

**FY2012-2013
SECOND QUARTER**

October 1 - December 31, 2012

**QUARTERLY
PERFORMANCE
REPORT**

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MEDICAL QUALITY ASSURANCE
**QUARTERLY
PERFORMANCE
REPORT**

as required by 456.025(9) Florida Statutes

DIRECTOR'S MESSAGE

QUARTERLY PERFORMANCE REPORT (QPR)

It gives me great pleasure to present to you the Quarterly Performance Report (QPR) for the second quarter of fiscal year 2012-13. This report includes information on key performance indicators for the Division of Medical Quality Assurance (MQA) as well as highlights of accomplishments during the quarter. The QPR is a way for MQA to highlight initiatives, projects, and customer service throughout the year that exemplify what we do as an organization. As such, we value your feedback so we can continue to improve the way we deliver information. Please take a moment to complete the brief survey linked to this report.

Sincerely,

Lucy C. Gee, M.S.

MQA Division Director

EXECUTIVE SUMMARY

The Quarterly Performance Report, required by Section 456.025(9), F.S., includes information on revenues and expenditures, performance measures and statistics, and recommendations to boards. Additionally, Section 456.065(3), F.S., requires the report to include all financial and statistical data resulting from unlicensed activity enforcement. The second quarter report provides information on MQA's key performance measures including ongoing initiatives for performance improvement. For example, the Investigative Services Unit updated their pharmacy inspection forms as result of a recent meningitis outbreak connected to a compounding pharmacy in New England and prioritized the inspection of sterile compounding facilities. The report also includes highlights of accomplishments during this quarter. For example, the Board of Medicine, in an effort to improve communication, launched a new website.

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- *Ann-Lynn Denker, PhD, ARNP, Chair, Board of Nursing, was chosen as a member of the 2013 National Council of State Boards of Nursing's (NCSBN) Institute of Regulatory Excellence (IRE) Fellowship Program. The NCSBN IRE Fellowship Program is a four-year comprehensive professional development program designed for regulators who want to enhance their knowledge of leadership in nursing regulation. The program is open to board members, associate board members, and staff. Graduates of the Institute are designated as Fellows of Regulatory Excellence.*
- *Sue Foster, Executive Director for the Board of Opticianry, was appointed to serve as a director of the National Commission of State Opticianry Regulatory Boards (NCSORB), a not-for-profit organization that exclusively represents the interests and serves the needs of states requiring licensure in Opticianry. NCSORB provides members a forum for discussion regarding the national licensure examination which was recently developed for continuing education and regulation of the practice. Additionally, NCSORB administers the National Optician's Practical Examination which covers spectacles and contact lenses. Florida is now offering this examination which will expedite licensure for applicants, because it is now given daily in testing centers throughout the state.*
- *Jessie M. Colin, PhD, RN, FRE, FAAN, immediate past chair and nurse educator member of the Florida Board of Nursing, will be presenting two abstracts at the International Council of Nurses (ICN) 25th Quadrennial Congress: Equity and Access to Health Care, which is being held in Melbourne, Australia, from May 18-23, 2013. Dr. Colin will present on "Understanding Nurse Migration and Credentialing in Florida" as well as "Improving Health Care in Haiti: Building a Community of Nursing Scholars in Haiti." The main objectives of the Congress are: to advance and improve equity and access to health care; to demonstrate the nursing contribution to the health of individuals, families, and communities; and to provide opportunities for an in-depth exchange of experience and expertise within and beyond the international nursing community. Dr. Colin serves as a professor and the Director of Nursing PhD, Nursing Executive Leadership, and Nursing Education Programs at Barry University in Miami Shores.*

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- The Florida Board of Medicine (BOM) launched a new website on December 21, 2012. The updated website aims to improve communication among Board members and those they serve, increase transparency of the Board, and provide a better public service for constituents, with increased accessibility to services being an additional benefit. Featuring an intuitive user interface, the website provides access to information in a clear, simple format. Content was developed for the new site from elements of the old web site and involved input from BOM and the board staff. In addition, a Twitter (@FLBoardofMed) account was established to complement the new website, with posts being pushed out to interested parties. Interested parties can also sign up for email subscriptions through the website.*
- The MQA Bureau of Enforcement is strengthening its Unlicensed Activity (ULA) outreach to better inform the public by using a two-fold approach. One is the creation of an overall ULA communication plan that includes law enforcement agencies and medical practitioners. Another is an expansion of the outreach to Hispanic communities by increasing the accessibility of bilingual ULA information, and the creation of a specialized campaign that better meets the Hispanic community's needs.*
- In response to events related to contaminated drug products compounded by New England Compounding Center of Framingham, MA that resulted in fungal meningitis cases around the country including Florida, MQA Investigative Services Unit (ISU) management met with the five senior pharmacists tasked with inspecting compounding pharmacies throughout Florida. The November 27-28, 2012, meeting in Orlando reviewed the sterile compounding inspection form, the Florida Board of Pharmacy administrative code, and USP 797. USP 797 is a standard from United States Pharmacopeia, a scientific nonprofit organization that sets standards for the identity, strength, quality, and purity of medicines, food ingredients, and dietary supplements manufactured, distributed, and consumed worldwide. The outcome of the meeting included changes to the inspection forms to promote consistency across inspections, a plan to develop a desk guide with step-by-step instructions to include photographic examples of equipment and supplies, and a plan to complete over 500 sterile compounding inspections by mid-spring 2013. Additionally, as a result of this meeting and in accordance with the Board of Pharmacy emergency rule, ISU is hiring four additional pharmacists to assist with sterile compounding inspections and prioritizing the inspection of sterile compounding facilities.*

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- *On October 24, 2012, the Florida Department of Health (DOH) issued eight cease and desist orders for the unlicensed practice of opticianry. In response to information regarding the sale of cosmetic, decorative contact lenses by unlicensed opticians, the MQA ISU conducted a statewide operation to identify establishments selling contact lenses. In addition to 12 citations with a minimum of a \$500 fine per violation, the statewide operation resulted in the issuance of eight cease and desist notices. When sold by an unlicensed person, contact lenses may not be properly fitted, and the contact user may not be educated regarding proper use. An uninformed contact user with ill-fitting contact lenses may develop significant eye injury with lifelong consequences for vision.*
- *On September 3, 2012, translation text became available to certified nursing assistants (CNAs) within the online renewal process. This provided better customer service for many CNAs where MQA previously had to use interpreter services when assisting them through the renewal process and allowed licensees the ability to renew online without having to wait for someone to assist them over the telephone. In addition, licenses expiring on December 31, 2012, received the new expiration date of May 31, 2015 upon renewal. This decision was made to lessen the burden of having to renew during the holiday season. The renewal price increased to \$65.00 to pay for a two-year, five-month license. After this renewal event, CNAs will be placed back on a two-year renewal cycle with the expiration date of May 31 of every odd year. This change in expiration date will also extend to CNAs with the expiration date of December 31, 2013.*

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- *Caridad Rodriguez, an investigator with MQA, received recognition for her work on an unlicensed activity case. A member of the law enforcement community wrote: “Investigator Rodriguez assisted me with an investigation into an unlicensed dentist. I had no prior experience with an investigation involving these allegations. Investigator Rodriguez’s assistance and guidance was essential in the successful completion and case presentation to the State Attorney’s Office. Without Investigator Rodriguez’s assistance and her professionalism, I have reservations that such an outcome would have been possible. I would again like to thank Investigator Rodriguez and the staff of the Florida Department of Health for their assistance.”*
- *The Board of Occupational Therapy Practice employees Deb Boutwell and Pat Gabriele work tirelessly each day to efficiently process applications to ensure applicants are able to obtain licensure and employment. While doing so they provide excellent customer service to applicants and licensees. The following comments demonstrate the level of service they and other employees in the unit consistently provide:*

“Wanted to share with you the outstanding service that I received from Pat this past week to verify my temp license. He was quick with response, polite and helpful on the phone, and provided options to send materials that he needed to complete my file. I have several OTA friends going through the same process and he is ‘the guy’ to get help from to minimize the rush or stress. Kudos to him for excellent work!”

“Hello Mrs. King, I just want to express how helpful Mrs. Debra Boutwell has been since last year 2011. She’s helped me in my license issuance and I just want you to know she’s a great employee. Hope you have a great day!”

“Hi, I just want to say how Mr. Thomas Gabriele was prompt, courteous, and kind helping me get my Florida License. I am a COTA from New York and in a couple of years moving to Florida wanting to practice there. He has promptly answered my emails. I had a good experience with Mr. Gabriele.”

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- The Florida Department of Health, Division of Medical Quality Assurance recently concluded the license renewal cycle for emergency medical technicians and paramedics on December 1, 2012, and certified nursing assistants, registered pharmacy technicians, radiologic technologists, opticians and consultant pharmacists on December 31, 2012. This included a total of 118,439 professionals that were up for renewal during the second quarter, with 64% renewing through December 31, 2014. MQA attributes the success of this renewal to outreach efforts with licensees and our partnerships with healthcare associations, fire chiefs, pharmacies, and other interested parties throughout the renewal cycle. This was the first renewal cycle for registered pharmacy technicians since the statutory change which required the profession to be regulated on January 1, 2010. Although registered pharmacy technicians have worked in Florida for some time, the profession was not regulated by the State of Florida. Since the inception of the profession, Florida has added 37,383 licensed pharmacy technicians within the workforce.*

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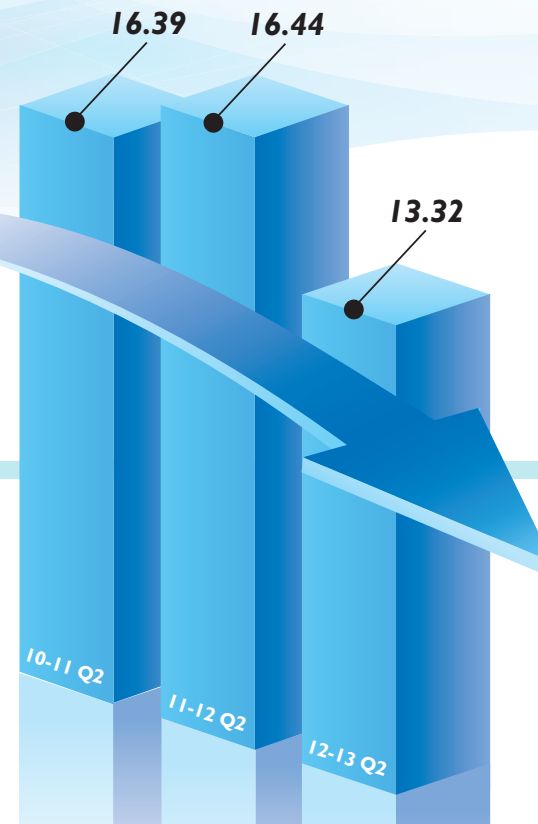
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Measure

AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION

Definition: This measure is calculated from the receipt of an application (includes the time to analyze the application for all required information and documentation, e.g., school transcripts) until the application is deemed to be complete or deficient of information and/or documentation and, once an application is deemed complete, 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. This initiative is expected to make it easier for an applicant to submit supporting documentation and decrease the time to process an application.



Target: 27 DAYS

Good Direction: ↓

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

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Measure

PERCENTAGE OF EMERGENCY ACTIONS ISSUED WITHIN 30 DAYS FROM RECEIPT OF COMPLAINT*

Definition: This measure is calculated from the date a complaint is received to the date an emergency action is issued. The number of cases where emergency action is taken within 30 days is divided by the number of cases where emergency action is taken during the specified timeframe. It is important to handle all emergency actions in an efficient and expeditious manner to suspend or restrict the practice of a health care practitioner who poses an immediate threat to the health, safety, and welfare of the public.

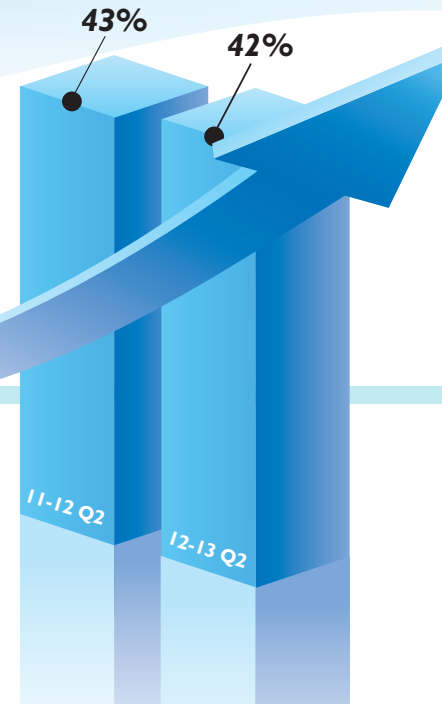
Initiative: Process improvements were identified and implemented to facilitate faster issuance of emergency actions. In addition, a special Emergency Action Unit was created in the Prosecution Services Unit of the Office of the General Counsel.

Target: 50%

Good Direction: ↑

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

*Data from FY10-11 was not available because measure was created in FY11-12



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Measure

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

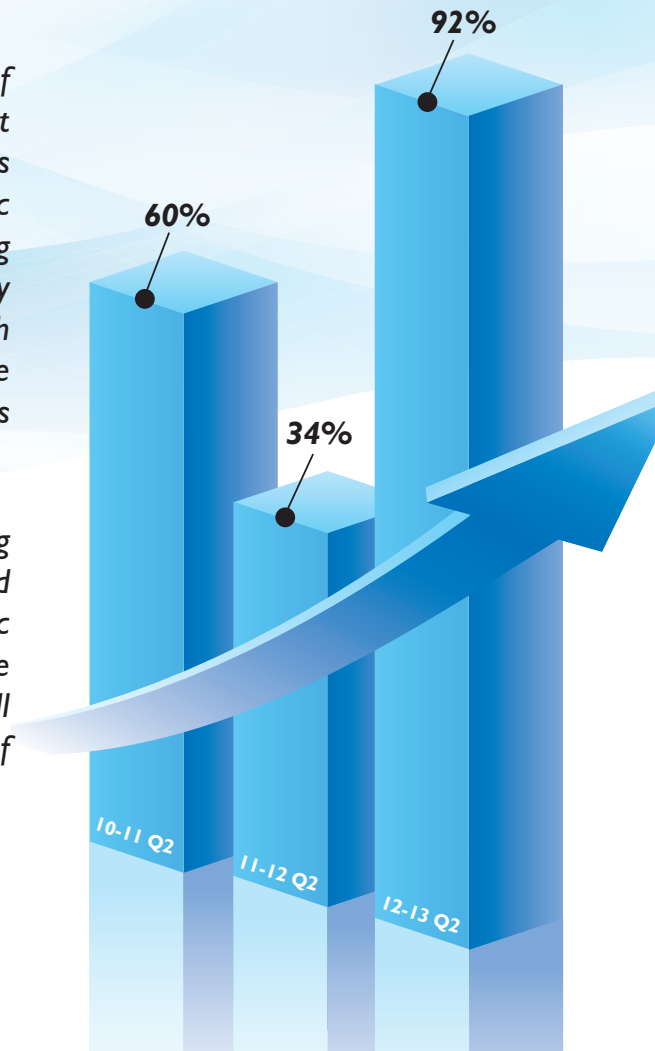
Definition: This measure is calculated from the number of calendar days between receipt of a public records request and fulfillment of the request. The number of public records completed within five days is divided by the number of public records completed during the specified timeframe. Responding to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

Initiative: To ensure transparency and expediency in handling public record requests, MQA identified and implemented several process improvements, including establishing a public record 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%

Good Direction: 

Data source: MQA Public Records Database



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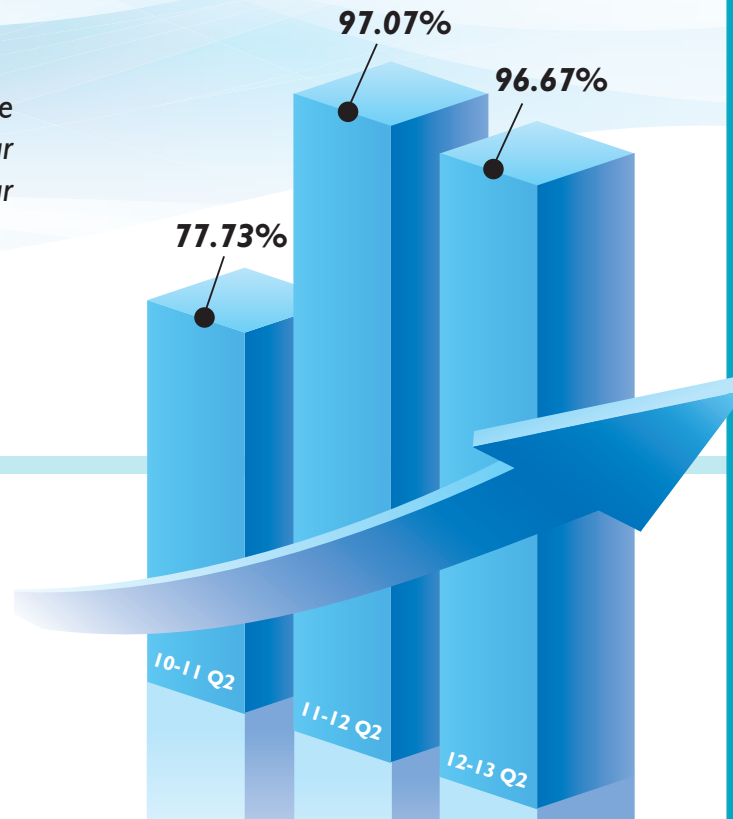
PERFORMANCE STATISTICS

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 were dissatisfied. 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 our health care professionals, applicants, and consumers.

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



Target: 95%

Good Direction: ↑

Data source: Virginia Tech Survey Software

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APPLICATIONS RECEIVED	22,758
APPLICATIONS PROCESSED	16,265
LICENSES ISSUED	20,265

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COMPLAINTS RECEIVED	4,110
LEGALLY SUFFICIENT	1,425
INVESTIGATIONS COMPLETED	1,237
CITATIONS ISSUED	17
DISMISSED BY PANEL	607
PROBABLE CAUSE FOUND	600
PROBABLE CAUSE DISMISSED	61
FINAL ORDERS	589

EMERGENCY ORDERS ISSUED

EMERGENCY RESTRICTION ORDERS	2
EMERGENCY SUSPENSION ORDERS	96
TOTAL EMERGENCY ORDERS	98

FINES AND COST DATA FOR CURRENT LICENSEES

DOLLAR AMOUNT COLLECTED	\$667,600.30
DOLLAR AMOUNT IMPOSED	\$915,739.97
PERCENTAGE COLLECTED	72.9%

PENDING WORKLOAD

CONSUMER SERVICES	1,740
INVESTIGATIVE SERVICES	984
PROSECUTION SERVICES	3,806

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COMPLAINTS RECEIVED	167*
REFERRED FOR INVESTIGATION	144
INVESTIGATIONS COMPLETED	110
CEASE AND DESISTS ISSUED	38
REFERRALS TO LAW ENFORCEMENT.....	61
ARRESTS	8

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*Includes 9 Non-Jurisdictional Complaints

TO REPORT UNLICENSED ACTIVITY CALL
1-877-HALT-ULA
http://www.doh.state.fl.us/mqa/unlicensed/unlic_home.html

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MQA TRUST FUND LICENSED

BEGINNING CASH BALANCE (07/01/2012)	\$23,866,570
TOTAL REVENUES	\$28,323,642
TOTAL EXPENDITURES	\$34,332,001
ENDING CASH BALANCE (12/31/2012)	\$17,858,211

MQA TRUST FUND UNLICENSED

BEGINNING CASH BALANCE (07/01/2012)	\$8,971,888
TOTAL REVENUES	\$906,369
TOTAL EXPENDITURES	\$562,943
ENDING CASH BALANCE (12/31/2012)	\$9,315,314

TOTALS*

BEGINNING CASH BALANCE (07/01/2012)	\$32,838,458
TOTAL REVENUES	\$29,230,011
TOTAL EXPENDITURES	\$34,894,944
ENDING CASH BALANCE (09/30/2012)	\$27,173,525

[Cash Balance Report - Ending December 31, 2012](#)

*Totals are cumulative

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*Your feedback is important to us.
If you have questions or suggestions about this
report, please:*

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MQA DIVISION DIRECTOR

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Balanced Scorecard: *a strategic planning and management tool used by MQA to align key processes to the vision and strategic goals, improve internal and external communications, and monitor performance related to accomplishing strategic goals.*

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 of licensed health care practitioners.*

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