



# MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT APRIL 1 - JUNE 30, 2014

As required by Section 456.025(9) Florida Statutes



# DIRECTOR'S MESSAGE



## The Message

The Florida Department of Health (DOH) and the Division of Medical Quality Assurance (MQA) recognized 125 years of Florida 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. This quarter, MQA was recognized with a Prudential Davis Productivity Award for creating an innovative technology solution to reduce license renewal processing time from nearly four days to less than six hours, helping the Division achieve its mission to make health care practitioner licensing easier and faster. MQA also completed an overhaul of board websites with a focus on interactivity that has improved communication, enhanced transparency, and increased access to web services.

Sincerely,

A handwritten signature in black ink that reads "Amy C. See". The signature is fluid and cursive.

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 fourth 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](mailto:medicalqualityassurance@flhealth.gov)

# ACCOMPLISHMENTS

---



## IMPROVING COMMUNICATION

MQA launched updated, interactive websites for the boards of psychology, nursing home administrators, podiatric medicine, and opticianry to improve communication. The redesign simplifies the process of applying, renewing, or verifying a license and provides information on how to file a complaint. The home page displays rotating alerts, news and notifications and provides valuable resources for practitioners and consumers. MQA this year has completed its overhaul of 22 board websites to provide better customer service and encourage feedback.

*All can be accessed at [www.flhealthsource.gov](http://www.flhealthsource.gov)*

---



## ENABLING HEALTHY LIVING

MQA Bureau of Enforcement Investigator Training in May incorporated Healthiest Weight walks and presentations to build awareness of the campaign. Investigators rated Dr. Catherine Howard's presentations as excellent overall, and walks were offered at 5:15 a.m. and 5:15 p.m. Joel Martinez-Galindo from the West Palm Beach office led an enhanced version with added exercise such as sit-ups, lunges and jogging. Promotion about the walks and presentations included health statistics and tips.

---



## PREPARING FUTURE PRACTITIONERS

Dietetics/Nutrition Practice Council member Sheah Rarback, a faculty member in the University of Miami Miller School of Medicine, spoke to Investigative Services Unit investigators during their annual training May 22 about unlicensed practice of dietetics. She explained the difference between a coach, personal trainer and dietitian and helped them understand the profession, with a focus on licensure exemptions and permitted practices.

Board of Respiratory Care Program Administrator Jessica Sapp presented information to students in the respiratory program at Gulf Coast State College in April. This outreach helps prepare upcoming graduates to earn their respiratory credentials and pursue licensure as Florida respiratory therapists, helping them become licensed faster.

Board of Psychology Regulatory Specialist II Michelle Branch presented a licensure overview to the doctoral-level psychology interns at Florida State University. FSU requests a board visit each year to provide interns with helpful information as they are completing doctoral studies and pursuing exam requirements and post-doctoral experience to qualify for Florida psychologist licensure.

---



## MAINTAINING HIGH STANDARDS

The Division of Medical Quality Assurance received a "compliant" status following the National Practitioner Data Bank's (NPDB) 2013 audit of more than 30 professions, which required extensive research and review of disciplinary cases. NPDB compliance audits ensure that all states, health care entities and insurance companies have the most current information on licensees, and facilitate interstate collaboration in health care delivery. NPDB applauded MQA staff for their responsiveness, cooperation and commitment to excellence.

# ACCOMPLISHMENTS

---



## ESTABLISHING BEST PRACTICES

The Board of Medicine was lauded for its innovative policy initiatives in the Federation of State Medical Board Annual Report. In 2013, the Board adopted a “pause rule” that requires surgeons to confirm they have the correct patient, correct procedure and correct surgical site before making the first incision. In addition, a “pause” must be performed again if the physician leaves the room at any time during the surgery. These regulations aim to reduce surgical errors and protect health care consumers.

---



## EXPEDITING LICENSURE

The Board of Osteopathic Medicine licensed 98.89 percent of qualified license applicants within 24 hours of determination of qualified status in the month of March as a result of performance improvement initiatives. The decreased timeframe for initial licensure supports the Florida Department of Health’s goal to expeditiously license health care professionals who meet statutorily mandated standards of competency.

---



## EMPLOYING INNOVATION

MQA’s System Support Services and Application Team received the 2014 Prudential Davis Productivity Award and were recognized at a ceremony in Tallahassee in June for improving the efficiency of MQA’s credit card reconciliation process. The team of Kim Dillenschneider, Rob Stover, Chiquita Williams, Chance Brown, Megan Givens, Diane Dennin, Candy Tyre, Cymeia Hill, James May, Eric Orcutt, Dennis Caldwell, Yuling Zhu, Scott Adkins, Daniela Lee, Allison Stachnik, Matt Bridges, Romeo Parungao, LaTashia Moore, Angela Harrison, and Lola Pouncey demonstrated creativity, innovation and excellence by implementing a technology solution that reconciles credit card payments in near real-time and decreased processing time of license renewals by 93 percent.

---



## PROTECTING THE PUBLIC

The Florida Department of Health issued 50 Emergency Suspension Orders (ESOs) and Emergency Restriction Orders (EROs) during the fourth quarter, April through June, for serious violations including the commission of crimes, violations of standards of care, drug use, impairment, drug diversion and sexual misconduct or student loan defaults. Emergency Suspension or Restriction Orders are not considered final agency action. The individual is entitled to a hearing before final action is taken by a regulatory board or by the Department.

# RECOGNITION



## » Bureau of Enforcement

### **Michelle Miller, Sandra Warner, Robert Yastremski**

MQA Investigators

The investigators were nominated for a 2014 L.E.O. Award and recognized at the ASIS International Law Enforcement Appreciation Luncheon in May as part of a multi-agency operation in Palm Beach, St. Lucie and Volusia counties. About 50 prescription drug overdose deaths were tied to two doctors during a five-year investigation, and they were indicted in 2013. In the nomination, the participants in the investigation were commended for their “long-term cooperation and unwavering commitment.”

## » Bureau of Enforcement

### **Marlene Toledo**

Investigator

Due to her work with the National Insurance Crime Bureau on PIP fraud, Marlene Toledo was nominated for Florida Insurance Fraud Education Committee’s Jerry Zappolo Distinguished Service Award, which recognizes someone for their impact on the fight against insurance fraud. The nominator noted Toledo’s effective interviews and source building during her investigations, and commended her for educating NICB on MQA’s role in fighting PIP fraud. He also said: “Due to her initiative, licenses are being revoked, quality cases referred to DOH and DOH investigators are being trained on PIP Fraud investigations.”

## » EMT/Paramedic/ Radiologic Technologist Certification Unit

### **Amber Greene**

Regulatory Specialist I

Two different licensees commended Amber Greene for her attention to their problems. In one situation, the person had spent two months trying to get a certificate sent in. Ms. Greene took “ownership” and found an alternative, instead of just telling the licensee to re-fax it. In another situation, Greene quickly and courteously helped someone get scheduled for a test. “She made me feel like someone was actually listening and trying to help, and help she did.”

# RECOGNITION



## **EMT/Paramedic/ Radiologic Technologist Certification Unit**

### **Tiquitta Floyd**

Regulatory Specialist II

A radiology licensee applied for renewal at the last minute and Tiquitta Floyd's responsiveness helped her avoid missing the deadline. The licensee had to submit several documents, and Ms. Floyd helped get them approved by the next day. The applicant said: "My manager informed me I would not be able to return to work until that was completed. ... You have helped me save my job."

## **Dietetics and Nutrition Practice Council**

### **Lillie Meinhardt**

Regulatory Specialist II

In one day, Lillie Meinhardt issued six licenses, allowing dietician/nutritionists to get to work faster. Every newly employed dietician/nutritionist in Florida adds an average of \$55,240 to the state's economy.

## **Investigative Services Unit**

### **Michelle Miller**

Investigation Manager

Michelle Miller completed the Governor's 2014 Sterling Board of Examiners Training, qualifying her to participate in the evaluation of the Governor's Sterling Award and Sterling Challenge applications from companies and organizations in the private, public and nonprofit sectors. Her expertise also will assist MQA in its goal to achieve Sterling Excellence.

# RECOGNITION



## Bureau of Operations

### **Rebecca Cash**

MQA Open Government Liaison

Rebecca Cash received the following compliment from a satisfied customer: “I don’t usually do this, but I want to let you know about the outstanding service I received today from Rebecca Cash in response to a public records inquiry. She was extremely knowledgeable, courteous, patient and professional, and provided me with an unexpectedly excellent experience.” Ms. Cash’s commitment to customer service is a testament to the DOH value of Accountability: performing with integrity and respect.

## Board of Psychology

### **Anna King**

Program Operations Administrator

Anna King has been nominated by the Florida Board of Psychology for the Association of State and Provincial Psychology Board’s Ming Fisher Award. This award is given to licensing board administrators who have contributed to the field of psychology through fair, respectful and just licensing and regulatory practices. Ms. King was selected for her stellar service to the Board since 2006 in the capacity of rule-making, legislative implementation, process improvement, and a variety of other mission-critical projects.



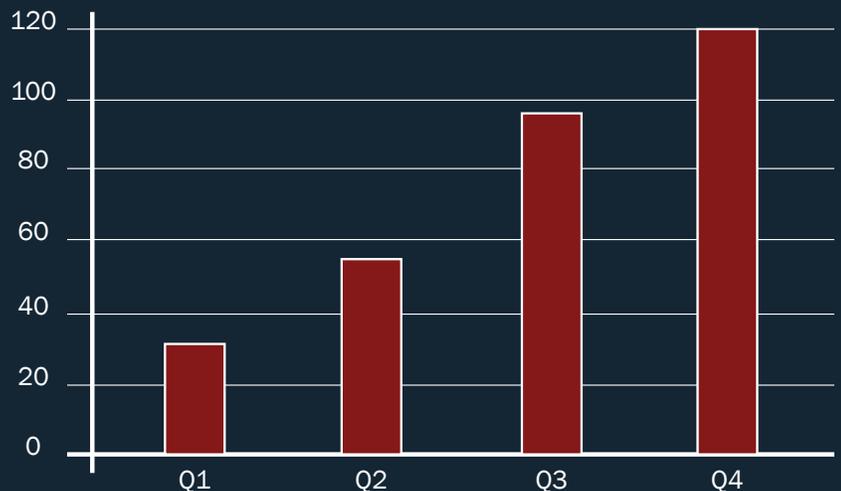
The Division of Medical Quality Assurance (MQA) seeks to create a veteran-friendly regulatory environment to encourage military service members to choose Florida for their health care practice after active duty. A fee waiver program began in fiscal year 2013-2014 to ease most of the financial burden of applying for licensure, and participation grew each quarter. The number of veterans who used the fee waiver system quadrupled from the first quarter to the fourth quarter, saving those applicants more than \$40,000 combined.

## Military Fee Waivers

■ Military Fee Waivers

Fee waiver applications approved  
Fiscal year 2013-2014

First Quarter	30	\$4,420.00
Second Quarter	55	\$8,003.00
Third Quarter	97	\$10,964.00
Fourth Quarter	120	\$17,324.00
<b>Total</b>	<b>302</b>	<b>\$40,711.00</b>



With the beginning of fiscal year 2014-2015, Florida lawmakers expanded the program as part of the Florida GI Bill, extending the fee waiver period to 60 months after honorable discharge and including military spouses. In addition, an expedited process was developed for veterans who apply within 60 days of honorable discharge.

An awareness campaign for the expedited process, called VALOR: Veterans Application for Licensure Online Response, aims to significantly increase the number of veterans applications received by the end of calendar year 2014 and issue licenses for all qualified initial applications within one day. MQA is committed to helping ease the transition of military health professionals into civilian life, and seeks to encourage them to practice in Florida by making the licensure process one that reflects our gratitude for their service.

# Healthiest *weight* Florida

The No. 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. This public-private collaboration seeks to bend the weight curve 5 percent by 2017.

MQA Employee Recognition Committee hosted the Annual MQA Employee Appreciation Day on May 7, 2014. The 279 MQA employees who attended the event were served a “Healthy Portion” lunch, consisting of one three-inch turkey or veggie sub, a bag of chips, a banana and a bottle of water. In addition, employees were encouraged to enter the “Healthy Dessert Cook-Off” contest. The object of the contest was to take an otherwise unhealthy dessert and alter the ingredients to make it healthier without compromising on overall taste. Each contestant was required to submit the before and after nutritional facts along with their dessert on the day of the judging. Sarah Starling, Program Administrator in nursing, won the contest along with a \$25 gift card with her submission of Watermelon Cupcakes.

MQA Investigative Services Unit’s annual training held on May 21-23, 2014, included a new exercise activity titled “Walk a Mile with a Smile.” Employees were invited to participate in a one mile walk around the training site every day at 5:15 am and 5:15 pm. Investigations Specialist II Joel Martinez-Galindo enhanced the workout by leading sit-ups, push-ups, and lunges throughout the walk. The training also featured Dr. Catherine Howard who presented a workshop session on the Department’s Healthiest Weight Florida Initiative. With approximately 50 employees in attendance, Dr. Howard received glowing evaluations such as, “Fantastic training! If the statistics don’t make us change then nothing will.” Following the presentation, ISU was excited about incorporating wellness practices into the workplace.

Go to [www.HealthiestWeightFlorida.com](http://www.HealthiestWeightFlorida.com) for information on resources, partners and activities happening in your community. Watch for the #HealthiestWeightFL hashtag on your favorite social media platform.



## HealthiestWeightFL.com

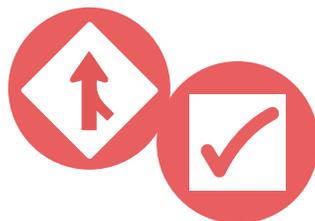
# FLORIDA HEALTH PARTNERSHIPS

## WHY PARTNER WITH MQA?

By sharing knowledge and resources through partnerships with law enforcement agencies, other governmental agencies and community groups, MQA has improved compliance by health care practitioners and facilities, and helped stop dangerous, unregulated activity. Many of these successful partnerships are focused on MQA's Unlicensed Activity program, which protects Florida residents and visitors from the potentially dangerous consequences of receiving health care services from an unlicensed person.

In May, the Orlando Unlicensed Activity Unit (ULA) conducted a joint operation with the Osceola County Investigative Bureau that led to the arrest of Gustavo Aranguren Hernan on charges of the unlicensed practice of dentistry. Law enforcement officers found a fully equipped dentistry office in Aranguren's garage, and he confessed to practicing dentistry out of his home without being duly licensed. He indicated he had treated about 200 patients over a year and a half. Officers confiscated \$112,800 in cash. Aranguren was served a cease-and-desist order and surrendered on an arrest warrant in June.

The Florida Department of Health's Fort Lauderdale Unlicensed Activity (ULA) Unit with Pembroke Pines Police Department, Broward Sheriff's Office (BSO), and US Food and Drug Administration (FDA) in April during a search warrant execution found Alejandra Tobon performing plasma transfer, a cosmetic procedure, in a residence in Pembroke Pines. He was charged with the unlicensed practice of medicine. Officers also discovered two elaborate exam rooms, containing a total of four examination tables, drugs, and medical equipment used for different cosmetic procedures, such as skin rejuvenation, Botox, filler, vitamin injections, plasma therapy, and carboxy therapy.



# STOPPING UNLICENSED ACTIVITY



In March, MQA's Palm Beach Unlicensed Activity Unit performed a joint investigation with the Palm Beach Multi-Agency Diversion Task Force that led to the arrest of Jon Rubenstein, who was charged with the unlicensed practice of medicine. Rubenstein falsely advertised that he performed stem cell injections, but he was actually performing a platelet-rich plasma procedure. Also in May, MQA's Palm Beach ULA Unit announced a second joint investigation that led to the arrest of Jhanna Novikov for the alleged unlicensed practice of medicine. A victim stated that Novikov injected her with unknown filler, causing her to seek additional medical attention due to the adverse effects of the injections.

During the fourth quarter, MQA announced a collaboration with the Florida Department of Education to reach out to the often underserved populations and migrant communities who fall victim to unlicensed health care activity. This partnership with the Bureau of Federal Educational Programs-Migrant Education Program (MEP) will help spot unlicensed activity and head off serious harm caused by this felony crime. The joint agency team developed resources and educational materials aimed to inform underserved and migrant communities who are often victims of unlicensed activity. And during 2014, the Miami Investigative Services Unit has partnered with the Agency for Health Care Administration's (AHCA) Medicaid Fraud Unit, the Attorney General's Medicaid Fraud Control Unit (MFCU) and Human Health Services (HHS) to combat Medicaid fraud in pharmacies. The agencies meet quarterly to discuss trends in fraud and develop strategic planning to identify fraud. In May, the agencies met in Tampa to create the same partnership in the central district.



# BALANCED SCORECARD MEASURES

.....

## 4TH QUARTER FISCAL YEAR 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](http://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:

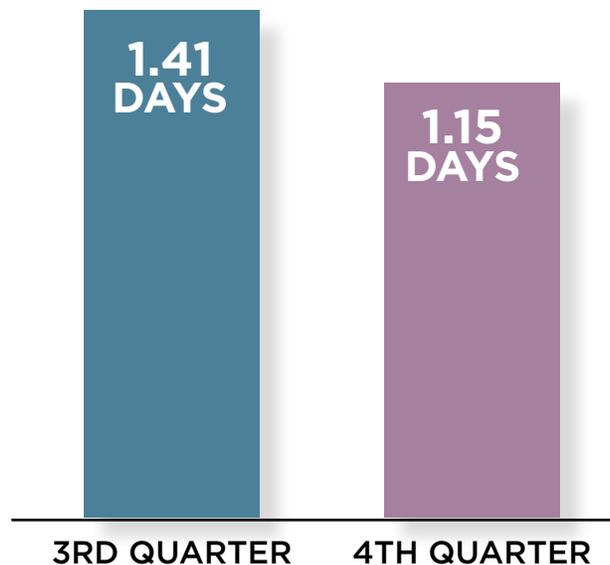
**Average number of days to issue an initial license for qualified applicants**

**MEASURE:** 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

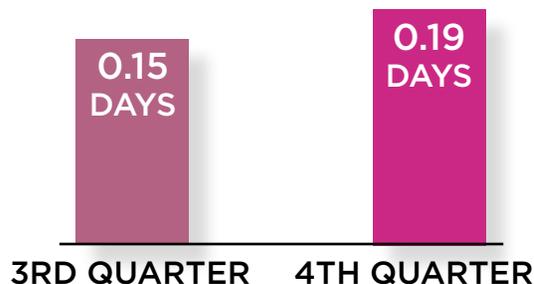
# BALANCED SCORECARD MEASURES

## MEASURE:

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

**MEASURE:** This measure calculates the average number of days to renew a license for healthcare 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 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:** The Bureau of Operations recognizes the need to timely renew health care practitioner licenses to ensure 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% decrease resulting in an estimated impact of \$15,956,706 back into Florida's economy. 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**

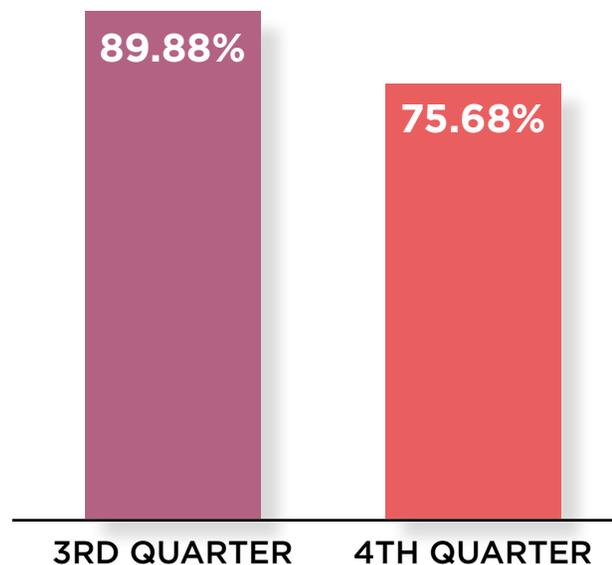
Data Source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

# BALANCED SCORECARD MEASURES

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

**MEASURE:** 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 Board of Pharmacy in collaboration with the Bureau of Enforcement will hold a workshop for industry stakeholders during the first quarter of fiscal year 2014-2015 to review and provide education on the updated sterile compounding inspection form. Attendees will receive continuing education credits for attendance.



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

# FINANCIAL DATA\*



MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
BEGINNING CASH BALANCE 07/01/13	\$20,170,996	\$10,162,294	\$30,333,290
TOTAL REVENUES	\$79,997,941	\$2,422,574	\$82,420,515
TOTAL EXPEDITURES	\$79,173,680	\$956,216	\$80,129,896
<b>ENDING CASH BALANCE 6/30/2014</b>	<b>\$20,995,254</b>	<b>\$11,628,656</b>	<b>\$32,623,910</b>

\* Totals are cumulative

# LICENSEE DATA\*



QUARTERLY SUMMARY	
APPLICATIONS RECEIVED	34,892
<b>LICENSES ISSUED</b>	<b>27,216</b>

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

[Detailed Report by Profession](#)

# UNLICENSED ACTIVITY DATA\*



QUARTERLY SUMMARY	
COMPLAINTS RECEIVED	246
REFERRED FOR INVESTIGATION	190
INVESTIGATIONS COMPLETED	181
CEASE AND DESIST ORDERS ISSUED	72
REFERRALS TO LAW ENFORCEMENT	78
ARRESTS	1

\* Includes referred non-jurisdictional cases

[Detailed Report by Profession](#)

# ENFORCEMENT DATA



<b>QUARTERLY SUMMARY</b>	
COMPLAINTS RECEIVED	5,097
LEGALLY SUFFICIENT	1,360
INVESTIGATIONS COMPLETED	1,295
CITATIONS ISSUED	10
DISMISSED BY PANEL	854
PROBABLE CAUSE FOUND	415
PROBABLE CAUSE DISMISSED	68
FINAL ORDERS	390
<b>Emergency Orders Issued</b>	
EMERGENCY RESTRICTION ORDERS	38
EMERGENCY SUSPENSION ORDERS	17
TOTAL EMERGENCY ORDERS	55
<b>Fines and Cost Data for Current Licenses</b>	
DOLLAR AMOUNT COLLECTED	\$2,948,248.00
DOLLAR AMOUNT IMPOSED	\$3,553,933.10
PERCENTAGE COLLECTED	82.96%
<b>Pending Workload</b>	
CONSUMER SERVICES	2,422
INVESTIGATIVE SERVICES	688
PROSECUTION SERVICES	4,096

[Detailed Report by Board](#)

# 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.

**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 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

Department of Health  
Medical Quality Assurance  
4052 Bald Cypress Way  
Bin C-00  
Tallahassee, Florida 32399-3256  
Phone: 850-245-4224  
FAX: 850-414-8209

## Email

*[MedicalQualityAssurance@flhealth.gov](mailto:MedicalQualityAssurance@flhealth.gov)*

## Website

*[www.flhealthsource.gov](http://www.flhealthsource.gov)*

