

# MEDICAL QUALITY ASSURANCE

## QUARTERLY PERFORMANCE REPORT

### OCTOBER 1 - DECEMBER 31, 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

The Division of Medical Quality Assurance is an active partner within the Department of Health in protecting, promoting and improving the health of all Floridians, and the Division works toward this mission at the state, county and community level. Our field offices send inspectors and investigators into businesses in your neighborhoods to make sure health care practitioners are properly licensed and upholding the standards of care required under our licensing authority. We make sure at the state level we educate all of our customers – licensees, applicants and health care consumers – on what those regulations are and why they help ensure the safety of all people in Florida.

In our daily interactions with customers, whether they are applying for a license or expressing a complaint about a licensee, MQA strives to achieve the highest customer service levels. We constantly seek to improve MQA's performance, and within this report, we recognize some of the people who embody our core values: Innovation, Collaboration, Accountability, Responsiveness and Excellence.

## Bureau Messages

### BUREAU OF ENFORCEMENT

In conjunction with the Board of Pharmacy, the bureau held training on the state's new sterile compounding standards with more than 300 participating pharmacists and industry stakeholders. The new standards, which went into effect October 1, require compliance with U.S. Pharmacopeia Chapter 797 and represent the most stringent compounding regulations in the nation. The joint event educated pharmacy representatives on what to expect with new inspection requirements with an aim to minimize compliance issues with the new standards.

### BUREAU OF HEALTH CARE PRACTITIONER REGULATION

The board offices began using the expedited Veterans Application for Licensure Online Response system this fiscal year, and the system has made applying for a license a much easier process for veterans, even a one-day process for some. The professions of Dentistry and Nursing are leading the charge with 10 of the 41 approved licenses in the first two quarters. All professions combined approved 18 licenses through the VALOR system in the second quarter, enabling veterans and their spouses to transition to civilian life and continue their health care practice.

### BUREAU OF OPERATIONS

In November MQA implemented the Licensing and Enforcement Information Database System, or LEIDS, a new information technology solution for its three key business processes: licensure, enforcement and information. LEIDS replaces the Computer Oriented Medical Practitioner Administration System, which was adopted in 2003 and had become an outdated, unsupported technology. LEIDS has modernized the way MQA conducts back office operations, and this new workflow allows the Division to modernize its online offerings, reducing licensing time and giving licensees options such as setting their status to "retired" without mailing in an application.

# 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), Florida Statutes, offers the Division of Medical Quality Assurance an opportunity to update its 22 health care provider boards and six councils, as well as all stakeholders and health care consumers, on the important work undertaken in health care regulation.

## **LICENSING**

MQA received 24,455 license applications and issued 19,595 in the second 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 requirements kicking in for the first group of licensees in 2015, outreach efforts have been redoubled. Our vendor, CE Broker, added 29,606 new accounts in the second quarter for CE tracking.

## **ENFORCEMENT**

MQA received 257 complaints of unlicensed activity, referring more than 90 percent for investigation. This quarter, 75 cease and desist notices were given to unlicensed practitioners, whose unregulated and illegal activity could be disfiguring and even deadly to its victims. This quarter saw a combined 35.5 percent increase in complaints received, investigations completed and cease and desists issued compared to last quarter.

## **FINANCES**

Licensing fees brought in \$26 million in the second quarter, \$764,063 of which was dedicated to stopping unlicensed activity. The Division regularly reviews its licensing fees and recommends fee adjustments so that it collects only what is needed to regulate each profession. The Florida Board of Psychology lowered application and exam fees for psychologists to just under \$400 in November, which is 60 percent lower than the cost five years ago. 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 second 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), Florida Statutes:*

*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.



Matt Bridges and Rob Stover of MQA's System Support Services Unit and Information Technology MQA Application Development team members Chiquita Williams, Gerard Gant and Dwight Cargle created a self-service feature on MQA Online Services so that massage therapists and massage establishment owners can add or remove owners to their license. This functionality was added to support HB 1065, which requires background screenings for massage therapists and establishment owners. The new link will allow massage establishments to log into MQA Services and add or remove owners, helping owners who are licensed massage therapists link their licenses to the establishment, thus requiring only one background screening. It will also eliminate the need to send in paperwork to the board office. The online functionality created by MQA staff and consultants shows a commitment to providing expert service to Floridians.



The Bureau of Enforcement's Unlicensed Activity Unit began running a Public Service Announcement in South Florida movie theaters for nine weeks beginning November 21, 2014. The public service announcement focuses on the profession of dentistry and highlights the dangers of using an unlicensed practitioner, which includes disease, disfigurement and even death. It is part of an enhanced marketing campaign to raise awareness of the Department's role in investigating unlicensed activity. [View the PSA](#) on the Department's YouTube channel.



The Board of Pharmacy and the Bureau of Enforcement sponsored a joint training October 9 on the state's new sterile compounding standards that was attended by more than 300 stakeholders. The new standards, which went into effect October 1, require compliance with U.S. Pharmacopeia Chapter 797 and now represent the most stringent sterile compounding regulations in the nation. The meeting provided compounding pharmacies both a seminar on specific Chapter 797 requirements and insight into the manner in which Bureau of Enforcement inspectors will be documenting compliance. MQA's Bureau of Enforcement and Board of Pharmacy anticipates the increased education of industry representatives and stakeholders will lead to higher levels of compliance, and hence safety for Florida residents.

## COLLABORATION

We use teamwork to achieve common goals and solve problems.



Michelle Miller, Field Operations Manager for MQA's Investigative Services Unit, attended the Drug Enforcement Administration's 22nd National Conference on Pharmaceutical and Chemical Diversion September 30-October 1 in Kansas City, Missouri, an invitation-only event for state agency representatives who help regulate or investigate diversion of controlled substances. The conference brings together federal drug regulators with their state and local counterparts to focus on combating the diversion of pharmaceutical controlled substances and regulated chemicals. By sharing knowledge, experiences and ideas during discussions on regulatory control and enforcement strategies, Ms. Miller exemplifies the Department's value of collaboration, and increases our involvement with innovations that advance public health.



MQA's Bureau of Enforcement, with support from local law enforcement agencies, carried out Operation Jack-O-Lantern statewide in Jacksonville, St. Petersburg, Tampa, Miami, Orlando, Ft. Lauderdale, Port Richey, Pinellas Park, Clearwater, Kissimmee, Lauderhill, Oakland Park, and Wilton Manors. The operation to stop potentially dangerous sales of designer, colored contacts for Halloween began with two-person teams from MQA's Unlicensed Activity units doing preliminary scouting and undercover purchases. The operation culminated Saturday, October 11, 2014, with 46 cease-and-desist notices for practicing health care without a license served to individuals and establishments. A total of 29 people participated in the operation across the state to make it a success.



With the passage of HB 7177, the Prescription Drug Monitoring Program (PDMP) required all law enforcement agencies to enter into a user agreement developed in collaboration with the Florida Sheriff's Association, Florida Police Chief's Association and the Florida Department of Law Enforcement. During December, the program held four training sessions attended by 156 agency-appointed administrators. The training covered system enhancements, the E-FORCSE Information Security and Privacy Training Course and consequences for improperly releasing information from the PDMP. This collaboration with the law enforcement community achieves a balance that protects patient privacy rights while supporting public safety efforts to reduce prescription drug abuse and diversion.

## ACCOUNTABILITY

We perform with integrity.



David "Norris" Coster, Regulatory Specialist I in the Licensure Support Services Unit, assisted a radiologic technologist who was renewing his license. The applicant said he had numerous issues to resolve and had had difficulty finding someone willing to spend the time to help him. "He [Mr. Coster] took his time to explain to me in great detail and go as far as give me step by step instructions that would make everything run smoothly. He also explained to me which way would bring about the fastest results while at the same time making the processor's job much easier and more efficient," the man wrote. Mr. Coster achieved the "gold standard" in customer service, according to this customer, demonstrating a commitment in providing expert service to Floridians.



MQA Senior Pharmacists Robert DeFiore, Mary Crane, Jim Shepherd, Dick Walchle and John Taylor presented information during an October workshop to inform compounding pharmacies about the Department's new inspection standards complying with US Pharmacopeia Chapter 797 and created a new inspection form. More than 300 people participated in the October workshop. One participant said: "My company has many branches in the midwest and southern regions of the US and the regional infusion supervisor thought it would be wise that we all attend this program, regardless of our practice-state, since Florida seems to lead the pack on legislation in sterile compounding."



Nursing Education Director Sherri Sutton-Johnson and her staff of nursing education consultants received a professional commendation from Pablo J. Perez, Ph.D., the director for Hialeah-based health and technology school Advance Science Institute. Ms. Sutton-Johnson worked closely with Dr. Perez during submission of his Registered Nurse Associate of Science program and submission of annual reports. Dr. Perez stated Ms. Sutton-Johnson and the consultants are "a knowledgeable group holding themselves mutually accountable, meeting all of the high performance conditions of the team, having members which are deeply committed to one another's personal growth and success, and working for our students benefit at all times." The contributions of Ms. Sutton-Johnson and the consultants bring measurable benefit to the Department as they assist nursing programs with certification.

## RESPONSIVENESS

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



The occupational therapy processing team -- Debra Boutwell, Pauline Walker and Terence Bethea, Regulatory Specialists with the Department of Health's Division of Medical Quality Assurance -- issued five occupational therapy licenses in one day. The applications were received October 6 and the licenses were issued October 7, 2014, allowing an almost immediate ability to work. In Florida, every newly employed occupational therapist adds an annual average of \$80,810 to the state's economy and \$60,650 for each occupational therapy assistant.



Donald "Gene" Davis, Regulatory Specialist II in the Board of Medicine, assisted a medical doctor who was renewing her license. The doctor said she called and was transferred to Mr. Davis for information and help with several questions about Continuing Medical Education (CME) credits and wrote, "I was fortunate to have spoken with your employee, Mr. Donald G. Davis. Mr. Davis was so helpful, patient and thorough that I am writing to commend his skill, knowledge and professionalism to you." Mr. Davis upholds the Department's values of responsiveness and accountability.



Stephanie Robison, Regulatory Specialist II for the Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling, was commended by a license applicant for being the most helpful state board employee among the three states with which she has been licensed. "I have felt like she really cares about my situation and has consistently answered my email in a timely manner. I am impressed with her professionalism and willingness to help," the woman wrote. Ms. Robison's courteous handling of licensees is an example of high-quality service that leads to continuous improvement.



The Bureau of Enforcement implemented a paperless process on October 1, 2014, transitioning the Division of Medical Quality Assurance from a paper-based complaint/case workflow to an electronic case filing system. Last fiscal year MQA received more than 15,000 complaints, and this year those cases can be scanned into the Division's central imaging repository and worked electronically throughout the state. This allows case files to be accessed by multiple enforcement users and eliminates shipping costs and processing time associated with paper case files, and it provides an easier and more user-friendly agenda building process for the boards that determine disciplinary action. The project brought additional improvements including upgrading network lines in 11 field offices statewide, replacement of outdated hardware and software, creation of more than 400 new document types, process mapping of the entire enforcement process and a coordinated training effort. The Bureau anticipates that cases will be reviewed and completed faster, and that the paperless system will result in cost savings on paper, ink and mailing. This project required a coordinated effort throughout the Bureau, demonstrating the Department's values of innovation, collaboration, accountability, responsiveness and excellence.



The top two teams in MQA's Galaxy Walk went more than 5,300 miles in their quest to live healthier. As part of the Healthiest Weight Florida initiative, MQA's Employee Recognition Committee launched in June the MQA Galaxy Walk, which was developed around the concept of walking a scaled distance from the sun to Pluto. The end goal was extended to December 3. The first place team, W.S.S. Awesome, represented the Web Services Support unit and consisted of Delano Townsend, Issac Brown, Jason Eugene, Darlene Kamperveen and Jutika Maharaj, who totaled 3,097.4 miles. The second place team, The Walking Dead, represented MQA's St. Petersburg regional office and consisted of Marlene Toledo, Eliana Swanson, Yolanda Loera and Dave Hayden, who totaled 2,268.7 miles.

**MQA held its annual Employee Recognition Ceremony December 11, and the following employees were recognized by their coworkers:**



- Donna Howell, Senior Management Analyst II in Consumer Services Unit, first place for Customer Focus  
Ms. Howell epitomizes the role of public servant. In one case, she searched the abandoned location for patient records of a deceased doctor and communicated with each patient for retrieval of records.



- Allison Stachnik, Project Manager in System Support Services, first place for Leadership  
Ms. Stachnik represents the Department's ICARE values. She was part of a team that received the 2014 Prudential Davis Productivity award for improving the credit card reconciliation process and spearheaded the Military Fee Waiver program.



- Christina Parmer, Investigative Specialist II in Investigative Services Unit, first place for Quality Improvement  
Ms. Parmer identified a way to improve the Daily Activity Reports (DARs) process, created an automated form and collaborated to train staff.





The Florida Board of Psychology has reduced licensing fees more than 60 percent over the past five years. In the fall of 2009, the fees to apply for a Florida psychologist license exceeded \$1,000, exclusive of the additional fees applicants were required to pay to the national examination vendor. As of November 5, 2014, the total application and state exam fees for the psychologist license will be just under \$400, excluding national exam fees. Dr. Harry Reiff, a member of the Florida board since 2008, was instrumental in achieving this due to his attention to the board's financial status and his goal to make licensure more attainable for prospective applicants, many of whom he understood were faced with significant financial obligations accrued while obtaining the required education and training.



During the Board of Osteopathic Medicine meeting in Tampa on November 14, 2014, Chairman Dr. Joel Rose presented the Chairman's Recognition Award. This award is presented to honor those who exemplify the professionalism, moral character, compassion, and intellect essential to leaders of the profession, as well as for outstanding leadership and services in the community.

Anthony Ottaviani, DO, MPH, MACOI, FCCP, who currently serves as the board President of the American Osteopathic Foundation (AOF), was chosen. He has been engaged in medical education and mentoring osteopathic medical students for over 40 years and serves on the Osteopathic Principles Committee with American Osteopathic Association (AOA) and the Accreditation Council for Graduate Medical Education (ACGME) pursuing a single accreditation system to evaluate the effectiveness of graduate medical education programs. Dr. Rose described him as: "the exact person we need in that position." Dr. Ottaviani exemplifies leadership and moral character worthy of recognition.





# Board Accomplishments



The 2014 Florida Human Trafficking Summit was held October 9-10, 2014 in Tampa, FL. Board of Massage Therapy's Chairwoman Bridget Burke-Wammack, Executive Director Christy Robinson and Program Operations Administrator Alexandra Alday, and Board of Nursing Education Director Sherri Sutton-Johnson attended the summit. This year's summit focused on labor and sex trafficking of both children and adults. Some of the topics included the use of drugs as a means of coercion in trafficking, labor trafficking services/prevention and the scope of juvenile sex trafficking in America. Human Trafficking affects the health care professions and is of high interest to the Department of Health. Attendance at the summit provides a positive impact within MQA and the health care community it regulates.



Jamie Buller, LCSW, vice chairwoman of the Board of Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling, and Dee Ramer, Regulatory Supervisor, presented "Finding a job: Understanding Social Work Licensure" at the national Association of Social Work Boards Council on Social Work Education October 24. Their power point presentation explained the purpose of licensure for public protection, the types of social work licenses and the examination requirements for licensure in Florida, and it detailed Florida's registered internship requirements.



# 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.



## Marketing campaign launches

Marketing efforts for the Investigation Services Unit's unlicensed activity program accelerated in the second quarter. In Central Florida and South Florida, ULA began running movie trailers and put promotional messaging on gas pump toppers and convenience store entrance signs.

**Movie trailers ran from Thanksgiving to New Year's before PG, PG-13 and R-rated movies in the Miami, Orlando, Fort Lauderdale, Tampa and St. Petersburg markets.**

- 60-second spot highlighted the danger of unlicensed dentistry, and supplied contact information to file a complaint.
- 60-second spot highlighted the danger of unlicensed psychology, and supplied the contact information to file a complaint

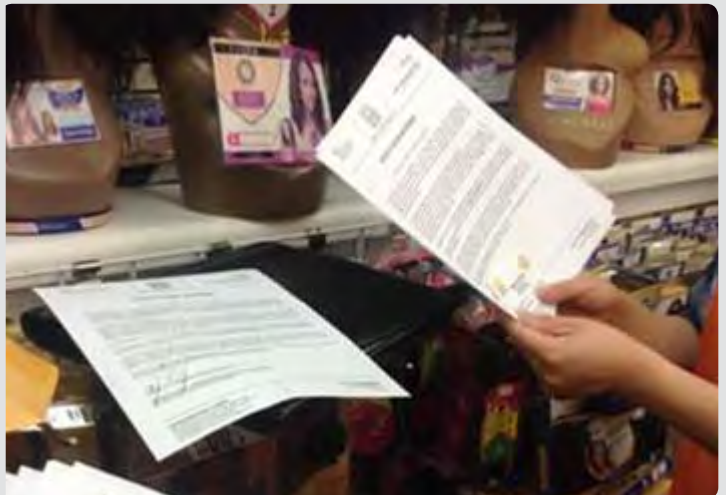
**Bilingual signs topped gas pumps and hung in convenience store entrances at 90 stations in demographically targeted markets. They are**

**expected to provide 40 million impressions during a four-month advertising period.**

## ULA Outreach

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

- Consumer Roundtable quarterly event in Tallahassee
- Board of Pharmacy workshop in Orlando, open to public with several hundred attendees. Supplied ULA marketing materials, notepads, ink pens, coffee mugs, etc.
- Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling
- Board of Massage Therapy
- Division of Insurance Fraud meeting at headquarters
- Media Day in Hernando County, including two morning radio shows, government broadcast television interview, newspaper interview



The Florida Department of Health with support from local law enforcement carried out statewide operation Jack-O-Lantern days before Halloween. The purpose of the operation was to stop the dangerous sales of designer, colored contact lenses. Seen here is an investigator handing out one of 47 total cease and desist notices during the operation.



## Opening the public's eyes

One of the best ways the public gets the message about unlicensed activity – the dangers, and the methods to report it – is when investigators make a case and issue a cease-and-desist notice to an unlicensed practitioner. Often Department of Health investigators work with law enforcement, and those partners make an arrest in conjunction with the Department's notice to cease the illegal activity. In the days before Halloween, MQA focused on colored contact lenses that are sold without licensed medical oversight. ULA investigators and local law enforcement officers statewide carried out Operation Jack-O-Lantern, serving 47 cease-and-desist notices to individuals and establishments practicing without a license. Our 11 field offices were active in the operation, and notices were served from Jacksonville to Miami.

## Joint investigations net arrests

During the second quarter, MQA's Unlicensed Activity Units conducted joint operations with legal and criminal penalties:

- The Fort Lauderdale Unlicensed Activity Unit with the Davie Police Department arrested Mohamed Belim and charged him with the unlicensed practice of opticianry,

a second degree misdemeanor punishable by up to 60 days in jail. Belim was arrested after a year-long investigation by Davie police into food stamp fraud. He was found to also be selling synthetic marijuana and contact lenses without a license. The Department issued Belim a cease-and-desist notice and a civil citation in the amount of \$1,000.

- The Orlando Unlicensed Activity Unit with the Office of the Attorney General's Medicaid Fraud Control Unit (MFCU) arrested Wellington D. Liranzo and charged him with unlicensed practice of medicine, a third degree felony punishable by up to five years in prison and a fine of up to \$5,000. He was also charged with Medicaid provider fraud. An investigation conducted by MFCU revealed that Liranzo, an employee of Prime Care Family Health Center, committed Medicaid fraud by representing himself as a physician and treating Medicaid patients. The Department was contacted and determined that Liranzo is not licensed to practice medicine in the state of Florida.

If you see unlicensed activity, please report it by calling 1-877-HALT-ULA, emailing [HALTULA@flhealth.gov](mailto:HALTULA@flhealth.gov) or visiting our website [floridahealth.gov](http://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. MQA added an outreach team in the second quarter to take training into health facilities throughout Florida. 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 received 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 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), Florida Statutes 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 SECOND QUARTER

- MQA employees and the vendor's representatives presented at **4** association conferences:  
The Bays Medical Society meeting  
Flagler County Medical Society meeting  
University of Florida Dentistry School  
Florida Academy of Family Physicians Winter Summit
- Project coordinator Garnet Nevels held **24** webinars with **2,795** participants. Webinar participants included Walgreens District offices, the Florida Hospital Association and Sheridan Healthcorp.
- CE Broker's help desk received **23,212** calls.
- CE Broker added **29,606** new accounts for CE tracking.



FREE BASIC ACCOUNTS **26,384**  
PROFESSIONAL ACCOUNTS **4,824\***  
CONCIERGE ACCOUNTS **88\***

\* Breakdown does not equal total new accounts because some professional and concierge accounts were upgrades.

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



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.

## Expedited Licensing

Florida is home to more than 1.5 million veterans, and the Department of Health is committed to honoring veterans, members of the military and their families. Florida leaders encourage military members to retire or relocate here, and MQA assists by waiving most fees for health care licensing for our veterans. Additionally, the VALOR System: Veterans Application for Licensure Online Response System, provides an expedited licensing avenue for honorably discharged veterans with an active license in another state.

In the second quarter, the following employees made VALOR a truly expedited system:

**Debra Boutwell**, a Regulatory Specialist II with the Board of Occupational Therapy, received a veteran's application December 1 for an occupational therapist license and issued the license the same day, allowing this veteran an almost immediate ability to work in Florida. Every newly employed occupational therapist adds an average of \$80,810 to the state's economy.

**Cindy Phelps**, a Regulatory Specialist II with the Board of Dentistry, received a veteran's application November 25 for a dental hygienist license and issued the license the same day. Dental hygienists make a median wage of \$65,329 in Florida, according to the Department of Economic Opportunity.

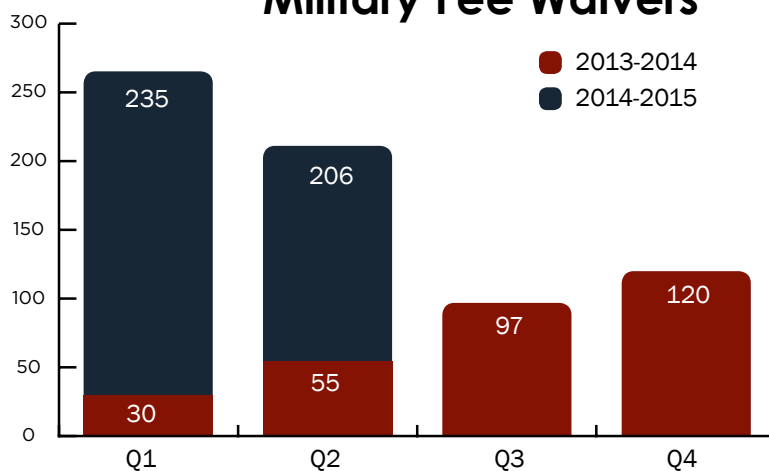


"The Florida Department of Health recognizes the sacrifices made by our military service members and their families," said State Surgeon General and Secretary of Health Dr. John Armstrong. "We are pleased to present 'Florida Veteran Health Heroes' in honor of all who have served our country and now continue to improve the health of Floridians." The 2014 Florida Veteran Health Heroes are Orland K. "Lance" Armstrong, DC, Dean Aufderheide, PhD, Morris Carter, MD, Joyce P. Fiedler, MD, and Robert Pickard, MD. [Read more in Florida Veteran Health Heroes.](#)

VALOR

APPLICATIONS APPROVED IN Q2: 18

## Military Fee Waivers



### Section 456.013(13), Florida Statutes 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 that 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

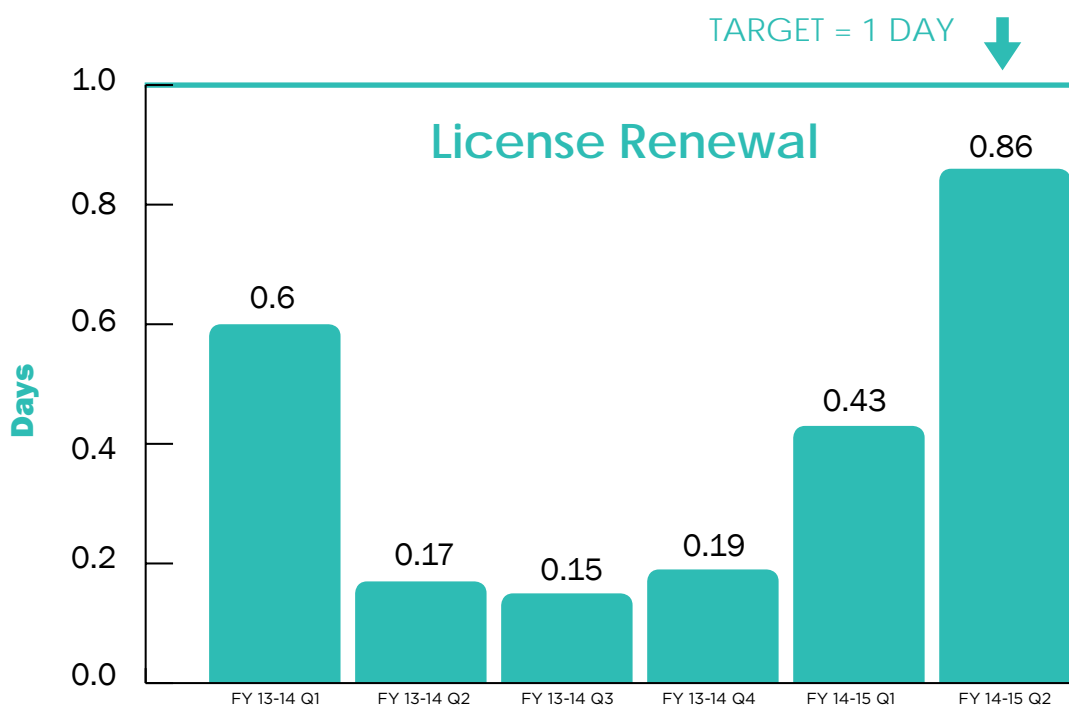
## DEFINITION:

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 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 & Enforcement Information Database System (LEIDS)

# BALANCED SCORE

## MEASURE:

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

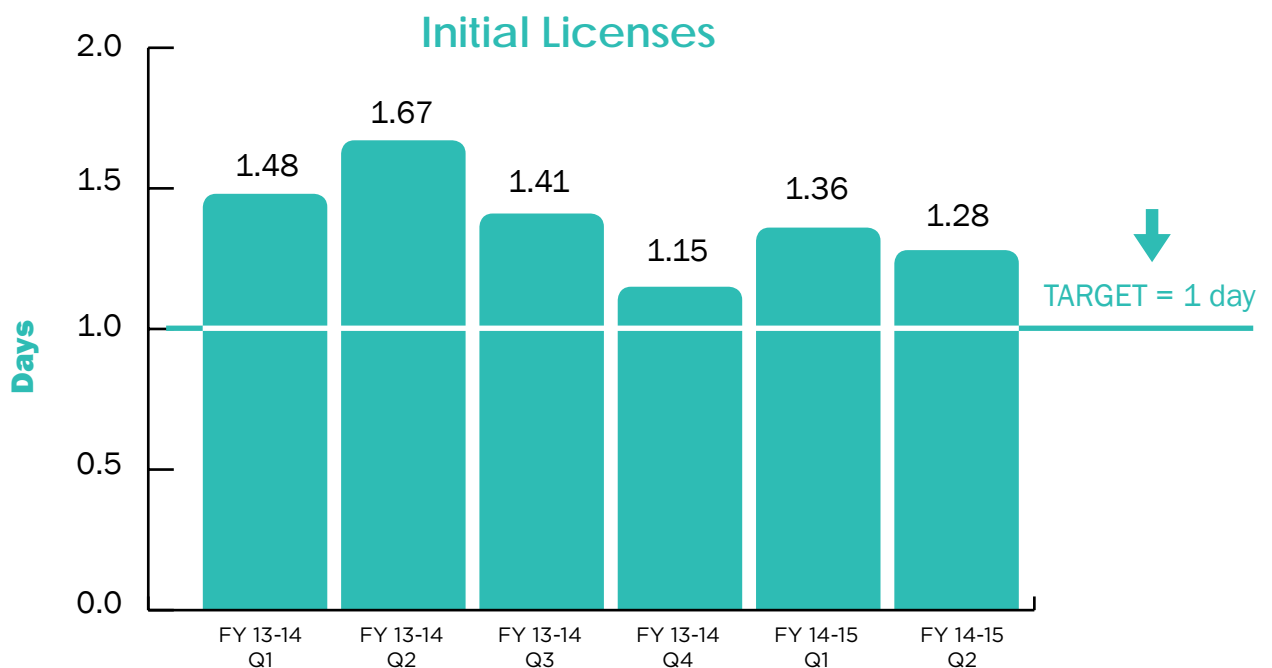
## TARGET: 1 DAY

## 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. 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. The findings of the Six Sigma teams will be analyzed to determine where improvements can be made in each board office.



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



# E CARD MEASURES

## MEASURE:

Percent of sterile compounding pharmacy inspections with no serious deficiencies.

**TARGET: 95%**

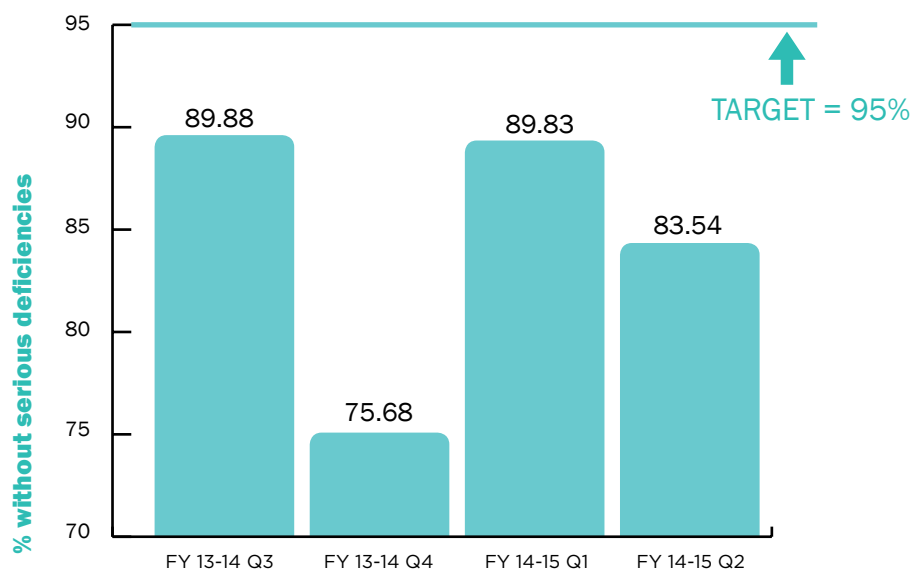
## DEFINITION:

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 October 1, 2014, the Board of Pharmacy adopted the standards into Florida Administrative Code Rule 64B16-27.797 and the Bureau of Enforcement adopted those standards into their 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, held a public workshop in October to inform stakeholders of the new standards.

### Sterile Compounding Pharmacy Inspections



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

# 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.

In the past five years MQA 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	\$25,673,351	\$764,063	\$26,437,414
Total Expenditures	\$35,419,491	\$547,019	\$35,966,510
Ending Cash Balance 12/31/2014	\$11,249,117	\$11,845,696	\$23,094,813

### 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	24,455
Initial Licenses Issued	19,595

\* 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	257
Referred for Investigation	236
Investigations Completed	227
Cease and Desist Orders Issued	75
Referrals to Law Enforcement	88

*Detailed report by profession*

### 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 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.*

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



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# 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	6,231
Legally Sufficient	1,132
Investigations Completed	1,199
Citations Issued	5
Dismissed by Panel	671
Probable Cause Found	319
Probable Cause Dismissed	44
Final Orders	425

## EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	38
Emergency Suspension Orders	15
Total Emergency Orders	53

## PENDING WORKLOAD

Consumer Services	3,900
Investigative Services	724
Prosecution Services	4,416

## FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected	\$542,716.19
Dollar Amount Imposed	\$852,149.03
Percentage Collected	64%

*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 and 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.

## MQA Reports

See prior quarterly and annual reports for the Division of Medical Quality Assurance at [www.FLHealthSource.gov](http://www.FLHealthSource.gov). Hover over Consumer Services, click on View Annual and Quarterly Reports in the drop-down menu under "GET STARTED" and you will be directed to a reports page with access to years of information.

**Contact Us**

Your feedback is important to us.  
If you have questions or suggestions  
about this report, please let us know.

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