



**Division of Medical Quality Assurance  
Strategic Plan  
FY 2011-2012**

**Strategic Priorities**

1. Enforce regulation of facilities and practitioners involved with prescribing or dispensing controlled substances in Florida to reduce inappropriate and over prescribing
2. Reduce the time it takes to impose emergency action against a healthcare practitioner or facility that poses an immediate threat to public health and safety
3. Develop a comprehensive communication plan that ensures timely, accurate, relevant, and critical information for workforce, customers, and stakeholders
4. Develop a comprehensive financial management plan that ensures cost-effective regulation.
5. Improve information and data analysis systems to enable MQA to be more proactive in protecting and promoting public health and safety

**Operational Goals**

**Goal:** Public Health Wellness, Access, Prevention & Protection

**Objective:** License expeditiously all healthcare professionals who meet statutorily mandated minimum standards of competency

**Key Measures:**

Average number of days to issue a license  
Average number of days to renew a license

**Objective:** Enforce healthcare standards through timely discipline, education, and remediation of healthcare professionals found in violation of the law

**Key Measures:**

Average number of days from legal sufficiency to final order  
Percent of emergency actions on a priority investigation taken within 30 days

**Objective:** Inform stakeholders and consumers to enable them to make health care decisions and promote accessible health care

**Key Measures:**

Average number of days to fill a public record request  
Percent of external customers satisfied with services provided by MQA

**Goal:** Organizational Development

**Objective:** Motivate the workforce to achieve excellence

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Rick Scott  
Governor

Steven L. Harris, M.D., M.Sc.  
Interim State Surgeon General

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**Key Measure:**

Percent of employee turnover

**Objective:** Minimize licensure fees through cost-effective operations

**Key Measure:**

Average cost of a license

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