

Ron DeSantis  
Governor

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State Surgeon General



A Medical Quality Assurance Publication

Florida Department of Health

# Q3 Quarterly Performance Report

January 1 - March 31, 2025





## VISION

To be the **healthiest state** in the **nation**.

## MISSION

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

## VALUES

### Innovation

We search for creative solutions and manage resources wisely.

### Collaboration

We use teamwork to achieve common goals and solve problems.

### Accountability

We perform with integrity and respect.

### Responsiveness

We achieve our mission by serving our customers.

### Excellence

We promote quality outcomes through learning and continuous performance improvement.

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# LETTER FROM THE DIRECTOR

It is my pleasure to present the Quarterly Performance Report for FY 2024-25 Quarter Three. This quarter, MQA combined efficient regulatory processes with the launch of a new marketing campaign, Cleared to Care, to increase licensee and applicant awareness and compliance with new background screening requirements per HB 975, Background Screening and Certification (2024).

MQA constantly improves our licensure, enforcement, and information business processes to better serve health care practitioners, applicants, and consumers, the results of which are reflected by this quarter's key performance results.

In browsing this publication, I am confident that the readers of this report will see our commitment to mission and the customers we serve.



A handwritten signature in black ink, appearing to read 'Jennifer L. Wenhold'.

Jennifer L. Wenhold  
MSW, CPM

## EXECUTIVE SUMMARY

[Section 456.025\(9\), Florida Statutes](#), requires MQA to report quarterly on its performance and financial status and assess its effectiveness in regulating health care practitioners and facilities.

### LICENSING

- 1,572,132 Florida licensed practitioners were recorded at the close of Quarter Three.
- 38,894 initial applications were received while 30,622 initial licenses were issued.
- 1,184 licenses were expedited and issued to military applicants.
- 61.8% more renewal applications were processed this quarter.
- Initial applications were processed in two days on average, while renewal applications were processed in 0.2 days.

### CUSTOMER CONTACT

- 73,553 web chats and 246,610 voice calls were conducted through MQA's Virtual Agent, ELI.
- 91,194 calls were offered through MQA's Call Center with 68% answered.

### ENFORCEMENT

- 189 new massage, optical, dental, and electrolysis (M.O.D.E.) inspections were completed in 4.4 days on average.
- 53 new pharmacy inspections were completed in 7.2 days on average.
- 13.9% more investigations were completed than last quarter.
- 390 unlicensed activity complaints were received, and 168 unlicensed activity cease and desist orders were issued.


### FINANCES


- \$40 million overall cash balance.

# PERFORMANCE STATISTICS

## INITIAL APPLICATIONS

MQA received 38,894 initial applications from prospective practitioners seeking licensure, a 20.1% increase from last quarter. Of these, 30,622 initial licenses were issued, bringing the total number of licensed health care practitioners in Florida to 1,572,132. MQA processed initial applications for qualified applicants within 2.0 days on average, a 42.5% decrease from last quarter.

**Measure:** The average time taken to issue an initial license to a qualified applicant.

**Definition:** The average duration from when an application is deemed qualified to the issuance of the license.


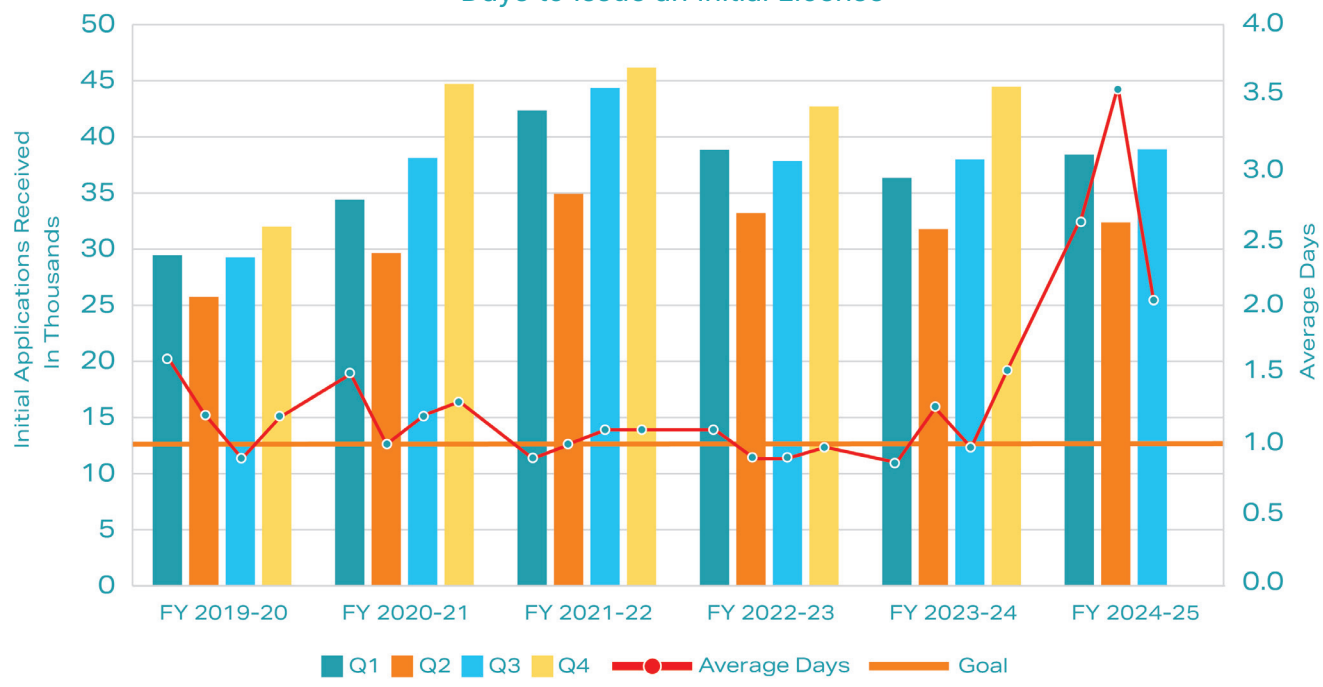
**Goal:** One day.

Figure 1: Initial Applications Received vs. Average Days to Issue an Initial License







## DID YOU KNOW?

MQA's Office of Veteran Licensure Services (OVLS) was established in 2023 to assist active-duty military members, veterans, and their spouses with the health care licensure process. As shown by the following four available military licensure pathways, nearly 1,200 military health care applicants and licensees experienced expedited licensure services or fee waivers this quarter when seeking to practice their profession in Florida. OVLS also facilitates a referral program in partnership with Veterans Florida to assist with obtaining training, education, and employment in Florida's health care professions.

Military Licensure Pathway Application Type	Total Military Licenses Issued <sup>1</sup>	Percent of Total Military Licenses Issued	Military Licenses Issued This Quarter
Military Fee Waiver	17,951	83.6%	1,061
VALOR <sup>2</sup>	3,098	14.4%	72
Military Spouse	427	2.0%	51
Military Platform	7	0.03%	0
<b>Total</b>	<b>21,483</b>		<b>1,184</b>

<sup>1</sup> Since the first military license was issued by MQA.

<sup>2</sup> Veterans Application for Licensure Online Response System.



## LICENSE RENEWALS

MQA processed 212,576 renewal applications in Quarter Three, which is 61.8% more than last quarter. The majority of renewal applications were processed online (98.2%), and qualified applicants were renewed in less than one day on average (0.2 days)—a 71.4% decrease in processing time compared to this time last quarter.



**Measure:** The average number of days to process a renewal application for a qualified applicant.

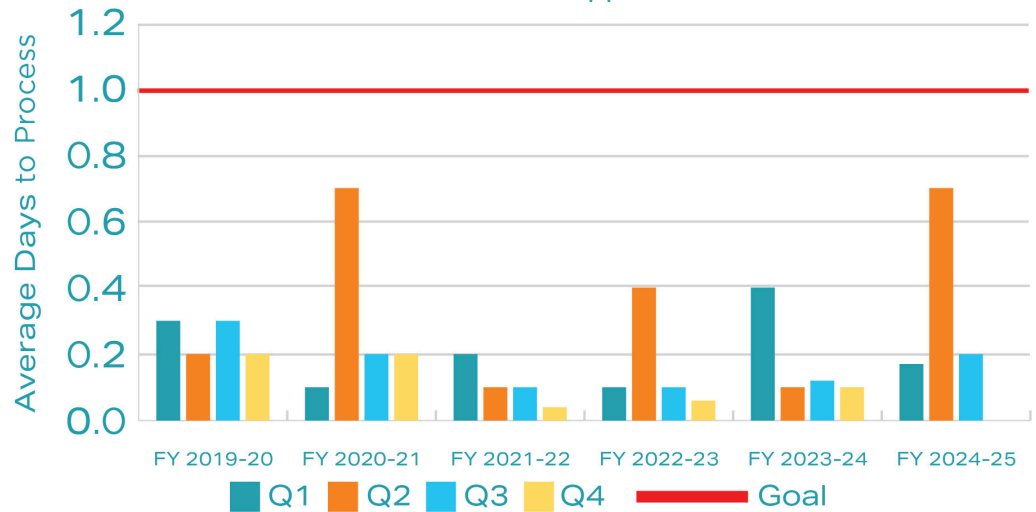


**Definition:** The average number of days to renew a license for health care practitioners and facilities from receipt of the completed application through approval.



**Goal:** One day.

**Figure 2: Average Time to Process a Renewal Application for a Qualified Applicant**



## M.O.D.E. INSPECTIONS

This quarter, a total of 189 new M.O.D.E. inspections were completed within 4.4 days on average, which is well below the target goal of 10 days.

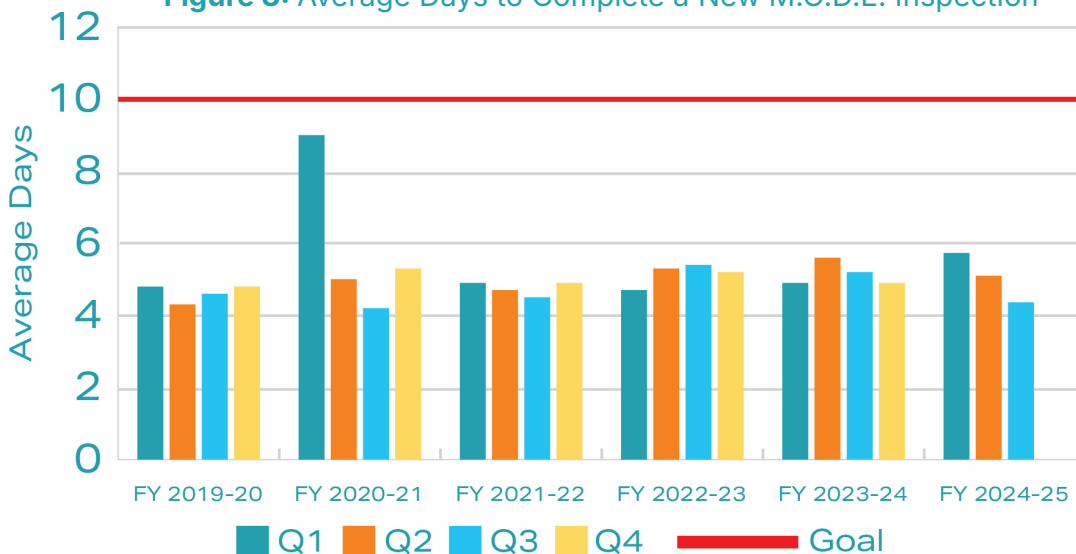


**Measure:** The average number of days to complete a M.O.D.E. inspection.



**Definition:** The average number of days from the date the facility requests inspection to the date the inspection is completed. This measure does not include those facilities that request a delay in inspection.

**Figure 3: Average Days to Complete a New M.O.D.E. Inspection**





**Goal:** 10 days.


# PHARMACY INSPECTIONS

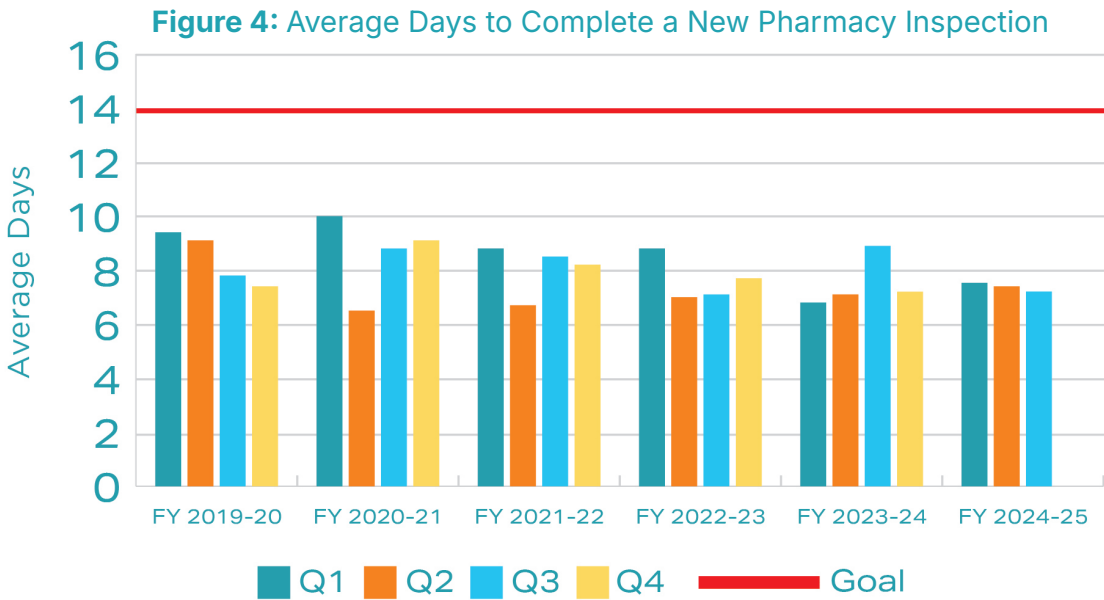
Pharmacy facility inspections are designed to ensure pharmacies adhere to established operational and practice standards, particularly in areas such as recordkeeping, inventory management, and the control of substances.

During Quarter Three, inspections for new pharmacies were completed in 7.2 days on average. Of the 1,418 pharmacy inspections completed this quarter, 3.7% of inspections were completed for new establishments, whereas the remaining majority of inspections completed were due to routine inspections (86.9%).

**Measure:** The average number of days to complete a pharmacy inspection.

**Definition:** The average number of days, from the date an applicant is ready for an opening inspection, to the date the inspection is completed.

**Goal:** 14 days.





# ENFORCEMENT AT A GLANCE

As required by [section 20.43](#) and [Chapter 456](#), Florida Statutes, MQA ensures that health care practitioners follow the laws and regulations designed to protect public health. To fulfill this responsibility, MQA created the Bureau of Enforcement, which includes the Consumer Services Unit (CSU), Investigative Services Unit (ISU), and Compliance Management Unit (CMU), and partners with Prosecution Services Unit (PSU). These units work together to receive, investigate, inspect, and resolve complaints about health care practitioners and facility owners.

This quarter, MQA received 6,822 complaints against health care practitioners, 58% of which were submitted digitally through the Florida Health Complaint Portal. As the central intake for all complaints, CSU took 7.4 days on average to process a complaint this quarter.

Investigators and analysts collaborated to identify, analyze, coordinate, and monitor complaints against health care practitioners with possible repeated serious violations that could cause danger to the public's health, safety, and welfare. Of the cases evaluated this quarter, 2,634 cases were found legally sufficient, meaning that, if found true, these cases showed potential violations of Florida Statutes or Rules. The Department or boards designated probable cause panels to determine sufficient evidence in 299 cases, bringing formal charges against licensed practitioners, whereas no probable cause was found in 754 cases. Practitioners' licenses were restricted or suspended in 94 cases where the complaints posed imminent threats to the public via Emergency Order. MQA also completed 13.9% more investigations compared to this time last quarter (or 2,048), further demonstrating its success in protecting the public.

Figure 5: Complaints Received

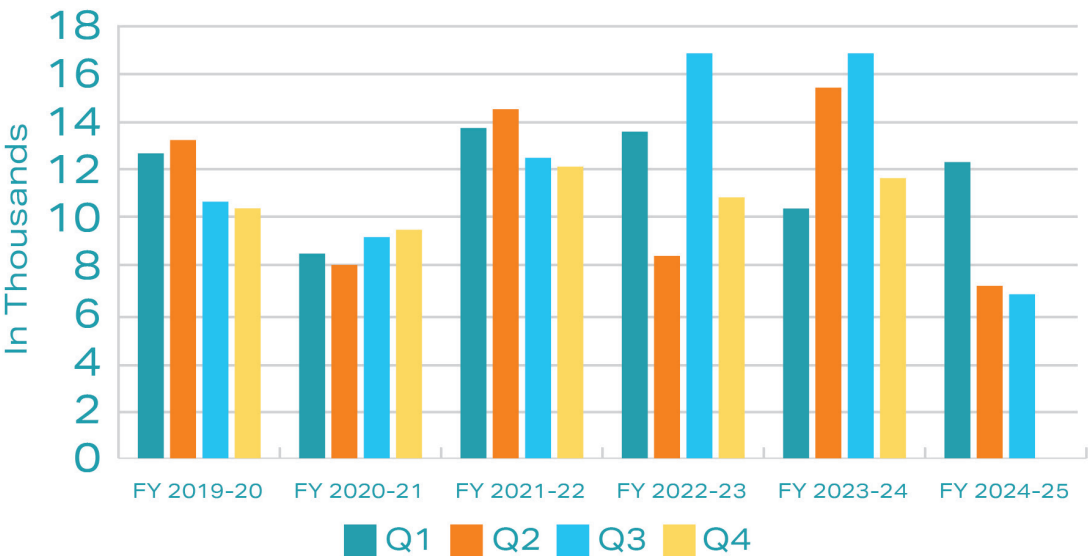


Figure 6: Number of Open Cases

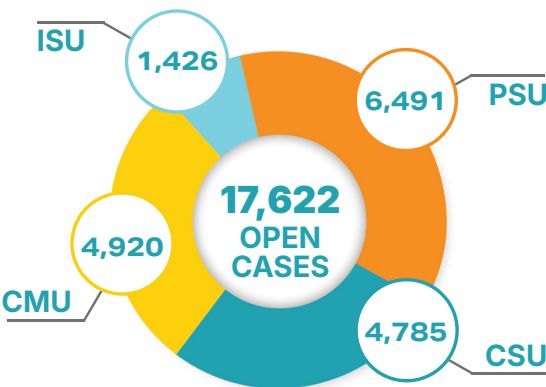
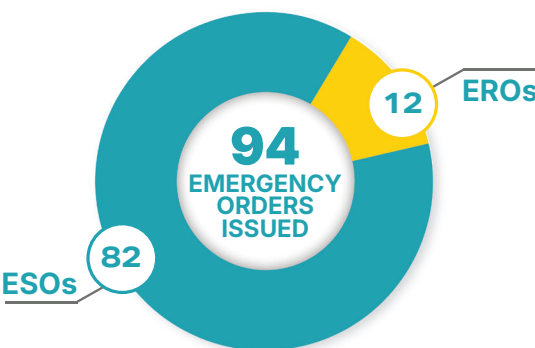


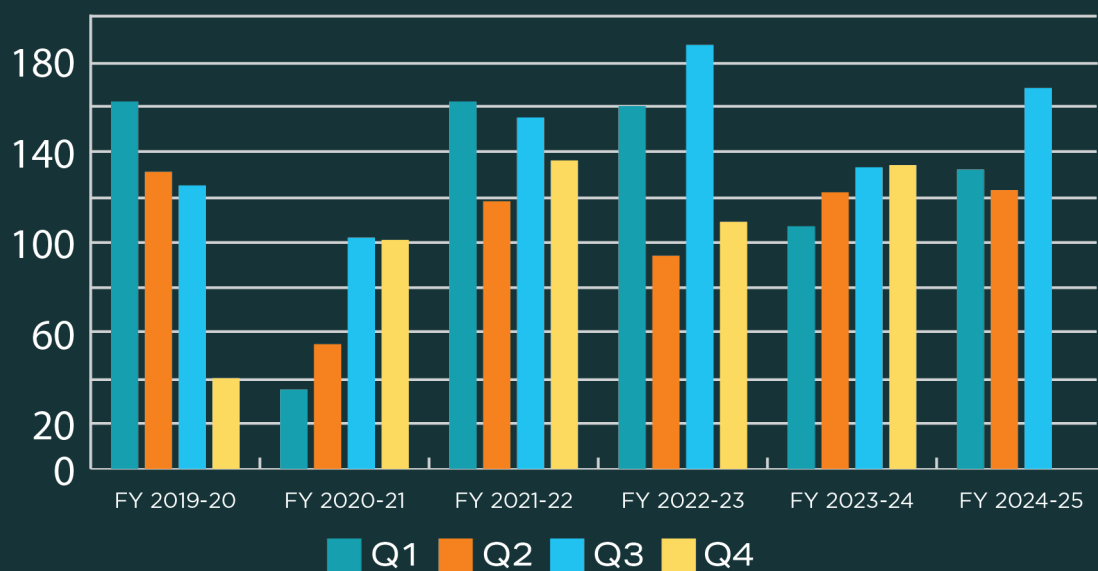
Figure 7: Emergency Orders Issued



# UNLICENSED ACTIVITY INVESTIGATIVE SPOTLIGHT

MQA's Unlicensed Activity (ULA) Program helps the public understand the risks of receiving health care from unlicensed practitioners. According to [section 456.072](#), Florida Statutes, providing medical care without a license can result in fines, penalties, and even jail time. The ULA Program works with law enforcement and state attorneys to investigate and take legal action against unlicensed practitioners, which helps protect the public and uphold professional standards. The following snapshot of performance data illustrates the ULA Program's quarterly success:

Figure 8: ULA - Orders to Cease and Desist





**390** ULA complaints were received, a 48.9% increase from last quarter.



**346** complaints were referred for investigation, a 13.8% increase from last quarter.



**166** investigations were referred to law enforcement, a 24.8% increase from last quarter.



**350** investigations were completed, a 7.9% decrease from last quarter.



**168** cease and desist orders were issued to unlicensed practitioners, a 36.6% increase from last quarter.



## ULA Outreach

The following outreach activities conducted is another measure of the ULA Program's success, as raising awareness and building partnerships advances the mission to uphold public safety.

## ISU Field Office Meet and Greet

- **Pensacola ISU** visited with the Florida Highway Patrol, Escambia County Sheriff's Office, and Santa Rosa County Sheriff's Office.
- **Tallahassee ISU** scheduled outreach with Eden Springs Nursing and Rehab and the Bay County Sheriff's Office.
- **Alachua ISU** visited the Columbia County Commissioner's Office, Citrus County Sheriff's Office, and Alachua Florida Department of Law Enforcement.
- **Miami ISU** had a meet and greet with the Coral Gables Police Department, National Insurance Crime Bureau, and South Florida Health Care Fraud.
- **Jacksonville ISU** conducted a meet and greet with the Clay County Health Department.



## Conferences and School Visits

- Miami ISU attended a Florida Institution Security Association meeting in Miami, FL, in January, dedicated to the prevention, investigation, and prosecution of financial crimes.
- The ULA Program attended Fort Lauderdale's Publix Health Expo and Marathon in February to reach over 4,000 consumers with information about the dangers of unlicensed activity.
- Fort Lauderdale ISU participated in the City of Hallandale Beach Employee Health Fair in March, emphasizing that a healthier lifestyle begins with verifying a health care practitioner's license.
- Tampa ISU reestablished its partnership with the Special Investigations Division of the Hillsborough County Sheriff's Office in light of new massage therapy regulations aimed at combating human trafficking in massage establishments, leading to an exchange of information and new leads related to unlicensed activities and regulatory cases.
- Alachua ISU visited the Florida School of Massage in March to spread awareness of the ULA Program and to inform students of the social responsibility of reporting persons practicing without a license.
- Pensacola ISU met with licensed practical nursing students at Radford Technical School in Milton, FL, in March.





## Call to Action →



REPORT



CALL



VERIFY



BEWARE

If you suspect unlicensed activity, you can report what you know by submitting information through [MQA's Online Complaint Portal](#) or call 1-877-HALT-ULA to speak directly with an investigator.

MQA also encourages you to know before you go; verify that your practitioner has a license by looking them up via [MQA's License Verification Portal](#) and beware of the signs of unauthorized practice to detect when it may be happening, which can be found at [FLHealthSource.gov/ULA](https://www.flhealthsource.gov/ULA).

# FINANCIAL SUMMARY

Under the guidelines of [section 456.025\(9\)](#), Florida Statutes, MQA funds its operations through the collection of licensing fees and fines from health care practitioners, as well as enforcement actions. These revenues are allocated across the 22 regulatory boards and four councils responsible for overseeing daily licensing and enforcement tasks.

Practitioners' application fee includes a dedicated \$5 contribution toward enforcement efforts, with disciplinary action fines also augmenting this fund. These contributions are deposited into the MQA Trust Fund, which supports the regulation of practitioners and facilities. Regular quarterly financial reports on the fund's revenues and expenditures serve as a gauge for MQA's regulatory efficiency.

## Quarter Three Revenues and Expenditures

### Beginning Cash Balance

Licensed: \$37,984,341  
Unlicensed: \$2,891,994  
Total: **\$40,876,335**

### Total Revenues

Licensed: \$62,070,702  
Unlicensed: \$2,158,544  
Total: **\$64,229,246**



### Total Expenditures

Licensed: \$63,637,933  
Unlicensed: \$827,914  
Total: **\$64,465,847**

### Ending Cash Balance

Licensed: \$34,417,110  
Unlicensed: \$4,222,624  
Total: **\$40,639,734**



# GLOSSARY



## **Emergency Action**

An action taken by the State Surgeon General to suspend or restrict the ability to practice when a licensed health care practitioner poses an immediate and serious threat to the health, safety, and welfare of the public.

## **Emergency Suspension Order**

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

## **Emergency Restriction Order**

An order issued by the Department restricting the practice of a practitioner in the state of Florida under conditions specified by the Department.

## **Final Order**

An order of a regulatory board or the Department outlining the finding of facts, and penalties in a disciplinary case against a licensee. The administrative complaint outlining the charges against the licensee is attached and becomes part of the final order when filed with the agency clerk.

## **Investigations Completed**

Investigations are initiated when a complaint is considered legally sufficient. All completed investigations are presented to the PSU with an Investigative Report and all documents related to the complaint.

## **Legally Sufficient**

A complaint that contains ultimate facts that show that a violation of [chapter 456.073\(1\)](#), Florida Statutes, of any of the practice acts relating to the professions regulated by the department, or of any rule adopted by the department or a regulatory board in the department has occurred.

## **MQA Trust Fund Unlicensed Activity Fee**

A \$5 fee collected at initial and renewal licensing that funds the investigation and enforcement of unlicensed activities, according to Florida law.

## **Probable Cause**

A determination that there is a reasonable basis to suspect that a person has violated or is violating the law.

## **Qualified Applicant**

A qualified applicant has met all requirements to become licensed and may be licensed on the day an application has concluded processing. This is different from an approved applicant who may still have to pass an examination or meet an additional requirement outside of having an application approved.

## **Unlicensed Activity**

Unauthorized practice of a health care profession or delivery of health care or medical services by an individual not in possession of a valid or active license to practice that could cause injury, disease, or death.

# CONTACT US

For more information or to contact us, please visit MQA's Virtual Agent, ELI, accessible on the board and council websites. ELI, powered by artificial intelligence, enhances the experience for health care applicants and practitioners by offering instant information and recommendations. ELI is available to answer inquiries through voice and online chat options 24/7.

**CHAT NOW**



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