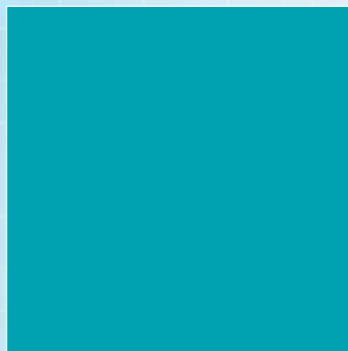
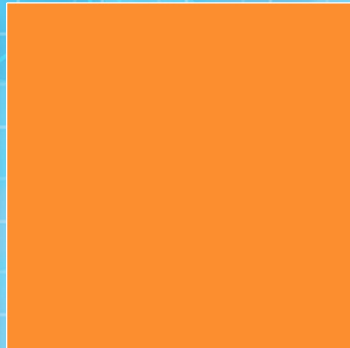
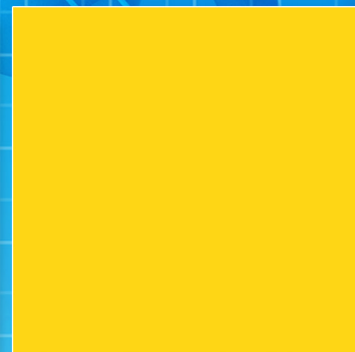


The Florida Department of Health
Medical Quality Assurance

Quarterly Performance Report

July 1 - September 30, 2019

As Required by Section 456.025(9), Florida Statutes



Quarter One

**Florida
HEALTH**
Medical Quality
Assurance



MQA Reports

[Section 456.005, Florida Statutes](#), requires the Florida Department of Health (FDOH), Division of Medical Quality Assurance (MQA) develop and implement a long-range plan. This plan serves as a road map for accomplishing our mission and is communicated through [MQA annual and quarterly performance reports](#). The quarterly performance report is required by [Section 456.025\(9\), Florida Statutes](#).

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Executive Summary

The Quarterly Performance Report (QPR), required by [section 456.005](#) and [section 456.025\(9\)](#), Florida Statutes, offers MQA an opportunity to update 22 health care provider boards and four councils, as well as all stakeholders and health care consumers, on the important work performed in health care regulation. The QPR, for the first quarter of the 2019-2020 fiscal year, provides statutorily required information on revenue, expenditures, and performance measures.

MQA upholds the Department's mission to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts. MQA collaborates with other stakeholder agencies at the state and federal level, and our regional investigative offices work with local officials and law enforcement agencies to stop and prevent dangerous unlicensed activity within Florida's communities.

MQA received 33,008 applications for initial licensure and issued 28,261 initial licenses in the first quarter. MQA received 221 complaints of unlicensed activity in the first quarter. MQA issued 162 cease and desist orders to unlicensed individuals whose unregulated and illegal activity could be disfiguring or even deadly to victims. MQA referred 149 complaints to law enforcement for potential criminal violations.

Unlicensed Activity

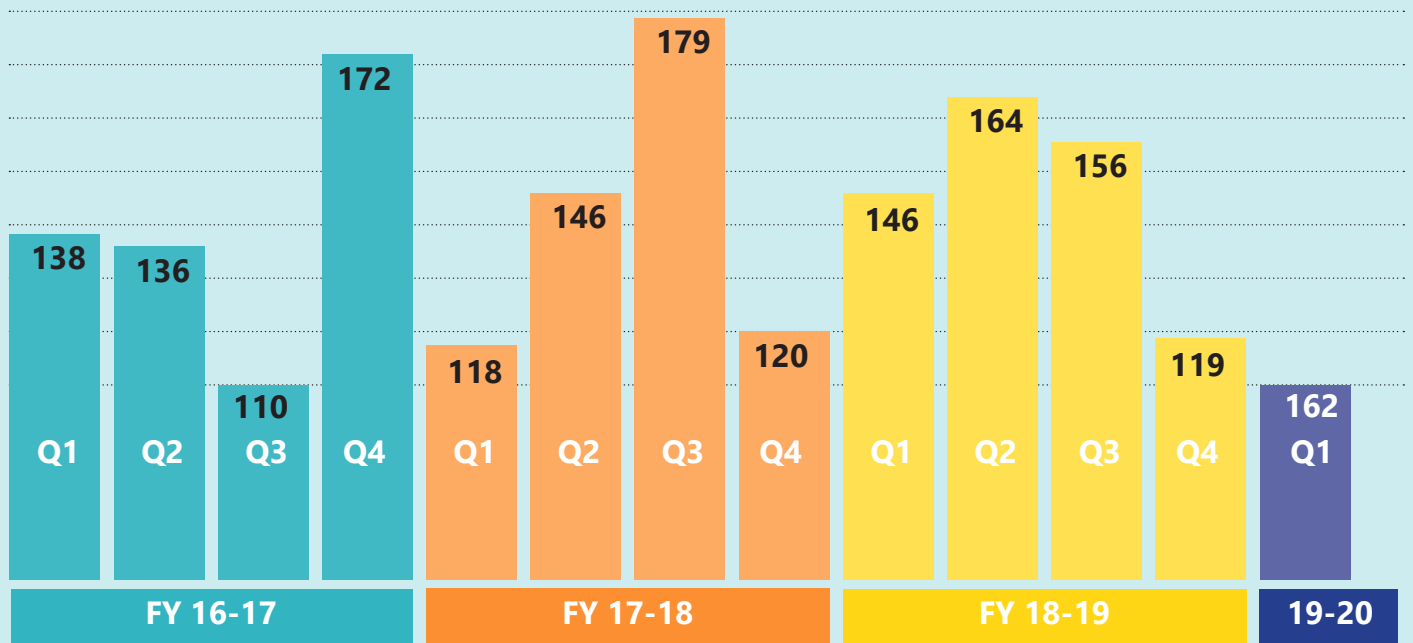
Performing regulated health care activities without proper licensing in Florida is a crime. Treatment by an unlicensed person is dangerous and could result in injury, disease, or even death. When practitioners pay their licensing fees, \$5 is designated specifically for the enforcement of health care regulations to reduce and prevent unlicensed activity.

From educating the public to conducting complex investigations and issuing cease and desist orders, the ULA program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation.

Orders to Cease and Desist

Below is a comparison of the results from FY 2016-2017 to the first quarter of FY 2019-2020, highlighting each quarter.

Orders to Cease and Desist (FY 16-17/FY 17-18/FY 18-19/FY 19-20)



Halt Unlicensed Activity

Consumers are encouraged to verify the license of their health care provider by utilizing the www.FLHealthSource.gov/ula website, or calling 1-877-HALT-ULA, where they can speak directly with an investigator in the Consumer Services Unit. Tips of suspicious or potentially unlicensed activity may be emailed to HALTULA@FLHealth.gov.

Balanced Scorecard Measures

This section highlights three measures from MQA's Balanced Scorecard that MQA uses to track its strategic long-range plan. It includes short- and long-range goals and performance measures. These measures help the executive management team monitor all progress toward those goals. The following measures are identified as critical components of MQA's strategic priorities: average number of days to process a renewal application for qualified applicants, average number of days to issue an initial license for qualified applicants, and the average number of days to complete initial inspections prior to licensure.

Measure: Number of days to process a renewal application for a qualified applicant

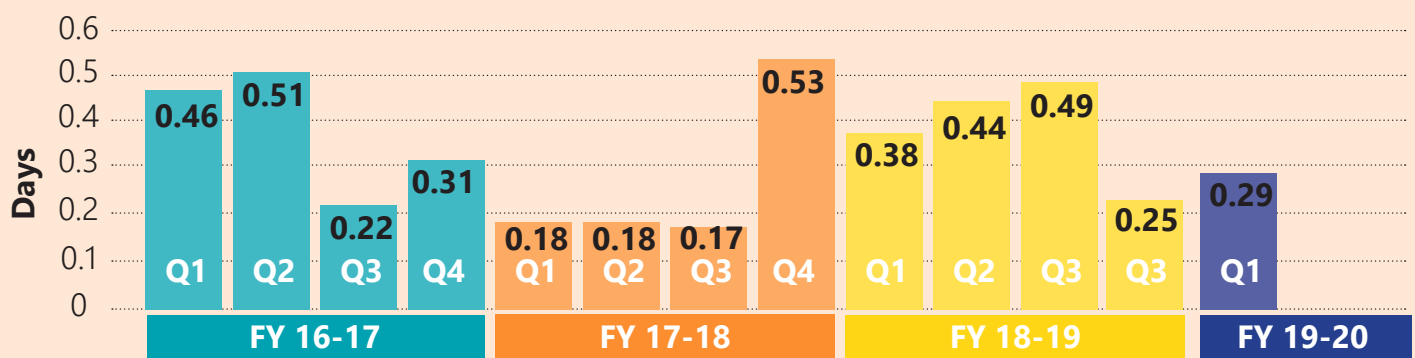
Goal: 1 Day

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. Paper renewals are a small percentage, as nearly 95% percent of licensees utilize the online renewal system. This measure does not include delinquent renewals. For practitioners who renew their licenses 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 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.

License Renewal

Target= 1 Day



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

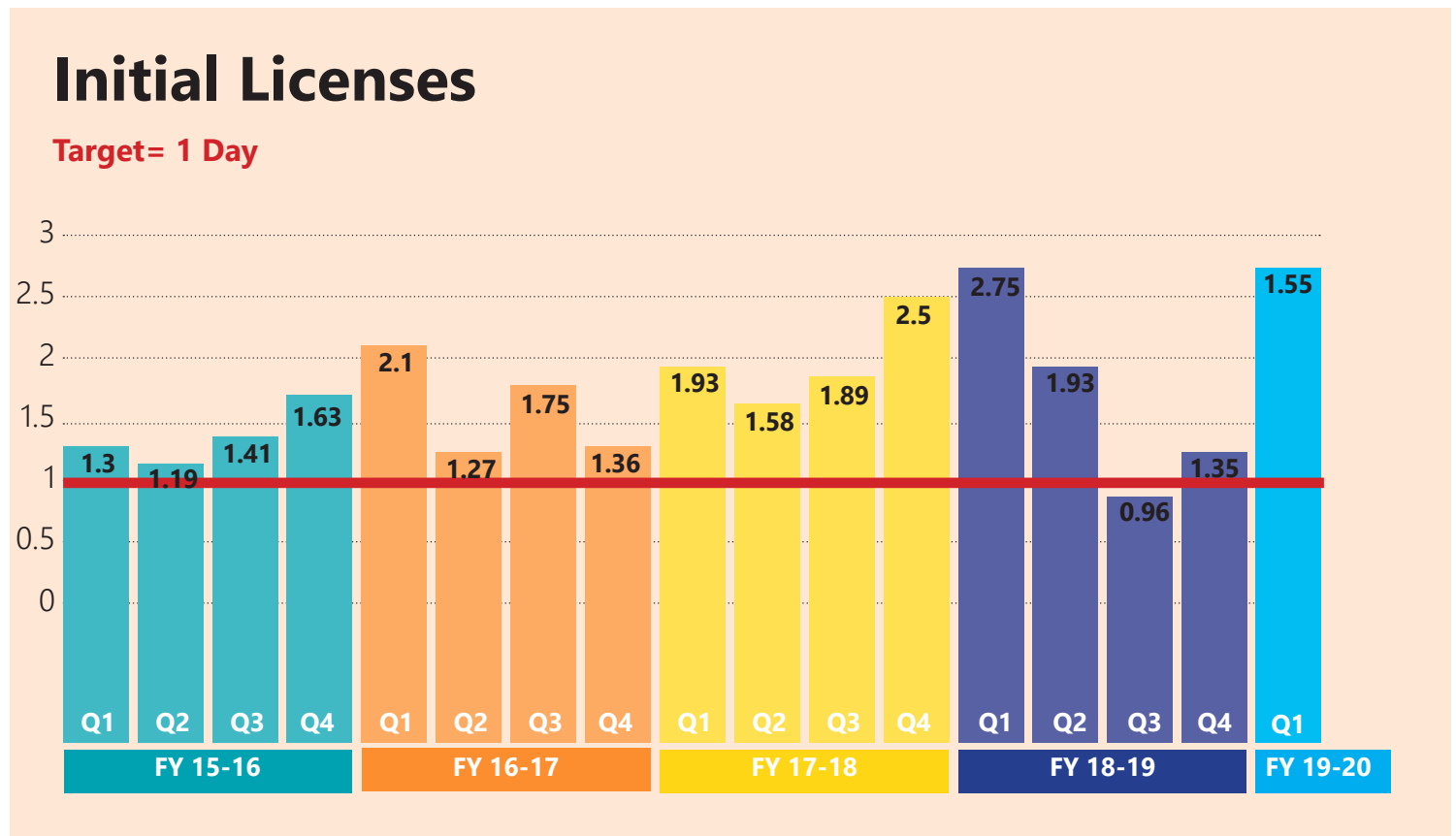
Balanced Scorecard Measures

Measure: Number of days to issue an initial license for qualified applicants.

Goal: 1 Day

Definition: This measure calculates the average number of days from the date an applicant is deemed qualified for licensure to the date a license is issued. This measure is used for all health care profession applications submitted for initial licensure in Florida.

Initiative: To improve time to license qualified applicants, the Bureau of Health Care Practitioner Regulation analyzes all aspects of the application process through process improvement reviews. In addition, each board office identifies trends regarding the deficiencies found in applications and provides a work plan to eliminate or reduce the delays caused by these deficiencies. The boards remain committed to finding and implementing innovative methods to increase efficiency and employ Floridians in health care expeditiously.



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

Balanced Scorecard Measures

Measure: Number of days to complete initial inspection prior to licensure.

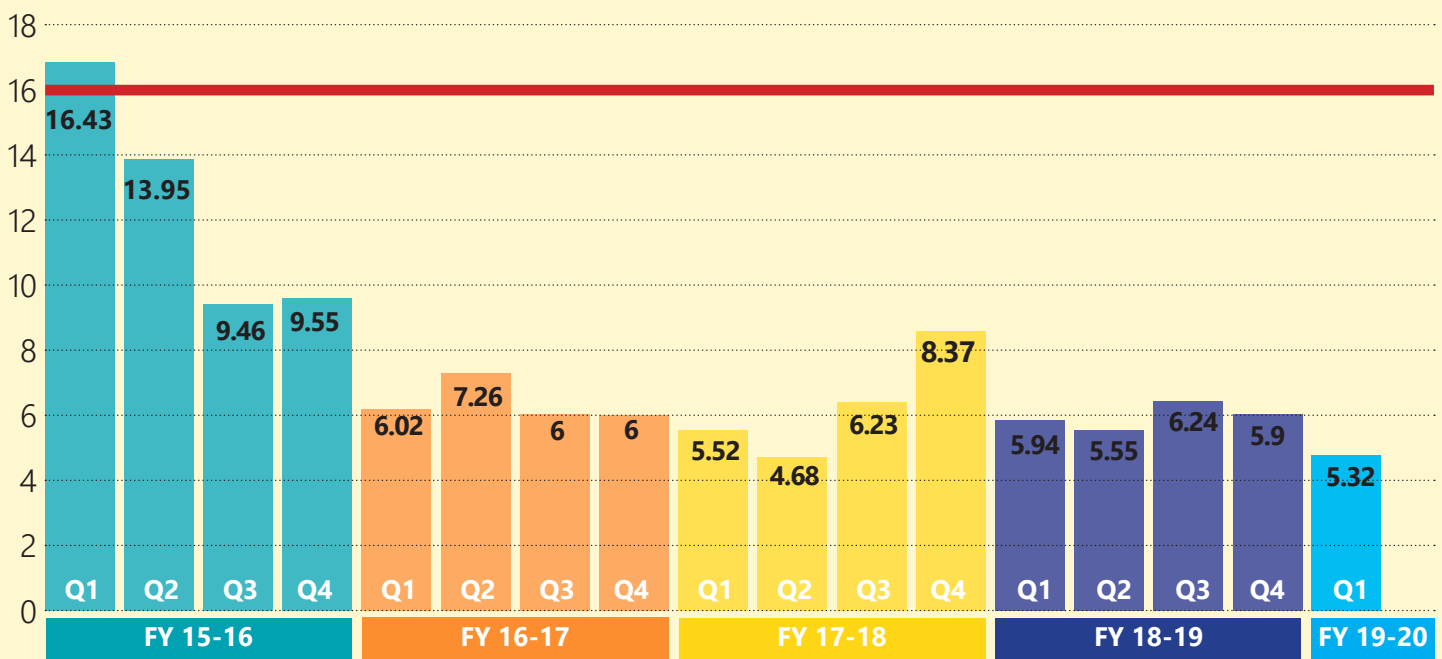
Goal: 16 Days

Definition: This measure calculates the average number of days from the date an applicant is ready for an opening MODE (Massage, Optical, Dental Lab, & Electrolysis Establishments) inspection to the date the inspection is completed. This measure includes all initial inspections where the applicant did not formally request a delay in the completion of the opening MODE inspection.

Initiative: No action steps are currently needed to improve performance.

Average number of days to complete an initial inspection

Target= 16 Days



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

By the Numbers

Financial Data

MQA's financial data, including the fees that are collected and expenses paid from the trust fund, are reported as required by law. At the end of each year, MQA calculates the cost to regulate professions and reviews the adequacy of license renewal fees to ensure professions cover their costs of regulation.

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.

MQA is funded by a trust fund, which consists of fees and fines collected through the licensing and enforcement process. The funds are allocated among the boards and councils to provide administrative support for licensing and regulating health care professionals. MQA is committed to ensuring the administrative costs of regulation do not serve as a barrier to licensed health care practitioners practicing their profession in Florida.

MQA collaborates with individual boards to reduce fees whenever possible. Renewal and initial fee analysis are performed periodically to compare the cost of regulation against the current renewal fees.

MQA Trust Fund

	Licensed	Unlicensed	Total
Beginning Cash Balance 7/1/2019	\$28,253,834	\$7,166,656	\$35,420,490
Total Revenues 9/30/2019	\$16,665,180	\$679,755	\$19,344,935
Total Expenditures 9/30/2019	\$20,954,638	\$1,061,758	\$22,016,396
Ending Cash Balance 9/30/2019	\$25,964,376	\$6,784,653	\$32,749,029

Licensee Data

MQA issues licenses across 44 health care professions.

MQA licenses qualified applicants in conjunction with the regulatory board that oversees each profession.

Quarterly Summary

Initial Applications Received	33,008
Initial Licenses Issued	28,261

[Click here for a detailed report by profession](#)

By the Numbers

Unlicensed Activity Data

MQA reviews and investigates complaints of unlicensed activity through a central office in Tallahassee and eleven regional offices located around the state. MQA issues cease and desist orders and fines against unlicensed persons. MQA relies on partnerships with law enforcement for criminal prosecution.

Quarterly Summary

Complaints Received	221
Referred for Investigation	277
Investigations Completed	285
Cease and Desist Orders Issued	162
Referrals to Law Enforcement	149

[Click here for detailed report by profession](#)



Contact

1-877-HALT-ULA

www.FLHealthSource.gov/ula
HALTULA@flhealth.gov

Enforcement Data

The Bureau of Enforcement's key role is to investigate complaints and reports against licensed practitioners and unlicensed persons. The bureau has several specialized units: The Unlicensed Activity Program, Consumer Services Unit, Investigative Services Unit, and Compliance Management Unit.

MQA received over 40,000 complaints in Fiscal Year 2018-2019. Practitioners who are disciplined may be directed to obtain additional training to prevent errors, reprimanded, and/or sanctioned. FDOH takes emergency action for violations that pose an immediate and serious threat to the public under section 456.074, FS, 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	12,685
Legally Sufficient	1,400
Investigations Completed	1,517
Citations Issued	103
Dismissals	132
Probable Cause Found	302
No Probable Cause Found	851
Final Orders	339

Emergency Orders Issued

Emergency Restriction Orders	27
Emergency Suspension Orders	52
Total Emergency Orders	79

By the Numbers

Fines and Cost Data for Current Licensees

Dollar Amount Collected	\$401,956
Dollar Amount Imposed	\$838,310
Percentage Collected	47.95%

Number of Active Cases

Consumer Services	8,347
Investigative Services	1,001
Prosecution Services	5,113

[Click here for detailed report by profession](#)

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

Emergency Action

An action taken by the State Surgeon General to suspend or restrict the ability to practice 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

Final Order

A Final Order is an order of a regulatory board outlining the finding of facts, and penalties in a disciplinary case against a licensee. The administrative complaint, outlining the charges against the licensee is attached and becomes part of the final order when it is properly filed with the agency clerk.

Investigations Completed

Investigations are initiated when a complaint is considered legally sufficient. All completed investigations are presented to the Prosecution Services Unit with an Investigative Report and all documents related to the complaint.

Legally Sufficient

Complaints that, if found to be true, show a potential violation of Florida Statutes or Rules.

LEIDS

Licensing and Enforcement Information Database System – MQA's licensure and enforcement database

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

Probable Cause

Probable Cause is a reasonable ground to suspect that a person has violated or is violating the law.

ULA

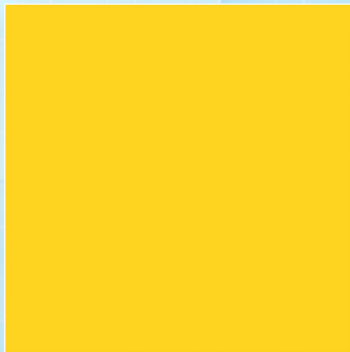
Unlicensed activity. Potentially dangerous activity by an unlicensed person that could cause injury, disease, or death

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.

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at **www.FLHealthSource.gov.**
Apply for a license, verify a license, or renew a license.



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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