

# MEDICAL QUALITY ASSURANCE

## QUARTERLY PERFORMANCE REPORT

### JULY 1 - SEPTEMBER 30, 2014

As required by Section 456.025(9) Florida Statutes



FLORIDA DEPARTMENT OF HEALTH  
DIVISION OF MEDICAL QUALITY ASSURANCE



# Director's Message



Lucy Gee

A handwritten signature in black ink that reads "Lucy C. Gee".

MQA Division Director

As we embark on a new fiscal year, the Division of Medical Quality Assurance has evaluated its goals and set new targets. In this first quarter, MQA gathered ideas from top managers and mapped out the strategic Long Range Plan. The Division started projects that will shape the rest of the year and ultimately help us better serve health care practitioners, license applicants and health care consumers.

MQA continues its customer-centric focus. We plan to improve our 95.5 percent satisfaction rating. In this report, MQA recognizes people who are providing superior service, because we want to showcase our leaders in this effort. MQA urges its employees to exemplify the Department of Health's core values: Innovation, Collaboration, Accountability, Responsiveness and Excellence. Our role of regulating health care providers and sharing information with consumers is integral to the Department's mission to protect, promote and improve the health of all people in Florida.

## Bureau Messages

### BUREAU OF ENFORCEMENT

Two important initiatives progressed during the first quarter: paperless case management and upgraded sterile compounding pharmacy inspection procedures, both of which prepare MQA for new federal standards. The paperless management system went through a pilot program with the central offices and Jacksonville regional offices in preparation for bureau-wide rollout in October. Senior pharmacists developed a new inspection form to meet U.S. Pharmacopeial 797 standards, and prepared for a public workshop with stakeholders scheduled in October.

### BUREAU OF HEALTH CARE PRACTITIONER REGULATION

MQA hosted a meeting with Healthiest Weight Florida liaisons from each board and council to talk about ways licensed providers can encourage healthy weight practices among their patients and clients. The Bureau also formed three Six Sigma teams, one tasked with analyzing ways to reduce the days to process a licensure application, one tasked with analyzing how to reduce the time to issue initial licenses, and the third tasked with optimizing the board agenda process.

### BUREAU OF OPERATIONS

The Bureau of Operations completed a comprehensive management review of performance measures used by each bureau, checking requirements and standardizing measures so that MQA can automate 50 percent more reports by the end of the year. The Bureau also formed a Six Sigma team tasked with analyzing responses to public records requests to provide more records through online resources.

# Executive Summary

## ***The Florida Legislature created the Division of Medical Quality Assurance (MQA) in 1988:***

The Quarterly Performance Report (QPR) required by Section 456.025(9), F.S., offers the Division of Medical Quality Assurance an opportunity to update its 22 health care provider boards and eight councils, as well as all stakeholders and health care consumers, on the important work undertaken in health care regulation.

## **LICENSING**

MQA received 30,092 license applications and issued 26,670 in the first quarter. Because of new continuing education reporting requirements for licensees, you will see a section in the QPRs this year dedicated to the rollout. Our Are You Renewal Ready? awareness campaign is in its second year, but with mandatory reporting requirement kicking in for the first group of licensees in 2015, outreach efforts have been redoubled. Our vendor, CE Broker, added 32,639 new accounts in the first quarter for CE tracking – 25,657 free basic accounts, and 6,982 at paid subscription levels.

## **ENFORCEMENT**

The number of complaints against licensed health care practitioners continued to rise – up 10 percent over the prior quarter and 24 percent over the first quarter of 2013-2014 – with 5,598 received in the first quarter and 1,477 being found legally sufficient for further investigation. MQA received 228 complaints of unlicensed activity, referring nearly all for investigation. This quarter 74 cease and desist notices were given to unlicensed practitioners, whose unregulated and illegal activity could be disfiguring and even deadly to its victims.

## **FINANCES**

Licensing fees brought in \$12.1 million in the first quarter, \$419,722 of which was dedicated to stopping unlicensed activity. The Division regularly reviews its licensing fees and makes adjustments so that it collects only what is needed to regulate each profession. In July the Board of Nursing lowered initial license application fees for Registered Nurses and Licensed Practical Nurses from \$165 to \$100. MQA is accountable for how it spends licensees' money, and strives to maintain efficient regulatory processes that save money and get practitioners to work faster.

The Division upholds the Department's mission to protect, promote and improve the health of all people in Florida. MQA works with other stakeholder agencies at the state and federal levels, and our regional investigative offices work with local officials and law enforcement agencies to stop dangerous activity within Florida communities. The Quarterly Performance Report for the first quarter of fiscal year 2014-2015 provides statutorily required information on revenue, expenditures and performance measures, and highlights MQA's accomplishments, outstanding employees and successful partnerships.

### ***Section 20.43(1)(g), Florida Statutes:***

*The department shall regulate health practitioners for the preservation of the health, safety, and welfare of the public.*

### ***Section 20.43(3)(g)(1-30), F.S.:***

*Establishes the boards and professions for which the Division of Medical Quality Assurance is responsible.*

# Accomplishments

## I C A R E INNOVATION COLLABORATION ACCOUNTABILITY RESPONSIVENESS EXCELLENCE

This section showcases MQA employees who provide services that impact job creation and economic growth and affect access to health care services. Our excellent customer service and dedication to improving quality and efficiency are often recognized by our customers: license applicants, health care practitioners and health care consumers. We uphold the values of the Department – Innovation, Collaboration, Accountability, Responsiveness and Excellence – and are pleased to share some of the good work done this quarter.

### INNOVATION

We search for creative solutions and manage resources wisely.



#### **Healthiest Weight liaisons brainstorm**

The Division of Medical Quality Assurance brought together Healthiest Weight Florida liaisons from 26 health care practitioner boards and councils to share and strategize ways to involve our professions in the Department of Health's vision to be the healthiest state in the nation. Some of the suggestions were as complex as how to partner with large corporations and research socio-economically deprived areas; some as simple as how to speak with patients or clients. Participants brainstormed messaging themes and filmed profession-specific videos that will be posted to board websites and elsewhere. Those ideas are being pushed forward, and continued discussions will produce innovative ways to advance public health.



#### **CE awareness campaign steps up**

A 5K Fun Run/Walk was held at the Florida Physical Therapy Association Annual Meeting in Orlando on Sept. 13, the second 5K event sponsored by two Florida Department of Health initiatives: Healthiest Weight Florida Campaign and "Are You Renewal Ready?" Campaign. The 5K Fun Run/Walk was held at the Hilton Hotel with approximately 90 participants, most of whom were members of the Florida Physical Therapy Association or attending family members. Participants were provided DOH sponsored T-shirts and promotional items for the Healthiest Weight program and Renewal Ready campaign, which focuses on educating licensees about new requirements to certify CE credits for renewal. This 5K Fun Run/Walk brought attention and support to these two important initiatives.



#### **Paperless enforcement starts with pilot**

The Bureau of Enforcement's Consumer Services Unit started its transition to paperless case management with a pilot program with the Jacksonville Investigation Field Office in July. All complaints received by CSU for the Jacksonville area were scanned into the Division's imaging repository and worked electronically. The Bureau plans to convert to the paperless system in the second quarter of fiscal year 2014-2015 and anticipates a savings in review time and cost of paper, ink and mailing. Last year the Bureau received more than 15,000 complaints, which were reviewed and responded to.



## COLLABORATION

We use teamwork to achieve common goals and solve problems.



### **Future doctors learn licensing process**

Crystal Sanford, Program Operations Administrator to the Florida Board of Medicine, was invited by Leslie Bietsch, M.D., who teaches Health Issues in Medicine, to do a presentation to second year medical students at Florida State University about the licensure and regulation of medical doctors. Crystal gave the presentation on Sept. 29, and her outreach will help future doctors navigate the licensing process and serve patients in Florida, a measurable benefit to the Department and the state's health care consumers.



### **MQA employee inspires nursing grads**

Sherri Sutton-Johnson, MSN, RN, Board of Nursing Director of Nursing Education, was the featured keynote speaker for the Gadsden Center for Health Education School of Practical Nursing's Pinning Ceremony July 21. Mrs. Sutton-Johnson provided words of motivation and encouragement to the nursing graduates as they embarked on their challenging journey in the profession of nursing. She reminded the 2014 graduates known as the "Unique Eleven" that nursing requires heart, brains and courage to always strive to protect and maintain the integrity of the profession. The Division's guidance for nursing education programs has a significant impact within the state to further quality nursing care.



### **Presentation helps AHCA inspectors**

Board of Clinical Laboratory Personnel representatives Jose Montalvan, Regulatory Supervisor, and Samantha Thompson, Regulatory Specialist II, spoke at a Florida Agency for Health Care Administration training session for its clinical laboratory surveyors and inspectors in August. Attendees had many questions about Department of Health licensing, the laws and rules governing the profession and what constitutes unlicensed practice. AHCA requested this presentation be a permanent part of its training, demonstrating the benefit of collaboration.

## ACCOUNTABILITY

We perform with integrity.



### **New public managers graduate**

MQA graduated six people from the two-year Certified Public Manager program through Florida State University in July. The nationally recognized program trains potential public managers and supervisors in professional standards so they can help their agencies improve organizational efficiency and effectiveness. The graduates were Bureau of Operations employees James "Wes" Love, Katie Smith, Jennifer Wenhold and Jutika Maharaj, and Bureau of Enforcement employees Alicia "Nikki" Fringer and Kelly Ledington.



### **Application surge helps lower fees**

The Board of Nursing reduced fees for initial license applications as of July 1 from \$165 to \$100. The cumulative benefit to new Florida registered nurses and licensed practical nurses is estimated at \$1.75 million each year – MQA licensed 5,555 LPNs and 21,910 RNs last fiscal year. In part due to an increase in applications, the board determined it could have cost-effective regulation with a reduction of fees, after analyzing its cash balance reports and revenue/expenditure forecasts.

## Outreach educates on new requirements

Board employees promoted the new CE/CME reporting requirements to licensees through presentations at industry association meetings. Outreach efforts prior to mandatory reporting deadlines could reduce the number of phone calls board offices will experience, and the difficulties health care practitioners may face in adhering to the new reporting standards. In June, staff of the Board of Podiatric Medicine fielded many questions at the Florida Podiatric Medical Association annual convention. In July, Board of Psychology Program Administrator Anna King shared information on the integration with the CE Broker system during the Florida Psychological Association convention. In August, Board of Respiratory Care Regulatory Supervisor Katrina Adams attended the Florida Society for Respiratory Care convention.

## RESPONSIVENESS

We achieve our mission by serving our customers and engaging our partners.



### Employee recognized as go-to expert

Tim Boyd, Regulatory Specialist II, Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling, was recognized by two separate applicants for excellent customer service. A military spouse who was retiring to Florida and applying for her Licensed Mental Health Counselor credentials said, “Tim was assigned to my case and has been amazing at guiding me through a very complex and convoluted process, as my education and experience comes from all over the country. He has been patient, communicative and always very responsive, which is the opposite of many of the horror stories I’ve heard from peers who have gone through this process.” An online university counselor recommended Mr. Boyd to a student exploring licensure in Florida and Georgia. The student: “I must say that the service, response and helpfulness of Mr. Boyd far outshined that of Georgia’s.” Mr. Boyd’s recognition as a go-to employee reveals his consistent commitment to providing expert service to Floridians.



### Applicant praises helpful employee

Ann Dentz, Government Operations Consultant I in the Bureau of Operations, helped a new EMS captain through his first bulk renewal for Sunrise Fire-Rescue. The captain had only been on the job a couple of weeks and was unfamiliar with MQA’s online renewal process, so Ms. Dentz walked him through the process to renew and pay for about 150 licenses. “Your cheerful voice and willingness to help, is truly appreciated. It’s hard enough to do our jobs at times, even harder when unknown,” he wrote. Ms. Dentz exemplifies our value of responsiveness and commitment to customer service.



### Teamwork helped physician make deadline

Board of Medicine application processors Christopher Roberts and Le’Kesha Hodge worked together to help an applicant achieve a quick turnaround on licensing. The doctor contacted the board needing his license by the end of the day to make his employer’s next credentialing meeting or his move would be delayed a month. The two identified what documents were missing and assisted the doctor in completing his application and making his deadline. Mr. Roberts’ and Ms. Hodge’s display of the Department’s values of collaboration and responsiveness resulted in a Florida licensee getting to work days faster.

## EXCELLENCE

We promote quality outcomes through learning & continuous performance improvement.



### **National group recognizes service**

Jessica Sapp, Program Operations Administrator, Board of Physical Therapy Practice, received an Outstanding Service Award from the Federation of State Boards of Physical Therapy (FSBPT) at their annual meeting in September. Ms. Sapp is being honored in recognition of significant and distinguished contributions to the FSBPT. Ms. Sapp has been employed with the Board of Physical Therapy Practice office since 2005, and collaborated with the FSBPT on legislation, rule implementation, and process improvement initiatives. Her work with this professional group leads to positive impacts for MQA programs and Florida physical therapists.



### **Team beats targets on licensing**

The Board of Massage Therapy's license processing team issued licenses to all qualified applicants within 0.70 days on average in July, and 92.75 percent of those were issued a license within 1 day, MQA's target timeframe. The team issued the licenses expeditiously, despite a staff shortage and implementation of new background screening processes required by House Bill 1065. Meeting this MQA priority to issue health care practitioner licenses within one day means licensees got to work faster, a measurable benefit to the Department and the state.



### **Executive director serves national role**

Board of Nursing Executive Director Joe Baker Jr. was re-elected at-large director for the National Council of State Boards of Nursing in August, and in September the group asked him to serve as board liaison to the newly created National Council of State Boards of Nursing Fraud Detection Committee. The new committee is charged with identifying types of application fraud state boards have experienced, identifying best practices for detecting fraud, and developing guidelines for utilization of the Falsified Identity Tracking System. Baker's work to stop applicant fraud will improve Floridians' access to quality health care.

Our excellent customer service and dedication to improving quality and efficiency are often recognized by our customers...





# Board Accomplishments



## **Board member presents international research**

Dr. Jessie M. Colin, Florida Board of Nursing Education Committee Chair, was a featured presenter at the Sigma Theta Tau International 25th International Nursing Research Congress in Hong Kong July 24-28. Her research focuses on barriers and facilitators to utilizing nursing research. The purpose of this research is to explore nurses' perceptions of the barriers and facilitators of research utilization and to determine if there is a significant difference within a multi-hospital system. Dr. Colin's presentation represents a significant recognition by an outside organization.



## **Presentation benefits communication**

Board of Physical Therapy Practice Vice Chairwoman Kay Tasso and Program Operations Administrator Jessica Sapp attended the Florida Physical Therapy Association annual conference Sept. 13. Tasso's presentation provided an opportunity to share helpful information regarding the Board and common disciplinary violations and improved lines of communication between licensees and the board. Sapp provided information regarding the integration of CE Broker's continuing education tracking system with the Department of Health's licensure renewal system. This outreach will allow licensees to be fully prepared as the physical therapy profession enters the mandatory reporting cycle in 2015, resulting in measurable benefit in the Department's processes.



## **Chiropractic board launches service award**

Cocoa Beach chiropractor Orland Kay "Lance" Armstrong III in August became the Florida Board of Chiropractic Medicine's first winner of its Outstanding Service Award. Dr. Armstrong has provided free health care to veterans for many years and volunteers eight hours weekly at the treatment room he established at the 45th Medical Group at Patrick Air Force Base. The award was created to recognize licensed Florida chiropractors who provide care to underserved communities at no charge.





### **Board member named Chiropractor of the Year**

Dr. Julie Mayer Hunt serves on the Florida Board of Chiropractic Medicine and was named 2014 Chiropractor of the Year by the International Chiropractors Association in August. “We are deeply grateful to this exceptional individual who has distinguished herself through such extraordinary levels of service to the ICA and the chiropractic profession,” said association President Dr. Michael S. McLean during the presentation. The Chiropractor of the Year is the association’s highest award.



### **Board chair recognizes outstanding service**

Board of Medicine Chairman Dr. Nabil El Sanadi presented three Chairman’s Recognition Awards to honor those who exemplify the professionalism, moral character, compassion, and intellect essential to future leaders of the medical profession, as well as for outstanding leadership and services in the medical community.

- Orlando Regional Medical Center Chief of Staff Timothy B. Bullard, M.D., MBA, FACEP, who has served on numerous committees within his hospital and community to further the cause of medical safety and education
- Shannon Elizabeth Brockman, an anticipated May 2015 graduate from the University of Florida College of Medicine, who has an established history of volunteer work within the medical community
- Joanna Louise Meadors, an anticipated May 2015 graduate of Florida State University College of Medicine, who has been selected for numerous prominent leadership roles, including serving as the President and Event Chair of the FSU Pediatric Interest Group



### **Board member volunteers time to youth trips**

Billy J. “Bo” McDougal, member of the Board of Athletic Training, participated as a tri-delegation leader for the People to People Ambassador Program in July, escorting 48 Florida high school students to seven European countries. He volunteered as an athletic trainer for the People to People Sports Ambassador Program from 2007-2012, traveling to South America, Australia and Europe, and continues to dedicate his time to this program founded by President Dwight D. Eisenhower after World War II.

Our board members play an important role in health care regulation.



# Unlicensed Activity

This section explains how MQA stops unlicensed practitioners: those individuals who perform regulated activities without the proper licensing in Florida, which is commonly a felony-level criminal offense. Treatment by an unlicensed provider is dangerous and could result in further injury, disease or even death. When practitioners pay their licensing fees, \$5 is designated specifically for enforcement of unlicensed activity.



## Partnerships aid success

The Investigation Services Unit's unlicensed activity program was busy during the months of July, August and September working undercover, integrating efforts with local law enforcement and educating partners and the public about the dangers of using unregulated service providers.

The ULA liaison made presentations to the following groups outlining the program, providing marketing materials and fostering partnerships:

- Board of Hearing Aid Specialists
- Florida Academy of Nutrition & Dietetics
- Board of Athletic Trainers
- Edgewater Police Department
- Board Chair Meeting

Also, top managers met separately with the inspector general for the Department of Children and Families and chief investigators from the Attorney General's Medicaid Fraud Control Unit. The Bureau of Enforcement participates regularly on the Interagency Fraud and Abuse Task Force spearheaded by the (MFCU). Representatives also participated in the Consumer Roundtable hosted by the Florida Bar with multiple agencies to discuss emerging trends that cause consumers to call state agencies.

However, the best way MQA gets out the word on unlicensed activity is when investigators make a case and issue a cease-and-desist notice to an unlicensed practitioner, and our law enforcement partners make an arrest. People realize this dangerous activity is happening in their neighborhood and they realize there is something they can do about it.

In fact, a previous investigation that led to the arrest of Lynnette Blake resulted this quarter in a conviction on all counts, and Blake was sentenced to 15 years in prison. MQA investigators worked with the Martin County Sheriff's Office in 2013 to build a case against the woman, who claimed to be a naturopathy doctor and exempt from Florida law requiring licensing. However, investigators interviewed patients who said she placed tooth bleaching substances in their mouths. In 2013, Blake was issued cease and desist orders and citations.

Contact  
**1-877-HALT-ULA**  
HALTULA at [flhealth.gov](http://flhealth.gov)



CLICK TO PLAY VIDEO



## Joint investigations yield results

During the first quarter, MQA's Unlicensed Activity Units wrapped up several joint operations with legal and criminal penalties:

- The Tampa Unlicensed Activity Unit with the Florida Department of Business and Professional Regulation, Division of Alcoholic Beverages and Tobacco, arrested Maher Masoud for the unlicensed practice of pharmacy, dispensing drugs, and the felony sale of counterfeit movie DVDs. On three different occasions, undercover investigators purchased Viagra at the Dollar Way Plus Store, located at 4810 E. Busch Boulevard, Tampa, and on August 21, Masoud was charged with multiple felonies and issued a cease and desist agreement and citation for \$1,000.
- The Miami Unlicensed Activity Unit in a joint investigation with the Miami-Dade Police Department's Intracoastal District and Organized Crime Unit arrested Alberto J. Lobo and Ruth M. Cula for the practice of unlicensed medicine, a third-degree felony punishable by up to one year in jail. Cula was also arrested for the unlicensed practice of massage therapy. An anonymous complaint stated that New Image Life Spa, located at 18790 West Dixie Highway, Aventura, was performing permanent makeup and Botox services without a license, as well as unlicensed massage therapy. Undercover investigations led to the arrests.
- The Tallahassee and Pensacola Unlicensed Activity Unit in a joint investigation with the Tallahassee Police Department, Leon County Sheriff's Office, Florida Department of Law Enforcement, and U.S. Immigration and Customs Enforcement arrested Xiaoyan Tian for the unlicensed practice of massage therapy, a third degree felony punishable by up to one year in jail. Tian, an unlicensed massage therapist, attempted to perform a massage on an undercover officer at the

Health Center, 3832 Killearn Court, Tallahassee. Tian also was issued a cease and desist notice and citation.

- The Palm Beach Unlicensed Activity Unit in a joint investigation with the Martin County Sheriff's Office arrested Sean Shantung for multiple accounts of alleged unlicensed practice of a health care profession, which is a third degree felony punishable by up to five years in prison. Shantung was also arrested for Unlicensed Practice of an Acupuncturist. Shantung practiced unlicensed acupuncture on an undercover investigator at the Temple of Tal Holistic Healing in Jensen Beach.

In a separate joint investigation, the partners arrested Richard Ruperto for the alleged unlicensed practice of a health care profession and unlicensed practice of mental health counseling. Ruperto practiced unlicensed mental health counseling on an undercover investigator at the TC-4 Counseling Center in Stuart.

- The Orlando Unlicensed Activity Unit with the Office of the Attorney General's Medicaid Fraud Control Unit (MFCU) arrested Wellington D. Liranzo for unlicensed practice of medicine. He was also charged with Medicaid provider fraud. An investigation conducted by MFCU revealed that Liranzo, an employee of Prime Care Family Health Center, represented himself as a physician and treated Medicaid patients.

MQA depends on its partnerships with other state and federal agencies and local authorities to stop unlicensed activity. But in the end, it's the people in the neighborhoods who are victimized and who see the activity. If you see unlicensed activity, please report it by calling 1-877-HALT-ULA, emailing [flhealth.gov](mailto:flhealth.gov) or visiting our website <http://www.floridahealth.gov>.



# Continuing Education



This section explains how MQA is preparing licensees to use online tracking for continuing education credits. Over the next two years, each profession in a phased rollout will be required to include CE/CME credit documentation with license renewal.

## NEW REQUIREMENTS NEAR

Starting with license renewal cycles in 2015, health care practitioners will have to report CE/CME hours to renew their licenses. MQA launched the Are You Renewal Ready? campaign in January 2013 to educate health care practitioners, their employers and CE/CME providers about the new requirements. Previously, health care professionals were required to complete continuing education hours, but were not required to provide documentation except in the case of a post-renewal audit. The CE/CME Electronic Tracking System records the licensee's credits and prompts completion of the paperwork before renewal, integrating CE tracking with license renewal. The new system is estimated to save as much as \$500,000 annually through audit and enforcement reductions.

## WHEN IT HAPPENS

Licensees in all professions have gotten information during the past two years explaining the upcoming requirements, and each will undergo an intensive awareness campaign in the months leading up to renewal deadlines for their first mandatory reporting period. Outreach has included direct mailings and emails, promotion at association meetings, emails to Florida hospitals and educational providers, and posters and rack cards in hospital employee areas. Each month, eight-to-ten informational webinars are being conducted, walking licensees through the process of creating a CE Broker account. Licensees must create a CE Broker account – free at the basic level – to track their continuing education courses, which are being required in a phased process during the next two years.

The Electronic Tracking System is integrated into the Department's license and renewal system. It will digitally store hours and certificates from continuing education courses. Florida approved CE/CME providers report course completion into the tracking system within 90 days of the completion date. Licensed practitioners can log into their account and check the course history and report hours from providers who are not required to report directly to the system.

### **Section 456.025(7), F.S. states:**

*The Department shall implement an electronic continuing education tracking system for each new biennial renewal cycle for which electronic renewals are implemented after the effective date of this act and shall integrate such system into the licensure and renewal system.*

## MANDATORY REPORTING

The first group required to report has renewal dates between January and May of 2015: the professions of respiratory care, dietetics and nutrition.

## DURING THE FIRST QUARTER

- MQA employees and the vendor's representatives presented at **8** association conferences:
  - Florida Medical Association
  - Florida Physical Therapy Association
  - Florida Hospital Association
  - Florida Optometric Association
  - Florida Society of Hearing Aid Specialists
  - Escambia County Medical Society
  - Florida Psychological Association
  - Florida Society of Respiratory Care
- Project coordinator Garnet Nevels held **28** webinars with **3,863** participants.
- CE Broker added **32,639** new accounts for CE tracking.



FREE BASIC ACCOUNTS **25,657**  
PROFESSIONAL ACCOUNTS **6,797**  
CONCIERGE ACCOUNTS **185**

More information is available at [www.FLHealthSource.gov](http://www.FLHealthSource.gov).

*The new system is estimated to save as much as \$500,000 annually through audit and enforcement reductions.*



# VALOR



On July 3, 2014, Colonel Joyce Fiedler, M.D., received the first health care license issued under Florida's VALOR System (Florida Veterans Application for Licensure Online Response System). Governor Rick Scott and State Surgeon General Dr. John Armstrong presented the license to Dr. Fiedler at a Veterans Service Award Ceremony in Pensacola.

This section demonstrates how MQA is making licensing in Florida easier for military veterans and their families. The Department implemented fee waivers for military service members in 2013, extended the eligibility for waivers in 2014, including expanding the benefit to military spouses, and added an online expedited application process.

## Fees eliminated, applications eased

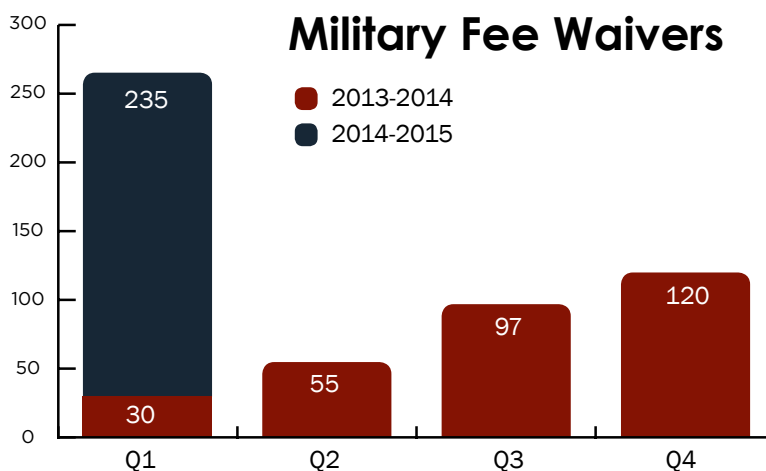
Florida is home to more than 1.5 million veterans, many of whom retired after years of service. Many served during wartime. After their service ends, veterans face a sometimes difficult transition to civilian life. In Florida, we embrace the military personnel actively serving on our bases and veterans who retire or relocate here. The Department of Health wants to persuade veterans with health care licenses to bring their practices to Florida. In addition to eliminating or reducing license fees for veterans, the Department on July 1 started offering an expedited, online licensing system called VALOR: Veterans Application for Licensure Online Response.

**VALOR**

APPLICATIONS APPROVED IN Q1: 23



## Military Fee Waivers



### Section 456.013(13), F.S. states:

The department shall waive the initial licensing fee, the initial application fee, and the initial unlicensed activity fee for a military veteran or his or her spouse at the time of discharge, if he or she applies to the department for an initial license within 60 months after the veteran is honorably discharged from any branch of the United States Armed Forces.



# Balanced Scorecard Measures

This section highlights three measures from MQA’s Balanced Scorecard the Division uses to track its strategic Long Range Plan. It includes short- and long-range goals and performance measures and helps the Executive Management Team monitor progress toward the goals. These three measures were identified as critical components of MQA’s strategic priorities.

## MEASURE:

Average number of days to process a renewal application for a qualified applicant.

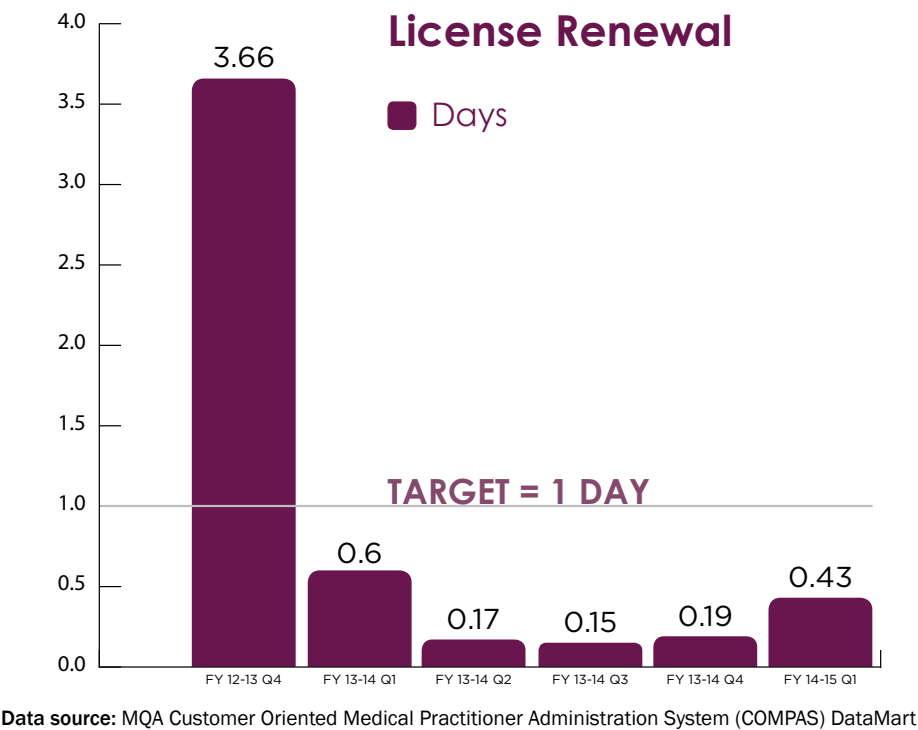
## TARGET: 1 DAY

## 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, but 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 its 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 SCORE

## MEASURE:

Average number of days to issue an initial license for qualified applicants.

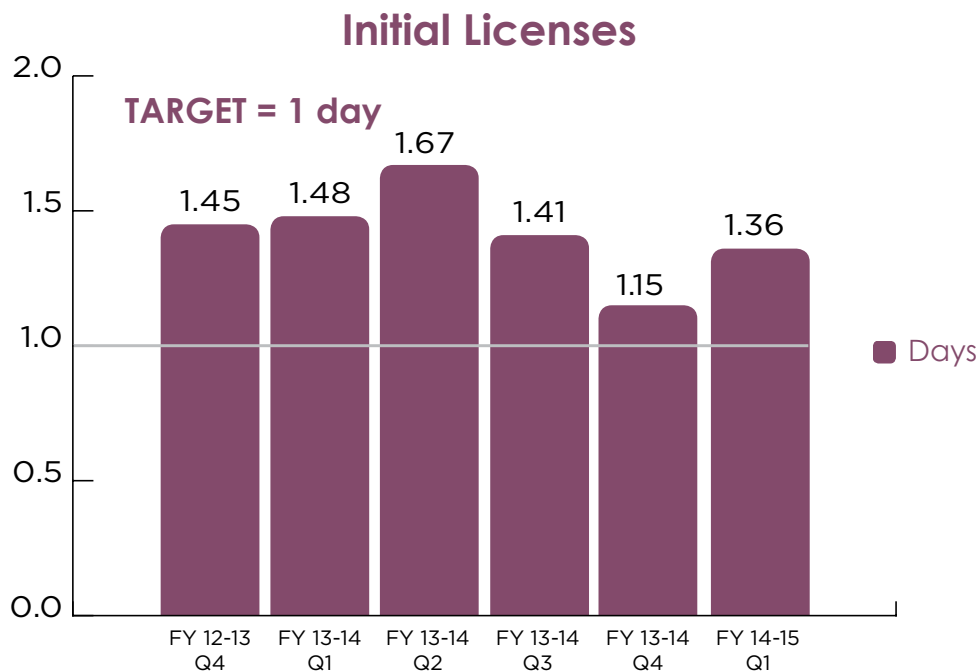
## TARGET: 1 DAY

## DEFINITION:

This measure calculates the average number of days from the date an application is deemed qualified to the date a license is issued. This measures all applications for licensure and registration for health care professions under the Florida Department of Health that were not cancelled 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. A team of application experts was assembled and one application was targeted for changes in each board office. That process will now be applied to all professions, and the results will be monitored. Also, a Six Sigma project was undertaken during the fourth quarter of fiscal year 2013-2014 and first two quarters of fiscal year 2014-2015 to review the licensure process for the Bureau and to apply measures to reduce the time it takes to issue a license to a qualified applicant.



Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

# ECARD MEASURES

## MEASURE:

Percent of sterile compounding pharmacy inspections with no serious deficiencies.

**TARGET: 95%**

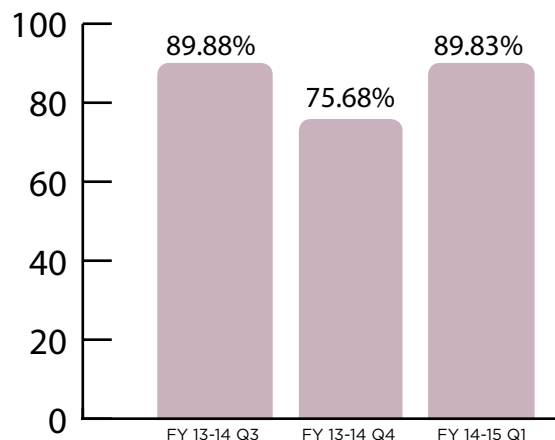
## DEFINITION:

This measure is calculated using the inspection end date and the inspection deficiency data. The number of sterile compounding pharmacy inspections completed without serious deficiencies is divided by the number of sterile compounding pharmacy inspections completed during the specified timeframe. It is important to make sure sterile compounding pharmacies are in compliance with Florida Statutes and administrative rules and do not pose a threat to the health, safety and welfare of the public.

## INITIATIVE:

Because standards for sterile compounding pharmacies are being raised by enactment of U.S. Pharmacopeia Rule 797 taking effect Oct. 1, the Bureau of Enforcement adopted the standards into Rule 64B16-27-797 and created new inspection forms. Monthly conference calls will be conducted with MQA inspectors to monitor how the new standards are affecting pharmacy passage rates. All new senior pharmacists will undergo “boot camp” training, and the training will be incorporated into annual requirements for all senior pharmacists. Inspections will be used as an educational opportunity on the new standards, and any deficiencies will be followed up with additional inspections. The Bureau, in conjunction with the Board of Pharmacy, will hold a public workshop in October to inform stakeholders of the new standards.

## Sterile Compounding Pharmacy Inspections



Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart



# By the Numbers

## FINANCIAL DATA

This section details MQA's financial data, specifically the fees that are deposited into the trust fund and expenses paid from it. 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.

MQA in the past five years has provided 57 fee scenarios to provider boards and councils that resulted in 27 professions reducing 78 fee types and two professions increasing three fee types. Last fiscal year the Division presented 15 scenarios that resulted in 11 professions reducing 28 fee types. The average cost per licensee steadily declined for five years until fiscal year 2013-2014, when, due to licensure system modernization initiatives, it increased 7 percent to \$58.39 from \$54.57 the prior year.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2014	\$20,995,257	\$11,628,652	\$32,623,909
Total Revenues	\$11,716,024	\$419,722	\$12,135,746
Total Expenditures	\$19,193,231	\$316,446	\$19,509,677
Ending Cash Balance 09/30/2014	\$13,518,050	\$11,731,928	\$25,249,978

### 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.*

## LICENSEE DATA

This section summarizes MQA's licensee data. The Division issues licenses in 41 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. In addition to issuing initial and renewal licenses, the Division administers seven exams required for licensing, though most have moved to national professional organizations, tracks continuing education requirements, reviews financial responsibility, and evaluates and approves training programs and continuing education providers.

### QUARTERLY SUMMARY

Initial Applications Received	30,092
Initial Licenses Issued	26,670

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

*Detailed report by profession*

# UNLICENSED ACTIVITY DATA

This section summarizes MQA's Unlicensed Activity data. Complaint review and investigation occurs in the central Tallahassee offices of the Department of Health and at 11 regional offices around the state. MQA can issue cease-and-desist notices and fines against unlicensed providers, but the Division relies on partnerships with local law enforcement for criminal prosecution.

QUARTERLY SUMMARY	
Complaints Received	228
Referred for Investigation	226
Investigations Completed	187
Cease and Desist Orders Issued	74
Referrals to Law Enforcement	100

*Detailed report by profession*

**Section 456.065(3), F.S.**  
*The department shall include all financial and statistical data resulting from unlicensed activity enforcement as a separate category in the quarterly management report provided for in s. 456.025. 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.*

Better and faster licensing processes are always a top priority.



# ENFORCEMENT DATA

This section summarizes MQA's enforcement activities. 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, and Compliance Management Unit.

The Florida Department of Health Division of Medical Quality Assurance receives about 15,000 complaints a year. Many of those the Department lacks the authority to pursue because they are not violations of statute or rule (e.g. billing disputes or bedside manner complaints). Nonetheless, MQA in conjunction with the boards that regulate the professions issued final orders against 1,508 health care practitioners last fiscal year. Some practitioners were determined to need additional training to prevent errors, some were reprimanded and some sanctioned. MQA takes emergency action for violations that pose an immediate and serious threat to the public and violations under Section 456.074, F.S., 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	5,598
Legally Sufficient	1,477
Investigations Completed	1,265
Citations Issued	8
Dismissed by Panel	699
Probable Cause Found	322
Probable Cause Dismissed	47
Final Orders	336

## EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	46
Emergency Suspension Orders	18
Total Emergency Orders	64

## PENDING WORKLOAD

Consumer Services	2,440
Investigative Services	866
Prosecution Services	4,361

## FINES AND COST DATA FOR CURRENT LICENSES

Dollar Amount Collected	\$768,058.44
Dollar Amount Imposed	\$655,779.02
Percentage Collected	117%

*Detailed report by profession*



Health care resources for professionals and consumers are available 24 hours a day at [www.FIHealthSource.gov](http://www.FIHealthSource.gov). Apply for a license, verify a license or renew a license.

# 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.

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

**COMPAS:** Customer Oriented Medical Practitioner Administration System—MQA's licensure and enforcement database.

**Emergency Actions:** 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 & Enforcement Information Database System – MQA's licensure and enforcement database that is replacing COMPAS in November 2014.

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

## FLORIDA DEPARTMENT OF HEALTH

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### MISSION:

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.

### VISION:

To be the Healthiest State in the nation.

### VALUES:

Innovation, Collaboration, Accountability, Responsiveness & Excellence



**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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