

FLORIDA DEPARTMENT OF HEALTH
DIVISION OF MEDICAL QUALITY ASSURANCE

ANNUAL REPORT & LONG-RANGE PLAN

FISCAL YEAR 2017-2018



Rick Scott
Governor

Celeste Philip, MD, MPH
State Surgeon General and Secretary





MISSION

To protect, promote and improve the health of all people in Florida through integrated state, county and community efforts.

VISION

To be the healthiest state in the nation.

VALUES

INNOVATION

We search for creative solutions and manage resources wisely.

COLLABORATION

We use teamwork to achieve common goals and solve problems.

ACCOUNTABILITY

We perform with integrity and respect.

RESPONSIVENESS

We achieve our mission by serving our customers and engaging our partners.

EXCELLENCE

We promote quality outcomes through learning and continuous performance improvement.



TABLE OF CONTENTS



Message from the State Surgeon General and Secretary	04
Message from the Division Director	05
Executive Summary	06
Structure of Medical Quality Assurance (MQA)	07
Long-Range Plan FY 2016-2020	08
Reduction of Year-Old Cases	10
Disciplinary Guidelines	11
Appendix: Information Tables	13
Contact Us/Feedback	50

SURGEON GENERAL AND SECRETARY



As Florida's State Surgeon General and Secretary of Health, it gives me great pleasure to present the Division of Medical Quality Assurance (MQA) 2017-2018 Annual Report. MQA exemplifies the Department's values of Innovation, Collaboration, Accountability, Responsiveness, and Excellence in many areas and continues to make great strides towards meeting strategic goals of licensure and regulatory efficiency.

The health of Floridians plays a crucial role in the growth of our state. MQA serves as the liaison between the public, health care professionals and their boards and councils by ensuring the Department effectively licenses, regulates, and provides information to health care professionals to achieve the Department's mission of protecting and promoting the health and safety of all people in Florida.

For example, a collaborative effort between the Board of Medicine and MQA's System Support Services resulted in the development of a system that allows Physician Assistants (PA) to update information about their supervising physician online. This permits PAs to start work under their new supervising physicians immediately after completing an update. The new system greatly reduced the number of paper forms sent into the office, increasing efficiency and allowing PAs to begin work more quickly.

In addition, our boards worked to improve application processing performance throughout the year. The boards

achieved this goal by working together to improve processes and communication with licensees to ensure all requirements were met to process applications. Getting qualified licensees to work quickly has a positive and long-lasting impact on Florida's economy.

Through the Veterans Application for Licensure Online Response system or VALOR, the Department offers expedited processing for military veterans, active duty service members and their spouses seeking licensure in all health care professions. For the 2017-2018 fiscal year, 359 applications for licensure were processed and approved through the VALOR system. MQA is committed to efficient licensure; and, as an example, the Board of Physical Therapy received a VALOR application on January 2, 2018, the application was processed, and the license was issued within 24 hours.

During the 2018 regular Session, Florida's Legislature acknowledged the recent opioid crisis by passing the Controlled Substances Bill. This law establishes prescribing limits, requires continuing education on controlled substance prescribing, and expands the required role of Florida's Prescription Drug Monitoring Program.

As we look toward the future, MQA will continue working hard to serve health care professionals and the citizens of Florida. The dedicated MQA staff strove for excellence in all they did during the 2017-2018 fiscal year, and I am confident they will continue their stellar performance for years to come.

A handwritten signature in black ink, appearing to read 'Celeste Philip'.

Celeste Philip, MD, MPH
State Surgeon General and Secretary

DIVISION DIRECTOR



As the Director of the Division of Medical Quality Assurance (MQA), it is my pleasure to present the 2017-2018 Annual Report and Long-Range Plan. As a large state that continues to grow, Florida has many unique challenges and opportunities. I am proud that our MQA team embraces these challenges, as well as the Department's mission to protect, promote, and improve the health of all people in Florida.

Regulatory efficiency remains a strategic priority. MQA's ongoing goal is to license health care professionals in a more timely and efficient manner. During the 2017-2018 fiscal year, MQA licensed qualified initial applicants in 2.01 business days. The average time to process a license renewal was 0.36 days, which is well below our performance standard of one day.

MQA implemented the enhanced Nurse Licensure Compact (eNLC) this year. The eNLC allows qualified nurses who are licensed in 28 other participating states to practice in Florida without obtaining a Florida license. The compact also allows Florida nurses to receive a multi-state license to practice in other eNLC states. Nurses with a current Florida license have the option of converting their licenses to a multi-state license or retaining their Florida license. This will help offset the serious nursing shortage Florida faces by allowing out-of-state nurses to work in Florida.

MQA is proud to offer several licensure services to qualified military families in Florida. One such service is the nationally recognized Veterans Application for Licensure Online Response system (VALOR), which provides expedited licensing for military veterans who apply six months before or after honorable discharge from active duty, as well as fee waiver eligibility for military veterans and their spouses applying for health care practitioner licensure up to 60 months after honorable discharge. The Department also offers additional armed forces licensure including the opportunity to receive a temporary certificate to practice in areas of need, renewal exemptions, and professional examination fee reimbursements. Since its inception, the VALOR system has saved thousands of dollars in licensure fees for veterans and their spouses. Also, the number of applications approved for health care licensure of military spouses and honorably discharged veterans increased significantly, while the timeframe to issue a new license decreased. In the 2017-2018 fiscal year, MQA approved 359 VALOR applications, which far exceeded our target of 206.

Ensuring the safety of all Floridians is of utmost importance for MQA. The Unlicensed Activity (ULA) program has been extremely active in their marketing efforts to educate the public about unlicensed health care activity and how to verify a provider's licensure status. Billboards, transit ads, movie preview ads, and public service announcements have been implemented to spread awareness of the dangers of receiving unlicensed health care services. Social media messages are also utilized to share information about how to report unlicensed activity. These marketing efforts will continue in targeted areas of Florida for the 2018-2019 fiscal year, enabling the program to reach Floridians in both high traffic areas as well as more rural locations.

I am very proud to have a team that is dedicated to having Florida remain the leader in health care quality regulation. We continue to remain focused upon our goal of keeping Floridians safe, healthy and working through integrated state, county, and community efforts.

A handwritten signature in black ink that reads "Lucy C. Gee". The signature is fluid and cursive.

Lucy C. Gee, MS
Division Director



EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) is dedicated to the mission of the Florida Department of Health to protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts. Working in conjunction with 22 boards and four councils, MQA licenses and regulates seven types of health care facilities and more than 200 license types in over 40 professions. The 2017-2018 Annual Report for MQA, as required by section 456.026, Florida Statutes, contains the division's long-range plan and performance data and statistics related to the regulation of health care practitioners and facilities established in section 20.43(3)(g), Florida Statutes. Additionally, this report includes financial information relating to the division's revenues, expenditures, cash balances and adequacy of existing fees for the 2017-2018 fiscal year. The information provided in this report is organized around MQA's three key processes of licensure, enforcement, and information, with an emphasis on performance-driven results.

MQA is consistently focused on improving its licensure business processes to meet the demands of a growing health care industry. During the 2017-2018 fiscal year, the division issued 92,605 initial health care profession licenses. To best serve Florida's 1.2 million health care professionals, the division continues to refine the Online Services Portal. This portal provides a user-friendly system that allows health care licensees and applicants to manage their licenses and applications. Currently, nearly 97 percent of health care practitioners are renewing their licenses online.

The Department is committed to making Florida a welcoming place to live and work for members of our armed forces and their families. Effective July 1, 2016, the Veterans Application for Licensure Online Response (VALOR) system for expedited licensing and fee waivers was expanded to a broader group of qualified military veterans and spouses of active duty service members for most health care professions. During the 2017-2018 fiscal year, 359 military veterans and spouses were licensed through VALOR, a 20 percent increase since the expansion went into effect.

The Department has strengthened its investigative and enforcement efforts to ensure the safety of Florida's residents and visitors. During the 2017-2018 fiscal year, MQA investigators reviewed 22,944 complaints filed against licensees. The Department also issued 298 emergency orders restricting and/or suspending licenses of health care practitioners for serious violations posing an immediate and serious threat to the public.

The Department's Unlicensed Activity (ULA) program is dedicated to protecting Florida's residents and visitors from the potentially dangerous consequences of receiving health

care services from unlicensed persons. Furthering our efforts to ensure the safety of all people in Florida, the ULA program works in conjunction with law enforcement and the state attorney's office to prosecute individuals practicing without a license and actively provides education and outreach to stakeholders with a vested interest in protecting the public. During the 2017-2018 fiscal year, ULA investigators completed 1,100 investigations of unlicensed activity and issued 573 cease and desist notices.

MQA informs its key customers in a variety of ways. We tracked, monitored and responded to 4,492 public record requests, on average, within 4.5 business days. All public record requests were acknowledged within 24 hours of receipt. MQA's Customer Call Center responded to 517,038 calls. The MQA website, flhealthsource.gov, is ranked nationally and informs consumers and licensees.

Finally, the division continuously reviews the adequacy of the MQA trust fund. During the past year, the MQA trust fund maintained a sufficient cash balance, as recurring revenues are adequate to cover existing recurring expenditures. MQA is committed to ensuring administrative costs foster a healthy and successful business environment for the health care industry in Florida.

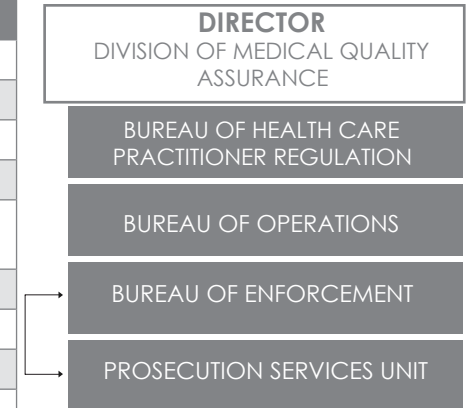
STRUCTURE OF MQA



BOARDS

Boards are responsible for approving or denying licensure applicants, reviewing and approving continuing education courses and providers, promulgating administrative rules authorized by statute, determining probable cause, and disciplining licensees found to be in violation of applicable laws. MQA supports the Governor's appointment of qualified representatives to serve on its 22 regulatory boards comprised of 180 professionals and lay persons.

MQA REGULATORY BOARDS	
Acupuncture	Occupational Therapy
Athletic Trainers	Opticianry
Chiropractic Physicians	Optometry
Clinical Laboratory Personnel	Orthotists and Prosthetists
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	Osteopathic Physicians
Dentistry	Pharmacy
Hearing Aid Specialists	Physical Therapy
Massage Therapy	Podiatric Medicine
Medicine	Psychology
Nursing	Respiratory Care
Nursing Home Administrators	Speech-Language Pathology and Audiology



COUNCILS

Four councils serve in an advisory capacity to either the Department or a board. Members are appointed by the State Surgeon General or the board under which the council operates.

COUNCIL NAME	APPOINTING AUTHORITY
Dietetics and Nutrition Practice	Board of Medicine
Electrolysis	Board of Medicine
Licensed Midwifery	State Surgeon General
Physician Assistants	Board of Medicine Board of Osteopathic Medicine State Surgeon General

DEPARTMENT-REGULATED PROFESSIONS/FACILITIES

Certified Master Social Workers	Pain Management Clinics
Dental Laboratories	Paramedics
Emergency Medical Technicians	Radiologic Technologists
Medical Physicists	School Psychologists
Office Surgery Registration	

INTERESTED IN AN APPOINTMENT TO A BOARD OR COUNCIL?

MQA Boards conduct in-person meetings in locations throughout the state on predetermined dates during the year. Each meeting is scheduled for one or two days. In addition, Boards meet through teleconferencing as often as necessary to complete its business. Board members are volunteers but are eligible to be reimbursed for travel expenses and a \$50 per diem. If you are interested in serving on a board, please complete the online Gubernatorial Appointments Questionnaire at www.flgov.com/appointment or contact the Governor's Appointments Office at 850-717-9243. If you are interested in serving on a council, please complete the Department of Health Questionnaire for Appointments at www.apps.floridahealth.gov/bcquestionnaire/. You may also obtain a questionnaire by emailing BoardsandCouncils@flhealth.gov.



LONG-RANGE PLAN 2016-2020

The MQA Long-Range Plan for Fiscal Years 2016-2020 details the division’s strategic priorities, operational goals, and key measures to monitor the performance of the division. Section 456.005, Florida Statutes, requires MQA to develop and implement a long-range plan. This plan serves as a roadmap for accomplishing our mission. It is an active plan and must be revised and modified to remain current with trends in health care services and regulation. MQA surveyed its boards and councils, and convened a meeting on April 23, 2018, to discuss survey results and obtain input on the plan.

DOH Strategic Priority Areas

STRATEGIC PRIORITY: LONG, HEALTHY LIFE

Goal: Increase healthy life expectancy

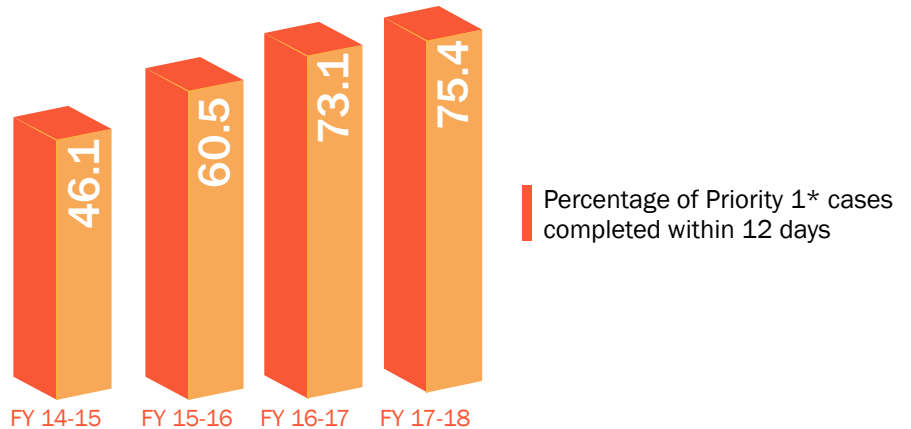
MQA Strategy:

Enforce health care standards through timely discipline of individuals and facilities found in violation of the law

Measure:

Percentage of Priority 1* investigations completed within 12 days

*Investigations of cases in which there is a potential for immediate and threat to the public



STRATEGIC PRIORITY: EFFECTIVE AGENCY PROCESSES

Goal: Establish a regulatory structure that supports the state’s strategic priorities related to global competitiveness and economic growth

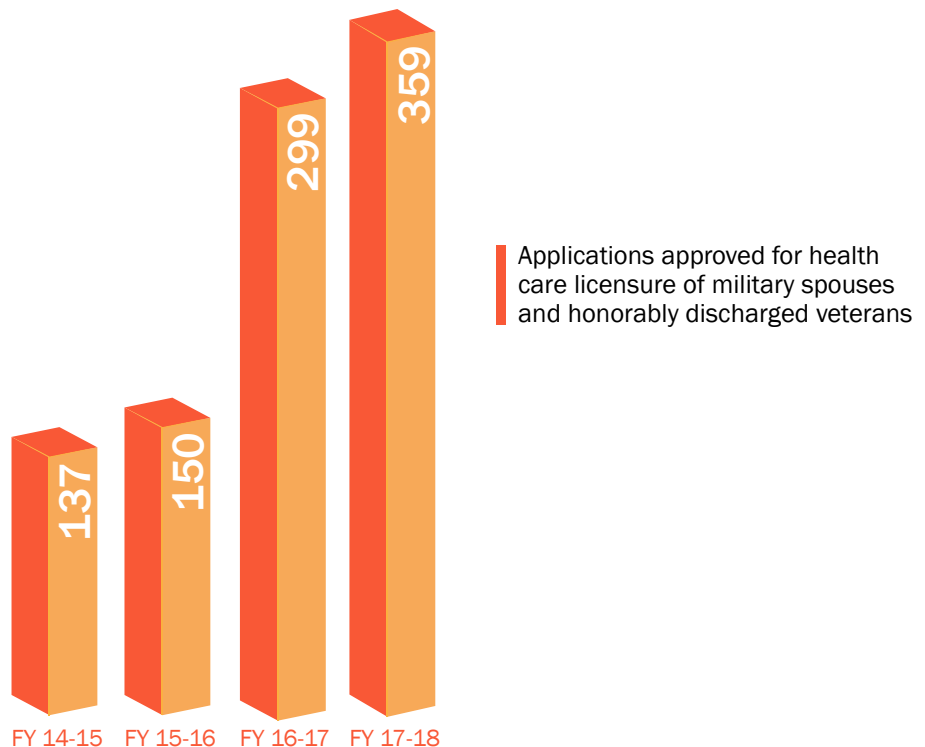
MQA Strategy:

License health care professionals more timely and efficiently

Measure:

Health care licensure applications submitted by and approved for active duty service members, military veterans, and their spouses through the VALOR expedited licensing process since its inception*

*This measure includes individuals licensed under section 456.024, Florida Statutes, the expedited health care licensure process for active duty service members and military veterans who submit proof of his/her honorable discharge either six months before or six months after the date of submission of the application, and for their spouses who hold an active, unencumbered license in another state, territory, or possession of the United States, and are seeking licensure during his/her spouse’s active duty assignment in Florida.



LONG-RANGE PLAN 2016-2020



STRATEGIC PRIORITY: REGULATORY EFFICIENCY

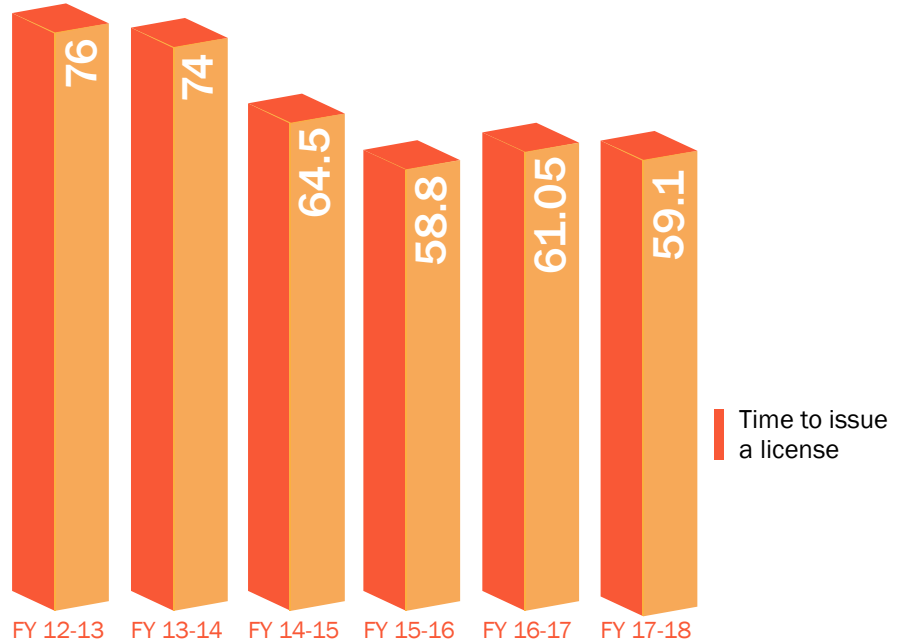
Goal: Establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth

MQA Strategy:

License health care professionals more timely and efficiently

Measure:

Time to issue a license





REDUCTION OF YEAR-OLD CASES

In the 2015-2016 Annual Report, the Prosecution Services Unit (PSU) reported a total of 1,901 disciplinary proceedings not completed within one year.¹

For the 2017-2018 fiscal year, PSU concluded the year with a total of 2,254 disciplinary cases that have not been completed within one year. Of the total number of one year-and-older cases in PSU, 34 percent are from 2017, meaning these cases are only one year old.

The total PSU year-and-older inventory for the 2017-2018 fiscal year represents an 8.5 percent decrease from fiscal year 2016-2017. Not including the Board of Massage Therapy’s year-and-older inventory, PSU presently has 1,417 year-and-older cases. In 2016-2017, PSU had 1,084 cases (excluding the Board of Massage Therapy’s inventory). This means that PSU’s year-and-older inventory for all other professions increased by 31 percent.

The Board of Massage Therapy inventory backlog of year-and-older inventory for the profession decreased significantly for FY 2017-2018 to 837 cases compared to the 1,380 cases for 2016-2017. This is a decrease of 543 cases or 39 percent.

	FY 16-17	FY 17-18	Results
Total 1+ Year Inventory	2,464	2,254	8.5% Decrease 34% of the cases are 2017 cases
Total 1+ Year Inventory without Massage Therapy	1,084	1,417	31% Increase
Total 1+ Year Massage Therapy Inventory	1,380	837	39% Decrease

PSU increased the number of cases referred to the Division of Administrative Hearings by more than 50 percent during the 2017-2018 fiscal year, and successfully prioritized cases related to opioid overprescribing or abuse through formal administrative hearings to bring them to final resolution. PSU also made considerable progress in reducing the amount of aging Board of Massage Therapy inventory in 2017-2018. Last year, PSU implemented an attorney training program for all incoming attorneys. The training program provided attorneys with specialized knowledge about all regulated professions and helped hone their litigation skills, which attributed to a reduction of year-old cases for the year. Ongoing training will be required for all attorneys in PSU to ensure they are effectively utilizing MQA processes to prosecute disciplinary cases.

¹Although Section 456.073(4), Florida Statutes, provides that cases in which a licensee properly requests a formal hearing before the Division of Administrative Hearings are not required to be presented to the applicable board within 1 year after the filing of a complaint, PSU has historically included those cases in its year-and-older inventory report

DISCIPLINARY GUIDELINES



Section 456.079, Florida Statutes, requires the MQA Annual Report and Long-Range Plan to contain a status update on development and implementation of rules providing for disciplinary guidelines.

Board/Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Acupuncture	64B1-9.001	Disciplinary Guidelines	05/31/2017	12/21/2017	02/07/2018	02/27/2018
Athletic Training	64B33-5.001	Disciplinary Guidelines	08/21/2017	10/26/2017	02/06/2018	02/26/2018
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.001	Disciplinary Guidelines	10/12/2016	10/03/2017	11/17/2017	12/07/2017
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.005	Minor Violations; Notice of Compliance	04/04/2017	04/26/2017	07/21/2017	08/10/2017
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.007	Citations	04/04/2017	04/24/2017	07/21/2017	08/10/2017
Clinical Lab	64B3-12.001	Disciplinary Guidelines	10/12/2016	01/11/2018	03/07/2018	03/27/2018
Dentistry	64B5-13.005	Disciplinary Guidelines	09/20/2016	02/28/2017	04/05/2017	04/25/2017
Dietetics and Nutrition	64B8-44.003	Disciplinary Guidelines	11/02/2016	05/03/2017	05/16/2017	06/05/2017
Electrolysis	64B8-55.001	Disciplinary Guidelines	12/06/2016	01/04/2017	02/02/2017	02/22/2017
Electrolysis	64B8-55.002	Citations	08/11/2016	01/12/2017	01/26/2017	02/15/2017
Hearing Aid Specialists	64B6-7.006	Minor Violations; Notice of Noncompliance	08/24/2016	11/23/2016	12/22/2016	01/11/2017
Medicine	64B8-30.014	Citation Authority	11/29/2016	03/15/2017	04/27/2017	05/17/2017
Medicine	64B8-30.015	Disciplinary Guidelines	11/29/2016	03/15/2017	04/27/2017	05/17/2017
Medicine	64B9-31.009	Citation Authority	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Medicine	64B8-31.010	Disciplinary Guidelines	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Nursing	64B9-15.0095	Citation for Certified Nursing Assistants	12/15/2016	04/24/2017	05/31/2017	06/20/2017
Nursing	64B9-15.0096	Mediation	04/24/2017	05/11/2017	06/12/2017	07/02/2017
Nursing	64B9-15.0097	Notice of Non-Compliance; Minor Violations	04/24/2017	05/11/2017	08/04/2017	08/24/2017
Nursing Home Administrator	64B10-14.004	Disciplinary Guidelines; Range of Penalties; Aggravating and Mitigating Circumstances	10/17/2016	03/20/2017	06/21/2017	07/11/2017
Occupational Therapy	64B11-4.003	Standards of Practice; Discipline	09/26/2016	11/17/2016	12/21/2016	01/10/2017



DISCIPLINARY GUIDELINES

Board/Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Opticianry	64B12-8.020	Disciplinary Guidelines	05/10/2017	01/29/2018	03/06/2018	03/26/2018
Orthotists and Prosthetists	64B14-7.003	Disciplinary Guidelines	05/04/2015	06/02/2017	09/04/2017	10/04/2017
Osteopathic Medicine	64B15-6.01051	Citation Authority	11/29/2016	03/15/2017	04/27/2017	05/17/2017
Osteopathic Medicine	64B15-6.011	Disciplinary Guidelines	11/29/2016	03/15/2017	04/27/2017	05/17/2017
Osteopathic Medicine	64B15-7.009	Citation Authority	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Osteopathic Medicine	64B15-7.010	Disciplinary Guidelines	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Pharmacy	34B16-30.002	Minor Violations	04/26/2017			
Physical Therapy	64B17-3.001	Disciplinary Guidelines	12/07/2016	12/15/2016	01/17/2017	02/06/2017
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	11/03/2016	02/27/2017	03/30/2017	04/19/2017
Psychology	64B19-17.002	Disciplinary Guidelines	11/21/2017	05/01/2018	05/31/2018	06/20/2018
Respiratory Care	64B32-5.001	Disciplinary Guidelines	11/02/2016	04/27/2017	05/16/2017	06/05/2017
School Psychology	62B21-504.001	Disciplinary Guidelines	09/26/2016	01/18/2017	02/22/2017	03/14/2017

APPENDIX



TABLE 1: SUMMARY OF LICENSED PRACTITIONERS

Florida is the third largest state in the nation, and it continues to grow at a fast pace. To help sustain this growth, the Florida Department of Health continues to work to reduce regulation and eliminate unnecessary barriers to licensure. Since 2010, Florida's health care population has increased by 17.5 percent. To ensure every practitioner has the necessary education and experience to obtain a license, the Division of Medical Quality Assurance (MQA) developed an extensive licensure process which thoroughly reviews applications. Florida was also one of the first states to include background screening in its credentialing process. MQA is committed to getting practitioners to work. The average time to issue an initial license to qualified applicants was 2.01 business days.

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Acupuncturist	2,166	24	125	235	46	49	4	72	2,721
Athletic Trainer	2,378	15	344	348	8	89	7	31	3,220
Certified Social Workers - Certified Master Social Worker	4	0	0	2	0	0	0	0	6
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	200	4	59	2	0	1	0	2	268
Chiropractic Medicine - Chiropractic Faculty Certificate	14	0	0	1	0	0	0	0	15
Chiropractic Medicine - Chiropractic Physician	5,337	58	255	500	210	206	12	363	6,941
Chiropractic Medicine - Registered Chiropractic Assistant	2,659	0	0	7	0	0	0	1	2,667
Clinical Laboratory Personnel - Clinical Laboratory Personnel	14,638	239	1,009	1,991	174	366	36	455	18,908
Clinical Laboratory Personnel - Clinical Laboratory Trainee	336	0	0	20	0	0	0	0	356
Clinical Laboratory Personnel - Clinical Laboratory Training Program	40	0	0	16	0	0	0	0	56
Clinical Social Work - Licensed Clinical Social Worker	9,727	47	420	1,181	101	171	25	252	11,924
Clinical Social Work - Provisional Clinical Social Worker Licensee	35	0	0	11	0	0	0	0	46
Clinical Social Work - Registered Clinical Social Worker Intern	4,897	0	0	93	0	0	5	0	4,995
Dentistry - Dentist	11,632	26	404	2,085	123	274	101	907	15,552
Dentistry - Dental Expert Witness Certificate	11	0	0	43	0	0	0	0	54
Dentistry - Dental Hygienist	12,174	59	590	1,526	123	302	95	591	15,460
Dentistry - Dental Radiographer	28,251	0	0	229	0	0	0	0	28,480
Dentistry - Dental Residency Permit	361	0	0	33	0	0	0	0	394
Dentistry - Dental Teaching Permits	203	0	0	2	0	0	0	0	205
Dentistry - Dental Temporary Certificate	34	0	7	7	0	0	0	0	48
Dentistry - Dental-Health Access Dental	37	0	2	10	0	2	0	7	58

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONTINUED)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Dietetics & Nutrition Practice Council - Dietician/Nutritionist	4,339	8	328	453	8	115	13	63	5,327
Dietetics & Nutrition Practice Council - Nutrition Counselor	73	1	10	10	1	2	0	16	113
Electrolysis Council - Electrologist	1,213	10	312	19	4	16	1	45	1,620
Emergency Medical Services - Emergency Allergy Treatment Licensee	41	0	0	1	0	0	0	0	42
Emergency Medical Services - Emergency Medical Technician	36,159	139	6,794	945	15	289	122	1	44,464
Emergency Medical Services - Paramedic	30,809	167	1,904	1,372	35	243	44	1	34,575
Hearing Aid Specialists - Hearing Aid Specialist	1,005	8	112	53	2	19	2	51	1,252
Hearing Aid Specialists - Hearing Aid Specialist Trainee	93	46	0	1	0	0	0	0	140
Marriage and Family Therapy - Marriage and Family Therapist	2,029	15	75	172	16	32	0	73	2,412
Marriage and Family Therapy - Provisional Marriage and Family Therapist	13	0	0	2	0	0	0	0	15
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1,207	0	0	22	0	0	0	0	1,229
Massage Therapy - Approved Massage School	172	0	0	1	0	0	0	0	173
Massage Therapy - Massage Therapist	32,387	248	4,256	5,042	92	689	146	915	43,775
Massage Therapy - Massage Therapy Apprentice	71	0	0	0	0	0	0	0	71
Medical Physicist - Diagnostic Radiological Physicist	49	0	3	56	0	7	0	3	118
Medical Physicist - Medical Health Physicist	25	0	0	12	0	2	0	2	41
Medical Physicist - Medical Nuclear Radiological Physicist	34	0	1	28	0	2	0	4	69
Medical Physicist - Medical Physicist In Training	44	0	0	10	0	0	0	0	54
Medical Physicist - Therapeutic Radiological Physicist	272	0	12	138	0	35	0	3	460
Medicine - Anesthesiologist Assistant	337	0	16	46	2	11	0	2	414
Medicine - House Physician	276	0	0	22	0	0	0	0	298
Medicine - Limited License Medical Doctor	103	0	40	9	0	1	0	28	181
Medicine - Medical Doctor	52,070	100	1,504	18,134	494	2,320	129	3,299	78,050
Medicine - Medical Doctor Expert Witness Certificate	23	0	0	1,812	0	0	0	0	1,835


TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONTINUED)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	1	1
Medicine - Medical Doctor Public Health Certificate	1	0	0	0	0	0	0	1	2
Medicine - Medical Faculty Certificate	49	0	0	9	0	0	0	0	58
Medicine - Physician Assistant (PA)	7,919	21	414	852	40	292	62	162	9,762
Medicine - Resident Registration	5,227	0	20	1,660	0	0	0	0	6,907
Medicine - Temporary Area of Critical Need- Med. Doctor	655	3	19	113	2	23	0	13	828
Mental Health Counseling - Licensed Mental Health Counselor	11,049	87	337	828	80	111	10	283	12,785
Mental Health Counseling - Provisional Mental Health Counselor Licensee	98	0	0	33	0	0	0	0	131
Mental Health Counseling - Registered Mental Health Counselor Intern	5,723	0	0	132	0	0	4	0	5,859
Midwifery - Midwife	179	3	14	10	2	1	0	22	231
Nursing - Advanced Registered Nurse Practitioner (ARNP)	25,460	85	641	3,535	151	709	74	528	31,183
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	21	0	0	8	0	2	2	0	33
Nursing - Certified Nursing Assistant (CNA) Program	209	0	0	0	0	0	0	0	209
Nursing - Certified Nursing Assistant (CNA)	144,373	0	38,336	3,003	0	1,924	124	0	187,760
Nursing - Clinical Nurse Specialist (CNS)	140	2	6	26	0	4	2	3	183
Nursing - Licensed Practical Nurse (LPN)	61,659	220	9,293	4,417	123	1,636	179	1,461	78,988
Nursing - Nursing Education Program (PN)	139	0	0	0	0	0	0	0	139
Nursing - Nursing Education Program (RN)	214	0	0	1	0	0	0	0	215
Nursing - Registered Nurse (RN)	246,138	1,228	12,541	43,618	1,468	12,505	835	7,211	325,544
Nursing Home Administrators - Nursing Home Administrator	1,483	21	105	174	10	37	5	129	1,964
Occupational Therapy Practice - Occupational Therapist	8,103	39	349	1,218	62	439	30	111	10,351
Occupational Therapy Practice - Occupational Therapy Assistant	5,416	34	419	448	28	211	6	40	6,602
Opticianry - Apprentice Optician	975	0	0	3	0	0	0	0	978
Opticianry - Optician	3,730	34	181	170	24	24	8	68	4,239

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONTINUED)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Optometry - Optometric Faculty Certificate	18	0	0	3	0	0	0	0	21
Optometry - Optometrist	2,825	3	51	605	64	92	30	106	3,776
Orthotists & Prosthetists - Orthotic Fitter	105	1	19	1	1	1	0	9	137
Orthotists & Prosthetists - Orthotic Fitter Assistant	57	0	16	0	0	0	0	7	80
Orthotists & Prosthetists - Orthotic Resident	29	0	0	0	0	0	0	0	29
Orthotists & Prosthetists - Orthotist	107	1	12	6	0	1	0	10	137
Orthotists & Prosthetists - Pedorthist	90	1	16	1	0	1	0	9	118
Orthotists & Prosthetists - Prosthetic Residents	35	0	0	1	0	0	0	0	36
Orthotists & Prosthetists - Prosthetist	63	0	10	3	0	4	0	11	91
Orthotists & Prosthetists - Prosthetist-Orthotist	221	1	11	14	2	3	0	23	275
Osteopathic Medicine - Osteopathic Limited License	2	0	0	1	0	0	0	0	3
Osteopathic Medicine - Osteopathic Physician	6,143	17	266	1,329	189	370	58	272	8,644
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	2	0	0	24	0	0	0	0	26
Osteopathic Medicine - Osteopathic Resident Registration	1,339	0	0	317	0	0	0	0	1,656
Osteopathic Medicine - Temporary Area of Critical Need - Osteopathic	0	0	1	0	0	0	0	0	1
Pharmacy - Consultant Pharmacist	2,792	52	274	149	12	33	4	98	3,414
Pharmacy - Nuclear Pharmacist	150	1	11	37	2	7	1	8	217
Pharmacy - Pharmacist	23,482	36	633	8,038	205	747	100	916	34,157
Pharmacy - Pharmacist Intern	6,761	0	0	5,222	0	0	0	0	11,983
Pharmacy - Registered Pharmacy Technician	43,817	32	9,791	560	8	216	7	14	54,445
Physical Therapy Practice - Physical Therapist	14,287	90	507	1,953	408	687	83	283	18,298
Physical Therapy Practice - Physical Therapist Assistant	9,508	67	432	530	77	192	35	85	10,926
Podiatric Medicine - Certified X-Ray Assistant	445	0	332	0	0	1	0	4	782
Podiatric Medicine - Podiatric Physician	1,430	6	68	242	48	70	3	148	2,015
Podiatric Medicine - Podiatric Resident Registration	127	0	0	30	0	0	0	0	157


TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONTINUED)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Psychology - Limited License Psychologist	8	0	2	0	0	0	0	2	12
Psychology - Provisional Psychologist	51	0	0	1	0	0	0	0	52
Psychology - Psychologist	4,658	8	165	669	24	75	19	357	5,975
Radiologic Technology - Radiologic Technologist	25,203	8	12,586	2,420	1	3,809	22	0	44,049
Radiologic Technology - Radiologist Assistant	27	0	5	4	0	3	0	0	39
Respiratory Care - Certified Respiratory Therapist	2,555	37	430	193	11	61	10	57	3,354
Respiratory Care - Registered Respiratory Therapist	8,651	59	509	1,125	45	343	19	109	10,860
Respiratory Care - Respiratory Care Practitioner Critical Care	31	0	4	0	0	0	0	3	38
Respiratory Care - Respiratory Care Practitioner Non-Critical Care	4	1	3	2	0	0	0	1	11
School Psychology - School Psychologist	777	5	53	26	1	6	2	42	912
Speech-Language Pathology & Audiology - Audiologist	1,060	3	71	125	4	40	2	19	1,324
Speech-Language Pathology & Audiology - Audiology Assistant	93	0	53	0	0	1	0	1	148
Speech-Language Pathology & Audiology - Provisional Audiologist	21	0	0	8	0	0	0	0	29
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	593	0	0	76	0	0	0	0	669
Speech-Language Pathology & Audiology - Speech-Language Pathologist	9,217	18	527	757	10	275	11	128	10,943
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	1,047	6	451	29	0	23	0	5	1,561
Total	954,769	3,444	108,566	121,461	4,556	30,222	2,489	19,947	1,245,454

TABLE 2: SUMMARY OF LICENSED FACILITIES AND ESTABLISHMENTS

MQA is responsible for the licensure and regulation of nine types of health care facilities and establishments for the preservation of the health, safety, and welfare of the public. With more than 22,000 actively licensed facilities and establishments, MQA is committed to continuously improving the licensure and regulation process for health care businesses.

Profession	Active	Delinquent	Total
Dentistry - Dental Laboratory	792	197	989
Electrolysis Council - Electrolysis Facility	263	87	350
Massage Therapy - Massage Establishment	8,659	19	8,678
Medicine - Office Surgery Registration	587	0	587
Medicine - Pain Management Clinic	245	0	245
Opticianry - Optical Establishment Permit	1,520	0	1,520
Pharmacy - Nonresident Sterile Compounding Pharmacy	172	10	182
Pharmacy - Pharmacy	9,858	1	9,859
Pharmacy - Resident Sterile Compounding Pharmacy	441	0	441
Totals	22,537	314	22,851

TABLE 3: RECOGNIZED CONTINUING EDUCATION (CE) PROVIDERS

Continuing education/continuing medical education (CE/CME) requirements are intended to encourage professionals to maintain competence, expand their foundations of knowledge and stay up-to-date on new and developing areas of their field. Health care practitioners must report completed CE/CME course hours to renew their licenses.

Board/Council	Active Providers as of 07/01/2018 (Board/Rule/Statute)	Active Providers as of 07/01/2018 (Full and Single Status)	Approved Providers as of 07/01/2018 (Rule/Statute)	New Provider Applications	New Provider Approved Applications	Approved Applications (Received outside 07/01/2017-06/30/2018 timeframe)	Submitted Courses	Approved New Courses- Routed to Board for Review	Approved New Courses-Auto-Accepted
Board of Acupuncture	159	138	21	39	41	3	419	308	111
Board of Athletic Training	99	12	87	6	6	0	653	6	647
Board of Chiropractic Medicine	32	32	0	10	7	0	648	575	73
Board of Clinical Laboratory Personnel	150	32	0	10	7	0	2,780	16	2,764
Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	660	523	137	69	56	0	5,382	70	5,312
Board of Dentistry	375	157	218	33	33	0	1,805	0	1,805
Board of Hearing Aid Specialists	37	4	33	2	3	0	59	5	54
Board of Massage Therapy	992	357	635	75	56	0	1,267	39	1,228
Board of Medicine	186	0	186	17	10	0	4,315	0	4,315
Board of Nursing	917	823	94	85	60	1	14,981	80	14,901
Board of Nursing Home Administrators	110	110	0	12	13	0	1,013	23	990
Board of Occupational Therapy	257	204	53	32	34	2	2,472	39	2,433
Board of Opticianry	20	20	0	0	3	1	584	35	549
Board of Optometry	145	140	5	24	17	0	2,274	2,270	4
Board of Orthotists and Prosthetists	20	1	19	2	3	0	27	0	27
Board of Osteopathic Medicine	114	0	114	7	1	0	2,994	0	2,994
Board of Physical Therapy Practice	1,033	964	69	67	65	0	2,778	1,903	875

TABLE 3: RECOGNIZED CONTINUING EDUCATION (CE) PROVIDERS (CONTINUED)

Board/Council	Active Providers as of 07/01/2018 (Board/Rule/Statute)	Active Providers as of 07/01/2018 (Full and Single Status)	Approved Providers as of 07/01/2018 (Rule/Statute)	New Provider Applications	New Provider Approved Applications	Approved Applications (Received outside 07/01/2017-06/30/2018 timeframe)	Submitted Courses	Approved New Courses- Routed to Board for Review	Approved New Courses-Auto-Accepted
Board of Podiatric Medicine	32	1	31	4	4	0	368	9	359
Board of Psychology	213	89	124	22	11	0	2,248	18	2,230
Board of Respiratory Care	169	91	78	13	12	0	1,104	21	1,083
Board of Speech-Language Pathology and Audiology	555	72	483	35	34	0	3,717	17	3,700
Dietetics and Nutrition Practice Council	114	0	114	5	3	0	816	0	816
Council of Licensed Midwifery	15	1	14	2	0	0	31	0	31
Council of Medical Physicists	6	0	6	1	1	0	51	0	51
Electrolysis Council	31	12	19	4	0	0	57	0	57
Council on Dental Laboratories	21	18	3	1	2	0	289	0	289
Council on School Psychology	40	14	26	3	1	0	749	7	742
Council on Physician Assistants	114	0	114	5	2	0	1,729	0	1,729
Totals	6,616	3,922	2,666	583	484	7	55,610	5,441	50,619

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED

MQA continues to uphold Florida's public health legacy by easing the regulatory burden for health care practitioners so they can get to work quickly. This is accomplished through performance improvement initiatives to increase efficiency and accuracy. All applications are carefully examined to ensure every practitioner in the state meets the requirements for safe practice. This fiscal year MQA received 136,277 applications and issued 92,605 licenses.

Profession	Apps Received	Re-Exam Apps	Licenses Issued
Acupuncturist	169	0	119
Athletic Trainer	391	0	349
Certified Social Workers - Certified Master Social Worker	7	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	104	0	54
Chiropractic Medicine - Chiropractic Faculty Certificate	6	0	4
Chiropractic Medicine - Chiropractic Physician	411	0	275
Chiropractic Medicine - Registered Chiropractic Assistant	1,614	0	1,342
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1,433	0	1,058
Clinical Laboratory Personnel - Clinical Laboratory Trainee	372	0	367
Clinical Laboratory Personnel - Clinical Laboratory Training Program	0	0	2
Clinical Social Work - Licensed Clinical Social Worker	1,178	0	921
Clinical Social Work - Provisional Clinical Social Worker Licensee	35	0	31
Clinical Social Work - Registered Clinical Social Worker Intern	1,067	0	911
Dentistry - Dentist	969	0	794
Dentistry - Dental Expert Witness Certificate	34	0	32
Dentistry - Dental Hygienist	883	0	683
Dentistry - Dental Laboratory	281	0	51
Dentistry - Dental Radiographer	872	0	656
Dentistry - Dental Residency Permit	124	0	126
Dentistry - Dental Teaching Permit	7	0	13
Dentistry - Dental Temporary Certificate	17	0	16
Dentistry - Dental-Health Access Dental	94	0	7
Dietetics & Nutrition Practice Council - Dietetician/Nutritionist	569	18	506
Electrolysis Council - Electrologist	257	2	197
Electrolysis Council - Electrolysis Facility	57	0	42
Emergency Medical Services - Emergency Allergy Treatment Licensee	30	0	22
Emergency Medical Services - Emergency Medical Technician	5,208	18	4,152

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED (CONTINUED)

Emergency Medical Services - Paramedic	2,229	625	1,803
Hearing Aid Specialists - Hearing Aid Specialist	88	53	85
Hearing Aid Specialists - Hearing Aid Specialist Trainee	97	0	94
Marriage and Family Therapy - Licensed Marriage and Family Therapist	260	0	176
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	10	0	9
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	246	0	200
Massage Therapy - Approved Massage School	7	0	0
Massage Therapy - Massage Establishment	2,122	0	1,455
Massage Therapy - Massage Therapist	3,696	0	3,380
Massage Therapy - Massage Therapy Apprentice	86	0	52
Medical Physicist - Diagnostic Radiological Physicist	13	0	10
Medical Physicist - Medical Health Physicist	9	0	1
Medical Physicist - Medical Nuclear Radiological Physicist	3	0	2
Medical Physicist - Medical Physicist In Training	28	0	22
Medical Physicist - Therapeutic Radiological Physicist	29	0	30
Medicine - Anesthesiologist Assistant	62	0	58
Medicine - House Physician	53	0	66
Medicine - Limited License Medical Doctor	55	0	13
Medicine - Medical Doctor	4,928	0	3,928
Medicine - Medical Doctor Expert Witness Certificate	948	0	897
Medicine - Medical Doctor Visiting Faculty Certificate	11	0	0
Medicine - Medical Faculty Certificate	33	0	15
Medicine - Office Surgery Registration	94	0	87
Medicine - Pain Management Clinic	59	0	48
Medicine - Physician Assistant (PA)	1,042	0	900
Medicine - Resident Registration	1,873	0	1,893
Medicine - Temporary Area of Critical Need- Med. Doctor	187	0	129
Mental Health Counseling - Licensed Mental Health Counselor	1,355	0	933


TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED (CONTINUED)

Mental Health Counseling - Provisional Mental Health Counselor Licensee	78	0	74
Mental Health Counseling - Registered Mental Health Counselor Intern	1,426	0	1,107
Midwifery - Midwife	29	0	12
Nursing - Certified Nursing Assistant (CNA) Programs	33	0	21
Nursing - Certified Nursing Assistant (CNA)	22,252	5,455	13,714
Nursing - Licensed Practical Nurse (LPN)	6,065	1,023	4,537
Nursing - Nursing Education Program (PN)	12	0	7
Nursing - Nursing Education Program (RN)	35	0	22
Nursing - Registered Nurse (RN)	32,305	5,319	24,945
Nursing Home Administrators - Nursing Home Administrator	223	42	91
Occupational Therapy Practice - Occupational Therapist	843	0	773
Occupational Therapy Practice - Occupational Therapy Assistant	661	0	619
Opticianry - Apprentice Optician	234	0	193
Opticianry - Optical Establishment Permit	78	0	61
Opticianry - Optician	195	228	147
Optometry - Optometric Faculty Certificate	9	0	6
Optometry - Optometrist	175	0	120
Orthotists & Prosthetists - Orthotic Fitter	8	0	7
Orthotists & Prosthetists - Orthotic Fitter Assistant	8	0	6
Orthotists & Prosthetists - Orthotic Resident	15	0	12
Orthotists & Prosthetists - Orthotist	10	0	10
Orthotists & Prosthetists - Pedorthist	2	0	1
Orthotists & Prosthetists - Prosthetic Residents	25	0	22
Orthotists & Prosthetists - Prosthetist	13	0	6
Orthotists & Prosthetists - Prosthetist-Orthotist	16	0	13
Osteopathic Medicine - Osteopathic Physician	832	0	676
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	19	0	9
Osteopathic Medicine - Osteopathic Resident Registration	540	0	539
Pharmacy - Consultant Pharmacist	198	0	172

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED (CONTINUED)

Pharmacy - Nonresident Sterile Compounding Pharmacy	27	0	17
Pharmacy - Nuclear Pharmacist	12	0	10
Pharmacy - Pharmacist	2,202	0	1,452
Pharmacy - Pharmacist Intern	1,624	0	1,532
Pharmacy - Pharmacy	626	0	661
Pharmacy - Registered Pharmacy Technician	6,234	0	4,979
Pharmacy - Resident Sterile Compounding Pharmacy	14	0	23
Physical Therapy Practice - Physical Therapist	1,255	403	1,010
Physical Therapy Practice - Physical Therapist Assistant	1,209	669	867
Podiatric Medicine - Certified Pod X-Ray Assistant	144	0	111
Podiatric Medicine - Podiatric Physician	115	0	81
Podiatric Medicine - Podiatric Resident Registration	46	0	35
Psychology - Limited License Psychologist	5	0	2
Psychology - Provisional Psychologist	46	0	33
Psychology - Psychologist	477	162	293
Radiologic Technology - Radiologic Technologist	2,506	106	1,788
Radiologic Technology - Radiologist Assistant	8	0	1
Respiratory Care - Certified Respiratory Therapist	190	0	137
Respiratory Care - Registered Respiratory Therapist	830	0	807
School Psychology - School Psychologist	86	0	57
Speech-Language Pathology & Audiology - Audiologist	100	0	71
Speech-Language Pathology & Audiology - Audiology Assistant	48	0	26
Speech-Language Pathology & Audiology - Provisional Audiologist	28	0	23
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	579	0	496
Speech-Language Pathology & Audiology - Speech-Language Pathologist	1,046	0	823
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	546	0	332
Totals	122,154	14,123	92,605

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.



TABLE 5: UPGRADE APPLICATIONS RECEIVED AND UPGRADE LICENSES ISSUED

After an initial license is issued, a health care practitioner or facility may choose to upgrade a license to reflect greater qualifications. For example, a nurse may upgrade to become an Advanced Registered Nurse Practitioner (ARNP) after completing additional education. Effective October 1, 2018, Advanced Registered Nurse Practitioner (ARNP) and Clinical Nurse Specialist (CNS) titles are replaced with the Advanced Practice Registered Nurse (APRN) title. During the 2017-2018 fiscal year, MQA issued 15,309 upgraded health care practitioner licenses.

Profession	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
Chiropractic Medicine - Chiropractic Physician	Acupuncture Added	28	13
Clinical Laboratory Personnel - Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	482	329
Dentistry - Dentist	Sedation Permit Issued	70	53
Massage Therapy - Massage Therapist	Colonics Added	13	12
Nursing - Advanced Registered Nurse Practitioner (ARNP)	Upgrade to ARNP Including Specialities	4,759	4,623
Nursing - Clinical Nurse Specialist (CNS)	Upgrade to CNS	61	9
Nursing - Licensed Practical Nurse (LPN)	Nurse Licensure Compact Multi-State License	1,852	754
Nursing - Registered Nurse (RN)	Nurse Licensure Compact Multi-State License	17,994	9,355
Opticianry - Optician	Upgrade to Certified	39	31
Radiologic Technologist	Additional Certification	188	130
Totals		25,486	15,309

Note: The Upgrade Applications Received column counts the total number of applications received during the fiscal year to upgrade an existing license, while the Upgrade Licenses Issued column counts the total number of applications approved during the fiscal year that resulted in an upgraded license.

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

TABLE 6: ONLINE RENEWALS

With over 1.2 million health care providers and facilities in Florida, MQA facilitates an efficient and effective renewal process through an online portal. Most health care licensees and facilities must renew their license every two years to remain in good standing, and other professions require annual renewal. With over 400,000 license renewals per year, nearly 97 percent of licensees used the online renewal system last year.

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Acupuncturist	45	2,291	2,394	97.58%
Athletic Trainer	28	77	107	98.13%
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	16	145	163	98.77%
Chiropractic Medicine - Chiropractic Faculty Certificate	0	0	10	0.00%
Chiropractic Medicine - Chiropractic Physician	152	5,708	5,958	98.36%
Chiropractic Medicine - Registered Chiropractic Assistant	0	1,654	1,688	97.99%
Clinical Laboratory Personnel - Clinical Laboratory Personnel	54	6,218	6,330	99.08%
Clinical Laboratory Personnel - Clinical Laboratory Training Program	0	0	9	0.00%
Clinical Social Work - Licensed Clinical Social Worker	49	0	67	73.13%
Clinical Social Work - Registered Clinical Social Worker Intern	1	0	2	50.00%
Dentistry - Dentist	99	12,982	13,421	97.47%
Dentistry - Dental Hygienist	170	13,043	13,480	98.02%
Dentistry - Dental Laboratory	103	565	759	88.01%
Dentistry - Dental Residency Permits	0	0	140	0.00%
Dentistry - Dental Temporary Certificate	0	0	25	0.00%
Dentistry - Dental-Health Access Dental	0	40	41	97.56%
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	44	0	48	91.67%
Dietetics & Nutrition Practice Council - Nutrition Counselor	1	0	3	33.33%
Electrolysis Council - Electrologist	39	1,075	1,141	97.63%
Electrolysis Council - Electrolysis Facility	6	214	236	93.22%
Emergency Medical Services - Emergency Allergy Treatment Licensee	0	0	1	0.00%
Emergency Medical Services - Emergency Medical Technician	236	0	268	88.06%
Emergency Medical Services - Paramedic	108	0	121	89.26%
Hearing Aid Specialists - Hearing Aid Specialist	8	0	12	66.67%
Marriage and Family Therapy - Licensed Marriage and Family Therapist	15	0	17	88.24%
Massage Therapy - Massage Establishment	434	2,903	4,907	68.00%
Massage Therapy - Massage Therapist	1,251	23,878	25,904	97.01%
Medical Physicist - Medical Health Physicist	0	0	1	0.00%
Medical Physicist - Medical Physicist In Training	0	0	34	0.00%
Medical Physicist - Therapeutic Radiological Physicist	3	0	3	100.00%
Medicine - Anesthesiologist Assistants	0	0	2	0.00%
Medicine - House Physician	0	0	84	0.00%
Medicine - Limited License Medical Doctor	0	13	100	13.00%
Medicine - Medical Doctor	357	31,530	32,365	98.52%
Medicine - Medical Doctor Public Health Certificate	0	0	1	0.00%
Medicine - Medical Faculty Certificate	0	0	10	0.00%
Medicine - Physician Assistant (PA)	78	7,938	8,135	98.54%
Medicine - Resident Registration	0	0	1,209	0.00%
Medicine - Temporary Area of Critical Need- Med. Doctor	3	607	660	92.42%

TABLE 6: ONLINE RENEWALS (CONTINUED)

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Mental Health Counseling - Licensed Mental Health Counselor	56	0	65	86.15
Midwifery - Midwife	24	157	187	96.79
Nursing - Advanced Registered Nurse Practitioner (ARNP)	126	11,740	11,991	98.96
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	0	17	18	94.44
Nursing - Certified Nursing Assistant (CNA)	5,520	61,531	71,616	93.63
Nursing - Clinical Nurse Specialist (CNS)	0	62	64	96.88
Nursing - Licensed Practical Nurse (LPN)	1,458	37,408	39,855	97.52
Nursing - Registered Nurse (RN)	1,541	97,456	100,471	98.53
Nursing Home Administrators - Nursing Home Administrator	2	99	102	99.02
Occupational Therapy Practice - Occupational Therapist	46	0	47	97.87%
Occupational Therapy Practice - Occupational Therapy Assistant	60	0	63	95.24%
Opticianry - Optician	15	0	22	68.18%
Optometry - Optometric Faculty Certificate	0	0	2	0.00%
Optometry - Optometrist	8	0	12	66.67%
Orthotists & Prosthetists - Orthotic Fitter	3	95	101	97.03%
Orthotists & Prosthetists - Orthotic Fitter Assistant	2	45	51	92.16%
Orthotists & Prosthetists - Orthotist	0	102	105	97.14%
Orthotists & Prosthetists - Pedorthist	7	83	91	98.90%
Orthotists & Prosthetists - Prosthetist	0	61	61	100.00%
Orthotists & Prosthetists - Prosthetist-Orthotist	6	219	226	99.56%
Osteopathic Medicine - Osteopathic Limited License	0	0	3	0.00%
Osteopathic Medicine - Osteopathic Physician	76	7,014	7,257	97.70%
Osteopathic Medicine - Osteopathic Resident Registration	0	2	848	0.24%
Pharmacy - Consultant Pharmacist	19	0	19	100.00%
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	0	4	0.00%
Pharmacy - Nuclear Pharmacist	1	181	185	98.38%
Pharmacy - Pharmacist	359	25,901	26,720	98.28%
Pharmacy - Pharmacy	11	0	11	100.00%
Pharmacy - Registered Pharmacy Technician	496	0	504	98.41%
Physical Therapy Practice - Physical Therapist	99	15,524	15,786	98.97%
Physical Therapy Practice - Physical Therapist Assistant	93	9,150	9,334	99.03%
Podiatric Medicine - Certified Pod X-Ray Assistant	36	325	365	98.90%
Podiatric Medicine - Podiatric Physician	18	1,611	1,665	97.84%
Psychology - Limited License Psychologist	0	4	8	50.00%
Psychology - Psychologist	34	5,165	5,281	98.45%
Radiologic Technology - Radiologic Technologist	747	11,824	12,902	97.43%
Radiologic Technology - Radiologist Assistant	2	9	12	91.67%
Respiratory Care - Certified Respiratory Therapist	34	0	35	97.14%
Respiratory Care - Registered Respiratory Therapist	64	0	68	94.12%
Respiratory Care - Respiratory Care Practitioner Critical Care	1	0	1	100.00%
School Psychology - School Psychologist	18	727	755	98.68%
Speech-Language Pathology & Audiology - Audiologist	14	1,108	1,137	98.68%

TABLE 6: ONLINE RENEWALS (CONTINUED)



Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Speech-Language Pathology & Audiology - Audiology Assistant	1	68	70	98.57%
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	40	756	798	99.75%
Speech-Language Pathology & Audiology - Speech-Language Pathologist	145	9,101	9,304	99.38%
Totals	14,482	408,426	438,078	96.54%

Note: Licensees are encouraged to renew their license online. Occasionally, paper applications are received and are included in the online renewal total.

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.



TABLE 7: EMERGENCY ORDERS ISSUED

The Prosecution Services Unit (PSU) reviews cases in which a licensee may pose an immediate serious danger to the public health, safety or welfare. If a health care provider poses a danger to the public or themselves, under section 5.120.60 (6), Florida Statutes, the Department can restrict or suspend a health care license through an emergency order. During the 2017-2018 fiscal year, the Department issued 298 emergency orders.

Profession	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Acupuncturist	0	1	1
Chiropractic Medicine - Chiropractic Physician	1	2	3
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1	0	1
Clinical Social Work - Licensed Clinical Social Worker	1	0	1
Dentistry - Dentist	0	2	2
Dentistry - Dental Hygienist	1	1	2
Emergency Medical Services - Emergency Medical Technician	3	0	3
Emergency Medical Services - Paramedic	2	1	3
Massage Therapy - Massage Therapist	19	5	24
Medicine - Medical Doctor	11	12	23
Medicine - Temporary Area of Critical Need- Med. Doctor	2	1	3
Mental Health Counseling - Licensed Mental Health Counselor	1	0	1
Mental Health Counseling - Registered Mental Health Counselor Intern	1	3	4
Nursing - Advanced Registered Nurse Practitioner (ARNP)	2	0	2
Nursing - Certified Nursing Assistant (CNA)	25	45	70
Nursing - Licensed Practical Nurse (LPN)	27	20	47
Nursing - Registered Nurse (RN)	56	19	75
Occupational Therapy Practice - Occupational Therapy Assistant	0	2	2
Opticianry - Optician	0	1	1
Osteopathic Medicine - Osteopathic Physician	1	1	2
Osteopathic Medicine - Osteopathic Resident Registration	1	0	1
Pharmacy - Consultant Pharmacist	0	2	2
Pharmacy - Pharmacist	2	7	9
Pharmacy - Pharmacy	1	0	1
Pharmacy - Registered Pharmacy Technician	0	12	12
Physical Therapy Practice - Physical Therapist	1	0	1
Physical Therapy Practice - Physical Therapist Assistant	1	1	2
Totals	160	138	298

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

TABLE 8: REPORTS RECEIVED, COMPLAINTS RECEIVED, AND INVESTIGATIONS COMPLETED

A core business function of MQA is to ensure the safety of all citizens and visitors of Florida. This is done through enforcing rules and regulatory laws for all health care practitioners. MQA's Investigative Services Unit (ISU) reviews and investigates consumer complaints made against health care providers. During the 2017-2018 fiscal year, MQA investigators reviewed thousands of complaints and completed 4,508 investigations against licensed health care providers.

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Acupuncturist	1	25	7	3	8	0
Athletic Trainer	2	5	1	0	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	3	1	0	1	0
Chiropractic Medicine - Chiropractic Physician	19	207	58	9	61	0
Chiropractic Medicine - Registered Chiropractic Assistant	1	132	7	2	7	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1	30	8	3	9	0
Clinical Social Work - Licensed Clinical Social Worker	2	104	29	0	25	0
Clinical Social Work - Registered Clinical Social Worker Intern	0	20	6	0	4	0
Dentistry - Dentist	274	756	253	10	208	117
Dentistry - Dental Hygienist	0	32	12	1	11	0
Dentistry - Dental Laboratory	0	24	19	2	18	1,021
Dentistry - Dental Radiographer	0	26	0	3	1	0
Dentistry - Dental Temporary Certificate	0	1	0	0	0	0
Dentistry - Dental-Health Access Dental	0	1	0	0	0	0
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	0	13	0	0	0	0
Dietetics & Nutrition Practice Council - Nutrition Counselor	0	1	1	0	0	0
Electrolysis Council - Electrologist	0	26	12	5	16	0
Electrolysis Council - Electrolysis Facility	0	13	8	0	9	230
Emergency Medical Services - Emergency Medical Technician	0	107	46	0	40	0
Emergency Medical Services - Paramedic	0	128	56	1	53	0
Hearing Aid Specialists - Hearing Aid Specialist	0	53	17	3	14	0
Hearing Aid Specialists - Hearing Aid Specialist Trainee	0	1	0	0	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	16	4	0	5	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	12	4	0	4	0
Massage Therapy - Massage Establishment	0	581	233	28	213	10,883
Massage Therapy - Massage Therapist	3	1,150	298	26	313	0
Massage Therapy - Massage Therapy Apprentice	0	2	2	0	2	0
Medical Physicist - Therapeutic Radiological Physicist	0	1	0	0	0	0
Medicine - Anesthesiologist Assistants	2	2	0	0	0	0
Medicine - House Physician	0	25	3	0	3	0
Medicine - Limited License Medical Doctor	1	1	0	0	0	0
Medicine - Medical Doctor	2,991	3,880	734	124	660	262
Medicine - Medical Doctor Expert Witness Certificate	0	3	0	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	1	0	0	0	0
Medicine - Medical Faculty Certificate	0	2	1	0	0	0
Medicine - Office Surgery Registration	0	23	9	7	3	404
Medicine - Pain Management Clinic	0	73	18	17	17	255
Medicine - Physician Assistant (PA)	80	132	29	7	23	0
Medicine - Resident Registration	6	88	1	0	3	0
Medicine - Temporary Area of Critical Need- Med. Doctor	7	53	11	3	12	9

TABLE 8: REPORTS RECEIVED, COMPLAINTS RECEIVED, AND INVESTIGATIONS COMPLETED (CONTINUED)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Mental Health Counseling - Licensed Mental Health Counselor	4	124	30	5	27	0
Mental Health Counseling - Provisional Mental Health Counselor Licensee	0	1	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	1	52	20	2	23	0
Midwifery - Midwife	10	59	4	0	0	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	127	773	102	7	91	55
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	2	0	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	34	3,635	665	12	663	0
Nursing - Licensed Practical Nurse (LPN)	66	2,315	360	5	365	0
Nursing - Registered Nurse (RN)	132	5,411	902	19	873	0
Nursing Home Administrators - Nursing Home Administrator	29	78	20	2	15	0
Occupational Therapy Practice - Occupational Therapist	0	25	7	0	7	0
Occupational Therapy Practice - Occupational Therapy Assistant	0	20	8	0	10	0
Opticianry - Apprentice Optician	0	1	1	0	0	0
Opticianry - Optical Establishment Permit	0	33	17	1	14	707
Opticianry - Optician	0	24	7	2	7	0
Optometry - Optometrist	4	36	8	0	12	0
Orthotists & Prosthetists - Orthotic Fitter	0	2	0	0	0	0
Orthotists & Prosthetists - Orthotic Fitter Assistant	0	3	1	1	0	0
Orthotists & Prosthetists - Orthotist	0	1	0	1	0	0
Orthotists & Prosthetists - Pedorthist	0	1	0	0	0	0
Orthotists & Prosthetists - Prosthetist	0	1	0	0	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	0	4	1	0	1	0
Osteopathic Medicine - Osteopathic Physician	321	570	96	7	94	25
Osteopathic Medicine - Osteopathic Resident Registration	1	75	1	0	0	0
Pharmacy - Consultant Pharmacist	0	33	7	2	7	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	17	5	0	7	7
Pharmacy - Nuclear Pharmacist	0	5	1	0	2	0
Pharmacy - Pharmacist	2	474	157	14	158	0
Pharmacy - Pharmacist Intern	0	19	3	0	3	0
Pharmacy - Pharmacy	0	431	168	39	165	5,452
Pharmacy - Registered Pharmacy Technician	0	157	62	1	59	0
Pharmacy - Resident Sterile Compounding Pharmacy	0	38	26	2	28	460
Physical Therapy Practice - Physical Therapist	4	70	24	1	21	0
Physical Therapy Practice - Physical Therapist Assistant	1	63	27	0	24	0
Podiatric Medicine - Certified Pod X-Ray Assistant	0	1	0	0	0	0
Podiatric Medicine - Podiatric Physician	80	66	19	1	25	1
Psychology - Provisional Psychologist	0	1	1	0	1	0
Psychology - Psychologist	2	104	24	1	15	0
Radiologic Technology - Radiologic Technologist	0	69	26	2	28	0
Radiologic Technology - Radiologist Assistant	0	0	0	0	0	0
Respiratory Care - Certified Respiratory Therapist	2	20	4	0	3	0
Respiratory Care - Registered Respiratory Therapist	1	35	12	0	9	0
School Psychology - School Psychologist	0	2	0	0	0	0

TABLE 8: REPORTS RECEIVED, COMPLAINTS RECEIVED, AND INVESTIGATIONS COMPLETED (CONTINUED)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Speech-Language Pathology & Audiology - Audiologist	0	7	2	0	2	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	0	21	6	0	6	0
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	0	1	0	0	0	0
Totals	4,213	22,631	4,712	381	4,508	19,888
Referred Non-Jurisdictional	48	313	1	2	0	0
Grand Totals	4,261	22,944	4,713	383	4,508	19,888

Notes: Legally Sufficient excludes 167 found not legally sufficient following commencement of investigation. Investigations completed includes five found not legally sufficient upon completion of investigation.

Definitions: Statutory Report: Reports required by Florida Statute to be submitted to the Department.

Legally Sufficient: Complaints that, if found to be true, show a potential violation of Florida Statutes or Rules.

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.



TABLE 9: PROBABLE CAUSE ACTIONS

Each board or council has a designated panel to determine if there is probable cause or sufficient evidence to bring formal charges against a licensee. This fiscal year, probable cause was found in over 1,600 cases.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Acupuncturist	9	3	3
Chiropractic Medicine - Chiropractic Physician	23	22	21
Chiropractic Medicine - Registered Chiropractic Assistant	4	1	1
Clinical Laboratory Personnel - Clinical Laboratory Personnel	5	7	6
Clinical Social Work - Licensed Clinical Social Worker	20	8	7
Clinical Social Work - Provisional Clinical Social Worker Licensee	1	0	0
Clinical Social Work - Registered Clinical Social Worker Intern	3	1	1
Dentistry - Dentist	226	45	40
Dentistry - Dental Hygienist	4	3	2
Dentistry - Dental Laboratory	4	0	0
Dentistry - Dental Radiographer	1	1	1
Dentistry - Dental Residency Permits	1	0	0
Dentistry - Dental Teaching Permits	1	0	0
Electrolysis Council - Electrologist	7	9	9
Electrolysis Council - Electrolysis Facility	6	0	0
Emergency Medical Services - Emergency Medical Technician	13	23	21
Emergency Medical Services - Paramedic	16	23	23
Hearing Aid Specialists - Hearing Aid Specialist	4	2	2
Marriage and Family Therapy - Licensed Marriage and Family Therapist	5	1	1
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	4	2	2
Massage Therapy - Massage Establishment	82	25	21
Massage Therapy - Massage Therapist	98	214	205
Medical Physicist - Therapeutic Radiological Physicist	1	0	0
Medicine - House Physician	1	2	0
Medicine - Medical Doctor	477	204	188
Medicine - Office Surgery Registration	1	0	0
Medicine - Pain Management Clinic	18	3	2
Medicine - Physician Assistant (PA)	14	6	6
Medicine - Resident Registration	5	0	0
Medicine - Temporary Area of Critical Need- Med. Doctor	7	4	4
Mental Health Counseling - Licensed Mental Health Counselor	35	8	6
Mental Health Counseling - Registered Mental Health Counselor Intern	12	7	6
Midwifery - Midwife	2	0	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	51	23	22
Nursing - Certified Nursing Assistant (CNA)	297	256	238
Nursing - Licensed Practical Nurse (LPN)	172	158	153
Nursing - Registered Nurse (RN)	378	349	317
Nursing Home Administrators - Nursing Home Administrator	10	2	0
Occupational Therapy Practice - Occupational Therapist	1	3	3
Occupational Therapy Practice - Occupational Therapy Assistant	1	3	3
Opticianry - Optical Establishment Permit	13	0	0

TABLE 9: PROBABLE CAUSE ACTIONS (CONTINUED)



Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Opticianry - Optician	2	4	4
Optometry - Optometrist	11	3	3
Orthotists & Prosthetists - Orthotic Fitter	0	0	1
Orthotists & Prosthetists - Orthotist	0	1	1
Orthotists & Prosthetists - Pedorthist	0	0	1
Orthotists & Prosthetists - Prosthetist-Orthotist	1	0	0
Osteopathic Medicine - Osteopathic Physician	80	17	15
Osteopathic Medicine - Osteopathic Resident Registration	1	1	1
Pharmacy - Consultant Pharmacist	2	3	3
Pharmacy - Nonresident Sterile Compounding Pharmacy	3	2	3
Pharmacy - Nuclear Pharmacist	1	0	0
Pharmacy - Pharmacist	80	49	47
Pharmacy - Pharmacist Intern	1	0	0
Pharmacy - Pharmacy	98	31	28
Pharmacy - Registered Pharmacy Technician	11	40	34
Pharmacy - Resident Sterile Compounding Pharmacy	7	8	6
Physical Therapy Practice - Physical Therapist	10	10	9
Physical Therapy Practice - Physical Therapist Assistant	4	7	5
Podiatric Medicine - Podiatric Physician	28	8	8
Psychology - Psychologist	13	5	5
Radiologic Technology - Radiologic Technologist	13	16	17
Respiratory Care - Certified Respiratory Therapist	2	3	3
Respiratory Care - Registered Respiratory Therapist	6	3	3
School Psychology - School Psychologist	1	1	1
Speech-Language Pathology & Audiology - Audiologist	1	1	1
Speech-Language Pathology & Audiology - Speech-Language Pathologist	3	3	1
Totals	2,412	1,634	1,514

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

TABLE 10: DISCIPLINARY CASES

When health care professionals and facilities are found in violation of the law, MQA and the boards work to enforce health care standards through timely discipline. During the 2017-2018 fiscal year, final orders were issued in 1,461 cases against practitioners. Some health care practitioners were reprimanded or sanctioned, while others were given the opportunity to take additional training to prevent errors.

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Acupuncturist	1	0	0	0	0	0	0	0	1	1
Chiropractic Medicine - Chiropractic Physician	3	5	2	4	5	8	2	9	2	16
Chiropractic Medicine - Registered Chiropractic Assistant	0	2	0	0	0	0	0	0	0	2
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	1	4	1	1	5	0	0	0	6
Clinical Social Work - Licensed Clinical Social Worker	3	2	0	0	1	2	1	0	0	6
Clinical Social Work - Registered Clinical Social Worker Intern	1	0	0	0	0	1	0	0	0	1
Dentistry - Dentist	2	15	1	0	20	17	7	0	8	39
Dentistry - Dental Hygienist	1	4	0	0	0	1	0	0	0	5
Dentistry - Dental Laboratory	0	0	0	0	0	0	0	0	1	0
Dentistry - Dental Radiographer	0	2	0	0	0	0	0	0	0	2
Electrolysis Council - Electrologist	1	2	0	0	1	1	1	0	0	4
Electrolysis Council - Electrolysis Facility	0	0	0	0	0	0	0	1	0	0
Emergency Medical Services - Emergency Medical Technician	2	9	0	0	2	2	2	0	0	14
Emergency Medical Services - Paramedic	2	4	4	0	7	7	4	0	0	19
Hearing Aid Specialists - Hearing Aid Specialist	0	1	0	1	2	3	2	0	0	4

TABLE 10: DISCIPLINARY CASES (CONTINUED)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Massage Therapy - Massage Establishment	12	5	5	0	3	9	4	62	7	25
Massage Therapy - Massage Therapist	40	87	73	0	91	159	44	0	480	276
Medicine - House Physician	0	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor	22	29	29	12	112	142	42	0	36	199
Medicine - Pain Management Clinic	0	1	0	0	1	1	0	0	0	2
Medicine - Physician Assistant (PA)	1	3	0	2	8	8	2	0	0	12
Medicine - Temporary Area of Critical Need-Med. Doctor	0	1	1	1	1	2	1	0	1	3
Mental Health Counseling - Licensed Mental Health Counselor	3	5	0	1	1	2	1	0	1	9
Mental Health Counseling - Registered Mental Health Counselor Intern	3	2	0	0	0	1	0	0	2	5
Midwifery - Midwife	0	0	0	0	1	1	0	0	1	1
Nursing - Advanced Registered Nurse Practitioner (ARNP)	2	1	6	6	5	5	5	0	0	16
Nursing - Certified Nursing Assistant (CNA)	93	38	73	23	20	22	21	0	33	245
Nursing - Licensed Practical Nurse (LPN)	23	14	51	10	14	13	14	0	27	105
Nursing - Registered Nurse (RN)	16	48	148	18	55	28	39	0	28	260
Nursing Home Administrators - Nursing Home Administrator	0	1	0	0	0	0	0	0	0	1

TABLE 10: DISCIPLINARY CASES (CONTINUED)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Occupational Therapy Practice - Occupational Therapist	2	1	0	1	2	4	0	0	0	6
Opticianry - Optical Establishment Permit	0	1	0	0	0	0	0	0	0	1
Opticianry - Optician	0	0	1	0	0	1	0	0	0	1
Optometry - Optometrist	0	1	0	0	1	1	0	0	0	2
Orthotists & Prosthetists - Pedorthist	0	0	0	0	0	0	0	0	1	0
Osteopathic Medicine - Osteopathic Physician	1	4	2	5	9	10	11	0	4	20
Osteopathic Medicine - Osteopathic Resident Registration	0	1	0	0	0	0	0	0	0	1
Pharmacy - Consultant Pharmacist	0	3	0	0	0	0	0	0	0	3
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	0	0	0	1	1	0	0	0	1
Pharmacy - Pharmacist	3	10	4	3	11	12	0	1	6	28
Pharmacy - Pharmacy	11	9	0	2	1	3	0	0	14	23
Pharmacy - Registered Pharmacy Technician	15	18	2	0	0	0	0	0	2	35
Pharmacy - Resident Sterile Compounding Pharmacy	0	4	0	1	0	1	0	0	0	5
Physical Therapy Practice - Physical Therapist	3	1	2	2	2	1	1	0	0	9
Physical Therapy Practice - Physical Therapist Assistant	7	0	2	1	2	8	0	0	1	12

TABLE 10: DISCIPLINARY CASES (CONTINUED)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Podiatric Medicine - Podiatric Physician	2	2	2	0	1	1	1	0	0	7
Psychology - Psychologist	0	0	0	0	2	2	2	0	0	2
Radiologic Technology - Radiologic Technologist	1	2	0	1	8	10	6	0	2	12
Radiologic Technology - Radiologist Assistant	0	0	0	0	0	0	0	0	0	0
Respiratory Care - Certified Respiratory Therapist	1	1	4	1	0	5	4	0	1	7
Respiratory Care - Registered Respiratory Therapist	2	0	3	1	0	4	3	0	0	6
Totals	279	342	419	97	391	504	220	73	659	1,461

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

TABLE 11: MEDICAL MALPRACTICE CLAIMS

Profession	Civil Court Claims Received	Closed Claims Received	NICA Claims	Emergency 3 in 5 Initiated	Emergency 3 in 5 Discipline	Closed Claims Discipline	Closed Claims Non-Discipline
Acupuncturist	0	1	0	0	0	0	0
Athletic Trainer	0	2	0	0	0	0	0
Chiropractic Medicine - Chiropractic Physician	2	17	0	0	0	0	1
Chiropractic Medicine - Registered Chiropractic Assistant	0	1	0	0	0	0	0
Clinical Social Work - Licensed Clinical Social Worker	0	2	0	0	0	0	0
Dentistry - Dentist	6	256	0	0	0	4	17
Massage Therapy - Massage Therapist	1	2	0	0	0	0	0
Medical Physicist - Therapeutic Radiological Physicist	0	0	0	0	0	0	1
Medicine - Anesthesiologist Assistants	0	2	0	0	0	0	0
Medicine - Limited License Medical Doctor	0	1	0	0	0	0	0
Medicine - Medical Doctor	226	2,287	73	4	0	14	50
Medicine - Physician Assistant (PA)	7	71	0	0	0	2	3
Medicine - Resident Registration	1	4	0	0	0	0	0
Medicine - Temporary Area of Critical Need- Med. Doctor	1	4	0	0	0	0	0
Mental Health Counseling - Licensed Mental Health Counselor	2	2	0	0	0	0	0
Midwifery - Midwife	0	10	0	0	0	0	1
Nursing - Advanced Registered Nurse Practitioner (ARNP)	20	98	3	0	0	0	3
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	0	2	0	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	0	1	0	0	0	0	0
Nursing - Licensed Practical Nurse (LPN)	0	2	0	0	0	0	0
Nursing - Registered Nurse (RN)	16	10	0	0	0	0	2
Nursing Home Administrators - Nursing Home Administrator	28	0	0	0	0	0	0
Optometry - Optometrist	0	4	0	0	0	0	0
Osteopathic Medicine - Osteopathic Physician	22	255	8	1	0	0	10
Osteopathic Medicine - Osteopathic Resident Registration	0	1	0	0	0	0	0
Pharmacy - Pharmacist	0	2	0	0	0	0	0
Physical Therapy Practice - Physical Therapist	0	4	0	0	0	0	0
Physical Therapy Practice - Physical Therapist Assistant	0	1	0	0	0	0	0
Podiatric Medicine - Podiatric Physician	7	75	0	0	0	0	3
Psychology - Psychologist	1	1	0	0	0	0	0
Respiratory Care - Certified Respiratory Therapist	1	1	0	0	0	0	0
Totals	341	3,119	84	5	0	20	91
Referred Non-Jurisdictional	28	1	1	0	0	0	0
Grand Totals	369	3,120	85	5	0	20	91

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

TABLE 12: HOSPITAL ANNUAL REPORT CLAIMS

There is no data to report.

TABLE 13: UNLICENSED ACTIVITY

From educating the public to conducting complex investigations and issuing cease and desist orders, MQA's Unlicensed Activity (ULA) program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation. Working in Tallahassee and 11 field offices throughout the state, the ULA program investigates all unlicensed health care activity complaints and has long-standing partnerships with law enforcement and state attorney offices to prosecute individuals practicing without a license.

Profession	Complaints Received	Referred For Investigation	Inquires Completed	Investigations Completed	Cease And Desist Orders Issued	Referred To Law Enforcement
Acupuncturist	5	3	0	3	0	0
Athletic Trainer	2	1	0	1	0	0
Chiropractic Medicine - Chiropractic Physician	8	9	0	9	2	1
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1	1	0	1	0	0
Clinical Social Work - Licensed Clinical Social Worker	2	2	0	3	2	2
Dentistry - Dentist	49	45	7	46	14	18
Dentistry - Dental Hygienist	3	3	0	3	2	1
Dentistry - Dental Laboratory	19	18	0	20	10	8
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	33	30	4	32	14	14
Dietetics & Nutrition Practice Council - Nutrition Counselor	0	1	0	1	1	1
Electrolysis Council - Electrologist	10	9	0	7	4	5
Electrolysis Council - Electrolysis Facility	22	22	1	19	13	13
Emergency Medical Services - Emergency Medical Technician	2	2	0	2	1	1
Hearing Aid Specialists - Hearing Aid Specialist	1	1	0	2	0	1
Marriage and Family Therapy - Licensed Marriage and Family Therapist	7	6	0	7	6	7
Massage Therapy - Massage Establishment	255	240	22	251	161	146
Massage Therapy - Massage Therapist	227	229	18	255	143	123
Massage Therapy - Massage Therapy Apprentice	1	0	1	0	0	0
Medicine - Medical Doctor	180	169	14	177	72	68
Medicine - Medical Doctor Expert Witness Certificate	1	1	0	1	1	0
Medicine - Office Surgery Registration	2	4	3	4	1	1

TABLE 13: UNLICENSED ACTIVITY (CONTINUED)

Profession	Complaints Received	Referred For Investigation	Inquires Completed	Investigations Completed	Cease And Desist Orders Issued	Referred To Law Enforcement
Medicine - Pain Management Clinic	4	4	0	3	0	0
Medicine - Physician Assistant (PA)	2	1	0	1	1	0
Mental Health Counseling - Licensed Mental Health Counselor	19	18	0	21	11	10
Mental Health Counseling - Registered Mental Health Counselor Intern	2	2	0	2	1	1
Midwifery - Midwife	3	3	0	3	2	2
Nursing - Certified Nursing Assistant (CNA)	15	12	2	10	2	3
Nursing - Licensed Practical Nurse (LPN)	16	17	0	18	9	9
Nursing - Registered Nurse (RN)	33	33	1	29	8	6
Nursing Home Administrators - Nursing Home Administrator	1	1	0	1	1	1
Occupational Therapy Practice - Occupational Therapist	1	0	0	0	0	0
Opticianry - Apprentice Optician	1	0	1	0	0	0
Opticianry - Optical Establishment Permit	52	59	0	61	46	48
Opticianry - Optician	13	12	0	11	4	6
Optometry - Optometrist	3	3	0	2	1	1
Orthotists & Prosthetists - Prosthetist	1	1	0	1	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	1	1	0	2	2	2
Osteopathic Medicine - Osteopathic Physician	1	1	0	1	0	0
Pharmacy - Pharmacist	13	12	1	11	9	7
Pharmacy - Pharmacy	27	26	0	28	14	16
Pharmacy - Registered Pharmacy Technician	5	5	0	5	2	2
Physical Therapy Practice - Physical Therapist	3	2	1	2	0	0
Physical Therapy Practice - Physical Therapist Assistant	2	2	0	2	0	0
Podiatric Medicine - Podiatric Physician	1	1	0	1	1	0
Psychology - Psychologist	26	25	1	24	8	8
Radiologic Technology - Radiologic Technologist	16	13	1	14	4	5

TABLE 13: UNLICENSED ACTIVITY (CONTINUED)



Profession	Complaints Received	Referred For Investigation	Inquires Completed	Investigations Completed	Cease And Desist Orders Issued	Referred To Law Enforcement
Radiologic Technology - Radiologist Assistant	2	2	1	2	0	0
School Psychology - School Psychologist	1	1	0	1	0	0
Speech-Language Pathology & Audiology - Audiologist	1	1	0	0	0	0
Totals	1,095	1,054	79	1,100	573	537

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

TABLE 14: STUDENT LOAN DEFAULTS

Florida Statute 465.074 (4) requires Florida licensed health care practitioners to remain current on their student loan repayments. If a practitioner defaults on a student loan guaranteed by the state or Federal Government, the licensee can have their license suspended.

Profession	Reports of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken
Acupuncturist	5	1	1	0	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	0	0	0	0	0
Chiropractic Medicine - Registered Chiropractic Assistant	10	0	0	0	0	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	4	1	0	0	0	0
Clinical Social Work - Licensed Clinical Social Worker	6	1	0	0	0	0
Clinical Social Work - Registered Clinical Social Worker Intern	1	0	0	0	0	0
Dentistry - Dentist	3	1	1	1	0	0
Dentistry - Dental Hygienist	9	0	0	0	0	0
Dentistry - Dental Radiographer	10	0	0	0	0	0
Electrolysis Council - Electrologist	2	0	0	0	0	0
Emergency Medical Services - Emergency Medical Technician	21	0	0	0	0	0
Emergency Medical Services - Paramedic	19	1	1	1	0	0
Hearing Aid Specialists - Hearing Aid Specialist Trainee	1	0	0	0	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	1	0	0	0	0	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	2	0	0	0	0	0
Massage Therapy - Massage Therapist	45	4	2	1	0	0
Medicine - Medical Doctor	2	0	0	0	0	0
Medicine - Physician Assistant (PA)	2	0	0	0	0	0
Mental Health Counseling - Licensed Mental Health Counselor	12	0	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	12	6	3	2	1	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	8	4	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	211	17	5	5	0	0
Nursing - Licensed Practical Nurse (LPN)	158	11	6	4	0	0
Nursing - Registered Nurse (RN)	177	14	3	3	0	0
Occupational Therapy Practice - Occupational Therapist	2	1	0	0	0	0
Occupational Therapy Practice - Occupational Therapy Assistant	6	2	2	2	0	0
Opticianry - Optician	1	0	0	0	0	0
Pharmacy - Pharmacist	2	0	0	0	0	0
Pharmacy - Pharmacist Intern	5	1	0	0	0	0

TABLE 14: STUDENT LOAN DEFAULTS (CONTINUED)



Profession	Reports of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken
Pharmacy - Registered Pharmacy Technician	51	6	1	2	0	0
Physical Therapy Practice - Physical Therapist	5	0	0	0	0	0
Physical Therapy Practice - Physical Therapist Assistant	9	1	1	0	0	0
Podiatric Medicine - Certified Pod X-Ray Assistant	1	0	0	0	0	0
Podiatric Medicine - Podiatric Physician	1	0	0	0	0	0
Psychology - Psychologist	3	0	0	0	0	0
Radiologic Technology - Radiologic Technologist	19	1	0	0	0	0
Respiratory Care - Certified Respiratory Therapist	11	1	0	0	0	0
Respiratory Care - Registered Respiratory Therapist	8	0	0	0	0	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	4	2	0	0	0	0
Totals	850	76	26	21	1	0

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

TABLE 15: REVENUE, EXPENDITURES, AND CASH BALANCES

MQA must ensure its daily operations are properly financed. MQA is funded by a trust fund which consists of fees and fines collected through the licensing, and disciplinary process. The funds are allocated to provide administrative support for the licensing and regulation of health care professionals.

MQA TF Professions	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Act Cash Bal
Acupuncture	\$874,616	\$748,055	\$442,650	\$1,180,021	\$20,165
Anesthesiologist Assistants	\$286,677	\$16,888	\$74,369	\$229,196	\$1,099
Athletic Trainers	\$487,461	\$89,452	\$179,624	\$397,289	\$46,565
Chiropractic	\$2,103,153	\$2,675,184	\$1,608,911	\$3,169,426	\$70,522
Clinical Laboratory	\$148,261	\$722,258	\$800,367	\$70,152	\$257,182
Certified Nursing Assistants	\$(225,869)	\$4,269,786	\$4,440,476	\$(396,559)	\$1,942,535
CSW, MFT, MHC	\$1,811,259	\$975,993	\$2,415,547	\$371,705	\$375,766
Dentistry	\$(3,776,736)	\$4,811,965	\$3,369,651	\$(2,334,422)	\$(940,570)
Dental Hygienist	\$998,998	\$1,227,488	\$747,953	\$1,478,533	\$279,741
Dental Labs	\$355,646	\$171,146	\$129,267	\$397,525	\$(200,564)
Dietetics & Nutrition	\$776,486	\$140,909	\$420,640	\$496,755	\$(200,667)
Electrolysis	\$(706,406)	\$253,155	\$288,384	\$(741,635)	\$(226,489)
EMS (EMT & PMT)	\$(3,976,433)	\$315,207	\$1,159,154	\$(4,820,380)	\$(17,923)
Hearing Aid Specialist	\$558,765	\$110,067	\$239,616	\$429,216	\$(91,387)
Massage Therapy	\$(8,812,902)	\$4,853,274	\$5,658,742	\$(9,618,370)	\$(2,610,729)
Medical Physicists	\$216,026	\$39,316	\$69,844	\$185,498	\$14,990
Medicine	\$8,916,058	\$19,533,064	\$16,943,223	\$11,505,899	\$(1,842,261)
Midwifery	\$(862,572)	\$117,995	\$45,487	\$(790,064)	\$(99,349)
Nursing	\$11,938,958	\$17,615,455	\$17,630,860	\$11,923,553	\$10,473,138
Nursing Home Administrator	\$641,845	\$157,362	\$307,759	\$491,448	\$30,806
Occupational Therapy	\$508,489	\$307,329	\$608,367	\$207,451	\$330,660
Opticianry	\$242,331	\$77,638	\$410,418	\$(90,449)	\$(578,282)
Optometry	\$1,706,530	\$121,327	\$616,499	\$1,211,358	\$53,987
Orthotist & Prosthetist	\$324,782	\$354,224	\$184,123	\$494,883	\$(145,398)
Osteopathic Medicine	\$1,993,661	\$3,903,384	\$2,084,385	\$3,812,660	\$104,882
Pharmacy	\$494,795	\$7,206,742	\$6,881,527	\$820,010	\$599,734
Physical Therapy	\$181,246	\$2,412,384	\$1,441,136	\$1,152,494	\$516,373
Physician Assistant	\$1,797,926	\$3,578,249	\$1,502,211	\$3,873,964	\$155,137
Podiatry	\$182,734	\$754,210	\$412,317	\$524,627	\$29,387
Psychology	\$1,851,456	\$1,775,591	\$804,879	\$2,822,168	\$(118,501)
Radiological Technologists	\$(789,284)	\$1,273,667	\$722,277	\$(237,894)	\$(236)
Respiratory Therapy	\$1,303,665	\$217,460	\$884,798	\$636,327	\$371,772
School Psychology	\$135,845	\$180,031	\$67,216	\$248,660	\$18,167
Speech-Language & Audiology	\$1,447,850	\$1,346,903	\$997,621	\$1,797,132	\$310,979
Totals	\$23,135,317	\$82,353,158	\$74,590,298	\$30,898,177	\$8,931,231

Note: Florida Birth-Related Neurological Injury Compensation Association (NICA) is a pass-through and is excluded.

PRN Student Pilot Project is not included.

TABLE 16: PROJECTED CASH BALANCES

MQA is committed to ensuring the administrative costs of regulation do not serve as a barrier to licensed health care practitioners practicing their profession in Florida.

MQA TF PROFESSIONS	Projected Ending Cash Balance 2018-2019	Projected Ending Cash Balance 2019-2020	Projected Ending Cash Balance 2020-2021	Projected Ending Cash Balance 2021-2022	Projected Ending Cash Balance 2022-2023	Projected Ending Cash Balance 2023-2024
Acupuncture	\$840,196	\$1,314,313	\$1,174,409	\$1,644,199	\$1,501,236	\$1,966,467
Anesthesiologist Assistant	\$239,568	\$237,944	\$287,100	\$285,167	\$333,673	\$331,412
Athletic Trainers	\$559,492	\$559,119	\$788,039	\$786,173	\$1,013,341	\$1,009,903
Chiropractic	\$1,831,440	\$2,500,988	\$1,692,187	\$2,924,828	\$2,098,323	\$3,309,259
Clinical Laboratory	\$237,684	\$(25,026)	\$140,391	\$(138,689)	\$9,478	\$(286,846)
Cert Nurs Asst	\$(647,197)	\$(1,292,798)	\$(1,601,163)	\$(2,329,502)	\$(2,708,245)	\$(3,523,731)
Cert Social Worker	\$-	\$-	\$-	\$-	\$-	\$-
CSW,MFT,MHC	\$2,379,409	\$1,007,278	\$3,044,001	\$1,632,981	\$3,627,344	\$2,175,362
Dentistry	\$(5,221,942)	\$(4,059,155)	\$(6,988,413)	\$(5,885,837)	\$(8,865,979)	\$(7,826,822)
Dental Hygienist	\$926,775	\$1,782,673	\$1,479,291	\$2,325,679	\$2,015,880	\$2,852,251
Dental Labs	\$317,402	\$423,763	\$411,410	\$516,769	\$503,898	\$608,201
Dietetics & Nutrition	\$719,780	\$615,908	\$922,079	\$814,581	\$1,118,228	\$1,006,911
Electrolysis	\$(874,470)	\$(897,526)	\$(1,032,988)	\$(1,060,014)	\$(1,198,680)	\$(1,229,889)
EMS (EMT & PMD)	\$(4,011,120)	\$(4,930,748)	\$(4,142,492)	\$(5,082,607)	\$(4,319,957)	\$(5,281,651)
Hearing Aid Spec	\$639,708	\$566,297	\$847,978	\$771,890	\$1,050,595	\$971,687
Massage Therapy	\$(13,153,337)	\$(14,153,511)	\$(17,760,411)	\$(18,862,275)	\$(22,556,872)	\$(23,765,845)
Medical Physicists	\$222,578	\$226,131	\$294,304	\$297,262	\$364,548	\$366,880
Medicine	\$13,012,619	\$16,854,988	\$20,125,251	\$23,696,180	\$26,710,095	\$29,995,117
Midwifery	\$(826,872)	\$(756,679)	\$(794,263)	\$(724,916)	\$(763,446)	\$(694,990)
Naturopathy	\$-	\$-	\$-	\$-	\$-	\$-
Nursing	\$12,528,673	\$15,157,622	\$17,600,720	\$19,955,534	\$22,145,683	\$24,211,751
Nursing Home Admin	\$824,543	\$794,453	\$1,208,555	\$1,175,350	\$1,585,427	\$1,548,941
Occupational Therapy	\$630,155	\$337,196	\$786,291	\$483,378	\$921,262	\$607,865
Opticianry	\$(15,539)	\$(339,890)	\$(271,111)	\$(602,053)	\$(540,747)	\$(878,632)
Optometry	\$1,662,529	\$1,487,485	\$2,140,507	\$1,960,521	\$2,606,282	\$2,421,091
Ortho & Prosth	\$320,034	\$517,690	\$425,646	\$621,017	\$526,424	\$719,388
Osteopathic	\$2,364,400	\$4,322,312	\$3,508,838	\$5,437,353	\$4,600,389	\$6,497,940
Pharmacy	\$99,555	\$618,015	\$(52,325)	\$341,692	\$(439,051)	\$(176,110)
Physical Therapy	\$228,532	\$1,186,985	\$445,084	\$1,377,762	\$616,785	\$1,522,313
Physician Assistant	\$2,504,404	\$5,126,017	\$4,408,410	\$7,009,259	\$6,276,270	\$8,855,250
Podiatry	\$149,032	\$448,354	\$158,218	\$450,750	\$155,078	\$440,458
Psychology	\$1,957,280	\$3,197,112	\$2,808,866	\$4,040,097	\$3,642,716	\$4,864,887
Radiological Technologists	\$(456,790)	\$(583,557)	\$(812,770)	\$(951,620)	\$(1,193,411)	\$(1,344,988)
Respiratory Therapy	\$1,426,410	\$894,304	\$1,783,668	\$1,239,245	\$2,116,564	\$1,559,168
School Psychology	\$172,501	\$294,618	\$260,383	\$381,600	\$346,469	\$466,739
Speech-Language	\$1,353,132	\$1,970,523	\$1,828,131	\$2,434,120	\$2,283,577	\$2,877,556
Totals	\$22,940,564	\$35,403,198	\$35,113,822	\$46,965,873	\$45,583,175	\$56,177,293

Note: NICA and Unlicensed Activity are excluded from the amounts shown above.

PRN Student Pilot Project is not included.

TABLE 17: REVIEW OF THE ADEQUACY OF RENEWAL FEES

MQA collaborates with individual boards to reduce fees whenever possible. A renewal fee analysis is performed annually to compare the cost of regulation against current renewal fees.

	Profession	FY 18-19 & 19-20 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient (4) Current Renewal Fee
1.	Acupuncture	\$459,565	2,471	\$186	\$500	\$275/\$150	Yes
2.	Anesthesiologist Asst	\$61,004	385	\$158	\$1,000	\$200	Yes
3.	Athletic Trainers	\$203,880	2,749	\$74	\$200/\$100	\$100/\$50	Yes
4.	Chiropractic	\$2,392,726		\$267			Yes
A.	Chiropractic		6,105		\$500	\$250	
B.	Chiropractic PA		206		\$250	\$55/\$28	
C.	Chiropractic Asst		2,666		\$25	\$25	
5.	Clinical Laboratory	\$2,108,279		\$124			
A.	Director		223		\$150	\$130	
B.	Supervisor		5,108		\$150	\$110	
C.	Technologist		9,661		\$150	\$90	
D.	Technician		1,573		\$150	\$50	
E.	Training Program		56		\$300	\$300	
F.	Inactive		421		\$50	\$50	
6.	Certified Nursing Asst	\$9,560,921	147,376	\$65	\$50	\$50	
7.	CSW,MFT,MHC	\$5,098,263		\$136			Yes
A.	Clinical Social Work		11,056		\$250/\$50	\$115/\$50	
B.	Marriage and Fam Ther		2,232		\$250/\$50	\$115/\$50	
C.	Mental Health Couns		12,044		\$250/\$50	\$115/\$50	
D.	Interns		12,074		\$100	\$75	
E.	Mstr Cert Social Worker		6		\$250	\$150/\$50	
8.	Dentistry	\$6,936,127	13,866	\$500	\$300	\$300	
9.	Dental Hygienist	\$990,037	13,882	\$71	\$300	\$80	Yes
10.	Dental Labs	\$94,019	792	\$119	\$300	\$200	Yes
11.	Dietetics & Nutrition	\$382,545	4,893	\$78	\$500	\$75	Yes
12.	Electrolysis	\$447,483	1,509	\$297	\$100	\$100	
13.	Hearing Aid Spec	\$354,910	1,068	\$332	\$600	\$375/\$375	Yes
14.	Massage Therapy	\$11,828,957		\$255			
A.	Massage Therapist		37,769		\$200/\$250	\$100	
B.	Massage Establishment		8,659		\$150	\$100	
15.	Medical Physicists	\$93,578		\$140			Yes
A.	Medical Physicists		614		\$500	\$150	
B.	Medical Phys In Trng		54		No Cap	\$100	
16.	Medicine	\$33,024,508	72,040	\$458	\$500	\$350/\$120	Yes
17.	Midwifery	\$112,471	194	\$580	\$500	\$500/\$500	
18.	Naturopathic		0		\$1,000	\$250	
19.	Nursing	\$32,965,327		\$85			Yes
A.	Registered Nurse (RN)		292,452		No Cap	\$65/\$55	
B.	Licensed Practical Nurse		66,419		No Cap	\$65/\$55	
C.	Advanced Registered Nurse Practitioner (ARNP)		29,231		No Cap	\$115/\$75	

TABLE 17: REVIEW OF THE ADEQUACY OF RENEWAL FEES (CONTINUED)



	Profession	FY 18-19 & 19-20 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient (4) Current Renewal Fee
D.	Clinical Nurse Specialists (CNS)		168		No Cap	\$140/\$75	
E.	ARNP/CNS		29		No Cap	\$190/\$75	
20.	Nursing Home Admin	\$449,462	1,688	\$266	No Cap	\$325	Yes
21.	Occupational Therapy	\$1,328,954	15,348	\$87	No Cap	\$55	Yes
22.	Opticianry	\$883,275	3,958	\$223	\$350/\$50	\$125/\$50	
23.	Optometry	\$770,143		\$219			Yes
A.	Optometrist		3,497		\$300	\$300	
B.	Optometry Faculty		21		No Cap	\$100	
24.	Orthotists & Prosthetics	\$303,499	675	\$450	\$500	\$400	Yes
25.	Osteopathic	\$3,298,327	9,337	\$353	\$500	\$400/\$200	Yes
26.	Pharmacy	\$14,676,493		\$164			
A.	Pharmacists		31,761		\$250	\$200	
B.	Consultant Pharmacist		3,005		\$250	\$100	
C.	Nuclear Pharmacist		190		\$250	\$100	
D.	Pharmacies Permit		9,858		\$250	\$250	
E.	Pharmacy Technicians		44,417		\$50	\$50	
27.	Physical Therapy	\$2,792,983		\$104			Yes
A.	Physical Therapist		16,738		\$200	\$75/\$50	
B.	Physical Therapist Asst		10,182		\$150	\$75/\$50	
28.	Physician Assistant	\$2,250,895	8,832	\$255	\$500	\$275/\$150	Yes
29.	Podiatry	\$768,987		\$354			Yes
A.	Podiatric Medicine		1,726		\$350	\$350	
B.	Cert Podiatric X-Ray Asst		445		No Cap	\$75	
30.	Psychology	\$1,112,409		\$207			Yes
A.	Psychologist		5,359		\$500	\$295	
B.	Limited License		8		\$500	\$25	
31.	Respiratory Therapy	\$1,525,390	12,714	\$120	\$200/\$50	\$120/\$50	Yes
32.	School Psychology	\$112,401	809	\$139	\$500	\$190/\$150	Yes
33.	Speech-Lang, P & A	\$1,216,791		\$98			Yes
A.	Pathologist & Audiologist		11,194		\$500/\$100	\$75	
B.	P & A Assist		1,175		No Cap	\$50	
	Total Fund (4)	\$138,604,608	952,988	\$145			

Notes:

- Emergency Medical Technicians, Paramedics, and Radiological Technicians are not included with the MQA trust funded professions as these professions are not governed by Chapter 456, F.S
- Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.
- If there is a projected positive cash balance at June 30, 2024, then the current renewal fee is deemed to be sufficient.



CONTACT US / FEEDBACK

DIVISION DIRECTOR

Lucy C. Gee, MS

Medical Quality Assurance
(850) 245-4224
Lucy.Gee@flhealth.gov

BUREAU CHIEFS

Mark Whitten

Bureau of Enforcement
(850) 245-4123
Mark.Whitten@flhealth.gov

(Vacant)

Bureau of Health Care Practitioner Regulation
(850) 245-4095

Lola Pouncey

Bureau of Operations
(850) 245-4064
Lola.Pouncey@flhealth.gov

EXECUTIVE DIRECTORS

Joe Baker Jr.

Nursing and Certified Nursing Assistants
(850) 245-4158
Joe.Baker@flhealth.gov

Allen Hall

Dietetics & Nutrition, Electrolysis, Occupational Therapy,
Physical Therapy, Psychology, Respiratory Care and School
Psychology
(850) 245-4374
Allen.Hall@flhealth.gov

C. Erica White, MBA, JD

Pharmacy, Orthotists & Prosthetists and Podiatric Medicine
(850) 245-4197
Erica.White@flhealth.gov

Kama Monroe, JD

Acupuncture, Massage Therapy, Midwifery, Osteopathic
Medicine and Speech-Language Pathology & Audiology
(850) 245-4162
Kama.Monroe@flhealth.gov

Anthony B. Spivey, DBA

Chiropractic Medicine, Clinical Laboratory Personnel,
Nursing Home Administrators, Medical Physicists, Optometry,
Radiologic Technologists, Emergency Medical Technicians
and Paramedics
(850) 901-6830
Anthony.Spivey@flhealth.gov

Claudia Kemp, JD

Physicians, Physician Assistants, Anesthesiologist Assistants, Office
Surgery Registration, Pain Management Clinic Registrations
(850) 245-4130
Claudia.Kemp2@flhealth.gov

Jennifer Wenhold, MSW

Athletic Training, Certified Master Social Worker, Clinical Social Work,
Dentistry, Dental Hygienist, Dental Laboratories, Hearing Aid Specialists,
Marriage and Family Therapy, Mental Health Counseling and Opticianry
(850) 245-4460
Jennifer.Wenhold@flhealth.gov

MAILING ADDRESS

Medical Quality Assurance
4052 Bald Cypress Way Bin C-00
Tallahassee, FL 32399-3250

WEBSITE

FLHealthSource.gov
FLHealthSource.gov/ULA

