

DIVISION OF MEDICAL QUALITY ASSURANCE

ANNUAL REPORT AND LONG-RANGE PLAN

FISCAL YEAR 2014-2015



JOHN H. ARMSTRONG, MD, FACS
STATE SURGEON GENERAL AND SECRETARY OF HEALTH

RICK SCOTT
GOVERNOR

MISSION

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

Accountability

We perform with integrity and respect.

Responsiveness

We achieve our mission by serving our customers and engaging our partners.

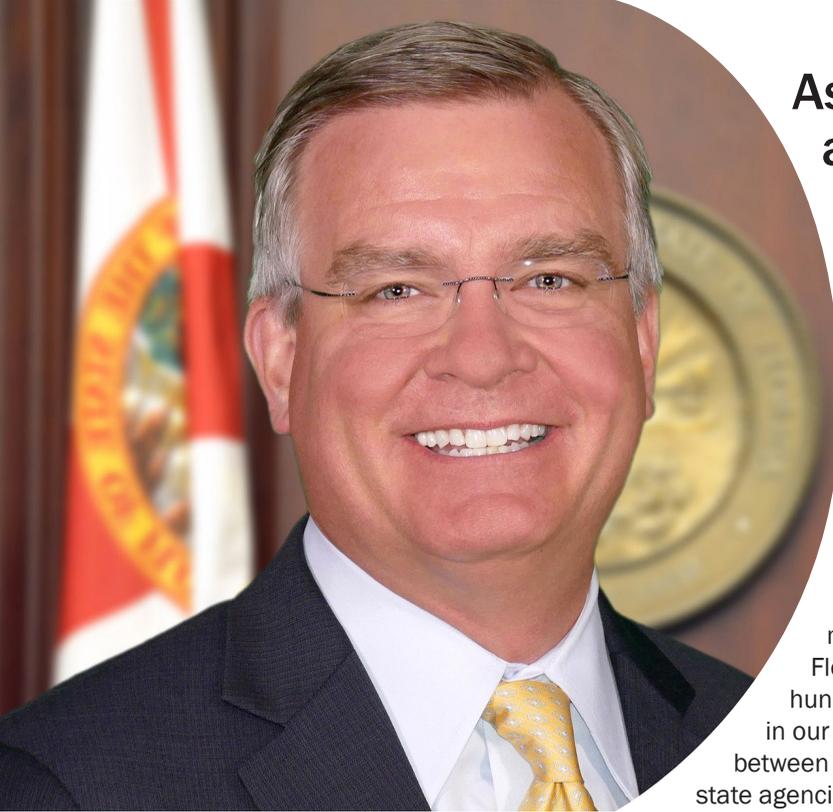
Excellence

We promote quality outcomes through learning and continuous performance improvement.



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As Florida's State Surgeon General and Secretary of Health,

it gives me great pleasure to present the Division of Medical Quality Assurance (MQA) 2014-2015 Annual Report. MQA exemplifies the Department's values of Innovation, Collaboration, Accountability, Responsiveness and Excellence in many areas including healthiest weight initiatives, licensing of military veterans, and curbing prescription drug abuse.

In Florida, we promote healthy choices in all places. It is an investment in our personal lives as well as in the lives of those around us. Looking at the health landscape, we see that the number one health issue is weight. Currently, only 36 percent of Floridians are at a healthy weight; one quarter are obese, and the rest are overweight. This situation has serious consequences for our future. Fortunately, we have seen meaningful progress in our mission to protect, promote and improve the health of all people in Florida. This past year, the Healthiest Weight initiative engaged with hundreds of public and private organizations to promote healthy choices in our daily environments. MQA plays an integral role with its collaboration between health care providers, professional health care associations, other state agencies, nonprofits, businesses, and entire communities to help make Florida the healthiest state in the nation.

More than 1.5 million veterans call Florida home. MQA works to honor and support veterans, current members of the military, and all military families while making Florida the most veteran-friendly state in the nation. Since July 2013, 1,043 veterans have been licensed using the military fee waiver and 268 military spouses have been licensed since July 2014, leading to \$161,449 in savings. Since July 2014, 113 veterans were also licensed using the VALOR, or Veterans Application for Licensure Online Response, program. MQA is currently working with the Florida Department of Veteran Affairs to raise further awareness about the program while promoting job opportunities within local county health departments.

Much progress has also been made in the area of controlled substance abuse through regulation of pain management clinics. MQA is at the forefront of the Department's efforts to enforce regulation and reduce over-prescribing and unchecked dispensing of controlled substances. Before pain management clinics were regulated and required to meet patient safety standards, the landscape was dotted with what were coined "pill mills." 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.

This report reflects our achieved success and shares improvement strategies with our customers and stakeholders. I am confident that the achievements highlighted only foreshadow similar advancements in the years to come.

A handwritten signature in black ink that reads "John H. Armstrong". The signature is written in a cursive, flowing style.

John H. Armstrong, MD, FACS
State Surgeon General

As the Director for the Division of Medical Quality Assurance (MQA),

it is my pleasure to present our 2014-2015 Annual Report. The report is organized around our three key processes of licensure, enforcement and information with an emphasis on mission- and data-driven results.

As the economy continues to grow, Florida has become the privileged home to an increased health care workforce. The population of licensed health care practitioners in Florida increased by 15.9 percent since 2010, while the resident population of Florida increased by only 5.5 percent. To help sustain this growth, MQA fosters a culture in which decisions are based on data-and future-focused targets. Our planning efforts have helped ensure we have aligned resources where they are most needed:

- Over the next two years, there are over 1.15 million health care professionals who are required to report their continuing education. The Are You Renewal Ready? campaign began in January 2015 with a phased rollout, and is tied to renewal deadlines.
- Since the 2012 tragedy when contaminated compounded medicine sickened 25 and killed seven Floridians with fungal meningitis, the Department and Board of Pharmacy made rule changes to create safer compounded products. MQA and the Board of Pharmacy held a workshop in October 2015 with more than 300 industry stakeholders to educate on USP 797 compliance, and the new inspection standards for Florida permitting. Another public workshop is scheduled for October 2016.
- Florida is at a turning point in solving a controlled substance prescription dilemma. Fourteen thousand one hundred and ninety two (14,192) pharmacists and 15,816 prescribers were registered in the Prescription Drug Monitoring Program (PDMP) which is administered by MQA. The PDMP has shown a 61 percent decrease in doctor shopping, and a 20.1 percent decrease in deaths caused by oxycodone when compared to the last half of 2013.
- MQA's Unlicensed Activity program protects Florida residents and visitors from the potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed person. While enforcement remains a top priority, community outreach, marketing, and education have become critical components of the program's efforts. We have seen a 72 percent increase in cease and desists compared to the last fiscal year.

As a Division, we are proud of our focus on mission- and data-driven results. MQA remains committed to understanding the challenges faced by our health care license applicants, current licensed health care providers and health care consumers. With three bureaus to steer the division in a unified direction, priorities are given to having a trained customer-focused workforce given technology tools to make licensing more efficient, to identify regulations that create unnecessary burdens on licensed health care providers, and to protect Floridians and visitors.



Lucy C. Gee, MS
Division Director



EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) is dedicated to the mission of the Florida Department of Health to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts. Working in conjunction with 22 boards and six councils, MQA licenses and regulates seven types of health care facilities and more than 200 license types in over 40 health care professions. The 2014-2015 Annual Report for MQA, 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), Florida Statutes. Additionally, this report includes financial information relating to the division's revenues, expenditures, cash balances and adequacy of existing fees for the 2014-2015 fiscal year. The information provided in this report is organized around MQA's three key processes of licensure, enforcement, and information, with an emphasis on performance-driven results.

In the area of licensure, MQA strives to meet the demand of the growing health care industry. The population of licensed health care practitioners in Florida increased by 15.9 percent since 2010, while the resident population of Florida increased by only 5.5 percent. During the 2014-2015 fiscal year, MQA increased its efficiency and accuracy through performance improvement initiatives by reducing regulations and barriers to licensure that restrict opportunity for health care professionals. By streamlining processes, the average time to license a qualified applicant is currently less than two days.

The Department is committed to making Florida a welcome place to live and work for our armed forces. MQA completed the first full fiscal year of implementing the expedited licensing application process for veterans through the Veterans Application for Licensure Online Response (VALOR) system. During 2014-2015, 1,043 military veterans were licensed through this system. Additionally, 268 military spouses were licensed through the initial licensure fee waiver program. Combined, these licensing options saved over \$161,449 for those who have served our country.

In order to keep up with the growing health care industry, the Department has strengthened its investigative and enforcement measures to ensure the safety of Florida's residents and visitors. Through these efforts, MQA is able to provide stronger evidence for cases which result from an administrative complaint. During the 2014-2015 fiscal year, MQA investigators followed up on 26,948 complaints

that resulted in 236 emergency orders restricting and/or suspending licenses of health care practitioners for serious violations that posed a danger to patients and the general public. Additionally, inspectors visited 28,165 locations where health care is being practiced to check for violations. Unlicensed activity investigators investigated 1,094 tips regarding unlicensed practices and issued 398 cease and desist orders, a 72 percent increase compared to the last fiscal year.

In the area of information, MQA tracked, monitored, and responded to more than 7,778 (opened and closed public record requests with an average response time of 12.48 days. Through its commitment to providing excellent customer service, MQA's Customer Call Center received and responded to 384,627 calls. Additionally, customers have the option to provide feedback through the Online Customer Service System. The division monitors this system daily and customers receive a timely response within three days of their initial request.

This year, the division continued the Are You Renewal Ready? initiative, which works to educate licensees about the renewal process and continuing education/continuing medical education (CE/CME) requirements. CE/CME requirements are intended to encourage health care professionals to maintain competence, expand their foundations of knowledge and stay up-to-date on new and developing areas of their field. Starting with license renewal cycles in 2015, health care practitioners must report continuing CE/CME course hours at the time of renewal to renew their licenses.

Additionally, MQA has actively raised awareness within the practitioner communities about the Healthiest Weight Florida initiative. The division, through its boards and councils, continues to share information and promotional materials for dissemination. MQA continues to facilitate conversations about healthy weight between health care practitioners and the general public.

STRUCTURE OF MQA

BOARDS

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. MQA supports the Governor's appointment of qualified representatives and appropriate people to serve on 22 regulatory boards comprised of 180 professional and lay persons.

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

COUNCILS

Six councils serve in an advisory capacity to either the Department or a board under which they serve in regulating their respective profession. Council members are appointed by the State Surgeon General.

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

DEPARTMENT-REGULATED PROFESSIONS/FACILITIES

- Certified Master Social Workers
- Dental Laboratories
- Emergency Medical Technicians
- Office Surgery Registration (Level 2 and 3)
- Pain Management Clinics
- Paramedics
- Radiologic Technologists
- School Psychologists

INTERESTED IN AN APPOINTMENT TO A BOARD OR COUNCIL?

Medical Quality Assurance Boards conduct in-person meetings in locations throughout the state at various predetermined dates during the year. Each meeting is scheduled for one or two days. In addition, a Board can meet through teleconferencing or by other technological means as often as necessary to complete its business. Board members are volunteers, but may be eligible to be reimbursed for travel expenses and a \$50 per diem.

If you are interested in serving on a board, please complete the online Gubernatorial Appointments Questionnaire at <http://www.flgov.com/appointments> or contact the Governor's Appointments Office at 850-717-9243.

If you are interested in serving on a council, please complete the Department of Health Questionnaire for Appointments at www.floridahealth.gov/provider-and-partner-resources/advisory-councils-stakeholder-groups. You may also obtain a questionnaire by emailing BoardsandCouncils@flhealth.gov.

DIRECTOR
DIVISION OF MEDICAL QUALITY
ASSURANCE

BUREAU OF HEALTH CARE
PRACTITIONER REGULATION

BUREAU OF ENFORCEMENT

BUREAU OF OPERATIONS

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, Florida Statutes, requires MQA to develop and implement a long-range 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. In an effort to stay current with the trends in health care services and regulation, MQA management met with the boards and councils on September 24, 2015 to discuss the plan for 2015-2018.

DOH Strategic Issue Areas

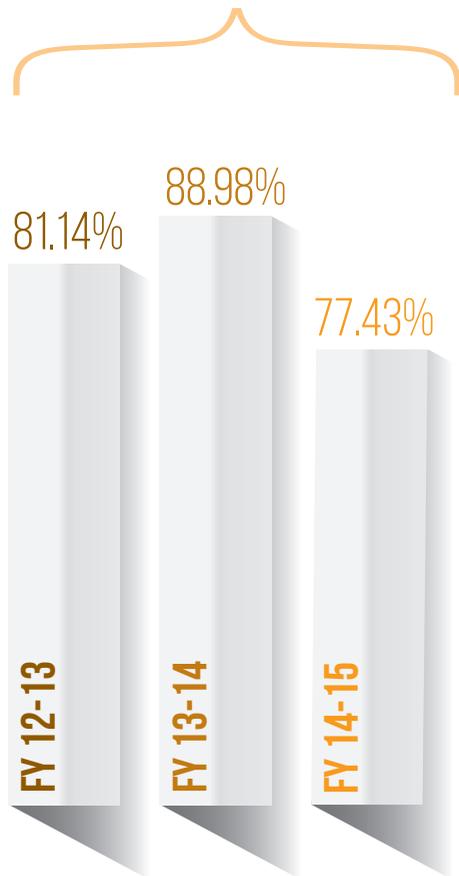
Health Protection and Promotion

Goal: Protect the population from health threats

MQA Strategy

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

Percent of sterile compounding pharmacies without a sterile related deficiency



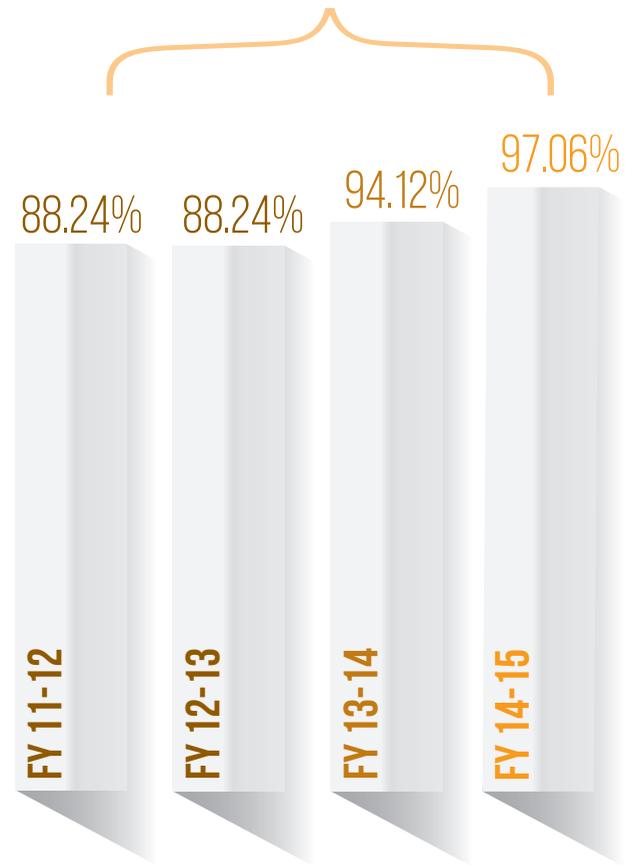
Financial and Business Excellence

Goal: Improve efficiency and effectiveness

MQA Strategy

Ensure cost-effective regulations

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



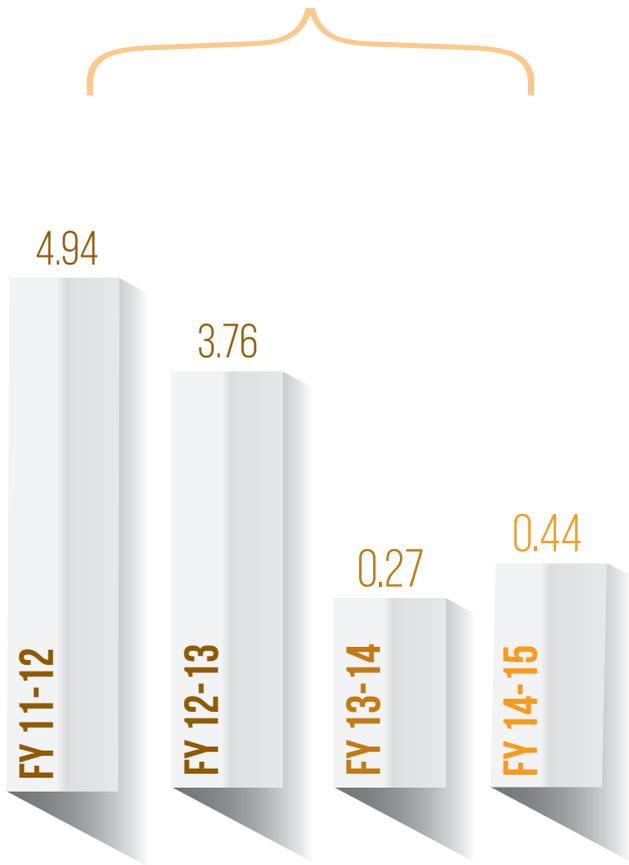
Service to Customers and Community

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

MQA Strategy

Provide an efficient licensure process that meets statutory requirements

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



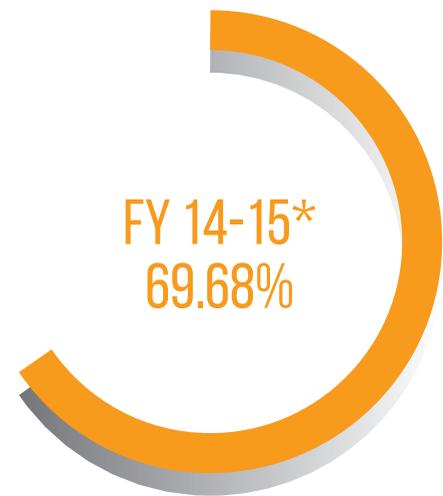
Workforce Development

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

Percent of overall employee satisfaction



*FY14-15 is a baseline year due to modifications to survey

REDUCTION OF YEAR-OLD CASES

Chapter 456, Florida Statutes, regulates licensed health care providers in the state of Florida. The Prosecution Services Unit (PSU) is responsible for the review, recommendation and prosecution of alleged violations of practice acts by licensed health care providers. 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 licensed health care providers.

A top priority for PSU is to reduce the number of open cases that were either not heard before Division of Administrative Hearing (DOAH) or not completed within one year of initial filing. Section 456.026, Florida Statutes, requires the *MQA Annual Report and Long-Range Plan* to set out a description of the strategies and results of the efforts to reduce or otherwise close any investigation or disciplinary proceeding not before DOAH under Chapter 120, Florida Statutes, or otherwise not completed within one year after the initial filing of a complaint pursuant to section 456.026(8), Florida Statutes. PSU's strategies and processes for addressing the one-year and older cases included:

- Compiling 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.
- Identifying the cases that had not been presented to the probable cause panel and prepare them for probable cause review with a recommendation that the cases be prosecuted or closed.
- Focusing on resolving the cases that had been presented to the probable cause panel, either with a settlement agreement or with a referral to DOAH for the scheduling of a hearing.
- Communicating 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.
- Customizing 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 2013-2014 fiscal year, PSU had 1,250 cases that were more than one year old. At the end of 2014-2015 fiscal year, there was a 13.5 percent reduction with 1,084 cases more than a year old.

Those one-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 to close any cases that are one year and older, and cannot be proven by clear and convincing evidence.

PSU is aware that the most effective way to protect Floridians and our visitors, and to fairly regulate the practice of health care professions is through a timely resolution of all complaints. PSU's plan for 2015-2016 fiscal year is to continue to resolve all pending complaints as quickly as possible with a special emphasis on the resolution of older cases.

DISCIPLINARY GUIDELINES

Section 456.079, Florida Statutes, 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 Rules	#	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Chiropractic	64B2-16.005	Disciplinary Guidelines	9/15/2014			11/10/2014
Dentistry	64B5-13.0046	Disciplinary Guidelines	7/15/2014		12/17/2014	2/11/2015
Dietetics and Nutrition Practice	64B8-44.005	Citations	6/17/2014			8/20/2014
Dietetics and Nutrition Practice	64B8-44.010	Mediation	6/17/2014			8/20/2014
Medical Physicists	64B23-6.001	Disciplinary Guidelines	3/23/2012		2/2/2015	5/24/2015
Massage	64B7-30.002	Disciplinary Guidelines	9/19/2014		10/7/2014	12/2/2015
Medicine	64B8-44.005	Citations	6/17/2014		7/3/2014	8/20/2014
Medicine	64B8-8.001	Discipline and Licensure Restriction		8/22/2014	9/9/2014	1/1/2015
Midwifery	64B24-8.002	Disciplinary Guidelines	12/23/2014	2/2/2015		
Optometry	64B8-13.	Disciplinary Guidelines	8/20/2014	9/12/2014	11/5/2014	
Osteopathic	64B15-19.002	Disciplinary Guidelines	9/24/2014	10/14/2014		1/1/2015
Osteopathic	64B15-19.0041	Disciplinary Guidelines	9/24/2014	10/14/2014		12/9/2014
Psychology	64B19-17.004	Citations	11/15/2013			8/20/2014
Psychology	64B19-17.007	Mediation	11/15/2013			8/20/2014
Respiratory Care	64B32-5.006	Mediation	4/14/2014	5/2/2014	Withdrawn	
Respiratory Care	64B32-5.007	Citations	4/14/2014	5/2/2014	Withdrawn	
Respiratory Care	64B32-5.008	Notice of Noncompliance	4/14/2014	5/2/2014	Withdrawn	
School Psychology	64B21-504.001	Disciplinary Guidelines	3/17/2014	2/2/2015	Withdrawn	

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Table 1: Summary of Licensed Practitioners

With the economy on the rise, Florida has become the perfect climate for families and businesses alike to grow. To help sustain this growth, the Department has made a concerted effort to reduce regulation and eliminate unnecessary barriers to licensure. The population of licensed health care practitioners in Florida increased by 15.9 percent since 2010, while the resident population of Florida increased by only 5.5 percent. MQA helps get these practitioners to work, and has been able to reduce the time for initial licensure to less than two days.

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	All Retired	Totals
Acupuncturist	2,195	15	97	220	35	50	4	43	2,659
Anesthesiologist Assistant	197	0	5	27	1	11	0	2	243
Approved Massage School	189	0	0	0	0	0	0	0	189
Athletic Trainer	1,848	18	360	190	6	80	7	18	2,527
Audiology - Audiologist Assistant	94	0	20	0	0	1	0	1	116
Audiology - Audiologist	1,012	3	59	120	1	33	4	14	1,246
Audiology - Provisional Audiologist	19	0	0	8	0	0	0	0	27
Certified Master Social Worker	2	0	1	2	0	0	0	0	5
Chiropractic - Certified Chiropractic Physician's Assistant	177	5	42	0	3	1	0	2	230
Chiropractic - Chiropractic Faculty Certificate	9	0	0	2	0	0	0	0	11
Chiropractic - Chiropractic Physician	5,142	45	161	652	240	204	8	235	6,687
Chiropractic - Registered Chiropractic Assistant	3,459	0	0	7	0	0	0	0	3,466
Clinical Laboratory - Clinical Laboratory Personnel	13,551	230	1,161	1,465	151	407	37	305	17,307
Clinical Laboratory - Clinical Laboratory Trainee	496	0	0	26	0	0	0	0	522
Clinical Laboratory - Clinical Laboratory Training Program	40	0	0	14	0	0	0	0	54
Clinical Social Work - Clinical Social Worker	7,971	80	336	884	132	122	23	214	9,762
Clinical Social Work - Clinical Social Worker Intern	3,090	0	786	49	0	19	5	0	3,949
Clinical Social Work - Provisional Clinical Social Worker	40	0	0	13	0	0	0	0	53
Dental - Dental Expert Witness Certificate	13	0	0	44	0	0	0	0	57
Dental - Dental Hygienist	11,589	77	461	1,642	152	283	86	406	14,696
Dental - Dental Radiographer	26,133	0	0	213	0	0	0	0	26,346
Dental - Dental Residency Permit	322	0	0	7	0	0	0	0	329
Dental - Dental Teaching Permits	173	0	0	4	0	0	0	0	177
Dental - Dental Temporary Certificate	10	0	0	0	0	0	0	0	10
Dental - Dentist	10,981	20	229	1,977	107	216	92	663	14,285
Dental - Health Access Dental	31	0	2	10	0	5	0	3	51
Dietetics & Nutrition - Dietitian/Nutritionist	3,558	9	392	227	6	95	14	44	4,345
Dietetics & Nutrition - Nutrition Counselors	73	4	23	12	0	3	0	16	131
Electrologist	1,212	14	289	26	7	7	2	34	1,591
EMS - Emergency Insect Sting Treatment	24	0	0	1	0	0	0	0	25
EMS - Emergency Medical Technician	31,767	244	8	604	24	0	0	0	32,647
EMS - Paramedic	28,423	189	3	846	46	0	0	0	29,507
Hearing Aid - Hearing Aid Specialist	871	8	83	41	4	16	1	43	1,067

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	All Retired	Totals
Hearing Aid - Hearing Aid Specialist Trainee (AST)	98	35	0	1	1	0	0	0	135
Marriage & Family Therapy - Marriage and Family Therapist	1,667	21	68	147	27	32	0	55	2,017
Marriage & Family Therapy - Provisional Marriage and Family Therapist	16	0	0	9	0	0	0	0	25
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	768	0	248	15	0	8	0	0	1,039
Massage Apprentice	61	0	0	0	0	0	0	0	61
Massage Therapist	33,633	305	4,574	2,858	113	760	132	687	43,062
Medical Physics - Diagnostic Radiological Physicist	51	0	4	38	0	6	0	2	101
Medical Physics - Medical Health Physicist	25	0	2	11	0	1	0	2	41
Medical Physics - Medical Nuclear Radio Physicist	31	0	4	22	0	6	0	3	66
Medical Physics - Medical Physicist in Training	46	0	0	19	0	0	0	0	65
Medical Physics - Therapeutic Radiological Physicist	236	0	15	111	1	32	0	2	397
Medicine - House Physician	226	0	0	1	0	0	0	0	227
Medicine - Limited License Medical Doctor	146	8	25	9	2	1	0	19	210
Medicine - Medical Doctor	48,182	115	1,234	16,681	581	1,846	131	2,369	71,139
Medicine - Medical Doctor Area Critical Need	335	4	11	121	3	5	0	11	490
Medicine - Medical Doctor Expert Witness	8	0	0	1,698	0	0	0	0	1,706
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	40	0	0	10	0	0	0	0	50
Medicine - Medical Doctor Public Health Certificate	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor Public Psychiatry Certificate	1	0	0	0	0	0	0	0	1
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0	0	0	0
Medicine - Physician Assistant	6,744	15	261	824	25	217	45	79	8,210
Medicine - Resident Registration	3,633	0	0	1,495	0	0	0	0	5,128
Mental Health Counseling - Mental Health Counselor	9,054	101	337	638	105	103	13	227	10,578
Mental Health Counseling - Provisional Mental Health Counselor	123	0	0	29	0	0	0	0	152
Mental Health Counseling - Registered Mental Health Counselor Intern	3,930	0	927	75	0	29	5	0	4,966
Midwife	164	2	8	12	1	2	1	16	206

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	All Retired	Totals
Nursing - Advanced Registered Nurse Practitioner(ARNP)	18,250	57	585	2,621	104	674	73	323	22,687
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	26	0	1	3	0	2	1	0	33
Nursing - Approved CNA Program	282	0	0	0	0	0	0	0	282
Nursing - Approved Nursing Program LPN	149	0	0	0	0	0	0	0	149
Nursing - Approved Nursing Program RN	224	0	0	1	0	0	0	0	225
Nursing - Certified Nursing Assistant (CNA)	151,751	0	50,143	2,761	0	2,306	93	1	207,055
Nursing - Clinical Nurse Specialists (CNS)	131	1	4	16	1	5	3	0	161
Nursing - Licensed Practical Nurse	68,844	276	8,439	5,098	132	1,519	168	1,091	85,567
Nursing - Registered Nurse(RN)	217,315	1,115	13,232	36,023	1,192	11,473	836	5,078	286,264
Nursing Home - Nursing Home Administrator	1,371	30	126	154	18	42	5	116	1,862
Occupational Therapy - Occupational Therapist	7,035	34	383	899	47	389	32	63	8,882
Occupational Therapy - Occupational Therapy Assistant	4,177	19	330	331	14	194	2	28	5,095
Opticianry - Apprentice Optician	936	0	0	3	0	0	0	0	939
Opticianry - Optician	3,483	43	201	148	37	40	7	49	4,008
Optometry - Optometric Faculty Certificate	16	0	0	2	0	0	0	0	18
Optometry - Optometrist	2,569	1	51	573	61	97	25	76	3,453
Orthotics & Prosthetics - Orthotic Fitter	128	0	12	1	0	0	0	7	148
Orthotics & Prosthetics - Orthotic Fitter Assistant	82	0	35	0	0	0	0	5	122
Orthotics & Prosthetics - Orthotist	112	0	11	4	0	2	0	7	136
Orthotics & Prosthetics - Pedorthist	119	1	23	5	0	0	0	5	153
Orthotics & Prosthetics - Prosthetic Residents	30	0	0	4	0	0	0	0	34
Orthotics & Prosthetics - Prosthetist	73	0	5	7	0	1	0	8	94
Orthotics & Prosthetics - Prosthetist-Orthotist	219	1	9	7	1	2	0	17	256
Orthotics & Prosthetics - Residents	25	0	0	2	0	0	0	0	27
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	5	0	0	1	0	0	0	0	6
Osteopathic - Osteopathic Physician	5,264	15	113	1,427	187	253	44	171	7,474
Osteopathic - Osteopathic Physician Expert Witness	1	0	0	20	0	0	0	0	21
Osteopathic - Osteopathic Training Registration	946	0	0	383	0	0	0	0	1,329
Pharmacy - Consultant Pharmacist	2,619	63	272	132	13	34	4	64	3,201
Pharmacy - Nuclear Pharmacist	157	2	12	44	2	10	1	3	231
Pharmacy - Pharmacist	22,072	51	513	7,940	278	860	81	605	32,400
Pharmacy - Pharmacist Intern	7,012	0	0	4,543	0	0	0	0	11,555

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	All Retired	Totals
Pharmacy - Pharmacy Technicians	34,462	24	9,900	312	3	213	10	11	44,935
Physical Therapy - Physical Therapist Assistant	7,841	50	218	611	66	211	28	46	9,071
Physical Therapy - Physical Therapist	13,067	95	414	2,167	400	675	71	148	17,037
Podiatry - Certified Podiatric X-Ray Assistant	638	0	263	0	0	1	0	3	905
Podiatry - Podiatric Physician	1,382	10	42	286	58	55	5	101	1,939
Podiatry - Podiatric Residents	134	0	0	27	0	0	0	0	161
Psychology - Limited License Psychologist	5	0	2	0	0	0	0	2	9
Psychology - Provisional Psychologist	28	0	0	0	0	0	0	0	28
Psychology - Psychologist	4,367	18	93	604	29	76	20	255	5,462
Radiologic Technology - Radiologic Technologist	24,872	5	11,568	2,163	3	3,808	23	0	42,442
Radiologic Technology - Radiologist Assistant	23	0	3	1	0	2	0	0	29
Respiratory Therapy - Certified Respiratory Therapist	2,682	60	654	112	12	114	10	49	3,693
Respiratory Therapy - Registered Respiratory Therapist	7,533	86	593	540	37	287	17	90	9,183
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	36	0	6	0	0	0	0	3	45
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	8	1	1	2	0	0	0	0	12
School Psychologist	719	10	58	22	3	8	1	36	857
Speech-Language Pathology - Provisional Speech-Language Pathologist	587	0	0	90	0	0	0	0	677
Speech-Language Pathology - Speech-Language Pathologist	8,194	21	446	766	13	212	21	69	9,742
Speech-Language Pathology - Speech-Language Pathology Assistant	783	4	250	9	1	4	0	1	1,052
Total	886,716	3,660	111,247	105,022	4,486	28,170	2,191	14,046	1,155,538

Table 2: Summary of Licensed Facilities and Establishments

MQA is responsible for the licensure and regulation of seven types of health care facilities and establishments for the preservation of the health, safety and welfare of the public. With more than 23,000 actively licensed facilities and establishments, MQA promotes opportunity and is committed to continuously improving the licensure and registration process for health care businesses.

Client	Active	Deliquent	Total
Dental Laboratory	1023	0	1023
Electrolysis Facility	312	0	312
Massage Establishment	9876	0	9876
Nonresident Sterile Compounding	125	0	125
Office Surgery Registration	516	0	516
Optical Establishment Permit	1438	0	1438
Pain Management Clinic	309	0	309
Pharmacy	9421	304	9725
Pharmacy - Resident Sterile Compounding Pharmacy	456	0	456
Total	23,476	304	23,780

Table 3: Recognized Continuing Education (CE) Providers

Continuing education/continuing medical education (CE/CME) requirements are intended to encourage professionals to maintain competence, expand their foundations of knowledge and stay up-to-date on new and developing areas of their field. Starting with license renewal cycles in 2015, health care practitioners must report continuing CE/CME course hours to renew their licenses. A diverse array of approved CE providers offering a variety of topics and formats facilitates the practitioner in meeting specific learning needs.

Board/Council	Total Providers	Board Approved Providers	Rule/ Statute Approved CE Providers	Received Applications	Approved Applications - New Provider Applications Approved During the 7/1/14-6/30/15 Time Frame	Approved Applications (Received outside 7/1/14-6/30/15 Time Frame)	Approved New Courses - Routed to Board for Review During the 7/1/14-6/30/15 Time Frame	Approved New Courses - Auto Accepted During the 7/1/14-6/30/15 Time Frame	Approved New Courses
Board of Acupuncture	160	144	16	29	29	1	342	113	455
Board of Athletic Training	73	13	60	8	7	1	1	266	267
Board of Chiropractic Medicine	25	25	0	6	6	0	495	0	495
Board of Clinical Lab Personnel	143	136	7	10	8	0	31	3,058	3,089
Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	614	487	127	92	57	0	77	6,157	6,234
Board of Dentistry	349	160	189	36	32	0	0	1,957	1,957
Board of Hearing Aid Specialists	30	4	26	2	0	0	6	47	53
Board of Massage Therapy	865	382	483	103	51	1	18	1,776	1,794
Board of Medicine	162	0	162	16	10	0	0	4,855	4,855
Board of Nursing	949	920	29	105	89	2	133	14,755	14,888
Board of Nursing Home Administrators	87	87	0	5	9	1	21	1,111	1,132
Board of Occupational Therapy Practice	199	164	35	32	37	1	65	2,965	3,030
Board of Opticianry	18	18	0	1	1	0	149	724	873
Board of Optometry	112	110	2	37	32	0	1,003	0	1,003
Board of Orthotist and Prosthetist	16	2	14	0	0	0	5	17	22
Board of Osteopathic Medicine	107	0	107	9	8	1	0	2,583	2,583
Board of Pharmacy	166	111	55	20	18	1	182	3,402	3,584
Board of Physical Therapy Practice	774	724	50	129	129	0	1,918	1,109	3,027
Board of Podiatric Medicine	23	2	21	1	1	0	3	196	199
Board of Psychology	193	78	115	16	10	1	12	2,282	2,294
Board of Respiratory Care	163	101	62	13	13	0	17	2,189	2,206
Board of Speech-Language Pathology and Audiology	563	78	485	23	19	1	3	3,026	3,029
Council of Dietetics and Nutrition	109	0	109	9	8	0	0	817	817
Council of Licensed Midwifery	14	1	13	2	2	0	0	9	9
Council of Medical Physicists	5	0	5	0	0	0	0	59	59

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

Board/Council	Total Providers	Board Approved Providers	Rule/ Statute Approved CE Providers	Received Applications	Approved Applications - New Provider Applications Approved During the 7/1/14-6/30/15 Time Frame	Approved Applications (Received outside 7/1/14-6/30/15 Time Frame)	Approved New Courses - Routed to Board for Review During the 7/1/14-6/30/15 Time Frame	Approved New Courses - Auto Accepted During the 7/1/14-6/30/15 Time Frame	Approved New Courses
Electrolysis Council	45	28	17	4	9	0	9	28	37
Florida Emergency Medical Services	197	56	140	21	24	4	1,382	102	1,484
Office of School Psychology	38	13	25	1	1	0	1	597	598
Physician Assistants	104	0	104	8	5	0	0	1,269	1,269
Total	6,303	3,844	2,458	738	615	15	5,873	55,469	61,342

Table 4: Initial Applications Received and Initial Licenses Issued

MQA upholds Florida’s public health legacy by pursuing superior services and easing the regulatory burden for health care practitioners, so they can get to work quickly. This is accomplished through performance improvement initiatives to increase efficiency and accuracy. MQA received over 100,000 applications, all of which are carefully examined to ensure that every practitioner in the state meets minimum requirements for safe practice.

Profession	Apps Received	Re-Exam Apps	Licenses Issued
Acupuncturist	173	0	162
Anesthesiologist Assistant	51	0	54
Approved Massage School	12	0	11
Athletic Trainer	359	0	347
Audiology - Audiologist Assistant	26	0	19
Audiology - Audiologist	102	0	80
Audiology - Provisional Audiologist	26	0	17
Certified Master Social Worker	0	0	2
Chiropractic - Certified Chiropractic Physician’s Assistant	34	0	36
Chiropractic - Chiropractic Faculty Certificate	5	0	5
Chiropractic - Chiropractic Physician	400	36	330
Chiropractic - Registered Chiropractic Assistant	1,376	0	1,147
Clinical Laboratory - Clinical Laboratory Personnel	1,080	0	970
Clinical Laboratory - Clinical Laboratory Trainee	482	0	470
Clinical Laboratory - Clinical Laboratory Training Program	3	0	3
Clinical Social Work - Clinical Social Worker	1,076	0	839
Clinical Social Work - Clinical Social Worker Intern	1,101	0	935
Clinical Social Work - Provisional Clinical Social Worker	35	0	36
Dental - Dental Expert Witness Certificate	28	0	28
Dental - Dental Hygienist	782	100	716
Dental - Dental Laboratory	55	0	60
Dental - Dental Radiographer	708	0	642
Dental - Dental Residency Permit	138	0	143

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

Profession	Apps Received	Re-Exam Apps	Licenses Issued
Dental - Dental Teaching Permits	17	0	18
Dental - Dental Temporary Certificate	12	0	12
Dental - Dentist	679	13	651
Dental - Health Access Dental	7	0	6
Dietetics & Nutrition - Dietitian/Nutritionist	415	14	379
Electrologist	102	32	130
Electrolysis Facility	53	0	49
EMS - Emergency Insect Sting Treatment	36	0	23
EMS - Emergency Medical Technician	4,937	1,414	3,254
EMS - Paramedic	1,897	825	1,553
Hearing Aid - Hearing Aid Specialist	171	66	78
Hearing Aid - Hearing Aid Specialist Trainee (AST)	123	0	118
Marriage & Family Therapy - Marriage and Family Therapist	223	0	138
Marriage & Family Therapy - Provisional Marriage and Family Therapist	15	0	15
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	238	0	189
Massage Apprentice	31	0	19
Massage Establishment	1,589	0	1,239
Massage Therapist	3,318	0	2,458
Medical Physics - Diagnostic Radiological Physicist	4	0	6
Medical Physics - Medical Health Physicist	1	0	0
Medical Physics - Medical Nuclear Radio Physicist	0	0	1
Medical Physics - Medical Physicist in Training	31	0	31
Medical Physics - Therapeutic Radiological Physicist	40	0	40
Medicine - House Physician	45	0	24
Medicine - Limited License Medical Doctor	30	0	14
Medicine - Medical Doctor	4,317	0	4,117
Medicine - Medical Doctor Area Critical Need	140	0	102
Medicine - Medical Doctor Expert Witness	886	0	873
Medicine - Medical Doctor Medical Faculty Certificate	11	0	17
Medicine - Office Surgery Registration	71	0	58
Medicine - Physician Assistant	590	0	775
Medicine - Resident Registration	1,457	0	1,445
Mental Health Counseling - Mental Health Counselor	1,109	0	826
Mental Health Counseling - Provisional Mental Health Counselor	94	0	92
Mental Health Counseling - Registered Mental Health Counselor Intern	1,410	0	1,253
Midwife	25	0	19
Nursing - Advanced Registered Nurse Practitioner(ARNP)	2,625	0	2,514
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	4	0	4
Nursing - Approved CNA Program	33	0	28
Nursing - Approved Nursing Program LPN	13	0	6
Nursing - Approved Nursing Program RN	28	0	15
Nursing - Certified Nursing Assistant (CNA)	43,369	6,521	17,403
Nursing - Clinical Nurse Specialists (CNS)	21	0	0
Nursing - Licensed Practical Nurse	6,646	1,188	5,231
Nursing - Registered Nurse(RN)	30,134	4,946	24,252
Nursing Home - Nursing Home Administrator	161	0	77
Occupational Therapy - Occupational Therapist	712	0	709
Occupational Therapy - Occupational Therapy Assistant	837	0	757
Opticianry - Apprentice Optician	293	0	239

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

Profession	Apps Received	Re-Exam Apps	Licenses Issued
Opticianry - Optical Establishment Permit	86	0	88
Opticianry - Optician	200	7	131
Optometry - Optometric Faculty Certificate	6	0	6
Optometry - Optometrist	168	3	142
Orthotics & Prosthetics - Orthotic Fitter	7	0	6
Orthotics & Prosthetics - Orthotic Fitter Assistant	8	0	7
Orthotics & Prosthetics - Orthotist	16	0	14
Orthotics & Prosthetics - Pedorthist	0	0	8
Orthotics & Prosthetics - Prosthetic Residents	14	0	10
Orthotics & Prosthetics - Prosthetist	7	0	5
Orthotics & Prosthetics - Prosthetist-Orthotist	15	0	15
Orthotics & Prosthetics - Residents	12	0	11
Osteopathic - Osteopathic Limited License	2	0	2
Osteopathic - Osteopathic Physician	703	0	601
Osteopathic - Osteopathic Physician Expert Witness	14	0	13
Osteopathic - Osteopathic Training Registration	476	0	464
Pain Management Clinic	41	0	47
Pharmacy - Consultant Pharmacist	202	0	208
Pharmacy - Nonresident Sterile Compounding Pharmacy	206	0	126
Pharmacy - Nuclear Pharmacist	10	0	9
Pharmacy - Pharmacist	3,551	0	1,545
Pharmacy - Pharmacist Intern	1,749	0	1,616
Pharmacy - Pharmacy	991	0	901
Pharmacy - Pharmacy Technicians	6,736	0	6,186
Pharmacy - Resident Sterile Compounding Pharmacy Count	23	0	23
Physical Therapy - Physical Therapist Assistant	985	492	818
Physical Therapy - Physical Therapist	1,289	324	1,077
Podiatry - Certified Podiatric X-Ray Assistant	132	0	127
Podiatry - Podiatric Physician	96	0	62
Podiatry - Podiatric Residents	49	0	38
Psychology - Limited License Psychologist	2	0	1
Psychology - Provisional Psychologist	13	0	10
Psychology - Psychologist	297	128	259
Radiologic Technology - Radiologic Technologist	1,917	153	1,870
Radiologic Technology - Radiologist Assistant	2	0	2
Respiratory Therapy - Certified Respiratory Therapist	207	0	187
Respiratory Therapy - Registered Respiratory Therapist	900	0	839
School Psychologist	45	0	43
Speech-Language Pathology - Provisional Speech-Language Pathologist	485	0	431
Speech-Language Pathology - Speech-Language Pathologist	851	0	789
Speech-Language Pathology - Speech-Language Pathology Assistant	278	0	166
Total	139,843	16,262	97,212

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 5: Upgrade Applications Received and Upgrade Licenses Issued

After an initial license is issued, a health care practitioner or facility may choose to upgrade a license to reflect greater qualifications. For example, a hearing aid specialist trainee (AST) may upgrade to become a hearing aid specialist after completing additional education. During the 2014-2015 fiscal year, MQA assisted 838 applicants with upgrading health care practitioner and facility licenses.

Profession	Upgrade Apps	Re-Exam Upgrades	Upgrades Issued	Change of Location
Clinical Laboratory - Clinical Laboratory Personnel	393	0	380	0
Electrolysis Facility	0	0	0	23
Hearing Aid - Hearing Aid Specialist Trainee (AST)	112	0	85	0
Massage Establishment	0	0	0	430
Massage Therapist	20	0	9	0
Medicine - Office Surgery Registration	2	0	0	0
Medicine - Physician Assistant	238	0	238	0
Nursing - Registered Nurse(ARNP)	4	0	1	0
Opticianry - Optician	33	0	32	0
Pharmacy - Pharmacy	0	0	0	363
Pharmacy - Pharmacy Technicians	0	0	1	0
Pharmacy - Resident Sterile Compounding Pharmacy Count	0	0	0	6
Radiologic Technology - Radiologic Technologist	155	153	92	0
Total	957	153	838	822

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 6: Online Renewals

MQA licenses more than 1.15 million health care practitioners and health care facilities and, on average, renews over 400,000 licenses per year. Most health care licensed health care providers and facilities are required to renew their license every two years in order to maintain the right to practice, while some professions require annual licensure renewal. To facilitate an efficient and effective renewal process, MQA encourages licensed health care providers to renew their license online. This fiscal year, more than 90 percent of licensed health care providers utilized the online renewal system.

Client Name	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Acupuncturist	28	0	31	90.32%
Anesthesiologist Assistant	0	67	173	38.73%
Athletic Trainer	122	1436	1602	97.25%
Audiology - Audiologist Assistant	1	0	1	100.00%
Audiology - Audiologist	6	0	9	66.67%
Certified Master Social Worker	0	3	3	100.00%
Chiropractic - Certified Chiropractic Physician's Assistant	5	0	7	71.43%
Chiropractic - Chiropractic Faculty Certificate	0	0	2	0.00%
Chiropractic - Chiropractic Physician	52	0	59	88.14%
Clinical Laboratory - Clinical Laboratory Personnel	220	9366	10087	95.03%
Clinical Laboratory - Clinical Laboratory Training Program	0	0	43	0.00%
Clinical Social Work - Clinical Social Worker	210	7911	8510	95.43%
Clinical Social Work - Clinical Social Worker Intern	311	2254	2634	97.38%
Dental - Dental Hygienist	85	0	100	85.00%
Dental - Dental Laboratory	18	0	38	47.37%
Dental - Dental Residency Permit	0	0	120	0.00%
Dental - Dentist	51	0	62	82.26%
Dietetics & Nutrition - Dietitian/Nutritionist	68	3440	3642	96.32%
Dietetics & Nutrition - Nutrition Counselors	2	79	89	91.01%
Electrologist	0	0	58	0.00%
Electrolysis Facility	8	0	11	72.73%
EMS - Emergency Insect Sting Treatment	0	0	2	0.00%
EMS - Emergency Medical Technician	2478	21528	28459	84.35%
EMS - Paramedic	1327	17029	27545	66.64%
Hearing Aid - Hearing Aid Specialist	28	755	857	91.37%
Marriage & Family Therapy - Marriage and Family Therapist	42	1629	1755	95.21%
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	86	573	673	97.92%
Massage Establishment	0	1626	2211	73.54%
Massage Therapist	302	5297	5776	96.94%
Medical Physics - Diagnostic Radiological Physicist	0	84	85	98.82%
Medical Physics - Medical Health Physicist	2	33	36	97.22%
Medical Physics - Medical Nuclear Radio Physicist	1	51	52	100.00%
Medical Physics - Medical Physicist in Training	0	0	35	0.00%
Medical Physics - Therapeutic Radiological Physicist	16	292	314	98.09%
Medicine - Limited License Medical Doctor	0	0	1	0.00%
Medicine - Medical Doctor	567	27714	29503	95.86%
Medicine - Medical Doctor Area Critical Need	0	0	3	0.00%
Medicine - Medical Doctor Medical Faculty Certificate	0	0	11	0.00%
Medicine - Physician Assistant	35	0	41	85.37%
Medicine Registration for Resident/House Physician	0	0	1036	0.00%
Mental Health Counseling - Mental Health Counselor	250	8733	9364	95.93%
Mental Health Counseling - Registered Mental Health Counselor Intern	385	2892	3381	96.92%
Midwife	2	0	3	66.67%

Table 6: Online Renewals (continued)

Client Name	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Nursing - Approved CNA Program	0	0	283	0.00%
Nursing - Approved Nursing Program RN	0	0	5	0.00%
Nursing - Certified Nursing Assistant (CNA)	4948	56006	66015	92.33%
Nursing - Licensed Practical Nurse	384	16955	18073	95.94%
Nursing - Registered Nurse(RN)	3384	147554	156658	96.35%
Nursing Home - Nursing Home Administrator	29	1255	1347	95.32%
Occupational Therapy - Occupational Therapist	95	7237	7513	97.59%
Occupational Therapy - Occupational Therapy Assistant	69	3774	3924	97.94%
Opticianry - Optician	122	3240	3597	93.47%
Optometry - Optometric Faculty Certificate	0	0	5	0.00%
Optometry - Optometrist	76	2939	3139	96.05%
Orthotics & Prosthetics - Orthotic Fitter	1	0	1	100.00%
Orthotics & Prosthetics - Orthotic Fitter Assistant	1	0	1	100.00%
Orthotics & Prosthetics - Pedorthist	4	0	4	100.00%
Orthotics & Prosthetics - Prosthetist-Orthotist	3	0	3	100.00%
Osteopathic - Osteopathic Physician	50	0	56	89.29%
Osteopathic - Osteopathic Training Registration	0	0	646	0.00%
Pharmacy - Consultant Pharmacist	91	2471	2648	96.75%
Pharmacy - Nuclear Pharmacist	3	0	4	75.00%
Pharmacy - Pharmacist	79	3127	3289	97.48%
Pharmacy - Pharmacy	136	6475	9412	70.24%
Pharmacy - Pharmacy Technicians	1705	27004	29107	98.63%
Physical Therapy - Physical Therapist Assistant	34	0	42	80.95%
Physical Therapy - Physical Therapist	43	0	52	82.69%
Podiatry - Certified Podiatric X-Ray Assistant	26	0	32	81.25%
Podiatry - Podiatric Physician	8	0	8	100.00%
Psychology - Psychologist	41	0	46	89.13%
Radiologic Technology - Radiologic Technologist	0	9029	12187	74.09%
Radiologic Technology - Radiologist Assistant	0	0	14	0.00%
Respiratory Therapy - Certified Respiratory Therapist	54	2666	2806	96.94%
Respiratory Therapy - Registered Respiratory Therapist	69	7554	7794	97.81%
Respiratory Therapy - Respiratory Care Practitioner Critical Care	1	35	37	97.30%
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	11	11	100.00%
School Psychologist	8	1	9	100.00%
Speech-Language Pathology - Speech-Language Pathologist	47	0	54	87.04%
Speech-Language Pathology - Speech-Language Pathology Assistant	16	0	17	94.12%
Total	18,235	410,125	467,263	91.67%

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 7: Emergency Orders Issued

The Department has a specific unit within the PSU dedicated to reviewing all cases in which a licensed health care provider may pose an immediate danger to the health or safety of the public. Attorneys are tasked with quickly reviewing all incoming cases and drafting an Emergency Suspension or Emergency Restriction order within 15 days if the case qualifies for emergency action. The unit works diligently to review and prioritize cases in a more expedient manner to protect the public. This fiscal year, emergency orders were issued on 236 cases for serious violations posing a danger to patients and the public.

Profession	Emergency Restriction Orders	Emergency Suspension Orders	Total Emergency Actions
Chiropractic - Chiropractic Physician	2	2	4
Dental - Dental Hygienist	2	0	2
EMS - Emergency Medical Technician	2	1	3
EMS - Paramedic	7	1	8
Hearing Aid - Hearing Aid Specialist	0	1	1
Massage - Massage Establishment	2	0	2
Massage - Massage Therapist	9	0	9
Medicine - Medical Doctor	11	4	15
Medicine - Physician Assistant	1	2	3
Mental Health Counseling - Mental Health Counselor	2	0	2
Nursing - Advanced Registered Nurse Practitioner (ARNP)	3	1	4
Nursing - Certified Nursing Assistant (CNA)	26	38	64
Nursing - Licensed Practical Nurse (LPN)	12	11	23
Nursing - Registered Nurse (RN)	59	5	64
Osteopathic - Osteopathic Physician	4	1	5
Osteopathic - Osteopathic Training Registration	1	0	1
Pain Management Clinic	1	0	1
Pharmacy - Consultant Pharmacist	1	1	2
Pharmacy - Pharmacist	4	5	9
Pharmacy - Pharmacist Intern	1	1	2
Pharmacy - Pharmacy	0	1	1
Pharmacy - Pharmacy Technician	3	6	9
Physical Therapy - Physical Therapist Assistant	1	0	1
Radiologic Technology - Radiologic Technologist	1	0	1
Total	155	81	236

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 8: Reports Received, Complaints Received and Investigations Completed

One of MQA's core business functions is ensuring the safety of the citizens and visitors of Florida through the enforcement of the regulatory laws and rules for health care practitioners. MQA investigators follow up on thousands of complaints against licensed health care providers and visit nearly 30,000 locations where health care is being practiced to check for violations. The Department continues to implement the 2014 change in the law governing the practice of massage therapy which required background screening for massage therapists and massage therapy establishment owners. This resulted in a sharp increase in complaints, but approximately 40,000 massage therapists and massage therapy establishment owners have successfully complied with the new requirements.

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Acupuncture - Acupuncturist	0	35	8	0	5	0
Athletic Trainer	0	5	0	1	0	0
Audiology - Audiologist	0	15	2	0	2	0
Certified Master Social Worker	0	1	0	0	0	0
Chiropractic - Certified Chiropractic Physician Assistant	0	4	2	0	1	0
Chiropractic - Chiropractic Physician	14	339	123	3	122	0
Chiropractic - Registered Chiropractic Assistant	1	48	14	0	10	0
Clinical Laboratory - Clinical Laboratory Personnel	1	16	8	0	11	0
Clinical Laboratory - Clinical Laboratory Trainee	0	1	0	0	0	0
Clinical Social Work - Clinical Social Worker	2	53	19	0	19	0
Clinical Social Work - Clinical Social Worker Intern	1	21	8	1	8	0
Dental - Dental Hygienist	0	25	12	1	15	0
Dental - Dental Laboratory	0	11	6	0	5	1,094
Dental - Dental Radiographer	0	8	4	0	5	0
Dental - Dental Residency Permit	1	0	0	0	0	0
Dental - Dental Teaching Permit	0	1	1	0	1	0
Dental - Dentist	167	922	366	11	323	113
Dental - Health Access Dental	0	2	0	0	0	0
Dietetics and Nutrition - Dietician/Nutritionist	1	15	3	0	4	0
Dietetics and Nutrition - Nutrition Counselor	0	10	2	0	2	0
EMS - Emergency Medical Technician	2	99	54	0	35	0
EMS - Paramedic	0	128	71	0	68	0
Electrologist	0	29	12	0	9	0
Electrolysis Facility	0	11	7	1	5	242
Hearing Aid - Hearing Aid Specialist	0	57	17	0	12	0
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	3	1	0	1	0
Marriage and Family Therapy - Marriage and Family Therapist	0	30	12	0	11	0
Marriage and Family Therapy - Marriage and Family Therapy Intern	0	10	5	0	6	0
Massage - Massage Establishment	0	929	172	16	102	10,950
Massage - Massage Therapist	2	10,651	1,173	14	630	0
Massage Apprentice	0	4	0	0	0	0
Medicine - Limited License Medical Doctor	1	2	2	0	2	4
Medicine - Medical Doctor	2,381	3,388	898	66	782	5,298
Medicine - Medical Doctor Area Critical Need	4	67	15	2	12	52
Medicine - Medical Doctor Expert Witness	0	2	1	0	1	0
Medicine - Medical Doctor Medical Faculty Certificate	0	1	0	0	0	0
Medicine - Medical Related Process Entity	0	1	0	0	0	0
Medicine - Office Surgery Registration	1	5	1	1	1	0
Medicine - Physician Assistant	28	103	33	0	35	0
Medicine - Resident Registration	9	19	9	0	8	0
Mental Health Counseling - Mental Health Counselor	2	135	39	4	32	0

Table 8: Reports Received, Complaints Received and Investigations Completed (continued)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Mental Health Counseling - Mental Health Counselor Intern	0	38	11	1	11	0
Mental Health Counseling - Provisional Mental health Counselor	0	1	0	0	0	0
Midwife	3	15	5	0	4	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	70	409	109	3	108	1,198
Nursing - Approved Nursing Program LPN	0	3	0	0	0	0
Nursing - Approved Nursing Program RN	0	7	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	63	2,298	651	3	616	0
Nursing - Clinical Nurse Specialist	0	1	0	0	0	0
Nursing - Licensed Practical Nurse (LPN)	49	1,041	374	3	351	0
Nursing - Registered Nurse (RN)	196	2,303	938	21	868	0
Nursing Home - Nursing Home Administrator	166	33	15	1	10	0
Occupational Therapy - Occupational Therapist	0	25	17	1	15	0
Occupational Therapy - Occupational Therapy Assistant	0	13	8	0	8	0
Opticianry - Apprentice Optician	0	2	2	0	2	0
Opticianry - Optical Establishment Permit	0	31	11	5	7	929
Opticianry - Optician	0	20	5	1	4	0
Optometry - Optometrist	0	44	17	2	14	53
Optometry - Optometry Branch Office	0	2	0	0	0	0
Orthotics and Prosthetics - Orthotic Fitter Assistant	0	1	0	0	0	0
Orthotics and Prosthetics - Orthotic Resident	0	1	0	0	0	0
Orthotics and Prosthetics - Orthotist	0	5	2	0	1	0
Orthotics and Prosthetics - Pedorthist	0	1	0	0	0	0
Orthotics and Prosthetics - Prosthetist	0	1	0	0	0	0
Orthotics and Prosthetics - Prosthetist-Orthotist	0	7	4	1	6	0
Osteopathic - Osteopathic Physician	231	425	127	9	102	825
Osteopathic - Osteopathic Training Registration	2	7	3	0	2	0
Pain Management Clinic	0	59	26	4	11	270
Pharmacy - Consultant Pharmacist	0	20	16	0	14	0
Pharmacy - Nuclear Pharmacist	0	2	2	0	2	0
Pharmacy - Pharmacist	12	384	223	7	201	0
Pharmacy - Pharmacist Intern	0	20	9	1	8	0
Pharmacy - Pharmacy	2	562	289	27	226	6,507
Pharmacy - Pharmacy Technician	0	155	59	1	52	0
Pharmacy - Resident Sterile Compounding Pharmacy	0	36	27	2	26	484
Physical Therapy - Physical Therapist	1	71	31	0	25	0
Physical Therapy - Physical Therapist Assistant	0	56	26	1	20	0
Podiatry - Certified Podiatric X-Ray Assistant	0	3	3	0	3	0
Podiatry - Podiatric Physician	70	72	24	2	23	146
Podiatry - Podiatric Resident	0	1	0	0	0	0
Psychology - Provisional Psychologist	0	1	1	0	1	0
Psychology - Psychologist	1	109	37	1	29	0
Radiologic Technology - Radiologic Technologist	5	91	58	0	55	0
Respiratory Therapy - Certified Respiratory Therapist	0	12	5	1	4	0
Respiratory Therapy - Registered Respiratory Therapist	1	41	21	0	18	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	1	1	0	0	0
School Psychologist	0	10	6	0	6	0

Table 8: Reports Received, Complaints Received and Investigations Completed (continued)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Speech-Language Pathology - Speech-Language Pathologist	0	27	11	0	8	0
Speech-Language Pathology - Speech-Language Pathology Assistant	0	2	0	0	0	0
Total	3,490	25,675	6,274	219	5,146	28,165
Referred Non-Jurisdictional	386	1,273	1	6	0	0
Grand Total	3,876	26,948	6,275	225	5,146	28,165

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Notes:

Legally Sufficient excludes 186 found not legally sufficient following commencement of investigation.

Investigations Completed includes 8 found not legally sufficient upon completion of investigation.

Definitions:

Statutory Report: 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

With the number of Florida’s health care practitioners on the rise, the Department has strengthened and increased its investigative and enforcement efforts to ensure the safety of Florida’s residents and visitors. Through these efforts, MQA is able to provide better and increased evidence for a case. Each board or council has a designated panel to determine if there is probable cause or sufficient evidence to bring formal charges against a licensee. This fiscal year saw over 1,400 cases in which probable cause was found.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints
Acupuncture - Acupuncturist		3	1
Athletic Trainer		1	2
Audiology - Audiologist		1	4
Chiropractic - Certified Chiropractic Physician Assistant		0	2
Chiropractic - Chiropractic Physician		66	35
Chiropractic - Registered Chiropractic Assistant		5	1
Clinical Laboratory - Clinical Laboratory Personnel		6	1
Clinical Laboratory - Clinical Laboratory Training Program		1	0
Clinical Social Work - Clinical Social Worker		9	0
Clinical Social Work - Clinical Social Worker Intern		7	1
Dental - Dental Hygienist		11	6
Dental - Dental Radiographer		0	1
Dental - Dentist		227	27
Dental - Health Access Dental		0	1
Dietetics and Nutrition - Dietician/Nutritionist		2	1
Dietetics and Nutrition - Nutrition Counselor		0	1
EMS - EMT Training Program		0	1
EMS - Emergency Medical Technician		13	14
EMS - Paramedic		25	33
EMS - Paramedic Training Program		1	2
Electrologist		6	2
Electrolysis Facility		4	0
Hearing Aid - Hearing Aid Specialist		7	7
Marriage and Family Therapy - Marriage and Family Therapist		8	0
Marriage and Family Therapy - Marriage and Family Therapy Intern		5	2

Table 9: Probable Cause Actions

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints
Massage - Massage Establishment	28	27	26
Massage - Massage Therapist	131	71	55
Medicine - Medical Doctor	659	183	167
Medicine - Medical Doctor Area Critical Need	6	2	2
Medicine - Physician Assistant	38	11	11
Medicine - Resident Registration	4	0	0
Mental Health Counseling - Mental Health Counselor	25	5	5
Mental Health Counseling - Mental Health Counselor Intern	7	4	2
Midwife	3	1	1
Nursing - Advanced Registered Nurse Practitioner (ARNP)	81	24	22
Nursing - Certified Nursing Assistant (CNA)	306	223	201
Nursing - Licensed Practical Nurse (LPN)	187	131	111
Nursing - Registered Nurse (RN)	403	335	279
Nursing Home - Nursing Home Administrator	10	0	0
Occupational Therapy - Occupational Therapist	5	4	4
Occupational Therapy - Occupational Therapy Assistant	2	3	2
Opticianry - Apprentice Optician	1	0	0
Opticianry - Optical Establishment Permit	4	2	2
Opticianry - Optician	0	2	2
Optometry - Optometrist	10	1	1
Orthotics and Prosthetics - Orthotist	1	0	0
Orthotics and Prosthetics - Pedorthist	1	0	0
Orthotics and Prosthetics - Prosthetist-Orthotist	5	1	1
Osteopathic - Osteopathic Physician	93	28	27
Osteopathic - Osteopathic Training Registration	0	1	1
Pain Management Clinic	17	5	5
Pharmacy - Consultant Pharmacist	9	4	3
Pharmacy - Nuclear Pharmacist	0	1	1
Pharmacy - Pharmacist	161	69	64
Pharmacy - Pharmacist Intern	2	5	2
Pharmacy - Pharmacy	160	67	44
Pharmacy - Pharmacy Technician	30	26	20
Pharmacy - Resident Sterile Compounding Pharmacy	16	3	2
Physical Therapy - Physical Therapist	16	3	3
Physical Therapy - Physical Therapist Assistant	13	7	6
Podiatry - Podiatric Physician	7	5	5
Psychology - Psychologist	19	1	1
Radiologic Technology - Radiologic Technologist	19	21	19
Respiratory Therapy - Certified Respiratory Therapist	2	3	2
Respiratory Therapy - Registered Respiratory Therapist	11	6	3
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	1
School Psychologist	3	0	0
Speech-Language Pathology - Speech-Language Pathologist	4	11	11
Speech-Language Pathology - Speech-Language Pathology Assistant	0	3	3
Total	2,907	1,444	1,247

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 10: Disciplinary Cases

MQA, in conjunction with the boards, works to enforce health care standards through timely discipline of health care professionals and facilities found in violation of the law. A Rapid Process Improvement (RPI) event was held late in 2014 with the Bureau of Enforcement managers and facilitators designed to improve work processes by reducing defects and reworking non-value-added steps. During the RPI event, 55 steps were removed from the regulatory complaint process, resulting in 93.27 percent of investigations against health care practitioners completed within 180 days of receipt. This fiscal year final orders were issued in 1,370 cases against health care practitioners. Some practitioners were determined to need additional training to prevent errors, while others were reprimanded or sanctioned. MQA continues to evaluate its disciplinary processes to increase accurate disciplinary actions and improve the safety of the public.

Profession	Revocation	Voluntary Surrender	Suspension	Probation	Limitation/Obligation	Fine	Reprimand	Citation	Dismissals	Cases Resolved Through Final Order
Acupuncture - Acupuncturist	0	0	2	0	0	0	0	0	1	3
Athletic Trainer	0	1	0	0	0	0	0	0	0	1
Audiology - Audiologist	0	0	0	1	0	1	1	0	0	1
Chiropractic - Certified Chiropractic Physician Assistant	2	0	0	0	0	0	0	0	0	2
Chiropractic - Chiropractic Physician	10	5	7	5	9	18	13	4	8	48
Chiropractic - Registered Chiropractic Assistant	0	1	0	0	0	0	0	0	0	1
Clinical Laboratory - Clinical Laboratory Personnel	0	1	1	0	0	0	0	1	0	2
Clinical Social Work - Clinical Social Worker	1	0	0	0	0	0	0	0	3	1
Clinical Social Work - Clinical Social Worker Intern	0	1	0	0	0	0	0	0	0	1
Dental - Dental Hygienist	0	4	0	0	1	0	0	0	0	5
Dental - Dental Laboratory	0	0	0	1	2	2	0	0	0	2
Dental - Dental Radiographer	0	2	0	0	0	0	0	0	0	2
Dental - Dentist	1	8	3	3	21	23	6	2	25	35
Dental - Health Access Dental	0	0	0	0	0	0	0	0	1	0
Dietetics and Nutrition - Dietician/Nutritionist	1	0	0	0	0	0	0	0	0	1
Dietetics and Nutrition - Nutrition Counselor	0	0	0	0	0	0	0	0	1	0
EMS - Emergency Medical Technician	1	3	1	2	1	4	4	0	5	8
EMS - Paramedic	1	9	6	2	7	11	10	0	14	25
Electrologist	0	1	0	0	2	2	1	0	0	3
Hearing Aid - Hearing Aid Specialist	1	0	1	0	2	2	3	0	1	4
Marriage and Family Therapy - Marriage and Family Therapist	1	0	0	0	0	0	0	0	0	1
Massage - Massage Establishment	4	4	6	0	6	13	5	0	3	19
Massage - Massage Therapist	24	34	3	0	8	19	8	0	30	69
Medicine - Medical Doctor	8	48	20	14	84	97	33	4	38	171
Medicine - Medical Doctor Area Critical Need	1	0	0	0	0	0	0	0	3	1

Table 10: Disciplinary Cases (continued)

Profession	Revocation	Voluntary Surrender	Suspension	Probation	Limitation/Obligation	Fine	Reprimand	Citation	Dismissals	Cases Resolved Through Final Order
Medicine - Physician Assistant	2	1	1	0	4	3	2	4	2	9
Mental Health Counseling - Mental Health Counselor	4	3	0	0	2	2	2	0	3	9
Mental Health Counseling - Mental Health Counselor Intern	3	2	0	0	0	0	0	0	1	5
Midwife	0	1	0	1	2	3	2	0	4	4
Nursing - Advanced Registered Nurse Practitioner (ARNP)	4	3	6	2	4	4	2	0	0	17
Nursing - Certified Nursing Assistant (CNA)	50	27	55	15	14	14	2	0	9	158
Nursing - Licensed Practical Nurse (LPN)	20	34	66	14	20	19	2	0	5	143
Nursing - Registered Nurse (RN)	24	101	170	18	72	36	2	0	30	333
Nursing Home - Nursing Home Administrator	0	0	0	0	0	0	0	0	1	0
Occupational Therapy - Occupational Therapist	2	0	0	0	1	1	1	0	0	3
Occupational Therapy - Occupational Therapy Assistant	0	0	1	0	0	1	0	0	0	1
Opticianry - Optician	1	1	0	0	0	0	0	0	0	2
Optometry - Optometrist	2	0	0	0	0	0	0	0	1	2
Orthotics and Prosthetics - Pedorthist	0	0	0	1	0	1	1	0	0	1
Orthotics and Prosthetics - Prosthetist	0	0	0	0	1	1	1	0	0	1
Orthotics and Prosthetics - Prosthetist-Orthotist	1	0	0	0	0	0	0	0	0	1
Osteopathic - Osteopathic Physician	2	3	2	6	8	9	7	1	2	16
Osteopathic - Osteopathic Training Registration	0	0	0	0	0	0	0	0	1	0
Pain Management Clinic	1	1	0	0	0	0	0	0	2	2
Pharmacy - Consultant Pharmacist	0	2	0	0	3	2	0	0	0	5
Pharmacy - Pharmacist	9	16	4	16	34	44	0	0	6	74
Pharmacy - Pharmacist Intern	2	3	1	0	0	0	0	0	1	6
Pharmacy - Pharmacy Technician	5	32	0	24	13	32	1	0	8	69
Pharmacy - Pharmacy Technician	17	22	6	2	2	2	0	0	6	47
Pharmacy - Resident Sterile Compounding Pharmacy	0	0	0	1	1	1	0	0	1	1
Physical Therapy - Physical Therapist	1	1	1	1	0	1	1	0	1	4

Table 10: Disciplinary Cases (continued)

Profession	Revocation	Voluntary Surrender	Suspension	Probation	Limitation/Obligation	Fine	Reprimand	Citation	Dismissals	Cases Resolved Through Final Order
Physical Therapy - Physical Therapist Assistant	2	1	0	0	4	4	4	0	0	7
Podiatry - Podiatric Physician	1	0	1	1	0	2	1	0	0	4
Psychology - Psychologist	1	0	0	0	1	2	1	0	0	2
Radiologic Technology - Radiologic Technologist	2	3	5	5	4	9	8	0	3	15
Respiratory Therapy - Certified Respiratory Therapist	1	2	2	0	3	5	2	0	0	8
Respiratory Therapy - Registered Respiratory Therapist	1	3	3	1	2	3	3	0	2	9
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	1	0	0	1	0	0	0	1
School Psychologist	0	0	0	0	1	1	0	0	1	1
Speech-Language Pathology - Speech-Language Pathologist	1	0	1	0	1	1	2	0	0	3
Speech-Language Pathology - Speech-Language Pathology Assistant	0	0	0	0	1	1	1	0	0	1
Total	215	384	376	136	341	397	132	16	223	1,370

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 11: Medical Malpractice Claims

Profession	Civil Court Claims Received	Closed Claims Received	NICA Claims Received	Emergency 3-in-5 Initiated	Emergency 3-in-5 Discipline	Closed Claims Discipline	Closed Claims Non-Discipline
Chiropractic - Chiropractic Physician	5	11	0	0	0	0	1
Clinical Social Work - Clinical Social Worker	1	0	0	0	0	0	0
Dental - Dentist	4	159	0	0	0	6	26
Dietetics and Nutrition - Dietician/Nutritionist	1	0	0	0	0	0	0
Massage - Massage Therapist	0	2	0	0	0	0	0
Medicine - Limited License Medical Doctor	0	1	0	0	0	0	0
Medicine - Medical Doctor	188	1,671	74	34	0	5	27
Medicine - Medical Doctor Area Critical Need	1	3	0	0	0	0	0
Medicine - Physician Assistant	2	22	0	0	0	0	0
Medicine - Resident Registration	0	5	1	0	0	0	0
Mental Health Counseling - Mental Health Counselor	1	0	0	0	0	0	0
Midwife	1	3	1	0	0	0	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	11	47	4	0	0	0	1
Nursing - Certified Nursing Assistant (CNA)	0	2	0	0	0	0	0
Nursing - Licensed Practical Nurse (LPN)	7	3	0	0	0	0	0
Nursing - Registered Nurse (RN)	22	6	1	0	0	0	0
Nursing Home - Nursing Home Administrator	158	0	0	0	0	0	0
Optometry - Optometrist	0	1	0	0	0	0	0
Osteopathic - Osteopathic Physician	22	165	6	1	0	0	2
Osteopathic - Osteopathic Training Registration	1	0	0	0	0	0	0
Pharmacy - Pharmacist	3	7	0	0	0	0	0
Pharmacy - Pharmacy	0	1	0	0	0	0	0
Physical Therapy - Physical Therapist	0	2	1	0	0	0	0
Physical Therapy - Physical Therapist Assistant	0	1	0	0	0	0	0
Podiatry - Podiatric Physician	5	66	0	0	0	0	0
Psychology - Psychologist	0	1	0	0	0	0	0
Radiologic Technology - Radiologic Technologist	1	0	0	0	0	0	0
Total	434	2,179	88	35	0	11	57
Referred Non-Jurisdictional	181	9	8	0	0	0	0
Grand Total	615	2,188	96	35	0	11	57

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 12: Hospital Annual Report Claims

There is no data to report.

Table 13: Unlicensed Activity

From educating the public, to conducting complex investigations and issuing cease and desist orders, the Florida Department of Health's Unlicensed Activity (ULA) program is dedicated to protecting the people of Florida, and remaining at the forefront of health care regulation. The ULA program investigates all unlicensed health care activity complaints and has long-standing partnerships with law enforcement and state attorney offices to prosecute individuals practicing without a license. The ULA program currently has 18 dedicated investigators housed in 11 field offices across the state. This fiscal year saw a 72 percent increase in cease and desists issued compared to last year and nearly 90 percent of complaints were referred to law enforcement for further prosecution.

Profession	Complaints Received	Referred for Investigation	Inquiries Completed	Investigations Completed	Cease and Desist Issued	Referrals to Law Enforcement
Acupuncture - Acupuncturist	7	6	0	5	4	4
Anesthesiologist Assistant	1	1	0	1	1	1
Athletic Trainer	1	1	0	2	1	0
Audiology - Audiologist	1	1	0	1	1	0
Chiropractic - Chiropractic Physician	12	13	0	13	3	2
Chiropractic - Registered Chiropractic Assistant	1	1	0	1	0	0
Clinical Laboratory - Clinical Laboratory Personnel	1	1	0	1	0	0
Clinical Social Work - Clinical Social Worker	5	5	0	5	0	0
Clinical Social Work - Clinical Social Worker Intern	4	4	0	4	3	3
Dental - Dental Hygienist	3	2	0	4	0	1
Dental - Dental Laboratory	10	10	1	6	4	2
Dental - Dentist	59	53	1	45	13	15
Dietetics and Nutrition - Dietician/ Nutritionist	24	21	1	16	10	10
Dietetics and Nutrition - Nutrition Counselor	3	2	0	3	1	0
EMS - Emergency Medical Technician	1	1	0	0	0	0
Electrologist	5	4	0	5	1	1
Electrolysis Facility	5	4	0	4	3	3
Hearing Aid - Hearing Aid Specialist	4	4	0	4	1	2
Marriage and Family Therapy - Marriage and Family Therapist	3	3	0	5	2	2
Marriage and Family Therapy - Marriage and Family Therapy Intern	1	2	0	2	2	2
Massage - Approved Massage School	0	0	1	0	0	0
Massage - Massage Establishment	187	173	13	152	77	68
Massage - Massage Therapist	229	216	4	195	102	77
Medicine - Medical Doctor	150	130	7	112	36	42
Medicine - Medical Doctor Area Critical Need	1	1	0	1	1	0
Medicine - Medical Related Process Entity	0	0	1	0	0	0
Medicine - Office Surgery Registration	5	4	0	3	0	0
Medicine - Physician Assistant	1	0	1	0	0	0
Mental Health Counseling - Mental Health Counselor	38	34	0	34	16	14

Table 13: Unlicensed Activity (continued)

Profession	Complaints Received	Referred for Investigation	Inquiries Completed	Investigations Completed	Cease and Desist Issued	Referrals to Law Enforcement
Mental Health Counseling - Mental Health Counselor Intern	2	2	0	2	1	1
Mental Health Counseling - Provisional Mental health Counselor	0	1	0	1	0	0
Midwife	4	3	1	3	0	2
Naturopathic Physician	20	19	0	17	8	10
Nursing - Certified Nursing Assistant (CNA)	15	14	0	15	3	4
Nursing - Licensed Practical Nurse (LPN)	5	4	0	5	1	1
Nursing - Registered Nurse (RN)	41	36	2	38	6	10
Occupational Therapy - Occupational Therapy Assistant	2	2	0	2	1	1
Opticianry - Optical Establishment Permit	86	80	0	80	49	33
Opticianry - Optician	24	18	1	16	7	8
Optometry - Optometrist	4	4	0	2	0	1
Orthotics and Prosthetics - Orthotic Fitter Assistant	1	1	0	0	0	0
Orthotics and Prosthetics - Orthotist	3	2	0	2	0	0
Orthotics and Prosthetics - Prosthetist	4	2	0	2	0	0
Orthotics and Prosthetics - Prosthetist-Orthotist	3	3	0	1	0	0
Osteopathic - Osteopathic Physician	5	5	0	4	0	0
Pain Management Clinic	6	6	0	5	3	0
Pharmacy - Pharmacist	12	9	0	10	3	1
Pharmacy - Pharmacy	16	16	1	18	10	7
Pharmacy - Pharmacy Technician	12	13	0	13	6	4
Physical Therapy - Physical Therapist	11	9	0	4	1	0
Physical Therapy - Physical Therapist Assistant	1	1	0	1	1	1
Podiatry - Podiatric Physician	5	5	0	3	1	0
Psychology - Psychologist	22	22	0	17	6	9
Radiologic Technology - Radiologic Technologist	13	9	0	9	7	7
Respiratory Therapy - Registered Respiratory Therapist	3	3	0	3	0	0
Speech-Language Pathology - Speech-Language Pathologist	1	0	0	0	0	0
Total	1,083	986	35	897	396	349
Referred Non-Jurisdictional	11	4	5	4	2	3
Grand Total	1,094	990	40	901	398	352

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

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
Dental - Dentist	0	0	0	0	0	1	\$0
Osteopathic - Osteopathic Physician	1	0	0	0	0	0	\$0
Total	1	0	0	0	0	1	\$0

Professions not listed have no data to report. For a complete list refer to Table 1 and 2.

Table 15: Revenue, Expenditures and Cash Balances

MQA upholds the Department's vision to make Florida the healthiest state in the nation. In order to do so, MQA must ensure the daily operations are properly financed. MQA is funded by a trust fund which consists of fees and fines collected through the licensing process. The funds are allocated to provide administrative support for the licensing and regulation of health care professionals.

MQA TF Professions	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Act Cash Balance
Acupuncture	\$721,929	\$98,922	\$361,907	\$458,944	\$21,560
Anesthesiologist Assistants	\$19,647	\$128,820	\$37,840	\$110,627	\$(935)
Athletic Trainers	\$73,754	\$293,972	\$111,760	\$255,966	\$51,111
Chiropractic	\$1,886,435	\$572,920	\$1,145,250	\$1,314,105	\$18,870
Clinical Laboratory	\$44,025	\$1,167,856	\$1,090,528	\$121,353	\$531,963
Certified Nursing Assistants	\$(814,471)	\$3,951,067	\$3,905,307	\$(768,711)	\$2,619,683
Certified Social Worker	\$(129,473)	\$753	\$3,906	\$(132,626)	\$(6,859)
CSW,MFT,MHC	\$920,593	\$4,021,961	\$2,770,033	\$2,172,521	\$530,018
Dentistry	\$254,414	\$661,584	\$3,060,331	\$(2,144,333)	\$(811,811)
Dental Hygienist	\$1,063,509	\$139,250	\$601,245	\$601,514	\$226,612
Dental Labs	\$316,483	\$20,710	\$90,321	\$246,872	\$(144,395)
Dietetics & Nutrition	\$124,716	\$496,412	\$179,157	\$441,971	\$(78,121)
Electrolysis	\$(527,535)	\$76,378	\$187,388	\$(638,545)	\$(135,695)
EMS (EMT & PMT)	\$(4,442,867)	\$2,257,254	\$1,659,549	\$(3,845,162)	\$(18,253)
Hearing Aid Specialist	\$(81,637)	\$523,195	\$176,780	\$264,778	\$(82,746)
Massage Therapy	\$(595,212)	\$1,867,533	\$4,783,719	\$(3,511,398)	\$(1,412,947)
Medical Physicists	\$95,828	\$114,090	\$78,356	\$131,562	\$18,330
Medicine	\$9,111,009	\$14,819,484	\$17,294,091	\$6,636,402	\$(1,226,275)
Midwifery	\$(860,708)	\$30,767	\$70,174	\$(900,115)	\$(91,278)
Naturopathy	\$(305,321)	\$1	\$1,264	\$(306,584)	\$(75,511)
Nursing	\$5,264,746	\$18,557,435	\$16,311,070	\$7,511,111	\$10,861,467
Nursing Home Administrator	\$(59,636)	\$591,426	\$245,637	\$286,153	\$32,895
Occupational Therapy	\$223,670	\$984,621	\$707,840	\$500,451	\$356,221
Opticianry	\$380,172	\$549,688	\$479,149	\$450,711	\$(300,549)
Optometry	\$522,207	\$1,092,294	\$512,047	\$1,102,454	\$73,722
Orthotist & Prosthetist	\$223,071	\$80,804	\$252,413	\$51,462	\$(119,424)
Osteopathic Medicine	\$1,924,956	\$759,125	\$1,956,755	\$727,326	\$63,924
Pharmacy	\$145,497	\$6,735,835	\$6,859,095	\$22,237	\$891,093
Physical Therapy	\$901,373	\$527,790	\$1,322,331	\$106,832	\$395,633
Physician Assistant	\$1,402,833	\$266,411	\$1,106,966	\$562,278	\$109,936
Podiatry	\$431,365	\$94,169	\$361,312	\$164,222	\$22,110
Psychology	\$1,665,879	\$245,173	\$866,523	\$1,044,529	\$(94,571)
Radiological Technicians	\$(2,162,881)	\$666,261	\$788,253	\$(2,284,873)	\$(34,619)
Respiratory Therapy	\$359,427	\$1,483,012	\$787,081	\$1,055,358	\$421,195
School Psychology	\$116,196	\$22,086	\$91,397	\$46,885	\$18,012
Speech-Language & Audiology	\$1,261,312	\$367,730	\$785,886	\$843,156	\$256,036
Total	\$19,475,305	\$64,266,789	\$71,042,661	\$12,699,433	\$12,886,402

Table 16: Projected Cash Balances

MQA is committed to ensuring the administrative costs of regulation do not serve as a barrier to licensed health care practitioners practicing their profession in Florida.

Mqa Tf Professions	Projected Ending Cash Balance 2015-2016	Projected Ending Cash Balance 2016-2017	Projected Ending Cash Balance 2017-2018	Projected Ending Cash Balance 2018-2019	Projected Ending Cash Balance 2019-2020	Projected Ending Cash Balance 2020-2021
Acupuncture	\$886,552	\$729,769	\$1,186,237	\$1,021,320	\$1,468,096	\$1,294,744
Anesthiologist Asst	\$134,483	\$259,505	\$284,945	\$409,015	\$433,924	\$557,008
Athletic Trainers	\$223,655	\$440,354	\$418,115	\$631,351	\$605,729	\$815,375
Chiropractic	\$1,739,435	\$892,131	\$1,507,492	\$617,523	\$1,169,064	\$234,848
Clinical Laboratory	\$(107,007)	\$125,233	\$(35,008)	\$165,287	\$(17,831)	\$149,337
Cert Nurs Asst	\$(1,388,464)	\$(1,174,969)	\$(1,362,233)	\$(1,283,419)	\$(1,615,931)	\$(1,676,789)
Cert Social Worker	\$(133,914)	\$(135,783)	\$(136,955)	\$(138,905)	\$(140,116)	\$(142,150)
CSW,MFT,MHC	\$619,273	\$1,952,410	\$589,990	\$1,842,592	\$416,083	\$1,585,165
Dentistry	\$(1,352,211)	\$(3,919,326)	\$(2,787,458)	\$(5,457,278)	\$(4,439,510)	\$(7,215,844)
Dental Hygienist	\$1,314,600	\$1,060,000	\$1,831,020	\$1,564,080	\$2,315,643	\$2,035,904
Dental Labs	\$383,643	\$375,861	\$518,858	\$510,170	\$651,076	\$641,448
Dietetics & Nutrition	\$301,888	\$590,576	\$472,448	\$755,375	\$629,893	\$906,846
Electrolysis	\$(672,044)	\$(842,484)	\$(853,819)	\$(1,032,111)	\$(1,050,890)	\$(1,237,324)
EMS (EMT & PMD)	\$(4,946,559)	\$(4,270,881)	\$(5,248,309)	\$(4,625,292)	\$(5,644,354)	\$(5,075,949)
Hearing Aid Spec	\$121,628	\$424,734	\$299,689	\$596,006	\$464,880	\$754,154
Massage Therapy	\$(3,309,795)	\$(6,187,052)	\$(5,575,190)	\$(8,603,191)	\$(8,129,111)	\$(11,313,444)
Medical Physicists	\$121,905	\$169,654	\$163,918	\$209,607	\$202,554	\$246,105
Medicine	\$2,553,219	\$5,029,984	\$6,204,165	\$8,146,305	\$8,752,948	\$10,140,645
Midwifery	\$(893,288)	\$(943,685)	\$(928,273)	\$(980,963)	\$(968,434)	\$(1,023,501)
Naturopathy	\$(308,154)	\$(309,367)	\$(310,804)	\$(312,055)	\$(313,536)	\$(314,828)
Nursing	\$8,754,617	\$11,230,368	\$13,946,455	\$15,912,580	\$18,134,114	\$19,571,723
Nursing Home Admin	\$126,043	\$409,375	\$277,125	\$549,586	\$407,980	\$669,166
Occupational Therapy	\$268,379	\$622,340	\$434,995	\$767,885	\$565,518	\$876,556
Opticianry	\$(15,262)	\$(644)	\$(421,840)	\$(423,089)	\$(859,323)	\$(877,027)
Optometry	\$704,637	\$1,143,956	\$791,182	\$1,210,139	\$842,238	\$1,240,079
Ortho & Prosth	\$292,339	\$158,863	\$417,734	\$277,445	\$530,273	\$382,919
Osteopathic	\$1,792,807	\$808,220	\$2,073,346	\$1,033,487	\$2,231,564	\$1,134,384
Pharmacy	\$954,625	\$160,589	\$1,690,056	\$670,574	\$1,999,518	\$746,233
Physical Therapy	\$967,853	\$370,145	\$1,355,116	\$721,806	\$1,665,149	\$994,917
Physician Assistant	\$2,480,409	\$1,846,414	\$3,880,116	\$3,217,480	\$5,212,369	\$4,520,029
Podiatry	\$431,212	\$177,878	\$485,130	\$220,742	\$514,472	\$238,620
Psychology	\$1,821,259	\$1,398,015	\$2,242,425	\$1,798,924	\$2,620,604	\$2,156,096
Radiological Tech	\$(2,812,875)	\$(3,238,187)	\$(3,687,630)	\$(4,138,955)	\$(4,614,781)	\$(5,093,082)
Respiratory Therapy	\$557,760	\$1,314,004	\$878,250	\$1,611,045	\$1,154,521	\$1,862,997
School Psychology	\$146,555	\$105,270	\$210,764	\$167,464	\$271,002	\$225,611
Speech-Language	\$1,306,582	\$1,121,044	\$1,645,350	\$1,442,214	\$1,946,074	\$1,724,689
Total	\$13,065,785	\$11,894,315	\$22,457,402	\$19,074,742	\$27,411,470	\$21,735,659

NICA and Unlicensed Activity are excluded from the amounts shown above.

Table 17: Review of the Adequacy of Renewal Fees

MQA collaborates with individual boards in order to reduce fees whenever possible. A renewal fee analysis is performed annually to compare the cost of regulation against the current renewal fees. During the 2014-2015 fiscal year, five fee types within two professions were reduced.

	Profession	FY 15-16 & 16-17 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient Current Renewal Fee (4)
1.	Acupuncture	\$593,834	2,465	\$241	\$500	\$275/\$150	Yes
2.	Anesthesiologist Assistant	\$48,450	225	\$215	\$1,000	\$500	Yes
3.	Athletic Trainers	\$226,844	2,062	\$110	\$200/\$100	\$125/\$50	Yes
4.	Chiropractic	\$3,567,696		\$367			Yes
A.	Chiropractic		6,079		\$500	\$350/\$250	
B.	Chiropractic Physician's Assistant		185		\$250	\$55/\$28	
C.	Chiropractic Assistant		3,466		\$25	\$25	
5.	Clinical Laboratory	\$1,802,292		\$117			Yes
A.	Director		168		\$150	\$130	
B.	Supervisor		4,695		\$150	\$110	
C.	Technologist		8,640		\$150	\$90	
D.	Technician		1,489		\$150	\$50	
E.	Training Program		54		\$300	\$300	
F.	Inactive		381		\$50	\$50	
6.	Certified Nursing Assistant	\$9,301,025	154,512	\$60	\$50	\$50	No
7.	Certified Social Worker	\$3,908	4	\$977	\$250	\$150/\$50	No
8.	CSW,MFT,MHC	\$4,767,535		\$166			Yes
A.	Clinical Social Work		9,067		\$250/\$50	\$125/\$50	
B.	Marriage and Family Therapy		1,862		\$250/\$50	\$125/\$50	
C.	Mental Health Counselor		9,898		\$250/\$50	\$125/\$50	
D.	Interns		7,927		\$100	\$75	
9.	Dentistry	\$7,209,255	13,085	\$551	\$300	\$300	No
10.	Dental Hygienist	\$1,066,712	13,460	\$79	\$300	\$80	Yes
11.	Dental Labs	\$101,431	1,023	\$99	\$300	\$200	Yes
12.	Dietetics & Nutrition	\$437,633	3,889	\$113	\$500	\$95	Yes
13.	Electrolysis	\$506,495	1,571	\$322	\$100	\$100	No
14.	Hearing Aid Specialist	\$425,600	924	\$461	\$600	\$500/\$375	Yes
15.	Massage Therapy	\$9,545,540		\$204			No
A.	Massage Therapist		36,909		\$200/\$250	\$100	
B.	Massage Establishment		9,876		\$150	\$100	
16.	Medical Physicists	\$110,722		\$187			Yes
A.	Medical Physicists		526		\$500	\$150	
B.	Medical Physicist In Training		65		No Cap	\$50	
17.	Medicine	\$36,606,012	66,468	\$551	\$500	\$250/\$121	Yes
18.	Midwifery	\$172,650	179	\$965	\$500	\$500/\$500	No
19.	Naturopathic	\$2,784	0		\$1,000	\$250	N/A
20.	Nursing	\$33,273,951		\$95			Yes
A.	Registered Nurse (RN)		255,645		No Cap	\$70/\$55	
B.	Licensed Practical Nurse		74,350		No Cap	\$70/\$55	
C.	Advanced Registered Nurse Practitioner (ARNP)		21,032		No Cap	\$120/\$75	
D.	Clinical Nurse Specialists (CNS)		149		No Cap	\$145/\$75	
E.	ARNP/CNS		29		No Cap	\$195/\$75	
21.	Nursing Home Administrator	\$668,183	1,573	\$425	No Cap	\$325	Yes

	Profession	FY 15-16 & 16-17 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient Current Renewal Fee (4)
22.	Occupational Therapy	\$1,186,429	12,556	\$94	No Cap	\$55	Yes
23.	Opticianry	\$1,023,416	3,711	\$276	\$350/\$50	\$125/\$50	No
24.	Optometry	\$1,167,826		\$362			Yes
A.	Optometrist		3,204		\$300	\$300	
B.	Optometry Faculty		18		No Cap	\$100	
C.	Branch Office		0		\$100	\$100	
25.	Orthotists & Prosthetics	\$424,994	760	\$559	\$500	\$500	Yes
26.	Osteopathic	\$4,076,672	8,228	\$495	\$500	\$400/\$200	Yes
27.	Pharmacy	\$14,082,744		\$181			Yes
A.	Pharmacists		30,341		\$250	\$200	
B.	Consultant Pharmacist		2,827		\$250	\$100	
C.	Nuclear Pharmacist		205		\$250	\$100	
D.	Pharmacies Permit		9,725		\$250	\$250	
E.	Pharmacy Technicians		34,801		\$50	\$50	
28.	Physical Therapy	\$2,571,439		\$106			Yes
A.	Physical Therapist		15,729		\$200	\$75/\$50	
B.	Physical Therapist Assistant		8,568		\$150	\$75/\$50	
29.	Physician Assistant	\$2,254,436	7,608	\$296	\$500	\$275/\$150	Yes
30.	Podiatry	\$819,222		\$345			Yes
A.	Podiatric Medicine		1,736		\$350	\$350	
B.	Certified Podiatric X-Ray Assistant		638		No Cap	\$75	
31.	Psychology	\$1,429,754		\$285			Yes
A.	Psychologist		5,018		\$500	\$295	
B.	Limited License		5		\$500	\$25	
32.	Respiratory Therapy	\$1,461,762	11,109	\$132	\$200/\$50	\$120/\$50	Yes
33.	School Psychology	\$131,605	754	\$175	\$500	\$190/\$150	Yes
34.	Speech-Lang, Pathology & Audiology	\$1,266,486		\$115			Yes
A.	Pathologist & Audiologist		10,130		\$500/\$100	\$75	
B.	Pathologist & Audiologist Assistant		891		No Cap	\$50	
	Total Fund (4)	\$142,335,335	882,494	\$161			

Notes:

1. 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.
2. Cost to regulate is computed by adding FY 15-16 and FY 16-17 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2015.
3. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.
4. If there is a projected positive cash balance at June 30, 2021, then the current renewal fee is deemed to be sufficient.

