

# Bureau of Operations

## **Lola Pouncey, Bureau Chief**

The Bureau of Operations is responsible for the preparation and administration of examinations for health care practitioner applicants, revenue functions for the Division, and for issuing licenses to eligible individuals. The bureau is also responsible for practitioner licensure renewals, publication of health care practitioner profiles, practitioner continuing education and financial responsibility audits, counterfeit-proof prescription pad vendors, management of the division's licensing and enforcement database, website, and documents management system. The bureau is comprised of a bureau chief and three administrative support units; all of which support the board offices. The functions of the units include:

## **Practitioner Reporting and Examination Services Unit – Jennifer Wenhold, Manager**

Practitioner Reporting and Examination Services (PRES) monitors all national examination and vendor contracts, as well as plans, coordinates and directs the development, scheduling, scoring, score reporting, post-examination reviews, defense, and security of all examinations administered by the department. PRES also issues Intent to Deny Renewal orders, conducts Florida Department of Law Enforcement (FDLE) background screenings and queries the National Practitioner data Bank (NPDB) of profiled professions at time of licensure renewal, and reports disciplinary adverse actions taken against all licensees by the licensing Boards to the Healthcare Integrity & Protection Data Bank (HIPDB).

## **Licensing and Auditing Services Unit – Gwen Bailey, Manager**

Licensing and Auditing Services supports MQA's customer service window and provides all services related to issuing and maintaining a license in Florida, including continuing education and financial responsibility audits. This unit manages revenue collection for initial licensure, renewals and fines, receives and distributes licensure applications, manages the electronic renewal system, maintains an inventory of license forms, and assists current licensees, internal customers, employers and other members of the general public with written verification of licensure.

## **Systems Support Services Unit – Candy Tyre, Manager**

Maintains and provides technical support for the licensure and enforcement database system and the division's document imaging system. Evaluates and recommends improvements to the accuracy, reliability, validity, and consistency of data maintained by the Division of Medical Quality Assurance. Provides support for design, development, maintenance, and enhancement of the division's web applications and static web pages. Coordinates renewal events and disseminates renewal notification to licensed practitioners.

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