

*The Florida*  
DEPARTMENT OF HEALTH

*Division Of*  
MEDICAL QUALITY ASSURANCE

# ANNUAL REPORT

JULY 1, 2009 - JUNE 30, 2010



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



CHARLIE CRIST  
GOVERNOR

ANA M. VIAMONTE ROS, MD., M.P.H.  
STATE SURGEON GENERAL

KIMBERLY A. BERFIELD  
DEPUTY SECRETARY

LUCY C. GEE, M.S.  
DIRECTOR



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# EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) in the Florida Department of Health, working in conjunction with 22 boards and six councils, licenses and regulates 37 types of facilities/establishments and more than 40 health care professions under Chapters 456, 401 and 468, Florida Statutes (F.S.) and individual practice acts. MQA evaluates the credentials of all applicants for licensure, issues licenses, analyzes and investigates complaints, inspects facilities, assists in prosecuting practice act violations, combats unlicensed activity, and provides credentials and discipline history about licensees to the public. MQA also manages the Drugs, Devices and Cosmetics (DDC) program established under Chapter 499, F. S.

As required by Section 456.026, F.S., MQA's 2009-2010 annual report includes data on current and projected cash balances and adequacy of fees, administrative complaints, and disciplinary actions for FY 09-10. The report also details MQA's long-range policy planning and monitoring process. The information in the report has been organized around the division's three key processes of licensure, enforcement and information, with an emphasis on performance-driven results.

In the area of licensure, during FY 09-10, the total number of licensees, including establishments, increased by over 71,000 to 1,002,920. Nearly half of this number came from the addition of pharmacy technicians (31,910). MQA received 18,766 more licensure applications and issued 38,192 more initial licenses than in FY 08-09, mostly attributed to pharmacy technicians.

As part of its enforcement process, MQA issued 16 more emergency orders than in FY 08-09. The majority of this increase can be attributed to emergency orders issued against pain management clinic-related practitioners. During FY 09-10, MQA began to see the positive results of the paradigm shift in its enforcement process. Resolving cases earlier in the enforcement process resulted in the elimination of unnecessary investigation and prosecution costs. By allowing field investigators to spend more time on priority cases, nearly 30% of the cases presented to the probable cause panels resulted in a finding of probable cause, compared to only 21.5% in FY 08-09.

In the criminal component of MQA's enforcement

work, arrests were made relating to the unlicensed practice of 17 different professions. More than half of these were related to the unlicensed practice of massage therapy.

MQA's website – [www.FLHealthSource.com](http://www.FLHealthSource.com) – serves as a primary information source for consumers, health care practitioners, and policy makers. In the last fiscal year, there were 8.7 million hits to MQA's board/council web pages. On the site, health care consumers can verify their health care practitioner's license, disciplinary history and other pertinent information. Profiled professions (allopathic, osteopathic, chiropractic, and podiatric physicians, as well as advanced registered nurse practitioners) contain even more information, including educational background, financial responsibility, specialty certifications and malpractice claims history.

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

The MQA trust fund has a healthy cash balance, as recurring revenues are adequate to cover recurring expenditures. Cash balances were sufficient to allow for the legislatively authorized transfer of \$1 million from the MQA trust fund to the General Revenue fund in FY 09-10, as well as \$10 million in FY 10-11. Due to their non-recurring nature, these transfers do not impact the adequacy of fees. The DDC trust fund had an ending cash balance of \$2.1 million in FY 09-10, but is facing a projected cash balance shortage of approximately \$1 million for FY 10-11 due to a legislatively authorized transfer of \$3 million to the General Revenue fund.



# *Message from the* STATE SURGEON GENERAL



It is my distinct pleasure as Florida's State Surgeon General to present the 2009-2010 Annual Report in conjunction with the Division of Medical Quality Assurance (MQA). Everyday, MQA employees support the Department of Health's overall mission to promote, protect, and improve the health of all people in Florida.

During the past year, MQA undertook several initiatives to improve processes, achieve greater output, and realize cost-savings. One such effort was the implementation of a paradigm shift in the enforcement process. The objective of this change was to resolve cases earlier in the enforcement process, which in turn, can reduce costs and free-up resources from non-life threatening violations. Two other benefits of this change were that investigators would have more time to spend on priority cases and that more cases presented to probable cause panels would result in a finding of probable cause. This paradigm shift is working as evidenced by the increase in probably cause findings. This past year nearly 30% of MQA's disciplinary cases resulted in a finding of probable cause, compared to 21.5% in fiscal year 2008-2009.

MQA also piloted a pre-expert review process for dentistry complaints this year. Dental records, formerly obtained after cases were assigned to field investigators, are now obtained upon receipt of the complaint and reviewed by an in-house expert before investigation. The purpose of this was to identify those complaints in which there was no violation of the law. This reduced the number of dental cases investigated that were ultimately closed with a finding of "no violation." As a result, the Department of Health realized a cost savings of more than \$150,000 this year, and substantial cost savings are anticipated to continue.

Moving forward, MQA will continue to focus on process improvements, including the recently initiated efforts related to the priority one case process. A priority one case is when the allegations, if substantiated, are such that the practitioner appears to pose an immediate threat to the health, safety, or welfare of the public. Examples of what this could include are abuse, exploitation, or neglect; death of a child; fraud; impairment; infectious disease; inappropriate prescribing; repeat malpractice, or sexual misconduct. As of June 1, 2010, of the 8,069 open complaints, investigations, and prosecutions in MQA, 589 or 7% were for Priority One allegations.

The focuses and successes outlined in this message represent just a fraction of what the dedicated professionals of the Division of Medical Quality Assurance have accomplished in the past year. I urge you to continue reading and discover the additional ways in which the professionals in MQA have worked to carryout the Department's mission of promoting, protecting, and improving the health of all people in Florida.

**ANA M. VIAMONTE ROS, MD., M.P.H.**  
STATE SURGEON GENERAL

# *Message from the* DIVISION DIRECTOR



As the Director of the Division of Medical Quality Assurance (MQA), it is my pleasure to present our 2009-2010 Annual Report. The report is organized around our three key business processes of licensure, enforcement and information, with an emphasis on performance-informed results.

The division continues to focus on the Sterling model for Organizational Performance Excellence. This focus on action and results makes us more attuned to customer needs and customer-driven system improvements. It also fosters a culture in which business decisions are based upon data-informed targets. This focus made us better prepared to realign resources for a number of initiatives we undertook in Fiscal Year 2009-2010.

Two of these initiatives - combating Medicaid fraud, and slowing or stopping the proliferation of controlled substance abuse and diversion - required us to restructure work processes to meet increased demand with no additional resources. MQA registered 928 pain management clinics during Fiscal Year 2009-2010. The division is also coordinating implementation of the Prescription Drug Monitoring Program (PDMP) - an electronic system to monitor the dispensing of controlled substances in Florida - as required by law (s. 893.055, Florida Statutes). The law does not allow for any state funding; however, MQA applied for and received a number of grants to administer the program.

Another initiative required a vital component of our business practice - understanding our key customers and their key requirements. Licensees, applicants and health care consumers demand timeliness, accessibility and quality. We use consumer focus groups and customer surveys to determine what services our customers need, and consistently improve and enhance those services. One such service is the Nursing Education Program Comparison (NEPC) website, which enables the public to compare Nursing Education programs in the state. After thorough testing by the design team, a focus group comprised of our key customers reviewed and provided input to the system and the result is a user-friendly source of valuable information.

Another major service that was expanded this year was the online license application process, allowing applicants to apply and track the status of their application. The online application process was instrumental in processing the 131,000-plus applications received this past fiscal year, including more than 32,000 for the newly-added pharmacy technician license. Since first becoming available to nursing applicants in July 2008, we have seen a dramatic reduction in nursing application times—from an average processing time of 24.11 days in Fiscal Year 2007-2008 to 17.73 days in Fiscal Year 2009-2010. The online license application will be available to 33 license types by September 2010 and to all professions by the end of Fiscal Year 2010-2011.

During the past year, the division received four Davis Productivity Awards for efficiencies that resulted in more than \$300,000 in projected cost savings.

As a division, we are proud of what we have achieved, but are ever mindful of the challenges that lie ahead. Through a continued focus on action and results, with direct input from our customers and attentiveness to their needs, I am confident we will not only meet, but exceed those challenges.

**LUCY C. GEE, M.S.,** DIRECTOR



# EMPLOYEE COVENANT

**Our employees are our single greatest asset. MQA's success depends not only on the knowledge, skills and abilities of its employees, but also on their character and values. All MQA employees sign the Employee Covenant to express their commitment to MQA's Mission, Vision and Values.**

We, the employees of the Department of Health, Division of Medical Quality Assurance, mutually agree that we want to offer the highest quality service to achieve our mission and further our shared values. Our mission is to promote, protect and improve the health of all people in Florida. Our vision is a healthier future for the people of Florida. Our purpose is to protect the public through health care licensure, enforcement and information. Our focus is to be the nation's leader in quality health care regulation.

## *Our values are:*

**INTEGRITY – Our guide for actions, which incorporates our commitment to honesty, fairness, loyalty and trustworthiness, is in the best interests of our customers and employees.**

- Be open, honest and compassionate
- Communicate to all with one face
- Demonstrate reliability through your actions
- Keep your word
- Treat others as you want to be treated

**COMMITMENT – We dedicate ourselves to provide services unconditionally and without partiality.**

- Strive to go "above and beyond" in all job duties
- Know and understand DOH and MQA mission and how it applies to your job
- Ensure customers needs are met; eliminate "not my job" mentality
- Share successes and failures with co-workers and learn from them
- Assist Others - Ask co-workers if you can assist them with their duties; if you see someone needs help, help them
- When speaking about DOH, MQA or your co-workers, be positive

**RESPECT – We recognize and honor the contributions of one another in our daily activities and create an environment where diversity is appreciated and encouraged.**

- Use please and thank you
- Speak in a pleasant manner
- Listen without interrupting
- Be cordial to others using greetings and a smile
- Avoid personalizing problems by focusing on behavior

**EXCELLENCE – We achieve and maintain quality results and outcomes through continuous performance improvement and learning.**

- Display a positive, optimistic attitude towards challenges and problems
- Produce high quality work
- Encourage team members to achieve higher levels of quality
- Help team members plan for professional development
- Engage in activities designed to improve

performance

- Be clean and professional in your appearance and that of your work area

**ACCOUNTABILITY – We take full responsibility for our behavior and performance.**

- Admit mistakes; move forward to correct mistakes
- Offer solutions to problems and take action to correct those problems
- Follow through timely including returning phone calls, responding to e-mails, answering letters, responding to requests from the public as well as peers
- Give credit where credit is due
- Be accountable for the example you set for others, e.g., courtesy, timeliness, attendance at work and meetings, fairness, loyalty to office/division/state

**TEAMWORK – We encourage active collaboration to solve problems, make decisions, and achieve common goals.**

- Encourage a collaborative environment and motivate each other to participate
- Model shared values and vision
- Congratulate each others' successes
- Admit weaknesses and mistakes to strengthen team
- Exhibit a can-do attitude for each task
- Be empathetic

**EMPOWERMENT – We create a culture that encourages people to exercise their judgment and initiative in pursuit of the organizational goals.**

- Demonstrate openness for new ideas or suggestions
- Use words of encouragement
- Give tools and training necessary to do the job well
- Demonstrate willingness to allow employees to make day-to-day decisions and take risks
- Be calm, open and accepting when dealing with mistakes

**Therefore, by our signature, we are each committing ourselves to a mission-driven, value-centered, customer-focused, and employee-appreciated culture of superior service. – Employees of MQA**

# STRUCTURE *of* MQA

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

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

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

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

1. Go to **www.myflorida.com**.
2. Choose Governor's Web Site
3. Click on "The Crist Team"
4. Click on "Gubernatorial Appointments"
5. Click on "Board and Commission Vacancies"
6. Click on "Gubernatorial Appointments Questionnaire"

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

## DIRECTOR DIVISION OF MEDICAL QUALITY ASSURANCE (MQA)

BUREAU OF HEALTH CARE  
PRACTITIONER REGULATION  
(HCPR)

BUREAU OF MANAGEMENT  
SERVICES (BMS)

BUREAU OF ENFORCEMENT

BUREAU OF OPERATIONS  
(BOO)

STRATEGIC PLANNING  
SERVICES UNIT (SPS)



# STRATEGIC PLAN

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

Section 456.005, F.S., requires the Division of Medical Quality Assurance (MQA) to develop and implement a strategic plan. This plan serves as a five year road map for accomplishing our mission. It is an active plan, and must be revised and modified to remain current with trends in health care services and regulation. Gathering input and feedback from MQA employees, board/council members, and the division's many stakeholders is essential, as is familiarizing them with the plan and involving them in accomplishing plan goals.

## SEVERAL KEY PRINCIPLES GUIDE MQA IN CREATING THE STRATEGIC PLAN:

- Goals are aligned with the Department of Health's strategic priorities; each goal has objectives with performance measures to ensure MQA is meeting that goal.
- Goals reflect the division's three key processes of licensure, enforcement and information.
- The plan solicits and incorporates input from employees, board/council members, and various stakeholders on a periodic basis.
- The plan has specific objectives and key performance indicators to measure success.
- The plan requires the participation of all MQA employees and board/council members to achieve success.

## OBJECTIVE: PUBLIC HEALTH WELLNESS, ACCESS, PREVENTION & PROTECTION

### GOAL

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

#### STRATEGIES

- Provide an efficient licensure process that meets statutory requirements
- Expand online services
- Develop a board performance evaluation for all boards

#### KEY MEASURES

- Average # of days to issue an initial license: **BASELINE** 68.84      **ACTUAL** 54.47
- % of licensees renewing online:      **BASELINE** 49.2      **ACTUAL** 88.4

### GOAL

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

#### STRATEGIES

- Provide an efficient enforcement process that meets statutory requirements
- Reduce the length of time to issue emergency actions from the date of the event to the date the order is issued
- Reduce by 10% the number of cases in post probable cause status and increase by 10% the number of cases presented to the board for final resolution
- Develop effective process for managing CE requirements
- Regulate aggressively in response to the public health threat posed by pain clinics, over-prescribing of controlled drugs, and health care fraud

#### KEY MEASURES

- Average # of days from date of legal sufficiency to final order: **BASELINE** 430.1      **ACTUAL** 430.1\*
- % of ULA cases referred for criminal prosecution: **BASELINE** 1.5      **ACTUAL** 55.31
- Average # of days to resolve ULA cases: **BASELINE** 367.5      **ACTUAL** 367.5\*
- Average # of days to take emergency action on priority 1 investigations: **BASELINE** 103      **ACTUAL** 135.7

\*Baseline year, as first time data was collected

## GOAL

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

### STRATEGIES

- Establish at least 2 benchmarks and corresponding correlation and regression analysis for key performance indicators for our key processes
- Increase public knowledge of MQA's mission and responsibilities

### KEY MEASURES

- |  |                      |                     |
|--|----------------------|---------------------|
| • Average # of days to fulfill a public record request for license application file: | <b>BASELINE</b> 19.7 | <b>ACTUAL</b> 7     |
| • % of new licensees satisfied with the services received from the division:         | <b>BASELINE</b> 88.6 | <b>ACTUAL</b> 93.05 |
| • % of customers satisfied with web:   | <b>BASELINE</b> 45   | <b>ACTUAL</b> 44.53 |
| • % of external customers satisfied with services provided by MQA:                   | <b>BASELINE</b> 93   | <b>ACTUAL</b> 81.88 |

## OBJECTIVE: ORGANIZATIONAL DEVELOPMENT

## GOAL

**MOTIVATE THE WORKFORCE TO ACHIEVE EXCELLENCE**

### STRATEGIES

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

### KEY MEASURES:

- |                                   |                       |                     |
|-----------------------------------|-----------------------|---------------------|
| • % of employee satisfaction:     | <b>BASELINE</b> 54    | <b>ACTUAL</b> 89.88 |
| • % of employee turnover:         | <b>BASELINE</b> 17    | <b>ACTUAL</b> 16.49 |
| • Average # of licensees per FTE: | <b>BASELINE</b> 1,316 | <b>ACTUAL</b> 1,566 |

## GOAL

**MINIMIZE LICENSURE FEES THROUGH COST-EFFECTIVE OPERATIONS**

### STRATEGIES

- Ensure all regulated professions have a positive cash balance
- Develop a cash management plan

### KEY MEASURE:

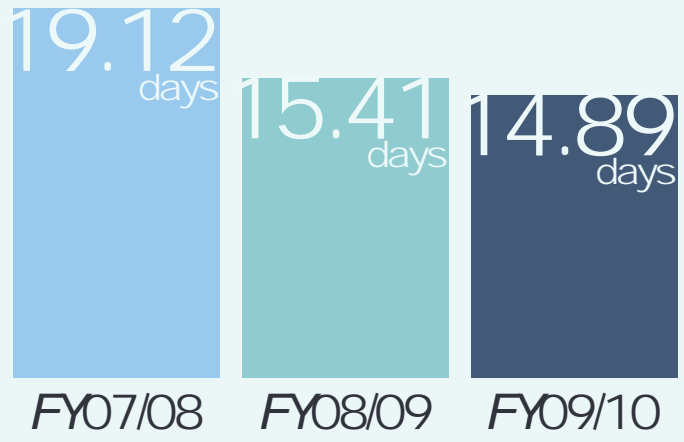
- |                              |                      |                       |
|------------------------------|----------------------|-----------------------|
| • Average cost of a license: | <b>BASELINE</b> \$76 | <b>ACTUAL</b> \$67.80 |
|------------------------------|----------------------|-----------------------|

# LICENSURE RESULTS

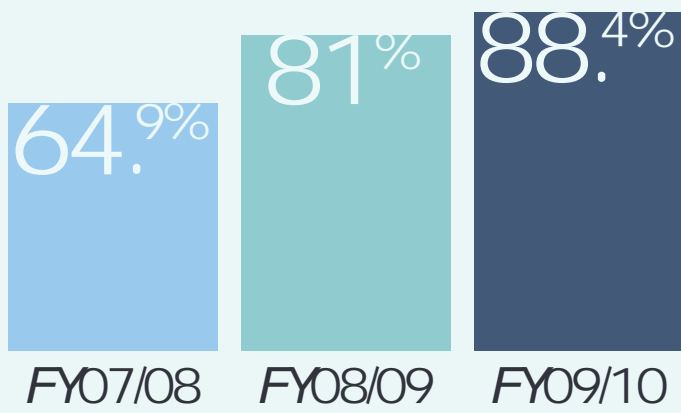
MQA, in conjunction with 22 boards and six councils, licenses 37 types of facilities/establishments and more than 40 health care professions. Licensure activities include preparing and administering licensure examinations; issuing and renewing licenses; tracking licensure conditions; monitoring compliance with continuing education requirements; and evaluating and approving training programs and continuing education for providers.

## AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL APPLICATION

A pilot project for scanning initial applications and supporting documents received by mail provides easy retrieval by application processors for analysis for licensure. While this process is expected to be deployed to all professions by the end of 2011, it has already resulted in a 22% decrease in processing times compared to FY 07-08.

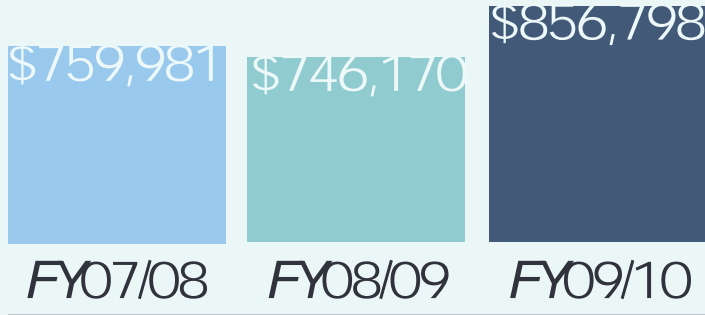


## PERCENTAGE OF ONLINE RENEWALS



In FY 07-08, MQA implemented the post card renewal notice in lieu of a paper renewal process to encourage licensees to use the online renewal system. Later that same year, MQA implemented an online renewal process for delinquent licensees. These efforts have resulted in nearly 9 in 10 licensees with the online renewal option renewing online in FY09-10.

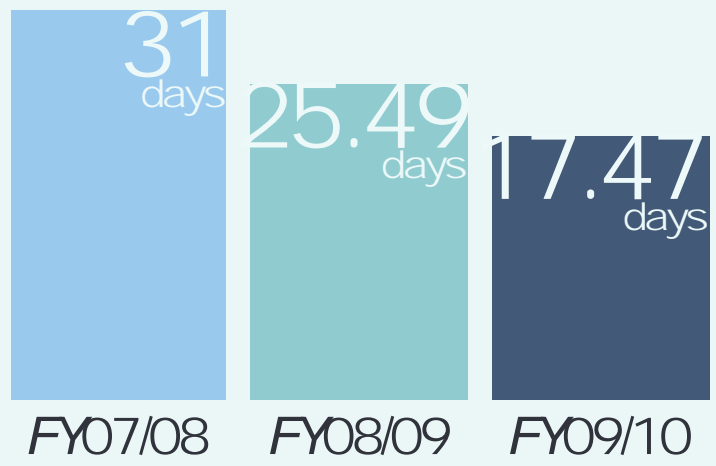
## ONLINE RENEWAL COST SAVINGS



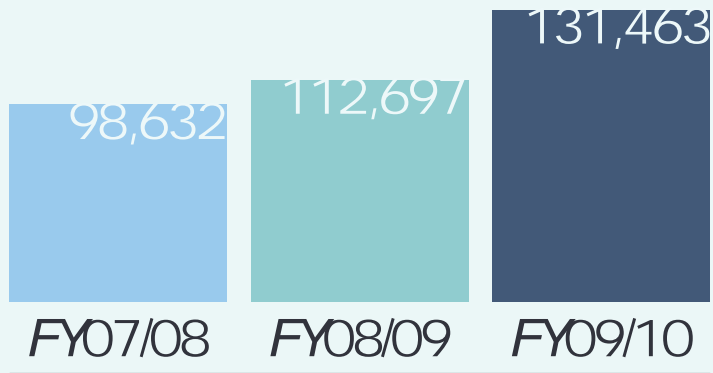
In addition to speeding up the renewal process, online renewal resulted in a dramatic cost savings of more than \$856,000 in FY 09-10, and a combined \$2.4 million for the last three fiscal years. The average cost of processing renewals through the online system is \$.13 per transaction, compared to the average cost of \$2.99 to process paper renewals for an on-time renewal with a renewal form and \$5.99 for a delinquent manual renewal.

## AVERAGE # OF DAYS TO ISSUE A NURSING LICENSE

Online applications have been developed for 19 professions. All professions will have online applications by December 31, 2011. The first profession to have online applications was nursing in July 2008. The success of the online applications is evident by the 44% decrease in the average number of days to issue a nursing license compared to FY 07-08.

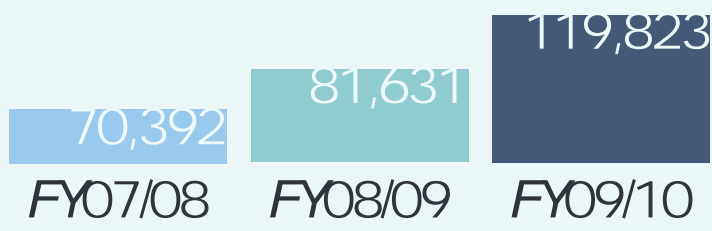


### APPLICATIONS RECEIVED



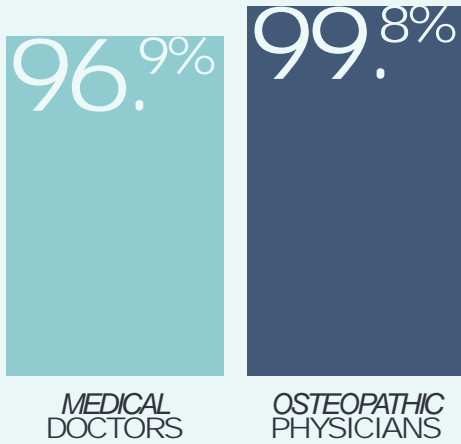
In FY 09-10, MQA received 131,463 licensure applications. This was an increase of nearly 17% over the number received in FY 08-09 and 33% more than just two years earlier (FY 07-08).

### INITIAL LICENSES ISSUED



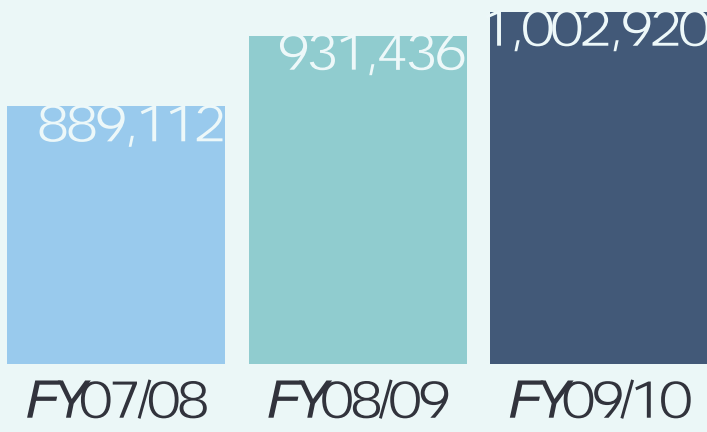
In FY 09-10, MQA issued 38,192 more initial licenses than in FY 08-09. This 47% increase is mostly attributed to the first-time licensure of pharmacy technicians.

## PHYSICIAN WORKFORCE SURVEYS



MQA developed and implemented a Physician Workforce Survey to assist in analysis for ensuring an adequate and appropriate supply of physicians for Florida's future health care needs. For the FY 09-10 renewal period, a combined 98% of the medical doctors and osteopathic physicians licensed in Florida completed the survey.

## NUMBER OF LICENSEES



In FY 09-10, the number of licensees, including establishments, regulated by MQA exceeded 1 million. This was a nearly 8% increase over FY 08-09 and 13% more than in FY 07-08.



# ENFORCEMENT RESULTS

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

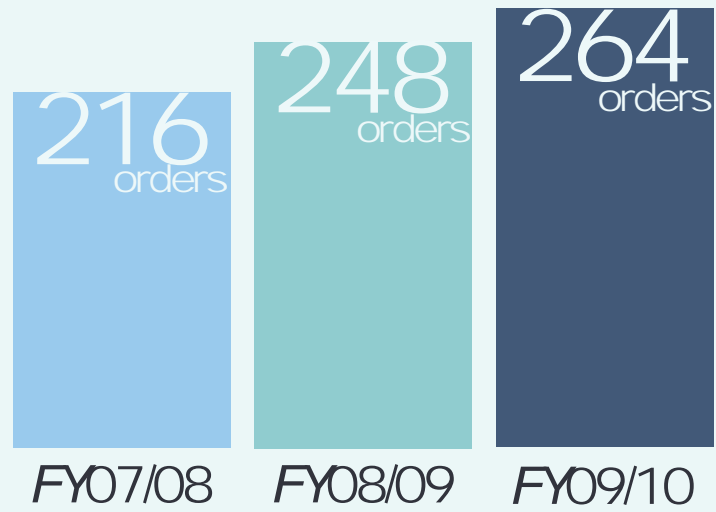
## PERCENTAGE OF CASES WITH A FINDING OF PROBABLE CAUSE

MQA's focus on resolving cases earlier in the enforcement process allowed field investigators to spend more time on priority cases. Due to this focus, nearly 30% of the cases presented to the probable cause panels resulted in a finding of probable cause, compared to only 21.5% in FY 08-09.



## INCREASE IN EMERGENCY ORDERS

During FY 09-10, the division saw a 15% increase in the number of emergency orders issued. Through these actions, the State Surgeon General is able to restrict or suspend the practice of a health professional considered an immediate danger to the public.



## ULA ARRESTS BY PROFESSION

In FY 09-10, arrests were made relating to the unlicensed practice of 17 different professions. More than half of these (60%) were related to the unlicensed practice of massage therapy.

PROFESSIONS	TOTAL	% OF TOTAL ARRESTS
Massage Therapy	77	60%
Medicine	10	8%
Dentistry	9	7.5%
Massage Establishments	8	6%
Physical Therapy	6	5%
Midwifery	3	2%
Nursing RN / ARNP	3	2%
Pharmacists	3	2%
Other	9	7.5%
<b>TOTAL</b>	<b>128</b>	<b>100%</b>

## PAIN MANAGEMENT CLINICS

MQA is addressing the crisis of inappropriate prescribing in pain clinics one of its highest priorities. This effort is exemplified in the pain management-related cases and emergency actions taken in FY 09-10.

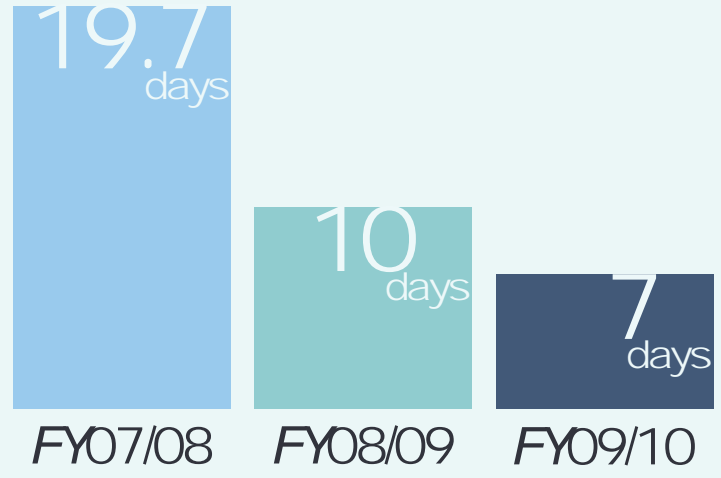
CASES/EMERGENCY ACTIONS RELATED TO/AGAINST	NUMBER
Pain Management-Related Complaints	281
Pain Management Clinics - Emergency Actions	8
Pain Management Clinic-Related Practitioners - Emergency Actions	16

# INFORMATION RESULTS

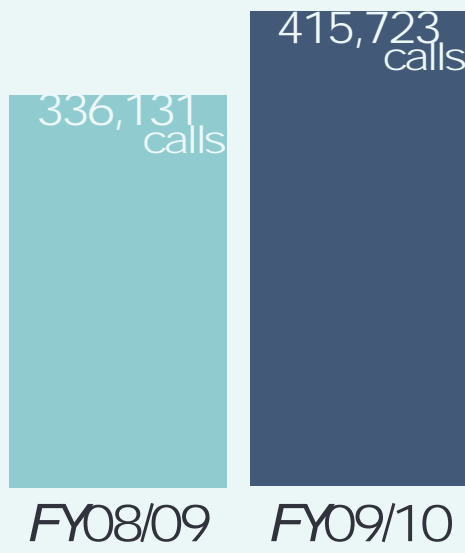
To help people make more informed choices about their health care practitioners, MQA provides easy access to licensure and disciplinary information and strives to ensure that data is accurate, timely, consistent, and reliable. Visit [www.FLHealthSource.com](http://www.FLHealthSource.com) to find current licensure information for all licensed health care practitioners and more extensive profile information for allopathic, osteopathic, chiropractic, and podiatric physicians, as well as advanced registered nurse practitioners. As part of Governor Crist's Open Government Bill of Rights, MQA has established an Open Government Liaison to coordinate filling public record requests for the division.

## AVERAGE DAYS TO FULFILL PUBLIC RECORD REQUEST

MQA receives an average of 11,000 public record requests per year. Improvements were implemented to track, monitor and respond to requests for public records, resulting in significant improvement in time to complete these requests. During FY 09-10, it took the division an average of 7 days to respond to a public record request -- 30% faster than in FY 08-09 and 64% faster than in FY 07-08.

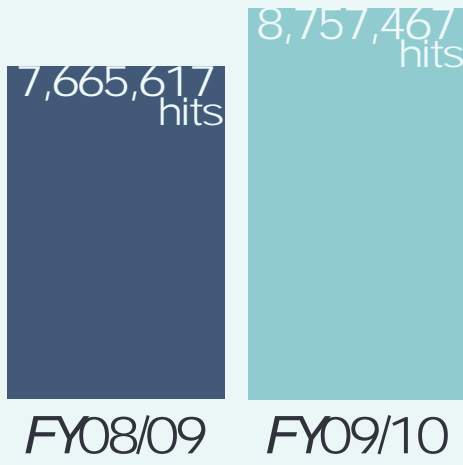


## CALL VOLUME



MQA's call center handled 415,723 calls during FY 09-10. This represented a 24% increase from FY 08-09, an average of 34,643 calls each month.

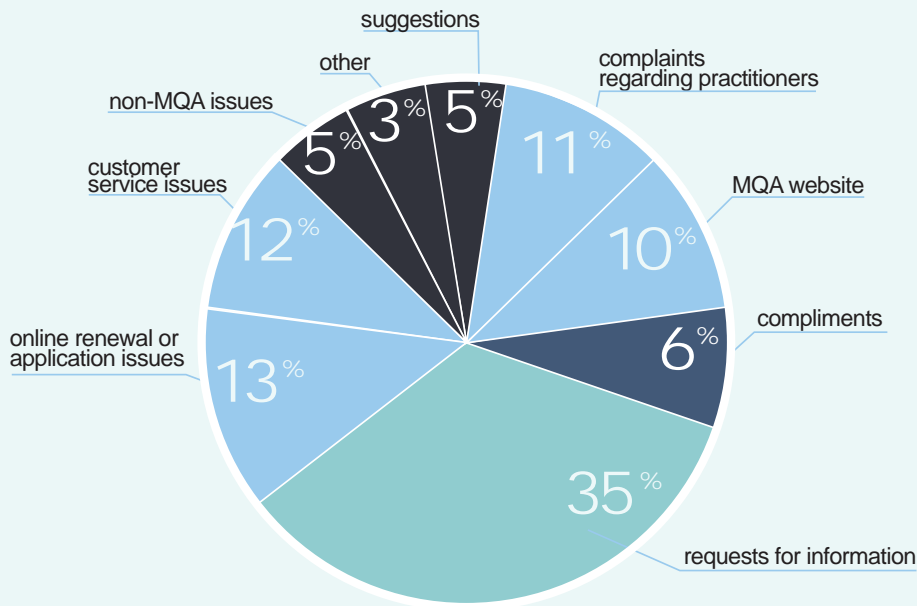
## HITS TO BOARD AND COUNCIL WEBSITES



MQA's Board and Council websites serve an important function for consumers, applicants and licensees alike. The sites include profession updates, renewal information, laws and rules, contact information, and links to reports, profiles, and final orders and emergency actions. The 8.7 million hits to the site in FY 09-10 was a 14% increase over the previous fiscal year.

## MQA CUSTOMER SERVICE SYSTEM

As part of its customer focus, MQA utilizes its Online Customer Service System. Established in FY 08-09 to better define customer requirements and identify improvement opportunities, the system allows customers to submit concerns, suggestions or compliments online.



Of the 511 responses received during FY 09-10, the largest percentage (35%) were requests for information.



# INFORMATION TABLES

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TABLE 1 | SUMMARY OF LICENSED PRACTITIONERS

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	MILITARY ACTIVE	RETIRED	TOTAL
Acupuncturist	1,706	26	129	162	42	54	1	25	2,145
Anesthesiologist Assistant	39	0	0	13	0	1	0	0	53
Athletic Trainer	1,507	20	221	121	14	61	6	6	1,956
Audiology - Audiologist Assistant	44	0	11	0	0	0	0	1	56
Audiology - Audiologist	847	9	49	82	2	29	3	13	1,034
Audiology - Provisional Audiologist	21	0	0	1	0	0	0	0	22
Certified Master Social Worker	4	0	1	0	0	0	0	0	5
Chiropractic - Certified Chiropractic Physician's Assistant	149	7	67	1	1	3	0	0	228
Chiropractic - Chiropractic Faculty Certificate	6	0	0	2	0	0	0	0	8
Chiropractic - Chiropractic Physician	4,411	69	147	596	266	156	8	143	5,796
Chiropractic - Registered Chiropractic Assistant	1,791	0	0	3	0	0	0	0	1,794
Clinical Laboratory - Clinical Laboratory Personnel	13,239	346	956	1,209	242	375	32	153	16,552
Clinical Laboratory - Clinical Laboratory Trainee	576	0	0	13	0	0	0	0	589
Clinical Laboratory - Clinical Laboratory Training Program	42	0	4	9	0	0	0	0	55
Clinical Social Work - Clinical Social Worker	6,534	113	241	578	147	151	17	99	7,880
Clinical Social Work - Clinical Social Worker Intern	2,444	0	308	49	0	12	4	0	2,817
Clinical Social Work - Provisional Clinical Social Worker	40	0	0	4	0	0	0	0	44
DDC - Certified Designated Representative	420	0	0	584	0	0	0	0	1,004
Dental - Dental Hygienist	10,278	66	384	1,621	131	254	67	250	13,051
Dental - Dental Radiographer	23,418	0	0	178	0	0	0	0	23,596
Dental - Dental Residency Permit	239	0	0	0	0	0	0	0	239
Dental - Dental Teaching Permits	285	0	0	0	0	0	0	0	285
Dental - Dentist	9,827	32	162	1,766	86	284	105	498	12,760
Dental - Health Access Dental	13	0	0	3	0	0	0	0	16
Dietetics & Nutrition - Dietitian/Nutritionist	3,184	14	229	166	5	68	8	30	3,704
Dietetics & Nutrition - Nutrition Counselors	150	9	20	17	0	3	0	4	203
Electrologist	880	13	287	22	2	6	1	22	1,233
EMS - Emergency Insect Sting Treatment	63	0	0	1	0	0	0	0	64
EMS - Emergency Medical Technician	35,828	193	0	522	20	0	120	0	36,683
EMS - Paramedic	24,103	107	0	663	27	0	51	0	24,951
Hearing Aid - Hearing Aid Specialist	796	9	65	32	4	12	0	19	937
Hearing Aid - Hearing Aid Specialist Trainee (AST)	115	0	0	0	0	0	0	0	115
Marriage & Family Therapy - Marriage and Family Therapist	1,391	47	63	108	33	34	0	33	1,709
Marriage & Family Therapy - Provisional Marriage and Family Therapist	11	0	0	3	0	0	0	0	14
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	594	0	112	13	0	5	0	0	724
Massage Therapist	26,127	394	4,661	1,826	163	854	86	413	34,524
Medical Physics - Diagnostic Radiological Physicist	48	0	2	32	0	6	0	1	89
Medical Physics - Medical Health Physicist	28	3	1	12	1	0	0	2	47
Medical Physics - Medical Nuclear Radio Physicist	35	0	1	24	0	1	0	1	62
Medical Physics - Medical Physicist in Training	70	0	0	5	0	0	0	0	75
Medical Physics - Therapeutic Radiological Physicist	197	0	8	64	1	6	0	0	276
Medicine - House Physician	276	0	0	0	0	0	0	0	276
Medicine - Limited License Medical Doctor	168	12	18	10	1	1	0	16	226
Medicine - Medical Doctor	42,845	158	651	13,454	715	1,616	141	1,363	60,943
Medicine - Medical Doctor Area Critical Need	162	1	6	17	2	1	0	4	193
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	3	0	0	0	0	0	0	1	4
Medicine - Medical Doctor Medical Faculty Certificate	31	0	0	10	0	0	0	0	41



TABLE 1 | SUMMARY OF LICENSED PRACTITIONERS (continued)

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	MILITARY ACTIVE	RETIRED	TOTAL
Medicine - Medical Doctor Public Health Certificate	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor Public Psychiatry Certificate	1	0	0	0	0	0	0	1	2
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0	0	0	0
Medicine - Physician Assistant	4,669	19	164	470	37	149	44	47	5,599
Medicine - Resident Registration	2,854	0	0	883	0	0	0	0	3,737
Mental Health Counseling - Mental Health Counselor	7,212	151	220	470	147	89	5	116	8,410
Mental Health Counseling - Provisional Mental Health Counselor	69	0	0	8	0	0	0	0	77
Mental Health Counseling - Registered Mental Health Counselor Intern	2,652	0	407	42	0	24	2	0	3,127
Midwife	115	4	12	11	1	5	0	9	157
Naturopathic Physician	4	0	1	0	0	0	0	0	5
Nursing - Advanced Registered Nurse Practitioner(ARNP)	12,714	33	301	2,182	33	356	40	150	15,809
Nursing - Advanced Registered Nurse Practitioner/ Certified Nurse Specialists (ARNP/CNS)	15	0	0	1	0	0	0	0	16
Nursing - Approved Nursing Program LPN	105	0	0	0	0	0	0	0	105
Nursing - Approved Nursing Program RN	100	0	0	1	0	0	0	0	101
Nursing - Certified Nursing Assistant (CNA)	149,460	0	19,852	2,541	0	1,092	61	1	173,007
Nursing - Clinical Nurse Specialists (CNS)	59	0	0	8	0	0	1	0	68
Nursing - Licensed Practical Nurse	60,484	357	6,531	4,321	165	1,642	154	726	74,380
Nursing - Registered Nurse(RN)	186,299	1,323	8,909	31,206	1,512	9,317	819	2,796	242,181
Nursing Home - Nursing Home Administrator	1,371	42	94	186	17	44	6	62	1,822
Nursing Home - Nursing Home Administrator Provisional	18	0	0	0	0	0	0	0	18
Occupational Therapy - Occupational Therapist	6,042	33	264	794	69	226	21	24	7,473
Occupational Therapy - Occupational Therapy Assistant	2,077	13	84	293	13	69	2	13	2,564
Opticianry - Apprentice Optician	876	0	0	5	0	0	0	0	881
Opticianry - Optician	3,424	77	143	177	51	43	10	23	3,948
Optometry - Optometric Faculty Certificate	11	0	2	1	0	0	0	0	14
Optometry - Optometrist	2,329	2	16	577	73	73	20	38	3,128
Orthotics & Prosthetics - Orthotic Fitter	112	0	11	1	0	1	0	6	131
Orthotics & Prosthetics - Orthotic Fitter Assistant	84	1	41	0	0	1	0	1	128
Orthotics & Prosthetics - Orthotist	97	1	7	5	0	0	0	4	114
Orthotics & Prosthetics - Pedorthist	110	0	14	3	0	0	0	3	130
Orthotics & Prosthetics - Prosthetist	62	1	5	4	0	0	0	5	77
Orthotics & Prosthetics - Prosthetist-Orthotist	163	0	4	10	0	2	0	10	189
Orthotics & Prosthetics - Residents	54	0	0	1	0	0	0	0	55
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	6	0	0	0	0	0	0	0	6
Osteopathic - Osteopathic Physician	3,989	15	78	1,054	196	234	46	126	5,738
Osteopathic - Osteopathic Training Registration	454	0	0	243	0	0	0	0	697
Pharmacy - Consultant Pharmacist	2,430	61	231	128	17	30	5	22	2,924
Pharmacy - Nuclear Pharmacist	149	4	12	41	9	7	1	1	224
Pharmacy - Pharmacist	18,725	87	314	6,997	283	699	88	372	27,565
Pharmacy - Pharmacist Intern	5,308	0	0	3,218	0	0	0	0	8,526
Pharmacy - Pharmacy Technicians	31,720	0	0	190	0	0	0	0	31,910
Physical Therapy - Physical Therapist Assistant	5,273	65	152	366	83	111	19	27	6,096
Physical Therapy - Physical Therapist	10,672	102	327	1,451	436	486	56	103	13,633
Podiatry - Certified Podiatric X-Ray Assistant	420	2	200	1	0	1	0	2	626
Podiatry - Podiatric Physician	1,246	14	29	330	54	52	5	60	1,790
Podiatry - Podiatric Residents	90	0	0	16	0	0	0	0	106
Psychology - Limited License Psychologist	3	0	0	0	0	0	0	2	5

TABLE 1 | SUMMARY OF LICENSED PRACTITIONERS (*continued*)

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	MILITARY ACTIVE	RETIRED	TOTAL
Psychology - Provisional Psychologist	9	0	0	0	0	0	0	0	9
Psychology - Psychologist	3,745	13	99	448	29	48	18	174	4,574
Radiologic Technology - Radiologist Assistant	15	0	1	1	0	0	0	0	17
Radiologic Technology - Radiologic Technologist	23,440	141	10,883	1,656	62	3,807	18	0	40,007
Respiratory Therapy - Certified Respiratory Therapist	3,754	74	559	264	27	151	9	22	4,860
Respiratory Therapy - Registered Respiratory Therapist	6,088	109	305	499	52	228	12	27	7,320
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	57	1	11	1	0	1	0	3	74
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	22	0	6	1	0	0	0	0	29
Respiratory Therapy - Respiratory Care Registered Student Exemption	0	0	0	0	0	0	0	0	0
School Psychologist	632	12	40	16	6	6	0	26	738
Speech-Language Pathology - Provisional Speech-Language Pathologist	332	0	0	30	0	0	0	0	362
Speech-Language Pathology - Speech-Language Pathologist	6,227	42	372	385	21	110	17	48	7,222
Speech-Language Pathology - Speech-Language Pathology Assistant	497	3	167	4	2	4	0	1	678
<b>TOTAL</b>	<b>783,932</b>	<b>4,450</b>	<b>59,672</b>	<b>85,537</b>	<b>5,300</b>	<b>23,101</b>	<b>2,129</b>	<b>8,148</b>	<b>972,269</b>

**NOTES:**

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

<sup>1</sup>Temporary Plastic Surgery Certificate as specified in F.S. 458.3137

<sup>2</sup>Special 180-day Limited Teaching Certificate as specified in F.S. 458.3145

<sup>3</sup>Out-of-state active resident registration typically includes medical residents from out of state performing rotations in Florida residency programs.

**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 his/her profession in the state of Florida, because he/she failed to renew his/her 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 his/her profession in the state of Florida, because he/she failed to renew his/her 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 his/her licensure data.

TABLE 2 | SUMMARY OF LICENSED FACILITIES &amp; ESTABLISHMENTS

ESTABLISHMENT	ACTIVE	DELINQUENT	TOTAL
Dental Laboratory	1,034	169	1,203
Electrolysis Facility	240	103	343
Massage Establishment	8,966	8	8,974
Office Surgery Registration	371	0	371
Optometry Branch Office	724	1	725
Optical Establishment Permit	1,228	0	1,228
Pain Management Clinic	921	0	921
Pharmacy	8,215	0	8,215
DDC - Cosmetic Manufacturer	117	1	118
DDC - Device Manufacturer	162	2	164
DDC - Product Registration Permit	309	4	313
DDC - Diethyl Ether	8	0	8
DDC - Prescription Drug Manufacturer	108	1	109
DDC - Over The Counter Drug Manufacturer	102	3	105
DDC - Prescription Drug Wholesaler	128	0	128
DDC - Out-of-State Prescription Drug Wholesale Distributor	232	2	234
DDC - Retail Pharmacy Drug Wholesale Distributor	78	0	78
DDC - Veterinary Prescription Drug Retail Establishment	14	1	15
DDC - Non-resident Prescription Drug Manufacturer	787	14	801
DDC - Freight Forwarder	22	1	23
DDC - Prescription Drug Repackager	30	1	31
DDC - Prescription Drug Wholesale Distributor - Broker Only	4	0	4
DDC - Compressed Medical Gas Manufacturer	138	0	138
DDC - Compressed Medical Gas Wholesaler	365	4	369
DDC - Medical Oxygen Retail Establishment	824	12	836
DDC - Complimentary Drug Distributor	227	2	229
DDC - Veterinary Prescription Drug Wholesale Distributor	51	1	52
DDC - Limited Prescription Drug Veterinary Wholesale Distributor	3	0	3
DDC - Restricted Rx Drug Distributor-Health Care Entity	119	1	120
DDC - Restricted Rx Drug Distributor-Charitable Organization	26	0	26
DDC - Restricted Rx Drug Distributor-Reverse Distributor	5	1	6
DDC - Restricted Rx Drug Distributor-Destruction	8	0	8
DDC - Restricted Rx Drug Distributor-Government Program	81	0	81
DDC - Restricted Rx Drug Distributor-Institutional Research	0	0	0
DDC - Exemption - Research, Teaching, and Testing	974	0	974
DDC - Health Care Clinic Establishment Permit	3,650	0	3,650
DDC - Third Party Logistics Provider	48	0	48
<b>Total</b>	<b>30,319</b>	<b>332</b>	<b>30,651</b>

**DEFINITIONS:**

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

**DDC** – Drugs, Devices and Cosmetics

**Delinquent** – The licensed facility is not authorized to operate in the state of Florida, because it failed to renew its active license by the expiration date.

TABLE 3 | RECOGNIZED CONTINUING EDUCATION (CE) PROVIDERS

BOARD NAME	TOTAL PROVIDERS	BOARD APPROVED PROVIDERS	STATUTE/RULE APPROVED PROVIDERS	RECEIVED APPLICATIONS (NEW PROVIDER APPLICATIONS RECEIVED DURING THE 07/01/09-06/30/10 TIMEFRAME)	APPROVED APPLICATIONS (NEW PROVIDER APPLICATIONS APPROVED DURING THE 07/01/09-06/30/10 TIMEFRAME)	APPROVED APPLICATIONS (RECEIVED OUTSIDE 07/01/09-06/30/10 TIMEFRAME)	SUBMITTED COURSES (NEW COURSES SUBMITTED DURING THE 07/01/09-06/30/10 TIMEFRAME)
Acupuncture	120	104	16	41	39	0	389
Athletic Training	44	12	32	18	4	0	52
Chiropractic Medicine	19	5	14	4	2	0	571
Clinical Laboratory Personnel	172	166	6	9	3	0	3,687
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	639	552	87	79	64	18	6,397
Dentistry	278	151	127	56	51	1	1,636
Dental Laboratories	6	5	1	10	5	0	97
Dietetics and Nutrition	95	0	95	21	14	1	883
Electrolysis	30	16	14	9	5	1	69
Emergency Medical Services	299	27	272	20	21	5	249
Hearing Aid Specialists	21	4	17	4	2	0	72
Massage Therapy	551	343	208	116	108	14	1,134
Medical Physicists	6	1	5	1	2	1	34
Medicine <sup>1</sup>	62	0	62	33	6	1	211
Midwifery	7	2	5	2	2	1	17
Nursing	1,011	996	15	97	63	9	16,394
Nursing - Certified Nursing Assistants	275	275	0	46	48	2	4,512
Nursing Home Administrators	102	102	0	10	9	1	1,020
Occupational Therapy	188	160	28	21	18	3	1,411
Opticianry	19	19	0	1	2	1	643
Optometry	146	145	1	23	21	3	1,621
Orthotists and Prosthetists	11	1	10	2	2	0	22
Osteopathic Medicine	25	0	25	5	3	0	191
Pharmacy	136	88	48	16	19	7	2,208
Physical Therapy Practice	317	0	317	56	49	4	3,652
Physician Assistants <sup>2</sup>	29	0	29	6	4	1	93
Podiatric Medicine	13	2	11	4	3	0	45
Psychology	147	56	91	15	13	1	2,033
Respiratory Care	145	106	39	9	10	1	1,821
Speech-Language Pathology and Audiology	625	71	554	41	40	1	2,230
School Psychology	22	11	11	2	1	0	171
Speech-Language Pathology and Audiology	610	79	531	40	43	3	1,740
<b>TOTAL</b>	<b>5,560</b>	<b>3,710</b>	<b>1,850</b>	<b>777</b>	<b>633</b>	<b>77</b>	<b>53,565</b>

**NOTES:**

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

**DEFINITIONS:**

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

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

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

**Total Providers** – Board Approved Providers and Statute Rule Providers.

TABLE 4 | APPLICATIONS RECEIVED &amp; INITIAL LICENSES ISSUED

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
Acupuncturist	152	137
Anesthesiologist Assistant	24	18
Athletic Trainer	175	166
Audiology - Audiologist Assistant	15	16
Audiology - Audiologist	61	54
Audiology - Provisional Audiologist	16	16
Certified Master Social Worker	1	1
Chiropractic - Certified Chiropractic Physician's Assistant	19	14
Chiropractic - Chiropractic Faculty Certificate	5	4
Chiropractic - Chiropractic Physician	437	297
Chiropractic - Registered Chiropractic Assistant	1,119	968
Clinical Laboratory - Clinical Laboratory Personnel	693	573
Clinical Laboratory - Clinical Laboratory Trainee	601	498
Clinical Laboratory - Clinical Laboratory Training Program	6	4
Clinical Social Work - Clinical Social Worker	450	422
Clinical Social Work - Clinical Social Worker Intern	499	490
Clinical Social Work - Provisional Clinical Social Worker	32	33
DDC - Certified Designated Representative	477	108
DDC - Complimentary Drug Distributor	37	29
DDC - Compressed Medical Gas Wholesale Distributor	39	34
DDC - Cosmetic Manufacturer	17	15
DDC - Device Manufacturer	30	25
DDC - Diethyl Ether	0	2
DDC - Exemption - Research, Teaching, and Testing	144	141
DDC - Freight Forwarder	2	3
DDC - Health Care Clinic Establishment Permit	1,324	1,660
DDC - Limited Prescription Drug Veterinary Wholesale Distributor	1	1
DDC - Medical Oxygen Retail Establishment	64	48
DDC - Non-resident Prescription Drug Manufacturer	131	106
DDC - Out-of-State Prescription Drug Wholesale Distributor	62	43
DDC - Over The Counter Drug Manufacturer	13	15
DDC - Prescription Drug Manufacturer	18	19
DDC - Prescription Drug Repackager	5	9
DDC - Prescription Drug Wholesale Distributor	24	6
DDC - Prescription Drug Wholesale Distributor - Broker Only	2	1
DDC - Product Registration Permit	54	39
DDC - Restricted Rx Drug Distributor-Charitable Organization	0	0
DDC - Restricted Rx Drug Distributor-Destruction	3	2
DDC - Restricted Rx Drug Distributor-Government Program	59	54
DDC - Restricted Rx Drug Distributor-Health Care Entity	8	1
DDC - Restricted Rx Drug Distributor-Institutional Research	3	0
DDC - Restricted Rx Drug Distributor-Reverse Distributor	2	1
DDC - Retail Pharmacy Drug Wholesale Distributor	24	5
DDC - Third Party Logistics Provider	37	24
DDC - Veterinary Prescription Drug Retail Establishment	5	3
DDC - Veterinary Prescription Drug Wholesale Distributor	13	13
DDC - Compressed Medical Gas Manufacturer	16	17
Dental - Dental Hygienist	699	353
Dental - Dental Laboratory	81	86
Dental - Dental Radiographer	614	582
Dental - Dental Residency Permit	99	97

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

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
Dental - Dental Teaching Permits	8	8
Dental - Dentist	635	347
Dental - Health Access Dental	14	10
Dietetics & Nutrition - Dietitian/Nutritionist	233	212
Dietetics & Nutrition - Nutrition Counselors	0	0
Electrologist	298	254
Electrolysis Facility	46	42
EMS - Emergency Insect Sting Treatment	18	18
EMS - Emergency Medical Technician	7,724	4,753
EMS - Paramedic	3,031	2,051
Hearing Aid - Hearing Aid Specialist	225	44
Hearing Aid - Hearing Aid Specialist Trainee (AST)	120	121
Marriage & Family Therapy - Marriage and Family Therapist	106	94
Marriage & Family Therapy - Provisional Marriage and Family Therapist	9	8
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	139	123
Massage Establishment	2,651	1,823
Massage Therapist	3,598	3,086
Medical Physics - Diagnostic Radiological Physicist	5	3
Medical Physics - Medical Health Physicist	3	3
Medical Physics - Medical Nuclear Radio Physicist	0	0
Medical Physics - Medical Physicist in Training	28	27
Medical Physics - Therapeutic Radiological Physicist	26	22
Medicine - House Physician	50	37
Medicine - Limited License Medical Doctor	22	21
Medicine - Medical Doctor	2,853	2,634
Medicine - Medical Doctor Area Critical Need	45	37
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0
Medicine - Medical Doctor Medical Faculty Certificate	27	14
Medicine - Medical Doctor Public Health Certificate	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0
Medicine - Office Surgery Registration	52	46
Medicine - Physician Assistant	459	447
Medicine - Resident Registration	1,153	1,137
Mental Health Counseling - Mental Health Counselor	482	421
Mental Health Counseling - Provisional Mental Health Counselor	42	39
Mental Health Counseling - Registered Mental Health Counselor Intern	767	685
Midwife	21	9
Nursing - Advanced Registered Nurse Practitioner (ARNP)	1,449	1,423
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	6	6
Nursing - Approved Nursing Program LPN	23	106
Nursing - Approved Nursing Program RN	31	102
Nursing - Certified Nursing Assistant (CNA)	21,837	27,306
Nursing - Clinical Nurse Specialists (CNS)	19	0
Nursing - Licensed Practical Nurse	6,819	5,443
Nursing - Registered Nurse (RN)	18,762	15,490
Nursing Home - Nursing Home Administrator	136	77
Nursing Home - Nursing Home Administrator Provisional	1	0



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

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
Occupational Therapy - Occupational Therapist	519	532
Occupational Therapy - Occupational Therapy Assistant	353	328
Opticianry - Apprentice Optician	159	142
Opticianry - Optical Establishment Permit	157	157
Opticianry - Optician	335	115
Optometry - Optometric Faculty Certificate	5	4
Optometry - Optometrist	133	94
Optometry - Optometry Branch Office	127	112
Orthotics & Prosthetics - Orthotic Fitter	17	16
Orthotics & Prosthetics - Orthotic Fitter Assistant	10	15
Orthotics & Prosthetics - Orthotist	6	6
Orthotics & Prosthetics - Pedorthist	7	12
Orthotics & Prosthetics - Prosthetist	4	5
Orthotics & Prosthetics - Prosthetist-Orthotist	5	12
Orthotics & Prosthetics - Residents	27	24
Osteopathic - Osteopathic Faculty Certificate	0	0
Osteopathic - Osteopathic Limited License	1	2
Osteopathic - Osteopathic Physician	348	293
Osteopathic - Osteopathic Training Registration	336	327
Pain Management Clinic	1,031	904
Pharmacy - Consultant Pharmacist	179	179
Pharmacy - Nuclear Pharmacist	13	14
Pharmacy - Pharmacist	2,903	1,300
Pharmacy - Pharmacist Intern	1,450	1,405
Pharmacy - Pharmacy	535	565
Pharmacy - Pharmacy Technicians	32,601	31,932
Physical Therapy - Physical Therapist Assistant	873	439
Physical Therapy - Physical Therapist	1,291	809
Podiatry - Certified Podiatric X-Ray Assistant	131	118
Podiatry - Podiatric Physician	77	45
Podiatry - Podiatric Residents	25	37
Psychology - Limited License Psychologist	3	1
Psychology - Provisional Psychologist	4	3
Psychology - Psychologist	280	174
Radiologic Technology - Radiologic Technologist	3,121	2,003
Radiologic Technology - Radiologist Assistant	8	8
Respiratory Therapy - Certified Respiratory Therapist	373	357
Respiratory Therapy - Registered Respiratory Therapist	594	569
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0
School Psychologist	41	49
Speech-Language Pathology - Provisional Speech-Language Pathologist	328	301
Speech-Language Pathology - Speech-Language Pathologist	519	487
Speech-Language Pathology - Speech-Language Pathology Assistant	149	146
<b>TOTAL</b>	<b>131,463</b>	<b>119,823</b>

**DEFINITIONS:**

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

**Licenses Issued** - Licenses issued to those applicants whose credentials meet the minimum standards established by the Legislature for that profession.

TABLE 5 | EXAMINATIONS DEVELOPED &amp; ADMINISTERED BY MQA

PROFESSION	SCHEDULED	EXAMINED	FAILED	% FAILED	PASSED	% PASSED
Certified Designated Representative Laws & Rules (CBT)	187	182	72	39.56%	110	60.44%
Chiropractic Medicine						
Laws & Rules (CBT)	323	323	11	8.26%	312	96.59%
Dentistry						
Clinical	493	434	76	17.51%	358	82.49%
Diagnostic Skills Exam(CBT)	344	343	4	1.17%	339	98.83%
Laws & Rules (CBT)	399	399	16	4.01%	383	95.99%
Dental Hygiene						
Clinical	735	708	169	23.87%	539	76.13%
Laws & Rules (CBT)	538	537	55	10.24%	482	89.76%
Massage - Colonics (CBT)	12	12	0	0.00%	12	100.00%
Nursing Home Admin. Laws & Rules (CBT)	91	90	4	4.44%	86	95.56%
Opticianry						
Clinical	70	53	20	37.74%	33	62.26%
Dispensing Problems(CBT)	54	54	1	1.85%	53	98.15%
Lens Neutralization Clinical	59	59	16	27.12%	43	72.88%
Optometry						
Laws & Rules (CBT)	108	106	1	0.94%	105	99.06%
Clinical	116	113	21	18.58%	92	81.42%
Pharmacology & Ocular Disease Clinical (CBT)	118	115	12	10.43%	103	89.57%
Paramedic - Certification (CBT)	2,972	2,970	452	15.22%	2,518	84.78%
Psychology - Laws & Rules (CBT)	216	214	8	3.74%	206	96.26%
TOTALS						
Clinical Exams (non-CBT only)	1,414	1,308	286	21.87%	1,022	78.13%
Laws & Rules Exams	1,352	1,346	84	6.24%	1,262	93.76%
CBT Exams	3,500	3,494	469	13.42%	3,025	86.58%
<b>ALL EXAMS</b>	<b>6,266</b>	<b>6,148</b>	<b>839</b>	<b>13.65%</b>	<b>5,309</b>	<b>86.35%</b>

**NOTES:**

This table includes statistics for only those examinations developed by the Department.

**DEFINITIONS:**

**CBT** – Computer Based Testing

TABLE 6 | EMERGENCY ORDERS ISSUED AGAINST HEALTH CARE LICENSEES

PROFESSION	EMERGENCY RESTRICTION ORDERS	EMERGENCY SUSPENSION ORDERS	TOTAL EMERGENCY ORDERS
Certified Nursing Assistant	0	59	59
Chiropractic Medicine	0	5	5
Clinical Laboratory Personnel	0	1	1
Clinical Social Workers	0	1	1
Dentistry	0	1	1
Massage Therapy	0	8	8
Medicine	5	30	35
Mental Health Counseling	0	1	1
Nursing – ARNP	0	2	2
Nursing - LPN	1	30	31
Nursing – RN	0	92	92
Occupational Therapy	0	1	1
Opticianry	0	1	1
Osteopathic Medicine	0	9	9
Pharmacists	0	6	6
Physical Therapy	0	1	1
Physician Assistants	0	1	1
Podiatric Medicine	0	2	2
Psychology	0	1	1
Radiologic Technology	0	1	1
Respiratory Care	0	4	4
Speech-Language Path/Audio	0	1	1
<b>TOTAL</b>	<b>6</b>	<b>258</b>	<b>264</b>

**DEFINITIONS:**

**Emergency Restriction Order** – An order issued by the Florida Department of Health stating that a practitioner may only practice in the state of Florida under restrictions specified by the Department.

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

TABLE 7 | STOP SALE ORDERS

PROFESSION	EMERGENCY STOP SALE ORDERS
Drugs, Devices and Cosmetics	8
Medicine	2
Pharmacies	1
<b>TOTAL</b>	<b>11</b>

**DEFINITIONS:**

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

TABLE 8 | REPORTS RECEIVED, COMPLAINTS RECEIVED &amp; INVESTIGATIONS COMPLETED

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT <sup>1</sup>	INVESTIGATIONS COMPLETED <sup>2</sup>	INSPECTIONS COMPLETED
Acupuncture	0	23	7	8	0
Anesthesiology Assistants	0	1	1	0	0
Athletic Trainers	0	11	7	9	0
Certified Nursing Assistant	539	1,346	767	756	0
Certified Social Workers	0	0	0	0	0
Chiropractic Medicine	1	326	166	121	0
Clinical Laboratory Personnel	1	89	64	30	0
Clinical Social Workers	1	115	17	17	0
Dental Hygienists	0	40	25	12	0
Dental Laboratories	0	23	10	9	997
Dentistry	225	952	354	371	147
Dietetics & Nutrition	0	137	126	10	0
Drugs, Devices & Cosmetics	0	346	291	306	993
Electrolysis	0	40	27	115	0
Electrolysis Facilities	0	4	0	0	189
Emergency Medical Technician	2	223	99	74	0
Hearing Aid Specialists	0	151	35	28	0
Marriage & Family Therapists	0	26	14	9	0
Massage Establishments	0	209	145	97	9,485
Massage Therapy	0	462	342	181	0
Medical Physicists	0	63	55	13	0
Medicine	2,753	5,177	1,822	1,530	4,007
Mental Health Counseling	0	117	54	40	0
Midwifery	2	14	8	12	0
Naturopathic Medicine	0	0	0	0	0
Nursing – ARNP	74	258	94	106	724
Nursing - LPN	142	1,115	842	518	0
Nursing – RN	294	1,949	1,342	974	0
Nursing Home Administrators	127	38	16	16	0
Occupational Therapy	7	44	29	21	0
Optical Establishments	0	7	2	1	612
Opticianry	0	50	25	13	0
Optometry	2	54	33	24	17
Optometry Branch Offices	0	1	0	0	0
Orthotists & Prosthetists	0	106	77	10	0
Osteopathic Medicine	285	449	185	195	733
Pain Management Clinics	1	75	34	17	0
Paramedics	2	190	104	98	0
Pharmacies	2	498	249	254	7,165
Pharmacists	2	706	413	325	0
Pharmacy Technician	0	32	13	4	0
Physical Therapy	9	143	85	42	0
Physician Assistants	35	650	512	70	2
Podiatric Medicine	74	72	35	42	95
Psychology	2	104	27	30	0
Radiologic Technology	4	120	77	73	0
Respiratory Care	2	304	252	49	0
School Psychology	0	3	1	1	0
Speech-Language Path/Audio	0	128	90	17	0
<b>TOTAL</b>	<b>4,588</b>	<b>16,991</b>	<b>8,973</b>	<b>6,648</b>	<b>25,166</b>
<b>REFERRED NON-JURISDICTIONAL</b>	<b>120</b>	<b>1,019</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTAL</b>	<b>4,708</b>	<b>18,010</b>	<b>8,976</b>	<b>6,648</b>	<b>25,166</b>

**NOTES:**

<sup>1</sup>Excludes 554 cases found not legally sufficient following commencement of investigation.

<sup>2</sup>Includes 6 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 DOH has no statutory authority and are referred to the agency with the statutory authority.

**Statutory Reports** – Reports required by statute to be submitted to the Florida Department of Health.

TABLE 9 | PROBABLE CAUSE ACTIONS

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Acupuncture	14	1	1
Anesthesiology Assistants	0	0	0
Athletic Trainers	4	7	7
Certified Nursing Assistant	599	450	422
Certified Social Workers	0	0	0
Chiropractic Medicine	71	62	62
Clinical Laboratory Personnel	4	16	15
Clinical Social Workers	10	8	7
Dental Hygienists	9	2	2
Dental Laboratories	8	4	1
Dentistry	364	105	96
Dietetics & Nutrition	1	2	0
Drugs, Devices & Cosmetics	108	0	20
Electrolysis	27	58	29
Electrolysis Facilities	0	0	0
Emergency Medical Technician	1	19	2
Hearing Aid Specialists	21	2	0
Marriage & Family Therapists	2	4	3
Massage Establishments	36	73	68
Massage Therapy	75	187	150
Medical Physicists	15	1	1
Medicine	1,566	258	230
Mental Health Counseling	15	22	21
Midwifery	3	3	3
Naturopathic Medicine	0	0	0
Nursing – ARNP	97	27	25
Nursing - LPN	322	317	295
Nursing – RN	477	542	512
Nursing Home Administrators	13	15	13
Occupational Therapy	7	11	11
Optical Establishments	1	0	0
Opticianry	5	9	8
Optometry	19	11	11
Optometry Branch Offices	1	0	0
Orthotists & Prosthetists	16	12	10
Osteopathic Medicine	161	81	80
Pain Management Clinics	0	8	0
Paramedics	8	35	6
Pharmacies	181	64	61
Pharmacists	195	89	76
Pharmacy Technician	1	0	0
Physical Therapy	25	19	16
Physician Assistants	47	17	15
Podiatric Medicine	49	24	17
Psychology	17	15	15
Radiologic Technology	5	36	22
Respiratory Care	14	32	31
School Psychology	0	0	0
Speech-Language Path/Audio	8	7	2
<b>TOTAL</b>	<b>4,622</b>	<b>2,655</b>	<b>2,366</b>
<b>REFERRED NON - JURISDICTIONAL</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTALS</b>	<b>4,622</b>	<b>2,655</b>	<b>2,366</b>

**DEFINITIONS:**

**Administrative Complaint** – A filed legal document that charges violation(s) of Florida statutes or rules against a licensee.

**Probable Cause Found** – A panel of a Board or the Florida Department of Health found sufficient evidence to bring formal charges against a licensee.

**Referred Non-Jurisdictional** – Complaints received over which DOH has no statutory authority and are referred to the agency with the statutory authority.

TABLE 10 | SUMMARY OF DISCIPLINARY CASES AGAINST HEALTH CARE LICENSEES

PROFESSION	REVOCATION	VOLUNTARY SURRENDER	SUSPENSION	PROBATION	LIMITATION / OBLIGATION	FINE	REPRIMAND	CITATION	DISMISSAL	*RESOLVED THROUGH FINAL ORDERS
Acupuncture	1	0	0	1	1	0	1	2	3	3
Anesthesiology Assistants	0	0	0	0	0	0	0	0	0	0
Athletic Trainers	0	1	3	0	0	3	3	1	1	4
Certified Nursing Assistant	68	36	204	40	155	201	321	7	33	439
Certified Social Workers	0	0	0	0	0	0	0	0	0	0
Chiropractic Medicine	2	6	8	10	26	33	3	29	8	54
Clinical Lab Personnel	1	3	2	0	2	2	5	48	1	8
Clinical Social Workers	1	4	1	0	2	2	2	5	1	8
Dental Hygienists	0	3	1	0	1	0	2	1	0	5
Dental Laboratories	0	1	1	0	0	1	0	2	0	2
Dentistry	2	17	6	4	55	54	21	9	11	75
Dietetics & Nutrition	0	0	0	0	0	0	0	74	0	0
Drugs, Devices & Cosmetics	14	4	0	0	0	18	0	0	0	62
Electrolysis	0	37	0	0	7	4	0	40	1	41
Electrolysis Facilities	0	0	0	0	0	0	0	0	0	0
Emergency Med. Tech.	4	1	2	0	0	6	0	0	9	7
Hearing Aid Specialists	0	0	0	2	1	4	2	5	2	5
Marriage & Family Therapists	0	0	1	0	1	1	0	4	2	2
Massage Establishments	10	10	3	1	12	31	26	13	6	44
Massage Therapy	14	18	27	3	39	100	85	80	10	134
Medical Physicists	0	1	0	0	2	2	2	41	1	3
Medicine	13	42	37	8	160	165	34	236	55	263
Mental Health Counseling	1	4	0	2	6	7	7	13	1	14
Midwifery	0	1	0	0	1	1	1	0	1	2
Naturopathic Medicine	0	0	0	0	0	0	0	0	0	0
Nursing – ARNP	1	6	11	5	18	21	22	4	3	37
Nursing - LPN	30	20	156	36	65	127	214	235	30	285
Nursing – RN	24	63	241	36	182	214	338	449	18	470
Nursing Home Administrators	0	2	0	0	11	10	6	41	0	12
Occupational Therapy	1	2	6	2	4	11	10	8	1	15
Optical Establishments	0	0	0	0	0	1	0	0	0	1
Opticianry	1	0	1	2	1	5	4	5	2	5
Optometry	0	0	2	0	7	9	1	8	9	12
Optometry Branch Offices	0	0	0	0	0	0	0	0	0	0
Orthotists & Prosthetists	1	13	3	0	2	4	0	25	1	17
Osteopathic Medicine	1	1	4	1	23	25	10	16	10	33
Pain Management Clinics	0	0	0	0	0	0	0	0	0	0
Paramedics	5	0	0	0	0	4	0	0	21	5
Pharmacies	22	10	0	2	3	8	1	5	1	40
Pharmacists	5	19	20	19	37	72	6	105	5	102
Pharmacy Technician	0	0	0	0	0	0	0	0	0	0
Physical Therapy	3	7	7	2	12	12	1	4	0	27
Physician Assistants	1	3	3	0	12	14	2	35	1	17
Podiatric Medicine	1	8	8	2	10	17	5	7	6	29
Psychology	1	3	1	2	2	5	3	0	2	9
Radiologic Technology	6	2	6	2	7	21	11	0	1	32
Respiratory Care	2	4	17	4	12	29	26	44	5	33
School Psychology	0	1	0	0	0	0	0	0	0	1
Speech-Language Path/ Audio	0	4	1	0	6	9	7	10	2	14
<b>TOTAL</b>	<b>236</b>	<b>357</b>	<b>783</b>	<b>186</b>	<b>885</b>	<b>1,253</b>	<b>1,182</b>	<b>1,611</b>	<b>264</b>	<b>2,371</b>
REFERRED NON-JURISDICTIONAL	0	0	0	0	0	0	0	0	0	0
<b>GRAND TOTAL</b>	<b>236</b>	<b>357</b>	<b>783</b>	<b>186</b>	<b>885</b>	<b>1,253</b>	<b>1,182</b>	<b>1,611</b>	<b>264</b>	<b>2,371</b>

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

TABLE 11 | MEDICAL MALPRACTICE CLAIMS

PROFESSIONS	CIVIL COURT CLAIMS RECEIVED	CLOSED CLAIMS RECEIVED	NICA CLAIMS RECEIVED	EMERGENCY "3 IN 5" INITIATED	EMERGENCY "3 IN 5" DISCIPLINES	CLOSED CLAIMS DISCIPLINED	CLOSED CLAIMS NON-DISCIPLINE
Acupuncture	0	0	0	0	0	0	0
Anesthesiology Assistants	0	0	0	0	0	0	0
Athletic Trainers	0	0	0	0	0	0	0
Certified Nursing Assistant	4	0	0	0	0	0	0
Certified Social Workers	0	0	0	0	0	0	0
Chiropractic Medicine	0	3	0	0	0	0	0
Clinical Laboratory Personnel	0	0	0	0	0	0	0
Clinical Social Workers	0	0	0	0	0	0	0
Dental Hygienists	0	0	0	0	0	0	0
Dental Laboratories	0	0	0	0	0	0	0
Dentistry	19	178	0	0	0	9	25
Dietetics & Nutrition	0	0	0	0	0	0	0
Drugs, Devices & Cosmetics	0	0	0	0	0	0	0
Electrolysis	0	0	0	0	0	0	0
Electrolysis Facilities	0	0	0	0	0	0	0
Emergency Medical Technician	0	0	0	0	0	0	0
Hearing Aid Specialists	0	0	0	0	0	0	0
Marriage & Family Therapists	0	0	0	0	0	0	0
Massage Establishments	0	0	0	0	0	0	0
Massage Therapy	0	1	0	0	0	0	0
Medical Physicists	0	0	0	0	0	0	0
Medicine	278	1,932	52	96	0	13	311
Mental Health Counseling	0	0	0	0	0	0	0
Midwifery	2	2	0	0	0	0	0
Naturopathic Medicine	0	0	0	0	0	0	0
Nursing – ARNP	27	35	7	0	0	0	3
Nursing - LPN	20	3	0	0	0	0	0
Nursing – RN	105	14	0	0	0	0	3
Nursing Home Administrators	127	0	0	0	0	0	0
Occupational Therapy	1	0	0	0	0	0	0
Optical Establishments	0	0	0	0	0	0	0
Opticianry	0	0	0	0	0	0	0
Optometry	0	1	0	0	0	0	0
Optometry Branch Offices	0	0	0	0	0	0	0
Orthotists & Prosthetists	0	0	0	0	0	0	0
Osteopathic Medicine	32	222	5	13	0	0	44
Pain Management Clinics	1	0	0	0	0	0	0
Paramedics	0	0	0	0	0	0	0
Pharmacies	2	0	0	0	0	0	1
Pharmacists	0	1	0	0	0	1	1
Pharmacy Technician	0	0	0	0	0	0	0
Physical Therapy	1	1	0	0	0	0	0
Physician Assistants	5	18	0	0	0	0	4
Podiatric Medicine	5	65	0	7	0	1	5
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 Path/Audio	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>629</b>	<b>2,478</b>	<b>64</b>	<b>116</b>	<b>0</b>	<b>24</b>	<b>397</b>
<b>REFERRED NON-JURISDICTIONAL</b>	<b>47</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTALS</b>	<b>676</b>	<b>2,490</b>	<b>64</b>	<b>116</b>	<b>0</b>	<b>24</b>	<b>397</b>

**DEFINITIONS: 3 in 5 Disciplines** – Disciplines as a result of investigations initiated 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 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.

**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.

**Referred Non-Jurisdictional** – Closed civil claims received over which DOH has no statutory authority and are referred to the agency with the statutory authority.

TABLE 12 | HOSPITAL ANNUAL REPORT CLAIMS

Hospitals/Facilities Reporting	
Hospitals/Facilities Reporting	1
Practitioners Reported	
Dentistry	0
Medicine	0
Nursing - ARNP	1
Nursing - RN	3
Osteopathic Medicine	0
Physical Therapy	0

**DEFINITIONS:**

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



TABLE 13 | UNLICENSED ACTIVITY

PROFESSIONS	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	INVESTIGATIONS COMPLETED	CEASE AND DESIST ISSUED	REFERRALS TO LAW ENFORCEMENT	ARRESTS	CONVICTIONS
Acupuncture	5	3	3	1	1	0	0
Anesthesiology Assistants	0	0	0	0	0	0	0
Athletic Trainers	0	0	0	0	0	0	0
Certified Nursing Assistant	15	11	11	4	8	1	0
Certified Social Workers	0	0	0	0	0	0	0
Chiropractic Medicine	30	20	6	8	4	0	0
Clinical Laboratory Personnel	9	7	6	2	3	0	0
Clinical Social Workers	11	4	4	1	2	0	0
Dental Hygienists	3	3	2	1	3	0	0
Dental Laboratories	8	9	8	3	4	1	0
Dentistry	57	54	60	13	27	9	0
Dietetics & Nutrition	21	14	18	10	13	0	0
Electrolysis	1	1	0	0	0	1	0
Electrolysis Facilities	4	4	3	0	1	1	0
Hearing Aid Specialists	13	11	4	0	3	1	0
Marriage & Family Therapists	5	4	3	1	1	0	0
Massage Establishments	208	156	137	76	70	8	0
Massage Therapy	208	161	198	33	50	77	3
Medical Physicists	0	0	0	0	0	0	0
Medicine	79	46	54	10	22	10	1
Mental Health Counseling	27	11	15	6	7	0	0
Midwifery	2	2	3	3	2	3	0
Naturopathic Medicine	1	1	2	1	1	0	0
Nursing - LPN	7	6	3	0	2	1	0
Nursing - RN / ARNP	19	13	11	3	7	3	0
Nursing Home Administrators	1	1	1	0	1	0	0
Occupational Therapy	5	4	0	0	2	0	0
Optical Establishments	13	14	9	8	7	0	0
Opticianry	9	8	9	3	2	0	0
Optometry	0	0	0	0	0	0	0
Optometry Branch Offices	0	0	0	0	0	0	0
Orthotists & Prosthetists	4	3	6	4	1	0	0
Osteopathic Medicine	5	4	3	0	0	0	0
Pain Management Clinics	34	26	5	1	4	0	0
Pharmacies	25	24	15	6	8	1	0
Pharmacists	13	9	6	0	3	3	2
Pharmacy Technician	4	3	0	0	0	0	0
Physical Therapy	14	11	11	2	6	6	0
Physician Assistants	3	2	0	0	0	0	0
Podiatric Medicine	2	2	2	1	1	0	0
Psychology	8	6	7	2	2	0	1
Respiratory Care	1	1	1	0	1	1	0
School Psychology	1	1	1	0	0	0	0
Speech-Language Path/Audio	2	1	1	1	2	0	0
<b>Total</b>	<b>877</b>	<b>661</b>	<b>628</b>	<b>204</b>	<b>271</b>	<b>127</b>	<b>7</b>
Referred Non-Jurisdictional	25	7	3	2	2	1	0
<b>GRAND TOTAL</b>	<b>902</b>	<b>668</b>	<b>631</b>	<b>206</b>	<b>273</b>	<b>128</b>	<b>7</b>

## DEFINITIONS:

**Referred Non-Jurisdictional** – Complaints received over which DOH has no statutory authority and are referred to the agency with the statutory authority.

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

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Acupuncture	\$724,722	\$686,461	\$302,173	\$1,109,010	\$23,886
Anesthesiologist Assistants	\$(68,040)	\$10,551	\$3,683	\$(61,172)	\$12
Athletic Trainers	\$212,552	\$53,206	\$125,489	\$140,269	\$25,010
Chiropractic	\$1,275,840	\$3,500,642	\$1,359,116	\$3,417,366	\$(12,445)
Clinical Lab Personnel	\$157,453	\$605,309	\$596,690	\$166,072	\$307,655
Certified Nursing Assistants	\$(3,256,778)	\$4,342,011	\$3,782,137	\$(2,696,904)	\$1,022,472
Certified Social Worker	\$(126,881)	\$310	\$(315)	\$(126,256)	\$(6,536)
CSW,MFT,MHC	\$2,741,186	\$598,931	\$1,571,932	\$1,768,185	\$388,946
Dentistry	\$325,948	\$4,673,802	\$3,017,906	\$1,981,844	\$(588,804)
Dental Hygienist	\$787,457	\$1,385,844	\$613,522	\$1,559,779	\$234,789
Dental Labs	\$310,258	\$213,742	\$114,333	\$409,667	\$(27,333)
Dietetics & Nutrition	\$312,489	\$131,232	\$208,073	\$235,648	\$(2,225)
Drugs, Devices & Cosmetics	\$(1,562,301)	\$658,246	\$608,973	\$(1,513,028)	\$(77)
Electrolysis	\$(379,576)	\$282,761	\$233,646	\$(330,461)	\$(92,781)
Emergency Med Tech	\$(3,333,475)	\$1,056,328	\$931,593	\$(3,208,740)	\$(16,775)
Hearing Aid Specialist	\$(372,658)	\$83,228	\$159,098	\$(448,528)	\$(67,289)
Massage Therapy	\$712,261	\$6,004,239	\$3,879,624	\$2,836,876	\$(778,203)
Medical Physicists	\$150,455	\$41,435	\$67,277	\$124,613	\$8,712
Medicine	\$8,144,163	\$16,087,193	\$15,835,943	\$8,395,413	\$(244,134)
Midwifery	\$(787,731)	\$82,554	\$67,683	\$(772,860)	\$(65,653)
Naturopathy	\$(300,570)	\$-	\$-	\$(300,570)	\$(36,652)
Nursing	\$1,278,014	\$18,178,837	\$14,904,592	\$4,552,259	\$6,310,745
Nursing Home Administrator	\$(146,932)	\$218,867	\$254,214	\$(182,279)	\$9,333
Occupational Therapy	\$568,862	\$213,651	\$386,354	\$396,159	\$189,848
Opticianry	\$1,227,813	\$192,015	\$489,842	\$929,986	\$(130,731)
Optometry	\$608,688	\$462,819	\$682,701	\$388,806	\$34,433
Orthotist & Prosthetist	\$(279,586)	\$434,842	\$222,846	\$(67,590)	\$(87,704)
Osteopathic Medicine	\$854,482	\$2,817,621	\$1,869,083	\$1,803,020	\$37,612
Paramedics	\$(502,124)	\$800,358	\$467,789	\$(169,555)	\$(1,731)
Pharmacy	\$1,657,818	\$9,772,423	\$5,697,144	\$5,733,097	\$246,255
Physical Therapy	\$937,468	\$1,744,372	\$1,102,685	\$1,579,155	\$210,018
Physician Assistant	\$181,063	\$1,512,552	\$976,414	\$717,201	\$95,735
Podiatry	\$17,150	\$764,048	\$469,642	\$311,556	\$6,628
Psychology	\$448,714	\$1,965,779	\$833,295	\$1,581,198	\$(4,016)
Radiological Technicians	\$(1,822,144)	\$802,425	\$795,486	\$(1,815,205)	\$(34,285)
Respiratory Therapy	\$836,039	\$273,488	\$655,407	\$454,120	\$248,251
School Psychology	\$160,956	\$182,551	\$61,550	\$281,957	\$13,278
Speech-Language & Audiology	\$1,571,055	\$1,261,462	\$545,401	\$2,287,116	\$145,300
<b>TOTAL</b>	<b>\$13,264,110</b>	<b>\$82,096,135</b>	<b>\$63,893,021</b>	<b>\$31,467,224</b>	<b>\$7,361,544</b>

TABLE 14B | REVENUE, EXPENDITURES &amp; CASH BALANCES FOR THE DRUGS, DEVICES &amp; COSMETICS TRUST FUND

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Drugs, Devices & Cosmetics	\$2,490,599	\$3,046,061	\$3,433,513	\$2,103,147	NA
<b>TOTAL</b>	<b>\$2,490,599</b>	<b>\$3,046,061</b>	<b>\$3,433,513</b>	<b>\$2,103,147</b>	<b>NA</b>

**NOTE:**

Neurological Injury Compensation Association (NICA) is excluded.

TABLE 15A | PROJECTED CASH BALANCES FOR THE MQA TRUST FUND

PROFESSION	PROJECTED CASH BALANCE 2010-2011	PROJECTED CASH BALANCE 2011-2012	PROJECTED CASH BALANCE 2012-2013	PROJECTED CASH BALANCE 2013-2014	PROJECTED CASH BALANCE 2014-2015	PROJECTED CASH BALANCE 2015-2016
Acupuncture	\$686,336	\$1,074,998	\$886,481	\$1,263,025	\$1,060,979	\$1,423,448
Anesthesiologist Asst	\$(23,546)	\$(12,955)	\$24,467	\$34,861	\$72,110	\$82,275
Athletic Trainers	\$228,399	\$163,321	\$295,746	\$225,769	\$353,695	\$278,030
Chiropractic	\$2,006,701	\$3,431,826	\$2,773,760	\$4,121,276	\$3,399,011	\$4,656,389
Clinical Lab	\$714,526	\$389,951	\$1,098,262	\$740,018	\$1,425,067	\$1,027,720
Cert Nurs Asst	\$(2,295,564)	\$(1,419,707)	\$(1,432,906)	\$(693,677)	\$(892,876)	\$(312,332)
Cert Social Worker	\$(125,496)	\$(126,080)	\$(125,328)	\$(125,949)	\$(125,204)	\$(125,868)
CSW,MFT,MHC	\$3,080,523	\$1,602,350	\$3,068,542	\$1,504,660	\$2,897,855	\$1,234,427
Dentistry	\$(415,483)	\$868,357	\$(1,711,590)	\$(558,535)	\$(3,294,374)	\$(2,293,219)
Dental Hygienist	\$770,648	\$1,467,133	\$941,516	\$1,609,615	\$1,051,913	\$1,687,044
Dental Labs	\$254,232	\$370,293	\$279,526	\$391,425	\$295,247	\$402,311
Dietetics & Nutrition	\$397,484	\$285,632	\$527,759	\$406,882	\$640,046	\$508,687
Drugs, Devices & Cos	\$(1,532,666)	\$(1,654,221)	\$(1,707,863)	\$(1,859,298)	\$(1,941,966)	\$(2,128,105)
Electrolysis	\$(401,918)	\$(346,661)	\$(429,921)	\$(382,923)	\$(476,258)	\$(438,854)
Emergency Med Tech	\$(3,552,514)	\$(4,055,835)	\$(4,459,653)	\$(5,014,890)	\$(5,469,965)	\$(6,085,500)
Hearing Aid Spec	\$(72,354)	\$(275,511)	\$90,595	\$(124,040)	\$233,471	\$5,504
Massage Therapy	\$974,289	\$2,692,553	\$1,116,103	\$2,729,136	\$995,537	\$2,486,350
Medical Physicists	\$131,990	\$121,074	\$152,091	\$139,373	\$167,439	\$152,628
Medicine	\$8,426,948	\$6,968,556	\$6,292,089	\$4,098,521	\$2,668,383	\$(379,046)
Midwifery	\$(806,222)	\$(785,142)	\$(821,300)	\$(802,642)	\$(841,187)	\$(825,342)
Naturopathy	\$(301,001)	\$(305,793)	\$(306,303)	\$(311,293)	\$(311,870)	\$(317,090)
Nursing	\$5,858,899	\$9,022,920	\$13,436,340	\$15,912,942	\$19,644,663	\$21,322,871
Nursing Home Admin	\$182,106	\$10,740	\$360,001	\$173,647	\$509,997	\$306,235
Occupational Therapy	\$692,335	\$333,692	\$637,888	\$256,785	\$542,116	\$134,928
Opticianry	\$1,142,132	\$785,946	\$940,049	\$561,306	\$693,977	\$289,035
Optometry	\$962,445	\$426,056	\$1,054,742	\$481,300	\$1,079,184	\$462,707
Ortho & Prosth	\$(182,357)	\$(22,513)	\$(150,104)	\$(1,827)	\$(140,365)	\$(5,522)
Osteopathic	\$555,128	\$1,348,837	\$26,058	\$747,690	\$(657,186)	\$(19,268)
Paramedics	\$(185,851)	\$(364,551)	\$(406,455)	\$(611,204)	\$(674,969)	\$(909,973)
Pharmacy	\$3,188,452	\$5,523,013	\$5,601,531	\$7,720,220	\$7,560,109	\$9,428,076
Physical Therapy	\$638,597	\$1,541,124	\$877,036	\$1,742,984	\$1,030,118	\$1,853,582
Physician Assistant	\$(100,911)	\$687,595	\$(72,163)	\$678,312	\$(128,341)	\$577,964
Podiatry	\$(93,063)	\$72,428	\$(360,285)	\$(216,930)	\$(673,626)	\$(555,979)
Psychology	\$628,691	\$1,606,924	\$1,002,318	\$1,943,061	\$1,300,921	\$2,198,122
Radiological Tech	\$(1,969,693)	\$(2,226,521)	\$(2,428,822)	\$(2,725,968)	\$(2,969,084)	\$(3,313,057)
Respiratory Therapy	\$1,109,698	\$551,712	\$1,328,201	\$737,028	\$1,482,056	\$852,338
School Psychology	\$174,929	\$277,466	\$235,417	\$336,101	\$291,420	\$389,950
Speech-Language	\$1,554,122	\$2,115,128	\$1,792,870	\$2,334,455	\$1,987,253	\$2,506,284
<b>TOTAL</b>	<b>\$22,300,969</b>	<b>\$32,144,136</b>	<b>\$30,426,697</b>	<b>\$37,461,218</b>	<b>\$32,785,293</b>	<b>\$36,557,749</b>

TABLE 15B | PROJECTED CASH BALANCES FOR THE DRUGS, DEVICES &amp; COSMETICS TRUST FUND

PROFESSION	PROJECTED CASH BALANCE 2010-2011	PROJECTED CASH BALANCE 2011-2012	PROJECTED CASH BALANCE 2012-2013	PROJECTED CASH BALANCE 2013-2014	PROJECTED CASH BALANCE 2014-2015	PROJECTED CASH BALANCE 2015-2016
Drugs, Devices & Cos	\$(993,424)	\$(951,343)	\$(1,296,191)	\$(1,378,999)	\$(1,872,792)	\$(2,128,834)
<b>TOTAL</b>	<b>\$(993,424)</b>	<b>\$(951,343)</b>	<b>\$(1,296,191)</b>	<b>\$(1,378,999)</b>	<b>\$(1,872,792)</b>	<b>\$(2,128,834)</b>

**NOTE:**

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

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

PROFESSION	FY 10-11 & 11-12 ESTIMATED EXPEND	NUMBER OF LICENSEES <sup>1</sup>	COST TO REGULATE <sup>1</sup>	RENEWAL FEE CAP <sup>3</sup>	CURRENT RENEWAL FEE <sup>3</sup>	SUFFICIENT <sup>2</sup> CURRENT RENEWAL FEE
1. Acupuncture	\$581,448	1,936	\$300	\$500	\$300/\$150	Yes
2. Anesthesiology Assistant	\$8,463	52	\$163	\$1,000	\$500	Yes
3. Athletic Trainers	\$214,316	1662	\$129	\$200/\$100	\$125/\$50	Yes
4. Chiropractic	\$3,244,609		\$445			Yes
A. Chiropractic		5342		\$500	\$500/\$250	
B. Chiropractic PA		158		\$250	\$50/\$28	
C. Chiropractic Asst		1794		\$25	\$25	
5. Clinical Lab	\$1,309,622		\$87			Yes
A. Director		154		\$150	\$130	
B. Supervisor		4506		\$150	\$110	
C. Technologist		7896		\$150	\$90	
D. Technician		1864		\$150	\$50	
E. Training Program		51		\$300	\$300	
F. Inactive		616		\$50	\$50	
6. Certified Nursing Asst	\$7,269,909	152,001	\$48	\$50	\$50	
7. Cert Social Worker	\$1,044	4	\$261	\$250	\$150/\$50	
8. CSW,MFT,MHC	\$3,628,059		\$160			Yes
A. Clinical Social Work		7,372		\$250/\$50	\$125/\$50	
B. Marriage and Fam Ther		1,579		\$250/\$50	\$125/\$50	
C. Mental Health Couns		7,980		\$250/\$50	\$125/\$50	
D. Interns		5,794		\$100	\$75	
9. Dentistry	\$6,486,125	11,711	\$554	\$300	\$300	
10. Dental Hygienist	\$1,370,406	12,096	\$113	\$300	\$100	Yes
11. Dental Labs	\$216,021	1,035	\$209	\$300	\$200	Yes
12. Dietetics & Nutrition	\$409,275	3,545	\$115	\$500	\$100/\$95	Yes
13. Electrolysis	\$414,538	1,157	\$358	\$100	\$100	
14. Hearing Aid Spec	\$460,666	841	\$548	\$600	\$600/\$375	Yes
15. Massage Therapy	\$5,895,860		\$157			Yes
A. Massage Therapist		28,510		\$200/\$250	\$100	
B. Massage Establishment		8,966		\$150	\$100	
16. Medical Physicists	\$106,516		\$205			Yes
A. Medical Physicists		445		\$500	\$150	
B. Medical Phys In Trng		75		No Cap	\$50	
17. Medicine	\$33,842,139	58,789	\$576	\$500	\$360/\$121	Yes
18. Midwifery	\$109,446	131	\$835	\$500	\$500/\$500	
19. Naturopathic	\$6,223	4	\$1,556	\$1,000	\$250	
20. Nursing	\$31,152,448		\$104			Yes
A. Registered Nurse (RN)		220,340		No Cap	\$80/\$55	
B. Licensed Practical Nurse		65,327		No Cap	\$80/\$55	
C. Advanced Registered Nurse Practitioner (ARNP)		14,962		No Cap	\$130/\$75	
D. Clinical Nurse Specialists (CNS)		67		No Cap	\$155/\$75	
E. ARNP/CNS		16		No Cap	\$130/\$75	
21. Nursing Home Admin	\$637,557	1,616	\$395	No Cap	\$325	Yes
22. Occupational Therapy	\$945,087	9,334	\$101	No Cap	\$55	Yes
23. Opticianry	\$1,002,249	3,729	\$269	\$350/\$50	\$125/\$50	Yes
24. Optometry	\$1,552,303		\$418			Yes
A. Optometrist		2,981		\$300	\$300	
B. Optometry Faculty		12		No Cap	\$100	
C. Branch Office		724		\$100	\$100	
25. Orthotists & Prosthetics	\$513,013	654	\$784	\$500	\$500	

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

PROFESSION	FY 10-11 & 11-12 ESTIMATED EXPEND	NUMBER OF LICENSEES <sup>1</sup>	COST TO REGULATE <sup>1</sup>	RENEWAL FEE CAP <sup>3</sup>	CURRENT RENEWAL FEE <sup>3</sup>	SUFFICIENT <sup>2</sup> CURRENT RENEWAL FEE
26. Osteopathic	\$3,493,108	5,957	\$586	\$500	\$400/\$200	
27. Pharmacy	\$10,307,051		\$277			Yes
A. Pharmacists		26,092		\$250	\$245	
B. Consultant Pharmacist		2,636		\$250	\$100	
C. Nuclear Pharmacist		203		\$250	\$100	
D. Pharmacies Permit		8,215		\$250	\$250	
E. Pharmacy Technicians		31,910				
28. Physical Therapy	\$1,924,600		\$104			Yes
A. Physical Therapist		12,661		\$200	\$75/\$50	
B. Physical Therapist Asst		5,787		\$150	\$75/\$50	
29. Physician Assistant	\$1,919,469	5,195	\$369	\$500	\$275/\$150	Yes
30. Podiatry	\$1,046,507		\$506			
A. Podiatric Medicine		1,644		\$350	\$350	
B. Cert Podiatric X-Ray Asst		423		No Cap	\$75	
31. Psychology	\$1,706,567		\$403	\$500	\$400	Yes
A. Psychologist		4,235		\$500	\$400	
B. Limited License		3		\$500	\$25	
32. Respiratory Therapy	\$1,473,018	10,949	\$135	\$200/\$50	\$121/\$50	Yes
33. School Psychology	\$100,967	666	\$152	\$500	\$190/\$150	Yes
34. Speech-Lang, P & A	\$1,001,447		\$123			Yes
A. Pathologist & Audiologist		7,615		\$500/\$100	\$100/\$100	
B. P & A Assist		550		No Cap	\$50	
<b>TOTAL FUND<sup>4</sup></b>	<b>\$124,350,077</b>	<b>772,569</b>	<b>\$161</b>			

## NOTES:

<sup>1</sup> Cost to regulate is computed by adding FY 10-11 and FY 11-12 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2010.

<sup>2</sup> If there is a projected positive cash balance at June 30, 2016, then the current renewal fee is deemed to be sufficient.

<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> 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.

TABLE 16B | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE DRUGS, DEVICES &amp; COSMETICS TRUST FUND

PERMIT TYPE	FY 10-11 & 11-12 ESTIMATED EXPEND	NUMBER OF LICENSEES <sup>1</sup>	COST TO REGULATE <sup>1</sup>	RENEWAL FEE CAP <sup>3</sup>	CURRENT RENEWAL FEE <sup>3</sup>	SUFFICIENT CURRENT RENEWAL FEE <sup>2</sup>
1. Drugs, Devices & Cosmetics	\$10,008,772	7,646	\$1,309			
A. Drugs						
Third Party Logistics Provider		48		\$600	\$600	
Prescription Drug Manufacturer		108		\$1,500	\$1,500	
Over the Counter Drug Manufacturer		102		\$800	\$800	
Prescription Drug Wholesaler		128		\$800	\$800 (5)	
Freight forwarder		22		\$600	\$600	
Prescription Drug Wholesaler-Broker Only		4		\$800	\$800 (5)	
Non-Residen Rx Drug Manufacturer		787		\$1,000	\$1,000	
Retail Pharmacy Wholesaler		78		\$100	\$100	
Out of State Prescription Drug Wholesaler		232		\$800	\$800 (5)	
Prescription Drug Repackager		30		\$1,500	\$1,500	
Complimentary Drug Distributor		227		\$500	\$500	
Restrict Rx Distributor-Healthcare Entity		119		\$600	\$600	
Restrict Rx Distr-Charitable Org		26		\$600	\$600	
Restrict Rx Distr-Reverse Distributor		5		\$600	\$600	
Restrict Rx Distr-Destruction Facility		8		\$600	\$600	
Restrict Rx Distr-Government Program		81		\$600	\$600	
Restrict Rx Distr-Institutional Research		0		\$600	\$600	
Veterinary Legend Drug Retailer		14		\$600	\$600	
Veterinary Prescription Wholesaler		51		\$1,000	\$1,000	
Limited Veterinary Prescription Drug Wholesaler		3		\$1,000	\$1,000	
Health Care Clinic Establishment Permit		3,650		\$255	\$255	
B. Medical Gases						
Compressed Medical Gases Manufacturer		138		\$1,000	\$1,000	
Compressed Medical Gases Wholesaler		365		\$600	\$600	
Medical Oxygen Retailer		824		\$600	\$600	
C. Cosmetic Manufacturer		117		\$800	\$800	
D. Device Manufacturer		162		\$1,200	\$1,200	
E. Product Registration		309		\$30	\$20	
F. Ether		8				
Diethyl Ether Manufacturer				\$700	\$700 (5)	
Diethyl Ether Distributor				\$700	\$700 (5)	
Diethyl Ether Dealer				\$350	\$350 (5)	
Diethyl Ether Purchaser				\$150	\$150 (5)	
<b>TOTAL FUND</b>	<b>\$10,008,772</b>	<b>7,646</b>	<b>\$1,309</b>			

## NOTES:

<sup>1</sup> Cost to regulate is computed by adding FY 10-11 and FY 11-12 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2010.

<sup>2</sup> If there is a projected positive cash balance at June 30, 2016, then the current renewal fee is deemed to be sufficient.

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

TABLE 17 | WEB USAGE FOR BOARDS &amp; COUNCILS

BOARD/COUNCIL	VISITS	DOWNLOADS	HITS
Acupuncture	48,876	22,496	86,225
Anesthesiology Assistants	16,851	15,072	29,349
Athletic Training	22,822	7,639	126,970
Certified Nursing Assistants	264,270	234,801	636,733
Chiropractic Medicine	66,412	42,140	144,025
Clinical Laboratory Personnel	54,331	39,986	144,182
Clinical Social Work, Marriage & Family Therapy & Mental Health Counseling (491 Boards)	186,352	168,945	531,120
Consumer Advocacy Program	3,759	0	4,014
Dentist, Dental Hygiene, or Dental Labs	181,701	191,573	467,172
Dietetics & Nutrition	34,559	20,799	71,568
Drugs, Devices and Cosmetics	138,641	57,477	0
Electrologist or Electrology Facilities	34,009	21,306	67,760
EMT-Paramedic	118,507	59,465	257,258
Health Care Clinic Registration	4,221	0	4,485
Hearing Aid Specialists	22,835	10,499	44,787
Massage Therapist or Establishments	158,765	106,790	360,470
Medical Physicists	15,529	4,452	27,151
Medicine	351,813	387,228	923,550
Midwifery	24,378	15,460	47,767
Naturopaths	3,922	0	4,307
Nursing	729,369	624,522	2,143,428
Nursing Home Administrators	55,613	33,769	120,193
Occupational Therapy	57,675	33,633	125,301
Optician or Optical Establishments	38,124	17,207	76,074
Optometry or Optometry Branch Facilities	33,404	17,019	71,018
Orthotists & Prosthetists	21,631	11,366	40,980
Osteopathic Medicine	67,191	57,049	181,296
Pharmacists or Pharmacies	353,631	310,322	1,025,592
Physical Therapy	92,171	57,485	211,050
Physician Assistants	65,794	64,661	152,186
Podiatric Medicine	26,974	15,269	52,953
Psychology	86,481	55,953	207,860
Radiation Technology	52,875	52,460	128,391
Respiratory Care	40,511	20,899	83,855
School Psychology	17,457	3,104	33,789
Speech Language Pathology & Audiology	47,680	45,268	124,608
<b>TOTAL</b>	<b>3,539,134</b>	<b>2,826,114</b>	<b>8,757,467</b>

TABLE 18 | ONLINE RENEWALS

PROFESSION	RENEWALS PROCESSED ONLINE (NUMBER OF TRANSACTIONS)	E-RENEWAL USAGE PERCENTAGE
Acupuncturist	1,266	93.85%
Audiologist	649	86.42%
Audiologist Assistant	21	77.78%
Certified Chiropractic Physician Assistant	114	91.20%
Chiropractic - Chiropractic Physician	3,854	93.16%
Chiropractic - Registered Chiropractic Assistant	839	90.12%
Dental - Health Access Dental	7	77.78%
Dental Hygienist	8,561	94.55%
Dental Laboratory	349	55.31%
Dentist	9,127	94.22%
Electrologist	573	93.78%
Electrolysis Facility	122	70.11%
Limited License Psychologist	3	100.00%
Massage Establishment	3,393	66.17%
Massage Therapist	13,907	83.83%
Medical Doctor (Group 1)	22,451	92.57%
Midwifery	61	85.92%
Nuclear Pharmacist	154	96.25%
Nursing - Certified Nursing Assistant	39,310	78.91%
Nursing - Licensed Practical Nurse	41,929	88.01%
Nursing - Registered Nurse	55,342	94.85%
Orthotic Fitter	53	84.13%
Orthotic Fitter Assistant	40	80.00%
Orthotist	54	85.71%
Osteopathic Physician	4,151	91.67%
Pedorthist	56	87.50%
Pharmacist	22,344	95.05%
Physical Therapist	9,577	95.73%
Physical Therapist Assistant	4,024	94.48%
Physician Assistant	3,968	92.91%
Podiatric Physician	1,302	94.01%
Podiatry - Certified Podiatric X-Ray Assistant	210	82.03%
Prosthetist	34	82.93%
Prosthetist-Orthotist	92	85.98%
Psychologist	3,253	94.65%
Radiologic Technologist	5349	55.18%
School Psychologist	428	92.44%
Speech-Language Pathologist	4,862	95.02%
Speech-Language Pathologist Asst.	300	96.77%
<b>TOTALS</b>	<b>262,129</b>	<b>88.40%</b>

**DEFINITIONS:**

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



TABLE 19 | STUDENT LOAN DEFAULTS

PROFESSIONS	REPORTS OF DEFAULT RECEIVED	INVESTIGATIONS COMPLETED	ESO ISSUED	PROBABLE CAUSE FOUND	NO PROBABLE CAUSE FOUND	DISCIPLINARY ACTION TAKEN	FINE AMOUNTS IMPOSED
Chiropractic Medicine	2	0	0	1	0	1	\$0.00
Dentistry	1	0	0	0	0	0	\$0.00
Medicine	2	1	1	1	0	0	\$0.00
Nursing - LPN	1	0	0	0	0	0	\$0.00
Optometry	1	0	0	0	0	0	\$0.00
Osteopathic Medicine	2	1	1	1	0	0	\$0.00
Podiatric Medicine	1	0	0	0	0	1	\$7,500.00
Psychology	1	0	0	0	0	0	\$0.00
<b>GRAND TOTALS</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>\$7,500.00</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** – A panel of a Board or the Florida Department of Health found sufficient evidence to bring formal charges against a licensee.

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

PROTECTING *the* PUBLIC THROUGH  
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