



DIVISION OF MEDICAL QUALITY ASSURANCE  
ANNUAL REPORT AND  
LONG RANGE PLAN  
FISCAL YEAR 2013-2014



# TABLE OF CONTENTS

	PAGE 2	Message from the State Surgeon General
	PAGE 3	Message from the Division Director
	PAGE 4	Executive Summary
	PAGE 5	Structure of MQA
	PAGE 6	Long Range Plan FY 2013-2014
	PAGE 9	Accomplishments
	PAGE 10	Disciplinary Guidelines/ Reduction of Year Old Cases
	PAGE 11	Contact Us/Feedback
	PAGE 12	Appendix: Information Tables

## Mission:

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

## Vision:

To be the Healthiest State in the Nation.

## Values:

Innovation	We search for creative solutions and manage resources wisely.
Collaboration	We use teamwork to achieve common goals & solve problems.
Accountability	We perform with integrity & respect.
Responsiveness	We achieve our mission by serving our customers & engaging our partners.
Excellence	We promote quality outcomes through learning & continuous performance improvement.



*John H. Armstrong*

John H. Armstrong, MD, FACS  
State Surgeon General

As Florida's State Surgeon General and Secretary of Health, it gives me great pleasure to join the Division of Medical Quality Assurance (MQA) in presenting the 2013-2014 Annual Report. MQA exemplifies the Department's values of Innovation, Collaboration, Accountability, Responsiveness and Excellence through the milestones they achieve each year.

This year, the Department is celebrating 125 years of public health in Florida. Floridians should be proud of the myriad of health threats we have overcome and our aggressive approach to combat the threat of obesity and chronic disease today. Florida continues to connect the community with the care and health resources they need. The future of health care embraces an increased focus on wellness, disease prevention, health promotion and chronic disease management, all of which include healthy weight. The obesity rate in Florida has grown significantly, and is expected to be near 60 percent by 2030 without a change to current trends. The Department has launched Healthiest Weight Florida, a public-private partnership, to address this public health issue. MQA plays an integral role with its collaborations between health care providers, other state agencies, nonprofits, businesses and entire communities as the campaign aims to bend the weight curve 5 percent by 2017.

This report reflects much progress in addressing controlled substance abuse through regulation of pain management clinics, an effort that has reduced doctor shopping and reduced prescription drug deaths. MQA is at the forefront of the Department's efforts to enforce regulations and reduce over-prescribing and unchecked dispensing of controlled substances. Through collaboration with law enforcement partners, other agencies and concerned entities, we have reduced the numbers of pain management facilities and made those in business more accountable.

In addition, DOH's Prescription Drug Monitoring Program established by the Florida Legislature in 2009 has shown remarkable success, with 85 percent of Florida's top 200 prescribers registered to access the PDMP database, and 95 percent of those querying patient-specific controlled substance dispensing information.

MQA strives to make licensing easier and faster in support of helping health care practitioners get to work. The people who serve our country through the Armed Forces are seeing the direct benefits. Over the past year, veterans have received license fee waivers that were approved by the Florida Legislature in 2013. This year, the effort was expanded to include the new VALOR System: Veterans Application for Licensure Online Response, which expedites licensing and eliminates licensing fees for the six months before and after honorable discharge. Also, the time frame to apply for a fee waiver was extended from 24 to 60 months and broadened to include spouses of veterans and military members. As a former Colonel in the U.S. Army Medical Corps, I know firsthand the sacrifices our military members and veterans have made on behalf of our country, and I am pleased with the improvements made to the licensure process.

I congratulate MQA on their accomplishments in 2013-2014 and look forward to the work we will do together in the coming year.



*Lucy C. Gee*

Lucy C. Gee, M.S.  
Division Director

As Director for the Division of Medical Quality Assurance (MQA), it is my pleasure to present our 2013-2014 Annual Report. MQA strives to uphold Florida's 125-year legacy of public health by pursuing excellence and producing superior services. Our employees perform with integrity and respect, and MQA has achieved several measures this year that highlight the Division's accountability to its key customers: license applicants, health care practitioners, and health care consumers across the state.

In the past year, MQA has reduced the time it takes to renew a license for qualified applicants from 3.76 days to 6 hours. License holders can now renew online using a credit card, and this service helped decrease application processing time of up to 93 percent, keeping practitioners at work and providing uninterrupted health care services. MQA's System Support Services and Application Team won a 2014 Prudential Davis Productivity Award for this project, demonstrating creativity, innovation and excellence by implementing a technology solution that reconciles credit card payments in near real-time. MQA also expedited licensing for military veterans with the VALOR: Veterans Application for Licensure Online Response initiative that started Oct. 1, 2014, which shows our continued commitment to making Florida a welcome place to live and work for our Armed Forces.

When MQA converted to CE/CME@Renewal in January 2013, a three-pronged campaign was launched to educate health care practitioners, their employers and CE/CME providers. More than 11,000 people have viewed a webinar tutorial this year. Previously, health care professionals were required to complete continuing education hours, but were not required to report hours to renew a license, except in the case of a post-renewal audit. CE/CME@Renewal tracks the licensee's credits and prompts completion of the paperwork before renewal, integrating CE tracking with license renewal. The new system is estimated to save as much as \$500,000 annually through audit and enforcement reductions.

The Division also completed a two-year effort to make sterile compounding pharmacies safe for Floridians. Legislation that requires non-resident facilities to get a permit to deliver or dispense compounded products in Florida, and authorizes the Board of Pharmacy to inspect those facilities is currently being implemented. Because a non-resident facility was the cause of a contamination in 2012 that resulted in seven deaths in Florida, MQA sought the authority to inspect out-of-state compounding pharmacies. The law went into effect Oct. 1, 2014.

Through initiatives like these, MQA strives to become the leader in health care quality regulation and to make Florida the healthiest state in the nation. We pride ourselves on a customer-centric focus, working to expedite licenses and inspections so Floridians can get to work.

# EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) in the Department of Health is striving toward a healthier future for the people of Florida. Together with efforts at the county and community level, the Department seeks to protect, promote and improve the health of all Floridians. By focusing on Department values of Innovation, Collaboration, Accountability, Responsiveness, and Excellence, MQA has improved service to its key customers: licensed health care practitioners, licensure applicants, and health care consumers.

## During fiscal year 2013-2014, the Division:

- Turned to **Innovation** to reduce license renewal processing time from 3.76 days to .27 days. This technology solution reconciles credit card payments in near real-time, resulting in an estimated annual cost savings of \$15 million and getting health care practitioners to work days faster. The Division regulates 1.15 million licensees in 42 health care professions and eight types of facilities/establishments. Last year it renewed 410,369 licenses in 2013-2014, 92 percent of them online.
- Shut down unlicensed dental service providers and massage services, stopped cosmetic surgery by unlicensed people and headed off dangerous unregulated medical procedures through **Collaboration** with law enforcement agencies at the local, state and federal levels. Of 1,068 complaints reporting unlicensed activity made during 2013-2014, 812 were referred for investigation. During the year, 231 cease and desist orders were issued and 296 cases were referred to law enforcement agencies.
- Launched a new public records management system powered by GovQA to increase **Accountability** by establishing a comprehensive management system to maintain open records compliance, reduce processing time and save resources. Customers can now access an online web portal 24/7 to request, track and receive real-time status updates. The system features proactive technologies to reduce requests and eliminate duplication.
- Highlighted **Responsiveness** with completion of a project to launch or overhaul websites for all 22 health care practitioner boards. The project also updated the main practitioner portal [www.FIHealthSource.gov](http://www.FIHealthSource.gov) for improved access to licensing information. The Division issued 95,546 initial licenses in 2013-2014. Through its focus on easing military veterans' transition to civilian life, MQA granted fee waivers to veterans, saving those new licensees \$40,000. In the coming year, the VALOR program will expedite licensing for military veterans.
- Upheld **Excellence** as the number of pain management clinics that pass inspection the first time rose to 85 percent in 2013-2014 compared to 53 percent in 2012-2013, showing that Florida clinics are using safer practices. Also, MQA continued efforts to improve performance of sterile compounding facilities, and the percentage passing inspection without deficiencies rose to nearly 89 percent.

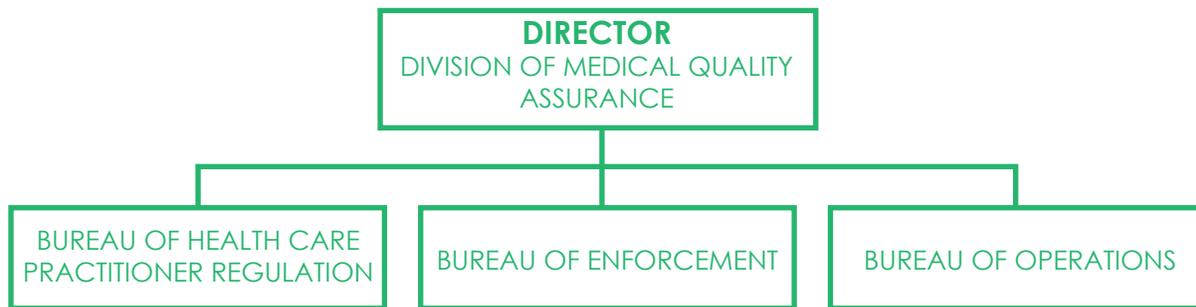


This 2013-2014 Annual Report for the Division of Medical Quality Assurance, as required by Section 456.026, Florida Statutes, contains the division's long-range plan, performance data, and statistics related to the regulation of health care practitioners and facilities established in Section 20.43(3)(g), F.S. Also included are the revenues, expenditures, and cash balances for the 2013-2014 fiscal year, and a review of the adequacy of existing fees.

# STRUCTURE OF MQA

MQA works in conjunction with 22 regulatory boards, appointed by the Governor, and seven regulatory councils to license and regulate 1.15 million licensees in 42 health care professions and eight types of facilities/establishments. MQA has three bureaus: Health Care Practitioner Regulation, Enforcement, and Operations. It has 554 employees at its Tallahassee headquarters and 11 field offices throughout the state. MQA oversees the Prescription Drug Monitoring Program, known as E-FORCSE®.

Board members are appointed by the Governor, and Council members are appointed by the State Surgeon General or their supervisory board. Boards and councils are comprised of consumer members, practitioners licensed in the profession, and any other members specified in the laws governing the practice of the profession. Boards are responsible for approving or denying licensure applicants, reviewing and approving continuing education courses and providers, promulgating administrative rules authorized by statute, determining probable cause, and disciplining licensees found to be in violation of applicable laws. Councils serve in an advisory capacity to either the department or the board under which they serve in regulating their respective profession.



## BOARDS

- Acupuncture
- Athletic Training
- Chiropractic Medicine
- Clinical Laboratory Personnel
- Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling
- Dentistry
- Hearing Aid Specialists
- Massage Therapy
- Medicine
- Nursing
- Nursing Home Administrators
- Occupational Therapy
- Opticianry
- Optometry
- Orthotists and Prosthetists
- Osteopathic Medicine
- Pharmacy
- Physical Therapy Practice
- Podiatric Medicine
- Psychology
- Respiratory Care
- Speech-Language Pathology and Audiology

## COUNCILS

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

## DEPARTMENT REGULATED PROFESSIONS

- Dental Laboratories
- EMTs/Paramedics/Radiologic Technologists
- Certified Master Social Worker
- Office Surgery Centers
- Optical Establishments
- Pain Management Clinics
- School Psychologists



## INTERESTED IN AN APPOINTMENT TO A REGULATORY BOARD?

You may obtain a gubernatorial questionnaire from the Governor's Executive Office through its Board and Commission Vacancies web page at [www.flgov.com/appointments](http://www.flgov.com/appointments). You may also obtain a form by calling the Governor's Appointments Office at 850-717-9243.

# LONG RANGE PLAN 2013-2015

The MQA Long Range Plan for fiscal years 2013-2015 details the Division's strategic priorities, operational goals and key measures to monitor the performance of the Division. Section 456.005, F.S., requires MQA to develop and implement a strategic plan. This plan serves as a road map for accomplishing our mission. It is an active plan, and must be revised and modified to remain current with trends in health care services and regulation. Gathering input and feedback from MQA employees, board/council members, and the Division's many stakeholders is essential, as is familiarizing them with the plan and involving them in accomplishing plan goals.

## DOH STRATEGIC ISSUE AREAS

### Health Protection and Promotion

**Goal:** Protect the population from health threats

**MQA Strategy** - Enforce regulation of facilities and practitioners involved with prescribing or dispensing controlled substances in Florida to reduce inappropriate and over prescribing.

- **Key Activity** - Become more proactive in identifying over prescribing of controlled substances
- Measure** - Percent of pain management clinics that pass their annual inspection for the first time with no deficiencies.

2013-2014	2012-2013	2011-2012	Baseline	Target
85.39%	53.13%	66.13%	79.03%	60%

- **Key Activity:** Collaborate with legislature, medical examiners, PDMP

**MQA Strategy** - Reduce the time it takes to impose emergency action against a health care practitioner or facility that poses an immediate threat to public health and safety

- **Key Activity** - Develop, deploy, evaluate, and refine ESO project and process for practitioners and facilities
- Measure** - Percent of emergency actions on priority investigations taken within 30 days from receipt of complaint

2013-2014	2012-2013	2011-2012	Baseline	Target
40.57%	53.59%	40.69%	8.99%	75%

- **Key Activity** - Define and implement a proactive and predictive process to identify emerging threats and patterns through correlation of number of complaints and need for disciplinary action and/or ESO; include process to review, reset priorities, and resources
- **Key Activity** - Collaborate with Clerk of Courts for information sharing for criminal investigations and arrests
- **Key Activity** - Address clear definition of violation of law through education and legislation

**MQA Strategy** - Enhance and enforce regulation of pharmacies that engage in sterile and nonsterile compounding to ensure patient safety

- **Key Activity** - Identify and inspect permitted pharmacies that are compounding
- Measure** - Percent of sterile compounding pharmacies without a sterile-related deficiency

2013-2014	2012-2013	2011-2012	Baseline	Target
88.98%	81.14%	n/a	81.14%	95%

- **Key Activity** - Analyze and monitor data collected from survey and inspections to identify opportunities for improving public protection
- **Key Activity** - Analyze existing regulations and identify opportunities for improving public protection
- **Key Activity** - Enforce regulation of pharmacies that engage in sterile and non-sterile compounding

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

- **Key Activity** - Monitor improvements in enforcement activities

**Measure** - Average number of days from legal sufficiency to final order for non-priority and non-ULA cases

2013-2014	2012-2013	2011-2012	Baseline	Target
537.7 days	483 days	503 days	503 days	475 days

- **Key Activity** - Map and analyze enforcement process
- **Key Activity** - Implement paperless enforcement

## DOH STRATEGIC ISSUE AREAS

### Financial and Business Excellence

**Goal:** Improve efficiency and effectiveness

**MQA Strategy** - Ensure cost-effective regulation

- **Key Activity** - Ensure fees of each profession cover cost of regulating that profession

**Measure** - Percent of professions that renewal fees are set no greater than 10% over cost to regulate

2013-2014	2012-2013	2011-2012	Baseline	Target
91% compliant	88% compliant	88% compliant	88% compliant	100%

**MQA Strategy** - Minimize licensure fees through cost-effective operations

- **Key Activity** - Ensure MQA trust fund maintains a reasonable balance

**Measure** - Average cost of a license

2013-2014	2012-2013	2011-2012	Baseline	Target
\$58.39	\$54.57	\$59.46	\$72.02	\$60

### Service to Customers and Community

**Goal:** Assure access to care

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

- **Key Activity** - Redesign MQA/Board website

**Measure** - Percent of external customers satisfied with services provided by MQA

2013-2014	2012-2013	2011-2012	Baseline	Target
95.5%	95.32%	96.82%	93%	95%

- **Key Activity** - Develop public records database

**Goal:** Expediently license health care professionals who meet statutorily mandated standards of competency

**MQA Strategy** - Provide an efficient licensure process that meets statutory requirements

- **Key Activity** - Deploy online initial licensure applications

**Measure** - Average number of days to issue an initial license for a qualified applicant

2013-2014	2012-2013	2011-2012	Baseline	Target
1.34 days	n/a	n/a	6 days	1 day

**Measure** - Average number of days to process a renewal application for a qualified applicant

2013-2014	2012-2013	2011-2012	Baseline	Target
0.27 days	3.76 days	4.94 days	5.12 days	1 day

- **Key Activity** - Upgrade licensure database
- **Key Activity** - Modify licensure applications; remove non-value items
- **Key Activity** - Automate transcripts

## Workforce Development

**Goal:** Attract, recruit, retain a competent credentialed workforce

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

- **Key Activity** - Conduct Annual Employee Satisfaction Survey
- **Key Activity** - Fully deploy Succession Plan
- **Key Activity** - Promote mentoring and leadership development
- **Key Activity** - Develop and deploy internal Communication Plan
- **Key Activity** - Analyze correlation between recruitment and employee adverse actions

# ACCOMPLISHMENTS

Customer feedback from our three key users – applicants for initial licensure, licensees, health care consumers – is important to MQA and is used to identify improvements to services and processes. MQA employees understand that the services they provided impact job creation and economic growth and increase patient access to health care services. Our external customer satisfaction rate for fiscal year 2013-2014 was 95.5 percent.

## **INNOVATION: WE SEARCH FOR CREATIVE SOLUTIONS AND MANAGE RESOURCES WISELY.**

MQA launched updated, interactive websites for all of its boards, which can be accessed through the portal [www.flhealthsource.gov](http://www.flhealthsource.gov). The redesign simplifies the process of applying, renewing, or verifying a license and provides information on how to file a complaint. The home page displays rotating alerts, news and notifications and provides valuable resources for practitioners and consumers. MQA this year completed the project of overhauling all its board websites to provide better customer service and encourage feedback.



## **COLLABORATION: WE USE TEAMWORK TO ACHIEVE COMMON GOALS AND SOLVE PROBLEMS**

### **MQA Investigators Michelle Miller, Sandra Warner and Robert Yastremski**

These three Bureau of Enforcement investigators were nominated for a 2014 L.E.O. Award and recognized at the ASIS International Law Enforcement Appreciation Luncheon in May as part of a multi-agency operation in Palm Beach, St. Lucie and Volusia counties. About 50 prescription drug overdose deaths were tied to two doctors during a five-year investigation, and they were indicted in 2013. In the nomination, the participants in the investigation were commended for their “long-term cooperation and unwavering commitment.”



**L.E.O. AWARDS**  
"A Salute to Local Law Enforcement Officers"

## **ACCOUNTABILITY: WE PERFORM WITH INTEGRITY AND RESPECT.**

### **Carmelette "Carmen" Gilley, Regulatory Specialist II**

For the Board of Medicine, Carmen Gilley provided exceptional customer service while facilitating the licensure of a medical doctor moving to Florida to develop an internal medicine residency program at Florida Atlantic University. Ms. Gilley coached the physician through every step of the process including obtaining necessary documentation. After receiving her license, the physician praised Ms. Gilley's professionalism and diligence, noting that Ms. Gilley had inspired her to work at a free clinic upon arriving in the state. Thanks to her positive licensure experience, the physician was excited and enthusiastic about bringing residents to train in Florida.



## **RESPONSIVENESS: WE ACHIEVE OUR MISSION BY SERVING OUR CUSTOMERS AND ENGAGING OUR PARTNERS.**

The Division of Medical Quality Assurance received a “compliant” status following the National Practitioner Data Bank's (NPDB) 2013 audit of more than 30 professions, which required extensive research and review of disciplinary cases. NPDB compliance audits ensure that all states, health care entities and insurance companies have the most current information on licensees, and facilitate interstate collaboration in health care delivery. NPDB applauded MQA staff for their responsiveness, cooperation and commitment to excellence.



## **EXCELLENCE: WE PROMOTE QUALITY OUTCOMES THROUGH LEARNING AND CONTINUOUS PERFORMANCE IMPROVEMENT.**

### **Marlene Toledo, Investigator with the Investigative Services Unit**

Due to her work with the National Insurance Crime Bureau on PIP fraud, Marlene Toledo was nominated for Florida Insurance Fraud Education Committee's Jerry Zappolo Distinguished Service Award, which recognizes someone for their impact on the fight against insurance fraud. The nominator noted Ms. Toledo's effective interviews and source building during her investigations, and commended her for educating NICB on MQA's role in fighting PIP fraud. He also said: “Due to her initiative, licenses are being revoked, quality cases referred to DOH and DOH investigators are being trained on PIP Fraud investigations.”



**I** NNOVATION  
**C** OLLABORATION  
**A** CCOUNTABILITY  
**R** ESPONSIVENESS  
**E** XCELLENCE

# DISCIPLINARY GUIDELINE RULES

Section 456.079, F.S., requires the MQA Annual Report and Long Range Plan to contain a status update on development and implementation of rules providing for disciplinary guidelines.

Board/Council	Rule #	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Dietetics and Nutrition Practice	64B8-44.005	Citations	6/17/2014			
Dietetics and Nutrition Practice	64B8-44.010	Mediation	6/17/2014			
Nursing	64B9-8.001	The Probable Cause Panel	3/6/2014	3/21/2014	4/25/2014	5/15/2014
Nursing	64B9-8.005	Unprofessional Conduct	1/30/2014	2/14/2014	3/20/2014	4/9/2014
Occupational Therapy	64B11-4.004	Noncompliance	3/25/2014	4/14/2014		
Occupational Therapy	64B11-4.005	Citations	3/25/2014	4/14/2014		
Occupational Therapy	64B11-4.006	Mediation	3/25/2014	4/14/2014		
Pharmacy	64B16-30.001	Disciplinary Guidelines, Range of Penalties, Aggravating and Mitigation Circumstances	9/6/2013	9/24/2013	1/16/2014	2/5/2014
Physical Therapy	64B17-7.002	Citations	9/27/2013	1/24/2014	4/22/2014	5/12/2014
Physical Therapy	64B17-7.004	Mediation	9/27/2013	1/24/2014	4/22/2014	5/12/2014
Physical Therapy	64B17-7.005	Notice of Noncompliance	9/27/2013	1/24/2014	4/22/2014	5/12/2014
Psychology	64B19-17.004	Citations	8/15/2013	8/30/2013	9/30/2013	10/20/2013
Psychology	64B19-17.004	Citations	11/15/2013			
Psychology	64B19-17.007	Mediation	11/15/2013			
Respiratory Care	64B32-5.006	Mediation	4/14/2014	5/2/2014		
Respiratory Care	64B32-5.007	Citations	4/14/2014	5/2/2014		
Respiratory Care	64B32-5.008	Notice of Noncompliance	4/14/2014	5/2/2014		
School Psychology	64B21-504.001	Disciplinary Guidelines	3/17/2014			
Speech-Language Pathology and Audiology	64B20-7.001	Disciplinary Guidelines	9/11/2013	9/27/2013	11/12/2013	12/2/2013

## REDUCTION OF YEAR OLD CASES

Section 456.026, F.S., requires the MQA Annual Report and Long Range Plan to contain a description of the strategies and results of the efforts to reduce or otherwise close any investigation or disciplinary proceeding not before the Division of Administrative Hearing (DOAH) under Chapter 120, F.S., or otherwise not completed within one year after the initial filing of a complaint pursuant to section 456.026(8), F.S.

Addressing disciplinary matters in a timely manner is a fair and just way of ensuring that the Department protects the public and serves Florida's licensees. The Prosecution Services Unit (PSU) established the reduction of open cases that were either not before DOAH or not completed within one year of initial filing as one of its top priorities.

The strategies adopted by PSU to address these cases included:

- Compile a comprehensive and accurate case list of all cases for the 28 Boards and Councils that the Department regulates that had a case number of 2010 or older and focus legal resources on the oldest first.
- Identify the cases that had not been presented to the probable cause panel and prepare them for probable cause review with a recommendation that the case be prosecuted or closed.
- For cases that had been presented to the probable cause panel, focus on resolving them either with a Settlement Agreement or with a referral to DOAH for the scheduling of a hearing.
- Communicate the year-old case goals to each Board and seek assistance in resolving the cases. If necessary, request special or additional probable cause panel meetings to address older cases.
- With customized management reports for each team leader, closely monitor the progress being made toward achieving the goal and set benchmarks throughout the year to ensure success.

At the end of FY 2011-2012, PSU had 946 cases that were over one year old. At the end of FY 2012-2013, PSU had 874 cases that were over one year old, an 8 percent reduction. At the end of 2013-2014, PSU had 1,250 cases that were more than one year old, a 43 percent increase.

PSU's plan for FY 2014-2015 is to continue to prioritize the resolution of older cases by enforcing performance expectations for all prosecutors to resolve older cases. Those 1-year and older cases that can be litigated are being referred to DOAH as soon as possible. Those cases that can be resolved through settlement with terms that are reasonable are being forwarded to the respective Boards for resolution as soon as possible. PSU will recommend the respective probable cause panels close any cases that are 1 year and older and cannot be proven by clear and convincing evidence.

# CONTACT US/FEEDBACK

## DIVISION DIRECTOR

### **Lucy C. Gee, M.S.**

Medical Quality Assurance  
850-245-4224  
lucy.gee@flhealth.gov

## BUREAU CHIEFS

### **Mark Whitten**

Bureau of Enforcement  
850-245-4123  
mark.whitten@flhealth.gov

### **Allison Dudley, J.D.**

Bureau of Health Care Practitioner Regulation  
850-245-4095  
allison.dudley@flhealth.gov

### **Lola Pouncey**

Bureau of Operations  
850-245-4064  
lola.pouncey@flhealth.gov

## EXECUTIVE DIRECTORS

### **Joe Baker Jr.**

Nursing and Certified Nursing Assistants  
850-245-4158  
joe.baker@flhealth.gov

### **Vacant**

Medicine, Office Surgery Centers, Pain Management  
Clinics, Physician Assistants and Anesthesiologist Assistants  
850-245-4131

### **Sue Foster**

Athletic Training, Certified Master Social Worker,  
Clinical Social Work, Dentistry, Dental Hygienist,  
Dental Laboratories, Hearing Aid Specialists,  
Marriage and Family Therapy, Mental Health Counseling and Opticianry  
850-245-4460  
sue.foster@flhealth.gov

### **Allen Hall**

Dietetics and Nutrition, Electrolysis, Occupational  
Therapy, Physical Therapy, Psychology, Respiratory  
Care and School Psychology  
850-245-4374  
allen.hall@flhealth.gov

### **Christy Robinson**

Acupuncture, Massage Therapy, Midwifery,  
Osteopathic Medicine and Speech-Language  
Pathology and Audiology  
850-245-4588  
christy.robinson@flhealth.gov

### **Adrienne Rodgers, BSN, J.D.**

Chiropractic Medicine, Clinical Laboratory Personnel,  
Nursing Home Administrators, Medical Physicists,  
Optometry, Orthotists and Prosthetists and Podiatric  
Medicine  
850-245-4393  
adrienne.rodgers@flhealth.gov

### **Patrick Kennedy, M.A.**

Pharmacy, EMT, Paramedic and  
Radiologic Technology  
850-245-4197  
patrick.kennedy@flhealth.gov

## MAILING ADDRESS

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

## WEBSITE

[www.flhealthsource.gov](http://www.flhealthsource.gov)

# INFORMATION TABLES

	Data Methodology
Table 1	Summary of Licensed Practitioners
Table 2	Summary of Licensed Facilities and Establishments
Table 3	Recognized Continuing Education (CE) Providers
Table 4	Initial Applications Received and Initial Licenses Issued
Table 5	Upgrade Applications Received and Upgrade Licenses Issued
Table 6	Online Renewals
Table 7	Emergency Orders Issued
Table 8	Reports Received, Complaints Received, and Investigations Completed
Table 9	Probable Cause Actions
Table 10	Disciplinary Cases
Table 11	Medical Malpractice Claims
Table 12	Hospital Annual Report Claims
Table 13	Unlicensed Activity
Table 14	Student Loan Defaults
Table 15	Revenue, Expenditures and Cash Balances
Table 16	Projected Cash Balances
Table 17	Review of the Adequacy of Renewal Fees

## DATA METHODOLOGY

The Division of Medical Quality Assurance, Department of Health, reviewed its data collection for Annual Report tables and determined some data should be more precisely matched with statutory requirements. Changes made for the 2013-2014 MQA Annual Report caused some results to differ significantly from prior reports. Caution should be used when comparing the following tables with prior year reports.

### Table 7 – Emergency Orders Issued

A recent review of the criteria utilized to generate the results for the enforcement portion of the annual report revealed that the criteria was not all inclusive and did not accurately reflect the number of emergency orders issued. Specifically, Table 7, Emergency Orders Issued, previously reported only the emergency orders that were determined to be the highest action taken on those cases where multiple actions were taken, i.e. an emergency suspension preceded or followed by an emergency restriction but only the emergency suspension was being counted. As such, in order to capture the true number of emergency orders issued the criteria was revised to count all instances of an emergency action. This modification resulted in an increased number of emergency restriction orders issued over previous years.

### Table 8 – Reports/Complaints Received and Investigations Completed

Preliminary inquiries were being incorrectly reported as completed investigations. Investigations are initiated upon the determination of legal sufficiency which statutorily requires a subject notification letter. However, preliminary inquiries do not rise to the level of legal sufficiency requiring an official “investigation” and the associated subject notification. Therefore, the criteria were revised to remove the preliminary inquiries from the investigations completed and report them separately in a new column. This resulted in a decrease in the number of completed investigations that appeared to be trending up compared to the previous two fiscal years.

### Table 13 – Unlicensed Activity

Previous criteria used to generate the Unlicensed Activity cases were found not to be all inclusive. Revisions were implemented to capture all ULA related codes for a more accurate reporting of ULA complaints. This modification resulted in a significant increase in the number of ULA complaints received and referred for investigation.

Health care resources for professional and consumers are available 24 hours a day at [www.FIHealthSource.gov](http://www.FIHealthSource.gov). Apply for a license, verify a license or renew a license. License renewal has changed. To learn more about CE/CME/Renewal, visit [www.FLHealthSource.gov](http://www.FLHealthSource.gov). For questions, contact the Florida Department of Health toll-free at (855) 410-3344 or email us at [MQAReportCE@flhealth.gov](mailto:MQAReportCE@flhealth.gov).

Table 1: Summary of Licensed Practitioners

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Acupuncturist	2,022	15	121	196	35	57	3	45	2,494
Anesthesiologist Assistant	159	0	5	24	5	8	0	0	201
Approved Massage School	184	0	0	0	0	0	0	0	184
Athletic Trainer	1,935	13	260	196	7	55	6	12	2,484
Audiology - Audiologist Assistant	74	0	21	0	0	1	0	1	97
Audiology - Audiologist	942	3	63	100	1	38	5	14	1,166
Audiology - Provisional Audiologist	18	0	0	5	0	0	0	0	23
Certified Master Social Worker	2	0	0	1	0	0	0	0	3
Chiropractic - Certified Chiropractic Physician's Assistant	137	4	49	0	2	2	0	1	195
Chiropractic - Chiropractic Faculty Certificate	6	0	0	0	0	0	0	0	6
Chiropractic - Chiropractic Physician	4,885	49	206	548	242	226	8	237	6,401
Chiropractic - Registered Chiropractic Assistant	2,319	0	0	4	0	0	0	0	2,323
Clinical Laboratory - Clinical Laboratory Personnel	14,090	244	781	1,527	185	276	36	248	17,387
Clinical Laboratory - Clinical Laboratory Trainee	525	0	0	14	0	0	0	0	539
Clinical Laboratory - Clinical Laboratory Training Program	46	0	0	14	0	0	0	0	60
Clinical Social Work - Clinical Social Worker	7,714	87	268	833	116	129	18	162	9,327
Clinical Social Work - Clinical Social Worker Intern	3,406	0	379	51	0	19	5	0	3,860
Clinical Social Work - Provisional Clinical Social Worker	42	0	0	8	0	0	0	0	50
Dental - Dental Expert Witness Certificate	9	0	0	39	0	0	0	0	48
Dental - Dental Hygienist	10,923	76	532	1,502	153	319	86	406	13,997
Dental - Dental Radiographer	25,503	0	0	205	0	0	0	0	25,708
Dental - Dental Residency Permit	273	0	0	5	0	0	0	0	278
Dental - Dental Teaching Permits	166	0	0	3	0	0	0	0	169
Dental - Dental Temporary Certificate	0	0	0	0	0	0	0	0	0
Dental - Dentist	10,464	20	265	1,812	104	256	97	677	13,695
Dental - Health Access Dental	28	0	3	10	0	5	0	3	49
Dietetics & Nutrition - Dietitian/Nutritionist	3,628	11	316	266	5	76	12	35	4,349
Dietetics & Nutrition - Nutrition Counselors	98	6	18	13	1	2	0	14	152
Electrologist	1,009	15	347	24	7	7	2	34	1,445
EMS - Emergency Insect Sting Treatment	58	0	0	4	0	0	0	0	62
EMS - Emergency Medical Technician	35,208	227	4	610	22	1	0	0	36,072
EMS - Paramedic	28,588	160	2	851	35	0	0	0	29,636
Hearing Aid - Hearing Aid Specialist	896	5	82	48	3	14	1	36	1,085
Hearing Aid - Hearing Aid Specialist Trainee (AST)	81	56	0	2	0	0	0	0	139
Marriage & Family Therapy - Marriage and Family Therapist	1,623	27	50	156	23	21	0	45	1,945
Marriage & Family Therapy - Provisional Marriage and Family Therapist	11	0	0	3	0	0	0	0	14
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	867	0	128	19	0	5	0	0	1,019
Massage Apprentice	85	0	0	0	0	0	0	0	85
Massage Therapist	32,018	338	5,284	2,711	159	895	126	677	42,208
Medical Physics - Diagnostic Radiological Physicist	52	0	1	41	0	5	0	2	101
Medical Physics - Medical Health Physicist	26	0	4	13	0	0	0	2	45
Medical Physics - Medical Nuclear Radio Physicist	34	0	0	29	0	2	0	2	67
Medical Physics - Medical Physicist in Training	51	0	0	9	0	0	0	0	60

Table 1: Summary of Licensed Practitioners (continued)

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Medical Physics - Therapeutic Radiological Physicist	234	0	13	120	0	17	0	1	385
Medicine - House Physician	244	0	0	3	0	0	0	0	247
Medicine - Limited License Medical Doctor	140	8	27	8	2	1	0	19	205
Medicine - Medical Doctor	47,069	121	1,010	15,688	587	1,755	136	2,095	68,461
Medicine - Medical Doctor Area Critical Need	284	4	12	70	2	7	0	12	391
Medicine - Medical Doctor Expert Witness	13	0	0	1,467	0	0	0	0	1,480
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	1	0	0	0	0	0	0	0	1
Medicine - Medical Doctor Medical Faculty Certificate	38	0	0	4	0	0	0	0	42
Medicine - Medical Doctor Public Health Certificate	3	0	0	0	0	0	0	0	3
Medicine - Medical Doctor Public Psychiatry Certificate	1	0	0	0	0	0	0	0	1
Medicine - Medical Doctor Visiting Faculty Certificate <sup>1</sup>	0	0	0	4	0	0	0	0	4
Medicine - Physician Assistant	6,118	15	288	651	23	237	44	81	7,457
Medicine - Resident Registration <sup>2</sup>	3,414	0	0	1,376	0	0	0	0	4,790
Mental Health Counseling - Mental Health Counselor	8,719	114	222	628	111	91	12	165	10,062
Mental Health Counseling - Provisional Mental Health Counselor	107	0	0	32	0	0	0	0	139
Mental Health Counseling - Registered Mental Health Counselor Intern	4,291	0	497	68	0	21	4	0	4,881
Midwife	144	2	10	10	1	3	1	17	188
Nursing - Advanced Registered Nurse Practitioner(ARNP)	16,863	42	437	2,678	42	508	67	273	20,910
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	24	0	0	5	0	0	0	0	29
Nursing - Approved CNA Program	290	0	0	1	0	0	0	0	291
Nursing - Approved Nursing Program LPN	154	0	0	0	0	0	0	0	154
Nursing - Approved Nursing Program RN	216	0	0	1	0	0	0	0	217
Nursing - Certified Nursing Assistant (CNA)	158,081	0	36,066	3,208	0	1,542	86	1	198,984
Nursing - Clinical Nurse Specialists (CNS)	123	1	2	21	0	2	2	0	151
Nursing - Licensed Practical Nurse	64,400	243	8,894	4,261	126	1,581	153	1,047	80,705
Nursing - Registered Nurse(RN)	213,357	1,133	9,752	38,176	1,302	8,768	816	4,380	277,684
Nursing Home - Nursing Home Administrator	1,438	35	91	181	13	40	5	100	1,903
Occupational Therapy - Occupational Therapist	6,918	28	276	1,123	49	281	27	36	8,738
Occupational Therapy - Occupational Therapy Assistant	3,891	5	132	408	13	117	0	20	4,586
Opticianry - Apprentice Optician	834	0	0	4	0	0	0	0	838
Opticianry - Optician	3,542	52	137	172	43	31	9	42	4,028
Optometry - Optometric Faculty Certificate	18	0	0	0	0	0	0	0	18
Optometry - Optometrist	2,524	1	14	643	61	52	22	59	3,376
Orthotics & Prosthetics - Orthotic Fitter	121	0	13	1	0	0	0	7	142
Orthotics & Prosthetics - Orthotic Fitter Assistant	74	0	36	0	0	0	0	5	115
Orthotics & Prosthetics - Orthotist	101	0	11	2	0	2	0	7	123
Orthotics & Prosthetics - Pedorthist	109	1	28	3	0	0	0	5	146
Orthotics & Prosthetics - Prosthetic Residents	41	0	0	3	0	0	0	0	44
Orthotics & Prosthetics - Prosthetist	72	0	5	6	0	1	0	8	92
Orthotics & Prosthetics - Prosthetist-Orthotist	203	2	12	5	1	2	0	17	242

Table 1: Summary of Licensed Practitioners (continued)

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Orthotics & Prosthetics - Residents	36	0	0	3	0	0	0	0	39
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	5	0	0	0	0	0	0	0	5
Osteopathic - Osteopathic Physician	4,847	16	143	1,191	196	312	45	171	6,921
Osteopathic - Osteopathic Physician Expert Witness	3	0	0	19	0	0	0	0	22
Osteopathic - Osteopathic Training Registration	749	0	0	508	0	0	0	0	1,257
Pharmacy - Consultant Pharmacist	2,733	49	198	160	10	24	4	46	3,224
Pharmacy - Nuclear Pharmacist	148	1	16	41	2	10	1	3	222
Pharmacy - Pharmacist	21,026	52	549	7,423	268	923	77	597	30,915
Pharmacy - Pharmacist Intern	6,680	0	0	4,234	0	0	0	0	10,914
Pharmacy - Pharmacy Technicians	38,068	6	10,008	395	1	179	4	3	48,664
Physical Therapy - Physical Therapist Assistant	7,130	52	248	486	67	225	28	47	8,283
Physical Therapy - Physical Therapist	12,340	102	446	1,768	399	701	69	150	15,975
Podiatry - Certified Podiatric X-Ray Assistant	479	0	295	0	0	1	0	3	778
Podiatry - Podiatric Physician	1,336	10	48	266	58	58	5	103	1,884
Podiatry - Podiatric Residents	139	0	0	31	0	0	0	0	170
Psychology - Limited License Psychologist	4	0	2	0	0	0	0	2	8
Psychology - Provisional Psychologist	24	0	0	0	0	0	0	0	24
Psychology - Psychologist	4,134	19	138	541	28	87	19	259	5,225
Radiologic Technology - Radiologic Technologist	24,893	14	14,884	2,100	1	4,095	29	0	46,016
Radiologic Technology - Radiologist Assistant	22	0	5	1	0	3	0	0	31
Respiratory Therapy - Certified Respiratory Therapist	3,186	50	800	209	15	150	11	37	4,458
Respiratory Therapy - Registered Respiratory Therapist	7,466	82	523	670	37	292	14	53	9,137
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	42	0	11	0	0	0	0	3	56
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	9	1	7	2	0	0	0	0	19
School Psychologist	672	10	66	20	3	8	1	36	816
Speech-Language Pathology - Provisional Speech-Language Pathologist	496	0	0	86	0	0	0	0	582
Speech-Language Pathology - Speech-Language Pathologist	7,542	22	496	574	13	218	21	69	8,955
Speech-Language Pathology - Speech-Language Pathology Assistant	604	4	267	6	1	4	0	1	887
<b>Total</b>	<b>879,232</b>	<b>3,653</b>	<b>96,324</b>	<b>103,661</b>	<b>4,580</b>	<b>24,768</b>	<b>2,117</b>	<b>12,633</b>	<b>1,126,968</b>

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

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

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

DEFINITIONS:

IN STATE ACTIVE – The licensed practitioner has a Florida mailing address and is authorized to practice subject to any restrictions or obligations imposed.

IN STATE INACTIVE – The licensed practitioner has a Florida mailing address and is not authorized to practice in Florida, because the practitioner inactivated his/her license.

IN-STATE DELINQUENT – The licensed practitioner has a Florida mailing address of record and is not authorized to practice his/her profession in the state of Florida, because he/she failed to renew his/her license by the expiration date.

OUT OF STATE ACTIVE – The licensed practitioner has an out of state mailing address and is authorized to practice subject to any restrictions or obligations imposed.

OUT OF STATE INACTIVE – The licensed practitioner has an out of state mailing address and is not authorized to practice in Florida, because the practitioner inactivated his/her license.

OUT-OF-STATE DELINQUENT – The licensed practitioner has an out of state mailing address of record and is not authorized to practice his/her profession in the state of Florida, because he/she failed to renew his/her license by the expiration date.

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

RETIRED – The licensed practitioner is not practicing in the state of Florida, but maintains a retired license status. The licensed practitioner is not authorized to practice in the state of Florida

Table 2: Summary of Licensed Facilities and Establishments

Establishment	Active	Delinquent	Total
Dental Laboratory	928	195	1,123
Electrolysis Facility	255	84	339
Massage Establishment	9,688	3	9,691
Office Surgery Registration	510	0	510
Optical Establishment Permit	1,389	0	1,389
Optometry Branch Office	1,050	0	1,050
Pain Management Clinic	359	0	359
Pharmacy	9,833	0	9,833
<b>Total</b>	<b>24,012</b>	<b>282</b>	<b>24,294</b>

**DEFINITIONS:**

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

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

Table 3: Recognized Continuing Education (CE) Providers

Board Name	Total Providers	Board Approved Providers	Statute/Rule Approved Providers	Received Applications	Approved Applications - New provider applications approved during the 7/1/13-6/30/14 time frame	Approved Applications (Received outside 7/1/13-6/30/14 timeframe)	Approved New Courses - routed to Board for review during the 7/1/13-6/30/14 timeframe	Approved New Courses - auto-accepted during the 7/1/13-6/30/14 timeframe	Approved New Courses
Acupuncture	132	116	16	29	30	2	429	130	559
Athletic Training	66	12	54	9	8	1	3	185	188
Chiropractic Medicine	20	20	0	5	2	0	429	0	429
Clinical Laboratory Personnel	170	163	7	11	9	0	32	3,287	3,319
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	670	550	120	53	46	10	48	5,810	5,858
Dental Laboratories	25	22	3	8	7	0	28	329	357
Dentistry	319	140	179	58	46	2	0	1,677	1,677
Dietetics and Nutrition	101	0	101	4	1	0	0	713	713
Electrolysis Council	36	19	17	13	3	0	3	55	58
Emergency Medical Services	229	55	174	19	23	5	248	205	453
Hearing Aid Specialists	30	4	26	2	2	0	5	53	58
Massage Therapy	817	375	442	81	64	6	91	1,415	1,506
Medical Physicists	5	0	5	0	0	0	0	60	60
Medicine <sup>1</sup>	155	0	155	27	24	2	0	7,059	7,059
Midwifery	12	1	11	5	2	0	0	17	17
Nursing	976	965	11	88	92	11	184	16,674	16,858
Nursing Home Administrators	102	102	0	7	7	1	21	979	1,000
Occupational Therapy	211	181	30	24	23	0	37	2,213	2,250
Opticianry	21	21	0	3	4	2	17	576	593
Optometry	135	133	2	20	16	1	1,756	1	1,757
Orthotists and Prosthetists	16	2	14	1	1	0	3	73	76
Osteopathic Medicine	102	0	102	14	14	1	0	4,220	4,220
Pharmacy	151	99	52	26	20	2	144	3,033	3,177
Physical Therapy Practice	649	606	43	107	105	4	1,626	1,120	2,746
Physician Assistants <sup>2</sup>	101	0	101	15	14	3	0	2,429	2,429

Table 3: Recognized Continuing Education (CE) Providers (continued)

Board Name	Total Providers	Board Approved Providers	Statute/Rule Approved Providers	Received Applications	Approved Applications - New provider applications approved during the 7/1/13-6/30/14 time frame	Approved Applications (Received outside 7/1/13-6/30/14 timeframe)	Approved New Courses - routed to Board for review during the 7/1/13-6/30/14 timeframe	Approved New Courses - auto-accepted during the 7/1/13-6/30/14 timeframe	Approved New Courses
Podiatric Medicine	22	2	20	8	8	0	18	167	185
Psychology	188	74	114	14	13	0	8	2,356	2,364
Respiratory Care	153	95	58	11	12	1	16	1,858	1,874
School Psychology	38	13	25	4	4	0	2	875	877
Speech-Language Pathology and Audiology	567	76	491	42	39	0	16	3,218	3,234
<b>Total</b>	<b>6,219</b>	<b>3,846</b>	<b>2,373</b>	<b>708</b>	<b>639</b>	<b>54</b>	<b>5,164</b>	<b>60,787</b>	<b>65,951</b>

NOTES:

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

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

DEFINITIONS:

TOTAL PROVIDERS - Board approved providers and statute/rule approved providers.

BOARD APPROVED PROVIDERS - Continuing Education Providers approved on an individual basis by a Board or the Department if there is no Board.

STATUTE/RULE APPROVED PROVIDERS - Continuing Education Providers automatically approved by statute or rule.

SUBMITTED COURSES - Individual courses submitted for approval by Board approved providers, statute/rule approved providers, and in some professions, licensees.

APPROVED COURSES - Individual courses approved by the Board or automatically accepted.

Table 4: Initial Applications Received and Initial Licenses Issued

Profession	Initial Applications Received	Initial Re-exam Applications Received	Initial Licenses Issued
Acupuncturist	221	0	191
Anesthesiologist Assistant	56	0	53
Approved Massage School	14	0	6
Athletic Trainer	356	0	324
Audiology - Audiologist Assistant	28	0	26
Audiology - Audiologist	77	0	83
Audiology - Provisional Audiologist	22	0	16
Certified Master Social Worker	0	0	0
Chiropractic - Certified Chiropractic Physician's Assistant	34	0	28
Chiropractic - Chiropractic Faculty Certificate	3	0	2
Chiropractic - Chiropractic Physician	328	25	313
Chiropractic - Registered Chiropractic Assistant	1,587	0	1,325
Clinical Laboratory - Clinical Laboratory Personnel	984	0	900
Clinical Laboratory - Clinical Laboratory Trainee	479	0	462
Clinical Laboratory - Clinical Laboratory Training Program	7	0	7
Clinical Social Work - Clinical Social Worker	759	0	612
Clinical Social Work - Clinical Social Worker Intern	897	0	807
Clinical Social Work - Provisional Clinical Social Worker	30	0	27
Dental - Dental Expert Witness Certificate	0	0	29
Dental - Dental Hygienist	880	138	649
Dental - Dental Laboratory	71	0	56
Dental - Dental Radiographer	636	0	549
Dental - Dental Residency Permit	109	0	92
Dental - Dental Teaching Permits	14	0	14
Dental - Dental Temporary Certificate	0	0	0
Dental - Dentist	583	35	516

Table 4: Initial Applications Received and Initial Licenses Issued (continued)

Profession	Initial Applications Received	Initial Re-exam Applications Received	Initial Licenses Issued
Dental - Health Access Dental	12	1	7
Dietetics & Nutrition - Dietitian/Nutritionist	382	25	362
Dietetics & Nutrition - Nutrition Counselors	0	0	0
Electrologist	183	41	117
Electrolysis Facility	48	0	43
EMS - Emergency Insect Sting Treatment	11	0	22
EMS - Emergency Medical Technician	4,698	1,301	3,200
EMS - Paramedic	1,983	847	1,478
Hearing Aid - Hearing Aid Specialist	115	36	79
Hearing Aid - Hearing Aid Specialist Trainee (AST)	117	0	114
Marriage & Family Therapy - Marriage and Family Therapist	165	0	112
Marriage & Family Therapy - Provisional Marriage and Family Therapist	7	0	10
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	223	0	195
Massage Apprentice	34	0	42
Massage Establishment	1,728	0	1,672
Massage Therapist	3,913	0	3,545
Medical Physics - Diagnostic Radiological Physicist	10	0	11
Medical Physics - Medical Health Physicist	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	3
Medical Physics - Medical Physicist in Training	19	0	16
Medical Physics - Therapeutic Radiological Physicist	33	0	34
Medicine - House Physician	57	0	32
Medicine - Limited License Medical Doctor	29	0	22
Medicine - Medical Doctor	4,062	0	3,913
Medicine - Medical Doctor Area Critical Need	103	0	81
Medicine - Medical Doctor Expert Witness	850	0	843
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	16	0	16
Medicine - Medical Doctor Public Health Certificate	1	0	1
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	5	0	4
Medicine - Office Surgery Registration	79	0	71
Medicine - Physician Assistant	531	0	728
Medicine - Resident Registration	1,443	0	1,408
Mental Health Counseling - Mental Health Counselor	952	0	785
Mental Health Counseling - Provisional Mental Health Counselor	102	0	99
Mental Health Counseling - Registered Mental Health Counselor Intern	1,234	0	1,133
Midwife	27	0	22
Nursing - Advanced Registered Nurse Practitioner(ARNP)	2,209	0	2,116
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	2	0	3
Nursing - Approved CNA Program	50	0	52
Nursing - Approved Nursing Program LPN	14	0	17
Nursing - Approved Nursing Program RN	36	0	38
Nursing - Certified Nursing Assistant (CNA)	24,262	0	18,117
Nursing - Clinical Nurse Specialists (CNS)	29	0	0
Nursing - Licensed Practical Nurse	6,694	1,149	5,555
Nursing - Registered Nurse(RN)	26,592	3,961	21,910
Nursing Home - Nursing Home Administrator	184	0	85
Nursing Home - Nursing Home Administrator Provisional	0	0	0
Occupational Therapy - Occupational Therapist	613	0	601

Table 4: Initial Applications Received and Initial Licenses Issued (continued)

Profession	Initial Applications Received	Initial Re-exam Applications Received	Initial Licenses Issued
Occupational Therapy - Occupational Therapy Assistant	791	0	731
Opticianry - Apprentice Optician	213	0	200
Opticianry - Optical Establishment Permit	70	0	54
Opticianry - Optician	148	7	82
Optometry - Optometric Faculty Certificate	4	0	4
Optometry - Optometrist	133	16	165
Optometry - Optometry Branch Office	260	0	262
Orthotics & Prosthetics - Orthotic Fitter	10	0	8
Orthotics & Prosthetics - Orthotic Fitter Assistant	12	0	13
Orthotics & Prosthetics - Orthotist	1	0	15
Orthotics & Prosthetics - Pedorthist	0	0	6
Orthotics & Prosthetics - Prosthetic Residents	19	0	20
Orthotics & Prosthetics - Prosthetist	0	0	5
Orthotics & Prosthetics - Prosthetist-Orthotist	0	0	30
Orthotics & Prosthetics - Residents	13	0	16
Osteopathic - Osteopathic Faculty Certificate	0	0	0
Osteopathic - Osteopathic Limited License	1	0	1
Osteopathic - Osteopathic Physician	642	0	584
Osteopathic - Osteopathic Physician Expert Witness	9	0	8
Osteopathic - Osteopathic Training Registration	527	0	538
Pain Management Clinic	70	0	58
Pharmacy - Consultant Pharmacist	205	0	187
Pharmacy - Nuclear Pharmacist	1	0	1
Pharmacy - Pharmacist	3,257	0	1,464
Pharmacy - Pharmacist Intern	1,855	0	1,612
Pharmacy - Pharmacy	1,093	0	1,345
Pharmacy - Pharmacy Technicians	6,148	0	5,742
Physical Therapy - Physical Therapist Assistant	797	490	782
Physical Therapy - Physical Therapist	1,230	310	984
Podiatry - Certified Podiatric X-Ray Assistant	157	0	144
Podiatry - Podiatric Physician	75	0	56
Podiatry - Podiatric Residents	44	0	57
Psychology - Limited License Psychologist	2	0	2
Psychology - Provisional Psychologist	21	0	19
Psychology - Psychologist	359	175	270
Radiologic Technology - Radiologic Technologist	2,034	182	1,957
Radiologic Technology - Radiologist Assistant	6	0	2
Respiratory Therapy - Certified Respiratory Therapist	214	0	214
Respiratory Therapy - Registered Respiratory Therapist	732	0	718
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0
School Psychologist	45	0	40
Speech-Language Pathology - Provisional Speech-Language Pathologist	463	0	436
Speech-Language Pathology - Speech-Language Pathologist	759	0	730
Speech-Language Pathology - Speech-Language Pathology Assistant	221	0	183
<b>Totals</b>	<b>114,673</b>	<b>8,739</b>	<b>95,546</b>

DEFINITIONS:

INITIAL APPLICATIONS RECEIVED – Initial applications received for review of applicant’s credentials by the respective board or council for that profession.

INITIAL RE-EXAM APPLICATIONS RECEIVED - Applications for re-examination for initial license received for review of applicant’s credentials by the respective board or council for that profession.

INITIAL LICENSES ISSUED – Initial licenses issued to those applicants whose credentials meet the minimum standards outlined by the Legislature and the respective board or council for that profession.

## Table 5: Upgrade Applications Received and Upgrade Licenses Issued

Profession	Upgrade Applications Received	Upgrade Re-Exam Applications Received	License Upgrades Issued	Change of Location
Clinical Laboratory - Clinical Laboratory Personnel	389	0	318	0
Electrolysis Facility	0	0	0	20
Hearing Aid - Hearing Aid Specialist Trainee (AST)	82	0	0	0
Massage Establishment	0	0	0	508
Massage Therapist	12	0	7	0
Medicine - Physician Assistant	195	0	197	0
Nursing - Registered Nurse (ARNP)	3	0	1	0
Opticianry - Optician	23	0	25	0
Pharmacy - Pharmacist	0	0	5	0
Pharmacy - Pharmacy	12	0	9	378
Pharmacy - Pharmacy Technicians	0	0	1	0
Radiologic Technology - Radiologic Technologist	126	182	66	0
<b>Totals</b>	<b>842</b>	<b>182</b>	<b>629</b>	<b>906</b>

**DEFINITIONS:**

**UPGRADE APPLICATIONS RECEIVED** - Applications for upgrade to initial license received for review of applicant's credentials by the respective board or council for that profession.

**UPGRADE RE-EXAM APPLICATIONS RECEIVED** - Applications for re-examination for upgrade to initial license received for review of applicant's credentials by the respective board or council for that profession.

**LICENSE UPGRADES ISSUED** - License upgrades issued to those applicants whose credentials meet the minimum standards outlined by the Legislature and the respective board or council for that profession.

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

## Table 6: Online Renewals

Profession	On-Time Renewals Processed Online	Delinquent Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage
Athletic Trainer	42	23	67	97.01%
Massage Therapist	24,550	1,314	27,506	94.03%
Massage Establishment	3,466	628	5,210	78.58%
Medicine - Medical Doctor	26,603	670	28,904	94.36%
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	1	0.00%
Medicine - Medical Doctor Public Health Certificate	0	0	2	0.00%
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	1	0.00%
Medicine - Limited License Medical Doctor	0	0	137	0.00%
Medicine - Medical Doctor Area Critical Need	0	0	295	0.00%
Medicine - Medical Doctor Medical Faculty Certificate	0	0	8	0.00%
Medicine - Registration for Resident/HSE Physician	0	0	994	0.00%
Medicine - Physician Assistant	5,772	160	6,224	95.31%
Nursing - Registered Nurse(RN)	87,367	1,679	92,656	96.10%
Nursing - Licensed Practical Nurse	39,359	2,686	44,312	94.88%
Nursing - Approved Nursing Program RN	0	0	126	0.00%
Nursing - Approved Nursing Program LPN	0	0	143	0.00%
Optometry - Optometrist	0	9	12	75.00%
Optometry - Optometric Faculty Certificate	0	0	3	0.00%
Osteopathic - Osteopathic Physician	5,374	132	5,888	93.51%
Osteopathic - Osteopathic Training Registration	0	0	664	0.00%
Osteopathic - Osteopathic Limited License	0	0	4	0.00%
Osteopathic - Osteopathic Area Critical Need	0	0	2	0.00%
Opticianry - Optician	0	20	28	71.43%
Podiatry - Podiatric Physician	1,519	18	1,629	94.35%
Podiatry - Podiatric Residency Program	0	0	29	0.00%
Podiatry - Certified Podiatric X-Ray Assistant	261	46	366	83.88%
Pharmacy - Pharmacist	23,798	532	25,232	96.43%
Pharmacy - Consultant Pharmacist	0	25	28	89.29%
Pharmacy - Nuclear Pharmacist	180	9	193	97.93%

Table 6: Online Renewals (continued)

Profession	On-Time Renewals Processed Online	Delinquent Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage
Pharmacy - Pharmacy	0	5	10	50.00%
Pharmacy - Pharmacy Technicians	0	480	511	93.93%
Pharmacy - Pharmacy Technician Training Program	0	0	141	0.00%
EMS - Emergency Medical Technician	0	0	4	0.00%
EMS - Paramedic	1	0	4	25.00%
Psychology - Psychologist	4,429	46	4,633	96.59%
Psychology - Limited License Psychologist	3	0	3	100.00%
Speech-Language Pathology - Speech-Language Pathologist	6,932	367	7,541	96.79%
Audiology - Audiologist	890	40	985	94.42%
Speech-Language Pathology - Speech-Language Pathology Assistant	393	41	449	96.66%
Audiology - Audiologist Assistant	39	1	49	81.63%
Orthotics & Prosthetics - Prosthetist-Orthotist	165	3	181	92.82%
Orthotics & Prosthetics - Prosthetist	67	3	74	94.59%
Orthotics & Prosthetics - Orthotist	84	1	99	85.86%
Orthotics & Prosthetics - Orthotic Fitter	98	6	114	91.23%
Orthotics & Prosthetics - Orthotic Fitter Assistant	49	5	61	88.52%
Orthotics & Prosthetics - Pedorthist	90	10	107	93.46%
Midwife	117	12	140	92.14%
Hearing Aid - Hearing Aid Specialist	0	9	10	90.00%
Acupuncturist	1,945	81	2,132	95.03%
School Psychologist	623	15	667	95.65%
Nursing - Certified Nursing Assistant (CNA)	61,609	9,842	79,969	89.35%
Chiropractic - Chiropractic Physician	5,047	203	5,533	94.89%
Chiropractic - Registered Chiropractic Assistant	1,252	0	1,410	88.79%
Chiropractic - Certified Chiropractic Physician's Assistant	103	2	118	88.98%
Chiropractic - Chiropractic Faculty Certificate	0	0	4	0.00%
Clinical Social Work - Clinical Social Worker	0	50	60	83.33%
Marriage & Family Therapy - Marriage and Family Therapist	0	12	17	70.59%
Mental Health Counseling - Mental Health Counselor	0	57	69	82.61%
Clinical Social Work - Clinical Social Worker Intern	0	110	122	90.16%
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	0	30	32	93.75%
Mental Health Counseling - Registered Mental Health Counselor Intern	0	110	122	90.16%
Physical Therapy - Physical Therapist	12,869	256	13,651	96.15%
Physical Therapy - Physical Therapist Assistant	6,571	147	6,947	96.70%
Occupational Therapy - Occupational Therapist	0	43	51	84.31%
Occupational Therapy - Occupational Therapy Assistant	0	15	15	100.00%
Respiratory Therapy - Registered Respiratory Therapist	0	85	96	88.54%
Respiratory Therapy - Certified Respiratory Therapist	0	53	67	79.10%
Medical Physics - Therapeutic Radiological Physicist	0	4	4	100.00%
Medical Physics - Medical Physicist in Training	0	0	49	0.00%
Dietetics & Nutrition - Dietitian/Nutritionist	0	70	74	94.59%
Dietetics & Nutrition - Nutrition Counselors	0	5	9	55.56%
Electrologist	893	6	986	91.18%
Electrolysis Facility	203	8	237	89.03%
Clinical Laboratory - Clinical Laboratory Personnel	4,016	47	4,203	96.67%
Clinical Laboratory - Clinical Laboratory Training Program	0	0	20	0.00%
Dental - Dentist	10,990	450	12,198	93.79%
Dental - Dental Hygienist	11,296	402	12,374	94.54%
Dental - Dental Laboratory	459	111	884	64.48%
Dental - Dental Residency Permit	0	0	109	0.00%
Dental - Health Access Dental	31	0	34	91.18%
Radiologic Technology - Radiologic Technologist	8,010	0	12,219	65.55%

Table 6: Online Renewals (continued)

Profession	On-Time Renewals Processed Online	Delinquent Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage
Radiologic Technology - Radiologist Assistant	0	0	8	0.00%
Nursing Home - Nursing Home Administrator	85	11	99	96.97%
<b>Totals</b>	<b>357,650</b>	<b>21,205</b>	<b>410,369</b>	<b>92.32%</b>

Table 7: Emergency Orders Issued

Professions	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Acupuncturist	0	0	0
Anesthesiologist Assistant	0	0	0
Approved Massage School	0	0	0
Athletic Trainer	0	0	0
Audiology - Audiologist Assistant	0	0	0
Audiology - Audiologist	0	0	0
Audiology - Provisional Audiologist	0	0	0
Certified Master Social Worker	0	0	0
Chiropractic - Certified Chiropractic Physician's Assistant	0	0	0
Chiropractic - Chiropractic Faculty Certificate	0	0	0
Chiropractic - Chiropractic Physician	1	2	3
Chiropractic - Registered Chiropractic Assistant	0	0	0
Clinical Laboratory - Clinical Laboratory Personnel	0	0	0
Clinical Laboratory - Clinical Laboratory Trainee	0	0	0
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0
Clinical Social Work - Clinical Social Worker	0	0	0
Clinical Social Work - Clinical Social Worker Intern	1	0	1
Clinical Social Work - Provisional Clinical Social Worker	0	0	0
Dental - Dental Expert Witness Certificate	0	0	0
Dental - Dental Hygienist	0	0	0
Dental - Dental Laboratory	0	0	0
Dental - Dental Radiographer	0	1	1
Dental - Dental Residency Permit	0	0	0
Dental - Dental Teaching Permits	0	0	0
Dental - Dental Temporary Certificate	0	0	0
Dental - Dentist	1	4	5
Dental - Health Access Dental	0	0	0
Dietetics & Nutrition - Dietitian/Nutritionist	0	0	0
Dietetics & Nutrition - Nutrition Counselors	0	0	0
Electrologist	0	0	0
Electrolysis Facility	0	0	0
EMS - Emergency Insect Sting Treatment	0	0	0
EMS - Emergency Medical Technician	3	0	3
EMS - Paramedic	2	1	3
Hearing Aid - Hearing Aid Specialist	0	0	0
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	0	0
Marriage & Family Therapy - Marriage and Family Therapist	0	0	0
Marriage & Family Therapy - Provisional Marriage and Family Therapist	0	0	0
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	1	0	1
Massage Apprentice	0	0	0
Massage Establishment	4	0	4
Massage Therapist	14	5	19
Medical Physics - Diagnostic Radiological Physicist	0	0	0
Medical Physics - Medical Health Physicist	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	0

Table 7: Emergency Orders Issued (continued)

Professions	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Medical Physics - Medical Physicist in Training	0	0	0
Medical Physics - Therapeutic Radiological Physicist	0	0	0
Medicine - House Physician	0	0	0
Medicine - Limited License Medical Doctor	0	0	0
Medicine - Medical Doctor	7	3	10
Medicine - Medical Doctor Area Critical Need	0	0	0
Medicine - Medical Doctor Expert Witness	0	0	0
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	0	0	0
Medicine - Medical Doctor Public Health Certificate	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0
Medicine - Office Surgery Registration	0	0	0
Medicine - Physician Assistant	3	2	5
Medicine - Resident Registration	0	1	1
Mental Health Counseling - Mental Health Counselor	0	0	0
Mental Health Counseling - Provisional Mental Health Counselor	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	0	0
Midwife	0	0	0
Nursing - Advanced Registered Nurse Practitioner(ARNP)	5	0	5
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	0	0	0
Nursing - Approved CNA Program	0	0	0
Nursing - Approved Nursing Program LPN	0	0	0
Nursing - Approved Nursing Program RN	0	0	0
Nursing - Certified Nursing Assistant (CNA)	13	26	39
Nursing - Clinical Nurse Specialists (CNS)	0	0	0
Nursing - Licensed Practical Nurse	26	12	38
Nursing - Registered Nurse (RN)	56	13	69
Nursing Home - Nursing Home Administrator	0	0	0
Nursing Home - Nursing Home Administrator Provisional	0	0	0
Occupational Therapy - Occupational Therapist	1	0	1
Occupational Therapy - Occupational Therapy Assistant	2	3	5
Opticianry - Apprentice Optician	0	0	0
Opticianry - Optical Establishment Permit	0	0	0
Opticianry - Optician	0	0	0
Optometry - Optometric Faculty Certificate	0	0	0
Optometry - Optometrist	0	0	0
Optometry - Optometry Branch Office	0	0	0
Orthotics & Prosthetics - Orthotic Fitter	0	0	0
Orthotics & Prosthetics - Orthotic Fitter Assistant	0	0	0
Orthotics & Prosthetics - Orthotic Residents	0	0	0
Orthotics & Prosthetics - Orthotist	0	0	0
Orthotics & Prosthetics - Pedorthist	0	0	0
Orthotics & Prosthetics - Prosthetic Residents	0	0	0
Orthotics & Prosthetics - Prosthetist	0	0	0
Orthotics & Prosthetics - Prosthetist-Orthotist	0	0	0
Osteopathic - Osteopathic Faculty Certificate	0	0	0
Osteopathic - Osteopathic Limited License	0	0	0
Osteopathic - Osteopathic Physician	0	0	0
Osteopathic - Osteopathic Physician Expert Witness	0	0	0

Table 7: Emergency Orders Issued (continued)

Professions	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Osteopathic - Osteopathic Training Registration	0	0	0
Pain Management Clinic	2	0	2
Pharmacy - Consultant Pharmacist	0	1	1
Pharmacy - Nuclear Pharmacist	0	0	0
Pharmacy - Pharmacist	3	5	8
Pharmacy - Pharmacist Intern	0	1	1
Pharmacy - Pharmacy	2	0	2
Pharmacy - Pharmacy Technicians	1	13	14
Physical Therapy - Physical Therapist Assistant	1	0	1
Physical Therapy - Physical Therapist	0	0	0
Podiatry - Certified Podiatric X-Ray Assistant	0	0	0
Podiatry - Podiatric Physician	0	1	1
Podiatry - Podiatric Residents	0	0	0
Psychology - Limited License Psychologist	0	0	0
Psychology - Provisional Psychologist	0	0	0
Psychology - Psychologist	1	0	1
Radiologic Technology - Radiologic Technologist	1	1	2
Radiologic Technology - Radiologist Assistant	0	0	0
Respiratory Therapy - Certified Respiratory Therapist	0	0	0
Respiratory Therapy - Registered Respiratory Therapist	1	0	1
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	1	0	1
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0
School Psychologist	0	0	0
Speech-Language Pathology - Provisional Speech - Language Pathologist	0	0	0
Speech-Language Pathology - Speech-Language Pathologist	1	0	1
Speech-Language Pathology - Speech-Language Pathology Assistant	0	0	0
<b>Total</b>	<b>154</b>	<b>95</b>	<b>249</b>

DEFINITIONS:

EMERGENCY RESTRICTION ORDER (ERO) - An order issued by the Florida Department of Health restricting the practice of a practitioner in the state of Florida under conditions specified by the Department.

EMERGENCY SUSPENSION ORDER (ESO) - An order issued by the Department suspending the license of a practitioner. A practitioner may not practice in the State of Florida while under an emergency suspension order.

Table 8: Reports Received, Complaints Received, and Investigations Completed

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Acupuncturist	1	18	9	0	9	0
Anesthesiologist Assistant	0	0	0	0	0	0
Approved Massage School	0	1	0	0	0	0
Athletic Trainer	0	4	4	0	6	0
Audiology - Audiologist Assistant	0	0	0	0	0	0
Audiology - Audiologist	0	15	7	0	7	0
Audiology - Provisional Audiologist	0	0	0	0	0	0
Certified Master Social Worker	0	1	0	0	0	0
Chiropractic - Certified Chiropractic Physician's Assistant	0	6	4	0	4	0
Chiropractic - Chiropractic Faculty Certificate	0	0	0	0	0	0
Chiropractic - Chiropractic Physician	15	285	140	10	132	0
Chiropractic - Registered Chiropractic Assistant	0	12	4	1	6	0
Clinical Laboratory - Clinical Laboratory Personnel	3	18	9	1	6	0
Clinical Laboratory - Clinical Laboratory Trainee	0	0	0	0	0	0
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0	0	0	0
Clinical Social Work - Clinical Social Worker	0	53	17	2	18	0
Clinical Social Work - Clinical Social Worker Intern	0	17	8	1	7	0
Clinical Social Work - Provisional Clinical Social Worker	0	5	0	0	0	0
Dental - Dental Expert Witness Certificate	0	0	0	0	0	0
Dental - Dental Hygienist	0	21	12	1	7	0
Dental - Dental Laboratory	0	14	3	3	2	1,121
Dental - Dental Radiographer	0	9	8	0	8	0
Dental - Dental Residency Permit	0	0	0	0	0	0
Dental - Dental Teaching Permits	1	0	0	0	0	0
Dental - Dental Temporary Certificate	0	0	0	0	0	0
Dental - Dentist	210	977	419	22	414	143
Dental - Health Access Dental	0	2	0	0	0	0
Dietetics & Nutrition - Dietitian/Nutritionist	0	9	2	0	1	0
Dietetics & Nutrition - Nutrition Counselors	0	2	0	0	0	0
Electrologist	0	8	6	0	10	0
Electrolysis Facility	0	1	0	0	1	183
EMS - Emergency Insect Sting Treatment	0	0	0	0	0	0
EMS - Emergency Medical Technician	0	77	51	1	27	0
EMS - Paramedic	0	91	58	1	44	0
Hearing Aid - Hearing Aid Specialist	0	74	21	0	21	0
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	3	1	0	4	0
Marriage & Family Therapy - Marriage and Family Therapist	1	15	7	1	6	0
Marriage & Family Therapy - Provisional Marriage and Family Therapist	0	0	0	0	0	0
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	0	11	4	1	4	0
Massage Apprentice	0	1	0	0	0	0
Massage Establishment	0	193	87	31	75	12,829
Massage Therapist	1	361	168	18	284	0
Medical Physics - Diagnostic Radiological Physicist	0	0	0	0	0	0
Medical Physics - Medical Health Physicist	0	0	0	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	0	0	0	0
Medical Physics - Medical Physicist in Training	0	0	0	0	0	0
Medical Physics - Therapeutic Radiological Physicist	0	0	0	0	0	0
Medicine - House Physician	0	0	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
Medicine - Limited License Medical Doctor	0	4	0	0	0	1
Medicine - Medical Doctor	2,493	3,930	1,041	155	1,089	5,551
Medicine - Medical Doctor Area Critical Need	1	61	10	2	8	44
Medicine - Medical Doctor Expert Witness	0	1	0	0	0	0
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	1	1	1	0	1	0
Medicine - Medical Doctor Public Health Certificate	0	0	0	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0
Medicine - Office Surgery Registration	1	39	5	3	5	0
Medicine - Physician Assistant	52	326	211	4	81	0
Medicine - Resident Registration	10	22	3	0	5	0
Mental Health Counseling - Mental Health Counselor	1	125	47	6	42	0
Mental Health Counseling - Provisional Mental Health Counselor	0	1	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	30	11	3	12	0
Midwife	3	9	10	0	11	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	76	352	110	4	113	1,099
Nursing - Advanced Registered Nurse Practitioner/ Certified Nurse Specialists (ARNP/CNS)	0	0	0	0	0	0
Nursing - Approved CNA Program	0	0	0	0	1	0
Nursing - Approved Nursing Program LPN	0	1	0	1	0	0
Nursing - Approved Nursing Program RN	0	1	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	97	1,898	593	10	560	0
Nursing - Clinical Nurse Specialists (CNS)	0	0	0	0	0	0
Nursing - Licensed Practical Nurse	85	940	403	6	416	0
Nursing - Registered Nurse(RN)	206	1,841	942	18	900	1
Nursing Home - Nursing Home Administrator	101	32	17	1	16	0
Nursing Home - Nursing Home Administrator Provisional	0	0	0	0	0	0
Occupational Therapy - Occupational Therapist	1	17	5	1	5	0
Occupational Therapy - Occupational Therapy Assistant	1	12	7	0	6	0
Opticianry - Apprentice Optician	0	1	0	0	0	0
Opticianry - Optical Establishment Permit	0	22	8	6	12	617
Opticianry - Optician	0	19	11	2	11	0
Optometry - Optometric Faculty Certificate	0	0	0	0	0	0
Optometry - Optometrist	0	54	18	3	18	46
Optometry - Optometry Branch Office	0	2	1	0	1	0
Orthotics & Prosthetics - Orthotic Fitter	0	2	0	1	0	0
Orthotics & Prosthetics - Orthotic Fitter Assistant	0	1	0	0	0	0
Orthotics & Prosthetics - Orthotic Residents	0	2	1	0	0	0
Orthotics & Prosthetics - Orthotist	0	3	0	0	0	0
Orthotics & Prosthetics - Pedorthist	0	0	0	0	1	0
Orthotics & Prosthetics - Prosthetic Residents	0	1	0	1	0	0
Orthotics & Prosthetics - Prosthetist	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetist-Orthotist	0	5	2	0	0	0
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	0	0	0	0	0	0
Osteopathic - Osteopathic Physician	228	439	142	14	149	881
Osteopathic - Osteopathic Physician Expert Witness	0	0	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
Osteopathic - Osteopathic Training Registration	1	8	1	0	1	0
Pain Management Clinic	0	66	25	5	21	353
Pharmacy - Consultant Pharmacist	0	30	18	1	23	0
Pharmacy - Nuclear Pharmacist	0	2	1	0	2	0
Pharmacy - Pharmacist	3	402	250	7	289	0
Pharmacy - Pharmacist Intern	0	18	10	0	12	0
Pharmacy - Pharmacy	13	644	276	28	309	5,923
Pharmacy - Pharmacy Technicians	0	152	81	3	77	0
Physical Therapy - Physical Therapist Assistant	2	37	19	0	17	0
Physical Therapy - Physical Therapist	5	39	19	1	20	0
Podiatry - Certified Podiatric X-Ray Assistant	0	1	0	0	0	0
Podiatry - Podiatric Physician	67	91	32	5	21	146
Podiatry - Podiatric Residents	0	1	0	0	0	0
Psychology - Limited License Psychologist	0	0	0	0	0	0
Psychology - Provisional Psychologist	0	0	0	0	0	0
Psychology - Psychologist	4	110	27	1	22	0
Radiologic Technology - Radiologic Technologist	7	50	36	3	38	0
Radiologic Technology - Radiologist Assistant	0	0	0	0	0	0
Respiratory Therapy - Certified Respiratory Therapist	4	11	8	0	14	0
Respiratory Therapy - Registered Respiratory Therapist	2	28	16	0	19	0
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	1	1	0	1	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0
School Psychologist	0	8	3	0	4	0
Speech-Language Pathology - Provisional Speech - Language Pathologist	0	0	0	0	0	0
Speech-Language Pathology - Speech-Language Pathologist	0	17	9	0	11	0
Speech-Language Pathology - Speech-Language Pathology Assistant	0	5	1	0	4	0
Referred - Non Jurisdictional	261	1,459	0	15	1	0
<b>Total</b>	<b>3,958</b>	<b>15,678</b>	<b>5,481</b>	<b>404</b>	<b>5,472</b>	<b>28,938</b>

NOTES:

Legally Sufficient excludes 261 found not legally sufficient following commencement of investigation.

Investigations Completed includes 23 found not legally sufficient upon completion of investigation.

DEFINITIONS:

STATUTORY REPORTS - Reports required by statute to be submitted to the Department.

LEGALLY SUFFICIENT - Complaints that, if found to be true, show a potential violation of Florida statutes or rules.

Table 9: Probable Cause Actions

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Acupuncturist	8	0	0
Anesthesiologist Assistant	0	0	0
Approved Massage School	0	0	0
Athletic Trainer	2	1	0
Audiology - Audiologist Assistant	0	0	0
Audiology - Audiologist	2	1	1
Audiology - Provisional Audiologist	0	0	0
Certified Master Social Worker	0	0	0

Table 9: Probable Cause Actions (continued)

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Chiropractic - Certified Chiropractic Physician's Assistant	2	2	1
Chiropractic - Chiropractic Faculty Certificate	0	0	0
Chiropractic - Chiropractic Physician	57	55	52
Chiropractic - Registered Chiropractic Assistant	3	0	0
Clinical Laboratory - Clinical Laboratory Personnel	5	6	5
Clinical Laboratory - Clinical Laboratory Trainee	1	0	0
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0
Clinical Social Work - Clinical Social Worker	11	6	6
Clinical Social Work - Clinical Social Worker Intern	2	2	2
Clinical Social Work - Provisional Clinical Social Worker	0	0	0
Dental - Dental Expert Witness Certificate	0	0	0
Dental - Dental Hygienist	6	0	0
Dental - Dental Laboratory	1	2	2
Dental - Dental Radiographer	3	6	2
Dental - Dental Residency Permit	0	0	0
Dental - Dental Teaching Permits	0	0	0
Dental - Dental Temporary Certificate	0	0	0
Dental - Dentist	262	73	66
Dental - Health Access Dental	0	0	0
Dietetics & Nutrition - Dietitian/Nutritionist	1	0	0
Dietetics & Nutrition - Nutrition Counselors	0	0	0
Electrologist	6	4	2
Electrolysis Facility	1	0	0
EMS - Emergency Insect Sting Treatment	0	0	0
EMS - Emergency Medical Technician	81	26	27
EMS - Paramedic	89	42	42
Hearing Aid - Hearing Aid Specialist	14	3	3
Hearing Aid - Hearing Aid Specialist Trainee (AST)	4	0	0
Marriage & Family Therapy - Marriage and Family Therapist	3	2	2
Marriage & Family Therapy - Provisional Marriage and Family Therapist	0	0	0
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	1	1	1
Massage Apprentice	0	0	0
Massage Establishment	32	20	16
Massage Therapist	75	100	69
Medical Physics - Diagnostic Radiological Physicist	0	0	0
Medical Physics - Medical Health Physicist	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	0
Medical Physics - Medical Physicist in Training	0	0	0
Medical Physics - Therapeutic Radiological Physicist	0	0	0
Medicine - House Physician	0	0	0
Medicine - Limited License Medical Doctor	0	0	0
Medicine - Medical Doctor	905	246	222
Medicine - Medical Doctor Area Critical Need	3	5	5
Medicine - Medical Doctor Expert Witness	0	0	0
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	1	0	0
Medicine - Medical Doctor Public Health Certificate	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0
Medicine - Office Surgery Registration	0	0	0

Table 9: Probable Cause Actions (continued)

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Medicine - Physician Assistant	45	11	11
Medicine - Resident Registration	7	1	1
Mental Health Counseling - Mental Health Counselor	22	17	13
Mental Health Counseling - Provisional Mental Health Counselor	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	5	6	4
Midwife	2	9	8
Nursing - Advanced Registered Nurse Practitioner(ARNP)	72	20	17
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	0	0	0
Nursing - Approved CNA Program	0	0	0
Nursing - Approved Nursing Program LPN	0	0	0
Nursing - Approved Nursing Program RN	0	0	0
Nursing - Certified Nursing Assistant (CNA)	296	214	183
Nursing - Clinical Nurse Specialists (CNS)	0	0	0
Nursing - Licensed Practical Nurse	208	186	169
Nursing - Registered Nurse(RN)	439	381	326
Nursing Home - Nursing Home Administrator	13	2	2
Nursing Home - Nursing Home Administrator Provisional	0	0	0
Occupational Therapy - Occupational Therapist	4	3	3
Occupational Therapy - Occupational Therapy Assistant	4	3	3
Opticianry - Apprentice Optician	0	0	0
Opticianry - Optical Establishment Permit	2	0	0
Opticianry - Optician	4	2	0
Optometry - Optometric Faculty Certificate	0	0	0
Optometry - Optometrist	18	5	5
Optometry - Optometry Branch Office	1	0	0
Orthotics & Prosthetics - Orthotic Fitter	0	0	0
Orthotics & Prosthetics - Orthotic Fitter Assistant	0	0	0
Orthotics & Prosthetics - Orthotic Residents	0	0	0
Orthotics & Prosthetics - Orthotist	0	2	2
Orthotics & Prosthetics - Pedorthist	0	2	1
Orthotics & Prosthetics - Prosthetic Residents	0	0	0
Orthotics & Prosthetics - Prosthetist	1	1	1
Orthotics & Prosthetics - Prosthetist-Orthotist	1	1	1
Osteopathic - Osteopathic Faculty Certificate	0	0	0
Osteopathic - Osteopathic Limited License	0	0	0
Osteopathic - Osteopathic Physician	118	24	21
Osteopathic - Osteopathic Physician Expert Witness	0	0	0
Osteopathic - Osteopathic Training Registration	0	1	1
Pain Management Clinic	22	2	0
Pharmacy - Consultant Pharmacist	39	4	4
Pharmacy - Nuclear Pharmacist	4	0	0
Pharmacy - Pharmacist	256	72	60
Pharmacy - Pharmacist Intern	6	6	3
Pharmacy - Pharmacy	309	82	57
Pharmacy - Pharmacy Technicians	38	50	35
Physical Therapy - Physical Therapist Assistant	3	8	7
Physical Therapy - Physical Therapist	8	7	7
Podiatry - Certified Podiatric X-Ray Assistant	0	0	0
Podiatry - Podiatric Physician	18	2	2
Podiatry - Podiatric Residents	0	0	0
Psychology - Limited License Psychologist	0	0	0

Table 9: Probable Cause Actions (continued)

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Psychology - Provisional Psychologist	0	0	0
Psychology - Psychologist	18	6	6
Radiologic Technology - Radiologic Technologist	26	15	21
Radiologic Technology - Radiologist Assistant	0	1	0
Respiratory Therapy - Certified Respiratory Therapist	7	7	7
Respiratory Therapy - Registered Respiratory Therapist	1	10	7
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	1	1
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0
School Psychologist	0	0	0
Speech-Language Pathology - Speech-Language Pathologist	4	4	3
Speech-Language Pathology - Speech-Language Pathology Assistant	1	2	2
Referred - Non Jurisdictional	0	0	0
<b>Total</b>	<b>3,603</b>	<b>1,773</b>	<b>1,520</b>

DEFINITIONS:

NO PROBABLE CAUSE FOUND - A panel of a Board or the Department did not find sufficient evidence to bring formal charges against a licensee.

PROBABLE CAUSE FOUND - A panel of a Board or the Department found sufficient evidence to bring formal charges against a licensee.

ADMINISTRATIVE COMPLAINT - A filed legal document that charges violation(s) of Florida statutes or rules against a licensee.

Table 10: Disciplinary Cases

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations/Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Acupuncturist	0	0	0	0	1	1	1	0	0	1
Anesthesiologist Assistant	0	0	0	0	0	0	0	0	0	0
Approved Massage School	0	0	0	0	0	0	0	0	0	0
Athletic Trainer	0	0	1	0	0	0	0	0	0	1
Audiology - Audiologist Assistant	0	0	0	0	0	0	0	0	0	0
Audiology - Audiologist	0	1	0	0	0	0	0	0	0	1
Audiology - Provisional Audiologist	0	0	0	0	0	0	0	0	0	0
Certified Master Social Worker	0	0	0	0	0	0	0	0	0	0
Chiropractic - Certified Chiropractic Physician's Assistant	0	0	0	0	0	0	0	0	0	0
Chiropractic - Chiropractic Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Chiropractic - Chiropractic Physician	0	5	11	10	9	25	13	14	18	33
Chiropractic - Registered Chiropractic Assistant	2	1	0	0	0	0	0	0	1	3
Clinical Laboratory - Clinical Laboratory Personnel	0	0	2	0	1	3	0	0	0	3
Clinical Laboratory - Clinical Laboratory Trainee	0	0	0	0	0	0	0	0	0	0
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0	0	0	0	0	0	0	0
Clinical Social Work - Clinical Social Worker	0	3	2	0	0	1	0	0	2	5
Clinical Social Work - Clinical Social Worker Intern	0	0	0	0	0	0	0	0	0	0
Clinical Social Work - Provisional Clinical Social Worker	0	0	0	0	0	0	0	0	0	0
Dental - Dental Expert Witness Certificate	0	0	0	0	0	0	0	0	0	0
Dental - Dental Hygienist	1	0	0	0	0	0	0	0	0	1
Dental - Dental Laboratory	0	1	0	0	1	1	0	0	0	2
Dental - Dental Radiographer	2	3	0	0	0	0	0	0	0	5

Table 10: Disciplinary Cases (continued)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations/Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Dental - Dental Residency Permit	0	0	0	0	0	0	0	0	0	0
Dental - Dental Teaching Permits	0	0	0	0	0	0	0	0	0	0
Dental - Dental Temporary Certificate	0	0	0	0	0	0	0	0	0	0
Dental - Dentist	0	12	9	3	16	21	11	17	20	42
Dental - Health Access Dental	0	0	0	0	0	0	0	0	0	0
Dietetics & Nutrition - Dietitian/Nutritionist	0	0	0	0	0	0	0	0	0	0
Dietetics & Nutrition - Nutrition Counselors	0	1	0	0	0	0	0	0	0	1
Electrologist	0	3	1	0	2	2	2	0	0	5
Electrolysis Facility	0	0	0	0	0	0	0	0	0	0
EMS - Emergency Insect Sting Treatment	0	0	0	0	0	0	0	0	0	0
EMS - Emergency Medical Technician	5	5	6	0	16	17	18	0	7	30
EMS - Paramedic	7	12	6	0	24	29	24	0	12	50
Hearing Aid - Hearing Aid Specialist	0	2	5	2	1	5	4	0	0	9
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	0	0	0	1	1	0	0	0	1
Marriage & Family Therapy - Marriage and Family Therapist	3	1	0	0	0	0	0	0	0	4
Marriage & Family Therapy - Provisional Marriage and Family Therapist	0	0	0	0	0	0	0	0	0	0
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	0	0	0	0	0	0	0	0	0	0
Massage Apprentice	0	0	0	0	0	0	0	0	0	0
Massage Establishment	1	4	0	0	3	2	2	2	1	7
Massage Therapist	35	147	9	0	3	13	5	0	37	194
Medical Physics - Diagnostic Radiological Physicist	0	0	0	0	0	0	0	0	0	0
Medical Physics - Medical Health Physicist	0	0	0	0	0	0	0	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	0	0	0	0	0	0	0	0
Medical Physics - Medical Physicist in Training	0	0	0	1	0	1	0	0	0	2
Medical Physics - Therapeutic Radiological Physicist	0	0	0	0	0	0	0	0	0	0
Medicine - House Physician	0	0	0	0	0	0	0	0	0	0
Medicine - Limited License Medical Doctor	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor	11	69	29	8	131	143	52	0	34	243
Medicine - Medical Doctor Area Critical Need	1	3	0	1	1	2	2	0	0	7
Medicine - Medical Doctor Expert Witness	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Public Health Certificate	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0	0	0	0	0

Table 10: Disciplinary Cases (continued)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations/Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Medicine - Office Surgery Registration	0	0	0	0	0	0	0	0	0	0
Medicine - Physician Assistant	2	0	2	1	4	6	2	12	3	8
Medicine - Resident Registration	0	0	0	0	0	0	0	0	1	0
Mental Health Counseling - Mental Health Counselor	2	4	2	1	1	2	1	0	1	9
Mental Health Counseling - Provisional Mental Health Counselor	0	0	0	0	0	0	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	2	2	1	2	4	3	0	0	6
Midwife	0	4	1	2	2	5	3	0	1	9
Nursing - Advanced Registered Nurse Practitioner(ARNP)	2	3	7	5	4	6	0	0	1	19
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	0	0	0	0	0	0	0	0	0	0
Nursing - Approved CNA Program	0	0	0	0	0	0	0	0	0	0
Nursing - Approved Nursing Program LPN	0	0	0	0	0	0	0	0	0	0
Nursing - Approved Nursing Program RN	0	0	0	0	0	0	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	56	38	40	13	9	17	0	0	9	154
Nursing - Clinical Nurse Specialists (CNS)	0	0	0	0	0	0	0	0	0	0
Nursing - Licensed Practical Nurse	12	25	64	17	29	28	5	0	19	133
Nursing - Registered Nurse (RN)	21	59	158	21	56	57	11	0	24	288
Nursing Home - Nursing Home Administrator	1	0	0	0	0	0	0	0	1	1
Nursing Home - Nursing Home Administrator Provisional	0	0	0	0	0	0	0	0	0	0
Occupational Therapy - Occupational Therapist	0	1	1	1	0	1	1	0	0	3
Occupational Therapy - Occupational Therapy Assistant	0	1	0	1	0	0	1	1	0	2
Opticianry - Apprentice Optician	0	0	0	0	0	0	0	0	0	0
Opticianry - Optical Establishment Permit	0	0	0	0	0	0	0	0	0	0
Opticianry - Optician	0	1	1	0	0	1	1	0	1	2
Optometry - Optometric Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Optometry - Optometrist	0	0	0	1	1	2	0	0	0	2
Optometry - Optometry Branch Office	0	0	0	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Fitter	0	0	0	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Fitter Assistant	0	0	0	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Residents	0	0	0	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotist	0	0	0	1	1	2	0	0	0	2
Orthotics & Prosthetics - Pedorthist	0	1	0	0	0	0	0	0	0	1
Orthotics & Prosthetics - Prosthetic Residents	0	0	0	0	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetist	0	0	0	0	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetist-Orthotist	0	0	0	0	0	0	0	0	0	0

Table 10: Disciplinary Cases (continued)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations/Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	0	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Physician	0	6	3	6	11	18	11	1	4	27
Osteopathic - Osteopathic Physician Expert Witness	0	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Training Registration	0	0	0	0	0	0	0	0	0	0
Pain Management Clinic	0	4	0	0	0	0	0	0	0	4
Pharmacy - Consultant Pharmacist	1	0	0	0	0	0	0	0	1	1
Pharmacy - Nuclear Pharmacist	0	0	0	0	0	0	0	0	0	0
Pharmacy - Pharmacist	4	7	4	9	19	25	0	0	16	42
Pharmacy - Pharmacist Intern	1	3	0	0	0	0	0	0	0	4
Pharmacy - Pharmacy	4	15	0	11	4	13	0	0	15	35
Pharmacy - Pharmacy Technicians	9	12	2	0	0	1	0	0	2	23
Physical Therapy - Physical Therapist Assistant	0	3	1	2	2	4	0	0	0	7
Physical Therapy - Physical Therapist	1	0	3	0	3	4	4	0	0	5
Podiatry - Certified Podiatric X-Ray Assistant	0	0	0	0	0	0	0	0	0	0
Podiatry - Podiatric Physician	2	0	2	2	1	2	2	0	0	5
Podiatry - Podiatric Residents	0	0	0	0	0	0	0	0	0	0
Psychology - Limited License Psychologist	0	0	0	0	0	0	0	0	0	0
Psychology - Provisional Psychologist	0	0	0	0	0	0	0	0	0	0
Psychology - Psychologist	0	1	0	3	2	4	2	0	0	6
Radiologic Technology - Radiologic Technologist	2	10	10	1	8	12	16	0	1	32
Radiologic Technology - Radiologist Assistant	0	0	0	0	1	1	1	0	0	1
Respiratory Therapy - Certified Respiratory Therapist	0	1	4	0	3	5	3	0	0	6
Respiratory Therapy - Registered Respiratory Therapist	2	4	3	0	3	5	3	0	1	11
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	1	0	1	1	1	0	0	1
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0	0	0	0	0
School Psychologist	0	0	0	0	1	1	0	0	0	1
Speech-Language Pathology - Provisional Speech-Language Pathologist	0	0	0	0	0	0	0	0	0	0
Speech-Language Pathology - Speech-Language Pathologist	1	3	0	0	0	0	0	0	0	4
Speech-Language Pathology - Speech-Language Pathology Assistant	0	1	0	1	2	3	2	0	0	4
Referred - Non Jurisdictional	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>191</b>	<b>482</b>	<b>392</b>	<b>125</b>	<b>380</b>	<b>497</b>	<b>207</b>	<b>47</b>	<b>233</b>	<b>1,508</b>

DEFINITIONS:

CASES RESOLVED THROUGH FINAL ORDERS - Cases resolved through final orders represent the number of cases resolved by a final order, not the number of final orders issued. A final order may contain more than one case, or more than one type of discipline, such as probation, fine or reprimand.

Table 11: Medical Malpractice Claims

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-Disciplined
Acupuncturist	0	1	0	0	0	0	0
Anesthesiologist Assistant	0	0	0	0	0	0	0
Approved Massage School	0	0	0	0	0	0	0
Athletic Trainer	0	0	0	0	0	0	0
Audiology - Audiologist Assistant	0	0	0	0	0	0	0
Audiology - Audiologist	0	0	0	0	0	0	0
Audiology - Provisional Audiologist	0	0	0	0	0	0	0
Certified Master Social Worker	0	0	0	0	0	0	0
Chiropractic - Certified Chiropractic Physician's Assistant	0	0	0	0	0	0	0
Chiropractic - Chiropractic Faculty Certificate	0	0	0	0	0	0	0
Chiropractic - Chiropractic Physician	4	18	0	0	0	0	0
Chiropractic - Registered Chiropractic Assistant	0	0	0	0	0	0	0
Clinical Laboratory - Clinical Laboratory Personnel	0	0	0	0	0	0	0
Clinical Laboratory - Clinical Laboratory Trainee	0	0	0	0	0	0	0
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0	0	0	0	0
Clinical Social Work - Clinical Social Worker	0	2	0	0	0	0	0
Clinical Social Work - Clinical Social Worker Intern	0	0	0	0	0	0	0
Clinical Social Work - Provisional Clinical Social Worker	0	0	0	0	0	0	0
Dental - Dental Expert Witness Certificate	0	0	0	0	0	0	0
Dental - Dental Hygienist	0	0	0	0	0	0	0
Dental - Dental Laboratory	0	0	0	0	0	0	0
Dental - Dental Radiographer	0	0	0	0	0	0	0
Dental - Dental Residency Permit	0	1	0	0	0	0	0
Dental - Dental Teaching Permits	0	0	0	0	0	0	0
Dental - Dental Temporary Certificate	0	0	0	0	0	0	0
Dental - Dentist	8	218	0	0	0	4	56
Dental - Health Access Dental	0	0	0	0	0	0	0
Dietetics & Nutrition - Dietitian/Nutritionist	0	0	0	0	0	0	0
Dietetics & Nutrition - Nutrition Counselors	0	0	0	0	0	0	0
Electrologist	0	0	0	0	0	0	0
Electrolysis Facility	0	0	0	0	0	0	0
EMS - Emergency Insect Sting Treatment	0	0	0	0	0	0	0
EMS - Emergency Medical Technician	0	0	0	0	0	0	0
EMS - Paramedic	0	0	0	0	0	0	0
Hearing Aid - Hearing Aid Specialist	0	0	0	0	0	0	0
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	0	0	0	0	0	0
Marriage & Family Therapy - Marriage and Family Therapist	0	2	0	0	0	0	0
Marriage & Family Therapy - Provisional Marriage and Family Therapist	0	0	0	0	0	0	0
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	0	0	0	0	0	0	0
Massage Apprentice	0	0	0	0	0	0	0
Massage Establishment	0	0	0	0	0	0	0
Massage Therapist	0	1	0	0	0	0	0
Medical Physics - Diagnostic Radiological Physicist	0	0	0	0	0	0	0
Medical Physics - Medical Health Physicist	0	0	0	0	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	0	0	0	0	0
Medical Physics - Medical Physicist in Training	0	0	0	0	0	0	0
Medical Physics - Therapeutic Radiological Physicist	0	0	0	0	0	0	0
Medicine - House Physician	0	0	0	0	0	0	0
Medicine - Limited License Medical Doctor	0	0	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-Disciplined
Medicine - Medical Doctor	223	1,771	89	76	0	10	41
Medicine - Medical Doctor Area Critical Need	0	0	0	0	0	0	0
Medicine - Medical Doctor Expert Witness	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	0	0	0	0	0	0	0
Medicine - Medical Doctor Public Health Certificate	0	0	0	0	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0	0
Medicine - Office Surgery Registration	0	0	0	0	0	0	0
Medicine - Physician Assistant	7	46	0	0	0	0	1
Medicine - Resident Registration	3	2	2	0	0	0	0
Mental Health Counseling - Mental Health Counselor	1	1	0	0	0	0	0
Mental Health Counseling - Provisional Mental Health Counselor	0	0	0	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	0	0	0	0	0	0
Midwife	0	3	0	0	0	0	0
Nursing - Advanced Registered Nurse Practitioner(ARNP)	6	58	3	0	0	0	2
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	0	0	0	0	0	0	0
Nursing - Approved CNA Program	0	0	0	0	0	0	0
Nursing - Approved Nursing Program LPN	0	0	0	0	0	0	0
Nursing - Approved Nursing Program RN	0	0	0	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	1	0	0	0	0	0	0
Nursing - Clinical Nurse Specialists (CNS)	0	0	0	0	0	0	0
Nursing - Licensed Practical Nurse	7	6	0	0	0	0	0
Nursing - Registered Nurse(RN)	30	27	1	0	0	0	0
Nursing Home - Nursing Home Administrator	91	0	0	0	0	0	0
Nursing Home - Nursing Home Administrator Provisional	0	0	0	0	0	0	0
Occupational Therapy - Occupational Therapist	0	0	0	0	0	0	0
Occupational Therapy - Occupational Therapy Assistant	0	0	0	0	0	0	0
Opticianry - Apprentice Optician	0	0	0	0	0	0	0
Opticianry - Optical Establishment Permit	0	0	0	0	0	0	0
Opticianry - Optician	0	0	0	0	0	0	0
Optometry - Optometric Faculty Certificate	0	0	0	0	0	0	0
Optometry - Optometrist	0	1	0	0	0	0	0
Optometry - Optometry Branch Office	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Fitter	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Fitter Assistant	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Residents	0	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotist	0	0	0	0	0	0	0
Orthotics & Prosthetics - Pedorthist	0	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetic Residents	0	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetist	0	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetist-Orthotist	0	0	0	0	0	0	0
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	0	0	0	0	0	0	0
Osteopathic - Osteopathic Physician	21	188	8	10	0	0	6
Osteopathic - Osteopathic Physician Expert Witness	0	0	0	0	0	0	0
Osteopathic - Osteopathic Training Registration	0	1	0	0	0	0	0
Pain Management Clinic	0	0	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-Disciplined
Pharmacy - Consultant Pharmacist	0	0	0	0	0	0	0
Pharmacy - Nuclear Pharmacist	0	0	0	0	0	0	0
Pharmacy - Pharmacist	1	5	0	0	0	0	0
Pharmacy - Pharmacist Intern	0	0	0	0	0	0	0
Pharmacy - Pharmacy	13	0	0	0	0	0	0
Pharmacy - Pharmacy Technicians	0	0	0	0	0	0	0
Physical Therapy - Physical Therapist Assistant	0	2	0	0	0	0	0
Physical Therapy - Physical Therapist	1	4	0	0	0	0	0
Podiatry - Certified Podiatric X-Ray Assistant	0	0	0	0	0	0	0
Podiatry - Podiatric Physician	5	58	0	6	0	0	1
Podiatry - Podiatric Residents	0	0	0	0	0	0	0
Psychology - Limited License Psychologist	0	0	0	0	0	0	0
Psychology - Provisional Psychologist	0	0	0	0	0	0	0
Psychology - Psychologist	0	4	0	0	0	0	1
Radiologic Technology - Radiologic Technologist	0	0	0	0	0	0	0
Radiologic Technology - Radiologist Assistant	0	0	0	0	0	0	0
Respiratory Therapy - Certified Respiratory Therapist	0	0	0	0	0	0	0
Respiratory Therapy - Registered Respiratory Therapist	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0	0
School Psychologist	0	0	0	0	0	0	0
Speech-Language Pathology - Provisional Speech-Language Pathologist	0	0	0	0	0	0	0
Speech-Language Pathology - Speech-Language Pathologist	0	0	0	0	0	0	0
Speech-Language Pathology - Speech-Language Pathology Assistant	0	0	0	0	0	0	0
Referred - Non Jurisdictional	161	11	7	0	0	0	0
<b>Total</b>	<b>583</b>	<b>2,431</b>	<b>110</b>	<b>92</b>	<b>0</b>	<b>14</b>	<b>108</b>

DEFINITIONS:

CIVIL COURT CLAIMS RECEIVED – Civil suits alleging medical malpractice against health care practitioners that have been filed in civil court.

CLOSED CLAIMS – Civil suits alleging medical malpractice against health care practitioners that have been resolved.

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

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

Table 12: Hospital Annual Report Claims

Hospitals/Facilities Reporting	
Practitioners Reported	0
None Reported	

DEFINITIONS:

HOSPITAL ANNUAL REPORT CLAIMS – Reports from hospitals of civil suits in which there are judgments against health care practitioners for which the hospital assumes liability (Section 395.0197(3), F.S.).

Table 13: Unlicensed Activity

Profession	Complaints Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Acupuncturist	5	4	0	3	0	0
Anesthesiologist Assistant	0	0	0	0	0	0
Approved Massage School	1	0	0	0	0	0
Athletic Trainer	1	1	0	0	0	0
Audiology - Audiologist Assistant	0	0	0	0	0	0
Audiology - Audiologist	0	0	0	0	0	0
Audiology - Provisional Audiologist	0	0	0	0	0	0
Certified Master Social Worker	0	0	0	0	0	0
Chiropractic - Certified Chiropractic Physician's Assistant	0	0	0	0	0	0
Chiropractic - Chiropractic Faculty Certificate	0	0	0	0	0	0
Chiropractic - Chiropractic Physician	11	4	3	2	0	0
Chiropractic - Registered Chiropractic Assistant	5	3	2	3	0	0
Clinical Laboratory - Clinical Laboratory Personnel	0	0	0	0	0	0
Clinical Laboratory - Clinical Laboratory Trainee	0	0	0	0	0	0
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0	0	0	0
Clinical Social Work - Clinical Social Worker	3	3	0	3	1	0
Clinical Social Work - Clinical Social Worker Intern	0	0	0	0	0	0
Clinical Social Work - Provisional Clinical Social Worker	0	0	0	0	0	0
Dental - Dental Expert Witness Certificate	0	0	0	0	0	0
Dental - Dental Hygienist	6	5	0	2	0	1
Dental - Dental Laboratory	234	233	0	18	7	10
Dental - Dental Radiographer	1	0	0	0	0	0
Dental - Dental Residency Permit	0	0	0	0	0	0
Dental - Dental Teaching Permits	0	0	0	0	0	0
Dental - Dental Temporary Certificate	0	0	0	0	0	0
Dental - Dentist	38	32	4	44	16	21
Dental - Health Access Dental	0	0	0	0	0	0
Dietetics & Nutrition - Dietitian/Nutritionist	15	14	4	13	6	9
Dietetics & Nutrition - Nutrition Counselors	4	4	0	2	1	1
Electrologist	7	6	0	4	2	3
Electrolysis Facility	4	4	0	3	1	2
EMS - Emergency Insect Sting Treatment	0	0	0	0	0	0
EMS - Emergency Medical Technician	1	1	0	1	1	1
EMS - Paramedic	1	1	0	1	1	1
Hearing Aid - Hearing Aid Specialist	6	5	0	6	0	2
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	0	0	0	0	0
Marriage & Family Therapy - Marriage and Family Therapist	4	3	0	2	0	3
Marriage & Family Therapy - Provisional Marriage and Family Therapist	0	0	0	0	0	0
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	2	1	0	0	1	0
Massage Apprentice	0	0	0	0	0	0
Massage Establishment	113	66	27	61	22	30
Massage Therapist	165	111	26	99	56	47
Medical Physics - Diagnostic Radiological Physicist	0	0	0	0	0	0
Medical Physics - Medical Health Physicist	0	0	0	0	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	0	0	0	0
Medical Physics - Medical Physicist in Training	0	0	0	0	0	0
Medical Physics - Therapeutic Radiological Physicist	0	0	0	0	0	0
Medicine - House Physician	0	0	0	0	0	0
Medicine - Limited License Medical Doctor	0	0	0	0	0	0
Medicine - Medical Doctor	153	107	31	112	31	47

Table 13: Unlicensed Activity (continued)

Profession	Complaints Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Medicine - Medical Doctor Area Critical Need	2	2	0	2	0	0
Medicine - Medical Doctor Expert Witness	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0
Medicine - Medical Doctor Medical Faculty Certificate	0	0	0	0	0	0
Medicine - Medical Doctor Public Health Certificate	0	0	0	0	0	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0
Medicine - Office Surgery Registration	2	1	0	1	0	0
Medicine - Physician Assistant	3	3	0	3	0	2
Medicine - Resident Registration	1	0	0	1	0	0
Mental Health Counseling - Mental Health Counselor	27	23	1	20	8	11
Mental Health Counseling - Provisional Mental Health Counselor	2	2	0	2	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	3	1	0	1	0	1
Midwife	2	1	0	4	0	0
Naturopathic Physician	1	1	0	3	1	1
Nursing - Advanced Registered Nurse Practitioner(ARNP)	0	0	0	0	0	0
Nursing - Advanced Registered Nurse Practitioner/ Certified Nurse Specialists (ARNP/CNS)	0	0	0	0	0	0
Nursing - Approved CNA Program	0	0	0	0	0	0
Nursing - Approved Nursing Program LPN	0	0	0	0	0	0
Nursing - Approved Nursing Program RN	0	0	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	10	8	1	7	2	4
Nursing - Clinical Nurse Specialists (CNS)	0	0	0	0	0	0
Nursing - Licensed Practical Nurse	10	8	0	6	1	3
Nursing - Registered Nurse(RN)	39	31	5	29	11	12
Nursing Home - Nursing Home Administrator	0	0	0	0	0	0
Nursing Home - Nursing Home Administrator Provisional	0	0	0	0	0	0
Occupational Therapy - Occupational Therapist	2	0	1	2	0	0
Occupational Therapy - Occupational Therapy Assistant	0	1	0	1	1	0
Opticianry - Apprentice Optician	0	0	0	0	0	0
Opticianry - Optical Establishment Permit	25	23	8	27	12	16
Opticianry - Optician	23	23	0	28	10	17
Optometry - Optometric Faculty Certificate	0	0	0	0	0	0
Optometry - Optometrist	2	0	2	2	0	1
Optometry - Optometry Branch Office	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Fitter	2	0	0	2	0	0
Orthotics & Prosthetics - Orthotic Fitter Assistant	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotic Residents	0	0	0	0	0	0
Orthotics & Prosthetics - Orthotist	1	0	0	0	0	0
Orthotics & Prosthetics - Pedorthist	3	1	1	2	2	2
Orthotics & Prosthetics - Prosthetic Residents	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetist	0	0	0	0	0	0
Orthotics & Prosthetics - Prosthetist-Orthotist	1	1	0	1	0	0
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	0	0	0	0	0	0
Osteopathic - Osteopathic Physician	1	1	0	1	1	0
Osteopathic - Osteopathic Physician Expert Witness	0	0	0	0	0	0
Osteopathic - Osteopathic Training Registration	0	0	0	0	0	0
Pain Management Clinic	8	5	3	7	1	4
Pharmacy - Consultant Pharmacist	0	1	0	1	0	0

Table 13: Unlicensed Activity (continued)

Profession	Complaints Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Pharmacy - Nuclear Pharmacist	0	0	0	0	0	0
Pharmacy - Pharmacist	6	4	1	2	2	3
Pharmacy - Pharmacist Intern	0	0	0	0	0	0
Pharmacy - Pharmacy	26	19	1	18	4	12
Pharmacy - Pharmacy Technicians	8	6	0	6	5	6
Physical Therapy - Physical Therapist Assistant	2	2	0	2	0	1
Physical Therapy - Physical Therapist	3	3	0	5	2	1
Podiatry - Certified Podiatric X-Ray Assistant	0	0	0	0	0	0
Podiatry - Podiatric Physician	0	0	0	0	0	0
Podiatry - Podiatric Residents	0	0	0	0	0	0
Psychology - Limited License Psychologist	0	0	0	0	0	0
Psychology - Provisional Psychologist	0	0	0	0	0	0
Psychology - Psychologist	16	12	1	15	5	6
Radiologic Technology - Radiologic Technologist	11	11	0	11	13	8
Radiologic Technology - Radiologist Assistant	2	2	1	2	0	0
Respiratory Therapy - Certified Respiratory Therapist	0	0	0	0	0	0
Respiratory Therapy - Registered Respiratory Therapist	2	2	1	2	0	0
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0
School Psychologist	1	1	0	1	1	0
Speech-Language Pathology - Provisional Speech-Language Pathologist	0	0	0	0	0	0
Speech-Language Pathology - Speech-Language Pathologist	0	0	0	1	0	1
Speech-Language Pathology - Speech-Language Pathology Assistant	0	0	0	0	0	0
Referred - Non Jurisdictional	41	5	12	4	3	6
<b>Total</b>	<b>1,068</b>	<b>812</b>	<b>136</b>	<b>601</b>	<b>231</b>	<b>296</b>

Table 14: Student Loan Defaults

Profession	Reports of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken	Fine Amounts Imposed
Chiropractic - Chiropractic Physician	1	0	0	0	0	0	\$0
Dental - Dentist	0	0	1	1	0	0	\$0
<b>Grand Totals</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>\$0</b>

## Table 15: Revenue, Expenditures and Cash Balances

Profession	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Activity Cash Balance
Acupuncture	\$357,215	\$811,048	\$446,334	\$721,929	\$28,399
Anesthesiologist Assistant	\$13,078	\$60,034	\$53,465	\$19,647	\$42
Athletic Trainers	\$149,529	\$85,980	\$161,755	\$73,754	\$44,289
Chiropractic Medicine	\$1,618,406	\$2,608,689	\$2,340,660	\$1,886,435	\$20,479
Clinical Laboratory Personnel	\$282,604	\$570,922	\$809,501	\$44,025	\$472,003
Certified Nursing Assistant (CNA)	\$(2,079,003)	\$5,696,227	\$4,431,695	\$(814,471)	\$2,304,643
Certified Master Social Worker	\$(129,529)	\$75	\$19	\$(129,473)	\$(6,874)
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	\$2,479,855	\$834,446	\$2,393,708	\$920,593	\$462,875
Dentistry	\$(716,665)	\$4,756,703	\$3,785,624	\$254,414	\$(750,747)
Dental Hygienist	\$521,464	\$1,410,860	\$868,815	\$1,063,509	\$228,868
Dental Laboratory	\$268,771	\$188,574	\$140,862	\$316,483	\$(128,302)
Dietetics & Nutrition	\$259,256	\$156,083	\$290,623	\$124,716	\$(68,567)
Electrolysis	\$(555,377)	\$239,278	\$211,436	\$(527,535)	\$(126,715)
EMS (EMT & PMT)	\$(3,435,852)	\$361,185	\$1,368,200	\$(4,442,867)	\$(18,198)
Hearing Aid Specialist	\$188,369	\$79,275	\$349,281	\$(81,637)	\$(81,653)
Massage Therapy	\$(968,026)	\$4,657,493	\$4,284,679	\$(595,212)	\$(1,110,467)
Medical Physicists	\$99,317	\$36,296	\$39,785	\$95,828	\$15,439
Medicine	\$11,000,662	\$17,962,396	\$19,852,049	\$9,111,009	\$(1,184,560)
Midwifery	\$(834,964)	\$94,062	\$119,806	\$(860,708)	\$(85,637)
Naturopathy	\$(304,378)	\$13	\$956	\$(305,321)	\$(47,207)
Nursing	\$6,657,842	\$17,203,814	\$18,596,910	\$5,264,746	\$9,858,210
Nursing Home Administrator	\$123,358	\$169,718	\$352,712	\$(59,636)	\$25,491
Occupational Therapy	\$583,500	\$296,186	\$656,016	\$223,670	\$292,321
Opticianry	\$674,264	\$58,697	\$352,789	\$380,172	\$(246,616)
Optometry	\$988,472	\$150,857	\$617,122	\$522,207	\$61,915
Orthotist & Prosthetist	\$38,223	\$459,727	\$274,879	\$223,071	\$(113,201)
Osteopathic Medicine	\$930,503	\$3,310,662	\$2,316,209	\$1,924,956	\$64,613
Pharmacy	\$(322,427)	\$6,884,413	\$6,416,489	\$145,497	\$663,294
Physical Therapy	\$314,230	\$2,056,310	\$1,469,167	\$901,373	\$391,450
Physician Assistant	\$417,310	\$2,665,788	\$1,680,265	\$1,402,833	\$107,134
Podiatry	\$44,122	\$761,200	\$373,957	\$431,365	\$23,023
Psychology	\$673,321	\$1,882,631	\$890,073	\$1,665,879	\$(67,182)
Radiological Technicians	\$(2,033,081)	\$670,510	\$800,310	\$(2,162,881)	\$(34,578)
Respiratory Therapy	\$937,369	\$230,385	\$808,327	\$359,427	\$366,758
School Psychology	\$69,510	\$153,374	\$106,688	\$116,196	\$18,652
Speech-Language Pathology & Audiology	\$935,853	\$1,313,016	\$987,557	\$1,261,312	\$249,257
<b>Total</b>	<b>\$19,247,101</b>	<b>\$78,876,927</b>	<b>\$78,648,723</b>	<b>\$19,475,305</b>	<b>\$11,628,651</b>

**NOTE:**

Neurological Injury Compensation Association (NICA) is excluded.

## Table 16: Projected Cash Balances

Profession	Projected Cash Balance 2014-2015	Projected Cash Balance 2015-2016	Projected Cash Balance 2016-2017	Projected Cash Balance 2017-2018	Projected Cash Balance 2018-2019	Projected Cash Balance 2019-2020
Acupuncture	\$368,266	\$743,908	\$547,758	\$917,978	\$712,661	\$1,072,331
Anesthesiologist Assistant	\$77,603	\$86,825	\$187,221	\$196,096	\$295,727	\$303,927
Athletic Trainers	\$203,630	\$170,299	\$373,173	\$337,950	\$536,667	\$497,762
Chiropractic Medicine	\$811,725	\$1,211,417	\$196,570	\$560,555	\$(504,087)	\$(209,568)

Table 16: Projected Cash Balances (continued)

Profession	Projected Cash Balance 2014-2015	Projected Cash Balance 2015-2016	Projected Cash Balance 2016-2017	Projected Cash Balance 2017-2018	Projected Cash Balance 2018-2019	Projected Cash Balance 2019-2020
Clinical Laboratory Personnel	\$394,470	\$225,896	\$717,475	\$536,101	\$1,000,539	\$794,265
Certified Nursing Assistant (CNA)	\$(394,180)	\$(269,191)	\$320,831	\$364,556	\$813,390	\$699,019
Certified Master Social Worker	\$(129,066)	\$(129,826)	\$(129,414)	\$(130,188)	\$(129,780)	\$(130,583)
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	\$2,335,069	\$958,040	\$2,646,544	\$1,233,658	\$2,849,550	\$1,366,907
Dentistry	\$(2,313,907)	\$(1,355,487)	\$(3,794,878)	\$(2,900,296)	\$(5,446,935)	\$(4,676,548)
Dental Hygienist	\$479,562	\$1,197,081	\$899,739	\$1,606,372	\$1,295,766	\$1,981,222
Dental Labs	\$204,194	\$365,909	\$341,996	\$502,542	\$477,344	\$635,614
Dietetics & Nutrition	\$304,472	\$159,354	\$391,302	\$242,070	\$466,435	\$309,198
Electrolysis	\$(716,280)	\$(733,582)	\$(911,607)	\$(933,074)	\$(1,120,016)	\$(1,149,585)
EMS (EMT & PMD)	\$(3,636,089)	\$(4,613,975)	\$(3,745,101)	\$(4,746,281)	\$(3,929,060)	\$(4,975,557)
Hearing Aid Specialist	\$196,027	\$70,610	\$358,148	\$229,329	\$508,654	\$373,216
Massage Therapy	\$(3,129,049)	\$(2,475,348)	\$(4,839,876)	\$(4,263,262)	\$(6,768,627)	\$(6,341,983)
Medical Physicists	\$115,545	\$102,888	\$147,241	\$133,847	\$176,026	\$161,199
Medicine	\$5,517,909	\$2,394,873	\$3,403,236	\$3,414,305	\$3,832,818	\$3,226,143
Midwifery	\$(912,265)	\$(918,033)	\$(967,155)	\$(974,537)	\$(1,025,684)	\$(1,036,203)
Naturopathy	\$(306,497)	\$(307,944)	\$(309,075)	\$(310,546)	\$(311,715)	\$(313,236)
Nursing	\$4,409,898	\$6,443,964	\$7,852,041	\$9,609,410	\$10,462,599	\$11,681,666
Nursing Home Administration	\$160,921	\$29,693	\$267,401	\$130,938	\$354,379	\$207,732
Occupational Therapy	\$530,202	\$317,496	\$740,756	\$519,646	\$923,803	\$686,344
Opticianry	\$341,867	\$(83,103)	\$(99,553)	\$(532,937)	\$(567,566)	\$(1,017,318)
Optometry	\$713,532	\$374,326	\$616,592	\$268,922	\$482,235	\$118,100
Orthotists & Prosthetists	\$38,634	\$327,504	\$252,091	\$537,579	\$454,861	\$733,772
Osteopathic Medicine	\$559,540	\$1,526,417	\$361,321	\$1,290,684	\$63,489	\$919,871
Pharmacy	\$(702,318)	\$329,736	\$(133,043)	\$786,820	\$94,188	\$795,789
Physical Therapy	\$116,467	\$887,427	\$298,384	\$1,046,054	\$421,838	\$1,124,198
Physician Assistant	\$105,319	\$1,829,138	\$1,069,015	\$2,771,119	\$1,977,296	\$3,637,153
Podiatric Medicine	\$52,714	\$305,604	\$(47,174)	\$198,151	\$(169,167)	\$61,440
Psychology	\$709,333	\$1,810,401	\$1,276,741	\$2,365,092	\$1,805,729	\$2,869,339
Radiological Tech	\$(2,583,676)	\$(3,031,655)	\$(3,420,593)	\$(3,883,333)	\$(4,298,771)	\$(4,790,228)
Respiratory Therapy	\$984,238	\$546,599	\$1,373,420	\$924,161	\$1,725,392	\$1,253,525
School Psychology	\$49,820	\$142,874	\$114,799	\$206,758	\$177,165	\$266,995
Speech-Language Pathology and Audiology	\$742,603	\$1,357,187	\$1,147,000	\$1,750,144	\$1,522,325	\$2,103,215
<b>Total</b>	<b>\$5,700,237</b>	<b>\$9,997,322</b>	<b>\$7,503,329</b>	<b>\$14,006,386</b>	<b>\$9,159,470</b>	<b>\$13,239,135</b>

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

Table 17: Review of the Adequacy of Renewal Fees

Profession <sup>1</sup>	FY 14-15 & 15-16 Estimated Expend	Number of Licensees <sup>1</sup>	Cost to Regulate <sup>2</sup>	Renewal Fee Cap <sup>3</sup>	Current Renewal Fee <sup>3</sup>	Sufficient Current Renewal Fee <sup>4</sup>
Acupuncture	\$595,875	2,268	\$263	\$500	\$275/\$150	Yes
Anesthesiologist Assistant	\$43,651	188	\$232	\$1,000	\$500	Yes
Athletic Trainer	\$237,650	2,151	\$110	\$200/\$100	\$125/\$50	Yes
Chiropractic Medicine	\$3,596,142		\$439			
Chiropractic Physician		5,724		\$500	\$350/\$250	
Chiropractic Physician Assistant		143		\$250	\$55/\$28	
Chiropractic Assistant		2,323		\$25	\$25	
Clinical Laboratory Personnel	\$1,577,057		\$97			Yes

Table 17: Review of the Adequacy of Renewal Fees (continued)

Profession <sup>1</sup>	FY 14-15 & 15-16 Estimated Expend	Number of Licensees <sup>1</sup>	Cost to Regulate <sup>2</sup>	Renewal Fee Cap <sup>3</sup>	Current Renewal Fee <sup>3</sup>	Sufficient Current Renewal Fee <sup>4</sup>
Director		177		\$150	\$130	
Supervisor		4,810		\$150	\$110	
Technologist		8,949		\$150	\$90	
Technician		1,724		\$150	\$50	
Training Program		60		\$300	\$300	
Inactive		468		\$50	\$50	
Certified Nursing Assistant (CNA)	\$9,047,942	161,289	\$56	\$50	\$50	Yes
Certified Master Social Worker	\$954	3	\$318	\$250	\$150/\$50	
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	\$4,311,976		\$149			Yes
Clinical Social Work		8,750		\$250/\$50	\$125/\$50	
Marriage and Family Therapist		1,829		\$250/\$50	\$125/\$50	
Mental Health Counselor		9,575		\$250/\$50	\$125/\$50	
Intern		8,702		\$100	\$75	
Dentistry	\$6,994,127	12,400	\$564	\$300	\$300	
Dental Hygienist	\$1,036,931	12,654	\$82	\$300	\$100	Yes
Dental Laboratory	\$107,063	1,123	\$95	\$300	\$200	Yes
Dietetics & Nutrition	\$471,552	4,028	\$117	\$500	\$95	Yes
Electrolysis	\$515,807	1,394	\$370	\$100	\$100	
Hearing Aid Specialist	\$450,161	952	\$473	\$600	\$500/\$375	Yes
Massage Therapy	\$8,796,888		\$196			
Massage Therapist		35,226		\$200/\$250	\$100	
Massage Establishment		9,691		\$150	\$100	
Medical Physicist	\$109,761		\$180			Yes
Medical Physicist		549		\$500	\$150	
Medical Physicist In Training		60		No Cap	\$50	
Medicine	\$36,536,973	64,281	\$568	\$500	\$250/\$121	Yes
Midwifery	\$155,502	157	\$990	\$500	\$500/\$500	
Naturopathic	\$2,627	0		\$1,000	\$250	
Nursing	\$33,105,876		\$97			Yes
Registered Nurse (RN)		253,968		No Cap	\$70/\$55	
Licensed Practical Nurse		69,030		No Cap	\$70/\$55	
Advanced Registered Nurse Practitioner (ARNP)		19,625		No Cap	\$120/\$75	
Clinical Nurse Specialists (CNS)		145		No Cap	\$145/\$75	
ARNP/CNS		29		No Cap	\$195/\$75	
Nursing Home Administrator	\$743,182	1,667	\$446	No Cap	\$325	Yes
Occupational Therapy	\$1,075,250	12,435	\$86	No Cap	\$55	Yes
Opticianry	\$1,047,169	3,809	\$275	\$350/\$50	\$125/\$50	
Optometry	\$1,383,988		\$322			Yes
Optometrist		3,229		\$300	\$300	
Optometry Faculty		18		No Cap	\$100	
Branch Office		1,050		\$100	\$100	
Orthotists & Prosthetics	\$420,795	701	\$600	\$500	\$500	Yes
Osteopathic Medicine	\$4,081,392	7,512	\$543	\$500	\$400/\$200	Yes
Pharmacy	\$13,574,056		\$169			Yes
Pharmacist		28,769		\$250	\$200	
Consultant Pharmacist		2,952		\$250	\$100	
Nuclear Pharmacist		192		\$250	\$100	
Pharmacy Permit		9,833		\$250	\$250	
Pharmacy Technician		38,470		\$50	\$50	
Physical Therapy	\$2,429,119		\$109			Yes
Physical Therapist		14,609		\$200	\$75/\$50	

Table 17: Review of the Adequacy of Renewal Fees (continued)

Profession <sup>1</sup>	FY 14-15 & 15-16 Estimated Expend	Number of Licensees <sup>1</sup>	Cost to Regulate <sup>2</sup>	Renewal Fee Cap <sup>3</sup>	Current Renewal Fee <sup>3</sup>	Sufficient Current Renewal Fee <sup>4</sup>
Physical Therapist Assistant		7,735		\$150	\$75/\$50	
Physician Assistant	\$2,292,917	6,807	\$337	\$500	\$275/\$150	Yes
Podiatric Medicine	\$885,580		\$412			Yes
Podiatric Medicine		1,670		\$350	\$350	
Certified Podiatric X-Ray Assistant		479		No Cap	\$75	
Psychology	\$1,527,780		\$323			Yes
Psychologist		4,722		\$500	\$340	
Limited License		4		\$500	\$25	
Respiratory Therapy	\$1,461,227	11,769	\$124	\$200/\$50	\$120/\$50	Yes
School Psychology	\$109,983	705	\$156	\$500	\$190/\$150	Yes
Speech-Language Pathology & Audiology	\$1,204,151		\$122			Yes
Speech-Language Pathologist & Audiologist		9,197		\$500/\$100	\$100/\$100	
Speech-Language Pathologist & Audiologist Assistant		689		No Cap	\$50	
<b>Total Fund<sup>4</sup></b>	<b>\$139,931,103</b>	<b>873,468</b>	<b>\$160</b>			

NOTE:

<sup>1</sup> Emergency Medical Technicians, Paramedics, and Radiological Technicians are not included with the MQA trust funded professions as these professions are not governed by Chapter 456.

<sup>2</sup> Cost to regulate is computed by adding FY 14-15 and FY 15-16 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2014.

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

<sup>4</sup> If there is a projected positive cash balance at June 30, 2020, then the current renewal fee is deemed to be sufficient.

