

FY2012-2013
THIRD QUARTER
January 1 - March 31, 2013

QUARTERLY PERFORMANCE REPORT

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MEDICAL QUALITY ASSURANCE

QUARTERLY PERFORMANCE REPORT

as required by 456.025(9) Florida Statutes

DIRECTOR'S MESSAGE

QUARTERLY PERFORMANCE REPORT (QPR)

The Division of Medical Quality Assurance (MQA) continually pursues excellence and produces quality services to meet DOH's mission to protect, promote, and improve the health of all people in Florida. I am pleased to announce that five units from the division won Davis Productivity Awards. The Davis Productivity Awards program recognizes state employees and work units whose work measurably increases productivity and promotes innovation to improve the delivery of state services and save money for Florida taxpayers and businesses. From the Investigative Services Unit working to stop unlicensed activity, to the Board of Pharmacy's community pharmacy re-permitting efforts, MQA is constantly striving to make Florida the healthiest state in the nation.

Sincerely,

Lucy C. Gee, M.S.
MQA Division Director

EXECUTIVE SUMMARY

The Quarterly Performance Report, required by Section 456.025(9), F.S., includes information on revenues and expenditures, performance measures and statistics, and recommendations to boards. Additionally, Section 456.065(3), F.S., requires the report to include all financial and statistical data resulting from unlicensed activity enforcement. The third quarter report provides information on MQA's key performance measures including ongoing initiatives for performance improvement. The report also includes highlights of accomplishments during this quarter.

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- To assist retired physicians interested in volunteering their services to older adult communities, staff from the Board of Medicine met with several retired physicians in Collier and Lee Counties. On March 13, 2013, Chandra Prine, Program Operations Administrator for the Board of Medicine, made a presentation to 200 members of the Retired Physicians Association at Naples Community Hospital regarding the licensure avenues for retired physicians interested in providing volunteer medical services. Wendy Alls, staff of the Board of Medicine, Joan Colfer, M.D. Director of the Collier County Health Department, and Betty Gamel, CEO of the Senior Friendship Center located in Collier County, also attended the meeting. Following the presentation, Ms. Prine and Ms. Alls met on an individual basis with several physicians to answer questions about the licensure process. Ms. Prine and Ms. Alls also visited the Senior Friendship Center in Collier County to assist physicians with licensure issues. Dr. Colfer expressed her gratitude to Ms. Prine and Ms. Alls for meeting with the physicians that are interested in volunteering to provide much needed services to the elderly in Southwest Florida.
- The Florida Board of Nursing launched a new website at www.floridasnursing.gov on March 19, 2013. The website improves communication among Board members and those they serve; increases transparency of the Board; and provides better customer service for constituents and applicants with increased accessibility to services. The website provides information in a clear, simple format with an intuitive user interface. Content for the new site was drawn from elements of the old site and involved input from the Board of Nursing and the board staff. In addition, email subscriptions and a Twitter (@FLNursingBoard) account have been established to complement the new website to boost communication with interested parties. The new Board of Nursing website is the second Florida board website to undergo a redesign, following the Board of Medicine earlier this year.

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- As part of continuous efforts to ensure the safety of compounding pharmacy products in Florida, CriticalPoints sterile pharmacy compounding training was completed in March by four of ISU's Senior Pharmacists and the ISU Field Operations Manager. The training provided theoretical and practical information in a state of the art facility located in Denver, Colorado designed for cleanroom and pharmacy practice demonstrations. The comprehensive training covered cleanroom physical designs, engineering controls and airflow science, personnel media fill testing and process validation, pharmacy staff training and documentation. The ISU staff successfully completed the course and expressed appreciation for the knowledge and skills gained regarding this critical area in pharmacy practice regulation.
- The hard work, dedication, and partnership with law enforcement by the investigators in the Orlando Investigative Services Unit and prosecuting attorney Ian Brown resulted in closure of an unlicensed pain management clinic. Paula "Shelly" Simon, Sidronio "Chilo" Cases, Roxanne McCarthy, Glen Hales, Liisa McCracken, Cathi Mitchell, Jeannette Cassano, and Robert "Bobby" Butler, under the leadership of manager Kim Haley, did a tremendous amount of groundwork, helped gather information, and reviewed close to 500 patient records. This resulted in the issuance of an unlicensed activity citation with fines and costs totaling \$109,705.39.

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Coming soon:

- With 49,852 examinations administered in 2012, the Practitioner Reporting and Examination Services Unit is developing a new process to assist Florida's Certified Nursing Assistant candidates in obtaining licensure faster with a Certified Nursing Assistant Licensure Examination. The new examination will be held online, reducing the average number of days from application to initial licensure by removing the two to three days that mailed applications are in transit and reducing the number of application errors.

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- Dr. Ann-Lynn Denker, Chair of the Florida Board of Nursing (FBON), kicked-off the Board's Centennial Celebration in Tallahassee on March 19, 2013 with a Proclamation from Governor Rick Scott declaring 2013 the Florida Board of Nursing Centennial. The Proclamation includes the following statement from the Governor: "the FBON is recognized for one hundred years of dedicated work toward protection of the public through the regulation of nursing." Board members and staff also highlighted the Centennial at the Capitol on March 20, 2013 with an information booth.

- The Board of Pharmacy staff received a Davis Productivity Award for advances in their re-permitting process. Board staff made improvements to ensure that 4,734 pharmacies could complete the re-permitting requirements timely and cost-effectively. First, an on-line portal was created and pharmacy agents were instructed to electronically update all pharmacy officers, owners and controlling individuals into a secure website which directly updated the department database. Concurrently, the team worked closely with vendors around the state to establish a process for pharmacy owners, officers, and controlling individuals to have their fingerprints scanned and stored with the Florida Department of Law Enforcement with background check results electronically submitted to the board office within a 24 hour period. The updated fingerprinting process will save approximately 30,000 pharmacists, owners, and officers \$37 per year – a savings of approximately \$1.1 million annually.

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- The staff of the Boards of Osteopathic Medicine, Massage Therapy, and Speech-Language Pathology and Audiology won a Davis Productivity Award for increasing the speed of application processing. Due to the efficiencies created, licenses are being issued quicker. Staff identified non-value added items and steps and came up with ideas to increase reliability, board decision-making consistency, and documentation of those decisions for a long term solution. Over 30 items impacting application processing time were identified. Results of these improvements are that massage therapists, osteopathic physicians, speech-language pathologists and audiologists can go to work quicker.
- MQA received a survey comment from a consumer about the website: "I think your website is fantastic! I work with a staffing firm, and sometimes come across difficult searches for impossible specialties. On your website, I'm able to pull a list of physicians trained in the specialty I'm looking for, and often find doctors to help out other Florida hospitals needing coverage. It helps me provide excellent healthcare for Florida Hospitals when they need it most."

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- The Florida Department of Health (DOH) partnered with the Department of Education (DOE) and local law enforcement. In a statewide effort known as “Operation Vandal,” Department investigators for the Unlicensed Activity (ULA) Office identified four unlicensed persons calling themselves “Orthopedic Physician’s Assistants” or OPAs and practicing as Physician’s Assistants (PA) in hospitals, clinics, and doctor’s offices around the state. An Orthopedic Physician’s Assistant license does not exist under Florida law and these perpetrators were not eligible for licensure as PAs in Florida. Several of those cited were also teaching an “Orthopedic Physician’s Assistants” course at a college in St. Augustine. The investigation is ongoing and the Department continues working with DOE and law enforcement agencies to identify additional suspects and inform students that they cannot practice as a PA without proper education and licensure. This continuing investigation reaches as far as Texas and California and is another example of DOH’s commitment to identify, track and shut down unlicensed practices in Florida.
- During National Children’s Dental Health Month in February, the Florida Department of Health MQA ULA office partnered with the Pasco County Health Department to educate Floridians about the importance of preventative dental care from licensed professionals. The county health department dental health program volunteered with “Give Kids a Smile” in February, and students received dental care information. The Pasco County Health Department provides many services including exams, cleanings, fluoride varnish, fillings, sealants, X-rays and more to children aged one to 20. The ULA unit is partnering with 13 additional county health departments to spread the word about getting dental care from licensed professionals.

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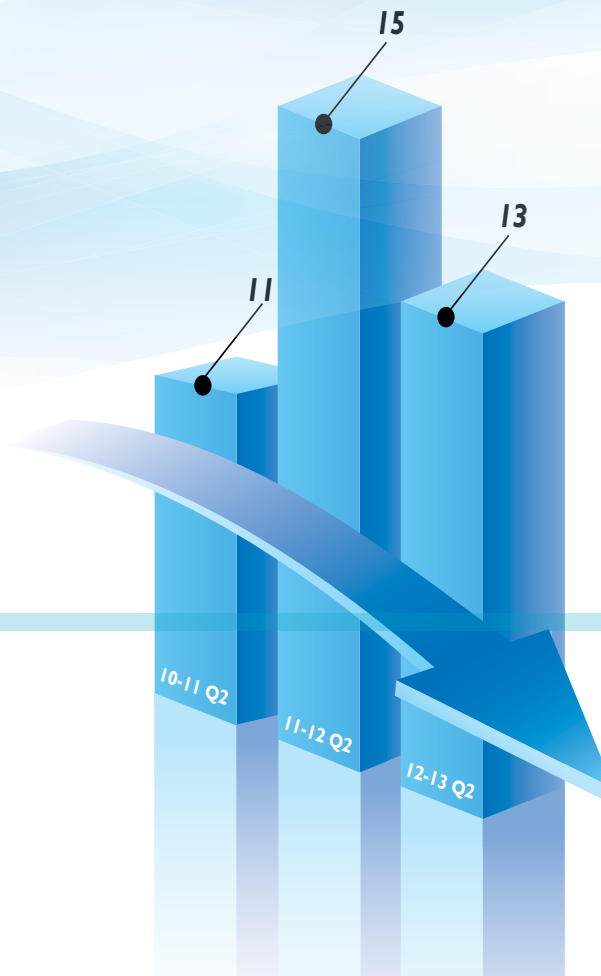
PERFORMANCE STATISTICS

Measure

AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION

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

Initiative: MQA is in the process of making all applications for a health care professional license available online. Currently, 59% of professions are online. It is projected that development and deployment of online applications for initial licensure for all professions will be completed by June 30, 2014.



Target: 27 DAYS

Good Direction:

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

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Measure

PERCENTAGE OF EMERGENCY ACTIONS ISSUED WITHIN 30 DAYS FROM RECEIPT OF COMPLAINT*

Definition: This measure is calculated from the date a complaint is received to the date an emergency action is issued. The number of cases where emergency action is taken within 30 days is divided by the number of cases where emergency action is taken during the specified timeframe. It is important to handle all emergency actions in an efficient and expeditious manner to suspend or restrict the practice of a health care practitioner who poses an immediate threat to the health, safety, and welfare of the public.

Initiative: Process improvements were identified and implemented to facilitate faster issuance of emergency actions. In addition, a special Emergency Action Unit was created in the Prosecution Services Unit of the Office of the General Counsel. Performance is being closely monitored and process adjustments will occur as needed.



Target: 50%

Good Direction: ↑

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

*Data from FY10-11 was not available because measure was created in FY11-12

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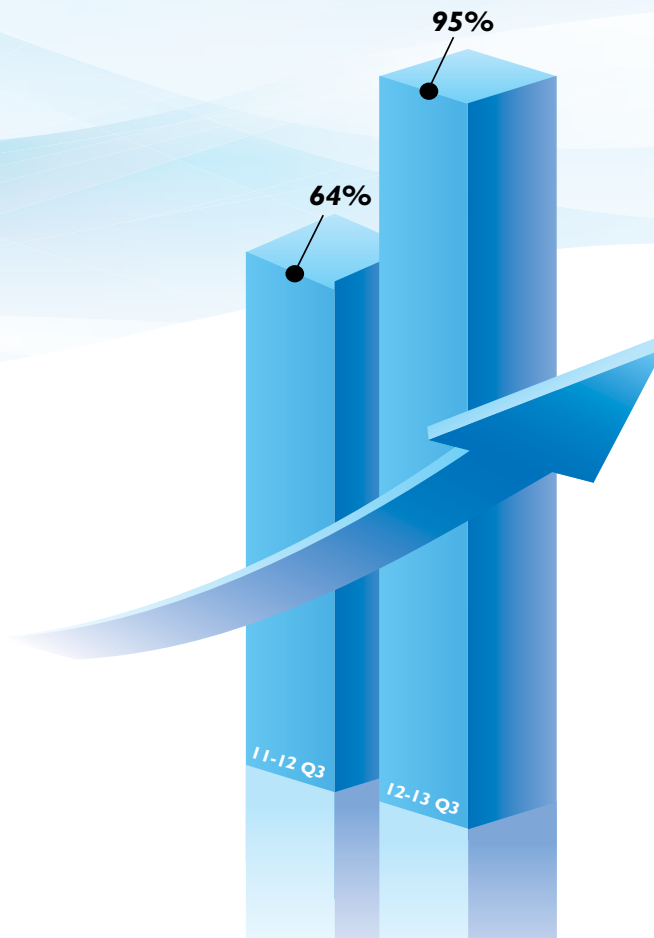
PERCENTAGE OF PUBLIC RECORD REQUESTS COMPLETED WITHIN 5 DAYS FROM RECEIPT OF REQUEST

Definition: This measure is calculated from the number of calendar days between receipt of a public records request and fulfillment of the request. The number of public records completed within 5 days is divided by the number of public records completed during the specified timeframe. Responding to public records requests quickly and efficiently ensures transparency in government operations. Providing our customers with exceptional customer service is MQA's highest priority. The sooner a public records request is fulfilled, the sooner MQA's customers can begin to utilize the requested information.

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

Target: 85%

Good Direction: 



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Measure

PERCENTAGE OF EXTERNAL CUSTOMERS SATISFIED WITH MQA SERVICES

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

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

Target: 95%

Good Direction: 

Data source: Virginia Tech Survey Software



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APPLICATIONS RECEIVED	25,066
APPLICATIONS PROCESSED	16,844
LICENSES ISSUED	20,803

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COMPLAINTS RECEIVED.....	4,689
LEGALLY SUFFICIENT.....	1,773
INVESTIGATIONS COMPLETED.....	1,365
CITATIONS ISSUED.....	6
DISMISSED BY PANEL.....	392
PROBABLE CAUSE FOUND.....	375
PROBABLE CAUSE DISMISSED.....	38
FINAL ORDERS.....	355
EMERGENCY ORDERS ISSUED	
EMERGENCY RESTRICTION ORDERS.....	4
EMERGENCY SUSPENSION ORDERS.....	80
TOTAL EMERGENCY ORDERS.....	84
FINES AND COST DATA FOR CURRENT LICENSEES	
DOLLAR AMOUNT COLLECTED.....	\$769,476.24
DOLLAR AMOUNT IMPOSED.....	\$1,086,311.19
PERCENTAGE COLLECTED.....	70.8%
PENDING WORKLOAD	
CONSUMER SERVICES.....	1,723
INVESTIGATIVE SERVICES.....	1,038
PROSECUTION SERVICES.....	4,377

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COMPLAINTS RECEIVED.....	149*
REFERRED FOR INVESTIGATION.....	137*
INVESTIGATIONS COMPLETED.....	136*
CEASE AND DESISTS ISSUED.....	35*
REFERRALS TO LAW ENFORCEMENT.....	46*
ARRESTS.....	16

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*Includes referred non-jurisdictional cases

TO REPORT UNLICENSED ACTIVITY CALL
1-877-HALT-ULA
http://www.doh.state.fl.us/mqa/unlicensed/unlic_home.html

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MQA TRUST FUND LICENSED

BEGINNING CASH BALANCE (07/01/2012)	\$23,866,570
TOTAL REVENUES	\$51,840,483
TOTAL EXPENDITURES	\$51,494,444
ENDING CASH BALANCE (3/31/2013)	\$24,212,609

MQA TRUST FUND UNLICENSED

BEGINNING CASH BALANCE (07/01/2012)	\$8,971,888
TOTAL REVENUES	\$1,608,599
TOTAL EXPENDITURES	\$808,977
ENDING CASH BALANCE (3/31/2013)	\$9,771,510

TOTALS*

BEGINNING CASH BALANCE (07/01/2012)	\$32,838,458
TOTAL REVENUES	\$53,449,082
TOTAL EXPENDITURES	\$52,303,421
ENDING CASH BALANCE (3/31/2013)	\$33,984,119

[Cash Balance Report - Coming Soon](#)

*Totals are cumulative

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

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Balanced Scorecard: a strategic planning and management tool used by MQA to align key processes to the Florida Department of Health's vision and strategic goals, improve internal and external communications, and monitor performance related to accomplishing strategic goals.

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.

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