

Ron DeSantis
Governor

Joseph A. Ladapo, MD, PhD
State Surgeon General



Florida Department of Health
Division of Medical Quality Assurance
ANNUAL REPORT
and Long-Range Plan

Fiscal Year 2024-25



VISION

To be the healthiest state in the nation.

MISSION

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

VALUES

INNOVATION

We search for creative solutions and manage resources wisely.

COLLABORATION

We use teamwork to achieve common goals and solve problems.

ACCOUNTABILITY

We perform with integrity and respect.

RESPONSIVENESS

We achieve our mission by serving our customers.

EXCELLENCE

We promote quality outcomes through learning and continuous performance improvement.



TABLE OF CONTENTS

Message From the State Surgeon General	04
Message From the Director	05
Executive Summary	06
About MQA	08
Composition	08
Boards	10
Councils	10
Department Regulated Professions and Facilities	10
Program Areas	11
Office of Veteran Licensure Services	11
Prescription Drug Monitoring Program	11
Unlicensed Activity Program	11
Long-Range Policy Planning	12
Purpose	12
Partners	12
Strategic Goals	13
Annual Performance Results	14
Reduction of Year-Old Cases	20
Disciplinary Guidelines	21
Appendix I: Information Tables	23
Appendix II: Resources	88
Customer Resources	88
Executive Directory	90



MESSAGE FROM THE STATE SURGEON GENERAL

I am pleased to present the Florida Department of Health's (Department) Division of Medical Quality Assurance (MQA) Fiscal Year (FY) 2024-25 Annual Report and Long-Range Plan. This report captures the Department's unwavering commitment to safeguarding the health and well-being of all Floridians.

At the heart of a strong public health system is a highly competent health care workforce. MQA serves a critical role in protecting the public by ensuring that Florida's health care practitioners meet established standards of safety, ethics, and competence. This work is not just a regulatory necessity—it is a foundational component of our state's broader health infrastructure.

Florida remains committed to advancing solutions that reduce regulatory barriers, support professional mobility, and maintain accountability. Through the timely licensure of qualified practitioners and the enforcement of fair and consistent standards, MQA continues to partner with regulatory boards and councils to strengthen the delivery of health services in Florida's communities.



In fact, in an era marked by rapid advancements and evolving challenges, MQA has remained steadfast in its mission to license, enforce, and inform. In FY 2024-25, MQA processed more than 154,000 licensure applications and issued over 127,000 new licenses, helping to meet the growing demand in our workforce for statewide health care practitioners. MQA also received 34,994 complaints and completed 8,129 investigations, ensuring accountability across a workforce of more than 1.5 million licensees.

Beyond these numbers, MQA continues to prioritize modernization efforts that emphasize clarity, speed, and transparency. Whether streamlining systems, updating standards, or expanding access to information, MQA has remained focused on serving both the public and the practitioners who care for them.

These efforts align with the Department's mission to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts. By continuing to bolster the systems that regulate our health care practitioners, we will ensure that Florida is the healthiest state in the nation and a trusted place to practice and receive care. I am confident that, together, we will continue to make meaningful strides toward this collective goal.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Ladapo', with a long, sweeping horizontal line extending to the right.

Joseph A. Ladapo
MD, PhD, State Surgeon General

MESSAGE FROM THE DIRECTOR

It is with pride and gratitude that I present the FY 2024–25 Annual Report and Long-Range Plan for MQA. This past year, MQA has continued to elevate regulatory excellence in Florida's health care landscape, advancing public protection through statutory compliance, enhanced transparency, and thoughtful modernization.

As stewards of public health and safety, our work this year centered on implementing new legislative requirements that reflect the evolving needs of our state. Notably, in response to House Bill 197 (2024), MQA established new reporting mechanisms and compliance protocols related to the regulation of massage therapists and establishments. We launched Table 8B in this report to summarize investigations, complaints, and disciplinary actions specific to massage therapy licensees, ensuring timely transparency and statutory fidelity. To further support industry compliance, MQA and the Board of Massage Therapy conducted three statewide Massage Establishment Inspection Workshops, educating stakeholders on the inspection program and fostering a culture of accountability and safety.



In parallel, the 2024 Live Healthy legislative package (Senate Bill 7016) paved the way for greater licensure mobility and workforce expansion. MQA responded with swift and coordinated implementation efforts, especially in advancing Florida's participation in the Interstate Medical Licensure Compact (IMLC) and streamlining endorsement pathways. This year's report features two additional new tables, Tables 4A and 8A, which capture information around the licensure and discipline of practitioners licensed via MOBILE Act endorsement. These initiatives make it easier for qualified practitioners to enter Florida's workforce while upholding the integrity and rigor of our licensure standards.

Behind every initiative are the dedicated professionals of MQA, whose responsiveness and innovation continue to define our success. Our teams not only supported compliance and reporting efforts across multiple statutes but also worked cross-functionally to continue strengthening modernization initiatives like the Florida Health Care Complaint Portal, the Nursing Program Portal, and our AI-powered virtual agent, ELI, which serves web and voice chats across all professions. These tools underscore our commitment to regulatory efficiency and customer service.

As we look to the future, MQA remains steadfast in its mission to protect, promote, and improve the health of all Floridians. Through data-driven decision-making, responsive oversight, and meaningful collaboration with our boards, councils, and partners, we are building a resilient and forward-looking regulatory environment. Thank you for your continued trust and partnership in this important work.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Wenhold', written in a cursive style.

Jennifer L. Wenhold, MSW, CPM

EXECUTIVE SUMMARY

PROTECTING PATIENTS. EMPOWERING PRACTITIONERS. LEADING WITH INNOVATION.

In a year of record growth for Florida's health care workforce, MQA remained focused on its core mission: to protect the public while ensuring timely access to a robust, qualified health care workforce. As Florida's population continues to grow—and with it, the demand for licensed practitioners—MQA has delivered innovative solutions, record-breaking results, and steadfast public protection.

Growing to Meet Florida's Health Care Needs

Since FY 2015–16, Florida's health care licensee population has surged by 32.3%, outpacing the state's overall population growth of 15.9%. In FY 2024–25 alone:

MQA recorded a total of 1,572,475 licensed practitioners in Florida—a 2.3% increase over last year.

Licensure growth averaged 3.2% annually over the past five years.

MQA processed 154,990 initial applications and issued 127,779 initial licenses.

A record 644,406 license renewals were processed—an all-time high.

Enhancing Access

To support a mobile, adaptable workforce:

16,361 License upgrades were issued (an average 21.3% annual growth over five years).

7,489 Licensed practical nurses and registered nurses upgraded to a multistate license (MSL), comprising 45.8% of all upgrades.

Under the new MOBILE Act (effective July 1, 2024):

- 16,322 applications were received
- 8,863 licenses were issued

1,465 Medical doctors and osteopathic physicians received a license through the IMLC.

567 Continuing education (CE) provider applications were reviewed, with 534 approvals.

Safeguarding the Public with Vigilant Enforcement

MQA enforced high standards of care and accountability:

34,994 Complaints were received (↓ 30.2% from the previous year).

19,282 Inspections were completed.

8,129 Investigations completed (↑54.8% over the prior year).

346 Emergency Orders issued:
→ 281 Emergency Suspension Orders (ESOs)
→ 65 Emergency Restriction Orders (EROs)

1,566 Unlicensed activity complaints led to 609 cease and desist orders (↑ 20.6% orders from the previous year).

1,236 Cases were resolved through a final order (↓ 17.4% since FY 2020–21).

LEADING WITH TECHNOLOGY:

MQA's Virtual Agent, ELI

As part of its commitment to innovation and customer service, MQA leveraged artificial intelligence to improve practitioner support:

ELI handled:
→ 839,339 voice calls
→ 280,650 web chats

In Quarter Four, ELI Voice was added to MQA's background screening phone line, offering more efficient, on-demand support to callers.

WHAT'S NEW IN THIS REPORT

To provide greater transparency and support for evolving licensure and compliance needs, this year's Annual Report includes several new data tables and features:

New Compliance Table, 8B, Disciplinary Cases Against Massage Therapists and Massage Establishments

Introduced in response to House Bill 197 (2024), Table 8B presents detailed information on massage therapy establishment compliance, including investigations, complaints, and disciplinary actions. This table enhances visibility into regulatory oversight of massage therapy and supports statutory compliance.

Expanded Licensure Mobility Tables (Tables 4A and 8A)

Reflecting the impact of the MOBILE Act, these updated tables capture new licensure pathways and endorsement, offering a clearer picture of Florida's efforts to expand health care workforce mobility.

New Pathways and Upgrades in Licensure (Tables 1 and 5)

This year marks Florida's first year of participation in the IMLC following the passage of Senate Bill 7016 (2024); as such, eligible allopathic and osteopathic physicians applying through the IMLC began receiving a full Florida license. These licenses are reflected within the medical doctor and osteopathic physician counts in Table 1, Summary of Licensed Practitioners.

To capture additional nuance, Table 5, Upgrade Applications Received and Upgrade Licenses Issued, distinguishes between two important categories of IMLC activity:

- **IMLC Redesignation Application (State of Principal Licensure)** – Some physicians who already held a Florida license elected to “upgrade” by designating Florida as their state of principal licensure. This included 117 medical doctors and 19 osteopathic physicians.
- **Expedited Licenses Issued** – This refers to physicians already licensed in Florida but not yet participating in the Compact who subsequently made the decision to participate and declare Florida as the State of Principal Licensure. This included 1,155 medical doctors and 174 osteopathic physicians.

Together, these data illustrate Florida's early integration into the IMLC and underscore the increasing role of IMLC in streamlining licensure pathways for physicians practicing across multiple states.

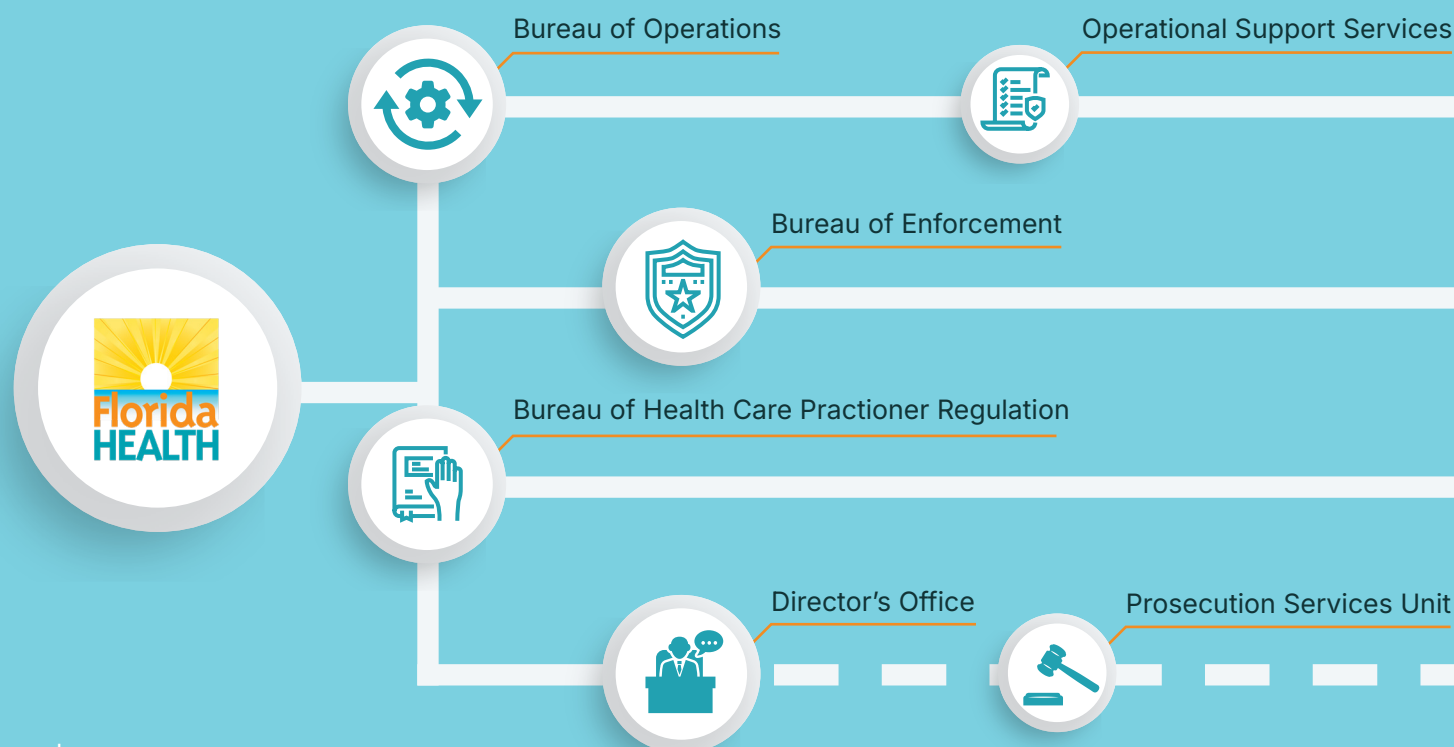
ABOUT MQA

COMPOSITION

MQA comprises three bureaus championing public protection and regulatory efficiency through licensure, enforcement, and information processes.



MQA ORGANIZATIONAL STRUCTURE





BUREAU OF ENFORCEMENT

Acts as the compliance and investigative arm of MQA, where complaints about practitioners are received and investigated and violations and administrative actions are established according to Florida Statutes and rules. The 11 field offices throughout the state facilitate the investigations of complaints and inspections of health care facilities.



BUREAU OF HEALTH CARE PRACTITIONER REGULATION

Consists of seven board offices and one program area that work with the 22 regulatory boards and four councils to implement rules into policy and advise on budget matters. Applications for licensure are reviewed, disciplinary hearings are conducted, and rules are promulgated in partnership with the boards and councils.



BUREAU OF OPERATIONS

Provides operational and infrastructure support to MQA and the boards and councils through four main units. Key functions range from document, contract, asset, and database management to license maintenance and renewal, background screening services, and voice, email, and AI-powered customer contact.

Licensure Support Services

System Support Services

Background Screening and
Practitioner Notification Services

Compliance Management Unit

Consumer Services Unit

Investigative Services Unit

Board Offices

Office of Veteran Licensure Services

Prescription Drug
Monitoring Program

22 Boards

Four Councils

Boards and Councils

The composition of Florida's 22 regulatory boards and four councils varies but typically includes Governor-appointed members representing individual practitioners from the regulated profession, public members serving as consumers, and other members from complementary professions.

Board or Council Appointment Interest?

If interested in an appointment to a health care regulatory board or council, complete the Gubernatorial Appointments Questionnaire at [FLgov.com/eog/leadership/appointments](https://www.flgov.com/eog/leadership/appointments) for a board, or the Florida Department of Health Questionnaire at [FL-Appointment.AzureWebsites.net](https://www.flgov.com/FL-Appointment.AzureWebsites.net) for a council.

Department Regulated Professions and Facilities

MQA inspects Department regulated facilities prior to opening, permitting, and licensing, after receiving a change in ownership or location application, and routinely to ensure compliance and patient safety.

Professions

- Certified Master Social Workers
- Emergency Medical Technicians
- Genetic Counselors
- Medical Physicists
- Paramedics
- Radiologic Technologists
- School Psychologists

Facilities

- Dental Laboratories
- Dental Sedation Offices
- Electrolysis Facilities
- Massage Establishments
- Office Surgery Registrations
- Optical Establishments
- Pain Management Clinics
- Pharmacies



BOARDS AND COUNCILS



Acupuncture



Athletic Training



Chiropractic Medicine



Clinical Laboratory Personnel



Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling



Dentistry



Hearing Aid Specialists



Massage Therapy



Medicine



Nursing



Nursing Home Administrators



Occupational Therapy

PROGRAM AREAS

MQA's programmatic activities provide value by supporting regulatory work and ensuring that high standards of performance are maintained.

Prescription Drug Monitoring Program

The Prescription Drug Monitoring Program (PDMP), also known as E-FORCSE, facilitates the collection, storage, maintenance, and analysis of controlled substance dispensing data reported by pharmacies and dispensing health care practitioners.



For more information about the PDMP, please visit FLHealth.gov/statistics-and-data/e-forcse.



Unlicensed Activity Program

The Unlicensed Activity (ULA) Program protects Florida residents and visitors from the potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed person. MQA investigates and refers for prosecution all unlicensed health care activity complaints and allegations.

To learn more about the signs of unlicensed activity and the ULA Program, visit FLHealthSource.gov/ULA.



Office of Veteran Licensure Services

In 2023, Governor Ron DeSantis signed House Bill 139, establishing the Office of Veteran Licensure Services (OVLS) within MQA to assist veterans and their spouses with the health care licensure process.

In partnership with Veterans Florida, OVLS facilitates a referral program to assist veterans and their spouses with obtaining training, education, and employment in Florida's health care professions.

By implementing special fee waivers and expedited licensing, the Department can better support service members as they advance in their career, practice while stationed in their state, or settle in Florida after their service.

For more information about licensing for military members and spouses, visit FLHealthSource.gov/OVLS.



Opticianry



Optometry



Orthotists and Prosthetists



Osteopathic Medicine



Pharmacy



Physical Therapy



Podiatric Medicine



Psychology



Respiratory Care



Speech-Language Pathology and Audiology

COUNCILS

Dietetics and Nutrition Practice

Electrolysis

Licensed Midwifery

Physician Assistants

LONG-RANGE POLICY PLANNING

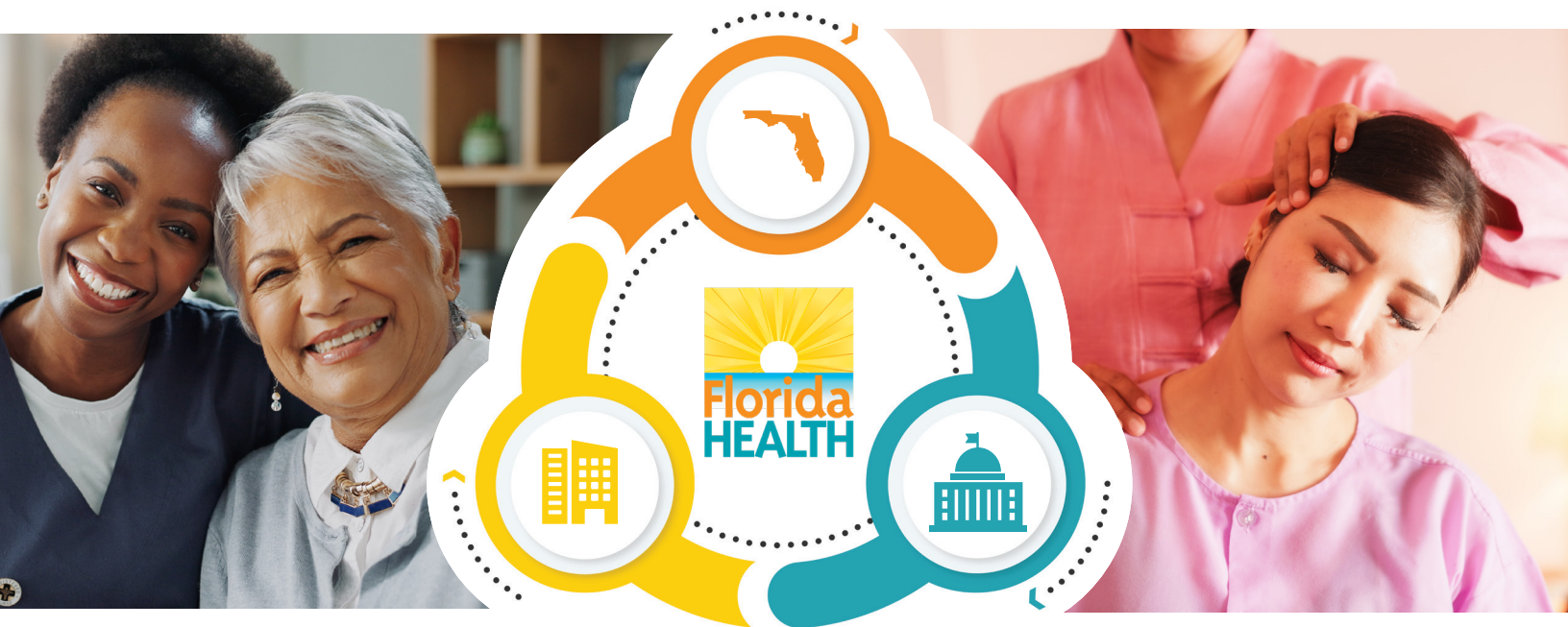
PURPOSE

MQA plays a pivotal role in supporting Department goals and state priorities by developing and executing a long-range policy planning and monitoring framework in partnership with its 22 regulatory boards and four councils. This ensures regulatory practices are both efficient and cost-effective, per section 456.005, Florida Statutes.

PARTNERS

1. STATE

- Agency for Health Care Administration
- Agency for Persons with Disabilities
- Office of Insurance Regulation
- Department of Business and Professional Regulation
- Department of Children and Families
- Department of Elder Affairs
- Department of Financial Services
- Department of Law Enforcement
- Department of Veterans' Affairs
- Greater Palm Beach County Task Force
- Governor-appointed boards
- Local Law Enforcement
- Metropolitan Bureau of Investigation
- North Florida Task Force
- Office of the Attorney General
- State Surgeon General-appointed councils
- University of Florida



2. PRIVATE

- Chain pharmacies
- CE compliance organizations
- Federation of Health Care Regulatory Boards
- Federation of State Medical Boards
- Florida PDMP Foundation, Inc.
- Florida Society of Health System Pharmacists
- Florida Society of Interventional Pain Physicians
- Impaired practitioner monitoring programs
- Insurance companies

3. FEDERAL

- Drug Enforcement Administration
- Department of Health and Human Services
- Department of Justice
- Federal Bureau of Investigation
- Food and Drug Administration
- Office of Justice Programs
- Substance Abuse and Mental Health Services Administration

STRATEGIC GOALS

MQA supports the regulatory efficiency and health care workforce priorities of the state through timely, accessible, and accurate licensure, enforcement, and information activities for health care applicants, practitioners, and consumers.

PRIORITY AREA: Regulatory efficiency

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

Reduce the Average Time* to Issue an Initial License to a Qualified Health Care Practitioner						
FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	CHANGE
51.18	50.64	47.4	50.21	47.3	51.56	↑ 0.74%
Decrease the Average Time* to Register Out-of-State Telehealth Health Care Practitioners						
FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	CHANGE
20.0	20.5	14.2	19.9	19.9	21.9	↑ 9.35%
Reduce the Average Time* to Issue an Initial License to a Health Care Facility or Establishment						
FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25	CHANGE
50.13	40.45	43.31	44.88	41.28	62.03	↑ 23.74%

*Time is referred to as average number of business days and uses the weighted average method.

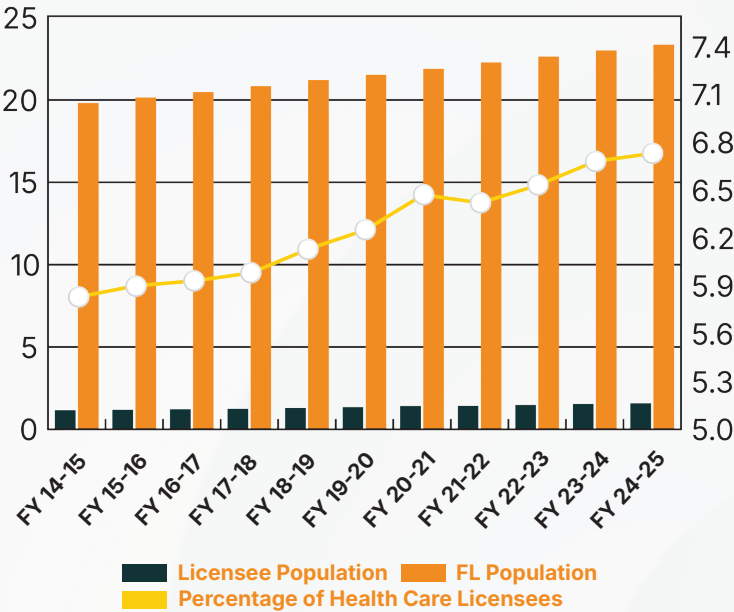
ANNUAL PERFORMANCE RESULTS

LICENSING

Over the last decade, Florida's health care workforce has undergone steady and significant growth. This sustained increase has led to a rising share of licensed health care practitioners from within the state's overall population. As of FY 2024-25, 6.7% of Floridians are licensed health care practitioners, up from 5.8% in FY 2014-15. This equates to about 6,732 licensed practitioners per 100,000 residents—a figure that continues to rise year over year.

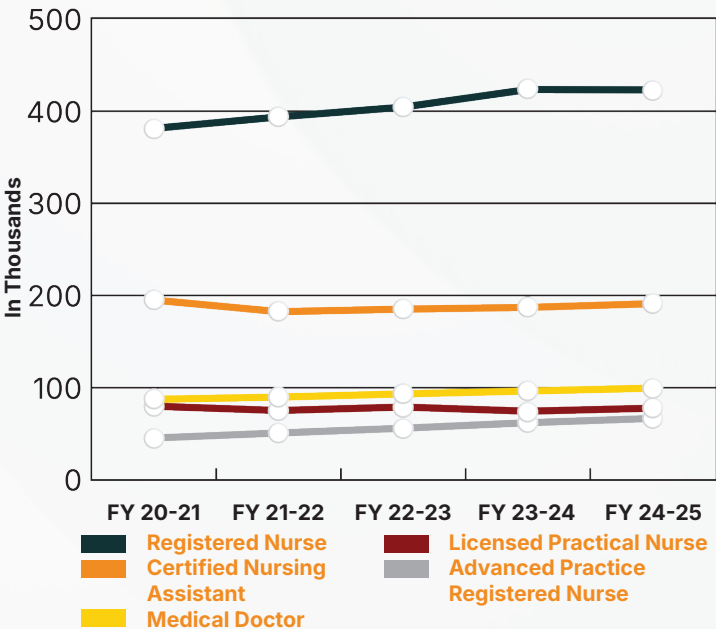
As shown in Figure 1, both Florida's general population and licensee population have grown over the past decade; however, the health care licensee population has grown at more than twice the rate of the general population (32.4% vs. 15.9%). This trend reflects both the expanding demand for health care services and MQA's capacity to scale its licensing systems efficiently to meet that demand.

FIGURE 1: LICENSEE GROWTH COMPARED TO FLORIDA POPULATION



This year, the five largest licensed health care practitioner groups remained consistent with previous years: registered nurses, certified nursing assistants, medical doctors, licensed practical nurses, and advanced practice registered nurses (Figure 2). Together, these professions accounted for 54.6% of all licensed practitioners in Florida.

FIGURE 2: LARGEST NUMBER OF LICENSED HEALTH CARE PRACTITIONERS



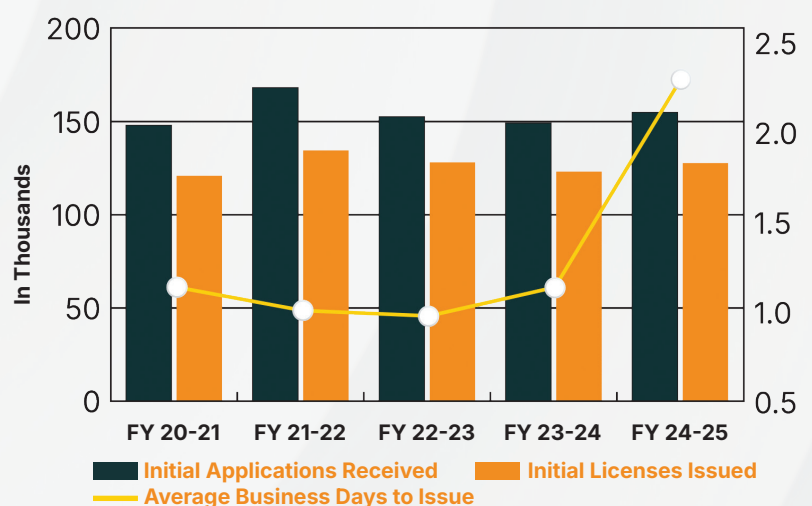


Beyond individual licensure, MQA also regulates certain health care facilities and establishments. As of the end of FY 2024-25, MQA licensed 24,726 facilities, representing a 4.5% increase over the prior year. The two largest categories of licensed establishments were pharmacies (10,441 or 42.2%) and massage establishments (8,995 or 36.4%).

INITIAL LICENSURE AND TELEHEALTH REGISTRATION

During FY 2024-25, MQA received 154,990 initial license applications, a 4.0% increase over the prior year. After thorough review, 127,779 initial licenses were issued to qualified applicants (Figure 3). Additionally, the number of out-of-state telehealth providers registered to serve Florida patients continued to rise. This year, MQA received 8,186 initial applications for telehealth providers and 7,221 were authorized, marking a 17.8% increase from the previous year.

FIGURE 3: INITIAL APPLICATIONS RECEIVED AND ISSUED VS. AVERAGE DAYS TO ISSUE AN INITIAL LICENSE FOR A QUALIFIED APPLICANT



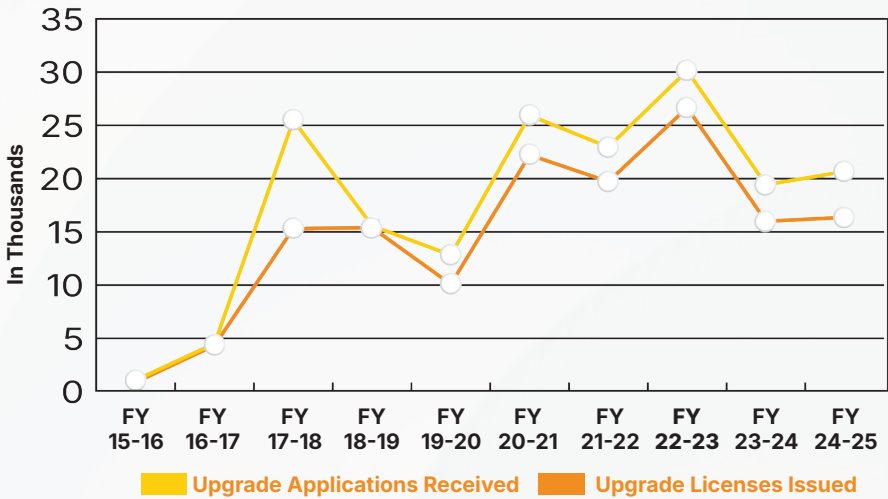
**WORKFORCE
MOBILITY AND
LICENSING
INNOVATIONS**

Following the enactment of the MOBILE Act, effective July 1, 2024, MQA received 16,322 applications and issued 8,863 licenses to qualified practitioners. The majority of MOBILE licenses were issued to registered nurses (34.8%) and medical doctors (11.5%). Of all MOBILE applications, only five were denied, while 1,135 were withdrawn—66.8% of which were due to applicants not meeting active practice requirements outlined in Chapter 456, Florida Statutes.

Practitioners also pursued license upgrades for professional advancement and to qualify for multistate practice. In FY 2024–25, MQA issued 16,361 upgrade licenses, a 2.3% increase over the previous year (Figure 4). Notably, 7,489 MSLs were issued to registered nurses and licensed practical nurses, comprising 45.8% of all upgrade licenses. The continued demand for multistate licenses has significantly contributed to the upward trend in license upgrades.

Following the 2024 legislative session, MQA implemented the IMLC, which enables Florida-licensed physicians to practice across multiple states. In its first year, MQA received 1,682 IMLC

FIGURE 4: 10-YEAR TREND OF UPGRADE APPLICATIONS RECEIVED VS. UPGRADE LICENSES ISSUED



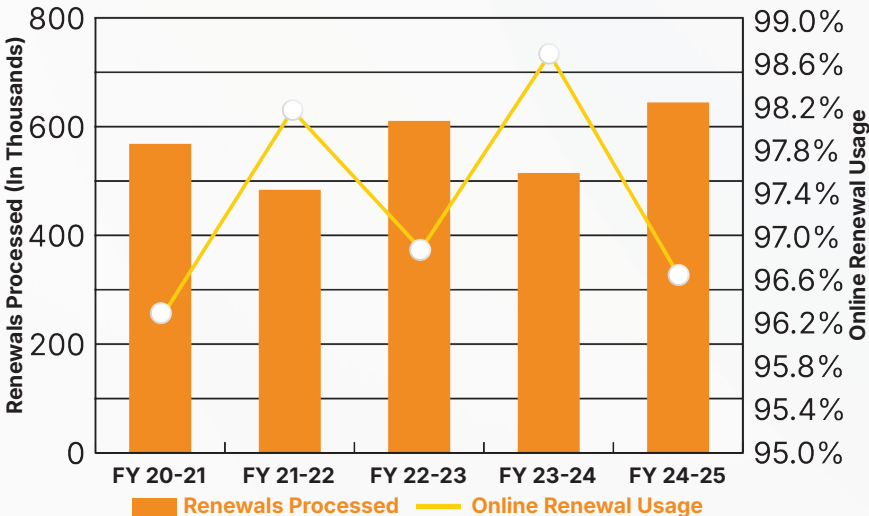
applications and issued 1,465 licenses through this expedited pathway.

**RENEWALS AND
CONTINUING EDUCATION**

License renewals also experienced record activity. In FY 2024–25, MQA processed 644,406 license renewals, a 25% increase from the prior year. Of these, 96.6% were completed online (Figure 5). Renewal schedules vary by profession and are aligned to biennial cycles to ensure timely processing by boards and councils.

CE credits are essential for health care practitioners to stay current with medical advancements and bridge the gap between

FIGURE 5: TOTAL OF RENEWALS PROCESSED COMPARED TO ONLINE RENEWAL USAGE



current and optimal care. In FY 2024-25, MQA received 567 CE provider applications and approved 534 providers to offer CE courses.

ENFORCEMENT

MQA remains committed to public protection through robust enforcement activities. In FY 2024-25, MQA received 34,994 complaints against health care practitioners, representing a 30.2% decrease from the previous fiscal year. Additionally, 9,102 cases were found legally sufficient, marking a 68.3% increase in actionable complaints (Figure 6).

The investigative arm of MQA completed 8,129 investigations this year, representing a 54.8% increase from the previous year (Figure 7). Additionally, 19,282 inspections were conducted, including routine and new facility inspections—a 3.4% increase year-over-year. Notably, massage establishments accounted for 9,599 inspections (49.6%), followed by pharmacies with 6,235 inspections (32.3%). These efforts highlight MQA's vigilance in monitoring health care facilities.

A total of 346 Emergency Orders were issued during FY 2024-25, 81.2% of which were ESOs and 18.8% of which were EROs; ESOs increased by 65.3% compared to the prior year, while EROs decreased by 30.1% (Figure 8).

FIGURE 6: TOTAL OF COMPLAINTS RECEIVED COMPARED TO LEGALLY SUFFICIENT CASES

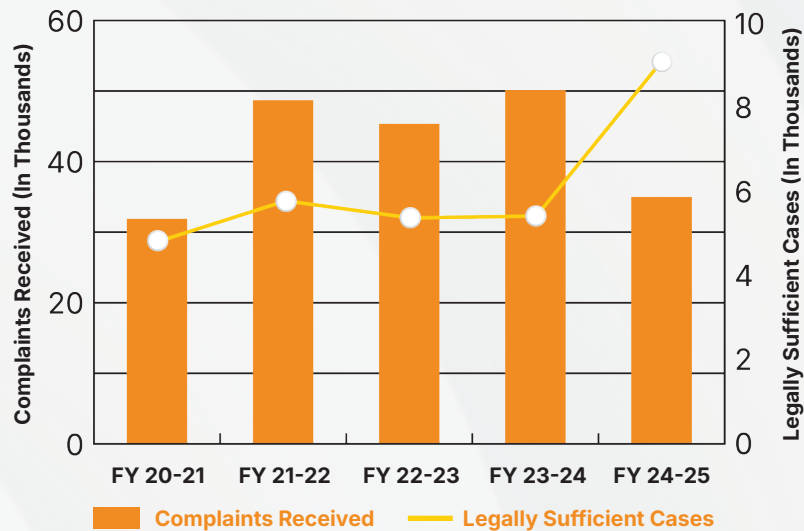


FIGURE 7: TOTAL OF COMPLETED INVESTIGATIONS COMPARED TO YEAR-OVER-YEAR GROWTH RATE

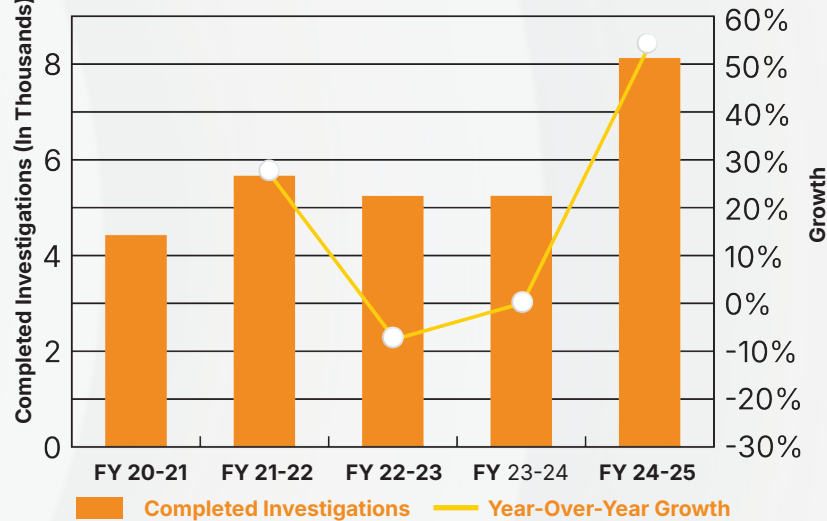


FIGURE 8: TOTAL EMERGENCY ORDERS ISSUED

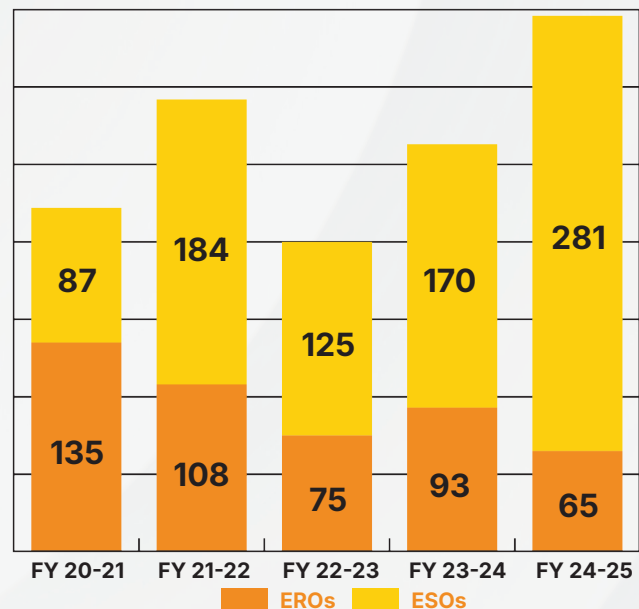


FIGURE 9: TOTAL OF COMPLETED INSPECTIONS BY INVESTIGATIVE REGION IN FY 2024-25

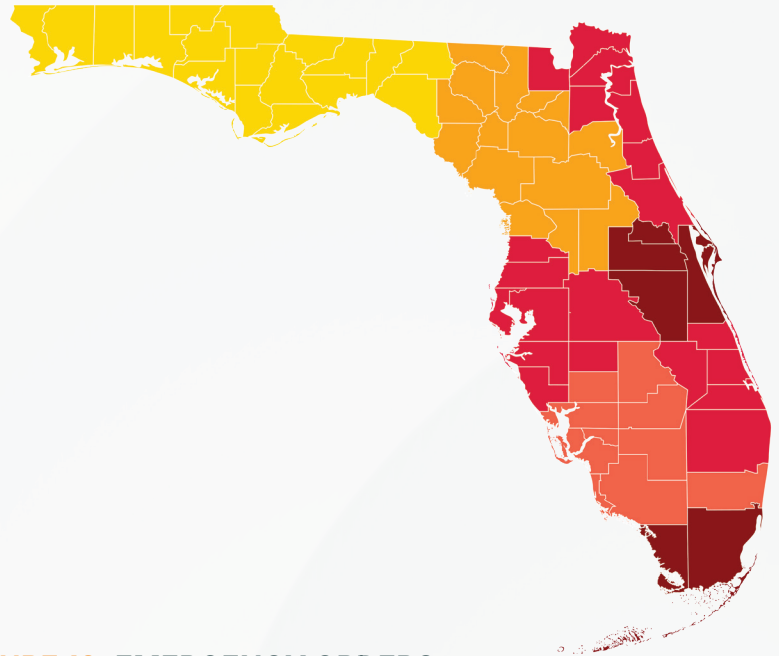
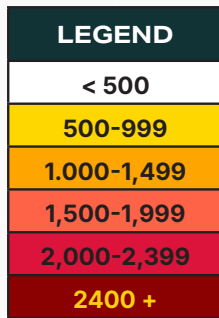
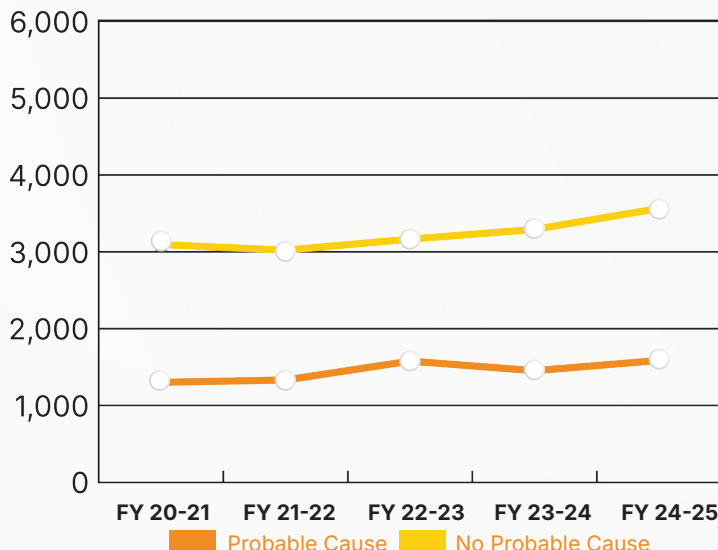


FIGURE 10: EMERGENCY ORDERS ISSUED BY TOP FIVE LICENSE TYPES



FIGURE 11: TREND OF PROBABLE CAUSE FOUND



The highest number of Emergency Orders were issued to registered nurses (76), followed by massage establishments (72), certified nursing assistants (66), massage therapists (43), and licensed practical nurses (25) (Figure 10).

Probable cause was determined in 1,586 cases, an increase of 9.2% from the previous year, particularly involving massage-related professions and certified nursing assistants. No probable cause was found in 3,564 cases, an 8.3% increase year-over-year (Figure 11).

As shown by Figure 12, 1,236 cases were resolved through a final order this year.

UNLICENSED
ACTIVITY
ENFORCEMENT

MQA's ULA Program plays a critical role in protecting Floridians from unqualified individuals providing health care services. In FY 2024-25, MQA received a record 1,566 ULA complaints, a 5.2% increase over the prior year (Figure 13).

Of these, 60% (974) involved massage therapy, massage establishments, medical doctors, pharmacies, and dentists. ULA complaints related to pharmacies increased by 284% compared to the prior year (Figure 14). MQA referred 1,467 ULA cases for investigation, underscoring its commitment to follow through on every complaint.

As a result, MQA issued 20.6% more cease and desist orders this year compared to past (or 609), effectively stopping unlicensed activities. Additionally, 641 cases were referred to law enforcement, demonstrating MQA's collaborative approach to protecting public safety and maintaining regulatory integrity.

FIGURE 12: TREND IN CASES RESOLVED THROUGH A FINAL ORDER RELATIVE TO LICENSEE POPULATION

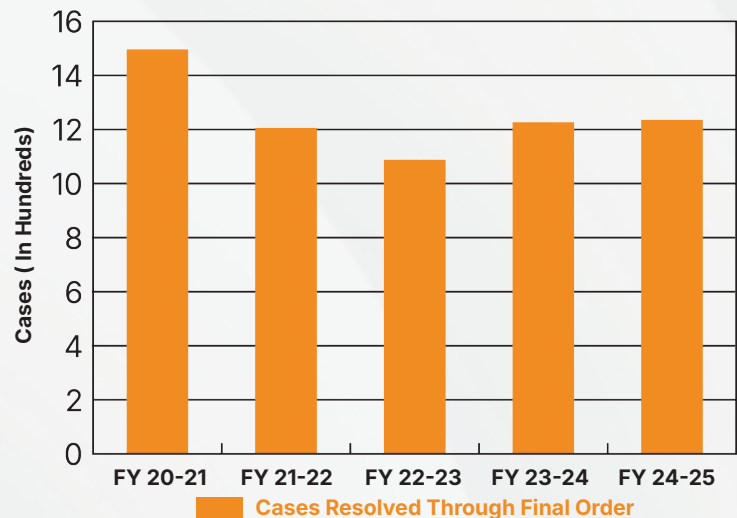


FIGURE 13: ULA COMPLAINTS RECEIVED COMPARED TO YEAR-OVER-YEAR GROWTH RATE

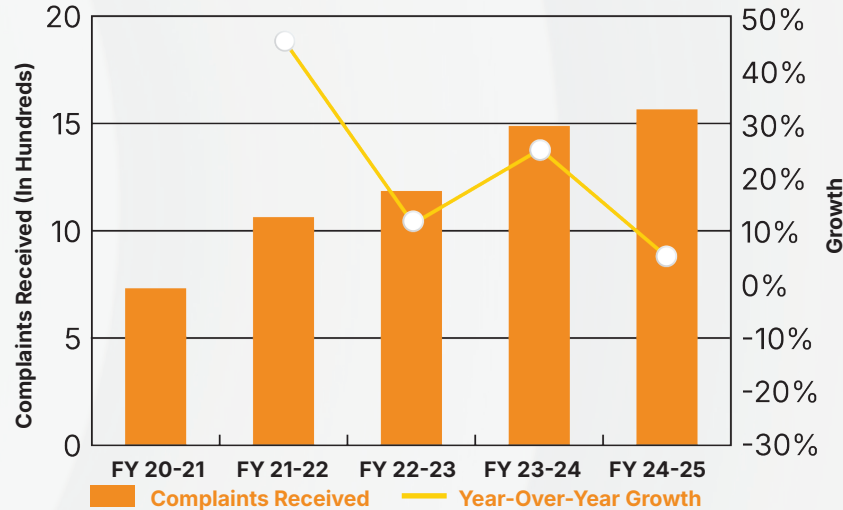
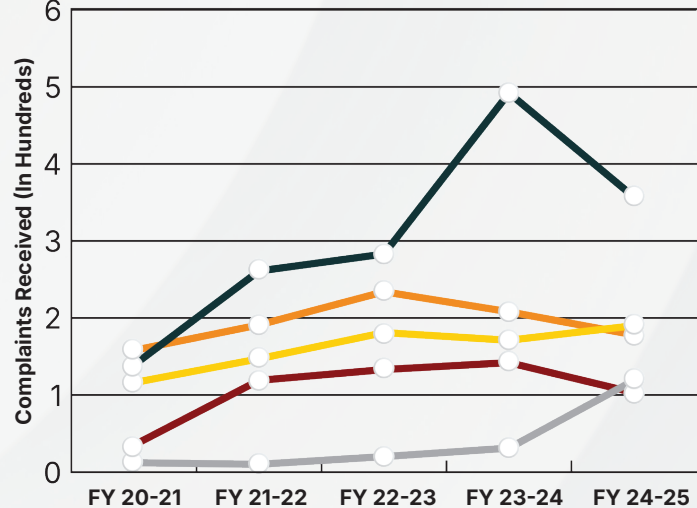


FIGURE 14: TOP FIVE PROFESSIONS WITH ULA COMPLAINTS RECEIVED



- Massage Therapy-Massage Therapist
- Massage Therapy-Massage Establishment
- Medicine-Medical Doctor
- Dentistry-Dentist
- Pharmacy-Pharmacy

REDUCTION OF YEAR-OLD CASES: ADVANCING TIMELY JUSTICE AND PUBLIC PROTECTION

The timely resolution of enforcement cases is essential to protecting public safety, maintaining practitioner accountability, and preserving public trust. When complaints remain unresolved for over a year, they can create regulatory backlogs and delay necessary disciplinary action. To address this, MQA has prioritized the reduction of year-old cases—those pending for more than 12 months after a legally sufficient complaint is filed.

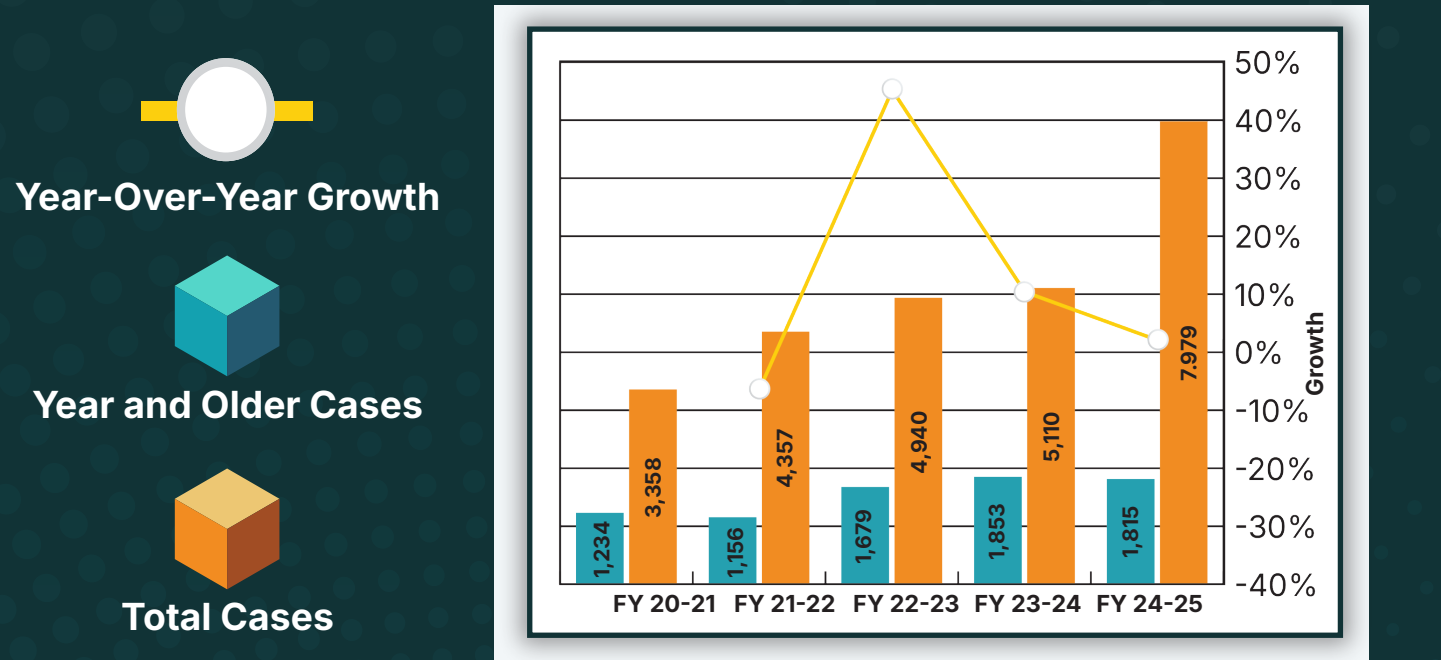
In FY 2024–25, the Prosecution Services Unit (PSU) experienced a sharp increase in workload, driven largely by a rise in legally sufficient complaints related to new massage establishment inspection requirements. PSU received 7,979 complaints for review, marking a 56.1% increase compared to FY 2023–24.

Despite this substantial surge, MQA successfully maintained case processing efficiency. The number of cases older than one year declined slightly to 1,815, down from 1,853 the previous year. This reduction, achieved in the face of increased volume, underscores MQA's commitment to timely enforcement and public safety.

To further ensure resolution, PSU referred a record number of cases to the Division of Administrative Hearings (DOAH), including over 100 referrals in FY 2024–25. Many of these involved year-old cases that required formal adjudication. By moving these complex cases to DOAH, MQA demonstrated its dedication to advancing them through the legal process and avoiding prolonged delays.

As shown in Figure 15, MQA's ability to reduce year-old cases—even during periods of high complaint volume—reflects its responsiveness, operational efficiency, and strong internal coordination. These efforts support both public protection and practitioner fairness, ensuring that all cases move toward resolution in a timely and accountable manner.

**FIGURE 15: TOTAL CASES
COMPARED TO YEAR AND OLDER CASES**



* Total cases are the number of legally sufficient complaints transmitted to PSU during FY 2024-25.

DISCIPLINARY GUIDELINES: ENSURING CONSISTENCY AND ACCOUNTABILITY ACROSS PROFESSIONS

MQA works with Florida's regulatory boards and councils to uphold clear, consistent disciplinary standards for health care practitioners. As required by section 456.079, Florida Statutes, MQA annually reviews and reports on disciplinary guideline rulemaking, ensuring enforcement actions are fair, transparent, and aligned with statutory requirements to protect public health.

In FY 2024–25, the 22 boards and four councils advanced or maintained disciplinary rules that guide the disposition of complaints and enforcement actions. Many rules progressed efficiently from rule development to effective date within six to 12 months, highlighting MQA's commitment to timely and responsive regulation. Professions with high complaint volumes, including Massage Therapy, Medicine, Nursing, and Pharmacy, have current disciplinary guidelines in place, reinforcing alignment between enforcement activity and regulatory standards. Several boards, such as the Boards of Psychology and Speech-Language Pathology and Audiology, completed recent updates in FY 2023–24, demonstrating continued responsiveness to emerging issues, stakeholder input, and legislative changes.

Board or Council	Rule Number	Description	Rule Development Published	Notice Published	Adopted	Effective
Acupuncture	64B1-9.001	Disciplinary Guidelines	07/09/2021	07/26/2021	09/02/2021	09/22/2021
Athletic Training	64B33-5.001	Disciplinary Guidelines	08/10/2021	08/25/2021	09/24/2021	10/04/2025
Chiropractic Medicine	64B2-16.003	Guidelines for the Disposition of Disciplinary Cases	10/01/2021	10/18/2021	11/19/2021	12/09/2021
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	64B4-5.001	Disciplinary Guidelines	02/20/2025	03/07/2025	04/11/2025	05/01/2025
Clinical Laboratory Personnel	64B3-12.001	Disciplinary Guidelines	03/10/2021	04/14/2021	10/19/2021	11/07/2021
Dentistry	64B5-13.005	Disciplinary Guidelines	08/20/2024	09/05/2024	10/17/2025	11/06/2025
Dietetics and Nutrition	64B8-44.003	Disciplinary Guidelines	11/01/2021	11/16/2021	12/14/2021	01/03/2022
Electrolysis	64B8-55.001	Disciplinary Guidelines	04/23/2021	05/03/2023	11/02/2022	11/22/2022
Hearing Aid Specialists	64B6-7.002	Guidelines for the Disposition of Disciplinary Cases	02/24/2023	03/13/2023	04/17/2023	05/07/2023
Massage Therapy	64B7-30.002	Disciplinary Guidelines	09/20/2022	10/05/2022	11/14/2022	12/04/2022
Medical Physicists	64B23-6.001	Penalty-Guidelines	02/09/2022	04/27/2023	09/08/2023	09/28/2023
Medicine	64B8-8.001	Disciplinary Guidelines	06/28/2022	07/13/2022	08/23/2022	09/12/2022
Medicine	64B8-30.015	Disciplinary Guidelines	09/21/2021	10/06/2021	11/16/2021	12/06/2021
Medicine	64B8-31.010	Disciplinary Guidelines	09/16/2021	10/01/2021	11/01/2021	11/21/2021
Midwifery	64B24-8.002	Disciplinary Actions and Guidelines	08/12/2015	12/22/2015	03/02/2016	03/22/2016
Nursing	64B9-8.006	Disciplinary Guidelines	05/19/2023	06/05/2023	07/18/2023	08/07/2023
Nursing	64B9-15.009	Disciplinary Guidelines	12/29/2020	01/13/2021	08/02/2021	08/22/2021
Nursing Home Administrator	64B10-14.004	Disciplinary Guidelines; Range of Penalties; Aggravating and Mitigating Circumstances	09/08/2021	09/23/2021	11/10/2021	11/30/2021

Board or Council	Rule Number	Description	Rule Development Published	Notice Published	Adopted	Effective
Occupational Therapy	64B11-4.003	Standards of Practice; Discipline	09/24/2021	10/08/2021	11/09/2021	11/28/2021
Opticianry	64B12-8.020	Disciplinary Guidelines	09/09/2021	09/23/2021	10/25/2021	11/14/2021
Optometry	64B13-15.005	Designation of Administrative Violations; Major; Minor	09/09/2021	10/07/2021	11/16/2021	12/06/2021
Optometry	64B13-15.006	Designation of Patient Care Violations; Major; Minor	10/07/2021	10/07/2021	11/16/2021	12/06/2021
Orthotists and Prosthetists	64B14-7.003	Disciplinary Guidelines	06/17/2021	07/12/2021	10/12/2021	11/01/2021
Osteopathic Medicine	64B15-19.002	Violations and Penalties	12/28/2022	01/12/2023	03/02/2023	03/22/2023
Pharmacy	64B16-30.001	Disciplinary Guidelines	09/09/2021	10/04/2021	02/21/2022	03/13/2022
Physical Therapy	64B17-7.001	Disciplinary Guidelines	09/08/2021	09/23/2021	10/28/2021	11/17/2021
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	08/31/2021	09/14/2021	12/09/2021	12/29/2021
Psychology	64B19-17.002	Disciplinary Guidelines	09/11/2023	09/27/2023	10/26/2023	11/15/2023
Respiratory Care	64B32-5.001	Disciplinary Guidelines	08/25/2021	09/09/2021	12/01/2021	12/21/2021
School Psychology	64B21-504.001	Disciplinary Guidelines	05/23/2022	09/01/2022	12/09/2022	12/29/2022
Speech-Language Pathology and Audiology	64B20-7.001	Disciplinary Guidelines	04/26/2024	05/14/2024	07/01/2024	07/21/2024

APPENDIX 1

INFORMATION TABLES

24	Table 1: Summary of Licensed Practitioners
31	Table 1A: Licensure Compact Statistics
32	Table 2: Summary of Licensed Facilities and Establishments
33	Table 3: Recognized Continuing Education Providers
35	Table 4: Initial Applications Received and Initial Licenses Issued
42	Table 4A: MOBILE Endorsement
50	Table 5: Upgrade Applications Received and Upgrade Licenses Issued
52	Table 6: Online Renewals
57	Table 7: Emergency Orders Issued
59	Table 8: Reports Received, Complaints Received, and Investigations Completed
64	Table 8A: Disciplinary Cases Against MOBILE Endorsement Practitioners
65	Table 8B: Disciplinary Cases Against Massage Therapists and Massage Establishments
66	Table 9: Probable Cause Actions
70	Table 10: Disciplinary Cases
74	Table 11: Medical Malpractice Claims
77	Table 12: Hospital Annual Report Claims
78	Table 13: Unlicensed Activity
82	Table 14: Student Loan Defaults
83	Table 15: Revenues, Expenditures, and Cash Balances
84	Table 16: Projected Cash Balances
85	Table 17: Review of the Adequacy of Renewal Fees

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS

A total of 1,572,475 health care practitioners were licensed by the end of FY 2024-25, marking a 2.3% increase from the previous year. This growth highlights MQA's dedication to improving technology and streamlining the licensure process, allowing practitioners to join the workforce more efficiently and effectively.

Profession	In-State			Out-of-State			Military Active	Retired	Total
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Acupuncture									
Acupuncturist	2,343	26	107	288	34	55	6	152	3,011
Athletic Training									
Athletic Trainer	2,519	6	430	382	4	123	16	91	3,571
Certified Social Worker									
Certified Master Social Worker	3	0	1	2	0	0	0	1	7
Chiropractic Medicine									
Certified Chiropractic Physician Assistant	414	4	90	2	1	2	0	6	519
Chiropractic Faculty Certificate	9	0	5	4	0	0	0	0	18
Chiropractic Physician	6,905	60	193	808	151	160	16	566	8,859
Clinical Laboratory Personnel									
Clinical Laboratory Personnel	15,116	152	1,166	2,554	126	855	40	1,160	21,169
Clinical Laboratory Trainee	523	0	0	16	0	0	0	0	539
Clinical Laboratory Training Program	39	0	1	20	0	2	0	0	62
Clinical Social Work									
Licensed Clinical Social Worker	14,437	68	447	3,089	103	332	18	703	19,197
Provisional Clinical Social Worker Licensee	144	0	0	7	0	0	0	0	151
Registered Clinical Social Worker Intern	5,394	0	0	159	0	0	0	0	5,553
Dentistry									
Dental Expert Witness Certificate	12	0	0	60	0	0	0	0	72
Dental Hygienist	16,899	103	559	2,410	140	288	102	1,117	21,618

Profession	In-State			Out-of-State			Military Active	Retired	Total
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Dental Radiographer	33,885	0	0	281	0	0	0	0	34,166
Dental Residency Permit	487	0	0	21	0	0	0	0	508
Dental Teaching Permit	256	0	0	4	0	0	0	0	260
Dental Temporary Certificate	30	0	10	10	0	2	0	0	52
Health Access Dental	43	0	8	9	0	3	0	9	72
Dentist	14,960	47	347	3,286	200	280	71	1,354	20,545
Dietetics and Nutrition									
Dietetics and Nutritionist	5,186	22	561	1,771	27	668	13	217	8,465
Nutrition Counselor	30	2	13	5	0	3	0	20	73
Electrolysis									
Electrologist	3,204	20	505	60	2	22	2	70	3,885
Emergency Medical Services									
Emergency Allergy Treatment Licensee	75	0	0	7	0	0	0	0	82
Emergency Medical Technician	40,526	136	14,397	1,375	29	1,430	203	0	58,096
Paramedic	34,898	207	4,218	1,909	31	1,404	74	0	42,741
Genetic Counseling									
Genetic Counselor	153	0	6	574	0	103	0	0	836
Temporary Genetic Counselor	18	0	0	1	0	0	0	0	19
Hearing Aid Specialist									
Hearing Aid Specialist	968	6	111	58	3	26	1	89	1,262
Hearing Aid Specialist Trainee	319	165	0	7	0	0	0	0	491
Marriage and Family Therapy									
Licensed Marriage and Family Therapist	2,833	12	80	554	15	57	1	161	3,713
Provisional Marriage and Family Therapist Licensee	50	0	0	1	0	0	0	0	51
Registered Marriage and Family Therapist Intern	792	0	0	40	0	0	0	0	832

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS CONTINUED

Profession	In-State			Out-of-State			Military Active	Retired	Total
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Massage Therapy									
Approved Massage School	209	0	0	0	0	0	0	0	209
Massage Therapist	34,688	354	3,085	5,228	96	831	177	1,895	46,354
Medical Physicist									
Diagnostic Radiological Physicist	49	0	2	64	0	9	0	7	131
Medical Health Physicist	24	0	5	9	0	2	0	4	44
Medical Nuclear Radiological Physicist	33	0	0	23	0	5	0	6	67
Medical Physicist In Training	55	0	0	18	0	0	0	0	73
Therapeutic Radiological Physicist	331	0	23	175	1	49	0	14	593
Medicine									
Anesthesiologist Assistants	794	0	24	87	2	14	0	5	926
Graduate Assistant Physician	0	0	0	0	0	0	0	0	0
House Physician	314	0	0	16	0	0	0	0	330
Limited License Medical Doctor	85	0	15	8	0	5	0	31	144
Medical Doctor	62,069	96	1,940	24,782	433	3,260	124	6,771	99,475
Medical Doctor Expert Witness Certificate	36	0	0	2,016	0	0	0	0	2,052
Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	1	1
Medical Doctor Public Health Certificate	0	0	0	0	0	0	0	1	1
Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0	0	0
Medical Doctor Visiting Faculty Certificate	1	0	0	19	0	0	0	0	20
Medical Faculty Certificate	70	0	0	13	0	0	0	0	83
Physician Assistant	12,959	26	449	2,275	70	513	80	380	16,752

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS CONTINUED

Profession	In-State			Out-of-State			Military Active	Retired	Total
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Resident Registration	8,441	0	1	1,980	0	0	0	0	10,422
Temporary Area of Critical Need – Medical Doctor	1,028	1	50	102	2	43	0	27	1,253
Temporary Area of Critical Need – Physician Assistant	46	0	0	14	0	0	0	0	60
Mental Health Counseling									
Licensed Mental Health Counselor	16,881	73	405	2,538	58	164	13	739	20,871
Provisional Mental health Counselor Licensee	143	0	0	9	0	0	0	0	152
Registered Mental Health Counselor Intern	5,974	0	0	142	0	0	0	0	6,116
Midwifery									
Midwife	234	4	13	18	1	7	1	30	308
Nursing									
Advanced Practice Registered Nurse	50,378	119	1,225	10,596	172	2,406	67	1,637	66,600
Certified Nursing Assistant	152,738	0	30,115	5,299	0	2,818	168	0	191,138
Certified Nursing Assistant Program	193	0	0	0	0	0	0	0	193
Licensed Practical Nurse	62,230	285	6,859	4,103	92	1,406	158	2,612	77,745
Nursing Education Program – Licensed Practical Nurse	194	0	0	0	0	0	0	0	194
Nursing Education Program – Registered Nurse	318	0	0	1	0	0	0	0	319
Registered Nurse	347,857	1,180	13,908	31,664	889	9,762	497	17,347	423,104
Temporary Area of Critical Need – Advanced Practice Registered Nurse	1	0	0	1	0	0	0	0	2
Nursing Home Administrator									
Nursing Home Administrator	1,614	30	151	179	19	58	5	251	2,307
Occupational Therapy									
Occupational Therapist	10,580	50	615	1,331	53	611	40	432	13,712

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS CONTINUED

Profession	In-State			Out-of-State			Military Active	Retired	Total
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Occupational Therapy Assistant	5,907	49	642	341	16	219	10	167	7,351
Occupational Therapy Doctoral Capstone Exemption Registration	200	0	0	22	0	0	0	0	222
Opticianry									
Apprentice Optician	1,373	0	0	5	0	0	0	0	1,378
Optician	3,743	33	196	193	33	33	6	185	4,422
Optometry									
Optometric Faculty Certificate	13	0	0	1	0	0	0	0	14
Optometrist	3,238	10	71	705	80	88	39	223	4,454
Orthotist and Prosthetist									
Orthotic Fitter	91	0	13	2	0	0	0	12	118
Orthotic Fitter Assistant	38	0	7	0	0	0	0	10	55
Orthotic Resident	21	0	0	1	0	0	0	0	22
Orthotic-Prosthetic Resident	11	0	0	2	0	0	0	0	13
Orthotist	73	0	27	14	0	3	0	23	140
Orthotist and Prosthetist	267	0	17	21	1	2	0	36	344
Pedorthist	85	0	6	3	0	0	0	18	112
Prosthetic Resident	26	0	0	2	0	0	0	0	28
Prosthetist	66	0	5	8	0	3	0	16	98
Osteopathic Medicine									
Osteopathic Limited License	1	0	0	1	0	0	0	2	4
Osteopathic Physician	9,461	12	247	3,188	102	387	57	557	14,011
Osteopathic Physician Expert Witness Certificate	3	0	0	54	0	0	0	0	57
Osteopathic Resident Registration	1,999	0	0	259	0	0	0	0	2,258
Temporary Area of Critical Need – Osteopathic Medicine	2	0	0	0	0	0	0	0	2

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS CONTINUED

Profession	In-State			Out-of-State			Military Active	Retired	Total
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Pharmacy									
Consultant Pharmacist	3,136	89	442	202	20	52	2	306	4,249
Nuclear Pharmacist	156	0	11	52	2	5	0	21	247
Pharmacist	27,780	64	585	9,999	254	671	96	1,796	41,245
Pharmacist Intern	7,237	0	0	7,052	0	0	0	0	14,289
Registered Pharmacy Technician	49,173	141	12,133	1,194	16	578	61	26	63,322
Physical Therapy									
Physical Therapist	18,707	123	663	3,055	358	817	105	640	24,468
Physical Therapist Assistant	12,184	106	742	802	69	247	59	291	14,500
Podiatric Medicine									
Certified Podiatric X-Ray Assistant	529	1	269	2	0	1	0	4	806
Podiatric Physician	1,589	11	90	312	39	33	5	228	2,307
Podiatric Resident Registration	170	0	0	40	0	0	0	0	210
Psychology									
Limited License Psychologist	7	0	1	0	0	1	0	2	11
Provisional Psychologist	38	0	0	5	0	0	0	0	43
Psychologist	5,754	15	93	1,372	40	90	11	563	7,938
Radiologic Technology									
Radiologic Technology	27,530	9	11,304	3,417	6	5,274	32	0	47,572
Radiologist Assistant	45	0	5	5	0	6	0	0	61
Respiratory Care									
Certified Respiratory Therapist	1,975	16	281	247	8	167	11	123	2,828
Registered Respiratory Therapist	9,842	42	652	1,561	43	1,296	22	395	13,853
Respiratory Care Practitioner Critical Care	14	1	1	0	0	0	0	3	19
Respiratory Care Practitioner Non-Critical Care	2	0	0	0	0	0	0	1	3

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS CONTINUED

Profession	In-State			Out-of-State			Military Active	Retired	Total
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
School Psychology									
School Psychologist	1,137	9	44	71	0	12	2	65	1,340
Speech-Language Pathology and Audiology									
Audiologist	1,288	5	61	315	4	60	2	39	1,774
Audiology Assistant	210	2	97	2	0	1	0	1	313
Provisional Audiologist	24	0	0	4	0	0	0	0	28
Provisional Speech-Language Pathologist	922	0	0	55	0	0	0	0	977
Speech-Language Pathologist	12,612	21	665	1,775	31	583	19	261	15,967
Speech-Language Pathology Assistant	3,398	8	828	110	1	70	0	51	4,466
Telehealth Provider									
Telehealth Provider (Out-of-State)	0	0	0	32,290	0	0	0	0	32,290
TOTALS	1,186,114	4,021	112,338	181,245	3,877	38,477	2,432	43,971	1,572,475

- **IN-STATE ACTIVE** - Total number of in-state practitioners in an active status for the correlating profession as of the end of the FY.
- **IN-STATE INACTIVE** - Total number of in-state practitioners in an inactive status for the correlating profession as of the end of the FY.
- **IN-STATE DELINQUENT** - Total number of in-state practitioners in a delinquent status for the correlating profession as of the end of the FY.
- **OUT-OF-STATE ACTIVE** - Total number of out of state practitioners in an active status for the correlating profession as of the end of the FY.
- **OUT-OF-STATE INACTIVE** - Total number of out of state practitioners in an inactive status for the correlating profession as of the end of the FY.
- **OUT-OF-STATE DELINQUENT** - Total number of out of state practitioners in a delinquent status for the correlating profession as of the end of the FY.
- **MILITARY ACTIVE** - Total number of practitioners in a military status for the correlating profession as of the end of the FY.
- **RETIRED** - Total number of practitioners in a retired status for the correlating profession as of the end of the FY.
- **TOTAL** - Total number of practitioners in a renewable status for the correlating profession as of the end of the FY.

TABLE 1A: LICENSURE COMPACT STATISTICS

A licensure compact is a multijurisdictional model best known for its agreement among states to mutually recognize each other's licenses, which improves licensure mobility for health care practitioners and increases consumers' access to care. These agreements allow practitioners to provide services across state lines under a single license or through compact privileges, rather than obtaining licenses in each state.

Florida currently participates in five compacts:

- The Nurse Licensure Compact (NLC), joined in 2016, which allows registered nurses and licensed practical nurses with an MSL to practice in any participating state.
- The Psychology Interjurisdictional Compact (PSYPACT), joined in 2023, which authorizes psychologists to practice telepsychology under the APIT credential and temporary in-person practice under the TAP credential.
- The Counseling Compact, joined in 2022, which will allow eligible licensed counselors to practice across member states once operational.
- The Audiology and Speech-Language Pathology Interstate Compact (ASPL-IC) and the IMLC, both authorized by Senate Bill 7016 in 2024.

While the NLC allows registered nurses and licensed practical nurses who hold licensure in one compact state to practice across state lines without having to obtain separate licenses in each state, the PSYPACT allows for the purchase of permissions with authorize psychologists to practice telepsychology with the APIT credential and temporary in-practice with the TAP credential.

The IMLC differs from other compacts in that physicians applying through the IMLC are issued a full Florida license, rather than a compact privilege. As such, these licensees are included in the totals reported in Table 1: Summary of Licensed Practitioners, not as separate counts in Table 1A. A notation is provided in Table 5 to highlight how many physicians utilized the IMLC pathway to licensure, either by redesignating Florida as their state of principal licensure or by adding Florida to their IMLC privileges.

Whereas Table 1 captures Florida licensees, Table 1A reflects practitioners authorized to practice in Florida through compact privileges (e.g., NLC and PSYPACT) without being issued a Florida license.

Compact and Practitioner Type	Number of Practitioners Authorized to Practice in Florida through a Compact
NURSE LICENSURE COMPACT *	
Registered Nurse Multistate License (MSL)	4,195
Licensed Practical Nurse Multistate License (MSL)	549
PSYPACT **	
Authority to Practice Interjurisdictional Telepsychology (APIT)	12,986
Temporary Authorization to Practice (TAP)	865
TOTAL	18,595

* These MSLs differ from those recorded in Table 5: Upgrade Licenses Issued; This number reflects the number of nurses from other compact states that have voluntarily reported practicing in Florida whereas Table 5 reflects the total number of Florida nurses who have upgraded their licenses to include MSL. While the NLC does represent the number of nurses who have the privilege to practice in Florida, it does not indicate the number of those who are actively utilizing that privilege.

** Practicing unlimited telepsychology under the authority of PSYPACT requires that a psychologist obtain an APIT. Conducting temporary practice under the authority of PSYPACT requires that a psychologist obtain a TAP, which allows for 30 days of face-to-face practice in Florida per calendar year. As part of the PSYPACT Commission's strategic plan, PSYPACT is working on improving data. As a result, the PSYPACT Commission can now more accurately report on active authorization holders, not those that have expired. The number of APITs are a little lower than before due to this data reporting change.

TABLE 2: SUMMARY OF LICENSED FACILITIES AND ESTABLISHMENTS

MQA oversees the licensure and regulation of 10 unique types of health care facilities and establishments to ensure public health, safety, and welfare. The total count of health care facilities and establishments licensed by MQA at the end of FY 2024-25 was 24,726, which is a 4.5% increase from the previous year. The majority of facilities and establishments were pharmacies (45.0%) followed by massage establishments (36.4%).

Profession	Active	Delinquent	Total
Dentistry			
Dental Laboratory	715	2	717
Electrolysis			
Electrolysis Facility	701	1	702
Massage Therapy			
Massage Establishment	8,995	0	8,995
Medicine			
Office Surgery Registration	770	0	770
Pain Management Clinic	153	0	153
Pain Management Clinic Exempt	655	0	655
Opticianry			
Optical Establishment Permit	1,609	0	1,609
Pharmacy			
Nonresident Sterile Compounding Pharmacy	194	29	223
Pharmacy	10,178	263	10,441
Resident Sterile Compounding Pharmacy	452	9	461
TOTALS	24,422	304	24,726

- **ACTIVE** - Total number of facilities and establishments in Florida in an active status for the correlating profession as of the end of the FY.
- **DELINQUENT** - Total number of facilities and establishments in Florida in a delinquent status for the correlating profession as of the end of the FY.
- **TOTAL** - Total number of facilities and establishments in a renewable status for the correlating profession as of the end of the FY.

TABLE 3: RECOGNIZED CONTINUING EDUCATION PROVIDERS

CE requirements, also referred to as continuing medical education (CME) requirements, are intended to help practitioners stay competent, expand their knowledge, and keep up with new developments in their fields. When health care practitioners stay up-to-date with the latest advancements and best practices, they can improve the quality of care they offer to patients. To renew their licenses, health care practitioners must report the hours spent on completed CE/CME courses.

In FY 2024-25, MQA, in partnership with its boards and councils, approved over 60,000 CE courses to support practitioner growth and patient safety. More than 90% of courses were approved automatically, increasing efficiency and access to timely education. Boards with large workloads—like Nursing and Medicine—processed the highest course volumes, while others maintained board-specific reviews to ensure alignment with Florida's standards. Across all professions, these efforts help to ensure a competent, astute health care workforce.

BOARD OR COUNCIL	Approved by Rule/Statute	Approved Full-Single	Approved National	Received Applications	Approved Applications	Approved Outside	Submitted Courses	Approved New Courses Routed	Approved New Auto accept	Approved Old Courses
Florida Board of Acupuncture	154	139	15	18	20	3	634	539	95	36
Florida Board of Athletic Training	131	13	118	1	2	2	768	0	768	0
Florida Board of Chiropractic Medicine	40	40	0	7	3	2	1,493	1,473	20	364
Florida Board of Clinical Laboratory Personnel	100	87	13	4	5	4	2,188	5	2,183	0
Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	439	381	58	64	42	18	6,169	41	6,128	24
Florida Board of Dentistry	299	139	160	20	14	1	1,553	5	1,548	0
Florida Board of Hearing Aid Specialists	51	13	38	2	5	3	130	31	99	2
Florida Board of Massage Therapy	747	329	418	109	90	25	1,604	555	1,049	82
Florida Board of Medicine	199	0	199	13	17	5	6,510	29	6,481	0
Florida Board of Nursing	895	820	75	119	116	28	12,505	267	12,238	41
Florida Board of Nursing Home Administrators	64	64	0	5	2	0	634	4	630	0
Florida Board of Occupational Therapy	224	128	96	21	39	5	3,938	50	3,888	7
Florida Board of Opticianry	18	18	0	4	3	0	348	348	0	76
Florida Board of Optometry	101	93	8	13	9	1	526	1,846	1	0
Florida Board of Orthotists and Prosthetists	25	4	21	1	0	0	33	4	29	3

TABLE 3: RECOGNIZED CONTINUING EDUCATION PROVIDERS CONTINUED

BOARD OR COUNCIL	Approved by Rule/Statute	Approved Full-Single	Approved National	Received Applications	Approved Applications	Approved Outside	Submitted Courses	Approved New Courses Routed	Approved New Auto accept	Approved Old Courses
Florida Board of Osteopathic Medicine	151	0	151	5	7	2	4,630	0	4,630	0
Florida Board of Pharmacy	193	103	90	7	5	0	3,585	136	3,449	3
Florida Board of Physical Therapy Practice	1,516	1,360	156	90	91	3	3,899	1,723	2,176	5
Florida Board of Podiatric Medicine	57	9	48	3	3	0	578	17	561	3
Florida Board of Psychology	234	95	139	6	8	3	3,181	7	3,174	3
Florida Board of Respiratory Care	149	53	96	6	4	1	1,633	1	1,632	0
Florida Board of Speech-Language Pathology and Audiology	693	75	618	28	31	2	5,478	57	5,421	4
Florida Dietetic and Nutrition Practice Council	143	0	143	7	3	1	583	0	583	0
Florida Council of Licensed Midwifery	16	1	15	0	1	1	11	0	11	0
Medical Physicists	15	0	15	1	1	0	197	0	197	0
Florida Electrolysis Council	36	10	26	1	2	2	20	1	19	1
Florida Office of Dental Laboratories	16	13	3	2	0	0	267	0	267	0
Florida Office of School Psychology	46	14	32	3	3	1	531	0	531	0
Florida Council on Physician Assistants	98	0	98	7	8	1	2,506	0	2,506	0
TOTALS	6,850	4,001	2,849	567	534	114	66,132	7,139	60,314	654

- **APPROVED BY RULE/STATUTE** - Number of providers approved by rule/statute approval type.
- **APPROVED FULL-SINGLE** - Number of providers specifically approved by the board and includes ones that are approved to offer a single course.
- **APPROVED NATIONAL** - Number of providers approved by National Organization approval type.
- **RECEIVED APPLICATIONS** - Number of provider applications received in Continuing Education of the Bar (CEB).
- **APPROVED APPLICATIONS** - Number of provider applications approved in CEB.
- **APPROVED OUTSIDE** - Number of provider applications approved outside of CEB.
- **SUBMITTED COURSES** - Number of courses submitted in CEB.
- **APPROVED NEW COURSES ROUTED** - Number of new courses routed to the board for review and approval.
- **APPROVED NEW AUTO ACCEPT** - Number of courses automatically approved based on allowable rules.
- **APPROVED OLD COURSES** - Number of old courses re-submitted for renewal application and approved

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED

In FY 2024-25, MQA received 154,990 initial applications and successfully issued 127,779 initial licenses. This diligent and efficient process highlights MQA's commitment to upholding high standards of care while ensuring the timely integration of qualified practitioners into the health care system.

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Acupuncture			
Acupuncturist	113	0	99
Athletic Training			
Athletic Trainer	292	0	276
Certified Social Worker			
Certified Master Social Worker	8	0	3
Chiropractic Medicine			
Certified Chiropractic Physician's Assistant	69	0	72
Chiropractic Faculty Certificate	3	0	2
Chiropractic Physician	521	0	489
Clinical Laboratory Personnel			
Clinical Laboratory Personnel	1,535	0	1,165
Clinical Laboratory Trainee	506	0	515
Clinical Laboratory Training Program	6	0	8
Clinical Social Work			
Licensed Clinical Social Worker	2,286	0	1,793
Provisional Clinical Social Worker Licensee	74	0	70
Registered Clinical Social Worker Intern	1,711	0	1,565
Dentistry			
Dental Expert Witness Certificate	32	0	32
Dental Hygienist	1,849	0	1,767
Dental Laboratory	66	0	52
Dental Radiographer	1,399	0	1,024
Dental Residency Permit	170	0	148

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED CONTINUED

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Dental Teaching Permit	38	0	35
Dental Temporary Certificate	11	0	6
Dental-Health Access Dental	11	0	2
Dentist	1,710	0	1,380
Dietetics and Nutrition			
Dietetics and Nutritionist	1,212	50	1,006
Electrolysis			
Electrologist	673	0	623
Electrolysis Facility	154	0	140
Emergency Medical Services			
Emergency Allergy Treatment Licensee	51	0	48
Emergency Medical Technician	6,108	0	6,044
Paramedic	2,527	48	2,449
Genetic Counseling			
Genetic Counselor	105	0	88
Temporary Genetic Counselor	14	0	9
Hearing Aid Specialist			
Hearing Aid Specialist	102	56	86
Hearing Aid Specialist Trainee	107	0	99
Marriage and Family Therapy			
Licensed Marriage and Family Therapist	408	0	272
Provisional Marriage and Family Therapist Licensee	31	0	31
Registered Marriage and Family Therapist Intern	280	0	243
Massage Therapy			
Approved Massage School	17	0	5
Massage Establishment	1,556	0	1,019
Massage Therapist	2,722	0	2,167

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED CONTINUED

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Medical Physicist			
Diagnostic Radiological Physicist	6	0	5
Medical Health Physicist	5	0	1
Medical Nuclear Radiological Physicist	4	0	4
Medical Physicist In Training	36	0	31
Therapeutic Radiological Physicist	35	0	36
Medicine			
Anesthesiologist Assistant	136	0	122
Graduate Assistant Physician	16	0	0
House Physician	96	0	55
Limited License Medical Doctor	24	0	11
Medical Doctor	6,415	0	5,928
Medical Doctor Expert Witness Certificate	988	0	986
Medical Doctor Public Health Certificate	3	0	0
Medical Doctor Public Psychiatry Certificate	16	0	0
Medical Doctor Visiting Faculty Certificate	10	0	11
Medical Faculty Certificate	54	0	37
Office Surgery Registration	144	0	112
Pain Management Clinic	23	0	18
Pain Management Clinic Exempt	139	0	86
Physician Assistant	1,578	0	1,479
Resident Registration	2,685	0	2,602
Temporary Area of Critical Need – Medical Doctor	120	0	93
Temporary Area of Critical Need – Physician Assistant	273	0	60

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED CONTINUED

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Mental Health Counseling			
Licensed Mental Health Counselor	2,530	0	2,049
Provisional Mental Health Counselor Licensee	90	0	98
Registered Mental Health Counselor Intern	2,343	0	1,937
Midwifery			
Midwife	28	0	24
Nursing			
Advanced Practice Registered Nurse	7,591	0	6,805
Certified Nursing Assistant	30,955	7,999	19,020
Certified Nursing Assistant Program	36	0	25
Licensed Practical Nurse	5,527	1,548	4,122
Nursing Education Program – Practical Nurse	10	0	10
Nursing Education Program – Registered Nurse	16	0	20
Registered Nurse	28,754	6,841	25,122
Temporary Area of Critical Need – Advanced Practice Registered Nurse	11	0	2
Nursing Home Administrator			
Nursing Home Administrator	248	37	78
Occupational Therapy			
Occupational Therapist	935	0	905
Occupational Therapy Assistant	398	0	354
Occupational Therapy Doctoral Capstone Exemption Registration	82	0	73
Opticianry			
Apprentice Opticianry	326	0	291
Optical Establishment Permit	108	0	105
Optician	204	0	184

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED CONTINUED

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Optometry			
Optometric Faculty Certificate	2	0	3
Optometrist	313	0	269
Orthotist and Prosthetist			
Orthotic Fitter	9	0	7
Orthotic Fitter Assistant	4	0	3
Orthotic Resident	12	0	11
Orthotic-Prosthetic Resident	11	0	8
Prosthetist - Orthotist	14	0	13
Orthotist and Prosthetist	22	0	16
Pedorthist	7	0	6
Prosthetic Resident	10	0	13
Prosthetist	2	0	3
Osteopathic Medicine			
Osteopathic Limited License	2	0	1
Osteopathic Physician	1,342	0	1,359
Osteopathic Physician Expert Witness Certificate	31	0	26
Osteopathic Resident Registration	906	0	903
Temporary Area of Critical Need – Osteopathic Medicine	1	0	0
Pharmacy			
Consultant Pharmacist	285	0	288
Nonresident Sterile Compounding Pharmacy	61	0	39
Nuclear Pharmacist	20	0	16
Pharmacist	2,299	0	1,843
Pharmacist Intern	1,174	0	1,134
Pharmacy	727	0	611
Registered Pharmacy Technician	7,554	0	7,458

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED CONTINUED

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Resident Sterile Compounding Pharmacy	59	0	42
Physical Therapy			
Physical Therapist	1,641	452	1,469
Physical Therapist Assistant	726	464	619
Podiatric Medicine			
Certified Podiatric X-Ray Assistant	132	0	105
Podiatric Physician	109	0	85
Podiatric Resident Registration	47	0	44
Psychology			
Limited License Psychologist	6	0	0
Provisional Psychologist	25	0	24
Psychologist	664	392	534
Radiologic Technology			
Radiologic Technology	2,891	109	2,102
Radiologist Assistant	7	0	4
Respiratory Care			
Certified Respiratory Therapist	186	0	151
Registered Respiratory Therapist	664	0	595
School Psychology			
School Psychologist	96	0	78
Speech-Language Pathology and Audiology			
Audiologist	118	0	120
Audiology Assistant	58	0	61
Provisional Audiologist	19	0	16
Provisional Speech-Language Pathologist	781	0	703
Speech-Language Pathologist	1,245	0	1,124
Speech-Language Pathology Assistant	1,047	0	919

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED CONTINUED

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Telehealth Provider			
Telehealth Provider (Out-of-State)	8,186	0	7,221
TOTALS	154,990	17,996	127,779

- **INITIAL APPLICATIONS RECEIVED** - Number of initial applications received during the FY for the correlating profession.
- **INITIAL RE-EXAM APPLICATIONS RECEIVED** - Number of initial re-examination applications received during the FY for the correlating profession.
- **INITIAL LICENSES ISSUED** - Number of initial licenses issued during the FY for the correlating profession.
- Professions not listed have no data to report.

TABLE 4A: MOBILE ENDORSEMENT

Per section 456.0145(4), Florida Statutes, this table details, by profession, the number of applications received, licenses issued, and applications denied and reason for such denials under the MOBILE Act. To qualify for this new universal process for licensure by endorsement, health care practitioners must meet specific criteria, including various testing, training, and experience qualifications for their profession.

Profession	Mobile Applications Received	Mobile Licensed	Denied								
			Total Denied Applications	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime Conviction
Acupuncture											
Acupuncturist	16	8	0	0	0	0	0	0	0	0	0
Athletic Training											
Athletic Trainer	5	5	0	0	0	0	0	0	0	0	0
Chiropractic Medicine											
Certified Chiropractic Physician Assistant	1	0	0	0	0	0	0	0	0	0	0
Chiropractic Physician	46	14	0	0	0	0	0	0	0	0	0
Clinical Laboratory Personnel											
Clinical Laboratory Personnel	28	7	0	0	0	0	0	0	0	0	0
Clinical Social Work											
Licensed Clinical Social Worker	732	447	0	0	0	0	0	0	0	0	0
Dentistry											
Dental Hygienist	112	66	0	0	0	0	0	0	0	0	0
Dental Radiographer	1	1	0	0	0	0	0	0	0	0	0
Dentist	614	291	0	0	0	0	0	0	0	0	0
Dietetics and Nutrition											
Dietetics and Nutritionist	399	280	0	0	0	0	0	0	0	0	0

Licensure applications can be denied per section 456.0145(2)(a), Florida Statutes, due to: (1) no similar scope of practice, (2) encumbered license, (3) no national exam, (4) inactive practice for at least three years in the last four years before applying, (5) pending discipline, (6) license revocation or suspension, (7) a National Practitioner Database (NPDB) report, and (8) a felony or misdemeanor conviction related to health care practice.

Profession	Withdrawn									Mobile Applications Cancelled
	Total Mobile Applications Withdrawn	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime	
Acupuncture										
Acupuncturist	2	0	1	0	2	0	0	0	0	0
Athletic Training										
Athletic Trainer	0	0	0	0	0	0	0	0	0	3
Chiropractic Medicine										
Certified Chiropractic Physician Assistant	0	0	0	0	0	0	0	0	0	0
Chiropractic Physician	1	0	0	0	1	0	0	0	0	0
Clinical Laboratory Personnel										
Clinical Laboratory Personnel	1	0	1	0	0	0	0	0	0	7
Clinical Social Work										
Licensed Clinical Social Worker	15	2	0	10	9	0	0	5	0	21
Dentistry										
Dental Hygienist	0	0	0	0	0	0	0	0	0	3
Dental Radiographer	0	0	0	0	0	0	0	0	0	0
Dentist	21	0	4	3	1	0	0	13	0	6
Dietetics and Nutrition										
Dietetics and Nutritionist	18	0	0	0	17	0	0	3	1	120

TABLE 4A: MOBILE ENDORSEMENT CONTINUED

Profession	Mobile Applications Received	Mobile Licensed	Denied								
			Total Denied Applications	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime Conviction
Electrolysis											
Electrologist	7	0	0	0	0	0	0	0	0	0	0
Emergency Medical Services											
Emergency Medical Technician	1	1	0	0	0	0	0	0	0	0	0
Paramedic	4	3	0	0	0	0	0	0	0	0	0
Hearing Aid Specialist											
Hearing Aid Specialist	1	1	0	0	0	0	0	0	0	0	0
Marriage and Family Therapy											
Licensed Marriage and Family Therapist	154	72	0	0	0	0	0	0	0	0	0
Massage Therapy											
Massage Therapist	342	124	0	0	0	0	0	0	0	0	0
Medicine											
Anesthesiologist Assistant	1	0	0	0	0	0	0	0	0	0	0
Medical Doctor	1,728	1,019	0	0	0	0	0	0	0	0	0
Physician Assistant	60	33	0	0	0	0	0	0	0	0	0
Resident Registration	0	0	0	0	0	0	0	0	0	0	0
Mental Health Counseling											
Licensed Mental Health Counselor	903	556	0	0	0	0	0	0	0	0	0
Midwifery											
Midwife	4	2	0	0	0	0	0	0	0	0	0
Nursing											
Advanced Practice Registered Nurse	407	181	0	0	0	0	0	0	0	0	0

TABLE 4A: MOBILE ENDORSEMENT CONTINUED

Profession	Withdrawn									Mobile Applications Cancelled
	Total Mobile Applications Withdrawn	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime	
Electrolysis										
Electrologist	3	2	0	0	1	0	0	0	0	2
Emergency Medical Services										
Emergency Medical Technician	0	0	0	0	0	0	0	0	0	3
Paramedic	1	0	0	0	0	0	0	1	1	3
Hearing Aid Specialist										
Hearing Aid Specialist	0	0	0	0	0	0	0	0	0	2
Marriage and Family Therapy										
Licensed Marriage and Family Therapist	16	7	0	9	12	0	0	5	0	8
Massage Therapy										
Massage Therapist	34	0	5	4	25	1	0	0	1	1
Medicine										
Anesthesiologist Assistant	0	0	0	0	0	0	0	0	0	0
Medical Doctor	172	4	47	6	97	0	1	36	0	89
Physician Assistant	4	0	0	1	3	0	0	0	0	2
Resident Registration	5	0	0	0	5	0	0	0	0	17
Mental Health Counseling										
Licensed Mental Health Counselor	38	18	1	28	26	0	0	12	0	23
Midwifery										
Midwife	1	1	0	0	1	1	0	1	1	3
Nursing										
Advanced Practice Registered Nurse	22	0	0	0	23	0	0	2	0	5

TABLE 4A: MOBILE ENDORSEMENT CONTINUED

Profession	Mobile Applications Received	Mobile Licensed	Denied								
			Total Denied Applications	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime Conviction
Certified Nursing Assistant	2,469	437	4	0	0	0	3	0	0	1	0
Licensed Practical Nurse	658	346	0	0	0	0	0	0	0	0	0
Registered Nurse	5,181	3,088	1	0	0	0	0	1	0	0	0
Nursing Home Administrator											
Nursing Home Administrator	31	5	0	0	0	0	0	0	0	0	0
Occupational Therapy											
Occupational Therapist	139	112	0	0	0	0	0	0	0	0	0
Occupational Therapy Assistant	51	36	0	0	0	0	0	0	0	0	0
Opticianry											
Optician	38	32	0	0	0	0	0	0	0	0	0
Optometry											
Optometrist	141	75	0	0	0	0	0	0	0	0	0
Orthotist and Prosthetist											
Orthotist	2	2	0	0	0	0	0	0	0	0	0
Orthotist and Prosthetist	1	0	0	0	0	0	0	0	0	0	0
Osteopathic Medicine											
Osteopathic Physician	58	31	0	0	0	0	0	0	0	0	0
Osteopathic Resident Registration	7	0	0	0	0	0	0	0	0	0	0
Pharmacy											
Pharmacist	854	715	0	0	0	0	0	0	0	0	0
Registered Pharmacy Technician	84	60	0	0	0	0	0	0	0	0	0

TABLE 4A: MOBILE ENDORSEMENT CONTINUED

Profession	Withdrawn									Mobile Applications Cancelled
	Total Mobile Applications Withdrawn	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime	
Certified Nursing Assistant	88	4	2	0	86	0	0	2	0	64
Licensed Practical Nurse	77	1	14	1	60	0	4	7	0	13
Registered Nurse	491	6	26	11	434	0	11	23	10	57
Nursing Home Administrator										
Nursing Home Administrator	0	0	0	0	0	0	0	0	0	0
Occupational Therapy										
Occupational Therapist	1	0	0	0	0	0	0	1	0	19
Occupational Therapy Assistant	1	0	0	0	1	0	0	0	0	7
Opticianry										
Optician	0	0	0	0	0	0	0	0	0	0
Optometry										
Optometrist	1	0	0	0	0	0	0	1	0	2
Orthotist and Prosthetist										
Orthotist	0	0	0	0	0	0	0	0	0	0
Orthotist and Prosthetist	0	0	0	0	0	0	0	0	0	0
Osteopathic Medicine										
Osteopathic Physician	1	0	1	0	0	0	0	0	0	0
Osteopathic Resident Registration	3	0	0	1	2	0	0	0	0	3
Pharmacy										
Pharmacist	27	2	2	1	10	0	2	13	0	5
Registered Pharmacy Technician	41	2	2	3	36	0	0	0	0	15

TABLE 4A: MOBILE ENDORSEMENT CONTINUED

Profession	Mobile Applications Received	Mobile Licensed	Denied								
			Total Denied Applications	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime Conviction
Physical Therapy											
Physical Therapist	301	248	0	0	0	0	0	0	0	0	0
Physical Therapist Assistant	118	93	0	0	0	0	0	0	0	0	0
Podiatric Medicine											
Certified Podiatric X-Ray Assistant	2	0	0	0	0	0	0	0	0	0	0
Podiatric Physician	14	5	0	0	0	0	0	0	0	0	0
Psychology											
Psychologist	286	247	0	0	0	0	0	0	0	0	0
School Psychology											
School Psychologist	17	5	0	0	0	0	0	0	0	0	0
Speech-Language Pathology and Audiology											
Audiologist	41	28	0	0	0	0	0	0	0	0	0
Speech-Language Pathologist	258	187	0	0	0	0	0	0	0	0	0
Speech-Language Pathology Assistant	5	0	0	0	0	0	0	0	0	0	0
TOTALS	16,322	8,863	5	0	0	0	3	1	0	1	0

- **MOBILE APPLICATIONS RECEIVED** - Number of MOBILE applications received during the FY for the correlating profession.
- **MOBILE APPLICATIONS LICENSED** - Number of practitioners who were licensed via a MOBILE application during the FY for the correlating profession.
- **TOTAL DENIED APPLICATIONS** - Number of applications that were denied during the FY for the correlating professions.
- **DENIED: NOT SIMILAR SCOPE** - Number of applications that were denied during the FY due to not similar scope of practice. The term "scope of practice" means the full spectrum of functions, procedures, actions, and services that a health care practitioner is deemed competent and authorized to perform under a license issued in this state.
- **DENIED: ENCUMBERED LICENSE** - Number of applications that were denied during the FY due to encumbered license.
- **DENIED: NATIONAL EXAM** - Number of applications that were denied during the FY due to not obtaining a passing score on a national licensure examination.
- **DENIED: ACTIVE PRACTICE REQUIREMENT** - Number of applications that were denied during the FY due to inactive practice for at least three years in the last four years before applying an application.
- **DENIED: PENDING ENFORCEMENT** - Number of applications that were denied during the FY due to having a complaint, an allegation, or an investigation pending.

TABLE 4A: MOBILE ENDORSEMENT CONTINUED

Profession	Withdrawn									Mobile Applications Cancelled
	Total Mobile Applications Withdrawn	Not Similar Scope	Encumbered License	National Exam	Active Practice Requirement	Pending Enforcement	License Revocation or Suspension	NPDB Report	Related Crime	
Physical Therapy										
Physical Therapist	23	15	0	2	12	0	1	1	0	23
Physical Therapist Assistant	8	0	4	2	5	0	1	1	0	4
Podiatric Medicine										
Certified Podiatric X-Ray Assistant	0	0	0	0	0	0	0	0	0	0
Podiatric Physician	0	0	0	0	0	0	0	0	0	0
Psychology										
Psychologist	8	1	0	5	4	0	1	0	0	10
School Psychology										
School Psychologist	0	0	0	0	0	0	0	0	0	5
Speech-Language Pathology and Audiology										
Audiologist	1	0	0	1	0	0	0	0	0	1
Speech-Language Pathologist	10	0	3	2	6	1	1	1	1	10
Speech-Language Pathology Assistant	0	0	0	0	0	0	0	0	0	1
TOTALS	1,135	65	113	90	879	3	22	128	15	557

- **DENIED: LICENSE REVOCATION OR SUSPENSION** - Number of applications that were denied during the FY due to license revocation or suspension.
- **DENIED: NPDB REPORT** - Number of applications that were denied during the FY due to a National Practitioner Database (NPDB) report.
- **DENIED: RELATED CRIME CONVICTION** - Number of applications that were denied during the FY due to a felony or misdemeanor conviction related to health care practice.
- **TOTAL MOBILE APPLICATIONS WITHDRAWN** - Number of MOBILE applications which were withdrawn by the applicant in lieu of being denied during the FY for the correlating profession.
- **WITHDRAWN APPLICATION REASON CODES** - The reasons that a MOBILE application was withdrawn during the selected date range. Please note that a withdrawn application can have more than one withdrawn reason selected.

TABLE 5: UPGRADE APPLICATIONS RECEIVED AND UPGRADE LICENSES ISSUED

Health care practitioners may upgrade their licenses to reflect higher qualifications, new statutory authorities, or expanded scopes of practice. These upgrades both showcase practitioners' advanced expertise and enhance public access to specialized services.

In FY 2024-25, several key legislative changes shaped the upgrades reported in this table: chiropractic physicians may now be authorized to perform dry needling for specified purposes, pharmacists may now dispense HIV infection prevention drugs, and Florida operationalized its participation in the IMLC, enabling eligible allopathic and osteopathic physicians to obtain full Florida licenses through expedited pathways.

While IMLC licenses are reflected in the medical doctor and osteopathic physician counts in Table 1, Summary of Licensed Practitioners, the following Table 5 highlights those who upgraded to redesignate Florida as their state of principal licensure or who added Florida to their IMLC privileges.

Profession	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
Chiropractic Medicine			
Chiropractic Physician	Acupuncture Added	33	36
Chiropractic Physician	Dry Needling Certification	84	73
Clinical Laboratory Personnel			
Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	575	499
Dentistry			
Dentist	Sedation Permit Issued	130	86
Massage Therapy			
Massage Therapist	Colonic Irrigation Apprenticeship	6	5
Massage Therapist	Colonic Irrigation Certification	11	2
Medicine			
Medical Doctor	IMLC Redesignation Application (Adds State of Principal Licensure)	118	117
Medical Doctor	IMLC State of Principal Licensure	1,325	1,155
Nursing			
Advanced Practice Registered Nurse	Upgrade to Autonomous Practice APRN	3,535	2,729
Licensed Practical Nurse	Nurse Licensure Compact Multistate License	1,363	871
Registered Nurse	Nurse Licensure Compact Multistate License	8,835	6,618
Opticianry			
Optician	Upgrade to Certified	78	77

Profession	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
Osteopathic Medicine			
Osteopathic Physician	IMLC Redesignation Application (Adds State of Principal Licensure)	21	19
Osteopathic Physician	IMLC State of Principal Licensure	218	174
Pharmacy			
Pharmacist	Certified To Administer Immunizations	580	604
Pharmacist	Collaborative Practice Certification	37	36
Pharmacist	HIV Postexposure Prophylaxis Certification	6	4
Pharmacist	Test and Treat Certification	197	204
Registered Pharmacy Technician	Certified to Administer Immunizations	3,000	2,567
Physical Therapy			
Physical Therapist	Dry Needling Added	339	339
Radiologic Technology			
Radiologic Technology	Additional Certification	178	146
TOTALS		20,669	16,361

- **Note:** Upgrades reported in Table 5 reflect both (1) statutory expansions of scope of practice (e.g., dry needling for chiropractic physicians and HIV prevention dispensing for pharmacists) and (2) physician upgrades related to the IMLC. Because IMLC applicants receive a full Florida license, their counts are included in Table 1 totals; Table 5 highlights only those who redesignated Florida as their state of principal licensure or added Florida to their IMLC privileges.
- **UPGRADE TYPE** - Specific type of upgrade for the profession.
- **UPGRADE APPLICATIONS RECEIVED** - Number of upgrade applications for the upgrade type received during the FY.
- **UPGRADE LICENSES ISSUED** - Number of upgrade licenses issued for the upgrade type during the FY.
- Professions not listed have no data to report.

TABLE 6: ONLINE RENEWALS

MQA provides an efficient online renewal process for health care practitioners and facility owners in Florida. Most practitioners and facility owners are required to renew their licenses every two years to remain in good standing. In FY 2024-25, MQA successfully renewed 644,406 licenses—the highest volume yet. Of these, 96.6% were processed online. This streamlined digital process reduces paperwork and administrative tasks, allowing practitioners to focus on patient care while staying up-to-date with licensure requirements.

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage	Non-Fully Online Renewals
Acupuncture					
Acupuncturist	21	0	23	91.30	2
Athletic Training					
Athletic Trainer	92	2,302	2,412	99.25	18
Certified Social Worker					
Certified Master Social Worker	0	3	3	100.00	0
Chiropractic Medicine					
Certified Chiropractic Physician Assistant	8	0	8	100.00	0
Chiropractic Physician	46	0	47	97.87	1
Clinical Laboratory Personnel					
Clinical Laboratory Personnel	197	8,908	9,168	99.31	63
Clinical Laboratory Training Program	0	6	49	12.24	43
Licensed Clinical Social Worker	144	16,316	16,525	99.61	65
Dentistry					
Dental Hygienist	59	0	62	95.16	3
Dental Laboratory	7	0	8	87.50	1
Dental Residency Permit	0	0	125	0.00	125
Dentist	29	0	32	90.63	3
Dietetics and Nutrition					
Dietetics and Nutritionist	103	6,414	6,537	99.69	20
Nutrition Counselor	0	34	37	91.89	3

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage	Non-Fully Online Renewals
Electrolysis					
Electrologist	99	0	102	97.06	3
Electrolysis Facility	23	0	25	92.00	2
Emergency Medical Services					
Emergency Allergy Treatment Licensee	0	0	35	0.00	35
Emergency Medical Technician	9	30,227	34,841	86.78	4,605
Paramedic	4	24,204	34,051	71.09	9,843
Genetic Counseling					
Genetic Counselor	4	0	4	100.00	0
Hearing Aid Specialist					
Hearing Aid Specialist	24	952	979	99.69	3
Marriage and Family Therapy					
Licensed Marriage and Family Therapist	37	3,186	3,238	99.54	15
Massage Therapy					
Massage Establishment	0	2,246	2,260	99.38	14
Massage Therapist	282	9,689	9,990	99.81	19
Medical Physicist					
Diagnostic Radiological Physicist	2	106	108	100.00	0
Medical Health Physicist	0	32	32	100.00	0
Medical Nuclear Radiological Physicist	1	52	53	100.00	0
Medical Physicist In Training	0	0	43	0.00	43
Therapeutic Radiological Physicist	4	472	476	100.00	0
Medicine					
Anesthesiologist Assistant	5	765	770	100.00	0
House Physician	0	0	100	0.00	100
Limited License Medical Doctor	0	0	2	0.00	2
Medical Doctor	611	37,986	38,775	99.54	178
Medical Faculty Certificate	0	0	23	0.00	23
Pain Management Clinic Exempt	0	0	3	0.00	3

TABLE 6: ONLINE RENEWALS CONTINUED

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage	Non-Fully Online Renewals
Physician Assistant	66	1	67	100.00	0
Resident Registration	0	0	1,852	0.00	1,852
Temporary Area of Critical Need – Medical Doctor	9	0	10	90.00	1
Mental Health Counseling					
Licensed Mental Health Counselor	151	17,871	18,090	99.62	68
Midwifery					
Midwife	9	0	11	81.82	2
Nursing					
Advanced Practice Registered Nurse	523	34,125	34,765	99.66	117
Certified Nursing Assistant	6,672	52,477	59,734	99.02	585
Certified Nursing Assistant Program	0	0	171	0.00	171
Licensed Practical Nurse	395	27,215	27,697	99.69	87
Registered Nurse	3,331	224,556	228,713	99.64	826
Nursing Home Administrator					
Nursing Home Administrator	40	1,446	1,497	99.27	11
Occupational Therapy					
Occupational Therapist	143	11,198	11,408	99.41	67
Occupational Therapy Assistant	147	5,937	6,101	99.72	17
Opticianry					
Optician	55	3,759	3,835	99.45	21
Optometry					
Optometric Faculty Certificate	0	0	4	0.00	4
Optometrist	31	3,781	3,863	98.68	51
Orthotist and Prosthetist					
Orthotist	2	0	2	100.00	0
Orthotist and Prosthetist	2	0	2	100.00	0
Osteopathic Medicine					
Osteopathic Physician	56	0	59	94.92	3

TABLE 6: ONLINE RENEWALS CONTINUED

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage	Non-Fully Online Renewals
Pharmacy					
Consultant Pharmacist	57	3,134	3,193	99.94	2
Nonresident Sterile Compounding Pharmacy	0	0	169	0.00	169
Nuclear Pharmacist	4	0	4	100.00	0
Pharmacist	53	29	85	96.47	3
Pharmacy	64	7,588	9,826	77.88	2,174
Registered Pharmacy Technician	1,669	42,204	43,963	99.80	90
Resident Sterile Compounding Pharmacy	1	424	433	98.15	8
Physical Therapy					
Physical Therapist	80	0	82	97.56	2
Physical Therapist Assistant	60	0	61	98.36	1
Podiatric Medicine					
Certified Podiatric X-Ray Assistant	17	0	17	100.00	0
Podiatric Physician	6	0	6	100.00	0
Psychology					
Psychologist	46	0	48	95.83	2
Radiologic Technology					
Radiologic Technology	952	13,066	14,078	99.57	60
Radiologist Assistant	2	20	22	100.00	0
Respiratory Care					
Certified Respiratory Therapist	21	2,137	2,173	99.31	15
Registered Respiratory Therapist	84	11,117	11,230	99.74	29
Respiratory Care Practitioner Critical Care	0	15	15	100.00	0
Respiratory Care Practitioner Non-Critical Care	0	2	2	100.00	0
School Psychology					
School Psychologist	14	0	14	100.00	0

TABLE 6: ONLINE RENEWALS CONTINUED

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage	Non-Fully Online Renewals
Speech-Language Pathology and Audiology					
Audiologist	9	0	9	100.00	0
Audiology Assistant	2	0	2	100.00	0
Speech-Language Pathologist	100	0	101	99.01	1
Speech-Language Pathology Assistant	46	0	46	100.00	0
TOTALS	16,730	606,002	644,406	96.64	21,674

- **DELINQUENT RENEWALS PROCESSED ONLINE** - Number of delinquent renewals processed online during the FY for the correlating profession.
- **ON-TIME RENEWALS PROCESSED ONLINE** - Number of on-time renewals processed online during the FY for the correlating profession.
- **TOTAL RENEWALS PROCESSED** - Total number of renewals processed during the FY for the correlating profession.
- **ONLINE RENEWAL USAGE PERCENTAGE** - Percentage of total renewals that were completed entirely online during the FY for the correlating profession.
- **NON-FULLY ONLINE RENEWALS** - Number of renewals not fully processed online during the FY for the correlating profession.

TABLE 7: EMERGENCY ORDERS ISSUED

PSU reviews cases where a health care practitioner may pose an immediate risk to the health, safety, or welfare of the public. If a health care practitioner is deemed a threat under section 120.60(6), Florida Statutes, the Department may restrict or suspend their license through an Emergency Order. In FY 2024-25, the Department issued a total of 346 Emergency Orders, 18.8% of which were EROs and 81.2% of which were ESOs. This intervention is crucial for upholding professional standards in the health care community and preventing potential harm to patients.

Profession	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Acupuncture			
Acupuncturist	0	1	1
Athletic Training			
Athletic Trainer	0	2	2
Chiropractic Medicine			
Chiropractic Physician	0	1	1
Clinical Social Work			
Licensed Clinical Social Worker	1	2	3
Registered Clinical Social Worker Intern	0	1	1
Dentistry			
Dental Hygienist	1	0	1
Dentist	0	1	1
Emergency Medical Services			
Paramedic	0	1	1
Massage Therapy			
Massage Establishment	0	72	72
Massage Therapist	5	38	43
Medicine			
House Physician	0	1	1
Medical Doctor	3	3	6
Office Surgery Registration	0	2	2
Resident Registration	0	1	1
Mental Health Counseling			
Licensed Mental Health Counselor	0	2	2

TABLE 7: EMERGENCY ORDERS ISSUED CONTINUED

Profession	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Nursing			
Advanced Practice Registered Nurse	1	4	5
Certified Nursing Assistant	3	63	66
Licensed Practical Nurse	8	17	25
Registered Nurse	37	39	76
Occupational Therapy			
Occupational Therapy Assistant	0	2	2
Osteopathic Medicine			
Osteopathic Physician	2	3	5
Pharmacy			
Consultant Pharmacist	0	1	1
Pharmacist	1	8	9
Registered Pharmacy Technician	2	8	10
Physical Therapy			
Physical Therapist Assistant	0	4	4
Psychology			
Psychologist	0	1	1
Radiologic Technology			
Radiologic Technology	1	0	1
Respiratory Care			
Registered Respiratory Therapist	0	1	1
School Psychology			
School Psychologist	0	1	1
Telehealth Provider			
Telehealth Provider (Out-of-State)	0	1	1
TOTALS	65	281	346

- **EMERGENCY RESTRICTIONS** - Number of orders issued by the Department restricting the practice of a practitioner in Florida under conditions specified by the Department during the FY for the correlating profession.
- **EMERGENCY SUSPENSIONS** - Number of orders suspending the license of a practitioner in Florida during the FY for the corresponding profession; practitioner may not practice in Florida while under an emergency suspension order.
- **TOTAL EMERGENCY ORDERS** - Total number of emergency orders issued during the FY for the corresponding profession.
- Professions not listed have no data to report.

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

As part of its mission, MQA protects the public by enforcing federal and state laws and rules governing the practice of health care professions. In FY 2024-25, MQA received 34,994 complaints, completed 8,129 investigations, and found 9,102 cases legally sufficient.

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Acupuncture						
Acupuncturist	2	24	5	1	5	0
Athletic Training						
Athletic Trainer	0	21	3	0	3	0
Chiropractic Medicine						
Certified Chiropractic Physician Assistant	0	6	2	0	2	0
Chiropractic Physician	13	169	34	4	35	0
Clinical Laboratory Personnel						
Clinical Laboratory Personnel	0	10	0	1	0	0
Clinical Laboratory Training Program	0	1	0	0	0	0
Clinical Social Work						
Licensed Clinical Social Worker	6	194	32	1	31	0
Provisional Clinical Social Worker Licensee	1	4	0	0	0	0
Registered Clinical Social Worker Intern	0	32	5	0	5	0
Dentistry						
Dental Hygienist	0	64	12	1	12	0
Dental Laboratory	0	16	11	2	10	638
Dental Radiographer	0	11	3	0	3	0
Dental Residency Permit	0	1	1	0	1	0
Dental-Health Access Dental	0	1	0	0	0	0
Dentist	221	1,056	223	13	243	435
Dietetics and Nutrition						
Dietetics and Nutritionist	0	13	0	0	0	0
Dietetics Nutrition Counselor	0	2	0	0	0	0

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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Electrolysis						
Electrologist	1	24	13	1	10	0
Electrolysis Facility	1	35	19	3	17	442
Emergency Medical Services						
Emergency Medical Technician	0	87	41	1	38	0
Paramedic	0	105	50	1	50	0
Hearing Aid Specialist						
Hearing Aid Specialist	0	23	4	0	4	0
Hearing Aid Specialist Trainee	0	3	1	0	1	0
Marriage and Family Therapy						
Licensed Marriage and Family Therapist	0	58	4	0	4	0
Provisional Marriage and Family Therapist Licensee	0	2	0	0	0	0
Registered Marriage and Family Therapist Intern	0	9	0	0	1	0
Massage Therapy						
Massage Establishment	0	2,575	2,215	45	1,844	9,599
Massage Therapist	2	3,656	2,242	19	1,851	0
Medicine						
Anesthesiologist Assistant	8	9	4	0	4	0
House Physician	0	25	3	0	3	0
Limited License Medical Doctor	1	1	0	0	0	0
Medical Doctor	2,880	4,360	922	29	902	1
Office Surgery Registration	5	151	115	12	110	703
Pain Management Clinic	0	15	6	2	6	188
Pain Management Clinic Exempt	0	11	0	0	0	0
Physician Assistant	103	251	61	0	59	0
Resident Registration	2	100	7	0	7	0
Temporary Area of Critical Need – Medical Doctor	8	62	3	0	6	0

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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Mental Health Counseling						
Licensed Mental Health Counselor	7	337	52	6	49	0
Provisional Mental Health Counselor Licensee	0	3	0	0	0	0
Registered Mental Health Counselor Intern	1	80	18	3	17	0
Midwifery						
Midwife	18	35	9	2	12	0
Non Jurisdictional Complaints						
AHCA ENFORCEMENT-Non Jurisdictional Complaints	34	890	2	3	0	0
Nursing						
Advanced Practice Registered Nurse	170	1,298	184	11	172	0
Certified Nursing Assistant	7	5,156	653	18	619	0
Licensed Practical Nurse	11	3,491	388	4	332	0
Nursing Education Program – Practical Nurse	0	1	0	0	0	0
Nursing Education Program – Registered Nurse	0	1	0	0	0	0
Registered Nurse	33	6,781	844	26	792	0
Temporary Area of Critical Need – Advanced Practice Registered Nurse	0	1	0	0	0	0
Nursing Home Administrator						
Nursing Home Administrator	0	47	22	0	22	0
Occupational Therapy						
Occupational Therapist	1	36	15	0	10	0
Occupational Therapy Assistant	0	30	13	0	13	0
Opticianry						
Apprentice Optician	0	2	0	1	0	0
Optical Establishment Permit	0	24	19	3	18	1,041
Optician	0	15	2	1	3	0

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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Optometry						
Optometrist	3	60	10	0	8	0
Orthotist and Prosthetist						
Orthotic Fitter	0	1	0	0	0	0
Orthotic Fitter Assistant	0	1	0	0	0	0
Orthotic Resident	0	1	0	0	0	0
Orthotist	0	1	0	0	0	0
Orthotist and Prosthetist	0	4	0	0	0	0
Pedorthist	0	1	0	0	0	0
Prosthetist	0	1	0	0	0	0
Osteopathic Medicine						
Osteopathic Physician	349	665	128	10	123	0
Osteopathic Resident Registration	0	67	2	1	2	0
Pharmacy						
Consultant Pharmacist	0	71	33	0	31	0
Nonresident Sterile Compounding Pharmacy	0	21	16	0	16	4
Pharmacist	2	738	142	5	149	0
Pharmacist Intern	0	15	11	0	12	0
Pharmacy	3	755	214	22	202	5,907
Registered Pharmacy Technician	0	125	49	2	45	0
Resident Sterile Compounding Pharmacy	0	45	16	8	15	324
Physical Therapy						
Physical Therapist	4	168	36	0	29	0
Physical Therapist Assistant	1	189	19	0	16	0
Podiatric Medicine						
Certified Podiatric X-Ray Assistant	0	2	1	1	1	0
Podiatric Physician	78	123	15	0	14	0

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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Podiatric Resident Registration	2	0	0	0	0	0
Psychology						
Provisional Psychologist	0	1	0	0	0	0
Psychologist	1	198	23	2	21	0
Radiologic Technology						
Radiologic Technology	1	62	25	1	24	0
Respiratory Care						
Certified Respiratory Therapist	0	10	6	0	3	0
Registered Respiratory Therapist	0	40	10	0	9	0
School Psychology						
School Psychologist	0	19	2	0	2	0
Speech-Language Pathology and Audiology						
Audiologist	0	9	0	0	0	0
Provisional Speech-Language Pathologist	0	3	0	0	0	0
Speech-Language Pathologist	0	19	8	0	7	0
Speech-Language Pathology Assistant	0	19	5	0	3	0
Telehealth Provider						
Telehealth Provider (Out-of-State)	2	145	69	1	71	0
TOTALS	3,982	34,994	9,102	267	8,129	19,282

- **STATUTORY REPORTS** - Number of statutorily required reports during the FY for the correlating profession.
- **COMPLAINTS RECEIVED** - Number of complaints received during the FY for the correlating profession.
- **LEGALLY SUFFICIENT** - Number of legally sufficient complaints received during the FY for the correlating profession.
- **COMPLETED INQUIRIES** - Number of completed inquiries during the FY for the correlating profession.
- **COMPLETED INVESTIGATIONS** - Number of completed investigations during the FY for the correlating profession.
- **COMPLETED INSPECTIONS** - Number of completed inspections during the FY for the correlating profession.
- Professions not listed have no data to report.

TABLE 8A: DISCIPLINARY CASES AGAINST MOBILE ENDORSEMENT PRACTITIONERS

MQA now reports the number of complaints, investigations, or other disciplinary actions taken against health care practitioners who are licensed under the MOBILE Act, pursuant to section 456.0145(4), Florida Statutes. In FY 2024-25, MQA received 30 complaints and completed two corresponding investigations.

Profession	Mobile Complaints Received	Mobile Investigations Completed	Mobile Probable Cause Found	Mobile Disciplinary Action
Chiropractic Medicine				
Chiropractic Physician	1	0	0	0
Clinical Social Work				
Licensed Clinical Social Worker	1	0	0	0
Dentistry				
Dentist	1	0	0	0
Medicine				
Medical Doctor	9	0	0	0
Mental Health Counseling				
Licensed Mental Health Counselor	2	0	0	0
Nursing				
Certified Nursing Assistant	2	0	0	0
Registered Nurse	9	2	0	0
Pharmacy				
Pharmacist	2	0	0	0
Physical Therapy				
Physical Therapist	1	0	0	0
Physical Therapist Assistant	2	0	0	0
TOTALS	30	2	0	0

- **MOBILE COMPLAINTS RECEIVED** - Number of complaints received involving a practitioner licensed via MOBILE endorsement during the fiscal year.
- **MOBILE INVESTIGATIONS COMPLETED** - Number of investigations completed involving a practitioner licensed via MOBILE endorsement during the fiscal year. This is a subset of the original Table 8 data for investigations completed.
- **MOBILE PROBABLE CAUSE FOUND** - Number of cases with probable cause found involving a practitioner licensed via MOBILE endorsement during the fiscal year. This is a subset of the original Table 9 data for probable cause found.
- **MOBILE DISCIPLINARY ACTION** - Number of cases with disciplinary action involving a practitioner licensed via MOBILE endorsement during the fiscal year. This is a subset of the original Table 10 data.
- Professions not listed have no data to report.

TABLE 8B: DISCIPLINARY CASES AGAINST MESSAGE THERAPISTS AND MESSAGE ESTABLISHMENTS

MQA categorizes separately the number of complaints, investigations, and other disciplinary actions taken against massage therapists and establishments by the specific statutory violations being alleged, under Chapter 480, Florida Statutes.

Statutory Violation	Profession	Message Complaints Received	Message Investigations Completed	Message Probable Cause Found	Message Disciplinary Action
480.043(12): Designated Establishment Manager	Message Establishment	282	266	51	32
	Message Therapist	1,131	766	11	7
480.043(13): Human Trafficking Procedure	Message Establishment	727	439	6	9
	Message Therapist	655	363	1	1
480.043(14)(a): Sexual Activity	Message Establishment	99	85	6	0
	Message Therapist	149	133	1	0
480.043(14)(b): Window Visibility and Signage	Message Establishment	1,231	971	34	0
	Message Therapist	1,116	855	16	0
480.043(14)(c): Professional Clothing	Message Establishment	39	32	0	0
	Message Therapist	35	30	0	0
480.043(14)(d): Recorded Legible Records of Employees	Message Establishment	1,315	1,025	45	0
	Message Therapist	1,192	895	17	0
480.043(14)(e): Employee Photo Display	Message Establishment	928	701	25	0
	Message Therapist	816	583	6	0
480.043(14)(f): Recorded Legible Records of Services Provided	Message Establishment	1,050	827	45	0
	Message Therapist	961	734	22	0
480.0465: Advertisement	Message Establishment	659	546	16	5
	Message Therapist	604	484	8	4
480.0475: Hours of Operation	Message Establishment	269	221	9	2
	Message Therapist	243	199	5	2
480.0485: Sexual Misconduct	Message Establishment	100	87	8	7
	Message Therapist	165	151	27	37
480.0535: Valid Government Identification	Message Establishment	1,098	851	5	3
	Message Therapist	1,009	756	4	2

- **COMPLAINTS RECEIVED** - Number of complaints received involving a massage establishment or massage therapist license during the fiscal year.
- **INVESTIGATIONS COMPLETED** - Number of investigations completed involving a massage establishment or massage therapist license during the fiscal year. This is a subset of original Table 8 data for investigations completed.
- **PROBABLE CAUSE FOUND** - Number of cases with probable cause found involving a massage establishment or massage therapist license during the fiscal year. This is a subset of original Table 9 data for probable cause found.
- **DISCIPLINARY ACTION** - Number of cases with disciplinary action involving a massage establishment or massage therapist license during the fiscal year. This is a subset of original Table 10 data.
- View Chapter 480, Florida Statutes, [here](#).
- Note: Allegations would not show in the third and fourth columns if the cases were closed because the massage therapist/establishment corrected the deficiencies found at the time of inspection.
- Note: Licensees may voluntarily relinquish (VR) their license at two different stages of the case: before or after an administrative complaint (AC) is filed. The timing of the VR determines whether violation codes are entered into the Department's database. If a VR is executed after an AC is filed, violation codes are entered into the database. If a VR is executed before an AC is filed, the case does not go before a probable cause panel and no AC is filed. In these instances, no formal violations are alleged or found, and violation codes are not entered into the database when the final order is filed.

TABLE 9: PROBABLE CAUSE ACTIONS

The Department or each board is tasked with determining probable cause, or sufficient evidence, to initiate formal disciplinary charges against licensed health care practitioners. In FY 2024-25, probable cause was determined in 1,586 cases, which is 9.2% more than was found last year.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Acupuncture			
Acupuncturist	1	1	1
Athletic Training			
Athletic Trainer	1	1	1
Chiropractic Medicine			
Certified Chiropractic Physician Assistant	1	1	1
Chiropractic Physician	19	12	11
Clinical Social Work			
Licensed Clinical Social Worker	25	6	5
Registered Clinical Social Worker Intern	5	3	2
Dentistry			
Dental Hygienist	4	3	3
Dental Laboratory	7	0	0
Dental Radiographer	1	1	1
Dentist	203	47	46
Dietetics and Nutrition			
Dietetics and Nutritionist	1	0	0
Electrolysis			
Electrologist	14	1	1
Electrolysis Facility	11	1	0
Emergency Medical Services			
Emergency Medical Technician	16	21	18
Paramedic	23	26	22
Marriage and Family Therapy			
Licensed Marriage and Family Therapist	1	1	1

Profession	No Propable Cause Found	Propable Cause Found	Administrative Complaints Filed
Registered Marriage and Family Therapist Intern	1	0	0
Massage Therapy			
Massage Establishment	361	215	184
Massage Therapist	345	202	186
Medicine			
Anesthesiologist Assistant	2	0	0
House Physician	1	1	1
Medical Doctor	658	160	150
Office Surgery Registration	102	6	7
Pain Management Clinic	3	0	0
Physician Assistant	35	13	13
Resident Registration	6	2	2
Temporary Area of Critical Need – Medical Doctor	4	1	1
Mental Health Counseling			
Licensed Mental Health Counselor	47	13	11
Provisional Mental Health Counselor Licensee	1	0	0
Registered Mental Health Counselor Intern	14	1	0
Midwifery			
Midwife	1	0	0
Non Jurisdictional Complaints			
AHCA ENFORCEMENT- Non Jurisdictional Complaints	1	0	0
Nursing			
Advanced Practice Registered Nurse	113	37	32
Certified Nursing Assistant	352	224	217
Licensed Practical Nurse	208	85	76
Registered Nurse	492	306	285

TABLE 9: PROBABLE CAUSE ACTIONS CONTINUED

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Nursing Home Administrator			
Nursing Home Administrator	35	1	1
Occupational Therapy			
Occupational Therapist	6	0	0
Occupational Therapy Assistant	4	5	5
Opticianry			
Optical Establishment Permit	4	2	2
Optician	6	1	1
Optometry			
Optometrist	7	1	1
Orthotist and Prosthetist			
Orthotist and Prosthetist	2	0	0
Osteopathic Medicine			
Osteopathic Physician	114	21	21
Pharmacy			
Consultant Pharmacist	28	6	6
Nonresident Sterile Compounding Pharmacy	7	1	1
Pharmacist	66	47	43
Pharmacist Intern	5	0	0
Pharmacy	113	33	31
Registered Pharmacy Technician	4	27	22
Resident Sterile Compounding Pharmacy	11	6	6
Physical Therapy			
Physical Therapist	9	7	5
Physical Therapist Assistant	2	8	8
Podiatric Medicine			
Certified Podiatric X-Ray Assistant	1	0	0

TABLE 9: PROBABLE CAUSE ACTIONS CONTINUED

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Podiatric Physician	6	3	3
Psychology			
Psychologist	21	2	2
Radiologic Technology			
Radiologic Technology	11	13	14
Respiratory Care			
Registered Respiratory Therapist	3	5	6
School Psychology			
School Psychologist	0	1	1
Speech-Language Pathology and Audiology			
Speech-Language Pathologist	2	0	0
Speech-Language Pathology Assistant	1	0	0
Telehealth Provider			
Telehealth Provider (Out-of-State)	16	5	5
TOTALS	3,564	1,586	1,462

- **NO PROBABLE CAUSE FOUND** - Number of complaints in which no probable cause was found during the FY for the correlating profession.
- **PROBABLE CAUSE FOUND** - Number of complaints in which probable cause was found during the FY for the correlating profession.
- **ADMINISTRATIVE COMPLAINTS FILED** - Number of administrative complaints filed during the FY for the correlating profession.
- Professions not listed have no data to report.

TABLE 10: DISCIPLINARY CASES

When licensed health care practitioners and facilities violate the law, the Department or each board has the authority to enforce disciplinary actions. These actions may include fines, reprimands, probation, or suspensions. In FY 2024-25, 1,236 cases were resolved through final orders against health care practitioners.

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Athletic Training										
Athletic Trainer	1	1	0	0	1	1	1	0	0	3
Chiropractic Medicine										
Certified Chiropractic Physician Assistant	1	0	0	0	0	0	0	0	0	1
Chiropractic Physician	2	2	3	0	4	5	1	2	7	12
Clinical Laboratory Personnel										
Clinical Laboratory Personnel	0	0	1	0	0	0	0	0	0	1
Clinical Social Work										
Licensed Clinical Social Worker	5	3	0	0	0	4	0	0	0	8
Registered Clinical Social Worker Intern	0	0	0	0	0	0	0	0	1	0
Dentistry										
Dental Hygienist	0	1	0	0	0	0	0	0	1	1
Dental Radiographer	0	0	1	0	0	1	1	0	0	1
Dentist	1	3	2	0	14	14	5	1	12	22
Emergency Medical Services										
Emergency Medical Technician	10	2	1	0	3	1	1	0	0	16
Paramedic	3	5	5	2	8	7	2	0	1	21
Marriage and Family Therapy										
Licensed Marriage and Family Therapist	0	0	0	0	2	2	2	0	1	2
Massage Therapy										
Massage Establishment	29	18	12	0	32	61	37	44	8	91

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Massage Therapist	68	23	19	0	51	110	47	0	20	151
Medicine										
Medical Doctor	19	32	18	8	101	112	25	1	38	182
Medical Doctor Expert Witness Certificate	0	0	0	0	0	0	0	0	1	0
Office Surgery Registration	0	0	6	0	2	0	0	0	4	6
Pain Management Clinic	1	0	0	0	0	0	0	0	0	1
Physician Assistant	1	2	1	0	6	6	1	0	0	10
Resident Registration	1	0	0	0	0	0	0	0	0	1
Temporary Area of Critical Need – Medical Doctor	1	0	0	0	1	0	0	0	0	2
Mental Health Counseling										
Licensed Mental Health Counselor	1	2	2	0	2	3	3	0	1	7
Registered Mental Health Counselor Intern	1	0	0	0	1	1	1	0	0	2
Midwifery										
Midwife	0	0	1	1	0	2	2	0	0	2
Nursing										
Advanced Practice Registered Nurse	9	5	6	2	12	4	7	0	3	31
Certified Nursing Assistant	80	8	24	3	18	12	15	0	12	130
Licensed Practical Nurse	25	11	25	3	11	9	7	0	8	74
Registered Nurse	91	48	101	20	56	27	42	0	62	308
Nursing Home Administrator										
Nursing Home Administrator	0	2	0	0	4	4	3	0	0	6
Occupational Therapy										
Occupational Therapy Assistant	0	0	1	1	0	1	1	0	0	1
Opticianry										
Optical Establishment Permit	0	0	0	0	2	1	0	0	0	2

TABLE 10: DISCIPLINARY CASES CONTINUED

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Optician	1	0	1	0	0	0	0	0	0	2
Optometry										
Optometrist	0	0	0	1	2	3	1	0	0	3
Osteopathic Medicine										
Osteopathic Physician	0	2	6	1	7	10	3	0	5	16
Pharmacy										
Consultant Pharmacist	0	1	1	0	0	0	0	0	0	2
Nonresident Sterile Compounding Pharmacy	0	0	0	0	2	1	1	0	0	2
Pharmacist	3	5	7	2	14	14	6	0	12	29
Pharmacist Intern	0	1	0	0	0	0	0	0	0	1
Pharmacy	10	2	0	1	9	7	7	16	13	23
Registered Pharmacy Technician	5	4	4	2	1	3	1	0	0	16
Resident Sterile Compounding Pharmacy	0	0	0	0	0	0	0	1	0	0
Physical Therapy										
Physical Therapist	1	1	1	2	0	3	3	0	0	5
Physical Therapist Assistant	4	1	2	1	2	6	1	0	2	9
Podiatric Medicine										
Certified Podiatric X-Ray Assistant	1	0	0	0	0	0	0	0	0	1
Podiatric Physician	0	2	1	1	1	2	2	0	0	5
Psychology										
Psychologist	0	0	1	0	1	1	1	0	0	1
Radiologic Technology										
Radiologic Technology	0	1	4	0	4	3	4	0	4	9

TABLE 10: DISCIPLINARY CASES CONTINUED

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Respiratory Care										
Certified Respiratory Therapist	1	0	0	0	0	0	0	0	0	1
Registered Respiratory Therapist	2	0	2	1	1	1	0	0	0	5
School Psychology										
School Psychologist	0	0	0	0	1	0	1	0	0	1
Speech-Language Pathology and Audiology										
Speech-Language Pathologist	0	0	1	0	1	1	0	0	0	1
Speech-Language Pathology Assistant	2	0	0	0	0	1	0	0	0	2
Telehealth Provider										
Telehealth Provider (Out-of-State)	1	2	3	0	2	0	3	0	2	7
TOTALS	381	190	263	52	379	444	238	65	218	1,236

- **REVOCATIONS** - Number of complaints that resulted in a revocation during the FY for the correlating profession.
- **VOLUNTARY SURRENDERS** - Number of complaints that resulted in a voluntary surrender during the FY for the correlating profession.
- **SUSPENSIONS** - Number of complaints that resulted in a suspension during the FY for the correlating profession.
- **PROBATIONS** - Number of complaints that resulted in probation during the FY for the correlating profession.
- **LIMITATIONS-OBLIGATIONS** - Number of complaints that resulted in a limitation or obligation during the FY for the correlating profession.
- **FINES** - Number of complaints that resulted in a fine during the FY for the correlating profession.
- **REPRIMANDS** - Number of complaints that resulted in a reprimand during the FY for the correlating profession.
- **CITATIONS** - Number of complaints that resulted in a citation during the FY for the correlating profession.
- **DISMISSALS** - Number of complaints that resulted in a dismissal during the FY for the correlating profession.
- **CASES RESOLVED THROUGH FINAL ORDER** - Number of complaints that were resolved during the FY through a final order for the correlating profession.
- Professions not listed have no data to report.

TABLE 11: MEDICAL MALPRACTICE CLAIMS

The Office of Insurance Regulation grants the Department electronic access to all information related to persons licensed under Chapters 458, 459, 461, or 466, as mandated by section 627.912(3), Florida Statutes. The Department reviews each report to determine whether any incidents leading to a claim involve conduct by the licensee that may warrant disciplinary action, per section 456.073, Florida Statutes.

Profession	Civil Court Claims Received	Closed Claims Received	NICA Claims	Emergency 3-in-5 Initiated	Emergency 3-in-5 Discipline	Closed Claims Discipline	Closed Claims Non-Discipline
Acupuncture							
Acupuncturist	0	2	0	0	0	0	0
Chiropractic Medicine							
Chiropractic Physician	1	12	0	0	0	0	0
Clinical Social Work							
Licensed Clinical Social Worker	0	5	0	0	0	0	0
Provisional Clinical Social Worker Licensee	0	1	0	0	0	0	0
Dentistry							
Dentist	4	208	0	0	0	8	50
Electrolysis							
Electrologist	1	0	0	0	0	0	0
Electrolysis Facility	1	0	0	0	0	0	0
Massage Therapy							
Massage Therapist	0	2	0	0	0	0	0
Medicine							
Anesthesiologist Assistant	0	8	0	0	0	0	0
Limited License Medical Doctor	0	1	0	0	0	0	0
Medical Doctor	151	2,323	52	7	0	16	107
Office Surgery Registration	2	0	0	0	0	0	0
Physician Assistant	8	91	0	0	0	2	5
Resident Registration	1	0	0	0	0	0	0
Temporary Area of Critical Need – Medical Doctor	0	8	0	0	0	0	0

Profession	Civil Court Claims Received	Closed Claims Received	NICA Claims	Emergency 3-in-5 Initiated	Emergency 3-in-5 Discipline	Closed Claims Discipline	Closed Claims Non-Discipline
Mental Health Counseling							
Licensed Mental Health Counselor	0	7	0	0	0	0	1
Registered Mental Health Counselor Intern	0	1	0	0	0	0	0
Midwifery							
Midwife	0	3	0	0	0	0	0
Non Jurisdictional Complaints							
AHCA ENFORCEMENT-Non Jurisdictional Complaints	28	6	0	0	0	0	0
Nursing							
Advanced Practice Registered Nurse	13	145	5	0	0	1	4
Certified Nursing Assistant	0	4	0	0	0	0	0
Licensed Practical Nurse	0	3	0	0	0	0	0
Registered Nurse	6	21	2	0	0	0	1
Occupational Therapy							
Occupational Therapist	0	1	0	0	0	0	0
Optometry							
Optometrist	0	3	0	0	0	2	0
Osteopathic Medicine							
Osteopathic Physician	21	297	3	0	0	0	24
Pharmacy							
Pharmacist	0	1	0	0	0	0	0
Pharmacy	3	0	0	0	0	0	0
Physical Therapy							
Physical Therapist	1	1	0	0	0	0	0
Physical Therapist Assistant	1	0	0	0	0	0	0
Podiatric Medicine							
Podiatric Physician	1	77	0	0	1	0	1
Podiatric Resident Registration	0	2	0	0	0	0	0

TABLE 11: MEDICAL MALPRACTICE CLAIMS CONTINUED

Profession	Civil Court Claims Received	Closed Claims Received	NICA Claims	Emergency 3-in-5 Initiated	Emergency 3-in-5 Discipline	Closed Claims Discipline	Closed Claims Non-Discipline
Psychology							
Psychologist	0	1	0	0	0	0	0
Telehealth Provider							
Telehealth Provider (Out-of-State)	0	2	0	0	0	1	0
TOTALS	243	3,236	62	7	1	30	193

- **CIVIL COURT CLAIMS RECEIVED** - Number of notifications received during the FY for complaints of medical malpractice filed in civil court for the correlating profession.
- **CLOSED CLAIMS RECEIVED** - Number of notifications received during the FY for closed claims for the correlating profession.
- **NICA CLAIMS** - Number of notifications during the FY for Neurological Injury Compensation Association (NICA) specific claims filed for the correlating profession.
- **EMERGENCY 3-IN-5 INITIATED** - Number of complaints initiated during the FY based on 3 closed claims in 5 years for the correlating profession.
- **EMERGENCY 3-IN-5 DISCIPLINE** - Number of complaints resulting in discipline during the FY based on 3 closed claims in 5 years for the correlating profession.
- **CLOSED CLAIMS DISCIPLINE** - Number of closed claims that resulted in discipline during the FY for the correlating profession.
- **CLOSED CLAIMS NON-DISCIPLINE** - Number of closed claims that did not result in discipline during the FY for the correlating profession.
- Professions not listed have no data to report.

TABLE 12:
HOSPITAL ANNUAL REPORT
CLAIMS

There are no data to report.

TABLE 13: UNLICENSED ACTIVITY

The ULA Program is dedicated to safeguarding and educating the public, conducting complex investigations, and issuing cease and desist orders. In FY 2024-25, MQA received 1,566 complaints against unlicensed individuals. A total of 1,499 investigations were completed, representing a 13.1% increase from the previous year.

Profession	Complaints Received	Referred For Investigations	Completed Inquiries	Completed Investigations	Cease And Desists Issued	Referred To Law Enforcement
Acupuncture						
Acupuncturist	5	3	0	3	1	1
Athletic Training						
Athletic Trainer	5	3	0	4	0	0
Certified Social Worker						
Certified Master Social Worker	1	1	0	1	0	0
Chiropractic Medicine						
Chiropractic Physician	8	3	0	3	0	0
Clinical Laboratory Personnel						
Clinical Laboratory Personnel	1	4	0	4	0	0
Clinical Social Work						
Licensed Clinical Social Worker	12	11	1	12	1	2
Registered Clinical Social Worker Intern	3	3	0	3	0	0
Dentistry						
Dental Hygienist	10	6	0	7	0	2
Dental Laboratory	13	13	0	13	6	5
Dental Radiographer	3	2	1	1	0	0
Dentist	103	106	10	125	18	26
Dietetics and Nutrition						
Dietetics and Nutritionist	20	20	2	19	8	8
Nutrition Counselor	12	12	1	12	6	7
Electrolysis						
Electrologist	39	37	2	35	16	17

Profession	Complaints Received	Referred For Investigations	Completed Inquiries	Completed Investigations	Cease And Desists Issued	Referred To Law Enforcement
Electrolysis Facility	33	31	0	35	23	24
Emergency Medical Services						
Emergency Medical Technician	2	2	0	2	0	1
Paramedic	2	1	0	1	1	1
Hearing Aid Specialist						
Hearing Aid Specialist	2	3	0	3	3	3
Marriage and Family Therapy						
Licensed Marriage and Family Therapist	11	10	0	7	1	1
Registered Marriage and Family Therapist Intern	1	1	0	1	0	0
Massage Therapy						
Massage Establishment	178	182	7	175	111	108
Massage Therapist	357	371	29	385	186	187
Medicine						
Limited License Medical Doctor	0	0	0	1	0	0
Medical Doctor	190	173	5	167	37	54
Office Surgery Registration	3	2	0	3	0	0
Pain Management Clinic	1	2	0	3	1	2
Physician Assistant	4	4	0	3	0	0
Temporary Area of Critical Need – Medical Doctor	1	1	0	1	0	0
Mental Health Counseling						
Licensed Mental Health Counselor	38	35	0	33	5	6
Provisional Mental Health Counselor Licensee	1	1	0	1	0	0
Registered Mental Health Counselor Intern	19	10	0	15	2	2

TABLE 13: UNLICENSED ACTIVITY CONTINUED

Profession	Complaints Received	Referred For Investigations	Completed Inquiries	Completed Investigations	Cease And Desists Issued	Referred To Law Enforcement
Midwifery						
Midwife	2	2	0	3	0	0
Non Jurisdictional Complaints						
AHCA ENFORCEMENT- Non Jurisdictional Complaints	16	6	0	6	0	0
Nursing						
Advanced Practice Registered Nurse	34	28	0	24	1	5
Certified Nursing Assistant	21	6	0	7	0	0
Licensed Practical Nurse	13	8	0	7	2	3
Registered Nurse	66	42	3	51	15	13
Occupational Therapy						
Occupational Therapy Assistant	1	1	0	1	0	0
Opticianry						
Optical Establishment Permit	24	23	0	23	18	18
Optician	50	53	7	53	21	21
Optometry						
Optometrist	3	2	0	2	0	1
Orthotist and Prosthetist						
Prosthetic Resident	1	1	0	1	0	0
Osteopathic Medicine						
Osteopathic Physician	4	4	0	4	1	1
Pharmacy						
Pharmacist	49	50	13	46	24	28
Pharmacy	119	115	4	116	84	70
Registered Pharmacy Technician	10	9	1	8	3	4

TABLE 13: UNLICENSED ACTIVITY CONTINUED

Profession	Complaints Received	Referred For Investigations	Completed Inquiries	Completed Investigations	Cease And Desists Issued	Referred To Law Enforcement
Physical Therapy						
Physical Therapist	14	13	1	17	3	4
Physical Therapist Assistant	3	3	0	3	0	1
Podiatric Medicine						
Certified Podiatric X-Ray Assistant	1	1	0	1	0	0
Podiatric Physician	3	2	0	1	0	0
Psychology						
Provisional Psychologist	1	1	0	1	0	0
Psychologist	37	30	4	31	8	11
Radiologic Technology						
Radiologic Technology	8	9	1	10	3	4
Respiratory Care						
Certified Respiratory Therapist	2	2	0	2	0	0
Registered Respiratory Therapist	1	0	0	0	0	0
Speech-Language Pathology and Audiology						
Speech-Language Pathologist	1	1	0	1	0	0
Telehealth Provider						
Telehealth Provider (Out-of-State)	4	2	0	2	0	0
TOTALS	1,566	1,467	92	1,499	609	641

- **COMPLAINTS RECEIVED** - Number of complaints received during the FY for the correlating profession based on unlicensed activity.
- **REFERRED FOR INVESTIGATIONS** - Number of complaints referred for investigation during the FY for the correlating profession based on unlicensed activity.
- **COMPLETED INQUIRIES** - Number of completed inquiries during the FY for the correlating profession based on unlicensed activity.
- **COMPLETED INVESTIGATIONS** - Number of completed investigations during the FY for the correlating profession based on unlicensed activity.
- **CEASE AND DESISTS ISSUED** - Number of cease and desist orders issued during the FY for the correlating profession based on unlicensed activity.
- **REFERRED TO LAW ENFORCEMENT** - Number of complaints referred to law enforcement during the FY for the correlating profession based on unlicensed activity.
- Professions not listed have no data to report.

TABLE 14: STUDENT LOAN DEFAULTS

The 2020 legislative session eliminated the requirement that a health care practitioner's license must be suspended if they defaulted on a student loan guaranteed by the state or federal government. This provision was removed by House Bill 713 (2020)/House Bill 115 (2020) and was implemented by MQA, effective July 1, 2020.

There are no data to report.

TABLE 15: REVENUES, EXPENDITURES, AND CASH BALANCES

MQA is required to evaluate revenues, expenditures, and cash balances for the previous fiscal year, as mandated by section 456.026(1), Florida Statutes.

Professions	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Activity Cash Balance
Acupuncture	\$1,475,320	\$65,822	\$142,004	\$1,399,138	\$(78,718)
Anesthesiologist Assistants	\$224,178	\$186,960	\$71,000	\$340,138	\$12,914
Athletic Trainers	\$344,747	\$316,609	\$179,875	\$481,481	\$18,302
Chiropractic	\$3,632,066	\$321,684	\$701,679	\$3,252,071	\$66,105
Clinical Laboratory	\$1,065,422	\$1,196,359	\$811,881	\$1,449,900	\$366,654
Certified Nursing Assistants	\$(3,476,162)	\$3,499,776	\$5,487,766	\$(5,464,152)	\$2,973,042
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$1,843,086	\$6,109,030	\$3,130,249	\$4,821,867	\$195,890
Dentistry	\$(1,362,365)	\$844,996	\$2,823,410	\$(3,340,779)	\$(2,080,320)
Dental Hygienist	\$2,322,909	\$242,366	\$330,815	\$2,234,460	\$328,803
Dental Laboratory	\$381,846	\$15,570	\$7,611	\$389,805	\$(316,975)
Dietetics and Nutrition	\$707,886	\$871,341	\$273,210	\$1,306,017	\$(375,762)
Electrolysis	\$(1,157,384)	\$228,370	\$327,809	\$(1,256,823)	\$(840,132)
Emergency Medical Services (Emergency Medical Technician and Paramedic)	\$(6,131,425)	\$2,630,090	\$1,881,752	\$(5,383,087)	\$(19,354)
Genetic Counselors	\$(78,044)	\$6,144	\$65,626	\$(137,526)	\$6,251
Hearing Aid Specialist	\$524,695	\$456,854	\$147,865	\$833,684	\$(106,264)
Massage Therapy	\$(24,513,152)	\$2,380,344	\$9,963,739	\$(32,096,547)	\$(8,338,454)
Medical Physicists	\$98,249	\$144,846	\$194,385	\$48,710	\$19,674
Medicine	\$20,163,916	\$22,047,831	\$17,305,869	\$24,905,878	\$(3,291,233)
Midwifery	\$(1,066,648)	\$29,716	\$126,177	\$(1,163,109)	\$(163,847)
Nursing	\$13,948,958	\$25,516,551	\$21,259,629	\$18,205,880	\$12,371,325
Nursing Home Administrator	\$299,915	\$673,945	\$425,961	\$547,899	\$26,556
Occupational Therapy	\$314,194	\$1,293,857	\$880,904	\$727,147	\$379,155
Opticianry	\$(1,315,202)	\$573,056	\$455,503	\$(1,197,649)	\$(1,536,015)
Optometry	\$1,822,235	\$1,363,192	\$382,808	\$2,802,619	\$29,703

TABLE 15: REVENUES, EXPENDITURES, AND CASH BALANCES CONTINUED

Professions	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Activity Cash Balance
Orthotist and Prosthetist	\$604,729	\$65,038	\$51,275	\$618,492	\$(148,193)
Osteopathic Medicine	\$6,897,995	\$1,117,593	\$2,003,782	\$6,011,806	\$188,739
Pharmacy	\$2,924,416	\$7,012,583	\$6,710,457	\$3,226,542	\$1,125,742
Physical Therapy	\$2,071,412	\$532,821	\$1,264,932	\$1,339,301	\$631,572
Physician Assistant	\$7,309,615	\$460,514	\$1,211,540	\$6,558,589	\$241,205
Podiatry	\$988,159	\$78,541	\$334,790	\$731,910	\$35,548
Psychology	\$2,831,637	\$228,409	\$507,695	\$2,552,351	\$(270,676)
Radiological Technicians	\$(2,888,427)	\$(391)	\$1,107,914	\$(3,996,732)	\$17,838
Respiratory Therapy	\$682,575	\$1,333,959	\$635,301	\$1,381,233	\$433,342
School Psychology	\$209,444	\$40,101	\$73,085	\$176,460	\$(1,095)
Speech-Language Pathology and Audiology	\$2,198,629	\$626,564	\$1,014,871	\$1,810,322	\$411,973
Telehealth Providers	\$(1,836,271)	\$25,828	\$708,741	\$(2,519,184)	\$(16,787)
TOTAL	\$32,063,153	\$82,536,870	\$83,001,910	\$31,598,113	\$2,296,508

- Note: Neurological Injury Compensation Association (NICA) is a pass through and is excluded.
- Note: PRN Student Pilot Project not included.

TABLE 16: PROJECTED CASH BALANCES

As part of its long-range planning, MQA provides projected, profession-specific cash balance reports to boards and councils in accordance with section 456.005, Florida Statutes. MQA is dedicated to ensuring that the administrative costs of regulation do not hinder licensed health care practitioners from practicing their profession in Florida.

MQA Trust Fund Professions	Projected Ending Cash Balance FY 2025-26	Projected Ending Cash Balance FY 2026-27	Projected Ending Cash Balance FY 2027-28	Projected Ending Cash Balance FY 2028-29	Projected Ending Cash Balance FY 2029-30	Projected Ending Cash Balance FY 2030-31
Acupuncture	\$1,951,740	\$1,617,313	\$2,183,536	\$1,863,311	\$2,429,608	\$2,104,668
Anesthesiologist Assistants	\$293,501	\$428,012	\$385,722	\$522,861	\$480,594	\$616,860
Athletic Trainers	\$330,862	\$450,704	\$312,887	\$440,639	\$302,892	\$428,018
Chiropractic	\$5,207,029	\$4,196,921	\$6,212,577	\$5,249,694	\$7,265,681	\$6,287,116
Clinical Laboratory	\$1,207,777	\$1,512,042	\$1,331,693	\$1,671,436	\$1,491,424	\$1,819,386
Certified Nursing Assistants	\$(7,709,696)	\$(9,236,656)	\$(11,115,326)	\$(12,431,513)	\$(14,308,183)	\$(15,694,361)
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$2,474,788	\$5,345,678	\$3,206,403	\$6,192,618	\$4,054,476	\$7,002,397
Dentistry	\$(156,218)	\$(3,604,457)	\$(230,040)	\$(3,527,900)	\$(152,448)	\$(3,500,242)
Dental Hygienist	\$3,547,254	\$3,009,976	\$4,349,344	\$3,839,733	\$5,179,246	\$4,660,448
Dental Laboratory	\$492,413	\$426,436	\$530,851	\$467,679	\$572,104	\$508,001
Dietetics and Nutrition	\$1,196,504	\$1,690,669	\$1,599,666	\$2,107,235	\$2,016,332	\$2,519,451
Electrolysis	\$(1,064,028)	\$(1,249,591)	\$(1,034,209)	\$(1,205,364)	\$(989,858)	\$(1,165,798)
Emergency Medical Services (Emergency Medical Technician and Paramedic)	\$(7,399,426)	\$(6,260,237)	\$(8,148,096)	\$(6,950,389)	\$(8,837,548)	\$(7,659,272)
Genetic Counselors	\$(192,993)	\$(233,973)	\$(286,045)	\$(325,354)	\$(377,407)	\$(417,271)
Hearing Aid Specialist	\$712,247	\$956,942	\$846,545	\$1,098,945	\$988,608	\$1,238,450
Massage Therapy	\$(36,963,290)	\$(42,850,855)	\$(47,164,719)	\$(52,760,217)	\$(57,071,068)	\$(62,763,549)
Medical Physicists	\$(115,610)	\$(116,670)	\$(269,473)	\$(265,118)	\$(417,859)	\$(415,301)
Medicine	\$25,756,864	\$25,355,736	\$27,466,906	\$27,921,797	\$30,039,835	\$30,210,476
Midwifery	\$(1,168,781)	\$(1,322,789)	\$(1,319,601)	\$(1,467,093)	\$(1,463,857)	\$(1,613,513)
Nursing	\$14,177,794	\$12,352,541	\$9,815,278	\$8,871,969	\$6,342,831	\$5,106,663
Nursing Home Administrator	\$146,541	\$325,772	\$(44,298)	\$154,108	\$(215,791)	\$(23,753)

TABLE 16: PROJECTED CASH BALANCES CONTINUED

MQA Trust Fund Professions	Projected Ending Cash Balance FY 2025-26	Projected Ending Cash Balance FY 2026-27	Projected Ending Cash Balance FY 2027-28	Projected Ending Cash Balance FY 2028-29	Projected Ending Cash Balance FY 2029-30	Projected Ending Cash Balance FY 2030-31
Occupational Therapy	\$(64,555)	\$419,313	\$(311,512)	\$203,287	\$(527,207)	\$(22,679)
Opticianry	\$(1,804,945)	\$(1,758,141)	\$(2,327,901)	\$(2,262,677)	\$(2,832,232)	\$(2,773,125)
Optometry	\$2,409,894	\$3,186,031	\$2,822,802	\$3,618,930	\$3,255,861	\$4,045,351
Orthotist and Prosthetist	\$864,963	\$768,123	\$1,019,457	\$928,361	\$1,179,722	\$1,086,719
Osteopathic	\$9,473,895	\$7,518,678	\$11,125,385	\$9,279,136	\$12,886,632	\$11,004,199
Pharmacy	\$3,888,386	\$2,502,125	\$3,644,852	\$2,566,021	\$3,711,369	\$2,530,452
Physical Therapy	\$2,769,273	\$1,220,746	\$2,744,189	\$1,268,725	\$2,792,677	\$1,292,951
Physician Assistant	\$11,288,784	\$9,394,294	\$14,216,389	\$12,405,475	\$17,228,071	\$15,389,405
Podiatry	\$1,123,632	\$756,322	\$1,171,001	\$819,508	\$1,234,312	\$877,566
Psychology	\$3,510,663	\$2,853,207	\$3,851,634	\$3,225,105	\$4,223,750	\$3,586,951
Radiological Technicians	\$(5,459,652)	\$(6,759,431)	\$(8,141,788)	\$(9,395,472)	\$(10,777,389)	\$(12,046,380)
Respiratory Therapy	\$618,462	\$957,954	\$245,571	\$621,375	\$(90,734)	\$273,013
School Psychology	\$351,272	\$241,537	\$421,294	\$316,838	\$496,622	\$390,413
Speech-Language Pathology and Audiology	\$2,840,727	\$2,071,512	\$3,164,567	\$2,444,877	\$3,538,272	\$2,802,137
Telehealth Provider (Out-of-State)	\$(3,299,200)	\$(3,674,475)	\$(4,410,085)	\$(4,771,126)	\$(5,506,495)	\$(5,872,262)
TOTAL	\$31,236,871	\$12,491,309	\$17,865,452	\$2,737,440	\$8,142,843	\$(8,186,415)

- Note: NICA and unlicensed activity are excluded from the amounts shown above.
- Note: PRN Student Pilot Project not included.

TABLE 17:
REVIEW OF THE ADEQUACY OF
RENEWAL FEES

A renewal fee analysis is performed annually in collaboration with individual boards to compare the cost of regulation with current renewal fees.

Profession	FY 2025-26 and 2026-27 Estimated Expenditure	Number of Licensees	Cost to Regulate	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee
Acupuncture	\$647,362	2,691	\$241	\$500	\$275/\$150	Yes
Anesthesiologist Assistant	\$152,930	883	\$173	\$1,000	\$200	Yes
Athletic Trainer	\$455,245	2,911	\$156	\$200/\$100	\$100/\$50	Yes
Certified Nursing Assistant	\$12,596,912	158,037	\$80	\$50	\$50	
Chiropractic Medicine	\$2,432,228		\$291			Yes
Chiropractic		7,924		\$500	\$350/\$250	
Chiropractic Physician Assistant		421		\$250	\$55/\$28	
Clinical Laboratory	\$2,120,732		\$119			Yes
Director		131		\$130	\$150	
Supervisor		4,896		\$110	\$150	
Technologist		8,859		\$90	\$150	
Technician		1,231		\$50	\$150	
Training Program		59		\$300	\$300	
Inactive		2,678		\$50	\$50	
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$7,020,741		\$173			Yes
Clinical Social Work		17,697		\$250/\$50	\$115/\$50	
Marriage and Family Therapy		3,414		\$250/\$50	\$115/\$50	
Mental Health Counseling		19,550		\$250/\$50	\$115/\$50	
Master Certified Social Worker		5		\$250/\$50	\$150	
Dentistry	\$7,682,756	18,493	\$415	\$300	\$300	
Dental Hygienist	\$1,261,855	19,552	\$65	\$300	\$80/\$75	Yes
Dental Laboratory	\$111,829	715	\$156	\$300	\$175	Yes

TABLE 17: REVIEW OF THE ADEQUACY OF RENEWAL FEES CONTINUED

Profession	FY 2025-26 and 2026-27 Estimated Expenditure	Number of Licensees	Cost to Regulate	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee
Dietetics and Nutrition	\$713,585	7,006	\$102	\$500	\$95	Yes
Electrolysis	\$815,886	3,286	\$248	\$100	\$100	
Genetic Counselor	\$108,732	727	\$150	No Cap	\$0	
Hearing Aid Specialist	\$417,441	1,035	\$403	\$600	\$375	Yes
Massage Therapy	\$18,263,118		\$370			
Massage Therapist		40,366		\$200/\$250	\$100	
Massage Establishment		8,995		\$150	\$100	
Medical Physicists	\$361,584		\$462			
Medical Physicist		709		\$500	\$150	
Medical Physicist in Training		73		No Cap	\$100	
Medicine	\$46,989,840	87,380	\$538	\$500	\$350/\$120	Yes
Midwifery	\$344,388	257	\$1,340	\$500	\$500	
Nursing	\$51,905,815		\$102			Yes
Registered Nurse		381,590		No Cap	\$65/\$55	
Licensed Practical Nurse		66,710		No Cap	\$65/\$55	
Advanced Practice Registered Nurse		61,265		\$50	\$50	
Nursing Home Administrator	\$1,108,103	1,842	\$602	No Cap	\$325	
Occupational Therapy	\$1,976,308	12,014	\$165	No Cap	\$55	
Opticianry	\$1,200,236	4,002	\$300	\$350/\$50	\$125/\$50	
Optometry	\$1,098,594		\$271			Yes
Optometrist		4,033		\$300	\$300	
Optometry Faculty		14		No Cap	\$100	
Orthotists and Prosthetist	\$250,134	669	\$374	\$500	\$400	Yes
Osteopathic Medicine	\$5,694,950	12,763	\$446	\$500	\$400/\$200	Yes
Pharmacy	\$17,389,491		\$170			Yes
Pharmacist		38,097		\$250	\$200	
Consultant Pharmacist		3,447		\$250	\$100	

TABLE 17: REVIEW OF THE ADEQUACY OF RENEWAL FEES CONTINUED

Profession	FY 2025-26 and 2026-27 Estimated Expenditure	Number of Licensees	Cost to Regulate	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee
Nuclear Pharmacist		210		\$250	\$100	
Pharmacies Permit		10,178		\$250	\$250	
Pharmacy Technician		50,524		\$50	\$50	
Physical Therapy	\$3,755,005		\$106			Yes
Physical Therapist		22,243		\$200	\$75/\$50	
Physical Therapist Assistant		13,161		\$150	\$75/\$50	
Physician Assistant	\$4,022,743	15,330	\$262	\$500	\$275	Yes
Podiatry	\$862,286		\$347			Yes
Podiatric Medicine		1,951		\$350	\$350	
Certified Podiatric X-Ray Assistant		532		\$75	\$75	
Psychology	\$1,599,421		\$223			Yes
Psychologist		7,181		\$500	\$200	
Limited License		7		\$500	\$25	
Respiratory Therapy	\$1,937,605	11,488	\$169	\$200/\$50	\$90/\$50	Yes
School Psychology	\$238,498	1,217	\$196	\$500	\$190/\$150	Yes
Speech-Language Pathology and Audiology	\$2,532,419		\$128			Yes
Pathologist and Audiologist		16,051		\$500/\$100	\$75	
Pathologist and Audiologist Assistant		3,731		No Cap	\$50	
TOTAL FUND	\$198,068,770	1,160,231	\$171			

1. Cost to regulate is computed by adding FY 2025-26 and FY 2026-27 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2025.
2. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.
3. If there is a projected positive cash balance at June 30, 2031, then the current renewal fee is deemed to be sufficient.

APPENDIX 2

CUSTOMER RESOURCES

Florida Health Care Complaint Portal

File a complaint with the appropriate state agency.

complaint-portal.mqa.flhealthsource.gov/home



MQA Online Services Portal

Create an account, apply for and renew a license, and view license details.

mqa-vo.doh.state.fl.us/datamart/voservicesportal



License Certification Page

Request certification of a state license or the lack of one.

FLHealthSource.gov/license-certification



License Lookup Tool

Verify licensure status and details for individuals or businesses.

mqa-internet.doh.state.fl.us/MQASearchServices/HealthCareProviders



MQA Licensure Compacts Webpage

Learn about Florida's participation in compacts, view eligibility requirements, and access application resources.

FLHealthSource.gov/Compact



MQA Public Data Portal

Download public
board-profession data.
FLHealthSource.gov/data-portal



MQA Reports and Publications

Read about Florida trends
in health care regulation.
[FloridaHealth.gov/licensing-and-regulation/
reports-and-publications/index.html](https://FloridaHealth.gov/licensing-and-regulation/reports-and-publications/index.html)



Office of Veteran Licensure Services

Access military licensure
services and information.
FLHealthSource.gov/OVLS



Prescription Drug Monitoring Program

Access frequently asked questions, reports,
and educational materials on Florida's PDMP.
E-FORCSE.com



MQA's Virtual Agent, ELI

For more information or to contact MQA, visit
MQA's Virtual Agent, ELI, on the board and
council websites. ELI uses artificial intelligence
to improve the experience for health care
applicants and practitioners by providing
immediate information and suggestions and
fielding inquiries outside of normal business
through voice and online chat options.



FLHealthSource.gov/ELI

Public Records Requests Page

Submit public records requests.
[floridahealth.gov/about/sunshine-info/
public-records-requests/index.html](https://floridahealth.gov/about/sunshine-info/public-records-requests/index.html)



Unlicensed Activity Program

Learn what to observe, how to verify
a license, and how to report an
unauthorized person.
FLHealthSource.gov/ula



EXECUTIVE DIRECTORY



From left to right: Emily Roach, Jennifer Wenhold, Holly Queen, Jessica Nijem.

MQA EXECUTIVE MANAGEMENT TEAM

DIVISION DIRECTOR

Jennifer L. Wenhold, MSW, CPM, Director

850-245-4460

Jennifer.Wenhold@flhealth.gov

Holly Queen, CIGI, CPM, Chief
Bureau of Enforcement
850-245-4123
Holly.Queen@flhealth.gov

Jessica Nijem, CPM, Chief
Bureau of Health Care
Practitioner Regulation
850-245-4463
Jessica.Nijem@flhealth.gov

Emily Roach, MPA, PMP, Chief
Bureau of Operations
850-245-4064
Emily.Roach@flhealth.gov

EXECUTIVE DIRECTORS



Allen Hall

Dietetics and Nutrition, Electrolysis, Occupational Therapy, Physical Therapy, Psychology, Respiratory Care, and School Psychology

850-245-4374

Allen.Hall@flhealth.gov

VACANT

Nursing and Certified Nursing Assistants

Ashleigh Irving

Athletic Training, Clinical Social Work, Genetic Counseling, Hearing Aid Specialists, Marriage and Family Therapy, and Mental Health Counseling, Opticianry, Orthotists and Prosthetists, and Podiatric Medicine

850-245-4462

Ashleigh.Irving@flhealth.gov

Chase Wells

Office of Veteran Licensure Services

850-245-4235

Chase.Wells@flhealth.gov

Dayle DeCastro Mooney

Chiropractic Medicine, Clinical Laboratory Personnel, Emergency Medical Technicians, Medical Physicists, Nursing Home Administrators, Optometry, Paramedics, and Radiologic Technology

850-901-6830

Dayle.Mooney@flhealth.gov

Morgan Rexford

Medical Doctors, Physician Assistants, Anesthesiologist Assistants, Office Surgery Registration, and Pain Management Clinic Registrations

850-245-4130

Morgan.Rexford@flhealth.gov

Stephanie Webster

Acupuncture, Massage Therapy, Osteopathic Medicine, Speech-Language Pathology and Audiology, and Licensed Midwifery

850-245-4162

Stephanie.Webster@flhealth.gov

Traci Zeh

Dentistry and Pharmacy

850-245-4197

Traci.Zeh@flhealth.gov



Florida Department of Health

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

FLHealthSource.gov

MedicalQualityAssurance@flhealth.gov