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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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.
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.

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**Average Days to Process an Initial Application**

<table>
<thead>
<tr>
<th>Data source: MQA Licensing and Enforcement Information Database System (LEIDS).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarter One</td>
</tr>
<tr>
<td>GOAL = One Day</td>
</tr>
<tr>
<td>FY 2016-17: 0.0</td>
</tr>
<tr>
<td>FY 2020-21: 1.0</td>
</tr>
</tbody>
</table>
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).
**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**

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter One</th>
<th>Quarter Two</th>
<th>Quarter Three</th>
<th>Quarter Four</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2016-17</td>
<td>10.9</td>
<td>8.2</td>
<td>11.5</td>
<td>13.8</td>
</tr>
<tr>
<td>FY 2017-18</td>
<td>11.5</td>
<td>9.6</td>
<td>11.5</td>
<td>10.9</td>
</tr>
<tr>
<td>FY 2018-19</td>
<td>8.2</td>
<td>8.6</td>
<td>9.1</td>
<td>8.5</td>
</tr>
<tr>
<td>FY 2019-20</td>
<td>8.2</td>
<td>9.1</td>
<td>7.8</td>
<td>10.0</td>
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<tr>
<td>FY 2020-21</td>
<td>6.5</td>
<td>8.8</td>
<td>9.1</td>
<td>6.7</td>
</tr>
<tr>
<td>FY 2021-22</td>
<td>8.8</td>
<td>8.8</td>
<td>10.0</td>
<td>8.6</td>
</tr>
</tbody>
</table>

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

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**Goal**
- 14 Days

**Data source:** MQA Licensing and Enforcement Information Database System (LEIDS).
The key role of MQA’s Bureau of Enforcement is to investigate complaints and reports against licensed practitioner and unlicensed persons. Specialized units within in 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

Complaints Received 14,524
Legally Sufficient 1,389
Investigations Completed 1,510
Citations Issued 68
Dismissals 60
Probable Cause Found 254
No Probable Cause Found 619
Final Orders 405

EMERGENCY ORDERS ISSUED

Emergency Restriction Orders 24
Emergency Suspension Orders 41
Total Emergency Orders 65

FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected $436,079.26
Dollar Amount Imposed $1,068,635.42
Percentage Collected 40.81%

NUMBER OF ACTIVE CASES

Consumer Services 13,361
Investigative Services 642
Prosecution Services 4,092
BY THE NUMBERS
- UNLICENSED ACTIVITY - ULA

Complaints received.

- Complaints
  219

Referred for Investigation.

- Complaints Referred
  265

Investigations completed.

- ULA Investigations
  257

Cease and desist orders issued.

- Cease and Desist
  118

Law Enforcement Referrals.

- Referred to Law Enforcement
  156
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.
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.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>LICENSED</th>
<th>UNLICENSED</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Cash Balance</td>
<td>$32,209,759</td>
<td>$5,405,926</td>
<td>$37,615,685</td>
</tr>
<tr>
<td>07/01/2021</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Revenues</td>
<td>$49,630,194</td>
<td>$1,369,108</td>
<td>$50,999,302</td>
</tr>
<tr>
<td>12/31/2021</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Expenditures</td>
<td>$42,906,823</td>
<td>$2,245,589</td>
<td>$45,152,412</td>
</tr>
<tr>
<td>12/31/2021</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ending Cash Balance 2021</td>
<td>$38,933,130</td>
<td>$4,529,445</td>
<td>$43,462,575</td>
</tr>
</tbody>
</table>
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
MedicalQualityAssurance@flhealth.gov

Department of Health
Medical Quality Assurance
4052 Bald Cypress Way Bin C-00
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.