

Q2



MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT

October 1 - December 31, 2018

As required by Section 456.025(9), Florida Statutes





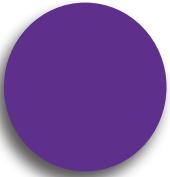
MQA REPORTS

Section 456.005, Florida Statutes, requires the Florida Department of Health (FDOH), Division of Medical Quality Assurance (MQA) to develop and implement a long-range plan. This plan serves as a road map for accomplishing our mission, and it 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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DIRECTOR'S MESSAGE



The dedicated staff of Medical Quality Assurance (MQA) worked diligently in the second quarter of the 2018-2019 Fiscal Year, refining business practices for greater efficiency, working with stakeholders, and informing the public of new developments in health care licensure. As part of MQA's ongoing efforts to increase regulatory efficiency, the Bureau of Health Care Practitioner Regulation (HCPR) established a Quality Assurance (QA) Team that will allow for even greater efficiency.

It is my pleasure to present the second quarter performance report.



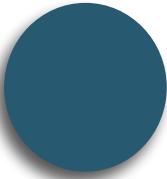
Lucy C. Gee, MS
MQA Division Director

Mission: To protect, promote & improve the health of all people in Florida through integrated state, county, and community efforts.

Vision: To be the Healthiest State in the Nation.

Values: Innovation
Collaboration
Accountability
Responsiveness
Excellence

BUREAU MESSAGES



BUREAU OF OPERATIONS

The Bureau of Operations (BOO) kept the public informed in the second quarter of the fiscal year, releasing its [2017-2018 Annual Report and Long-Range Plan](#), with comprehensive information on MQA's accomplishments and goals. Veterans Day saw the release of the 2018 [Florida Veteran Health Heroes](#) publication, spotlighting Florida veterans working in the health care field and bringing attention to the [Veterans Application for Licensure Online Response \(VALOR\) System](#). BOO also launched an internal publication to keep staff informed of MQA's strategic planning process.

BUREAU OF HEALTH CARE PRACTITIONER REGULATION

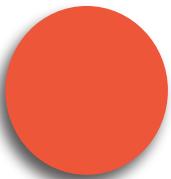
The Bureau of Health Care Practitioner Regulation (HCPR) focused on outreach in the second quarter of the 2018-2019 fiscal year. Board of Nursing (BON) staff conducted an hour-long webinar on the enhanced Nurse Licensure Compact (eNLC) for members of the Florida Nurses Association. The webinar reviewed the impact of the compact on nursing regulation in Florida and highlighted how currently-licensed registered nurses and licensed practical nurses can apply to upgrade to a multi-state license. Additionally, BON representatives attended the eNLC Executive Committee meeting on December 11-12, 2018, in which measures were approved to aid in educating human resource officials on hiring nurses with multi-state licenses.

On December 12, 2018, BON's Education Unit held their first conference call with representatives from approved certified nursing assistant training programs. These calls will be held quarterly. Approximately 40 program directors participated in the inaugural event. The unit provided updates on the CNA licensure and renewal process. Representatives from Prometric, BON's examination vendor for CNAs, provided information on scheduling examinations, pass rates, and testing sites. An open forum for questions concluded the hour-long meeting.

BUREAU OF ENFORCEMENT

The Bureau of Enforcement (BOE) collaborated with partners and stakeholders throughout the quarter. On October 19, 2018, the Miami Investigative Services Unit (ISU) and Miami Dade County Health Department staffed a booth at the 2018 DOH-Miami-Dade Community Partners Fair & Conference to raise community awareness of ISU's mission to ensure the safety and well-being of Floridians. Over 1,200 people attended this event.

Additionally, investigators from Tampa ISU attended the International Association of Human Trafficking Investigators' Human Trafficking 101 conference in Clearwater, Florida on December 7, 2018. The information obtained at this conference will assist staff in spotting telltale signs of trafficking while conducting investigations and inspections.



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 its 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 second quarter of the 2018-2019 fiscal year provides statutorily required information on revenue, expenditures, and performance measures, and highlights MQA's accomplishments, outstanding employees, and successful partnerships.

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.

LICENSING

MQA received 29,044 applications for initial licensure and issued 20,827 initial licenses in the second quarter.

ENFORCEMENT

MQA received 203 complaints of unlicensed activity in the second quarter and issued 164 cease and desist orders to unlicensed individuals whose unregulated and illegal activity could be disfiguring or even deadly to victims. MQA referred 169 complaints to law enforcement for potential criminal violations.

INFORMATION

In addition to ongoing outreach by MQA staff at speaking events and conferences, MQA released its [2017-2018 Annual Report and Long-Range Plan](#) that contains comprehensive information about the division's business practices and achievements for the fiscal year.

On Veterans Day, MQA released its 2018 [Florida Veteran Health Heroes](#) publication that highlights health care practitioners in Florida who served or are serving in the U.S. Armed Forces and/or the Commissioned Corps of the U.S. Public Health Service.

QUARTER 2 ACCOMPLISHMENTS

5.1

PRIORITY 5.1: REGULATORY EFFICIENCY

- The Bureau of HCPR established a new Quality Assurance (QA) Team to help ensure health care practitioners are licensed more quickly and efficiently. This team focuses on data accuracy, consistency across board offices, and process improvement. Some of their current projects include the standardization of applications and the creation of desk guides to ensure business processes are correct and consistent across HCPR. They also review MQA's licensure database to standardize transactions and confirm data accuracy. In the future, the QA team plans to facilitate Rapid Process Improvement (RPI) sessions and audit processed applications for accuracy to further streamline the division's business processes.
- The BOE held workshops on November 7 and 8, 2018 to educate the public and stakeholders on Office Surgery Registration (OSR), sterile compounding pharmacy topics. The OSR workshop discussed office inspections and deficiencies, and the pharmacy workshop provided information on environmental monitoring, hygiene, certifications, records, and permits. Both workshops provided opportunities for attendees to ask questions and learn best practices.

THE STRATEGIC PRIORITIES IN THIS SECTION ARE TAKEN FROM MQA'S [2016-2020 strategic plan](#).

I AM MQA

WEB AND GRAPHICS TEAM

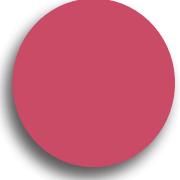


The Bureau of Operations' Web and Graphics Team manage a diverse set of responsibilities and enable the rest of MQA's employees to do their jobs as efficiently as possible. The team's duties require both technical knowhow and creativity to manage MQA's Help Center software and respond to over twenty different types of help requests as they are submitted.

The Web and Graphics Team is host to gifted designers who created and maintain over 75 external websites for the division. These sites include the Bureau of Enforcement's [Unlicensed Activity and Fraud](#), the [Florida Veterans Application for Licensure Online Response](#) (VALOR) system, and [Take Control of Controlled Substances](#), which are viewed over 60,000 times per day on average. The team also maintains all of MQA's internal SharePoint sites. Team members handle photography requests and create graphics, and work closely with the ULA program to assist with marketing needs. They design MQA's marketing materials, including rack cards, reports and publications, email templates, and even billboards, and manage the social media accounts for all of MQA's 22 boards.

The team's more technical responsibilities include acting as the technical team for surveys at renewals, and creating custom "Contact Us" web forms that help correctly route customer email queries and reduce MQA's response times. They configure and safekeep routers, providing internet access and increased functionality to MQA employees at offsite work functions. They are key in assisting MQA to communicate with licensees to provide updates and information using SendIn Blue email software. The team processes over 3,300 help requests each year, and Web and Graphics Manager Chrystal Williams states, "I think they're a pretty great team, myself." MQA is fortunate to have them.

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 eliminate 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.

OUTREACH

BOE conducted the following ULA outreach and educational activities during the second quarter of the 2018-2019 fiscal year:

BOE staff attended “Meet and Greet” events with Indian River county on November 27, 2018 and Palm Beach county law enforcement agencies on December 11, 2018 to provide ULA education and training. A presentation was given to all attendees which included information about Section 456.065, F.S., and its penalties and the work that is done by the ULA program throughout the state.

Additionally, ULA staff attended the National Night Out event with the Mount Dora Police Department on October 2, 2018. The event was held to foster positive community relations and afforded BOE the opportunity to provide education to the public and law enforcement agencies about the dangers of receiving unlicensed health care services and how to spot and report activity by unlicensed persons.

ULA staff also presented at the Board of Chiropractic Medicine meeting on October 19, 2018 and the Board of Opticianry meeting on November 2, 2018. The presentations were given to attendees which included board members, licensees, and members of the public and included information about the education and investigation efforts by BOE to reduce unlicensed activity.

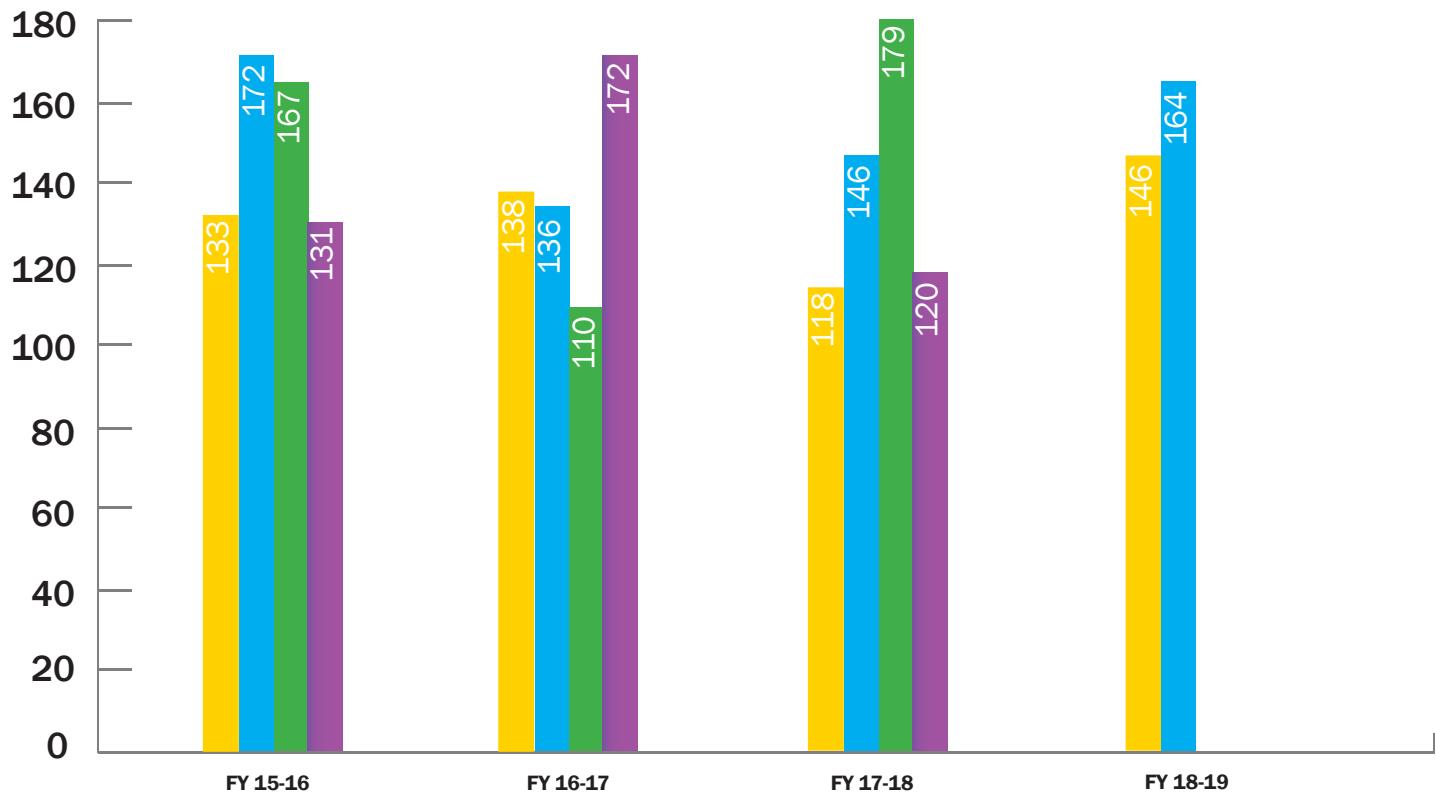
UNLICENSED ACTIVITY

ORDERS TO CEASE AND DESIST

Below is a comparison of the results from FY 2015-2016 to the second quarter of FY 2018-2019, highlighting each quarter.

ORDERS TO CEASE AND DESIST (FY 15-16/FY 16-17/FY 17-18/FY 18-19)

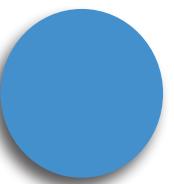
 = 1st Quarter = 2nd Quarter = 3rd Quarter = 4th Quarter



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



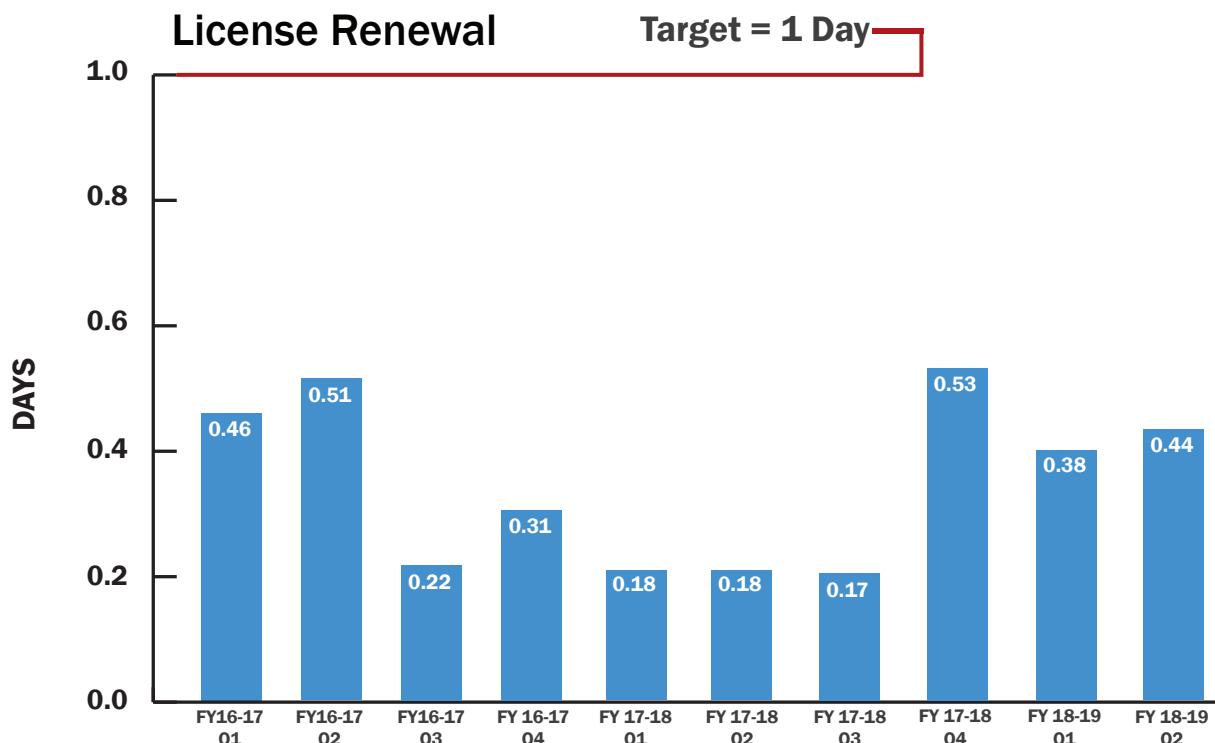
This section highlights three measures from MQA's Balanced Scorecard that the division uses to track its strategic long-range plan. It includes short- and long-range goals and performance measures, helping the executive management team monitor all progress toward those goals. The following three measures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

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. 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 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 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 and Enforcement Information Database System (LEIDS).

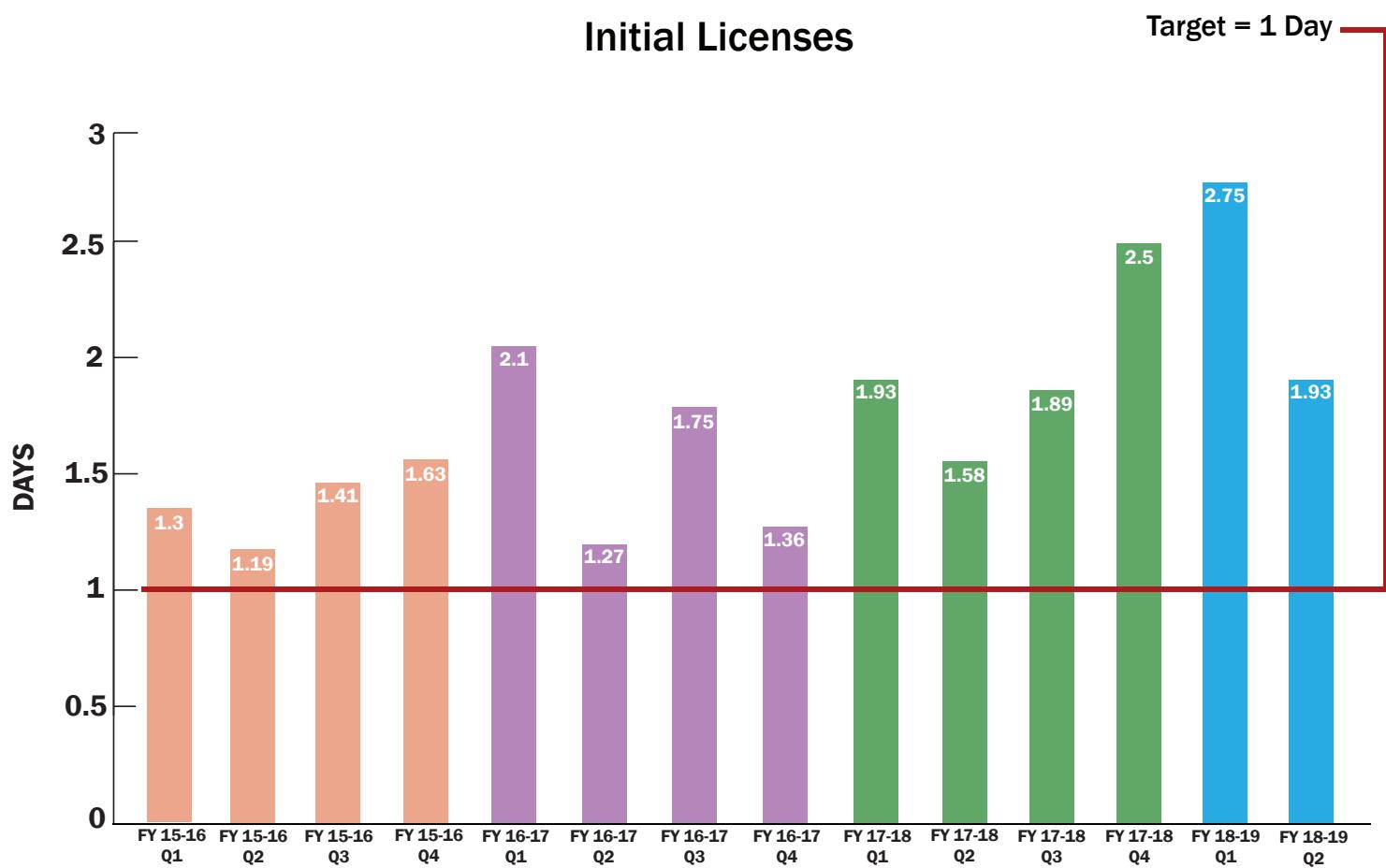
BALANCED SCORECARD MEASURES

MEASURE: 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 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 public health expeditiously.



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

BALANCED SCORECARD MEASURES

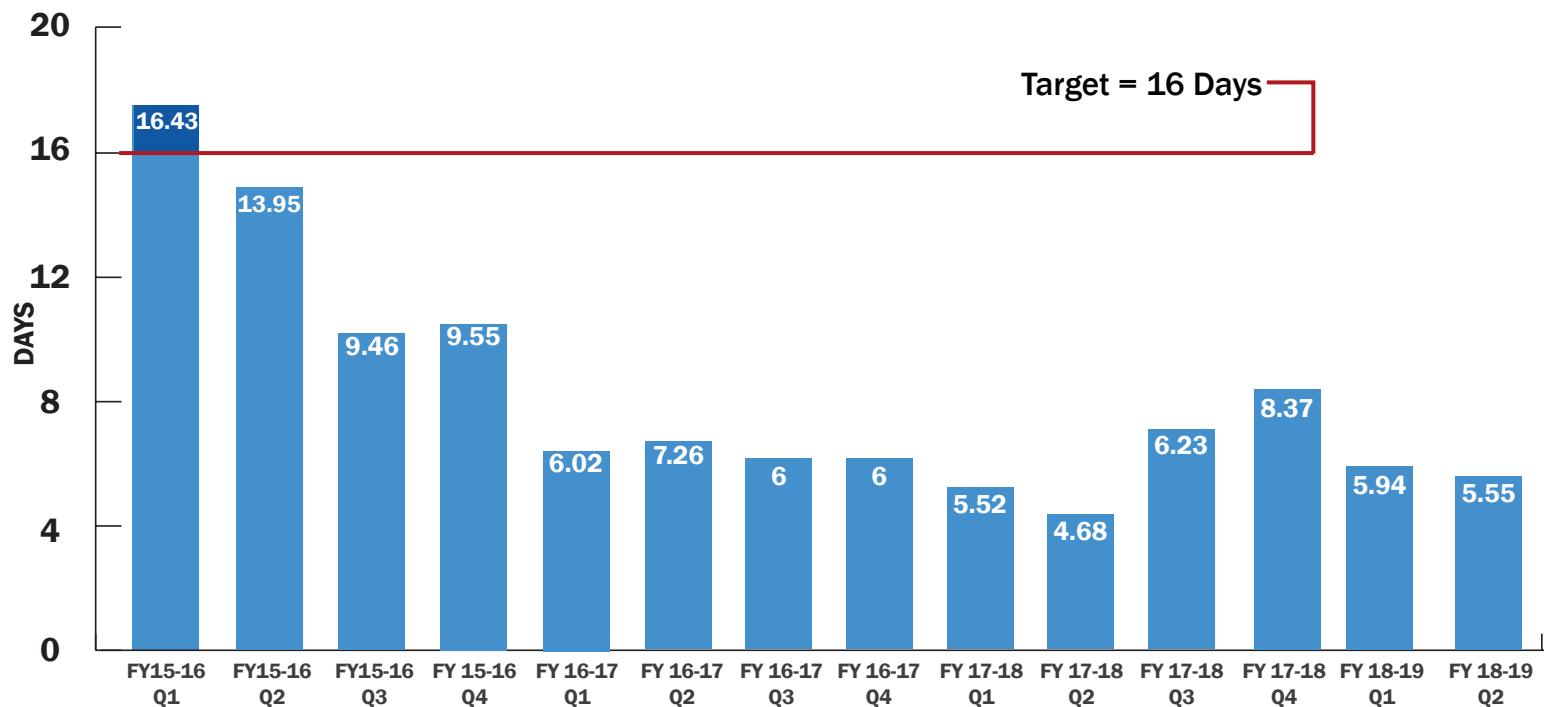
MEASURE: NUMBER OF DAYS TO COMPLETE INITIAL INSPECTION PRIOR TO LICENSURE.

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 measure includes 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 calls establishment owners within two business days of a request to schedule the inspection. Managers and supervisors monitor this process on a weekly basis. The Bureau has also created a new code to track inspections where the owner requested a delay, so inspectors can focus on establishments ready for inspection. In addition to these steps, staff continues to engage in cross-training to ensure personnel availability to complete new requests as soon as possible.

Average number of days to complete an initial inspection



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 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. 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. Renewal and initial fee analyses are performed periodically to compare the cost of regulation against the current renewal fees.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2018	\$33,483,923	\$8,931,230	\$42,415,153
Total Revenues 12/31/2018	\$28,375,050	\$804,006	\$29,179,056
Total Expenditures 12/31/2018	\$37,593,295	\$2,001,129	\$39,594,424
Ending Cash Balance 12/31/2018	\$24,265,678	\$7,734,107	\$31,999,785

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	29,044
Initial Licenses Issued	20,827

[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 throughout the state. MQA issues cease and desist orders and fines against unlicensed persons. The division relies on partnerships with law enforcement for criminal prosecution.

QUARTERLY SUMMARY

Complaints Received	203
Referred for Investigation	281
Investigations Completed	305
Cease and Desist Orders Issued	164
Referrals to Law Enforcement	169

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

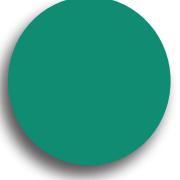


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CLICK TO PLAY VIDEO

Contact

1-877-HALT-ULA
www.FLHealthSource.gov/ula
HALTULA@flhealth.gov



BY THE NUMBERS

Enforcement Data

The Bureau of Enforcement's (BOE) 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 receives over 20,000 complaints a year. Practitioners who are disciplined may be directed to obtain additional training to prevent errors, reprimanded, and/or sanctioned. The Department 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	6,791
Legally Sufficient	1,334
Investigations Completed	1,196
Citations Issued	24
Dismissals	95
Probable Cause Found	367
No Probable Cause Found	613
Final Orders	345

EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	27
Emergency Suspension Orders	69
Total Emergency Orders	96

FINES AND COST DATA FOR CURRENT LICENSEES

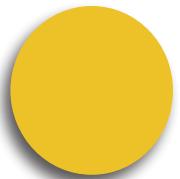
Dollar Amount Collected	\$365,251
Dollar Amount Imposed	\$582,429
Percentage Collected	62.71%

NUMBER OF ACTIVE CASES

Consumer Services	4,114
Investigative Services	963
Prosecution Services	5,304

[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.

Controlled Substances, Ch. 2018-13, Laws of Florida: Legislation intended to combat opioid abuse by establishing prescribing limits, mandating continuing education for health care professionals, and expanding the use of Florida's Prescription Drug Monitoring Program.

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.

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.

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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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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