

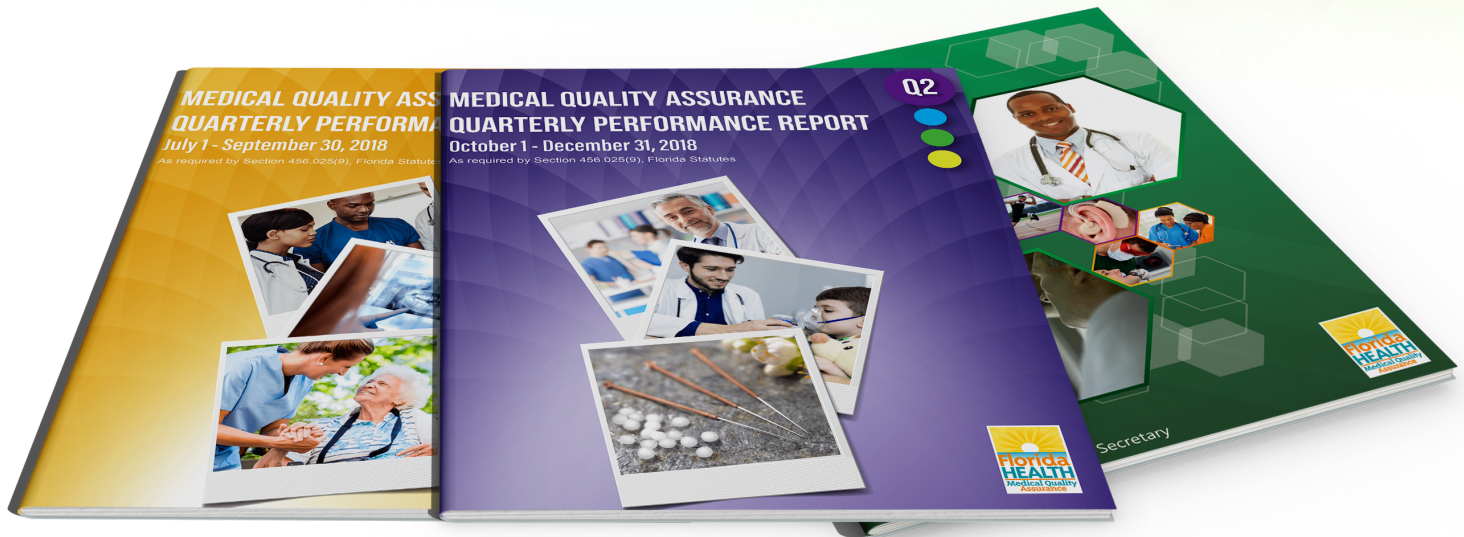
# MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT

April 1 - June 30, 2019

As required by Section 456.025(9), Florida Statutes

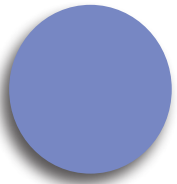
Q4





## MQA REPORTS

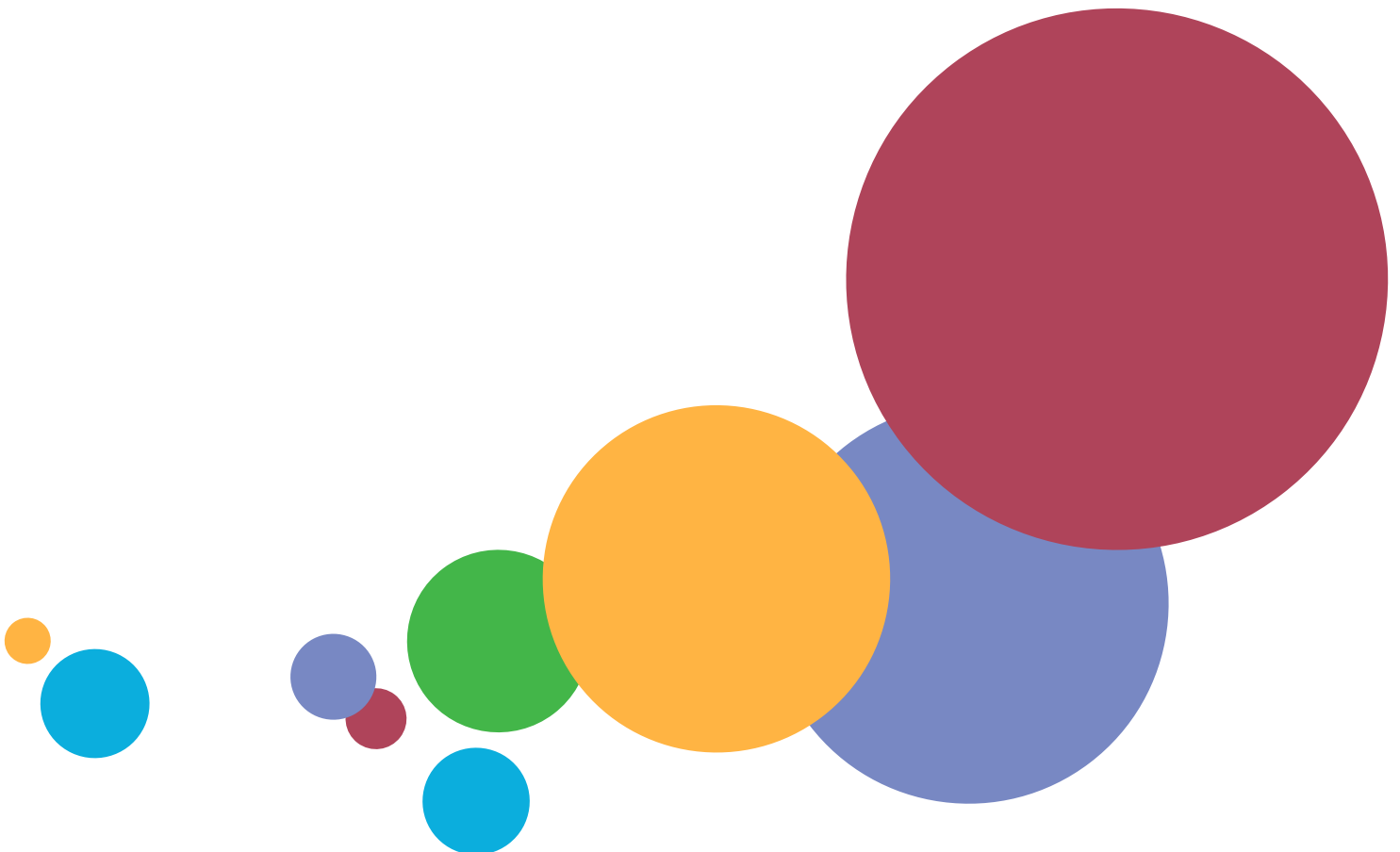
[Section 456.005, Florida Statutes](#), requires the Florida Department of Health (FDOH), Division of Medical Quality Assurance (MQA) to develop and implement a long-range plan. This plan serves as a road map for accomplishing our mission, and it is communicated through [MQA annual and quarterly performance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

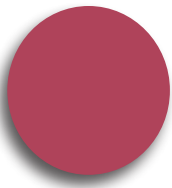


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# EXECUTIVE SUMMARY

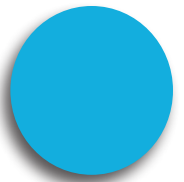
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The Quarterly Performance Report (QPR), required by [section 456.005](#) and [section 456.025\(9\)](#), Florida Statutes, offers MQA an opportunity to update its 22 health care provider boards and 4 councils, as well as all stakeholders and health care consumers, on the important work performed in health care regulation. The QPR, for the fourth quarter of the 2018-2019 fiscal year provides statutorily required information on revenue, expenditures, and performance measures.

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.

MQA received 38,703 applications for initial licensure and issued 28,388 initial licenses in the fourth quarter. MQA received 159 complaints of unlicensed activity in the fourth quarter, issued 119 cease and desist orders to unlicensed individuals whose unregulated and illegal activity could be disfiguring or even deadly to victims, and referred 120 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.

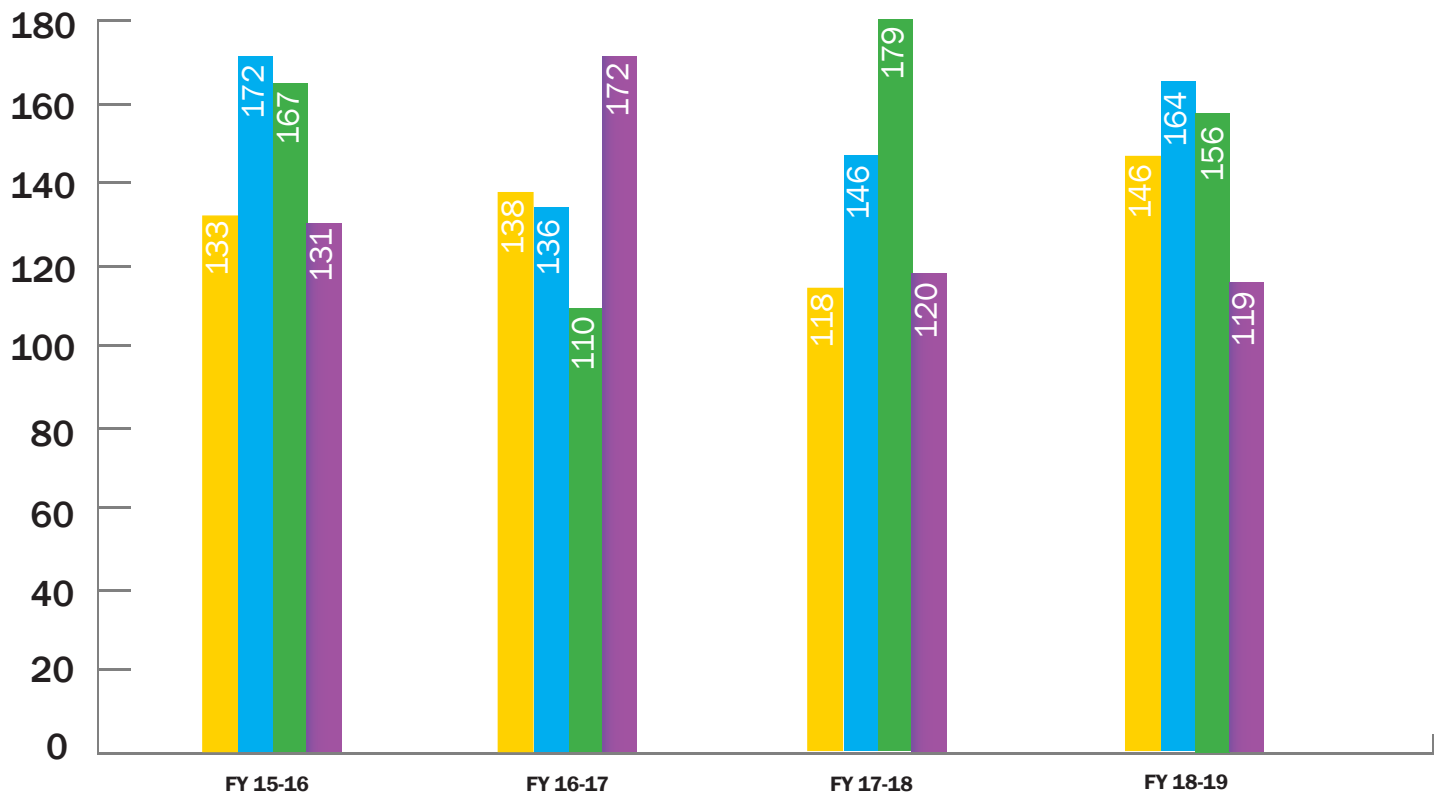
From educating the public to conducting complex investigations and issuing cease and desist orders, the ULA program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation.

## ORDERS TO CEASE AND DESIST

Below is a comparison of the results from FY 2015-2016 to the fourth quarter of FY 2018-2019, highlighting each quarter.

### ORDERS TO CEASE AND DESIST (FY 15-16/FY 16-17/FY 17-18/FY 18-19)

■ = 1st Quarter   ■ = 2nd Quarter   ■ = 3rd Quarter   ■ = 4th Quarter



### Halt Unlicensed Activity

Consumers are encouraged to verify the license of their health care provider by utilizing the [www.FLHealthSource.gov/ula](http://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](mailto:HALTULA@FLHealth.gov).





# BALANCED SCORECARD MEASURES

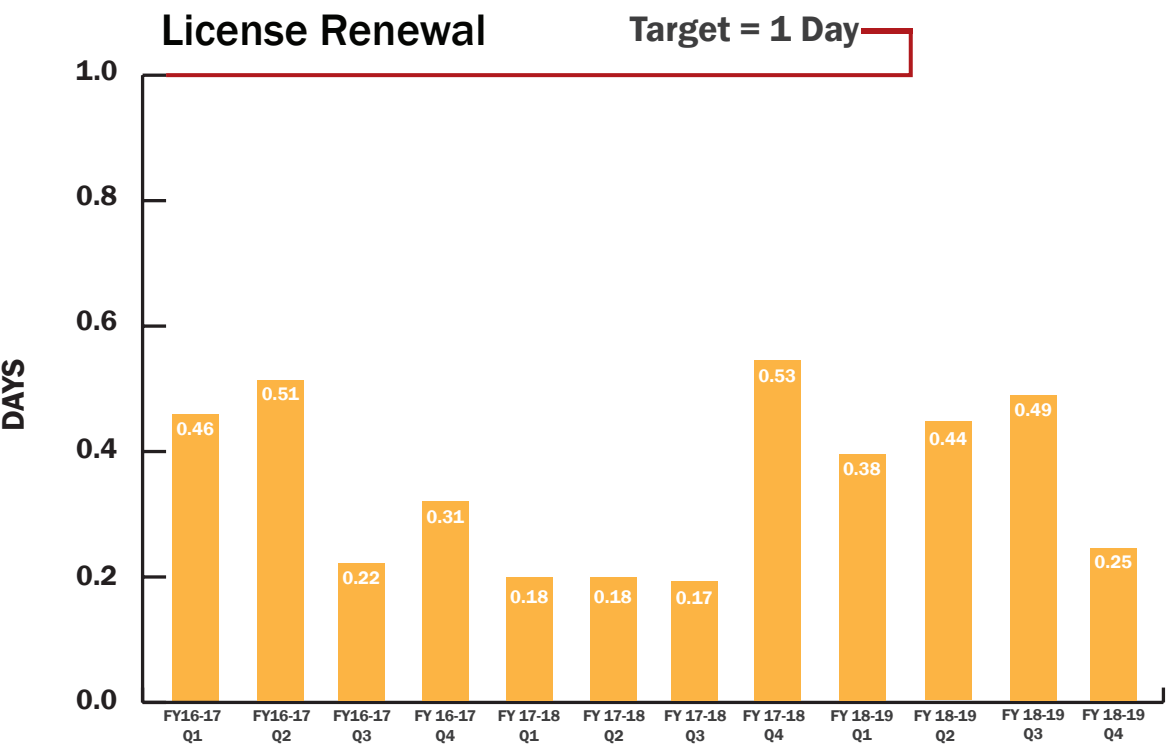
This section highlights three measures from MQA's Balanced Scorecard that MQA uses to track its strategic long-range plan. It includes short- and long-range goals and performance measures, helping the executive management team monitor all progress toward those goals. The following three measures are 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 establishment 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 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:** NUMBER OF DAYS TO ISSUE AN INITIAL LICENSE FOR QUALIFIED APPLICANTS.

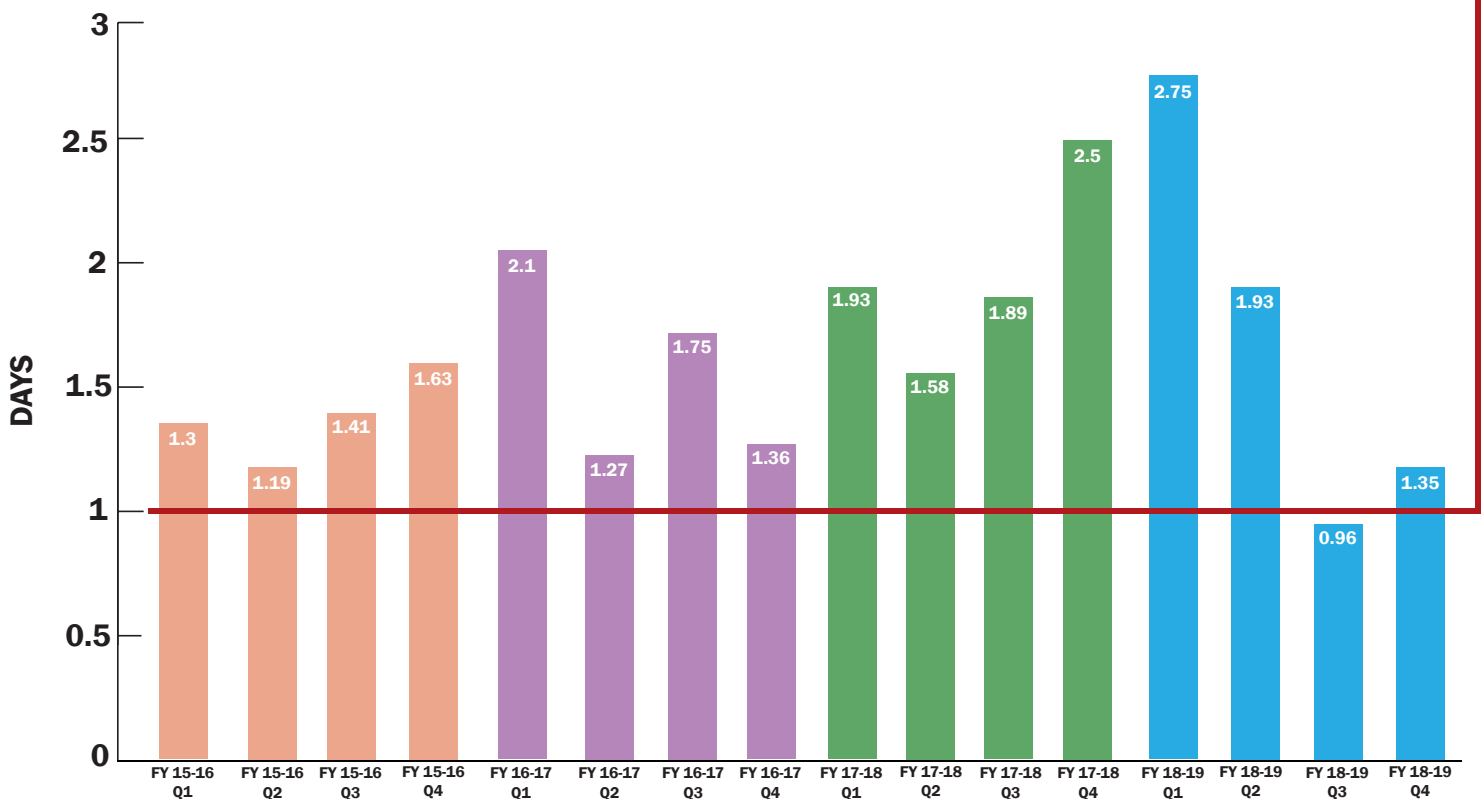
**Target:** 1 Day

**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 profession 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. 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 health care expeditiously.

## Initial Licenses

Target = 1 Day



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



# BALANCED SCORECARD MEASURES

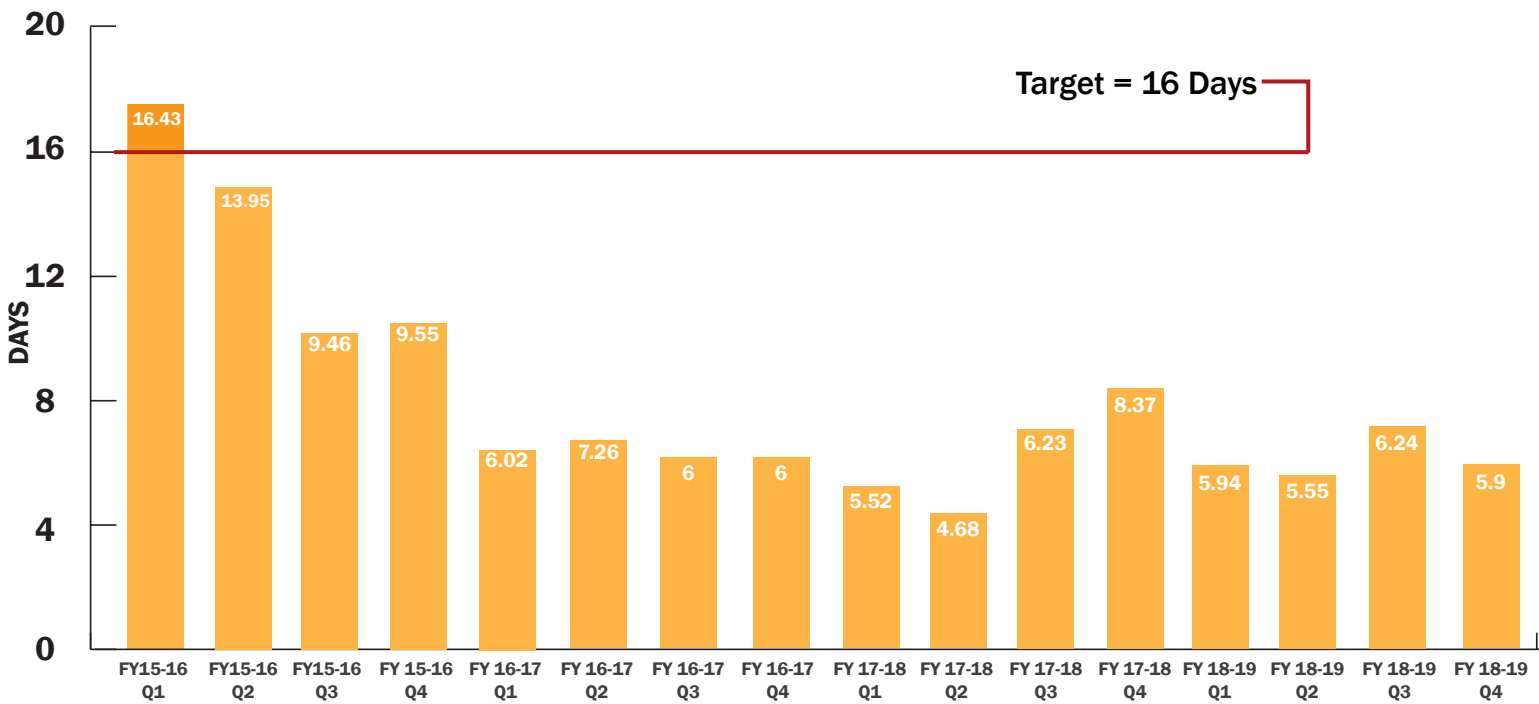
**MEASURE:** NUMBER OF DAYS TO COMPLETE INITIAL INSPECTION PRIOR TO LICENSURE.

**TARGET:** 16 Days

**Definition:** This measure calculates the average number of days from the date an applicant is ready for an opening inspection to the date the inspection is completed. This measure includes all initial inspections where the applicant did not formally request a delay.

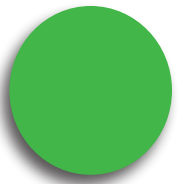
**Initiative:** No action steps are currently needed to improve performance.

Average number of days to complete an initial inspection



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





## 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. 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. Renewal and initial fee analyses are performed periodically to compare the cost of regulation against the current renewal fees.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 7/01/2018	\$33,483,923	\$8,931,230	\$42,415,153
Total Revenues 6/30/2019	\$71,334,797	\$2,623,046	\$73,957,843
Total Expenditures 6/30/2019	\$77,183,824	\$3,768,682	\$80,952,506
Ending Cash Balance 6/30/2019	\$27,634,896	\$7,785,594	\$35,420,490

## Licensee Data

MQA issues 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	38,703
Initial Licenses Issued	28,388

[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 eleven regional offices located throughout 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	159
Referred for Investigation	222
Investigations Completed	242
Cease and Desist Orders Issued	119
Referrals to Law Enforcement	120

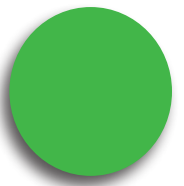
[Click here for detailed report by profession](#)



Contact

**1-877-HALT-ULA**

[www.FLHealthSource.gov/ula](http://www.FLHealthSource.gov/ula)  
[HALTULA@flhealth.gov](mailto:HALTULA@flhealth.gov)



## Enforcement Data

The Bureau of Enforcement's key role is to investigate complaints and reports 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 Fiscal Year 2018-19. Practitioners who are disciplined may be directed to obtain additional training to prevent errors, reprimanded, and/or sanctioned. FDOH 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	17,888
Legally Sufficient	1,331
Investigations Completed	1,265
Citations Issued	42
Dismissals	98
Probable Cause Found	418
No Probable Cause Found	953
Final Orders	398

### EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	25
Emergency Suspension Orders	58
Total Emergency Orders	83

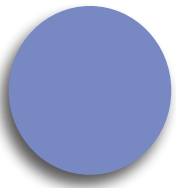
### FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected	\$309,697
Dollar Amount Imposed	\$441,359
Percentage Collected	70.17%

### NUMBER OF ACTIVE CASES

Consumer Services	9,584
Investigative Services	982
Prosecution Services	5,115

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



# GLOSSARY

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**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 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:** A Final Order is an order of a regulatory board 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 properly 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 and renewal licensing that specifically funds the investigation and enforcement of unlicensed activity laws.

**Probable Cause:** Probable Cause is a reasonable ground to suspect that a person has violated or is violating the law.

**ULA:** Unlicensed activity. Potentially dangerous activity by an unlicensed 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](http://www.FLHealthSource.gov). Apply for a license, verify a license, or renew a license.*



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**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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