MQA Reports

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 and is communicated through MQA annual and quarterly performance reports. Quarterly performance reports are required under section 456.025(9), Florida Statutes.
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Executive Summary

The Quarterly Performance Report (QPR) provides information about revenues and expenditures, performance measures, and recommendations to 22 health care practitioner boards and four councils, as well as stakeholders and health care consumers on the vital work performed in health care regulation. The QPR also includes financial and statistical data resulting from unlicensed activity enforcement.

MQA furthers 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 stakeholders and agencies at the state and federal level. MQA’s regional offices work with local officials and law enforcement agencies to stop and prevent dangerous unlicensed activity within Florida’s communities.

MQA received 29,017 applications for initial licensure and issued 21,039 initial licenses in the second quarter. MQA received 256 complaints of unlicensed activity in the second quarter. MQA issued 131 cease and desist orders to unlicensed individuals whose unregulated and illegal activity could be disfiguring or even deadly to victims. MQA referred 141 complaints to law enforcement for potential criminal violations.
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 protects the people of Florida and remains 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 second 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, to speak directly with an investigator in the Consumer Services Unit. Tips of suspicious or potential unlicensed activity may be emailed to HALTULA@FLHealth.gov.
This section highlights three of MQA's Balanced Scorecard measures: the number of days to process a renewal application for qualified applicants, the number of days to issue an initial license for qualified applicants, and the number of days to complete initial inspections before licensure. These measures are critical components of MQA's strategic priorities and management in monitoring progress.

**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. Included in this measure are electronic renewal applications that are processed online and paper renewal applications processed through the U.S. mail. Paper renewals are a small percentage, as nearly 95 percent of licensees utilize the online renewal system. 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 time the renewal application was approved. For practitioners who renew their license by mail, this measure includes the average number of days from the date the Department receives the renewal fee in its entirety to the time 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 or documents are received in their entirety.

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

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**License Renewal**

*Target*= 1 Day

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

### Initial Licenses

**Target= 1 Day**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>FY 15-16</th>
<th>FY 16-17</th>
<th>FY 17-18</th>
<th>FY 18-19</th>
<th>FY 19-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>1.3</td>
<td>1.19</td>
<td>1.63</td>
<td>2.1</td>
<td>2.75</td>
</tr>
<tr>
<td>Q2</td>
<td>1.41</td>
<td>1.27</td>
<td>1.75</td>
<td>1.93</td>
<td>1.93</td>
</tr>
<tr>
<td>Q3</td>
<td>1.19</td>
<td>1.36</td>
<td>1.58</td>
<td>1.58</td>
<td>0.96</td>
</tr>
<tr>
<td>Q4</td>
<td>2.1</td>
<td>1.36</td>
<td>1.89</td>
<td>2.5</td>
<td>1.35</td>
</tr>
</tbody>
</table>

Data source: MQA Licensing and Enforcement Information Database System (LEIDS).
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 deemed qualified for licensure to the date a license is issued. This measure is used for all health care practitioner 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. Also, 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.

Average number of days to complete an initial inspection

Target = 16 Days

Data source: MQA Licensing and Enforcement Information Database System (LEIDS).
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 per 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 analyses are performed periodically to compare the cost of regulation against the current renewal fees.

MQA Trust Fund

<table>
<thead>
<tr>
<th></th>
<th>Licensed</th>
<th>Unlicensed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Cash Balance 7/1/2019</td>
<td>$28,253,834</td>
<td>$7,166,656</td>
<td>$35,420,490</td>
</tr>
<tr>
<td>Total Revenues 12/31/2019</td>
<td>$36,661,079</td>
<td>$1,074,820</td>
<td>$37,735,899</td>
</tr>
<tr>
<td>Total Expenditures 12/31/2019</td>
<td>$39,162,590</td>
<td>$2,154,020</td>
<td>$41,316,610</td>
</tr>
<tr>
<td>Ending Cash Balance 12/31/2019</td>
<td>$25,752,323</td>
<td>$6,087,456</td>
<td>$31,839,779</td>
</tr>
</tbody>
</table>

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Applications Received</td>
<td>29,017</td>
</tr>
<tr>
<td>Initial Licenses Issued</td>
<td>21,039</td>
</tr>
</tbody>
</table>

Click here for a detailed report by profession
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints Received</td>
<td>256</td>
</tr>
<tr>
<td>Referred for Investigation</td>
<td>270</td>
</tr>
<tr>
<td>Investigations Completed</td>
<td>258</td>
</tr>
<tr>
<td>Cease and Desist Orders Issued</td>
<td>131</td>
</tr>
<tr>
<td>Referrals to Law Enforcement</td>
<td>141</td>
</tr>
</tbody>
</table>

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, reprimands, and sanctions. The Department takes emergency action for violations that pose an immediate and severe threat to the public under section 456.074, Florida Statutes, including the commission of crimes, violations.

Quarterly Summary

<table>
<thead>
<tr>
<th>Complaints Received</th>
<th>13,238</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legally Sufficient</td>
<td>1,522</td>
</tr>
<tr>
<td>Investigations Completed</td>
<td>1,541</td>
</tr>
<tr>
<td>Citations Issued</td>
<td>220</td>
</tr>
<tr>
<td>Dismissals</td>
<td>88</td>
</tr>
<tr>
<td>Probable Cause Found</td>
<td>353</td>
</tr>
<tr>
<td>No Probable Cause Found</td>
<td>895</td>
</tr>
<tr>
<td>Final Orders</td>
<td>307</td>
</tr>
</tbody>
</table>

Emergency Orders Issued

<table>
<thead>
<tr>
<th>Emergency Restriction Orders</th>
<th>23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Suspension Orders</td>
<td>44</td>
</tr>
<tr>
<td><strong>Total Emergency Orders</strong></td>
<td><strong>67</strong></td>
</tr>
</tbody>
</table>
## Fines and Cost Data for Current Licensees

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dollar Amount Collected</td>
<td>$338,787</td>
</tr>
<tr>
<td>Dollar Amount Imposed</td>
<td>$647,141</td>
</tr>
<tr>
<td>Percentage Collected</td>
<td>52%</td>
</tr>
</tbody>
</table>

## Number of Active Cases

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Services</td>
<td>8,473</td>
</tr>
<tr>
<td>Investigative Services</td>
<td>1,126</td>
</tr>
<tr>
<td>Prosecution Services</td>
<td>5,038</td>
</tr>
</tbody>
</table>

*Click here for detailed report by profession*
**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 severe 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 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 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 unauthorized 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](http://www.FLHealthSource.gov). Apply for a license, verify a license, or renew a license.*
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.

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