

MEDICAL QUALITY ASSURANCE QUARTERLY PERFORMANCE REPORT

JULY 1 - SEPTEMBER 30, 2015

As required by Section 456.025(9), Florida Statutes

Q1
Quarter One



FLORIDA DEPARTMENT OF HEALTH
DIVISION OF MEDICAL QUALITY ASSURANCE



Director's Message



Last fiscal year the Division of Medical Quality Assurance (MQA) had great successes. As we embark on a new fiscal year, the division evaluated its goals and set new targets to build upon these achievements. This report includes information on key performance measures for the division and showcases accomplishments for the quarter. It is a way for us to highlight initiatives, projects and customer service that exemplify what we do as an organization.

In the first quarter, MQA held its annual long-range planning meeting and gathered ideas to develop a strategic plan that will shape the next three years to better serve health care practitioners, health care consumers and license applicants. MQA also hosted its second annual Healthiest Weight Liaison meeting. During this meeting representatives from all health care boards and councils came together to discuss action items to promote the Healthiest Weight initiative and improve the health of Florida's citizens and visitors.

As a division, we are proud of our focus on mission- and data-driven results, working to expedite licenses and inspections so Floridians can get to work. With three bureaus to steer the division in a unified direction, priorities are given to having a trained customer-focused workforce making licensing more efficient, identifying unnecessary burdens on licensed health care providers, and protecting Florida's citizens and visitors.

Lucy Gee,



MQA Division Director

BUREAU MESSAGES

BUREAU OF HEALTH CARE PRACTITIONER REGULATION

The Bureau of Health Care Practitioner Regulation is continually increasing its efforts for innovation, collaboration, responsiveness and excellence. Responding to the critical need of Florida patients for access to legitimately prescribed pain medication, the Board of Pharmacy's Controlled Substance Standards Committee identified real solutions and recommendations to address the challenges some Florida patients face in obtaining these prescriptions. Board staff promoted quality outcomes for applicants by speaking at medical and nursing schools, association conferences and worked with educators to produce a two-hour webinar discussing issues related to mental health counselor licensing issues.

BUREAU OF ENFORCEMENT

During the first quarter, the statewide inspection program completed 7,869 total inspections. During this quarter, 222 more inspections were completed compared to last quarter. Utilizing 29 inspectors across 11 field offices, the inspection program supports the Department's mission of protecting, promoting and improving the health of all people in Florida, while also supporting the state's strategic priorities related to global competitiveness and economic growth and prosperity. Inspections supporting this mission include new facility inspections, change of locations, change of ownership, compliance and board-generated inspections, and routine inspections according to each facility-type's practice act.

BUREAU OF OPERATIONS

The Bureau of Operations successfully planned MQA's annual board chair/ vice chair long-range planning meeting in September. Board chairs, vice chairs and MQA strategic planning staff collaborated to discuss MQA's licensing, enforcement, budgetary and technology updates, using a strengths, weaknesses, opportunity and threats (SWOT) survey to facilitate a strategic planning session with board members. Results will be implemented into the development of MQA's strategic plan. The bureau also met with Healthiest Weight Liaisons from its 28 boards and councils and Healthiest Weight Florida staff to produce innovative means to promote the Healthiest Weight Florida initiative among boards, councils, associations and health care professions.



Executive Summary

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

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

LICENSING

MQA received 35,172 license applications and issued 27,449 licenses in the first quarter. 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 most licensees, you will see a section in the 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 increased.

ENFORCEMENT

MQA received 321 complaints of unlicensed activity, referring nearly 90 percent for investigation. This quarter, 133 cease and desist notices were given to unlicensed individuals, whose unregulated and illegal activity could be disfiguring and even deadly to its victims. In an effort to protect the public, this quarter saw nearly a 20 percent increase in notices to cease and desist issued compared to the previous quarter.

FINANCES

Licensing fees brought in over \$18 million in the first quarter, of which over half a million collected is dedicated to combatting 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 INNOVATION
C COLLABORATION
A ACCOUNTABILITY
R RESPONSIVENESS
E 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.



MQA’s Web Support Services announced the launch of the new MQA Help Center this quarter. The Help Center is a self-service support portal that will support both internal and external customers via the web while providing a 24/7 support system. The new Help Center is one of many efforts to streamline operations and increase efficiencies to support sustainable business practices. Future updates will include a Knowledgebase and Self Help feature that will provide answers to popular questions and help customers resolve many issues on their own.



Carla Raby, Regulatory Specialist II, presented information on the pain management clinic registration and inspection program during MQA’s Lunch and Learn series. Ms. Raby discussed the establishment and regulatory aspects of the pain management clinic registration program, including the requirements for registration and inspection, exceptions to the registration requirements, and compliance issues. After her presentation she answered questions from field staff and members of the audience about the program. Ms. Raby’s presentation was an excellent opportunity for MQA staff to gain insight and knowledge into an important regulatory program implemented to protect the citizens of Florida.



In an effort to streamline operations and increase efficiency in business practices, MQA’s Systems Support Services, the MQA Applications Development team and CE Broker established an automated solution to upload compassionate use course data into MQA’s Licensing and Enforcement Information Database System (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.



The Division of Medical Quality Assurance (MQA) Strategic Planning Services (SPS) unit hosted a 5K Renewal Run at the Florida Medical Association's (FMA) Annual Meeting in Orlando on August 1, 2015. This was the third 5K MQA held in conjunction with the FMA. SPS promoted the Are You Renewal Ready? (AYRR) and Healthiest Weight campaigns to nearly 900 FMA attendees. Deputy Secretary for Health, Dr. Celeste Philip, encouraged participants to promote the Healthiest Weight message to their patients, in their workplace and for themselves. The AYRR campaign promotes the continuing education and renewal requirements for health care practitioners. Communications Manager Debora Hall, Strategy Managers Nick Van Der Linden and Jamie McNease, and AYRR Marketers Karen Lambert and Alicia Cartwright facilitated the successful event.



Robin McKenzie, Program Administrator for the Mental Health Professions, worked with educators to produce a two-hour webinar discussing issues related to mental health counselor licensing issues. The webinar was presented on August 14 and covered a variety of topics including Florida's registered intern registration requirements, Chapter 491, Florida Statutes, Qualified Supervisor requirements, and how the board office is involved with licensed mental health counselors and their practices. Ms. McKenzie answered numerous questions throughout the webinar and provided excellent customer service. The PowerPoint presentation is available on YouTube to educators who are interested in understanding the licensing and enforcement process.



MQA and Healthiest Weight Florida recently teamed up to host a meeting with the Healthiest Weight Liaisons to MQA's 22 boards and six councils. Department staff presented on Healthiest Weight Florida's strategic goals and programs. Andre Ourso, Executive Director for the Board of Medicine, and Raphlal R. Gooljar, CPO, MA, Florida Board of Orthotists and Prosthetists member, presented on their Healthiest Weight success stories. Additionally, the board liaisons created work plans and made commitments to promote the Healthiest Weight Florida initiative among their boards and associations and within their practice.

ACCOUNTABILITY

We perform with integrity.



Debra Boutwell and Terence Bethea, regulatory specialists with the Board of Occupational Therapy, demonstrated significant improvements in application processing performance over the past fiscal year. Despite a 9.3 percent increase in applications processed, this team reduced the average number of days to issue a license by 13.95 days, which is a 20.1 percent decrease. Total application processing time was reduced by 5.13 days, which is a 45.7 percent decrease. The annual mean wage in Florida for an occupational therapist is \$80,810 and \$60,650 for occupational therapy assistants. These regulatory specialists have given many practitioners the ability to begin work quickly, which has made a positive and long-lasting impact on the state's economy.



Peggy Taff and Hannah Volz, strategy managers in the Strategic Planning Services unit, recently facilitated a focus group of MQA employees to assess the results of the Department's employee satisfaction survey. The focus group was charged with evaluating the root causes of employee satisfaction in areas that had a mean rating of 3.75 or lower. Additionally, the focus group was asked to develop a team charter and action plan to improve in the areas that were identified. The group will work together to implement the action plan and to improve MQA employee satisfaction over the next year.



On September 12, 2015, Ms. King, program administrator for the Florida Electrolysis Council, presented "2016 Electrologist Licensure Renewal: Florida Department of Health's Mandatory CE Reporting Requirements" at the fall conference of the Electrolysis Society of Florida. Ms. King provided information on the new continuing education reporting requirements for electrologists, which may become mandatory during the profession's next licensure renewal in May 2016. Topics of the presentation included council-approved categories of continuing education credit, the integration of CE Broker into the Department's renewal system and steps for a successful renewal. Outreach efforts to associations improve lines of communication between professionals and the Council office. This improved communication, in addition to the knowledge gained during the presentation, allows professionals to meet their statutory renewal requirements.

RESPONSIVENESS

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



Marquita Walker, regulatory specialist I with the Board of Medical Therapies, received praise from the University of Miami, Department of Physical Therapy for her exemplary customer service. Due to a delay at the University of Miami, many graduates expressed concern they would not be registered for the July National Physical Therapy Examination. However, Ms. Walker worked closely with the students to ensure they would remain on schedule. Dr. Neva Kirk-Sanchez, of the University of Miami stated in a letter that Ms. Walker "exhibited endless patience with our students, calming and advising them throughout the process with utmost professionalism, courtesy and expertise."



Cindy Ritter, program administrator for the Board of Dentistry, assisted Freedom Clinic, USA to ensure they met the statutory requirements for an event held July 21-24 in Ocala. Ms. Ritter worked with Ann Burnett, Director of Freedom Clinic, USA, to ensure the proper paperwork was reviewed and approved for seven participating dentists who were licensed in other states. The dentists were vetted by Ms. Ritter to ensure public protection. The event had approximately 3,200 patient encounters with 2,600 occurring in 2.5 days.



The Investigative Services Unit (ISU) Jupiter Office collaborated with Port St. Lucie Police Department and the Department of Homeland Security (DHS) on an undercover operation resulting in two arrests, and the detainment of a third person for unlicensed practice of massage and solicitation of prostitution. The establishment was also cited for aiding and abetting unlicensed activity. The Ft. Lauderdale ISU office continued the success when they collaborated with Highland County Sheriff's Office to serve a cease and desist order and arrest warrant to an unlicensed person practicing dentistry in Sebring.

EXCELLENCE

We promote quality outcomes through learning and continuous performance improvement.



Carl "Fritz" Hayes, senior pharmacist for the Department's Prescription Drug Monitoring Program, received the 2015 APhA NASPA "Bowl of Hygeia" award at the 125th Florida Pharmacy Annual Meeting and Convention in St. Augustine in recognition of his contributions to the practice of pharmacy in the state of Florida. The "Bowl of Hygeia" award is presented annually by participating pharmacy associations in each of 50 states, the District of Columbia, Puerto Rico, and the 10 Canadian providences. Recipients are selected by their respective associations for their outstanding record of community service.



Barbra Baker, Jocelyn Hart and Sandra Washington, regulatory specialists with the Board of Respiratory Care, have demonstrated significant improvements in application processing performance over the past fiscal year. Despite a 9.5 percent increase in applications processed, this team reduced the average number of days to issue a license by 7.63 days, which is a 25 percent decrease. Total application processing time was reduced by 1.59 days, which is a 31.2 percent decrease. The annual mean wage in Florida for a respiratory therapist is \$53,800. These regulatory specialists have given many practitioners the ability to begin work quickly, which has made a positive and long-lasting impact on the state's economy.



Ms. Angela Densen and Ms. Karrell Goldwire of the Board of Medicine recently received promotions to the position of regulatory supervisor. Ms. Densen and Goldwire have been dedicated employees in the licensure unit of the Board of Medicine for more than 14 years. Their years of service, dedication, and expertise and leadership experience have been a significant contribution to the board's growth, success and progress.

Board Accomplishments





The Board of Chiropractic Medicine worked diligently to create an automated reporting system to track the attendance of licensed chiropractors at a mandatory board meeting within their first year of licensure. The report was created and will be automatically generated in the Licensure Enforcement Information Database System (LEIDS). While chiropractors are required to attend a board meeting within their first year of licensure, they also receive continuing education credit for attending the meeting. Additionally the report will assist board staff in tracking attendance relative to this requirement and will create a more efficient regulation process.



The Division of Medical Quality Assurance (MQA) held its annual Board Chair/Vice Chair Long-Range Planning meeting on September 24. Board chairs, vice chairs, and staff gathered in Tallahassee to discuss MQA's licensing, enforcement, budgetary and technology updates. Additionally, Lucy Gee, Division Director of MQA, presented the results of a survey which provided the board members opportunity to comment on the division's strengths, weaknesses, opportunities and threats (SWOT). Mrs. Gee used the results of this SWOT survey to facilitate a strategic planning session with the board members. The proposed strategies will be used in the development of MQA's Fiscal Year 2015-2018 strategic plan.



Derrick Glymph, CRNA, DNAP, and Lisa Johnson, LPN, RN, both members of the Board of Nursing, have been appointed to key committees within the National Council of State Boards of Nursing. Dr. Glymph will serve on the Advanced Practice Registered Nurse (APRN) Practice Committee through 2017. He will work with the committee to explore the pros and cons of Member Board oversight of APRN education programs and make recommendations to the Board of Directors. Ms. Johnson will join colleagues on the National Council Licensing Exam (NCLEX) Examination Committee until 2018. She will advise the Board of Directors on matters related to the NCLEX examination process and recommend test plans to the Delegate Assembly. In addition, Anna Hubbard, EdD, ARNP, CNE, and Diana Forst, BA, RN, will work with the NCLEX Item Review Subcommittee until 2017 and will assist the NCLEX Examination Committee with item review.



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.

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.

Healthiest Weight Liaison Meeting

MQA hosted the Second Annual Boards and Councils Healthiest Weight Liaison meeting on September 23 in Tallahassee. Healthiest Weight Florida is a public-private collaboration that brings together state agencies, not for profit organizations, businesses and entire communities to help Florida's children and adults make consistent, informed choices about healthy eating and active living. Department staff presented on Healthiest Weight Florida's strategic goals and programs while Andre Ourso, Executive Director for the Board of Medicine, and Raphlal R. Gooljar, CPO, MA, Florida Board of Orthotists and Prosthetists Member, presented on their Healthiest Weight success stories. During the meeting, representatives from all 28 health care boards and councils focused on the role and impact their professions have within Healthiest Weight Florida and how to best promote the initiative. Meeting attendees were also invited to participate in the Department's Healthy Promise Florida campaign. Healthy Promise Florida is an interactive campaign developed by Healthiest Weight Florida to encourage individuals to make a personal commitment to their health.



MQA Division Director Lucy Gee talks to Board of Opticianry Vice Chair John Girdler about his healthy promise. Following last year's Healthiest Weight Liaison meeting Mr. Girdler embraced the initiative and has since lost 30 pounds. He shared his story with attendees, receiving a loud round of applause.



Representatives from board and councils pose for a picture in front of the Healthy Promise board shortly after posting their promises.

Easy Steps to Health @ Work

MQA's Strategic Planning Services (SPS) staff recently joined Dr. John H. Armstrong, State Surgeon General and Secretary, at Florida's Capitol to promote healthy activity. Jamie McNease, Karen Lambert, and Susan Ragsdale worked with the Office of Communications to launch Easy Steps to Health @ Work. Signs were placed in stairwells throughout the Capitol encouraging legislators, residents and visitors to take the stairs instead of elevators. The signs are meant to educate legislators and constituents about how small changes can make a big impact on our overall health. The team also promoted MQA's Are You Renewal Ready? campaign.



Department of Health staff attends event at the Florida Capitol. Pictured from left to right are: James Bradley, Susan Ragsdale, State Surgeon General and Secretary Dr. John Armstrong, Valerie Peacock, Karen Lambert and Jamie McNease.

5K Fun Runs

As part of ongoing outreach efforts, SPS outreach staff work to promote the Are You Renewal Ready? campaign to educate health care practitioners, their employers and continuing education/continuing medical education (CE/CME) providers about CE/CME requirements. During this outreach, staff also organize 5K Fun Runs to encourage people to make a commitment to their health. The 5K Fun Runs also serve as an opportunity to promote the Department's Healthiest Weight initiative and educate participants about making healthy choices. This quarter, staff organized two 5K runs and are already on schedule to surpass last year's total. Runs were held at the Florida Medical Association meeting and the Florida Physical Therapy Association meeting. Both were in Orlando.



Participants gather for a group photo before their run at the Florida Physical Therapy Association meeting in Orlando.

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

During the first quarter of this fiscal year, the Bureau of Enforcement's Unlicensed Activity (ULA) Program was busy building upon last year's success. Additional investigator positions are helping to get more cases resolved in a shorter amount of time. Outreach efforts also continue to grow with representatives from the ULA unit attending and presenting at multiple events during the quarter.

- Hillsborough staff meeting, Tampa
- Board Chairs / Vice Chairs long-range planning meeting, Tallahassee
- New investigator training, Ft. Lauderdale
- Basic investigator training, Tallahassee
- Worker's comp insurance fraud conference, Orlando
- Consumer roundtable event hosted by Florida Bar, Tallahassee
- Pain Management Clinic investigator and inspector training, Tampa
- Florida Sheriff's Association Summer Conference, Ft. Lauderdale
- Florida Psychological Association presentation, Orlando
- Florida Police Chief's Association summer expo, Orlando

Law Enforcement Partnership

The ULA unit always works closely with law enforcement around the state, and several investigations and operations led to arrests during this quarter. One such high-profile case resulted in multiple arrests including a fugitive arrest of Nery Carvajal Gonzalez, as she attempted to re-enter the United States. Representatives from the ULA unit continue to work closely with local law enforcement counterparts to maintain a presence at statewide conferences such as the Florida Police Chief's summer expo and the Florida Sheriff's Association summer conference. Events such as these allow the unit to provide educational material to those in the law enforcement community, make vital contacts, and support and foster the relationships that ensure the safety of our investigators and growth of our program.

Consumers are encouraged to verify the license of their health care provider by utilizing the 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.



ULA Liaison Sidronio "Chilo" Casas has been a critical component of ULA's growing outreaching efforts. (Photo Courtesy of the *Orlando Sentinel*, 2015).

Continuing Education

Are You Renewal Ready?
Point. Click. Record CE/CME.



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 requirements. 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.

DURING THE FIRST QUARTER

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

SPS Project Coordinator Garnet Nevels and Outreach Team Karen Lambert and Susan Ragsdale reached out to 26 associations. Other outreach included:

- 431 site facility visits
- 6,015 onsite presentation attendees
- 3,434 webinar attendees
- 30,894 email/phone calls made to facilities
- 6,487 CE-related calls received by MQA Call Center
- 83 points of contact at Florida Medical Association annual convention at which AYRR hosted a 5k
- 119 points of contact at Florida Therapy Association annual conference at which AYRR hosted a 5k



SPS Outreach Team (shown left to right) Karen Lambert and Susan Ragsdale are joined by Board of Physical Therapy Program Operations Administrator Jessica Sapp at the Florida Physical Therapy Association conference on June 26 in Orlando.

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 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.

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.

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 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.

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, Strategy Managers Hannah Volz and Nick Van Der Linden participated in the third Annual Disabled American Veterans (DAV) Clearwater Chapter 11 Networking and Jobs Fair. The job fair offered recruiters and employers the opportunity to meet and interview potential employment candidates from all over the state. Over the past two years the event has been recognized by Florida Governor Rick Scott, Clearwater Mayor George Cretekos, the U.S. Department of Labor, the late Congressman Bill Young, Congressman David Jolly, Congressman Gus Bilirakis and First Lady, Michelle Obama for creating a productive environment and meeting the needs of military members, veterans, their families and employers.



Hannah Volz (left) and Nick Van Der Linden (right) during the DAV networking and job fair.

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. Three measures were identified as critical components of MQA's strategic priorities. They are: average number of days to process a renewal application for a qualified applicant, average number of days to issue an initial license for qualified applicants, and the percent of sterile compounding pharmacy inspections without serious deficiencies.

MEASURE:

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

TARGET: 1 DAY

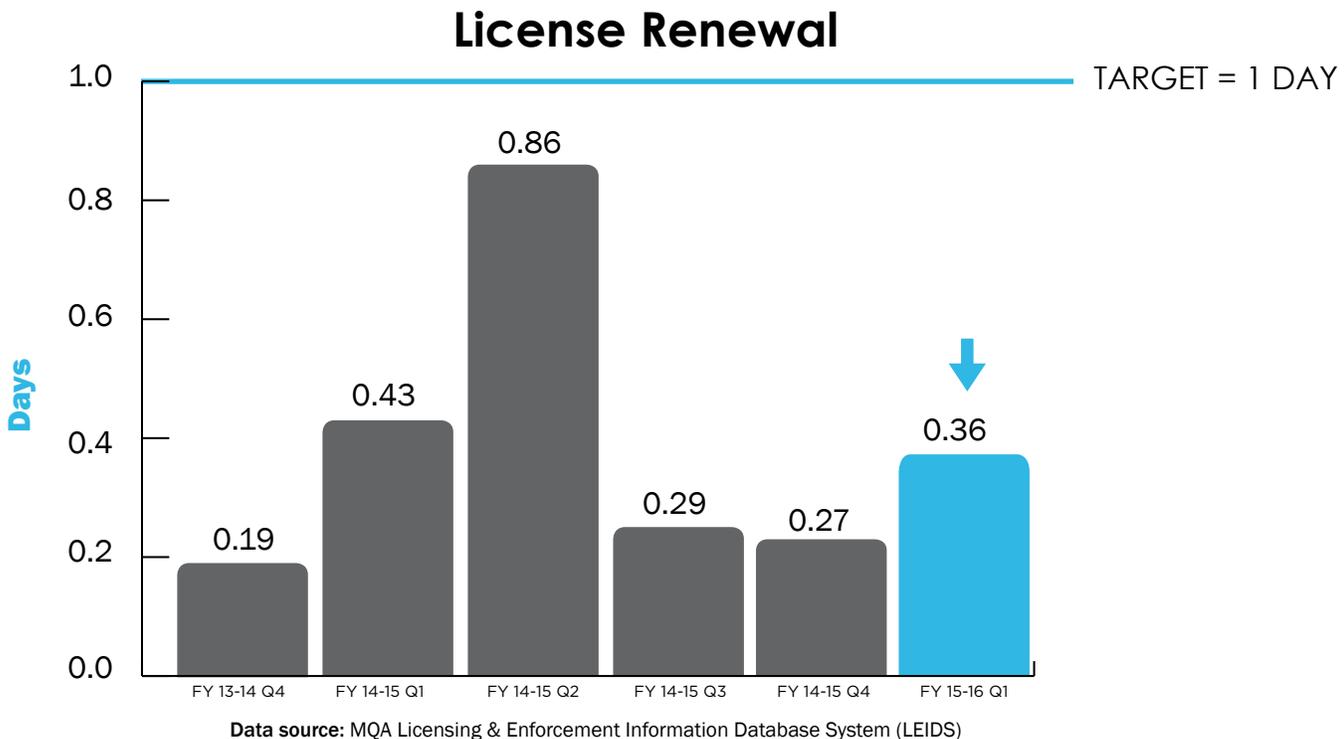
DEFINITION:

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.



BALANCED SCORECARD MEASURES

MEASURE:

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

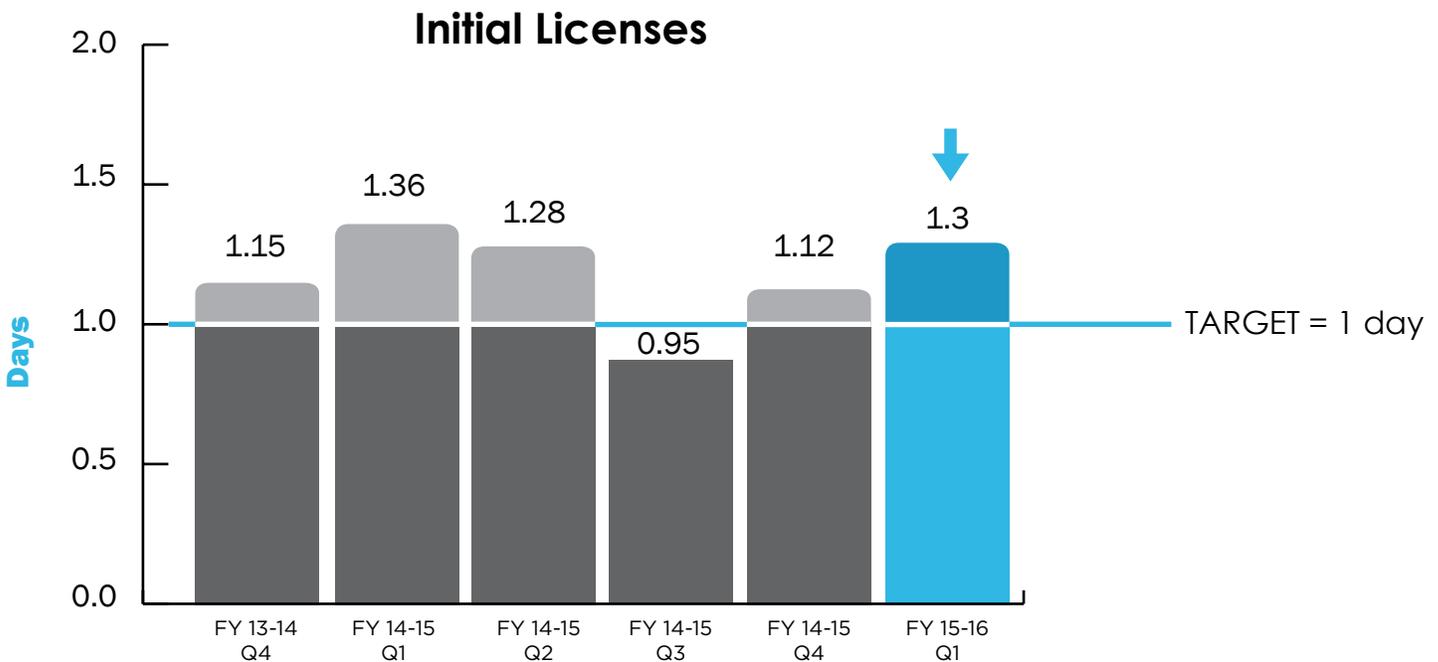
TARGET: 1 DAY

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 withdrawn 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. An MQA Transformation Project Workflow Assessment was presented to each board office to provide recommendations for improving the use of the workflow features within the Licensing and Enforcement Information Database System (LEIDS). In addition, each board office was tasked with identifying deficiencies in applications and providing a work plan to eliminate or ameliorate the delays caused by these deficiencies. The boards remain committed to finding and implementing innovative methods to increase efficiency and get Floridians in public health 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%

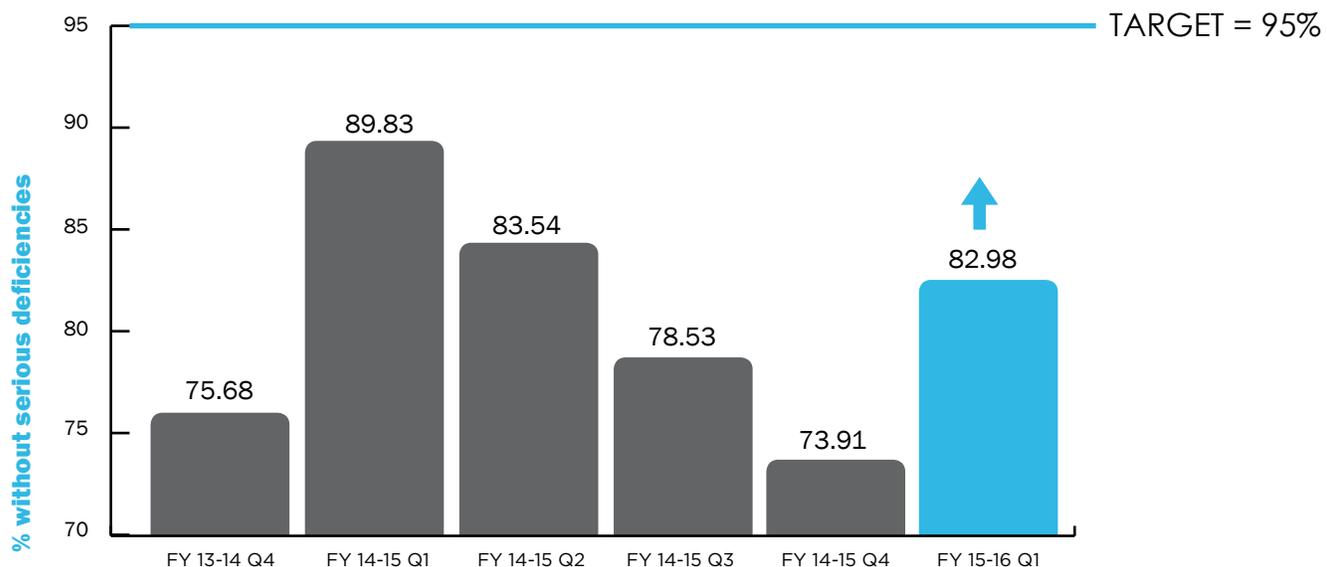
DEFINITION:

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 a 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 U.S. Pharmacopoeia 797 (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. The Bureau of Enforcement will also continue to facilitate USP 797 workshops 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)

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 2009-2010, MQA has provided 62 fee scenarios to boards and councils that resulted in 33 professions reducing 79 fee types and two professions increasing three fee types. Last fiscal year the division presented nine scenarios that resulted in four professions reducing 11 fee types.

MQA TRUST FUND	LICENSED	UNLICENSED	TOTAL
Beginning Cash Balance 07/01/2015	\$14,202,759	\$12,886,404	\$27,089,163
Total Revenues	\$17,556,317	\$663,112	\$18,219,429
Total Expenditures	\$23,595,230	\$372,460	\$23,967,690
Ending Cash Balance 09/30/2015	\$8,163,846	\$13,177,056	\$21,340,902

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	35,172
Initial Licenses Issued	27,449

* 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	321
Referred for Investigation	287
Investigations Completed	314
Cease and Desist Orders Issued	133
Referrals to Law Enforcement	93

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. The Department lacks the authority to pursue many of those complaints 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	6,500
Legally Sufficient	1,573
Investigations Completed	1,529
Citations Issued	2
Dismissed by Panel	683
Probable Cause Found	339
Probable Cause Dismissed	32
Final Orders	273

EMERGENCY ORDERS ISSUED

Emergency Restriction Orders	30
Emergency Suspension Orders	33
Total Emergency Orders	63

NUMBER OF ACTIVE CASES

Consumer Services	6,315
Investigative Services	870
Prosecution Services	4,997

FINES AND COST DATA FOR CURRENT LICENSEES

Dollar Amount Collected	\$502,564.64
Dollar Amount Imposed	\$499,921.42
Percentage Collected	101%

Detailed report by profession



Health care resources for professionals and consumers are available 24 hours a day at 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. 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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