

2003 NASCIO Recognition Awards

NOMINATION FORM

Title of Nomination: Medical Quality Assurance Services website

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Category for judging: 4 - Digital Government: Government to Citizen (G to C)

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ONE-PAGE EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) is responsible for licensing and regulating over 950,000 health care practitioners licensed in the State of Florida. MQA regulates over 37 health care professions, 6 facilities and works with 22 boards and 6 councils that encompass 120 different types of health care related licenses. The main components of the Division's regulatory activities are licensing and enforcement. The primary goal of MQA is to regulate health care practitioners to protect the public from harm that may arise from the acts or omissions of incompetent, unethical, or impaired practitioners.

Currently, MQA uses the Practitioner Regulation Application and Enforcement System (PRAES) to support tracking health care practitioner licensing, regulation, and profiling information. PRAES is a client server application that uses an Informix database. It is maintained by, and located at, the Department of Health (DOH). PRAES is an automated information system for internal agency use only. In order to increase services to MQA's customer base, MQA decided to lead the way in expanding public awareness of health care regulation. MQA resolved to deploy a web based services site to deliver services to licensees and disseminate information to the public.

Expanding on the original PRAES licensing system to support web-based access to license information, MQA developed an e-commerce based license information portal for a "one stop" approach in reaching the health care licensees of Florida. The website named "MQA Services" at www.doh-mqaservices.net also supports interactive services for the public like Practitioner Profiling and Licensee Look-up as well as links to many other MQA public service functions.

Recently the MQA Services website was upgraded for licensees to not only include functions that enable on-line renewals, but also address changes, profiling information updates, views of imaged license documents related to licensure and on-line initial applications. The public information side was upgraded as well to provide more functions like public information requests, licensee data requests, complaint requests and licensee certification requests. All these functions can now be accessed via the web. Many of these online functions currently support a cornerstone of MQA's business processes.

The MQA Services portal website was developed in-house to support the Medical Quality Assurance Division's business activities. The development team worked with superior effort to successfully develop, implement, and troubleshoot electronic license renewals in under nine weeks. The team exceeded regular duties by dedicating extra effort and hours to design, implement and troubleshoot the website while continuing to perform their normal duties. To date over \$13 million in fees have been processed online under the MQA Services site and over 96,000 health care practitioners have renewed their license on-line.

Written Justification

a) Description of project, including length of time in operation.

The MQA Services portal website was developed in-house to support the Medical Quality Assurance Division's business activities via the web. The development team contributed superior effort to successfully develop and implement the MQA Services website in 8 weeks. The team exceeded regular duties by dedicating extra effort and hours to design, implement, and troubleshoot the website while continuing to perform their normal duties. The team developed and resolved state banking reconciliation processes to enable credit card processing that had been previously unresolved at the state. The MQA Services Website has been in place since July 2002. On-line renewals have been available since February 2001.

b) Significance to the improvement of the operation of government.

With the introduction of the MQA Services website, the Division has the ability to not only maintain customer service, but also improve upon it with fewer staff in the face of an ever-increasing workload. Turn around time for processing renewals and the amount of paper have both been reduced in the renewal and licensing processes. In addition licensing functions and business processes are now reorganized and streamlined to take advantage of online web processes.

c) Benefits realized by service recipients, taxpayers, agency or state.

The public benefits in having real time access to licensee information such as profiling and disciplinary information for use in making important decisions about health care. This vital information is now easier to access and more complete.

The healthcare licensee benefits in having gained real time access to their licensee information as well as the ability to make updates and changes to that information. Additional benefits are achieved by providing more options to licensees that were previously unavailable, such as the acceptance of credit cards for payment of fees.

d) Return on investment, short-term/long-term payback (include summary calculations). Projects must exhibit measurable operational benefit.

Operational Cost Savings \$509,818

Under normal processing, MQA's overhead for a renewal is a charge of \$1.65 per transaction if the licensee pays by check and returns the renewal and no other action is required. If the licensee does not return the bar coded renewal notice or there is other activity required (i.e. address change, etc.), MQA's cost for processing that same transaction is \$6.98.

During the renewal cycles to date over 96,253 have renewed online.

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Of those renewed online, 65,854 changed their address thus saving the state the \$6.98 charge per transaction. The remaining 30,399 renewals online saved the state the \$1.65 charge per transaction.

<i>Renewals without MQA Services renewals</i>	
30,399 @ \$1.65 per transaction	\$ 50,158
65,854 @ \$6.98 per transaction	<u>\$459,660</u>
MQA total charges	\$509,818

The total cost avoidance to date is \$509,818.

<u>Development Cost Savings</u>	\$126,200
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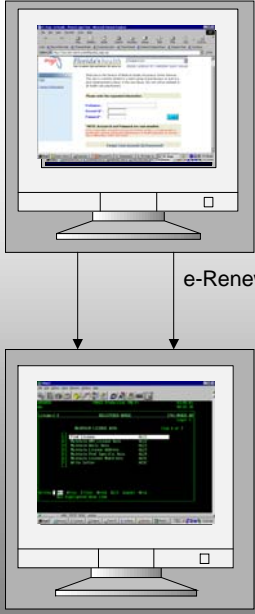
In-house resources were used in the development of the website rather than contracted services as planned for a savings as follows:

Business process re-engineering work (based on lowest bid)	\$ 41,200
Cost of In-house Development resources	(\$ 42,500)
Application Development work (based on existing Department of Health contracts with IT vendors and the actual time spent to develop and support the MQA Services website estimated @ 1700 hours	<u>\$127,500</u>
	\$126,200

The total cost avoidance due to in-house development \$126,200

<u>Current Total Cost Savings & Cost Avoidance</u>	\$636,018
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Brief Narrative on Hardware and Software

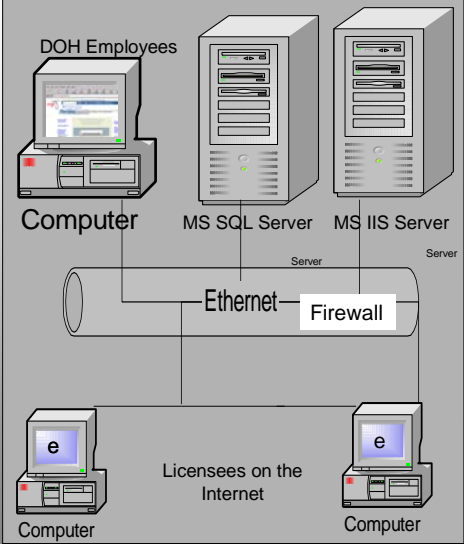


e-Renewal System Objectives

- The **Primary Goal** of the pilot e-Renewal system was to provide a user friendly on-line web application for a more convenient method to pay license renewal fees and update renewal information to the current DOH licensing systems.
- The e-Renewal system was developed to expand support of the PRAES system (Practitioner Regulation Application and Enforcement System) by providing an additional method of licensure renewals other than forms through standard mail.
- The e-Renewal system was developed under the Department of Health's Internet web application standards using Microsoft's IIS application web server and Microsoft's SQL server platforms.
- The e-Renewal system was designed and developed in 8 weeks with a staff of 6 developers.
- The e-Renewal system is built under industry standards for security with VeriSign web site certificates and secured SSL encryption.

- The Pilot e-Renewal system contained two component applications:
 - e-Renewal Internet
 - * e-Renewal License Reporting system
- e-Renewal Internet handles: licensee login, license status confirmation, address correction, and credit card authorization from Discover, Visa, MasterCard, and American Express.
- e-Renewal License Reporting handles: reporting of licenses processed, system errors, PIN number retrieval, and batch processing of credit card settlements.
- The e-Renewal system's credit card processor is Cybercash/Verisign. The e-Renewal system uses Cybercash's API to authorize and settle all credit card activity online.

e-Renewal System Infrastructure



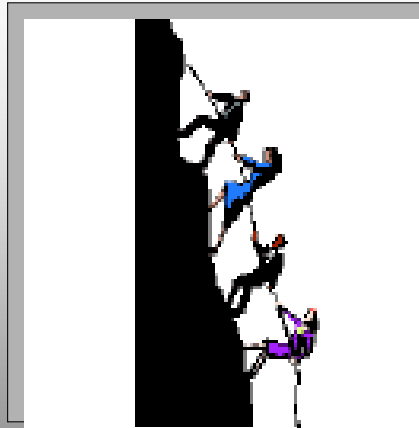
e-Renewal Infrastructure

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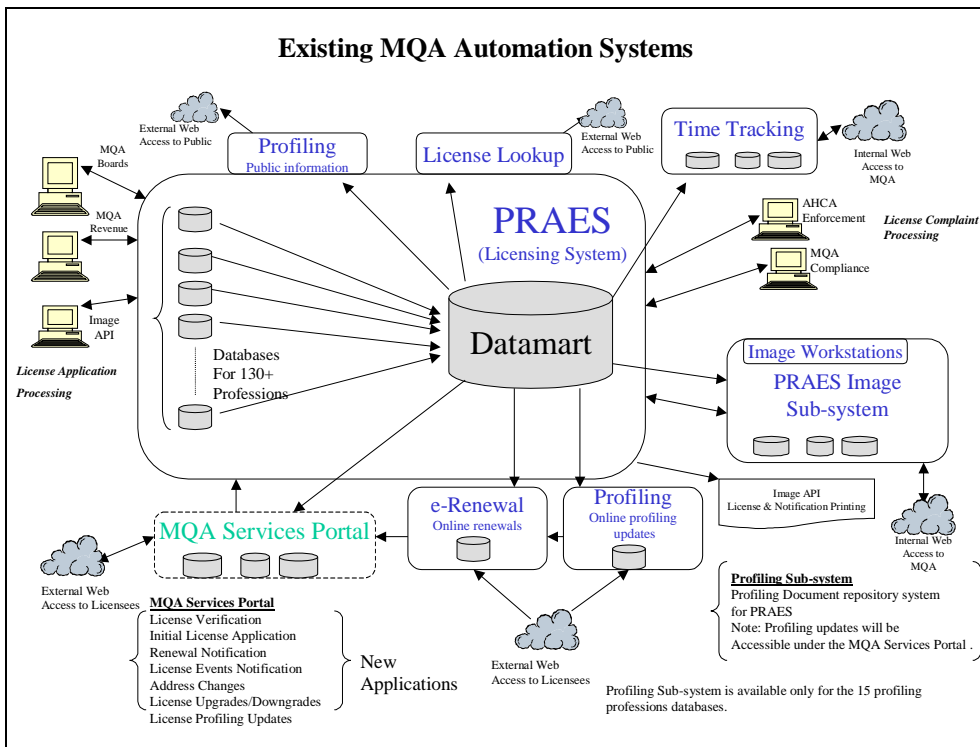


MQA Services System Critical Success Factors

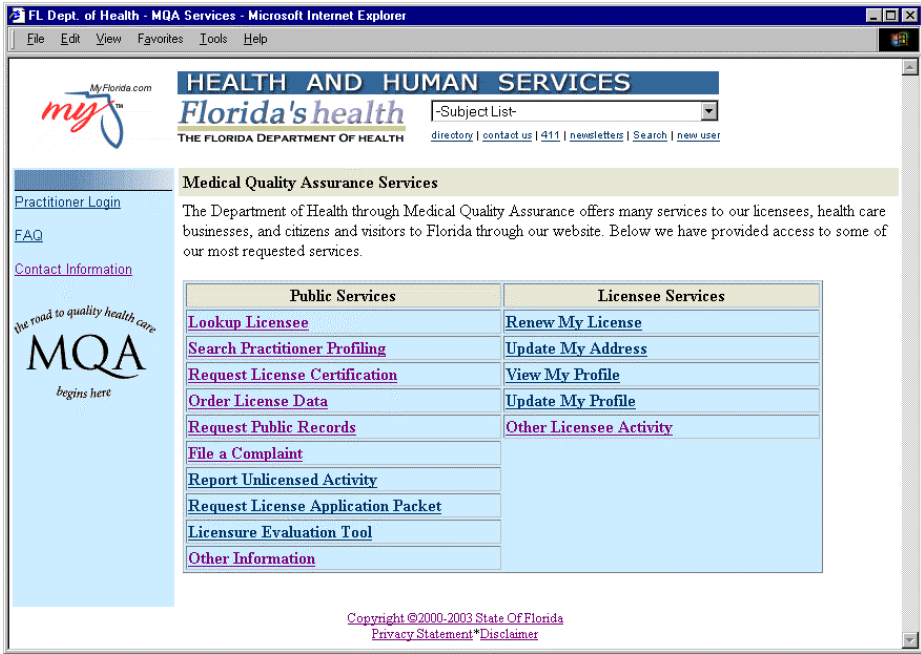
- Strong working relationship between:
 - Information Technology
 - Finance and Accounting
 - Business Owners
- Established business procedures for product requirements / product delivery (i.e. address processing / CE credits / license printing)
- Tracking transaction data locally at order time to ensure flexibility in reporting, control of settlement processes, and compatibility with legacy systems.
- Trained helpdesk personnel to provide customer service and support.




Existing MQA Automation Systems




Charts, graphs, samples






Project Background

- The MQA Services system was developed under the Division Medical Quality Assurance as a proof of concept pilot project to facilitate the study of e-commerce business initiatives for license renewals under the Department of Health. The application system was modified in the Fall 2002 to allow for a more secure site and allow for update activity outside of renewal.
- The MQA Services Pilot Project went on-line February 1st, 2001 and was available to over 58,000 Registered Nurses to use through April 30th, 2001.





**Information Technology
Medical Quality Assurance
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