

# MQA 2011-2012 ANNUAL REPORT and LONG RANGE PLAN

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*Protecting the public through*  
**HEALTH CARE LICENSURE,  
ENFORCEMENT, and INFORMATION**

Florida Department of Health, Division of Medical Quality Assurance

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# 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 the 2011-2012 MQA Annual Report. This report reflects improvements over several years and shares improvement strategies with our health professional stakeholders, customers, and partners. MQA's strategic goals are integrally aligned with the Department's mission to protect and promote the public health of all people in Florida. MQA's work directly impacts two of the ten essential public health services: 1) enforce laws and regulations that protect health and ensure safety; and 2) assure a competent public and personal health care workforce. During the 2011-2012 FY, the MQA team worked hard to achieve its vision of being the best regulatory agency in the nation. The focus on continuous improvement in key business functions and services led to remarkable cost-effective regulation. The Division has captured performance measures that support my belief that MQA is already a national leader in health professional regulation for quality care and patient safety. As Surgeon General, I have emphasized two Division priorities in the coming year:

- Continuation of aggressive and successful enforcement efforts to eliminate the controlled substance abuse in Florida. The actions of a few unscrupulous practitioners must not be allowed to cast a shadow over the long and proud history of medicine.
- Expedited emergency actions against health care practitioners who pose an immediate risk to the public health and safety.

I congratulate the Division, stakeholders, and partners for their achievements this fiscal year to ensure that health care practitioners who are privileged to practice in Florida keep the welfare of patients first and foremost. MQA's triumphs in implementing efficiencies and reducing unnecessary regulation reflect remarkable process improvements. There is no finish line!

Sincerely,



John H. Armstrong, M.D., FACS  
State Surgeon General



## Department of Health 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.

# MESSAGE from the DIVISION DIRECTOR

Dear Stakeholder: In MQA our employees believe that what they think and do is important. They are empowered to identify efficiencies and implement them. Several years ago MQA adopted the Sterling model for performance excellence as the framework for our performance improvement system. In 2009 we were recognized by the Sterling Council for leadership and innovation - in 2013 we will apply for, and are confident we will be awarded, the Governor's Sterling Award.

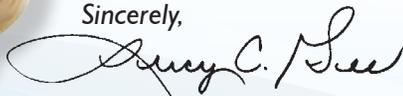
One of the seven Sterling criteria, customer focus, requires that an organization listen to the "voice of its customers," build customer relationships, and use customer information to improve and identify opportunities for innovation. We have identified three key customer groups; licensure applicants, licensees, and health care consumers. We listen to our customers through our customer satisfaction surveys and our on-line customer complaint system - the results are included in our annual report. We also listen to our customers by engaging them in focus groups to test our new products and services.

Our customer service representatives, application processors, inspectors, investigators, and legal team all create the experience our customers will remember when they interact with us. As the division director I am humbled to be able to recognize employees monthly with a Director's Thanks-A-Million for customer service above and beyond the call of duty. In the last year I awarded 217 Thanks-A-Million certificates and it struck me that what our employees do every day has a profound effect on Florida's economy. They are helping create jobs when they provide a delightful customer service experience to our 107,638 licensure applicants - in some cases they are convincing out-of-state applicants that a move to Florida is the right decision!

Included in this year's annual report is a special section on customer service. I think you will be inspired by the quality of the dedicated MQA workforce carrying out the department's mission. I also believe that as a leadership team we have created a culture that reflects what Tom Peters offers, "The magic formula that successful businesses have discovered is to treat customers like guests and employees like people."

I hope you enjoy this newly designed interactive annual report. We've worked hard to create a report that is easy to navigate, provides a wealth of information about our products and services, and gives concrete examples of process improvement results to achieve world-class regulatory excellence. With employees like ours we're well on our way.

Sincerely,



LUCY C. GEE, M.S.  
Division Director

**"The essence of competitiveness is liberated when we make people believe that what they think and do is important - and then get out of their way while they do it."**  
- Sam Walton, Walmart

## Our Core Competencies

- Expertise in licensure and enforcement regulation
- Building collaborative relationships and strategic partnerships
- Process improvement and innovation
- Customer service focus
- Data-driven decision making

# EXECUTIVE SUMMARY

*This 2011-2012 Annual Report for the Division of Medical Quality Assurance, as required by Section 456.026, Florida Statutes, contains the division's long-range plan, performance data, and statistics related to the regulation of health care practitioners and facilities established in Section 20.43(3)(g), F.S. Also included are the revenues, expenditures, and cash balances for the 2011-12 fiscal year, and a review of the adequacy of existing fees.*

*This report presents action plans and results organized around the division's FY 2011-12 strategic priorities:*

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

*Overall, continuous improvement efforts have resulted in sustained improvements in many areas, a few of which are:*

- Initiatives to address reduction in the inappropriate and over-prescribing of prescription drugs resulted in a 53% decrease in the number of registered pain management clinics operating in Florida.*
- Process improvements resulted in a decrease in the time to take emergency actions against health care practitioners that pose an immediate threat to the public health and safety by 31%.*
- System enhancements resulted in a reduction in the time to complete requests for public information. In the 4th quarter of this fiscal year, public record requests were completed within an average of 3 days.*
- The cost of regulation per licensee continued to decrease – from \$61.24 last fiscal year to \$59.52, comparable to the cost in FY 2005-06.*
- Customer satisfaction with services provided by the division increased to an all-time high of 96.8%.*
- The average amount of time to issue licenses continued to decline as process improvements were implemented. For example, the time to process applications for initial licensure for massage therapists was reduced from 26.2 days in FY 2010-11 to 19.9 days in 2011-12, a 23.9% reduction in processing time.*



## Our Vision and Purpose

**A healthier future for the people of Florida.**

**Protect the public through health care licensure, enforcement, and information.**

# STRUCTURE of BOARDS and COUNCILS

The Florida Department of Health is charged in Section 20.43, Florida Statutes, 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. Section 20.43(1)(m), F.S., further directs the Department to regulate health care practitioners for the preservation of the health, safety, and welfare of the public. The Division of Medical Quality Assurance and the following boards and professions are established within section 20.43(3)(g), F.S., and under Chapter 456, F.S., to carry out this charge.

## **BOARDS**

Acupuncture  
Athletic Training  
Chiropractic Medicine  
Clinical Laboratory Personnel  
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling  
Dentistry  
Hearing Aid Specialists  
Massage Therapy  
Medicine  
Nursing  
Nursing Home Administrators  
Occupational Therapy  
Opticianry  
Optometry  
Orthotists and Prosthetists  
Osteopathic Medicine  
Pharmacy  
Physical Therapy Practice

Podiatric Medicine  
Psychology  
Respiratory Care  
Speech-Language Pathology and Audiology

## **COUNCILS**

Certified Nursing Assistants  
Dietetics and Nutrition Practice  
Electrolysis  
Licensed Midwifery  
Medical Physicists  
Physician Assistants

## **DEPARTMENT REGULATED PROFESSIONS**

Dental Laboratories  
Certified Master Social Worker  
Office Surgery Centers  
Optical Establishments  
Pain Management Clinics  
School Psychologists

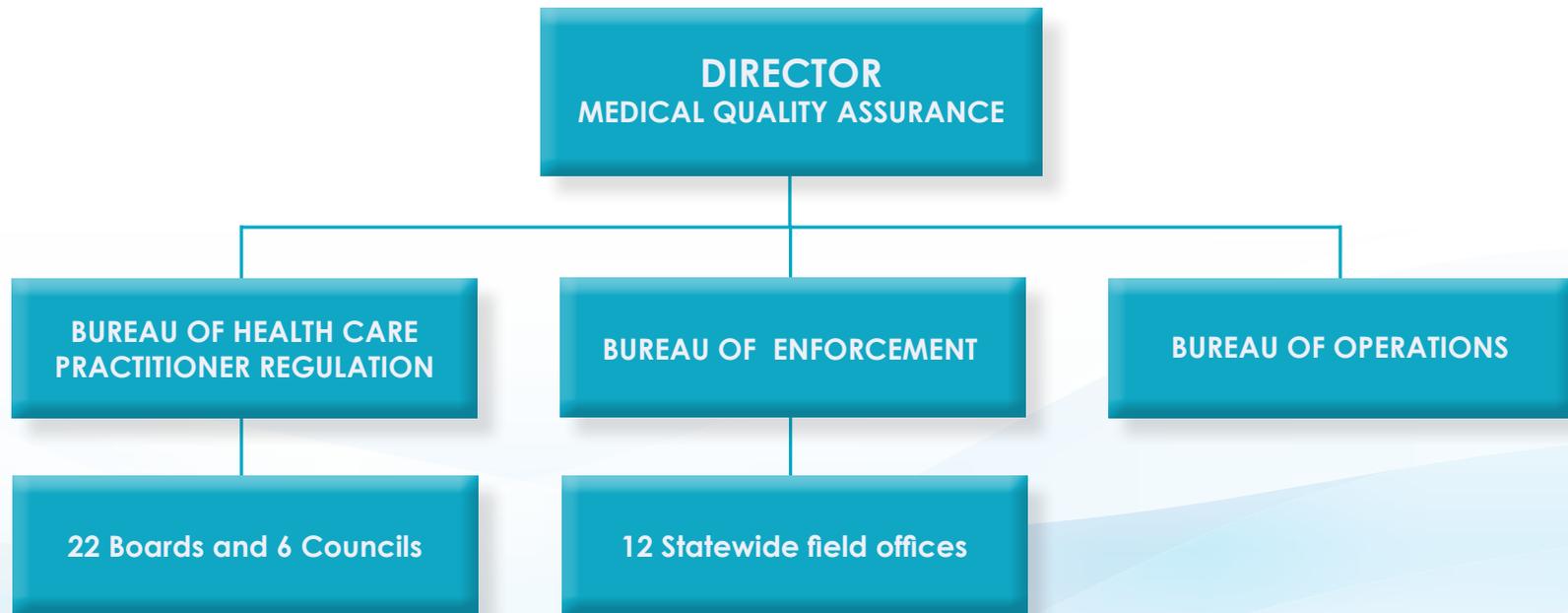
Board members are appointed by the Governor and Council members are appointed by the State Surgeon General. The boards and councils are comprised of consumer members, practitioners licensed in the profession, and any other members specified in the laws governing the practice of the profession. The boards are responsible for approving or denying licensure candidates, 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. Councils serve in an advisory capacity to either the department or the board under which they serve in regulating their respective profession.

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. Go to [www.myflorida.com](http://www.myflorida.com) choose Governor's Web Site. Click on "Executive Office of the Governor," click on "Appointments Office," click on "Gubernatorial Appointments Questionnaire."

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

# STRUCTURE of the DIVISION

The Division of Medical Quality Assurance plans, develops, coordinates and manages the programs and services of 22 regulatory boards, six councils and one department-regulated health care profession. The division develops and administers policies to effectively and efficiently regulate health care practitioners to achieve the department's 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. MQA is comprised of the Office of the Division Director, and three bureaus: Health Care Practitioner Regulation, Enforcement, and Operations.



## Our Focus

*To be the nation's leader in quality health care regulation.*

# LONG RANGE PLAN

PERSPECTIVE	GOAL	STRATEGY	MEASURE	BASELINE <sup>1</sup>	2011-12 <sup>1</sup>	2012-13 <sup>2</sup>	2013-14 <sup>2</sup>	2014-15 <sup>2</sup>	2015-16 <sup>2</sup>
<b>DOH/MQA Goal: Public Health, Wellness, Prevention, and Protection</b>									
1.0 INTERNAL	1.1 License expeditiously all healthcare professionals who meet statutorily mandated minimum standards of competency	1.1.1 Provide an efficient licensure process that meets statutory requirements	Average number of days to issue an initial license	69	73	70	65	60	55
			Average number of days to renew a license online	10	5	4	3	2	1
	1.2 Enforce healthcare standards through timely discipline, education, and remediation of healthcare professionals found in violation of the law	1.2.1 Provide an efficient enforcement process that meets statutory requirements	Average number of days from legal sufficiency to final order for non-priority cases	503	503	475	450	425	400
			1.2.2 Reduce the length of time to issue emergency actions from the date of the event to the date the order is issued	Percent of emergency actions issued in 30 days or less	41%	41%	50%	60%	70%
2.0 CUSTOMER	2.1 Inform stakeholders and consumers to enable them to make health care decisions and promote accessible health care	2.1.3 Ensure customers are informed of, have confidence in, and value MQA services	Percent of public record requests completed within 5 days from receipt of request	53%	53%	75%	80%	85%	95%
			Percent of external customers satisfied with services provided by MQA	93%	96.8%	97%	98%	99%	99%
<b>DOH/MQA Goal: Organizational Development</b>									
3.0 Learning and Growth	3.1 Motivate the workforce to achieve excellence	3.1.1 Recruit, hire and retain skilled and motivated employees that will exemplify MQA mission, vision and value	Percentage of Employee Satisfaction	89.4%	90%	92%	94%	95%	95%
4.0 Financial	4.1 Minimize licensure fees through cost effective regulation	4.1.1 Conduct annual analysis on renewal fees and cash balance projections	Average cost of regulation per licensee	\$72.02	\$59.52	\$60.00	\$60.00	\$60.00	\$60.00
			Average number of licensees per FTE	1506	1,779	1,800	1,800	1,800	1,800

# CUSTOMER FOCUS RESULTS

One of MQA's top priorities is to provide outstanding customer service. Customer feedback is important to MQA and is used to identify improvements to services and processes. To determine overall customer satisfaction, feedback is solicited from MQA's three key customer groups: applicants for initial licensure, licensees, and health care consumers. The customer satisfaction rate for FY 2011-12 was at an all time high of 96.8%.



PERCENTAGE OF EXTERNAL CUSTOMERS  
SATISFIED WITH SERVICES PROVIDED BY MQA SERVICES

## Our Key Customers

Health Care Practitioners

Licensure Applicants

Health Care Consumers

# CUSTOMER FOCUS RESULTS

**MQA employees understand that the services they provide impact job creation, economic growth, and increase patient access to health care services. The excellent customer service provided by MQA employees is evidenced in the following examples of comments from customers.**

*Hello! I am a veteran who is applying for my chiropractic license here in Florida. I just wanted to write and tell you what a wonderful employee you have in Ms. Cassandra Smith. This lady has gone above and beyond to help me get everything in for my license test. She was there to let me know what I needed ASAP and I could really tell that she genuinely cared about me.*

*She really took her time to send e-mails letting me know exactly what I needed to do. Ms. Smith is the type of employee that every employer hopes to have. She is courteous, hard working, and a great communicator. I know that if she was in the Army with me she would certainly be one of the top soldiers in any battalion.*

*Also, I believe that she is the type of employee that you want interacting with Army personnel transitioning back into civilian life. She is definitely the face and personality that will guarantee high marks in consumer satisfaction with your department. She understands the military and how we work. She exceeded any expectation that I had with working with a civilian government agency.*

*In closing I just wanted to say that working with Ms. Smith has been a complete pleasure. I hope that every medical license office has someone as sharp as she is. If your department gives awards or employee of the month, she should be recommended with the highest marks possible.*

Thank you for your time:  
V/R, J.D. M, DC

**“She is courteous, hard working, and a great communicator.”**

*I am in the process of opening my own massage therapy office. I am relatively new to {this area}. It seems there is a massage therapist on every corner here. Everyone I spoke to told me of the horrors of the inspection process. I was a nervous wreck. Everyone seemed to be giving me advice to this and to that and so on. Many people said they just try to get by without ever having a license. I am just not that type of person so I called your offices and spoke to Leesa Llompart. At first I felt like a moron but Leesa was so incredibly kind and helpful. I couldn't believe it. I thought I would have to wait forever for the inspection but she set it all up so quickly. When I finally met Leesa I was so surprised as to how professional yet very personable she was. Some people may refer to me as just a massage therapist but I take a great deal of pride in what I do. I was so proud to have everything in order and taken care of while she was here. I have to say it was one of the most pleasant experiences I could have had.*

*I have been telling everyone about her. Once the word gets out I think your office will be finding a major increase in legitimate therapists getting their establishments' licenses and the flakey unlicensed therapists running for the hills! After the inspection Leesa said it could be a bit before my license to come in. She told me I could check online then I could open my doors for business (if I don't work, I don't eat). I swear I had my inspection on a Monday then found my license online by Wednesday. I couldn't believe it; she really got the ball rolling!*

*Mrs. Callahan, you have one heck of an amazing find with Leesa. Give the woman a plaque, a promotion, a monster pay raise! She really deserves it!*

Sincerely,  
J.A.

**“...one of the most pleasant experiences ...”**

## Our Key Customer Requirements

Timeliness

Accessibility

Quality



# CUSTOMER FOCUS RESULTS

**MQA employees understand that the services they provide impact job creation, economic growth and increase patient access to health care services. The excellent customer service provided by MQA employees is evidenced in the following examples of comments from customers.**

*I have hired and trained people most of my life prior to becoming a pharmacy tech. In fact, I don't really label myself a tech, I am a business owner. Currently I am getting our pharmacy re-permitting completed and was so grateful to reach Dustin Gibson at the very early hour this morning for guidance. Dustin not only handled my call and questions 100% professionally and friendly...but I just received the username and password to go to the next step in the process. I cannot praise him enough. I didn't have to ask him to repeat ANYTHING or to speak a bit louder which is what I too often run into with business calls. And the follow through is usually lacking. It is great to be a step closer to accomplishing the re-permitting.*

*Dustin is a great asset to your department. Thank you so much for having him there to help us. I completed the survey but wanted to let you know personally what a great help he has been to me.*

Sincerely,  
B.D.

**“ I cannot praise him enough...”**

*I am writing you to express my gratitude towards both Michelle Hawkins who shepherded me through the application process and for the relative ease of the process itself. The application was largely self explanatory and the instructions were very good. The ability to download much of the information required for the application process was a lifesaver. I initially applied less than three months ago for licensure and had to get my residency program from 25 years ago to re-create my training certificates as mine were long ago lost in flooding. So it was only this delay on my part that delayed the application. But three months is a very short time, and I have friends in other states that sometimes take six months or longer for medical licensure.*

*I also wanted to tell you how conscientious Michelle Hawkins has been helping me through the process, communicating by email, but taking the time to call me via my cell phone more than once on her own accord to ask for clarification on issues. I did not ask her to call and find it refreshing (and somewhat astonishing) that this degree of personal attention is being given to the application process and the applicants going through the process. It is far more than was anticipated or expected. Michelle is a great asset to your licensure process and is both efficient and pleasant in her communications with me. I have not been granted licensure yet, but regardless if that transpires or not, I wanted to tell you of the wonderful experience I have had with your department, your personnel, and your process.*

Sincerely,  
M.W., MD

**“...wonderful experience I have had with your department...”**

*I am late in writing this email to you because I have just moved to Florida and finally have my computer in place. I wanted to let you know that your employee Kenneth Smith was extremely helpful and pleasant to deal with while I was trying to get my Florida Clinical Laboratory Technologist license processed in December 2011.*

*I was amazed to even have had a personal contact and response from anyone since that does not happen with {my previous state's} licensing department! Due to their budget cuts and reduced schedules it is difficult to contact anyone there at all!*

*Kenneth kept me informed of the process and delays, and answered my numerous questions throughout the weeks in a timely manner. He was professional and courteous, and he made the process go smoothly for me by letting me know quickly when there were things I needed to provide beyond what I had sent with my original application.*

*You are fortunate to have Kenneth as an employee, both for his knowledge and his customer service skills. He is an asset to your team at the FL DOH!*

R.C.

**“...professional and courteous...”**

# CUSTOMER FOCUS RESULTS

**MQA employees understand that the services they provide impact job creation, economic growth and increase patient access to health care services. The excellent customer service provided by MQA employees is evidenced in the following examples of comments from customers.**

*I am not a letter writer. I never complain but on the other hand I never write letters to praise. This time I couldn't resist and must show my gratitude and satisfaction.*

*Times are hard and when you make the commitment to take a 180-degree turn in your career, needless to say, it can be frightening and quite unnerving. Having to obtain information from government agencies pertaining to state licensure and other information vital to this success usually entails frustration and numerous calls with everyone "passing the buck."*

*Then came Edith Rogers. From the very beginning I had many questions that at times seemed trivial and perhaps dumb but not for Ms. Rogers. She treated my concerns with the utmost respect and courtesy. It is because of her understanding of the law and ability to give me direct, knowledgeable and correct answers to my question and concerns that I made the decisions I made. Thanks to Ms. Rogers I have "retooled" myself, went back to school and soon to sit for the Pedorthist certification. I have to tell you this new beginning is the start of new hope for me and my family as opportunity seemed to be closing in on me in the corporate world due to my age.*

*Usually the sign of good customer service is direction and dedication at the top and so I want to thank you personally as well for being who you are and insisting on having the best people representing your department. I have found new respect for government employees and the bureaucratic system.*

*Thank you again for your dedication and fine service.*

*Sincerely,  
B.B.*

***"She treated my concerns with the utmost respect and courtesy..."***

*In regard to the Florida Board of Respiratory Care – let me say how refreshingly pleasant Ms. Sandra Washington was during my licensing process. I live and have been licensed for several years in {a state outside of Florida.} At no time since 1994 have I experienced any type of customer service such as that which I experienced with Ms. Washington. In {my home state} we are treated horribly. {My home state's} staff is rude, inefficient, inconsiderate and far from professional. I was dreading getting licensed in other states because of the negative experiences I have had in {my home state.} Ms. Washington definitely changed my dread to elation. She is a true asset to the Florida Board of Respiratory Care, the state and all of the Respiratory Therapists she has assisted. I cannot express how much I appreciated her professionalism. The process was delayed by {my home state} not approving their documents in a timely manner, me not able to access the training product due to Internet issues and then a family death. All through everything Ms. Washington walked me through the issues, confirmed receipt of everything and made numerous calls and emails to assist me in getting the errors/ethics training course accessed and completed.*

*Ms. Washington is one of those rare people who not only knows their job well but makes it seem as if it is the best job in the world. She is joyful, jubilant and efficient – God was having a great day when he created her. What a benefit she is to the state of Florida. I will always think fondly of the Florida Respiratory Care licensing department because of Ms. Sandra Washington.*

*Regards,  
A.G., RRT*

***"What a benefit she is to the state of Florida..."***

*I am a newly licensed Physical Therapy Assistant (PTA). I had some trouble with a Level II background check with {another agency.} The charge {the other agency} flagged was a misdemeanor battery when I was a juvenile. Therefore, I had to apply for a Level II exemption from the State Board of Physical Therapy. Ms. Shinita Miller not only helped me apply to get on the Board's docket late, but she has been very helpful in expediting my paperwork to {the other state agency.} I wanted to let you know she has truly gone above and beyond to help me get this situation resolved and I feel she should get some recognition for being such a diligent worker. I believe the quick action from Ms. Miller has saved my job, that is so important to me, and I want to thank her for that. Please pass this on to Ms. Miller. I think coming from you it would mean a lot. I would also like to thank you for managing a great staff.*

*Sincerely,  
M.P., PTA*

***"I wanted to let you know she has truly gone above and beyond ..."***

# CUSTOMER FOCUS RESULTS

**MQA employees understand that the services they provide impact job creation, economic growth and increase patient access to health care services. The excellent customer service provided by MQA employees is evidenced in the following examples of comments from customers.**

*I wanted to share with you how much I appreciated Robert Lane helping me with getting my Florida license.*

*I have lived in Austin, Texas my whole life. My husband took a job in Florida thus I will be heading that way soon. I didn't apply correctly for my Respiratory Therapist license and he quickly contacted me via email and explained what I needed to do. I shared with Mr. Lane how nervous I am about moving to a different state and in such a delightful manner; he made me feel much more at ease.*

*He also welcomed me to the state and informed me of some positive things about the State of Florida. I smiled all day.*

Thank you,  
R.K

**“He made me feel much more at ease...”**

*On behalf of the University of Miami, Miller School of Medicine, Department of Physical Therapy, I would like to express our appreciation for the assistance rendered to our new physical therapy graduates and staff by your Regulatory Specialist, Ms. Marquita Walker.*

*This year, almost all of our May graduating Doctor of Physical Therapy (DPT) class applied for their initial licensure with the Florida Board. As you know, with the National Physical Therapy Exam fixed date policy this is a rushed time for the new graduates with a variety of deadlines with multiple agencies. However, our students and staff were assisted with utmost professionalism, courtesy and endless patience by Ms. Walker. Her knowledge is highly valued by our administrative staff who constantly remark on her quick responsiveness to email inquiries and how efficiently she coordinated the process and paper flow necessary for licensure, as well as for exam registration with the Federation of State Boards of Physical Therapy.*

*We commend Ms. Walker for her exemplary performance and consider her a great asset to your office.*

Sincerely,  
SH, PhD.,

**“...assisted with utmost professionalism, courtesy and endless patience...”**



## Our Values

**Integrity, Commitment, Respect, Excellence, Accountability, Teamwork, Empowerment**

# STRATEGIC PRIORITIES

## STRATEGIC PRIORITY 1

ENFORCE REGULATION OF FACILITIES AND PRACTITIONERS INVOLVED WITH PRESCRIBING OR DISPENSING CONTROLLED SUBSTANCES IN FLORIDA TO REDUCE INAPPROPRIATE AND OVER-PRESCRIBING

## STRATEGIC PRIORITY 2

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

## STRATEGIC PRIORITY 3

DEVELOP A COMPREHENSIVE COMMUNICATION PLAN THAT ENSURES TIMELY, ACCURATE, RELEVANT, AND CRITICAL INFORMATION FOR WORKFORCE, CUSTOMERS, AND STAKEHOLDERS

## STRATEGIC PRIORITY 4

ENSURE COST EFFECTIVE REGULATION

## STRATEGIC PRIORITY 5

IMPROVE INFORMATION AND DATA ANALYSIS SYSTEMS TO ENABLE MQA TO BE MORE PROACTIVE IN PROTECTING AND PROMOTING PUBLIC HEALTH AND SAFETY



**On June 27, 2012 a joint effort with MQA investigators and law enforcement in the fight against Florida pill mills resulted in suspension of seven practitioners and five facilities.**

*Pictured left to right: Chris Ferguson, Bonnie Summer, Danny Hernandez, State Surgeon General Dr. John H. Armstrong, Michelle Miller, Amy Senior*

# STRATEGIC PRIORITY I

## ENFORCE REGULATION OF FACILITIES AND PRACTITIONERS INVOLVED WITH PRESCRIBING OR DISPENSING CONTROLLED SUBSTANCES IN FLORIDA TO REDUCE INAPPROPRIATE AND OVER-PRESCRIBING.

### Operational Goal:

Public Health Wellness, Access, Prevention, and Protection

### Objective:

Enforce health care standards through timely discipline, education, and remediation of healthcare professionals found in violation of the law

### PAIN MANAGEMENT CLINICS (PMC)

Legislation effective January 1, 2010 required pain management clinics to register with the department. At its peak in September 2010, 943 pain management clinics were registered. Since then there has been a 53% reduction in the number of registered pain management clinics operating in Florida with 441 registered pain management clinics as of June 30, 2012. MQA administratively closed, accepted the relinquishment of, or closed by enforcement action 839 clinics. Stricter requirements imposed by HB 7095 (2011), diligent enforcement efforts by the department in partnership with law enforcement, and timely and effective inspections contributed to this dramatic result.

MQA conducted 375 inspections during fiscal year 2011-12. These inspections included verifying the designated physician is practicing at the clinic; medical records are complete and have an individualized treatment plan; the patient is examined by the appropriate practitioner on the date the controlled substances are prescribed; and the patient is assessed and referred, as needed, for addiction.

PMC DESIGNATED PHYSICIAN REQUIRED REPORTING DATA	FY 2010-11*	FY 2011-12
Number of new patients	20,674	76,919
Number of repeat patients	171,265	677,608
Number of patients discharged due to abuse	2,740	8,346
Number of patients discharged due to diversion	2,097	6,241
Number of patients whose domicile is out of state	3,655	8,077

\*Figures are from January-June 2011 and required at that time only from Osteopathic Physicians

Pain management clinics are required to have a designated physician who must report quarterly to the Department information on new and repeat patients, the number of patients discharged due to drug diversion or abuse, and the number of out-of-state patients.

### Action Plan

- **Become more proactive in identifying over-prescribing of controlled substances.**
- **Collaborate with the legislature, medical examiners, Drug Enforcement Agency (DEA), Prescription Drug Monitoring Program (PDMP) and the Department of Business and Professional Regulation (DBPR) to integrate data sources for access to identify emerging trends in non-compliance with laws and regulations.**

# STRATEGIC PRIORITY I

## ENFORCE REGULATION OF FACILITIES AND PRACTITIONERS INVOLVED WITH PRESCRIBING OR DISPENSING CONTROLLED SUBSTANCES IN FLORIDA TO REDUCE INAPPROPRIATE AND OVER-PRESCRIBING.

### Operational Goal:

Public Health Wellness, Access, Prevention, and Protection

### Objective:

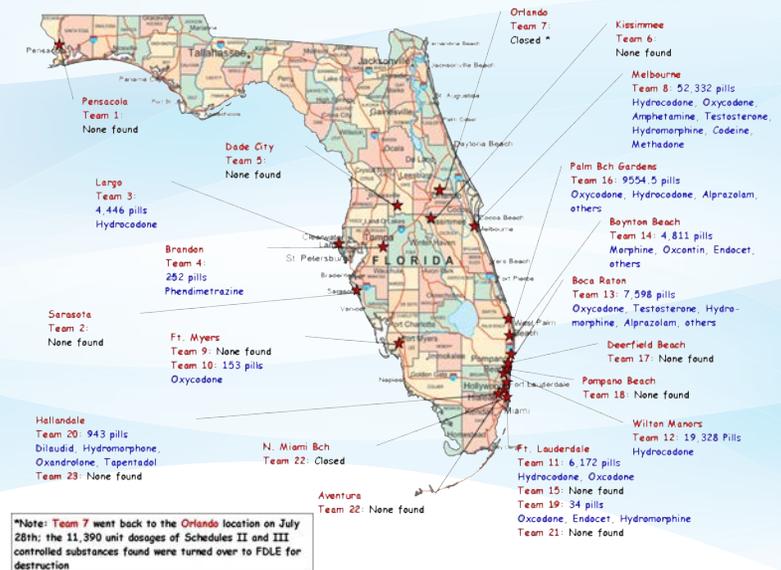
Enforce health care standards through timely discipline, education, and remediation of healthcare professionals found in violation of the law

### HOUSE BILL 7095

On June 3, 2011, Governor Scott signed HB 7095 into law. The intent of the law is to protect public health and safety by eliminating deaths in Florida due to prescription drug abuse. The law, which increases penalties for over-prescribing Oxycodone and other controlled substances, requires tracking of the wholesale distribution of certain controlled substances, and provides support for the continued efforts of state agencies, state and local law enforcement, and state prosecutors. It also bans doctors from dispensing controlled prescriptions except under specific restrictions, requires practitioners to use counterfeit-proof prescription blanks for prescribing of any controlled substance, and requires any practitioner who prescribes any controlled substances for the treatment of chronic nonmalignant pain to designate on his or her practitioner profile that he or she is a controlled substance prescribing practitioner. As of June 30, 2012, 20,175 physicians registered as a controlled substance prescribing practitioner.

On July 1, 2011, in accordance with HB 7095, the State Surgeon General declared a public health emergency concerning the possession of controlled substances for dispensing by practitioners who are no longer authorized to dispense controlled substances. The declaration required dispensing practitioners who were no longer authorized to dispense controlled substances listed in Schedule II and Schedule III of Section 893.03, Florida Statutes, to dispose of any inventory and cooperate fully with the Florida Department of Health, Division of Medical Quality Assurance (MQA), Florida Department of Law Enforcement (FDLE), and local law enforcement personnel. Looking at factors such as purchase amounts, MQA identified practitioners who posed the greatest threat to the public health and posed a risk that the controlled substances would not be disposed of in accordance with this act.

On July 5, 2011, MQA, FDLE, and Florida's Regional Drug Enforcement Strike Forces entered the business premises of identified dispensing practitioners and quarantined any Schedule II or III controlled substance inventory found on site. A total of 23 physicians in 24 locations statewide were inspected, with the bulk of visits occurring in south Florida, and of the 105,579.5 pills found, 6,172 were transported to UPS by FDLE for a reverse distributor and 99,407.5 were quarantined off site by FDLE.



# STRATEGIC PRIORITY I

**ENFORCE REGULATION OF FACILITIES AND PRACTITIONERS INVOLVED WITH PRESCRIBING OR DISPENSING CONTROLLED SUBSTANCES IN FLORIDA TO REDUCE INAPPROPRIATE AND OVER-PRESCRIBING.**

## *Operational Goal:*

*Public Health Wellness, Access, Prevention, and Protection*

## *Objective:*

*Enforce health care standards through timely discipline, education, and remediation of healthcare professionals found in violation of the law*

### **LAW ENFORCEMENT PARTNERSHIPS**

*Although MQA has had a long-standing relationship with law enforcement, the establishment of the Governor's Statewide Drug Strike Force and the requirements of HB 7095 further strengthened MQA's relationships with law enforcement. Historically, law enforcement looked primarily at the arrest side of the pill mill problem—and as soon as the practitioner posted bail they were back on the street dispensing or prescribing the same drugs. However, because of the collaborative efforts and education that occurred through the Strike Force and HB 7095 (2011), law enforcement now works closely with MQA to stop the practitioner or dispenser from continuing to prescribe and dispense controlled substances through MQA's emergency action process, after the practitioner has been arrested and posted bond. A couple of examples follow.*

*October 14, 2011: MQA suspended five pharmacy permits, immediately ordering the pharmacies and the entire staff to cease operations, based on investigative findings in partnership with the United States Drug Enforcement Agency (DEA) that the pharmacy owner and its pharmacists dispensed controlled substances, other than in the course of the professional practice of pharmacy. The emergency suspension orders (ESOs) were issued as a result of a two year multi-agency investigation by the DEA, US Department of Health and Human Services (HHS), United States Attorney's Office, Miami-Dade Police Department and the Broward County Sheriff's Office.*

*June 27, 2012: a joint enforcement effort led to the largest coordinated action to date in the fight against Florida pill mills resulting in seven practitioners and five facilities being suspended. MQA's Investigative Services Unit and the Emergency Action Unit within the Department of Health's Office of the General Counsel, Prosecution Services Unit partnered with the Drug Enforcement Administration (DEA), Florida Department of Law Enforcement (FDLE), Florida Division of Insurance Fraud (FDIF), Attorney General Pam Bondi and several sheriff and police departments, to obtain evidence necessary to support the emergency suspensions.*

*MQA measures the impact of HB 7095 (2011) and other pain management legislation on the controlled substance abuse problem through a "toolbox" (page 18). MQA monitors these output measures closely not only to determine where we still have gaps in our controls over the controlled substance distribution in Florida, but also to assist our enforcement team and our law enforcement partners in identifying trends that may indicate an area of concern in other areas of the state or that may indicate unscrupulous practitioners have found other covers for their activities.*

**Since September 2010 there has been a **53%** reduction in the number of registered pain management clinics operating in Florida**

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### House Bill 7095 Toolbox

COMPLAINTS WITH HB 7095 RELATED ALLEGATIONS	FY 2009-10	FY 2010-11	FY 2011-12
Number of legally sufficient complaints received	208	195	207
Number of disciplinary actions	35	55	58
Number of emergency actions	27	16	47
<b>DISPENSING PRACTITIONERS (MDS, DOS, PODIATRISTS, DENTISTS)</b>			
Number of dispensing practitioners	6,558	6,700	6,855
Number of legally sufficient complaints against dispensing practitioners	100	108	73
Number of disciplinary actions	9	26	20
Number of emergency actions	16	13	19
<b>REGISTERED PRESCRIBERS OF CONTROLLED SUBSTANCES FOR THE TREATMENT OF CHRONIC NON-MALIGNANT PAIN (CNMP)</b>			
Number of new registrations issued	n/a	n/a	20,175
Number of registered prescribers of controlled substances for the treatment of CNMP	n/a	n/a	20,175
Number of legally sufficient complaints received	n/a	n/a	103
Number of disciplinary actions	n/a	n/a	6
Number of emergency actions	n/a	n/a	13

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### House Bill 7095 Toolbox (continued)

COMMUNITY PHARMACIES	FY 2009-10	FY 2010-11	FY 2011-12
Number of new applications received	335	449	310
Number of new permits issued	325	420	299
Number of community pharmacies	4,437	4,703	4,733
Number of new applications denied	0	1	0
Number of renewal applications denied	0	1	0
Number administratively closed	171	143	263
Number closed by enforcement action	14	19	20
Number of legally sufficient complaints received	207	171	176
Number of disciplinary actions	32	28	30
Number of emergency actions	0	2	7
Number of reports to the board office for theft or loss of controlled substances	n/a	n/a	n/a
<b>PAIN MANAGEMENT CLINICS</b>			
Number of new applications received	1,031	333	172
Number of new registrations issued	904	321	156
Number of pain management clinics	921	823	441
Number of new applications denied	0	1	0
Number administratively closed	0	475	541

# STRATEGIC PRIORITY I

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## Operational Goal:

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### House Bill 7095 Toolbox (continued)

PAIN MANAGEMENT CLINICS	FY 2009-10	FY 2010-11	FY 2011-12
Number closed by enforcement action	0	5	5
Number of legally sufficient complaints received	45	102	53
Number of disciplinary actions	0	6	6
Number of emergency actions	10	6	9
Number of inspections initiated	n/a	n/a	86
Number passed on first inspection	3	716	248
Number of inspections completed	3	906	375
Number of new patients	n/a	20,674*	76,919
Number of repeat patients	n/a	171,265*	677,608
Number of patients discharged due to abuse	n/a	2,740*	8,346
Number of patients discharged due to diversion	n/a	2,097*	6,241
Number of patients whose domicile is out of state	n/a	3,655*	8,077
<b>COUNTERFEIT-PROOF PRESCRIPTION PADS</b>			
Number of orders	n/a	n/a	54,370

\*Figures are from January-June 2011 and required at that time only from Osteopathic Physicians

# STRATEGIC PRIORITY 2

**REDUCE THE TIME IT TAKES TO IMPOSE EMERGENCY ACTION AGAINST A HEALTH CARE PRACTITIONER OR FACILITY THAT POSES AN IMMEDIATE THREAT TO PUBLIC HEALTH AND SAFETY.**

## Operational Goal:

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## Objective:

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Section 456.074, Florida Statutes, requires the department to take emergency action suspending the license of a health care practitioner for specified offenses. The department is also given discretion in section 120.60(6), F.S., to take emergency action if a practitioner poses an immediate serious danger to the health, safety and welfare of the public. As emergency actions are a result of priority investigations and prosecutions handled by MQA, in May 2011 MQA identified and implemented needed improvements to facilitate faster issuance of emergency actions. An analysis revealed that threats to the public health, safety and welfare had changed over the last few years, requiring redefining what constituted a priority investigation. In addition to several other improvements, a special Emergency Action Unit was created in the Prosecution Services Unit solely dedicated to handling emergency actions and hearings.

FISCAL YEAR	NUMBER OF EMERGENCY ACTIONS ISSUED	AVERAGE NUMBER OF DAYS
FY 2006-07	256	111
FY 2007-08	216	117
FY 2008-09	248	123.6
FY 2009-10	264	135.7
FY 2010-11	326	106.5
FY 2011-12	376	74

In FY 2010-2011, emergency actions were issued on average in 106 days. In FY 2011-12, 376 emergency actions were issued compared to 326 the prior fiscal year, a 15% increase. Not only did the number of actions increase, as a result of the process improvements, 287 emergency actions based on complaints received after June 1, 2011, were issued in an average of 50.3 days. Further, 40.7% of emergency actions were issued within 30 days for FY 2011-12 compared to 9.2% in FY 2010-11.

## Action Plan

- **Develop, deploy, evaluate, and refine Emergency Action process for practitioners and facilities.**
- **Define and implement a proactive and predictive process to identify emerging threats and patterns.**

# STRATEGIC PRIORITY 3

DEVELOP A COMPREHENSIVE COMMUNICATION PLAN THAT ENSURES TIMELY, ACCURATE, RELEVANT, AND CRITICAL INFORMATION FOR WORKFORCE, CUSTOMERS, AND STAKEHOLDERS.

## Operational Goal:

Public Health Wellness, Access, Prevention, and Protection

## Objective:

License expeditiously all healthcare professionals who meet statutorily mandated minimum standards of competency

### PHARMACY RE-PERMITTING

HB 7095 (2011) required all community pharmacies in Florida to be re-permitted under new, more stringent requirements by July 1, 2012 if they intended to dispense controlled substances (II and III). According to the National Association of Chain Drug Stores, the 4,733 permitted community pharmacies in Florida pay almost \$1.5 million in state taxes and employ approximately 300,000 people, including almost 11,000 pharmacists. It was critical to the Board of Pharmacy (BOP) staff that pharmacy managers were aware of and could complete the re-permitting requirements timely and cost-effectively. The BOP staff met with stakeholders and implemented several measures.

Beginning in December 2011, staff communicated and worked extensively with permit holders, the Florida Pharmacy Association (FPA), the Independent Pharmacy Network (IPN), and other stakeholders, regarding requirements and implementation through conference calls, emails, letters and post cards. On June 18, 2012, in partnership with the Florida Board of Pharmacy, IPA began calling independent pharmacies that had not yet initiated the re-permitting application process; and staff established an on-line solution by developing a re-permitting application available on the DOH website and launched an on-line fingerprint option that allowed pharmacies with complete applications to be permitted within 48 hours. Working with FDLE, the board office established a mechanism for the annual criminal background fingerprinting requirements to be met through the use of scanned and stored fingerprints at a cost savings of \$37/year for approximately 30,000 pharmacists and owners and officers—a savings of more than \$1.1 million per year. As of June 29, 2012, 96.5% of community pharmacies completed the re-permitting process.

As a result of their efforts, The BOP staff received positive feedback from stakeholders:

“The Florida Board of Pharmacy’s process, communication and willingness to work with permit holders was best in class,” said Michael Ayotte, the CVS Caremark Director of Government Affairs. “The collaborative approach towards a successful resolution to this project showed leadership and a willingness to partner with the permit holders.”

Bill Mincy, the Vice President of Business Development with Pharmacy Provider Services Corporation (PPSC), and member of the Florida Independent Pharmacy Network stated the Florida Board of Pharmacy “did an outstanding job of planning and executing the re-permitting process. The initial meetings, periodic phone calls and mail communication pieces sent throughout the process helped community pharmacies and the organizations representing them to better understand what was required and how you were going to administer the process.”

## Action Plan

- Determine most effective delivery means and methods for communication to key customers and stakeholders.

# STRATEGIC PRIORITY 3

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### **CE/CME@RENEWAL**

*In an effort to streamline processes and reduce regulatory costs, MQA is developing, with stakeholders, a new license renewal initiative to verify a practitioner's continuing education record in an electronic tracking system at the time of license renewal. Compliance with continuing education requirements has historically been determined using a post-renewal audit. Non-compliance is handled through the disciplinary process—a costly and time-consuming mechanism. With CE/CME@Renewal, practitioners will be able to view their course history in the continuing education tracking system free of charge. At the time of online renewal, if the practitioner's continuing education records are complete they will continue the renewal process without interruption. If the practitioner's continuing education records are not complete, they will be prompted to enter their remaining continuing education hours before proceeding with their license renewal.*

*In March 2012 a workgroup established a comprehensive communication plan to notify stakeholders of the new electronic continuing education tracking system. The plan includes use of social media, how-to videos, press releases, flyers, and public speaking engagements. Already in progress, these communications will insure a seamless transition to the new system when it is launched in January 2013. For more information visit [www.CEatRenewal.com](http://www.CEatRenewal.com).*

### **ONLINE PORTAL**

*Most MQA services are available online 24 hours a day, 7 days a week. The online initial application is now available to applicants for 58 license types in 21 professions. Applicants can submit an application for a license and check the status of the application online at anytime. MQA first developed the online application process in FY 2008-09 for nurses. Today 63% of all health care practitioner applicants with online applications apply online. By December 2013, all professions will be fully online. The use of online applications has resulted in a total cost savings of \$2,998,504.20 for all professions. In addition to applying for initial licensure and renewal, practitioners are able to update their addresses and profiles, request a duplicate license, and print a confirmation of licensure renewal - all online. Practitioners and applicants accessed their online accounts 645,231 times in FY 2011-12. Consumers can also use online services to check their health care practitioner's license status and credentials. In FY 2011-12, 3,891,652 queries were made.*

**A total cost savings of \$2,998,504.20  
has resulted from online applications**

# STRATEGIC PRIORITY 3

DEVELOP A COMPREHENSIVE COMMUNICATION PLAN THAT ENSURES TIMELY, ACCURATE, RELEVANT, AND CRITICAL INFORMATION FOR WORKFORCE, CUSTOMERS, AND STAKEHOLDERS.

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License expeditiously all healthcare professionals who meet statutorily mandated minimum standards of competency

### CALL CENTER/HELP DESK

The Call Center is a full service help desk that answered 551,879 calls in FY 11-12, a 12% increase from FY 10-11. To provide better customer service and reduce wait time, call transfers and dropped calls, the unit made upgrades to the phone system that allow customers to select specialized queues such as New Licenses, Renewals, Help Services, that are answered by subject matter experts. The system also provides information on self service options through the department's website [www.flhealthsource.com](http://www.flhealthsource.com). As a result of upgrades and other improvements, queue time for callers decreased from 207 seconds in FY 10-11 to 196 seconds in FY 11-12. With more planned upgrades and self service options available on the website, this downward trend in wait time is expected to continue.

While answering **551,879** calls, a 12% increase, the call center decreased wait time for callers



# STRATEGIC PRIORITY 3

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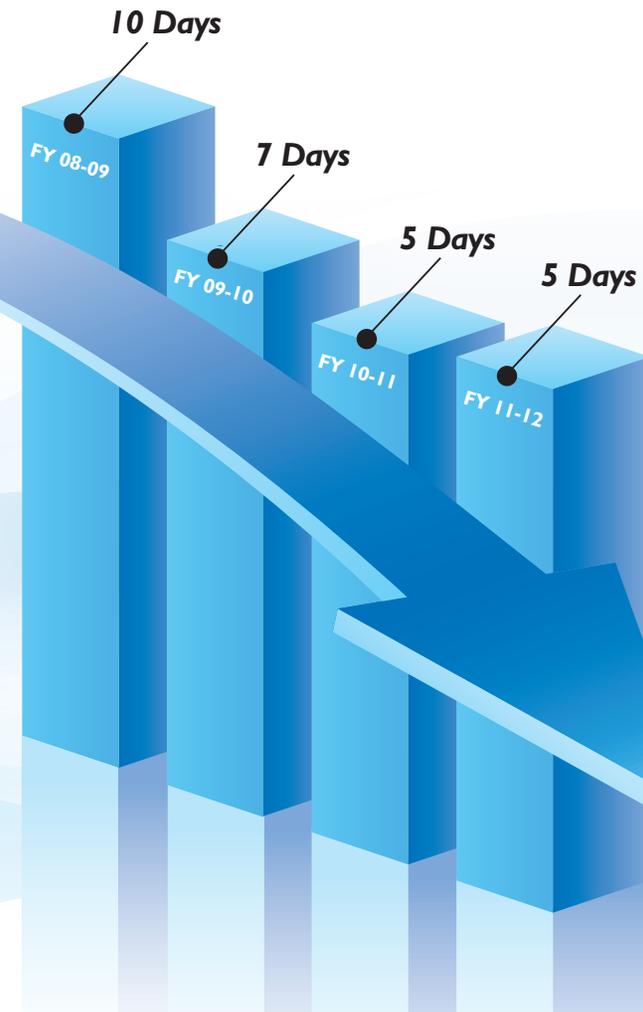
License expeditiously all healthcare professionals who meet statutorily mandated minimum standards of competency

### PUBLIC RECORDS

In addition to more than 15,000 license verification requests, MQA receives more than 11,000 public records requests annually. These requests include licensure files, disciplinary actions, inspection reports, investigations, board meeting minutes, and more. To ensure transparency and expediency in handling these requests, MQA identified and implemented several process improvements. For example, a public records liaison was established in each board office and unit to facilitate fulfilling requests. In addition, public records agents received training on certain document types and were assigned requests based upon their specialty areas.

### AVERAGE NUMBER OF DAYS TO FULFILL PUBLIC RECORD REQUESTS

The average number of days to fulfill a request was 20 days in FY 2007-08. An ambitious goal was set to complete public records requests within five days from receipt. Since full implementation of process improvements in January 2012, 76.77 % of 5,734 requests were completed in an average of five days. The data for the 4th quarter of the last fiscal year is even more promising and shows that the 3,003 requests received were completed in an average of three days.



# STRATEGIC PRIORITY 4

## ENSURE COST EFFECTIVE REGULATION.

### Operational Goal:

Organizational Development

### Objective:

Motivate the workforce to achieve excellence

### REGULATORY EFFICIENCIES

Section 456.003, Florida Statutes, directs MQA to regulate professions for the preservation of the health, safety, and welfare of the public. Further, MQA may not create a regulation that has an unreasonable effect on job creation or job retention in the state or that places unreasonable restrictions on the ability of an individual to practice a profession or find employment. MQA knows the importance of providing the most efficient, cost-effective, and timely service to our key customer groups-licensure applicants and licensees. The faster an application for licensure as a health care practitioner is analyzed and approved, the faster the applicant can become licensed and enter the workforce; creating jobs, stimulating economic growth, and increasing patient access to health care services.

### REDUCTION OF COST OF REGULATION PER LICENSE

MQA uses a balanced scorecard, customer feedback, and process mapping and analysis to drive continual improvements in processes and services. A direct outcome of these efficiencies is the reduction of the cost of regulation per licensee to \$59.52, comparable to the cost of regulation in FY 2005-06.

### Action Plan

- Conduct annual analysis of renewal fees and cash balance projections.



# STRATEGIC PRIORITY 4

ENSURE COST EFFECTIVE REGULATION.

*Operational Goal:*

*Organizational Development*

*Objective:*

*Motivate the workforce to achieve excellence*

## FEE REDUCTIONS AND RECOMMENDATIONS SINCE 2009

PROFESSION	DATE	FEE TYPE	FISCAL YEAR
PHYSICAL THERAPIST	6/1/2009	3	08-09
PHYSICAL THERAPIST ASSISTANT	6/1/2009	3	08-09
CLINICAL SOCIAL WORKER	7/28/2009	1	09/10
MARRIAGE AND FAMILY THERAPY	7/28/2009	1	09/10
MENTAL HEALTH COUNSELING	7/28/2009	1	09/10
SCHOOL PSYCHOLOGY	1/15/2010	4	09/10
CLINICAL LABORATORY PERSONNEL	4/27/2010	16	09/10
PSYCHOLOGY	5/23/2010	3	09/10
MASSAGE ESTABLISHMENTS	9/19/2010	2	10/11
MASSAGE THERAPY	9/19/2010	3	10/11
NURSING	10/7/2011	4	11/12
PSYCHOLOGY	3/12/2012	2	12/13
OPTICIANRY	7/1/2012	1	12/13
CHIROPRACTIC	8/1/2012	2	12/13

### DEFINITIONS:

**Fee types** – active renewal, inactive renewal, application, and initial licensure.

**License types** – multiple levels of licensure within a single profession. As an example, Pharmacists, Consultant Pharmacists, Nuclear Pharmacists, Pharmacies Permit and Pharmacy Technicians are five license types within one profession.

## LICENSE FEE REDUCTIONS

Regulatory efficiencies have steadily reduced the cost of regulation since FY 2006-07. MQA has provided 31 fee scenarios to adjust fees including recommendations resulting in 13 professions reducing 46 fee types. In FY 2012-13, MQA will recommend renewal fee reductions for another eight license types in five professions.

# STRATEGIC PRIORITY 4

## ENSURE COST EFFECTIVE REGULATION.

### Operational Goal:

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### BOARD EFFICIENCIES

#### BOARD OF OSTEOPATHIC MEDICINE

To reduce the length of time to license a qualified applicant, an analysis was conducted to identify the most common application deficiencies. Deficient applications can be one of the biggest barriers to expeditiously licensing practitioners. After identifying the most common deficiencies, staff removed application requirements not required statutorily or by rule; simplified language in correspondence and application instructions, amended policies and procedures to accept information/documentation electronically from applicants and primary data sources; and recommended amending or repealing statutes and rules that are obsolete, redundant or do not provide additional assurance of public protection. As a result of these improvements the Board of Osteopathic Medicine staff processed 12% more applications for initial licensure while reducing processing time by 41% from 15.4 days in FY 2010-11, to 9.1 days in FY 2011-12.

#### BOARD OF CHIROPRACTIC MEDICINE

The Board of Chiropractic Medicine office reorganized staff to create a more functional workflow in processing applications and a cross-trained staff. Other improvements included modification of applications for initial licensure to remove non-value added items and using data management reports to monitor workload and performance targets. As a result, the Board staff reduced the time by 54% to process 37% more applications for initial licensure for registered chiropractic assistants - 19.7 days in FY 2010-11 to 9.2 days in FY 2011-12.

#### BOARD OF DENTISTRY

Through process mapping and analysis, using data management reports, and realignment of staff responsibilities, the Board of Dentistry team reduced the time to process applications for initial licensure for dentists and dental hygienists. Improvements in the time to process applications for licensure as a dentist resulted in a 10.8% reduction in processing time; from 7.7 days in FY 2010-11 to 6.8 days in FY 2011-12. The time to process applications was reduced even with a 51.4% increase in the number of applications. For dental hygienists, despite a 72% increase in the number of applications, the average number of days to process an initial licensure application was reduced from 5.8 days in FY 2010-11 to 4.7 days in FY 2011-12, an 18.1% reduction.

**Board of Osteopathic Medicine reduced application processing time by 41%**

# STRATEGIC PRIORITY 4

## ENSURE COST EFFECTIVE REGULATION.

### Operational Goal:

Organizational Development

### Objective:

Motivate the workforce to achieve excellence

### **BOARD EFFICIENCIES** (continued)

#### **BOARD OF MASSAGE THERAPY**

The Board of Massage Therapy staff developed a team approach to processing applications. Processes were mapped and analyzed to develop standardized procedures. Data management reports are used daily to monitor workload and performance targets. Board staff worked with over 200 approved massage schools to improve the application process for their students. As a result, applications for licensure were modified by rule to provide clearer instructions and remove non-value added items, reducing the number of applications with deficient information. Another rule change allows schools to electronically send a list of graduates rather than individual transcripts for each student. Applications are also now available online. Even with a 26.2% increase in the number of applications, the Board staff reduced the time to process applications for initial licensure for massage therapists from 26.2 days in FY 2010-11 to 19.9 days in FY 2011-12, a 23.9% reduction in processing time.

#### **NATIONAL PRACTITIONER DATA BANK**

In 2005 legislation was passed requiring the Department to verify information submitted by applicants for licensure by using the National Practitioner Databank (NPDB). MQA improved the process for querying the NPDB for Allopathic, Osteopathic, Chiropractic, and Podiatric Physicians to obtain real time disciplinary information reported to the NPDB. Prior to this new process, queries were conducted on the specified professions only at the time of license renewal at a cost of \$9.50 per licensee. These queries pulled disciplinary and liability claims information for the previous two years and another query was not performed on those practitioners until their next renewal cycle, two years later. In partnership with the NPDB, Florida became a pilot state to receive real-time notification of actions reported to the NPDB. MQA successfully enrolled over 76,000 practitioners by June 30, 2012 and now receives immediate notification anytime a disciplinary action is reported to the NPDB on one of the enrolled practitioners. This change in process ensures the division has the most up-to-date information on disciplinary and liability claims from the Federal Government and other states at a projected biennial cost savings of \$228,204.00.

#### **FACILITY INSPECTIONS**

The Bureau of Enforcement performs inspections as required by Florida law on licensed massage establishments, dental laboratories, electrology facilities, pain management clinics, optical establishments, and pharmacies. New facilities seeking a license are required to be inspected prior to receiving a license and opening for business. To expedite the opening of these new businesses, stimulating job development and economic growth, the Bureau of Enforcement made opening and change of location pharmacy inspections a priority in FY 2011-12. The result was a 27% reduction in the average number of days to complete an inspection; from 33 days to 24 days.

# STRATEGIC PRIORITY 5

**IMPROVE INFORMATION AND DATA ANALYSIS SYSTEMS TO ENABLE MQA TO BE MORE PROACTIVE IN PROTECTING AND PROMOTING PUBLIC HEALTH AND SAFETY.**

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## *Objectives:*

*License expeditiously all health care professionals who meet statutorily mandated minimum standards of competency*

*Enforce health care standards through timely discipline, education, and remediation of health care professionals found in violation of the law*

*Inform stakeholders and consumers to enable them to make health care decisions and promote accessible health care*

## **ENFORCEMENT COMPLAINT RESOLUTION**

*Using analytics on enforcement data yielded a number of recommended improvements in resolving complaints with minor allegations against health care practitioners. After conducting an analysis of data related to the enforcement process, it was determined an alternative dispute method was more effective and timely for resolving complaints in which there is no patient harm. The Board of Medicine expanded MQA's authority to allow mediation of minor violations by medical doctors. MQA now has the authority to mediate a complaint between patients and their doctors to clear up misunderstandings related to obtaining patient records. As a result, patients can get their records as quickly as possible without DOH expending valuable resources on investigating and prosecuting the doctors. In addition, the rule change means that MQA can work to bring doctors into compliance with their final orders, continuing education, licensure, reporting, and advertising requirements without prosecuting them.*

*The enforcement staff also developed a number of recommendations for handling minor violations and the Board of Nursing is in the process of amending its rules to expand MQA's authority to conduct mediation in complaints with minor violations against licensed nurses. MQA will be authorized to mediate specified first time violations without prosecuting nurses. Through mediation by MQA trained mediators, nurses will be brought into compliance with disciplinary final orders, licensure, reporting, and continuing education requirements while allowing them to continue to work.*

*Resolving cases through mediation is beneficial for both the complainant and the licensee. The case is resolved quicker, the licensee can continue to work and does not receive discipline for mediated cases or first-time citations, and the complainant receives resolution. In addition, cases that are handled through citation or mediation use fewer resources and therefore are more cost-effective. For example, the average cost to investigate and prosecute cases is \$2,890 compared to \$146 for mediation and \$123 for citations.*

## **INITIAL LICENSURE APPLICATION DEFICIENCIES**

*For the key process of licensure, an analysis was conducted on deficiencies found in applications for initial licensure. As a result of the findings, applications for all 41 professions have been or are being revised to remove non-value added items and to provide clearer instructions. These improvements will result in quicker processing of applications for initial licensure.*

## *Action Plan*

- **Further develop collaborative relationships with other agencies to share data and information.**

# DISCIPLINARY GUIDELINE RULES

## STATUS OF DEVELOPMENT AND IMPLEMENTATION OF RULES PROVIDING FOR DISCIPLINARY GUIDELINES Pursuant to Section 456.079, F.S.

BOARD	RULE NUMBER	TITLE / DESCRIPTION	RULE DEVELOPMENT PUBLISHED	NOTICE PUBLISHED	ADOPTED	EFFECTIVE
Nursing and CNA	64B9-8.006	Disciplinary Guideline; Range of Penalties, Aggravating and Mitigating Circumstances	2/10/12	7/13/12		
	64B9-15.009	Disciplinary Guideline; Range of Penalties; Aggravating and Mitigating Circumstances	1/20/12	5/17/12		
Athletic Training	64B33-5.001	The Board proposes the rule amendment to add new language to update penalties in the disciplinary guidelines 64B33-5.001(5)(m)(o)	6/22/12	7/20/12		
Dentistry	64B5-13.005	The Board proposes the rule amendment to modify the disciplinary guidelines to comply with statutory mandates and 2011 legislative changes to Chapters 456 and 466, Florida Statutes. 64B5-13.005(1)(ggg)(hhh)(iii)				1/24/12
Clinical Social Work, Marriage and Family Therapy, Mental Health Couns	64B4-5.001	The Board proposes the rule amendment to update disciplinary guidelines. 64B4-5.001(1)(a)(g)(i)(l)(m)(n)(q)(s)(u)(bb)(ee)(ff)(jj)				5/22/12
Occupational therapy	64B11-4.003	The board amended the rule to clarify that licensees may contract with a for-profit entity to provide supervision services.	11/04/11	12/30/11	3/29/12	4/18/12
Physical therapy	64B17-7.001	The board amended the rule to be consistent with subsection 456.072(1)(ll), F.S.	12/09/11	4/06/12	5/29/12	6/18/12
Acupuncture	64B1-9.001	Disciplinary Guidelines	4/09/10	6/17/11	4/12/12	5/02/12
Osteopathic Medicine	64B15-19.002	Violations and Penalties	4/06/12	5/04/12	6/13/12	7/03/12
Speech-Language Pathology and Audiology	64B20-7.001	Disciplinary Guidelines	6/08/12	6/29/12	8/08/12	8/28/12
Pharmacy	64B16-30.001	Disciplinary Guidelines; Range of Penalties; Aggravating and Mitigating Circumstances	9/30/11	1/27/12		
	64B16-30.003	Citations	9/30/11	11/23/11	2/01/12	2/01/12
Medicine	64B8-8.001	Disciplinary Guidelines - amended to: Remove references to community service Set forth guidelines for s. 458.331(1)(ss), FS Set forth guidelines for s. 456.072(1)(mm), FS Set forth guidelines for s. 458.331(1)(oo), FS Set forth guidelines for s. 456.072(1)(k), FS	2/07/12	2/17/12	4/02/12	4/22/12
			3/26/12	4/06/12	5/08/12	5/28/12
			10/10/11	10/21/11	12/07/11	12/27/11
			10/10/11	10/21/11	12/07/11	12/27/11
			10/10/11	10/21/11	12/07/11	12/27/11
Physician Assistants	64B8-30.015	Disciplinary Guidelines - amended to: Remove references to community service Increase the fine for fraud & health care fraud violations to \$10,000, Impose a period of suspension for specific second offenses. Remove obsolete language from subsection (g) – Failure to perform legal obligation.	1/23/12	2/03/12	3/06/12	3/26/12
	64B15-6.0.11	Disciplinary Guidelines - amended to: Remove references to community service Increase the fine for fraud & health care fraud violations to \$10,000, Impose a period of suspension for specific second offenses. Remove obsolete language from subsection (g) – Failure to perform legal obligation.	1/23/12	2/03/12	3/06/12	3/26/12

# LEGISLATIVE IMPLEMENTATION UPDATE

BILL / NUMBER	TITLE	SUMMARY	STATUS
<b>CS/CS/HB 119 Enrolled</b>  GENERAL BILL by Economic Affairs Committee; Insurance and Banking Subcommittee; Boyd; (CO-INTRODUCERS) Albritton; Broxson; Costello; Horner; Wood	<b>Motor Vehicle Insurance</b>	Revises provisions relating to contents of reports of motor vehicle crashes; requires that application for licensure or exemption from licensure as health care clinic include specified statement regarding insurance fraud; requires that insurance policies provide medical care coverage to specified persons after specified date; establishes schedule of maximum charges; requires DOH to adopt list of diagnostic tests deemed not to be medically necessary; provides that it is insurance fraud to present claim for personal injury protection benefits payable to person or entity that knowingly submitted false, misleading, or fraudulent applications or other documents relating to licensure as health care clinic.  Effective Date: December 1, 2012 Chapter 2012-197 Laws of Florida	COMPLETE
<b>CS/HB 171 Enrolled</b>  GENERAL BILL by Health & HS Services Quality Subcomm. Trujillo; (CO-INTRODUCERS) Campbell; Harrell; Renuart	<b>Osteopathic Physicians</b>	Revises requirements for licensure or certification as osteopathic physician in this state; revises provisions relating to registration of physicians, interns, & fellows.  Effective Date: July 1, 2012 Chapter 2012-163 Laws of Florida	COMPLETE
<b>CS/CS/CS HB 799 Enrolled</b>  GENERAL BILL by Education Committee; Health Care Approp. Subcommittee; Health & HS Quality Subcomm. Goodson; (CO-INTRODUCERS) Ahern; Campbell; Rehwinkel-Vasilinda; Williams, A.	<b>Radiological Personnel</b>	Defines "specialty technologist"; authorizes person holding certificate as specialty technologist to perform specific duties within scope of practice of specialty as set by national organization for particular advanced, post primary, or specialty area; provides for applicant for certification as specialty technologist to be certified only by endorsement rather than by examination.  Effective Date: July 1, 2012 Chapter 2012-168 Laws of Florida	IN PROGRESS
<b>CS/CS/CS HB 363 Enrolled</b>  GENERAL BILL by Health and Human Services Committee; Health Care Approp. Subcommittee; Health and Human Services Quality Subcommittee; Kreegel; (CO-INTRODUCERS) Harrell; Renuart; Steube	<b>Physician Assistants</b>	Revises requirements for physician assistants to prescribe or dispense medicinal drugs;  Effective Date: July 1, 2012 Chapter 2012-170 Laws of Florida	COMPLETE
<b>CS/HB 413 Enrolled</b>  GENERAL BILL by Health and Human Services Quality Subcommittee; Mayfield; Perman; (CO-INTRODUCERS) Coley; Gibbons	<b>Chiropractic Medicine</b>	Revises requirements for obtaining chiropractic medicine faculty certificate; authorizes Board of Chiropractic Medicine to approve continuing education courses sponsored by chiropractic colleges; revises licensing requirements for chiropractic physicians; chiropractic physician's assistant under indirect supervision may practice only at supervising chiropractic physician's address of record; revises provisions relating to proprietorship by persons other than licensed chiropractic physicians.  Effective Date: July 1, 2012 Chapter 2012-171 Laws of Florida	COMPLETE
<b>CS/CS/HB 509 Enrolled</b>  GENERAL BILL by Health and Human Services Comm.; Health & HS Quality Subcomm.; Logan	<b>Pharmacy</b>	Revises types of vaccines that pharmacists may administer; authorizes pharmacists to administer vaccine or epinephrine autoinjection by established protocol; revises continuing education requirements on administering vaccines or autoinjection.  Effective Date: July 1, 2012 Chapter 2012-60 Laws of Florida	IN PROGRESS

# LEGISLATIVE IMPLEMENTATION UPDATE

BILL / NUMBER	TITLE	SUMMARY	STATUS
<b>CS/CS/HB 653 Enrolled</b>  GENERAL BILL by Health Care Approp. Subcomm; Health & HS Quality Subcomm.; Cruz; (CO-INTRODUCER) Costello	<b>Health Care Fraud</b>	Revises grounds under which DOH or corresponding board is required to refuse to admit candidate to examination & refuse to issue or renew license, certificate, or registration of health care practitioner; provides exception; provides that all persons who were denied renewal of licensure, certification, or registration under s. 456.0635(3), F.S., may regain licensure, certification, or registration only by completing application process for initial licensure; provides exception.  Effective Date: July 1, 2012 Chapter 2012-64 Laws of Florida	COMPLETE
<b>CS/CS HB 787 Enrolled</b>  GENERAL BILL by Health and Human Services Committee; Health and Human Services Quality Subcommittee; Trujillo	<b>Nursing Home Facilities</b>	Revises provisions relating to other needed services provided by licensed nursing home facilities, including respite care, adult day, & therapeutic spa services; defines "day" for purposes of day care services provided to adults; redefines geriatric outpatient clinic" & "resident care plan" & defines "therapeutic spa services;" Amends s. 456.44, FS, controlled substance prescribing for chronic nonmalignant pain, to replace "physiatrist" with "psychiatrist," to define "Board-eligible" and provide additional exemptions to the registration and standard of practice requirements of the section. "Rheumatoid arthritis" is removed from the definition of "chronic nonmalignant pain." Amends ss. 458.3265 and 459.0137, FS, with regard to registration of pain management clinics by providing additional exemptions from registration requirements; Section 43 provides for the expansion of the educational requirements for the nursing home licensure examination, from a major in health care administration to include a major in health services administration or some other major which is equivalent to either of those two majors.  Effective Date: July 1, 2012 Chapter 2012-160 Laws of Florida	COMPLETE
<b>CS/CS/CS HB 799 Enrolled</b>  GENERAL BILL by Education Committee; Health Care Approp. Subcommittee; Health & HS Quality Subcomm. Goodson; (CO-INTRODUCERS) Ahern; Campbell; Rehwinkel Vasilinda; Williams, A.	<b>Physical Therapy</b>	Authorizes issuance of temporary permit to practice as physical therapist or physical therapist assistant.  Effective Date: June 1, 2012 Chapter 2012-69 Laws of Florida	COMPLETE
<b>CS/CS/CS HB 943</b>  EnrolledGENERAL BILL by Health and Human Services Committee; Criminal Justice Subcommittee; Health and Human Services Access Subcommittee; Holder; (CO-INTRODUCERS) Baxley; Campbell	<b>Background Screening</b>	Revises exemptions from background screening requirements for certain mental health personnel & law enforcement officers; requires background screening & rescreening of certain persons having contact with vulnerable persons; provides that cost of screening shall be borne by provider or person being screened; provides requirements for screening of direct service providers; authorizes employer to hire employee that requires background screening before completion of screening process for training employee; prohibits employee from having direct contact with vulnerable persons until screening process is complete; requires application for initial licensure or license renewal in profession regulated by DOH to include fingerprints submitted by approved vendor.  Effective Date: July 1, 2012 Chapter 2012-73 Laws of Florida	IN PROGRESS
<b>SB 1040 Enrolled</b>  GENERAL BILL by Bogdanoff; (CO-INTRODUCERS) Oelrich; Altman	<b>Practice of Dentistry</b>	Revises the eligibility requirements for taking the examinations required to practice dentistry if the applicant is a graduate of a certain dental college or school; revises the eligibility requirements for taking the examinations required to practice dental hygiene; revises the licensing requirements to practice as a dental hygienist; authorizes dental hygienists to administer certain local anesthesia under the direct supervision of a licensed dentist if certain educational requirements are met; requires dental hygienists to maintain current certification in basic or advanced cardiopulmonary resuscitation or advanced cardiac life support with recertification every 2 years, etc.  Effective Date: Upon becoming law Chapter 2012-14 Laws of Florida	COMPLETE

# LEGISLATIVE IMPLEMENTATION UPDATE

BILL / NUMBER	TITLE	SUMMARY	STATUS
<b>CS/CS/CS HB 1263 Enrolled</b>  GENERAL BILL by Health and Human Services Committee; Appropriations Committee; Health and Human Services Quality Subcommittee; Hudson; (CO-INTRODUCERS) Baxley; Campbell; Coley; Drake; Ford; Mayfield; Patronis; Steube; Williams, T.; Wood	<b>Department of Health</b>	Revises purpose of DOH; revises duties of State Surgeon General, requires MQA to develop an efficiency plan to present to the Governor, President of the Senate, Speaker of the House of Representatives on November 1, 2012.  Effective Date: Upon becoming law Chapter 2012-184 Laws of Florida	IN PROGRESS
<b>HB 4163 Enrolled</b>  GENERAL BILL by Hudson	<b>Continuing Education for Athletic Trainers and Massage Therapists</b>	Repeals provisions relating to requirement for athletic trainers & massage therapists to complete continuing education on modes of transmission, infection control procedures, clinical management, & prevention of human immunodeficiency virus & acquired immune deficiency syndrome.  Effective Date: July 1, 2012 Chapter 2012-115 Laws of Florida	COMPLETE
<b>HB 7035 Enrolled</b>  GENERAL BILL by Government Operations Subcommittee; Roberson, K	<b>OGSR/Physician Workforce Surveys</b>	Removes from scheduled repeal under Open Government Sunset Review Act exemptions from public records requirements for personal identifying information contained in physician workforce surveys submitted to DOH by physicians & osteopathic physicians.  Effective Date: October 1, 2012 Chapter 2012-220 Laws of Florida	COMPLETE
<b>HB 7049 Enrolled</b>  GENERAL BILL by Judiciary Committee; Snyder; (CO-INTRODUCERS) Artiles; Boyd; Burgin; Campbell; Costello; Gaetz; Harrell; Harrison; Holder; Hooper; Julien; Kiar; Kreegel; Mayfield; McBurney; Nunez; Perman; Pilon; Plakon; Porth; Sands; Steinberg; Young	<b>Human Trafficking</b>	Adds violations to jurisdiction of Office of Statewide Prosecution & statewide grand jury; requires employee of massage establishment & any person performing massage therein to present, upon request of investigator, valid government identification; provides documentation requirements for operator of massage establishment; adds additional offenses to list of sexual predator & offender qualifying offenses; creates additional offenses relating to human trafficking; increases criminal penalties for certain offenses; provides for forfeiture of property used, attempted to be used, or intended to be used in violation of specified human trafficking provisions; increases criminal penalty for human smuggling; revises provisions relating to selling or buying of minors into sex trafficking or prostitution; provides additional authorization for interception of wire, oral, or electronic communications; ranks offenses on sentencing guidelines chart.  Effective Date: July 1, 2012 Chapter 2012-97 Laws of Florida	COMPLETE
<b>CS/HB 7095 Enrolled</b>  GENERAL BILL by Appropriations Committee; Judiciary Committee; Snyder	<b>Clerks of Court</b>	Authorizes rather than requires clerk to review records to determine whether applicant for public defender is indigent; requires clerks to use specified system & submit data based on designated case types; revises provisions relating to fees to reopen proceedings; requires clerk to pursue collection of fees; authorizes charge for electronic certified copy of summons; requires rescheduling fee if sale of property is rescheduled by plaintiff; revises provisions relating to juries; provides that action to collect court costs or fines owed to state may be commenced at any time; requires clerk to notify Commission on Ethics of certain proceedings; requires state agencies that issue business or professional licenses to obtain information relating to criminal convictions of licensees; authorizes court to require defendant to pay costs pursuant to payment plan; provides that judgment & related costs are civil lien against real or personal property if judgment recorded; requires, as condition of parole, payment of fines, fees, or other court-ordered costs; revises provisions relating to suspension, revocation, & reinstatement of professional licenses due to convictions for certain criminal offenses; requires state agency to initiate immediate emergency suspension upon finding conviction for sale and/or trafficking in controlled substances.  Effective Date: July 1, 2012 Chapter 2012-100 Laws of Florida	IN PROGRESS

# REDUCTION of YEAR OLD CASES

*Section 456.026, F.S. requires that the MQA annual report contain a description of the strategies and results of the efforts to reduce or otherwise close any investigation or disciplinary proceeding not before the Division of Administrative Hearings under Chapter 120, F.S., or otherwise not completed within 1 year after the initial filing of a complaint pursuant to Section 456.026(8), F.S.*

*The Prosecution Services Unit (PSU) of MQA established as one of its top priorities for FY 2011-12 the reduction of open cases that either were not before the Division of Administrative Hearings or had not been completed within 1 year of their initial filing. Addressing disciplinary matters in a timely manner is a fair and just way of insuring that the Department protects the public and serves Florida's licensees.*

*The strategies adopted by PSU to address these cases were:*

- Compile a comprehensive and accurate case list of the all cases for the 28 Boards and Councils that the Department regulates that had a case number of 2008 or older and focus legal resources on the oldest first.*
- Identify the cases that had not been presented to a probable cause panel and prepare them for probable cause with either a Closing Order recommending dismissal or an Administrative Complaint recommending that the complaint be prosecuted.*
- For cases that had been to probable cause, focus on resolving them either with a Settlement Agreement or with a referral to the Division of Administrative Hearings for the scheduling of a hearing.*
- Communicate the year-old case goals to each Board and seek approval and assistance in resolving the cases. If necessary, request special or additional probable cause panel meetings to address the backlog of older cases.*
- With customized management reports for each team leader, closely monitor the progress being made toward achieving the goal and set benchmarks throughout the year to insure success.*

*The results demonstrate that PSU's focus on these older cases had a significant impact on the number of cases that are over a year old. At the beginning of the FY 2011-12 fiscal year, PSU had 1,592 cases that were over a year old. At the end of the FY 2011-12, PSU had 965 cases that were over one year old – a reduction of 39.4%.*

*PSU's plan for FY 2012-13 is to continue to prioritize the resolution of older cases. A comprehensive process mapping project in progress is expected to yield additional efficiencies and reduce the year-old and older case inventory even further, with an ambitious target of another 39% at the end of the year.*

**At the end of the FY 2011-12, PSU had 965 cases that were over one year old – a reduction of 39.4%**

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LICENSURE 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	1,833	26	116	188	39	55	2	32	2,291
Anesthesiologist Assistant	83	1	1	28	1	7	0	0	121
Approved Massage School	208	0	0	36	0	0	0	0	244
Athletic Trainer	1,718	23	195	143	11	42	6	9	2,147
Audiology - Audiologist Assistant	53	1	17	0	0	0	0	1	72
Audiology - Audiologist	908	5	40	97	5	25	4	15	1,099
Audiology - Provisional Audiologist	24	0	0	3	0	0	0	0	27
Certified Master Social Worker	3	0	1	0	0	0	0	0	4
Chiropractic - Certified Chiropractic Physician's Assistant	142	5	54	1	1	0	0	0	203
Chiropractic - Chiropractic Faculty Certificate	8	0	0	1	0	0	0	0	9
Chiropractic - Chiropractic Physician	4,763	47	151	573	255	190	8	183	6,170
Chiropractic - Registered Chiropractic Assistant	1,688	0	0	3	0	0	0	0	1,691
Clinical Laboratory - Clinical Laboratory Personnel	13,615	276	771	1,369	209	262	34	194	16,730
Clinical Laboratory - Clinical Laboratory Trainee	634	0	0	9	0	0	0	0	643
Clinical Laboratory - Clinical Laboratory Training Program	43	0	0	11	0	0	0	0	54
Clinical Social Work - Clinical Social Worker	7,092	84	234	697	139	87	19	129	8,481
Clinical Social Work - Clinical Social Worker Intern	2,708	0	354	49	0	19	4	0	3,134
Clinical Social Work - Provisional Clinical Social Worker	56	0	0	10	0	0	0	0	66
Dental - Dental Expert Witness Certificate	6	0	0	10	0	0	0	0	16
Dental - Dental Hygienist	10,536	65	453	1,638	124	263	77	305	13,461
Dental - Dental Radiographer	24,535	0	0	196	0	0	0	0	24,731
Dental - Dental Residency Permit	251	0	0	0	0	0	0	0	251
Dental - Dental Teaching Permit	299	0	0	1	0	0	0	0	300
Dental - Dentist	10,118	32	205	1,815	94	247	102	568	13,181
Dental - Health Access Dental	25	0	5	12	0	3	0	2	47
Dietetics & Nutrition - Dietitian/Nutritionist	3,419	14	210	216	4	41	8	29	3,941
Dietetics & Nutrition - Nutrition Counselor	126	6	12	15	0	2	0	10	171
Electrologist	991	11	291	19	4	19	2	27	1,364
EMS - Emergency Insect Sting Treatment	71	0	0	2	0	0	0	0	73
EMS - Emergency Medical Technician	36,578	202	2	621	22	0	0	0	37,425
EMS - Paramedic	26,989	128	0	714	32	0	0	0	27,863
Hearing Aid - Hearing Aid Specialist	858	10	75	39	4	8	0	24	1,018
Hearing Aid - Hearing Aid Specialist Trainee (AST)	87	66	0	1	1	0	0	0	155
Marriage & Family Therapy - Marriage and Family Therapist	1,512	33	64	120	29	19	0	35	1,812
Marriage & Family Therapy - Provisional Marriage and Family Therapist	11	0	0	1	0	0	0	0	12
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	726	0	89	13	0	8	0	0	836
Massage Apprentice	3	0	0	0	0	0	0	0	3

LICENSURE TABLE I | 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
Massage Therapist	31,240	383	3,811	2,378	151	665	109	495	39,232
Medical Physicist - Diagnostic Radiological Physicist	48	0	1	38	0	7	0	1	95
Medical Physicist - Medical Health Physicist	29	1	2	12	0	1	0	2	47
Medical Physicist - Medical Nuclear Radio Physicist	33	0	0	27	0	3	0	1	64
Medical Physicist - Medical Physicist in Training	61	0	0	9	0	0	0	0	70
Medical Physicist - Therapeutic Radiological Physicist	215	0	7	100	0	9	0	0	331
Medicine - House Physician	273	0	0	5	0	0	0	0	278
Medicine - Limited License Medical Doctor	151	6	22	6	1	3	0	18	207
Medicine - Medical Doctor	44,919	134	762	14,318	623	1,581	162	1,676	64,175
Medicine - Medical Doctor Area Critical Need	215	2	6	46	2	3	0	7	281
Medicine - Medical Doctor Expert Witness	11	0	0	581	0	0	0	0	592
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	1	1
Medicine - Medical Doctor Medical Faculty Certificate	40	0	1	4	0	1	0	0	46
Medicine - Medical Doctor Public Health Certificate	3	0	0	0	0	0	0	0	3
Medicine - Medical Doctor Public Psychiatry Certificate	1	0	0	0	0	0	0	1	2
Medicine - Medical Doctor Visiting Faculty Certificate <sup>1</sup>	0	0	0	1	0	0	0	0	1
Medicine - Physician Assistant	5,348	13	226	565	28	167	50	59	6,456
Medicine - Resident Registration <sup>2</sup>	3,151	0	0	1,251	0	0	0	0	4,402
Mental Health Counseling - Mental Health Counselor	7,795	131	246	518	121	99	9	141	9,060
Mental Health Counseling - Provisional Mental Health Counselor	69	0	0	15	0	0	0	0	84
Mental Health Counseling - Registered Mental Health Counselor Intern	3,394	0	392	64	0	14	6	0	3,870
Midwife	120	3	16	12	1	5	1	13	171
Nursing - Advanced Registered Nurse Practitioner(ARNP)	14,440	44	297	2468	44	379	65	195	17,932
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialist (ARNP/CNS)	21	0	0	5	0	0	0	0	26
Nursing - Approved CNA Program	362	0	0	0	0	0	0	0	362
Nursing - Approved Nursing Program LPN	147	0	0	0	0	0	0	0	147
Nursing - Approved Nursing Program RN	166	0	0	1	0	0	0	0	167
Nursing - Certified Nursing Assistant (CNA)	155,843	0	41,216	2,711	0	1,819	77	1	201,667
Nursing - Clinical Nurse Specialist (CNS)	87	0	0	11	0	0	1	0	99
Nursing - Licensed Practical Nurse (LPN)	63,951	308	6,657	4,361	138	1,501	167	858	77,941
Nursing - Registered Nurse(RN)	198,748	1,249	8,445	34,274	1,361	8,281	836	3,406	256,600
Nursing Home - Nursing Home Administrator	1,423	32	77	188	15	33	5	80	1,853
Occupational Therapy - Occupational Therapist	6,469	23	234	1,015	48	245	28	29	8,091
Occupational Therapy - Occupational Therapy Assistant	2,864	9	76	371	10	79	2	15	3,426
Opticianry - Apprentice Optician	821	0	0	4	0	0	0	0	825
Opticianry - Optician	3,517	57	151	177	47	29	10	32	4,020

LICENSURE TABLE I | 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	15	0	0	1	0	1	0	0	17
Optometry - Optometrist	2,378	1	24	616	63	58	23	54	3,217
Orthotics & Prosthetics - Orthotic Fitter	116	0	13	1	0	0	0	8	138
Orthotics & Prosthetics - Orthotic Fitter Assistant	82	0	31	0	0	0	0	2	115
Orthotics & Prosthetics - Orthotist	102	0	7	7	0	3	0	5	124
Orthotics & Prosthetics - Pedorthist	120	1	15	3	0	2	0	3	144
Orthotics & Prosthetics - Prosthetic Resident	36	0	0	0	0	0	0	0	36
Orthotics & Prosthetics - Prosthetist	66	0	6	5	0	1	0	6	84
Orthotics & Prosthetics - Prosthetist-Orthotist	173	1	3	5	0	3	0	14	199
Orthotics & Prosthetics - Resident	44	0	0	0	0	0	0	0	44
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	5	0	0	0	0	0	0	0	5
Osteopathic - Osteopathic Physician	4,351	12	84	1,163	167	244	41	148	6,210
Osteopathic - Osteopathic Physician Expert Witness	1	0	0	9	0	0	0	0	10
Osteopathic - Osteopathic Training Registration	622	0	0	283	0	0	0	0	905
Pharmacy - Consultant Pharmacist	2,606	49	194	141	13	23	5	32	3,063
Pharmacy - Nuclear Pharmacist	160	4	4	38	3	12	1	2	224
Pharmacy - Pharmacist	19,926	45	495	7,320	255	721	84	465	29,311
Pharmacy - Pharmacist Intern	5,906	0	0	3,716	0	0	0	0	9,622
Pharmacy - Pharmacy Technician	37,040	0	0	338	0	0	1	0	37,379
Physical Therapy - Physical Therapist Assistant	6,140	54	153	449	77	128	25	33	7,059
Physical Therapy - Physical Therapist	11,596	90	286	1,715	444	415	61	115	14,722
Podiatry - Certified Podiatric X-Ray Assistant	460	1	256	1	0	1	0	3	722
Podiatry - Podiatric Physician	1,313	9	32	306	47	57	5	77	1,846
Podiatry - Podiatric Resident	113	0	0	29	0	0	0	0	142
Psychology - Limited License Psychologist	4	0	1	0	0	0	0	1	6
Psychology - Provisional Psychologist	12	0	0	0	0	0	0	0	12
Psychology - Psychologist	3,941	15	105	492	22	61	25	210	4,871
Radiologic Technology - Radiologic Technologist	24,650	69	13,339	1,943	22	4,014	19	0	44,056
Radiologic Technology - Radiologist Assistant	19	0	3	2	0	1	0	0	25
Respiratory Therapy - Certified Respiratory Therapist	3,660	57	705	259	18	124	10	29	4,862
Respiratory Therapy - Registered Respiratory Therapist	6,852	94	336	633	41	185	13	34	8,188
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	51	2	5	0	0	1	0	3	62
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	17	0	3	2	0	0	0	0	22
School Psychologist	667	10	42	16	7	5	0	30	777
Speech-Language Pathology - Provisional Speech-Language Pathologist	427	0	0	48	0	0	0	0	475

## LICENSURE 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
Speech-Language Pathology - Speech-Language Pathologist	6,918	25	365	472	21	153	18	55	8,027
Speech-Language Pathology - Speech-Language Pathology Assistant	544	3	208	5	1	6	0	0	767
<b>TOTAL</b>	<b>839,828</b>	<b>3,972</b>	<b>82,700</b>	<b>94,205</b>	<b>4,765</b>	<b>22,440</b>	<b>2,125</b>	<b>9,923</b>	<b>1,059,958</b>

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

<sup>2</sup>Out-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 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 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.

## LICENSURE TABLE 2 | SUMMARY OF LICENSED FACILITIES and ESTABLISHMENTS

ESTABLISHMENT	ACTIVE	DELINQUENT	TOTAL
Dental Laboratory	1,028	166	1,194
Electrolysis Facility	255	76	331
Massage Establishment	10,347	1	10,348
Office Surgery Registration	475	0	475
Optical Establishment Permit	1,305	0	1,305
Optometry Branch Office	846	0	846
Pain Management Clinic	441	0	441
Pharmacy	8,868	1	8,869
<b>TOTAL</b>	<b>23,565</b>	<b>244</b>	<b>23,809</b>

### DEFINITIONS:

**Active** – The licensed facility is authorized to operate in the state of Florida.

**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.

## LICENSURE 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	122	106	16	30	31	3	483
Athletic Training	51	12	39	15	6	0	88
Chiropractic Medicine	22	22	0	6	4	1	513
Clinical Laboratory Personnel	166	160	6	5	7	0	3,401
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	653	550	103	81	60	13	5690
Dental Laboratory	20	19	1	5	5	0	356
Dentistry	277	140	137	36	31	2	1,111
Dietetics and Nutrition	100	0	100	12	8	1	844
Electrolysis Council	34	20	14	7	4	2	68
Emergency Medical Services	263	44	219	13	14	2	550
Hearing Aid Specialist	27	4	23	5	3	0	40
Midwifery	10	1	9	3	3	1	13
Massage Therapy	686	350	336	133	101	1	1,362
Medical Physicist	5	0	5	0	0	0	48
Medicine <sup>1</sup>	74	0	74	13	5	0	314
Nursing	998	985	13	78	70	9	14,855
Nursing Home Administrator	92	92	0	8	5	0	977
Occupational Therapy	190	161	29	19	23	3	1,587
Opticiany	20	20	0	3	2	0	700
Optometry	156	155	1	27	24	1	1,613
Orthotist and Prosthetist	13	2	11	1	2	1	43
Osteopathic Medicine	31	0	31	6	2	0	212
Pharmacy	143	91	52	18	11	1	2,435
Physical Therapy Practice	389	360	29	45	38	3	3,392
Physician Assistant <sup>2</sup>	37	0	37	11	4	0	134
Podiatric Medicine	14	2	12	2	1	0	40
Psychology	169	67	102	40	27	2	1,865
Respiratory Care	148	100	48	13	10	0	1,759
School Psychology	31	11	20	12	10	1	1,364
Speech-Language Pathology and Audiology	555	67	488	19	21	1	2,473
<b>TOTAL</b>	<b>5,496</b>	<b>3,541</b>	<b>1,955</b>	<b>666</b>	<b>532</b>	<b>48</b>	<b>48,330</b>

<sup>1</sup>The 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.

<sup>2</sup>The 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.

LICENSURE TABLE 4 | INITIAL APPLICATIONS RECEIVED and INITIAL LICENSES ISSUED

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Acupuncturist	153	0	151
Anesthesiologist Assistant	28	0	30
Approved Massage School	43	0	37
Athletic Trainer	235	0	231
Audiology - Audiologist Assistant	19	0	15
Audiology - Audiologist	60	0	56
Audiology - Provisional Audiologist	20	0	24
Certified Master Social Worker	0	0	0
Chiropractic - Certified Chiropractic Physician's Assistant	31	0	18
Chiropractic - Chiropractic Faculty Certificate	2	0	2
Chiropractic - Chiropractic Physician	340	18	336
Chiropractic - Registered Chiropractic Assistant	1,102	0	880
Clinical Laboratory - Clinical Laboratory Personnel	896	0	809
Clinical Laboratory - Clinical Laboratory Trainee	527	0	571
Clinical Laboratory - Clinical Laboratory Training Program	4	0	3
Clinical Social Work - Clinical Social Worker	589	0	484
Clinical Social Work - Clinical Social Worker Intern	778	0	634
Clinical Social Work - Provisional Clinical Social Worker	39	0	38
Dental - Dental Expert Witness Certificate	16	0	16
Dental - Dental Hygienist	417	219	553
Dental - Dental Laboratory	44	0	53
Dental - Dental Radiographer	579	0	541
Dental - Dental Residency Permit	94	0	91
Dental - Dental Teaching Permit	19	0	22
Dental - Dentist	335	60	430
Dental - Health Access Dental	18	1	17
Dietetics & Nutrition - Dietitian/Nutritionist	282	12	271
Dietetics & Nutrition - Nutrition Counselor	0	0	0
Electrologist	243	55	174
Electrolysis Facility	47	0	42
EMS - Emergency Insect Sting Treatment	4	0	32
EMS - Emergency Medical Technician	2,283	698	3,624
EMS - Paramedic	816	317	2,023
Hearing Aid - Hearing Aid Specialist	136	30	84
Hearing Aid - Hearing Aid Specialist Trainee (AST)	91	0	90
Marriage & Family Therapy - Marriage and Family Therapist	150	0	103
Marriage & Family Therapy - Provisional Marriage and Family Therapist	8	0	8

LICENSURE TABLE 4 | INITIAL APPLICATIONS RECEIVED and INITIAL LICENSES ISSUED continued...

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	207	0	174
Massage Apprentice	41	0	3
Massage Establishment	2,093	0	2,185
Massage Therapist	5,550	0	5,441
Medical Physicist - Diagnostic Radiological Physicist	1	0	10
Medical Physicist - Medical Health Physicist	0	0	0
Medical Physicist - Medical Nuclear Radio Physicist	0	0	2
Medical Physicist - Medical Physicist in Training	5	0	17
Medical Physicist - Therapeutic Radiological Physicist	8	0	37
Medicine - House Physician	60	0	44
Medicine - Limited License Medical Doctor	19	0	10
Medicine - Medical Doctor	3,327	0	3,065
Medicine - Medical Doctor Area Critical Need	81	0	54
Medicine - Medical Doctor Expert Witness	608	0	592
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	9	0	7
Medicine - Medical Doctor Public Health Certificate	1	0	1
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	1	0	0
Medicine - Office Surgery Registration	83	0	77
Medicine - Physician Assistant	557	0	611
Medicine - Resident Registration	1,270	0	1,262
Mental Health Counseling - Mental Health Counselor	630	0	479
Mental Health Counseling - Provisional Mental Health Counselor	50	0	51
Mental Health Counseling - Registered Mental Health Counselor Intern	1,224	0	1,050
Midwife	20	0	15
Nursing - Advanced Registered Nurse Practitioner(ARNP)	716	0	1,652
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialist (ARNP/CNS)	1	0	5
Nursing - Approved CNA Program	30	0	24
Nursing - Approved Nursing Program LPN	33	0	27
Nursing - Approved Nursing Program RN	43	0	36
Nursing - Certified Nursing Assistant (CNA)	26,501	0	23,123
Nursing - Clinical Nurse Specialist (CNS)	22	0	0
Nursing - Licensed Practical Nurse (LPN)	7,102	1,180	5,990
Nursing - Registered Nurse(RN)	20,333	1,896	18,132
Nursing Home - Nursing Home Administrator	187	0	72

LICENSURE TABLE 4 | INITIAL APPLICATIONS RECEIVED and INITIAL LICENSES ISSUED continued...

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Occupational Therapy - Occupational Therapist	621	0	585
Occupational Therapy - Occupational Therapy Assistant	643	0	541
Opticianry - Apprentice Optician	218	0	189
Opticianry - Optical Establishment Permit	54	0	55
Opticianry - Optician	190	50	114
Optometry - Optometric Faculty Certificate	7	0	5
Optometry - Optometrist	133	0	78
Optometry - Optometry Branch Office	180	0	173
Orthotics & Prosthetics - Orthotic Fitter	13	0	13
Orthotics & Prosthetics - Orthotic Fitter Assistant	17	0	18
Orthotics & Prosthetics - Orthotist	7	0	14
Orthotics & Prosthetics - Pedorthist	8	0	19
Orthotics & Prosthetics - Prosthetic Resident	0	0	24
Orthotics & Prosthetics - Prosthetist	5	0	7
Orthotics & Prosthetics - Prosthetist-Orthotist	6	0	11
Orthotics & Prosthetics - Resident	25	0	20
Osteopathic - Osteopathic Faculty Certificate	0	0	0
Osteopathic - Osteopathic Limited License	1	0	1
Osteopathic - Osteopathic Physician	430	0	416
Osteopathic - Osteopathic Physician Expert Witness	11	0	10
Osteopathic - Osteopathic Training Registration	380	0	377
Pain Management Clinic	153	0	157
Pharmacy - Consultant Pharmacist	180	0	182
Pharmacy - Nuclear Pharmacist	5	0	4
Pharmacy - Pharmacist	2,799	0	1,390
Pharmacy - Pharmacist Intern	1,437	0	1,426
Pharmacy - Pharmacy	701	0	653
Pharmacy - Pharmacy Technician	5,574	0	5,075
Physical Therapy - Physical Therapist Assistant	809	392	639
Physical Therapy - Physical Therapist	1,148	351	864
Podiatry - Certified Podiatric X-Ray Assistant	151	0	144
Podiatry - Podiatric Physician	74	0	60
Podiatry - Podiatric Resident	52	0	64
Psychology - Limited License Psychologist	1	0	1
Psychology - Provisional Psychologist	6	0	5
Psychology - Psychologist	283	127	230
Radiologic Technology - Radiologic Technologist	952	186	2,224
Radiologic Technology - Radiologist Assistant	2	0	2

LICENSURE TABLE 4 | INITIAL APPLICATIONS RECEIVED and INITIAL LICENSES ISSUED continued...

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Respiratory Therapy - Certified Respiratory Therapist	333	0	324
Respiratory Therapy - Registered Respiratory Therapist	754	0	733
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	32
Speech-Language Pathology - Provisional Speech-Language Pathologist	434	0	362
Speech-Language Pathology - Speech-Language Pathologist	678	0	655
Speech-Language Pathology - Speech-Language Pathology Assistant	184	0	124
<b>TOTAL</b>	<b>100,958</b>	<b>5,592</b>	<b>94,761</b>

**DEFINITIONS:**

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

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

LICENSURE TABLE 5 | UPGRADE APPLICATIONS RECEIVED and UPGRADE LICENSES ISSUED

PROFESSION	UPGRADE APPLICATIONS RECEIVED	UPGRADE RE-EXAM APPLICATIONS RECEIVED	LICENSE UPGRADES ISSUED	CHANGE OF LOCATION
Clinical Laboratory - Clinical Laboratory Personnel	365	0	314	0
Electrolysis Facility	0	0	0	18
Hearing Aid - Hearing Aid Specialist	70	0	0	0
Massage Establishment	0	0	0	542
Medicine - Office Surgery Registration	319	0	167	0
Medicine - Physician Assistant	75	0	77	0
Nursing - Registered Nurse(RN)	6	0	2	0
Opticianry - Optician	57	0	57	0
Optometry - Optometrist	1	23	1	0
Pharmacy - Pharmacist	0	0	2	0
Pharmacy - Pharmacy	24	0	22	259
Pharmacy - Pharmacy Technician	2	0	4	0
Radiologic Technology - Radiologic Technologist	65	81	46	0
<b>TOTAL</b>	<b>984</b>	<b>104</b>	<b>692</b>	<b>819</b>

**Definitions:**

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

**Upgrade Applications Received** - Applications for upgrade to initial license received for review of applicants' 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 applicants' credentials by the respective board or council for that profession.

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

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

LICENSURE TABLE 6 | ONLINE RENEWALS

PROFESSION	ON TIME RENEWALS PROCESSED ONLINE	DELINQUENT RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	E-RENEWAL USAGE PERCENTAGE <sup>1</sup>
Acupuncturist	1,780	69	1,979	93.43%
Anesthesiologist Assistant	0	0	1	0.00%
Athletic Trainer	64	25	95	93.68%
Audiology - Audiologist Assistant	33	4	42	88.10%
Audiology - Audiologist	855	40	977	91.61%
Chiropractic - Certified Chiropractic Physician's Assistant	126	3	139	92.81%
Chiropractic - Chiropractic Faculty Certificate	0	0	6	0.00%
Chiropractic - Chiropractic Physician	4,958	196	5,446	94.64%
Chiropractic - Registered Chiropractic Assistant	1,066	0	1,129	94.42%
Clinical Laboratory - Clinical Laboratory Personnel	4,024	58	4,346	93.93%
Clinical Laboratory - Clinical Laboratory Training Program	0	0	25	0.00%
Clinical Social Work - Clinical Social Worker	0	60	76	78.95%
Clinical Social Work - Clinical Social Worker Intern	0	83	89	93.26%
Dental - Dental Hygienist	11,067	518	12,175	95.15%
Dental - Dental Laboratory	494	115	991	61.45%
Dental - Dental Residency Permit	0	0	86	0.00%
Dental - Dentist	10,598	600	11,898	94.12%
Dental - Health Access Dental	25	0	27	92.59%
Dietetics & Nutrition - Dietitian/Nutritionist	0	62	69	89.86%
Dietetics & Nutrition - Nutrition Counselor	0	1	1	100.00%
Electrologist	803	50	905	94.25%
Electrolysis Facility	182	3	239	77.41%
EMS - Emergency Medical Technician	0	3	12	25.00%
EMS - Paramedic	1	1	12	16.67%
Hearing Aid - Hearing Aid Specialist	0	5	11	45.45%
Marriage & Family Therapy - Marriage and Family Therapist	0	14	16	87.50%
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	0	27	31	87.10%
Massage Establishment	3,362	636	5,067	78.90%
Massage Therapist	20,540	1,358	23,748	92.21%
Medical Physics - Diagnostic Radiological Physicist	0	1	2	50.00%
Medical Physicist - Medical Health Physicist	0	1	1	100.00%
Medical Physicist - Medical Nuclear Radio Physicist	0	2	2	100.00%
Medical Physicist - Medical Physicist in Training	0	0	58	0.00%

LICENSURE TABLE 6 | ONLINE RENEWALS continued...

PROFESSION	ON TIME RENEWALS PROCESSED ONLINE	DELINQUENT RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	E-RENEWAL USAGE PERCENTAGE <sup>1</sup>
Medical Physicist - Therapeutic Radiological Physicist	0	2	2	100.00%
Medicine - Limited License Medical Doctor	0	0	156	0.00%
Medicine - Medical Doctor	25,457	693	27,799	94.07%
Medicine - Medical Doctor Area Critical Need	0	0	222	0.00%
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	2	0.00%
Medicine - Medical Doctor Medical Faculty Certificate	0	0	16	0.00%
Medicine - Medical Doctor Public Health Certificate	0	0	2	0.00%
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	1	0.00%
Medicine - Physician Assistant	4,948	196	5,466	94.11%
Medicine - Registration for Resident/HSE Physician	0	0	974	0.00%
Mental Health Counseling - Mental Health Counselor	0	65	81	80.25%
Mental Health Counseling - Registered Mental Health Counselor Intern	0	98	103	95.15%
Midwife	106	8	124	91.94%
Nursing - Approved Nursing Program LPN	0	0	123	0.00%
Nursing - Approved Nursing Program RN	0	0	101	0.00%
Nursing - Certified Nursing Assistant (CNA)	65,659	8,252	83,722	88.28%
Nursing - Licensed Practical Nurse (LPN)	37,132	2,290	42,112	93.61%
Nursing - Registered Nurse (ARNP, CNS, RN)	87,485	2,095	93,799	95.50%
Nursing Home - Nursing Home Administrator	148	5	156	98.08%
Occupational Therapy - Occupational Therapist	0	35	38	92.11%
Occupational Therapy - Occupational Therapy Assistant	0	14	15	93.33%
Opticianry - Optician	0	21	27	77.78%
Optometry - Optometrist	0	18	19	94.74%
Orthotics & Prosthetics - Orthotic Fitter	86	2	104	84.62%
Orthotics & Prosthetics - Orthotic Fitter Assistant	53	2	65	84.62%
Orthotics & Prosthetics - Orthotist	78	5	97	85.57%
Orthotics & Prosthetics - Pedorthist	81	14	105	90.48%
Orthotics & Prosthetics - Prosthetist	59	1	66	90.91%
Orthotics & Prosthetics - Prosthetist-Orthotist	151	5	168	92.86%
Osteopathic - Osteopathic Limited License	0	0	4	0.00%
Osteopathic - Osteopathic Physician	4,993	129	5,459	93.83%
Osteopathic - Osteopathic Training Registration	0	0	409	0.00%
Pharmacy - Consultant Pharmacist	0	34	36	94.44%

LICENSURE TABLE 6 | ONLINE RENEWALS continued...

PROFESSION	ON TIME RENEWALS PROCESSED ONLINE	DELINQUENT RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	E-RENEWAL USAGE PERCENTAGE <sup>1</sup>
Pharmacy - Nuclear Pharmacist	182	11	202	95.54%
Pharmacy - Pharmacist	21,668	580	23,293	95.51%
Pharmacy - Pharmacy	0	4	8	50.00%
Physical Therapy - Physical Therapist Assistant	5,740	110	6,097	95.95%
Physical Therapy - Physical Therapist	12,246	250	13,016	96.00%
Podiatry - Certified Podiatric X-Ray Assistant	260	42	355	85.07%
Podiatry - Podiatric Physician	1,544	31	1,649	95.51%
Psychology - Limited License Psychologist	3	0	4	75.00%
Psychology - Psychologist	4,153	65	4,421	95.41%
Radiologic Technology - Radiologic Technologist	7,054	1	11,953	59.02%
Radiologic Technology - Radiologist Assistant	0	0	9	0.00%
Respiratory Therapy - Certified Respiratory Therapist	0	53	63	84.13%
Respiratory Therapy - Registered Respiratory Therapist	0	56	62	90.32%
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	1	1	100.00%
School Psychologist	609	28	668	95.36%
Speech-Language Pathology - Speech-Language Pathologist	6,289	316	6,879	96.02%
Speech-Language Pathology - Speech-Language Pathology Assistant	392	32	439	96.58%
<b>TOTALS</b>	<b>346,554</b>	<b>19,499</b>	<b>400,393</b>	<b>91.42%</b>

## ENFORCEMENT TABLE 7 | EMERGENCY ORDERS ISSUED AGAINST HEALTH CARE LICENSEES

PROFESSION	EMERGENCY RESTRICTION ORDERS	EMERGENCY SUSPENSION ORDERS	TOTAL EMERGENCY ORDERS
Acupuncture	0	1	1
Certified Nursing Assistant	0	63	63
Chiropractic Medicine	0	4	4
Clinical Social Worker	0	3	3
Hearing Aid Specialist	0	2	2
Marriage & Family Therapist	0	2	2
Massage Therapy	0	6	6
Medicine	8	56	64
Mental Health Counselor	1	1	2
Nursing - ARNP	0	2	2
Nursing - LPN	0	53	53
Nursing - RN	0	97	97
Osteopathic Medicine	0	15	15
Pain Management Clinic	0	9	9
Pharmacy	0	9	9
Pharmacist	0	12	12
Pharmacy Technician	0	16	16
Physical Therapist	0	1	1
Physician Assistant	0	5	5
Podiatric Medicine	0	2	2
Psychologist	0	3	3
Respiratory Care	0	4	4
Speech-Language Pathology/Audiology	0	1	1
<b>GRAND TOTALS</b>	<b>9</b>	<b>367</b>	<b>376</b>

**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.

ENFORCEMENT TABLE 8 | REPORTS RECEIVED, COMPLAINTS RECEIVED and INVESTIGATIONS COMPLETED

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT <sup>1</sup>	INVESTIGATIONS COMPLETED <sup>2</sup>	INSPECTIONS COMPLETED
Acupuncture	0	39	8	9	0
Anesthesiology Assistant	0	0	0	0	0
Athletic Trainer	0	5	4	4	0
Certified Nursing Assistant	252	1,265	501	578	0
Certified Social Worker	0	4	0	0	0
Chiropractic Medicine	9	276	127	111	0
Clinical Laboratory Personnel	2	41	19	26	0
Clinical Social Worker	0	176	44	51	0
Dental Hygienist	0	21	15	17	0
Dental Laboratory	0	19	5	1	984
Dentistry	199	1,059	335	296	122
Dietetics & Nutrition	0	62	53	11	0
Electrolysis	0	16	7	6	0
Electrolysis Facility	0	3	2	1	164
Emergency Medical Technician	0	148	64	57	0
Hearing Aid Specialist	0	66	14	10	0
Marriage & Family Therapist	0	32	11	14	0
Massage Establishment	0	200	69	38	11,560
Massage Therapy	0	503	236	169	0
Medical Physicist	0	19	19	4	0
Medicine	2,103	4,652	1,482	1,190	4,027
Mental Health Counselor	1	187	65	70	0
Midwifery	2	8	4	4	0
Naturopathic Medicine	0	11	0	0	0
Nursing - ARNP	64	175	96	94	753
Nursing - LPN	103	1,119	716	441	0
Nursing - RN	215	1,468	866	902	0
Nursing Home Administrator	70	22	15	13	0
Occupational Therapy	8	74	57	23	0
Optical Establishment	0	16	7	6	554
Opticianry	0	21	11	10	0
Optometry	2	55	22	14	37
Optometry Branch Office	0	4	1	1	0
Orthotist & Prosthetist	0	17	9	9	0
Osteopathic Medicine	203	489	178	157	621
Pain Management Clinic	0	170	41	38	375
Paramedic	2	135	74	72	0
Pharmacy	7	471	159	204	4,908

ENFORCEMENT TABLE 8 | REPORTS RECEIVED, COMPLAINTS RECEIVED and INVESTIGATIONS COMPLETED continued...

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT <sup>1</sup>	INVESTIGATIONS COMPLETED <sup>2</sup>	INSPECTIONS COMPLETED
Pharmacist	3	531	297	268	0
Pharmacy Technician	0	96	55	51	0
Physical Therapy	6	114	47	42	0
Physician Assistant	39	238	127	52	0
Podiatric Medicine	54	93	27	37	64
Psychology	2	112	40	46	0
Radiologic Technology	3	82	51	56	0
Respiratory Care	1	242	202	67	0
School Psychology	0	7	2	3	0
Speech-Language Pathology/Audiology	0	63	19	21	0
<b>TOTALS</b>	<b>3,350</b>	<b>14,626</b>	<b>6,203</b>	<b>5,294</b>	<b>24,169</b>
<b>Referred Non-Jurisdictional</b>	<b>171</b>	<b>1,147</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTALS</b>	<b>3,521</b>	<b>15,773</b>	<b>6,203</b>	<b>5,294</b>	<b>24,169</b>

<sup>1</sup>Excludes 380 cases found not legally sufficient following commencement of investigation.

<sup>2</sup>Includes 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.

ENFORCEMENT TABLE 9 | PROBABLE CAUSE ACTIONS

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Acupuncture	12	7	5
Anesthesiology Assistant	0	0	0
Athletic Trainer	0	0	0
Certified Nursing Assistant	326	348	315
Certified Social Worker	0	0	0
Chiropractic Medicine	89	58	51
Clinical Laboratory Personnel	11	11	9
Clinical Social Worker	38	16	12
Dental Hygienist	6	2	1
Dental Laboratory	0	0	0
Dentistry	205	84	80
Dietetics & Nutrition	6	4	3
Electrolysis	10	4	4
Electrolysis Facility	0	0	0
Emergency Medical Technician	79	41	0

ENFORCEMENT TABLE 9 | PROBABLE CAUSE ACTIONS continued...

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Hearing Aid Specialist	3	5	5
Marriage & Family Therapist	16	3	3
Massage Establishment	35	44	33
Massage Therapy	93	145	115
Medical Physicist	0	1	0
Medicine	1,029	424	369
Mental Health Counselor	56	26	20
Midwifery	0	8	8
Naturopathic Medicine	0	0	0
Nursing - ARNP	80	28	28
Nursing - LPN	249	237	214
Nursing - RN	511	519	461
Nursing Home Administrator	8	7	7
Occupational Therapy	12	7	7
Optical Establishment	0	0	0
Opticianry	9	6	1
Optometry	21	1	1
Optometry Branch Office	1	0	0
Orthotist & Prosthetist	6	4	3
Osteopathic Medicine	125	77	67
Pain Management Clinic	47	13	5
Paramedic	90	63	0
Pharmacy	162	54	28
Pharmacist	201	96	84
Pharmacy Technician	8	37	28
Physical Therapy	36	10	10
Physician Assistant	57	27	21
Podiatric Medicine	31	11	1
Psychology	44	12	12
Radiologic Technology	0	40	0
Respiratory Care	28	28	22
School Psychology	2	3	3
Speech-Language Pathology/Audiology	8	14	8
<b>TOTALS</b>	<b>3,750</b>	<b>2,525</b>	<b>2,044</b>
Referred Non-Jurisdictional	0	0	0
<b>GRAND TOTALS</b>	<b>3,750</b>	<b>2,525</b>	<b>2,044</b>

**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.

ENFORCEMENT TABLE 10 | SUMMARY OF DISCIPLINARY CASES AGAINST HEALTH CARE LICENSEES

PROFESSION	REVOCAION	VOLUNTARY SURRENDER	SUSPENSION	PROBATION	LIMITATION/OBLIGATION	FINE	REPRIMAND	CITATION	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDERS
Acupuncture	0	1	0	0	1	0	0	1	0	3
Anesthesiology Assistant	0	0	0	0	0	0	0	0	0	0
Athletic Trainer	0	0	0	0	0	0	0	2	0	0
Certified Nursing Assistant	109	51	71	28	112	60	18	8	18	361
Certified Social Worker	0	0	0	0	0	0	0	0	0	0
Chiropractic Medicine	1	7	8	11	18	35	20	18	7	54
Clinical Laboratory Personnel	2	2	3	0	2	2	4	29	2	10
Clinical Social Worker	4	5	2	3	3	5	3	1	2	16
Dental Hygienist	0	0	2	0	1	0	2	0	1	2
Dental Laboratory	0	0	0	0	0	0	0	2	0	0
Dentistry	2	5	12	3	36	36	13	10	29	59
Dietetics & Nutrition	0	3	0	0	0	0	0	43	1	3
Electrolysis	4	3	0	1	1	2	0	3	4	9
Electrolysis Facility	0	0	0	0	0	0	0	0	1	0
Emergency Medical Technician	2	6	2	0	12	13	11	0	10	23
Hearing Aid Specialist	0	0	1	1	1	2	2	0	2	2
Marriage & Family Therapist	2	2	0	0	0	0	0	0	0	4
Massage Establishment	5	20	3	5	12	22	24	2	14	45
Massage Therapy	23	37	12	9	75	99	95	46	12	150
Medical Physicist	0	0	0	0	2	0	0	14	0	2
Medicine	23	64	29	7	163	179	46	185	111	299
Mental Health Counselor	1	14	3	4	6	11	8	3	4	29
Midwifery	0	0	0	0	4	0	0	0	1	5
Naturopathic Medicine	0	0	0	0	0	0	0	0	0	0
Nursing - ARNP	1	2	7	5	10	9	4	0	1	22
Nursing - LPN	18	35	131	29	78	62	43	240	24	259
Nursing - RN	51	60	228	31	151	117	65	29	33	461
Nursing Home Administrator	0	2	1	0	3	3	2	1	0	6
Occupational Therapy	0	0	1	3	1	2	2	36	4	5
Optical Establishment	0	0	0	0	0	0	0	0	0	0
Opticianry	1	0	0	1	1	3	2	3	0	4
Optometry	1	0	2	0	2	4	1	0	0	4
Optometry Branch Office	0	0	0	0	0	0	0	0	0	0
Orthotist & Prosthetist	2	0	3	2	5	8	0	0	1	12
Osteopathic Medicine	2	12	11	5	29	40	16	2	17	64
Pain Management Clinic	0	6	0	0	0	0	0	0	7	8
Paramedic	2	6	1	0	22	24	20	0	19	36

ENFORCEMENT TABLE 10 | SUMMARY OF DISCIPLINARY CASES AGAINST HEALTH CARE LICENSEES *continued...*

PROFESSION	REVOCAION	VOLUNTARY SURRENDER	SUSPENSION	PROBATION	LIMITATION/OBLIGATION	FINE	REPRIMAND	CITATION	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDERS
Pharmacy	8	20	0	1	9	7	0	1	19	38
Pharmacist	8	15	12	9	29	41	1	77	20	74
Pharmacy Technician	6	17	4	0	2	2	0	0	2	28
Physical Therapy	2	2	3	2	4	8	5	0	1	14
Physician Assistant	7	5	3	0	9	13	5	11	7	24
Podiatric Medicine	1	2	2	0	7	10	6	2	4	15
Psychology	0	1	4	4	1	8	7	2	1	11
Radiologic Technology	1	10	0	1	0	4	0	0	33	13
Respiratory Care	9	12	17	4	14	29	30	128	7	55
School Psychology	0	0	0	0	0	0	0	0	0	0
Speech-Language Pathology/Audiology	1	1	0	0	8	8	8	0	0	10
<b>TOTALS</b>	<b>299</b>	<b>428</b>	<b>578</b>	<b>169</b>	<b>834</b>	<b>868</b>	<b>463</b>	<b>899</b>	<b>419</b>	<b>2,239</b>
Referred Non-Jurisdictional	0	0	0	0	0	0	0	0	0	0
<b>GRAND TOTALS</b>	<b>299</b>	<b>428</b>	<b>578</b>	<b>169</b>	<b>834</b>	<b>868</b>	<b>463</b>	<b>899</b>	<b>419</b>	<b>2,239</b>

**DEFINITIONS:**  
**Cases Resolved Through Final Orders** – The number of cases resolved by a final order is counted, not the number of final orders issued. Cases resolved through final orders represent 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.

## ENFORCEMENT TABLE 11 | MEDICAL MALPRACTICE CLAIMS

PROFESSION	CIVIL COURT CLAIMS RECEIVED	CLOSED CLAIMS RECEIVED	NICA CLAIMS RECEIVED	EMERGENCY 3-IN-5 INITIATED	EMERGENCY 3-IN-5 DISCIPLINES	CLOSED CLAIMS DISCIPLINED	CLOSED CLAIMS NON-DISCIPLINE
Acupuncture	0	0	0	0	0	0	0
Anesthesiology Assistant	0	0	0	0	0	0	0
Athletic Trainer	0	0	0	0	0	0	0
Certified Nursing Assistant	2	0	0	0	0	0	0
Certified Social Worker	0	0	0	0	0	0	0
Chiropractic Medicine	3	6	0	0	0	0	0
Clinical Laboratory Personnel	0	1	0	0	0	0	1
Clinical Social Worker	0	0	0	0	0	0	0
Dental Hygienist	0	0	0	0	0	0	0
Dental Laboratory	0	0	0	0	0	0	0
Dentistry	9	176	0	0	0	5	5
Dietetics & Nutrition	0	0	0	0	0	0	0
Electrolysis	0	0	0	0	0	0	0
Electrolysis Facility	0	0	0	0	0	0	0
Emergency Medical Technician	0	0	0	0	0	0	0
Hearing Aid Specialist	0	0	0	0	0	0	0
Marriage & Family Therapist	0	0	0	0	0	0	0
Massage Establishment	0	0	0	0	0	0	0
Massage Therapy	0	0	0	0	0	0	0
Medical Physicist	0	0	0	0	0	0	0
Medicine	268	1,252	71	260	0	17	44
Mental Health Counselor	0	1	0	0	0	0	0
Midwifery	0	1	0	0	0	0	0
Naturopathic Medicine	0	0	0	0	0	0	0
Nursing - ARNP	18	23	7	0	0	0	1
Nursing - LPN	3	3	0	0	0	0	0
Nursing - RN	44	6	0	0	0	1	0
Nursing Home Administrator	63	0	0	0	0	0	0
Occupational Therapy	6	0	0	0	0	0	0
Optical Establishment	0	0	0	0	0	0	0
Opticianry	0	0	0	0	0	0	0
Optometry	1	0	0	0	0	0	0
Optometry Branch Office	0	0	0	0	0	0	0
Orthotist & Prosthetist	0	0	0	0	0	0	0
Osteopathic Medicine	33	126	12	34	0	2	5
Pain Management Clinic	0	0	0	0	0	0	0
Paramedic	0	0	0	0	0	0	0

ENFORCEMENT TABLE 11 | MEDICAL MALPRACTICE CLAIMS *continued...*

PROFESSION	CIVIL COURT CLAIMS RECEIVED	CLOSED CLAIMS RECEIVED	NICA CLAIMS RECEIVED	EMERGENCY 3-IN-5 INITIATED	EMERGENCY 3-IN-5 DISCIPLINES	CLOSED CLAIMS DISCIPLINED	CLOSED CLAIMS NON-DISCIPLINE
Pharmacy	6	0	0	0	0	0	0
Pharmacist	3	0	0	0	0	0	0
Pharmacy Technician	0	0	0	0	0	0	0
Physical Therapy	3	0	0	0	0	0	0
Physician Assistant	11	23	0	0	0	0	1
Podiatric Medicine	7	42	0	13	0	0	1
Psychology	0	2	0	0	0	0	0
Radiologic Technology	0	0	0	0	0	0	0
Respiratory Care	0	0	0	0	0	0	0
School Psychology	0	0	0	0	0	0	0
Speech-Language Pathology/Audiology	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>480</b>	<b>1,662</b>	<b>90</b>	<b>307</b>	<b>0</b>	<b>25</b>	<b>58</b>
Referred Non-Jurisdictional	89	11	1	0	0	0	0
<b>GRAND TOTAL</b>	<b>569</b>	<b>1,673</b>	<b>91</b>	<b>307</b>	<b>0</b>	<b>25</b>	<b>58</b>

**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.

ENFORCEMENT TABLE 12 | HOSPITAL ANNUAL REPORT CLAIMS

<b>Hospitals/Facilities Reporting</b>	<b>0</b>
<b>Practitioners Reported</b>	<b>0</b>
Dentistry	0
Medicine	0
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.).

## ENFORCEMENT TABLE 13 | UNLICENSED ACTIVITY (ULA)

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	INVESTIGATIONS COMPLETED	CEASE AND DESIST ISSUED	COMPLETED REFERRALS TO LAW ENFORCEMENT	ARRESTS	CONVICTIONS
Acupuncture	7	2	6	1	1	1	0
Anesthesiology Assistant	0	0	0	0	0	0	0
Athletic Trainer	0	0	0	0	0	0	0
Certified Nursing Assistant	4	3	11	5	5	2	0
Certified Social Worker	0	0	0	0	0	0	0
Chiropractic Medicine	10	9	14	1	2	4	0
Clinical Laboratory Personnel	3	3	3	1	1	0	0
Clinical Social Worker	6	4	2	0	0	0	0
Dental Hygienist	1	1	0	0	0	0	0
Dental Laboratory	3	3	6	3	5	0	0
Dentistry	39	37	47	10	20	12	0
Dietetics & Nutrition	20	21	29	19	19	2	0
Electrolysis	2	2	1	0	1	0	0
Electrolysis Facility	3	3	4	1	2	0	0
Hearing Aid Specialist	3	4	3	3	0	1	0
Marriage & Family Therapist	6	5	6	3	2	1	0
Massage Establishment	73	58	75	22	25	12	0
Massage Therapy	73	52	87	21	32	34	1
Medical Physicist	0	0	0	0	0	0	0
Medicine	76	67	74	10	30	26	4
Mental Health Counselor	20	16	15	7	9	3	1
Midwifery	0	0	1	0	0	0	0
Naturopathic Medicine	0	1	1	1	1	0	0
Nursing - LPN	4	3	5	1	2	3	0
Nursing - RN / ARNP	13	12	15	4	8	3	0
Nursing Home Administrator	0	0	1	1	1	0	0
Occupational Therapy	1	1	4	0	1	2	0
Optical Establishment	29	29	27	18	13	0	0
Opticianry	4	4	4	1	2	0	0
Optometry	2	2	3	0	2	0	0
Optometry Branch Office	0	0	0	0	0	0	0
Orthotist & Prosthetist	10	5	5	2	2	0	0
Osteopathic Medicine	3	3	5	0	1	2	1
Pain Management Clinic	31	26	36	5	12	7	0
Pharmacy	18	18	18	5	10	3	0
Pharmacist	9	10	12	1	3	5	0
Pharmacy Technician	6	6	10	1	4	0	0

## ENFORCEMENT TABLE 13 | UNLICENSED ACTIVITY (ULA) continued...

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	INVESTIGATIONS COMPLETED	CEASE AND DESIST ISSUED	COMPLETED REFERRALS TO LAW ENFORCEMENT	ARRESTS	CONVICTIONS
Physical Therapy	9	8	18	4	3	1	1
Physician Assistant	4	4	6	1	2	2	0
Podiatric Medicine	2	2	2	2	1	0	0
Psychology	12	10	13	6	6	2	0
Respiratory Care	1	1	1	1	1	1	0
School Psychology	1	1	1	0	0	0	0
Speech-Language Pathology/Audiology	3	2	2	1	2	0	0
<b>TOTALS</b>	<b>511</b>	<b>438</b>	<b>573</b>	<b>162</b>	<b>231</b>	<b>129</b>	<b>8</b>
Referred Non-Jurisdictional	28	10	10	3	6	0	0
<b>GRAND TOTALS</b>	<b>539</b>	<b>448</b>	<b>583</b>	<b>165</b>	<b>237</b>	<b>129</b>	<b>8</b>

### 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.

## ENFORCEMENT TABLE 14 | 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	1	0	0	0	0	0	\$0.00
Dentistry	0	1	0	0	1	0	\$0.00
Medicine	1	0	0	0	0	0	\$0.00
Osteopathic Medicine	0	0	0	0	0	0	\$0.00
<b>Grand Totals</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>\$0.00</b>

### 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 section 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.

FINANCIAL TABLE 15 | REVENUE, EXPENDITURES and CASH BALANCES FOR THE MQA TRUST FUND

PROFESSION	ENDING CASH BALANCE	REVENUES	EXPENDITURES <sup>1</sup>	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Acupuncture	\$743,438	\$730,309	\$651,741	\$822,006	\$22,823
Anesthesiologist Assistant	\$(25,015)	\$15,482	\$13,661	\$(23,194)	\$27
Athletic Trainer	\$203,140	\$68,720	\$180,206	\$91,654	\$34,267
Certified Nursing Assistant	\$(2,696,743)	\$5,169,444	\$4,515,814	\$(2,043,113)	\$1,674,304
Certified Social Worker	\$(127,133)	\$25	\$2,388	\$(129,496)	\$(6,794)
Chiropractic	\$1,920,707	\$3,472,090	\$2,627,778	\$2,765,019	\$(20,689)
Clinical Lab Personnel	\$455,339	\$587,047	\$1,120,493	\$(78,107)	\$390,534
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	\$2,911,242	\$753,652	\$2,544,234	\$1,120,660	\$397,824
Dental Hygienist	\$1,020,011	\$1,358,351	\$1,059,525	\$1,318,837	\$231,109
Dental Laboratory	\$316,911	\$208,730	\$160,266	\$365,375	\$(46,954)
Dentistry	\$126,972	\$4,442,999	\$3,243,207	\$1,326,764	\$(713,351)
Dietetics and Nutrition	\$394,383	\$141,590	\$445,002	\$90,971	\$(50,004)
Drugs, Devices, and Cosmetics	\$(2,050,949)	\$1,317,207	\$(733,793)	\$51	\$(52)
Electrolysis	\$(419,336)	\$283,962	\$247,099	\$(382,473)	\$(107,340)
Emergency Medical Technician	\$(3,491,174)	\$696,045	\$647,505	\$(3,442,634)	\$(16,940)
Hearing Aid Specialist	\$(97,848)	\$89,276	\$169,851	\$(178,423)	\$(79,171)
Massage Therapy	\$1,252,990	\$4,883,313	\$4,919,785	\$1,216,518	\$(1,047,771)
Medical Physicist	\$139,296	\$44,183	\$91,672	\$91,807	\$12,075
Medicine	\$9,299,193	\$17,695,507	\$17,735,645	\$9,259,055	\$(907,947)
Midwifery	\$(806,279)	\$78,524	\$57,802	\$(785,557)	\$(82,327)
Naturopathic Medicine	\$(301,625)	\$1	\$1,818	\$(303,442)	\$(38,539)
Nursing	\$5,509,773	\$19,603,351	\$21,483,485	\$3,629,639	\$8,116,337
Nursing Home Administrator	\$88,898	\$208,980	\$399,553	\$(101,675)	\$17,311
Occupational Therapy	\$662,676	\$275,765	\$556,982	\$381,459	\$235,815
Opticianry	\$1,060,613	\$138,875	\$623,272	\$576,216	\$(175,520)
Optometry	\$832,910	\$351,407	\$726,867	\$457,450	\$47,938
Orthotist and Prosthetist	\$(148,328)	\$455,759	\$203,390	\$104,041	\$(101,034)
Osteopathic Medicine	\$674,035	\$3,047,094	\$1,921,660	\$1,799,469	\$42,741
Paramedic	\$(450,458)	\$656,926	\$549,005	\$(342,537)	\$(2,103)
Pharmacy	\$3,935,066	\$7,585,932	\$10,101,017	\$1,419,981	\$339,166
Physical Therapy	\$830,698	\$1,960,013	\$1,646,576	\$1,144,135	\$280,497
Physician Assistant	\$(3,611)	\$2,484,949	\$1,173,230	\$1,308,108	\$85,076
Podiatric Medicine	\$4	\$772,135	\$459,001	\$313,138	\$12,886
Psychology	\$733,541	\$1,854,911	\$1,178,369	\$1,410,083	\$(55,197)
Radiological Technology	\$(1,800,587)	\$685,935	\$824,960	\$(1,939,612)	\$(34,416)
Respiratory Therapy	\$1,013,365	\$297,089	\$1,033,909	\$276,545	\$306,566
School Psychology	\$201,448	\$156,974	\$163,114	\$195,308	\$15,905
Speech-Language Pathology/Audiology	\$1,824,559	\$1,415,041	\$1,319,306	\$1,920,294	\$194,837
<b>Total</b>	<b>\$23,732,122</b>	<b>\$83,987,593</b>	<b>\$84,065,395</b>	<b>\$23,654,320</b>	<b>\$8,971,889</b>

<sup>1</sup>Expenditures include a \$16 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.

## FINANCIAL TABLE 16 | PROJECTED CASH BALANCES FOR THE MQA TRUST FUND

PROFESSION	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	PROJECTED CASH BALANCE 2017-2018
Acupuncture	\$320,539	\$704,503	\$529,812	\$911,802	\$720,837	\$1,131,834
Anesthesiologist Assistant	\$45,280	\$52,186	\$119,894	\$126,708	\$193,892	\$206,627
Athletic Trainer	\$163,129	\$116,365	\$267,112	\$219,577	\$362,303	\$293,802
Certified Nursing Assistant	\$(1,015,418)	\$(1,109,341)	\$(408,815)	\$(530,793)	\$(54,796)	\$366,302
Certified Social Worker	\$(131,290)	\$(132,475)	\$(134,468)	\$(135,661)	\$(137,791)	\$(139,085)
Chiropractic Medicine	\$1,428,984	\$2,106,131	\$1,027,538	\$1,693,941	\$522,661	\$1,267,752
Clinical Laboratory Personnel	\$294,969	\$120,061	\$422,783	\$243,471	\$497,911	\$152,276
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	\$2,406,498	\$1,073,072	\$2,380,076	\$1,034,570	\$2,220,497	\$638,210
Dental Hygienist	\$417,574	\$1,082,426	\$752,169	\$1,429,168	\$1,071,295	\$1,921,938
Dental Laboratory	\$206,295	\$290,283	\$214,707	\$297,968	\$217,367	\$293,361
Dentistry	\$(1,058,178)	\$(410,285)	\$(3,067,645)	\$(2,440,920)	\$(5,285,235)	\$(4,587,122)
Dietetics and Nutrition	\$251,323	\$128,051	\$390,038	\$265,234	\$513,601	\$392,379
Electrolysis	\$(489,275)	\$(536,436)	\$(662,563)	\$(711,349)	\$(850,738)	\$(872,971)
Emergency Medical Technician	\$(3,907,146)	\$(4,178,551)	\$(4,741,028)	\$(5,017,771)	\$(5,647,480)	\$(6,293,628)
Hearing Aid Specialist	\$177,523	\$109,684	\$444,062	\$375,112	\$694,687	\$533,419
Massage Therapy	\$39,524	\$939,775	\$(246,496)	\$626,963	\$(759,293)	\$911,260
Medical Physicist	\$111,249	\$77,075	\$128,350	\$93,764	\$141,869	\$117,748
Medicine	\$9,389,843	\$8,081,168	\$7,516,428	\$6,095,054	\$4,492,750	\$2,636,750
Midwifery	\$(826,773)	\$(820,868)	\$(866,776)	\$(861,295)	\$(910,422)	\$(893,337)
Naturopathic Medicine	\$(304,072)	\$(305,132)	\$(305,817)	\$(306,884)	\$(307,607)	\$(308,339)
Nursing	\$3,677,652	\$5,468,245	\$7,029,692	\$8,717,131	\$9,278,475	\$9,595,283
Nursing Home Administrator	\$197,906	\$84,164	\$352,240	\$236,631	\$483,086	\$274,805
Occupational Therapy	\$615,491	\$391,183	\$696,271	\$469,219	\$742,517	\$379,127
Opticianry	\$634,352	\$160,040	\$170,435	\$(307,427)	\$(329,795)	\$(823,024)
Optomety	\$832,843	\$482,627	\$780,561	\$426,311	\$671,086	\$(7,862)
Orthotist and Prosthetist	\$(111,431)	\$132,844	\$(28,934)	\$213,900	\$37,244	\$243,451
Osteopathic Medicine	\$651,924	\$1,241,118	\$(57,307)	\$519,070	\$(882,902)	\$(77,246)
Paramedic	\$(363,927)	\$(357,012)	\$(432,867)	\$(429,390)	\$(542,738)	\$(665,252)
Pharmacy	\$868,356	\$1,757,694	\$2,304,001	\$3,155,343	\$3,397,276	\$4,978,797
Physical Therapy	\$274,775	\$928,053	\$386,724	\$1,032,055	\$432,429	\$1,333,899
Physician Assistant	\$328,604	\$1,064,596	\$344,437	\$1,073,161	\$292,724	\$1,121,373
Podiatric Medicine	\$(77,746)	\$91,019	\$(343,147)	\$(177,522)	\$(641,391)	\$(503,274)
Psychology	\$383,481	\$1,201,941	\$534,772	\$1,347,607	\$628,047	\$1,407,527
Radiological Technology	\$(2,142,891)	\$(2,439,125)	\$(2,717,286)	\$(3,018,998)	\$(3,348,600)	\$(3,690,778)
Respiratory Therapy	\$906,495	\$366,200	\$1,101,698	\$556,783	\$1,243,910	\$568,582
School Psychology	\$79,854	\$165,751	\$145,048	\$230,564	\$207,584	\$316,757
Speech-Language Pathology/Audiology	\$901,493	\$1,635,406	\$1,425,708	\$2,155,815	\$1,917,148	\$2,749,703
<b>Total</b>	<b>\$15,177,810</b>	<b>\$19,762,436</b>	<b>\$15,451,408</b>	<b>\$19,608,913</b>	<b>\$11,282,409</b>	<b>\$14,971,044</b>

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

FINANCIAL TABLE 17 | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE MQA TRUST FUND

PROFESSION <sup>1</sup>	FY 12-13 & 13-14 ESTIMATED EXPEND	NUMBER OF LICENSEES <sup>2</sup>	COST TO REGULATE <sup>2</sup>	RENEWAL FEE CAP <sup>3</sup>	CURRENT RENEWAL FEE <sup>3</sup>	SUFFICIENT CURRENT RENEWAL FEE <sup>4</sup>
1. Acupuncture	\$610,987	2,086	\$293	\$500	\$300/\$150	Yes
2. Anesthesiology Assistant	\$24,670	113	\$218	\$1,000	\$500	Yes
3. Athletic Trainer	\$266,135	1,895	\$140	\$200/\$100	\$125/\$50	Yes
4. Certified Nursing Assistant	\$8,572,110	158,554	\$54	\$50	\$50	Yes
5. Certified Social Worker	\$3,480	3	\$1,160	\$250	\$150/\$50	
6. Chiropractic Medicine	\$3,393,957		\$454			Yes
A. Chiropractic Physician		5,638		\$500	\$350/\$250	
B. Certified Chiropractic Physician's Assistant		149		\$250	\$55/\$28	
C. Registered Chiropractic Assistant		1,691		\$25	\$25	
7. Clinical Laboratory Personnel	\$1,561,848		\$101			Yes
A. Director		169		\$150	\$130	
B. Supervisor		4,605		\$150	\$110	
C. Technologist		8,382		\$150	\$90	
D. Technician		1,792		\$150	\$50	
E. Training Program		54		\$300	\$300	
F. Inactive		485		\$50	\$50	
8. Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	\$4,095,911		\$162			Yes
A. Clinical Social Work		8,012		\$250/\$50	\$125/\$50	
B. Marriage and Family Therapy		1,694		\$250/\$50	\$125/\$50	
C. Mental Health Counseling		8,565		\$250/\$50	\$125/\$50	
D. Intern		6,954		\$100	\$75	
9. Dental Hygienist	\$1,160,607	12,363	\$94	\$300	\$100	Yes
10. Dental Laboratory	\$209,086	1,028	\$203	\$300	\$200	Yes
11. Dentistry	\$6,758,975	12,059	\$560	\$300	\$300	
12. Dietetics and Nutrition	\$490,787	3,800	\$129	\$500	\$100/\$95	Yes
13. Electrolysis	\$500,851	1,280	\$391	\$100	\$100	
14. Hearing Aid Specialist	\$437,722	911	\$480	\$600	\$600/\$375	Yes
15. Massage Therapy	\$7,946,636		\$179			Yes
A. Massage Therapist		34,152		\$200/\$250	\$100	
B. Massage Establishment		10,347		\$150	\$100	
16. Medical Physicist	\$123,849		\$216			Yes
A. Medical Physicist		503		\$500	\$150	
B. Medical Physicist In Training		70		No Cap	\$50	
17. Medicine	\$36,685,076	61,190	\$600	\$500	\$360/\$121	Yes
18. Midwifery	\$126,714	136	\$932	\$500	\$500/\$500	
19. Naturopathic Medicine	\$1,692	0		\$1,000	\$250	
20. Nursing	\$34,414,339		\$107			Yes
A. Registered Nurse (RN)		235,632		No Cap	\$70/\$55	

FINANCIAL TABLE 17 | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE MQA TRUST FUND *continued...*

PROFESSION <sup>1</sup>	FY 12-13 & 13-14 ESTIMATED EXPEND	NUMBER OF LICENSEES <sup>2</sup>	COST TO REGULATE <sup>2</sup>	RENEWAL FEE CAP <sup>3</sup>	CURRENT RENEWAL FEE <sup>3</sup>	SUFFICIENT CURRENT RENEWAL FEE <sup>4</sup>
B. Licensed Practical Nurse		68,758		No Cap	\$70/\$55	
C. Advanced Registered Nurse Practitioner (ARNP)		16,996		No Cap	\$120/\$75	
D. Clinical Nurse Specialist (CNS)		98		No Cap	\$145/\$75	
E. ARNP/CNS		26		No Cap	\$195/\$75	
21. Nursing Home Administrator	\$681,319	1,658	\$411	No Cap	\$325	Yes
22. Occupational Therapy	\$1,001,677	10,809	\$93	No Cap	\$55	Yes
23. Opticianry	\$1,156,774	3,798	\$305	\$350/\$50	\$125/\$50	
24. Optometry	\$1,578,838		\$403			
A. Optometrist		3,058		\$300	\$300	
B. Optometry Faculty		16		No Cap	\$100	
C. Branch Office		846		\$100	\$100	
25. Orthotic and Prosthetic	\$495,806	682	\$727	\$500	\$500	Yes
26. Osteopathic Medicine	\$3,932,167	6,603	\$596	\$500	\$400/\$200	
27. Pharmacy	\$11,614,463		\$151			Yes
A. Pharmacist		27,546		\$250	\$250	
B. Consultant Pharmacist		2,809		\$250	\$100	
C. Nuclear Pharmacist		205		\$250	\$100	
D. Pharmacy Permit		8,868		\$250	\$250	
E. Pharmacy Technician		37,378		\$50	\$50	
28. Physical Therapy	\$2,340,152		\$114			Yes
A. Physical Therapist		13,845		\$200	\$75/\$50	
B. Physical Therapist Assistant		6,720		\$150	\$75/\$50	
29. Physician Assistant	\$2,255,722	5,954	\$379	\$500	\$275/\$150	Yes
30. Podiatric Medicine	\$1,035,247		\$484			
A. Podiatric Physician		1,675		\$350	\$350	
B. Certified Podiatric X-Ray Assistant		462		No Cap	\$75	
31. Psychology	\$1,841,035		\$411			Yes
A. Psychologist		4,470		\$500	\$340	
B. Limited License		4		\$500	\$25	
32. Respiratory Therapy	\$1,600,785	11,686	\$137	\$200/\$50	\$121/\$50	Yes
33. School Psychology	\$103,584	700	\$148	\$500	\$190/\$150	Yes
34. Speech-Language, Pathologist/Audiologist	\$1,138,166		\$126			Yes
A. Pathologist/Audiologist		8,451		\$500/\$100	\$125/\$100	
B. Pathologist/Audiologist Assistant		607		No Cap	\$50	
<b>TOTAL FUND</b>	<b>\$138,161,167</b>	<b>829,040</b>	<b>\$167</b>			

<sup>1</sup>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.

<sup>2</sup>Cost to regulate is computed by adding FY 2012-13 and FY2013-14 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2012.

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

<sup>4</sup>If there is a projected positive cash balance at June 30, 2018, then the current renewal fee is deemed to be sufficient.

WEB TABLE 18 | WEBSITE USAGE FOR BOARDS and COUNCILS

PROFESSION	VISITS	DOWNLOADS	HITS
Acupuncture	49,296	21,568	85,694
Anesthesiology Assistant	14,940	8,921	21,529
Athletic Training	43,919	14,687	121,293
Certified Nursing Assistant	241,056	202,719	535,410
Chiropractic Medicine	38,648	34,445	66,320
Clinical Laboratory Personnel	34,448	42,802	60,339
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	142,769	201,628	349,148
Dentistry	121,168	439,228	257,351
Dietetics and Nutrition	43,868	78,703	82,760
Electrology	19,027	23,060	47,103
Emergency Medical Services	113,766	53,260	278,424
Hearing Aid Specialist	24,251	11,672	35,313
Massage Therapy	124,083	118,581	259,963
Medical Physicist	12,069	2,536	18,531
Medicine	256,146	389,677	888,737
Midwifery	22,349	14,005	43,071
Naturopathic Medicine	656	0	725
Nursing	1,183,297	696,767	3,125,113
Nursing Home Administrator	56,418	23,885	123,847
Occupational Therapy	64,422	33,899	139,324
Opticianry	36,497	19,710	60,073
Optometry	32,479	12,305	67,421
Orthotist and Prosthetist	20,058	8,860	28,190
Osteopathic Medicine	66,832	51,432	161,760
Pharmacy	435,438	308,411	1,128,461
Physical Therapy	125,771	65,304	273,891
Physician Assistant	77,277	58,835	161,047
Podiatric Medicine	24,053	12,444	43,772
Psychology	90,805	67,221	199,234
Radiologic Technology	62,189	53,137	178,413
Respiratory Therapy	41,298	17,183	79,634
School Psychology	15,690	2,503	27,851
Speech-Language Pathology/Audiology	60,405	47,039	115,838
<b>Totals</b>	<b>3,695,388</b>	<b>3,136,427</b>	<b>9,065,580</b>

**DEFINITIONS:**

**Visits** – A visit is a session of continuous activity where all hits are recorded in the log file for one visitor to a web site. The visit starts the moment of the first hit on the web site and continues until the session ends, either through inactivity, navigation to another web site, or the browser is closed. By default, if a visitor is inactive for 30 minutes or more during a session, the visit is terminated and a new visit begins when activity resumes.

**Downloads** – to download a file is to request it from another computer (or from a Web page on another computer) and to receive it.

**Hits** – A hit is any request to a web server. Each time a visitor downloads a page, clicks a hyperlink, views a graphic, or performs any other action on a web site, a call is made to the web server. The web server records each of these requests in a log file. These requests are commonly known as "hits," and the loading of a single web page can amount to many hits, due to all of the elements it contains.

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