

MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT

JANUARY 1 - MARCH 31, 2018

As required by Section 456.025(9), Florida Statutes



Q3



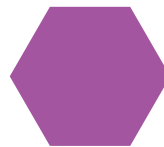
MQA REPORTS

[Section 456.005, Florida Statutes](#), requires the Florida Department of Health, 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 quarterly through [MQA annual and quarterly performance reports](#). The quarterly performance report is required by [Section 456.025\(9\), Florida Statutes](#).

TABLE OF CONTENTS



DIRECTOR'S MESSAGE	4
BUREAU MESSAGES	5
EXECUTIVE SUMMARY	6
QUARTER 3 ACCOMPLISHMENTS	7
I AM MQA	8
UNLICENSED ACTIVITY (ULA)	9
BALANCED SCORECARD MEASURES	11
BY THE NUMBERS	14
GLOSSARY	17





DIRECTOR'S MESSAGE



During the third quarter of the 2017-2018 fiscal year, the employees of Medical Quality Assurance (MQA) worked hard to further the Department of Health's (Department) mission to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts, and this Quarterly Performance Report (QPR) is a testament to their efforts. The implementation of the enhanced Nurse Licensure Compact (eNLC) is one of MQA's proudest achievements of the quarter. The eNLC will allow qualified, capable nurses to practice in Florida without having to obtain additional licensure. This will help offset the serious nursing shortage Florida faces, and will assist in making Florida the Healthiest State in the Nation.

Additionally, MQA staff collaborated with stakeholders to improve processes and share information across the state. MQA's Bureau of Enforcement partnered with the Florida Board of Dentistry to deploy software and train staff on new technology. These upgrades will help staff conduct inspections more efficiently for dentists applying for sedation permits, allowing qualified candidates to provide these services for the people of Florida more quickly. MQA personnel also attended the Stranahan High Magnet School's Pre-Med Club in Florida to talk, answer questions, and reach out to a new generation of future medical professionals.

I am proud to share MQA's story in this Quarterly Performance Report, and look forward to the division building on these accomplishments to provide even greater service to all Floridians in the future.

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: **I**nnovation
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.

BUREAU MESSAGES



BUREAU OF OPERATIONS

Health care practitioners who submitted fingerprints as a condition of licensure on or after January 1, 2013, are required to have their fingerprints retained in Florida's Care Provider Background Screening Clearinghouse (Clearinghouse). Fingerprints stored in the Clearinghouse are retained for five years from the date of submission, which means the retention was set to expire for thousands of practitioners beginning January 1, 2018. Practitioners who do not retain their fingerprints prior to the Clearinghouse expiration date are required to repeat the screening process to maintain compliance with section 456.0135, Florida Statutes. The Bureau of Operations collaborated with the Agency for Health Care Administration (AHCA) to create a plan to support practitioners required to retain fingerprints. The plan included enhancing AHCA's Clearinghouse Applicant Initiated system (CHAI) and increasing communications with affected practitioners through professional associations, by placing information on board websites and the online licensing portal, www.flhealthsource.gov, and mailing notices to affected practitioners. As a result, 4,537 notices were sent to individuals with expiring fingerprints in January 2018 of which 1,962 individuals retained their prints for another five years. Practitioners who did not retain their fingerprints and are required to be in the Clearinghouse will be required to repeat the screening process to maintain compliance with section 456.0135, Florida Statutes.

BUREAU OF HEALTH CARE PRACTITIONER REGULATION

The Bureau of Health Care Practitioner Regulation worked hard to license qualified candidates in the most expedient manner possible during the third quarter. One of the most exciting improvements was the implementation of the enhanced Nurse Licensure Compact on January 19, 2018. Under the eNLC, nurses can provide care to patients in eNLC participating states without obtaining individual state licensure, saving the nurses time and expense. This increased mobility to practice will alleviate the serious nursing shortage Florida faces and enhance health care access for patients. The Florida Board of Nursing received approximately 4,000 applications from existing registered nurses (RNs) and licensed practical nurses (LPNs) to convert their single-state license to multistate licenses during Florida's first week as a member of the Compact. Another achievement in Q3, was the Boards of Medicine and Osteopathic Medicine public meeting, to which all other boards were invited, to consider amendments to the health history questions on initial applications. The recommended changes would result in removal of barriers to licensure.

BUREAU OF ENFORCEMENT

MQA's Bureau of Enforcement worked to protect the health of the citizens of Florida during the third quarter of fiscal year 2017-2018 by partnering with several outside agencies. On January 24, 2018, the Miami Investigative Service Unit (ISU) held its first "Collaborative Investigations with the Department of Health and Law Enforcement Partners" workshop. Police departments from Miami Dade County, Homestead, Doral, Hialeah Gardens, Pinecrest, and other cities attended and received training on topics such as working joint investigations, prosecutorial and unlicensed activity (ULA) statutes, MQA and ULA program overviews, case studies, and best practices.



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 third quarter of the 2017-2018 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 33,485 licensee applications and issued 21,023 initial licenses in the third quarter. In addition, MQA made efforts through rule reduction to eliminate unnecessary regulation.

ENFORCEMENT

MQA received 299 complaints of unlicensed activity in the third quarter and issued 179 cease and desist orders to unlicensed individuals whose unregulated and illegal activity could be disfiguring or even deadly to victims. MQA referred 159 complaints to law enforcement for potential criminal violations.

INFORMATION

The Bureau of Operations and Agency for Health Care Administration collaborated to assist health care practitioners whose fingerprints were set to expire from the Clearinghouse. These efforts included enhancing AHCA's Clearinghouse Applicant Initiated system (CHAI) and disseminating information through professional associations, placing notifications on board websites and the online licensing portal, www.flhealthsource.gov, and mailing notices to affected practitioners.

In January, the Board of Medicine created and distributed a newsletter with information on continuing education, committee updates, and news on regulation, viewable at www.flboardofmedicine.gov/pdfs/2017-newsletter.pdf.

MQA continued its series of informative health videos with a public awareness piece on contact lens safety, viewable at <https://youtu.be/MZ1foNFOJzY>.

Save the Date communication was sent to board chairs, vice chairs, and professional association members in anticipation of MQA's Annual Board Chairs/Vice Chairs Long Range Planning Meeting on April 23, 2018.

QUARTER 3 ACCOMPLISHMENTS

THE STRATEGIC PRIORITIES IN THIS SECTION ARE TAKEN FROM MQA'S [2016-2018 strategic plan](#).



2.1

PRIORITY 2.1: LONG, HEALTHY LIFE

- MQA continued to do its part to increase healthy life expectancy of all Floridians, which included the dissemination of Healthiest Weight information at meetings and conferences.



4.1

PRIORITY 4.1: EFFECTIVE AGENCY PROCESSES

- Board of Medicine and IT staff collaborated on an online system that allows Physician Assistants (PAs) to go online and add or delete their supervising physicians. This is a significant improvement for our licensees who will no longer have to complete and submit a form. This allows a PA to start work under his/her new supervising physician immediately after updating their record. Prior to the new system, staff received anywhere from 75-120 requests per day, but the system's implementation has already greatly reduced the number of paper forms received in the office.
- The Florida Board of Dentistry established a partnership with the Commission on Dental Competency Assessments (CDCA) and Miami Dade College to offer a special administration of the American Board of Dental Examiners (ADEX) licensing examination for dentists from Puerto Rico or the United States Virgin Islands who are seeking licensure in Florida in the wake of last year's hurricanes. Twelve candidates took advantage of this exam opportunity to relocate to Florida and continue practicing.
- Board of Nursing staff completed their Rapid Process Improvement (RPI) exercise on January 25, 2018. This was the final RPI for the Board office and finalizes a plan to identify changes needed to process applications for initial licensure as efficiently as possible.



5.1

PRIORITY 5.1: REGULATORY EFFICIENCY

- Board of Chiropractic Medicine staff were instrumental in assisting the Board of Pharmacy with a backlog of work, and were recognized with a letter from Governor Rick Scott, dated January 26, 2018, for their efforts to ensure the health and safety of our communities.
- Florida offers expedited licensure processing for the spouses of active members of the United States Armed Forces, the United States Reserve Force, and the National Guard seeking licensure in most health care professions. The Board of Physical Therapy received a VALOR application at 7:38 p.m. on January 2, 2018. Staff reviewed the application and all corresponding documents, and the applicant was licensed on January 3, 2018, less than three business hours after the submission of the application.
- Over the past several years, the Enforcement Bureau has decreased the amount of time to complete an initial inspection of facilities prior to licensure. This has allowed qualified applicants to open their businesses faster, which benefits Florida's citizens and the economy. The average number of days to complete an initial inspection prior to licensure is 6.23.

I AM MQA



MQA's Operational Support Services (OSS) unit is located within the Bureau of Operations, but the unit's contribution affects the operations and infrastructure of the entire division. OSS is divided into three unique teams: clerking, public records and document management, and contracts and purchasing.

Designated by the Department of Health as the Deputy Agency Clerk for the division, the Clerking team is responsible for filing, service of process, subject matter indexing, records on appeal and state and federal reporting of adverse incidents. It also serves as custodian of record. This team processed over 6,500 filings as of the third quarter of fiscal year 2017-2018. From these orders, the team analyzed and reported over 2,000 to state and federal clearinghouses such as the Federation of State Medical Boards, National Practitioner Databank and the National Council of State Board of Nursing. The clerking team also prepares the index and records on appeal, ensuring compliance with the rules of appellate procedures, and are currently 100% compliant. This team processed 22 appeals this fiscal year.

The Public Records and Document Management team is responsible for MQA's public records requests and all documents in Axiom Pro, the division's digital document repository. This team processes thousands of public records requests yearly and strives to reduce that number by educating the public about tools that are available online. The streamlining of process standards has resulted in efficiency increases in the number of public records requests from over 4,700 requests in fiscal year 2016-2017 to just over 3,700 requests processed as of the third quarter of fiscal year 2017-2018.

The Contracts and Purchasing team is a diverse yet cohesive group. This team ensures the division accomplishes its operational, functional, and business objectives through meticulous contractual procurement relationships. These equitable procurement relationships have resulted in the management of over \$8.5 million in contractual service agreements. This team also manages all meeting planning logistics for over 37 regulatory board and council meetings as of the third quarter. In addition, this team is diligently working to satisfy all 2017-2018 fiscal year end deadlines throughout the third quarter.

The responsibilities of the OSS unit require accuracy, communication, and teamwork and their efforts play a significant role in helping the Department to achieve its strategic priority of regulatory efficiency.

UNLICENSED ACTIVITY



Performing regulated 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 Florida Department of Health's Unlicensed Activity (ULA) program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation.

OPERATION

ULA Investigators conducted a massage therapy operation to identify individuals and businesses operating without licenses. Investigators performed research and undercover visits from February 1 through March 2, 2018 which resulted in 70 notices to cease and desist being served to unlicensed individuals. This year's ULA massage therapy operation surpassed last year's operation in the number of cease and desist orders served.

OUTREACH

The Bureau of Enforcement conducted the following ULA outreach and educational activities during the third quarter of the 2017-2018 fiscal year:

- On February 4-5, 2018, Bureau of Enforcement (BOE) personnel attended the 2018 Florida Sheriffs Association's Winter Conference in Amelia Island to promote MQA's ULA program. Representatives discussed how the ULA program works with law enforcement to protect the public from the unlicensed practice of health care.
- On February 10, 2018, BOE personnel attended the Pride Fort Lauderdale Festival to promote the Unlicensed Activity program to the lesbian, gay, bisexual and transgender community. Representatives provided educational and promotional materials to attendees about the dangers of unlicensed health care services, how to verify their provider's license and how to report unlicensed activity. Over 30,000 people attended the event.
- On February 27, 2018, BOE personnel attended the Department of Health in Hillsborough County General Staff Day event held at the Tampa Lowry Zoo. This event gave BOE an opportunity to promote the ULA program and inform people about the dangers of unlicensed health care.
- On March 7, 2018, the Tampa Investigative Services Unit conducted a meet and greet with law enforcement and provided a presentation on the ULA program. In attendance were 23 law enforcement officials representing eleven agencies at the federal, state, and local levels. Agencies included the Winter Haven Police Department, Polk County Sheriff's Office, National Insurance Crime Bureau, Bureau of Insurance Fraud, Federal Bureau of Investigation, Pasco County Sheriff's Office, Florida Highway Patrol, Florida Department of Financial Services, Florida Department of Law Enforcement, Pinellas County State Attorney's Office and the Hillsborough County, State Attorney's Office.

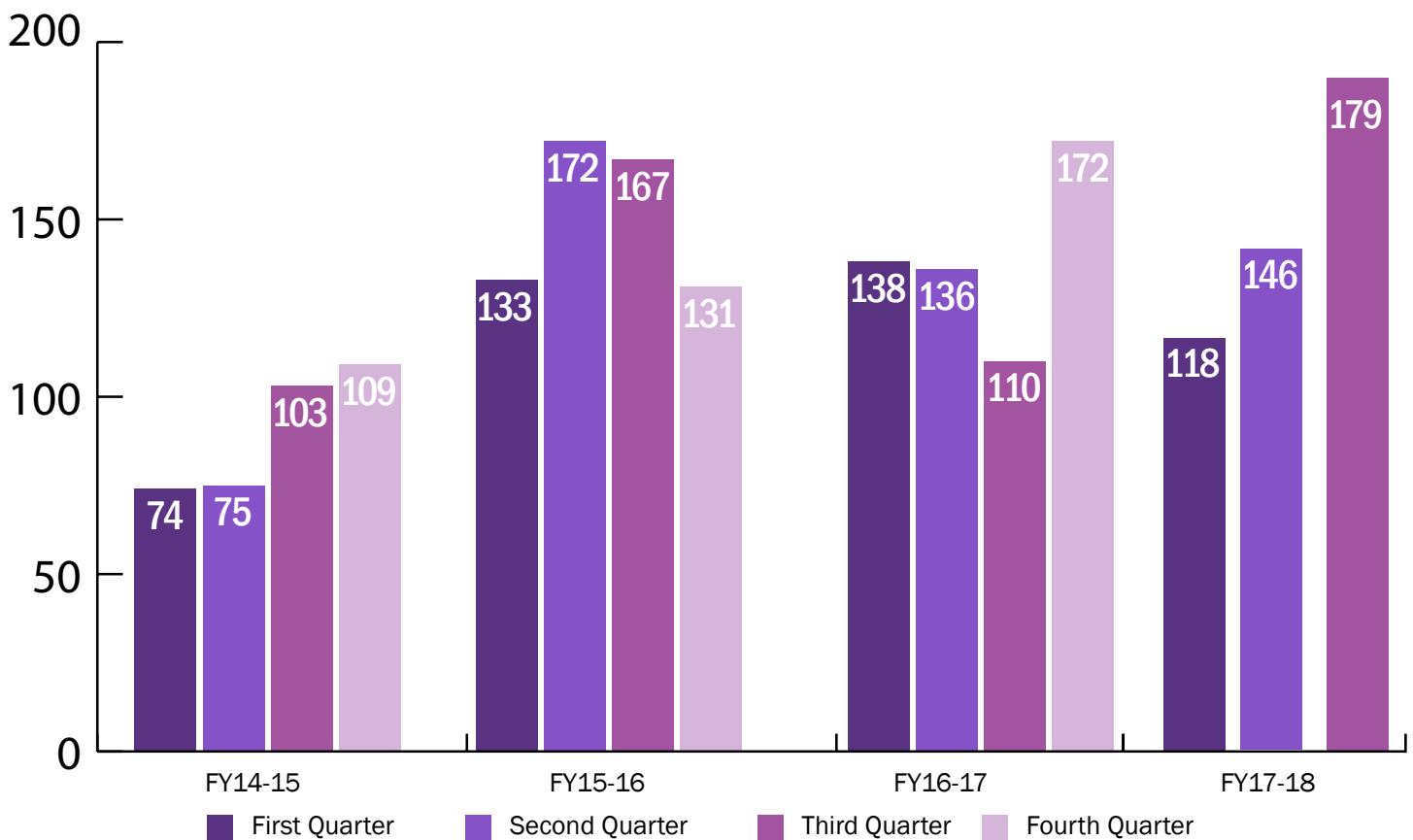


UNLICENSED ACTIVITY

ORDERS TO CEASE AND DESIST

Below is a comparison of the results from FY 2014-2015 to the third quarter of FY 2017-2018, highlighting each quarter.

ORDERS TO CEASE AND DESIST (FY 14-15/FY15-16/FY16-17)



Call Out

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



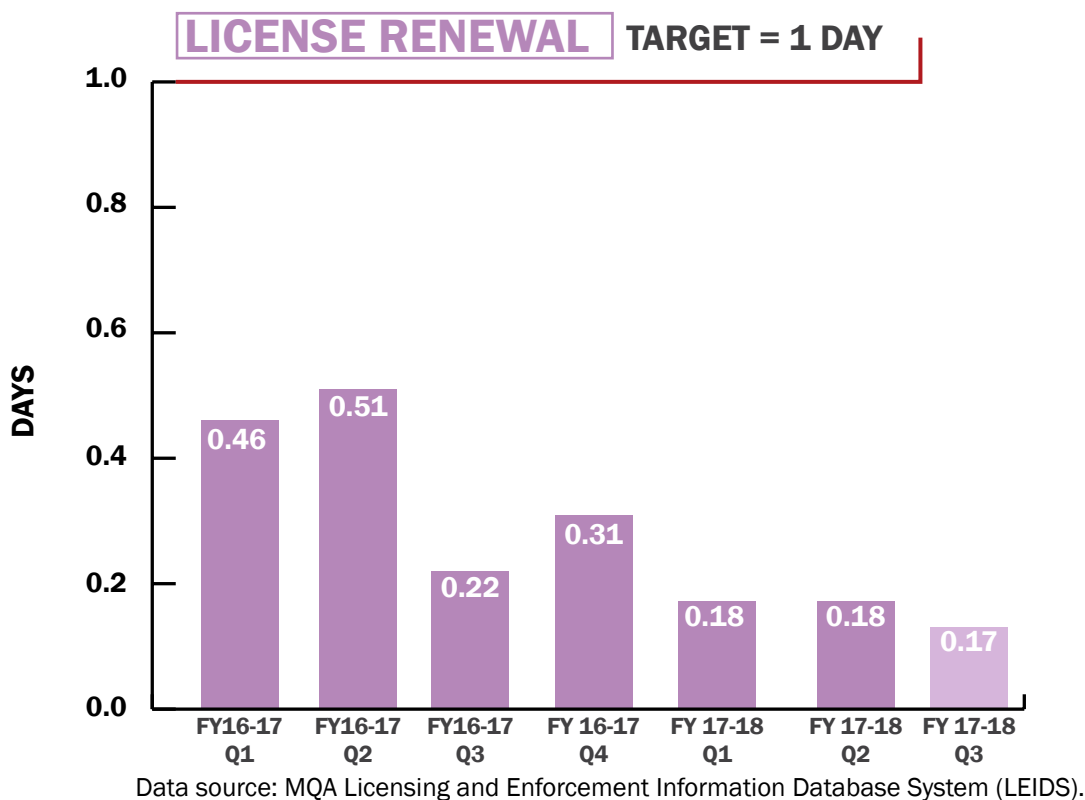
This section highlights three measures from MQA's Balanced Scorecard that the division uses to track its strategic long-range plan. It includes short- and long-range goals and performance measures, helping the executive management team monitor all progress toward those goals. The following three measures 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 (e.g. the batch received date in the cash batch header) 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.





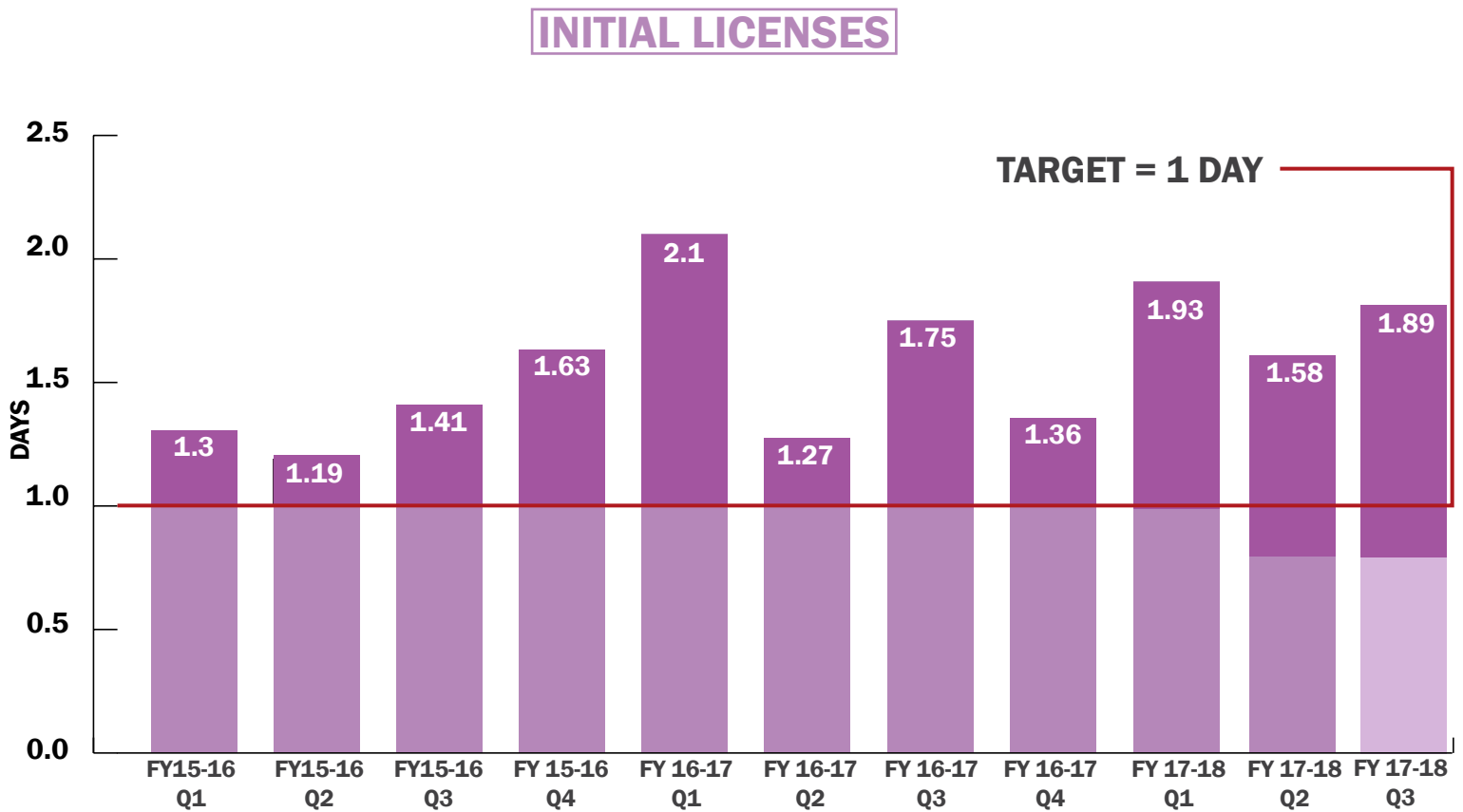
BALANCED SCORECARD MEASURES

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 to the date a license is issued. This measure is used for all health care profession applications submitted for licensure in Florida. It does not include applications that are withdrawn or generated in error.

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



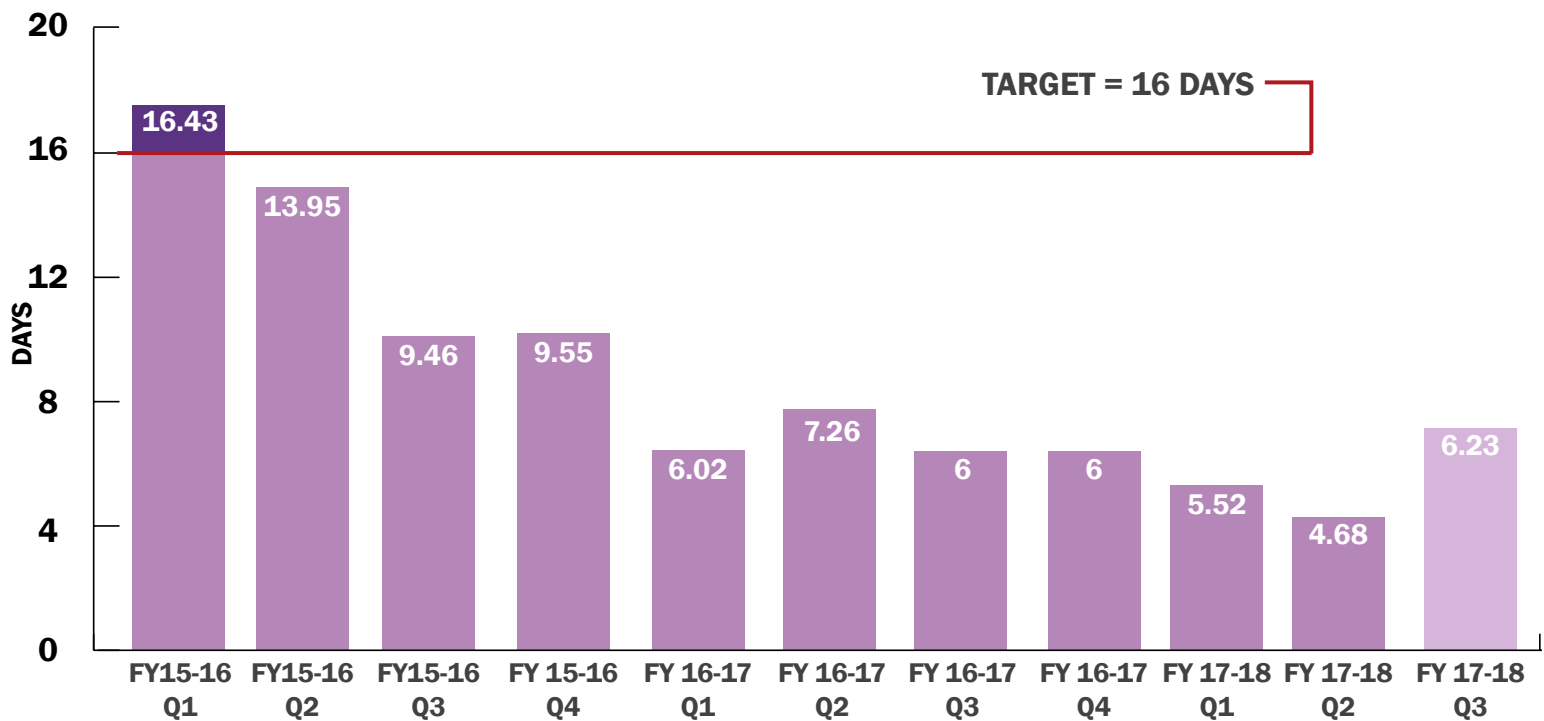
MEASURE: NUMBER OF DAYS TO COMPLETE INITIAL INSPECTION PRIOR TO LICENSURE.

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 01/01/2018	\$25,459,973	\$13,067,857	\$38,527,830
Total Revenues 3/31/2018	\$65,293,016	\$1,702,943	\$66,995,959
Total Expenditures 3/31/2018	\$58,691,482	\$1,323,190	\$60,014,672
Ending Cash Balance 3/31/2018	\$32,061,507	\$13,447,610	\$45,509,117

Licensee Data

MQA issues over 100 different types of 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	33,485
Initial Licenses Issued	21,023

Data for applications processed is not reported this quarter due to clarifications being made in data collection methodology.

[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	299
Referred for Investigation	297
Investigations Completed	304
Cease and Desist Orders Issued	179
Referrals to Law Enforcement	159

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. Investigations are pursued at several levels, and the bureau has several specialized units: The Unlicensed Activity Program, Consumer Services Unit, Investigative Services Unit, and Compliance Management Unit.

MQA receives over 20,000 complaints a 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, Florida Statutes, 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	8,695
Legally Sufficient	1,307
Investigations Completed	1,196
Citations Issued	50
Dismissed by Panel	458
Probable Cause Found	374
Probable Cause Dismissed	57
Final Orders	336

EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	54
Emergency Suspension Orders	34
Total Emergency Orders	88

FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected	\$744,167
Dollar Amount Imposed	\$708,685
Percentage Collected	105.01%

NUMBER OF ACTIVE CASES

Consumer Services	4,118
Investigative Services	925
Prosecution Services	5,033

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

GLOSSARY



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.

CHAI: The CHAI system is offered by the Agency for Health Care Administration (AHCA) and allows practitioners to retain their prints in the Background Screening Clearinghouse and pay their fee online.

Clearinghouse: The Background Screening Clearinghouse is a single data source used to retain background screening results of persons required to be screened by law. The Clearinghouse allows the results of criminal history checks to be shared among participating agencies when a person has applied to volunteer, be employed, be licensed, or enter a contract that requires a state and national fingerprint-based criminal history check. Section 435.12, Florida Statutes.

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.

ISU: The Investigative Services Unit is located within MQA's Bureau of Enforcement. It investigates complaints against health care practitioners and facilities/establishments regulated by the Department of Health.

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.

OSS: The Operational Support Services Unit supports MQA by working with documentation, public records, and contracts.

PSU: The Prosecution Services Unit is responsible for providing legal services in the regulation of all health care boards and councils. 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

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