

# MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT APRIL 1- JUNE 30, 2016

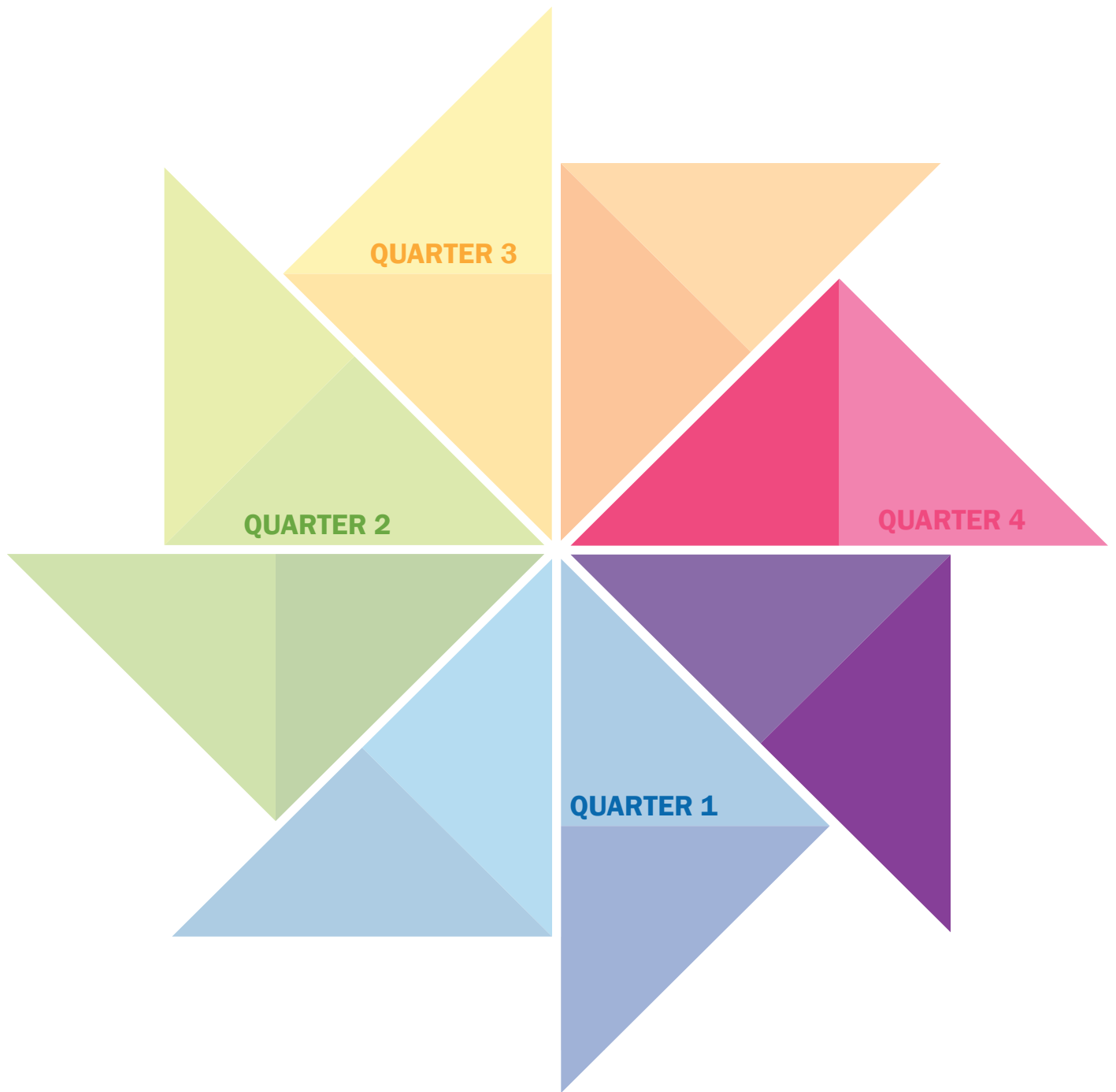
As required by Section 456.025(9), Florida Statutes

**Q4**  
Quarter Four



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](http://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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# DIRECTOR'S MESSAGE

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Lucy Gee,

MQA Division Director

It is with great pleasure I present to you the *Quarterly Performance Report* for the fourth quarter of the 2015-2016 fiscal year. The Division of Medical Quality Assurance (MQA) celebrated a number of successes over the past quarter, many of which are highlighted in this report. The *QPR* features the projects, initiatives and excellent customer service that exemplify the core values of the Department.

MQA is constantly seeking ways to improve our business processes and provide quality service to the people of Florida. In the fourth quarter, MQA launched the new health care complaint portal in partnership with the Agency for Health Care Administration. This innovative tool was created to assist Florida's residents and visitors in filing complaints with the appropriate state agency. Additionally, the new background screening and practitioner notification services unit was created to provide centralized background screening services to the regulatory boards requiring criminal history screening of initial licensure and renewal applicants.

The division is committed to providing compassionate response in times of crisis. In the wake of the tragic events at Pulse nightclub in Orlando, the Florida Board of Nursing visited with nursing staff and other health care professionals at the Orlando Regional Medical Center to thank them for their commitment to protecting Floridians. We are proud to license the nation's most talented health care work force who serve with dignity and resilience.

## BUREAU MESSAGES

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### **Bureau of Operations**

During the fourth quarter, the Bureau of Operations significantly improved the number of Certified Nursing Assistants (CNAs) who successfully completed the first biennial renewal cycle in MQA's upgraded licensing and renewal system. Units within the bureau collaborated to create targeted messages for CNAs, resulting in a 20 percent increase for CNAs who had successfully renewed by the expiration date from the previous biennial renewal cycle. Additionally, staff from the bureau were recognized at Florida TaxWatch's Annual Prudential Productivity Award ceremony for their work on the Veterans Application for Licensure Online Response (VALOR) system.

### **Bureau of Health Care Practitioner Regulation**

During the fourth quarter, the Bureau of Health Care Practitioner Regulation demonstrated the Department's core values of responsiveness and excellence. Board of Nursing Executive Director, Joe Baker Jr., and Program Administrator, Jessica Hollingsworth, visited the Orlando Regional Medical Center to thank staff for their work after the Pulse nightclub tragedy. Additionally, the Board of Pharmacy and Board of Medicine demonstrated the Department's core value of collaboration by hosting a joint board meeting to develop standards of practice for the filling of controlled substance prescriptions and to discuss legislation from the 2016 legislative session that may impact ordering medications.

### **Bureau of Enforcement**

During the fourth quarter, the Bureau of Enforcement continued to fulfill the Department's mission to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts. The bureau's Unlicensed Activity (ULA) unit has made significant progress in the number of complaints received and processed over the past year. With increased marketing and educational outreach to the general public, as well as strengthened partnerships with law enforcement and other stakeholders, the unit received a total of 338 unlicensed activity complaints during the fourth quarter. Ninety-seven percent of these complaints were referred for investigations, while 131 resulted in cease and desist notices.

# EXECUTIVE SUMMARY

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*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 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 fourth 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

The Department of Health has made a concerted effort to reduce regulation and eliminate unnecessary barriers to licensure. During the fourth quarter, MQA was able to reduce the average number of days to issue an initial license to 56.41 days. This is a reduction of nearly 20 days from the first quarter of the previous fiscal year. Furthermore, the average number of days to renew a license for a qualified applicant improved to 0.21 days, which represents a 48 percent improvement from last fiscal year. MQA also launched a new and improved online services portal to better meet the needs of over one million licensed health care professions and applicants in Florida. To educate licensees and applicants, you will see a section in the QPR dedicated to this portal along with license renewal information.

## ENFORCEMENT

During the fourth quarter, MQA received 338 complaints of unlicensed activity and issued 131 cease and desist notices. This fiscal year the Unlicensed Activity (ULA) program has seen tremendous improvement in several key areas including number of investigations completed and number of days to resolve a complaint. During the 2015-2016 fiscal year the ULA program completed 1,430 investigations compared to 901 the previous year. Other notable improvements include inspection times. Between the third and fourth quarter, the average days to complete a pharmacy inspection dropped from 24.1 to 14.7 days. The average number of days to complete massage establishment, optical establishment, dental laboratory and electrolysis facility (MODE) inspections also dropped from 13.6 to 8.2 days.

## FINANCES

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 C A R E NNOVATION COLLABORATION ACCOUNTABILITY RESPONSIVENESS 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.

#### **MQA launches new Health Care Complaint Portal**

MQA's Bureau of Enforcement and Bureau of Operations, in partnership with the Agency for Health Care Administration, launched the new Florida Health Care Complaint Portal. The portal was created to help consumers to file a complaint with the appropriate state agency. In order to do this, the portal asks a series of questions to help identify the nature of a complaint, provides a summary of the complaint and directs the user with a link to the agency most appropriate for addressing the complaint. This portal also reduces the instances of complaints sent to the incorrect agency.

For more information about the portal, visit [www.FLHealthComplaint.gov](http://www.FLHealthComplaint.gov).



#### **MQA receives TaxWatch Prudential Productivity Award for VALOR system**

On June 15, staff from MQA were recognized at Florida TaxWatch's 28th Annual Prudential Productivity Award ceremony for their work on the Veterans Application for Licensure Online Response (VALOR) system. This award is granted to state employees who innovatively reduce costs and improve services for Florida taxpayers.

VALOR provides expedited licensure and fee waivers for qualified military veterans applying to earn a license in a health care profession. Former and current MQA staff who served as a part of the VALOR team include: Chief for the Bureau of Operations Lola Pouncey, former Systems Support Services Manager Candy Hughes, Systems Project Analyst Robert Stover, Project Manager Daniela Lee, Licensure Support Services Manager Gwen Bailey, Project Manager Matt Bridges, Systems Project Consultant Lakshmi Sankuratri and former Strategy Manager Allyson Adolphson.



### COLLABORATION

We use teamwork to achieve common goals and solve problems.

#### **Unlicensed Activity program collaborates with city of Doral and South Florida Association of Code Enforcement for training**

The MQA Unlicensed Activity (ULA) program partnered with the city of Doral and the South Florida Association of Code Enforcement (SFACE) to offer a training regarding the unlicensed practice of health care. Over 30 code compliance officials from various municipalities within Miami-Dade County attended the training conducted by Sidronio "Chilo" Casas, ULA liaison. The ULA program works in conjunction with law enforcement and state attorney's offices to protect Florida residents and visitors from the potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed person.



## Education through collaboration



Megan Givens, Operations and Management Consultant with the Bureau of Operations, received praise from Flagler County's Fire Academy Training Chief Len Ensalaco for her assistance with paramedic records and bulk pay. Mr. Ensalaco stated "Megan provided extra guidance and direction that I could pass on to our Flagler County Paramedic staff with the new MQA re-registering portal process. On behalf of Flagler County Fire Rescue, I want to thank Megan for getting us additional information to send out to our 100 EMS responders to make the new registration as easy and user friendly as possible. The directions were so well explained in the email she sent, that I haven't heard of one issue or complaint with the re-registration of our employees to the new portal so far." Providing quality customer service is Megan's primary focus, and she fully embraces the Department's core values.

## ACCOUNTABILITY

We perform with integrity.

### Board of Nursing establishes committee to recommend formulary of controlled substances



The Florida Board of Nursing established a committee to recommend a formulary of controlled substances that an advanced registered nurse practitioner (ARNP) may or may not prescribe for specific uses or in limited quantities. The committee was formed as a directive of Chapter 2016-139, Laws of Florida. The committee will be chaired by Doreen Cassarino, DNP, FNP-BC, BC-ADM, FAANP of Naples and members will include: Vicky Stone-Gale, DNP, FNP-C, MSN of Plantation; Jim Quinlan, DNP, ARNP of Williston; Bernardo B. Fernandez Jr., MD, MBA, FACP of Coral Gables; Joshua D. Lenchus, DO, RPh, FACP, SFHM of Davie; Eduardo C. Oliveira, MD, MBA, FCCP of Orlando; and Jeffrey Mesaros, PharmD, JD of Orlando. "I am confident in the committee members' ability to carefully analyze the important issues associated with implementing full prescriptive authority for ARNPs. The board looks forward to receiving the committee's recommendations," stated Jody B. Newman, EdD, EdS, chair of the Florida Board of Nursing. The board must adopt, by rule, the committee's initial recommendations no later than October 31, 2016.

### Domingo Tuckler goes above and beyond to assist Spanish-speaking consumer



Domingo Tuckler, Government Operations Consultant I with MQA's Background Screening and Practitioner Notification Services Unit, assisted a Spanish-speaking consumer who called the division afraid because of what he believed was a woman performing the unlicensed practice of dentistry. Mr. Tuckler went above and beyond by personally visiting the Consumer Services Unit to discuss specifically what was needed with opening an unlicensed activity case. He spent time speaking with the consumer and received enough information to move forward in the case. Because of Mr. Tuckler's dedication to the mission of the Department and his excellent customer service, MQA might be able to protect other consumers from a similar, unfortunate situation.



### **Board of Nursing visits health care professionals at Orlando Regional Medical Center**

On June 28, Joe Baker Jr., executive director, and Jessica Hollingsworth, program administrator, of the Florida Board of Nursing visited with nursing staff and other health care professionals at Orlando Regional Medical Center to thank them for the care that was provided to victims of the recent Pulse nightclub tragedy. It was a very moving two-hour visit as they toured the emergency department and trauma unit and thanked the staff on behalf of the Board. They also provided a preview of the upcoming cover of the *Florida Nursing Quarterly* which will acknowledge the efforts of health care professionals following the tragic shootings.

### **MQA successfully completes CNA renewal cycle**

On May 31, Certified Nursing Assistants (CNA) successfully completed the first biennial renewal cycle in MQA's upgraded licensing and renewal system. In order to assist CNAs with renewal in the new system, staff in MQA's Strategic Planning Services (SPS) Unit and System Support Services (SSS) Unit worked together to significantly increase the number of communications products specifically targeted for CNAs, including step-by-step instructional emails, renewal video tutorials and live webinars. As a result of the collaborative efforts of SPS and SSS staff, 69,604 (71%) CNAs successfully renewed by the expiration date, which is a 20 percent increase from the previous biennial renewal cycle.



### **MQA investigator commended by former licensee for her work in impairment case**

MQA Bureau of Enforcement Investigator Karen Sikes was commended by a former licensee for her work in an impairment case. The licensee, a former pharmacy technician, voluntarily surrendered her license after being caught stealing narcotics by her former employer. The tech admitted to being addicted to controlled substances at the age of 25. While the employer opted to not press charges, an emergency suspension order (ESO) was issued against the licensee. Ms. Sikes was able to have the subject voluntarily relinquish her license. The licensee has since enrolled in a group therapy program and began to turn her life around. In an email to Ms. Sikes' supervisor, the licensee thanked Ms. Sikes for her support and kindness throughout the process. The former licensee stated that she considers Ms. Sikes to be a genuine asset to her recovery, and stated "Ms. Sikes was a light when all I felt was darkness. I will never forget her."







### **Sherri Sutton-Johnson displays excellence through Alpha Kappa Mu Honors**

Sherri Sutton-Johnson, MSN, RN, nursing education director for the Board of Nursing, was inducted into the Alpha Kappa Mu Honor Society (Kappa Iota Chapter) at Florida A&M University on April 1. Those inducted are juniors and seniors with a GPA of 3.3 or higher and graduate students with a 3.7 GPA or higher. Alpha Kappa Mu Honor Society's purpose is to encourage sincere and zealous endeavors in all fields of knowledge and service. Ms. Sutton-Johnson exhibits this same level of excellence in her daily work with the board.



### **Michelle Miller receives award of recognition from the Drug Enforcement Administration**

On May 18, Michelle Miller, CPM, field operations manager for the MQA Investigative Services Unit, attended a Drug Enforcement Administration (DEA) award ceremony in Port St. Lucie and was presented with the DEA Administrator's Award for Outstanding Group Achievement. Ms. Miller was recognized for the hard work and dedication of the Department in support of "Operation Pill Street Blues." This award is one of the highest honors DEA gives for an achievement.



### **Jill Thompson receives praise from a consumer for her excellent customer service**

Jill Thompson, operations analyst II with MQA Public Records Unit, received praise from a customer she assisted with a public records request. In an email to her supervisor, the customer commended Ms. Thompson for her friendly and helpful attitude. He acknowledged MQA benefited greatly from her excellent customer service skills, stating that as a former Florida Highway Patrolman and a private investigator with over 35 years of experience, he "knows how valuable great employees are to the state." After working with other public records sources from across the country, the customer stated that Ms. Thompson was by far one of the most pleasant people with whom he has ever worked. Ms. Thompson's friendly demeanor and outstanding customer service demonstrates the Department's core value of excellence.



### **Federation of Chiropractic Licensing Boards commends board members and staff**

The Federation of Chiropractic Licensing Boards (FCLB) recently commended Florida Board of Chiropractic Medicine members and staff for their dedication to making their recent conference a success. FCLB recognized chair of the board Kevin Fogarty, DC, current board member Danita Heagy, DC, Executive Director Anthony Spivey, DBA, and former board members Sal LaRusso, DC and Wayne Wolfson, DC. Dr. Fogarty presented at the FCLB conference and Dr. Spivey spoke about the board's licensing process in comparison to other states during the administrators' breakout session.

# BOARD ACCOMPLISHMENTS



## **Boards of Medicine and Pharmacy collaborate on standards of practice**

The Board of Pharmacy and Board of Medicine met jointly to work on standards of practice for the filling of controlled substance prescriptions and 2016 legislation that may impact ordering medications, and to explore cross-practice issues and opportunities for collaboration. The meeting produced many avenues for further exploration by a joint committee.



## **Board of Dentistry Chair participates in national regulatory association meeting**

Robert L. Perdomo III, DMD, chair of the Florida Board of Dentistry, attended the 2016 Mid-Year Meeting for the American Association of Dental Boards (AADB) in Chicago, IL April 10-11. The AADB provides a national forum for exchange, development and dissemination of information to assist dental regulatory boards with their obligation to protect the public. Some topics from the meeting included the American Dental Education Association Licensure Task Force (ADEA), the evolving dental team and the future of hygiene and how it fits into the dental team.



## **Board of Massage Therapy completes fiscal year with significant improvements**

In the 2015-2016 fiscal year, the Board of Massage Therapy experienced significant improvements in their licensure processing time. The number of days to issue an initial massage therapist license was reduced by 20 percent while experiencing an 18 percent increase in the number of applications. There was a 26 percent decrease in the overall processing time, and a 25 percent reduction in the number of days to issue an initial massage establishment license.



## **Board of Nursing adds text regarding disciplinary provisions to all Florida licenses**

MQA's Board of Nursing added new text to all licenses issued by the board to remind nursing licensees to be aware of the disciplinary provisions outlined section 456.072, Florida Statutes, and in the practice act specific to their profession. The board members hope a better informed licensee population will result in fewer disciplinary cases, especially in the areas of not reporting a conviction within 30 days of its occurrence and being unable to practice with reasonable skill and safety due to illness or use of alcohol or drugs.

# 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 Bureau of Enforcement.

(from left to right) Terence Bethea and Deb Boutwell

## In the Spotlight: Bureau of Enforcement



(from left to right) Scott Flowers, Michelle Miller, Shane Walters, Wendy Foy, Tihara Rozier, Toby Jusevitch, Mark Whitten, Chris Ferguson, Alicia Fringer, Donna Howell, Wes Love, Matt Knispel and John Crandall

The Bureau of Enforcement is responsible for investigating complaints and reports involving health care practitioners regulated by MQA and enforcing the appropriate Florida Statutes. Through the administrative complaint process, the bureau receives complaints from consumers, investigates the complaints and works in coordination with MQA’s 22 boards and six councils to prosecute complaints. The bureau is also responsible for managing the Unlicensed Activity (ULA) program, which protects Florida residents and visitors from the potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed person. The ULA unit investigates claims of unlicensed activity and collaborates with law enforcement agencies and state attorney’s offices to prosecute individuals practicing without a license.

## Quarter 4 Accomplishments

**PRIORITY 2.1: Long, Healthy Life** 22 healthiest weight activities for the quarter

**PRIORITY 3.1: Readiness for Emerging Health Threats** Average time to disseminate information is 2.3 hours

**PRIORITY 4.1: Effective Agency Process** Twelve MQA managers attended the 24th Annual Florida Sterling Conference learning tracks in process management, strategic planning, leadership and workforce development. In addition, MQA offered 14 training opportunities to employees with 132 employees participating. Opportunities included interview skills and the interview process, performance expectations/evaluations, MQA new supervisor training, discipline process and personnel action request and paperwork.

**PRIORITY 5.1: Regulatory Efficiency** • MQA participated in three outreach events for armed forces licensing this quarter including Governor Scott’s Veteran Service Awards, the Department of Highway Safety and Motor Vehicles’ Veteran Appreciation Event and a strategic marketing meeting with the Department of Veterans’ Affairs.

- The Background Screening Unit was established within the Bureau of Operations and MQA identified and recruited resources to begin building the infrastructure necessary to support processes for centralizing background screening for the division.
- The Bureau of Enforcement collaborated with the Bureau of Health Care Practitioner Regulation to improve the process to request facility inspections prior to licensure. This improvement reduced the number of days to complete initial facility inspections from 21 (2015) to 9.55 by the end of June.

# MQA LEGISLATIVE IMPLEMENTATION

During the 2016 Legislative Session, 18 bills were passed that have an impact on the Department of Health, Division of Medical Quality Assurance (MQA). Below are brief descriptions of legislation impacting Florida's health care professions.



## HOUSE BILLS

### **173: Medical Faculty Certificates (effective July 1, 2016)**

Revises the list of schools at which certain faculty members are eligible to receive medical faculty certificates to include Mayo Clinic College of Medicine and Florida Atlantic University.

### **221: Health Care Services (effective July 1, 2016)**

Relates to balance billing by health care practitioners and provides grounds for disciplinary action for willful noncompliance.

### **307/1313: Medical Use of Cannabis/Low-THC Cannabis for Medical Use (effective March 25, 2016)**

Permits Florida's approved dispensing organizations to cultivate, process and dispense both low-THC cannabis and the higher potency medical cannabis and allows physicians to order full potency, medical cannabis for patients suffering from a terminal condition.

### **373: Mental Health Counseling Interns (effective July 1, 2016)**

Establishes an expiration date for mental health professional intern registrations and updates current statutory language.

### **375: Physician Assistants (effective July 1, 2016)**

Makes changes to requirements for licensure and updates language relating to the services provided by physician assistants as delegated by supervising physicians.

### **423: Access to Health Care Services (effective April 14, 2016 and January 1, 2017)**

Allows physician assistants (PA) and advanced registered nurse practitioners (ARNP) to prescribe controlled substances and outlines the training and education required for prescribing privileges.

## SENATE BILLS

### **545: Human Trafficking (effective October 1, 2016)**

Reclassifies human trafficking as a felony offense and details disciplinary actions for massage therapists who, and massage establishments that, are convicted of prostitution and human trafficking offenses.

### **941: Department of Health (effective July 1, 2016)**

Revises provisions relating to regulatory activities, including continuing education requirements at renewal, of MQA and certain boards/councils, and updates licensing requirements for military members and their spouses.

### **977: Behavioral Health Workforce**

**(effective April 14, 2016)**

Expands the behavioral health workforce and recognizes the critical need for psychiatric care throughout the state.

### **1061: Nurse Licensure Compact (NLC) (effective December 31, 2018 or when 26 states enact NLC)**

Creates the Nurse Licensure Compact (NLC) in Florida, which is a multi-state agreement that establishes a mutual recognition system for the licensure of registered nurses and licensed practical or vocational nurses.

### **1063: Public Records (per NLC) (effective December 31, 2018 or when 26 states enact NLC)**

Exempts from public records a nurse's personal identification information that DOH obtains from the nurse licensing compact coordinated licensure information system and exempts certain NLC meetings from the public meeting requirements.

### **1175: Transparency in Health Care (effective July 1, 2016)**

Requires health care practitioners to provide an estimate of treatment charges if asked by a patient and outlines disciplinary actions against the practitioner for failure to provide an estimate in the specified timeframe.

### **1241: Ordering of Medications (effective July 1, 2016)**

Allows pharmacists to dispense emergency opioid antagonists, revises the authority of physician assistants to order medication as directed by a supervising physician and authorizes PAs and ARNPs to order controlled substances under certain circumstances.

### **7087: Health Care (Telehealth) (effective July 1, 2016)**

Establishes the Telehealth Advisory Council and requires the Department of Health to survey all health care practitioners on telehealth practices upon, and as a condition of, renewal.

### **238: Medical Assistant Certification**

**(effective July 1, 2016)**

Repeals provisions relating to certification of a medical assistant by the American Association of Medical Assistants or as a Registered Medical Assistant by the American Medical Technologists.

### **450: Physical Therapy (effective March 23, 2016)**

Revises the definition of "practice of physical therapy" and provides the terms by which a licensed physical therapist can use specified letters in connection with his or her name or business.

### **592: Public Records/DFS/Emergency Medical**

**Technicians or Paramedics (effective March 30, 2016)**

Provides an exemption from public records requirements for certain identifying and location information of certain non-sworn DFS employees as well as current or former certified emergency medical technicians or paramedics and their spouses and children under specified circumstances.

### **964: Prescription Drug Monitoring Program (PDMP)**

**(effective July 1, 2016)**

Exempts certain facilities that dispense controlled substances from reporting this dispensing act to the PDMP. Also allows impaired practitioner consultants and designees of a pharmacy, prescriber or dispenser to access the PDMP database under certain circumstances.

To provide our key customers with more detailed descriptions including links of the entire bills, the Strategic Planning Services Unit and Web Support Services Unit worked in collaboration to develop an interactive website. For summaries, effective dates and links, please visit [www.FLHealthSource.gov/2016-Bills](http://www.FLHealthSource.gov/2016-Bills).





This section explains how MQA is working to better meet the needs of over one million licensed health care professionals and applicants in Florida. To this end, MQA has completed the launch of a new and improved Online Services Portal.

## Helping Health Care Professionals Maintain Their License

MQA has recently completed the launch of the Online Services Portal in order to better meet the needs of over one million licensed health care professionals and applicants in Florida.

The new user-friendly system gives clinicians the ability to manage and maintain their license or application from their own account dashboard. From the dashboard, they can:

- ✓ add additional licenses or applications
- ✓ request a name or status change
- ✓ update an address and add a secondary practice location
- ✓ upload documents
- ✓ start a new application
- ✓ complete an application that has already been started
- ✓ renew a license

## DURING THE FOURTH QUARTER

In the fourth quarter, MQA's Strategic Planning Services (SPS) outreach team worked in collaboration with Systems Support Services (SSS) to provide training and communication to licensees and applicants around the state of Florida.

### **Outreach/Training included**

- 8,500 attendees reached at the annual conferences of the Florida Dental Association, National Association of Social Workers and Florida Massage Therapy Association
- 7,075 webinar attendees
- 2,489,166 Active Campaign emails sent
- 41,125 Twitter followers reached
- 39,948 calls received about the Online Services Portal by MQA Call Center

# VALOR

The Department of Health is committed to serving members of the United States Armed Forces, veterans and their families. We are proud that over 1.5 million veterans call Florida home, and our continued goal is to recognize and honor their service to our nation as we make Florida the most veteran-friendly state in the nation.

On April 14, 2016, Florida Governor Rick Scott signed House Bill (HB) 941 into law, creating Chapter 2016-230, Florida Statutes. While the bill modifies many programs and services offered by the Florida Department of Health (Department), it most significantly impacts the Department's military veteran and active duty spouse licensure support services.

The Department offers many military licensure support services, most notably the Veterans' Application for Licensure Online Response (VALOR) system. VALOR provides expedited licensure processing to members of the United States Armed Forces, the United States Reserve Force, or the National Guard seeking licensure in a health care profession. In order to qualify, the applicant must apply for the license six months before or six months after their honorable discharge. Additionally, they must hold an active, unencumbered license in a U.S. jurisdiction or serve as a military health care practitioner in a profession for which licensure in a state or jurisdiction is not required to practice in the United States Armed Forces. There is no application fee, licensure fee, or unlicensed activity fee for veterans who qualify for this type of licensure.



This legislation expanded eligibility of the VALOR program to spouses of active duty service members seeking licensure in most health care professions regulated by the Division of Medical Quality Assurance. In order to qualify, spouses of active duty service members must hold an active, unencumbered license in a U.S. jurisdiction or serve as a health care practitioner in a profession for which licensure in a state or jurisdiction is not required to practice. There is no application fee, licensure fee, or unlicensed activity fee for military spouses who qualify for this type of licensure.

Additionally, this legislation created a new temporary certificate to military health care practitioners who serve on active duty in the United States Armed Forces, the United States Reserve Forces, or the National Guard or a person who serves on active duty in the United States Armed Forces and serves in the United States Public Health Services. This certificate allows for military health care practitioners to practice in a civilian setting under a defined military platform. In order to qualify, applicants must practice pursuant to a military platform and hold an active, unencumbered license in a U.S. jurisdiction or serve as a military health care practitioner in a profession for which licensure in a state or jurisdiction is not required to practice in the United States Armed Forces.

For more information about VALOR and the Department's other military licensure programs, please visit [www.flhealthsource.gov/valor](http://www.flhealthsource.gov/valor).

# UNLICENSED ACTIVITY

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.

## INVESTIGATIVE SPOTLIGHT

The Unlicensed Activity (ULA) Unit’s Miami Office announced that their joint investigation with the city of Miami-Dade Police Department has led to the arrest of Angel Nolasco and Andres Nolasco for the alleged unlicensed practice of dentistry, which is a felony in the third degree and punishable by up to one year in jail.

The joint operation was conducted at a dental lab located at 2540 NW 7th Street Miami 33125, where an undercover Department of Health Investigator was offered dental services. The Department also received a written statement from a victim who received dentistry services from Angel Nolasco and Andres Nolasco. As a result of the Department’s investigation on April 5, 2016, the city of Miami Police Department arrested Angel Nolasco and Andres Nolasco for practicing dentistry without a license. The Department of Health issued Angel Nolasco and Andres Nolasco Notices to Cease and Desist from practicing dentistry without a license.

## UNLICENSED ACTIVITY OUTREACH

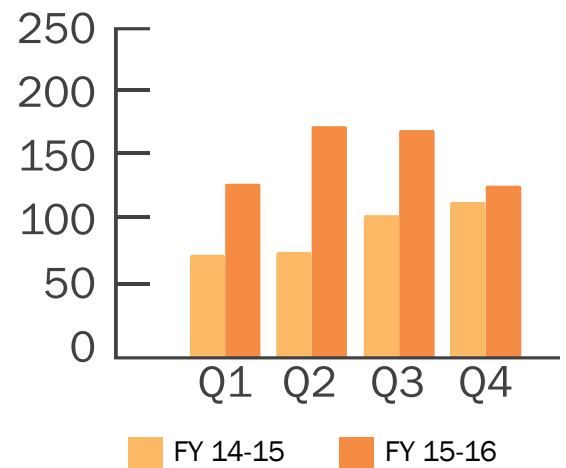
During the fourth quarter, personnel from the Investigative Services Unit attended the following conferences in order to promote the unlicensed activity program and make, maintain and foster working relationships with law enforcement, other agencies and the public:

- Florida Sheriffs Association Executive Leadership Conference, Naples, May 2016
- 31st National Conference on Preventing Crime in the Black Community, Miami, May 2016
- 5th Annual International Association of Human Trafficking Investigators Conference, Clearwater, June 2016
- 24th Fighting Insurance Fraud Education Committee Conference (FIFEC), Orlando, June 2016
- 2016 Florida Massage Convention and Trade Show, Orlando, June 2016

## INCREASED SUCCESS

Over the past two years, the ULA program has seen a steady increase in cease and desists issued. Below is a comparison of the last two fiscal years.

### NOTICES TO CEASE & DESIST (FY 14-15/FY15-16 COMPARED)



Consumers are encouraged to verify the license of their health care provider by utilizing the [www.FLHealthSource.gov](http://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](mailto: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 a qualified applicant, and the percent of sterile compounding pharmacy inspections without serious deficiencies.

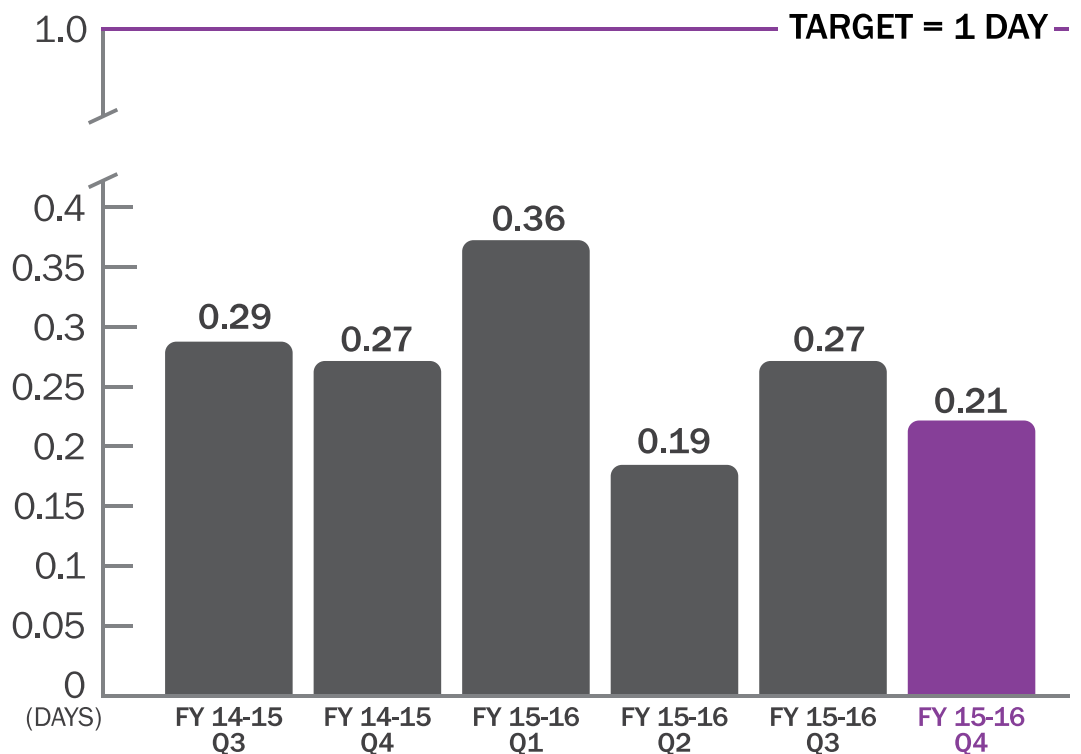
**MEASURE:** Average number of days to process a renewal application for a qualified applicant.

**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.

## LICENSE RENEWAL



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

# BALANCED SCORECARD MEASURES

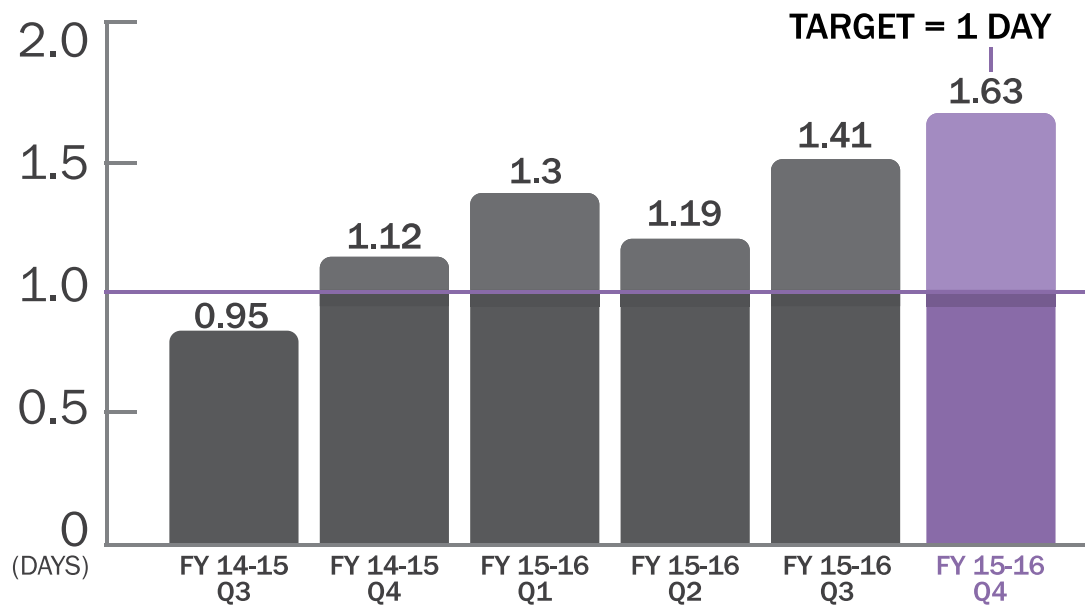
**MEASURE:** Average number of days to issue an initial license for a qualified applicant.

**TARGET:** 1 Day

**DEFINITION:** This measure calculates the average number of days from the date an applicant 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.

## INITIAL LICENSES



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

# BALANCED SCORECARD MEASURES

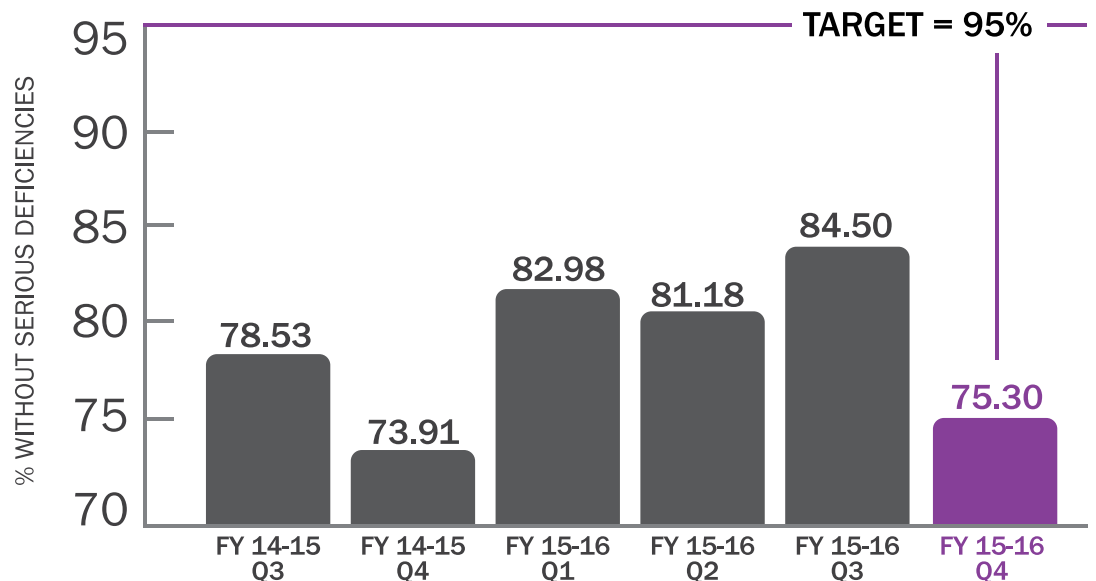
**MEASURE:** Percent of sterile compounding pharmacy inspections with no serious deficiencies.

**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 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. 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, pharmacy 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	\$14,202,758	\$12,886,402	\$27,089,160
Total Revenues	\$80,714,953	\$2,610,499	\$83,325,452
Total Expenditures	\$74,449,078	\$3,530,669	\$77,979,747
Ending Cash Balance 06/30/2016	\$20,468,633	\$11,966,232	\$32,434,865

## 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, though by January 2016, all of them moved to national professional organizations.

### QUARTERLY SUMMARY

Initial Applications Received	37,835
Initial Licenses Issued	28,532

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

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

# BY THE NUMBERS

## Unlicensed Activity Data

MQA's Unlicensed Activity data: complaint review and investigation occurs in the central office in Tallahassee, as well as the 11 regional offices located around the state. MQA can issue cease and desist notices and fines against unlicensed providers, but the division relies on partnerships with local law enforcement for criminal prosecution.

**Section 456.065(3), Florida Statutes** – *The department shall include all financial and statistical data resulting from unlicensed activity enforcement as a separate category in the quarterly management report provided for in s. 456.025. For an unlicensed activity account, a balance which remains at the end of a renewal cycle may, with concurrence of the applicable board and the department, be transferred to the operating fund account of that profession. The department shall also use these funds to inform and educate consumers generally on the importance of using licensed health care practitioners.*

QUARTERLY SUMMARY	
Complaints Received	338
Referred for Investigation	328
Investigations Completed	375
Cease and Desist Orders Issued	131
Referrals to Law Enforcement	135

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



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HALTULA@flhealth.gov

# BY THE NUMBERS

## Enforcement Data

This section summarizes MQA's enforcement activities. The Bureau of Enforcement's key role is to investigate complaints and reports against licensed practitioners and unlicensed practitioners. Investigations are pursued at several levels, and the bureau has several specialized units: the Unlicensed Activity Program, Consumer Services Unit, Investigative Services Unit and Compliance Management Unit.

The Florida Department of Health Division of Medical Quality Assurance receives about 20,000 complaints 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 1,489 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	5,827
Legally Sufficient	2,386
Investigations Completed	1,589
Citations Issued	6
Dismissed by Panel	724
Probable Cause Found	407
Probable Cause Dismissed	51
Final Orders	509

EMERGENCY ORDERS ISSUED	
Emergency Restriction Orders	39
Emergency Suspension Orders	46
Total Emergency Orders	85

FINES AND COST DATA FOR CURRENT LICENSEES	
Dollar Amount Collected	\$410,688
Dollar Amount Imposed	\$944,977
Percentage Collected	43%

NUMBER OF ACTIVE CASES	
Consumer Services	5,855
Investigative Services	717
Prosecution Services	5,462

[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](http://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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