

Florida Department of Health

QUARTERLY PERFORMANCE REPORT

A Medical Quality Assurance Publication

October | December 2021



QPR • TWO



Ron DeSantis

Governor

Joseph A. Ladapo, MD, PhD

State Surgeon General



Mission

To protect, promote and 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

We search for creative solutions and manage resources wisely.

Collaboration

We use teamwork to achieve common goals and solve problems.

Accountability

We perform with integrity and respect.

Responsiveness

We achieve our mission by serving our customers and engaging our partners.

Excellence

We promote quality outcomes through learning and continuous performance improvement.

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

EXECUTIVE SUMMARY



Jennifer L. Wenhold, MSW, CPM
Director
Medical Quality Assurance

The Quarterly Performance Report (QPR) provides information about revenues and expenditures, performance measures, and recommendations to 22 health care practitioner boards and four councils, as well as stakeholders and health care consumers on the vital work performed in health care regulation. The QPR also includes financial and statistical data resulting from unlicensed activity enforcement.

MQA furthers 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 stakeholders and agencies at the state and federal level. MQA's regional offices work with local officials and law enforcement agencies to stop and prevent dangerous unlicensed activity within Florida's communities.

FACTS IN NUMBERS



Applications
39,302

Applications received.

Initial Licenses
27,821

Initial licenses issued.

Total Licenses
1,398,399

Total number of licenses.

Renewal Applications
72,226

Processed renewal applications for qualified applicants in less than one day (average 15 days).

Online Renewal %
98.93%

Renewals processed online.

PERFORMANCE STATISTICS

- INITIAL APPLICATION

This section highlights four of MQA's Performance Statistics: *The Number of Days to Process a Renewal Application for Qualified Applicants*, *The Number of Days to Issue an Initial License for Qualified Applicants*, *Average Number of Days to Complete an Opening Pharmacy Inspection*, and *Average number of Days to Complete an Opening MODE Inspection*. These measures are critical components of MQA's strategic priorities and management in monitoring progress.

Measure

- Number of Days to Issue an Initial License for Qualified Applicants.

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 practitioner applications submitted for initial licensure in Florida.

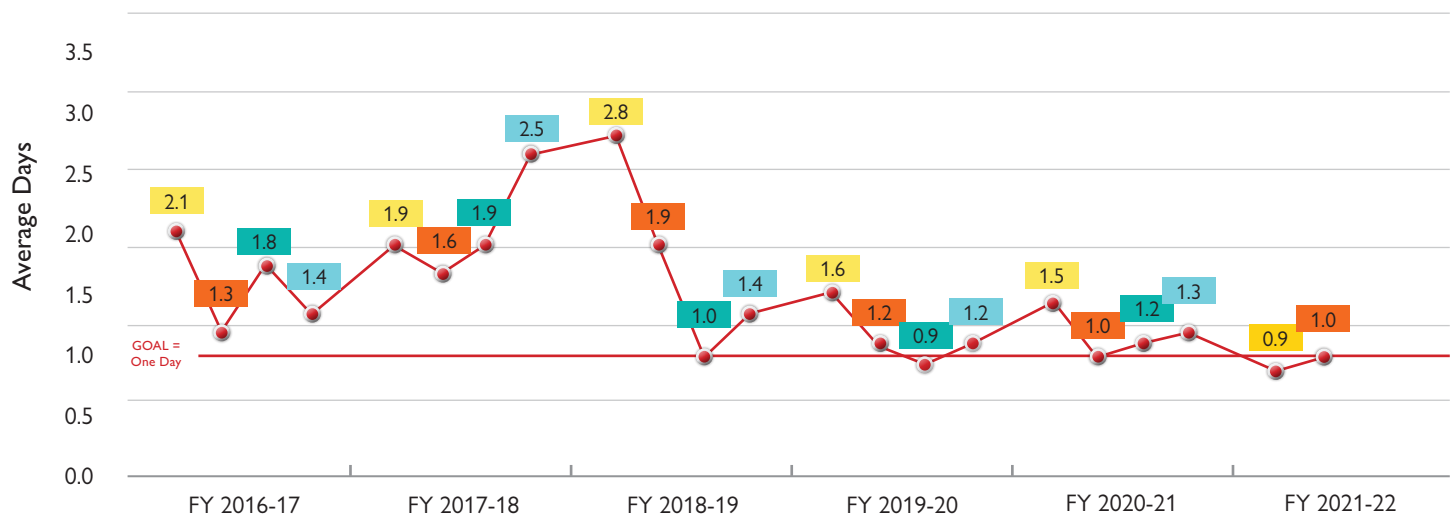
Goal

- One Day

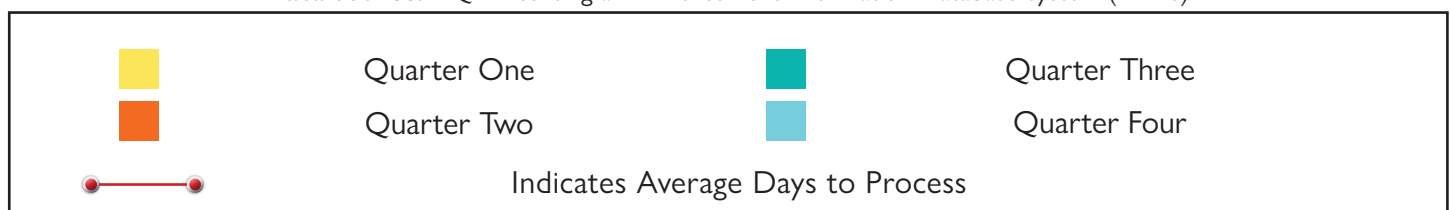
Initiative

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. Additionally, 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 actively engage in activities that improve the efficiencies of the licensure process.

Average Days to Process an Initial Application



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



PERFORMANCE STATISTICS

- LICENSE RENEWAL

Measure

- Number of Days to Process a Renewal Application for a Qualified Applicant.

Definition

This measure calculates the average number of days to renew a license for health care practitioners and facilities. Included in this measure are electronic renewal applications that are processed online, and paper renewal applications processed through the U.S. mail. During the second quarter, paper renewals are a small percentage, as 98.93 percent of licensees utilize the online renewal system. For practitioners who renew their licenses online, the measure includes the average number of days from the date the transaction was initiated online to the time the renewal application was approved. For practitioners who renew their license by mail, this measure includes the average number of days from the date the Department receives the renewal fee in its entirety to the time 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 or documents are received in their entirety.

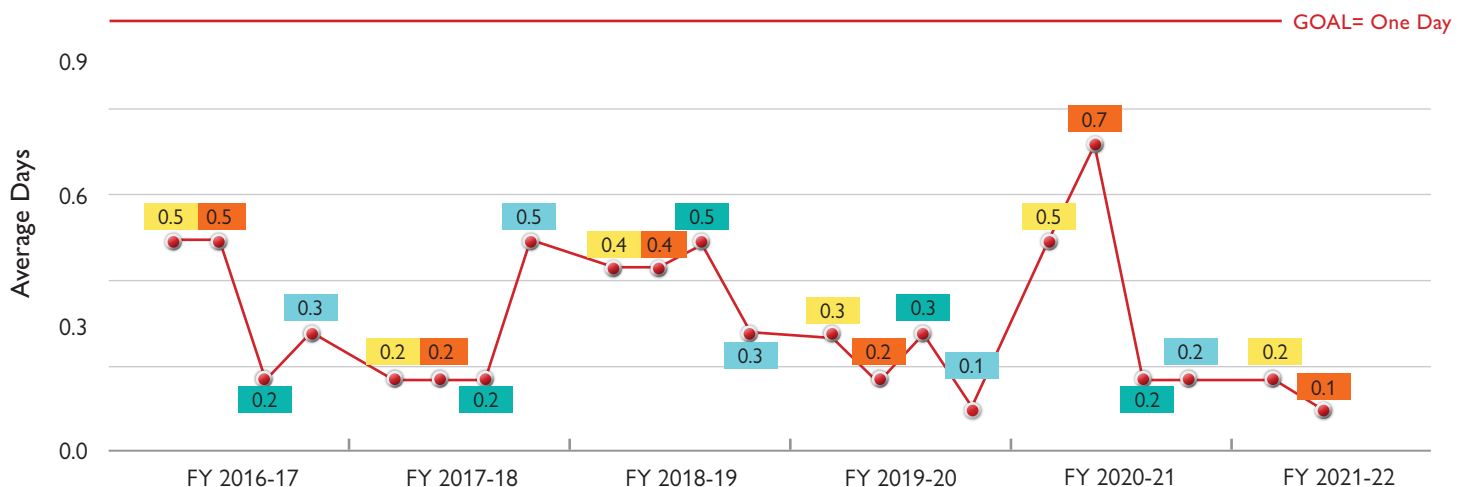
Goal

- One Day

Initiative

- No action steps are currently needed to improve performance.

Average Time to Process a Renewal Application for Qualified Applicant



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



PERFORMANCE STATISTICS

- MODE INSPECTION

Measure

- Number of days to complete a MODE inspection prior to licensure.

Definition

This measure calculates the average number of days from the date an applicant is ready to open a Massage, Optical, Dental Lab, or Electrolysis Establishment (MODE) inspection, to the date the inspection is completed. This measure includes all initial inspections where the applicant did not formally request a delay in the completion of the opening inspection.

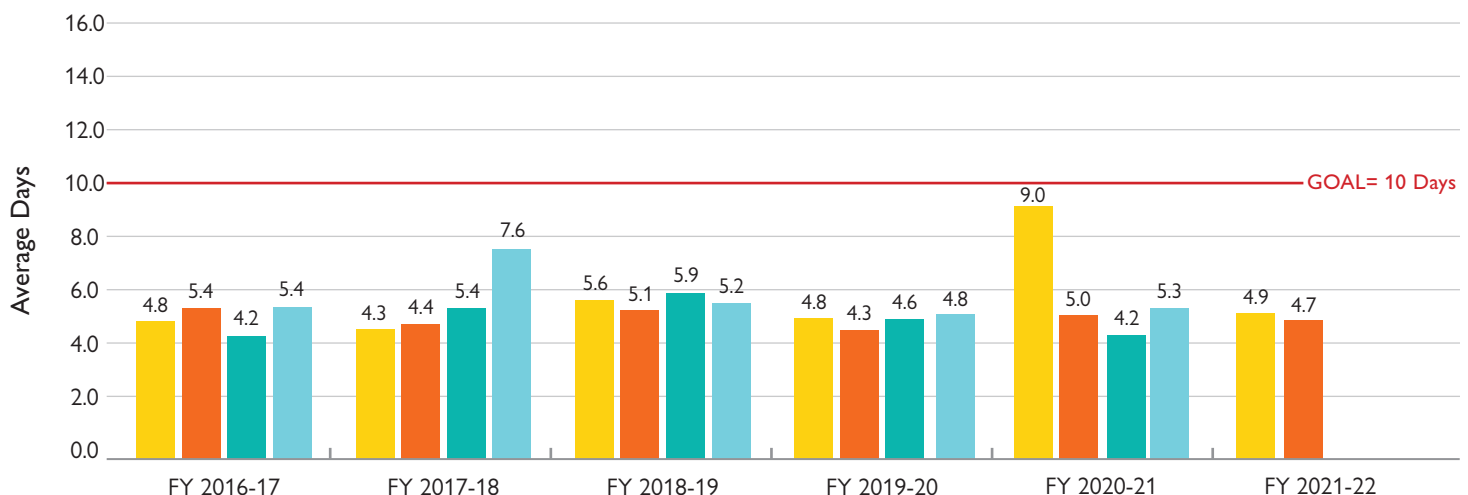
Goal

- 10 Days

Initiative

- No action steps are currently needed to improve performance.

Average Days to Complete a MODE Inspection



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



Quarter One



Quarter Two



Quarter Three



Quarter Four

PERFORMANCE STATISTICS

- PHARMACY INSPECTION

Measure

- Number of days to complete a Pharmacy Inspection prior to licensure.

Definition

This measure calculates the average number of days from the date an applicant is ready to open a pharmacy establishment to the date the inspection is completed. This measure includes all initial inspections where the applicant did not formally request a delay in the completion of the opening inspection.

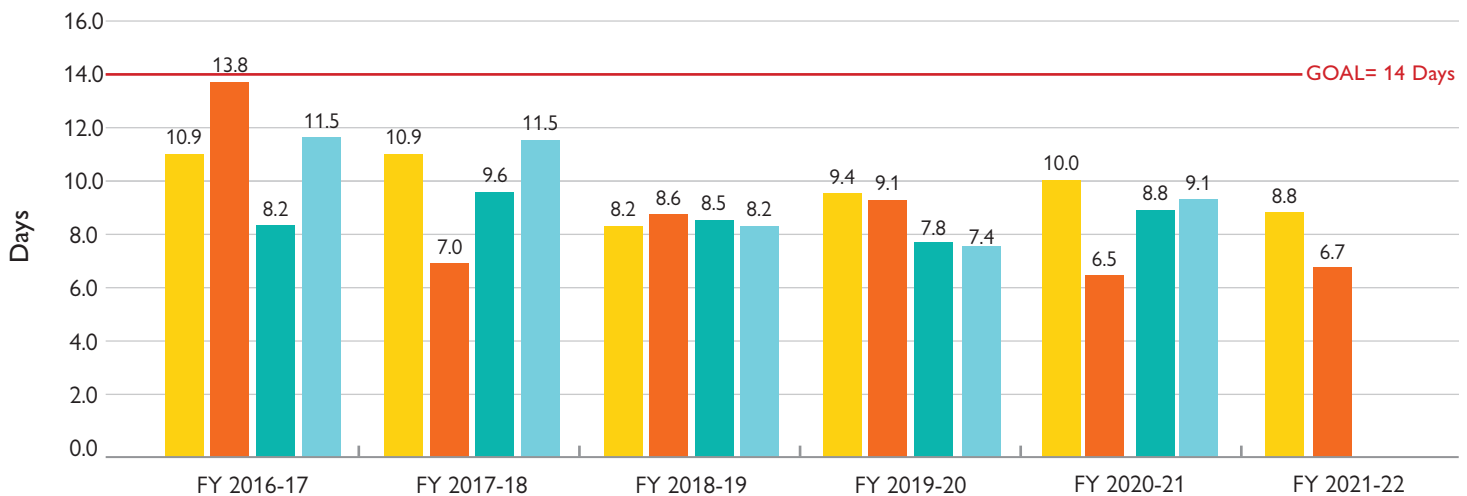
Goal

- 14 Days

Initiative

- No action steps are currently needed to improve performance.

Average Days to Complete a Pharmacy Inspection



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



Quarter One



Quarter Two



Quarter Three



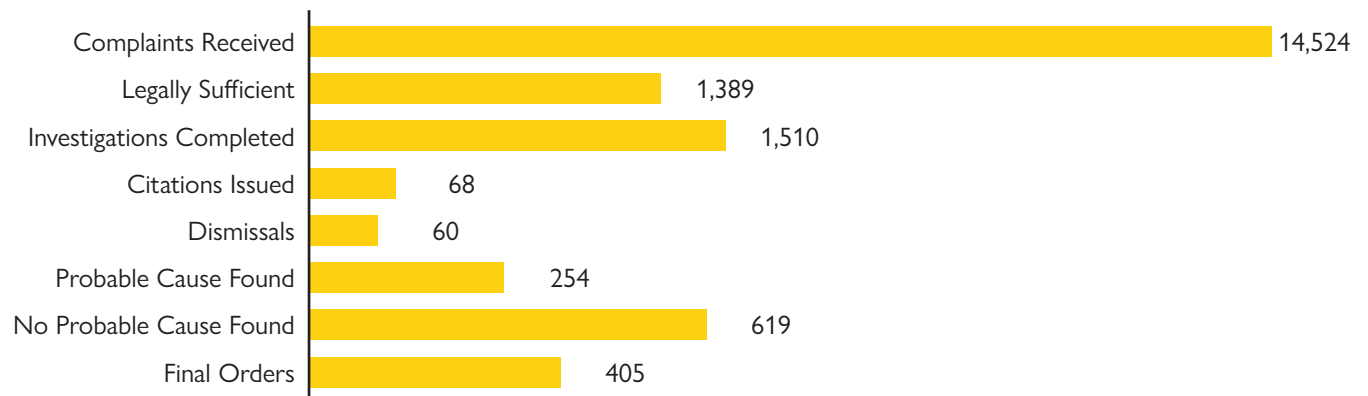
Quarter Four

ENFORCEMENT DATA

The key role of MQA'S Bureau of Enforcement is to investigate complaints and reports against licensed practitioner and unlicensed persons. Specialized units within the Bureau of Enforcement are: Unlicensed Activity Program, Consumer Services Unit, Investigative Services Unit, and the Compliance Management Unit.

MQA received over 31,000 complaints in FY 2020-2021. Practitioners who are disciplined may receive reprimands, sanctions, or other actions. The Department takes emergency action for violations that pose an immediate and severe threat to the public under Section 456.074, Florida Statutes, including the commission of certain crimes and violations.

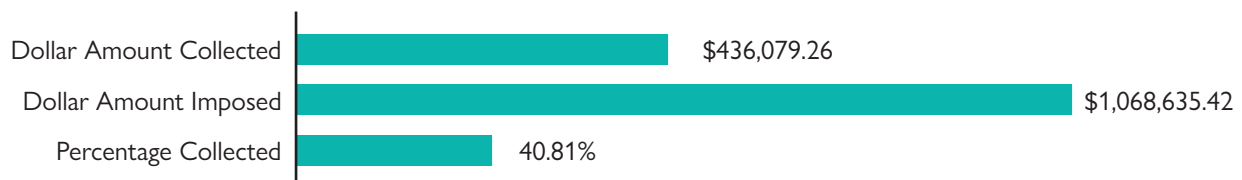
ENFORCEMENT DATA



EMERGENCY ORDERS ISSUED



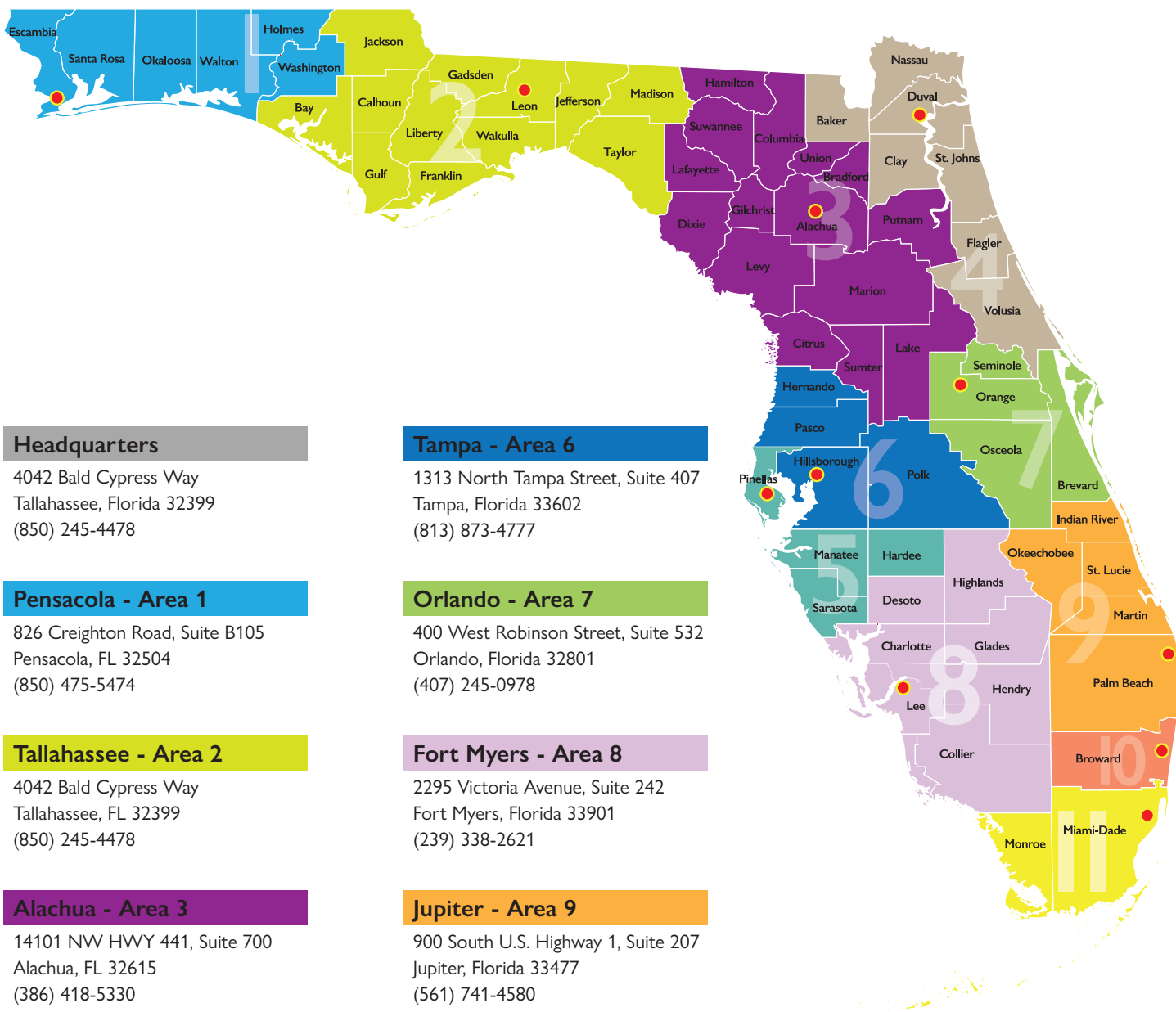
FINES AND COST DATA FOR CURRENT LICENSEES



NUMBER OF ACTIVE CASES



INVESTIGATIVE SERVICES AREA MAP



Headquarters

4042 Bald Cypress Way
Tallahassee, Florida 32399
(850) 245-4478

Pensacola - Area 1

826 Creighton Road, Suite B105
Pensacola, FL 32504
(850) 475-5474

Tallahassee - Area 2

4042 Bald Cypress Way
Tallahassee, FL 32399
(850) 245-4478

Alachua - Area 3

14101 NW HWY 441, Suite 700
Alachua, FL 32615
(386) 418-5330

Jacksonville - Area 4

1912 Hamilton Street, Suite 104
Jacksonville, Florida 32210
(904) 381-6022

St. Petersburg - Area 5

525 Mirror Lake Drive N, Suite 310A
St. Petersburg, FL 33701
(727) 552-1145

Tampa - Area 6

1313 North Tampa Street, Suite 407
Tampa, Florida 33602
(813) 873-4777

Orlando - Area 7

400 West Robinson Street, Suite 532
Orlando, Florida 32801
(407) 245-0978

Fort Myers - Area 8

2295 Victoria Avenue, Suite 242
Fort Myers, Florida 33901
(239) 338-2621

Jupiter - Area 9

900 South U.S. Highway 1, Suite 207
Jupiter, Florida 33477
(561) 741-4580

Fort Lauderdale - Area 10

1400 W. Commercial Blvd., Suite J130
Ft. Lauderdale, Florida 33309
(954) 202-3250

Miami - Area 11

8350 NW 52nd Terrace, Suite 400
Doral, FL 33166
(305) 470-5800

- UNLICENSED ACTIVITY - ULA



Complaints Referred
265

ULA Investigations
257

Cease and Desist

Referred to Law Enforcement
156

11

UNLICENSED ACTIVITY - ULA

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, five dollars is designated specifically for the enforcement of health care regulations to reduce and prevent unlicensed activity.

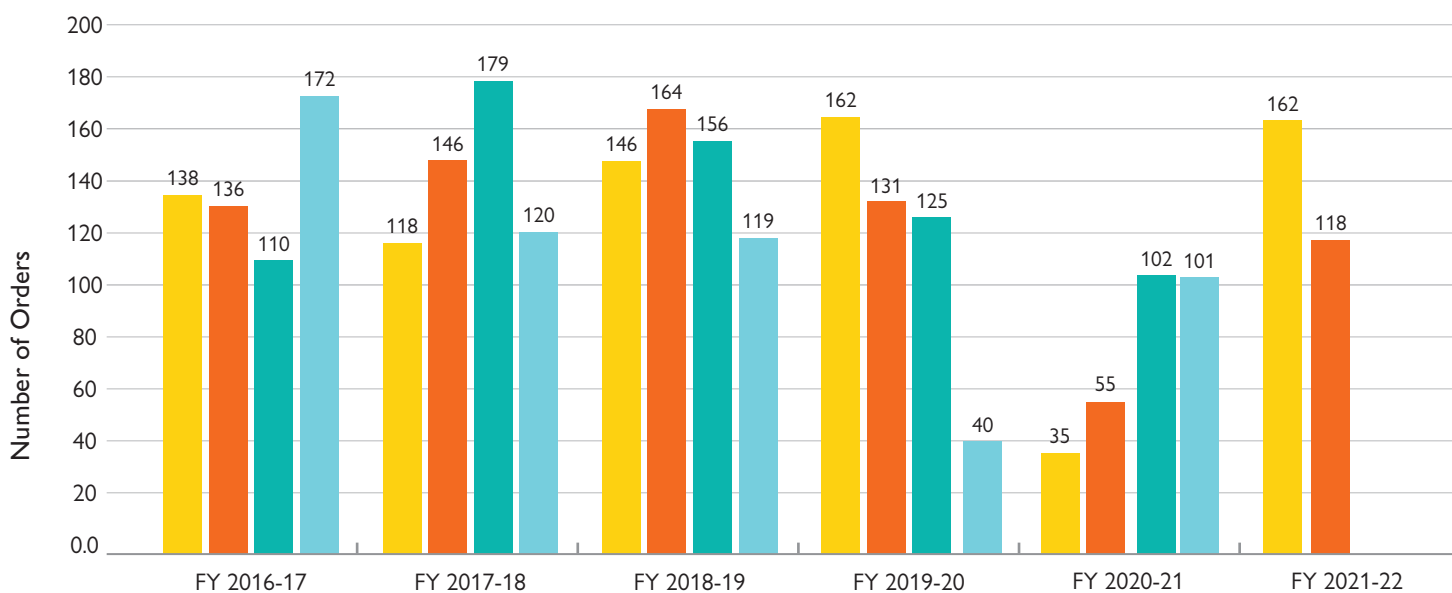
From educating the public to conducting complex investigations and issuing cease and desist orders, the ULA program protects the people of Florida and remains at the forefront of health care regulation.

Orders to Cease and Desist

MQA reviews and investigates complaints of unlicensed activity through the central office in Tallahassee and 11 regional offices located around the state. MQA issues Cease and desist orders and fines against unlicensed persons. MQA relies on partnerships with law enforcement for criminal prosecution.

Below is a comparison of the results from Fiscal Year (FY) 2016-2017 the second quarter of FY 2021-2022, highlighting each quarter.

ULA - Orders to Cease and Desist



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



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, to speak directly with an investigator in the Consumer Services Unit. Tips of suspicious or potential unlicensed activity may be emailed to HALTULA@FLHealth.gov.

FINANCIAL DATA

MQA's financial data, including the fees that are collected 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 practitioners. MQA 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. Analyses are performed periodically to compare the cost of regulation against the current renewal fees.

FINANCIAL DATA

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

TITLE	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2021	\$32,209,759	\$5,405,926	\$37,615,685
Total Revenues 12/31/2021	\$49,630,194	\$1,369,108	\$50,999,302
Total Expenditures 12/31/2021	\$42,906,823	\$2,245,589	\$45,152,412
Ending Cash Balance 2021	\$38,933,130	\$4,529,445	\$43,462,575

GLOSSARY

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.

Final Order

An order of a regulatory board or the Department of Health outlining the finding of facts, and penalties in a disciplinary case against a licensee. The administrative complaint outlining the charges against the licensee is attached and becomes part of the final order when it is filed with the agency clerk.

Investigations Completed

Investigations are initiated when a complaint is considered legally sufficient. All completed investigations are presented to the Prosecution Services Unit with an Investigative Report and all documents related to the complaint.

Legally Sufficient

Complaints that, if found to be true, show a potential violation of Florida Statutes or Rules.

LEIDS

Licensing and Enforcement Information Database System. MQA's licensure and enforcement database.

MQA Trust Fund Unlicensed Activity Fee

A five dollar fee collected at initial and renewal licensing that funds the investigation and enforcement of unlicensed activities, according to Florida law.

Probable Cause

A determination that there is a reasonable basis to suspect that a person has violated or is violating the law.

Qualified Applicant

A qualified applicant has met all requirements to become licensed and could essentially be licensed on the day they become qualified. This is different from an approved applicant who may still have to pass an examination or meet an additional requirement outside of having their application approved.

Unlicensed Activity (ULA)

Potentially dangerous activity by an unauthorized person that could cause injury, disease, or death.

Contact Us

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



[Chat with ELI](#)



(850) 245-4224



www.flhealthsource.gov



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Tallahassee, FL 32399-3250



Who is ELI?

ELI (Enforcement – Licensure – Information) is MQA's new artificial intelligence system that will be transforming the customer service MQA provides by enabling the workforce to deliver exceptional service to our customers through online chat.

ELI is designed to answer common questions in a variety of different areas. Some areas include: licensure requirements, renewal requirements, fees, contact information, background screening, public records, and more.

If ELI cannot answer your question, he will ask you if you would like to be transferred to a live agent within the department. The live agent will be able to see the entire chat with ELI and help continue the conversation to help resolve your question quickly.

ELI will continue to learn from each question that gets sent to a live agent so in the future, he will be able to answer those questions.