



Medical Quality Assurance Quarterly Performance Report April 1 - June 30, 2017

As required by Section 456.025(9), Florida Statutes

Q4





MQA REPORTS

Review prior annual and quarterly performance reports for the division by visiting www.FLHealthSource.gov. Once you are on the main page, hover your mouse over “Consumer Services” in the top menu bar and select “Annual and Quarterly Reports.” You will then be redirected to the “MQA Annual and Quarterly Reports” page.

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 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, and it must be revised and modified to remain current with trends in health care services and regulation.

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DIRECTOR'S MESSAGE



Lucy Gee,

A handwritten signature in black ink, appearing to read 'Lucy C. Gee'.

MQA Division Director

I am extremely pleased with the accomplishments the Division of Medical Quality Assurance has made to exemplify the core values of innovation, collaboration, accountability, responsiveness and excellence (ICARE). Our employees have worked tirelessly to end this last quarter on a high note and continue our legacy of excellence into the 2017-2018 fiscal year.

One such accomplishment is the Bureau of Enforcement's entry into the Sterling Challenge, which is a management assessment tool designed for organizations that are committed to improving their leadership/management systems. It is based on the nationally recognized Sterling/Baldrige Criteria to drive high performance. The Bureau of Enforcement applied for the challenge this quarter, and the assessment will take place during the 2017-2018 fiscal year. I commend the bureau for taking this step, which exemplifies accountability, collaboration, and a quest for excellence.

Another is the new board member subsite located on www.flhealthsource.gov. This innovative solution upgrades a printed 30-page training manual into a single website. Prior to the development of the site, board members were given a physical copy of the manual as part of the onboarding process. Once onboarded, they were required to keep a physical copy of the manual as reference material. The subsite allows board members to access the manual 24 hours a day, seven days a week. I am proud of the Bureaus of Operations and Health Care Practitioner Regulation for their collaboration in completing this upgrade, and their responsiveness to the needs of our board members.

It is with great pride that I present the Quarterly Performance Report for the fourth quarter of the 2016-2017 fiscal year. This report is a source of valuable MQA data, a record of our progress toward meeting our strategic goals and objectives, and a chronicle of our successes.

DIRECTOR'S MESSAGE

Bureau of Operations

In June, MQA's Bureau of Operations (BOO) launched a new document repository for the Licensing and Enforcement Information Database System (LEIDS). This innovative system is called Axiom Pro®, and it houses vital documents from enforcement cases, initial licensure applications and licensure renewals. There is also another major benefit for those who use Axiom Pro® — the system no longer uses Java. Previously, users would have to download Java to have full functionality of the software. Now, pictures will show up in the preview pane without downloading the additional software. The new Axiom Pro® will also include an increased file size limit for uploads. Previously, only 100 MB files could be uploaded; in the new system, the file limit was increased to 250 MB.

BOO also collaborated with the Department's Office of Communications this quarter to produce a short video that introduces MQA and the services it provides to vital stakeholders. The video is available on YouTube here: <https://goo.gl/AHe4R1>.

Bureau of Health Care Practitioner Regulation

In June, MQA hosted a multi board workgroup meeting in Orlando. The focus of the discussion, which was held with members of the Boards of Dentistry, Medicine, Nursing, Osteopathic Medicine, and Pharmacy, was a multi-disciplinary team approach to health care regulation. The group specifically discussed wrong-site surgery/retained foreign objects, telehealth, controlled substances/opioid epidemic, and anesthesia. Dr. Celeste Philip, State Surgeon General, participated in the discussions, which were facilitated by Lucy Gee, MQA Division Director.

Bureau of Enforcement

The Bureau of Enforcement is tasked with protecting Floridians and enforcing section 456.065, Florida Statutes, which prohibits the unlicensed practice of a health care profession or the performance or delivery of medical or health care services to patients in Florida without a valid, active license. To protect the public, the bureau has embarked on a three-year marketing campaign that will highlight this message: "Do You Know Who Your Health Care Provider Really Is?" The campaign will focus on educating consumers about ways they can become more informed when selecting a qualified and licensed health care provider. A critical part of the campaign is the creation of a webpage that offers the public resources they can use to become better informed and make better healthcare choices, which is available here: www.flhealthsource.gov/ula. The campaign also includes billboards in high-traffic areas; bus and bus shelter advertising; print materials like posters and informational cards; movie theater preview ads; radio spots; and social media advertisements.

EXECUTIVE SUMMARY

The *Quarterly Performance Report* (QPR), required by [section 456.005](#) and [section 456.025\(9\)](#), Florida Statutes, offers the Division of Medical Quality Assurance (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.

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 regional investigative offices work with local officials and law enforcement agencies to prevent and stop dangerous activity within Florida's communities. The QPR for the fourth quarter of the 2016-2017 fiscal year provides statutorily required information on revenue, expenditures and performance measures, and highlights MQA's accomplishments, outstanding employees and successful partnerships.

LICENSING

MQA received 37,898 licensee applications and issued 27,971 initial licenses in the fourth quarter. The remaining licenses (9,927) that were not issued are either still in process or missing documentation required for issuance. The Department of Health has made concerted efforts to eliminate unnecessary regulation and barriers in the licensure process. During the 2017-2018 fiscal year, the division will continue to refine and encourage enrollment into the new MQA Online Services Portal. Now, 103 professional and six facility licenses are available in the new portal. The division will continue to make improvements throughout the year to better serve Florida's health care licensees and applicants.

ENFORCEMENT

MQA received 354 complaints of unlicensed activity. This quarter, 172 cease and desist orders were given to unlicensed individuals, whose unregulated and illegal activity could be harmful and even deadly to its victims. MQA referred 157 complaints to law enforcement for potential criminal violations.

INFORMATION

MQA is committed to informing Florida health care professionals and residents about the licensing, regulation and enforcement services that it provides. Our communications services throughout the fourth quarter include creating a YouTube video about MQA's mission; informing health care practitioners about fingerprint retention requirements; and keeping health care professionals informed during Hurricane Irma.

QUARTER 4 ACCOMPLISHMENTS

PRIORITY
2.1

Long, Healthy Life

- MQA continued to collaborate with other Department of Health offices to administer strategies to increase the healthy weight of children.

PRIORITY
4.1

Effective Agency Process

- In January 2017, the Board of Nursing management team reached out to the Customer Contact Center to enhance communications. Both management teams now meet monthly to discuss any changes within offices, clarification/updates on various procedures, and to continue improving collaboration with one another. Both staff teams also meet one-on-one to share experiences, helping them learn how their work impacts one another. This relationship has resulted in more effective communication on legislative and process updates and has heightened morale in both offices.
- A new informational subsite is available for all current and future board members. The site is a paperless upgrade to a 30-page training manual, and it is designed to assist board members in navigating the duties of their roles. To access the new subsite, visit www.flhealthsource.gov/board-members.
- MQA collaborated with the Department's Office of Communications to produce a video about the services it provides. To view the video, visit <https://goo.gl/AHe4R1>.

PRIORITY
5.1

Regulatory Efficiency

- Florida offers expedited licensure processing if you are the spouse of an active member of the United States Armed Forces, the United States Reserve Force, or the National Guard seeking licensure in health care professions. An MQA employee issued a physical therapist license under the VALOR system in under two business hours. The application was submitted after business hours on July 10, 2017 and the license was processed and issued by 9:30 a.m. on July 11, 2017.

UNLICENSED ACTIVITY

Individuals who perform regulated activities without the proper licensing in Florida are generally committing a felony-level criminal offense. Treatment by an unlicensed provider is dangerous and could result in injury, disease or even death. When practitioners pay their licensing fees, \$5 is designated specifically 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.

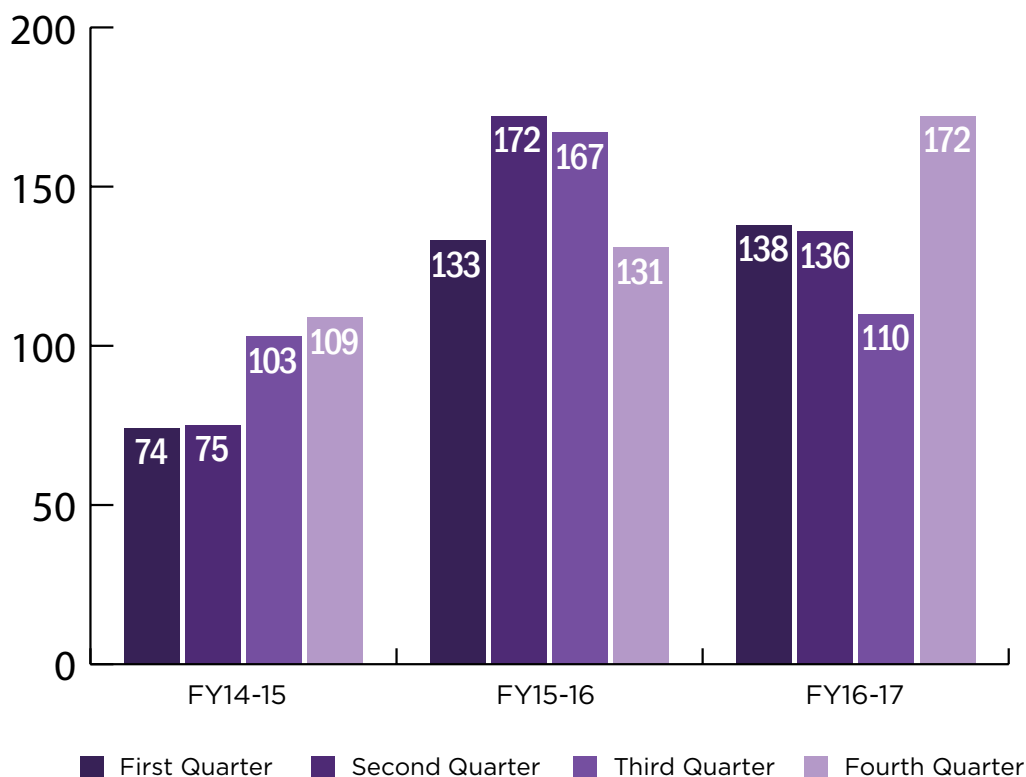
OUTREACH

During the months of April, May and June, ULA personnel continued outreach and education through speaking engagements, scheduled appearances, and presentations outlining the program while providing marketing materials and fostering partnerships.

ORDERS TO CEASE AND DESIST

The ULA program has seen an increase in the amount of cease and desist orders issued since the 2014-2015 fiscal year. Below is a comparison of the last four quarters.

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



Consumers are encouraged to verify the license of their health care provider by utilizing the www.FLHealthSource.gov 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

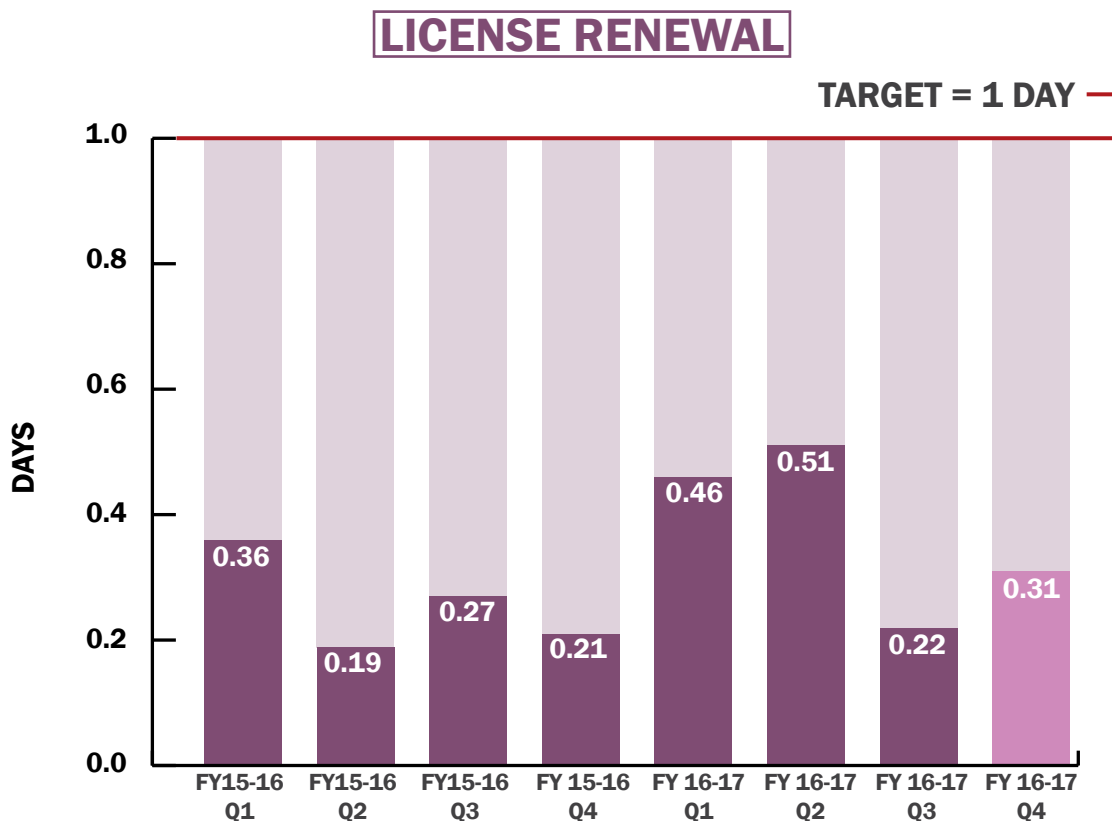
This section highlights three measures from MQA's Balanced Scorecard that the division uses to track its strategic long-range plan. It includes short-range and long-range goals and performance measures, and helps the executive management team monitor all progress toward those goals. The following three 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 facility inspections prior to initial licensure.

MEASURE: Average 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. 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.



DATA SOURCE: MQA Licensing and Enforcement Information Database System (LEIDS).

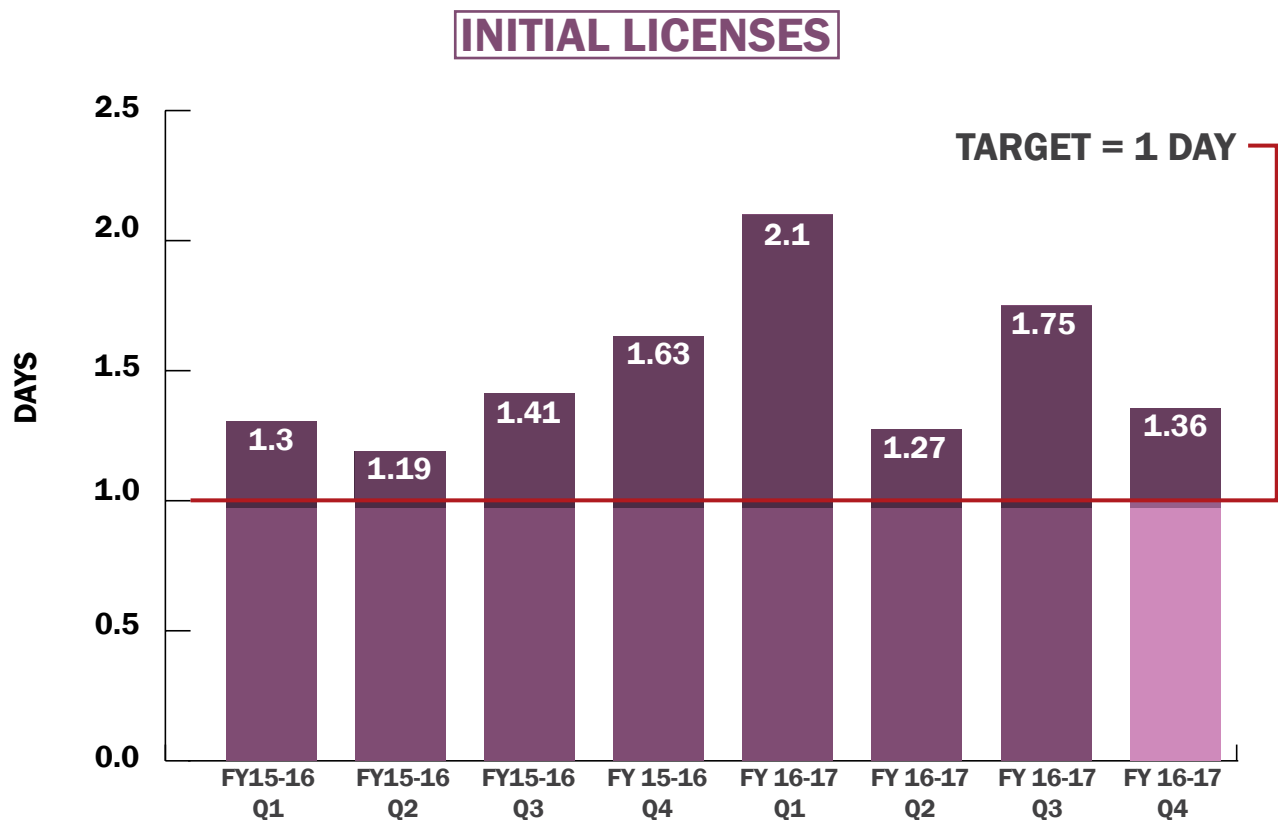
BALANCED SCORECARD MEASURES

MEASURE: Average number of days to issue an initial license for a qualified applicant.

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 gauges all applications for health care professions under the Florida Department of Health submitted for licensure and registration. It does not include applications that are withdrawn or generated in error.

INITIATIVE: To improve the time to issue a license to qualified applicants, the Bureau of Health Care Practitioner Regulation is reviewing and analyzing all aspects of the application process. In addition, each board office was tasked with identifying trends regarding the deficiencies found in applications and providing a work plan to eliminate or ameliorate 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).

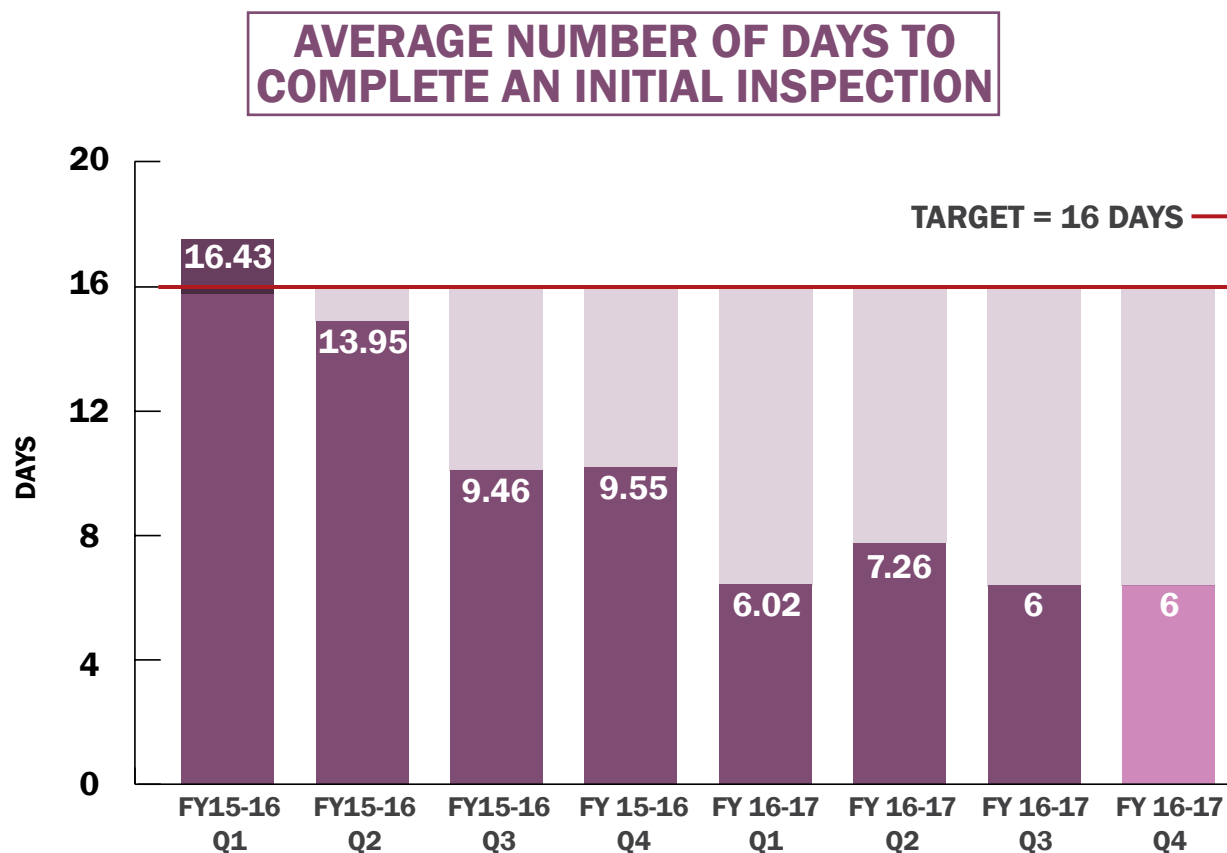
BALANCED SCORECARD MEASURES

MEASURE: Average 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 measures 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 has begun calling establishment owners within five days of a request to schedule the inspection. This process is monitored by managers and supervisors on a weekly basis. The bureau has also created a new code to track inspections where the owner requested a delay, so our inspectors can then focus on establishments that are ready for inspection. In addition to these steps, our staff has continued to cross-train to ensure there are personnel available to complete new requests as soon as possible.



DATA SOURCE: MQA Licensing and Enforcement Information Database System (LEIDS).

Financial Data

MQA's financial data, specifically the fees that are deposited into the trust fund and expenses paid from it, are reported as required by law. At year end, MQA calculates the cost to regulate the professions and reviews the adequacy of license renewal fees to make sure operations by the boards are sustainable.

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 process. The funds are allocated to provide administrative support for the licensing and regulation of 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. A renewal fee analysis is performed annually to compare the cost of regulation against the current renewal fees.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2016	\$20,468,632	\$11,966,233	\$32,434,865
Total Revenues 06/30/2017	\$70,928,649	\$2,659,360	\$73,588,009
Total Expenditures 06/30/2017	\$65,937,308	\$1,557,736	\$67,495,044
Ending Cash Balance 06/30/2017	\$25,459,973	\$13,067,857	\$38,527,830

Licensee Data

MQA issues licenses in 44 different health care professions under more than 100 different types of licenses.

MQA licenses qualified applicants in conjunction with the regulatory boards that oversee each profession.

QUARTERLY SUMMARY

Initial Applications Received	37,898
Initial Licenses Issued	27,971

Data for applications processed are not being reported this quarter due to changes in the data collection process.

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

Unlicensed Activity Data

MQA reviews and investigates complaints of unlicensed activity by working from their central office in Tallahassee and 11 regional offices located around the state. MQA can issue cease and desist orders and fines against unlicensed providers, but the division relies on partnerships with local law enforcement for criminal prosecution.

Section 456.065(3), Florida Statutes -- The Department shall include all financial and statistical data resulting from unlicensed activity enforcement as a separate category in the quarterly management report provided in s. 456.025, FS. For an unlicensed activity account, a balance which remains at the end of a renewal cycle may, with concurrence of the applicable board and the Department, be transferred to the operating fund account of that profession. The Department shall also use these funds to inform and educate consumers generally on the importance of using licensed health care practitioners.

QUARTERLY SUMMARY	
Complaints Received	354
Referred for Investigation	321
Investigations Completed	351
Cease and Desist Orders Issued	172
Referrals to Law Enforcement	157

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



CLICK TO PLAY VIDEO

Contact
1-877-HALT-ULA
HALTULA@flhealth.gov

Enforcement Data

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

The Division of Medical Quality Assurance receives about 20,000 complaints a year. The Department lacks the authority to pursue many of these complaints because they are not violations of statute or rule (e.g. billing disputes or bedside manner complaints). MQA, in conjunction with the boards that regulate the professions, issued final orders against 1,489 health care practitioners last fiscal year. Some practitioners are directed to obtain additional training to prevent errors; some are reprimanded; and some 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	5,439
Legally Sufficient	1,275
Investigations Completed	1,613
Citations Issued	3
Dismissed by Panel	767
Probable Cause Found	604
Probable Cause Dismissed	53
Final Orders	427

EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	37
Emergency Suspension Orders	27
Total Emergency Orders	64

FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected	\$495,567
Dollar Amount Imposed	\$693,389
Percentage Collected	71.47%

NUMBER OF ACTIVE CASES

Consumer Services	3,008
Investigative Services	745
Prosecution Services	6,052

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

GLOSSARY

Are You Renewal Ready? (AYRR): An initiative aimed at helping practitioners maintain their credentials.

Axiom Pro®: The Licensing and Enforcement Information Database System (LEIDS) document repository.

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.

CE/CME Electronic Tracking System: The system used by the Department of Health to track licensee compliance with continuing education/continuing medical education (CE/CME) requirements for renewal.

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

Non-jurisdictional Complaints: Complaints without an authority or agency assigned to handle them.

MQA Trust Fund Unlicensed Activity Fee: A \$5 fee collected at initial and renewal licensing that specifically funds the investigation and enforcement of unlicensed activity laws.



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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