



DIVISION OF MEDICAL QUALITY ASSURANCE

QUARTERLY PERFORMANCE REPORT JANUARY 1 - MARCH 31, 2014

as required by Section 456.025(9) Florida Statutes



DIRECTOR'S MESSAGE



The Message

The Florida Department of Health and the Division of Medical Quality Assurance (MQA) recognized 125 years of public health on February 20, 2014. MQA strives to uphold Florida's public health legacy by continuously pursuing excellence and producing superior services. We pride ourselves on a customer-centric focus, working to expedite licenses and inspections so Floridians can get to work. In an effort to increase communication, this quarter we launched updated, interactive websites for ten professions. I am also excited to share that MQA has implemented a streamlined, cloud-based public records management system making MQA more transparent and accessible than ever before. Through initiatives like these, MQA strives to become the leader in quality health care regulation and make Florida the healthiest state in the nation.

Sincerely,

A handwritten signature in black ink that reads "Amy C. See".

MQA Division Director

Executive Summary

The mission of the Florida Department of Health is to protect and promote the health of all residents and visitors in Florida through organized state, county, and community efforts. MQA protects the public through licensure of health care practitioners who meet statutory standards, enforcement of laws and rules governing health care practitioners, and providing information to assist the public in making informed health care decisions. The Quarterly Performance Report, required by Section 456.025(9), F.S., includes information on revenues and expenditures, performance measures, and recommendations to each board. In addition, Section 456.065(3), F.S., requires the inclusion of all financial and statistical data resulting from unlicensed activity enforcement. The Quarterly Performance Report for the third quarter of fiscal year 2013-2014 focuses on MQA's accomplishments, our outstanding employees and the partnerships that allow us to achieve our mission.



CONNECTING WITH MQA

The Division of Medical Quality Assurance welcomes feedback about this report and the services we provide. Please submit any questions, comments or suggestions to: medicalqualityassurance@flhealth.gov

THE STATE LEGISLATURE
CREATED THE STATE BOARD OF
HEALTH ON FEBRUARY 20, 1889, IN
RESPONSE TO YELLOW FEVER
EPIDEMICS IN JACKSONVILLE AND
OTHER PORT CITIES. DR.
JOSEPH YATES PORTER FROM KEY
WEST BECAME FLORIDA'S FIRST
STATE PUBLIC HEALTH OFFICER.
FLORIDA'S RAPID POPULATION
GROWTH WAS DUE IN PART TO
PUBLIC HEALTH EFFORTS THAT
CONTROLLED DISEASE AND
IMPROVED ENVIRONMENTAL
HEALTH.

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THE FLORIDA DEPARTMENT OF HEALTH CELEBRATES *125* *YEARS* OF FLORIDA PUBLIC HEALTH

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THROUGHOUT 2014, THE
DEPARTMENT WILL OFFER
EDUCATIONAL AND HEALTH
INFORMATION OPPORTUNITIES IN
LIGHT OF THE 125TH ANNIVERSARY.
THE DEPARTMENT INVITES
FLORIDA'S RESIDENTS AND VISITORS
TO JOIN IN RECOGNIZING 125 YEARS
OF PROTECTING, PROMOTING AND
IMPROVING THE HEALTH OF ALL
PEOPLE IN FLORIDA THROUGH
INTEGRATED STATE, COUNTY AND
COMMUNITY EFFORTS.



FIND EVENTS AND CHECK OUT LIVING TESTIMONIES, PHOTOGRAPHS,
HISTORICAL PODCASTS AND ARCHIVED DOCUMENTS AT
WWW.FLHEALTH125.GOV.



HealthiestWeight

Healthiest Weight Florida

What is Healthiest Weight Florida?

The #1 public health threat that challenges the bright future of Florida is weight. In an effort to address this important public health issue that affects so many Floridians, the Department of Health launched the Healthiest Weight Florida initiative in January 2013. The overall goal is to bend the weight curve five percent by 2017.

Healthiest Weight Florida is a public-private collaboration bringing together state agencies, non-profit organizations, businesses, and entire communities to help Florida's children and adults make consistent, informed choices about healthy eating and active living.





Healthiest Weight Florida

1

Increase opportunities for physical activity

Regular physical activity can produce long-term health benefits. People of all ages, shapes, sizes, and abilities can benefit from being physically active. The more physical activity you do, the greater the health benefits. Being physically active can help control weight, reduce the risk of cardiovascular disease, reduce the risk of type 2 diabetes, reduce the risk of some cancers, strengthen bones and muscles, improve mental health and mood, improve ability to do daily activities and prevent falls in older adults, and increase the chances of living longer.

2

Make healthy food available everywhere

A number of factors can determine what people eat, but access to healthy food and beverages has a major influence. Finding healthy food is not always convenient. Studies have found that people buy food that is readily available. Today, it is often the case that communities with the highest rates of obesity are places where residents have few opportunities to conveniently purchase nutritious, affordable food.

3

Promote health in the worksite

Sticking to a healthy lifestyle while at work can be difficult. Now that many people are spending most of their day sitting at a desk or inside an office, implementing health programs inside the workplace has become a vital piece of the healthy lifestyle puzzle. Effective workplace programs, policies, and environments that are health-focused and worker-centered have the potential to significantly benefit employers, employees, their families, and communities.

4

Strengthen schools as the heart of health

Schools are uniquely positioned to be a national focal point for healthy weight promotion because children spend up to half of their waking hours in school and consume between one-third and one-half of their daily calories in the school setting.

5

Market what matters for a healthy life

When the messages around us focus on health, it becomes easier to think about making healthy choices. Healthiest Weight Florida seeks to make useful health information and advice available through campaigns, social media, and other resources.



ACCOMPLISHMENTS



STREAMLINING PROCESSES

In collaboration with the Office of the General Counsel and with Information Technology, MQA successfully launched a new public records management system. The new system, powered by GovQA, provides a comprehensive management system that works across all divisions and bureaus in DOH to maintain open records compliance, reduce processing time, and save resources. Customers can now access an online web portal 24/7 to request, track and receive real-time status updates. The system features proactive technologies to reduce requests and eliminate duplication. In addition, workflow automation and time-monitoring will highlight best practices and areas needing process improvement.



IMPROVING COMMUNICATION

MQA launched updated, interactive websites for ten health care professional boards with the goal of improving communication, enhancing transparency, and increasing accessibility to web services. The following boards now have updated websites: Hearing Aid Specialists; Athletic Training; Acupuncture; Osteopathic Medicine; Clinical Laboratory Personnel; Orthotists and Prosthetists; Respiratory Care; Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling; Chiropractic Medicine; and Speech-Language Pathology and Audiology. In total, 18 boards have been redesigned to provide better customer service and encourage public feedback. The redesigned websites can all be accessed at <http://www.flhealthsource.gov>.



VERIFYING LICENSURE REQUIREMENTS

January 2014 marked the one year anniversary of MQA's CE/CME@ Renewal program. This program verifies a practitioner's continuing education record during licensure renewal. Previously, health care professionals were required to complete continuing education hours, but were not required to report these hours to renew a license. MQA has implemented a new CE/CME electronic tracking system, powered by CE Broker, to simplify the reporting process. Practitioners can use this free system as a tool to track CE/CME course history, as well as digitally store hours and certificates. MQA has initiated a three-pronged effort to educate the health care field about this new system, comprised of direct communications with licensees, outreach to employers, and collaboration with CE/CME providers. This quarter, 4,750 licensees participated in webinar tutorials about how to use the CE/CME electronic tracking system. In addition, 64 state and national professional organizations plan to advertise CE/CME@ Renewal program information in their newsletters and publications.



PROTECTING HEALTH CARE CONSUMERS

MQA issued 71 Emergency Suspension Orders (ESOs) and Emergency Restriction Orders (EROs) this quarter: 20 in January, 27 in February, and 24 in March.

ESOs and EROs are issued for serious violations including the commission of crimes, violations of standards of care, impairment, drug use, drug diversion, sexual misconduct or student loan defaults. The most recent ESOs, EROs, Final Orders and Administrative Complaints can be viewed at

<http://newsroom.doh.state.fl.us/category/healthcare-licensing/>.

PREPARING FUTURE PRACTITIONERS

Allison Dudley, J.D., Executive Director, Board of Medicine, was invited by former Florida Department of Health Secretary Robert Brooks, MD, to speak to medical students at the University of South Florida, Morsani College of Medicine.

Ms. Dudley's presentation introduced medical students to the roles of the Board of Medicine and the Department, and the interplay of those roles in physician licensure and regulation. This presentation is one way in which the Board of Medicine continuously supports the mission of the Department to protect, promote, and improve the health of all people in Florida through integrated, state, county, and community efforts.

BUILDING COLLABORATION

Joe Baker, Jr., Executive Director, Board of Nursing, moderated a panel discussion on "Types of Regulatory Boards" at the Annual Federation of Associations of Regulatory Boards (FARB) Forum held January 24-26, 2014 in Austin, Texas. In addition, Mr. Baker spoke on behalf of the National Council of State Boards of Nursing about departmentalized regulatory boards. The Forum celebrated FARB's 40th Anniversary with sessions on the future of regulation, licensure, and legislation. Mr. Baker's presentations demonstrate the Department's value of Collaboration: Using teamwork to achieve common goals and solve problems.

RECOGNITION



” Board of Nursing

Vickie Boyd

Regulatory Supervisor Consultant

Vickie Boyd, Regulatory Supervisor Consultant, performed a small miracle when she issued a nursing license to a typhoon survivor who had lost everything. “You were sent by heaven to help me get a job here in Florida. With my license, my family and I can move on from the devastating effects of Typhoon Haiyan.” Ms. Boyd’s attentiveness helped this nurse advance one step further in the road to recovery.

” Board of Acupuncture

Jacqueline Clahar-Anderson

Regulatory Specialist II

Jacqueline Clahar – Anderson, Regulatory Specialty II, received high praise from a recent acupuncture licensee who raved about his customer service experience: “I want to make it known that I had an all-around excellent experience with my application process. Prior to this, I was cursing every government agency that I have to deal with, and had the pessimistic view that it would take me an extra month or two and some additional, unexpected red tape until I had my license in hand. Wow, was I wrong! Overall, I had a great experience with this application and am shocked that everything happened as smoothly as it did. Thanks to Ms. Clahar-Anderson and MQA for transforming my expectations of how a state agency operates!”

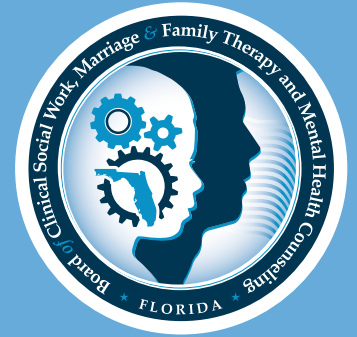
” Office of School Psychology

Annie Patterson

Regulatory Specialist II

Annie Patterson, Regulatory Specialist II, received numerous glowing remarks on a recent customer satisfaction survey, including the following: “Ms. Patterson has been amazing, not simply via email but on the phone as well. She plays a psychologist for many anxious psychologists. Thank you for having her on your team. I’m not just saying this because I passed my test, but because she has been so amazing in helping me navigate the licensure process.” Ms. Patterson’s dedication to stellar customer service illustrates MQA’s commitment to expeditiously licensing qualified applicants.

RECOGNITION



” Unlicensed Activity

Tim Tate

Unlicensed Activity Liaison

Tim Tate, Unlicensed Activity Liaison, gave presentations on unlicensed health care practice to several law enforcement and professional groups including the National Association of Long Term Care Administrator Boards (NAB), the Lake County Sheriff’s Office, and the annual MQA Board Chairs and Vice Chairs Planning Meeting. These presentations highlight the need for awareness of the innate dangers of untrained, unlicensed people performing medical procedures. Mr. Tate received a commendation from Randy Lindner, President and CEO of NAB, who shared that 95 percent of attendees rated Mr. Tate’s presentation as meeting or exceeding their expectations. These presentations are essential to the success of the Unlicensed Activity Program, as they educate our partners on how to recognize unlicensed health care practices. Health care consumers are safer because of Mr. Tate’s dedication to protecting the health of all Floridians.

” Board of Physical Therapy

Traci Zeh

Regulatory Specialist II

Traci Zeh, Regulatory Specialist II, demonstrated the Department’s value of Excellence in her services to a physical therapy licensee who wrote, “Thank you so much for your consideration, patience and general help throughout this whole process. You have been there to answer even my silliest questions with the utmost urgency, which in this day and age is rare to encounter. I hope your days are filled with the same joy and happiness that I feel since receiving my license.”

” The Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health

The Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health, continually strives to embody the Department’s value of Responsiveness: Achieving our mission by serving our customers and engaging our partners. This value was evident in the exceptional customer service provided to an out-of-state license applicant who complimented the Board through the following email: “Florida’s Board of Social Work certainly has ‘how to serve clients’ down pat. I emailed the Board late this morning and less than two hours later I heard back. Throughout the whole process of being licensed, I have had only the most courteous and prompt responses. It is gratifying to know how well a state agency can be run! Kudos to you all!”

THE FLORIDA BOARDS



RECOGNIZING THE BOARD MEMBERS

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Board of Opticianry

John Girdler, III Board Member

John Girdler, III, Board Member, was recognized with the Sears “Above and Beyond Award” as being the top optical manager out of 728 eligible Sears Optical stores in the United States and Canada in 2013. Mr. Girdler’s store achieved the highest growth, exceeding all standards for top quality performance. This award is a testament to the talent and abilities of licensed opticians to be managers, salesmen, and professionals that offer unsurpassed patient care.



Board of Pharmacy

Dr. Mark Mikhael Board Member

Dr. Mark Mikhael, Board Member, addressed a group of 300 pharmacists at the Florida Pharmacy Association Law and Regulatory Conference held in Destin, Florida on January 25, 2014. Dr. Mikhael’s presentation discussed the New England Compounding Company tragedy and its implications for Florida. These implications include a review of the mandatory pharmacy compounding survey results; the development and implementation of a new Special Sterile Compounding Permit; and Board review of USP 797 as it relates to compliance. Dr. Mikhael’s presentation was followed by one and a half hours of audience questions and answers. This presentation is just one example of how the Board of Pharmacy and MQA work to protect the population from health threats.

FLORIDA HEALTH PARTNERSHIPS

WHY PARTNER WITH MQA?



Many of MQA's enforcement initiatives depend on partnerships with law enforcement, other state agencies, and the community to achieve success.

These collaborations further our mission to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.



For the past few months, the Miami Investigative Services Unit has collaborated with the Agency for Health Care Administration's Medicaid Fraud Unit, the Attorney General's Medicaid Fraud Control Unit, and Human Health Services to combat Medicaid fraud in pharmacies. These agencies meet quarterly to discuss trends and develop strategic plans to identify fraud.

In addition, MQA's Senior Pharmacists work with the Food and Drug Administration and also Drugs, Devices, and Cosmetics in conducting statewide inspections of sterile compounding pharmacies to ensure compliance with regulation.

These collaborations further our mission to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.

STOPPING UNLICENSED MEDICAL PRACTICE



The Division of Medical Quality Assurance is committed to stopping the unlawful, unlicensed practice of health care and protecting consumers from the dangerous consequences of such practices.

MQA's ULA unit protects Florida residents and visitors from the potentially serious and dangerous consequences of receiving health care services from an unlicensed person. MQA investigates and refers for prosecution all unlicensed health care activity complaints and allegations.



In a joint investigation with the West Palm Beach Sheriff's Office and Homeland Security, the West Palm Beach Unlicensed Activity (ULA) Unit arrested Juan Carlos Pinzon, Jorge Alarcon, and Monica Daza for the unlicensed practice of medicine resulting in great bodily harm, and a second degree felony punishable up to 15 years in prison for each count. The joint operation was prompted by a report to MQA from a physician who consulted with numerous women that complained about poor results from procedures performed by unlicensed persons at Health and Beauty Cosmetic Surgery.

MEDICAL QUALITY ASSURANCE

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BALANCED SCORECARD MEASURES

PREVIOUS QUARTERS

1ST AND 2ND QUARTER FISCAL 2013-2014



BALANCED SCORECARD MEASURES

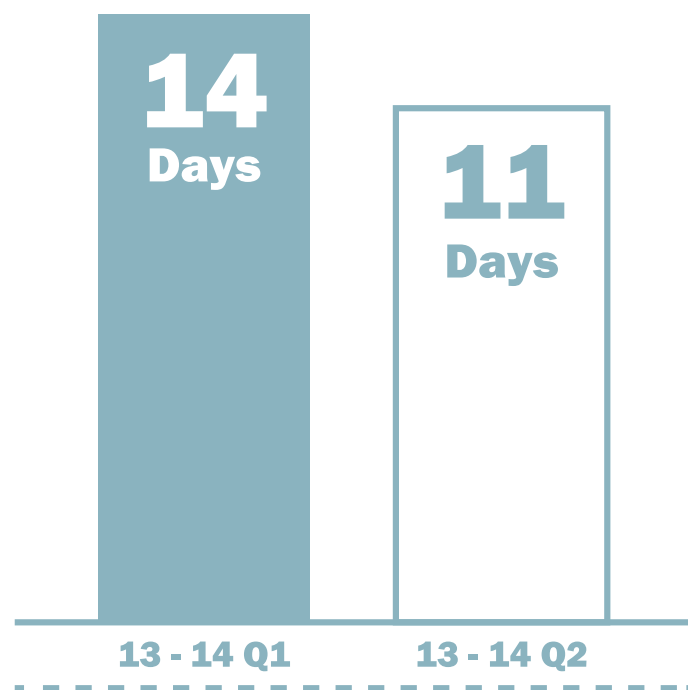
PREVIOUS QUARTERS

2013 - 2014

MEASURE: AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION

DEFINITION: This measure is calculated from the receipt of an application until the application is deemed to be complete or deficient of information and/or documentation. Receipt of an application includes the time to analyze the application for all required information and documentation. Once an application is deemed complete, this measure calculates the time to approve or deny the applicant for licensure. It is important to analyze applications thoroughly and efficiently. The sooner an application is analyzed and the applicant submits all required information, the sooner the applicant can become licensed and begin employment.

INITIATIVE: MQA is in the process of making all applications for a health care professional license available online. Currently, 60 percent of professions are online. It is projected that development and deployment of online applications for initial licensure for all professions will be completed by September 30, 2015.



TARGET: 27 DAYS OR LESS

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

BALANCED SCORECARD MEASURES

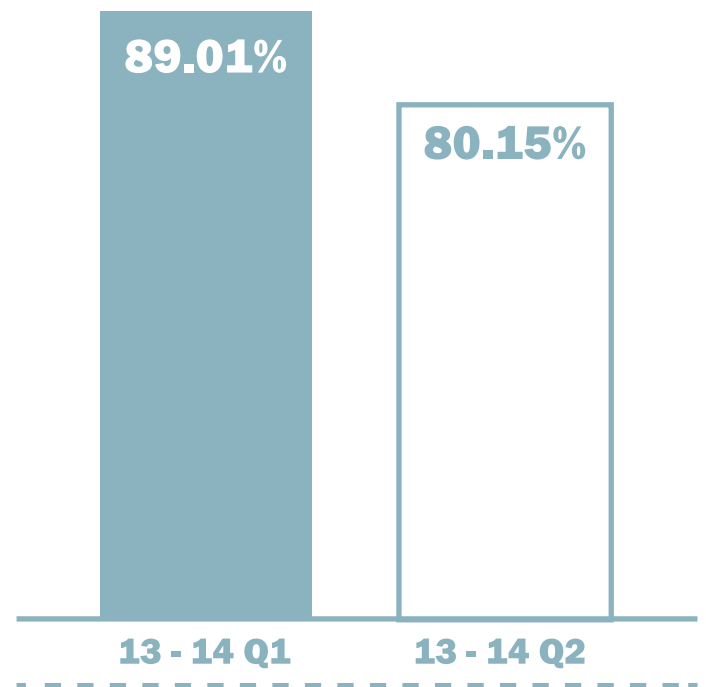
PREVIOUS QUARTERS

2013 - 2014

MEASURE: PERCENTAGE OF PAIN MANAGEMENT CLINICS THAT PASS THEIR ANNUAL INSPECTION THE FIRST TIME WITH NO DEFICIENCIES

DEFINITION: This measure is calculated using the inspection end date and the number of visits. The number of pain management clinics that passed their annual inspection the first time with no deficiencies is divided by the number of pain management clinics inspected during the specified timeframe. It is important to make sure pain management clinics are in compliance with Florida Statutes and do not pose a threat to the health, safety and welfare of the public.

INITIATIVE: The Bureau of Enforcement employs professional investigators and registered nurses to inspect pain management clinics once per year. The Bureau's purpose for conducting inspections is to educate practitioners/owners and verify compliance with the laws and rules governing their practice. Using registered nurses with experience in patient record review allows practitioners to discuss the requirements for patient records in medical terms. These practices ensure pain management clinics will pass future inspections at the first inspection.



TARGET: 60% OR HIGHER

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

BALANCED SCORECARD MEASURES

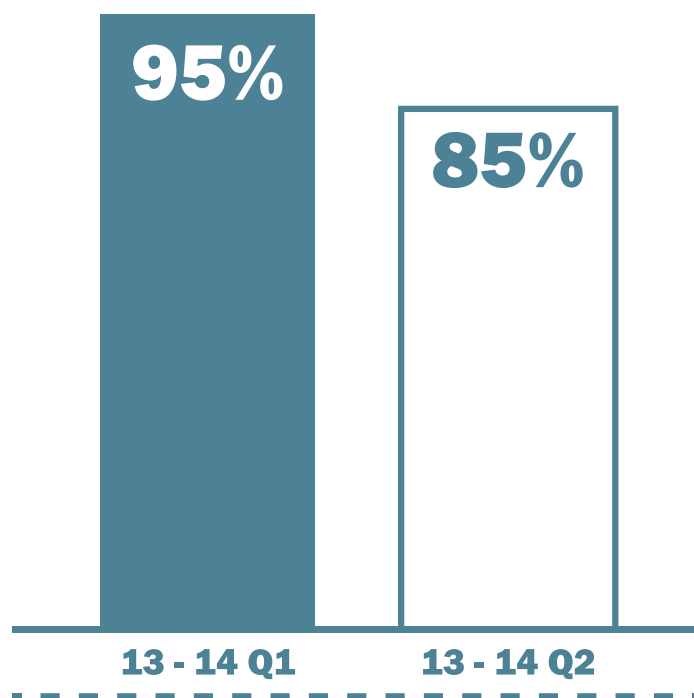
PREVIOUS QUARTERS

2013 - 2014

MEASURE: PERCENTAGE OF PUBLIC RECORD REQUESTS COMPLETED WITHIN 5 DAYS FROM RECEIPT OF REQUEST

DEFINITION: This measure is calculated from the number of calendar days between receipt of a public records request and fulfillment of the request. The number of public records completed within five days is divided by the number of public records completed during the specified timeframe. Responding to public records requests quickly and efficiently ensures transparency in government operations. Providing our customers with exceptional customer service is MQA's highest priority. The quicker a public records request is fulfilled, the quicker MQA's customers can begin to utilize the requested information.

INITIATIVE: To ensure transparency and expediency in handling public records requests, MQA identified and implemented several process improvements, including establishing a public records liaison in each board office and unit to facilitate fulfilling requests. MQA is developing a database that will allow the public to request records and track the status of their request online.



TARGET: 85% OR HIGHER

Data source: MQA Public Records Database

BALANCED SCORECARD MEASURES

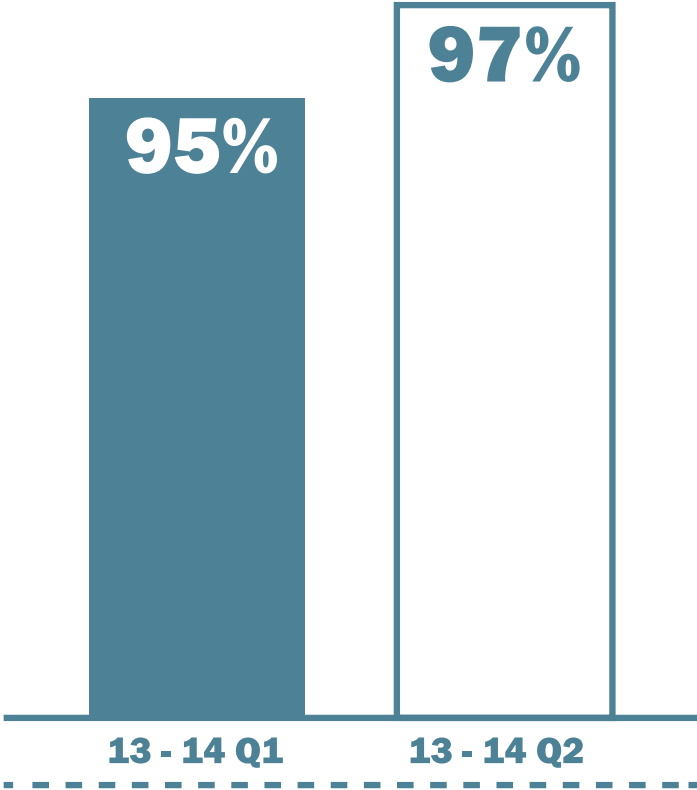
PREVIOUS QUARTERS

2013 - 2014

MEASURE: PERCENTAGE OF EXTERNAL CUSTOMERS SATISFIED WITH MQA SERVICES

DEFINITION: This measure is calculated from feedback surveys. Customers complete and submit online surveys that address specific processes, including their overall satisfaction. The percentage of satisfaction is calculated using the total number of survey respondents who were satisfied versus the total number who responded. Providing our customers with exceptional customer service is MQA's highest priority. It is important to receive customers' feedback to continue to improve our services to meet the needs of health care professionals, applicants and consumers.

INITIATIVE: MQA is redesigning its web pages to make information easier to locate and more accessible to our customers. This initiative is expected to increase our customers' satisfaction with MQA services.



TARGET: 95% OR HIGHER
Data source: Virginia Tech Survey Software

BALANCED SCORECARD MEASURES

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3RD QUARTER FISCAL 2013-2014

*MQA's long-range plan and performance measures are tracked and monitored in its Balanced Scorecard.
See the full report on the Department of Health's website: www.floridahealth.gov*

Performance
Statistics...
LEARN
MORE
ABOUT OUR
MEASURES



Do You Want to Know...

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



Get to Know...

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



How Do You Calculate...

Percent of sterile compounding pharmacy inspections without serious deficiencies

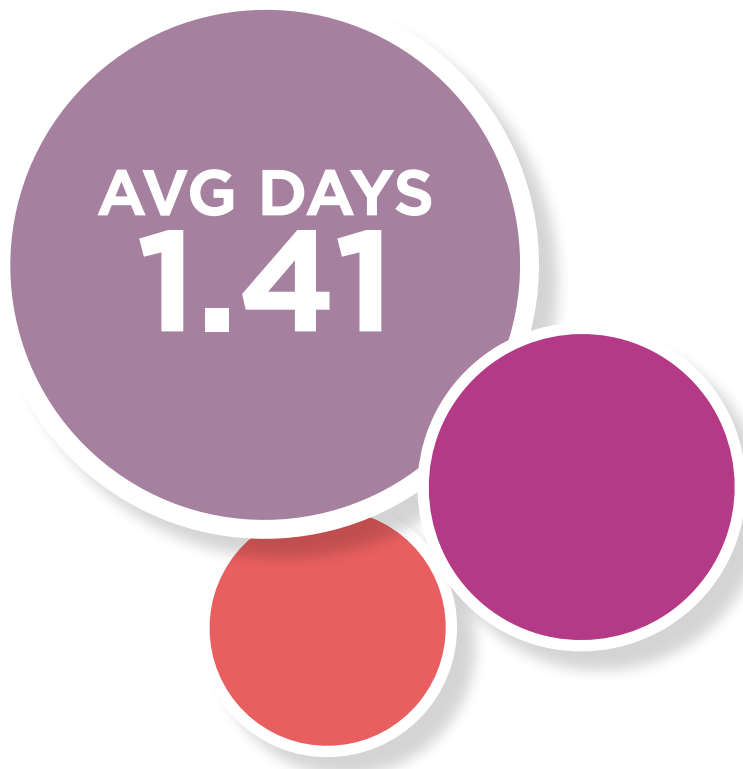
BALANCED SCORECARD MEASURES

MEASURE:

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

DEFINITION: This measure calculates the average number of days from the date an application is deemed qualified to the date the license is issued. The professions and initial applications measured are those defined and approved by each Board's Executive Director under the Florida Department of Health that were not cancelled or generated in error.

INITIATIVE: To improve the licensing application to remove non-value-added steps, the Bureau of Health Care Practitioner Regulation analyzed a sample of applications to improve both the process and the applications themselves, making changes and suggesting law and rule changes to apply best practices across all board offices in order to meet the goal of licensing qualified applicants as quickly as possible.



TARGET= 1 DAY Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

BALANCED SCORECARD MEASURES

MEASURE: **Average number of days to process a renewal application for a qualified applicant**

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 (e.g. the postmark date) 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 was approved. If a deficiency letter was sent, the measure is adjusted to the number of days from the date the renewal fee is 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: The Bureau of Operations recognizes the need to timely renew health care practitioner licenses to ensure the continued health care services to the people of Florida. The Bureau's System Support Services and Application Team identified and implemented a technologic solution that allows MQA to reconcile credit card payments in near real-time. Licensees, employers and consumers will now see updates to a practitioner's licensure status and expiration date reflected on MQA's license verification website within an hour of renewal. This solution reduced licensure renewal processing time from 3.7 days to .24 days, a 94 percent decrease, resulting in an estimated annual cost savings of \$15,956,706. This project lessened the processing time for qualified applicants that completed all parts of their application and were only waiting on payment to be processed. It also allows for continued health care services to the people of Florida without delay, thereby assisting Florida in becoming the healthiest state in the nation.



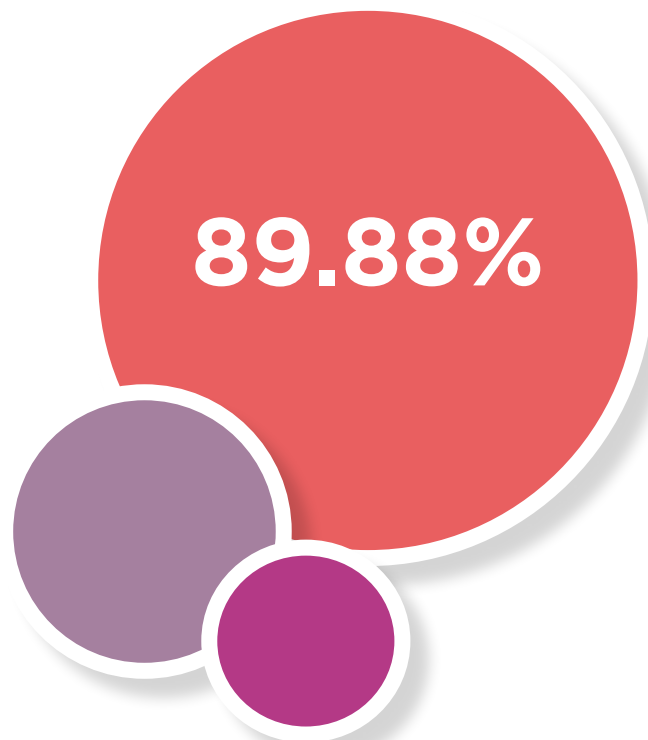
TARGET= 1 DAY Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

BALANCED SCORECARD MEASURES

MEASURE: **Percent of sterile compounding pharmacy inspections without serious deficiencies**

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 do not pose a threat to the health, safety and welfare of the public.

INITIATIVE: To continue improving inspection deficiency results for sterile compounding pharmacies, the Bureau of Enforcement conducted monthly conference calls with inspectors to review sterile compounding results, enabled inspectors to provide education to pharmacy staff during annual inspections, and will provide continuing education to senior pharmacists to ensure they are current on federal compounding regulations.



TARGET= 95% Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

MQA FINANCIAL DATA



MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
BEGINNING CASH BALANCE 07/01/13	\$20,70,993	\$10,162,298	\$30,333,291
REVENUES 03/31/2014	\$ 64,722,861	\$1,907,870	\$66,630,731
TOTAL REVENUES	\$ 64,772,861	\$1,907,870	\$66,630,731
EXPENDITURES 03/31/2014	55,898,379	349,692	56,248,071
TOTAL EXPEDITURES	55,898,379	349,692	56,248,071
ENDING CASH BALANCE 12/31/2013	28,995,474	11,720,477	40,715,950

LICENSEE DATA



QUARTERLY SUMMARY	
APPLICATIONS RECEIVED	27,465
APPLICATIONS PROCESSED	18,400
LICENSES ISSUED	21,226

[Detailed Report by Profession](#)

UNLICENSED ACTIVITY DATA



QUARTERLY SUMMARY	
COMPLAINTS RECEIVED	142
REFERRED FOR INVESTIGATION	132
INVESTIGATIONS COMPLETED	130
CEASE-AND-DESIST ISSUED	45
REFERRALS TO LAW ENFORCEMENT	56
ARRESTS	0

[Detailed Report by Profession](#)

ENFORCEMENT DATA



QUARTERLY SUMMARY	
COMPLAINTS RECEIVED	4,819
LEGALLY SUFFICIENT	1,283
INVESTIGATIONS COMPLETED	1,247
CITATIONS ISSUED	8
DISMISSED BY PANEL	804
PROBABLE CAUSE FOUND	430
PROBABLE CAUSE DISMISSED	60
FINAL ORDERS	272
EMERGENCY RESTRICTION ORDERS	52
EMERGENCY SUSPENSION ORDERS	26
TOTAL EMERGENCY ORDERS	78
DOLLAR AMOUNT COLLECTED	\$739,636.98
DOLLAR AMOUNT IMPOSED	\$1,020,119.21
PERCENTAGE COLLECTED	73%
CONSUMER SERVICES	2,055
INVESTIGATIVE SERVICES	760
PROSECUTION SERVICES	4,154

[Detailed Report by Board](#)

GLOSSARY



Balanced Scorecard:

A tool to measure whether the key processes performed by MQA (licensing, enforcing, and providing information) support our vision and our strategic objectives.

COMPAS:

Customer Oriented Medical Practitioner Administration System— MQA’s licensure and enforcement database.

Emergency Action:

An action suspending or restricting the ability to practice taken by the State Surgeon General when a licensed health care practitioner poses an immediate 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.

MQA Trust Fund Licensed:

The fees collected from licensees that fund the regulation of licensed health care practitioners.

MQA Trust Fund Unlicensed:

A \$5.00 fee collected at initial and renewal licensure that specifically funds the investigation and enforcement of unlicensed activity laws.

TO REPORT UNLICENSED ACTIVITY CALL

1-877-HALT-ULA

[OR CLICK ON THIS LINK TO VISIT OUR SITE](#)

Contact Us

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

MQA DIVISION DIRECTOR

Lucy C. Gee, M.S.

MQA MAILING ADDRESS

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