

Bureau of Enforcement

Susie Love, Bureau Chief of Enforcement

To protect the public from incompetent, unethical, or impaired practitioners, MQA analyzes complaints and reports involving potential misconduct of a licensee and initiates investigations when appropriate. The MQA Enforcement bureau consists of three units:

Consumer Services & Compliance Management Unit – Amie Rice, Chief

- **Consumer Services** is the central intake unit for receipt of complaints and statutorily required reports against the practitioners regulated by the Department of Health. All complaints are reviewed to determine if they are legally sufficient for investigation. A complaint is legally sufficient if it contains ultimate facts that show that a violation of chapter 456, Florida Statutes, of any of the practice acts relating to the professions regulated by the department, or of any rule adopted by the department or a regulatory board in the department has occurred. Consumers can call **1-888-419-3456** to obtain complaint forms.
- **Compliance Management** monitors probation, the payment of fines and costs, completion of continuing education, and other discipline contained in citations and final orders. The unit also ensures the correct disciplinary status is displayed for the public and cleared upon successful completion of the discipline.

Investigative Services Unit – Jeane Clyne, Chief

Investigative Services (ISU) investigates legally sufficient complaints and conducts inspections of facilities regulated by the department. At the completion of an investigation, an Investigative Report is sent to the Prosecution Services Unit. MQA has satellite offices that house investigators and facilities inspectors. These 12 satellite offices are located in Miami, Ft. Lauderdale, West Palm Beach, Hollywood, Ft. Myers, Tampa, St. Petersburg, Orlando, Alachua, Jacksonville, Tallahassee, and Pensacola.

The Unlicensed Activity Program (ULA) within Investigative Services protects Florida residents and visitors from the potentially serious and dangerous consequences that may result from the actions of an unlicensed person, including further injury, disease or even death. The program works in conjunction with law enforcement and the state attorney's offices to prosecute individuals practicing without a license.

Prosecution Services Unit – Renee Alsobrook, Deputy General Counsel

The Prosecution Services Unit is responsible for the prosecution of cases resulting from complaints filed against health care practitioners regulated by the Department of Health. This unit receives and processes all cases investigated by the Consumer Services Unit and the Investigative Services Unit. The process includes review of completed investigations, preparation of cases for presentation to a probable cause panel, filing of administrative complaints against health care practitioners when probable cause is determined, prosecution of formal charges or resolution of the case through informal dispute resolution mechanisms, litigation of cases involving attorney fee issues, handling of appellate matters, and preparation of emergency suspension or restriction orders to be issued upon approval of the State Surgeon General.

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