

It's a New Day in Public Health



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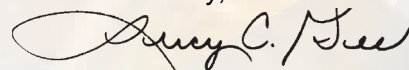
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DIRECTOR'S MESSAGE

The Division of Medical Quality Assurance (MQA) continually pursues excellence and produces superior services to meet the Department of Health's mission to protect, promote and improve the health of all people in Florida through integrated state, county, & community efforts. We pride ourselves on a customer-centric focus, working to expedite licenses and inspections so Floridians can get to work. This quarter, MQA implemented process improvements that allow health care practitioners to renew their licenses online using a credit card with decreased application processing time of up to 94%, keeping practitioners at work and providing uninterrupted health care services. We also launched CE/CME@Renewal: a new approach that verifies a practitioner's required continuing education record at the time of licensure renewal. This project promotes continuing education compliance and allows health care practitioners to combine reporting requirements for ease and convenience. Through initiatives like these, MQA strives to become the leader in health care quality regulation and make Florida the healthiest state in the nation.

Sincerely,



Lucy C. Gee, M.S.
MQA Division Director

EXECUTIVE SUMMARY

The mission of the Florida Department of Health's Division of Medical Quality Assurance is to protect and promote the health of all residents and visitors in the state through organized state and community efforts, including cooperative agreements with counties. MQA protects the public through licensure of health care practitioners who meet statutory standards, enforcement of laws and rules governing health care practitioners, and providing information to assist the public in making informed health care decisions. The Quarterly Performance Report, required by Section 456.025(9), *F.S.*, includes information on revenues and expenditures, performance measures, and recommendations to each board. Additionally, Section 456.065(3), *F.S.*, requires the inclusion of all financial and statistical data resulting from unlicensed activity enforcement. The Quarterly Performance Report for the first quarter of fiscal year 2013-2014 focuses on MQA's accomplishments, our outstanding employees and the partnerships that allow us to achieve our mission.

ACCOMPLISHMENTS

STREAMLINING PROCESSES

The Division of Medical Quality Assurance improved the licensure renewal process for more than one million health care practitioners who opted to renew online using a credit card. This enhanced system allows near real-time payment processing. As a result, application processing time has been reduced from three to ten days down to 0.17 days. An analysis of some of the largest professions found that licensing doctors just one day faster represented \$953,486 into Florida's economy.

VERIFYING PRACTITIONER QUALIFICATIONS

The Division of Medical Quality Assurance launched CE/CME@Renewal, a new business process that verifies a practitioner's required continuing education record at the time of licensure renewal. Previously, health care professionals were required to complete continuing education hours, but not required to report these hours as a prerequisite for renewal of their license. Practitioner compliance with continuing education requirements was previously determined through audits. The CE/CME@Renewal project promotes continuing education compliance and allows health care practitioners to combine reporting requirements for ease and convenience.

SUPPORTING OUR VETERANS

During the 2013 legislative session, Chapter 456, Florida Statutes, was amended, authorizing the Florida Department of Health (DOH) to waive initial licensing, application and unlicensed activity fees for honorably discharged military veterans applying for a health care practitioner license. DOH recognizes and appreciates the sacrifice made by our armed forces and this waiver makes the return to the workforce less burdensome. During their first quarter of fiscal year 2013-2014, 25 licenses to honorably discharged military veterans were approved representing \$3,640 in savings.

PURSuing COST EFFICIENCY

The Board of Nursing decided during their July meeting to absorb responsibilities previously conducted by the Council on Certified Nursing Assistants, resulting in an estimated cost savings of \$35,000. By incorporating the prior workload of the Council into its existing committee meeting structure, the Board of Nursing will be able to eliminate the Council's five annual in-person meetings.

ENSURING SAFE MEDICATION

The Board of Pharmacy successfully promulgated Rule 64B16-28.100(8), Florida Administrative Code (F.A.C.), requiring most pharmacies that engage or intend to engage in the preparation of sterile compounded products within the State of Florida to obtain a Special Sterile Compounding Permit. Pharmacies required to obtain this permit must compound sterile products in strict compliance with the standards set forth in Rules 64B16-27.797, F.A.C. and 64B16-27.700, F.A.C. The new rule took effect September 23, 2013.

EXPEDITING LICENSURE

Deanna Zastrow, Regulatory Specialist I in the Board of Massage Therapy, licensed seven massage therapists within 24 hours of application receipt due to performance improvement initiatives implemented. Before these performance improvements, the average number of days to issue a massage therapist an initial license was 34.58 days. This decreased timeframe for initial licensure was made possible through the new credit card payment processes. The new process furthers MQA's operational objective to expeditiously license all health care professionals who meet statutorily mandated minimum standards of competency.

IMPROVING COMMUNICATION

The Florida Board of Pharmacy launched an updated, interactive website to improve communication, enhance transparency and increase accessibility to web services. The website was redesigned to provide better customer service and encourage public feedback. The Florida Board of Pharmacy website is the newest of four Florida Health care practitioner board websites to undergo a redesign, following the Boards of Medicine, Nursing and Dentistry. The new website may be accessed at www.FloridasPharmacy.gov.

KEEPING LICENSEES INFORMED

Joe Baker, Executive Director of the Board of Nursing, presented at the Florida Association of Nurse Practitioners Annual Conference in Sarasota, Florida on August 24, 2013. In his presentation, Joe shared the latest changes to health care regulation, the license renewal processes, protocol requirements, and future practice concerns. Joe's update to the field is a prime example of the Division of Medical Quality Assurance's and Board of Nursing's efforts to keep licensees informed and protect the health of people in Florida.



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RECOGNITION

BARBARA BAKER AND SANDRA WASHINGTON



Barbara Baker and Sandra Washington truly made a difference in the life of this respiratory therapist license applicant who sent the following complimentary remarks: "This is a long overdue letter of appreciation for Ms. Barbara Baker and Ms. Sandra Washington. Through my own fault, I sent an application for a new CRT license, which should have been a renewal. Consequently, I had to fill out more information, a longer form and paid a lot more. Ms. Washington's diligence saw the mistake right away and called me at home. She patiently tried to contact me several times and every time she never failed to leave a message and a number to call. She walked me through the renewal application. Ms. Barbara Baker did send me a copy of a renewal form. All I needed to do was complete it with my CRT license number. I am grateful for her insight and consideration. Ms. Baker facilitated and assured the completion of my application. I am truly thankful to have dedicated employees such as Ms. Sandra Washington and Ms. Barbara Baker in your department. I am looking forward that someday in the very near future I will be fortunate to meet them both in person and shake their hands."

DEBORAH BOUTWELL



Deborah Boutwell, Regulatory Specialist II in the Bureau of Health Care Practitioner Regulation, was praised for demonstrating exceptional customer service for occupational therapy license applicants. "Upon learning that I had no internet access, Ms. Boutwell went above and beyond in her assistance to me. She not only checked

the status of my application but reviewed it for me as well! By the end of our conversation, my application review was complete and my license number was assigned to me. By being fortunate enough to receive this help from Ms. Boutwell, I am able to work sooner than might have otherwise been possible."

MICHELLE BRANCH



Michelle Branch, Regulatory Specialist II in the Board of Psychology, was commended by an applicant who wrote, "No one has ever been as polite, personable and practically helpful to me as Michelle. I always felt like I was talking to a genuine person who cared about me and my case and not just a systemic functionary. I cannot thank her enough and you are lucky to have her as a public contact for the board." Michelle

is a fine example of how MQA achieves our mission through courteous and responsive service provision.

ALBERT RAY



When Albert Ray, a Regulatory Specialist II in the Board of Osteopathic Medicine, expedited a license for Dr. Ayodeji Ladele, little did he know he was making dreams come true. Dr. Ladele later thanked Albert with the following message: "Approximately 17 business days after submission of my application, I received my license number,

and this was with only one processor available. For one hour, I just stared at the documentation that symbolized that I can now practice medicine on my own, which has been my dream since I can remember my first thought. Mr. Ray may have been performing his normal job duties, but Mr. Ray expedited my biggest dream into a now tangible reality."

"I always felt like I was talking to a genuine person who cared about me and my case and not just a systemic functionary. I cannot thank her enough..."



PARTNERSHIPS



PROTECTING DENTISTRY CONSUMERS

In a joint investigation with the Martin County Sheriff's Office, the West Palm Beach Unlicensed Activity Unit (ULA) arrested Lynette Blake of the Back to Eden Wellness Center in Stuart, Florida. Blake was charged with five counts of the unlicensed practice of a health care profession, five counts of the unlicensed practice of naturopathy, and two counts of the unlicensed practice of dentistry. Each of these charges is a third degree felony and punishable by up to five years in prison. Additionally, the Florida Department of Health issued cease and desist orders for the unlicensed practice of medicine, naturopathy, dentistry and issued three uniform unlicensed activity citations. The Division of Medical Quality Assurance is committed to stopping the unlawful, unlicensed practice of health care and protecting consumers from the dangerous consequences of such practices.

"The Division of Medical Quality Assurance is committed to stopping the unlawful, unlicensed practice of health care and protecting consumers from the dangerous consequences of such practices."

COMBATING UNLICENSED MASSAGE PRACTICES

The Jacksonville Unlicensed Activity (ULA) Unit, in cooperation with the Clay County Sheriff's Office and Jacksonville Sheriff's Office, arrested Song Suk Mo, Angela Kim and Sinae Bushue Chong for the alleged unlicensed practice of massage therapy, which is a third degree felony punishable by up to one year in jail. The ULA program protects Florida residents and visitors from the potentially serious and life-threatening effects of receiving medical and health care services from an unlicensed person. The Division of Medical Quality Assurance investigates and refers for criminal prosecution all unlicensed health care activity complaints and allegations.



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BALANCED SCORECARD MEASURES

MEASURE:

AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION

Definition: This measure is calculated from the receipt of an application until the application is deemed to be complete or deficient of information and/or documentation. Receipt of an application includes the time to analyze the application for all required information and documentation. Once an application is deemed complete, this measure calculates the time to approve or deny the applicant for licensure. It is important to analyze applications thoroughly and efficiently. The sooner an application is analyzed and the applicant submits all required information, the sooner the applicant can become licensed and begin employment.

Initiative: MQA is in the process of making all applications for a health care professional license available online. Currently, 60% of professions are online. It is projected that development and deployment of online applications for initial licensure for all professions will be completed by September 30, 2015.



Target: 27 days or less

Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

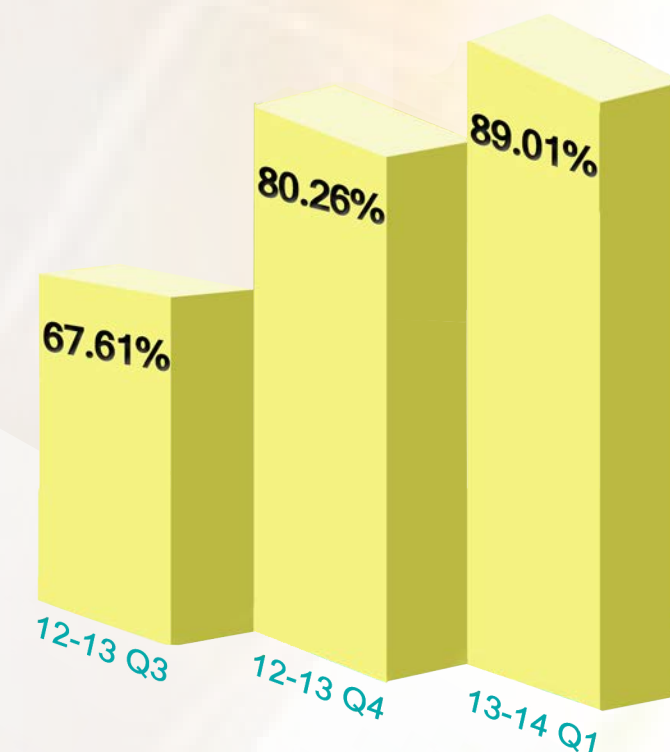
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF PAIN MANAGEMENT CLINICS THAT PASS THEIR ANNUAL INSPECTION THE FIRST TIME WITH NO DEFICIENCIES.

Definition: This measure is calculated using the inspection end date and the number of visits. The number of pain management clinics that passed their annual inspection the first time with no deficiencies is divided by the number of pain management clinics inspected during the specified timeframe. It is important to make sure pain management clinics are in compliance with Florida Statutes and do not pose a threat to the health, safety and welfare of the public.

Initiative: The Bureau of Enforcement employs professional investigators and registered nurses to inspect pain management clinics once per year. The Bureau's purpose for conducting inspections is to educate practitioners/owners and verify compliance with the laws and rules governing their practice. Using registered nurses with experience in patient record review allows practitioners to discuss the requirements for patient records in medical terms. These practices ensure pain management clinics will pass future inspections at the first inspection.



Target: 60% or higher

Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

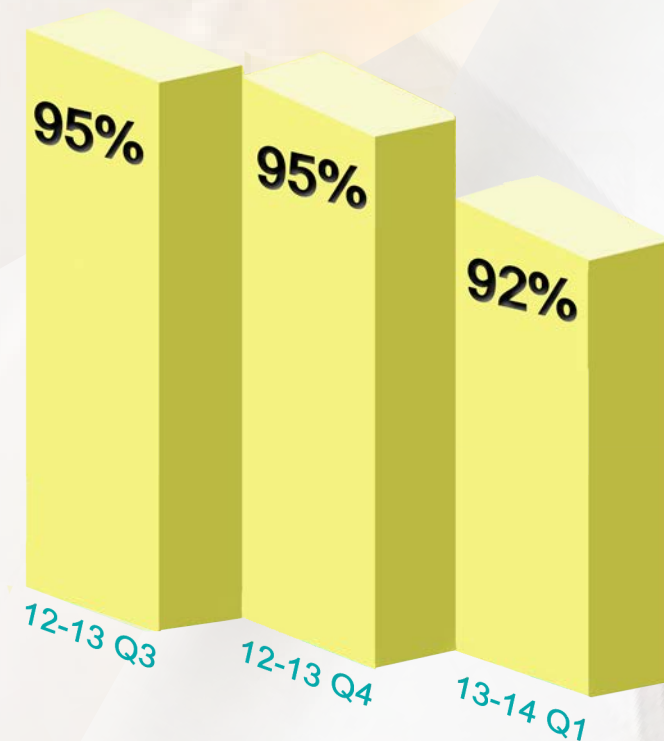
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF PUBLIC RECORD REQUESTS COMPLETED WITHIN 5 DAYS FROM RECEIPT OF REQUEST

Definition: This measure is calculated from the number of calendar days between receipt of a public records request and fulfillment of the request. The number of public records completed within 5 days is divided by the number of public records completed during the specified timeframe. Responding to public records requests quickly and efficiently ensures transparency in government operations. Providing our customers with exceptional customer service is MQA's highest priority. The quicker a public records request is fulfilled, the quicker MQA's customers can begin to utilize the requested information.

Initiative: To ensure transparency and expediency in handling public records requests, MQA identified and implemented several process improvements, including establishing a public records liaison in each board office and unit to facilitate fulfilling requests. MQA is developing a database that will allow the public to request records and track the status of their request online.



Target: 85% or higher

Data source: MQA Public Records Database

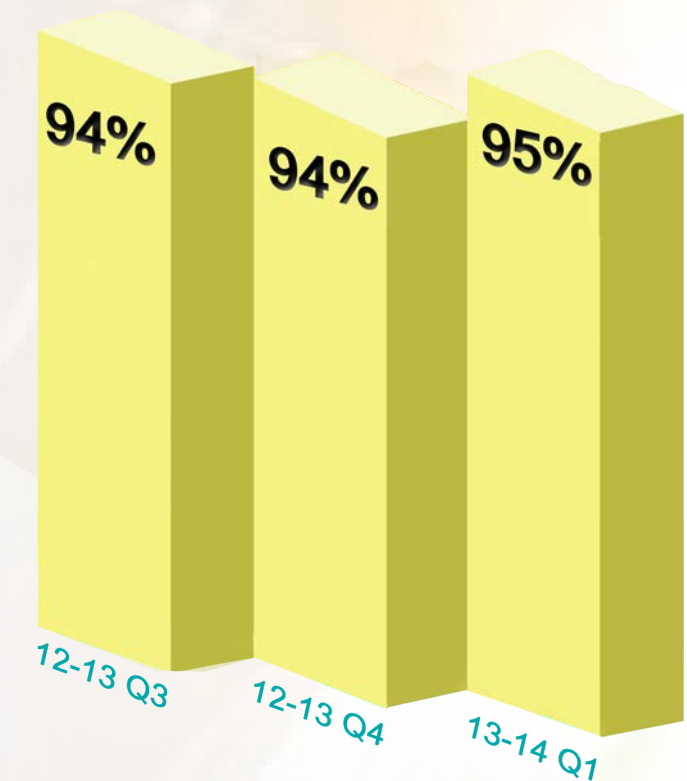
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF EXTERNAL CUSTOMERS SATISFIED WITH MQA SERVICES

Definition: This measure is calculated from feedback surveys. Customers complete and submit online surveys that address specific processes, including their overall satisfaction. The percentage of satisfaction is calculated using the total number of survey respondents who were satisfied versus the total number who responded. Providing our customers with exceptional customer service is MQA's highest priority. It is important to receive customers' feedback to continue to improve our services to meet the needs of health care professionals, applicants and consumers.

Initiative: MQA is redesigning its web pages to make information easier to locate and more accessible to our customers. This initiative is expected to increase our customers' satisfaction with MQA services.



Target: 95% or higher

Data source: Virginia Tech Survey Software

FINANCIAL DATA

MQA TRUST FUND: LICENSED

BEGINNING CASH BALANCE (07/01/2013)	\$20,170,993
TOTAL REVENUES	\$17,261,971
TOTAL EXPENDITURES	\$17,646,587
ENDING CASH BALANCE (9/30/2013)	\$19,786,377

MQA TRUST FUND: UNLICENSED

BEGINNING CASH BALANCE (07/01/2013)	\$10,162,298
TOTAL REVENUES	\$612,366
TOTAL EXPENDITURES	\$235,093
ENDING CASH BALANCE (9/30/2013)	\$10,539,571

TOTALS*

BEGINNING CASH BALANCE (07/01/2013)	\$30,333,291
TOTAL REVENUES	\$17,874,337
TOTAL EXPENDITURES	\$17,881,680
ENDING CASH BALANCE (9/30/2013)	\$30,325,948

*Totals are cumulative

LICENSEE DATA

QUARTERLY SUMMARY

APPLICATIONS RECEIVED	30,044
APPLICATIONS PROCESSED	22,025
LICENSES ISSUED	26,832

[Detailed Report by Profession](#)

ENFORCEMENT DATA

QUARTERLY SUMMARY

COMPLAINTS RECEIVED	4,501
LEGALLY SUFFICIENT	1,515
INVESTIGATIONS COMPLETED	1,606
CITATIONS ISSUED	10
DISMISSED BY PANEL	1,004
PROBABLE CAUSE FOUND	497
PROBABLE CAUSE DISMISSED	49
FINAL ORDERS	421

EMERGENCY ORDERS ISSUED

EMERGENCY RESTRICTION ORDERS	30
EMERGENCY SUSPENSION ORDERS	35
TOTAL EMERGENCY ORDERS	65

FINES AND COST DATA FOR CURRENT LICENSEES

DOLLAR AMOUNT COLLECTED	\$689,179.33
DOLLAR AMOUNT IMPOSED	\$1,084,060.77
PERCENTAGE COLLECTED	64%

PENDING WORKLOAD

CONSUMER SERVICES	1,859
INVESTIGATIVE SERVICES	849
PROSECUTION SERVICES	4,321

[Detailed Report by Board](#)

QUARTERLY SUMMARY

COMPLAINTS RECEIVED.....	172*
REFERRED FOR INVESTIGATION.....	153*
INVESTIGATIONS COMPLETED.....	171*
CEASE AND DESISTS ISSUED.....	66*
REFERRALS TO LAW ENFORCEMENT.....	84*
ARRESTS.....	12

*Includes referred non-jurisdictional cases

[Detailed Report by Profession](#)

TO REPORT UNLICENSED ACTIVITY CALL
1-877-HALT-ULA
[OR CLICK ON THIS LINK TO VISIT OUR SITE](#)

- **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.
- **COMPAS:** Customer Oriented Medical Practitioner Administration System—MQA’s licensure and enforcement database
- **Emergency Actions:** An action suspending or restricting the ability to practice taken by the State Surgeon General when a licensed health care practitioner poses an immediate 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.
- **MQA Trust Fund Licensed:** The fees collected from licensees that fund the regulation of licensed health care practitioners.
- **MQA Trust Fund Unlicensed:** A \$5.00 fee collected at initial and renewal licensure that specifically funds the investigation and enforcement of unlicensed activity laws.

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Your feedback is important to us.

If you have questions or suggestions about this report, please: [Take our Survey](#)

MQA DIVISION DIRECTOR

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[MQA Website Homepage](#)

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@FY13-14 Q1 ULA Detailed Report by Profession (2)

Profession	Complaints Received	Referred for Investigation	Investigations Completed	Cease and Desist Issued	Referrals to Law Enforcement	Arrests	Convictions
Acupuncture	1	1	1	0	0	0	0
Anesthesiology Assistants	0	0	0	0	0	0	0
Athletic Trainers	0	0	0	0	0	0	0
Certified Nursing Assistant	2	2	2	1	2	0	0
Certified Social Workers	0	0	0	0	0	0	0
Chiropractic Medicine	4	3	2	0	0	1	0
Clinical Laboratory Personnel	0	0	0	0	0	0	0
Clinical Social Workers	0	0	1	1	0	0	0
Dental Hygienists	1	1	0	0	0	0	0
Dental Laboratories	2	2	3	1	2	1	0
Dentistry	12	11	18	6	8	2	1
Dietetics & Nutrition	2	2	4	1	2	0	0
Electrolysis	1	1	0	0	0	0	0
Electrolysis Facilities	1	0	0	0	0	0	0
Emergency Medical Technicians	1	1	0	0	0	0	0
Hearing Aid Specialists	1	2	1	0	0	0	0
Marriage & Family Therapists	0	0	0	0	0	0	0
Massage Establishments	15	13	8	3	3	0	0
Massage Therapy	27	25	19	15	8	0	0
Medical Physicists	0	0	0	0	0	0	0
Medicine	40	34	34	11	16	4	2
Mental Health Counseling	4	4	1	1	0	0	0
Midwifery	0	0	3	0	0	0	0
Naturopathic Medicine	1	1	3	1	1	1	0
Nursing - LPN	2	2	1	0	1	0	0
Nursing - RN / ARNP	11	9	10	2	4	0	0
Nursing Home Administrators	0	0	0	0	0	0	0
Occupational Therapy	0	0	2	0	0	0	0

@FY13-14 Q1 ULA Detailed Report by Profession (2)

Profession	Complaints Received	Referred for Investigation	Investigations Completed	Cease and Desist Issued	Referrals to Law Enforcement	Arrests	Convictions
Optical Establishments	5	5	10	5	6	0	1
Opticianry	5	4	9	5	8	0	0
Optometry	0	0	2	0	1	1	1
Optometry Branch Offices	0	0	0	0	0	0	0
Orthotists & Prosthetists	2	2	4	2	2	0	0
Osteopathic Medicine	0	0	0	0	0	0	0
Pain Management Clinics	3	3	4	1	1	1	0
Paramedics	1	1	0	0	0	0	0
Pharmacies	6	5	6	3	3	1	0
Pharmacists	1	1	1	0	0	0	0
Pharmacy Technician	7	7	5	4	6	0	0
Physical Therapy	1	1	3	0	0	0	0
Physician Assistants	3	3	0	0	1	0	0
Podiatric Medicine	0	0	0	0	0	0	0
Psychology	1	1	6	1	2	0	0
Radiologic Technology	1	0	1	0	0	0	0
Respiratory Care	0	0	0	0	0	0	0
School Psychology	0	0	0	0	0	0	0
Speech-Language Path/Audio	0	0	1	0	1	0	0
TOTALS	164	147	165	64	78	12	5
Referred Non-Jurisdictional	8	6	6	2	6	0	0
GRAND TOTALS	172	153	171	66	84	12	5

Florida Department of Health - Division of Medical Quality Assurance
Board Quarterly Enforcement Summary Report
July 1, 2013 - September 30, 2013

Board	Complaints Received	Legally Sufficient	Investigations Completed	Citations Issued	Dismissed By Panel	PC Found	PC Found Dismissed	Final Orders	ULA Complaints	Pending - Consumer Services	Pending - Investigative Services	Pending - Prosecution Services	Total Open Cases
ACUPUNCTURE	6	5	2	0	2	0	0	1	1	3	3	9	15
ANESTHESIOLOGY ASSISTANTS	0	0	0	0	0	0	0	0	0	0	0	0	0
ATHLETIC TRAINERS	0	0	2	0	0	0	0	0	0	1	0	3	4
CERTIFIED NURSING ASSISTANT	528	164	143	0	67	48	4	23	2	224	50	238	512
CERTIFIED SOCIAL WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0
CHIROPRACTIC MEDICINE	88	36	34	4	6	8	3	8	4	44	22	106	172
CLINICAL LABORATORY PERSONNEL	3	1	1	0	5	5	0	0	0	0	1	7	8
CLINICAL SOCIAL WORKERS	20	9	10	0	3	3	0	2	0	4	3	24	31
DENTAL HYGIENISTS	3	4	3	0	1	0	0	0	1	2	2	16	20
DENTAL LABORATORIES	2	0	0	0	0	0	0	1	2	2	0	6	8
DENTISTRY	334	147	115	0	40	21	4	9	12	201	88	359	648
DIETETICS & NUTRITION	3	0	0	0	1	0	0	1	2	0	4	2	6
ELECTROLYSIS	2	1	5	0	2	2	0	0	1	0	2	10	12
ELECTROLYSIS FACILITIES	1	1	1	0	0	0	0	0	1	0	1	3	4
EMERGENCY MEDICAL TECHNICIAN	23	12	9	0	43	12	3	9	1	12	4	73	89
HEARING AID SPECIALISTS	26	5	8	0	0	0	0	10	1	14	3	15	32
MARRIAGE & FAMILY THERAPISTS	10	3	2	0	0	1	0	0	0	4	2	7	13
MASSAGE ESTABLISHMENTS	63	22	22	1	10	3	0	0	15	27	20	46	93
MASSAGE THERAPY	113	49	157	0	23	36	4	108	27	65	44	382	491
MEDICAL PHYSICISTS	0	0	0	0	0	0	0	2	0	0	0	0	0
MEDICINE	1589	331	328	0	191	72	9	50	40	577	284	1110	1,971
MENTAL HEALTH COUNSELING	48	11	8	0	7	6	0	4	4	14	14	42	70
MIDWIFERY	1	6	2	0	0	0	0	0	0	0	5	21	26
NATUROPATHIC MEDICINE	0	0	0	0	0	0	0	0	1	1	0	2	3
NURSING - ARNP	76	24	33	0	22	7	0	5	0	26	8	45	79
NURSING - LPN	279	124	131	0	70	51	0	35	2	100	48	227	375

Florida Department of Health - Division of Medical Quality Assurance
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NURSING - RN	463	215	219	0	150	97	9	69	11	163	74	462	699
NURSING HOME ADMINISTRATORS	22	7	4	0	2	1	0	0	0	12	6	7	25
OCCUPATIONAL THERAPY	6	4	2	0	4	4	0	0	0	4	4	11	19
OPTICAL ESTABLISHMENTS	12	3	1	0	0	0	0	0	5	3	11	12	26
OPTICIANRY	6	2	1	0	0	1	0	0	5	3	5	10	18
OPTOMETRY	19	6	4	0	10	3	0	1	0	10	5	13	28
OPTOMETRY BRANCH OFFICES	0	1	0	0	0	0	0	0	0	0	1	0	1
ORTHOTISTS & PROSTHETISTS	3	0	1	0	1	5	0	0	2	0	3	10	13
OSTEOPATHIC MEDICINE	156	41	39	1	29	6	2	12	0	73	28	151	252
PAIN MANAGEMENT CLINICS	12	6	7	0	8	0	0	0	3	6	5	37	48
PARAMEDICS	26	13	13	0	31	12	7	15	1	19	4	128	151
PHARMACIES	183	61	97	0	117	21	0	6	6	61	29	198	288
PHARMACISTS	101	66	101	0	106	22	3	10	1	62	26	232	320
PHARMACY TECHNICIAN	32	21	20	0	6	16	1	6	7	24	8	66	98
PHYSICAL THERAPY	24	13	6	0	4	5	0	3	1	9	8	23	40
PHYSICIAN ASSISTANTS	110	67	28	4	5	4	0	2	3	45	8	59	112
PODIATRIC MEDICINE	41	7	7	0	11	2	0	4	0	14	5	12	31
PSYCHOLOGY	24	6	5	0	5	3	0	0	1	6	5	20	31
RADIOLOGIC TECHNOLOGY	12	7	12	0	20	15	0	12	1	8	1	50	59
RESPIRATORY CARE	20	10	16	0	2	4	0	9	0	4	4	32	40
SCHOOL PSYCHOLOGY	4	0	1	0	0	0	0	0	0	4	0	4	8
SPEECH-LANGUAGE PATH/AUDIO	7	4	6	0	0	1	0	4	0	8	1	31	40
TOTAL FOR ALL BOARDS	4,501	1,515	1,606	10	1,004	497	49	421	164	1,859	849	4,321	7,029



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Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(501) Chiropractic Physician	117.29	83	8.31	2.42	10.73	83
(502) Registered Chiropractic Assistant	46.73	289	2.75	1.78	4.53	289
(503) Certified Chiropractic Physician's Assistant	113.00	3	10.00	25.33	35.33	3
(506) Chiropractic Faculty Certificate	15.00	1	9.00	1.00	10.00	1
(701) Dental	111.60	176	7.09	0.00	7.09	176
(702) Dental Hygienist	75.50	250	3.54	5.41	8.96	250
(703) Dental Radiographer	35.26	164	4.18	0.00	4.18	164
(704) Dental Laboratory	47.50	12	5.42	0.00	5.42	12
(706) Dental Teaching Permits	0.00	1	0.00	0.00	0.00	1
(707) Dental Residency Permits	0.00	13	0.00	0.00	0.00	13
(708) Dental-Health Access Dental	130.33	3	4.67	0.00	4.67	3
(801) Nursing Home Administrator	154.38	21	3.48	1.62	5.10	21
(802) Nursing Home Administrator Provisional License	0.00	0	0.00	0.00	0.00	0
(1001) Athletic Trainer	14.44	148	3.70	0.01	3.71	148
(1401) Massage Therapist	32.62	964	4.54	3.41	7.95	964
(1402) Massage Establishment	30.22	453	5.08	17.18	22.25	453
(1403) Approved Massage School	0.00	0	0.00	0.00	0.00	0
(1406) Massage Therapy Apprentice	462.37	19	15.42	369.26	384.68	19
(1501) Medical Doctor	116.72	972	15.68	8.81	24.49	972
(1502) Medical Doctor Public Psychiatry Certificate	0.00	0	0.00	0.00	0.00	0
(1503) Medical Doctor Public Health Certificate	0.00	0	0.00	0.00	0.00	0
(1506) Limited License Medical Doctor	277.33	3	5.33	6.00	11.33	3
(1507) Rear Admiral LeRoy Collins, Jr., Temp Cert for Practice in ACN- Med. Doctor	132.04	28	8.25	6.79	15.04	28
(1508) Medical Faculty Certificate	182.50	2	9.50	1.50	11.00	2
(1509) Medical Doctor Visiting Faculty Certificate	0.00	0	0.00	0.00	0.00	0
(1510) Registration for Resident/HSE Physician	27.58	91	3.64	0.00	3.64	91



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Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(1512) Physician Assistant	65.66	145	7.94	1.53	9.48	145
(1514) Office Surgery Registration	27.31	13	15.85	0.00	15.85	13
(1515) Anesthesiologist Assistants	37.35	34	7.71	0.00	7.71	34
(1516) Pain Management Clinic	15.45	20	4.90	0.00	4.90	20
(1701) Registered Nurse	73.49	6,171	15.10	4.92	20.02	6,167
(1702) Licensed Practical Nurse	89.12	1,680	12.31	6.37	18.68	1,678
(1704) Nursing Education Program- RN	101.91	11	18.82	3.64	22.45	11
(1705) Nursing Education Program- PN	111.75	4	11.50	1.50	13.00	4
(1801) Optometrist	208.60	68	3.51	0.37	3.88	68
(1802) Optometry Branch Office	4.66	56	4.45	0.21	4.66	56
(1805) Optometric Faculty Certificate	44.75	4	3.25	0.00	3.25	4
(1901) Osteopathic Physician	66.44	129	5.95	0.40	6.36	129
(1902) Osteopathic Resident Registration	51.63	57	4.26	0.42	4.68	57
(1903) Osteopathic Limited License	0.00	0	0.00	0.00	0.00	0
(1904) Osteopathic Faculty Certificate	0.00	0	0.00	0.00	0.00	0
(2001) Optician	382.95	20	9.35	8.50	17.85	20
(2002) Apprentice Optician	35.98	65	7.14	4.72	11.86	65
(2003) Optical Establishment Permit	17.67	9	7.33	4.44	11.78	9
(2101) Podiatric Physician	48.00	6	-1.33	0.67	-0.67	6
(2105) Certified Pod X-Ray Assistant	27.14	22	2.73	0.86	3.59	22
(2106) Podiatric Resident Registration	44.60	15	2.60	5.47	8.07	15
(2201) Pharmacist	89.93	867	5.71	4.63	10.34	867
(2202) Pharmacist Intern	11.45	362	4.25	3.39	7.64	362
(2203) Consultant Pharmacist	34.09	44	2.50	5.93	8.43	44
(2204) Nuclear Pharmacist	13.00	1	7.00	0.00	7.00	1
(2205) Pharmacy	66.63	182	9.27	17.11	26.38	182
(2208) Registered Pharmacy Technician	34.57	1,525	5.59	2.26	7.85	1,525



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Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(2501) Emergency Medical Technician	130.87	1,126	4.68	2.73	7.42	1,125
(2502) Paramedic	102.54	631	4.76	2.26	7.02	629
(2503) Emergency Insect Sting Treatment	8.94	16	5.50	2.56	8.06	16
(2701) Psychologist	226.86	101	9.77	8.34	18.11	101
(2702) Provisional Psychologist	18.18	11	5.73	1.09	6.82	11
(2703) Limited License Psychologist	4.00	1	0.00	4.00	4.00	1
(3001) Speech-Language Pathologist	38.43	240	4.68	3.65	8.33	240
(3002) Audiologist	40.07	28	7.89	3.89	11.79	28
(3003) Speech_Language Pathology Assistant	49.29	68	7.10	4.68	11.78	68
(3004) Audiology Assistant	108.22	9	8.33	7.44	15.78	9
(3005) Provisional Speech-Language Pathologist	41.10	176	6.82	5.28	12.10	176
(3006) Provisional Audiologist	93.50	2	7.00	5.00	12.00	2
(3101) Prosthetist-Orthotist	0.00	0	0.00	0.00	0.00	0
(3102) Prosthetist	0.00	0	0.00	0.00	0.00	0
(3103) Orthotist	0.00	0	0.00	0.00	0.00	0
(3104) Orthotic Fitter	4.50	2	1.00	1.00	2.00	2
(3105) Orthotic Fitter Assistant	24.67	3	3.33	0.67	4.00	3
(3106) Pedorthist	148.50	2	5.50	0.50	6.00	2
(3109) Orthotic Resident	40.30	10	2.80	0.00	2.80	10
(3201) Midwifery	7.56	9	3.89	0.00	3.89	9
(3202) Temp Midwife	0.00	0	0.00	0.00	0.00	0
(3601) Hearing Aid Specialist	332.50	16	4.19	0.44	4.63	16
(3603) Hearing Aid Specialist Trainee	27.00	31	3.45	0.00	3.45	31
(3801) Acupuncturist	26.00	43	5.65	0.30	5.95	43
(4101) School Psychologist	39.40	10	3.20	3.80	7.00	10
(4401) Certified Nursing Assistant	55.48	923	8.79	0.75	9.54	921
(5201) Licensed Clinical Social Worker	120.41	142	23.23	4.56	27.79	142



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(5202) Licensed Marriage and Family Therapist	221.13	32	9.69	4.13	13.81	32
(5203) Licensed Mental Health Counselor	118.15	179	11.37	4.28	15.65	179
(5204) Provisional Clinical Social Worker Licensee	5.67	6	1.50	4.17	5.67	6
(5205) Provisional Marriage and Family Therapist Licensee	15.67	3	1.33	14.33	15.67	3
(5206) Provisional Mental health Counselor Licensee	7.76	38	4.08	3.89	7.97	38
(5207) Registered Clinical Social Worker Intern	56.43	223	5.72	6.30	12.02	223
(5208) Registered Marriage and Family Therapist Intern	64.95	55	7.40	5.18	12.58	55
(5209) Registered Mental Health Counselor Intern	67.28	301	8.83	8.32	17.15	301
(5401) Certified Master Social Worker	0.00	0	0.00	0.00	0.00	0
(5501) Physical Therapist	122.81	340	11.04	3.86	14.90	340
(5502) Physical Therapist Assistant	109.31	326	6.55	3.42	9.97	326
(5601) Occupational Therapist	41.71	145	5.66	3.81	9.47	145
(5602) Occupational Therapy Assistant	89.77	182	8.88	4.81	13.70	182
(5701) Registered Respiratory Therapist	29.94	267	5.31	1.84	7.15	267
(5702) Certified Respiratory Therapist	28.67	72	5.75	2.44	8.19	72
(6001) Diagnostic Radiological Physicist	27.00	4	1.75	0.00	1.75	4
(6002) Therapeutic Radiological Physicist	16.43	7	3.43	0.00	3.43	7
(6003) Medical Nuclear Radiological Physicist	33.00	1	1.00	0.00	1.00	1
(6004) Medical Health Physicist	0.00	0	0.00	0.00	0.00	0
(6007) Medical Physicist In Training	45.60	5	4.20	7.60	11.80	5
(6101) Dietetics/Nutritionist	16.01	96	2.96	0.01	2.97	96
(6501) Electrologist	198.60	5	11.40	28.20	39.60	5
(6502) Electrolysis Facility	52.94	16	4.00	22.00	26.00	16
(6601) Clinical Laboratory Personnel	57.47	294	3.21	0.40	3.62	294
(6602) Clinical Laboratory Trainee	38.72	154	3.36	0.23	3.58	154
(6603) Clinical Laboratory Training Program	29.50	4	4.25	0.00	4.25	4



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(7601) Radiologic Technology	82.03	473	4.74	2.62	7.36	473
(7602) Radiologist Assistant	66.50	2	9.50	1.50	11.00	2

Summary

Totals:	73.81	22,036	9.46	4.72	14.18	22,025
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