



It's a New Day in Public Health



MEDICAL QUALITY ASSURANCE
**QUARTERLY
PERFORMANCE
REPORT**

As required by 456.025(9) Florida Statutes

CLICK ARROW FOR NEXT PAGE

CLICK TOPIC BELOW FOR DATA



HOME

MESSAGE & SUMMARY
ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES
FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA
GLOSSARY

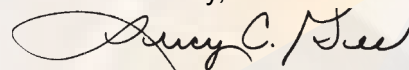
CONTACT US



DIRECTOR'S MESSAGE

The Division of Medical Quality Assurance (MQA) continually pursues excellence and produces superior services to meet the Department of Health's mission to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts. We pride ourselves on a customer-centric focus, working to expedite licenses and inspections so Floridians can get to work. This quarter, MQA expanded its online application capability to 79% of professions to further our operational goal of providing an efficient licensure process that meets statutory requirements. In an effort to increase communication, we also launched updated, interactive websites for six new professions. Through initiatives like these, MQA strives to become the leader in health care quality regulation and make Florida the healthiest state in the nation.

Sincerely,



Lucy C. Gee, M.S.
MQA Division Director

EXECUTIVE SUMMARY

The mission of the Florida Department of Health (DOH) is to protect and promote the health of all residents and visitors in the state through organized state and community efforts, including cooperative agreements with counties. MQA protects the public through licensure of health care practitioners who meet statutory standards, enforcement of laws and rules governing health care practitioners, and providing information to assist the public in making informed health care decisions. The Quarterly Performance Report, required by Section 456.025(9), *F.S.*, includes information on revenues and expenditures, performance measures, and recommendations to each board. Additionally, Section 456.065(3), *F.S.*, requires the inclusion of all financial and statistical data resulting from unlicensed activity enforcement. The Quarterly Performance Report for the second quarter of fiscal year 2013-2014 focuses on MQA's accomplishments, our outstanding employees and the partnerships that allow us to achieve our mission.

ACCOMPLISHMENTS

SHARING KNOWLEDGE

Leanne Polhill, Chair of the Board of Hearing Aid Specialists, was invited by the Japanese Hearing Association to present to 140 hearing aid professionals in two separate events about the unique role of women in the profession. Ms. Polhill presented in Osaka from October 31-November 3 and in Tokyo from November 4-7, 2013. MQA and the Board of Hearing Aid Specialists are proud to be given this opportunity to share best practices with practitioners around the globe.

IMPROVING COMMUNICATION

MQA launched updated, interactive websites for the Boards of Optometry, Massage Therapy, Physical Therapy, Occupational Therapy, Hearing Aid Specialists and Athletic Training to improve communication, enhance transparency and increase accessibility to web services. The websites were redesigned to provide better customer service and encourage public feedback. All of these websites can be accessed at <http://www.flhealthsource.com>.

INFORMING THE PUBLIC

Nabil El Sanadi, M.D., Board of Medicine member, was interviewed on WSVN News on October 24, 2013 to deliver an important public health warning about the threat of shigellosis in Broward County. Dr. El Sanadi described what individuals should do if they suspect infection and also provided action steps to prevent the further spread of the disease. Dr. El Sanadi's interview is an example of how DOH strives to accomplish its mission of protecting the health of all people in Florida.

PREPARING FUTURE PRACTITIONERS

On October 2, 2013 Susan Gillespy delivered a one-hour guest lecture to ethics and legal issues counseling students at the University of North Florida. Ms. Gillespy's lecture provided an in-depth look into the ramifications of practitioner complacency and carelessness, including real world disciplinary cases resulting from substance abuse, sexual misconduct, fraudulent insurance claims and records violations. The students were also exposed to a number of MQA online investigative tools to help guide future research and counseling practices. Ms. Gillespy is a licensed marriage and family therapist currently serving on the Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling.

PURSuing INVESTIGATIONS

The Division of Medical Quality Assurance, Bureau of Enforcement, Investigative Services Unit (ISU) has significantly increased case processing productivity. For the second consecutive month, ISU is reporting the following compliance rates for investigating cases in an expeditious manner: 90% in priority one cases; 97% in priority two and three cases; and 99.6% in priority four cases. MQA works diligently to protect the public from health threats through timely discipline, education and remediation of health care professionals found in violation of the law.

STREAMLINING PROCESSES

MQA recently expanded its online application capability to include the following professions: pharmacist intern, consultant pharmacist, nuclear pharmacist, pharmacy technician in training, dentist, dental hygienist, dental radiographer, dental laboratory, dental teaching permits, dental residency permits, health access dental, dental temporary certificate, athletic trainer, dietetics and nutrition, electrologist, electrolysis facility, acupuncturist, midwifery, and emergency insect sting treatment. The online application process furthers the operational goal to decrease the average number of days to issue an initial license for a qualified applicant from 1.45 days to one day.

EDUCATING APPLICANTS

Daisy King, Program Operations Administrator and Gail Curry, Regulatory Supervisor in the MQA Florida Certification Office, presented on the EMT/Paramedic licensure process to an audience of Emergency Medical Services (EMS) educators at the EMS Advisory Council Meeting held October 16-18, 2013 in Stuart, Florida. With the objective of helping EMT/Paramedic applicants to become licensed more quickly, Ms. King and Ms. Curry drew upon their extensive institutional knowledge to share strategies for expediting the licensure process. EMT/Paramedic applicants often depend on educators to provide reliable, up-to-date information; therefore, educators can be a critical component in the licensure process to get EMT/Paramedics to work. DOH continually works to achieve quality outcomes through learning and process improvement and is pleased to be able to assist even more educators by repeating this training throughout the state.



HOME

MESSAGE & SUMMARY

ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES

FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA

GLOSSARY

CONTACT US



HOME

MESSAGE & SUMMARY

ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES

FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA

GLOSSARY

CONTACT US





RECOGNITION

Strategic Planning Services

Allyson Adolphson, Jake Buck, Abby Dunn, Lisa Eaton, Nicole Jones, Erica Milam and Peggy Taff, Project Managers in the Strategic Planning Services Unit, recently earned their Six Sigma Green Belt Certification, an internationally recognized performance improvement methodology widely practiced in private corporations and government agencies. The certification process included classroom training, group work and the completion of a continuous improvement project. This training will result in more efficient and standardized quality improvement efforts across the entire division.

Strategic Planning Services Data Team

The Strategic Planning Services (SPS) Data Team received the following compliment regarding their timeliness and attention to detail when fulfilling requests for information. "Your dedication to public records is different than a lot of other departments, and is quite refreshing! I've made a number of public records requests in my day, and I often experience foot dragging, recalcitrance, and a begrudging insistence to do only the legally required minimum. My experience with your department has been nothing but helpfulness." The SPS Data Team has reported 98% or higher on customer satisfaction surveys during the past three years. MQA is committed to upholding the values of accountability and responsiveness when serving our customers and stakeholders.

Thomas P. (Pat) Gabriele

Regulatory Specialist II in the Board of Occupational Therapy, was commended for going above and beyond to assist applicants through the licensure process. One applicant wrote, "Pat Gabriele was very prompt and helpful in the entire process of my application. I was impressed with the efficiency and speed at which the license was processed once I met the licensure requirements and filled out the application. He was also extremely helpful on the phone when I had questions and his response was very prompt. I was initially anxious about the entire process since it has been many years since I practiced but Mr. Gabriele made the process easy and stress-free for me. Keep up the great work!" Employees like Mr. Gabriele exemplify how MQA achieves our mission by providing exceptional customer service.

Jessie Colin, PhD, RN, FAAN, FRE

Board of Nursing Education Committee Chair, was re-appointed to the National Council of State Boards of Nursing's Institute of Regulatory Excellence (IRE) Committee. The IRE Committee is charged with selecting IRE fellows and mentors, and developing strategies to continue engagement of inducted IRE fellows. As a current IRE fellow, Dr. Colin will bring a wealth of knowledge and experience to the committee in their search to improve the rigor and quality of IRE projects. These projects will contribute to the science of nursing regulation, as well as increase the knowledge, skills and abilities of IRE fellows.

The Board of Physical Therapy

The Board of Physical Therapy was recognized in a customer satisfaction survey of initial physical therapist and physical therapist assistant license applicants. One applicant commented, "I was highly satisfied with the process. People told me it would take eight weeks and I was able to complete the process and get my license in less than 30 days. Thank you for all your efforts in making this a smooth process. I feel welcomed to practice in Florida." MQA takes pride in making Florida a desirable place to work for all health care professionals by getting people to work quickly.

Rose Burney

Regulatory Specialist II, Board of Speech-Language Pathology and Audiology, received numerous glowing remarks on a recent customer satisfaction survey, including the following: "Rose Burney helped me through the entire application process. She was extremely patient, understanding, caring and sweet! I cannot thank her enough for helping me through this very long process, but thanks to her I received my licensure literally the day after my college sent my transcripts. Please tell her what an amazing help she was. I'm sure I'm not the only one who benefitted so much from her overwhelming kindness. She should be rewarded by the board for being such an outstanding worker! Thank you, Rose!" Ms. Burney's dedication to stellar customer service illustrates MQA's dedication to expeditiously licensing qualified applicants.

Carmelette "Carmen" Gilley

Regulatory Specialist II in the Board of Medicine, 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.

Anthony Jusevitch

Executive Director, received national recognition at the Federation of State Massage Therapy Boards (FSMTB) Annual Meeting in Baltimore, Maryland held October 10-12, 2013. Mr. Jusevitch was recognized for his service to the Massage Therapy Licensure Database Task Force that is charged with creating a central clearinghouse for all member boards to review licensed or certified massage therapists, education and history of disciplinary action. Mr. Jusevitch was elected to the FSMTB Board of Directors for a three year term. At that same meeting, Paula Mask, Program Operations Administrator, was also praised for her service to the Licensure Renewal Committee responsible for establishing compatible continuing education requirements and cooperative procedures for the regulation of massage professionals.

Vickie Boyd

Regulatory Supervisor/Consultant in the Board of Nursing, received these sincere words of thanks after going above and beyond to help an applicant. "Thank you, Ms. Boyd! I cannot express how much and what this means to me. It's people like you that make others continue and pursue even further the career of nursing. That is why I love the Department of Health Board of Nursing. Thank you infinitely." Licensure was especially important to this applicant who was experiencing financial problems and facing eviction. Understanding this urgency, Ms. Boyd advocated for the applicant by requesting expedited licensure verification from the Georgia Board of Nursing and emailing the applicant her new Florida license number within 30 minutes of receiving verification.

The Board of Nursing

The Board of Nursing received the following compliment from an especially thrilled Registered Nurse applicant relocating from North Carolina to Florida. This applicant's enthusiasm demonstrates how MQA impacts lives every day through customer-focused business practices. "THANK YOU! I just got my license! I AM JUMPING UP AND DOWN I'M SO EXCITED! I graduated nursing school and passed North Carolina boards in 1997 and I am feeling that same Florence Nightingale excitement! I am SO proud to be an RN in my new home state of Florida! Thanks to everyone at the Board of Nursing for all the time and efforts to make this possible for everyone in the profession. I promise to continue to uphold my standards to be the best RN I can be! Once again... THANK YOU!"

Latoya Finch

Regulatory Specialist I in the Board of Massage Therapy, was commended for modeling DOH's value of responsiveness: Achieving our mission by serving our customers and engaging our partners. Ms. Jessica Cochran contacted DOH to express her gratitude for Latoya's positive and helpful attitude. She said, "I spoke with Latoya a week ago in regards to a licensing issue at our facility and Latoya was compassionate, knowledgeable and extremely helpful. She listened patiently, she answered all of my questions and she gave very precise instructions on how we should proceed. It is because of her help that we were able to resolve our issue so quickly. Too often we hear horror stories and complaints about customer service and I feel it is equally important to give attention to those who set an exemplary example. Rest assured that Latoya Finch displays the highest level of professionalism and kindness when interacting with your customers and your organization is fortunate to have someone of her high caliber."



HOME

MESSAGE & SUMMARY

ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES

FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA

GLOSSARY

CONTACT US



HOME

MESSAGE & SUMMARY

ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES

FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA

GLOSSARY

CONTACT US





PARTNERSHIPS

Stopping Unlicensed Medical Practice

The St. Petersburg Unlicensed Activity Unit, working in cooperation with the Sarasota Police Department, arrested Leonard Rubinstein for one count of the Practice of Medicine without a license or when License is Suspended or Revoked, which is a third degree felony and punishable by up to five years in prison. Rubenstein was also issued a formal Cease and Desist Order for the Unlicensed Practice of Medicine and a Uniform Unlicensed Activity Citation. Rubinstein's license had been revoked by the Florida Board of Medicine on April 11, 2013. The joint operation was conducted after information was received alleging Rubinstein was practicing a health care profession without being licensed by DOH. The information stated Rubinstein was performing surgeries after examining patients in an office in Sarasota. On December 9, 2013, Rubinstein was arrested and booked in the county jail with a \$50,000 bond.

Protecting Health Care Consumers

In a joint investigation with the Metropolitan Bureau of Investigation (MBI), the Orlando Unlicensed Activity Unit arrested Ugarizza Fuentes for two counts of the practice of medicine without a license, which is a third degree felony and punishable by up to five years in prison. DOH issued Fuentes a formal Cease and Desist order for the Unlicensed Practice of Medicine and a Uniform Unlicensed Activity Citation for the amount of \$4427.00. The joint operation was conducted after information was received by DOH alleging Ugarizza Fuentes was practicing a health care profession without being licensed by DOH. The information stated Fuentes was performing liposuction surgeries after examining patients in an office located in Kissimmee. Fuentes was arrested and booked in the Osceola County jail on two charges of practicing medicine without a license, a third degree felony with \$100,000 and \$25,000 bonds, respectively.

BALANCED SCORECARD MEASURES

MEASURE:

AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION

Definition: This measure is calculated from the receipt of an application until the application is deemed to be complete or deficient of information and/or documentation. Receipt of an application includes the time to analyze the application for all required information and documentation. Once an application is deemed complete, this measure calculates the time to approve or deny the applicant for licensure. It is important to analyze applications thoroughly and efficiently. The sooner an application is analyzed and the applicant submits all required information, the sooner the applicant can become licensed and begin employment.

Initiative: MQA is in the process of making all applications for a health care professional license available online. Currently, 60% of professions are online. It is projected that development and deployment of online applications for initial licensure for all professions will be completed by September 30, 2015.



Target: 27 days or less

Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart



HOME

MESSAGE & SUMMARY

ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES

FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA

GLOSSARY

CONTACT US



HOME

MESSAGE & SUMMARY

ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES

FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA

GLOSSARY

CONTACT US



BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF PAIN MANAGEMENT CLINICS THAT PASS THEIR ANNUAL INSPECTION THE FIRST TIME WITH NO DEFICIENCIES

Definition: This measure is calculated using the inspection end date and the number of visits. The number of pain management clinics that passed their annual inspection the first time with no deficiencies is divided by the number of pain management clinics inspected during the specified timeframe. It is important to make sure pain management clinics are in compliance with Florida Statutes and do not pose a threat to the health, safety and welfare of the public.

Initiative: The Bureau of Enforcement employs professional investigators and registered nurses to inspect pain management clinics once per year. The Bureau's purpose for conducting inspections is to educate practitioners/owners and verify compliance with the laws and rules governing their practice. Using registered nurses with experience in patient record review allows practitioners to discuss the requirements for patient records in medical terms. These practices ensure pain management clinics will pass future inspections at the first inspection.



Target: 60% or higher

Data source: MQA Customer Oriented Medical Practitioner Administration System (COMPAS) DataMart

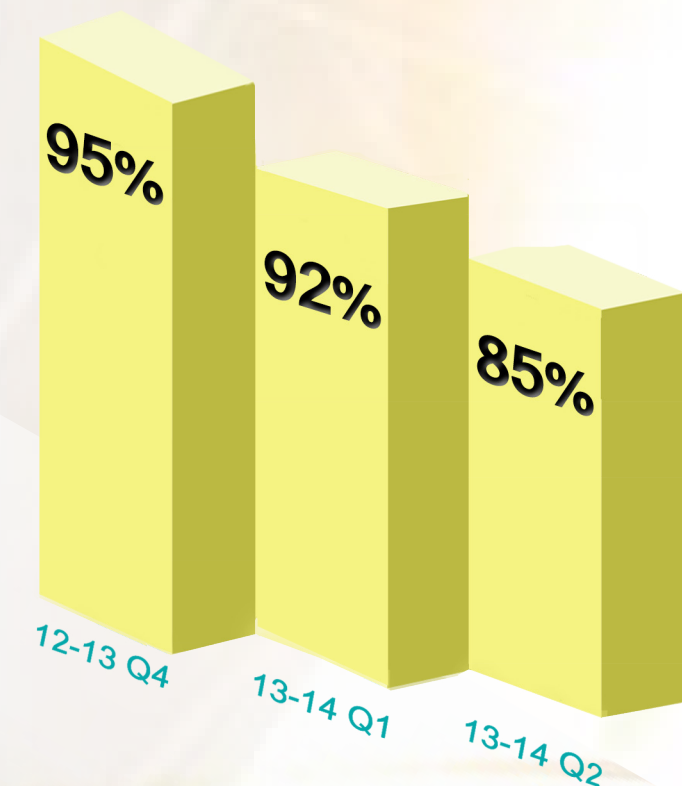
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF PUBLIC RECORD REQUESTS COMPLETED WITHIN 5 DAYS FROM RECEIPT OF REQUEST

Definition: This measure is calculated from the number of calendar days between receipt of a public records request and fulfillment of the request. The number of public records completed within 5 days is divided by the number of public records completed during the specified timeframe. Responding to public records requests quickly and efficiently ensures transparency in government operations. Providing our customers with exceptional customer service is MQA's highest priority. The quicker a public records request is fulfilled, the quicker MQA's customers can begin to utilize the requested information.

Initiative: To ensure transparency and expediency in handling public records requests, MQA identified and implemented several process improvements, including establishing a public records liaison in each board office and unit to facilitate fulfilling requests. MQA is developing a database that will allow the public to request records and track the status of their request online.



Target: 85% or higher

Data source: MQA Public Records Database

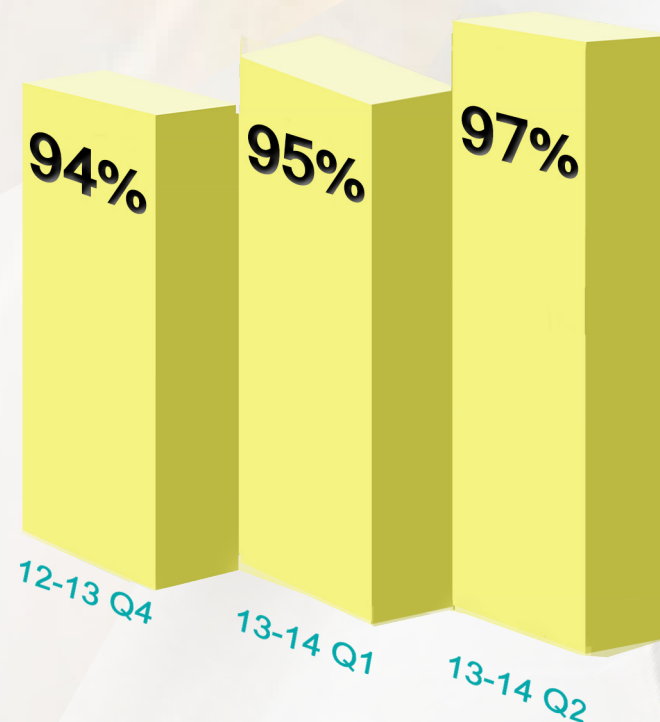
BALANCED SCORECARD MEASURES

MEASURE:

PERCENTAGE OF EXTERNAL CUSTOMERS SATISFIED WITH MQA SERVICES

Definition: This measure is calculated from feedback surveys. Customers complete and submit online surveys that address specific processes, including their overall satisfaction. The percentage of satisfaction is calculated using the total number of survey respondents who were satisfied versus the total number who responded. Providing our customers with exceptional customer service is MQA's highest priority. It is important to receive customers' feedback to continue to improve our services to meet the needs of health care professionals, applicants and consumers.

Initiative: MQA is redesigning its web pages to make information easier to locate and more accessible to our customers. This initiative is expected to increase our customers' satisfaction with MQA services.



Target: 95% or higher

Data source: Virginia Tech Survey Software

FINANCIAL DATA

MQA TRUST FUND: LICENSED

BEGINNING CASH BALANCE (07/01/2013)	\$20,170,993
TOTAL REVENUES	\$36,419,813
TOTAL EXPENDITURES	\$35,841,054
ENDING CASH BALANCE (12/31/2013)	\$20,749,752

MQA TRUST FUND: UNLICENSED

BEGINNING CASH BALANCE (12/31/2013)	\$10,162,298
TOTAL REVENUES	\$1,229,627
TOTAL EXPENDITURES	\$470,728
ENDING CASH BALANCE (12/31/2013)	\$10,921,127

TOTALS*

BEGINNING CASH BALANCE (12/31/2013)	\$30,333,291
TOTAL REVENUES	\$37,649,440
TOTAL EXPENDITURES	\$36,311,783
ENDING CASH BALANCE (12/31/2013)	\$31,670,948

*Totals are cumulative

LICENSEE DATA

QUARTERLY SUMMARY

APPLICATIONS RECEIVED	24,889
APPLICATIONS PROCESSED	16,345
LICENSES ISSUED	20,391

[Detailed Report by Profession](#)

ENFORCEMENT DATA

QUARTERLY SUMMARY

COMPLAINTS RECEIVED.....	4,918
LEGALLY SUFFICIENT.....	1,407
INVESTIGATIONS COMPLETED.....	1,318
CITATIONS ISSUED.....	19
DISMISSED BY PANEL.....	925
PROBABLE CAUSE FOUND.....	392
PROBABLE CAUSE DISMISSED.....	51
FINAL ORDERS.....	431

EMERGENCY ORDERS ISSUED

EMERGENCY RESTRICTION ORDERS.....	31
EMERGENCY SUSPENSION ORDERS.....	16
TOTAL EMERGENCY ORDERS.....	47

FINES AND COST DATA FOR CURRENT LICENSEES

DOLLAR AMOUNT COLLECTED.....	\$565,730.48
DOLLAR AMOUNT IMPOSED.....	\$854,147.55
PERCENTAGE COLLECTED.....	66%

PENDING WORKLOAD

CONSUMER SERVICES.....	1,995
INVESTIGATIVE SERVICES.....	1,016
PROSECUTION SERVICES.....	4,121

[Detailed Report by Board](#)

UNLICENSED ACTIVITY DATA

QUARTERLY SUMMARY

COMPLAINTS RECEIVED.....	353*
REFERRED FOR INVESTIGATION.....	354*
INVESTIGATIONS COMPLETED.....	137*
CEASE AND DESISTS ISSUED.....	50*
REFERRALS TO LAW ENFORCEMENT.....	78*
ARRESTS.....	2

*Includes referred non-jurisdictional cases

[Detailed Report by Profession](#)

TO REPORT UNLICENSED ACTIVITY CALL
1-877-HALT-ULA
[OR CLICK ON THIS LINK TO VISIT OUR SITE](#)

GLOSSARY

- **Balanced Scorecard:** A way to measure whether the key processes performed by MQA (licensing, enforcing, and providing information) support our vision and our strategic objectives.
- **COMPAS:** Customer Oriented Medical Practitioner Administration System—MQA's licensure and enforcement database
- **Emergency Actions:** An action suspending or restricting the ability to practice taken by the State Surgeon General when a licensed health care practitioner poses an immediate threat to the health, safety and welfare of the public.
- **Emergency Suspension Order (ESO):** An order issued by the Florida Department of Health suspending the license of a practitioner. A practitioner may not practice in the state of Florida while under an emergency suspension order.
- **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.
- **MQA Trust Fund Licensed:** The fees collected from licensees that fund the regulation of licensed health care practitioners.
- **MQA Trust Fund Unlicensed:** A \$5.00 fee collected at initial and renewal licensure that specifically funds the investigation and enforcement of unlicensed activity laws.

CONTACT Us

Your feedback is important to us.

If you have questions or suggestions about this report, please: [Take our Survey](#)

MQA DIVISION DIRECTOR

Lucy C. Gee, M.S.

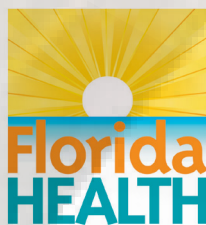
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HOME

MESSAGE & SUMMARY

ACCOMPLISHMENTS

RECOGNITION & PARTNERSHIPS

BALANCED SCORECARD MEASURES

FINANCIAL DATA & LICENSEE DATA

ENFORCEMENT DATA

UNLICENSED ACTIVITY DATA

GLOSSARY

SURVEY/CONTACT



COMPAS DataMart Reporting System
HCPR Balanced Scorecard - M1 Average Number of Days to Issue an Initial License
All HCPR Professions
License Original Issue Date Between FQ 10/1/2013 - 12/31/2013

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Page 1 of 5

Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(501) Chiropractic Physician	111.76	66	8.26	1.58	9.83	66
(502) Registered Chiropractic Assistant	29.84	301	2.85	1.74	4.59	301
(503) Certified Chiropractic Physician's Assistant	77.25	4	9.50	24.00	33.50	4
(506) Chiropractic Faculty Certificate	49.00	1	8.00	2.00	10.00	1
(701) Dental	133.30	57	4.42	0.00	4.42	57
(702) Dental Hygienist	131.05	79	3.30	2.53	5.84	79
(703) Dental Radiographer	23.47	131	3.34	0.00	3.34	131
(704) Dental Laboratory	40.13	16	3.06	0.00	3.06	16
(706) Dental Teaching Permits	0.00	6	0.00	0.00	0.00	6
(707) Dental Residency Permits	0.00	1	0.00	0.00	0.00	1
(708) Dental-Health Access Dental	206.50	2	4.00	0.00	4.00	2
(801) Nursing Home Administrator	275.82	22	4.64	1.55	6.18	22
(802) Nursing Home Administrator Provisional License	0.00	0	0.00	0.00	0.00	0
(1001) Athletic Trainer	25.40	40	2.40	1.65	4.05	40
(1401) Massage Therapist	32.13	753	3.25	2.81	6.07	753
(1402) Massage Establishment	24.50	397	3.63	12.05	15.68	396
(1403) Approved Massage School	0.00	0	0.00	0.00	0.00	0
(1406) Massage Therapy Apprentice	32.00	9	4.89	2.67	7.56	9
(1501) Medical Doctor	117.79	713	11.04	8.07	19.11	713
(1502) Medical Doctor Public Psychiatry Certificate	0.00	0	0.00	0.00	0.00	0
(1503) Medical Doctor Public Health Certificate	0.00	0	0.00	0.00	0.00	0
(1506) Limited License Medical Doctor	38.60	5	3.80	0.00	3.80	5
(1507) Rear Admiral LeRoy Collins, Jr., Temp Cert for Practice in ACN- Med. Doctor	85.43	14	9.00	1.79	10.79	14
(1508) Medical Faculty Certificate	156.00	3	8.33	0.00	8.33	3
(1509) Medical Doctor Visiting Faculty Certificate	0.00	0	0.00	0.00	0.00	0
(1510) Registration for Resident/HSE Physician	20.87	68	2.82	0.00	2.82	68



COMPAS DataMart Reporting System
HCPR Balanced Scorecard - M1 Average Number of Days to Issue an Initial License
All HCPR Professions
License Original Issue Date Between FQ 10/1/2013 - 12/31/2013

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Page 2 of 5

Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(1512) Physician Assistant	67.35	142	8.77	2.80	11.57	142
(1514) Office Surgery Registration	30.35	26	8.96	0.54	9.50	26
(1515) Anesthesiologist Assistants	50.71	14	6.00	0.00	6.00	14
(1516) Pain Management Clinic	26.67	12	5.50	0.00	5.50	12
(1701) Registered Nurse	79.52	4,229	10.14	3.41	13.55	4,222
(1702) Licensed Practical Nurse	101.61	1,272	8.63	4.96	13.59	1,270
(1704) Nursing Education Program- RN	96.22	18	10.50	1.78	12.28	18
(1705) Nursing Education Program- PN	116.00	8	10.38	7.13	17.50	8
(1801) Optometrist	271.89	9	1.67	0.00	1.67	9
(1802) Optometry Branch Office	1.89	185	1.86	0.02	1.88	185
(1805) Optometric Faculty Certificate	0.00	0	0.00	0.00	0.00	0
(1901) Osteopathic Physician	88.21	91	4.24	0.11	4.35	91
(1902) Osteopathic Resident Registration	98.72	36	3.39	0.11	3.50	36
(1903) Osteopathic Limited License	0.00	0	0.00	0.00	0.00	0
(1904) Osteopathic Faculty Certificate	0.00	0	0.00	0.00	0.00	0
(2001) Optician	285.55	22	8.77	7.73	16.50	22
(2002) Apprentice Optician	23.28	53	5.62	4.94	10.57	53
(2003) Optical Establishment Permit	15.75	8	5.00	3.25	8.25	8
(2101) Podiatric Physician	53.00	2	4.00	0.50	4.50	2
(2105) Certified Pod X-Ray Assistant	43.71	7	2.57	3.43	6.00	7
(2106) Podiatric Resident Registration	160.33	3	10.00	3.67	13.67	3
(2201) Pharmacist	195.94	241	5.63	4.11	9.75	240
(2202) Pharmacist Intern	12.87	870	6.11	3.02	9.13	870
(2203) Consultant Pharmacist	26.79	39	3.13	0.13	3.26	39
(2204) Nuclear Pharmacist	0.00	0	0.00	0.00	0.00	0
(2205) Pharmacy	56.47	233	10.72	16.44	27.16	233
(2208) Registered Pharmacy Technician	37.53	1,206	7.13	2.68	9.81	1,206



COMPAS DataMart Reporting System
HCPR Balanced Scorecard - M1 Average Number of Days to Issue an Initial License
All HCPR Professions
License Original Issue Date Between FQ 10/1/2013 - 12/31/2013

Processed: 1/1/2014 12:10:13AM

Page 3 of 5

Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(2209) Pharmacy Technician Training Program	58.08	49	21.00	3.69	24.69	42
(2501) Emergency Medical Technician	152.78	864	4.04	2.23	6.27	861
(2502) Paramedic	114.50	462	4.29	2.26	6.54	462
(2503) Emergency Insect Sting Treatment	261.33	3	1.00	2.67	3.67	3
(2701) Psychologist	210.68	65	5.42	6.48	11.89	65
(2702) Provisional Psychologist	2.67	3	0.00	2.67	2.67	3
(2703) Limited License Psychologist	0.00	0	0.00	0.00	0.00	0
(3001) Speech-Language Pathologist	43.63	152	7.19	4.01	11.20	152
(3002) Audiologist	56.33	15	7.33	4.87	12.20	15
(3003) Speech_Language Pathology Assistant	121.67	42	6.86	7.33	14.19	42
(3004) Audiology Assistant	122.83	6	5.83	9.83	15.67	6
(3005) Provisional Speech-Language Pathologist	74.07	82	6.61	10.04	16.65	82
(3006) Provisional Audiologist	87.00	2	8.50	0.50	9.00	2
(3101) Prosthetist-Orthotist	0.00	0	0.00	0.00	0.00	0
(3102) Prosthetist	0.00	0	0.00	0.00	0.00	0
(3103) Orthotist	0.00	0	0.00	0.00	0.00	0
(3104) Orthotic Fitter	24.00	1	2.00	1.00	3.00	1
(3105) Orthotic Fitter Assistant	73.50	2	4.00	18.50	22.50	2
(3106) Pedorthist	0.00	0	0.00	0.00	0.00	0
(3109) Orthotic Resident	90.00	2	2.00	2.50	4.50	2
(3201) Midwifery	8.00	6	2.50	0.00	2.50	6
(3202) Temp Midwife	0.00	0	0.00	0.00	0.00	0
(3601) Hearing Aid Specialist	10.57	30	1.67	1.10	2.77	30
(3603) Hearing Aid Specialist Trainee	2.66	29	1.66	0.45	2.10	29
(3801) Acupuncturist	45.08	38	4.71	0.03	4.74	38
(4101) School Psychologist	43.73	15	4.67	0.00	4.67	15
(4401) Certified Nursing Assistant	62.41	617	4.94	1.03	5.96	617



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Processed: 1/1/2014 12:10:13AM

Page 4 of 5

Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(5201) Licensed Clinical Social Worker	125.42	131	-4.00	0.38	-3.62	131
(5202) Licensed Marriage and Family Therapist	197.86	35	55.29	2.17	57.46	35
(5203) Licensed Mental Health Counselor	121.88	174	9.48	3.36	12.83	174
(5204) Provisional Clinical Social Worker Licensee	4.25	8	0.63	3.63	4.25	8
(5205) Provisional Marriage and Family Therapist Licensee	11.00	2	7.00	3.50	10.50	2
(5206) Provisional Mental health Counselor Licensee	8.57	14	3.79	3.50	7.29	14
(5207) Registered Clinical Social Worker Intern	52.63	176	3.60	3.57	7.17	176
(5208) Registered Marriage and Family Therapist Intern	47.44	36	11.33	9.61	20.94	36
(5209) Registered Mental Health Counselor Intern	66.65	231	8.67	12.00	20.68	231
(5401) Certified Master Social Worker	0.00	0	0.00	0.00	0.00	0
(5501) Physical Therapist	131.17	237	8.83	6.04	14.87	237
(5502) Physical Therapist Assistant	112.91	206	4.79	2.57	7.36	206
(5601) Occupational Therapist	46.29	98	5.69	7.16	12.86	98
(5602) Occupational Therapy Assistant	85.74	185	5.53	5.18	10.71	185
(5701) Registered Respiratory Therapist	35.63	121	3.73	1.26	4.98	121
(5702) Certified Respiratory Therapist	41.83	47	3.85	2.49	6.34	47
(6001) Diagnostic Radiological Physicist	59.00	2	0.50	2.50	3.00	2
(6002) Therapeutic Radiological Physicist	26.13	8	5.75	1.25	7.00	8
(6003) Medical Nuclear Radiological Physicist	0.00	0	0.00	0.00	0.00	0
(6004) Medical Health Physicist	0.00	0	0.00	0.00	0.00	0
(6007) Medical Physicist In Training	0.00	0	0.00	0.00	0.00	0
(6101) Dietetics/Nutritionist	8.42	78	2.95	0.37	3.32	78
(6501) Electrologist	140.28	71	2.10	5.89	7.99	71
(6502) Electrolysis Facility	48.56	9	2.78	21.11	23.89	9
(6601) Clinical Laboratory Personnel	40.14	160	2.72	0.24	2.96	160
(6602) Clinical Laboratory Trainee	27.71	111	2.86	0.14	3.00	111



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Processed: 1/1/2014 12:10:13AM

Page 5 of 5

Profession	Issued Avg Age (Days)	Issued Count	30 Day Clock Avg Age (Days)	90 Day Clock Avg Age (Days)	Total Process Avg Age (Days)	Total Process Count
(6603) Clinical Laboratory Training Program	19.00	2	4.00	0.00	4.00	2
(7601) Radiologic Technology	87.85	326	4.91	2.41	7.32	325
(7602) Radiologist Assistant	0.00	0	0.00	0.00	0.00	0

Summary

Totals:	76.55	16,367	7.12	3.80	10.92	16,345
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Florida Department of Health - Division of Medical Quality Assurance
Board Quarterly Enforcement Summary Report
October 1, 2013 - December 31, 2013

Profession	Complaints Received	Legally Sufficient	Investigations Completed	Citations Issued	Dismissed By Panel	PC Found	PC Found Dismissed	Final Orders	ULA Complaints	Pending - Consumer Services	Pending - Investigative Services	Pending - Prosecution Services	Total Open Cases
Acupuncture - Acupuncturist	3	1	4	0	4	0	0	0	2	2	2	9	13
Athletic Trainer	2	1	0	0	0	0	0	1	0	1	1	2	4
Audiology - Audiologist	3	3	2	0	0	1	0	0	0	1	2	4	7
Chiropractic - Certified Chiropractic Physician Assistant	3	3	3	0	1	0	0	1	0	1	0	4	5
Chiropractic - Chiropractic Physician	68	33	34	4	19	19	4	6	0	48	16	100	164
Chiropractic - Registered Chiropractic Assistant	2	1	1	0	2	0	0	0	0	2	0	2	4
Clinical Laboratory - Clinical Laboratory Personnel	3	0	0	0	0	0	0	2	0	1	1	4	6
Clinical Laboratory - Clinical Laboratory Training Program	0	0	0	0	0	0	0	0	0	0	0	1	1
Clinical Social Work - Clinical Social Worker	9	3	4	0	5	1	0	2	1	0	4	13	17
Clinical Social Work - Clinical Social Worker Intern	4	0	0	0	1	0	0	2	0	0	1	4	5
Clinical Social Work - Provisional Clinical Social Worker	1	0	0	0	0	0	0	0	0	0	0	0	0
Dental - Dental Hygienist	2	0	1	0	2	0	0	0	0	1	0	16	17
Dental - Dental Laboratory	3	2	1	0	1	1	0	0	228	8	174	4	186
Dental - Dental Radiographer	3	2	5	0	0	1	0	1	0	2	0	10	12
Dental - Dentist	255	90	119	11	52	13	2	12	7	195	59	388	642
Dental - Health Access Dental	0	0	0	0	0	0	0	0	0	1	0	1	2
Dietetics and Nutrition - Dietician/Nutritionist	4	0	0	0	0	0	0	0	5	2	2	3	7
Electrologist	1	2	0	0	1	1	0	1	0	0	2	8	10
Electrolysis Facility	0	0	0	0	0	0	0	0	0	0	0	3	3
EMS - Emergency Medical Technician	11	3	7	0	24	8	1	9	0	10	0	44	54
EMS - EMT Training Program	1	0	1	0	0	0	0	0	0	0	0	2	2
EMS - Paramedic	15	10	8	0	37	11	2	10	0	21	4	83	108
EMS - Paramedic Training Program	1	0	1	0	0	1	0	0	0	1	0	4	5
Hearing Aid - Hearing Aid Specialist	11	4	4	0	6	0	0	0	0	5	0	8	13
Hearing Aid - Hearing Aid Specialist Trainee (AST)	0	0	0	0	3	0	0	0	0	0	0	0	0
Marriage and Family Therapy - Marriage and Family Therapist	2	2	3	0	0	1	0	0	1	1	1	7	9
Marriage and Family Therapy - Marriage and Family Therapy Intern	3	0	0	0	1	0	0	0	0	2	0	2	4
Massage - Massage Establishment	58	13	16	0	1	3	0	1	18	22	21	53	96
Massage - Massage Therapist	107	51	56	0	7	10	2	42	14	51	39	371	461
Medicine - House Physician	1	0	0	0	0	0	0	0	0	2	0	0	2

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Medicine - Limited License Medical Doctor	2	0	0	0	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor	1591	290	295	0	256	72	8	82	21	536	265	1028	1,829
Medicine - Medical Doctor Area Critical Need	9	0	0	0	1	0	0	2	0	1	0	8	9
Medicine - Medical Doctor Medical Faculty Certificate	0	1	1	0	0	0	0	0	0	0	0	1	1
Medicine - Office Surgery Registration	28	2	3	0	0	0	0	0	0	1	1	3	5
Medicine - Physician Assistant	133	87	16	4	22	1	1	1	0	55	8	47	110
Medicine - Resident Registration	8	2	2	0	2	0	1	0	0	3	1	3	7
Mental Health Counseling - Mental Health Counselor	32	14	13	0	2	4	0	2	10	11	13	40	64
Mental Health Counseling - Mental Health Counselor Intern	6	2	2	0	2	2	0	0	1	3	3	8	14
Midwife	3	2	6	0	2	8	0	0	1	0	1	24	25
Naturopathic Physician	0	0	0	0	0	0	0	0	0	0	0	1	1
Nursing - Advanced Registered Nurse Practitioner (ARNP)	112	28	21	0	15	4	0	3	0	36	15	47	98
Nursing - Approved Nursing Program LPN	0	0	0	0	0	0	0	0	0	0	1	0	1
Nursing - Approved Nursing Program RN	1	0	0	0	0	0	0	0	0	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	477	138	150	0	75	37	0	48	0	292	51	261	604
Nursing - Licensed Practical Nurse (LPN)	266	105	121	0	60	40	11	38	2	97	33	239	369
Nursing - Nurse Continuing Education Provider	2	0	0	0	0	0	0	0	0	0	0	0	0
Nursing - Registered Nurse (RN)	551	256	199	0	101	84	5	84	6	202	98	462	762
Nursing Home - Nursing Home Administrator	20	3	6	0	0	0	0	0	0	12	4	13	29
Occupational Therapy - Occupational Therapist	1	1	1	0	0	0	0	1	0	3	0	8	11
Occupational Therapy - Occupational Therapy Assistant	3	2	5	0	0	0	0	1	0	1	0	6	7
Opticianry - Apprentice Optician	1	0	0	0	0	0	0	0	0	1	0	0	1
Opticianry - Optical Establishment Permit	7	2	2	0	0	0	0	0	5	1	9	17	27
Opticianry - Optician	2	0	1	0	0	0	1	2	8	4	11	7	22
Optometry - Optometrist	8	5	5	0	0	0	0	1	1	6	3	16	25
Optometry - Optometry Branch Office	1	0	1	0	0	0	0	0	0	0	0	1	1
Orthotics and Prosthetics - Orthotic Fitter	2	0	0	0	0	0	0	0	0	0	1	0	1
Orthotics and Prosthetics - Orthotic Resident	1	1	0	0	0	0	0	0	0	0	1	0	1
Orthotics and Prosthetics - Orthotist	0	0	0	0	0	0	0	2	0	0	0	0	0
Orthotics and Prosthetics - Pedorthist	0	0	0	0	0	0	0	1	0	0	0	1	1

Florida Department of Health - Division of Medical Quality Assurance
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Profession	Complaints Received	Legally Sufficient	Investigations Completed	Citations Issued	Dismissed By Panel	PC Found	PC Found Dismissed	Final Orders	ULA Complaints	Pending - Consumer Services	Pending - Investigative Services	Pending - Prosecution Services	Total Open Cases
Orthotics and Prosthetics - Prosthetic Resident	0	0	0	0	0	0	0	0	0	1	0	0	1
Orthotics and Prosthetics - Prosthetist	0	0	0	0	0	0	0	0	0	0	0	1	1
Orthotics and Prosthetics - Prosthetist-Orthotist	0	0	0	0	0	0	0	0	0	0	1	2	3
Osteopathic - Osteopathic Physician	188	53	43	0	33	8	1	5	1	74	26	153	253
Osteopathic - Osteopathic Training Registration	1	0	0	0	0	0	0	0	0	0	0	1	1
Pain Management Clinic	15	7	3	0	0	2	0	0	1	3	2	37	42
Pain Management Clinic Owner	2	0	0	0	0	0	0	0	0	1	0	0	1
Pharmacy - Consultant Pharmacist	13	4	5	0	13	0	1	0	0	6	1	12	19
Pharmacy - Nuclear Pharmacist	1	0	0	0	1	0	0	0	0	0	0	0	0
Pharmacy - Pharmacist	113	62	48	0	68	16	4	16	0	42	40	162	244
Pharmacy - Pharmacist Intern	3	0	1	0	4	2	0	2	0	6	0	2	8
Pharmacy - Pharmacy	159	62	44	0	77	14	5	17	10	50	55	142	247
Pharmacy - Pharmacy Affiliate	1	0	0	0	0	0	0	0	0	1	0	0	1
Pharmacy - Pharmacy Technician	32	11	12	0	10	7	0	12	0	22	5	55	82
Pharmacy - Pharmacy Technician Training Program	1	0	0	0	0	0	0	0	0	0	0	0	0
Physical Therapy - Physical Therapist	12	5	6	0	3	3	0	0	1	7	3	14	24
Physical Therapy - Physical Therapist Assistant	12	4	5	0	1	0	0	4	0	5	1	9	15
Podiatry - Podiatric Physician	43	9	4	0	0	0	0	0	0	16	9	16	41
Psychology - Psychologist	26	7	7	0	2	1	0	2	5	6	11	22	39
Radiologic Technology - Radiologic Technologist	13	8	7	0	5	0	1	10	3	7	5	33	45
Respiratory Therapy - Certified Respiratory Therapist	2	3	3	0	1	5	0	0	0	0	1	14	15
Respiratory Therapy - Registered Respiratory Therapist	6	3	4	0	0	6	1	4	0	2	1	17	20
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0	1	0	0	1	0	0	0	0	0	3	3
School Psychologist	3	3	2	0	0	0	0	0	0	0	1	6	7
Speech-Language Pathology - Speech-Language Pathologist	5	1	3	0	1	2	0	1	0	2	0	21	23
Speech-Language Pathology - Speech-Language Pathology Assistant	2	0	0	0	1	2	0	0	0	1	0	6	7
TOTAL FOR ALL BOARDS	4,496	1,407	1,318	19	925	392	51	431	352	1,897	1,010	4,119	7,026
Referred Non-Jurisdictional	422	0	0	0	0	0	0	0	1	98	6	2	106
GRAND TOTAL	4,918	1,407	1,318	19	925	392	51	431	353	1,995	1,016	4,121	7,132

FY13-14 Q2 ULA Detailed Report

Profession	Complaints Received	Referred for Investigation	Investigations Completed	Cease and Desist Issued	Referrals to Law Enforcement	Arrests	Convictions
Acupuncture - Acupuncturist	2	2	1	0	0	0	0
Clinical Social Work - Clinical Social Worker	1	1	0	0	0	0	0
Dental - Dental Hygienist	0	0	1	0	1	0	0
Dental - Dental Laboratory	228	228	0	0	0	0	1
Dental - Dentist	7	7	13	1	5	1	1
Dietetics and Nutrition - Dietician/Nutritionist	5	5	7	3	4	0	0
Dietetics and Nutrition - Nutrition Counselor	0	0	1	0	0	0	0
EMS - Emergency Medical Technician	0	0	1	1	1	0	0
EMS - Paramedic	0	0	1	1	1	0	0
Hearing Aid - Hearing Aid Specialist	0	0	1	0	0	0	0
Marriage and Family Therapy - Marriage and Family Therapist	1	0	0	0	0	0	0
Massage - Massage Establishment	18	18	17	5	8	0	0
Massage - Massage Therapist	14	15	22	14	14	0	0
Medicine - Medical Doctor	21	21	30	7	15	1	0
Medicine - Medical Doctor Area Critical Need	0	0	2	0	0	0	0
Medicine - Physician Assistant	0	0	3	0	0	0	0
Mental Health Counseling - Mental Health Counselor	10	9	4	1	3	0	0
Mental Health Counseling - Mental Health Counselor Intern	1	0	0	0	0	0	0
Midwife	1	1	1	0	0	0	0
Nursing - Licensed Practical Nurse (LPN)	2	2	3	0	0	0	0
Nursing - Registered Nurse (RN)	6	6	9	4	3	0	0
Opticianry - Optical Establishment Permit	5	6	9	4	6	0	0
Opticianry - Optician	8	9	1	0	3	0	0
Optometry - Optometrist	1	1	1	0	0	0	0
Osteopathic - Osteopathic Physician	1	1	0	0	0	0	0
Pain Management Clinic	1	1	2	0	2	0	0
Pharmacy - Pharmacy	10	10	0	0	6	0	0
Pharmacy - Pharmacy Technician	0	0	1	1	0	0	0
Physical Therapy - Physical Therapist	1	1	1	1	1	0	0
Physical Therapy - Physical Therapist Assistant	0	0	1	0	1	0	0
Psychology - Psychologist	5	5	1	0	0	0	0
Radiologic Technology - Radiologic Technologist	3	4	1	6	3	0	0
TOTALS	352	353	135	49	77	2	2

FY13-14 Q2 ULA Detailed Report

Profession	Complaints Received	Referred for Investigation	Investigations Completed	Cease and Desist Issued	Referrals to Law Enforcement	Arrests	Convictions
Referred Non-Jurisdictional	1	1	2	1	1	0	0
GRAND TOTALS	353	354	137	50	78	2	2