Medical Quality Assurance
Quarterly Performance Report
October 1 - December 31, 2016
As required by Section 456.025(9), Florida Statutes

Q2

Florida
HEALTH
Medical Quality
Assurance

MQA REPORTS

Review prior annual and quarterly performance reports for the division by visiting *www.FLHealthSource.gov. Once you are on the main page, hover your mouse over "Consumer Services" in the top menu bar and select "Annual and Quarterly Reports." You will then be redirected to the "MQA Annual and Quarterly Reports" page.*

Section 456.005, Florida Statutes, requires the Florida Department of Health (Department), Division of Medical Quality Assurance (MQA) to develop and implement a long-range plan. This plan serves as a road map for accomplishing the Department's mission. This plan is communicated quarterly, as required by section 456.025(9), Florida Statutes, and it must be revised and modified to remain current with trends in health care services and regulation.

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DIRECTOR'S MESSAGE

Lucy Gee,

MQA Division Director

We, the Division of Medical Quality Assurance (MQA), are proud of the recent strides made on multiple fronts. The diligence and work required to meet our strategic goals and ancillary tasks have been fruitful, as evidenced by the forthcoming content in this report.

During the second quarter, more service members and their spouses continued to take advantage of our Veterans Application for Licensure Online Response (VALOR) program, an avenue for expedited licensure. The MQA Online Services Portal was also a model of progress – leading to an increasing number of accounts registered. Are You Renewal Ready?, an initiative aimed at helping practitioners maintain their credentials, hit its target before heading into the final leg of the campaign. Elsewhere, MQA's focus on measurable improvement was also reflected in our status as a leader in sterile compound inspections.

It is with great pleasure that I present the Quarterly Performance Report (QPR) for the second quarter of the 2016-2017 fiscal year. Please consider it as a go-to resource chronicling our accomplishments, initiatives and key performance measures.

BUREAU MESSAGES

Bureau of Operations

This quarter, the Bureau of Operations (BOO) conducted an assessment to identify problem areas and opportunities for improvement in both the new Licensing & Enforcement Information Database System (LEIDS) and VersaOnline (VO). These systems support MQA's key business processes: licensure, enforcement and information. Dozens of interview participants and several project liaisons worked together to map processes and identify inefficiencies. As a result, a work plan is being created to improve the issues found in four critical areas: technology/system, communication, training and process. Several methods to improve licensure times and customer service have already been identified.

Bureau of Health Care Practitioner Regulation

The Bureau of Health Care Practitioner Regulation (HCPR) worked throughout the second quarter to increase efficiency and modernize business processes. For example, the Board of Dentistry is updating their sedation dentistry and anesthesia inspection process by managing it through the Licensing & Enforcement Information Database System (LEIDS); this was previously a paper-based method. By using an electronic system to manage the sedation dentistry inspections, the accessibility and timely dissemination of data related to the overall process will increase. A change in the Board of Nursing office will also bring about improvements. A reorganization project created a centralized team solely focused on processing Advanced Registered Nurse Practitioner (ARNP) and Clinical Nurse Specialist (CNS) applications. As a result, applications that once took up to 25 days to process are now being handled in as little as five days.

Bureau of Enforcement

During the second quarter, the Bureau of Enforcement combatted losses to the Medicare/Medicaid trust fund that totaled $50 million. The Investigative Services Unit's Tampa field office collaborated with the Centers for Medicare & Medicaid Services and SafeGuard Services to uncover a ring of Medicare/Medicaid fraud involving more than 10 physicians, 11 Home Health Care Agencies (HHA) and an unknown number of additional beneficiaries. The fraud entailed physicians signing off on examination notes and ordering home health services without ever having seen the patient, billing from locations they no longer work in, and receiving Medicaid from patients they did not treat. Many of the involved parties have agreed to provide reimbursement of the misappropriated funds, and most will surrender their ability to bill for Medicare/Medicaid services. Even though this operation has ended, Department investigators are still communicating with Medicare/Medicaid resources to identify health care providers who commit fraud and endanger patients' safety by failing to provide even the most basic services for which they are being paid.

EXECUTIVE SUMMARY

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

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 levels, and our regional investigative offices work with local officials and law enforcement agencies to stop dangerous activity within Florida's communities. The QPR for the second quarter of the 2016-2017 fiscal year provides statutorily required information on revenue, expenditures and performance measures, and highlights MQA's accomplishments, outstanding employees and successful partnerships.

LICENSING

MQA received 26,644 licensee applications and issued 21,240 initial licenses in the second quarter. The remaining licenses (5,404) that were not issued are either still in process or missing documentation required for issuance. The Department of Health has made concerted efforts to reduce regulation and eliminate unnecessary barriers to licensure. The division will continue to refine and encourage enrollment into the new MQA Online Services Portal. As of December 31, 2016, 103 professional and 6 facility licenses are available in the new portal; the division will continue to make improvements throughout the year to better serve Florida's health care licensees and applicants.

ENFORCEMENT

MQA received 297 complaints of unlicensed activity. This quarter, 136 cease and desist notices were given to unlicensed individuals, whose illegal activity could be disfiguring and even deadly to its victims. One hundred two (102) complaints were also referred to law enforcement for potential criminal violations.

FINANCES

MQA is committed to ensuring cost-effective regulation. The division regularly reviews its licensing fees and recommends fee adjustments so that it collects only what is needed to regulate each profession. The division is accountable for how it spends licensees' money, and strives to maintain efficient regulatory processes that save money and get practitioners to work faster.

BOARD ACCOMPLISHMENTS

Board of Nursing member honored with the Daisy Award for outstanding care in nursing

Diana Forst, Registered Nurse member of the Florida Board of Nursing, was presented the Daisy Award for Outstanding Care in Nursing in October 2016 by the Martin Health System. Ms. Forst received a statue of a healer to recognize her dedicated service to patient care. Ms. Forst works on a surgical unit at Martin Medical Center in Stuart and has the ability, background and experience to float to many different units as an iFlex nurse. As a result, she has worked in all three Martin Health hospitals. She is nationally certified in oncology, chemotherapy, medical surgical and critical care, and is also stroke-certified.

Board of Chiropractic Medicine voted to allow online continuing education

The Board of Chiropractic Medicine voted at its November 4 meeting to allow for 10 of its 40 required hours of continuing education to be completed online. The board council presented a rule draft at the January 2017 board meeting.

Board of Dentistry hosted dental consultant/inspector training

Florida Board of Dentistry's Anesthesia Committee Chair T.J. Tejera, DMD, MD, hosted the Anesthesia Committee's first ever in-person training for dental sedation consultants/inspectors in Miami on November 17. The event was designed to facilitate work on standards for conducting initial and routine inspections for dentists who apply for or hold pediatric conscious sedation, conscious sedation, or general anesthesia permits. The meeting produced best practices that will be used to protect the citizens of Florida by ensuring the safe use of anesthesia in dentistry.

Board of Nursing attended national council's annual meeting to discuss nursing regulation

Debbie McKeen, Licensed Practical Nurse member of the Florida Board of Nursing, was appointed to the advisory board for a new certified clinical hemodialysis technician program at the Florida Panhandle Technical College in Chipley. Ms. McKeen is a Certified Dialysis LPN by the Nephrology Nursing Certification Commission.

Board of Nursing's Sherri Sutton-Johnson addressed practical nurses at annual state conference

Sherri Sutton-Johnson, MSN, RN, director of nursing education with the Board of Nursing, addressed the Association of Practical Nurse Educators of Florida Annual State Conference in Altamonte Springs on November 4. She provided an update on board initiatives, including proposed legislation for the 2017 session relating to approved nursing education programs, and answered questions from the attendees about other current topics in the realm of nursing education.

I AM MQA

The Division of Medical Quality Assurance is dedicated to the mission of the Department to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts. In order to accomplish this mission, the Department is implementing a three year (2016-2018) strategic plan to better serve Floridians.

In order to promote the strategic plan among its employees, MQA launched the "I AM MQA" Strategic Plan Integrated Marketing Campaign. This campaign is designed to help employees to determine the role they play in steering the strategic plan forward, and to spark thoughtful conversations regarding MQA's strategic initiatives over the next three years. Each quarter, a different office within the division will be highlighted. This quarter, it is the Bureau of Operations.

In the Spotlight: Bureau of Operations

In executing our strategic plan, the Bureau of Operations (BOO) is proving to be even greater than the sum of its parts. Bureau Chief Lola Pouncey and the five offices under her umbrella work to accomplish our strategic initiatives via operation and infrastructure support to MQA and the health care regulatory boards and councils. Toward that end, BOO staffers' daily responsibilities run the gamut -- communications, screening services, administrative support, tech support, and practitioner license renewal management just to name a few. The bureau, with all its moving parts, is a key contributor to the implementation of our strategic priorities.

The following units fall under the BOO banner:

- Strategic Planning Services (SPS)
- Background Screening and Practitioner Notification Services (BSPN)
- Operational Support Services (OSS)
- System Support Services (SSS)
- Licensure Support Services (LSS)

Quarter 2 Accomplishments

PRIORITY 2.1: Long, Healthy Life

- Expanded the availability of a Healthiest Weight Florida continuing education/continuing medical education (CE/CME) course: Healthiest Weight: A Life Course Approach. The Florida Department of Health and the Florida Medical Association collaborated to design this course for medical doctors and osteopathic physicians, and it is now available to professionals in the boards of Nursing, Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling, Occupational Therapy, Speech-Language Pathology and Audiology, Dietetics, Pharmacy and Dentistry.
- Partnered with Florida Department of Environmental Protection to educate boards and associations on their Nature Play Prescription program.

PRIORITY 3.1: Readiness for Emerging Health Threats

- The MQA team is continuing to decrease the amount of time to issue emerging health threats to health care practitioners.

PRIORITY 4.1: Effective Agency Process

- Webinars helped 2,513 clients to register for an account that allows them to manage their health care license online.

PRIORITY 5.1: Regulatory Efficiency

- Enhanced Web iViewer, a web application that allows board members to prepare and review various types of disciplinary cases brought before the executive boards. The new version allows board members to view x-rays through the application.

TRAININGS AND COMMUNICATIONS

This section explains how MQA is working to better meet the needs of over 1.2 million licensed health care professionals and applicants in Florida. Strategic Planning Services works in collaboration with System Support Services to provide training and communication to licensees and applicants around the state. The division's two main campaigns include Are You Renewal Ready? (AYRR) and promoting the new and improved MQA Online Services Portal.

Are You Renewal Ready?
Four years ago, the Department set out to prepare licensees to use an online tracking system for continuing education (CE) credits, a means for maintaining their credentials. MQA has since created the hugely successful Are You Renewal Ready? (AYRR) campaign to educate practitioners, their employers and continuing education/continuing medical education (CME) providers about the new requirements.

Hitting the Mark
Are You Renewal Ready? launched in January 2013 in response to a glaring void MQA strategists were determined to fill. As the project prepares to draw to a close, Florida's 1.5 million licensed health care practitioners – working across more than 40 professions and under more than 100 license types – have benefitted from being trained on how to engage in the mandatory reporting cycles in place before completion of license renewal.

Florida's health care professionals were, previously, generally not required to present documentation regarding completed CE/CME. Now, through the integrated tracking system, all professionals must report the completion of required coursework prior to their renewal deadline.

To further assist practitioners, MQA streamlined the website **www.FLHealthSource.gov** to provide quick and easy access to information and simplify the reporting process.

Numbers Don't Lie
The CE/CME electronic tracking system, powered by CE Broker, records the licensee's credits and prompts completion of the paperwork before renewal. Licensees must create a CE Broker account to track their continuing education courses, which are being required in a phased process.

With AYRR, MQA has already met its express goal of 100 percent practitioner reporting compliancy by campaign's end. Some professions saw substantial leaps – including a 91 percent increase by medical doctors – in reporting percentage since the advent of the campaign.

MEASURE
OF CE ACCOUNTS
January 2013 - 136,394
At Present - 976,664

MEASURE
OF SELF SUBMISSIONS
January 2013 - 616,463
At Present - 3,805,810

MEASURE
OF POSTINGS ON ROSTERS
(BY PROVIDERS)
January 2013 - 15,317,037
At Present - 29,837,983

MEASURE
OF PRACTITIONERS COMPLIANT
AT RENEWAL
January 2013 - 35%
At Present - 100%

"BOOTS ON THE GROUND"

In order to get from Point A to Point B, MQA's Strategic Planning Services (SPS) outreach team traversed the state of Florida – via the open road and cyberspace – to educate practitioners, health care officials, and other relevant entities. Spurred by BOO Chief Lola Pouncey's "boots on the ground" directive, SPS either paid visits to or held presentations at nearly all county health departments within the state, the Mayo Clinic, the University of Miami and a host of other venues.

Educational information and materials were also disseminated through several other trackable communication tools, including the following:

Number of
Webinar Participants

42,026

Association
Meetings Attended

64

Articles written for
publications, journals,
and online newsletters

39

SPS Project Coordinator Garnet Nevels conducts a webinar

> It was extremely helpful to have this face-to-face communication, in addition to electronic delivery ... Thank you for making this personal outreach available to the medical community.

– Pam Wilson, Executive Director, Capital Medical Society

> Your efforts to share the information in person was huge ... Thank you for coming to tell everyone.

– Dr. Tanira Ferreira, Chief Medical Officer, University of Miami Hospital

TRAININGS AND COMMUNICATIONS

MQA ONLINE SERVICES PORTAL

OPEN COMMUNICATION FOR INCREASED REGISTRATION

The MQA Online Services Portal, also known as Versa Online, was created to provide Florida's health care professionals and applicants with a dashboard that enables them to obtain and maintain their license. The service has many features; for example, practitioners can renew their license, add additional licenses or applications, request a name change, upload documents and more. This quarter, MQA used many communication methods to ensure that practitioners utilize the application effectively.

Online, MQA facilitated webinars that were designed to help practitioners and applicants become well-versed in the services provided by the portal. During the second quarter, 25 webinar courses were held that were attended by 2,513 professionals. In addition to providing the webinars, MQA also showed outstanding customer service through its call center, which fielded 53,828 calls from applicants and licensees about the portal. Email and social media were other tools used to connect with health care professionals: MQA distributed 1,395,852 active campaign emails to promote the webinars, sent 129,295 emails to practitioners who were not yet registered in the portal and reached out to 16,690 Twitter followers.

As a result of these efforts, 91,873 practitioners were registered in the Online Services Portal. We will continue our efforts to reach the goal of 90 percent registration by communicating with practitioners.

CUSTOMER SERVICE AND SECURITY ENHANCEMENTS

When a health professional serves us, we expect to have a positive and productive customer service experience. Therefore, it is imperative that these practitioners receive similar consideration when managing their licensure online. MQA is making continual efforts to make the Online Services Portal more user-friendly and secure, which has the added benefit of increasing efficiency.

An example of this is the improvement of the Online Services Portal's credentialing methods. The previous system automatically assigned users a system-generated user ID and password, and, although clients had the opportunity to change their credentials, many would not. This led to the call center processing a high volume of calls from practitioners whenever they would misplace or forget their login information. In the current system, health professionals use their email address to register. A temporary password is then mailed to the address for verification purposes. Users are subsequently prompted to change their password after logging in with the temporary one. Users can also change their username, or continue to use their email address as their user ID. Allowing them to personalize their credentialing information reduces the amount of calls regarding this issue, and, it is more convenient for Florida's health professionals.

The new Online Services Portal has also increased security measures. The pre-selected user ID and password was previously mailed in a single letter to users, which provided an avenue for fraud since both credentials could have been intercepted. The new registration and initial login process significantly reduces that risk. MQA also introduced CAPTCHA (Completely Automated Public Turing Test To Tell Computers and Humans Apart) technology to verify that a registrant is a person and not a computer program.

Your Portal. On Demand.

UNLICENSED ACTIVITY

Individuals who perform regulated activities without the proper licensing in Florida are generally committing a felony-level criminal offense. Treatment by an unlicensed provider is dangerous and could result in injury, disease or even death. When practitioners pay their licensing fees, $5 is designated specifically for enforcement of unlicensed activity.

From educating the public to conducting complex investigations and issuing cease and desist orders, the Florida Department of Health's Unlicensed Activity (ULA) program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation.

UNLICENSED ACTIVITY OUTREACH

During the months of October, November and December, ULA personnel continued outreach and education through speaking engagements, scheduled appearances, and presentations outlining the program while providing marketing materials and fostering partnerships. These efforts included the following:

- Oct. 4 – National Night Out, Mt. Dora
- Oct. 14 – Board of Respiratory Care Therapists event, Safety Harbor
- Oct. 19 – Florida Hospital Association Annual Meeting, Orlando
- Nov. 3 – Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling event, Orlando
- Nov. 15 – Law Enforcement Meet and Greet, St. Petersburg
- Nov. 16 – Central Florida Hotel & Lodging Association, Orlando
- Dec. 3 – Florida Pharmacy Association Conference, Sarasota

INCREASED SUCCESS

The ULA program has seen an increase in the amount of cease and desist notices issued since the 2014-2015 fiscal year. The following chart contains a comparison with that year, the 2015-2016 fiscal year and the 2016-2017 fiscal year.

NOTICES TO CEASE & DESIST
(FY 14-15/FY15-16/FY16-17)

Legend: FY14-15, FY15-16, FY16-17
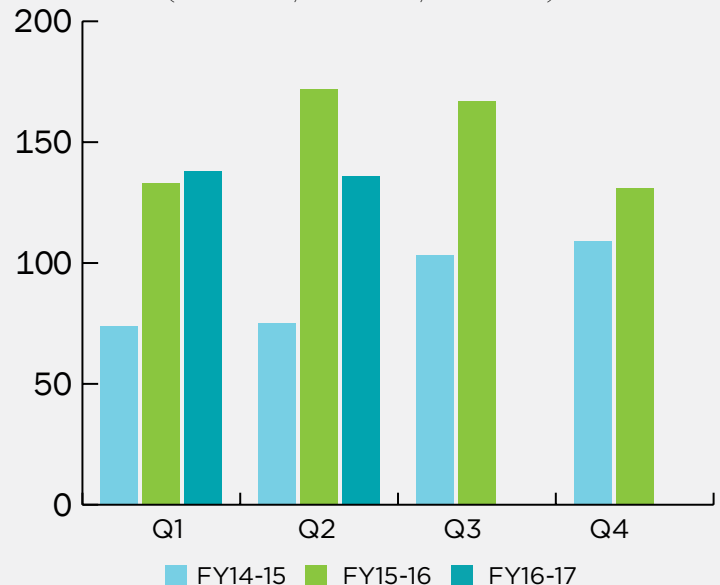
Consumers are encouraged to verify the license of their health care provider by utilizing the *www.FLHealthSource.gov* website, or calling **1-877-HALT-ULA**, where they can speak directly with an investigator in the Consumer Services Unit. Suspicious or potentially unlicensed activity tips may be emailed to *haltula@flhealth.gov.*
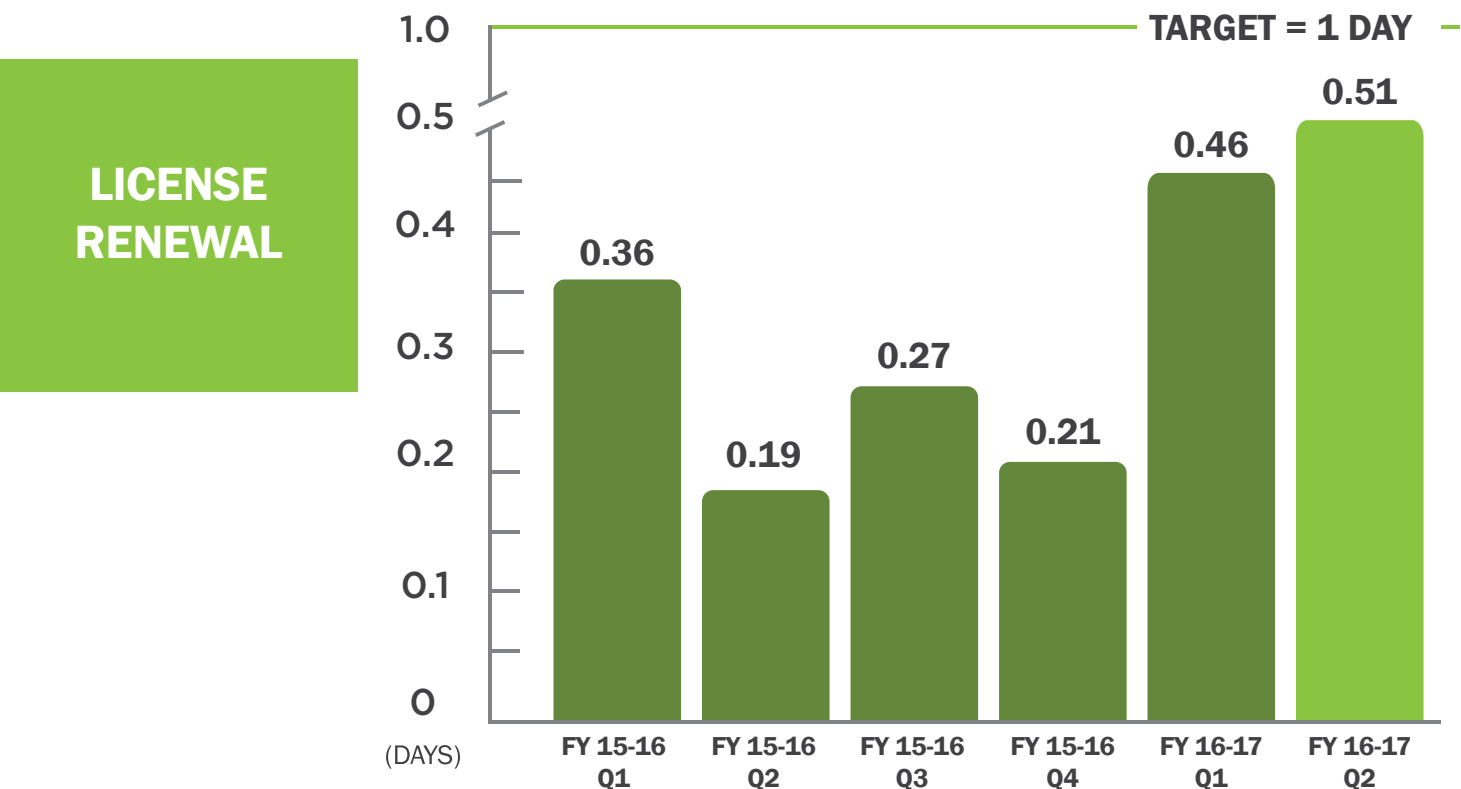
BALANCED SCORECARD MEASURES

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 those goals. The following three measures are identified as critical components of MQA's strategic priorities: average number of days to process a renewal application for a qualified applicant, average number of days to issue an initial license for qualified applicants, and the average number of days to complete initial inspection prior to licensure.

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

TARGET: 1 Day

DEFINITION: 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. This measure 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.

LICENSE RENEWAL

TARGET = 1 DAY

FY 15-16 Q1	FY 15-16 Q2	FY 15-16 Q3	FY 15-16 Q4	FY 16-17 Q1	FY 16-17 Q2
0.36	0.19	0.27	0.21	0.46	0.51

(DAYS)

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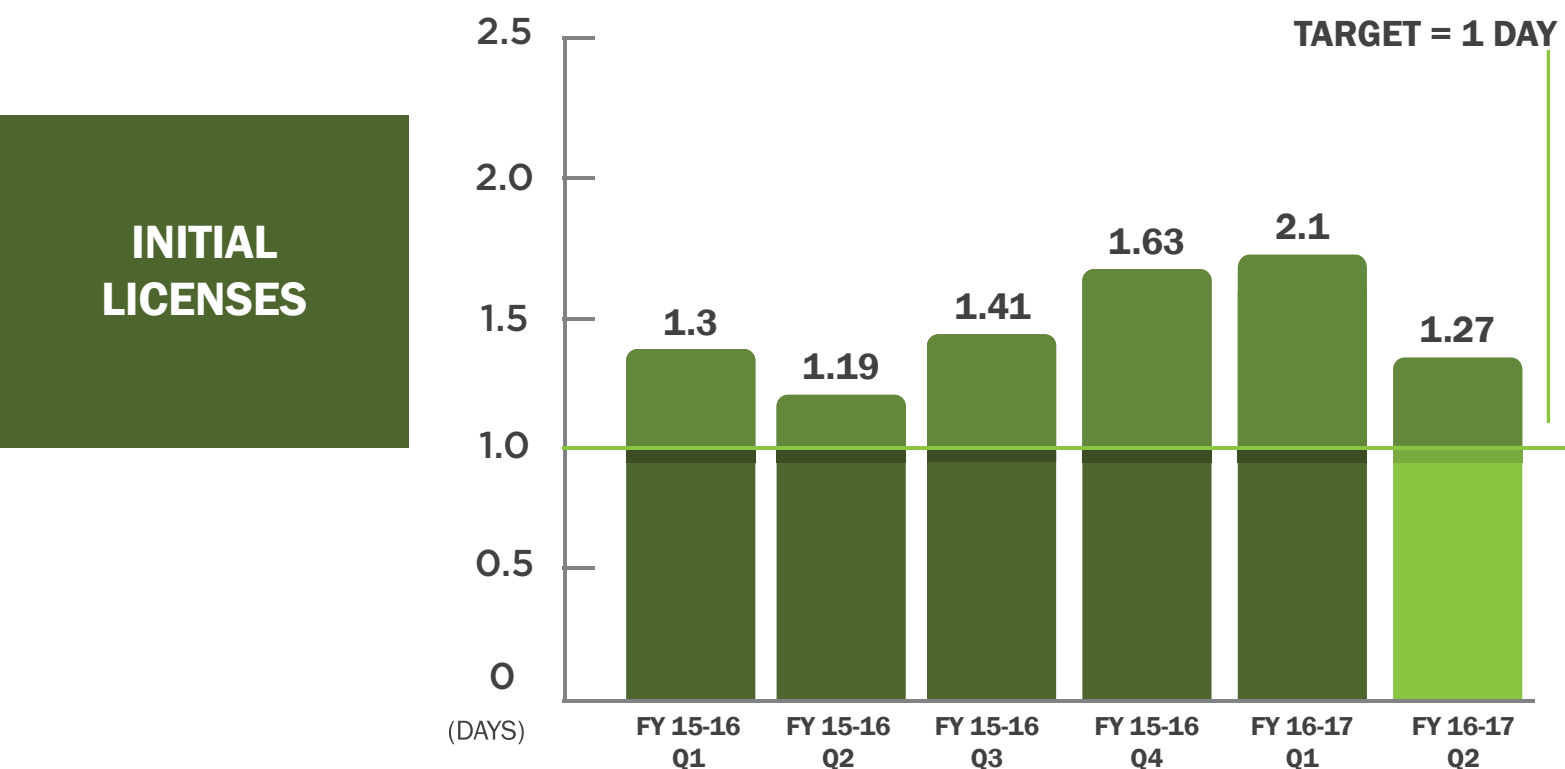
BALANCED SCORECARD MEASURES

MEASURE: Average number of days to issue an initial license for a qualified applicant.

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 health care professions under the Florida Department of Health submitted for licensure and registration and which are not withdrawn or generated in error.

INITIATIVE: To improve the time to issue a license to qualified applicants, the Bureau of Health Care Practitioner Regulation is reviewing and analyzing all aspects of the application process. An MQA Transformation Project Workflow Assessment was presented to each Board office to provide recommendations for improving the use of the workflow features within the Licensing and Enforcement Information Database System (LEIDS). In addition, each Board office was tasked with identifying trends regarding the deficiencies found in applications and providing a work plan to eliminate or ameliorate the delays caused by these deficiencies. The Boards remain committed to finding and implementing innovative methods to increase efficiency and get Floridians in public health to work faster.

INITIAL LICENSES

TARGET = 1 DAY

Quarter	Days
FY 15-16 Q1	1.3
FY 15-16 Q2	1.19
FY 15-16 Q3	1.41
FY 15-16 Q4	1.63
FY 16-17 Q1	2.1
FY 16-17 Q2	1.27

(DAYS)

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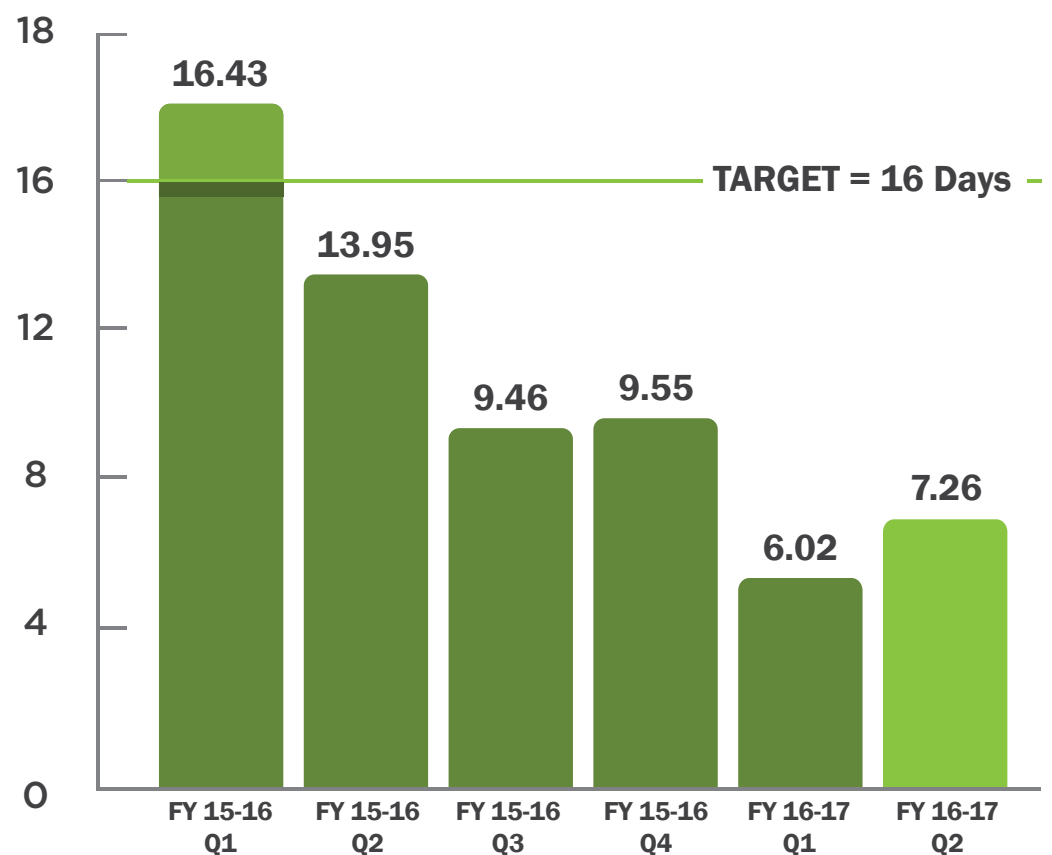
BALANCED SCORECARD MEASURES

MEASURE: Average number of days to complete initial inspection prior to licensure.

TARGET: 16 days

DEFINITION: This measure calculates the average number of days from the date an applicant is ready for an opening inspection to the date the inspection is completed. This measures all initial inspections where the applicant did not formally request a delay.

INITIATIVE: To improve the time to complete an initial inspection, the Bureau of Enforcement has begun calling establishment owners within five days of a request to schedule the inspection. This process is monitored by managers and supervisors on a weekly basis. The Bureau has also created a new code to track inspections where the owner requested a delay, so our inspectors can then focus on establishments that are ready for inspection. In addition to these steps, our staff has continued to cross-train to ensure there are personnel available to complete new requests as soon as possible.

AVERAGE NUMBER OF DAYS TO COMPLETE AN INITIAL INSPECTION

TARGET = 16 Days

FY 15-16 Q1	FY 15-16 Q2	FY 15-16 Q3	FY 15-16 Q4	FY 16-17 Q1	FY 16-17 Q2
16.43	13.95	9.46	9.55	6.02	7.26

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

BY THE NUMBERS

Financial Data

MQA's financial data, specifically the fees that are deposited into the trust fund and expenses paid from it, are reported as required by law. 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.

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 process. The funds are allocated to provide administrative support for the licensing and regulation of health care professionals. The division 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. A renewal fee analysis is performed annually to compare the cost of regulation against the current renewal fees.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2016	$20,468,632	$11,966,233	$32,434,865
Total Revenues	$27,293,565	$859,987	$28,153,552
Total Expenditures	$32,741,112	$758,442	$33,499,554
Ending Cash Balance 12/31/2016	$15,021,085	$12,067,778	$27,088,863

Licensee Data

The division issues licenses in more than 40 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 the 2015-2016 fiscal year, 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	26,644
Initial Licenses Issued	21,240

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

Click here for detailed report by profession

BY THE NUMBERS

Unlicensed Activity Data

MQA's Unlicensed Activity data: complaint review and investigation occurs in the central office in Tallahassee, as well as the 11 regional offices located 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.

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.*

QUARTERLY SUMMARY	
Complaints Received	297
Referred for Investigation	281
Investigations Completed	301
Cease and Desist Orders Issued	136
Referrals to Law Enforcement	102

Click here for detailed report by profession

CLICK TO PLAY VIDEO

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

BY THE NUMBERS

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 20,000 complaints per year. The Department lacks the authority to pursue many of those complaints 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 1,489 health care practitioners last fiscal year. Some practitioners are determined to need additional training to prevent errors, some are 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	5,297
Legally Sufficient	1,449
Investigations Completed	1,243
Citations Issued	2
Dismissed by Panel	715
Probable Cause Found	574
Probable Cause Dismissed	75
Final Orders	389

EMERGENCY ORDERS ISSUED	
Emergency Restriction Orders	32
Emergency Suspension Orders	27
Total Emergency Orders	59

FINES AND COST DATA FOR CURRENT LICENSEES	
Dollar Amount Collected	$296,442
Dollar Amount Imposed	$833,893
Percentage Collected	36%

NUMBER OF ACTIVE CASES	
Consumer Services	3,997
Investigative Services	692
Prosecution Services	5,588

Click here for detailed report by profession

GLOSSARY

Are You Renewal Ready? (AYRR): An initiative aimed at helping practitioners maintain their credentials.

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/continuing medical education (CE/CME) requirements for renewal.

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.

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

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.

Contact Us

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

MQA Division Director

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