

# Quarterly Management Report

The Florida Department of Health

FIRST QUARTER | Fiscal Year 2009-2010

## Florida's State Health Department and Miami-Dade County Health Department Selected to Test National Accreditation Program *-Test will help shape the future of public health-*

Florida Department of Health (DOH) announced today it was selected by the Public Health Accreditation Board (PHAB) to participate in a test of the new national voluntary public health accreditation program. The State Health Department and Miami-Dade County Health Department are two of 30 public health agencies selected from more than 145 applicants. The State's Department of Health will participate in the test with support from the Department's Office of Performance Improvement. The Miami-Dade County Health Department, under the leadership of Dr. Lillian Rivera, will work through the accreditation process and will provide valuable feedback that will inform the voluntary accreditation program's national launch in 2011.

The state and local health departments selected will receive technical assistance from PHAB and the Association for State and Territorial Health Officials (ASTHO) for accreditation and quality improvement, funding to support quality improvement projects, and funding to cover the costs of providing detailed feedback to PHAB. The beta test period goes from fall 2009 through the end of 2010.

"We are pleased to be part of this ground breaking program," said State Surgeon General Ana Viamonte Ros, M.D., M.P.H. "We recognize that this is a unique opportunity to evaluate the effectiveness and efficiency of our services and also showcase the high quality programs and services associated with the Florida Department of Health and the Miami-Dade County Health Department. We are proud to have a hand in shaping the national accreditation program and advancing the quality of public health."

The Florida Department of Health has a long history of work to build a sustainable performance improvement framework

that supports continuous quality improvement. The Miami-Dade County Health Department also has been recognized for performance excellence as a two-time Florida Governor's Sterling Award winner in 2002 and 2006.

While there are standards for hospitals, schools, law enforcement agencies and even daycare centers, there has not previously been a nationally-recognized set of standards for public health departments despite the critical role they play in preserving and promoting the health of communities and residents. The goal of public health accreditation is to improve and protect the health of the public by advancing the quality and performance of all health departments in the country.

"The launch of the test is a critical step that moves us closer to a national voluntary accreditation program that is practical and promotes continuous quality improvement in all health departments," said PHAB President and Chief Executive Officer Kaye Bender, RN, PhD, FAAN. "The overwhelming number of applications we received from health departments that wanted to be test sites signals that public health departments recognize the need for national standards and understand their value. With accreditation status, public health departments will be able to demonstrate increased accountability and credibility to the public, funders, elected officials and other stakeholders."

"State and territorial health agencies play a critical role in keeping the population safe and healthy," said Paul Jarris, MD, Executive Director of ASTHO. "We are pleased to partner with PHAB, the health departments, and the other national organizations to help establish a national accreditation program that will shape the future of public health in America. Our vision is that the public health accreditation program will raise the bar for all public health departments and result in improved health for communities across the country."

In addition to ASTHO, several other leading national public health organizations have partnered with PHAB to support the test, including the Centers for Disease Control and Prevention (CDC), National Association of County and City Health Officials (NACCHO), National Association of

*continued on pg. 2*

## Board & Council Appointments

July 1, 2009 - October 1, 2009

NAME	BOARD OR COUNCIL
Jackie Shank	Dietetics/Nutrition Practice
Amy Arcand	Opticianry
Irene Stavros	Opticianry

# DOH Joint Investigation Leads to Arrest in Tampa

The Florida Department of Health's (DOH) Orlando Unlicensed Activity (ULA) Unit announced that their joint investigations with Kissimmee Police Department has led to the arrest of Brenda Grey Miller, A.K.A Brenda Joyce Miller (D.O.B: 12/16/1951), on September 8, 2009 for the alleged unlicensed practice of a health care profession, unlicensed practice of nursing and criminal use of personal identification information, all of which are 3rd degree felonies and punishable by up to five years in prison.

Brenda Grey Miller, while on out-on-bond for similar Hillsborough County Charges, obtained employment as a registered nurse at Osceola Cancer Center, 737 W. Oak Street, Kissimmee, Florida, by presenting herself as Brenda Mae Miller, a legitimate registered nurse with a similar name. The fraud was detected within a few days while doing computer checks of Miller's name. Brenda Grey Miller has never been licensed as a registered nurse by the Florida Department of Health.

Miller was detained on the Osceola County warrant, \$30,000 bond, after she turned herself in to the Hillsborough County Sheriff because of a Hillsborough warrant on an unrelated charge. Miller was recommitted on the Hillsborough unlicensed charges. A warrant for her arrest has been issued on charges by the Sarasota County Sheriff's office for similar offenses which occurred in Sarasota County between April 23 and May 5, 2009. Anyone who has employed Miller as a nurse or health care professional within the last three years is urged to call the Florida Department of Health.

DOH has several resources to combat unlicensed activity:

- Consumers are encouraged to use DOH's Web site [www.flhealthsource.com](http://www.flhealthsource.com) where

they can conveniently view the license information of their health care practitioner.

- Complaints may be filed anonymously by completing/ mailing the complaint form on the DOH Web site or calling 1-877-HALT-ULA (1-888-419-3456) to have a form mailed to you

The Florida Department of Health's (DOH) unlicensed activity program protects Florida residents and visitors from the potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed person. The Division of Medical Quality Assurance (MQA) investigates and refers for prosecution all unlicensed health care activity complaints and allegations. The unlicensed activity unit works in conjunction with law enforcement and the state attorney's offices to prosecute individuals practicing without a license. In many instances, unlicensed activity is a felony level criminal offense. More importantly, receiving health care from unlicensed people is dangerous and could result in further injury, disease or even death.

The mission of DOH and MQA is to promote, protect and improve the health of all people in Florida. Working in conjunction with 22 boards and six councils, MQA regulates seven types of facilities and 200-plus license types in more than 40 healthcare professions. MQA evaluates the credentials of all applicants for licensure, issues licenses, analyzes and investigates complaints, inspects facilities, assists in prosecuting practice act violations, combats unlicensed activity and provides credential and discipline history about licensees to the public. Visit [www.flhealthsource.com](http://www.flhealthsource.com) for additional information about MQA.

## Test National Accreditation Program

*continued from pg. 1*

Local Board of Health (NALBOH), the National Indian Health Board (NIHB), and the Robert Wood Johnson Foundation (RWJF).

In order to ensure that they represent a broad cross-section of the U.S. population, the health departments selected to be part of the test vary in size, structure, population served, governance, geographic region, and degree of preparedness for accreditation. For a complete listing of the 30 test sites, please visit [www.phaboard.org](http://www.phaboard.org).

The mission of DOH is to promote, protect and improve the health of all people in Florida. For more information, visit [www.doh.state.fl.us](http://www.doh.state.fl.us).

### FIRST QUARTER

## ULA Statistics

COMPLAINTS RECEIVED	245
REFERRED FOR INVESTIGATION	152
INVESTIGATIONS COMPLETED	199
CEASE AND DESISTS ISSUED	63
REFERRALS TO LAW ENFORCEMENT	65
ARRESTS	53

## ULA Finances

*July 1, 2009 - October 1, 2009*

BEGINNING CASH BALANCE	\$6,356,261
REVENUES	\$531,792
EXPENDITURES	\$269,113
ENDING CASH BALANCE	\$6,618,940

To Report Unlicensed Activity call:  
**1-877-HALT-ULA**

# Practitioner Regulation Quarterly Summary

July 1, 2009 - October 1, 2009

BOARD	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	INVESTIGATIONS COMPLETED	CITATIONS ISSUED	DISMISSED BY PANEL	PC FOUND	PC FOUND DISMISSED	FINAL ORDERS	ULA COMPLAINTS	CONSUMER SERVICES	INVESTIGATIVE SERVICES	PROSECUTION SERVICES	TOTAL SERVICES
ACUPUNCTURE	3	1	3	2	0	0	0	0	2	5	5	24	<b>34</b>
ANESTHESIOLOGY ASSISTANTS	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
ATHLETIC TRAINERS	5	5	2	1	0	0	0	4	0	7	0	5	<b>12</b>
CERTIFIED NURSING ASST	441	168	260	1	207	153	4	99	8	156	75	522	<b>753</b>
CERTIFIED SOCIAL WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
CHIROPRACTIC MEDICINE	70	35	34	17	27	15	3	19	3	48	21	148	<b>217</b>
CLINICAL LAB PERSONNEL	47	45	9	34	0	4	1	0	5	13	2	16	<b>31</b>
CLINICAL SOCIAL WORKERS	50	6	7	5	1	3	0	5	2	0	4	20	<b>24</b>
DENTAL HYGIENISTS	11	8	2	1	4	1	0	3	0	4	0	10	<b>14</b>
DENTAL LABORATORIES	4	3	2	0	0	0	0	1	0	0	1	8	<b>9</b>
DENTISTRY	303	92	92	2	158	34	4	23	7	134	72	309	<b>515</b>
DIETETICS AND NUTRITION	3	0	0	0	0	0	0	0	9	0	0	2	<b>2</b>
DRUGS, DEVICES & COSMETICS	105	100	104	0	57	0	0	27	0	8	91	129	<b>228</b>
ELECTROLYSIS	5	3	77	15	2	18	0	0	0	9	4	101	<b>114</b>
ELECTROLYSIS FACILITIES	0	0	0	0	0	0	0	0	2	0	1	3	<b>4</b>
EMERGENCY MEDICAL TECH	39	16	17	0	1	10	3	1	0	15	20	1	<b>36</b>
HEARING AID SPECIALISTS	37	4	7	5	6	0	2	4	1	28	0	12	<b>40</b>
MARRIAGE & FAMILY THERAPISTS	6	3	0	2	1	0	1	1	2	4	1	3	<b>8</b>
MASSAGE ESTABLISHMENTS	49	33	20	2	9	14	0	6	58	14	29	75	<b>118</b>
MASSAGE THERAPY	71	48	43	0	21	49	1	21	77	32	33	165	<b>230</b>
MEDICAL PHYSICISTS	4	4	0	2	0	0	0	0	0	50	0	1	<b>51</b>
MEDICINE	2,030	527	557	65	445	47	7	71	28	860	269	1,580	<b>2,709</b>
MENTAL HEALTH COUNSELORS	30	15	10	7	1	7	0	2	5	14	8	34	<b>56</b>
MIDWIFERY	3	1	2	0	0	0	0	0	1	2	1	12	<b>15</b>

continued on pg. 4

# Practitioner Regulation Quarterly Summary *(cont'd)*

July 1, 2009 - October 1, 2009

BOARD	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	INVESTIGATIONS COMPLETED	CITATIONS ISSUED	DISMISSED BY PANEL	PC FOUND	PC FOUND DISMISSED	FINAL ORDERS	ULA COMPLAINTS	CONSUMER SERVICES	INVESTIGATIVE SERVICES	PROSECUTION SERVICES	TOTAL SERVICES
NATUROPATHIC MEDICINE	0	0	0	0	0	0	0	0	1	0	0	0	0
NURSING - ARNP	112	31	31	3	22	9	1	13	0	29	18	69	116
NURSING - LPN	249	132	147	1	77	101	7	70	2	76	80	372	528
NURSING - RN	500	328	243	218	125	127	3	132	6	202	119	596	917
NURSING HOME ADMINISTRATORS	47	8	7	40	9	7	0	1	0	44	1	15	60
OCCUPATIONAL THERAPY	14	4	1	6	4	3	0	0	0	12	0	16	28
OPTICAL ESTABLISHMENTS	2	0	0	0	0	0	0	1	2	0	0	0	0
OPTICIANRY	17	9	1	2	3	6	1	0	0	2	1	5	8
OPTOMETRY	18	11	6	1	4	4	2	5	0	5	6	21	32
OPTOMETRY BRANCH OFFICES	0	0	0	0	1	0	0	0	0	0	0	0	0
ORTHOTISTS & PROSTHETISTS	4	4	4	0	2	1	1	13	1	2	1	26	29
OSTEOPATHIC MEDICINE	240	60	83	12	40	20	3	0	0	95	24	209	328
PARAMEDICS	40	19	28	0	3	16	2	0	0	21	22	6	49
PHARMACIES	148	57	90	1	61	18	0	6	7	19	55	168	242
PHARMACISTS	134	93	114	15	61	28	1	23	4	47	56	233	336
PHYSICAL THERAPY	21	11	13	0	3	4	0	6	4	9	7	52	68
PHYSICIAN ASSISTANTS	187	122	13	7	19	3	1	3	1	78	12	50	140
PODIATRIC MEDICINE	61	13	20	6	19	13	0	6	2	14	4	59	77
PSYCHOLOGY	30	10	5	0	7	5	1	4	3	10	9	33	52
RADIOLOGIC TECHNOLOGY	35	17	17	0	2	13	0	6	0	21	3	42	66
RESPIRATORY CARE	13	5	8	0	7	5	1	13	0	28	2	25	55
SCHOOL PSYCHOLOGY	1	1	1	0	0	0	0	0	1	0	0	2	2
SPEECH-LANGUAGE PATH/AUDIO	5	3	5	0	0	0	0	4	0	5	2	7	14
<b>TOTAL FOR ALL BOARDS</b>	<b>5,194</b>	<b>2,055</b>	<b>2,085</b>	<b>473</b>	<b>1,409</b>	<b>737</b>	<b>50</b>	<b>593</b>	<b>244</b>	<b>2,122</b>	<b>1,059</b>	<b>5,186</b>	<b>8,367</b>