


































## Scorecard - Medical Examiner Department

Information										
Name:	Medical Examiner Department 									
Description:	The mission of the Medical Examiner Department is to provide accurate, timely, dignified, compassionate and professional death investigative services for the citizens of Miami-Dade County, together with education, consultation and research for local and national medical, legal, academic and law enforcement communities.									
Domain:	Medical Examiner									
Owners:	Lew, Emma O. (ME); Caprara, Darren (ME)									
Details										
		As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal	Owners	
▼ 1.0 Customer										1.0 Customer
▼ 1.1 Maintain all available certifications in order to provide professional service in support of Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)		Caprara, Darren (ME)								1.1 Maintain all available certifications in order to provide professional service in support of Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)
	Percent of Staff Doctors Meeting Case Load (NAME Accreditation) Guidelines	2019 FY		80%	n/a		80%	n/a	Rivera-Morales, Jorge (ME)	Percent of Staff Doctors Meeting Case Load (NAME Accreditation) Guidelines
	NAME Performance Measure: Percent of all death investigations performed by the department that are certified as to cause and manner of death within 60 days.	Sep '19		88% (1,989 / 2,273)	90%		87% (23,921 / 27,587)	90%	Rivera-Morales, Jorge (ME)	NAME Performance Measure: Percent of all death investigations performed by the department that are certified as to cause and manner of death within 60 days.
	NAME Performance Measure: Percent of all death investigations performed by the department that are certified as to cause and manner of death within 90 days.	Sep '19		93% (2,117 / 2,273)	90%		92% (25,379 / 27,587)	90%	Rivera-Morales, Jorge (ME)	NAME Performance Measure: Percent of all death investigations performed by the department that are certified as to cause and manner of death within 90 days.
	Percent Staff Pathologist Meeting FAME Autopsy Case Load Guidelines	2019 FY		17%	100%		17%	100%	Lew, Emma O. (ME)	Percent Staff Pathologist Meeting FAME Autopsy Case Load Guidelines
▼ 1.2 Provide timely service to meet certification standards and/or support Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)		Caprara, Darren (ME)								1.2 Provide timely service to meet certification standards and/or support Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)
	FERT - % of calls where FERT was available to respond monthly PS2-1	Sep '19		69% (102 / 147)	95%		71% (1,499 / 2,111)	95%	St. Gerard, Claude (ME); Caprara, Darren (ME)	FERT - % of calls where FERT was available to respond monthly
	FERT - Average Arrival Response Time (Minutes) PS 2-1	Sep '19		57	60		56	60	Sumlar, Len D. (ME); St. Gerard, Claude (ME)	FERT - Average Arrival Response Time (Minutes) PS 2-1
	Autopsy protocol preparation time (calendar days)	Sep '19		6	14		15	14	Melton-Lamar, Veronica (ME)	Autopsy protocol preparation time (calendar days)
	Toxicology Case Turnaround Time	Sep '19		51.0	45.0		40.9	45.0	Hime, George W. (ME)	Toxicology Case Turnaround Time
	Department Sortie-Medical Examiner Release Time(hours) (PS2-1)	Sep '19		25	24		26	24	Rivera-Morales, Jorge (ME); Lew, Emma O. (ME)	Department Sortie-Medical Examiner Release Time(hours) (PS2-1)
▼ 1.3 Provide accurate service in support of Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)		Caprara, Darren (ME)								1.3 Provide accurate service in support of Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)
	Scene Investigations by Medical Examiners	2019 FY		183	190		183	190	Lew, Emma O. (ME)	Scene Investigations by Medical Examiners
	Medicolegal Number of Scene Calls per Month (PS 2-1 / PS 1-2)	Sep '19		15	n/a		153	n/a	Caprara, Darren (ME); Louis, Ernest (ME)	Medicolegal Number of Scene Calls per Month (PS 2-1 / PS 1-2)
▼ 1.4 Maintain contingency space for mass fatality scenario.		Caprara, Darren (ME)								1.4 Maintain contingency space for mass fatality scenario.
	Body Count in refrigeration	Sep '19		152	70		133	70	Garner, LaTishia (ME)	Body Count in refrigeration
▼ 2.0 Financial										2.0 Financial
▼ 2.1 Meet Budget Targets (Medical Examiner) GG 4-2		Lew, Emma O. (ME)								2.1 Meet Budget Targets (Medical Examiner) GG 4-2
	Expen: Total (Medical Examiner)	'19 FQ4		\$3,104K	\$3,468K		\$11,968K	\$13,875K	Serra, Yeseny (ME)	Expen: Total (Medical Examiner)
	Revenue: Total (Medical Examiner)	'19 FQ4		\$11,250K	\$3,468K		\$11,972K	\$13,875K	Serra, Yeseny (ME)	Revenue: Total (Medical Examiner)
	Positions: Full-Time Filled (ME)	'19 FQ4		84	n/a		326	n/a	Serra, Yeseny (ME)	Positions: Full-Time Filled (ME)
▼ 3.0 Internal										3.0 Internal
▼ 3.1 Accurately monitor current activity and estimate future service demand.		Caprara, Darren (ME)								3.1 Accurately monitor current activity and estimate future service demand.
	Body Disposition Requests Processed /Approved per Florida Statute GG 5-1	2019 FY		10,223	9,666		10,223	9,666	Melton-Lamar, Veronica (ME); Lew, Emma O. (ME)	Body Disposition Requests Processed /Approved per Florida Statute GG 5-1
	Deaths Certified Annually (Autopsies, External Examinations, Skeletal Examinations and Telephone Cases) PS 1-2	2019 FY		2,453	2,427		2,453	2,427	Melton-Lamar, Veronica (ME)	Deaths Certified Annually (Autopsies, External Examinations, Skeletal Examinations and Telephone Cases) PS 1-2
	Total Number of Cases Investigated/Processed by the Medical Examiner - Fiscal Year PS 1-2	2019 FY		14,766	14,000		14,766	14,000	Lew, Emma O. (ME)	Total Number of Cases Investigated/Processed by the Medical Examiner - Fiscal Year PS 1-2
	Autopsies Performed Annually (Fiscal) PS 1-2	2019 FY		1,834	1,773		1,834	1,773	Melton-Lamar, Veronica (ME);	Autopsies Performed Annually (Fiscal) PS 1-2

Scorecard - Medical Examiner Department

Indigent Cremation Service Cases Annually (Fiscal Year) GG 5-1	2019 FY		585	644		585	644	Witty-Fortunato, Sandra (ME)	Indigent Cremation Service Cases Annually (Fiscal Year) GG 5-1
Toxicology Cases Processed (ME District 11, Miami-Dade)	Sep '19		87	157		1,763	1,884	Hime, George W. (ME)	Toxicology Cases Processed (ME District 11, Miami-Dade)
Toxicology assays performed on MDME cases	2019 FY		10,846	10,467		10,846	10,467	Hime, George W. (ME)	Toxicology assays performed on MDME cases

Linked Objects

Child Scorecards

Parent Scorecards

Name	Owners
Public Safety Strategic Area Scorecard	Miami-Dade County

ActiveViews

Initiatives

Objectives

Name	Owners
Maintain all available certifications in order to provide professional service in support of Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)	Caprara, Darren (ME)
Provide timely service to meet certification standards and/or support Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)	Caprara, Darren (ME)
Provide accurate service in support of Statutory Mandate (FS Chapter 406) (PS 1-2 / PS 2-1 / GG 5-1)	Caprara, Darren (ME)
Maintain contingency space for mass fatality scenario.	Caprara, Darren (ME)
Meet Budget Targets (Medical Examiner) GG 4-2	Lew, Emma O. (ME)
Accurately monitor current activity and estimate future service demand.	Caprara, Darren (ME)

Program Groups

Stoplight Charts

Tasks

Commentary

Action Items

Due Date	Status	Action	Owners
9/30/2020	Not Started	Forensic Imaging Bureau (FIB) Storage Capacity Expansion for FIBNET (FIB Private Network)	Rivera-Morales, Jorge (ME)

Comments

Date	Author	Comment
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Attachments & Links

External Links			
	Name	Created By	
Business Plan		Rodriguez, Nadia	
Attachments			



Measures

As Of:	<M/d/yyyy>	15	Sum. Lvl.:	Base	Comparator:	Default			
Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners	Domain
Autopsies Performed Annually (Fiscal) PS 1-2	An autopsy is the external and internal examination of human remains for purposes of documenting disease, injury or indicators of chemical intoxication. The process can also aid in the determination of age, identification, gender, ethnicity and time since death. This procedure is used in the death investigation...	Goal - Default	Base	2019 FY	1,834	1,773	61	Melton-Lamar, Veronica (ME); Lew, Emma O. (ME)	Medical Examiner
Autopsy protocol preparation time (calendar days)	Average time needed to prepare an autopsy protocol for release to public. Time starts with dictation date and ends with the date that the autopsy protocol is signed by Medical Examiner	Goal - Default	Base	Sep '19	6	14	8	Melton-Lamar, Veronica (ME)	Medical Examiner

## Scorecard - Medical Examiner Department

▼	Body Count in refrigeration	This cooler count is a monthly average.	Goal - Default	Base	Sep '19	152	70	82	Garner, LaTishia (ME)	Medical Examiner
▲	Body Disposition Requests Processed /Approved per Florida Statute GG 5-1	This public service measure represents the number of body disposition requests which are processed and approved by the Medical Examiner Department per Florida Statute. Each request must be processed for validity and certification (cause and manner of death) accuracy. The most requested disposition is...	Goal - Default	Base	2019 FY	10,223	9,666	557	Melton-Lamar, Veronica (ME); Lew, Emma O. (ME)	Medical Examiner
▼ VR	Deaths Certified Annually (Autopsies, External Examinations, Skeletal Examinations and Telephone Cases) PS 1-2	The deaths certified annually are those deaths the medical examiner investigated and certified, that is, provided the cause and manner of death. This number also includes deaths tracked by telephone (T-cases) which have been certified by private physicians but which fall under the medical examiner's jurisdiction.	Goal - Default	Base	2019 FY	2,453	2,427	26	Melton-Lamar, Veronica (ME)	Medical Examiner
■	Department Sortie-Medical Examiner Release Time (hours) (PS2-1)	Monthly average time (hours) for body processing	Goal - Default	Base	Sep '19	25	24	-1	Rivera-Morales, Jorge (ME); Lew, Emma O. (ME)	Medical Examiner
▲	Expen: Total (Medical Examiner)	Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	Goal - Default	Base	'19 FQ4	\$3,104K	\$3,468K	\$364K	Serra, Yeseny (ME)	Medical Examiner
▼ VR	FERT - % of calls where FERT was available to respond monthly PS2-1	Count calls where the time between Removal Service Call and Departed for Scene is greater than zero and less than or equal to 45 minutes. Count calls where time between Removal Service Call and Departed for Scene is greater than 0 minutes. Develop a percentage based upon the two figures. For the...	Goal - Default	Base	Sep '19	69% (102 / 147)	95%	-26%	St. Gerard, Claude (ME); Caprara, Darren (ME)	Medical Examiner
▲	FERT - Average Arrival Response Time (Minutes) PS 2-1	Forensic Evidence Recovery Team - average arrival time at scene after been notified of the call.	Goal - Default	Base	Sep '19	57	60	-3	Sumlar, Len D. (ME); St. Gerard, Claude (ME)	Medical Examiner
▲	Indigent Cremation Service Cases Annually (Fiscal Year) GG 5-1	Number of cases interred by Miami-Dade County annually.	Goal - Default	Base	2019 FY	585	644	-59	Witty-Fortunato, Sandra (ME)	Medical Examiner
	Medicolegal Number of Scene Calls per Month (PS 2-1 / PS 1-2)	Number of scene visits for natural death cases visited by investigators	Goal - Default	Base	Sep '19	15	n/a	n/a	Caprara, Darren (ME); Louis, Ernest (ME)	Medical Examiner
■	NAME Performance Measure: Percent of all death investigations performed by the department that are certified as to cause and manner of death within 60 days.	This measure takes all case types equal to ME (for examinations type equal to: Autopsies, Skeletal Remains and External Examinations) that are approved and pending approval. It calculates the percentage that complies with the less than or equal to 60 days going back for a 12 month period from the...	Goal - Default	Base	Sep '19	88% (1,989 / 2,273)	90%	-2%	Rivera-Morales, Jorge (ME)	Medical Examiner
▲	NAME Performance Measure: Percent of all death investigations performed by the department that are certified as to cause and manner of death within 90 days.	This measure takes all case types equal to ME (for examinations type equal to: Autopsies, Skeletal Remains and External Examinations) that are approved and pending approval. It calculates the percentage that complies with the less than or equal to 90 days going back for a 12 month period from the...	Goal - Default	Base	Sep '19	93% (2,117 / 2,273)	90%	3%	Rivera-Morales, Jorge (ME)	Medical Examiner
VR	Percent of Staff Doctors Meeting Case Load (NAME Accreditation) Guidelines	National Association of Medical Examiners (NAME) accreditation criteria requires as of January 2010 staff pathologist to do no more than 300 death investigations annually. This measure includes autopsies, external examinations conducted by the pathologist as well as those they supervise.	Goal - Default	Base	2019 FY	80%	n/a	n/a	Rivera-Morales, Jorge (ME)	Medical Examiner
▼	Percent Staff Pathologist Meeting FAME Autopsy Case Load Guidelines	Percent of Staff Doctors Meeting FAME Autopsy Case Load Guidelines less than 175 cases per fiscal year.	Goal - Default	Base	2019 FY	17%	100%	-83%	Lew, Emma O. (ME)	Medical Examiner
	Positions: Full-Time Filled (ME)	The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.	Goal - Default	Base	'19 FQ4	84	n/a	n/a	Serra, Yeseny (ME)	Medical Examiner
▲	Revenue: Total (Medical Examiner)	Total revenue in \$1,000s (from FAMIS)	Goal - Default	Base	'19 FQ4	\$11,250K	\$3,468K	\$7,782K	Serra, Yeseny (ME)	Medical Examiner
▲	Scene Investigations by Medical Examiners	Medical Examiners will conduct an investigation at a scene of death when the body is still at the scene. These death scenes consist primarily of violent deaths including homicides, industrial and traffic accidents, some suicides and any death scene where law enforcement requests the Medical Examiner's...	Goal - Default	Base	2019 FY	183	190	7	Lew, Emma O. (ME)	Medical Examiner
▼	Total Number of Cases Investigated/Processed by the Medical Examiner - Fiscal Year PS 1-2	This measure includes the following: Telephone Cases, Skeleton Examinations, External Examinations, Non-ME Cases (Jurisdiction Declined) , Non-Human Remains, Cremation Reviews, Autopsies as well as Pathology and Toxicology Consult Cases and Bone & Tissue Cases.	Goal - Default	Base	2019 FY	14,766	14,000	-766	Lew, Emma O. (ME)	Medical Examiner
▲	Toxicology assays performed on MDMC cases	A count of all toxicology assays performed on District 11 MDMC cases submitted. The number is a count summarized from the Laboratory Information Management System and includes a counting of the different complete assays performed throughout the fiscal year	Goal - Default	Base	2019 FY	10,846	10,467	379	Hime, George W. (ME)	Medical Examiner

Scorecard - Medical Examiner Department

	Toxicology Case Turnaround Time	This measure describes the amount of time it takes from the time the case is recieved in the laboratory to the time a report is issued. It is an average of all cases recieved.	Goal - Default	Base	Sep '19	51.0	45.0	-6.0	Hime, George W. (ME)	Medical Examiner
 VR	Toxicology Cases Processed (ME District 11, Miami-Dade)	Toxicology cases processed for deaths investigated by Miami-Dade Medical Examiners per State Statute.	Goal - Default	Base	Sep '19	87	157	-70	Hime, George W. (ME)	Medical Examiner

