

## QUARTERLY PERFORMANCE REPORT ♦ FISCAL YEAR 2025-26, Q2

The Quarterly Performance Report of the Florida Department of Health's Division of Medical Quality Assurance (MQA) is designed to equip stakeholders with clear, data-driven insights into the efficiency and effectiveness of MQA's activities. In doing so, this report supports the ability of key decision-makers to uphold professional standards, protect the public, and guide policy decisions.

### LICENSURE HIGHLIGHTS

#### WORKFORCE GROWTH

Florida's licensed health practitioners now total 1 in 15 residents, led by Registered Nurses (431,331). Outside Nursing, Medical Doctors top the list (102,303).

#### RENEWAL LICENSURE

**81,000** Applications Processed  
**99%** Processed Online

#### INITIAL LICENSURE

**34,495** Applications Received (+ 6.5% since FY24-25 Q2)  
**28,560** Licenses Issued (+ 13.1% since FY24-25 Q2)

#### MOBILE ENDORSEMENT

**6,408** Applications Received  
**4,772** Licenses Issued  
41% Licenses issued to Registered Nurses;  
13% Licenses issued to Medical Doctors

#### LICENSE UPGRADES

**4,222** License Upgrades Issued  
1,780 Multistate Licenses Issued  
86% to Registered Nurses;  
14% to Licensed Practice Nurses

#### IMLC INTERSTATE MEDICAL LICENSURE COMPACT

*For the first time, inbound licenses exceeded outbound licenses (by 9.3%).*  
452 Medical Doctors and 66 Osteopathic Physicians designated Florida as their State of Principal Licensure to practice in other compact states, while 511 Medical Doctors and 55 Osteopathic Physicians were issued Florida licenses through the IMLC.

#### MILITARY SUPPORT

**1,041** Expedited Licenses Issued in 0.8 days on average  
\* highest Q2 volume in three years

### CUSTOMER SERVICE HIGHLIGHTS

#### CUSTOMER CONTACT CENTER

**90,614** Calls Received  
**47,998** Calls Answered  
**5:20** Average Talk Time

Call volume decreased notably in Q2, driving modest gains in answer rate and the shortest average wait times since the high-volume surge began in Q4, FY 2024-25.



#### FINANCIAL SUMMARY

Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance
\$40,421,159	+\$41,788,345	-\$46,754,781	\$35,454,723
Licensed: 94.3%	Licensed: 97.1%	Licensed: 99.2%	Licensed: 91.1%
Unlicensed: 5.7%	Unlicensed: 2.9%	Unlicensed: 0.8%	Unlicensed: 8.9%
	+\$41.8M	-\$46.8M	

Q2 FY2025-26

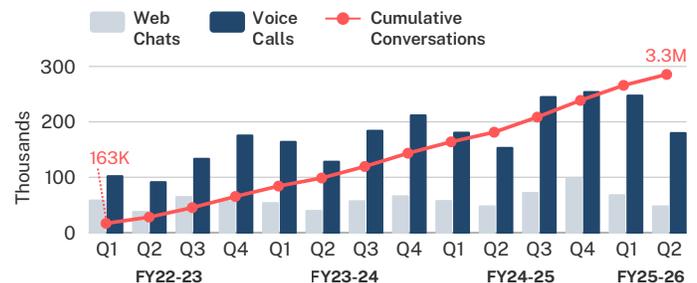
#### MQA'S VIRTUAL AGENT, ELI

**49,327** Web Chats  
**181,644** Voice Calls



This quarter, ELI achieved its highest Q2 conversation volume in the past four years. Average containment rates reached 68.3% for web chats and 61.9% for voice calls, while 36.5% of web chats and 4.6% of voice calls occurred outside regular business hours.

Web chats were concentrated on FLHealthSource.gov (29.9%) and the background screening webpages (26%), with chats from the Board of Nursing leading among board-specific pages at 15.6% (7,708 chats), followed by the Boards of Medicine and Mental Health.



ELI, powered by artificial intelligence, enhances the experience for health care practitioners and applicants by offering instant information and recommendations. ELI is available to answer inquiries through voice and online chat options 24/7.

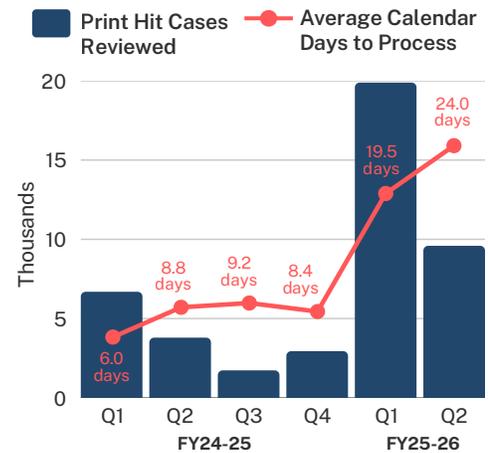
### ENFORCEMENT HIGHLIGHTS

#### EFFECTS OF HB 975

The implementation of HB 975—effective July 1, 2025—has driven a sharp rise in retained print hits (Florida Department of Law Enforcement criminal database matches). Each match is automatically logged as a complaint for MQA review, significantly increasing complaint volumes and workloads while lengthening processing times.

Although activity eased slightly in Q2, elevated levels are expected to persist while Florida-regulated practitioners complete biennial licensure renewals across staggered months and internal systems rely on configuration with incompatible external data systems.

#### PRINT HIT PROCESSING TIMES FOLLOWING HB 975\*



\* This does not affect the timeline for Priority 1 review, which covers the most serious complaints—such as patient harm, criminal activity, or practicing while suspended—that require immediate action.

#### THE PATH OF A COMPLAINT



#### OPEN CASES BY QUARTER END

<b>10,449</b> Cases in Consumer Services Unit (+ 17.4% since Q1)	<b>779</b> Cases in Investigative Services Unit (- 20.8% since Q1)
<b>7,400</b> Cases in Prosecution Services Unit (- 1.7% since Q1)	<b>4,323</b> Cases in Compliance Management Unit (- 3.0% since Q1)

#### PROBABLE CAUSE ACTIONS

<b>348</b> Probable Cause Found (- 20.0% since Q1)	<b>1,042</b> No Probable Cause Found (+ 33.6% since Q1)
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#### NEW PHARMACY INSPECTIONS

47 Inspections Completed in 6.3 Days on Average

#### NEW M.O.D.E. INSPECTIONS

Message Establishment, Optical Establishment, Dental Laboratory, Electrolysis Facility  
252 Inspections Completed in 4.3 Days on Average



Inspections occur following several qualifying events, such as the creation of a new establishment, change in ownership or address, or on an annual or biennial basis. Teams routinely travel across Florida's 11 investigative services regions to ensure establishments and practitioners follow all relevant state statutes, administrative codes, and federal regulations. To learn more about the complaints or enforcement process, visit [FloridaHealth.gov/Licensing-Regulations/Complaints-Enforcement](https://FloridaHealth.gov/Licensing-Regulations/Complaints-Enforcement).

#### UNLICENSED ACTIVITY

- 274 Complaints Received (-15.7% since Q1)
- 312 Cases Referred for Investigation (-12.8% since Q1)
- 323 Investigations Completed (-25.9% since Q1)
- 109 Cease-and-Desists Issued (-28.8% since Q1)
- 128 Referrals to Law Enforcement (-29.7% since Q1)

#### DISCIPLINARY ACTIONS

262 Final Orders were issued in Q2, of which massage establishments comprised 27.5%.

Category	Action	Change since Q1
MINOR	1 Citation	(no change since Q1)
	65 Voluntary Surrenders	(- 11.0% since Q1)
	71 Reprimands	(+ 121.9% since Q1)
MODERATE	57 Dismissals	(+ 11.8% since Q1)
	6 Probations	(- 45.5% since Q1)
	95 Limitations/Obligations	(+ 72.7% since Q1)
SEVERE	143 Fines	(+ 101.4% since Q1)
	76 Revocations	(- 20.0% since Q1)
	49 Suspensions	(+ 16.7% since Q1)

## Q2 PERFORMANCE DATA

### INITIAL LICENSURE

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Initial Licenses Issued <sup>1</sup>	25,252	30,622	38,397	34,605	<b>28,560</b>
Initial Applications <sup>2</sup> Received	32,388	38,894	46,622	39,102	<b>34,495</b>
Initial Applications <sup>2</sup> Received Online (%)	68.5%	67.7%	74.0%	73.0%	<b>73.8%</b>
Average Business Days to Issue an Initial License <sup>3</sup> 🎯1	3.51	2.02	1.11	1.13	<b>1.09</b>
Initial Licenses* Issued within 49 Days (%)	62.7%	63.9%	66.0%	63.9%	<b>65.9%</b>
Average Calendar Days to Issue an Initial License <sup>4</sup> 🎯49	55.2	53.0	47.9	51.0	<b>50.6</b>

<sup>1</sup> **Initial Licenses Issued** refers to the total number of licenses issued to qualified applicants.

<sup>3</sup> **Average Business Days to Issue an Initial License** refers to the average time between the day the application is deemed qualified (complete and meets requirements) and the day the license is issued.

<sup>2</sup> **Initial Applications Received** refers to the total number of initial applications received by qualified applicants.

<sup>4</sup> **Average Calendar Days to Issue an Initial License** refers to the average time between the day the application is received and the day the license is issued.

### RENEWAL APPLICATIONS

	FY19-20 Q2	FY21-22 Q2	FY23-24 Q2	FY25-26 Q2
Renewal Applications Processed	70,769	72,226	79,071	<b>81,000</b>
Renewal Applications Processed Online (%)	98.4%	98.9%	99.0%	<b>99.2%</b>
Average Calendar Days to Process Renewal Application 🎯1	0.22	0.13	0.14	<b>0.19</b>

\* Renewal licensure data compares the current quarter to the same quarter every other fiscal year (instead of the prior four quarters). Because Florida licenses renew biennially on profession-specific schedules, renewal volumes align only with those from two years prior (and every two years thereafter).

### MILITARY LICENSURE

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Total Licenses Issued to Qualified Military Applicants	796	1,184	1,236	1,182	<b>1,041</b>
Average Business Days to Issue an Initial License to a Qualified Applicant	7.42	2.82	1.14	1.18	<b>0.76</b>
Licenses Issued via Military Fee Waiver Pathway	711	1,061	1,134	1,068	<b>938</b>
Licenses Issued via VALOR Pathway (Veterans Application for Licensure Online Response)	53	72	65	64	<b>67</b>
Licenses Issued via Military Spouse Pathway	32	51	37	44	<b>33</b>
Temporary Licenses Issued via Military Platform Pathway	0	0	0	6	<b>3</b>
Military Licenses Issued Since Pathways Became Effective	19,694	21,483	22,163	23,365	<b>24,432</b>

### OTHER LICENSE TYPES

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
MOBILE Applications Received	3,259	6,642	6,789	7,016	<b>6,408</b>
MOBILE Licenses Issued	768	3,494	4,601	4,895	<b>4,772</b>
License Upgrade Applications Received	4,138	5,691	5,589	5,619	<b>4,061</b>
License Upgrades Issued	3,298	3,423	5,099	5,222	<b>4,222</b>

### FACILITY INSPECTIONS

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
New M.O.D.E. Inspections Conducted	170	189	333	344	<b>252</b>
Average Time to Complete a New M.O.D.E. Inspection (calendar days) 🎯10	5.1	4.4	4.3	4.4	<b>4.3</b>
New Pharmacy Inspections Conducted	28	53	48	61	<b>47</b>
Average Time to Complete a New Pharmacy Inspection (calendar days) 🎯10	7.4	7.2	7.5	7.7	<b>6.3</b>

## COMPLAINT INTAKE

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Total Complaints Received	8,178	7,776	10,923	29,393	16,198
Retained Print Hits (from FDLE) <sup>1</sup>	3,127	1,140	3,108	22,374	10,403
Initial Complaint Reviews Completed	25,140	8,831	10,255	25,997	14,891
Complaints Received (Unlicensed Activity)	262	390	345	325	274

<sup>1</sup> Tracking for Retained Print Hits began in FY2025-26, Q1, when HB 975 (2025) became effective.

## COMPLAINT DETERMINATIONS

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Complaints Deemed Legally Sufficient	1,726	2,634	3,084	1,484	1,403
Complaints Deemed Probable Cause Found	390	299	484	435	348
Complaints Deemed No Probable Cause Found	996	754	1,020	780	1,042
Legally Sufficient Complaints with Probable Cause (%)	28.1%	28.4%	32.2%	35.8%	25.0%

## COMPLAINT OUTCOMES

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Total Investigations Completed	1,798	2,048	2,861	2,263	1,416
Investigations Completed – Unlicensed Activity	380	350	385	436	323
Cases Referred for Investigation – Unlicensed Activity	304	346	389	358	312
Cease and Desists Issued – Unlicensed Activity	123	168	176	153	109
Cases Referred to Law Enforcement – Unlicensed Activity	133	166	186	182	128

## DISCIPLINARY ACTIONS

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Emergency Restriction Orders (EROs) Issued	13	12	14	7	2
Emergency Suspension Orders (ESOs) Issued	48	82	84	40	60
Citations Issued	21	9	7	1	1
Dismissals Issued	63	49	49	51	57
Cases Resolved Through Final Order	328	360	330	276	262

## OPEN CASES

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Complaints Under Initial Review	5,599	4,785	5,560	8,900	10,499
Cases Actively Under Investigation	1,008	1,426	1,733	984	779
Cases Under Legal Review or Litigation	5,622	6,491	7,700	7,527	7,400
Cases Under Compliance Monitoring	5,215	4,920	4,725	4,457	4,323

## MQA'S VIRTUAL AGENT, ELI

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Web Chats Conducted	49,270	73,553	98,870	69,490	49,327
Voice Calls Conducted	154,849	246,610	255,563	249,228	181,644

## CUSTOMER CONTACT CENTER

	FY24-25 Q2	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2
Calls Received	59,608	91,194	133,091	129,570	90,614
Calls Answered	52,385	61,941	67,216	63,089	47,998
Answer Rate (%)	88%	68%	51%	49%	53%
Average Talk Time with Client (min:sec)	5:11	5:22	5:08	5:20	5:20
Average Wait Time (min:sec)	6:35	20:17	38:27	42:15	35:50



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