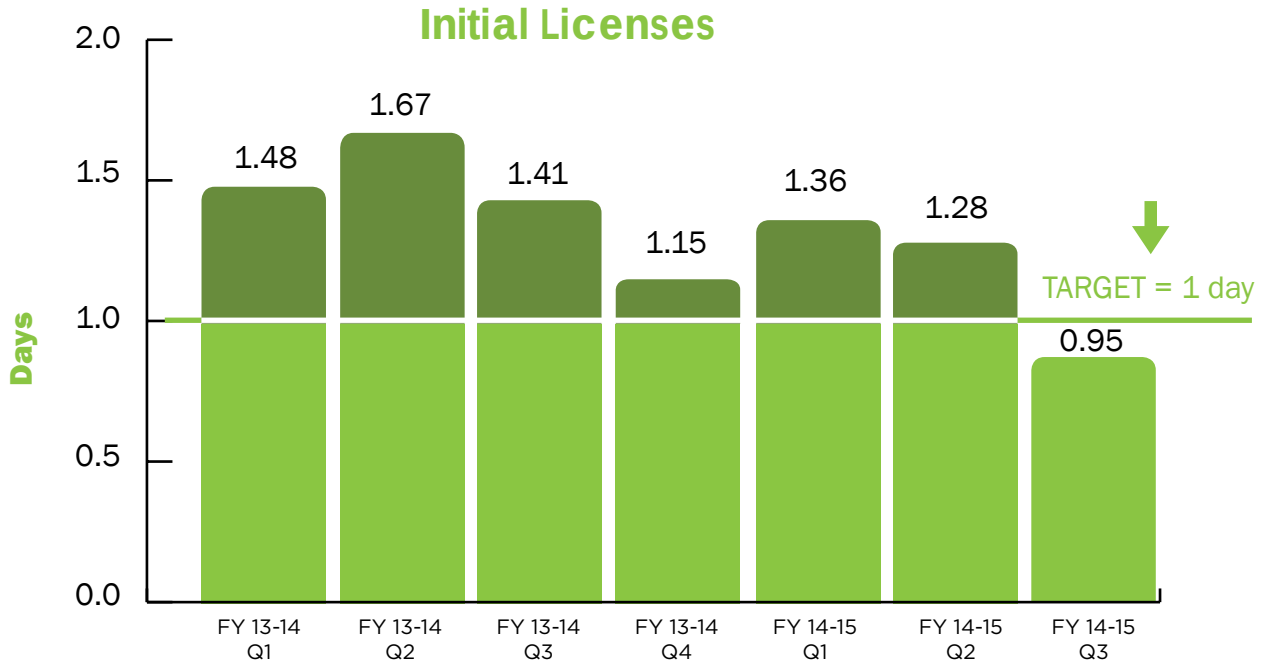
TARGET: 1 DAY

DEFINITION:

This measure calculates the average number of days from the date an application is deemed qualified to the date a license is issued. This measures all applications for licensure and registration for health care professions under the Florida Department of Health that were not cancelled or generated in error.

INITIATIVE:

As a result of recent implementations, the Bureau of Health Care Practitioner Regulation has reduced the average number of days to issue an initial license for qualified applicants and met its target goal of one day. To further improve the application process, application experts will search for deficiencies and examine current performance measures. The Board remains committed to finding and implementing innovative methods to increase efficiency and get Floridians to work faster.



Data source: MQA Licensing & Enforcement Information Database System (LEIDS)

BALANCED SCORECARD MEASURES

MEASURE:

Percent of sterile compounding pharmacy inspections with no serious deficiencies.

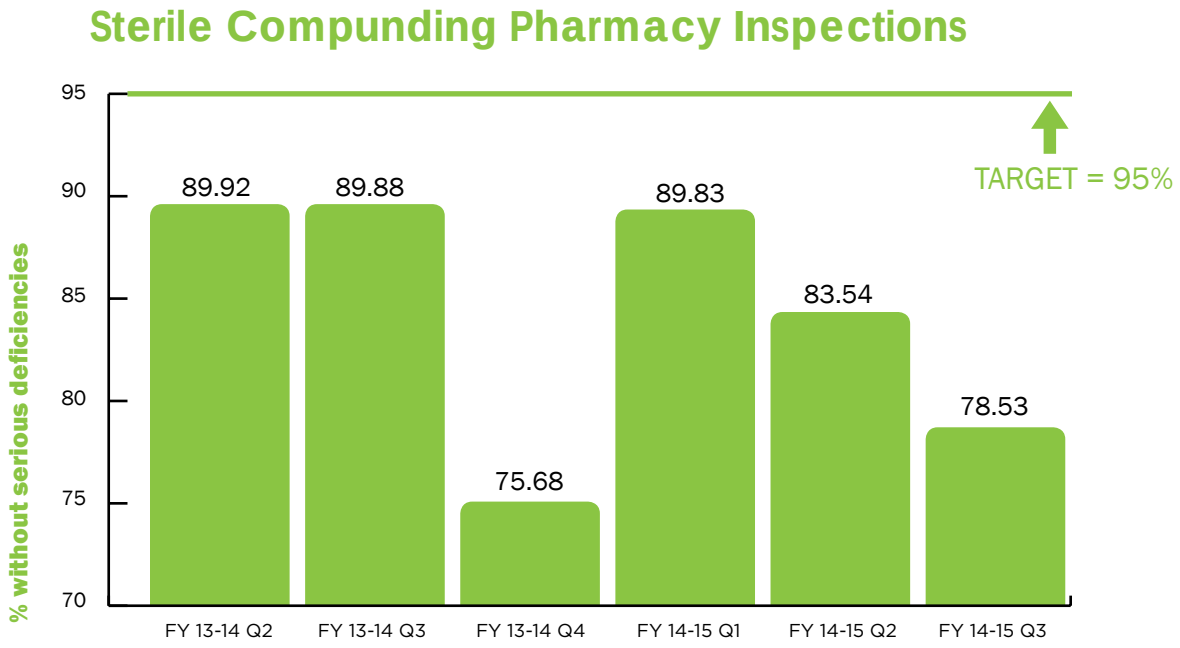
TARGET: 95%

DEFINITION:

This measure is calculated using the inspection end date and the inspection deficiency data. The number of sterile compounding pharmacy inspections completed without serious deficiencies is divided by the number of sterile compounding pharmacy inspections completed during the specified timeframe. It is important to make sure sterile compounding pharmacies are in compliance with Florida Statutes and administrative rules and do not pose a threat to the health, safety and welfare of the public.

INITIATIVE:

Due to the implementation of USP 797, standards for sterile compounding pharmacies were raised. The Board of Pharmacy adopted the standards into Florida Administrative Code Rule 64B16-27.797, and the Bureau of Enforcement adopted the standards into their inspection forms. To ensure compounded sterile drugs entering and leaving the state are safe and adhere to USP 797 requirements, the following action steps will be carried out. Monthly conference calls will be conducted with MQA inspectors to monitor how new standards are affecting pharmacy passage rates, and all new senior pharmacists will undergo "boot camp" training. Annual "boot camp" refresher training will also be mandatory for all senior pharmacists. Inspections will also be used as an educational opportunity on the new standards, and any deficiencies will be followed up with additional inspections.



Data source: MQA Licensing & Enforcement Information Database System (LEIDS)

By the Numbers

FINANCIAL DATA

This section details MQA's financial data, specifically the fees that are deposited into the trust fund and expenses paid from it. At year end, MQA calculates the cost to regulate the professions and reviews the adequacy of license renewal fees to make sure operations by the boards are sustainable.

In the past five years MQA has provided 57 fee scenarios to provider boards and councils that resulted in 27 professions reducing 78 fee types and two professions increasing three fee types. Last fiscal year the Division presented 15 scenarios that resulted in 11 professions reducing 28 fee types.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2014	$20,995,260	$11,628,651	$32,623,911
Total Revenues	$47,091,421	$1,544,020	$48,635,441
Total Expenditures	$53,432,802	$842,259	$54,275,061
Ending Cash Balance 03/31/2015	$14,653,879	$12,330,412	$26,984,291

Section 456.025(9), Florida Statutes

The department shall provide a management report of revenues and expenditures, performance measures, and recommendations to each board at least once a quarter.

LICENSEE DATA

This section summarizes MQA's licensee data. The Division issues licenses in 44 different health care professions under more than 100 different types of licenses.

MQA licenses qualified applicants in conjunction with the regulatory boards that oversee each profession. In Fiscal Year 2014-2015, the Division administered seven exams required for licensing, though by January 2016, all will have moved to national professional organizations.

QUARTERLY SUMMARY	
Initial Applications Received	35,973
Initial Licenses Issued	22,378

* Data for applications processed is not being reported this quarter due to changes in the data collection process.

Detailed report by profession

UNLICENSED ACTIVITY DATA

This section summarizes MQA's Unlicensed Activity data. Complaint review and investigation occurs in the central Tallahassee offices of the Department of Health and at 11 regional offices around the state. MQA can issue cease-and-desist notices and fines against unlicensed providers, but the Division relies on partnerships with local law enforcement for criminal prosecution.

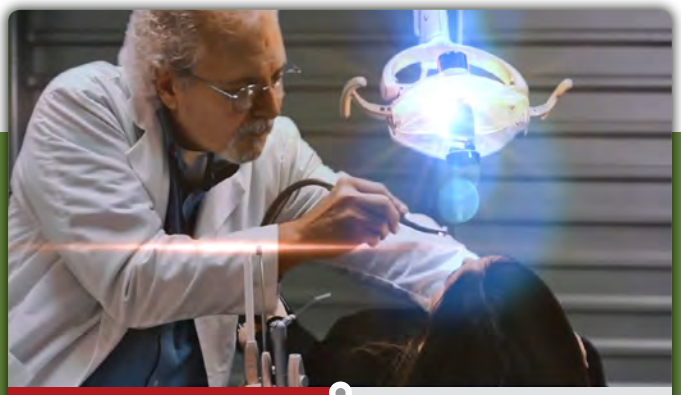
QUARTERLY SUMMARY	
Complaints Received	212
Referred for Investigation	196
Investigations Completed	206
Cease and Desist Orders Issued	103
Referrals to Law Enforcement	80

Detailed report by profession

Section 456.065(3), Florida Statutes

The department shall include all financial and statistical data resulting from unlicensed activity enforcement as a separate category in the quarterly management report provided for in s. 456.025. For an unlicensed activity account, a balance which remains at the end of a renewal cycle may, with concurrence of the applicable board and the department, be transferred to the operating fund account of that profession. The department shall also use these funds to inform and educate consumers generally on the importance of using licensed health care practitioners.

Contact
1-877-HALT-ULA
HALTULA@flhealth.gov



CLICK TO PLAY VIDEO

ENFORCEMENT DATA

This section summarizes MQA's enforcement activities. The Bureau of Enforcement's key role is to investigate complaints and reports against licensed practitioners and unlicensed practitioners. Investigations are pursued at several levels, and the Bureau has several specialized units: the Unlicensed Activity Program, Consumer Services Unit, Investigative Services Unit, and Compliance Management Unit.

The Florida Department of Health Division of Medical Quality Assurance receives about 15,000 complaints a year. Many of those the Department lacks the authority to pursue because they are not violations of statute or rule (e.g. billing disputes or bedside manner complaints). Nonetheless, MQA in conjunction with the boards that regulate the professions issued final orders against 1,508 health care practitioners last fiscal year. Some practitioners were determined to need additional training to prevent errors, some were reprimanded and some sanctioned. MQA takes emergency action for violations that pose an immediate and serious threat to the public and violations under Section 456.074, Florida Statutes, including the commission of crimes, violations of standards of care, drug use, impairment, drug diversion, sexual misconduct or student loan defaults.

QUARTERLY SUMMARY	
Complaints Received	8,704
Legally Sufficient	1,724
Investigations Completed	1,227
Citations Issued	2
Dismissed by Panel	469
Probable Cause Found	300
Probable Cause Dismissed	57
Final Orders	218

EMERGENCY ORDERS ISSUED	
Emergency Restriction Orders	42
Emergency Suspension Orders	22
Total Emergency Orders	64

NUMBER OF ACTIVE CASES	
Consumer Services	6,070
Investigative Services	848
Prosecution Services	4,508

FINES AND COST DATA FOR CURRENT LICENSEES	
Dollar Amount Collected	$535,699.75
Dollar Amount Imposed	$545,813.65
Percentage Collected	98.15%

Detailed report by profession

Health care resources for professionals and consumers are available 24 hours a day at www.FlHealthSource.gov. Apply for a license, verify a license or renew a license.

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.

CE/CME Electronic Tracking System: The system used by the Department of Health to track licensee compliance with continuing education requirements for renewal.

COMPAS: Customer Oriented Medical Practitioner Administration System—MQA's licensure and enforcement database.

Emergency Action: An action suspending or restricting the ability to practice taken by the State Surgeon General when a licensed health care practitioner poses an immediate and serious 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.

LEIDS: Licensing and Enforcement Information Database System – MQA's licensure and enforcement database that is replacing COMPAS in November 2014.

MQA Trust Fund Unlicensed Fee: A $5 fee collected at initial and renewal licensing that specifically funds the investigation and enforcement of unlicensed activity laws.

MQA Reports

See prior quarterly and annual reports for the Division of Medical Quality Assurance at **www.FLHealthSource.gov**. Hover over Consumer Services, click on View Annual and Quarterly Reports in the drop-down menu under "GET STARTED" and you will be directed to a reports page with access to years of information.

Contact Us
Your feedback is important to us.
If you have questions or suggestions
about this report, please let us know.

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