

# MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT APRIL 1 - JUNE 30, 2015

As required by Section 456.025(9) Florida Statutes



FLORIDA DEPARTMENT OF HEALTH,  
DIVISION OF MEDICAL QUALITY ASSURANCE



# Director's Message



It is with great pleasure I present to you the Quarterly Performance Report (QPR) for the fourth quarter of fiscal year 2014-15. This is an exciting time for public health in Florida. As Florida's population has grown 5.5%, Florida's health care workforce has increased by 15.9% since 2010. To support this growth, the Division of Medical Quality Assurance (MQA) upholds Florida's public health legacy making licensing and regulation more efficient – so Floridians get to work faster and easier. MQA strives to become the leader in health care quality regulation and has the unique opportunity to inform, educate and establish a presence in the community it works to protect. During the fourth quarter the Division conducted a variety of outreach efforts to further develop and strengthen relationships with its key partners and stakeholders. Our role in regulating health care providers and sharing information with consumers is integral to the Department's mission to protect, promote and improve the health of all people in Florida. This report includes information about our outreach, key performance measures and information about employees who made it all possible.

Lucy Gee,

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

MQA Division Director

## Bureau Messages

### BUREAU OF ENFORCEMENT

The Bureau of Enforcement's Unlicensed Activity program protects Florida residents and visitor from the potentially serious consequences of receiving health care services from an unlicensed person. During the last quarter, the program continued its outreach efforts by hosting law enforcement meet and greets in area field offices, speaking engagements at the Florida Sheriff's Association and continued outreach through movie trailers and gas pump advertising. While the local area office meet and greets and speaking engagements at conferences helped get the message out to our local law enforcement partners, the overall community outreach had the potential of reaching millions of people in Central and South Florida.

### BUREAU OF HEALTH CARE PRACTITIONER REGULATION

The Bureau of Health Care Practitioner Regulation knows reaching its licensees with the necessary information is critical, and is continually increasing its outreach efforts. In order to improve access to laws and rules testing for each profession, beginning in July 2015 these tests will be administered by national testing providers. The Florida Board of Nursing received positive feedback following the launch of their magazine *The Florida Nursing Quarterly*, which keeps the state's licensed nursing community abreast of important regulatory updates, licensing and renewal. The Board of Medicine's first bimonthly newsletter, which provided updated information on disciplinary statistics, licensure statistics, rule hearings, and more, also received a positive response. Also during this quarter, the Board of Pharmacy's Controlled Substance Standards Committee worked with patients and the health care community to identify real solutions and make recommendations to address the challenges Florida's patients face in obtaining their prescriptions to control pain.

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 fourth quarter of fiscal year 2014-15 provides statutorily required information on revenue, expenditures and performance measures, and highlights MQA's accomplishments, outstanding employees and successful partnerships.

# Executive Summary

## BUREAU OF OPERATIONS

During the fourth quarter, the Bureau of Operations (BOO) participated in several outreach efforts to establish a presence within the community and develop new partnerships. The Bureau participated in Public Health Week at the Florida Capitol where staff educated participants on how to verify a practitioner's license and about the dangers of receiving health care from an unlicensed person. Public Health Week concluded with Public Health Day where local groups and businesses provided families with unique opportunities to expand their knowledge on healthy living. Two 5K Fun Runs were also hosted as part of the continuing outreach efforts of the Are You Renewal Ready? campaign. To close the quarter, BOO participated in Tallahassee's Ride for Hope event by hosting a booth at the expo and health fair. The Ride for Hope is an acclaimed event benefitting cancer research, patients and survivors in the community by providing the most comprehensive and compassionate care available.

## ***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

With the economy on the rise, Florida has become the privileged home to an increased health care workforce. The population of licensed health care practitioners in Florida increased by 15.9 percent since 2010 while the resident population increased by only 5.5 percent. MQA received 41,189 license applications and issued 28,632 licenses in the fourth quarter, and the Department of Health has made a concerted effort to reduce regulation and eliminate unnecessary barriers to licensure. Because of new continuing education reporting requirements for licensees, you will see a section in the Quarterly Performance Reports (QPR) this year dedicated to the rollout. Our Are You Renewal Ready? campaign is in its second year, but with mandatory reporting requirements, outreach efforts have been doubled.

## ENFORCEMENT

MQA received 369 complaints of unlicensed activity, referring more than 90 percent for investigation. This quarter, 109 cease and desist notices were given to unlicensed practitioners, whose unregulated and illegal activity could be disfiguring and even deadly to its victims. In an effort to protect the public, this quarter saw a 35.4 percent increase in investigations completed compared to the previous quarter.

## FINANCES

Licensing fees brought in \$68 million in the second quarter, over \$1 million 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. 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.

### ***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.



The Florida Department of Health, American Electrology Association and Prometric launched registration for the first-ever computer-based testing of prospective Florida Electrologists on June 12, 2015. This change represents a modern shift from quarterly, centralized exams, which created delays in completing the licensure process and additional costs to candidates having to travel to take the paper-based examination. It is anticipated that this new process will allow candidates to obtain licensure and began to work in less than half the previous timeframe.



Jennifer Wenhold, MQA Strategic Planning Services Manager, met with the Florida Department of Veterans' Affairs Communications Director, Lt. Col. Steve Murray, to take the armed forces licensing program to the next level. During their brainstorming session, innovative opportunities were discussed to help honorably-discharged veterans seek licensure in a health care profession using both expedited licensure processing and the VALOR program.



### SYSTEMS SUPPORT SERVICES

In an effort to streamline operations and increase efficiency in business practices, MQA's Systems Supports Services, the MQA Applications Development team and CE Broker established an automated solution to upload compassionate use course data into LEIDS. The compassionate use file contains the records of practitioners who have completed the eight hour course required to prescribe medical cannabis. An electronic solution was also established between MQA and the Office of Compassionate Use (OCU) to provide this data so the OCU can publish the list on their website for consumers who are looking for doctors authorized to prescribe this medication.



## COLLABORATION

We use teamwork to achieve common goals and solve problems.



Thirty-six facilities throughout eight Florida counties received on-site visits April 27-30, 2015, as promotion of the Department's Are You Renewal Ready? campaign continues. Facility outreach encompassed nine hospitals, 18 nursing homes and nine assisted living facilities. Points of contact included facility administrators, directors of nursing and directors of human resources. Discussion focused on how to use the FLHealthSource.gov website, emphasis on completion of continuing education/continuing medical education (CE/CME) hours prior to license renewal, a highlight on upcoming Are You Renewal Ready? webinar dates and other useful tips and guidelines.



MQA regulatory specialists Traci Zeh, Shinita Miller, Marquita Walker and Jocelyn Hart recognize the importance of licensing physical therapists as quickly as possible to "Keep Florida Working" and strive to expedite the licensure process. Over the last two years, they have worked diligently to reduce the average number of days to issue a license by 17.89 days. This represents a 14% reduction despite a 6.5% increase in applications over the past 12 months. The annual mean wage in Florida for a physical therapist is \$84,030 and \$60,290 for physical therapist assistants, so the ability to begin work as quickly as possible has a positive and long-lasting impact to the state's economy.



Karen Lambert, Alicia Cartwright and Nick Van Der Linden, with MQA's Strategic Planning Services, attended the annual Florida Pharmacy Association meeting to host a 5K Fun Run and inform practitioners about reporting continuing education. The team had a great reception and those who signed up for the 5K received Healthiest Weight promotional material and a free t-shirt. The team managed to register 86 people for the race, many of whom said they enjoyed it and that they will do it again next year.

## ACCOUNTABILITY

We perform with integrity.



Brandi May, Administrative Assistant II with the Bureau of Health Care Practitioner Regulation, received recognition from several staff members including executive director Sue Foster. Brandi displays the department's accountability value by being a team player and going the extra mile. Brandi rescheduled her leave during a critically busy time and provided staff and supervisors with the extra support that was needed. Sue said she is very appreciate "especially knowing that we can depend on (Brandi) during critically busy times in the office."



Jutika Maharaj, Government Analyst with MQA's Web Support Services, and Cynthia Ritter, Program Operations Administrator for the Board of Dentistry, showed extraordinary efforts on a late Friday afternoon before the Memorial Day holiday weekend. Ms. Maharaj and Ms. Ritter were asked to amend the Board of Dentistry agenda in regard to a highly-publicized case just moments before deadline. With the pressure of multiple calls to the Department about the case and the seven-day agenda deadline only moments away, the duo worked hard to ensure everything was updated and available to the public on time.



Elizabeth Castillo, Investigations Specialist, displays the ICARE value of accountability by continuously working hard to complete inspections in a timely manner and providing excellent customer service. For the current year, Ms. Castillo has completed 200 Dispensing Practitioner inspections and 472 Pharmacy inspections for a total of 679 completed inspections. She is well respected by her colleagues and always willing to assist her co-workers in any manner she can. Her consistent attention to detail ensures inspections are done correctly.

## RESPONSIVENESS

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



MQA's inspection program helped two businesses who were having trouble opening on time due to errors in their application packets and misunderstandings about requirements prior to having licenses issued. The inspection program was working hard to finish up a big year of inspections before June 30, and was able to sort out the application problems, complete the inspection that same day and get licenses issued immediately. This means two new Florida businesses and licensed health care providers are safely available to the public and working on time.



John Woodburn, Government Analyst with MQA's System Support Services, received praise from Jason Mundy from the Florida Department of Health's Bureau of Vital Statistics in Jacksonville. According to Mr. Mundy the services he has received from Mr. Woodburn have been excellent. "Before he took over, it was not unusual for us to wait three business days or more for a response," Mundy said. "Now we are receiving our data extraction the same day, which has increased our overall efficiency."



Joseph Lesho, Program Operations Administrator, for the Board of Chiropractic Medicine and Clinical Laboratory Personnel, understands the importance of teamwork and has been a big help to MQA investigators throughout Florida. Mr. Lesho is often contacted to help with license verification and exemplifies the Department's value of responsiveness. One field investigator said Joseph is "always extremely helpful and quick at responding. He is definitely an asset to your Department and to the state of Florida."

## EXCELLENCE

We promote quality outcomes through learning & continuous performance improvement.



Garnet Nevels, Government Analyst II with MQA's Strategic Planning Services, was recognized by the American Massage Therapy Association of Florida (AMTA FL) for her support of the massage therapy profession regarding mandatory renewal scheduled for August. The AMTA FL formed a Gold Partnership with CE Broker, the official continuing education tracking system for the Florida Department of Health. Their members will now receive a \$5 discount when subscribing to CE Broker's Professional Account.



Alexandra Meredith, Sophia Sutton, Michelle Creque, Shatericka Jackson, Daria Howard and Melanie Perdue, employees within MQA's customer contact center, were announced as Agents of Excellence for the month of May. The contact center provides front line support to applicants, licensees and health care consumers seeking information regarding licensure in Florida. The selected agents were recognized for their efforts in achieving the lowest talk time, the lowest transfer rate and most calls answered.



LaTosha Wilson, Regulatory Specialist II, with the Bureau of Health Care Practitioner Regulation serves as a reflection of the Department's commitment to customer service excellence. Applicant Michael Brodsky reached out to Executive Director Sue Foster and stated, "Her (LaTosha) compassion, empathy and extraordinary degree of professionalism cannot go unnoticed. Natasha exemplifies a genuine holistic approach in working with those who call upon her; she really cares and her knowledge base is solid."

# Board Accomplishments







Dr. Bobby L Hutchinson and Dr. William C. Horsley III were selected by the Board of Chiropractic Medicine to receive the Outstanding Service Award for providing volunteer chiropractic services to the city rescue mission in the Jacksonville area. Each year the board recognizes chiropractic physicians who exemplify excellent service and bring credit to the profession of chiropractic medicine. Congratulations to both Dr. Hutchinson and Dr. Horsley III.



The Florida Board of Nursing provided orientation and training to Dr. Derrick Glymph, Ms. Lisa Johnson, Dr. Ann Hubbard, and Ms. Lori Desmond as new board members on March 30, 2015 in Tallahassee. Training included an overview of the board and its licensure functions, Sunshine Law, and the disciplinary process. Former board member Barbara Kemp joined the orientation to offer her perspective and insight following eight years of dedicated service. Florida Department of Health Chief of Staff, Jennifer Tschetter, also met with the group to express the State Surgeon General and Secretary of Health's appreciation for their willingness to serve.



Dr. Julie Mayer Hunt, member of the Florida Board of Chiropractic Medicine, presented a Chiropractic Orthospinology Basic II class through the Society of Chiropractic Orthospinology on May 2. Dr. Hunt is President of the society, and is the International Chiropractors Association's 2014 Chiropractor of the Year. The class provided chiropractors the opportunity to meet their counterparts and compare similarities and differences in their practice in providing services as chiropractic physicians.



The Board of Medicine's Initial Licensure Unit reduced initial licensure processing times significantly from last fiscal year. For the 2014-2015 Fiscal Year to date, board staff reduced the total number of days to issue a license for medical doctors from 106.97 days to 85.32 days, a reduction in processing time of 21.65 days. Board staff also reduced the total number of days to issue a registration for resident and house physicians by over 9 days and reduced the total number of days to issue a physician assistant license by 9.48 days.



# Outreach

The Division of Medical Quality Assurance (MQA) aims to be a leader in health care quality regulation and understands it must foster partnerships with the public in order to do so. This quarter, MQA actively reached out to a variety of businesses and organizations while choosing new and innovative methods to enhance its outreach efforts. MQA will continue these efforts and aims to have increased community presence in the next fiscal year. Some key activities from this past quarter can be seen below.

## Ride for Hope

The Ride for Hope is an acclaimed event benefitting cancer research, patients and survivors in the community by providing the most comprehensive and compassionate care available. It promotes healthy lifestyles through physical activity, health related information and cancer awareness. By hosting a booth, MQA had the unique opportunity to inform, educate and establish a presence in the community it works to protect. Participants at the expo had the chance to take part in the Department's interactive Healthy Promise campaign, which encouraged people to work toward a healthier tomorrow by taking the small step of making a healthy promise.

The event took place June 12-13 and allowed MQA to further develop and strengthen relationships with its key partners and stakeholders. Collaboration is critical, especially for MQA's Bureau of Enforcement, which works to protect Florida's residents and visitors from dangerous and unscrupulous health care. Educating the public about these dangers will allow them to make more informed decisions about their health and MQA's presence at these events provides invaluable service to the community.



MQA employees participated in the 10th Annual Ride for Hope event June 12 in Tallahassee. One of the event founders, Jenny Farrah (bottom right), met with them at their display table.



## Public Health Week

MQA had several bureaus and programs take part in Public Health Week promotions at the Capitol building in Tallahassee, April 6-11. Efforts were led by Gwen Bailey, manager of Licensure Support Services, Scott Flowers, Unlicensed Activity program administrator, and Debora Hall, Strategic Planning Services Communications manager. Staff educated participants about the dangers of receiving health care from an unlicensed person and how to verify a practitioner's license. Public Health Week concluded with Public Health Day where local groups and businesses provided families with unique opportunities to expand their knowledge on healthy living.



MQA's Strategic Planning Services Communications Manager, Debora Hall, stops to pose for a picture with Denise Whitlock during Public Health Week at the Capitol building in Tallahassee.

## 5K Fun Run

The Department of Health identified weight as the number one health issue and MQA is committed to helping Florida become the healthiest state in the nation. This fiscal year, MQA organized two 5K Fun Runs to encourage everyone to make a commitment to their health. Runs were held at the annual Florida Medical Association and Florida Pharmacy Association meetings where staff promoted the Department's Healthiest Weight initiative along with the Are you Renewal Ready? campaign. Participation in the run served as a reminder that everyone is responsible for taking care of their health, even those in the health care community.



Participants gather for a group photo before their run at the annual Florida Pharmacy Association meeting in St. Augustine on June 27.



# Unlicensed Activity

This section explains how MQA stops unlicensed practitioners: those individuals who perform regulated activities without the proper licensing in Florida, which is generally 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.

## ULA Outreach

The Bureau of Enforcement's Unlicensed Activity (ULA) Program protects Florida residents and visitors from the serious consequences of receiving health care services from an unlicensed provider. April through June of 2015 continued to be a busy time for staff as the program continued its outreach through speaking engagements and presentations outlining the program, providing marketing materials and fostering partnerships. Outreach included:

- The Florida Police Chiefs Association Conference
- Southwest Police Chiefs Association
- Inaugural MQA Lunch and Learn
- 10th Annual Ride for Hope
- Florida Insurance Fraud Education Conference (FIFEC)
- Marion County Sheriff's Office
- 2015 International Association of Human Trafficking Investigators Conference
- Highlands County Sheriff's Office
- Florida Sheriff's Association Conference

## Law Enforcement Partnership

This quarter, in conjunction with support from local law enforcement agencies, the Department carried out Statewide Operation Trigger Point May 13 through 15. The operation culminated in 64 cease and desist notices served to individuals and establishments practicing massage or operating a massage establishment without a license.

To show appreciation for its law enforcement partners, the Bureau of Enforcement recognized several law enforcement partners during its annual investigator training in Orlando. Those recognized include Sergeant Steve Haller, with the Palm Beach County Sheriff's Office, Agent William Cain from the Metropolitan Bureau of Investigation and Sergeant Bobby Green with the Leon County Sheriff's Office. Each office and individual demonstrated exemplary investigative work,

partnership and responsive efforts while working with one of the Department's Investigative Services Units throughout the state.

Consumers are encouraged to verify the license of their health care provider by utilizing the [www.flhealthsource.gov](http://www.flhealthsource.gov) website, or calling 877-HALT-ULA where they can speak directly with an investigator in the Consumer Services Unit. Suspicious or potentially unlicensed activity tips can also be emailed to [haltula@flhealth.gov](mailto:haltula@flhealth.gov).



June 10 through June 12 MQA's Bureau of Enforcement joined Division of Insurance Fraud in attending and presenting at the annual Florida Insurance Fraud Education Conference (FIFEC). ULA Liaison Sidronio Casas gave a two-hour educational presentation titled "Collaboration with Department of Health on Fraud Investigations," which counted for continuing medical education and continuing legal education credits for those in attendance. There were over 1,200 registrants for the record-setting conference. Pictured from left to right are: Chief of Investigative Services Unit (ISU) Chris Ferguson, ULA administrator Scott Flowers, Central District ISU Manager Matt Knispel, ULA Liaison Sidronio Casas, Field Operations Manager Michelle Miller.



# Continuing Education



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

## HELPING HEALTH CARE PROFESSIONALS MAINTAIN CREDENTIALS IN FULL SWING

MQA created the Are You Renewal Ready? (AYRR) campaign to educate health care practitioners, their employers and continuing education/continuing medical education (CE/CME) providers about the new CE/CME requirements. Messaging focused on reporting continuing education as it is completed and avoiding waiting until the last minute. These messages were through direct mail to the practitioner, as well as outreach to our boards, professional associations, hospitals and health facilities. The first groups of health care practitioners to report included dietitians, nutritionists, nutrition counselors and registered respiratory therapists, certified respiratory therapists, and respiratory practitioners (both critical and non-critical care). Their mandatory renewal was May 31, 2015.

## DURING THE FOURTH QUARTER

In the fourth quarter, MQA's Strategic Planning Services (SPS) outreach team provided, continues to provide training around the state of Florida.

SPS Project Coordinator Garnet Nevels and Outreach Team Karen Lambert and Alicia Cartwright presented to 57 associations. Other outreach included:

- 198 site facility visits
- 1140 onsite presentation attendees
- 5,151 webinar attendees
- 29,232 email/phone calls made to facilities
- 5,164 points of contact at FMA first time conference held for young physicians at which AYRR hosted a 5k
- 110 points of contact at Florida Pharmacy Association annual convention at which AYRR hosted a 5k
- Conducted outreach at 10th annual Ride for Hope event in Tallahassee

The CE/CME electronic tracking system, called CE Broker, records the licensee's credits and prompts completion of the paperwork before renewal. 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.

*CE Broker is the official CE/CME electronic tracking system for Florida's health care professionals that records and tracks compliance with CE/CME requirements prior to license renewal. To further assist practitioners, MQA streamlined the website [www.FLHealthSource.gov](http://www.FLHealthSource.gov) to provide quick and easy access to information and simplify the reporting process.*

### **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.*

# 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. The Department of Health recognizes the sacrifices made by members of our military and their families and seeks to make Florida the most veteran-friendly state in the nation by honoring those veterans who have tirelessly sought to improve the health and quality of life for those in the military community.

Through the Florida Veterans Application Licensure Online Response System (VALOR), the Department offers expedited licensure processing for military veterans seeking licensure in a health care profession. Fee waiver eligibility is also available for health care practitioner licenses up to 60 months after honorable discharge for both military veterans and their spouses.

This quarter, the Strategic Planning Services Unit met with the Florida Department of Veteran Affairs to discuss innovative opportunities to help honorably discharged veterans seek licensure in a health care profession. The team also met with Deputy Secretary for County Health Systems, Kim Barnhill, to promote jobs for veterans within the county health departments.

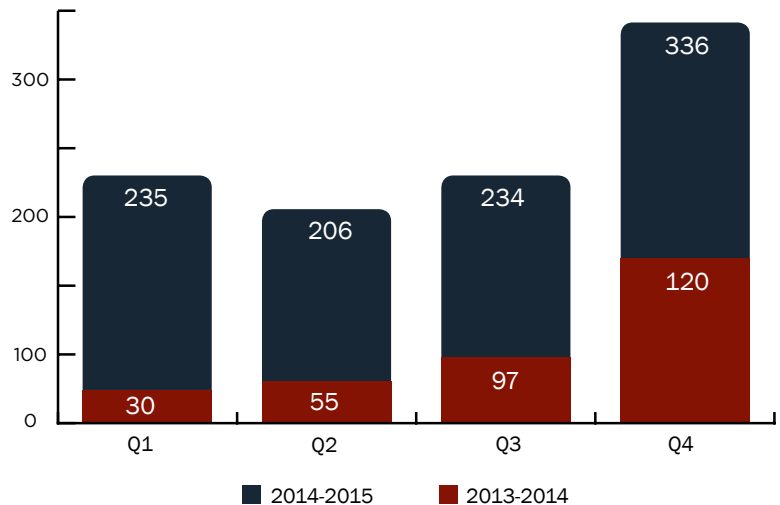


Recent efforts to promote the VALOR program have been noticed by the public. WCTV's Charlene Cristobal is seen interviewing Master Sergeant, U.S. Air Force Retired, and Executive Director of the Board Chiropractic Medicine, Dr. Anthony Spivey following a press release promoting the program in May, 2015.

### VALOR

APPLICATIONS APPROVED IN FISCAL YEAR  
2014-2015: 113

## 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

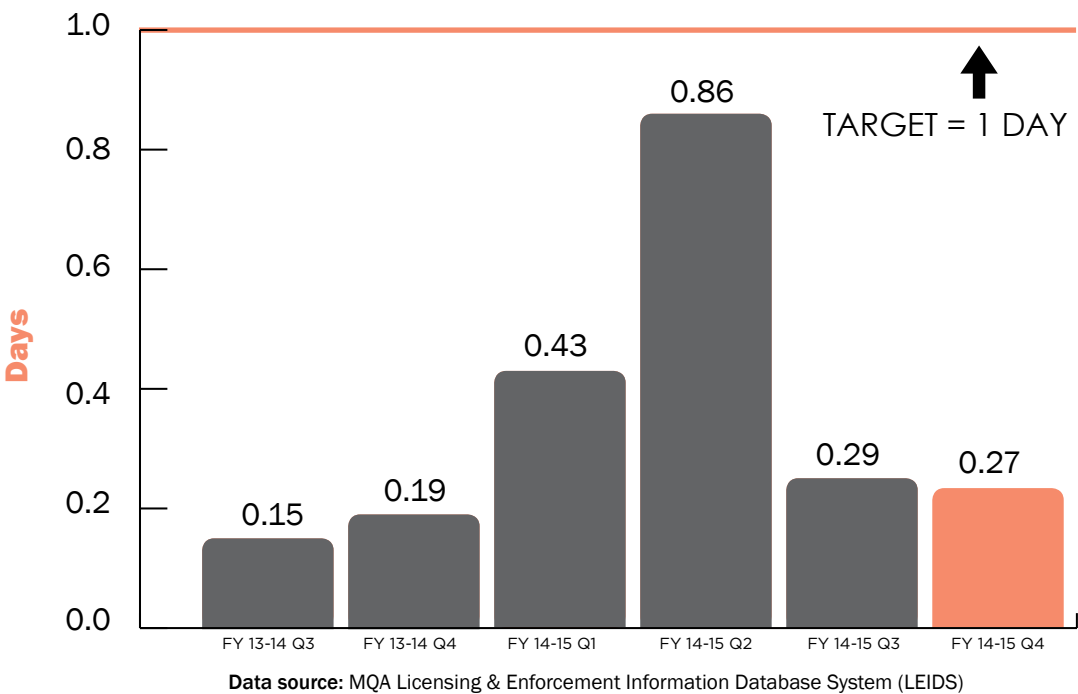
### DEFINITION:

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.

## License Renewal



# BALANCED SCORECARD MEASURES

## MEASURE:

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

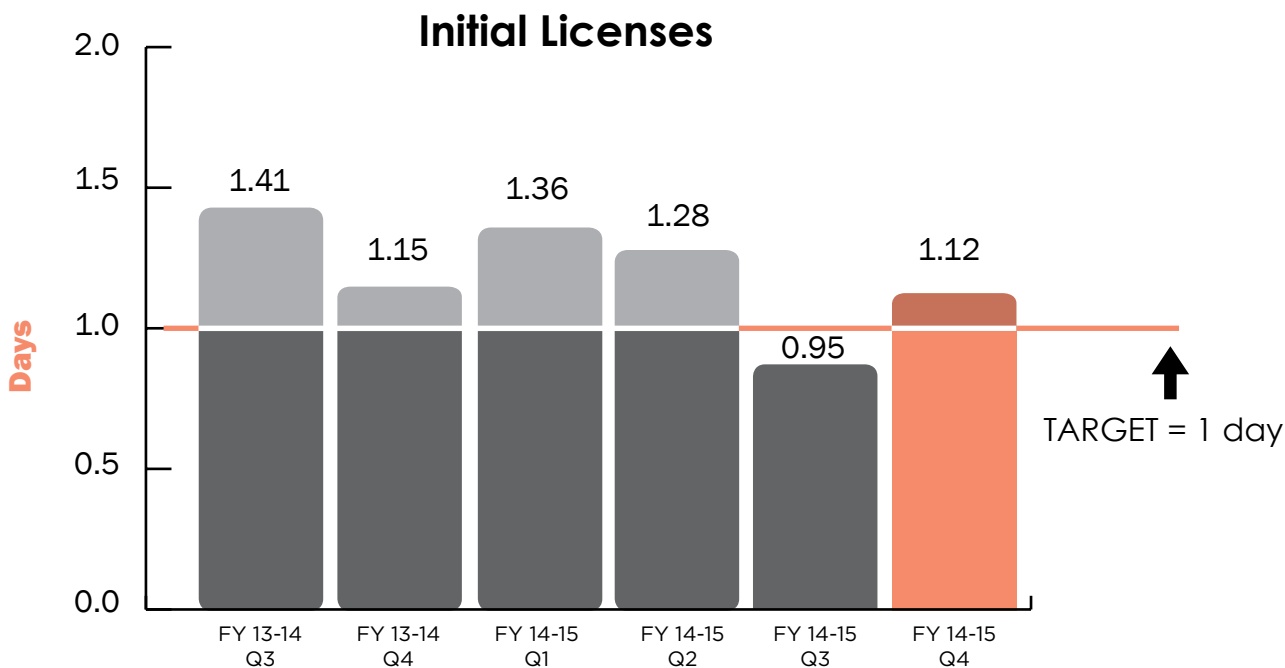
## TARGET: 1 DAY

### 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 the application for one profession was targeted for changes in each board office. The findings will be analyzed to determine where improvements can be made and the board offices will then be charged with applying this same analysis to its remaining professions. The boards remain committed to finding and implementing innovative methods to increase efficiency and get Floridians to work faster.



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



# BALANCED SCORECARD MEASURES

## MEASURE:

Percent of sterile compounding pharmacy inspections with no serious deficiencies.

**TARGET: 95%**

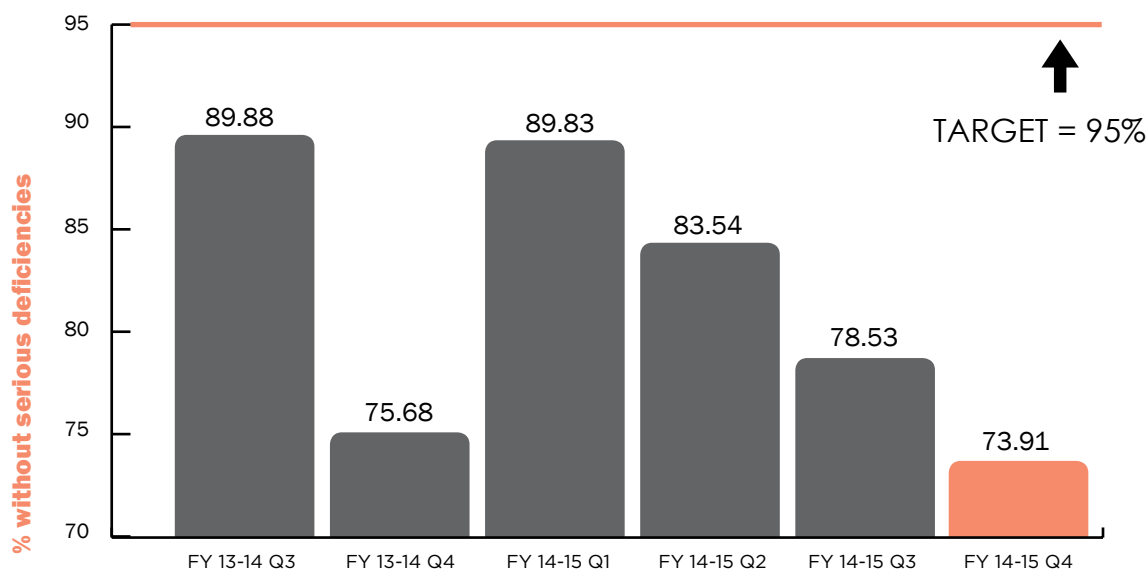
## DEFINITION:

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:

Due to the implementation of USP 797, standards for sterile compounding pharmacies were raised. The Board of Pharmacy adopted the standards into Florida Administrative Code Rule 64B16-27.797, and the Bureau of Enforcement adopted the standards into their inspection forms. To ensure compounded sterile drugs entering and leaving the state are safe and adhere to USP 797 requirements, the following action steps will be carried out. Monthly conference calls will be conducted with MQA inspectors to monitor how new standards are affecting pharmacy passage rates, and all new senior pharmacists will undergo “boot camp” training. Annual “boot camp” refresher training will also be mandatory for all senior pharmacists. In conjunction with the October 2015 Board of Pharmacy meeting, the Bureau of Enforcement will facilitate a meeting to educate pharmacies and pharmacists on common sterile compounding deficiencies. Pharmacies that have substantive deficiencies during an inspection must provide a corrective action plan that is reviewed for compliance and a follow-up inspection will be conducted.

## 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.

Since Fiscal Year 2008-2009, MQA has provided 66 fee scenarios to boards and councils that resulted in 27 professions reducing 81 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.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2014	\$20,995,260	\$11,628,651	\$32,623,911
Total Revenues	\$65,550,070	\$2,516,334	\$68,066,404
Total Expenditures	\$72,342,571	\$1,258,581	\$73,601,152
Ending Cash Balance 06/30/2015	\$14,202,759	\$12,886,404	\$27,089,163

### 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 44 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 Fiscal Year 2014-2015, the Division administered seven exams required for licensing, though by January 2016, all will have moved to national professional organizations.

### QUARTERLY SUMMARY

Initial Applications Received	41,189
Initial Licenses Issued	28,632

\* 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	369
Referred for Investigation	339
Investigations Completed	279
Cease and Desist Orders Issued	109
Referrals to Law Enforcement	81

*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



CLICK TO PLAY VIDEO

# 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 per 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, Florida Statutes, including the commission of crimes, violations of standards of care, drug use, impairment, drug diversion, sexual misconduct or student loan defaults.

QUARTERLY SUMMARY	
Complaints Received	10,333
Legally Sufficient	1,971
Investigations Completed	1,436
Citations Issued	1
Dismissed by Panel	573
Probable Cause Found	380
Probable Cause Dismissed	52
Final Orders	392

EMERGENCY ORDERS ISSUED	
Emergency Restriction Orders	29
Emergency Suspension Orders	26
Total Emergency Orders	55

NUMBER OF ACTIVE CASES	
Consumer Services	7,437
Investigative Services	1,022
Prosecution Services	4,621

FINES AND COST DATA FOR CURRENT LICENSEES	
Dollar Amount Collected	\$576,457.72
Dollar Amount Imposed	\$1,042,696.30
Percentage Collected	55.29%

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.

**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 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.

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

## 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.

**MQA DIVISION DIRECTOR**

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