



PROTECTING *the* PUBLIC THROUGH
HEALTH CARE LICENSURE, ENFORCEMENT *and* INFORMATION

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EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) in the Florida Department of Health, working in conjunction with 22 boards and six councils, licenses and regulates 37 types of facilities/establishments and 43 health care professions under Chapters 456, 401 and 468, Florida Statutes (F.S.), and individual practice acts. MQA evaluates the credentials of all applicants for licensure, issues licenses, analyzes and investigates complaints, inspects facilities, assists in prosecuting practice act violations, combats unlicensed activity, and provides credentials and discipline history about licensees to the public. During FY 10-11, MQA also managed the Drugs, Devices and Cosmetics (DDC) program established under Chapter 499, F. S. The DDC program will be transferred to the Department of Business and Professional Regulation on October 1, 2011.

As required by Section 456.026, F.S., MQA's 2010-2011 annual report includes data on current and projected cash balances and adequacy of fees, administrative complaints, and disciplinary actions for FY 10-11. The information in the report is organized around the division's three key processes of licensure, enforcement and information, with an emphasis on performance results.

MQA's long-range plan and monitoring measures are tracked and monitored in its balanced scorecard. The long-range plan is revised annually, as required by statute, with input from boards and councils.

In the area of licensure, during FY 10-11, the average cost of a license continued to decrease, and the number of licensees per full-time employee (FTE) continued to increase. The division continued to focus on converting all professions to online applications. Online initial licensure applications are aligned to MQA's strategic objective to provide an efficient licensure process that meets statutory requirements while also reflecting its commitment to a cost savings for its licensees. Since launching in FY 08-09, online applications have resulted in a cost savings of more than \$548,000.

As part of its enforcement process, MQA completed more than 6,900 investigations in FY 10-11. The division also issued 326 emergency orders - 62 more than in FY 09-10.

During FY 10-11, for cases involving allopathic physicians, osteopathic physicians and dentists, MQA began obtaining patient medical records upon receipt of a complaint if the allegation involved malpractice or practicing below the standard of care. By having the records reviewed by an in-house expert before investigation, they were able to identify those standard of care complaints with no violation. This reduced the number of cases investigated and ultimately closed with a finding of no probable cause, redirecting resources to be used on cases with possible violations. MQA's focus on providing an efficient enforcement process that meets statutorily requirements resulted in a combined 680 revocations and voluntary surrenders.

In the area of information, MQA tracked, monitored and responded to more than 22,000 public record requests in FY 10-11, with an average response time of five days. Improvements to MQA's Customer Call Center allowed the division to handle and respond to a record number of calls in FY 10-11.

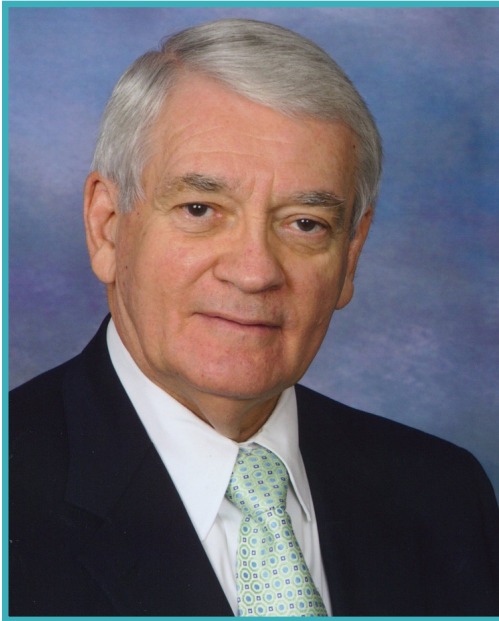
The division's Online Customer Service System allows customers to submit concerns, suggestions or compliments online. Through surveys, MQA was able to determine that nearly 95% of its external customers were satisfied with the services provided.

The MQA trust fund maintained a healthy cash balance, as recurring revenues are adequate to cover recurring expenditures. Cash balance surpluses were adequate to cover the legislatively authorized transfer of \$10 million from the MQA trust fund to the General Revenue fund in FY 10-11, as well as \$16 million in FY 11-12. Due to their non-recurring nature, these transfers do not impact the adequacy of fees.

FLHealthSource.com



Message from the STATE SURGEON GENERAL



As State Surgeon General of the Florida Department of Health (DOH), it gives me great pleasure to join the Division of Medical Quality Assurance (MQA) in presenting its 2010 -2011 Annual Report.

MQA serves an essential role in Governor Rick Scott's multi-faceted approach to combating prescription drug abuse and diversion. During 2010-2011, MQA was involved in a number of initiatives to tackle prescription drug distribution. These efforts include: implementation of the prior two years' legislation to regulate and inspect pain management clinics; partnering with the Florida Department of Law Enforcement and regional drug enforcement strike forces to shut down "pill mills;" establishing a wholesaler distribution reporting database; establishing an approved counterfeit-proof prescription pad vendor registration process; and initiating improvements in the timeliness of emergency actions.

I share Governor Scott's commitment to ensuring that practitioners comply with their first responsibility: their patient's health rather than the easy money made from unethical and criminal prescribing and dispensing of controlled substances. In large part to the efforts and partnerships fostered through MQA, we are well on the way to addressing this issue. Please join me in congratulating the fine leaders and employees of MQA for their exceptional achievements this past fiscal year. I am proud of the work they have done, and I am confident that their efforts will continue to show positive results in the year ahead.

Sincerely,

H. FRANK FARMER, JR., MD, PHD, FACP
STATE SURGEON GENERAL

Message from the DIVISION DIRECTOR



At the Division of Medical Quality Assurance we are proud that we work for the Department of Health in carrying out its mission to protect and promote the health of all residents and visitors in the state through organized state and community efforts, including cooperative agreements with counties. Our employees fulfill the mission by providing excellent customer service, continuously identifying and implementing efficiencies and improvements in our processes, ensuring cost-effective regulation, and providing timely and accurate information to the public.

During fiscal year 2010-2011, MQA was involved in a number of initiatives to combat prescription drug abuse and diversion. These initiatives included our successful partnership with the Florida Department of Law Enforcement and regional drug enforcement strike forces to shut down "pill mills;" establishing a wholesaler distribution reporting database, as well as establishing an approved counterfeit-proof prescription pad vendor registration process.

MQA believes in a focus on continuous improvement. A significant public protection initiative undertaken in FY 10-11

was the Emergency Action Improvement Process. The project focused on improving the amount of time to take emergency actions on those cases against health care practitioners who pose an immediate threat to the health, safety, and welfare of the public. Through process mapping and data analysis, significant process improvements were identified. DOH set a target of issuing emergency actions within 25 days from receipt of a complaint. We are already seeing considerable improvements in the process with an increase in the number of emergency actions along with a decrease in the time to take emergency action.

Major improvements were also made in our Customer Call Center to better serve our customers. These improvements greatly enhanced our ability to handle the more than 35,000 calls received each month.

We continue to expand our online application process, allowing applicants to apply online and track the status of their application. Of MQA's 43 professions (42 of which offer initial licensure), 16 professions are now able to apply completely online.

These are only a few of the efficiency initiatives undertaken by MQA during this fiscal year. Because of these efficiencies the real results can be seen in the fact that the average cost of a license decreased to \$61.24, a 15% reduction since fiscal 2007-2008. Furthermore, in the past 2 fiscal years, 10 professions reduced their licensure fees for 34 different license types.

To prepare for the coming year, MQA conducted a SWOT (strengths, weaknesses, opportunities and threats) analysis and an environmental scan to identify our strategic priorities for FY 11-12. These priorities are listed on page 8. We also identified strategic challenges for the coming year. One of the challenges we face-reactive rather than preemptive regulation-if addressed, will bring us the greatest return on investment. It is the integration of data and analytics to allow us to discover and address problems before they occur. For example, if we continue to be successful in eliminating "pill mills" in one area, using data and analytics can we identify where they will crop up next and stop them before they again become the enormous problem we face today?

We will continue to focus on identifying regulations that create unnecessary burdens on licensees while also striving to improve even more our customer service and overall results in our key performance measures.

LUCY C. GEE, M.S., DIRECTOR

STRUCTURE *of* MQA

Health care professions are established within individual practice acts and are further regulated by Chapter 456, F.S., under the Department of Health within the Division of Medical Quality Assurance. It is the Legislature's intent that health care professions shall be regulated only for the preservation of the health, safety, and welfare of the public. We regulate, as directed by law, because the unregulated practice of a health care profession has the potential to cause harm or endanger the public; the public is not already effectively protected by other laws or local regulation; and, a less restrictive way to regulate the profession is not available.

Boards are responsible for approving or denying applicants for licensure and routinely handle requests for declaratory statements (interpretations of statutes and rules) and waivers or variances from their rules. Boards conduct disciplinary hearings, promulgate rules, and develop proposed legislation. The range of disciplinary actions taken by boards includes citations, fines, suspensions, reprimands, probations, and revocations, as well as continuing education requirements and mandatory participation in intervention programs. When provided for in their individual practice acts, board members approve continuing education providers and/or courses for their licensees. Board members partner with the division to develop and implement a long-range policy plan that is submitted to the Governor and Legislature each year.

Boards and councils are composed of consumer and professional members. The number of members along with other requirements are established under each individual practice act. Board members are appointed by the Governor, typically for four-year terms. Upon term expiration, the Governor may choose to re-appoint members for a second four-year term. A member may serve no more than two consecutive four-year terms. Each board member is accountable to the Governor for the proper performance of duties as a member of the board. Council members are appointed by either the State Surgeon General or the supervising board.

Persons interested in an appointment to any regulatory board may obtain a gubernatorial questionnaire from the Governor's Executive Office through its Board and Commission Vacancies web page. To find the page:

1. Go to **www.myflorida.com**.
2. Choose Governor's Web Site
3. Click on "Executive Office of the Governor"
4. Click on "Appointments Office"
5. Click on "Gubernatorial Appointments Questionnaire"

You may also obtain a form by calling the Governor's Appointments Office at (850) 488-2183.

DIRECTOR DIVISION OF MEDICAL QUALITY ASSURANCE

BUREAU OF HEALTH CARE
PRACTITIONER REGULATION

BUREAU OF MANAGEMENT
SERVICES

BUREAU OF ENFORCEMENT

BUREAU OF OPERATIONS

**THE FLORIDA DEPARTMENT OF HEALTH
STRATEGIC PRIORITIES**

- Public Health Wellness, Access, Prevention & Protection
- Health System Preparedness
- Organizational Development

STRATEGIC PLAN

Section 456.005, F.S., requires the Division of Medical Quality Assurance (MQA) to develop and implement a strategic plan. This plan serves as a five year road map 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. Gathering input and feedback from MQA employees, board/council members, and the division's many stakeholders is essential, as is familiarizing them with the plan and involving them in accomplishing plan goals.

2011-2012 STRATEGIC PRIORITIES

Through a SWOT analysis and an environmental scan, MQA identified the following strategic priorities for fiscal year 2011-2012:

- Enforce regulation of facilities and practitioners involved with prescribing or dispensing controlled substances in Florida to reduce inappropriate and over-prescribing
- Reduce the time it takes to impose emergency action against a healthcare practitioner or facility that poses an immediate threat to public health and safety
- Develop a comprehensive communication plan that ensures timely, accurate, relevant, and critical information for workforce, customers, and stakeholders
- Ensure cost effective regulation through developing a comprehensive financial management plan
- Improve information and data analysis systems to enable MQA to be more proactive in protecting and promoting public health and safety

2010-2011 OPERATIONAL STRATEGIC PLAN

GOAL: PUBLIC HEALTH WELLNESS, ACCESS, PREVENTION & PROTECTION

OBJECTIVE

LICENSE EXPEDITIOUSLY ALL HEALTH CARE PROFESSIONALS WHO MEET STATUTORILY MANDATED MINIMUM STANDARDS OF COMPETENCY

STRATEGIES

- Provide an efficient licensure process that meets statutory requirements
- Expand online services

KEY MEASURES

- | | | |
|--|-----------------------|---------------------|
| • Average # of days to issue an initial license: | BASELINE 68.84 | ACTUAL 71.87 |
| • % of licensees renewing online: | BASELINE 49.2 | ACTUAL 87 |

OBJECTIVE

ENFORCE HEALTH CARE STANDARDS THROUGH TIMELY DISCIPLINE, EDUCATION, AND REMEDIATION OF HEALTHCARE PROFESSIONALS FOUND IN VIOLATION OF THE LAW

STRATEGIES

- Provide an efficient enforcement process that meets statutory requirements
- Reduce the length of time to issue emergency actions from the date of the event to the date the order is issued
- Regulate aggressively in response to the public health threat posed by pain clinics, over-prescribing of controlled drugs, and health care fraud

KEY MEASURES

- | | | |
|---|-----------------------|---------------------|
| • Average # of days from date of legal sufficiency to final order: | BASELINE 430.1 | ACTUAL 424 |
| • % of ULA cases referred for criminal prosecution: | BASELINE 1.5 | ACTUAL 65.13 |
| • Average # of days to resolve ULA cases: | BASELINE 367.5 | ACTUAL 493 |
| • Average # of days to take emergency action on priority 1 investigations: | BASELINE 103 | ACTUAL 106.5 |
| • % of initial investigations and recommendations as to the existence of probable cause completed within 180 days of receipt: | BASELINE 83 | ACTUAL 89.9 |

OBJECTIVE

INFORM STAKEHOLDERS AND CONSUMERS TO ENABLE THEM TO MAKE HEALTH CARE DECISIONS AND PROMOTE ACCESSIBLE HEALTH CARE

STRATEGIES

- Insure customers are informed of, have confidence in, and value MQA services

KEY MEASURES

- Average # of days to fulfill a public record request **BASELINE 19.7**
- % of external customers satisfied with services provided by MQA: **BASELINE 93** **ACTUAL 5**
ACTUAL 94.83

GOAL: ORGANIZATIONAL DEVELOPMENT

OBJECTIVE

MOTIVATE THE WORKFORCE TO ACHIEVE EXCELLENCE

STRATEGIES

- Recruit, hire, and retain skilled and motivated employees that will exemplify MQA's mission, vision and values

KEY MEASURES:

- % of employee turnover: **BASELINE 17** **ACTUAL 14.46**

OBJECTIVE

MINIMIZE LICENSURE FEES THROUGH COST-EFFECTIVE OPERATIONS

STRATEGIES

- Ensure all regulated professions have a positive cash balance

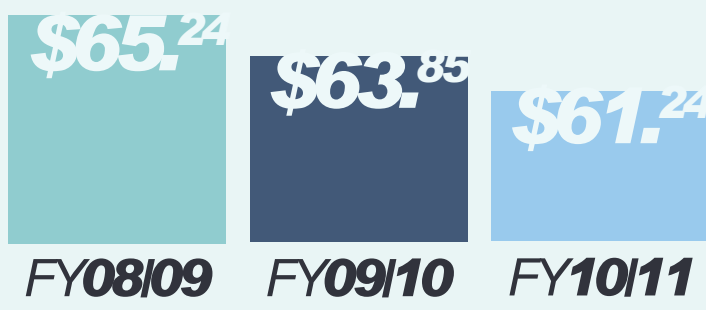
KEY MEASURE:

- Average cost of a license: **BASELINE \$76** **ACTUAL \$61.24**

LICENSURE RESULTS

MQA, in conjunction with 22 boards and six councils, licenses 37 types of facilities/establishments and 43 health care professions. Licensure activities include preparing and administering licensure examinations; issuing and renewing licenses; tracking compliance with licensure conditions; monitoring compliance with continuing education requirements; and evaluating and approving training programs and continuing education for providers.

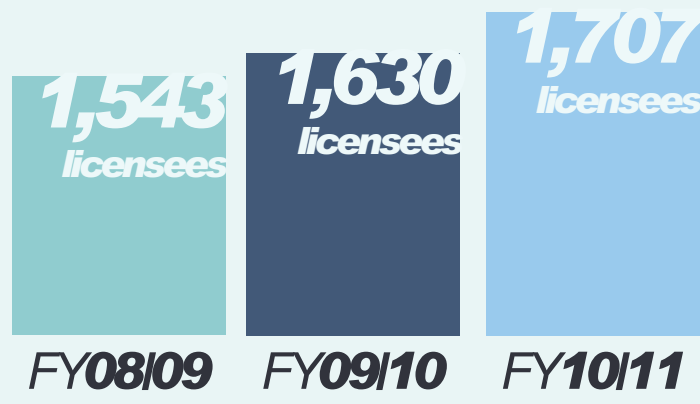
COST OF A LICENSE



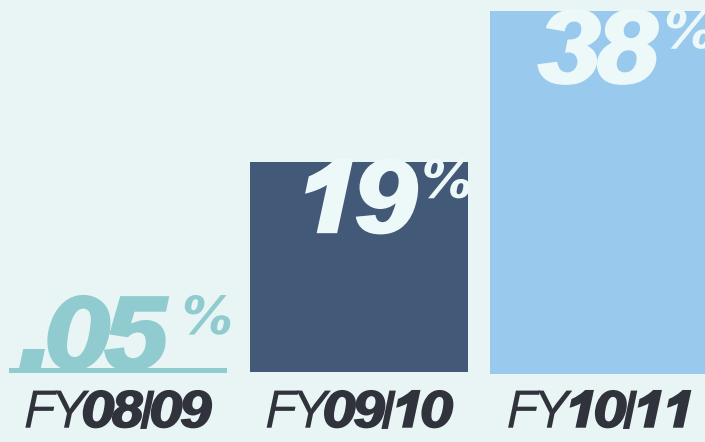
In FY 10-11, the average cost of a license decreased \$2.61. This represents a 4% reduction in cost from FY 09-10, and a 6% reduction from FY 08-09.

NUMBER OF LICENSEES PER FTE

The number of licensees per full-time employee (FTE) continued to increase in FY 10-11. There are now more than 1,700 health care licensees for every MQA FTE -- a 10% increase in the number of licensees per FTE compared to just two years earlier (FY 08-09)



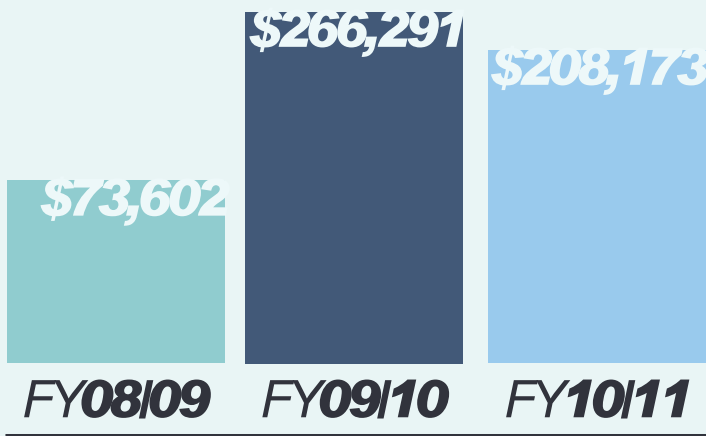
LICENSED PROFESSIONS WITH ONLINE INITIAL APPLICATIONS



MQA began use of the online initial licensure application process in FY 08-09 for nurses and pharmacy technicians. It has been expanded each year since, and is currently available to 16 of the 42* professions for which the division offers initial licensure.

*The 43rd profession that MQA licenses and regulates - Naturopathic Physician - no longer issues initial licenses.

ONLINE APPLICATION COST SAVINGS



MQA's use of online applications resulted in a cost savings of more than \$208,000 in FY 10-11. Since FY 08-09, online applications have resulted in a cost savings of more than \$548,000.

ONLINE INITIAL APPLICATION PROJECT

FISCAL YEAR	NUMBER OF PROFESSIONS
08-09 (Phase I)	2
09-10 (Phase II)	6
10-11 (Phase III)	8
11-12 (Phase IV)	6*
12-13 (Phase V)	9*
13-14 (Phase VI)	11*
TOTAL	42*

NOTES:

The 43rd profession that MQA licenses and regulates - Naturopath - is no longer being issued new licenses.

* PROJECTED

ONLINE INITIAL APPLICATION PROJECT

PROFESSIONS	PHASE
Licensed Practical Nurse	Pilot
Pharmacy Technician	Pilot
Registered Nurse	Pilot
Medical Physicist	1
Optician	1
Optometrist	1
Physical Therapist	1
Certified Nursing Assistant	1
Occupational Therapist	2
Respiratory Therapist	2
Speech Language Pathologist	2
Audiologist	2
Clinical Social Worker	3
Marriage and Family Therapist	3
Massage Therapist	3
Mental Health Counselor	3
Medical Physician	4
Osteopathic Physician	4
Physician's Assistant	4
Podiatric Physician	4

ONLINE INITIAL APPLICATION PROJECT *continued...*

PROFESSIONS	PHASE
Anesthesiologist Assistant	4
Chiropractic Physician	4
Dental Hygienist	5
Dental Radiographer	5
Dentist	5
Dietician/Nutritionist	5
Electrologist	5
Midwife	5
Pharmacist	5
Athletic Trainer	5
Acupuncturist	5
Clinical Nurse Specialist	6
Hearing Aid Specialist	6
Nursing Home Administrator	6
Orthotist	6
Pedorthist	6
Prosthetist	6
Psychology	6
School Psychology	6
Certified Master Social Worker	6
Clinical Laboratory Personnel	6
Advanced Registered Nurse Practitioner	6

DEFINITION:

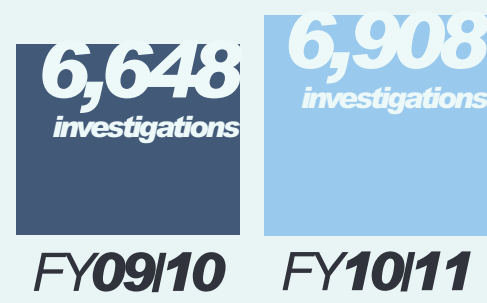
Phase – Grouping of professions by volume of applications and with similar requirements.

ENFORCEMENT RESULTS

MQA protects the public by investigating, prosecuting, and disciplining incompetent, unethical, or impaired practitioners. Enforcement requires intake, analysis, and investigation of complaints and reports; tracking licensee compliance with disciplinary sanctions; health care facility inspections; issuance of citations and emergency suspension and restriction orders; and conducting disciplinary proceedings against licensed health care practitioners. The division's Unlicensed Activity (ULA) Program protects Florida's residents and visitors from serious and dangerous consequences, including injury, disease or even death, which may result from the actions of an unlicensed person. The ULA Program partners with law enforcement and state attorneys' offices to criminally prosecute individuals practicing without a license.

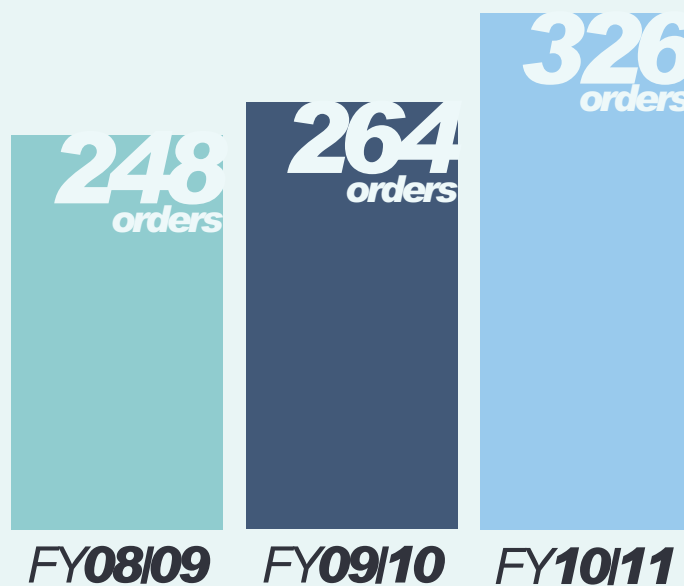
NUMBER OF INVESTIGATIONS COMPLETED

MQA completed more than 6,900 investigations in FY 10-11. This represents a 3% increase over the investigations completed in FY 09-10.

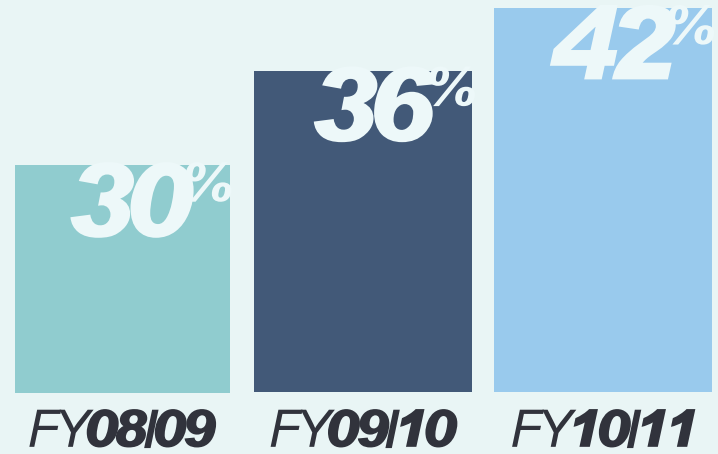


EMERGENCY ORDERS ISSUED

During FY 10-11, the division saw a 23% increase in the number of emergency orders restricting or suspending the practice of a health professional considered an immediate danger to the public.

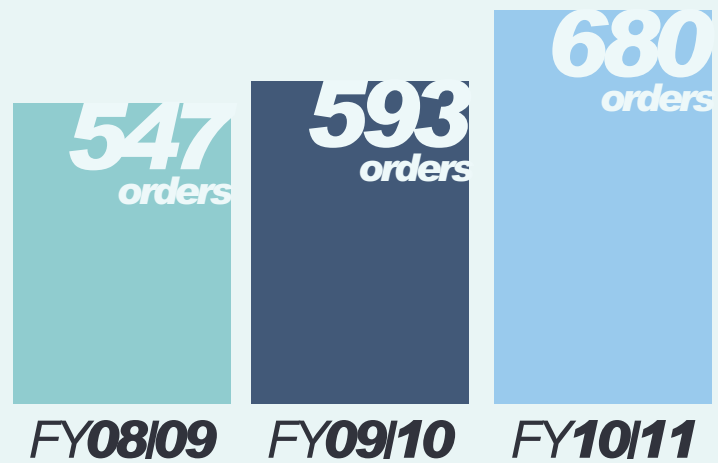


PERCENTAGE OF CASES IN WHICH PROBABLE CAUSE WAS FOUND



During FY 10-11, the percentage of cases in which probable cause was found increased to over 42%. For cases involving allopathic physicians, osteopathic physicians and dentists, MQA began obtaining patient medical records upon receipt of a complaint if the allegation involved malpractice or practicing below the standard of care. By having the records reviewed by an in-house expert before investigation, we were able to identify those standard of care complaints with no violation. This reduced the number of cases investigated and ultimately closed with a finding of no probable cause, redirecting resources to be used on cases with possible violations.

TOTAL NUMBER OF FINAL ORDERS WITH REVOCATIONS AND VOLUNTARY SURRENDERS



In FY 10-11, there were 680 revocations and voluntary surrenders of licensure. This represents a 14% increase from FY 09-10 and a 24% increase over FY 08-09.

INFORMATION RESULTS

To help people make more informed choices about their health care practitioners, MQA provides easy access to licensure and disciplinary information and strives to ensure that data is accurate, timely, consistent, and reliable. Visit www.FLHealthSource.com to find current licensure information for all licensed health care practitioners and more extensive profile information for allopathic, osteopathic, chiropractic, and podiatric physicians, as well as advanced registered nurse practitioners. MQA has an open government liaison to coordinate filling public record requests for the division.

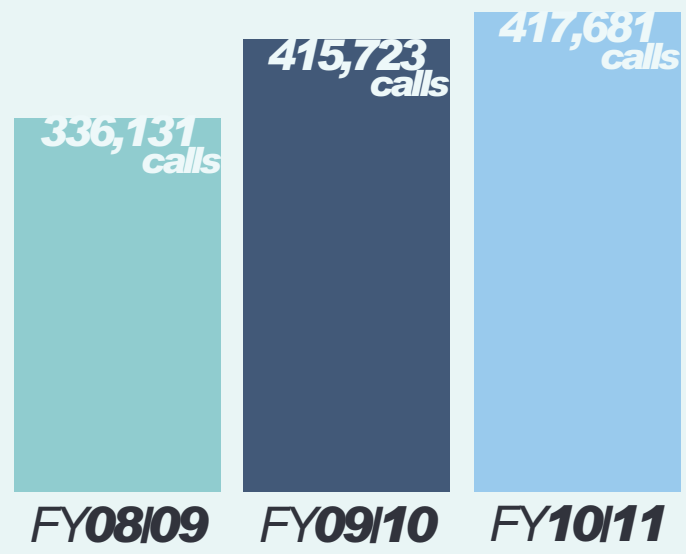
AVERAGE NUMBER OF DAYS TO FULFILL PUBLIC RECORD REQUEST

In FY10-11, MQA tracked, monitored and responded to 22,287 public records requests. It took the division an average of 5 days to fulfill a public record request – half the time it took just two years earlier (FY 08-09).

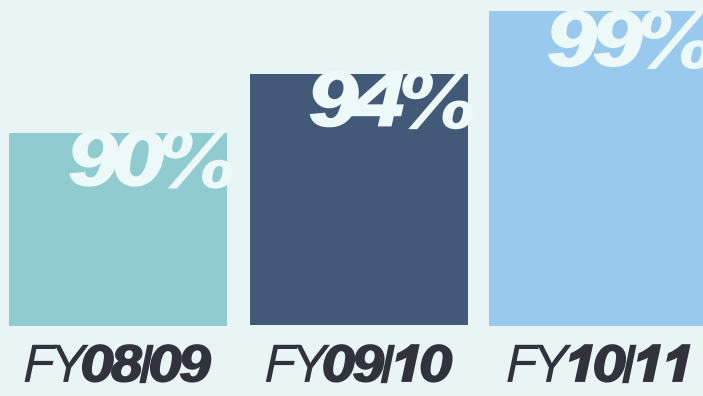


CALL VOLUME

MQA's call center saw a continued increase in the number of calls handled during FY 10-11. The record 417,681 calls handled in FY 10-11 represented a 24% increase from just two years earlier (FY 08-09).



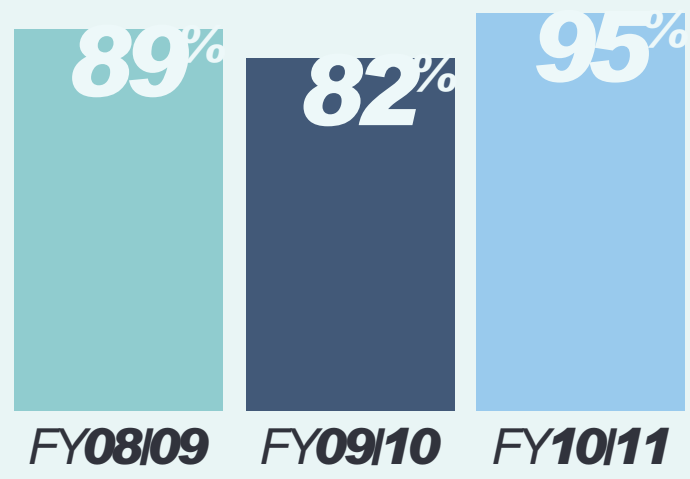
PERCENTAGE OF CUSTOMER CONCERNS RESOLVED WITHIN 3 DAYS



As part of its customer focus, MQA utilizes its Online Customer Service System. Established midway through FY 08-09 to better define customer requirements and identify improvement opportunities, the system allows customers to submit concerns, suggestions or compliments online. During FY 10-11, the three-day resolution of survey responses received was 99-percent, compared to 94-percent in FY 09-10 and 90-percent in FY 08-09.

PERCENTAGE OF CUSTOMERS SATISFIED WITH MQA SERVICES

MQA surveys its external customers to gauge their satisfaction with the services provided by the division. Results of these surveys reflected a nearly 95% satisfaction – a dramatic improvement from just-under 82% in FY 09-10.



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TABLE 1 | SUMMARY OF LICENSED PRACTITIONERS

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	1,846	30	95	190	42	51	1	24	2,279
Anesthesiologist Assistant	60	1	2	20	1	7	0	0	91
Approved Massage School	230	0	0	35	0	0	0	0	265
Athletic Trainer	1,488	24	222	111	11	45	6	9	1,916
Audiology - Audiologist Assistant	55	0	11	0	0	0	0	1	67
Audiology - Audiologist	910	9	39	101	2	24	3	13	1,101
Audiology - Provisional Audiologist	16	0	0	3	0	0	0	0	19
Certified Master Social Worker	3	0	1	0	0	0	0	0	4
Chiropractic - Certified Chiropractic Physician Assistant	174	9	59	1	1	3	0	0	247
Chiropractic - Chiropractic Faculty Certificate	8	0	0	1	0	0	0	0	9
Chiropractic - Chiropractic Physician	4,667	63	101	684	270	132	8	139	6,064
Chiropractic - Registered Chiropractic Assistant	2,430	0	0	3	0	0	0	0	2,433
Clinical Laboratory - Clinical Laboratory Personnel	13,019	257	836	1,170	206	287	33	186	15,994
Clinical Laboratory - Clinical Laboratory Trainee	608	0	0	8	0	0	0	0	616
Clinical Laboratory - Clinical Laboratory Training Program	41	0	7	9	0	0	0	0	57
Clinical Social Work - Clinical Social Worker	6,613	86	313	621	138	92	20	130	8,013
Clinical Social Work - Clinical Social Worker Intern	2,257	0	458	42	0	17	4	0	2,778
Clinical Social Work - Provisional Clinical Social Worker	46	0	0	7	0	0	0	0	53
DDC - Certified Designated Representative	465	0	0	662	0	0	0	0	1,127
Dental - Dental Hygienist	10,593	69	306	1,717	132	224	66	249	13,356
Dental - Dental Radiographer	23,994	0	0	192	0	0	0	0	24,186
Dental - Dental Residency Permit	245	0	0	0	0	0	0	0	245
Dental - Dental Teaching Permits	280	0	0	0	0	0	0	0	280
Dental - Dentist	10,048	32	125	1,895	90	223	104	487	13,004
Dental - Health Access Dental	22	0	0	8	0	0	0	0	30
Dietetics & Nutrition - Dietitian/Nutritionist	3,134	14	279	165	5	45	9	31	3,682
Dietetics & Nutrition - Nutrition Counselor	128	6	14	15	0	2	0	10	175
Electrologist	1,081	12	222	30	2	7	1	22	1,377
EMS - Emergency Insect Sting Treatment	40	0	0	1	0	0	0	0	41
EMS - Emergency Medical Technician	33,079	206	5	514	22	0	130	0	33,956
EMS - Paramedic	25,104	130	2	594	32	0	46	0	25,908
Hearing Aid - Hearing Aid Specialist	770	11	83	35	4	11	0	24	938
Hearing Aid - Hearing Aid Specialist Trainee (AST)	80	75	0	2	2	0	0	0	159
Marriage & Family Therapy - Marriage and Family Therapist	1,397	33	79	119	29	20	0	35	1,712
Marriage & Family Therapy - Provisional Marriage and Family Therapist	11	0	0	2	0	0	0	0	13
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	590	0	122	8	0	9	0	0	729
Massage Therapist	30,323	411	4,334	2,193	161	823	94	418	38,757
Medical Physicist - Diagnostic Radiological Physicist	44	0	3	30	0	7	0	1	85
Medical Physicist - Medical Health Physicist	28	1	3	12	0	1	0	2	47
Medical Physicist - Medical Nuclear Radio Physicist	32	0	1	24	0	4	0	1	62
Medical Physicist - Medical Physicist in Training	78	0	0	6	0	0	0	0	84
Medical Physicist - Therapeutic Radiological Physicist	192	0	9	84	0	9	0	0	294
Medicine - House Physician	268	0	0	1	0	0	0	0	269
Medicine - Limited License Medical Doctor	174	12	15	13	1	1	0	16	232
Medicine - Medical Doctor	43,890	130	734	13,854	664	1,632	154	1,552	62,610
Medicine - Medical Doctor Area Critical Need	187	1	3	36	1	1	0	4	233
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	3	0	0	0	0	0	0	1	4
Medicine - Medical Doctor Medical Faculty Certificate	40	0	0	11	0	0	0	0	51

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 Public Health Certificate	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor Public Psychiatry Certificate	1	0	0	0	0	0	0	1	2
Medicine - Medical Doctor Visiting Faculty Certificate ¹	2	0	0	0	0	0	0	0	2
Medicine - Physician Assistant	5,108	17	145	592	36	138	43	48	6,127
Medicine - Resident Registration ²	2,965	0	0	1,085	0	0	0	0	4,050
Mental Health Counseling - Mental Health Counselor	7,308	133	316	461	119	115	9	140	8,601
Mental Health Counseling - Provisional Mental Health Counselor	65	0	0	6	0	0	0	0	71
Mental Health Counseling - Registered Mental Health Counselor Intern	2,643	0	518	51	0	13	6	0	3,231
Midwife	123	3	11	15	1	5	0	9	167
Naturopathic Physician	0	0	3	0	0	0	0	0	3
Nursing - Advanced Registered Nurse Practitioner(ARNP)	13,519	39	312	2,145	39	373	59	172	16,658
Nursing - Advanced Registered Nurse Practitioner/ Certified Nurse Specialist (ARNP/CNS)	19	0	0	2	0	0	0	0	21
Nursing - Approved Nursing Program LPN	123	0	0	0	0	0	0	0	123
Nursing - Approved Nursing Program RN	130	0	0	1	0	0	0	0	131
Nursing - Certified Nursing Assistant (CNA)	156,178	0	35,095	2,867	0	1,668	64	1	195,873
Nursing - Clinical Nurse Specialist (CNS)	75	0	0	11	0	1	1	0	88
Nursing - Licensed Practical Nurse	65,575	389	6,160	5,054	170	1,556	160	773	79,837
Nursing - Registered Nurse(RN)	189,444	1,225	9,142	29,496	1,336	8,807	828	3,143	243,421
Nursing Home - Nursing Home Administrator	1,322	34	84	180	16	33	5	80	1,754
Occupational Therapy - Occupational Therapist	6,118	25	258	745	48	261	29	30	7,514
Occupational Therapy - Occupational Therapy Assistant	2,415	9	87	252	10	86	2	15	2,876
Opticianry - Apprentice Optician	788	0	0	4	0	0	0	0	792
Opticianry - Optician	3,394	57	176	161	48	33	10	32	3,911
Optometry - Optometric Faculty Certificate	16	0	0	0	0	1	0	0	17
Optometry - Optometrist	2,329	1	33	576	64	70	22	54	3,149
Orthotics & Prosthetics - Orthotic Fitter	119	0	9	1	0	1	0	6	136
Orthotics & Prosthetics - Orthotic Fitter Assistant	95	1	36	0	0	1	0	1	134
Orthotics & Prosthetics - Orthotist	108	0	6	5	0	0	0	4	123
Orthotics & Prosthetics - Pedorthist	120	0	12	3	0	0	0	3	138
Orthotics & Prosthetics - Prosthetic Resident	13	0	0	0	0	0	0	0	13
Orthotics & Prosthetics - Prosthetist	68	1	5	5	0	0	0	5	84
Orthotics & Prosthetics - Prosthetist-Orthotist	169	0	4	9	0	2	0	10	194
Orthotics & Prosthetics - Residents	38	0	0	1	0	0	0	0	39
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	6	0	0	0	0	0	0	0	6
Osteopathic - Osteopathic Physician	4,208	15	68	1,235	198	177	45	124	6,070
Osteopathic - Osteopathic Training Registration	564	0	0	201	0	0	0	0	765
Pharmacy - Consultant Pharmacist	2,419	48	237	123	13	28	6	33	2,907
Pharmacy - Nuclear Pharmacist	158	4	11	45	9	7	1	1	236
Pharmacy - Pharmacist	19,730	87	292	7,414	288	619	86	382	28,898
Pharmacy - Pharmacist Intern	5,650	0	0	3,489	0	0	0	0	9,139
Pharmacy - Pharmacy Technician	32,110	0	0	248	0	0	0	0	32,358
Physical Therapy - Physical Therapist Assistant	5,735	67	132	447	83	107	21	27	6,619
Physical Therapy - Physical Therapist	11,295	95	297	1,771	443	451	55	102	14,509
Podiatry - Certified Podiatric X-Ray Assistant	564	3	172	2	0	1	0	2	744
Podiatry - Podiatric Physician	1,291	14	24	358	54	44	5	60	1,850
Podiatry - Podiatric Resident	95	0	0	17	0	0	0	0	112
Psychology - Limited License Psychologist	5	0	0	0	0	0	0	2	7

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 - Provisional Psychologist	10	0	0	0	0	0	0	0	10
Psychology - Psychologist	3,938	13	72	486	30	42	17	172	4,770
Radiologic Technology - Radiologist Assistant	18	0	2	2	0	0	0	0	22
Radiologic Technology - Radiologic Technologist	24,057	109	11,323	1,742	43	3,873	17	0	41,164
Radiologic Technology - Radiologist Technologist Temporary	117	0	0	0	0	0	0	0	117
Respiratory Therapy - Certified Respiratory Therapist	3,359	59	767	195	17	134	11	28	4,570
Respiratory Therapy - Registered Respiratory Therapist	6,278	98	399	424	44	202	13	35	7,493
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	50	2	7	0	0	1	0	3	63
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	17	0	3	2	0	0	0	0	22
Respiratory Therapy - Respiratory Care Registered Student Exemption	0	0	0	0	0	0	0	0	0
School Psychologist	678	12	37	18	6	6	0	26	783
Speech-Language Pathology - Provisional Speech- Language Pathologist	387	0	0	42	0	0	0	0	429
Speech-Language Pathology - Speech-Language Pathologist	6,712	40	302	509	22	100	17	48	7750
Speech-Language Pathology - Speech-Language Pathology Assistant	634	4	158	6	2	4	0	0	808
TOTAL	811,268	4,226	75,198	87,733	4,955	22,637	2,211	8,927	1,017,155

¹Special 180-day Limited Teaching Certificate as specified in section 458.3145, F.S.

²Out-of-state active resident registration typically includes medical residents from out-of-state performing rotations in Florida residency programs.

NOTE:

In-State and Out-of-State is determined by the mailing address of the licensee, not practice location.

DEFINITIONS:

In-State Active – The licensed practitioner has a Florida mailing address and is authorized to practice subject to any restrictions or obligations imposed.

In-State Inactive – The licensed practitioner has a Florida mailing address and is not authorized to practice.

In-State Delinquent – The licensed practitioner has a Florida mailing address of record and is not authorized to practice the profession in the state of Florida because of failure to renew the license by the expiration date.

Out-of-State Active – The licensed practitioner has an out-of-state mailing address and is authorized to practice subject to any restrictions or obligations imposed.

Out-of-State Inactive – The licensed practitioner has an out-of-state mailing address and is not authorized to practice in Florida.

Out-of-State Delinquent – The licensed practitioner has an out-of-state mailing address of record and is not authorized to practice the profession in the state of Florida because of failure to renew the license by the expiration date.

Military Active – The licensed practitioner is authorized to practice only on a military installation in Florida.

Retired – The licensed practitioner is not practicing in the state of Florida, but maintains a retired license status. The licensed practitioner is not authorized to practice in the state of Florida. The practitioner is not obligated to update licensure data.

TABLE 2 | SUMMARY OF LICENSED FACILITIES & ESTABLISHMENTS

ESTABLISHMENT	ACTIVE	DELINQUENT	TOTAL
DDC - Complimentary Drug Distributor	242	5	247
DDC - Compressed Medical Gas Manufacturer	135	0	135
DDC - Compressed Medical Gas Wholesaler	353	2	355
DDC - Cosmetic Manufacturer	119	1	120
DDC - Diethyl Ether	10	0	10
DDC - Freight Forwarder	17	0	17
DDC - Health Care Clinic Establishment Permit	3,915	79	3,994
DDC - Limited Prescription Drug Veterinary Wholesale Distributor	5	0	5
DDC - Medical Oxygen Retail Establishment	742	15	757
DDC - Non-resident Prescription Drug Manufacturer	830	10	840
DDC - Out-of-State Prescription Drug Wholesale Distributor	266	2	268
DDC - Over The Counter Drug Manufacturer	97	1	98
DDC - Prescription Drug Manufacturer	105	1	106
DDC - Prescription Drug Repackager	27	1	28
DDC - Prescription Drug Wholesale Distributor - Broker Only	5	0	5
DDC - Prescription Drug Wholesaler	131	0	131
DDC - Product Registration Permit	305	3	308
DDC - Restricted Prescription Drug Distributor-Charitable Organization	26	4	30
DDC - Restricted Prescription Drug Distributor-Destruction	14	0	14
DDC - Restricted Prescription Drug Distributor-Government Program	85	1	86
DDC - Restricted Prescription Drug Distributor-Health Care Entity	115	0	115
DDC - Restricted Prescription Drug Distributor-Institutional Research	0	0	0
DDC - Restricted Prescription Drug Distributor-Reverse Distributor	9	0	9
DDC - Retail Pharmacy Drug Wholesale Distributor	64	2	66
DDC - Third Party Logistics Provider	74	0	74
DDC - Veterinary Prescription Drug Retail Establishment	15	0	15
DDC - Veterinary Prescription Drug Wholesale Distributor	58	1	59
Dental Laboratory	1,156	0	1,156
Electrolysis Facility	288	84	372
Massage Establishment	10,942	0	10,942
Office Surgery Registration	411	0	411
Optical Establishment Permit	1,258	0	1,258
Optometry Branch Office	676	0	676
Pain Management Clinic	823	0	823
Pharmacy	8,573	148	8,721
Total	31,891	360	32,251

DEFINITIONS:**Active** – The licensed facility is authorized to operate in the state of Florida.**DDC** – Drugs, Devices and Cosmetics**Delinquent** – The licensed facility is not authorized to operate in the state of Florida because it failed to renew its active license by the expiration date.

TABLE 3 | RECOGNIZED CONTINUING EDUCATION (CE) PROVIDERS

PROFESSION	TOTAL PROVIDERS	BOARD APPROVED PROVIDERS	STATUTE/RULE APPROVED PROVIDERS	RECEIVED APPLICATIONS	APPROVED APPLICATIONS	APPROVED APPLICATIONS	SUBMITTED COURSES
Acupuncture	153	136	17	35	37	2	94
Athletic Training	46	12	34	13	2	0	139
Chiropractic Medicine	21	7	14	5	1	1	518
Clinical Laboratory Personnel	164	158	6	12	11	2	3,365
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	597	503	94	78	52	6	6,265
Dental Laboratories	19	18	1	13	15	3	210
Dentistry	304	172	132	32	29	1	1,069
Dietetics and Nutrition	99	0	99	19	5	0	961
Electrolysis Council	34	19	15	7	4	2	45
Emergency Medical Services	274	34	240	15	20	5	756
Hearing Aid Specialists	24	4	20	3	3	1	57
Massage Therapy	655	388	267	107	114	18	1,688
Medicine ¹	69	0	69	17	8	1	286
Medical Physicists	5	0	5	0	0	0	47
Midwifery	9	2	7	4	2	0	17
Nursing	1,002	988	14	88	81	16	15,316
Nursing Home Administrators	89	89	0	12	14	1	1,207
Occupational Therapy	171	143	28	22	21	2	1,612
Opticianry	19	19	0	2	1	0	594
Optometry	130	129	1	24	21	2	834
Orthotists and Prosthetists	12	1	11	1	0	0	7
Osteopathic Medicine	30	0	30	10	5	0	179
Pharmacy	145	95	50	12	10	3	2,057
Pharmacy Registered Pharmacy Technician Training Program	0	0	0	0	0	0	0
Physical Therapy Practice	355	326	29	46	38	5	3,318
Podiatric Medicine	15	3	12	3	2	0	36
Psychology	156	62	94	9	10	2	1,518
Respiratory Care	152	107	45	9	10	2	2,005
Speech-Language Pathology and Audiology	620	83	537	15	18	4	1,997
School Psychology	23	11	12	2	1	0	196
Physician Assistant ²	33	0	33	7	4	1	119
TOTAL	5,425	3,808	1,916	653	570	82	50,285

¹The Board of Medicine does not approve Continuing Medical Education (CME) providers. The Board recognizes and approves all American Medical Association category 1 or 2 CME courses provided by nationally affiliated associations, any state or federal agency, and any home study courses approved by those agencies.

²The Council on Physician Assistants does not approve Continuing Medical Education (CME) providers. The Council recognizes CME courses provided by The American Academy of Physician Assistants, the American Medical Association, the American Osteopathic Association, the Accreditation Council on Continuing Medical Education, and any state or federal agency, or nationally affiliated practitioner association or any home study courses approved by the above agencies.

DEFINITIONS:

Board Approved Providers – Continuing Education Providers approved on an individual basis by a board or the department if there is no board.

Statute/Rule Approved Providers – Continuing Education Providers automatically approved by statute or rule.

Submitted Courses – Courses submitted by board approved providers, statute/rule approved providers, and in some professions, licensees.

Total Providers – Board Approved Providers and Statute Rule Providers.

TABLE 4A | APPLICATIONS RECEIVED & INITIAL LICENSES ISSUED

PROFESSION	INITIAL APPS	INITIAL RE-EXAM	LICENSES ISSUED
Acupuncturist	137	0	137
Anesthesiologist Assistant	39	0	39
Approved Massage School	0	0	13
Athletic Trainer	232	0	235
Audiology - Audiologist Assistant	17	0	11
Audiology - Audiologist	70	0	69
Audiology - Provisional Audiologist	21	0	16
Certified Master Social Worker	1	0	0
Chiropractic - Certified Chiropractic Physician Assistant	26	0	22
Chiropractic - Chiropractic Faculty Certificate	4	0	3
Chiropractic - Chiropractic Physician	345	20	298
Chiropractic - Registered Chiropractic Assistant	956	0	642
Clinical Laboratory - Clinical Laboratory Personnel	817	0	742
Clinical Laboratory - Clinical Laboratory Trainee	585	0	591
Clinical Laboratory - Clinical Laboratory Training Program	4	0	5
Clinical Social Work - Clinical Social Worker	578	0	489
Clinical Social Work - Clinical Social Worker Intern	621	0	535
Clinical Social Work - Provisional Clinical Social Worker	31	0	29
DDC - Certified Designated Representative	451	133	123
DDC - Complimentary Drug Distributor	43	0	41
DDC - Compressed Medical Gas Wholesale Distributor	40	0	21
DDC - Cosmetic Manufacturer	21	0	12
DDC - Diethyl Ether	5	0	4
DDC - Freight Forwarder	4	0	3
DDC - Health Care Clinic Establishment Permit	780	0	790
DDC - Limited Prescription Drug Veterinary Wholesale Distributor	2	0	2
DDC - Medical Oxygen Retail Establishment	58	0	44
DDC - Non-resident Prescription Drug Manufacturer	136	0	122
DDC - Out-of-State Prescription Drug Wholesale Distributor	50	0	50
DDC - Over The Counter Drug Manufacturer	15	0	10
DDC - Prescription Drug Manufacturer	8	0	7
DDC - Prescription Drug Repackager	5	0	4
DDC - Prescription Drug Wholesale Distributor	15	0	13
DDC - Prescription Drug Wholesale Distributor - Broker Only	2	0	1
DDC - Product Registration Permit	49	0	28
DDC - Restricted Prescription Drug Distributor-Charitable Organization	6	0	5
DDC - Restricted Prescription Drug Distributor-Destruction	8	0	6
DDC - Restricted Prescription Drug Distributor-Government Program	2	0	7
DDC - Restricted Prescription Drug Distributor-Health Care Entity	11	0	6
DDC - Restricted Prescription Drug Distributor-Institutional Research	0	0	0
DDC - Restricted Prescription Drug Distributor-Reverse Distributor	7	0	4
DDC - Retail Pharmacy Drug Wholesale Distributor	32	0	5
DDC - Third Party Logistics Provider	30	0	28
DDC - Veterinary Prescription Drug Retail Establishment	6	0	4
DDC - Veterinary Prescription Drug Wholesale Distributor	16	0	12
DDC - Compressed Medical Gas Manufacturer	6	0	3
Dental - Dental Hygienist	724	239	315
Dental - Dental Laboratory	112	0	99

TABLE 4A | APPLICATIONS RECEIVED & INITIAL LICENSES ISSUED (*continued*)

PROFESSION	INITIAL APPS	INITIAL RE-EXAM	LICENSES ISSUED
Dental - Dental Radiographer	577	0	550
Dental - Dental Residency Permit	116	0	116
Dental - Dental Teaching Permit	23	0	22
Dental - Dentist	432	186	279
Dental - Health Access Dental	18	3	15
Dietetics & Nutrition - Dietitian/Nutritionist	266	5	257
Dietetics & Nutrition - Nutrition Counselor	0	0	0
Electrologist	206	52	182
Electrolysis Facility	35	0	30
EMS - Emergency Insect Sting Treatment	1	0	23
EMS - Emergency Medical Technician	2,433	582	4,296
EMS - Paramedic	815	237	2,115
Hearing Aid - Hearing Aid Specialist	107	52	64
Hearing Aid - Hearing Aid Specialist Trainee (AST)	155	0	167
Marriage & Family Therapy - Marriage and Family Therapist	130	0	93
Marriage & Family Therapy - Provisional Marriage and Family Therapist	9	0	8
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	180	0	157
Massage Apprentice	0	0	0
Massage Establishment	2,177	0	2,087
Massage Therapist	4,621	0	4,315
Medical Physics - Diagnostic Radiological Physicist	0	0	3
Medical Physics - Medical Health Physicist	3	0	2
Medical Physics - Medical Nuclear Radio Physicist	0	0	1
Medical Physics - Medical Physicist in Training	2	0	23
Medical Physics - Therapeutic Radiological Physicist	8	0	28
Medicine - House Physician	73	0	51
Medicine - Limited License Medical Doctor	13	0	11
Medicine - Medical Doctor	3,065	0	2,830
Medicine - Medical Doctor Area Critical Need	57	0	43
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	13	0	22
Medicine - Medical Doctor Public Health Certificate	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	2	0	0
Medicine - Office Surgery Registration	57	0	55
Medicine - Physician Assistant	565	0	541
Medicine - Resident Registration	1,186	0	1,165
Mental Health Counseling - Mental Health Counselor	606	0	465
Mental Health Counseling - Provisional Mental Health Counselor	38	0	36
Mental Health Counseling - Registered Mental Health Counselor Intern	1,003	0	842
Midwife	15	0	11
Nursing - Advanced Registered Nurse Practitioner(ARNP)	694	0	1,532
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialist (ARNP/CNS)	3	0	5
Nursing - Approved Nursing Program LPN	25	0	18
Nursing - Approved Nursing Program RN	30	0	30
Nursing - Certified Nursing Assistant (CNA)	24,539	0	23,386
Nursing - Clinical Nurse Specialist (CNS)	24	0	23
Nursing - Licensed Practical Nurse	6,845	772	5,682

TABLE 4A | APPLICATIONS RECEIVED & INITIAL LICENSES ISSUED (*continued*)

PROFESSION	INITIAL APPS	INITIAL RE-EXAM	LICENSES ISSUED
Nursing - Registered Nurse(RN)	18,182	1,591	16,238
Nursing Home - Nursing Home Administrator	258	0	64
Occupational Therapy - Occupational Therapy Assistant	532	0	421
Opticianry - Apprentice Optician	170	0	159
Opticianry - Optical Establishment Permit	52	0	42
Opticianry - Optician	148	59	131
Optometry - Optometric Faculty Certificate	8	0	7
Optometry - Optometrist	118	0	99
Optometry - Optometry Branch Office	140	0	137
Orthotics & Prosthetics - Orthotic Fitter	10	0	6
Orthotics & Prosthetics - Orthotic Fitter Assistant	11	0	9
Orthotics & Prosthetics - Orthotist	13	0	15
Orthotics & Prosthetics - Pedorthist	8	0	8
Orthotics & Prosthetics - Prosthetic Resident	0	0	13
Orthotics & Prosthetics - Prosthetist	11	0	8
Orthotics & Prosthetics - Prosthetist-Orthotist	6	0	7
Orthotics & Prosthetics - Resident	12	0	16
Osteopathic - Osteopathic Faculty Certificate	0	0	0
Osteopathic - Osteopathic Limited License	1	0	1
Osteopathic - Osteopathic Physician	347	0	370
Osteopathic - Osteopathic Training Registration	318	0	324
Pain Management Clinic	333	0	321
Pharmacy - Consultant Pharmacist	225	0	227
Pharmacy - Nuclear Pharmacist	12	0	12
Pharmacy - Pharmacist	3,335	0	1,354
Pharmacy - Pharmacist Intern	1,481	0	1,451
Pharmacy - Pharmacy	859	0	844
Pharmacy - Pharmacy Technician	6,843	0	6,352
Physical Therapy - Physical Therapist Assistant	677	315	527
Physical Therapy - Physical Therapist	1,329	254	887
Podiatry - Certified Podiatric X-Ray Assistant	133	0	120
Podiatry - Podiatric Physician	66	0	61
Podiatry - Podiatric Resident	45	0	33
Psychology - Limited License Psychologist	2	0	2
Psychology - Provisional Psychologist	5	0	7
Psychology - Psychologist	256	72	198
Radiologic Technology - Radiologic Technologist	1,033	201	2,176
Radiologic Technology - Radiologic Technologist Temporary	94	0	0
Radiologic Technology - Radiologist Assistant	1	0	4
Respiratory Therapy - Certified Respiratory Therapist	479	0	455
Respiratory Therapy - Registered Respiratory Therapist	712	0	678
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0
School Psychologist	38	0	46
Speech-Language Pathology - Provisional Speech-Language Pathologist	396	0	372
Speech-Language Pathology - Speech-Language Pathologist	580	0	532
Speech-Language Pathology - Speech-Language Pathology Assistant	202	0	131
TOTAL	98,291	4,773	92,592

DEFINITIONS:

Initial Applications Received - Applications received for review of applicant's credentials by the respective board or council for that profession.

Initial Re-exam Applications Received - Applications for re-examination for initial license received for review of applicant's credentials by the respective board or council for that profession.

Initial Licenses Issued - Licenses issued to applicants whose credentials meet the minimum standards established by law for that profession.

TABLE 4B | UPGRADE APPLICATIONS RECEIVED AND UPGRADE LICENSES ISSUED

PROFESSION	UPGRADE APPS	UPGRADE RE-EXAM	UPGRADES ISSUED	CHANGE OF LOCATION
Acupuncturist	0	0	0	0
Anesthesiologist Assistant	0	0	0	0
Approved Massage School	0	0	0	0
Athletic Trainer	0	0	0	0
Audiology - Audiologist Assistant	0	0	0	0
Audiology - Audiologist	0	0	0	0
Audiology - Provisional Audiologist	0	0	0	0
Certified Master Social Worker	0	0	0	0
Chiropractic - Certified Chiropractic Physician Assistant	0	0	0	0
Chiropractic - Chiropractic Faculty Certificate	0	0	0	0
Chiropractic - Chiropractic Physician	0	0	0	0
Chiropractic - Registered Chiropractic Assistant	0	0	0	0
Clinical Laboratory - Clinical Laboratory Personnel	363	0	287	0
Clinical Laboratory - Clinical Laboratory Trainee	0	0	0	0
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0	0
Clinical Social Work - Clinical Social Worker	0	0	0	0
Clinical Social Work - Clinical Social Worker Intern	0	0	0	0
Clinical Social Work - Provisional Clinical Social Worker	0	0	0	0
DDC - Certified Designated Representative	0	0	0	0
DDC - Complimentary Drug Distributor	0	0	0	8
DDC - Compressed Medical Gas Wholesale Distributor	0	0	0	18
DDC - Cosmetic Manufacturer	0	0	0	7
DDC - Diethyl Ether	0	0	0	0
DDC - Freight Forwarder	0	0	0	0
DDC - Health Care Clinic Establishment Permit	0	0	0	0
DDC - Limited Prescription Drug Veterinary Wholesale Distributor	0	0	0	0
DDC - Medical Oxygen Retail Establishment	0	0	0	43
DDC - Non-resident Prescription Drug Manufacturer	0	0	0	34
DDC - Out-of-State Prescription Drug Wholesale Distributor	0	0	0	4
DDC - Over The Counter Drug Manufacturer	0	0	0	5
DDC - Prescription Drug Manufacturer	0	0	0	3
DDC - Prescription Drug Repackager	0	0	0	2
DDC - Prescription Drug Wholesale Distributor	0	0	0	12
DDC - Prescription Drug Wholesale Distributor - Broker Only	0	0	0	1
DDC - Product Registration Permit	0	0	0	8
DDC - Restricted Prescription Drug Distributor-Charitable Organization	0	0	0	8
DDC - Restricted Prescription Drug Distributor-Destruction	0	0	0	0
DDC - Restricted Prescription Drug Distributor-Government Program	0	0	0	4
DDC - Restricted Prescription Drug Distributor-Health Care Entity	0	0	0	2
DDC - Restricted Prescription Drug Distributor-Institutional Research	0	0	0	0
DDC - Restricted Prescription Drug Distributor-Reverse Distributor	0	0	0	0
DDC - Retail Pharmacy Drug Wholesale Distributor	0	0	0	2
DDC - Third Party Logistics Provider	0	0	0	0
DDC - Veterinary Prescription Drug Retail Establishment	0	0	0	0
DDC - Veterinary Prescription Drug Wholesale Distributor	0	0	0	4
DDC- Compressed Medical Gas Manufacturer	0	0	0	6
Dental - Dental Hygienist	0	0	0	0
Dental - Dental Laboratory	0	0	0	0
Dental - Dental Radiographer	0	0	0	0
Dental - Dental Residency Permit	0	0	0	0

TABLE 4B | UPGRADE APPLICATIONS RECEIVED AND UPGRADE LICENSES ISSUED *(continued)*

PROFESSION	UPGRADE APPS	UPGRADE RE-EXAM	UPGRADES ISSUED	CHANGE OF LOCATION
Dental - Dental Teaching Permit	0	0	0	0
Dental - Dentist	0	0	0	0
Dental - Health Access Dental	0	0	0	0
Dietetics & Nutrition - Dietitian/Nutritionist	0	0	0	0
Dietetics & Nutrition - Nutrition Counselor	0	0	0	0
Electrologist	0	0	0	0
Electrolysis Facility	0	0	0	14
EMS - Emergency Insect Sting Treatment	0	0	0	0
EMS - Emergency Medical Technician	0	0	0	0
EMS - Paramedic	0	0	0	0
Hearing Aid - Hearing Aid Specialist	58	0	1	0
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	0	0	0
Marriage & Family Therapy - Marriage and Family Therapist	0	0	0	0
Marriage & Family Therapy - Provisional Marriage and Family Therapist	0	0	0	0
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	0	0	0	0
Massage Apprentice	0	0	0	0
Massage Establishment	0	0	0	572
Massage Therapist	0	0	0	0
Medical Physics - Diagnostic Radiological Physicist	0	0	0	0
Medical Physics - Medical Health Physicist	0	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	0	0
Medical Physics - Medical Physicist in Training	0	0	0	0
Medical Physics - Therapeutic Radiological Physicist	0	0	0	0
Medicine - Limited License Medical Doctor	0	0	0	0
Medicine - Medical Doctor	0	0	0	0
Medicine - Medical Doctor Area Critical Need	0	0	0	0
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	0	0	0	0
Medicine - Medical Doctor Public Health Certificate	0	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0
Medicine - Office Surgery Registration	226	0	108	0
Medicine - Physician Assistant	163	0	163	0
Mental Health Counseling - Mental Health Counselor	0	0	0	0
Mental Health Counseling - Provisional Mental Health Counselor	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	0	0	0
Midwife	0	0	0	0
Nursing - Approved Nursing Program LPN	0	0	0	0
Nursing - Approved Nursing Program RN	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	0	0	0	0
Nursing - Licensed Practical Nurse	0	0	0	0
Nursing - Registered Nurse(RN)	4	0	2	0
Nursing Home - Nursing Home Administrator	0	0	0	0
Occupational Therapy - Occupational Therapist	0	0	0	0
Occupational Therapy - Occupational Therapy Assistant	0	0	0	0
Opticianry - Apprentice Optician	0	0	0	0
Opticianry - Optical Establishment Permit	0	0	0	0
Opticianry - Optician	47	0	47	0
Optometry - Optometric Faculty Certificate	0	0	0	0

TABLE 4B | UPGRADE APPLICATIONS RECEIVED AND UPGRADE LICENSES ISSUED *(continued)*

PROFESSION	UPGRADE APPS	UPGRADE RE-EXAM	UPGRADES ISSUED	CHANGE OF LOCATION
Optometry - Optometry Branch Office	0	0	0	0
Orthotics & Prosthetics - Orthotic Fitter	0	0	0	0
Orthotics & Prosthetics - Orthotic Fitter Assistant	0	0	0	0
Orthotics & Prosthetics - Orthotist	0	0	0	0
Orthotics & Prosthetics - Pedorthist	0	0	0	0
Orthotics & Prosthetics - Prosthetic Resident	0	0	0	0
Orthotics & Prosthetics - Prosthetist	0	0	0	0
Orthotics & Prosthetics - Prosthetist-Orthotist	0	0	0	0
Orthotics & Prosthetics - Resident	0	0	0	0
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0
Osteopathic - Osteopathic Limited License	0	0	0	0
Osteopathic - Osteopathic Physician	0	0	0	0
Osteopathic - Osteopathic Training Registration	0	0	0	0
Pain Management Clinic	0	0	0	0
Pharmacy - Consultant Pharmacist	0	0	0	0
Pharmacy - Nuclear Pharmacist	0	0	0	0
Pharmacy - Pharmacist	0	0	0	0
Pharmacy - Pharmacist Intern	0	0	0	0
Pharmacy - Pharmacy	8	0	4	298
Pharmacy - Pharmacy Technicians	4,538	0	3,437	0
Physical Therapy - Physical Therapist Assistant	0	0	0	0
Physical Therapy - Physical Therapist	0	0	0	0
Podiatry - Certified Podiatric X-Ray Assistant	0	0	0	0
Podiatry - Podiatric Physician	0	0	0	0
Podiatry - Podiatric Resident	0	0	0	0
Psychology - Limited License Psychologist	0	0	0	0
Psychology - Provisional Psychologist	0	0	0	0
Psychology - Psychologist	0	0	0	0
Radiologic Technology - Radiologic Technologist	59	55	29	0
Radiologic Technology - Radiologist Assistant	0	0	0	0
Respiratory Therapy - Certified Respiratory Therapist	0	0	0	0
Respiratory Therapy - Registered Respiratory Therapist	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0	0
School Psychologist	0	0	0	0
Speech-Language Pathology - Provisional Speech-Language Pathologist	0	0	0	0
Speech-Language Pathology - Speech-Language Pathologist	0	0	0	0
Speech-Language Pathology - Speech-Language Pathology Assistant	0	0	0	0
TOTAL	5,468	78	4,080	1,055

DEFINITIONS:

Upgrade - An existing license is changed to a license requiring additional credentials.

Applications for Upgrades Received - Applications for upgrade to initial license received for review of applicant's credentials by the respective board or council for that profession.

Upgrade Re-exam Applications Received - Applications for re-examination for upgrade to initial license received for review of applicant's credentials by the respective board or council for that profession.

Upgrades Issued - License upgrades issued to those applicants whose credentials meet the minimum standards established by law and the respective board or council for that profession.

Change of Locations - Applications for change of location received for review and update of the establishment mailing/practice address(es).

TABLE 5 | EXAMINATIONS DEVELOPED & ADMINISTERED¹

PROFESSION	SCHEDULED	EXAMINED	FAILED	% FAILED	PASSED	% PASSED
Certified Designated Representative Laws & Rules (CBT)	272	264	142	53.79%	122	46.21%
Chiropractic Medicine						
Laws & Rules (CBT)	315	315	23	7.30%	292	92.70%
Dentistry						
Clinical	537	526	79	15.02%	447	84.98%
Diagnostic Skills Exam(CBT)	227	226	4	1.77%	222	98.23%
Laws & Rules (CBT)	385	385	27	7.01%	358	92.99%
Dental Hygiene						
Clinical	547	533	100	18.76%	433	81.24%
Laws & Rules (CBT)	492	488	139	28.48%	349	71.52%
Nursing Home Administrator Laws & Rules (CBT)	94	94	26	27.66%	68	72.34%
Opticianry						
Clinical	157	157	20	12.74%	137	87.26%
Dispensing Problems(CBT)	141	141	16	11.35%	125	88.65%
Lens Neutralization Clinical	171	171	34	19.88%	137	80.12%
Optometry						
Laws & Rules (CBT)	119	119	0	0%	119	100%
Clinical	137	136	31	22.79%	105	77.21%
Pharmacology & Ocular Disease Clinical (CBT)	120	120	10	8.33%	110	91.67%
Paramedic - Certification (CBT)	2,976	2,966	820	27.65%	2146	72.35%
Psychology - Laws & Rules (CBT)	233	229	17	7.42%	212	92.58%
TOTALS						
Clinical Exams (non-CBT only)	1,378	1,352	230	17.01%	1,122	82.99%
Laws & Rules Exams	1,638	1,630	232	14.23%	1,398	85.77%
CBT Exams	3,464	3,453	850	24.62%	2,603	75.38%
ALL EXAMS	6,480	6,435	1,312	20.39%	5,123	79.61%

¹This table includes statistics for only those examinations developed and administered by the Department. All other licensure examinations are developed and administered by national vendors.

DEFINITIONS:

CBT – Computer Based Testing

TABLE 6 | EMERGENCY ORDERS ISSUED

PROFESSION	EMERGENCY RESTRICTION ORDERS	EMERGENCY SUSPENSION ORDERS	TOTAL EMERGENCY ORDERS
Acupuncture	0	1	1
Certified Nursing Assistant	0	61	61
Chiropractic Medicine	0	2	2
Clinical Laboratory Personnel	0	1	1
Dental Hygienist	0	1	1
Dentistry	0	2	2
Massage Therapy	0	10	10
Medicine	2	20	22
Mental Health Counseling	0	2	2
Nursing - ARNP	0	5	5
Nursing - LPN	0	41	41
Nursing - RN	2	117	119
Osteopathic Medicine	1	7	8
Pain Management Clinic	0	6	6
Pharmacy	0	2	2
Pharmacist	0	11	11
Pharmacy Technician	0	19	19
Physical Therapy	0	1	1
Physician Assistant	0	3	3
Podiatric Medicine	0	1	1
Radiologic Technology	0	1	1
Respiratory Care	0	7	7
TOTAL	5	321	326

DEFINITIONS:

Emergency Restriction Order – An order issued by the Florida Department of Health restricting the practice of a practitioner in the state of Florida under conditions specified by the Department.

Emergency Suspension Order – An order issued by the Florida Department of Health suspending the license of a practitioner. A practitioner may not practice in the state of Florida while under an emergency suspension order.

TABLE 7 | STOP SALE ORDERS

PROFESSION	EMERGENCY STOP SALE ORDERS
Drugs, Devices and Cosmetics	5
TOTAL	5

DEFINITIONS:

Stop Sale Order – An order issued for the removal from commerce of any drug, device, or cosmetic that is adulterated, misbranded or considered contraband.

TABLE 8 | REPORTS RECEIVED, COMPLAINTS RECEIVED & INVESTIGATIONS COMPLETED

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT ¹	INVESTIGATIONS COMPLETED ²	INSPECTIONS COMPLETED
Acupuncture	0	102	83	27	0
Anesthesiology Assistants	0	0	0	0	0
Athletic Trainers	0	34	15	0	0
Certified Nursing Assistant	382	1,498	848	844	0
Certified Social Workers	0	1	0	0	0
Chiropractic Medicine	9	373	178	150	0
Clinical Laboratory Personnel	1	115	87	9	0
Clinical Social Workers	0	140	26	23	0
Dental Hygienists	0	27	13	11	0
Dental Laboratories	0	7	4	5	1,110
Dentistry	191	857	330	313	109
Dietetics & Nutrition	0	26	10	22	0
Drugs, Devices & Cosmetics	2	294	231	284	1,104
Electrolysis	0	34	28	18	0
Electrolysis Facilities	0	3	2	3	216
Emergency Medical Technicians	1	162	43	79	0
Hearing Aid Specialists	0	97	23	18	0
Marriage & Family Therapists	0	24	8	7	0
Massage Establishments	0	261	168	77	11,106
Massage Therapy	1	389	256	286	0
Medical Physicists	0	1	1	2	0
Medicine	2,114	4,838	1,631	1,403	3,672
Mental Health Counseling	1	151	55	48	0
Midwifery	0	26	19	18	0
Naturopathic Medicine	0	2	0	0	0
Nursing - ARNP	42	200	104	99	555
Nursing - LPN	126	902	659	609	0
Nursing - RN	258	2,159	1,559	1,117	0
Nursing Home Administrators	122	40	34	29	0
Occupational Therapy	7	38	16	11	0
Optical Establishments	0	11	7	6	647
Opticianry	0	33	15	21	0
Optometry	2	58	23	22	30
Optometry Branch Offices	0	2	0	0	0
Orthotists & Prosthetists	0	21	9	15	0
Osteopathic Medicine	243	552	194	179	606
Pain Management Clinics	0	180	62	56	873
Paramedics	1	96	52	68	0
Pharmacies	6	439	228	249	8,084
Pharmacists	4	372	287	288	0
Pharmacy Technicians	0	72	42	48	0
Physical Therapy	6	176	131	64	0
Physician Assistants	28	534	417	104	0
Podiatric Medicine	60	103	62	39	55
Psychology	3	140	56	27	0
Radiologic Technology	12	81	52	67	0
Respiratory Care	4	95	66	76	0
School Psychology	0	31	18	1	0
Speech-Language Path/Audio	0	222	162	66	0
TOTALS	3,626	16,019	8,314	6,908	28,167
REFERRED NON-JURISDICTIONAL	120	1,270	0	0	0
GRAND TOTALS	3,746	17,289	8,314	6,908	28,167

¹Excludes 380 cases found not legally sufficient following commencement of investigation.²Includes 23 cases found not legally sufficient upon completion of investigation.**DEFINITIONS:****Legally Sufficient** – Complaints that, if found to be true, show a potential violation of Florida statutes or rules.**Referred Non-Jurisdictional** – Complaints received over which the Department has no statutory authority that are referred to the agency with the statutory authority.**Statutory Reports** – Reports required by statute to be submitted to the Department.

TABLE 9 | PROBABLE CAUSE ACTIONS

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Acupuncture	10	5	3
Anesthesiology Assistants	0	0	0
Athletic Trainers	0	0	0
Certified Nursing Assistants	341	408	377
Certified Social Workers	0	0	0
Chiropractic Medicine	75	51	46
Clinical Laboratory Personnel	8	15	11
Clinical Social Workers	13	7	5
Dental Hygienists	9	2	1
Dental Laboratories	7	1	1
Dentistry	232	91	71
Dietetics & Nutrition	12	16	1
Drugs, Devices & Cosmetics	97	0	0
Electrolysis	25	29	26
Electrolysis Facilities	6	1	1
Emergency Medical Technicians	8	13	0
Hearing Aid Specialists	25	10	9
Marriage & Family Therapists	4	4	1
Massage Establishments	18	54	33
Massage Therapy	81	172	107
Medical Physicists	0	2	2
Medicine	1,063	333	331
Mental Health Counseling	20	18	10
Midwifery	10	8	8
Naturopathic Medicine	0	0	0
Nursing - ARNP	53	22	21
Nursing - LPN	237	325	296
Nursing - RN	381	618	528
Nursing Home Administrators	18	5	3
Occupational Therapy	8	8	8
Optical Establishments	6	2	0
Opticianry	13	8	8
Optometry	18	6	5
Optometry Branch Offices	0	0	0
Orthotists & Prosthetists	5	12	10
Osteopathic Medicine	89	34	31
Pain Management Clinics	13	5	2
Paramedics	21	24	0
Pharmacies	180	24	20
Pharmacists	202	56	49
Pharmacy Technicians	17	21	20
Physical Therapy	41	15	13
Physician Assistants	81	21	21
Podiatric Medicine	23	11	11
Psychology	12	8	7
Radiologic Technology	3	17	2
Respiratory Care	11	78	73
School Psychology	0	0	0
Speech-Language Path/Audio	40	13	17
TOTALS	3,536	2,573	2,189
REFERRED NON-JURISDICTIONAL	0	0	0
GRAND TOTALS	3,536	2,573	2,189

DEFINITIONS:

Administrative Complaint – A filed legal document that charges violation(s) of Florida statutes or rules against a licensee.**Probable Cause Found / No Probable Cause Found** – A panel of a Board or the Department found or did not find sufficient evidence to bring formal charges against a licensee.

TABLE 10 | SUMMARY OF DISCIPLINARY CASES

PROFESSION	REVOCATION	VOLUNTARY SURRENDER	SUSPENSION	PROBATION	LIMITATION / OBLIGATION	FINE	REPRIMAND	CITATION	DISMISSAL	*RESOLVED THROUGH FINAL ORDERS
Acupuncture	0	1	0	1	0	1	1	43	2	3
Anesthesiology Assistants	0	0	0	0	0	0	0	0	0	0
Athletic Trainers	0	1	5	0	5	5	0	13	0	7
Certified Nursing Assistant	91	53	110	43	151	111	207	17	10	398
Certified Social Workers	0	0	0	0	0	0	0	0	0	0
Chiropractic Medicine	5	3	15	10	21	36	8	14	10	61
Clinical Laboratory Personnel	0	3	3	2	8	11	11	44	3	17
Clinical Social Workers	0	1	1	2	0	2	1	0	0	4
Dental Hygienists	0	2	0	0	0	0	0	10	2	3
Dental Laboratories	0	0	1	0	1	1	0	1	0	1
Dentistry	5	12	10	2	43	42	13	11	25	66
Dietetics & Nutrition	0	10	0	0	0	0	0	27	0	10
Drugs, Devices & Cosmetics	0	0	0	0	0	1	0	1	0	16
Electrolysis	9	5	1	0	8	8	3	10	11	22
Electrolysis Facilities	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	8	2	0	0	4	8	2	0	3	12
Hearing Aid Specialists	0	0	0	0	4	2	3	1	1	4
Marriage & Family Therapists	0	0	0	1	0	1	1	0	0	1
Massage Establishments	7	10	4	2	29	40	37	31	3	51
Massage Therapy	12	45	13	2	67	80	81	39	11	139
Medical Physicists	0	0	0	0	0	0	0	0	0	0
Medicine	15	56	17	16	116	135	30	200	61	229
Mental Health Counseling	0	3	1	2	2	3	3	0	2	9
Midwifery	1	0	0	0	1	1	0	0	1	2
Naturopathic Medicine	0	0	0	0	0	0	0	0	0	0
Nursing - ARNP	1	0	12	2	18	12	17	4	3	30
Nursing - LPN	28	39	126	20	124	92	182	61	12	287
Nursing - RN	36	96	328	41	291	197	416	384	20	637
Nursing Home Administrators	1	1	0	0	5	5	1	4	1	6
Occupational Therapy	0	1	5	1	4	9	7	0	2	11
Optical Establishments	0	0	0	0	0	0	0	1	0	0
Opticianry	1	0	1	1	3	2	6	0	2	6
Optometry	0	1	0	1	1	2	2	1	3	3
Optometry Branch Offices	0	0	0	0	0	0	0	0	0	0
Orthotists & Prosthetists	1	0	1	2	4	4	1	32	0	7
Osteopathic Medicine	1	5	4	6	21	27	13	8	4	37
Pain Management Clinics	0	5	0	0	1	1	0	0	2	6
Paramedics	8	1	0	0	4	13	5	0	5	15
Pharmacies	25	4	0	0	9	0	0	0	1	29
Pharmacists	5	11	12	10	23	31	0	10	4	55
Pharmacy Technician	2	9	0	0	0	0	0	0	0	11
Physical Therapy	3	2	2	3	7	9	3	100	3	15
Physician Assistants	1	2	1	1	6	5	1	252	2	11
Podiatric Medicine	0	1	2	2	6	8	4	12	0	9
Psychology	1	1	6	6	8	9	6	19	3	13
Radiologic Technology	3	2	2	2	2	14	3	0	6	21
Respiratory Care	5	16	10	0	20	22	23	17	4	46
School Psychology	0	0	0	0	0	0	0	15	0	0
Speech-Language Path/Audio	0	1	4	1	8	14	12	160	0	15
TOTALS	275	405	697	182	1,025	964	1,103	1,542	222	2,325
REFERRED NON-JURISDICTIONAL	0	0	0	0	0	0	0	0	0	0
GRAND TOTALS	275	405	697	182	1,025	964	1,103	1,542	222	2,325

*Resolved through final orders represents the number of cases resolved by a final order, not the number of final orders issued. A final order may contain more than one case, or more than one type of discipline, such as probation, fine, and reprimand.

TABLE 11 | MEDICAL MALPRACTICE CLAIMS

PROFESSIONS	CIVIL COURT CLAIMS RECEIVED	CLOSED CLAIMS RECEIVED	NICA CLAIMS RECEIVED	EMERGENCY "3 IN 5" INITIATED	EMERGENCY "3 IN 5" DISCIPLINE	CLOSED CLAIMS DISCIPLINE	CLOSED CLAIMS NON-DISCIPLINE
Acupuncture	0	0	0	0	0	0	0
Anesthesiology Assistants	0	0	0	0	0	0	0
Athletic Trainers	0	0	0	0	0	0	0
Certified Nursing Assistant	2	0	0	0	0	0	0
Certified Social Workers	0	0	0	0	0	0	0
Chiropractic Medicine	2	7	0	0	0	0	0
Clinical Laboratory Personnel	1	0	0	0	0	0	0
Clinical Social Workers	0	0	0	0	0	0	0
Dental Hygienists	0	0	0	0	0	0	0
Dental Laboratories	0	0	0	0	0	0	0
Dentistry	9	164	0	0	0	9	9
Dietetics & Nutrition	0	0	0	0	0	0	0
Drugs, Devices & Cosmetics	0	0	0	0	0	0	0
Electrolysis	0	0	0	0	0	0	0
Electrolysis Facilities	0	0	0	0	0	0	0
Emergency Medical Technician	0	1	0	0	0	0	0
Hearing Aid Specialists	0	0	0	0	0	0	0
Marriage & Family Therapists	0	0	0	0	0	0	0
Massage Establishments	0	0	0	0	0	0	0
Massage Therapy	0	0	0	0	0	0	0
Medical Physicists	0	0	0	0	0	0	0
Medicine	292	1,351	58	51	0	16	73
Mental Health Counseling	1	1	0	0	0	0	0
Midwifery	0	0	0	0	0	0	0
Naturopathic Medicine	0	0	0	0	0	0	0
Nursing - ARNP	12	14	4	0	0	0	0
Nursing - LPN	3	1	0	0	0	0	0
Nursing - RN	83	7	1	0	0	0	1
Nursing Home Administrators	120	0	0	0	0	0	1
Occupational Therapy	5	0	0	0	0	0	0
Optical Establishments	0	0	0	0	0	0	0
Opticianry	0	0	0	0	0	0	0
Optometry	0	2	0	0	0	0	0
Optometry Branch Offices	0	0	0	0	0	0	0
Orthotists & Prosthetists	0	0	0	0	0	0	0
Osteopathic Medicine	22	198	5	8	0	3	9
Pain Management Clinics	0	0	0	0	0	0	0
Paramedics	0	0	0	0	0	0	0
Pharmacies	4	0	0	0	0	0	0
Pharmacists	0	0	0	0	0	0	0
Pharmacy Technician	0	0	0	0	0	0	0
Physical Therapy	2	0	0	0	0	0	0
Physician Assistants	7	14	0	0	0	0	2
Podiatric Medicine	2	56	0	3	0	0	3
Psychology	0	3	0	0	0	0	0
Radiologic Technology	2	0	0	0	0	0	0
Respiratory Care	1	0	0	0	0	0	0
School Psychology	0	0	0	0	0	0	0
Speech-Language Path/Audio	0	0	0	0	0	0	0

TABLE 11 | MEDICAL MALPRACTICE CLAIMS (*continued*)

PROFESSIONS	CIVIL COURT CLAIMS RECEIVED	CLOSED CLAIMS RECEIVED	NICA CLAIMS RECEIVED	EMERGENCY "3 IN 5" INITIATED	EMERGENCY "3 IN 5" DISCIPLINE	CLOSED CLAIMS DISCIPLINE	CLOSED CLAIMS NON-DISCIPLINE
TOTAL	570	1,819	68	62	0	28	98
REFERRED NON-JURISDICTIONAL	46	6	4	0	0	0	0
GRAND TOTAL	616	1,825	72	62	0	28	98

DEFINITIONS:

Civil Court Claims Received – Civil suits alleging medical malpractice against health care practitioners that have been filed in civil court.

Closed Claims – Civil suits alleging medical malpractice against health care practitioners that have been resolved.

NICA Claims – Claims filed with the Florida Birth-related Neurological Injury Compensation Association (NICA) as required by Section 766.305(5), F.S.

3 in 5 Initiated – Investigation started when the practitioner has had three or more closed medical malpractice claims within a five year period as required by Sections 458.331(6), 459.015(6), 461.013(1)(s), and 466.028(6), F.S.

3 in 5 Discipline – Disciplinary action as a result of investigations initiated when practitioner has had 3 or more closed medical malpractice claims within a 5 year period as required by Sections 458.331(6), 459.015(6), 461.013(1)(s), and 466.028(6), F.S.

TABLE 12 | HOSPITAL ANNUAL REPORT CLAIMS

Hospitals/Facilities Reporting	1
Practitioners Reported	2
Dentistry	0
Medicine	2
Nursing - ARNP	0
Nursing - RN	0
Osteopathic Medicine	0
Physical Therapy	0

DEFINITIONS:

Hospital Annual Report Claims – Reports from hospitals of civil suits in which there are judgments against health care practitioners for which the hospital assumes liability (Section 395.0197(3), F.S.).

TABLE 13 | UNLICENSED ACTIVITY

PROFESSIONS	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	INVESTIGATIONS COMPLETED	CEASE AND DESIST ISSUED	REFERRALS TO LAW ENFORCEMENT	ARRESTS	CONVICTIONS
Acupuncture	5	2	3	1	1	1	0
Anesthesiology Assistant	0	0	0	0	0	0	0
Athletic Trainers	2	0	0	0	0	0	0
Certified Nursing Assistant	8	8	11	3	5	0	0
Certified Social Workers	0	0	0	0	0	0	0
Chiropractic Medicine	18	15	26	10	12	0	0
Clinical Laboratory Personnel	0	0	0	0	0	0	0
Clinical Social Workers	5	4	5	4	1	0	0
Dental Hygienists	1	1	4	0	1	1	0
Dental Laboratories	7	6	8	2	5	0	0
Dentistry	45	42	57	14	29	7	1
Dietetics & Nutrition	35	16	7	3	2	0	0
Electrolysis	1	1	2	1	2	0	0
Electrolysis Facilities	8	8	9	4	2	0	0
Hearing Aid Specialists	1	1	7	2	5	1	0
Marriage & Family Therapists	2	2	6	0	2	0	0
Massage Establishments	184	174	203	105	107	5	0
Massage Therapy	152	135	160	46	68	19	19
Medical Physicists	0	0	0	0	0	0	0
Medicine	101	63	102	14	40	7	4
Mental Health Counseling	15	11	18	3	6	0	0
Midwifery	1	1	1	1	1	0	0
Naturopathic Medicine	1	0	0	0	0	0	0
Nursing - LPN	10	9	9	2	5	1	0
Nursing - RN / ARNP	16	14	11	6	5	0	3
Nursing Home Administrators	1	1	0	0	0	0	0
Occupational Therapy	2	2	5	1	1	0	0
Optical Establishments	19	19	20	12	15	0	0
Opticianry	6	7	13	0	4	0	0
Optometry	2	2	1	1	1	0	0
Optometry Branch Offices	0	0	0	0	0	0	0
Orthotists & Prosthetists	4	4	4	4	1	0	0
Osteopathic Medicine	6	4	5	1	3	1	0
Pain Management Clinics	73	53	90	27	29	5	0
Pharmacies	8	8	18	2	8	3	0
Pharmacists	4	3	14	1	8	3	1
Pharmacy Technician	17	14	14	10	9	0	0
Physical Therapy	12	12	7	5	8	1	0
Physician Assistants	4	3	4	1	1	0	0
Podiatric Medicine	1	1	1	1	0	0	0
Psychology	14	13	17	3	5	0	0
Respiratory Care	0	0	0	0	0	0	0
School Psychology	1	0	0	0	0	0	0
Speech-Language Path/Audio	0	0	0	0	0	0	0
TOTALS	792	659	862	290	392	55	28
Referred Non-Jurisdictional	43	12	9	7	3	0	0
GRAND TOTALS	835	671	871	297	395	55	28

DEFINITION:

Referred Non-Jurisdictional – Complaints received over which the Florida Department of Health has no statutory authority that are referred to the agency with the statutory authority.

TABLE 14 | REVENUE, EXPENDITURES & CASH BALANCES FOR THE MQA TRUST FUND

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES ¹	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Acupuncture	\$1,109,010	\$142,043	\$507,615	\$743,438	\$16,654
Anesthesiologist Assistants	\$(61,172)	\$44,115	\$7,958	\$(25,015)	\$22
Athletic Trainers	\$140,269	\$232,986	\$170,115	\$203,140	\$32,618
Chiropractic	\$3,417,366	\$688,485	\$2,185,144	\$1,920,707	\$(32,457)
Clinical Lab Personnel	\$166,072	\$1,164,015	\$874,748	\$455,339	\$368,915
Certified Nursing Assistants	\$(2,696,904)	\$3,629,897	\$3,629,736	\$(2,696,743)	\$1,277,797
Certified Social Workers	\$(126,256)	\$727	\$1,604	\$(127,133)	\$(6,525)
CSW,MFT,MHC	\$1,768,185	\$3,188,904	\$2,045,847	\$2,911,242	\$458,807
Dentistry	\$1,981,844	\$973,232	\$2,828,104	\$126,972	\$(714,548)
Dental Hygienists	\$1,559,779	\$168,194	\$707,962	\$1,020,011	\$229,998
Dental Labs	\$409,667	\$28,838	\$121,594	\$316,911	\$(43,181)
Dietetics & Nutrition	\$235,648	\$478,097	\$319,362	\$394,383	\$(935)
Drugs, Devices & Cosmetics	\$(1,513,028)	\$297,683	\$835,604	\$(2,050,949)	\$(52)
Electrolysis	\$(330,461)	\$118,468	\$207,343	\$(419,336)	\$(106,756)
Emergency Med Techs	\$(3,208,740)	\$501,266	\$783,700	\$(3,491,174)	\$(16,906)
Hearing Aid Specialists	\$(448,528)	\$571,017	\$220,337	\$(97,848)	\$(75,113)
Massage Therapy	\$2,836,876	\$2,453,595	\$4,037,481	\$1,252,990	\$(1,060,566)
Medical Physicists	\$124,613	\$100,011	\$85,328	\$139,296	\$11,416
Medicine	\$8,395,413	\$16,954,788	\$16,051,008	\$9,299,193	\$(570,315)
Midwifery	\$(772,860)	\$12,221	\$45,640	\$(806,279)	\$(82,897)
Naturopathy	\$(300,570)	\$2	\$1,057	\$(301,625)	\$(36,795)
Nursing	\$4,552,259	\$20,293,133	\$19,335,619	\$5,509,773	\$7,235,314
Nursing Home Administrators	\$(182,279)	\$645,201	\$374,024	\$88,898	\$16,301
Occupational Therapy	\$396,159	\$758,950	\$492,433	\$662,676	\$236,427
Opticianry	\$929,986	\$712,790	\$582,163	\$1,060,613	\$(141,991)
Optometry	\$388,806	\$1,303,729	\$859,625	\$832,910	\$50,826
Orthotist & Prosthetist	\$(67,590)	\$124,875	\$205,613	\$(148,328)	\$(96,226)
Osteopathic Medicine	\$1,803,020	\$575,760	\$1,704,745	\$674,035	\$22,385
Paramedics	\$(169,555)	\$300,828	\$581,731	\$(450,458)	\$(1,941)
Pharmacy	\$5,733,097	\$4,894,992	\$6,693,023	\$3,935,066	\$290,349
Physical Therapy	\$1,579,155	\$564,397	\$1,312,854	\$830,698	\$202,563
Physician Assistants	\$717,201	\$368,469	\$1,089,281	\$(3,611)	\$92,054
Podiatry	\$311,556	\$101,939	\$413,491	\$4	\$6,722
Psychology	\$1,581,198	\$309,349	\$1,157,006	\$733,541	\$(40,139)
Radiological Technicians	\$(1,815,205)	\$709,279	\$694,661	\$(1,800,587)	\$(34,386)
Respiratory Therapy	\$454,120	\$1,443,103	\$883,858	\$1,013,365	\$304,129
School Psychology	\$281,957	\$25,924	\$106,433	\$201,448	\$13,419
Speech-Language & Audiology	\$2,287,116	\$473,067	\$935,624	\$1,824,559	\$150,422
TOTAL	\$31,467,224	\$65,354,369	\$73,089,471	\$23,732,122	\$7,955,409

¹Expenditures include a \$10 Million transfer from the MQA Trust Fund to General Revenue pursuant to section 215.32(2)(b)4.a, Florida Statutes.

NOTE:

Neurological Injury Compensation Association (NICA) is excluded.

TABLE 15 | PROJECTED CASH BALANCES FOR THE MQA TRUST FUND

PROFESSION	PROJECTED CASH BALANCE 2011-2012	PROJECTED CASH BALANCE 2012-2013	PROJECTED CASH BALANCE 2013-2014	PROJECTED CASH BALANCE 2014-2015	PROJECTED CASH BALANCE 2015-2016	PROJECTED CASH BALANCE 2016-2017
Acupuncture	\$817,620	\$665,518	\$1,071,722	\$900,363	\$1,281,777	\$1,087,378
Anesthesiology Assistants	\$(13,613)	\$33,962	\$45,086	\$92,039	\$102,845	\$149,055
Athletic Trainer	\$82,595	\$178,845	\$123,022	\$209,779	\$145,712	\$221,111
Chiropractic	\$2,685,639	\$1,826,824	\$3,267,837	\$2,299,339	\$3,587,695	\$2,487,970
Clinical Lab	\$93,348	\$539,968	\$521,947	\$911,432	\$850,784	\$1,171,910
Cert Nursing Asst	\$(2,155,294)	\$(1,524,418)	\$(1,652,739)	\$(1,287,563)	\$(1,756,724)	\$(1,709,439)
Cert Social Worker	\$(129,073)	\$(129,487)	\$(131,583)	\$(132,079)	\$(134,354)	\$(134,947)
CSW,MFT,MHC	\$1,322,780	\$2,402,075	\$1,216,936	\$2,152,952	\$834,045	\$1,598,639
Dentistry	\$1,164,371	\$(986,655)	\$(198,199)	\$(2,570,461)	\$(2,067,675)	\$(4,704,630)
Dental Hygienist	\$1,227,873	\$934,786	\$1,555,251	\$1,229,483	\$1,791,152	\$1,426,283
Dental Labs	\$351,518	\$260,554	\$374,367	\$275,201	\$379,098	\$270,120
Dietetics & Nutrition	\$130,167	\$364,107	\$278,139	\$495,962	\$393,570	\$592,110
Drugs, Devices & Cos	\$(2,215,218)	\$(2,215,218)	\$(2,215,218)	\$(2,215,218)	\$(2,215,218)	\$(2,215,218)
Electrolysis	\$(400,787)	\$(509,021)	\$(506,560)	\$(630,490)	\$(646,492)	\$(789,198)
Emergency Med Tech	\$(3,865,895)	\$(4,202,695)	\$(4,659,267)	\$(5,075,626)	\$(5,626,124)	\$(6,137,671)
Hearing Aid Spec	\$(209,174)	\$99,512	\$(25,539)	\$265,631	\$124,831	\$395,045
Massage Therapy	\$2,496,618	\$1,607,629	\$3,317,176	\$2,191,532	\$3,613,108	\$2,204,322
Medical Physicist	\$69,804	\$114,252	\$74,783	\$115,478	\$70,602	\$106,807
Medicine	\$9,088,644	\$8,855,565	\$7,679,202	\$6,218,304	\$3,660,853	\$730,955
Midwifery	\$(777,599)	\$(819,145)	\$(794,276)	\$(839,631)	\$(819,135)	\$(869,049)
Naturopathy	\$(303,143)	\$(303,777)	\$(305,402)	\$(306,081)	\$(307,829)	\$(308,562)
Nursing	\$4,612,641	\$8,100,402	\$11,763,693	\$14,067,966	\$16,482,059	\$17,370,370
Nursing Home Admin	\$(112,364)	\$144,517	\$24,114	\$255,409	\$111,348	\$312,031
Occupational Therapy	\$320,232	\$559,505	\$315,400	\$517,054	\$238,379	\$395,024
Opticianry	\$716,743	\$802,101	\$473,703	\$520,291	\$152,618	\$152,819
Optometry	\$302,478	\$749,994	\$382,737	\$767,347	\$343,647	\$652,994
Ortho & Prosth	\$59,113	\$(82,254)	\$107,706	\$(51,267)	\$118,632	\$(61,405)
Osteopathic	\$1,576,374	\$410,813	\$1,182,052	\$(106,043)	\$514,752	\$(919,945)
Paramedic	\$(459,948)	\$(600,482)	\$(644,881)	\$(829,782)	\$(914,240)	\$(1,152,224)
Pharmacy	\$3,093,357	\$4,899,282	\$7,841,399	\$9,287,138	\$11,791,972	\$12,806,774
Physical Therapy	\$1,314,622	\$847,008	\$1,638,128	\$1,101,528	\$1,803,263	\$1,184,124
Physician Assistant	\$716,514	\$78,700	\$723,937	\$14,792	\$574,094	\$(220,395)
Podiatry	\$191,040	\$(203,117)	\$(50,379)	\$(479,687)	\$(370,897)	\$(842,260)
Psychology	\$1,346,001	\$734,988	\$1,614,091	\$941,079	\$1,751,402	\$1,004,215
Radiological Tech	\$(2,091,079)	\$(2,316,397)	\$(2,672,066)	\$(2,958,257)	\$(3,388,719)	\$(3,747,741)
Respiratory Therapy	\$245,805	\$899,472	\$389,211	\$985,636	\$417,724	\$945,662
School Psychology	\$195,977	\$179,534	\$276,037	\$256,986	\$348,665	\$326,492
Speech-Language	\$1,725,934	\$1,545,325	\$2,106,354	\$1,891,464	\$2,406,784	\$2,150,880
TOTAL	\$23,214,622	\$23,942,569	\$34,507,924	\$30,482,002	\$35,644,003	\$25,930,404

NOTE:

Revenue collected from Neurological Injury Compensation Association (NICA) and Unlicensed Activity are excluded from the amounts shown above.

TABLE 16 | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE MQA TRUST FUND

PROFESSION ¹	FY 11-12 & 12-13 ESTIMATED EXPEND ¹	NUMBER OF LICENSEES ¹	COST TO REGULATE ²	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT CURRENT RENEWAL FEE ⁴
1. Acupuncture	\$577,906	2,108	\$274	\$500	\$300/\$150	Yes
2. Anesthesiology Assistant	\$12,703	82	\$155	\$1,000	\$500	Yes
3. Athletic Trainer	\$235,765	1,634	\$144	\$200/\$100	\$125/\$50	Yes
4. Chiropractic	\$3,433,097		\$414			Yes
A. Chiropractic		5,684		\$500	\$500/\$250	
B. Chiropractic PA		185		\$250	\$50/\$28	
C. Chiropractic Asst		2,433		\$25	\$25	
5. Clinical Lab	\$1,332,594		\$87			Yes
A. Director		161		\$150	\$130	
B. Supervisor		4,567		\$150	\$110	
C. Technologist		8,144		\$150	\$90	
D. Technician		1,747		\$150	\$50	
E. Training Program		50		\$300	\$300	
F. Inactive		649		\$50	\$50	
6. Certified Nursing Asst	\$7,958,681	159,045	\$50	\$50	\$50	
7. Cert Social Worker	\$3,358	3	\$1,119	\$250	\$150/\$50	
8. CSW,MFT,MHC	\$3,673,690		\$162			Yes
A. Clinical Social Work		7,458		\$250/\$50	\$125/\$50	
B. Marriage and Fam Ther		1,578		\$250/\$50	\$125/\$50	
C. Mental Health Couns		8,021		\$250/\$50	\$125/\$50	
D. Interns		5,591		\$100	\$75	
9. Dentistry	\$6,649,897	12,065	\$551	\$300	\$300	
10. Dental Hygienist	\$1,187,356	12,511	\$95	\$300	\$100	Yes
11. Dental Labs	\$238,185	1,156	\$206	\$300	\$200	Yes
12. Dietetics & Nutrition	\$430,255	3,467	\$124	\$500	\$100/\$95	Yes
13. Electrolysis	\$449,475	1,413	\$318	\$100	\$100	
14. Hearing Aid Spec	\$441,653	820	\$539	\$600	\$600/\$375	Yes
15. Massage Therapy	\$6,895,850		\$157			Yes
A. Massage Therapist		33,088		\$200/\$250	\$100	
B. Massage Establishment		10,942		\$150	\$100	
16. Medical Physicists	\$119,733		\$225			Yes
A. Medical Physicist		447		\$500	\$150	
B. Medical Phys In Trng		84		No Cap	\$50	
17. Medicine	\$34,381,650	60,112	\$572	\$500	\$360/\$121	Yes
18. Midwifery	\$107,770	142	\$759	\$500	\$500/\$500	
19. Naturopathic	\$2,152	0		\$1,000	\$250	
20. Nursing	\$32,127,023		\$104			Yes
A. Registered Nurse (RN)		221,501		No Cap	\$80/\$55	
B. Licensed Practical Nurse		71,188		No Cap	\$80/\$55	
C. Advanced Registered Nurse Practitioner (ARNP)		15,742		No Cap	\$130/\$75	
D. Clinical Nurse Specialist (CNS)		86		No Cap	\$155/\$75	
E. ARNP/CNS		21		No Cap	\$130/\$75	
21. Nursing Home Admin	\$653,194	1,552	\$421	No Cap	\$325	Yes
22. Occupational Therapy	\$957,750	9,622	\$100	No Cap	\$55	Yes
23. Opticianry	\$1,032,117	3,660	\$282	\$350/\$50	\$125/\$50	Yes
24. Optometry	\$1,584,660		\$433			Yes
A. Optometrist		2,970		\$300	\$300	
B. Optometry Faculty		16		No Cap	\$100	
C. Branch Office		676		\$100	\$100	
25. Orthotists & Prosthetics	\$496,170	704	\$705	\$500	\$500	

TABLE 16 | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE MQA TRUST FUND (*continued*)

PROFESSION ¹	FY 11-12 & 12-13 ESTIMATED EXPEND ¹	NUMBER OF LICENSEES ¹	COST TO REGULATE ²	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT CURRENT RENEWAL FEE ⁴
26. Osteopathic	\$3,587,024	6,427	\$558	\$500	\$400/\$200	
27. Pharmacy	\$10,482,973		\$269			Yes
A. Pharmacist		27,519		\$250	\$245	
B. Consultant Pharmacist		2,603		\$250	\$100	
C. Nuclear Pharmacist		216		\$250	\$100	
D. Pharmacies Permit		8,573		\$250	\$250	
E. Pharmacy Technician		32,358				
28. Physical Therapy	\$2,077,383		\$104			Yes
A. Physical Therapist		13,604		\$200	\$75/\$50	
B. Physical Therapist Asst		6,332		\$150	\$75/\$50	
29. Physician Assistant	\$2,067,852	5,753	\$359	\$500	\$275/\$150	
30. Podiatry	\$1,038,764		\$454			
A. Podiatric Medicine		1,717		\$350	\$350	
B. Cert Podiatric X-Ray Asst		569		No Cap	\$75	
31. Psychology	\$1,724,260		\$386	\$500	\$400	Yes
A. Psychologist		4,467		\$500	\$340	
B. Limited License		5		\$500	\$25	
32. Respiratory Therapy	\$1,519,694	10,545	\$144	\$200/\$50	\$121/\$50	Yes
33. School Psychology	\$96,399	714	\$135	\$500	\$190/\$150	Yes
34. Speech-Lang, P & A	\$1,048,255		\$116			Yes
A. Pathologist & Audiologist		8,305		\$500/\$100	\$100/\$100	
B. P & A Assist		701		No Cap	\$50	
TOTAL FUND	\$128,625,287	803,533	\$160			

¹ Emergency Medical Technicians, Paramedics, and Radiological Technicians are not included with the MQA trust funded professions as revenues are not deposited into the MQA trust fund and as these professions are not governed by Chapter 456.

² Cost to regulate is computed by adding FY 11-12 and FY 12-13 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2011.

³ Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.

⁴ If there is a projected positive cash balance at June 30, 2017, then the current renewal fee is deemed to be sufficient.

TABLE 17 | WEB USAGE FOR BOARDS & COUNCILS

PROFESSION	VISITS	DOWNLOADS	HITS
Acupuncture	47,905	22,165	81,960
Anesthesiology Assistants	13,352	9,510	21,289
Athletic Training	30,580	18,518	118,728
Certified Nursing Assistants	258,365	196,752	574,338
Chiropractic Medicine	66,236	42,619	149,073
Clinical Laboratory Personnel	56,988	45,428	157,688
Clinical Social Work, Marriage & Family Therapy & Mental Health Counseling (491 Boards)	215,447	189,599	597,643
Dentist / Dental Hygiene / Dental Labs	163,417	228,596	479,926
Dietetics & Nutrition	35,829	20,783	73,968
Drugs, Devices and Cosmetics	100,029	14,199	349,697
Electrologist or Electrology Facilities	30,212	19,621	58,175
EMT-Paramedic	137,510	71,319	313,070
Health Care Clinic Registration	3,123	0	3,351
Hearing Aid Specialists	23,635	12,405	46,560
Massage Therapist or Establishments	169,861	133,836	397,301
Medical Physicist	13,701	4,175	25,797
Medicine	388,424	419,161	1,019,312
Midwifery	21,212	14,661	42,165
Naturopaths	3,493	0	3,961
Nursing	844,657	645,020	2,608,368
Nursing Home Administrators	64,898	32,828	137,499
Occupational Therapy	74,770	36,159	149,128
Optician / Optical Establishments	36,749	18,719	70,831
Optometry / Optometry Branch Facilities	35,490	16,614	74,472
Orthotists & Prosthetists	19,834	10,269	38,427
Osteopathic Medicine	55,802	47,229	154,045
Pharmacists / Pharmacies	359,822	307,110	1,027,166
Physical Therapy	99,243	57,065	238,116
Physician Assistants	63,438	60,835	145,951
Podiatric Medicine	26,151	16,746	50,578
Psychology	83,356	52,579	192,838
Radiation Technology	54,593	85,557	176,793
Respiratory Care	48,067	19,798	93,500
School Psychology	14,455	1,859	27,456
Speech Language Pathology & Audiology	50,231	36,302	108,389
TOTAL	3,710,875	2,908,036	9,807,559

TABLE 18 | ONLINE RENEWALS

PROFESSION	RENEWALS PROCESSED ONLINE (NUMBER OF TRANSACTIONS)	E-RENEWAL USAGE PERCENTAGE ¹
Nursing	120,771	95%
Clinical Laboratory Personnel	9,535	70%
Nursing Home Administrator	1,210	93%
Athletic Trainer	1,091	92%
Optician	3,105	90%
Medical Doctor	24,829	94%
Medical Physicists	381	91%
Optometry	3,083	90%
Pharmacy	3,743	47%
Occupational Therapy	8,358	97%
Hearing Aid Specialist	623	86%
Social Work, Marriage & Family, Mental Health	18,726	94%
Radiological Technologist	5,999	59%
Dietetics and Nutrition	3,026	93%
Respiratory	9,488	97%
EMT & Paramedics	34,549	71%
TOTALS	248,517	87%

¹E-Renewal Usage Percentage – The number of online renewals processed divided by the number of timely renewals.

TABLE 19 | STUDENT LOAN DEFAULTS

PROFESSION	REPORTS OF DEFAULT RECEIVED	INVESTIGATIONS COMPLETED	ESO ISSUED	PROBABLE CAUSE FOUND	NO PROBABLE CAUSE FOUND	DISCIPLINARY ACTION TAKEN	FINE AMOUNTS IMPOSED
Chiropractic Medicine	9	0	0	0	0	0	\$0.00
Dentistry	2	0	0	0	0	0	\$0.00
Medicine	4	0	0	0	0	1	\$4,500.00
Osteopathic Medicine	4	0	0	0	0	1	\$11,716.00
GRAND TOTALS	19	0	0	0	0	2	\$16,216.00

DEFINITIONS:

ESO (Emergency Suspension Order) – An order issued by the Florida Department of Health suspending the license of a practitioner. A practitioner may not practice in the state of Florida while under an emergency suspension order.

Probable Cause Found / No Probable Cause Found – A panel of a Board or the Florida Department of Health found or did not find sufficient evidence to bring formal charges against a licensee.

Student Loan Defaults – Per 456.0721, F.S., the Department of Health shall obtain from the U.S. Department of Health and Human Services information necessary to investigate and prosecute health care practitioners for failing to repay a student loan or comply with scholarship service obligations pursuant to section 456.072 (1)(k), F.S. The minimum disciplinary action imposed shall be a suspension of the license until new payment terms are agreed upon or the scholarship obligation is resumed, followed by probation for the duration of the student loan or remaining obligation period, and a fine equal to 10 percent of the defaulted loan amount. Fines collected shall be deposited into the Medical Quality Assurance Trust Fund.

PROTECTING *the* PUBLIC THROUGH
HEALTH CARE LICENSURE, ENFORCEMENT *and* INFORMATION

