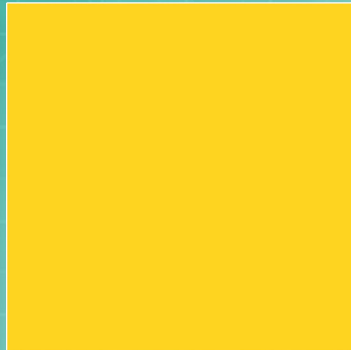


Florida Department of Health
Medical Quality Assurance

Quarterly Performance Report

January 1 - March 31, 2020



Quarter Three

Florida
HEALTH
Medical Quality
Assurance



MQA Reports

[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 [MQA annual and quarterly performance reports](#). Quarterly performance reports are required under [section 456.025\(9\), Florida Statutes](#).

Table of **Contents**

Executive Summary 01

Unlicensed Activity 02

Balanced Scorecard Measures 03

By the Numbers 06

Glossary 10

Executive Summary

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.

MQA received 33,097 applications for initial licensure and issued 24,382 initial licenses in the third quarter. MQA received 297 complaints of unlicensed activity (ULA) in the third quarter. MQA issued 125 cease and desist orders to unlicensed individuals whose unregulated and illegal activity could be disfiguring or even deadly to victims. MQA referred 108 complaints to law enforcement for potential criminal violations.

Unlicensed Activity

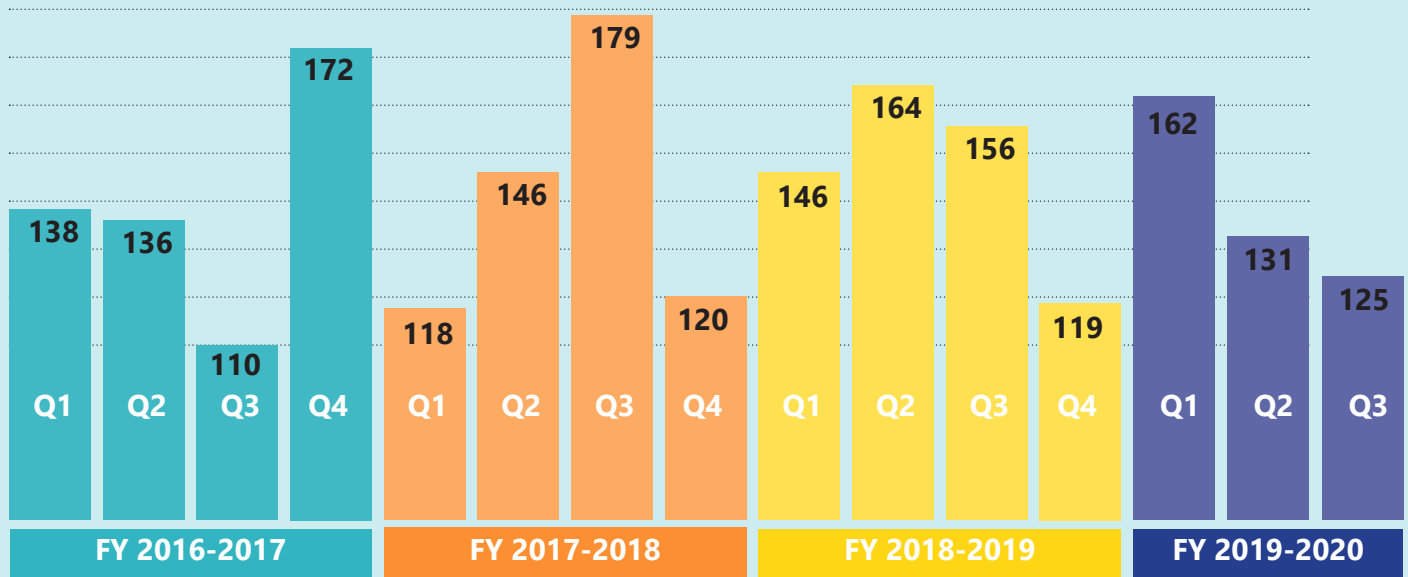
Performing regulated health care activities without proper licensing in Florida is a crime. Treatment by an unlicensed person is dangerous and could result in injury, disease, or even death. When practitioners pay their licensing fees, \$5 is designated specifically for the enforcement of health care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

Below is a comparison of the results from FY 2016-2017 to the third quarter of FY 2019-2020, highlighting each quarter.

Orders to Cease and Desist (FY 2016-2017/FY 2017-2018/FY 2018-2019/FY 2019-2020)



Halt Unlicensed Activity

Consumers are encouraged to verify the license of their health care provider by utilizing the www.FLHealth-Source.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.

Balanced Scorecard Measures

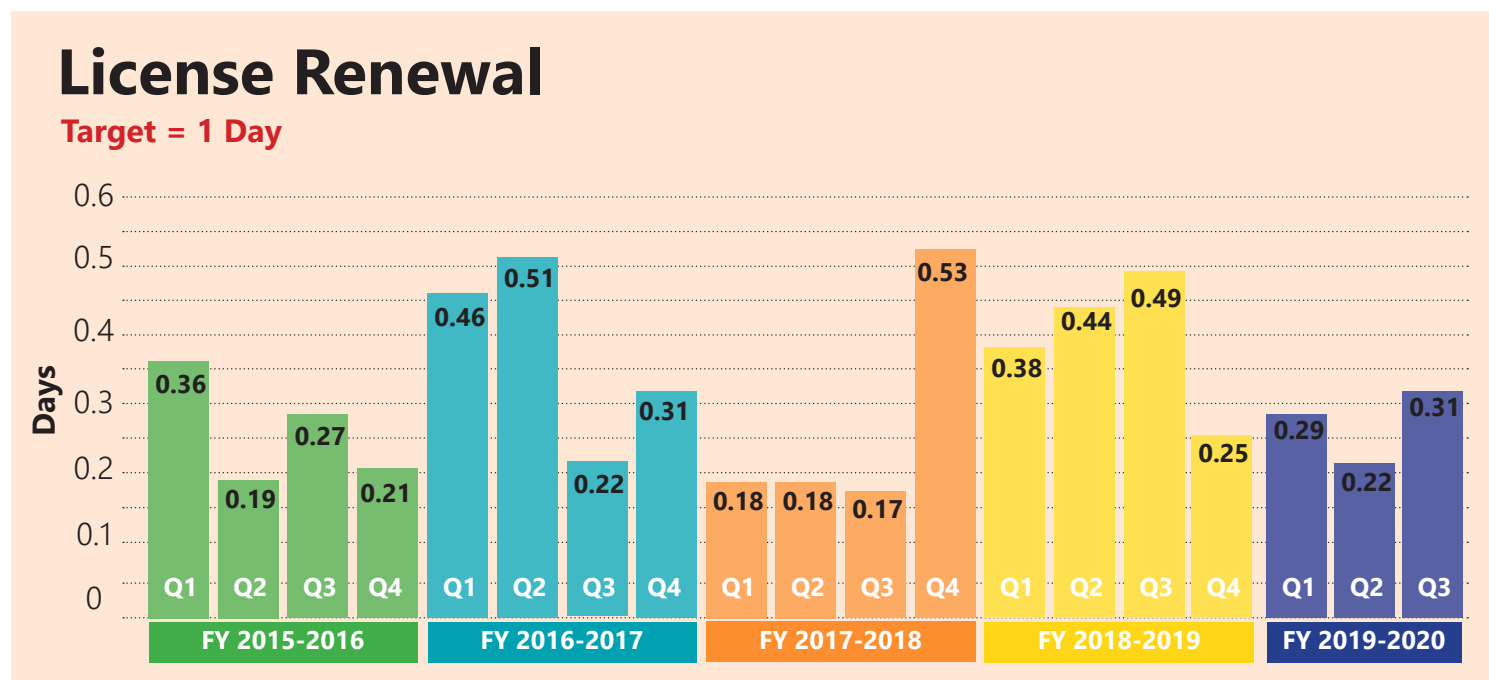
This section highlights three of MQA's Balanced Scorecard measures: the number of days to process a renewal application for qualified applicants, the number of days to issue an initial license for qualified applicants, and the number of days to complete initial inspections before licensure. These measures are critical components of MQA's strategic priorities and management in monitoring progress.

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 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 third quarter, paper renewals are a small percentage, as 98.43 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.

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.

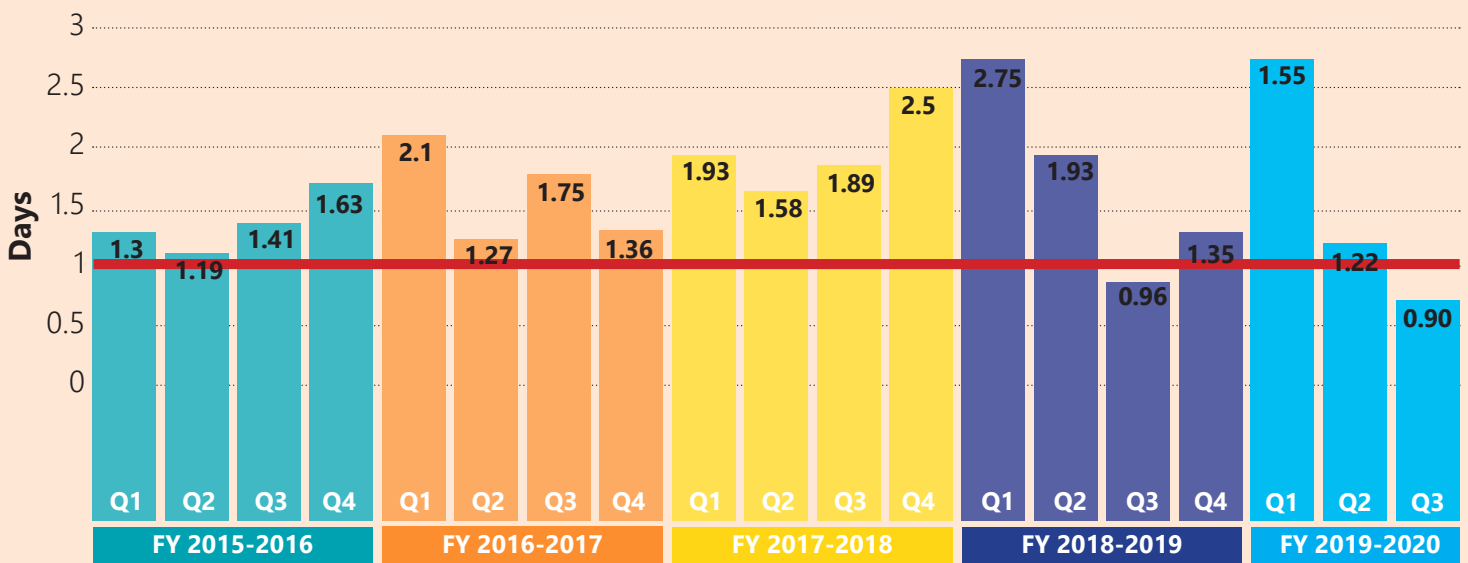
Target: 1 Day

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 practitioner 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. 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 remain committed to finding and implementing innovative methods when licensing health care practitioners so that they can be efficiently and expeditiously licensed.

Initial Licenses

Target = 1 Day



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

Balanced Scorecard Measures

Measure: Number of days to complete initial inspection prior to licensure.

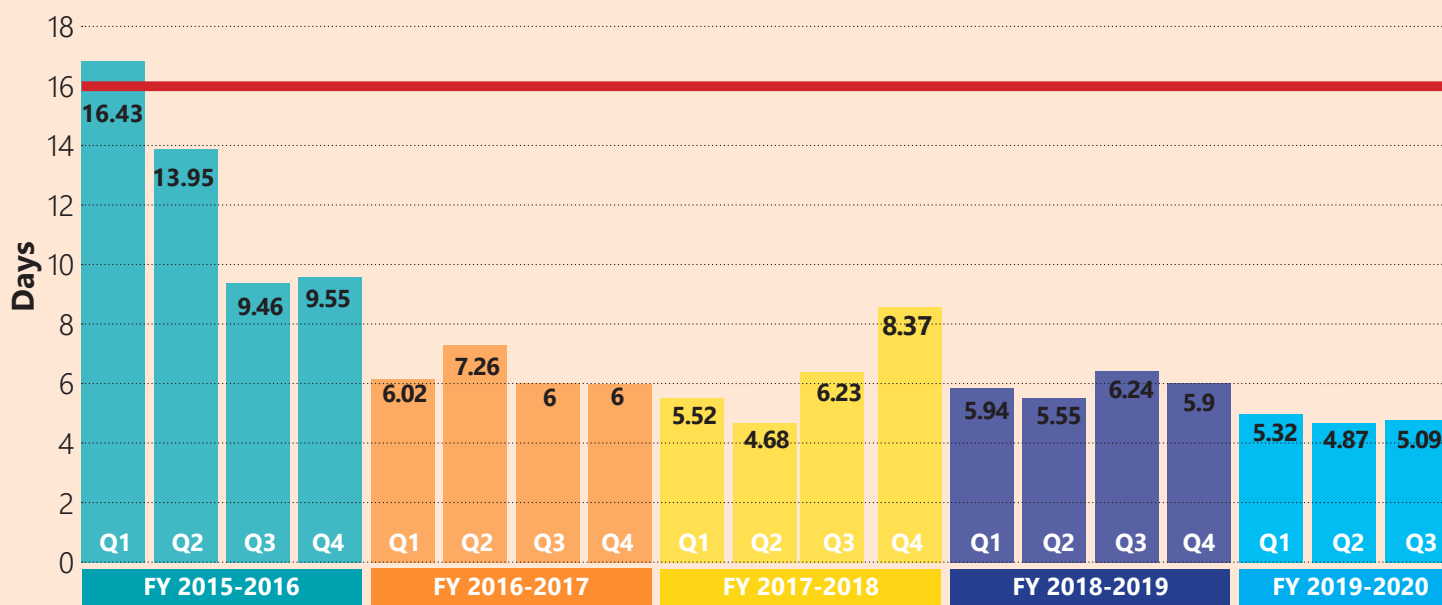
Target: 16 Days

Definition: This measure calculates the average number of days from the date an applicant is ready for an opening MODE (Massage, Optical, Dental Lab, & Electrolysis Establishments) 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 MODE inspection.

Initiative: No action steps are currently needed to improve performance

Average number of days to complete an initial inspection

Target = 16 Days



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

By the Numbers

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 per 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.

MQA Trust Fund

	Licensed	Unlicensed	Total
Beginning Cash Balance 7/1/2019	\$28,253,834	\$7,166,656	\$35,420,490
Total Revenues 3/31/2020	\$66,964,927	\$1,792,731	\$68,757,658
Total Expenditures 3/31/2020	\$58,354,519	\$3,337,515	\$61,692,034
Ending Cash Balance 3/31/2020	\$36,864,242	\$5,621,872	\$42,486,114

Licensee Data

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

Quarterly Summary

Initial Applications Received	33,097
Initial Licenses Issued	24,382

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

By the Numbers

Unlicensed Activity Data

MQA reviews and investigates complaints of unlicensed activity through a 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

Quarterly Summary

Complaints Received	297
Referred for Investigation	286
Investigations Completed	266
Cease and Desist Orders Issued	125
Referrals to Law Enforcement	108

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

By the Numbers

Enforcement Data

The Bureau of Enforcement's key role is to investigate complaints 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.

MQA received over 40,000 complaints in FY 2018-2019. 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.

Quarterly Summary

Complaints Received	10,672
Legally Sufficient	1,565
Investigations Completed	1,475
Citations Issued	156
Dismissals	82
Probable Cause Found	369
No Probable Cause Found	850
Final Orders	422

Emergency Orders Issued

Emergency Restriction Orders	39
Emergency Suspension Orders	39
Total Emergency Orders	78

By the Numbers

Fines and Cost Data for Current Licensees

Dollar Amount Collected	\$399,089
Dollar Amount Imposed	\$644,614
Percentage Collected	62%

Number of Active Cases

Consumer Services	8,002
Investigative Services	1,163
Prosecution Services	5,109

[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.

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 severe 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

A Final Order is 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 Fee

A \$5 fee collected at initial licensure 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.

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

Cassandra G. Pasley, BSN, JD

Mailing Address

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

Phone

850-245-4224

Email

MedicalQualityAssurance@flhealth.gov

Website

www.flhealthsource.gov