

Q1

MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT

July 1 - September 30, 2018

As required by Section 456.025(9), Florida Statutes





MQA REPORTS

[Section 456.005, Florida Statutes](#), requires the Florida Department of Health (FDOH), Division of Medical Quality Assurance (MQA) to develop and implement a long-range plan. This plan serves as a road map for accomplishing our mission, and it is communicated through [MQA annual and quarterly performance reports](#). The quarterly performance report is required by [Section 456.025\(9\), Florida Statutes](#).



TABLE OF CONTENTS

- 4 Director's Message**
- 5 Bureau Messages**
- 6 Executive Summary**
- 7 Quarter 1 Accomplishments**
- 8 I Am MQA**
- 9 Unlicensed Activity (ULA)**
- 11 Balanced Scorecard Measures**
- 14 By the Numbers**
- 17 Glossary**





DIRECTOR'S MESSAGE



The dedicated staff of Medical Quality Assurance (MQA) started the 2018-2019 Fiscal Year strong, providing stakeholders and the public with vital information on the licensure and renewal processes.

MQA staff from the Bureau of Health Care Practitioner Regulation attended events throughout the first quarter of Fiscal Year 2018-2019, educating attendees on initiatives such as the Prescription Drug Monitoring Program. MQA continued to provide outreach to inform the public of ongoing developments within the health care field, including the Controlled Substances Bill aimed at combating opioid abuse, the Enhanced Nurse Licensure Compact (eNLC), and the dangers of obtaining health care from unlicensed persons.

Florida continues to be one of the fastest-growing states in the nation, with a population increase of 1.56% estimated for 2018. With more than 21 million residents, the state has an ever-increasing need for quality health care practitioners, and MQA continues to do its part in making sure that qualified applicants are able to get to work faster for the people of the state.

Lucy Gee,

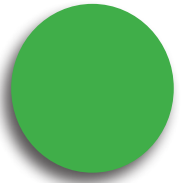
MQA Division Director

Mission: To protect, promote & improve the health of all people in Florida through integrated state, county, and community efforts.

Vision: To be the Healthiest State in the Nation.

Values: Innovation
Collaboration
Accountability
Responsiveness
Excellence

BUREAU MESSAGES



BUREAU OF OPERATIONS

In the wake of extremely high call volumes related to the Prescription Drug Monitoring Program (PDMP), MQA's Bureau of Operations (BOO) lent assistance by establishing a temporary call center on June 29, 2018. The call center operated for three weeks until July 20, 2018. Employees from all three MQA bureaus worked together to staff the center and provide information to callers. Since July 1, 2018, PDMP officials and the call center have fielded over 25,000 calls, answering questions regarding PDMP registration, password resets, and policy questions surrounding compliance with the Controlled Substances Bill (2018-13, Laws of Florida). As of September 23, 2018, 94,568 health care practitioners have registered for the PDMP and over 4.75 million queries for patient-specific information have been submitted.

BUREAU OF HEALTH CARE PRACTITIONER REGULATION

In the first quarter of the 2018-2019 fiscal year, the Bureau of Health Care Practitioner Regulation's (HCPR) staff engaged with stakeholders to provide education on health care licensure. To help accomplish this goal, the Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling had an exhibit at the National Association of Social Workers Conference from June 13-15, 2018. Staff promoted integrated state and community efforts by providing information on licensure, the renewal process, new continuing education (CE) requirements, the recently-mandated telehealth survey, and MQA's online portal to hundreds of stakeholders. Additionally, from August 16-18, 2018, Florida Board of Nursing (BON) employees attended the Florida Nurse Practitioner Network's Annual Conference in Orlando. They staffed a table in the exhibit hall to educate hundreds of attendees on the Controlled Substances Bill aimed at fighting opioid abuse, House Bill 1337's changes to Advanced Registered Nurse Practitioner certification, and other issues related to nursing regulation. BON team members also attended the International Commission of Nurse Licensure Compact Administrators' Annual Meeting in Minneapolis on August 14, 2018. The commission received updates on pending legislation to adopt the eNLC in other states, revisions to rules and activities of the Training and Education and Elections Committees.

HCPR also worked diligently with board members and other involved parties to enhance the licensure process. MQA staff met with Certified Nursing Assistant (CNA) educators, testing vendors, and other stakeholders in Orlando on July 17, 2018 to improve the CNA examination process and interorganizational communication. Staff presented an overview of the CNA program, the application process, and test administration. They also addressed the eligibility determination process and participated in a question and answer session. The gathering proved so successful that it will reoccur annually. Finally, the Sarasota Manatee Health Care Collaborative held a meeting on August 30, 2018, to discuss the CNA examination and licensure process. Educators and employers from the region participated, and representatives from MQA attended with Prometric staff to give a comprehensive overview of the CNA application, examination, and certification process. An attendee noted this area of Florida "needs a landslide of CNAs," so these meetings and discussions are an important step in facilitating a faster route to getting qualified CNAs to work in the Sarasota/Manatee area.

BUREAU OF ENFORCEMENT

The Bureau of Enforcement (BOE) collaborated with the Drug Enforcement Administration (DEA), jointly conducting inspections and investigations to tackle opioid abuse. DEA and BOE have brought cases to each other's attention, leading to arrests which have generated media attention and increased community awareness. They have also collaborated on strategies to investigate practitioners, reducing the flow and availability of illicit drugs in Florida's communities. With the information BOE has provided to the DEA, efforts have been made to eliminate the financial infrastructure of drug organizations by emphasizing financial investigations and asset forfeiture. Additionally, this information has assisted the DEA in expanding their investigations to these drug organizations' affiliates.



EXECUTIVE SUMMARY

The Quarterly Performance Report (QPR), required by [section 456.005](#) and [section 456.025\(9\)](#), Florida Statutes, offers MQA an opportunity to update its 22 health care provider boards and four councils, as well as all stakeholders and health care consumers, on the important work performed in health care regulation. The QPR, for the first quarter of the 2018-2019 fiscal year, provides statutorily required information on revenue, expenditures, and performance measures, and highlights MQA's accomplishments, outstanding employees, and successful partnerships.

MQA 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 level, and our regional investigative offices work with local officials and law enforcement agencies to stop and prevent dangerous unlicensed activity within Florida's communities.

LICENSING

MQA received 33,202 applications for initial licensure and issued 26,839 initial licenses in the first quarter.

ENFORCEMENT

On August 20, 2018, BOE staff attended the 73rd Annual Workers' Compensation Educational Conference in Orlando to promote MQA's Unlicensed Activity (ULA) program. BOE staff provided information to conference attendees and exhibitors about the dangers of receiving health care services from unlicensed persons and resources available to verify a provider's license. There were approximately 7,000 attendees and 300 exhibitors at the three-day event which included representatives from various professional backgrounds such as health care, government, and law enforcement agencies.

INFORMATION

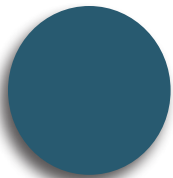
In addition to ongoing outreach by MQA staff at speaking events and conferences, MQA released its [2017-2018 Annual Report and Long-Range Plan](#) that contains comprehensive information about the division's business practices and achievements for the fiscal year.

QUARTER 1 ACCOMPLISHMENTS

5.1

PRIORITY 5.1: REGULATORY EFFICIENCY

- On September 11, 2018, staff from the Jacksonville Investigative Services Unit (ISU) participated in the National Association of Drug Diversion Investigators (NADDI) challenge. This challenge awards a one-year membership to NADDI along with the opportunity to choose the next recipient who has diligently worked to educate, prevent, and investigate pharmaceutical drug misuse, abuse, and drug crimes. ISU's representative, Donna Hawkins, received this recognition from the Jacksonville District Drug Enforcement Administration for working diligently with both state and federal partners in the community to help combat prescription fraud and substance abuse.
- On September 25-26th, 2018, ISU staff attended the 2018 Intergovernmental Working Meeting on Drug Compounding in Silver Spring, Maryland, at the Food and Drug Administration (FDA) campus. The purpose of this meeting was to bridge the partnership between FDA and state regulatory divisions as they work together to improve the quality of compounded drug products. The coordination between states and FDA is critical to ensuring strong oversight of compounding in this country. This collaboration is of great value in our combined efforts under our shared commitment to public health. Protecting the health of patients who receive compounded medicines remains a high priority for FDA as well as FDOH.



I AM MQA

FLORIDA BOARDS OF OSTEOPATHIC MEDICINE, MIDWIFERY, SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY, ACUPUNCTURE AND MASSAGE THERAPY



The Florida Board of Osteopathic Medicine presented the Chairman's Award to Dr. Joe Nelson, DO, MS, FACOEP, FACEP.

The Florida Board of Osteopathic Medicine is housed within a diverse and dynamic office that works with multiple professions. The office is home not just to the Board of Osteopathic Medicine, whose practitioners emphasize the interrelated unity of all systems in the body, but also to:

- The Board of Speech-Language Pathology and Audiology, whose licensees treat speech, language, and communication disorders
- The Board of Acupuncture, whose licensees target pressure points for a variety of health benefits
- The Board of Massage Therapy, whose licensees use massage to ease pain
- The Council of Licensed Midwifery, whose licensees oversee childbirth

Under the guidance of Executive Director Kama Monroe, J.D., board staff are responsible for licensing, monitoring, and educating practitioners of these professions to ensure the safety of all Floridians.

Board staff play an active role in outreach through attending meetings and conferences across their regulated professions, presenting information to attendees, and creating outreach materials to help spread information to the public. They also work with training and continuing education providers to ensure that the application process is as smooth as possible for those seeking licensure. The Board has also fostered close relationships with practitioners throughout their careers by recognizing their achievements with the Chairman's Award, an honor presented to members of the American Osteopathic Academy of Orthopedics who go above and beyond in their field.

Florida Board of Osteopathic Medicine staff are part of a dedicated, hardworking office, and exemplify MQA's ICARE Values. They are:

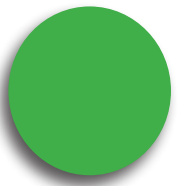
Executive Director: Kama Monroe, J.D.

Program Operations Administrators: Carol Taylor and Gerry Nielsen

Regulatory Specialist III: Christa Peace

Regulatory Specialist IIs: Joshua Huff, Rose Burney, Jacqueline Clahar, Dwayne Godwin, Dontae Moore, Dorothy Meadows, Danielle Frison, and Austin Conlon

UNLICENSED ACTIVITY



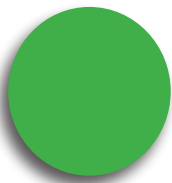
Performing regulated health care activities without proper licensing in Florida is a crime. Treatment by an unlicensed person is dangerous and could result in injury, disease, or even death. When practitioners pay their licensing fees, \$5 is designated specifically for the enforcement of health care regulations to reduce and eliminate unlicensed activity.

From educating the public to conducting complex investigations and issuing cease and desist orders, the ULA program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation.

OUTREACH

BOE conducted the following ULA outreach and educational activities during the first quarter of the 2018-2019 fiscal year:

- On August 7, 2018, staff from the Jupiter ISU attended the Palm Beach County Human Trafficking Task Force meeting. Several different departments/organizations were present at the meeting including, but not limited to, the Palm Beach County Sheriff's Office, Miami Dade Police Department, Human Trafficking Task Force, Victims Services Units, and Homeland Security. This meeting focused on ways to identify human trafficking and form relationships between FDOH and local law enforcement.
- On August, 16, 2018, staff from the Unlicensed Activity Unit attended the Florida Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling Board Meeting at the Orlando Airport Marriott Lakeside in Orlando, Florida. Representatives informed the Board and attendees that under section 456.065, Florida Statutes, it is a third-degree felony in Florida to practice any health care profession without a license and a second-degree felony when such practice results in serious bodily injury. Staff also had an opportunity to speak with the attendees and answer their questions.



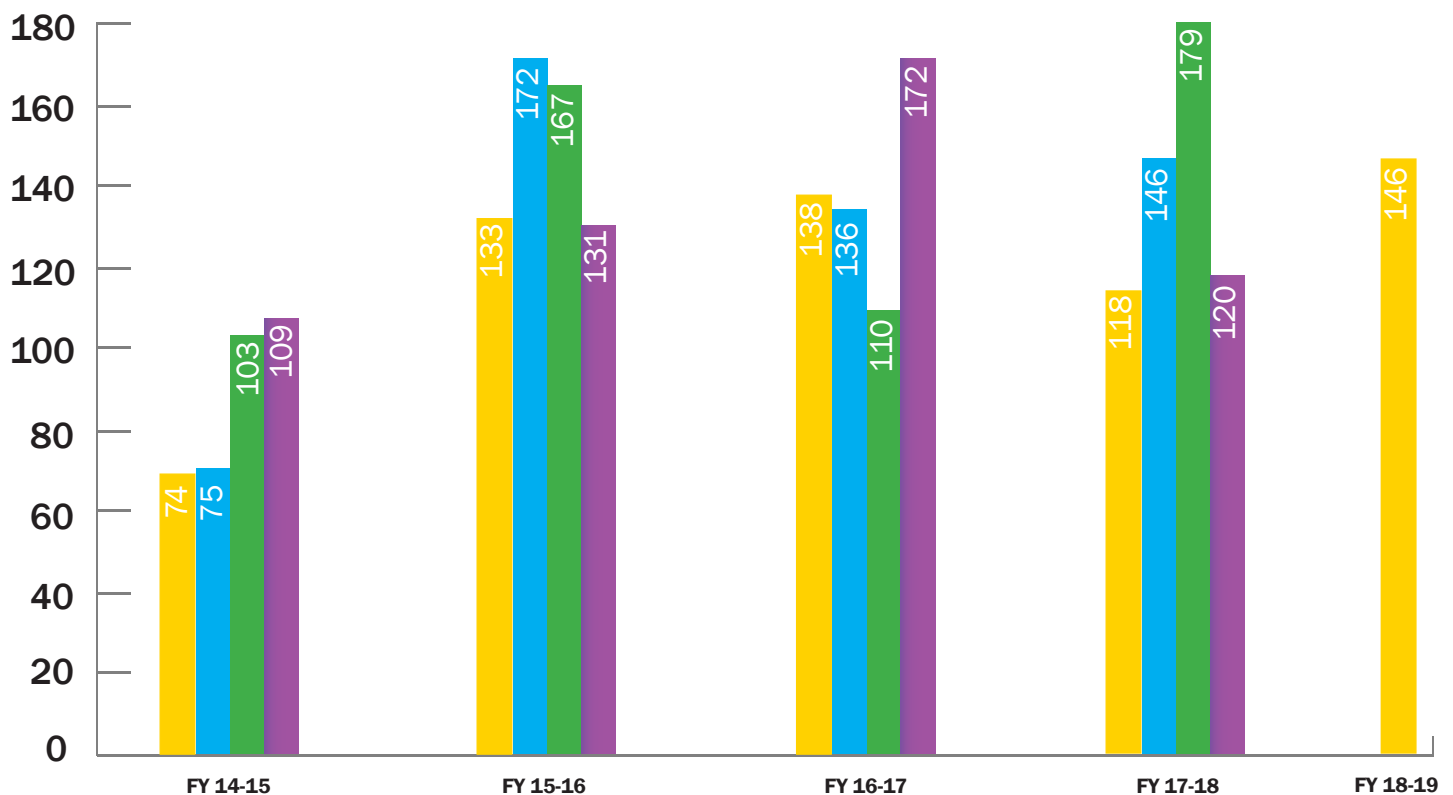
UNLICENSED ACTIVITY

ORDERS TO CEASE AND DESIST

Below is a comparison of the results from FY 2014-2015 to the third quarter of FY 2018-2019, highlighting each quarter.

ORDERS TO CEASE AND DESIST (FY 14-15/FY 15-16/FY 16-17/FY 17-18/FY 18-19)

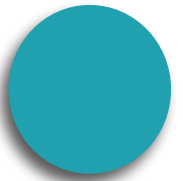
■ = 1st Quarter ■ = 2nd Quarter ■ = 3rd Quarter ■ = 4th Quarter



Halt Unlicensed Activity

Consumers are encouraged to verify the license of their health care provider by utilizing the www.FLHealthSource.gov/ula website, or calling 1-877-HALT-ULA, where they can speak directly with an investigator in the Consumer Services Unit. Tips of suspicious or potentially unlicensed activity may be emailed to HALTULA@FLHealth.gov.

BALANCED SCORECARD MEASURES



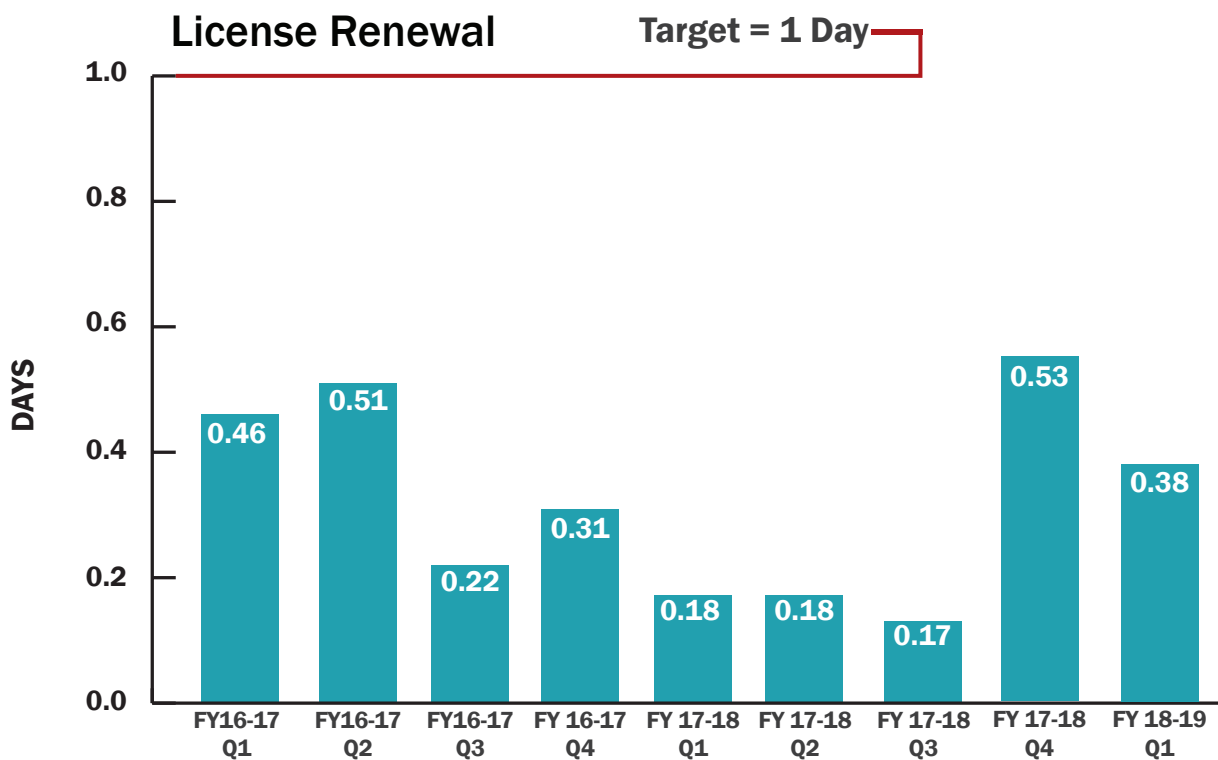
This section highlights three measures from MQA's Balanced Scorecard that the division uses to track its strategic long-range plan. It includes short- and long-range goals and performance measures, helping the executive management team monitor all progress toward those goals. The following three measures are identified as critical components of MQA's strategic priorities: average number of days to process a renewal application for qualified applicants, average number of days to issue an initial license for qualified applicants, and the average number of days to complete initial inspections prior to licensure.

MEASURE: NUMBER OF DAYS TO PROCESS A RENEWAL APPLICATION FOR A QUALIFIED APPLICANT.

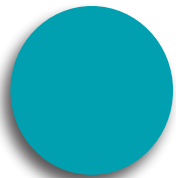
Target: 1 Day

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. Paper renewals are a small percentage, as nearly 95% percent of licensees utilize the online renewal system. 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 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.



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



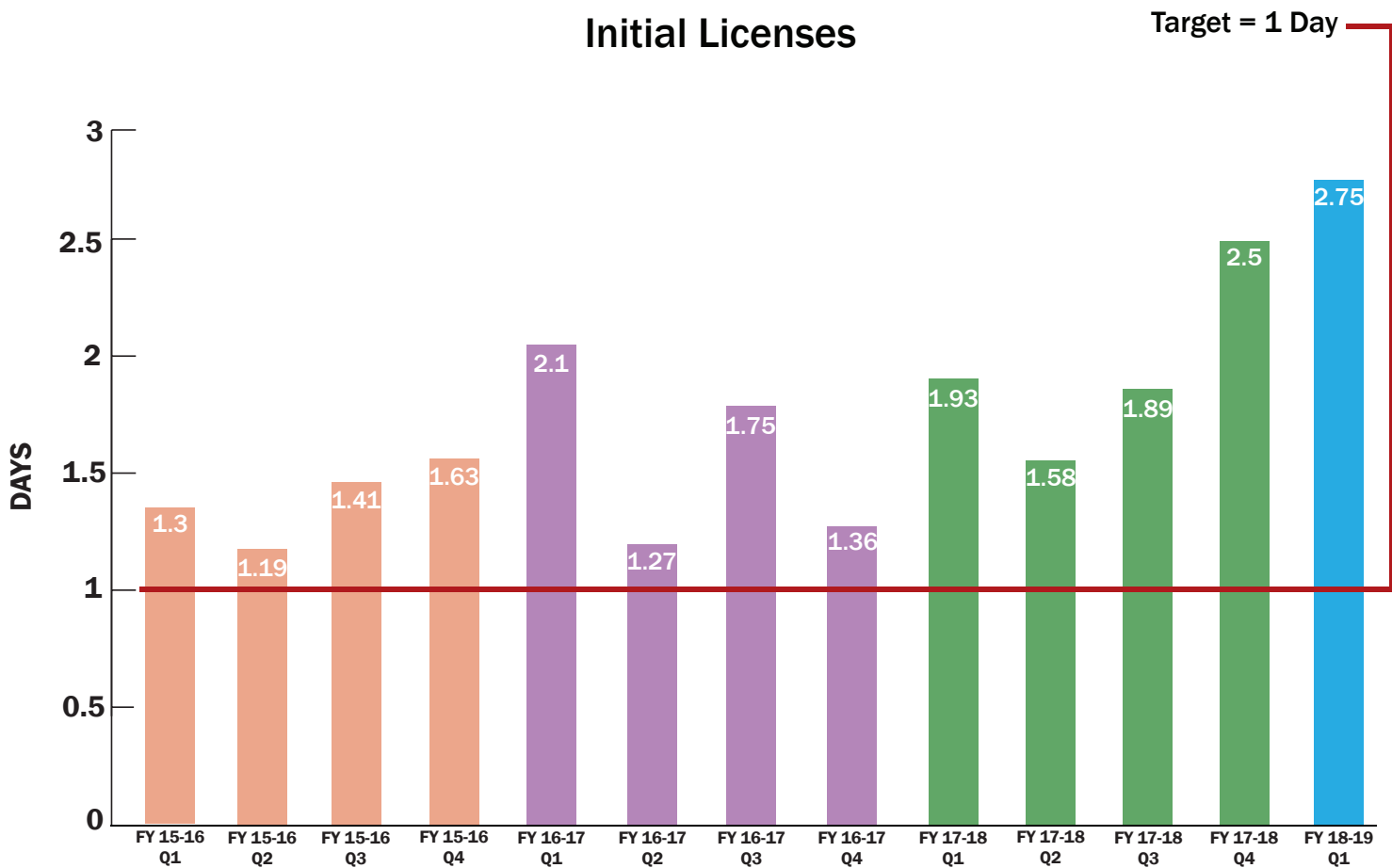
BALANCED SCORECARD MEASURES

MEASURE: NUMBER OF DAYS TO ISSUE AN INITIAL LICENSE FOR QUALIFIED APPLICANTS.

Target: 1 Day

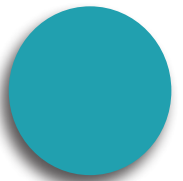
Definition: This measure calculates the average number of days from the date an applicant is deemed qualified for licensure to the date a license is issued. This measure is used for all health care profession applications submitted for initial licensure in Florida.

Initiative: To improve time to license qualified applicants, the Bureau of Health Care Practitioner Regulation analyzes all aspects of the application process through process improvement reviews. In addition, each board office identifies trends regarding the deficiencies found in applications and provides a work plan to eliminate or reduce the delays caused by these deficiencies. The boards remain committed to finding and implementing innovative methods to increase efficiency and employ Floridians in public health expeditiously.



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

BALANCED SCORECARD MEASURES



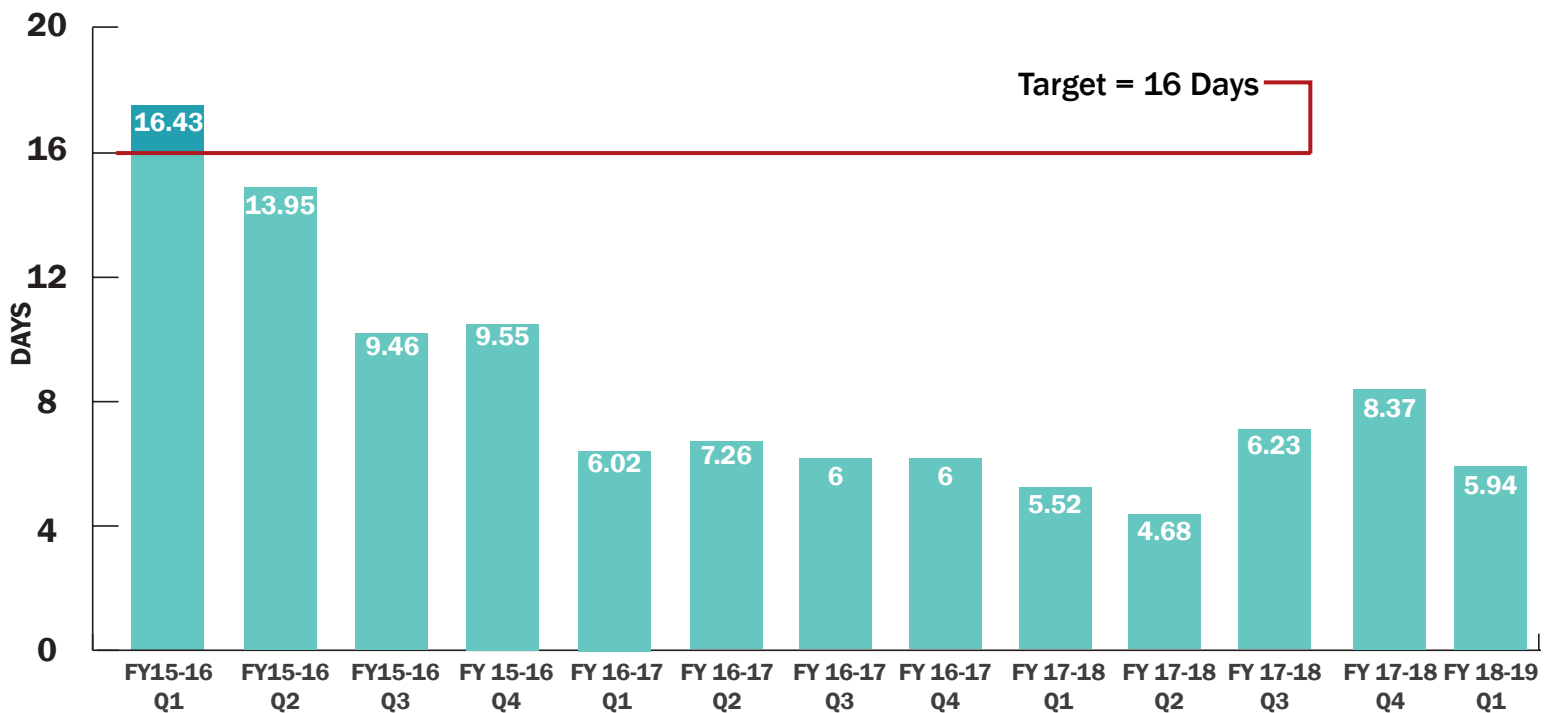
MEASURE: NUMBER OF DAYS TO COMPLETE INITIAL INSPECTION PRIOR TO LICENSURE.

TARGET: 16 Days

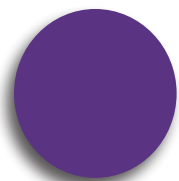
Definition: This measure calculates the average number of days from the date an applicant is ready for an opening inspection to the date the inspection is completed. This measure includes all initial inspections where the applicant did not formally request a delay.

Initiative: To improve the time to complete an initial inspection, the Bureau of Enforcement calls establishment owners within two business days of a request to schedule the inspection. Managers and supervisors monitor this process on a weekly basis. The Bureau has also created a new code to track inspections where the owner requested a delay, so inspectors can focus on establishments ready for inspection. In addition to these steps, staff continues to engage in cross-training to ensure personnel availability to complete new requests as soon as possible.

Average number of days to complete an initial 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 and expenses paid from the trust fund, are reported as required by law. At the end of each year, MQA calculates the cost to regulate professions and reviews the adequacy of license renewal fees to ensure professions cover their costs of regulation.

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.

MQA is funded by a trust fund, which consists of fees and fines collected through the licensing and enforcement process. The funds are allocated among the boards and councils to provide administrative support for licensing and regulating health care professionals. The division is committed to ensuring the administrative costs of regulation do not serve as a barrier to licensed health care practitioners practicing their profession in Florida.

MQA collaborates with individual boards to reduce fees whenever possible. Renewal and initial fee analysis are performed periodically to compare the cost of regulation against the current renewal fees.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2018	\$33,483,923	\$8,931,230	\$42,415,153
Total Revenues 9/30/2018	\$12,959,361	\$455,766	\$13,415,127
Total Expenditures 9/30/2018	\$18,940,828	\$1,009,964	\$19,950,792
Ending Cash Balance 9/30/2018	\$27,502,456	\$8,377,032	\$35,879,488

Licensee Data

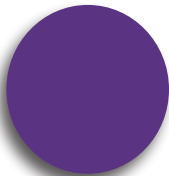
MQA issues licenses across 44 health care professions.

MQA licenses qualified applicants in conjunction with the regulatory board that oversees each profession.

QUARTERLY SUMMARY

Initial Applications Received	33,202
Initial Licenses Issued	26,839

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



Unlicensed Activity Data

MQA reviews and investigates complaints of unlicensed activity through a central office in Tallahassee and eleven regional offices located throughout the state. MQA issues cease and desist orders and fines against unlicensed persons. The division relies on partnerships with law enforcement for criminal prosecution.

QUARTERLY SUMMARY	
Complaints Received	236
Referred for Investigation	267
Investigations Completed	266
Cease and Desist Orders Issued	146
Referrals to Law Enforcement	137

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

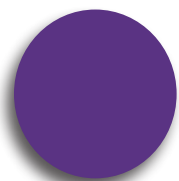


CLICK TO PLAY VIDEO

Contact

1-877-HALT-ULA

www.FLHealthSource.gov/ula
HALTULA@flhealth.gov



BY THE NUMBERS

Enforcement Data

The Bureau of Enforcement's key role is to investigate complaints and reports against licensed practitioners and unlicensed persons. The bureau has several specialized units: The Unlicensed Activity Program, Consumer Services Unit, Investigative Services Unit, and Compliance Management Unit.

BOE receives over 20,000 complaints per year. Practitioners who are disciplined may be directed to obtain additional training to prevent errors, reprimanded, and/or sanctioned. The Department takes emergency action for violations that pose an immediate and serious threat to the public and violations under section 456.074, FS, 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	6,816
Legally Sufficient	1,327
Investigations Completed	1,342
Citations Issued	13
Dismissals	57
Probable Cause Found	383
No Probable Cause Found	571
Final Orders	391

EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	38
Emergency Suspension Orders	65
Total Emergency Orders	103

FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected	\$700,677
Dollar Amount Imposed	\$890,769
Percentage Collected	78.66%

NUMBER OF ACTIVE CASES

Consumer Services	3,748
Investigative Services	978
Prosecution Services	5,255

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



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.

Controlled Substances, Ch. 2018-13, Laws of Florida: Legislation intended to combat opioid abuse by establishing prescribing limits, mandating continuing education for health care professionals, and expanding the use of Florida's Prescription Drug Monitoring Program.

E-FORCSE: Electronic-Florida Online Reporting of Controlled Substance Evaluation Program, a prescription drug monitoring program encouraging safer prescribing of controlled substances that aims to reduce drug abuse and diversion within the state of Florida.

Emergency Action: An action taken by the State Surgeon General to suspend or restrict the ability to practice 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.

SWOT: Strengths, Weaknesses, Opportunities, and Threats. This is a tool used in the creation of MQA's strategic plan to ensure optimal operation and adaptability in the future.

ULA: Unlicensed activity. Potentially dangerous activity by an unlicensed person that could cause injury, disease, or death.

Health care resources for professionals and consumers are available 24 hours a day at www.FLHealthSource.gov. Apply for a license, verify a license, or renew a license.



Health care resources for professionals and consumers are available 24 hours a day at **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.

MQA Division Director

Lucy C. Gee, MS

Mailing Address

Department of Health
Medical Quality Assurance
4052 Bald Cypress Way Bin C-00
Tallahassee, Florida 32399-3250

Phone: 850-245-4224

Email

MedicalQualityAssurance@flhealth.gov

Website

www.FLHealthSource.gov

