

MQAToday

OCTOBER, 2010

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Customer Concerns? Customer Suggestions?

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 &
SUGGESTION SURVEY.**

MQAToday

SURVEY

TAKE OUR ONLINE SURVEY AND TELL US
WHAT YOU THINK ABOUT MQA TODAY!

CLICK TO TAKE SURVEY

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OCTOBER HEADLINES

**Florida DOH Joint Investigation Leads To
Arrest In Miami Dade Co.**

**Florida DOH Joint Investigation Leads To
Arrest In Broward Co.**

A MESSAGE from the DIRECTOR

Past issues of MQA Today have included various accomplishments and recognitions that our division has achieved over the past year. I would like to devote this issue to MQA's accomplishments during the Crist administration.

It is hard to believe that over the last four years, the number of licensees we regulate has grown by 17 percent. Of course, this meant a dramatic increase in the number of applications received each year, which rose from 109,374 to over 131,000.

These and a number of other accomplishments highlighted in this issue could not have been achieved without the work of so many. Included in this group would be the hard-working employees of the division, who over the past four years

have seen the average number of licensees per full-time employee increase from 1,316 to 1,566.

These accomplishments could not have been achieved without the fine work of the dedicated professionals who serve on the various health boards and councils. These individuals selflessly devote their time and energy to ensure the people of our state receive the highest standard of care from health care practitioners.

Board members partner with the division to develop and implement a long-range plan at the annual Board/Council Chairs & Vice-Chairs Long-Range Planning Meeting. This month's issue of MQA Today will feature highlights from this year's meeting.

PRESCRIPTION DRUG MONITORING PROGRAM AWARDED FEDERAL GRANT

The Florida Department of Health (DOH) was awarded a \$400,000 enhancement grant – the maximum amount possible – from the Harold Rogers Prescription Drug Monitoring Program for an electronic system to monitor the dispensing of controlled substances in Florida. When Florida's Prescription Drug Monitoring Program (PDMP) is in place, it will be a repository of data about every dispensing transaction of a Schedule II, III, or IV controlled substance between a patient and his or her physician, dentist, or pharmacist.

After years in development, legislation authorizing the PDMP was passed in 2009 and is now law (s. 893.055, Florida Statutes). The law does not allow for any state funding of the program; however, the recently-awarded enhancement grant and the 2009 Harold Rogers Implementation grant, also in the amount of \$400,000, will be used to administer the program.

The primary purpose of the Harold Rogers Prescription Drug Monitoring Program (PDMP) is to enhance the capacity of regulatory and law enforcement agencies and public health officials to collect and analyze controlled substance prescription data and other scheduled listed chemical products through a centralized database administered by an authorized state agency. The program was created by the FY 2002 U.S. Department of Justice Appropriations Act (Public Law 107-77) and has received funding under each subsequent year's Appropriations Act.

MQA'S 2006-2010 ACCOMPLISHMENTS

The Division of Medical Quality Assurance has three key processes:

Licensure, Enforcement, and Information. The following is a list of accomplishments for the last four years categorized by these three processes.

LICENSURE ACCOMPLISHMENTS

1) The number of licensees, including establishments, regulated by MQA increased 17% since 2006-2007. In 2006-2007 the number of licensees was 856,779. The number of licensees has grown to 1,002,920 as of June 30, 2010.

2) The average number of licensees per full time employee (FTE) has increased 19% since 2006-2007. In 2006-2007 the average number of licensees per FTE was 1,316. As of June 30, 2010 the average number of licensees per FTE is 1,566.

3) The number of applications received for licensure increased 16.5% since 2006-2007. In 2006-2007, the number of applications received for initial licensure was 109,374. In 2009-2010, the number of applications for initial licensure was 131,344.

• Online applications have been developed for 19 professions. All professions will have online applications by December 31, 2011. The first profession to have online applications was nursing in July 2008. The success of the online applications is evident by the decrease in the average

number of days to issue a nursing license by 44%.

• A pilot project for scanning initial applications and supporting documents received by mail provides easy retrieval by application processors for analysis for licensure. This process is expected to be deployed to all professions by the end of 2011.

These initiatives resulted in significant improvements in processing times.

AVG. # of days to issue a nursing license

07-08: 31

08-09: 25.49

09-10: 17.47

AVG. days to process initial application

07-08: 19.12

08-09: 15.41

09-10: 14.89

4) MQA developed an online system for applicants to check the status of their application. Applicants can go online at anytime to determine if their application has deficiencies and/or where the application is on the approval process. A pilot study indicates a 60% reduction in calls to the board office related to questions regarding application status. Reduction in these types of calls allows staff to devote time to analyzing applications and contributed to the decrease in time to process applications.

5) Criminal background checks are an imperative step in the licensure and

renewal process for certain health care professions. In 2007, MQA deployed an electronic fingerprint system reducing the number of days to receive criminal background results from 6 weeks to 48 hours.

6) In 2007-2008 MQA implemented the post card renewal notice in lieu of a paper renewal process to encourage licensees to use the online renewal system. Later that same year, MQA implemented an online renewal process for delinquent licensees. This process resulted in an increase in the number of licensees renewing online, thus expediting the renewal process. In 2009-2010, MQA processed 262,129 on-time renewals and 18,278 delinquent renewals. The average cost of processing renewals through the online system is \$.13 per transaction; the average cost of processing paper renewals is \$2.99 for an on-time renewal with a renewal form and \$5.99 for a delinquent manual renewal. The total cost savings for online renewal for 2009-2010 is \$856,798.02.

Percentage of licensees renewing online

07-08: 64.9%

08-09: 81%

09-10: 88.4%

7) Another online initiative recently deployed to assist applicants is an online process for employers and schools to pay licensure fees for employees and students.

8) In response to the devastating earthquake in Haiti in 2009, Governor Crist issued an Executive Order to issue temporary work permits to nurses. MQA began issuing these permits to nurses within 48 hours of issuance of the Order. The MQA database was modified and the online license verification system was modified for employees to verify nurses were approved to work in Florida. MQA

issued 82 temporary work permits.

9) MQA developed and implemented a Physician Workforce Survey to assist in analysis for ensuring that there is an adequate and appropriate supply of physicians to meet Florida's future health care needs. Physicians are required to complete the survey at the time of licensure renewal.

Percentage of medical doctors completing survey (1/31/10 renewal period): 96.9%

Percentage of osteopathic physicians completing survey (3/31/10 renewal period): 99.8%

10) Additionally, MQA developed and implemented voluntary workforce surveys for dentists and nurses.

Percentage of dentists completing survey (2/28/10 renewal period): 90.27%

Percentage of dental hygienists completing survey (2/28/10 renewal period): 91.9%

Percentage of nurses completing survey (7/31/10): 97.9%

11) In 2009, MQA implemented the registration of pain management clinics. The Boards of Medicine and Osteopathic Medicine developed rules on standards of practice for physicians practicing in pain management clinics.

Number of pain management clinics as of June 30, 2010: 928

ENFORCEMENT ACCOMPLISHMENTS

1) In June 2009, with inappropriate prescribing in pain clinics and health care fraud growing at an alarming rate, it was evident that the enforcement

... continued on page 6

ACCOMPLISHMENTS continued from page 5

arm of the Division of Medical Quality Assurance (MQA) needed a strategy to better align resources in a manner to address our mission to protect the public. Initiatives were implemented to resolve complaints with minor violations through alternative dispute resolution methods early in the disciplinary process, allowing investigators and prosecutors to focus on the more serious allegations. These initiatives resulted in an increase in the percentage of cases in which probable cause was determined.

Total number of cases regarding pain management issues: 422

Percentage of cases in which there was a finding of probable cause

07-08: 21.2%

08-09: 21.5%

09-10: 29.6

Number of emergency actions against pain management clinics: 9

Number of emergency actions against pain management clinic related practitioners: 19

2) Since 2008, in compliance with Section 409.2598, F.S., MQA has partnered with the Department of Revenue to suspend professional health care licenses when a non-custodial parent fails to adhere to child support orders. When the licensee meets the requirements of the child support order, MQA reinstates the license.

Number of licenses suspended for failure to adhere to child support orders: 893

3) MQA successfully implemented SB 1986 (2009), an act relating to Medicaid fraud.

- The law requires MQA to publish in the

practitioner profile if a practitioner has been terminated from participating in the Florida Medicaid program or sanctioned by the Medicaid program.

Profiles updated with Medicaid sanctions: 246

- Additionally, the law requires MQA to deny an application for a license or a license renewal if the applicant or person has been convicted or plead no contest to certain crimes, terminated for cause from the Florida Medicaid program, or terminated for cause by another state Medicaid program or the federal government.

Number of initial licensure denials: 152

Number of renewal denials: 51

- The law created additional grounds for discipline for health practitioners being convicted or entering a plea of guilty or no contest to certain felonies relating to the Medicaid program, failing to remit the sum owed to the state for an overpayment from the Medicaid program pursuant to a final order, judgment, or stipulation or settlement; being terminated from the state Medicaid program pursuant to Section 409.913, F.S.; and being convicted of or entering a plea of guilty or no contest to a misdemeanor or felony that relates to health care fraud.

Number of complaints related to criminal convictions related to the Medicaid program, healthcare fraud, or Medicaid overpayments: 145

Number of complaints that resulted in discipline as a result of criminal convictions related to the Medicaid program, healthcare fraud, or Medicaid overpayments: 20

- Also, the law expanded MQA's authority to immediately suspend the license of

a practitioner who pleads guilty to, is convicted of, or who enters a plea of nolo contendere to, regardless of adjudication, certain crimes, to include a misdemeanor or felony under 18 U.S.C. s. 669, ss. 285-287, s. 371, s. 1001, s. 1035, s. 1341, s. 1343, s. 1347, s. 1349, or s. 1518, or 42 U.S.C. ss. 1320a-7b, relating to the Medicaid program.

Number of Emergency Actions involving to convictions related to Medicaid, Medicare or healthcare fraud: 39

INFORMATION ACCOMPLISHMENTS

1) MQA receives an average of 11,000 public record requests per year. Improvements were implemented to track, monitor and respond to requests for public records. This resulted in significant improvement in time to complete these requests.

Average days to fulfill public record request

07-08: 19.7

08-09: 10

09-10: 7

2) In November of 2008 MQA developed and deployed an online system for collecting and responding to customer service complaints. Complaints are acknowledged within 24 hours and resolved within 72 hours. The information received through this system is used to drive business and process improvements. Over 1,000 customers have used this system to submit concerns, suggestions or compliments about MQA services.

3) MQA used feedback from customers and stakeholders for enhancement of the MQA website. The home page was revised in June 2010. Program and board

pages are being developed in the next phase of this project.

4) In June 2010, MQA began publishing online meeting materials for regulatory boards that have electronic meeting materials.

5) In the last four years, MQA began publishing audio recordings of board meetings on the web.

6) MQA developed the Nursing Education Program Comparison website in 2010 in response to legislation that required an interactive searchable and comparable website for the public to research Florida nursing education programs. The website went live on July 6, 2010 and has already had 6,221 visits to the site.

7) In 2010 administrative complaints were published online for all public complaints. Customers can access an image of the administrative complaints filed since March 2010.

SUPPORT PROCESSES

1) All key and sub-processes within MQA have been documented and mapped.

2) MQA developed and deployed a succession plan to ensure sustainability and redundancy of knowledge.

- In 2006-2007 MQA developed a balanced scorecard to manage performance and ensure the achievement of strategic goals.

EVENTS *and* ANNOUNCEMENTS

Tampa Police Department Recognizes MQA Investigator

MQA congratulates Cyndi DeMetrovich, Medical Malpractice Investigator for the Tampa Investigative Services Office, for her recognition by the R.I.C.H. House in September 2010. Tampa Police Department Chief, Jane Castor, recognized Cyndi for her "...tireless and dedicated efforts to improve lives of the youth in the Sulphur Springs Community" at the R.I.C.H. House. The House is located in the Sulphur Springs Neighborhood at 8218 North Marks Street, Tampa, FL 33604. R.I.C.H. House, commonly known as the Weed and Seed House, gives neighborhood children a positive alternative to hanging out in the streets where they are often unsupervised and can get into trouble.

Cyndi started with MQA's Tampa Investigative Services Office in April 2008 and with her she brought a great desire to serve the Hillsborough County Community. A few of the projects Cyndi participates in include dressing as the Easter Bunny and as a Christmas Elf for the children at the R.I.C.H. House. Cyndi's enthusiasm caught fire in the Tampa office as employees use annual leave to support Cyndi in her efforts at Easter and Christmas, as well as making donations to the R.I.C.H. House in her honor.

We are touched by the many ways Cyndi serves her community and always look forward to her stories about the children and the Tampa Police Department's investment in our youth.



NEW ENFORCEMENT MANAGER

MQA is pleased to announce that Amie Rice has accepted the position of Investigation Manager of the Consumer Services Unit. Amie graduated from Florida State University with a Juris Doctorate degree in August 2002. She became a member of the Florida Bar in May 2008. Amie brings 4 years of experience in the Consumer Services Unit as an investigator and supervisor, and she has done an excellent job serving as acting manager the past nine months. Please join us in welcoming Amie into her new position.



AMIE RICE

AWARDS *and* COMMENDATIONS

MQA Investigator Given Chapter of Effectiveness Award



CAROL GAMMONS

Received the "Chapter of Effectiveness Award" which recognizes recipients for their outstanding service, training and work within the community

MQA congratulates Carol Gammons, Medical Malpractice Investigator for the Tampa Investigative Services Office, for recognition by the Florida Council on Crime and Delinquency in September 2010. Carol received the "Chapter of Effectiveness Award" which recognizes recipients for their outstanding service, training and work within the community. Carol currently serves on the Council as the President of Chapter 1.

Carol started with the Tampa Office in June 2010 and she enhances our relationships with law enforcement. She is a hard working, dedicated employee and we are proud for her to have received this honor.



JOE BAKER
Appointed to
National Council
of State Boards of
Nursing, Nursing
Education
Committee

MQA congratulates Joe Baker, Jr., Executive Director for the Florida Board of Nursing, on his recent appointment to the National Council of State Boards of Nursing, Nursing Education Committee. The National Council of State Boards of Nursing (NCSBN) is a not-for-profit organization whose purpose is to provide an organization through which boards of nursing act and counsel together on matters of common interest and concern affecting the public health, safety and welfare, including the development of licensing examinations in nursing.

As a part of the Nursing Education Committee, Joe will assist in analyzing and presenting data from Member Boards regarding implementation of education program regulations that result in initial and continued approval compliance actions, examining differences between Boards of Nursing requirements and accreditation standards for nursing education programs approved by Member Boards, and assessing the current and future purpose and focus for Board of Nursing approval of nursing education programs. Please join us in congratulating Joe on this appointment.

MQA INTERNET WEBSITE REDESIGN

MQA CONTINUING EDUCATION AUDIT TEAM LAUNCHES NEW WEB PAGES

MQA is proud to present the newly designed continuing education web pages. These new pages feature expanded content, bold colors and graphics and completely new navigational tools. Expanded content includes information about the new electronic audit process, audit schedules, customer satisfaction surveys, information for approved continuing education providers and much more. Other new features include the ability for licensees to search for approved courses for their profession and to be able to submit their continuing education hours, all from the MQA website.

Coming in October, MQA will present newly designed practitioner profiling web pages. These new pages will include helpful information for consumers and practitioners. The main page includes a link to the profile search system and account log-in page, as well as profile instruction guides for practitioners and consumers. Other features include Licensing Team contact information, a summary about the profile, and links to helpful resources.

MQA's Website Redesign Team, made up of MQA staff across the division, have been developing a whole new look for our website over the past two years, working with health care associations, schools, consumers and licensees. MQA will be deploying additional redesigned web pages on our site over the next year. Stay tuned!

GO TO MQA'S HOMEPAGE:

www.doh.state.fl.us/mqa

**THEN CLICK ON THE
CONTINUING EDUCATION BUTTON**



TELL US WHAT YOU THINK
(A SURVEY OF OUR NEWLY DESIGNED WEB PAGES)

UPCOMING BOARD MEETINGS

Board of NURSING

WHEN: 10/6-10/8/10 WHERE: Orlando

[DETAILS](#)

Board of RESPIRATORY CARE

WHEN: 10/8/10 WHERE: Orlando

[DETAILS](#)

Board of PHARMACY

WHEN: 10/13-10/14/10

WHERE: Tallahassee

[DETAILS](#)

Board of CSW/MFT/MHC

WHEN: 10/14-10/15/10

WHERE: Jacksonville

[DETAILS](#)

Board of OCCUPATIONAL THERAPY

WHEN: 10/18/10 WHERE: Tallahassee

[DETAILS](#)

Board of OPTOMETRY

WHEN: 10/22/10

WHERE: Conference Call

[DETAILS](#)

Board of PSYCHOLOGY

WHEN: 10/22/10 WHERE: Orlando

[DETAILS](#)

Board of MASSAGE THERAPY

WHEN: 10/28-10/29/10

WHERE: Tampa

[DETAILS](#)

Board of NURSING HOME ADMIN.

WHEN: 10/29/10

WHERE: Conference Call

[DETAILS](#)

DIVISION MEETINGS

STATE AGENCY

BEST PRACTICES CONSORTIUM

When: 10/13/2010

Time: 9:00AM - 12:00PM

Where: Southwood Capital City

Office Complex

4052 Bald Cypress Way, Room 301

Tallahassee, FL

For More Information Contact:

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2010

Board/Council Chairs' & Vice Chairs' Annual Long Range Planning Meeting

MQA hosted the 2010 Board/Council Chairs' & Vice Chairs' Annual Long Range Planning Meeting on September 14th in Tallahassee. State Surgeon General, Ana M. Viamonte Ros, kicked off the meeting by welcoming Board members and staff and highlighting MQA's Enforcement Process. Topics of discussion included MQA's 5-year Long Range Strategic Plan, Enforcement Prioritization of Cases, Media Relations, the Sunshine Law and the Role of Board Members at Meetings. Updates were given on MQA's Prosecution Services, the Trust Fund, Unlicensed Activity and cases that were appealed within the last year, including the outcome and effect on the Division. Deputy Secretary Kim Berfield held a discussion on legislation and openly discussed the legislative process. The meeting concluded with an open forum for board members to address questions and concerns.

RENEWALS APPROACHING CURRENT LICENSE EXPIRATIONS

RADIOLOGIC TECHNOLOGY...

10/31/10



www.doh.state.fl.us/mqa

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