

MQA QUARTERLY PERFORMANCE REPORT

as required by 456.025(9) Florida Statutes

DIRECTOR'S MESSAGE

OUR NEW QUARTERLY PERFORMANCE REPORT (QPR)

You will notice a different look to the Medical Quality Assurance (MQA) Quarterly Management Report for the fourth quarter of fiscal year 2011-12. We are transitioning to a new format that will be revealed in our report for the first quarter of fiscal year 2012-13. In the spirit of continuous improvement MQA is developing a new electronic digital format and will be including performance highlights and updates of ongoing initiatives. We will continue to provide the report in a printable PDF format. The report name will also be changed to the Quarterly Performance Report. We will definitely want your feedback on our new look and content so there will be a survey linked to the report.

We are doing many exciting things in MQA and I am pleased to share with you some of our accomplishments during this last quarter of fiscal year 2011-12.

Sincerely,

Lucy C. Gee, M.S.

MQA Division Director

EXECUTIVE SUMMARY

The mission of the 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 report for the fourth quarter of fiscal year 2011-12 focuses on MQA's performance in accomplishing our mission.

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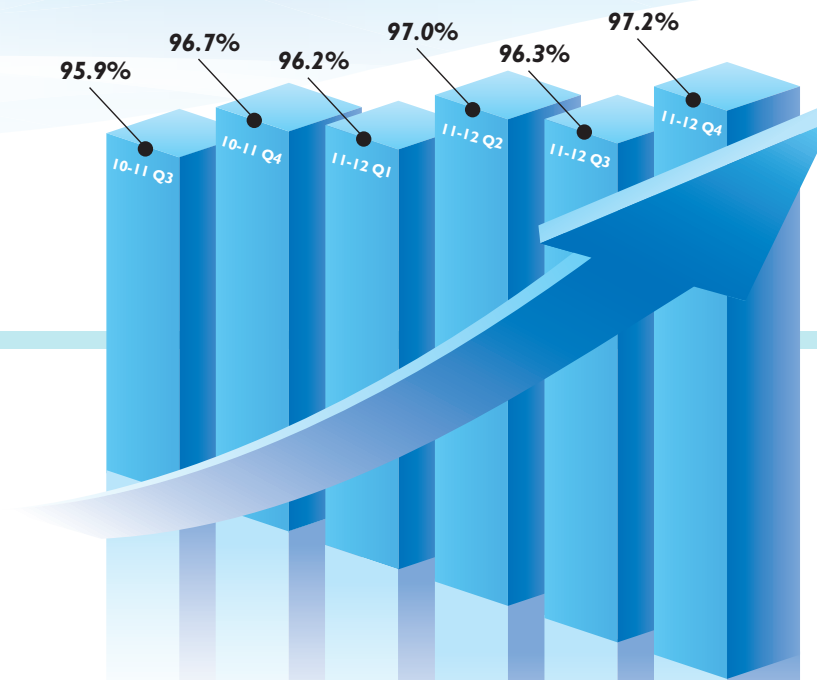
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CUSTOMER SERVICE

One of MQA's top priorities is to provide outstanding customer service. Customer feedback is important to MQA and is used to identify improvements to services and processes. In fact, we ask that you provide us with your feedback on this report by responding to a [brief survey](#). To determine overall customer satisfaction, feedback is solicited from MQA's three key customer groups; applicants for initial licensure, licensees, and health care consumers. The customer satisfaction rate for MQA was 97% for the 4th quarter of FY 2011-12. As indicated in the chart below, MQA's customer satisfaction rate continues to be in the high 90 percentile.

Key Performance Measure.

PERCENTAGE OF EXTERNAL CUSTOMERS SATISFIED WITH SERVICES PROVIDED BY MQA



Target: 95%

Good Direction: ↑

Data source: Virginia Tech Survey Software

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As shown in the examples below, MQA's employees are invested in ensuring excellent, timely, and quality services for our customers.

- On June 29, 2012, Regulatory Specialist II Willie Gaines received a telephone call from an Emergency Medical Technician (EMT) applicant whose year of eligibility to take the EMT certification examination ended at midnight on Saturday, June 30, 2012. Florida law requires EMT applicants who graduated from a Florida program to pass the certification examination within one year of completion of their EMT course. The applicant would be required to retake the EMT course if he did not pass the examination prior to the expiration of his eligibility which would result in a delay in his ability to begin work as an EMT. Mr. Gaines had the applicant fax the necessary documents and immediately processed the application while his supervisor, Ms. Daisy King worked with the national testing vendor to authorize the applicant to take the certification examination. The applicant passed the examination on Saturday, June 30, 2012, at 5:00 pm and was issued a certificate on July 5, 2012. The EMT is now able to begin work.
- Roxanne McCarthy, a medical malpractice investigator with MQA's Investigative Services Unit, was recently contacted by Julia Forrester, chief legal counsel, to assist a patient with a complaint against her doctor. The patient has stage IV liver cancer and is not physically able to travel and is too weak to write on her own. On June 11, Ms. McCarthy traveled to the patient's home in Altamonte Springs and assisted the patient with writing and submitting her complaint.

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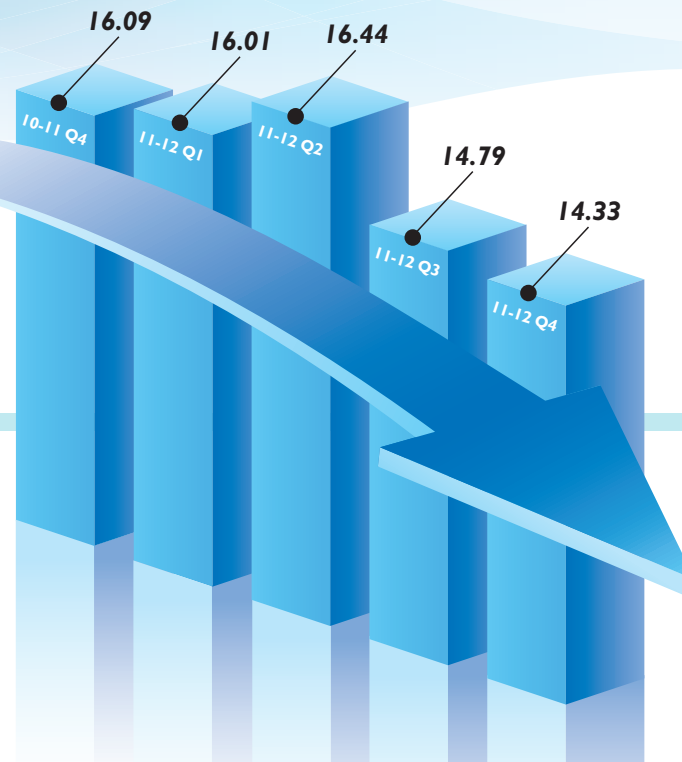
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EFFICIENCIES

MQA uses a balanced scorecard, customer feedback, and process mapping and analysis to drive continual improvements in processes and services. We realize the importance of providing the most efficient, cost-effective, and timely service to our customers. For example, the faster an application for licensure as a health care provider can be analyzed and approved, the faster the applicant can become licensed and enter the workforce; providing job creation, economic growth, and increased access to health care services. The average number of days to process an initial licensure application decreased from 16.09 days in the 4th quarter of 2010-11 to 14.33 days for the 4th quarter of 2011-12.

Efficiency Measure.

AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION



Target: 27 DAYS

Good Direction: ↓

Data source: COMPAS

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EFFICIENCIES IMPLEMENTED 4th QUARTER FISCAL YEAR 2011-12

- According to the National Association of Chain Drug Stores, pharmacies pay almost \$1.5 million in state taxes and employ almost 300,000 people around the state including almost 11,000 pharmacists. To ensure that 4,734 pharmacies could complete the re-permitting requirements set forth in HB 7095 (2011) timely and cost-effectively, the Board of Pharmacy began holding conference calls with associations, chain store corporate offices and independent pharmacy owners in December 2011 to make them aware of the new legislation. As a result of these conference calls, news releases, and fax blasts, 96.5% of pharmacies were re-permitted before the July 1, 2012 deadline. An on-line re-permitting application and fingerprint scanning process was created to allow pharmacies with complete applications to be permitted within 48 hours. Annual criminal background fingerprinting requirements are met through the use of scanned and stored fingerprints at a cost savings of \$37/year for approximately 30,000 pharmacists and owners and officers—a savings of more than \$1.1 million per year. Of the 3,964 pharmacies that were re-permitted, 50.4% were re-licensed in 5 days or less; with 42.3% licensed in 2 days.
- The Florida Board of Medicine's Dietetics and Nutrition Practice Council (DNPC) streamlined the licensure process by authorizing staff to allow applicants who meet educational and experience requirements to take the required exam prior to review of applications by the Council at their quarterly meetings. This process improvement will decrease the time to license dietetics nutritionists and nutritious counselors.
- On June 1, the Board of Physical Therapy Practice and MQA completed implementation of CS/CS/CS/HB 799. This new law allows physical therapist and physical therapist assistant applicants who meet specific requirements to practice under supervision on a temporary permit for up to six months after graduation. Those applicants who qualify for a temporary permit can enter the workforce while completing final requirements for full licensure, positively impacting job creation and the economy in the areas of the permit holders.

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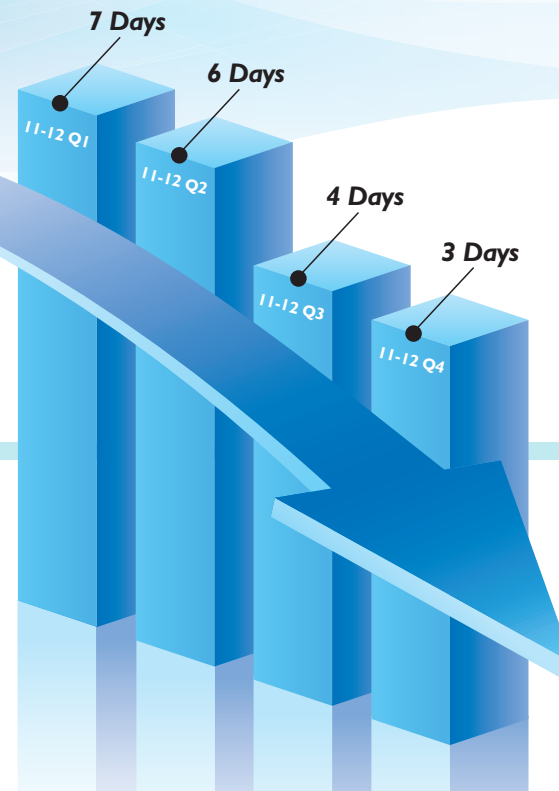
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EFFICIENCIES

In an effort to ensure open government and transparency MQA set a performance target to respond to requests for public records within 5 days from receipt. MQA annually receives over 11,000 requests for public records. During the 4th quarter, MQA completed 3,001 public record requests in an average of 3 days.

Efficiency Measure.

AVERAGE NUMBER OF DAYS TO COMPLETE A PUBLIC RECORDS REQUEST



Target: 10 DAYS

Good Direction: ↓

Data source: Public Records Database

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Efficiencies continued...

- *As a result of an open forum discussion with other states of ways to improve the required reporting of Adverse Licensure Disciplinary Actions to the National Practitioner Databank (NPDB), MQA improved the process for querying the NPDB for profiled professions. Historically, these profiled professions were queried biennially at time of licensure renewal at a cost of \$9.50 per licensee. This query was a one-time event that pulled disciplinary information for the previous two years. Queries were not performed again until the next renewal cycle, two years later. The improved system allows enrollment of practitioners and provides immediate updates on disciplinary actions for those practitioners. MQA successfully enrolled over 76,000 practitioners and now receives notification anytime a disciplinary action occurs. The projected cost savings over a two year period for the State of Florida as a result of this new system is approximately \$228,204, and will ensure that the MQA has the most current licensure disciplinary information from the Federal Government and other states.*
- *In May 2011 MQA streamlined the process to take emergency actions against licensed health care practitioners who pose an immediate threat to the public health and safety. A root cause analysis revealed that threats to the public health, safety and welfare had changed over the last few years, requiring redefining what constituted a priority investigation. In addition to several other improvements, a unit was created in the Prosecution Services Unit specifically for handling emergency actions. In FY 2010-2011, emergency actions were issued in an average of 106 days. As a result of the process improvements, 32 emergency actions were issued in an average of 64.8 days in the 4th quarter of FY2011-12.*

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ENFORCEMENT

- *On June 27, 2012, the Department of Health issued Emergency Suspension Orders (ESOs) on the licenses of seven physicians and five pain management clinics. Consequently, law enforcement arrested several physicians, clinic managers and clinic owners. These actions were the result of a year-long joint investigation by the Department of Health, Federal Drug Enforcement Administration, Florida Department of Law Enforcement, Florida Division of Insurance Fraud, Vero Beach Police Department, Jacksonville Sheriff's Office, Sarasota County Sheriff's Office and the Indian River County Sheriff's Office. The joint investigation was predicated upon information received by law enforcement that the clinics and doctors were inappropriately prescribing large quantities of controlled substances and the clinics were operating as illegal pill mills. The clinic owners conspired with members of a major drug trafficking organization (DTO) who illegally distributed controlled substances from the clinics in exchange for cash. The DTO operates ten pain management clinics throughout Florida and Georgia. During the course of the investigation, at least three drug overdose deaths and one murder/suicide have been attributed to the DTO.*
- *As part of MQA's focus on building effective relationships to better assist those we serve, Charles Coats, Northern District Manager with MQA's Investigative Services Unit, gave a presentation about partnerships to senior officers of the Jacksonville Sheriff's Office High Intensity Drug Trafficking Areas (HIDTA) Unit. Coats' presentation provided information regarding the functions of the Department of Health, the Division of Medical Quality Assurance (MQA), and the Investigative Services Unit within MQA, and how we can partner with law enforcement to keep the people of Florida safe.*

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OUTREACH

- *The Chairman for the Florida Board of Massage, Karen Goff-Ford, Executive Director Anthony Jusevitch, and Program Operations Manager Paula Mask attended the Florida State Massage Therapy Association annual convention in Orlando June 28th through 30th. The Board Chair was the designated speaker for the “Successful Start Program”, which was open to students, instructors and licensed massage therapists of two years or less – approximately 300 people attended. Additionally, the Board staff provided convention participants with an interactive CD containing important information on submitting licensure applications and where to apply online, current laws and rules, continuing education and the continuing education iPhone app, and how to file a complaint.*
- *The Florida Board of Nursing hosted a workshop on May 10 in Ft. Lauderdale for educators administering the National Council Licensure Examination (NCLEX) for future nursing applicants. The workshop was to help educators better prepare students to take the nursing licensure examination, ensuring a faster, more efficient avenue to licensure.*
- *The Florida Board of Nursing held a quarterly pre-licensure nursing education program conference call on June 26. The board adopted quarterly telephonic conferencing as a cost-effective method to promote the timely dissemination of information related to nursing education program regulation and nursing licensure. The staff of the Florida Board of Nursing is committed to keeping program directors and representatives informed regarding legislative and licensure updates to ensure regulatory compliance and facilitate the licensure of program graduates.*

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OUTREACH

- *The Florida Board of Chiropractic Medicine requested the National Board of Chiropractic Examiners (NBCE) to begin using the Port Orange campus of Palmer Community College as a testing site for administering their national practical chiropractic examination. The site will be available for testing beginning with the November 2012 administration of the NBCE exam. The exam will draw visiting chiropractic students to Florida to test from all across the southeastern United States. Additionally, the Florida testing site will better accommodate students and chiropractors licensed in other states who would like to work in Florida but require the NBCE's practical exam in order to qualify for Florida licensure.*
- *The Board of Nursing Home Administrators is collaborating with Florida colleges and universities, the Department of Education and the Board of Governors to inform graduates of requirements for licensure as a nursing home administrator. Workshops with Florida educators and the Board of Nursing Home Administrators are being held to discuss ways to assist graduating seniors with entry into the job market. The first workshop is scheduled for August 31 in Orlando.*
- *To assist students in developing a better understanding of their profession and the role of the board as they transition from the learning environment to applying for licensure and eventual entry into professional practice, Board of Physical Therapy Practice member Violet Acuna-Parker, MBA, PT, presented at Polk State College on May 2. She addressed students regarding the new law that became effective June 1 allowing the issuance of temporary permits to individuals applying to become physical therapists and physical therapist assistants.*

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- *In a continuing effort to help future applicants get licensed as quickly as possible, Dee Ramer, Regulatory Supervisor in the Board of Clinical Social Work/Marriage and Family Therapy/Mental Health Counseling, recently addressed students at Florida State University's Department of Social Work concerning the licensure process. Students were provided information packets including rules on intern registration, supervision, and experience requirements. Ms. Ramer informed the future licensees about continuing education requirements, dates and location of future board meetings, current board members, and the process of a complaint.*
- *MQA's efforts to expedite licensure and improve the efficiency of the licensure process, have resulted in the expansion of online applications to include medical doctors, medical residents and physician assistants. On May 4, Florida Board of Medicine member, Dr. Onelia Lage, hosted an event at the University of Miami. Staff from the Bureau of Operations and the Florida Board of Medicine presented to members of the Holtz Children's Hospital Pediatric Residency program and the Miami-Dade College Physician Assistants program. Applicants and administrators from the University of Miami and the Jackson Memorial Health System were in attendance. The presentations covered not only the online application, but also new processes the Board of Medicine is offering to decrease the time to register medical residents with the division. One of the topics discussed with these programs was the third party payer option, which permits others to electronically submit payment on behalf of the residents for initial registration fee.*

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OUTREACH

- *As part of MQA's focus on keeping its licensees and stakeholders informed, Florida Board of Pharmacy Chair Cynthia Griffin, PharmD, presented a law and regulatory overview for the Florida Pharmacy Association on May 19 in Jacksonville.*
- *To ensure MQA's licensees and stakeholders are informed, Richard Walchle, Senior Pharmacist, and Charles Coats, Northern District Manager, with MQA's Investigative Services Unit, recently gave a presentation to the Florida Pharmacy Association. The presentation covered pharmacy law and rule changes affecting the requirements of pharmacies during pharmacy inspections.*

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- *Dr. Ronald Wellikoff, Chairman of the Florida Board of Chiropractic Medicine, was appointed as a member of the National Council on Chiropractic Education Academy of Site Team Visitors. Academy members review chiropractic institutions and programs in a variety of areas, such as finances, facilities, and financial aid; governance and administration; basic science faculty and instruction in the doctor of chiropractic program; and core clinic training, clinic experience and management, competency assessment, and service. Members of the academy identify strengths and areas in need of improvement in chiropractic programs and to validate a program that complies with existing accreditation standards.*
- *The Federation of Chiropractic Licensing Boards (FCLB) recently acknowledged Florida Board of Chiropractic Medicine members Dr. Kevin Fogarty and Dr. Debra Hoffman, and former board member Dr. Salvatore LaRusso for their vital role in the success of FCLB's annual conference. The annual conference provides the board access to cost-saving ideas, advance warning about new challenges, and opportunities to pool resources with other boards.*
- *Florida Board of Pharmacy member Michele Weizer, PharmD, received the Preceptor of the Year Award from the University of Florida for Inpatient Preceptors. Students nominate preceptors for both inpatient and outpatient settings. In each setting, two preceptors were chosen from the nominations based on the content of the nominating letter(s).*
- *The progress Florida has made in its efforts to fight prescription drug abuse was recognized by R. Gil Kerlikowske, the Director of the Office of National Drug Control Policy (ONDCP), during the Federation of State Medical Boards (FSMB) annual meeting. Florida Board of Medicine member Dr. James Orr spoke and gave credit to Governor Rick Scott and former State Surgeon General Dr. H. Frank Farmer for their leadership in this endeavor.*

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MQA TRUST FUND LICENSED

BEGINNING CASH BALANCE (07/01/2011)	\$23,789,374
TOTAL REVENUES	\$84,744,847
TOTAL EXPENDITURES	\$84,623,192
ENDING CASH BALANCE (06/30/2012)	\$23,911,029

MQA TRUST FUND UNLICENSED

BEGINNING CASH BALANCE (07/01/2011)	\$7,955,409
TOTAL REVENUES	\$2,328,875
TOTAL EXPENDITURES	\$1,356,856
ENDING CASH BALANCE (06/30/2012)	\$8,927,428

TOTALS

BEGINNING CASH BALANCE (07/01/2011)	\$31,744,783
TOTAL REVENUES	\$87,073,722
TOTAL EXPENDITURES	\$85,980,048
ENDING CASH BALANCE (06/30/2012)	\$32,838,457

DISCLAIMER:

Due to Fiscal Year end closing financial reports will be available on 9/20/2012 on our [MQA Publications webpage](#).

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PRACTITIONER REGULATION QUARTERLY SUMMARY

COMPLAINTS RECEIVED	4,282
LEGALLY SUFFICIENT	1,502
INVESTIGATIONS COMPLETED	1,338
CITATIONS ISSUED	248
DISMISSED BY PANEL	797
PC FOUND	547
PC FOUND DISMISSED	68
FINAL ORDERS.....	539
PENDING - CONSUMER SERVICES.....	1,807
PENDING - INVESTIGATIVE SERVICES	1,066
PENDING - PROSECUTION SERVICES	3,640
TOTAL OPEN CASES	6,513

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UNLICENSED ACTIVITY

FOURTH QUARTER STATISTICS

COMPLAINTS RECEIVED	99*
REFERRED FOR INVESTIGATION	98
INVESTIGATIONS COMPLETED	76
CEASE AND DESISTS ISSUED	28
REFERRALS TO LAW ENFORCEMENT.....	52
ARRESTS	16

*INCLUDES 3 NON-JURISDICTIONAL COMPLAINTS

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TO REPORT UNLICENSED ACTIVITY CALL
1-877-HALT-ULA
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*Your feedback is important to us.
If you have questions or suggestions about this
report, please take our survey.*

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TERMS and DEFINITIONS

Balanced Scorecard: *a strategic planning and management system 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*

Process Mapping: *a workflow diagram that visually describes the flow of a process activities, and tasks.*

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.*

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