

MEDICAL QUALITY ASSURANCE

QUARTERLY PERFORMANCE REPORT

JANUARY 1 - MARCH 31, 2016

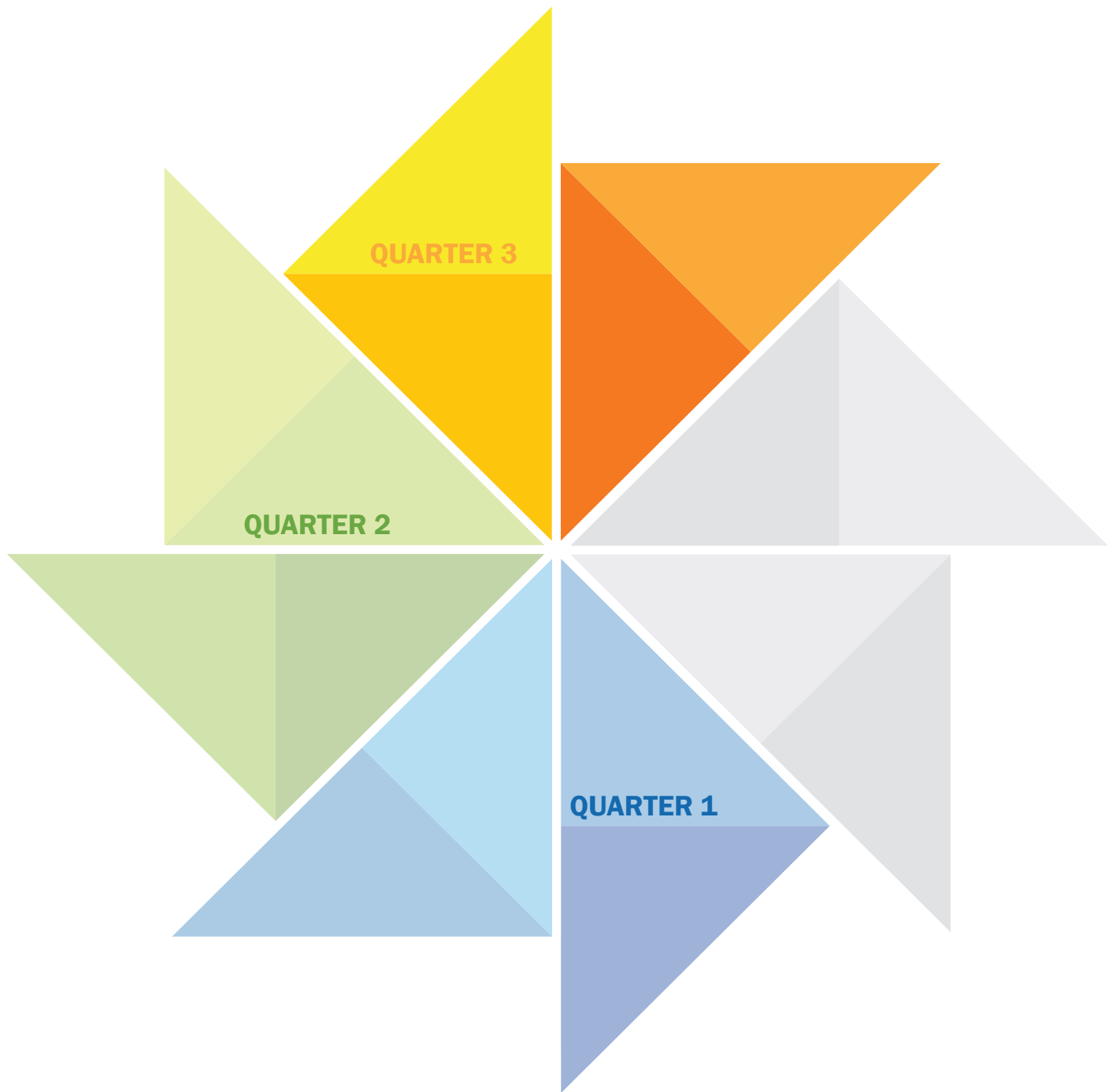
As required by Section 456.025(9), Florida Statutes

03
Quarter Three



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.

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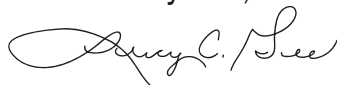
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GLOSSARY

DIRECTOR'S MESSAGE



Lucy Gee,

MQA Division Director

This is an exciting time for public health in Florida. As our population has grown, so has the demand for services from our health care workforce. To support this growth, the Division of Medical Quality Assurance (MQA) strives to uphold Florida's public health legacy by making licensing and regulation more efficient – so Floridians get to work faster and easier.

During the third quarter, MQA successfully launched the third cycle of its online services to health care practitioners. The new user-friendly system provides access to updated features such as requesting a name or status change online, adding a secondary practice location, the ability to upload supporting documentation and more. In addition, we launched a new software solution that allows users to review board agendas on any computer or mobile device with Internet capability.

It is therefore with great pleasure I present to you the *Quarterly Performance Report (QPR)* for the third 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.

BUREAU MESSAGES

Bureau of Operations

During the third quarter, the Bureau of Operations (BOO) hosted a strategic planning retreat with the Divisions of Disease Control and Health Protection and Emergency Preparedness and Community Support to discuss the Department's strategic priority to establish enterprise solutions for all departmental regulatory functions. In addition to implementing several division-wide strategic priorities, BOO also released the third cycle of the new and improved MQA Online Services Portal to several professions. Enhancements to the portal include an updated, user-friendly layout and increased functionality for licensees and applicants.

Bureau of Health Care Practitioner Regulation

During the third quarter, the Bureau of Health Care Practitioner Regulation continued to demonstrate the Department's core value of excellence in order to protect and promote the health of all of Florida's residents and visitors. Staff from several boards and councils, including the Board of Medicine, Board of Nursing and the Council on Dietetics and Nutrition, were recognized by board members and licensees for their dedication to serving MQA's customers with excellence. Additionally, the Florida Board of Pharmacy adopted a rule addressing patient access to prescription medication. The rule provides clarification to pharmacists to aid in the filling of controlled substance prescriptions.

Bureau of Enforcement

During the third quarter, the Bureau of Enforcement demonstrated the Department's core values of collaboration, accountability, responsiveness and excellence. Investigative staff were able to successfully stop the practice of unlicensed medicine by collaborating with the Palm Beach County Sheriff's Office in a case that drew national attention. Additionally, the bureau's central office staff, along with the Tampa and St. Petersburg field offices, successfully responded to a complaint of unlicensed activity within hours of initial contact.

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 six councils, as well as all stakeholders and health care consumers, on the important work undertaken in health care regulation.

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 level, and our regional investigative offices work with local officials and law enforcement agencies to stop dangerous activity within Florida communities. The QPR for the third 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.

LICENSING

MQA received 37,430 license applications and issued 22,888 licenses in the third quarter. The Department of Health has made a concerted effort to reduce regulation and eliminate unnecessary barriers to licensure. MQA launched a new and improved online services portal to better meet the needs of over one million licensed health care professionals and applicants in Florida. On July 1, 2016, all health care professions will be able to register in the new portal. To educate licensees and applicants, you will see a section in the QPR dedicated to this portal along with license renewal information.

ENFORCEMENT

MQA received 431 complaints of unlicensed activity, referring more than 96 percent for investigation. This quarter, 167 cease and desist notices were given to unlicensed individuals, whose unregulated and illegal activity could be disfiguring and even deadly to its victims. In addition, during the third quarter there was an 80 percent increase in unlicensed activity investigation completed compared to the third quarter last year.

FINANCES

Licensing fees brought in over \$58 million in the second quarter, of which \$1,704,001 million collected was placed in the unlicensed activity trust fund. The division regularly reviews its licensing fees and recommends fee adjustments so that it collects only what is needed to regulate each profession. MQA is accountable for how it spends licensees' money, and strives to maintain efficient regulatory processes that save money and get practitioners to work faster.

ACCOMPLISHMENTS

I INNOVATION C COLLABORATION A ACCOUNTABILITY R RESPONSIVENESS E EXCELLENCE

This section showcases the Division of Medical Quality Assurance (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 great work done this quarter.

INNOVATION

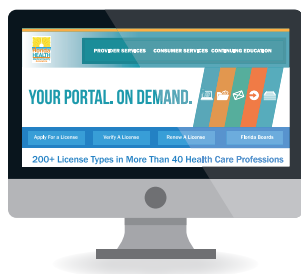
We search for creative solutions and manage resources wisely.



Web iViewer successfully launched for several boards and increases efficiency

The Web iViewer application, a software developed to facilitate a web-enabled solution for board agenda meetings, was successfully launched for several boards.

This application allows users to review board agendas securely on any computer or mobile device with Internet capability. MQA System Support Services (SSS) Unit continues to work through the deployment schedule with the goal of all boards using Web iViewer by June 2016. The feedback has been overwhelmingly positive. SSS is working diligently to further enhance the functionality of the tool and work with board office staff to implement the new application.



MQA successfully launched third cycle of online services to health care practitioners

On Saturday, March 5, staff from MQA SSS and the Strategic Planning Services Unit along with the Division of Information Technology worked collaboratively to successfully deploy Cycle 3 of Versa: Online (VO) to production for 15 additional boards, councils and professions. Since deployment, 119,647 new accounts have been created in the Online Services Portal. In addition, MQA received thousands of online payments through the new system totaling \$22,955,247 in the third quarter.

COLLABORATION

We use teamwork to achieve common goals and solve problems.



Are You Renewal Ready? (AYRR) and Healthiest Weight team up to provide healthy activities for licensees

AYRR and Healthiest Weight Florida teamed up on Saturday, January 16 to host a 5K event for 950 registered attendees at the Florida Podiatric Medical Association's 2016 Science & Management Symposium in Orlando. Ninety-one attendees registered for the 5K which provided an opportunity to promote the AYRR campaign to Florida's podiatric physicians with licenses expiring in March 2016. The event promoted the importance of completing continuing education and reporting credits prior to renewal. The 5K kicked off with inspiring words from Kariely Negron, Healthiest Weight Florida Coordinator representing the Department of Health in Orange County.



MQA leads strategic planning retreat

On February 12, the Division of Medical Quality Assurance (MQA) led a strategic planning retreat with the Division of Disease Control and Health Protection and the Division of Emergency Preparedness and Community Support to discuss the Department of Health's strategic priority to establish enterprise solutions for all Department regulatory functions. Representatives of each division discussed the various regulatory functions of the Department and proposed potential action steps to achieve this objective. The divisions will continue to work together over the next two years to achieve this strategic objective.



Carla Sutherland

ULA Investigator recognized for investigative work in Palm Beach County case

Carla Sutherland, Unlicensed Activity (ULA) Unit Investigator for the Bureau of Enforcement, received recognition for her investigative work in the case that led to the arrest of Malachi A. Love-Robinson for the practice of medicine without a license. The Department's ULA Jupiter Office conducted their joint investigation with the Palm Beach County Sheriff's Office and the case made national news. Additionally, Ms. Sutherland was recognized in a letter of commendation from Detective Matthew Stone of the Palm Beach County Sheriff's Office for her professionalism regarding this case. It is through efforts like these that the Bureau of Enforcement works to protect, promote and improve the health of all people in Florida.



ULA program collaborates with Florida's law enforcement agencies

MQA employees Sidronio "Chilo" Casas, ULA Liaison, Wendy Foy, North District Manager for the Bureau of Enforcement (BOE), and Stephen Kayser, Jacksonville Field Office Supervisor for BOE, attended the Florida Police Chiefs Association 2016 Mid-Winter Training and Conference in Ponte Vedra Beach January 10 and 11 to promote the ULA program to all Florida police chiefs and other personnel attending the conference. A ULA booth was among more than 143 exhibitors and sponsors in the exhibit hall. The ULA program makes continuous efforts to educate the public, as well as law enforcement partners about the danger of unlicensed health care providers.

ACCOUNTABILITY

We perform with integrity.



LaQuandra Simmons

Applicant for Registered Dietitian compliments Council on application process

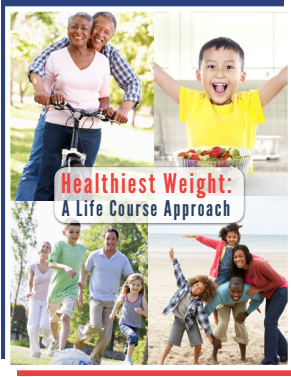
An applicant for registered dietitian recently complimented the Council on Dietetics and Nutrition on their efficient licensing process. The applicant has previous experience with licensing in other states and participated in the development of the form for the Georgia Board of Examiners. She also praised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

Board recognized for rule addressing patient access to prescription medication

David D. Flynn, Assistant Attorney General, recently recognized Allison Dudley, JD, Executive Director for the Board of Pharmacy, and Board staff for their assistance in adopting a rule addressing patient access to prescription medication. The board approved an amendment to Florida Administrative Code Rule 64B16-27.831, which provides clarification to pharmacists to aid in the filling of controlled substance prescriptions. Mr. Flynn expressed appreciation to board staff for their assistance in providing input and material to ensure timely adoption of the rule.



Allison Dudley, JD



MQA develops Healthiest Weight Florida continuing education course

The Division of Medical Quality Assurance (MQA), in collaboration with Healthiest Weight Florida, the Office of the Deputy Secretary for County Health Systems and the Florida Medical Association launched a free Healthiest Weight continuing education/continuing medical education (CE/CME) course. The course was initially designed for physicians but is now also available for professions in Nursing, Social Work, Occupational Therapy, Speech-Language Pathology and Audiology, Dietetics and Dentistry. The new expanded availability creates increased awareness with health care practitioners about the importance of healthy weight and how to be an example of good overall health. For more information about the CE/CME course, please visit the [Healthiest Weight Florida](#) website.



MQA's enforcement staff promptly responded to unlicensed activity at Tampa Fair

On February 15, a Florida-licensed optician contacted Joel Pilcher, Investigation Specialist II, after witnessing an unlicensed person selling colored contacts at a fair in Tampa. Mr. Pilcher instructed the licensee to contact the Department's unlicensed activity (ULA) hotline to report the offense. A quick but thorough investigation by ULA investigator Christopher Heuerman revealed multiple witnesses and proof of the allegation. The Tampa Field Office was able to establish probable cause and issue a cease and desist notice to the subject within hours of receiving the initial complaint. This was only possible due to the professional relationship Mr. Pilcher had developed with the licensed optician and the swift communication and collaboration between multiple field offices, personnel and enforcement units.

CNA Registry Unit decreases processing time for exemption applications



(from left to right) Neil Kelly, Gloria Wooden, Kathy Herron, Aprille Alward, David Goodin, and Brandi Hignight

Over the past several weeks, MQA Certified Nursing Assistant (CNA) Registry Unit has reduced the time it takes to process an exemption application from 8-10 days to 2-3 days. Licensees employed or seeking employment with a health care facility, licensed by the Agency for Health Care Administration, who have been found guilty, regardless of adjudication, or entered a plea of guilty or nolo contendere to any of the criminal offenses listed in Sections 435.03(2), 435.04(2), and 408.809, Florida Statutes, must apply for an exemption application through the Department. Decreasing the processing time for CNA exemption applications is helping qualified candidates get back to work quickly and efficiently.



Dr. Steven Rosenberg

MQA provides excellent customer service to licensed medical doctors seeking renewal

The Division of Medical Quality Assurance (MQA) has been working diligently to ensure a smooth license renewal process for medical doctors. *Are You Renewal Ready?* staff along with other MQA employees have been conducting additional outreach to licensed medical doctors via email. Dr. Steven Rosenberg, incoming chair of the Florida Board of Medicine, issued a statement encouraging Florida medical doctors to report continuing medical education credits early. Additionally, MQA has provided extended technical support through CE Broker, the continuing education tracking system vendor. Licensed medical doctors will have access to high-quality technical support 24 hours a day, seven days a week leading up to their renewal deadline. MQA employees have worked diligently to implement the Quick Report feature within CE Broker. Since its implementation in November, approximately 6,000 doctors have reported their continuing medical education credits using this feature.



Perry Davis

MQA Investigator receives compliments from licensee for excellence and dedication

Perry Davis, an Investigation Specialist II for the Division of Medical Quality Assurance West Palm Beach Investigative Services field office, was recognized with a commendation for “outstanding conduct” by Sharon Larson, R. Ph., Pharmacy Manager. Ms. Larson’s pharmacy recently moved to a new location and praised Mr. Davis’ patience and understanding as they retrieved necessary materials for the inspection. She continued to say, “Mr. Davis maintained a very professional, yet cordial attitude throughout the inspection. He was thorough, yet prompt, and I felt I was treated in a very collegial, respectful way.” This compliment is an excellent representation of Mr. Davis’ dedication, professionalism and commitment to the Department’s missions and values.



LaWanda Bell

LaWanda Bell recognized for exceptional customer service

LaWanda Bell, Regulatory Specialist II in the Public Records Team, recently received recognition for her exceptional customer service. Ms. Felicia Gledhill, a licensed mental health counselor, stated that Ms. Bell has gone above and beyond in assisting her with the transfer of professional records from Florida to Texas, where she is moving. She said “it was remarkable to note the difference between how each state office provided customer service. Ms. Bell’s attitude, work performance and kindness made Florida look fantastic compared to the difficulty I was experiencing with the office in Texas.”



Melissa Greenfield goes above and beyond to assist board member with Web iViewer

Melissa Greenfield, Regulatory Supervisor/Consultant with the Florida Board of Nursing, recently went above and beyond to assist a board member with the new Web iViewer application. The Web iViewer application allows board members to review meeting agendas on any Internet enabled device. Not only did Ms. Greenfield spend an entire day working with the Division of Information Technology to ensure the laptop was updated, she also personally delivered the laptop to the board member’s home and trained the board member until she felt comfortable with the Web iViewer application. Ms. Greenfield embodies the customer service skills and the ICARE values which help build a strong relationship between MQA and our customers.



Jim Shepherd

MQA Senior Pharmacist exemplifies excellence in sterile compounding case

Jim Shepherd, Senior Pharmacist for the Division of Medical Quality Assurance (MQA), has displayed extraordinary dedication to the department's core values through his work on a first-of-its-kind sterile compounding case that is especially complex. Francis Carbone, Assistant General Counsel for the Prosecution Services Unit (PSU), recently commended Mr. Shepherd for his work on the case. Mr. Shepherd made himself fully available to the PSU team working on this case by providing his extensive knowledge of sterile compounding, an excellent inspection narrative, attending out of town depositions and much more. Mr. Carbone noted that "We at PSU are certainly thankful in having a colleague, and true teammate, like Jim."

BOARD ACCOMPLISHMENTS



Dr. Kevin Fogarty

Chair of Board of Chiropractic Medicine appointed Chairman of Board of Regents for Life University

Dr. Kevin Fogarty, Chair of the Florida Board of Chiropractic Medicine, announced on February 5 that he has been appointed chairman of the Board of Regents for Life University. Life University, located in Marietta, GA, is a health sciences institution known for its chiropractic program. Life University boasts the largest chiropractic program in the world, is regionally accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) and awards the baccalaureate, masters and doctor of chiropractic degrees.



Dr. Ken Dougherty

Member of Board of Chiropractic Medicine appointed Chairman of National College of Chiropractic Medicine

Dr. Ken Dougherty, member of the Florida Board of Chiropractic Medicine, announced on February 5 that he has been appointed chairman of the National College of Chiropractic Medicine at National University of Health Sciences. National University of Health Sciences, located in Lombard, IL, is a leader in the growing field of integrative medicine and is respected worldwide for success in balancing healing arts and science and combining broad-scope integrative medicine with patient-centered care.



Kathy Whitson, MSN, RN

Board of Nursing members attend national regulatory meeting

Kathy Whitson, MSN, RN, Vice Chair of the Florida Board of Nursing, and Diana Forst, RN, member of the Board of Nursing, attended the National Council of State Boards of Nursing 2016 Midyear Meeting in Baltimore, MD, on March 14-16. The meeting's theme was Leading Transformation: Architects of Nursing Regulation. This meeting included presentations on leadership, nursing regulation and education. Members and staff of nursing boards were on hand to discuss and recommend future initiatives regarding licensure, regulation and issues facing nursing in the U.S. and associate member countries.

Florida Department of Health Achieves National Accreditation

Interim State Surgeon General Dr. Celeste Philip announced on Tuesday, March 15, that the Florida Department of Health had received first-in-the-nation national accreditation as an integrated department of health through the Public Health Accreditation Board (PHAB). This seal of accreditation signifies that the unified Florida Department of Health, including the state health office and all 67 county health departments, has been rigorously examined and meets or exceeds national standards for public health performance management and continuous quality improvement.

The announcement comes after more than a year of compiling data to support the accreditation process. The process included visits to multiple county health departments where PHAB representatives did thorough site reviews. This announcement represents accreditation for all 67 county health departments, the Tallahassee offices, bureaus and divisions.

“PHAB is pleased and excited to recognize the Florida Department of Health for achieving national standards that foster effectiveness and promote continuous quality improvement,” said PHAB President and CEO Kaye Bender, PhD, RN, FAAN. “By going through the accreditation process, Florida’s statewide public health department system is ensuring the integration of the programs and services provided by the central office and the 67 local public health departments. We congratulate this integrated system of 67 local public health departments and the state health department for demonstrating a consistent and continuing commitment to improving public health in Florida.”

The national accreditation program, jointly supported by the Centers for Disease Control and Prevention and the Robert Wood Johnson Foundation, sets standards against which the nation’s more than 3,000 governmental public health departments can continuously improve the quality of their services and performance. To receive accreditation, a health department must undergo a rigorous, multi-faceted, peer-reviewed assessment process to ensure it meets or exceeds a set of quality standards and measures.



Accredited Health Department
Public Health Accreditation Board

I AM MQA



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 allow 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 Director’s Office.

(from left to right) Hannah L. Volz, Jamie G. McNease, and Nick G. Van Der Linden

In the Spotlight: Director’s Office



In many ways, the Director’s Office serves as the driving force behind our strategic plan. Lucy Gee, Division Director, and her team provide valuable resources to assist our division’s workforce in successfully accomplishing our strategic initiatives. Staff in the director’s office contribute to workforce development, employee recognition, legislative review and implementation and budgetary support. Without the backing of the Director’s Office, MQA would not be successful in the implementation of our strategic priorities.

Lucy C. Gee, M. S. Division Director

Quarter 3 Accomplishments

PRIORITY 2.1: Long, Healthy Life

- MQA created a Healthiest Weight activity tracking tool to track promotion of the initiative
- MQA staff hosted a 5k run in conjunction with *Are You Renewal Ready?* at the Florida Podiatric Medical Association conference

PRIORITY 3.1: Readiness for Emerging Health Threats

- MQA created an automated Licensure and Enforcement Information Database System (LEIDS) report to speed up the dissemination process
- MQA staff plans to coordinate all future health threat notifications for health care providers with the Office of Communications

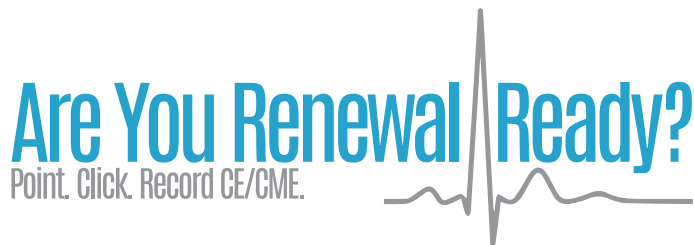
PRIORITY 4.1: Effective Agency Process

- MQA created a communications product tracking system and procured a social media monitoring management system in order to improve efficiency
- MQA employees attended the Florida Sterling Council Performance Improvement Summit providers with the Office of Communications

PRIORITY 5.1: Regulatory Efficiency

- MQA held a strategic planning retreat with the Divisions of Emergency Preparedness and Community Support (DEPCS) and Disease Control and Health Protection (DDCHP) in order to establish avenues to standardize the Department’s business functions
- Legislation proposed by the Department to streamline the licensure process passed during the 2016 Florida Legislative Session and will be implemented over the next several months.

AYRR LICENSE RENEWAL INFORMATION



This section explains how MQA is working to better meet the needs of over one million licensed health care professionals and applicants in Florida. Over the past two years, the Department has worked to prepare licensees to use an online tracking system for continuing education credits. MQA also recently launched a new and improved Online Services portal. In the next few quarterly reports, you will see a section dedicated to this portal.

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, powered by 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 third quarter

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

Outreach included:

- 582** site facility visits
- 2,901** facility personnel reached
- 284** webinar attendees
- 7,476** CE-related calls received by MQA Call Center
- 100,229** Active Campaign emails sent
- 287,593** postcards sent to licensees
- 26,557** Twitter followers reached



SPS marketer Susan Ragsdale visits with Ms. Leah Schwartz at Sarasota Memorial Hospital Health Connection to help educate her on the new Online Services portal.

The CE/CME electronic tracking system for Florida's health care professionals tracks and records 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.

HEALTHIEST WEIGHT

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



The Department of Health has identified Healthiest Weight Florida as one of its top initiatives and MQA is committed to helping achieve our vision to be the healthiest state in the nation. This quarter the Bureau of Enforcement launched a challenge called Spring into Action to promote Healthiest Weight and encourage staff to stay active and healthy. The challenge lasted from February 18 to April 30, and required staff to compete as a team. Participants competed in at least one organized race, and each team needed a minimum of 50 percent participation to qualify. Races included anything 0.62 miles and above (such as a 1K, 5K, 10K, half marathon, full marathon, duathlon and triathlon). Each event and each participant counted as a point. Winning teams were announced at the bureau's annual training the week of May 4. Through challenges such as Spring into Action, Department of Health staff work to serve as examples of good health in their communities and make Florida the healthiest state in the nation.



Tamara Armstrong stretches as she prepares for the Rumpshaker 5K in Birmingham, AL.

*(from left to right)
Pam Lupi, Teo Legall and
Paige Cook at the Haven
Hospice 5K in Gainesville.*



“Our field offices have done a fantastic job of incorporating this important initiative and turning it into a fun challenge. I am inspired by their innovative methods and cannot wait to see the results.”

Lucy C. Gee, MS, Division Director



(from left to right) Adam Cates, Janyne Scrivens, Mala Cullipher, Toni Gonzalez, Greg Ramer, Cheyanne Davis and Victor Troupe of Team 'Tampa Bay Walker Slayers' at the 15th Annual Bolt Run in Tampa.

Shirts and running bibs line the hallways of the Tampa Investigative Services Unit office as staff proudly display their competitive spirit and accomplishments.



Healthiest Weight successes from last year

Improvements in 3 key health behaviors

- Decreased soda consumption
- Decreased screen time
- Increased physical activity

7.1 percent decline in obesity rates among preschool children from low income families

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.

UNLICENSED ACTIVITY OUTREACH

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.

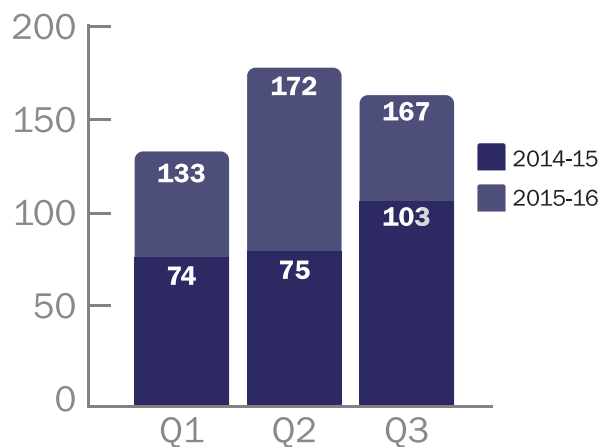
During the months of January, February and March, the ULA program continued outreach and education through speaking engagements and presentations outlining the program while providing marketing materials and fostering partnerships. Outreach included:

- Florida Police Chiefs Association 2016 Mid-Winter Training Conference & Exposition, Ponte Vedra Beach
- 2016 Florida Sheriffs Association Winter Conference, Sandestin
- Law Enforcement Meet and Greet, Doral

INCREASED SUCCESS

While enforcement remains a top priority, community outreach, marketing and education have become critical components of ULA's daily efforts. Over the past two years, the program has seen a steady increase in cease and desists issued. Below is a comparison of the last two fiscal years through the first three quarters

Notices to Cease and Desist
(FY14-15 / FY15-16 compared)



Operation Eye Safety identified beauty supply stores that sold color contact lenses and optical establishments that operated without a license.



OPERATION EYE SAFETY

This quarter the Department identified beauty supply stores that sold color contact lenses and optical establishments that operated without a license. Practicing health care without a license is a crime that can result in misdemeanor or felony penalties including fines and possible incarceration. Treatment by an unlicensed provider is dangerous and could result in injury, disease or even death. The operation to stop potentially dangerous sales of designer, colored contact lenses culminated in 32 notices to cease and desist, and unlicensed activity citations to 32 businesses for operating as optical establishments without being duly 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@flhealth.gov.

BALANCED SCORECARD MEASURES

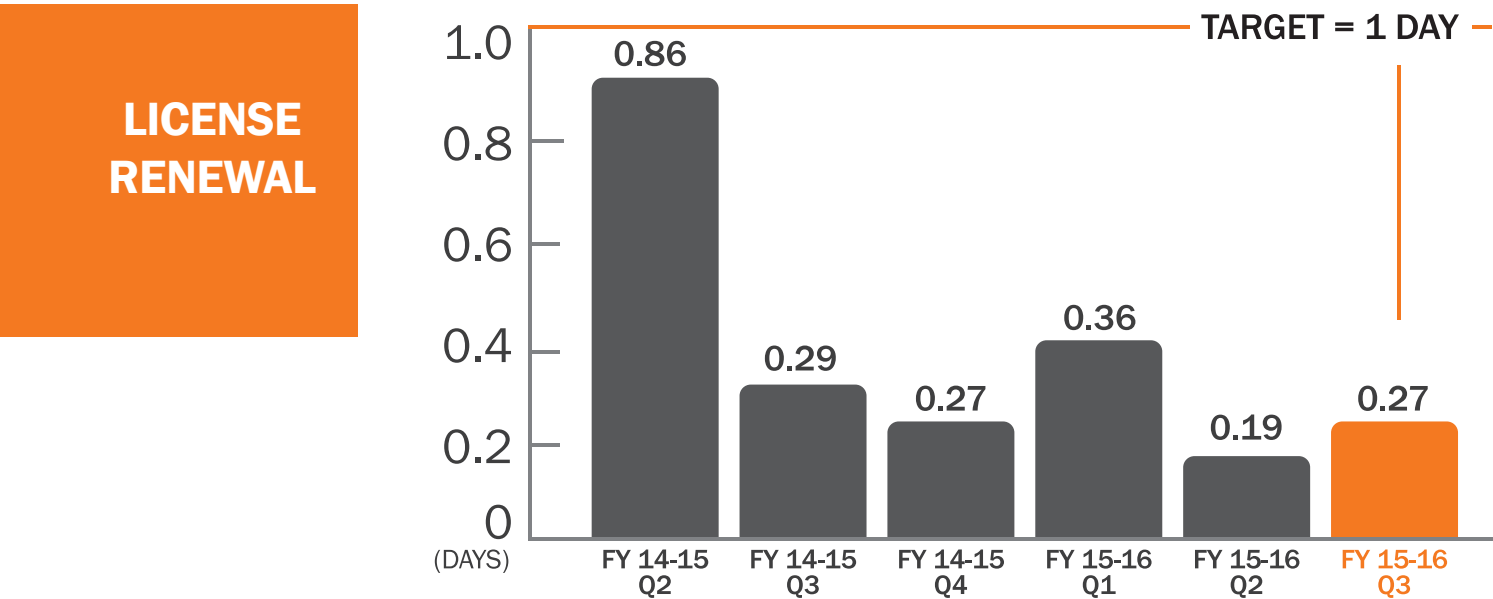
This section highlights three measures from MQA’s Balanced Scorecard that the Division uses to track its strategic long-range plan. It includes short- and long-range goals and performance measures, and helps the executive management team monitor progress toward the goals. Three measures were identified 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

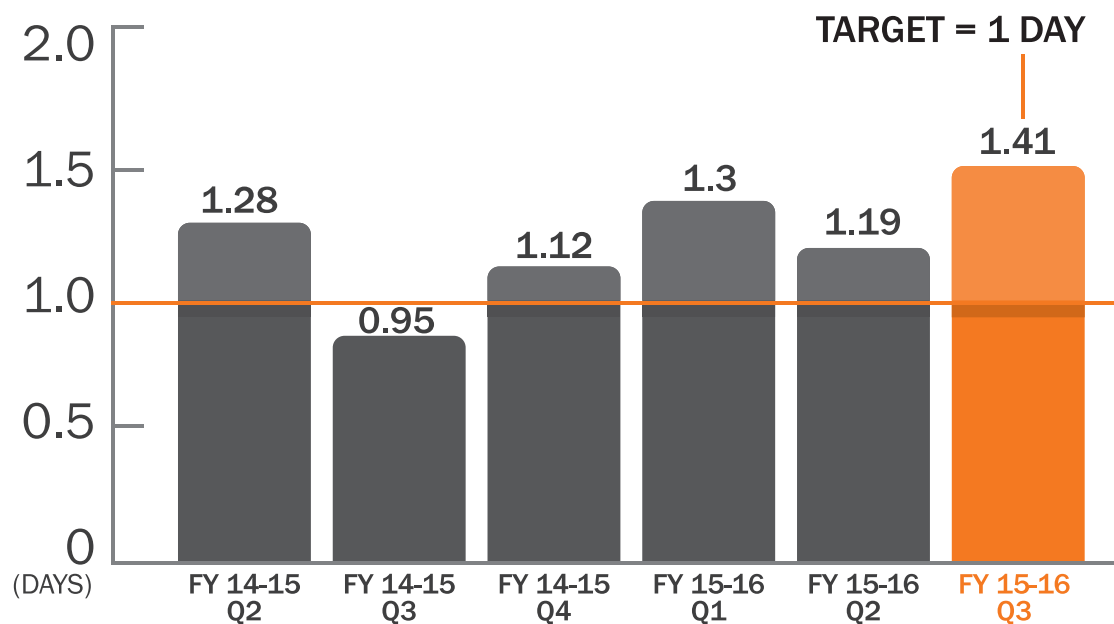
MEASURE: Average number of days to issue an initial license for a qualified applicant.

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 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 Work Flow Assessment was presented to each board office to provide recommendations for improving the use of the work flow 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 decrease the delays caused by these deficiencies. The boards remain committed to finding and implementing innovative methods to increase efficiency and assist Floridians in public health to work faster.

INITIAL LICENSES



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

BALANCED SCORECARD MEASURES

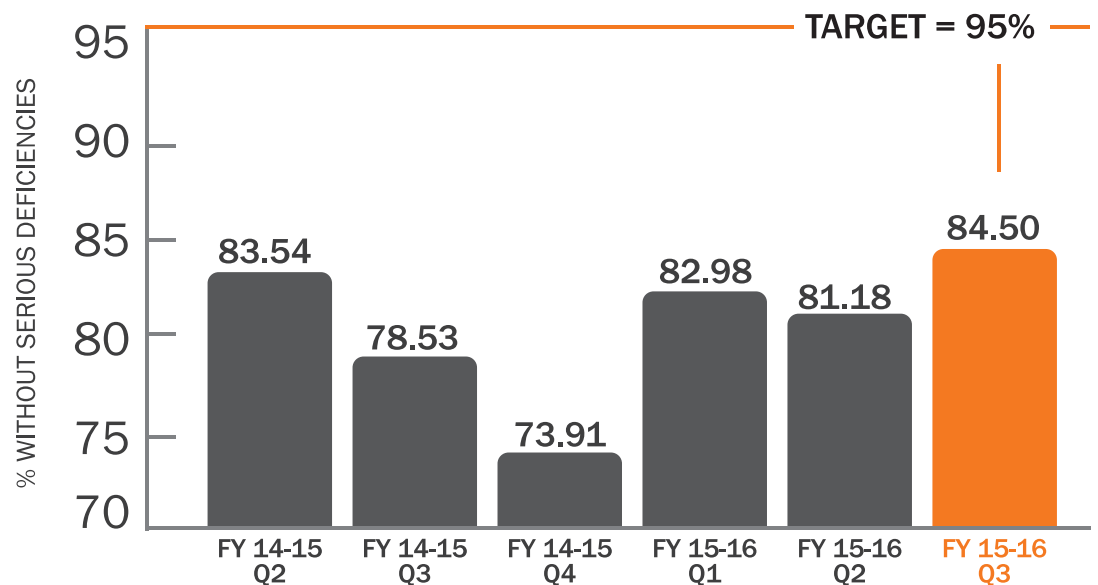
MEASURE: Percent of sterile compounding pharmacy inspections with no serious deficiencies.

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 time frame. 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. Three Senior Pharmacists attended Food and Drug Administration (FDA) sponsored training on current Good Manufacturing Practices in July and September of 2015 as well as March and May of 2016. So far, Senior Pharmacists conducted five sterile compounding inspections in conjunction with our FDA partners.

STERILE COMPOUNDING PHARMACY 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 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.*

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	\$58,085,964	\$1,704,001	\$59,789,965
Total Expenditures	\$54,687,379	\$1,037,705	\$55,725,084
Ending Cash Balance 03/31/2016	\$17,601,344	\$13,552,700	\$31,154,044

Licensee Data

This section summarizes MQA's licensee data. The division issues 100 licenses in 44 different health care professions.

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, though by January 2016, all will have moved to national professional organizations.

QUARTERLY SUMMARY

Initial Applications Received	37,430
Initial Licenses Issued	22,888

Data for applications processed is 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 complaint review and investigation occurs at the central office in Tallahassee, as well as the 11 regional offices located around the state. The Department can issue cease and desist notices and fines against unlicensed providers, but the Department 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	431
Referred for Investigation	416
Investigations Completed	374
Cease and Desist Orders Issued	167
Referrals to Law Enforcement	149

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



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1-877-HALT-ULA

HALTULA@flhealth.gov

BY THE NUMBERS

Enforcement Data

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 on average approximately 15,000 complaints a 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 1,508 health care practitioners last fiscal year. Some practitioners were determined to need additional training to prevent errors, some were reprimanded and some 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	7,290
Legally Sufficient	1,640
Investigations Completed	1,293
Citations Issued	6
Dismissed by Panel	678
Probable Cause Found	448
Probable Cause Dismissed	50
Final Orders	358

EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	38
Emergency Suspension Orders	16
Total Emergency Orders	54

FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected	\$540,440
Dollar Amount Imposed	\$725,272
Percentage Collected	75%

NUMBER OF ACTIVE CASES

Consumer Services	6,669
Investigative Services	786
Prosecution Services	5,203

[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.

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.



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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