MEDICAL QUALITY ASSURANCE
QUARTERLY PERFORMANCE REPORT
OCTOBER 1 - DECEMBER 31, 2015

As required by Section 456.025(9), Florida Statutes

Q2

Quarter Two

Florida HEALTH
Medical Quality Assurance

FLORIDA DEPARTMENT OF HEALTH
DIVISION OF MEDICAL QUALITY ASSURANCE

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.

Table of Contents

3 Director's Message and Bureau Messages
4 Executive Summary
5 Accomplishments
9 Board Accomplishments
10 Search Services
11 MQA Online Services Portal
12 Healthiest Weight
13 Unlicensed Activity (ULA)
14 Continuing Education (CE)
15 VALOR
16 Balanced Scorecard
19 By the Numbers
22 Glossary

Director's Message

It is with great pleasure I present to you the *Quarterly Performance Report (QPR)* for the second quarter of the 2015-2016 fiscal year. This report includes information on key performance measures for the division and showcases accomplishments for the quarter. It is a way for us to highlight initiatives, projects and customer service that exemplify what we do as an organization.

With the country's third largest population of military veterans, Florida is proud to be a veteran-friendly state. Our military veterans are a tremendous asset to our state and their services to both our military and the citizens of Florida have been indispensable. To recognize their efforts, the Division of Medical Quality Assurance (MQA) published its second annual Florida Veteran Health Heroes publication. More on this can be read in this *QPR*.

During the second quarter, MQA also published its *2016-2018 Strategic Plan*. This strategic plan will position the division to participate with the Department of Health to operate as an integrated, sustainable public health system while providing Florida's residents and visitors with high-quality public health services.

Lucy Gee,

MQA Division Director

BUREAU MESSAGES

BUREAU OF HEALTH CARE PRACTITIONER REGULATION

During the second quarter, the Bureau of Health Care Practitioner Regulation continued its collaborative efforts to protect and promote the health of all of Florida's residents and visitors. In collaboration with MQA's Bureau of Enforcement, the Florida Board of Pharmacy hosted a follow-up U.S. Pharmacopoeia 797 (USP 797) workshop in Tampa. Over 500 pharmacists and pharmacy technicians attended the meeting which focused on common sterile compounding inspection deficiencies found since the Board's adoption of USP 797. The Board of Pharmacy's Controlled Substance Standards Committee also attended an intergovernmental meeting at the Food and Drug Administration headquarters in Silver Springs, MD, to discuss state and federal regulations concerning sterile compounding pharmacies and outsourcing facilities.

BUREAU OF ENFORCEMENT

During the second quarter, the statewide inspection program completed 6,590 inspections. Utilizing 29 inspectors across 11 field offices, the inspection program supports the Department's mission of protecting, promoting and improving the health of all people in Florida, while also supporting the state's strategic priorities related to global competitiveness and economic growth and prosperity. Inspections supporting this mission include new facility inspections, change of locations, change of ownership, compliance and board-generated inspections and routine inspections according to each facility-type's practice act. The bureau also collaborated with the Board of Pharmacy in hosting a follow-up U.S. Pharmacopoeia 797 workshop in Tampa with 506 in attendance.

BUREAU OF OPERATIONS

During the second quarter, the Bureau of Operations launched a new and improved Online Services Portal. Enhancements to the portal include an updated, user-friendly layout and increased functionality for licensees and applicants. In addition to the new portal, the bureau's Office of Strategic Planning Services collaborated with the Office of Communications to develop information for physicians about an enhanced Quick Report feature within the continuing medical education electronic tracking system powered by CE Broker. The updated portal and newly developed outreach material are just some of the many ways MQA is committed to helping practitioners get to work faster.

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, its stakeholders, and health care consumers on the important work being done in health care regulation.

LICENSING

MQA received 30,630 license applications and issued 21,476 licenses in the second quarter. 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 most licensees, you will see a section in the QPR this year dedicated to the rollout of our Are You Renewal Ready? campaign.

ENFORCEMENT

MQA received 328 complaints of unlicensed activity, referring more than 90 percent for investigation. This quarter, 172 cease and desist notices were given to unlicensed individuals, whose unregulated and illegal activity could be disfiguring and even deadly to its victims. In an effort to protect the public, this quarter saw nearly a 30 percent increase in cease and desist orders issued compared to the previous quarter.

FINANCES

The division 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 communities. The *QPR* for the second quarter of the 2015-2016 fiscal year 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

INNOVATION
COLLABORATION
ACCOUNTABILITY
RESPONSIVENESS
EXCELLENCE

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

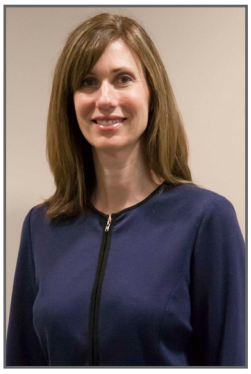
We search for creative solutions and manage resources wisely.

The Division of Medical Quality Assurance (MQA) launched a new and improved Online Services Portal to better serve Florida's health care practioners and applicants. New enhancements include an updated, user-friendly layout with increased functionality for licensees and applicants to manage their license from a personal user account. The new portal provides licensees and applicants with upgraded features such as supporting document uploads for applications and renewals, as well as the ability to change a name, status or password online without having to contact the MQA Call Center.

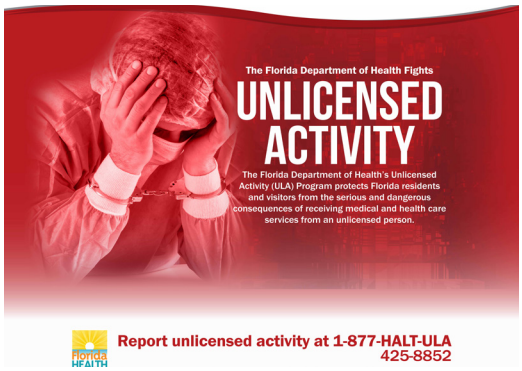
MQA's Strategic Planning Services Unit, in collaboration with the Office of Communications, developed information for physicians about an enhanced Quick Report feature. The Quick Report feature allows physicians to report all of their continuing medical education hours completed with the same approved organization at one time. The instructional video and pocket card are one of many ways MQA is committed to expediting the renewal process.

The Division of Medical Quality Assurance (MQA) launched the new MQA Search Services Portal. This portal combined five commonly-used MQA search sites into one search portal for streamlined use. Users now have the ability to access MQA's online license verification, search disciplinary and administrative actions, view practitioner profiles, review nursing education program information and view a list of approved counterfeit-proof prescription pad vendors in one central location. In addition to combining MQA's search sites, the Search Portal website gives users enhanced functions, such as the ability to sort search results within the browser and export search results into a sortable, easy-to-read spreadsheet. In addition, the search services portal is mobile friendly.

COLLABORATION | We use teamwork to achieve common goals and solve problems.



On November 15-16, Allison Dudley, JD, Executive Director for the Florida Board of Pharmacy, attended an intergovernmental meeting at the Food and Drug Administration (FDA) headquarters in Silver Springs, MD, to discuss the state and federal regulations concerning sterile compounding pharmacies and outsourcing facilities. Representatives from all 50 states were in attendance. David D. Flynn, Assistant Attorney General, attended the meeting with Ms. Dudley in his capacity as counsel to the Board of Pharmacy.



Unlicensed Activity (ULA) Investigator Michael Smith participated in a joint investigation with law enforcement in December 2013 on the arrest of Leonard Rubinstein for practicing medicine with a revoked license. Last October, Rubinstein was found guilty on four counts of practicing medicine without a license, and could face up to seven years imprisonment. This is a tremendous success and a fine example of MQA's partnership with law enforcement. Without the collaboration of the Florida Department of Health, Sarasota County Sheriff's Office, City of Sarasota Police Department and the Sarasota County State Attorney's Office, this successful result could not have been achieved.

Healthiest Weight

MQA, in collaboration with Healthiest Weight Florida, the Office of the Deputy Secretary for County Health Systems and the Florida Medical Association, is pleased to announce expanded availability of a free Healthiest Weight continuing education/continuing medical education (CE/CME) course. For further details, please see the Healthiest Weight feature on page 8.

ACCOUNTABILITY | We perform with integrity.

Are You Renewal Ready?
Point. Click. Record CE/CME.

During the week of November 16-20, the *Are You Renewal Ready?* (AYRR) team called upon 120 health care facilities across Hernando, Pasco and Hillsborough counties resulting in outreach to 315 health care professionals. The team stressed the importance of timely completion of CE/CME requirements for a seamless license renewal process. While the AYRR campaign message is universal to all licensees, team members are currently focused on those practitioners actively renewing their licenses within a 120-day window. This includes prosthetists, orthotists, school psychologists, physical therapists, speech-language pathologists, audiologists, midwives, physician assistants and medical doctors.

The Florida Board of Nursing received praise from a registered nurse (RN) who moved to Florida and said the licensure process in Florida was by far the best. The woman has been a RN for over 30 years and has applied for a license in over 10 different states. She stated it was unbelievable how user-friendly Florida's system was, and how great it was to receive her license in just a few days compared to over a month like she experienced in other states. The Florida Board of Nursing staff works to get practitioners to work as soon as possible while ensuring that every nurse practicing in Florida meets the requirements for safe practice.

Members of the Florida Board of Nursing Diana Forst, BA, RN, and Anna Hubbard, EdD, ARNP, CNE, attended a meeting of the NCLEX (National Council Licensure Examination) Item Review Subcommittee in Chicago, IL on December 14-16. They assisted in reviewing items for use on future versions of the NCLEX, which is the examination used by candidates for licensure as registered nurses and licensed practical nurses. With the help of volunteers such as these two members of the Florida Board of Nursing, regulators are able to guarantee the NCLEX remains an accurate, reliable and valid measurement of entry-level nursing.

RESPONSIVENESS

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

The MQA's Bureau of Enforcement and the Florida Board of Pharmacy (BOP) hosted a follow-up U.S. Pharmacopoeia 797 (USP 797) workshop in Tampa on October 8. Over 500 pharmacists and pharmacy technicians attended the meeting which focused on common sterile compounding inspection deficiencies found since the BOP adoption of USP 797. The Department of Health's senior pharmacists moderated the event and discussed common deficiencies, how to overcome those deficiencies and answered questions from attendees regarding industry best practices.

LaTosha Wilson, Regulatory Specialist II with the Board of Dentistry, received special recognition from Gerald F. Fennell, MBA, EDS, EdD, for her excellent customer service. Dr. Fennell contacted the Board out of frustration when he was unable to successfully register as a continuing education provider. However, Ms. Wilson stepped in exceeding his expectations. In an email to Ms. Wilson's supervisor, Dr. Fennell stated that "Ms. Wilson's attitude and guidance reflected your team's interest in helping Floridians advance the mission of helping professionals. A very big thank you to Ms. Wilson and the Board."

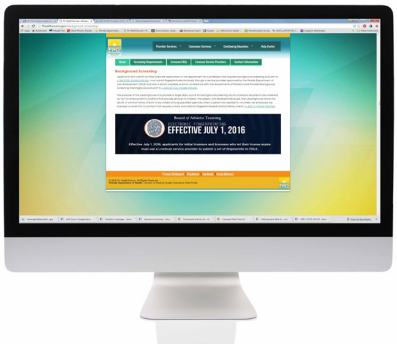
Dr. Danita Heagy and Dr. Christopher Fox, both members of the Florida Board of Chiropractic Medicine, have been invited to participate in a review of the National Board of Chiropractic Examiners (NBCE) examination. The NBCE is the administrator of the examination approved by the Board, for which applicants must apply to sit for licensure as a chiropractor in Florida. The examination measures the applicants' skills and their knowledge of the laws and rules that regulate chiropractic medicine in Florida.

EXCELLENCE

We promote quality outcomes through learning and continuous performance improvement.

Terence Bethea, Regulatory Specialist II with the Board of Occupational Therapy, excels in providing excellent customer service. Ms. Beverly Toombs recently commented on the service received stating, Mr. Bethea "did what all customer service leaders should do. He listened and assured me that he would do his best. He explained the process and alleviated my concerns. Mr. Bethea should train every customer service agent to talk to clients and make them feel that they matter."

An applicant for registered dietitian recently complimented the Council on Dietetics and Nutrition on their efficient licensing process. The applicant has previous experience with licensing in other states, and participated in the development of the form for the Georgia Board of Examiners. She also praised LaQuandra Nore, Regulatory Specialist II, for her superior customer service and for the efficient application process provided by the Council.



The Division of Medical Quality Assurance (MQA) launched the new and improved background screening website on Friday, December 18. The website is part of MQA's effort to provide centralized background screening services to the regulatory Boards. This website assists in streamlining the background screening process for health care licensees and applicants; provides a central location for information regarding background screening requirements; lists Livescan service providers; and lists frequently asked questions. Additionally, MQA will be able to track the new site through Google analytics to track and respond to the needs of customers with greater efficiency.

Board Accomplishments

Dr. Jody Bryant Newman, chair of the Florida Board of Nursing, addressed 25 soon-to-be graduates of the Lake Technical College Practical Nursing Education Program on November 17. In her remarks to the students, Dr. Newman gave an overview of MQA and reviewed the Board of Nursing's role in protecting the health, safety and welfare of the residents of Florida. "It is important for us to communicate information about the health care regulatory process, especially to our students who we hope will enter the nursing workforce soon," Dr. Newman stated about her presentation.

The Florida Board of Medicine successfully defended the rule challenge to the amendments of Florida Administrative Code Rule 64B8-10.003, otherwise known as the medical records cost rule. Additionally, the Board succeeded in its motion to dismiss certain plaintiffs based on a lack of standing to file a challenge to the rule. Members of the Attorney General's Office including Ed Tellechea, Donna McNulty and Rob Milne and board staff deserve special recognition for their excellent work. Former Executive Directors for the Board, André Ourso and Allison Dudley also provided assistance. MQA has filed the rule with the Florida Legislature for ratification.

Dr. Kevin Fogarty, chair of the Board of Chiropractic Medicine, recently traveled to Rome, Italy, to participate in the Life Vision Seminar hosted by Life University. The seminar had over 400 participants from 21 different countries in attendance supporting the future Rome School which will be a branch campus of Life University. Rome School is expected to open in the fall of 2017. Dr. Fogarty will travel back to Italy this March for future work with the University. Life University offers 17 accredited degree programs and is the largest single campus chiropractic college in the world.

Search Services

The Division of Medical Quality Assurance (MQA) is excited to announce the launch of the new and improved Search Services Portal. This new website combines five commonly-used MQA search sites into one search portal for easy access.

"It's important for the public to be able to make informed decisions when choosing a health care professional," said State Surgeon General and Secretary of Health Dr. John Armstrong. "This redesigned web portal gives patients the information they need to make that decision with greater confidence."

The newly-organized website gives users the ability to:

- Access MQA's online License Verification search to review the Division's database by licensee name, license number or other search criteria;
- Search disciplinary and administrative actions;
- View practitioner profiles which contain information regarding education and training, specialty certifications, professional affiliations, and more;
- Review nursing education program information; and,
- View a list of approved counterfeit-proof prescription pad vendors.

The MQA Search Services Portal updates include:

- A column for license status in the search results;
- A "Primary Source Verified" shield with a message confirming that the information displayed within the search result is a secure, primary source for license verification; and
- An additional tab for users to access information regarding a licensee's discipline/administrative actions directly from the license verification screen.

In addition to combining MQA's search sites, the Search Services Portal offers users enhanced functions, such as the ability to sort search results within the browser and export search results into a sortable, easy-to-read spreadsheet. The search services site may also be accessed through your cellular device.

The Search Services Portal can be accessed by clicking here. Please note that the search portal works best when using Google Chrome. The portal also supports Microsoft Internet Explorer 10+, Microsoft Edge, Mozilla Firefox and modern web browsers compatible with HTML5 and CSS3. You may also wish to bookmark this link for future reference if you anticipate using the search portal frequently.

MQA Online Services Portal

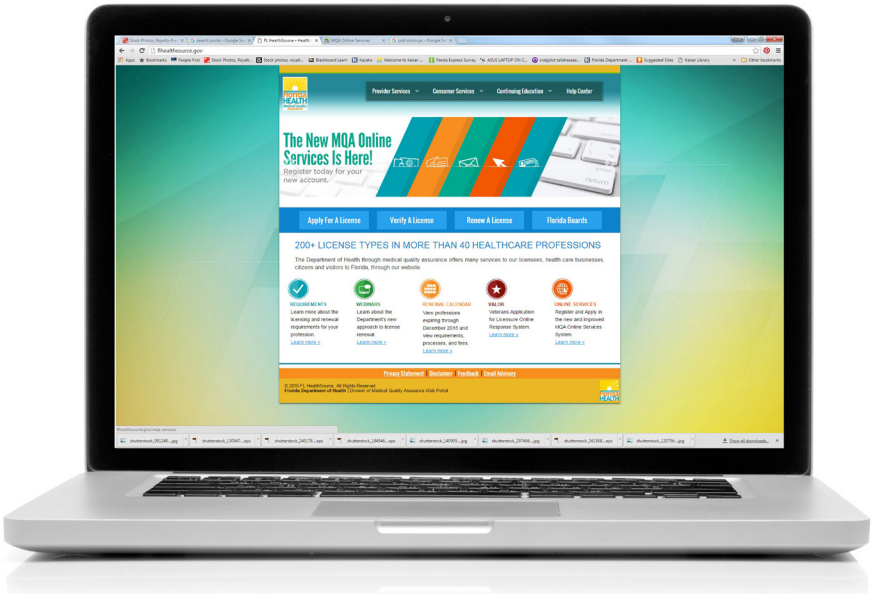
The Division of Medical Quality Assurance (MQA) works to be a leader in health care regulation while protecting, promoting and improving the health of all people in Florida. MQA is proud of its focus on mission- and data-driven results and remains committed to understanding the challenges faced by our health care license applicants, current licensed health care professionals and health care consumers.

In an effort to better meet the needs of over one million licensed health care professionals and applicants in Florida, MQA recently launched a new and improved Online Services Portal. The new user-friendly system provides access to updated features such as requesting a name or status change online, adding a secondary practice location, changing a password without having to contact the MQA Call Center, and the ability to upload and attach supporting documentation for a quicker, more efficient application process.

"To meet the health care needs of 20 million Floridians, we must attract and retain dedicated health care professionals," said State Surgeon General and Secretary of Health Dr. John Armstrong. "The Department's new licensure portal makes it easier for health care professionals to navigate the licensure process, both as applicants and renewals."

In addition to the improvements to online health care provider license applications, the online renewal process has been enhanced. Now, licensees can access all health-related licenses from one user account for a more streamlined, user-friendly renewal process.

For more information about the new system and detailed step-by-step guides, please visit www.FLHealthSource.gov/mqa-services.



"To meet the health care needs of 20 million Floridians, we must attract and retain dedicated health care professionals," said State Surgeon General and Secretary of Health Dr. John Armstrong. "The Department's new licensure portal makes it easier for health care professionals to navigate the licensure process, both as applicants and renewals."

- John Armstrong, MD, F.A.C.S.
State Surgeon General and Secretary

Healthiest Weight

Healthiest Weight Florida is a public-private collaboration bringing together state agencies, not-for-profit organizations, businesses, health care professionals and entire communities to help Florida's children, adults and families make consistent and informed choices about healthy eating and active living.

While research shows that the Internet is a common place for people to get their health information, health care professionals remain in an ideal position to talk to patients about weight control and maintaining a healthy lifestyle. The need to engage patients and create healthy habits has never been greater, as exemplified by one of Florida's top public health threats—weight. Currently only 36 percent of Floridians are at a healthy weight, one quarter are obese and the rest are overweight. On this trend, 60 percent of adults will be obese by 2030, and six out of every 10 children will be overweight or obese by the time they graduate from high school.

To assist health care professionals in talking with their patients about health, Healthiest Weight Florida is pleased to announce the availability of a free continuing education/continuing medical education (CE/CME) course for health care practitioners. The course, Healthiest Weight: A Life Course Approach, is a result of collaboration between the Florida Department of Health and the Florida Medical Association and provides resources and tools that can be used to promote healthy lifestyles to patients. The course is available to professionals in the Boards of Medicine, Osteopathic Medicine, Nursing, Clinical Social Work, Marriage and Family Therapy, Occupational Therapy, Speech-Language Pathology and Audiology, Dietetics and Dentistry. The course is valid for two (2) CME credit hours for medical and osteopathic physicians, and three (3) CE credit hours for all other eligible professions.

The Florida Department of Health, Division of Medical Quality Assurance verifies CE/CME hours prior to license renewal. Licensees are encouraged to report their CE/CME hours as they are completed to avoid any renewal delays.

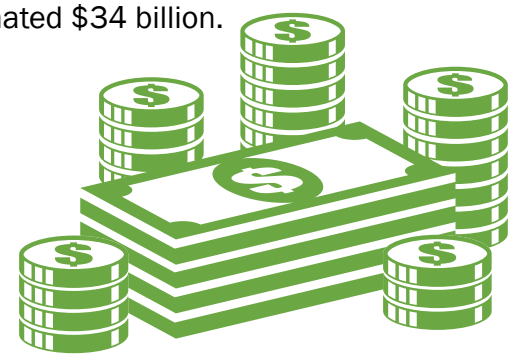
For more information on how to access the course, visit www.healthiestweightflorida.com.

6 out of 10

Six out of every 10 children will be overweight or obese by the time they graduate from high school.

$34 Billion

Over the next 20 years in Florida, obesity is expected to contribute to millions of cases of preventable chronic diseases such as type 2 diabetes, heart disease and cancer, costing an estimated $34 billion.



Unlicensed Activity

This section explains how MQA stops unlicensed practitioners: those individuals who perform regulated activities without the proper licensing in Florida, which is generally 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. October through December 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. Outreach included:

- Board of Hearing Aid Specialists, Lake Buena Vista
- DOH – Hillsborough Health Department Staff Meeting, Tampa
- Mid-Florida Dietitians, Leesburg

ULA Liaison Sidronio "Chilo" Casas stands by his booth as he attends a meeting at the Hillsborough County Health Department in Tampa.

Law Enforcement Partnership

The ULA program works closely with law enforcement on ongoing criminal investigations around the state and many of these investigations led to arrests. During this quarter, two of these operations lead to the arrests of Forhad Hossen, Jamir Uddin, Syed Ahmer Raza, Sultana Razia, and Mohammed Zahid Hossain Arshad for practicing as pharmacists without a pharmacist license and for operating pharmacies without being properly licensed.

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 can also be emailed to haltula@flheath.gov.

Continuing Education

Are You Renewal Ready?
Point. Click. Record CE/CME.

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

HELPING HEALTH CARE PROFESSIONALS MAINTAIN CREDENTIALS IN FULL SWING

MQA created the Are You Renewal Ready? (AYRR) campaign to educate health care practitioners, their employers and continuing education/continuing medical education (CE/CME) providers about the new requirements. 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.

DURING THE SECOND QUARTER

In the second quarter, MQA's Strategic Planning Services (SPS) outreach team provided training around the state of Florida.

SPS Project Coordinator Garnet Nevels and Outreach Team Karen Lambert and Susan Ragsdale reached out to 16 associations. Other outreach included:

- 766 site facility visits
- 2,166 facility personnel reached onsite presentation attendees
- 255 webinar attendees
- 7,743 CE-related calls received by MQA Call Center
- 450 points of contact at the Florida Hospital Association annual convention
- 97,712 Active Campaign email sent
- 40,373 postcards sent to licensee
- 28 Tweets to 6,234 followers
- Completion of new Quick Report feature for five different professions

Florida Hospital Association Meeting Coordinator Sherry Greenhalgh (left) poses for a picture with Project Coordinator Garnet Nevels (right) at the Florida Hospital Association meeting in October.

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.

Section 456.025(7), Florida Statutes:

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.

VALOR

This section demonstrates how MQA is making licensing in Florida easier for military veterans and their families. The Department, with legislative authority, implemented fee waivers for military service members in 2013, extended the eligibility for waivers in 2014, including expanding the benefit to military spouses, and added an online expedited application process.

With more than 1.5 million veterans calling the sunshine state home, Florida has the third largest population of veterans in the nation. The Department understands the critical need to serve Florida's veterans, and is dedicated to becoming the most veteran-friendly state in the nation.

Through the Florida Veterans Application Licensure Online Response System (VALOR), the Department offers expedited licensure processing for military veterans seeking licensure in a health care profession. Fee waiver eligibility is also available for health care practitioner licenses up to 60 months after honorable discharge for both military veterans and their spouses.

In recognition of Florida's veteran health care professionals, the Division of Medical Quality Assurance published its second annual issue of *Florida Veteran Health Heroes.* The veteran heroes for 2015 include Major General of the Florida National Guard Michael Calhoun, RPh, former State Surgeon General and Secretary of Health Harry Frank Farmer Jr., MD, Maureen Daniels-Tremel, ARNP, the late Jeanne Grushinski-Rubin, RN, and Daniel Bower, DMD. For more information about these extraordinary individuals and the VALOR program, please view this year's issue of Florida Veteran Health Heroes.

"The Florida Department of Health recognizes the sacrifices made by our military service members and their families," said State Surgeon General and Secretary of Health Dr. John Armstrong. "We are pleased to present 'Florida Veteran Health Heroes' in honor of all who have served our country and now continue to improve the health of Floridians."

"Our military veterans are well-trained and hardworking. They have demonstrated a willingness to serve and have been indispensable to both our military and our state."

- John Armstrong, MD, F.A.C.S.
State Surgeon General and Secretary

Section 456.013(13), Florida Statutes:
The department shall waive the initial licensing fee, the initial application fee, and the initial unlicensed activity fee for a military veteran or his or her spouse at the time of discharge, if he or she applies to the department for an initial license within 60 months after the veteran is honorably discharged from any branch of the United States Armed Forces.

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. Three measures were identified as critical components of MQA's strategic priorities. They are: 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 percent of sterile compounding pharmacy inspections without serious deficiencies.

MEASURE:

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

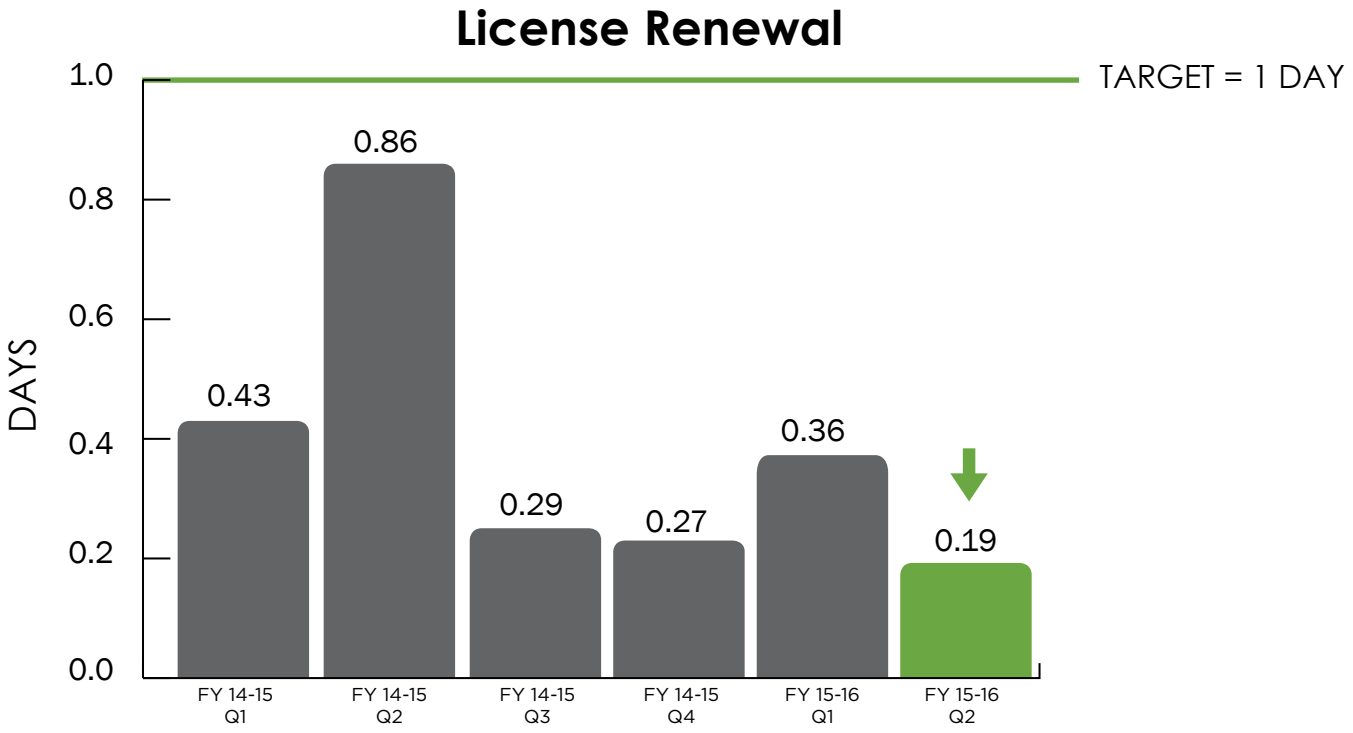
TARGET: 1 DAY

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. 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.



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

BALANCED SCORECARD MEASURES

MEASURE:

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

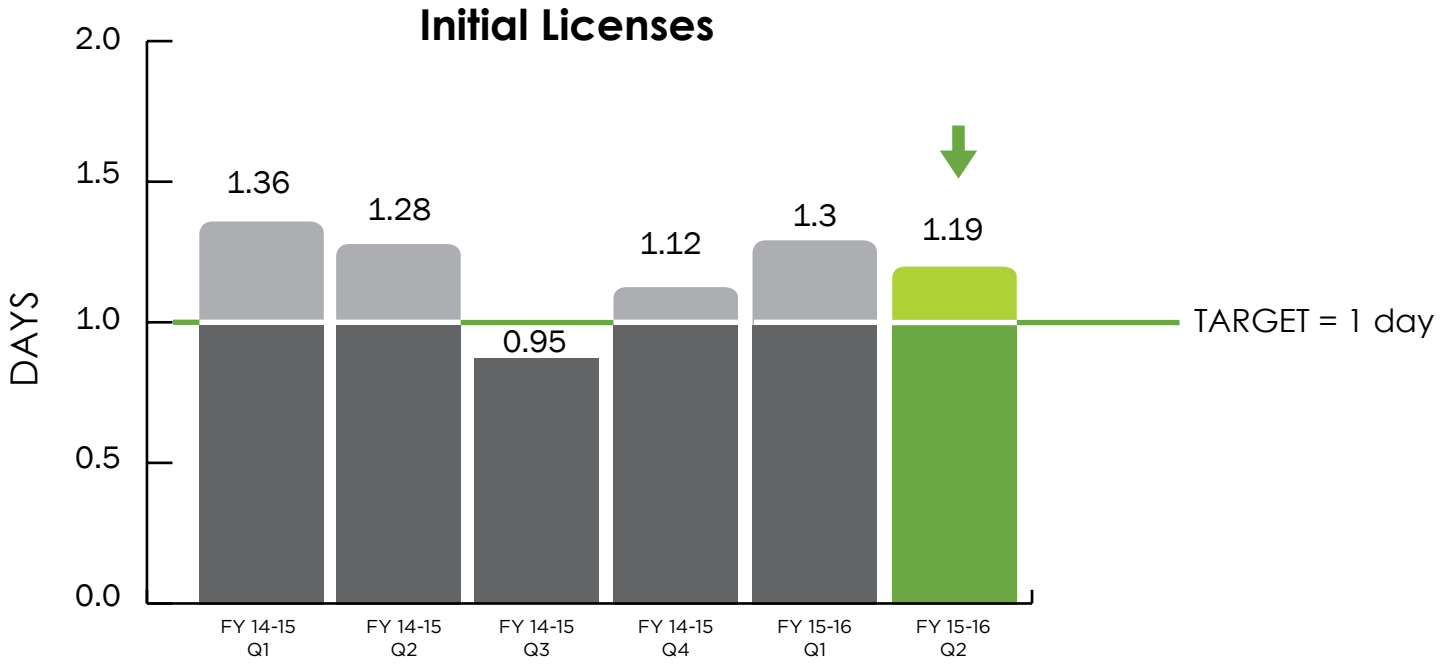
TARGET: 1 DAY

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 health care professions under the Florida Department of Health submitted for licensure and registration and which were 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 in 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.



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

BALANCED SCORECARD MEASURES

MEASURE:

Percent of sterile compounding pharmacy inspections with no serious deficiencies.

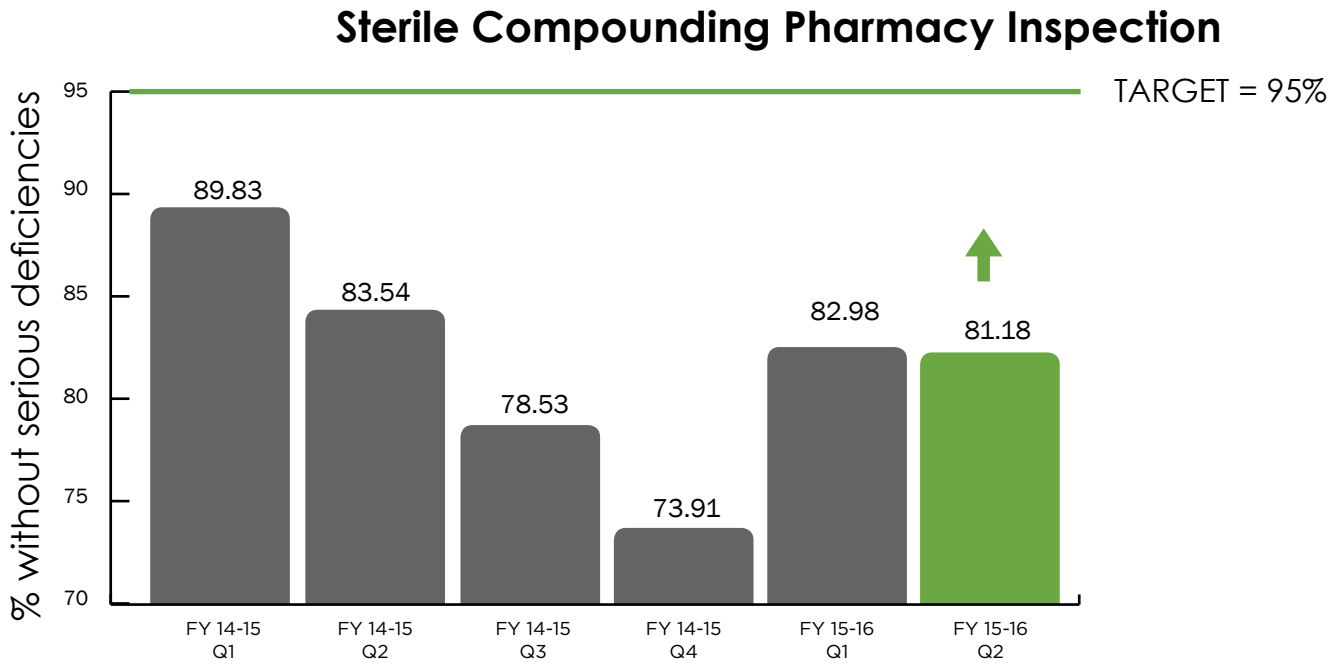
TARGET: 95%

DEFINITION:

This measure calculates 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 a 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 U.S. Pharmacopoeia 797 (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. The Bureau of Enforcement will also continue to facilitate USP 797 workshops to educate pharmacies and pharmacists on common sterile compounding deficiencies. Pharmacies that have substantive deficiencies during an inspection must provide a corrective action plan that is reviewed for compliance and a follow-up inspection will be conducted. In addition, two Department of Health senior pharmacists completed the Food and Drug Administration Current Good Manufacturing (cGMP) training in July and September of 2015.



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.

Since the 2009-2010 fiscal year, MQA has provided 62 fee scenarios to boards and councils that resulted in 33 professions reducing 79 fee types and two professions increasing three fee types. Last fiscal year the division presented nine scenarios that resulted in four professions reducing 11 fee types.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2015	$14,202,759	$12,886,404	$27,089,163
Total Revenues	$32,620,104	$1,059,726	$33,679,830
Total Expenditures	$39,319,502	$683,701	$40,003,203
Ending Cash Balance 09/30/2015	$7,503,361	$13,262,429	$20,765,790

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 the 2014-2015 fiscal year, the division administered seven exams required for licensing, however by January 2016, all exams were outsourced to national professional organizations.

QUARTERLY SUMMARY	
Initial Applications Received	30,630
Initial Licenses Issued	21,476

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

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.

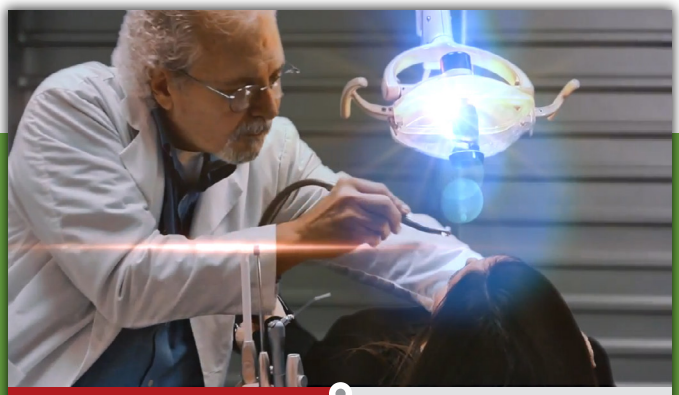
QUARTERLY SUMMARY	
Complaints Received	328
Referred for Investigation	305
Investigations Completed	370
Cease and Desist Orders Issued	172
Referrals to Law Enforcement	189

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. The Department lacks the authority to pursue many of the complaints (e.g. billing disputes or bedside manner complaints) because they are not violations of statute or rule. In conjunction with the boards that regulate the professions, MQA 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	4,891
Legally Sufficient	1,321
Investigations Completed	1,365
Citations Issued	3
Dismissed by Panel	561
Probable Cause Found	469
Probable Cause Dismissed	54
Final Orders	357

EMERGENCY ORDERS ISSUED	
Emergency Restriction Orders	31
Emergency Suspension Orders	36
Total Emergency Orders	67

NUMBER OF ACTIVE CASES	
Consumer Services	5,437
Investigative Services	741
Prosecution Services	5,243

FINES AND COST DATA FOR CURRENT LICENSEES	
Dollar Amount Collected	$305,097
Dollar Amount Imposed	$784,242
Percentage Collected	39%

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

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

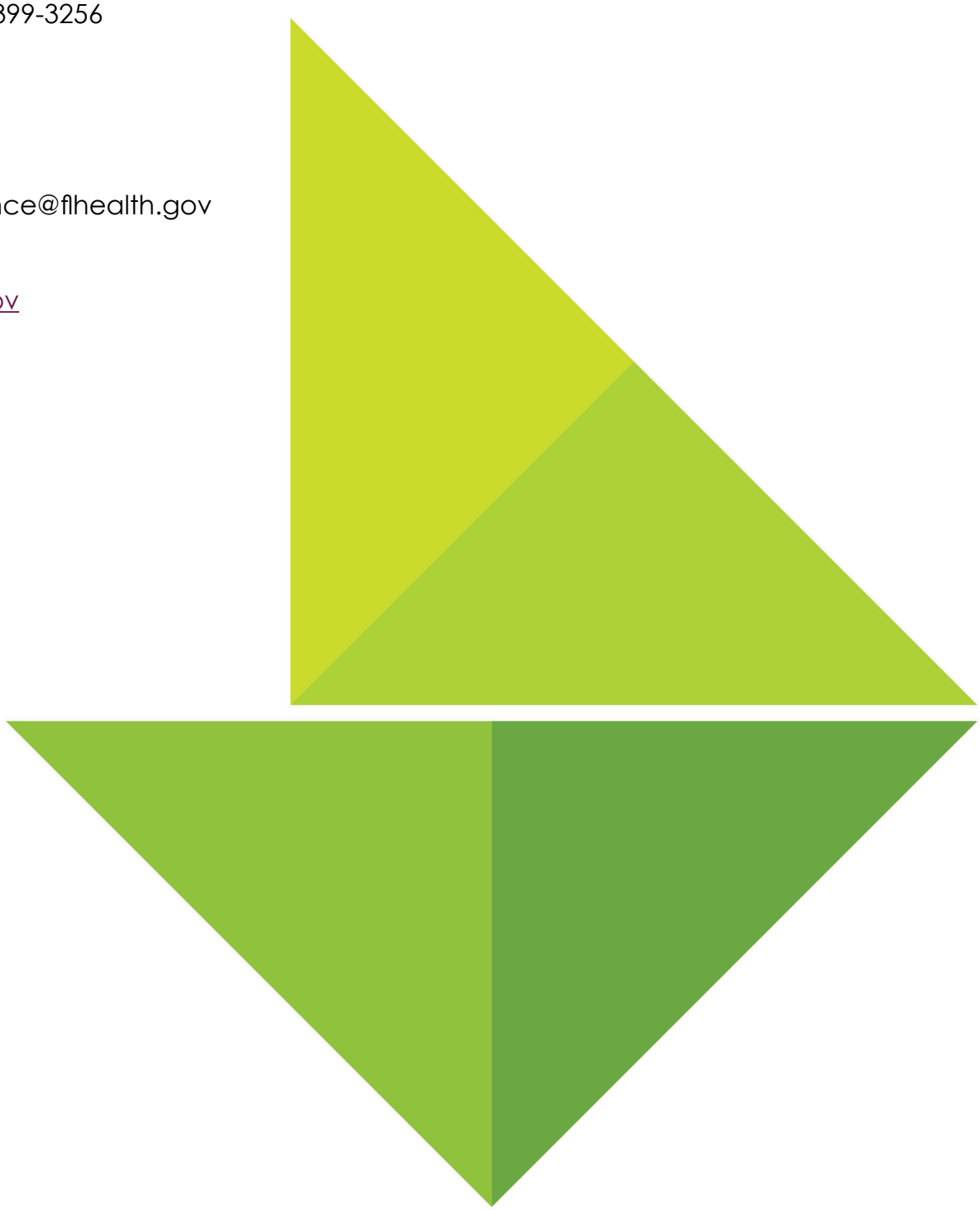
MQA DIVISION DIRECTOR
Lucy C. Gee, MS

MAILING ADDRESS
Department of Health
Medical Quality Assurance
4052 Bald Cypress Way
Bin C-00
Tallahassee, Florida 32399-3256

Phone: 850-245-4224
FAX: 850-414-8209

Email
MedicalQualityAssurance@flhealth.gov

Website
www.flhealthsource.gov



Florida HEALTH
Medical Quality Assurance