

NEW
> Regulations for electronic prescribing *Begins June 1*

FLORIDA DEPARTMENT OF HEALTH | DIVISION OF MEDICAL QUALITY ASSURANCE

MQA Today

D I V I S I O N N E W S L E T T E R

May 2010

Inaugural Issue

2010 LEGISLATIVE WRAP-UP

>Plus

- Open Government
- Customer Concerns
- Association Meeting

MQA Recognized
2009 Sterling Quality
Achievement Award

ENFORCEMENT

ESO STUDY

Division of
Medical Quality Assurance

MQA

FLORIDA DEPARTMENT OF
HEALTH

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“Slowly, but surely, we are striving to enhance trust and confidence in our services.”

Lucy Gee, M.S.
DIRECTOR, MEDICAL QUALITY ASSURANCE

MESSAGE FROM THE DIRECTOR

I AM PROUD TO INTRODUCE THE inaugural issue of MQA Today, a periodic newsletter with news that we hope will help our key customers. For the past six years, since MQA leadership adopted the Sterling model for Organizational Performance Excellence, we have achieved significant **measurable** success. We opened our operations to internal and external views as we have never done before because we believe the more transparent we are, the more accountable we become for our behavior and the way we conduct our business. Our greater focus on performance and outcomes makes our key customers, licensees, applicants, and consumers, more knowledgeable of our operations and how to access them. Slowly, but surely, we are striving to enhance trust and confidence in our services.

When we invited the Sterling examiners to evaluate us in 2008 we adopted a "Power of Three" battle cry. Our three key processes, our three key customer groups, and our three core competencies. We should not stop there! Let's adopt a fourth, "transparency" and with it, its inevitable improvements in **operations, accountability and trust!**

MQA was recognized by the Governor's Sterling Council with a plaque for the *2009 Sterling Quality Achievement Award for Leadership Focus on Action and Results*. To be recognized by Sterling for a focus on action and results acknowledges that we are more attuned to customer needs and customer-driven system improvements and that we foster a culture in which business decisions are based upon data-driven targets. Because of these practices we were better prepared to realign resources for two significant initiatives.

We face today, if not a war, significant battles on two fronts for which we had to restructure work processes to meet the increased demand with no additional resources. They are: slowing or stopping the proliferation of controlled substance abuse and diversion and combating Medicaid fraud. SB 2272 sponsored by Sen. Fasano in the Senate and Rep. Legg in the House of Representatives contains important regulatory tools to assist us with unscrupulous pain clinics and represented the legislative process at its best. We were asked for input into legislation that could help us better protect the public and with stakeholder involvement, some significant legislation was passed.

Keep an eye out for future issues of MQA Today where we will focus on new and emerging issues that impact current or future business processes. Also look for information on customer-driven business process improvements such as our online licensure and information services.



DOH Surgeon General, Dr. Ana Viamonte Ros accepting the Governor's Sterling Council award from John A. Pieno, Chairman, Florida Sterling Council

bills with an impact and its customers

legislative work

DURING THE 2010 LEGISLATIVE SESSION, a number of bills passed that will have an impact on MQA and those we serve. One which you will be hearing a lot more about in the weeks to come is **SB 2272**. This bill creates new pain management provisions and criminal penalties for certain violations, and amends DOH's regulatory provisions for obtaining patient records. There are currently 949 pain management clinics registered with DOH.

Other passed bills with an impact on the division and its customers include:

HB 573 deletes requirements that physician assistants file evidence of certain clinical experience before prescribing or dispensing medication. It also authorizes electronic submission of physician assistant license applications and

other required documentation.

HB 1143 amends the provision relating to the Drug-Free Workplace Act. It also directs the DOH to accept funds from counties, municipalities, and certain other entities for purchase of certain products made available under contract with U.S. Department of Health & Human Services for manufacture and delivery of such products in response to public health emergencies.

HB 1337 authorizes disclosure of certain confidential information required of nursing license applicants to certain persons. It also provides and revises definitions and requirements for graduation from certain nursing education programs for nursing license applicants seeking to take licensing examination, as well as revises restrictions on nursing graduates

on the division

ative ap-up

who may use certain titles and abbreviations.

HB 1565 requires each agency, before adopting, amending, or repealing certain rules, to prepare a statement of estimated regulatory costs of the proposed rule if the proposed rule has adverse impacts on small businesses or increases regulatory costs. It also provides exception to circumstances under which an emergency rule shall not be effective.

SB 2386 makes each agency responsible for exercising due diligence in securing payment for all accounts receivable and other claims due the state. It also authorizes the CFO to adopt rules requiring that payments made by the state for goods, services, or anything of value be made by electronic means, and revises contractual services and commodities

that are not subject to competitive-solicitation requirements.

HB 5311 calls for a type-2 transfer of the Drug, Devices and Cosmetics Program (DDC) to the Department of Business and Professional Regulation.

HB7069 revises background screening requirements for Certified Nursing Assistant applicants and all licensees employed in long-term care facilities.

For more details on the bills above and others passed during the 2010 Legislative Session, please visit Online Sunshine at www.leg.state.fl.us.

OPEN GOVERNMENT

IN AN EFFORT TO PROVIDE TOTAL transparency in the services MQA provides, MQA has an open government liaison to ensure each request for public records is acknowledged and responded to in a timely manner. Through improving the public records process MQA decreased the average number of days to fulfill a public records request from 19 days to 5 days.

To submit a request for public records go to the [MQA website](#) and click on the link for disciplinary, licensure or declaratory statement information. You will receive an acknowledgement of your request within 24 hours.

EMERGENCY ORDERS

SECTION 456.074, FLORIDA STATUTES, authorizes the Department of Health to issue an emergency order suspending or restricting the license of any health care practitioner for specific offenses, such as certain felony and misdemeanor convictions. During this fiscal year, as of May 19, 2010, MQA issued emergency orders suspending or restricting the license of health care practitioners in 244 cases, compared to 248 orders for the entire 08-09 fiscal year and 216 emergency orders the previous year. Emergency orders can be viewed at the Final Order and Emergency Action search screen [here](#).

UPCOMING BOARD MEETINGS

BOARD OF MEDICINE

WHEN: 6/3/2010 - 6/6/2010
8:00AM - 6:00PM
WHERE: Ft. Lauderdale

[DETAILS](#)

BOARD OF PHARMACY

WHEN: 6/8/2010 - 6/9/2010
10:00AM - 5:00PM
WHERE: Tampa

[DETAILS](#)

BOARD OF NURSING

WHEN: 6/9/2010 - 6/11/2010
8:00AM - 5:00PM
WHERE: Jacksonville

[DETAILS](#)

SPEECH LANGUAGE PATHOLOGY & AUDIOLOGY

WHEN: 6/10/2010
9:00AM - 5:00PM
WHERE: Tampa

[DETAILS](#)

BOARD OF ACUPUNCTURE

WHEN: 6/11/2010
9:00AM - 5:00PM
WHERE: Tampa

[DETAILS](#)

BOARD OF DENTISTRY

WHEN: 6/18/2010
7:30AM - 5:00PM
WHERE: Jacksonville

[DETAILS](#)

BOARD OF CHIROPRACTIC MEDICINE

WHEN: 6/25/2010
8:30AM - 7:00PM
WHERE: Orlando

[DETAILS](#)

NEW REGULATIONS FOR ELECTRONIC PRESCRIBING OF CONTROLLED SUBSTANCES

TO TAKE EFFECT **JUNE 1**

THE DRUG ENFORCEMENT ADMINISTRATION (DEA) is revising its regulations to provide practitioners with the option of writing prescriptions for controlled substances electronically. The regulations will also permit pharmacies to receive, dispense, and archive these electronic prescriptions. These regulations are in addition to, not a replacement of, the existing rules.

For more information about these new regulations, [click here](#).

CUSTOMER CONCERNS & SUGGESTION SURVEY

ARE YOU UNABLE TO FIND INFORMATION on our website? Do you have a complaint or a suggestion about how we can improve our services? If the answer to any of these questions is yes, please complete our [Customer Concerns and Suggestion Survey](#).

The survey is one of the tools MQA uses to better define customer requirements and identify improvement opportunities. Survey responses are reviewed to determine if the issue is an isolated incident or is broader in scope, and used to identify ways we can improve customer satisfaction and prevent similar issues. Concerns are acknowledged within 24 hours, and given a 72-hour resolution deadline.

ANNUAL ASSOCIATION MEETING

MQA WILL BE HOSTING ITS ANNUAL association long range planning meeting on Tuesday, May 25, 2010, from 9:00 am - 12:00 noon, at the Betty Easley Center/Room 152. Agenda items include:

- Strategic Plan & Enforcement Strategic Priorities
- Trust Fund Update
- General Discussion: Legislation
- MQA Online Services
- Update on SB 462 (2009) & Prescription Drug Monitoring Program (PDMP)
- Association Open Forum

RENEWAL CORNER

APPROACHING CURRENT LICENSE EXPIRATIONS

> ELECTROLOGIST	5/31
> ELECTROLYSIS FACILITY	5/31
> ADVANCED REGISTERED NURSE PRACTITIONER	7/31
> REGISTERED NURSE	7/31
> CLINICAL NURSE SPECIALIST	7/31
> PSYCHOLOGIST	5/31
> LIMITED LICENSE PSYCHOLOGIST	5/31
> RADIOLOGIC TECHNOLOGY	4/30-6/30



www.doh.state.fl.us/mqa

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