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Secretary

# Florida Department of Health Division of Medical Quality Assurance

2004–2005 Annual Report

Protecting and promoting the health of all persons in Florida by  
diligently regulating healthcare practitioners and facilities.



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# Executive Summary

**During 2004–2005, the Department of Health’s Division of Medical Quality Assurance (MQA) continued to fulfill its mission “to protect and promote the health of all persons in Florida by diligently regulating healthcare practitioners and facilities.”** This report, which was prepared pursuant to section 456.005, Florida Statutes, details MQA’s long-range policy planning and monitoring process. The information has once again been organized around the Sterling Criteria of management – leadership; strategic planning; customer and market focus; measurement, analysis, and knowledge management; human resource focus; process management; and organizational performance results – based on the Malcolm Baldrige Criteria, which are nationally recognized as the world-class standard for organizational excellence.

MQA continues its focus on leadership. As witnessed by the national regulatory appointments and accolades received by employees and board members alike, the division has established itself as a national leader.

The division continues to use its long-range plan (LRP) as the cornerstone to its strategic planning efforts. Grounded in the Sterling Criteria, the LRP solicits and incorporates stakeholder input; is the basis for improved process management and business results; depends heavily on measurement, analysis, and data management; and requires employee and board member participation.

As part of its customer and market focus, the division has continued to work with its key customer groups to obtain information about customers’ expectations, needs, and wants; utilized customer satisfaction surveys; continued to conduct meetings with partners to build relationships; and trained employees to deal more effectively with customers.

MQA’s measurement, analysis, and knowledge management is based on a wealth of data and information. This past year, the division upgraded its licensure data management system from the Practitioner Regulatory Administration and Enforcement System (PRAES) to the Customer Oriented Medical Practitioner Administration System (COMPAS). The system upgrade will offer greater flexibility in enhancing Web-based services for licensees.

Realizing the importance of its employees and the need for them to have one unified voice, the division places a strong emphasis on human resource focus. As such, the division has continued its focus on various employee trainings, to ensure its employees have the skills needed to excel. The division has also continued its focus on its Employee Recognition Program, which recognizes employees for meritorious achievement, including leadership, exemplary customer service, teamwork, and quality improvement.

Under process management, MQA has continued to adhere to its standard process-documenting system to compile policies and procedures for the various functions provided throughout the division. This ensures a comprehensive review of how functions are performed, providing the opportunity for process improvement. It also provides a standardized process for ensuring continuous quality throughout the division.

MQA’s commitment to organizational performance results was demonstrated by one individual and six work-unit Davis Productivity Awards, recognition of its disciplinary efforts as a national leader, and an increase in severe disciplinary outcomes.

# Message from the Director

**On behalf of all the healthcare practitioners and their boards and councils, it is my pleasure to present this year's annual report and long-range plan. This is in compliance with the requirements of section 456.026, Florida Statutes, for the Department of Health's Division of Medical Quality Assurance (MQA).** During this past year, we have continued our customer-focused initiatives, gathering information to design and support measures of our organizational business results, and finding ways to improve the services we provide to our state's healthcare consumers and licensees.

This past year will certainly go down in the history books as the year that tested and strengthened this division and the entire department in its response to a record number of hurricanes. Yes, Charlie, Frances, Ivan and Jeanne gave us an opportunity to see just how selfless and generous this staff is. They gave thousands of hours to help support assistance efforts while continuing to perform their everyday work.

The Sterling Model, adopted by MQA a number of years ago, continues to be the roadmap we use in our journey toward organizational excellence. As we have done in the past, this year's annual report is organized around the Sterling criteria – leadership; strategic planning; customer and market focus; measurement, analysis, and knowledge management; human resource focus; process management; and organizational performance results.

Fiscal Year 2004–2005 heralded a number of accomplishments, not the least of which was the upgrade of our licensure data management system (PRAES) to the Customer Oriented Medical Practitioner Administration System (COMPAS). This conversion, in keeping with our customer focus, will allow greater flexibility in enhancing Web-based services for our licensees.

Our employees and board members continued to shine in the national arena, receiving national recognitions and appointments to national regulatory boards.

As a division, we are proud of what we have achieved, but are also aware our journey toward excellence is just that—a journey. With our long range plan as our roadmap, and with the invaluable input of our customers and stakeholders, we are excited, committed and confident that we will continue to stay true to our mission to promote and protect the health of all persons in Florida by diligently regulating healthcare practitioners and facilities.

Lucy C. Gee, M.S.

Director

Division of Medical Quality Assurance



# Unlicensed Activity Program Continues to See Results

**Fiscal Year (FY) 2004-2005 was a busy one for**

**MQA's Unlicensed Activity (ULA) Program.** The ULA Program once again saw an increased number of investigators, expansion to additional cities, and an all-time high in complaints received and cases resolved. In FY 2004-2005, the ULA Program received 678 complaints, resulting in the issuance of 134 cease and desist orders, and 157 arrests.

The ULA program protects Florida's residents and visitors from the potentially serious and dangerous consequences – further injury, disease, or even death – of receiving medical and healthcare services from an unlicensed person. The unlicensed activity unit works in conjunction with law enforcement and the state attorney's offices to prosecute individuals practicing without a license.

One such case handled by the ULA Program involved the unlicensed practice of medicine. The division received a complaint, in which the victim stated that an unlicensed individual performed plastic surgery, gave her a narcotic, and performed surgical procedures on her without her consent. Although not licensed in Florida as a medical doctor, the subject had appeared on TV representing himself as a plastic surgeon, and had business cards printed with his name and the title "Dr." The investigation revealed that the unlicensed individual was working in conjunction with his brother, a licensed medical doctor, who was also arrested for aiding and abetting an unlicensed doctor.

Subsequent to his arrest, over 40 additional victims came forward to report that the unlicensed individual had performed surgeries on them, as well.

The Department of Health has several resources to combat unlicensed activity:

- **Consumers are encouraged to use the department's web site at: [www.doh-mqaservices.com](http://www.doh-mqaservices.com), where they can conveniently view the license information for their healthcare practitioner.**
- **Complaints may be filed anonymously by completing and mailing the complaint form, also located on the DOH web site, or by calling 1-877-HALT-ULA.**

During the coming year, the ULA Program expects a continued increase in the number of complaints received and cases resolved, as their law enforcement and community outreach efforts continue throughout the state.

# The History of the Data of the Division of Medical Quality Assurance

## **The programs within the Division of Medical Quality Assurance have been located in several agencies throughout the years.**

Originally, these programs were housed in the Department of Professional and Occupational Regulation. Reorganization in 1979 created the Department of Professional Regulation which then became the Department of Business and Professional Regulation in 1992. Programs transferred to the Agency for Health Care Administration in 1994 and then to the Department of Health in 1997, with the enforcement component remaining at the Agency for Health Care Administration until reuniting with the licensure program in 2002. These transitions provided challenges to the continuity and effectiveness of the licensure and enforcement programs, specifically data collection, as each agency had their own data collection methods.

The programs within the division began manually collecting licensure data in the 1960s. With the reorganization to the Department of Professional Regulation in 1979, programs began electronically collecting data. To keep up with ever-changing technology and the increasing demands for information, the division has gone through four data conversion projects since 1979, the latest conversion project completed in June 2005. Data conversions oftentimes reveal data voids or errors due to the different types of collection methods used in previous data systems. For example, Social Security numbers were not collected until the enactment of the Personal Responsibility and Work Opportunity Reconciliation Act requiring this information for child support enforcement. Another issue with data is the consistency in the way data is entered into the database, for example, Florida State University may be entered as FSU, Fla. State, or Florida State University. Additionally, there is always the possibility of human error, for example, transposition of numbers in a licensee's date of birth.

While the division has made great strides in ensuring the quality of our data, errors have been discovered and with ongoing quality assurance reviews, will continue to be discovered in the future. We are trying to homogenize data that came from different processes or lack of processes in terms of data entry. The division understands that to improve processes and assess quality and improvement, it is necessary to ensure valid data. We are committed to improving the reliability and validity of our data. This year, a unit was created specifically for this purpose. By establishing the Data Management Unit, the division commits to:

- **Establish data collection standards and definitions.**
- **Provide accurate and timely data.**
- **Provide consistent, reliable data.**
- **Create a quality assurance system – all reports will go through a standardization review.**
- **Establish an evaluative system for report generation to meet requests and needs of our stakeholders, e.g., develop standard reports that customers can access through our website.**
- **Maintain a system for periodic review through policy development and performance measurement.**
- **Create a glossary of terms, including naming conventions, boundaries, and specifications.**



# Structure of MQA

## **Healthcare regulatory boards are created in Chapter 456, Florida Statutes, under the Department of Health within the Division of Medical Quality Assurance.**

Advisory councils are created within individual practice acts. It is the Legislature's intent that healthcare professions shall be regulated only for the preservation of the health, safety, and welfare of the public. We regulate, as directed by law, because the unregulated practice of a healthcare profession has the potential to cause harm or endanger the public; the public is not already effectively protected by other laws or local regulation; and, a less restrictive way to regulate the profession is not available.

Boards are responsible for approving or denying applicants for licensure and routinely handle requests for declaratory statements (interpretations of statutes and rules) and waivers or variances from their rules. Boards are involved in disciplinary hearings, rule promulgations, and developing proposed legislation. The range of disciplinary actions taken by boards includes citations, fines, suspensions, reprimands, probations, and revocations, as well as continuing education requirements and mandatory participation in intervention programs. When provided for in their individual practice acts, board members approve continuing education providers and/or courses for their licensees. Board members partner with the division to develop and implement a long-range policy plan that is submitted to the Governor and Legislature each year.

Boards and councils are composed of consumer and professional members with the number and other requirements established under each individual practice act. Board members are appointed by, and serve at the pleasure of, the Governor. Each board member is accountable to the Governor for the proper performance of duties as a member of the board. Council members are appointed by either the DOH Secretary or the supervising board.

Persons who are interested in being considered for appointment to any regulatory board may request a gubernatorial questionnaire from the Governor's Executive Office through its 2005 Boards and Commissions web page at [www.myflorida.com](http://www.myflorida.com). Type "2005 Boards" in the search box, then click on "2005 Boards and Commissions" in the search matches box, and then click on Gubernatorial Appointments Questionnaire PDF Format. They may also obtain a form by calling the Governor's Appointments Office at (850) 488-2183. Persons who are interested in being considered for an appointment to any advisory council may also contact the Department of Health at: [www.doh.state.fl.us/mqa](http://www.doh.state.fl.us/mqa).



# Leadership

**Leadership addresses how senior leaders guide an organization in setting organizational values, directions, and performance expectations.** An emphasis is placed on communication with employees, review of organizational performance, the creation of an environment that encourages high performance, and how the organization practices good citizenship.

The Division of Medical Quality Assurance (MQA) prides itself on finding ways to create an environment for empowerment, innovation, and organizational agility. By focusing on employee satisfaction and empowerment, the division has experienced a number of positive results.

## Highlights/Accomplishments

**National Regulatory Board Appointments** Board of Osteopathic Medicine Chairman James Andriole, D.O., was elected to the Federation of State Medical Boards (FSMB) Nominating Committee; Board of Osteopathic Medicine Executive Director Pamela King was elected to the Administrators in Medicine (AIM) Board of Directors; Board of Chiropractic Medicine Executive Director Joe Baker was elected to serve as the Executive Fellow on the Federation of Chiropractic Licensure Boards' Board of Directors; Board of Optometry Chairman Robert Easton, O.D., served as Secretary-Treasurer of the Association of Regulatory Boards of Optometry; Board of Medicine member Raghavendra Vijayanagar, M.D., served as a member of the Advisory Committee to the Director of the National Institutes of Health; and Board of Medicine member Tully Patrowicz, M.D., was elected to serve on the Federation of State Medical Boards Board of Directors.

**Establishment of Chiropractic Profession Award** The Board of Chiropractic Medicine instituted a "Distinguished Service to the Chiropractic Profession Award" to recognize licensees who have contributed to better regulatory protection.

**National Honors** Council on Licensed Midwifery Chair Jennie Joseph received the Outstanding Leadership Award from the International Center for Traditional Childbearing; and Florida Board of Medicine Immediate Past Chair Elisabeth Tucker, M.D., received the Physician of the Year Award and Businesswoman of the Year Award from the National Republican Committee, as well as the International Peace Prize Award;

**National Contribution** The Board of Massage Therapy participated in initial meetings to develop a national regulatory entity for massage therapy.

**Conducted National Trainings** Investigative Services Unit Chief Tom Hannah served as an instructor on a national level through the National Certified Investigator Training (NCIT) program, and made a presentation to the Administrators in Medicine (AIM) titled *The Investigative Process and the Sharing of Information from State to State*.

**Governor's Recognition** The Florida Board of Medicine was recognized by Governor Bush for its leadership role in improving quality of health care, increasing patient safety, and increasing efficiency.

**Presentation to Florida Bar** The Prosecution Services Unit (PSU) presented a mock license disciplinary action at a Continuing Legal Education event sponsored by The Florida Bar.





**Presentations to Professional Associations and Student Organizations** As part of its educational outreach program, the Investigative Services Unit conducted numerous presentations to both professional and student organizations on a range of topics, including background on common violations, as well as laws and rules education.

**Fred T. Mahaffey Award** The National Association of Boards of Pharmacy (NABP) honored the Florida Board of Pharmacy with the Fred T. Mahaffey Award for demonstrating exemplary performance in advancing the protection of the public health through the enforcement of federal laws and regulations.

**State Awards** Florida Board of Pharmacy member Eric Alvarez, Pharm. D., received the Interamerican Pharmacists Association Roman Corrons Inspiration and Motivation Award from the Florida Pharmacy Association.

**Working to Address Drug Diversion** Members of the Investigative Services Unit have been participating as members of the Drug Diversion Response Teams across the state that have been responsible for criminal arrests and emergency suspensions of practitioners operating illegal Internet pharmacies and diverting controlled substances.

**Sterling Award** Florida Board of Nursing Executive Director Dan Coble, and Bureau of Operations Chief Lola Pouncey were the recipients of the Medical Quality Assurance (MQA) Director's Sterling Award. This award is given twice a year to an individual within MQA that best demonstrates the implementation of the Sterling Criteria in the organization.

**Key to City of Miami** The Florida Board of Nursing was recognized for their efforts to eliminate the nursing shortage by the Miami-Dade County Office of the Mayor and Board of County Commissioners with the presentation of the Key to the City of Miami.

**Boards Recognized as National Leaders** The Board of Osteopathic Medicine was awarded the AIM Best of the Boards award for their work with increasing access to patient care.

# Strategic Planning

**Although all the Sterling Criteria are significant, strategic planning is the only means that exclusively looks to the future of the organization.**

Although a strategic plan is a road map for accomplishing our mission two to five years into the future, it must be refreshed and modified as circumstances change and as objectives are accomplished. A broad-based group of MQA employees has achieved the objective of developing a methodology and schedule for the annual review and revision of our plan. Part of the process of aligning our work processes and performance measures includes addressing ways to familiarize all MQA employees with the plan and involving them in accomplishing plan goals. A vital and continuing part of strategic planning is receiving input from our many stakeholders; our planning team has incorporated this significant task into our annual planning. Together we can ensure that our strategic plan remains the effective “map” that guides us to realize our vision.

In this section, you can view our previous long-range plan alongside our new plan. There are several key principles that guide MQA in creating our strategic plan:

- It is grounded in the Sterling Criteria.
- It solicits and incorporates input from our stakeholders on a periodic basis.
- It is the basis for improved process management and our noteworthy business results.
- It depends heavily on our measurement, analysis, and data management.
- It requires the participation of all our employees and board members to achieve success.

## Highlights/Accomplishments

**Merged Record Management Functions** The division merged its record management functions to form a single point of contact for our customers.

**Shutting Down Unlicensed Internet Pharmacies** Consumer Services Unit staff have implemented a plan to identify unlicensed Internet pharmacies that are practicing in the state, and they are working with FDLE to obtain information that may be used to criminally prosecute this unlicensed practice.

**Meeting Federal Requirements** Through process mapping, the Florida Board of Nursing developed a business plan to meet federal requirements for Certified Nursing Assistant renewal by 2006.

**Addressed Board Deficit** The Board of Nursing Home Administrators reviewed all fees and increased them, where necessary, in order to address the board’s deficit. A one-time assessment of \$200 was adopted to bring in additional revenue to offset the board’s actual and anticipated deficit.

**Added Needed Specialties** The Board of Clinical Laboratory Personnel added the specialties of andrology and embryology as licensure categories, meeting a growing need in the area of human reproduction.

**Added New Profession** The Board of Medicine and Board of Osteopathic Medicine implemented new legislation, including the promulgation of rules to license anesthesiologist assistants in Florida. The boards granted licensure to the first applicant in 2005.





**Creation of Partnership to Address Medicaid Fraud** A partnership was developed between MQA Enforcement and the Agency for Health Care Administration’s Medicaid Program Integrity (MPI) that has resulted in the signing of a Memorandum of Understanding and the routine referral of practitioners suspected of fraud and/or standard of care violations as well as the sharing of Medicaid claims data. Enforcement leadership and investigators meet monthly with MPI leadership and staff to coordinate efforts.

**Long-Range Planning** The division continued holding annual strategic planning meetings with the board/council chairs and professional associations.

# 2004–2005 Long Range Plan

## GOALS:

### I. Leadership

Create a self-sustaining culture where every employee is invested in our shared values.

### II. Strategic Planning

Align work processes with our organization's long-range plan, thereby ensuring that improvement and learning reinforce our mission.

### III. Customer & Market Focus

Integrate customer-driven excellence into our culture.

### IV. Measurement, Analysis, and Knowledge Management

Systematically use information and data to manage change and improve processes in alignment with our mission.

### V. Human Resource Focus

Develop motivated and empowered staff enabled to reach their full potential and achieve a high level of performance aligned with our objectives and action plans.

### VI. Process Management

Manage our core and key processes to deliver ever-increasing value to our customers and improve our organizational effectiveness.

### VII. Organizational Performance Results

Achieve superior performance results in customer satisfaction, products and services, fiscal soundness, human resources, and overall organization effectiveness that meet or exceed those of our competitors.



| Objectives/<br>Tasks  | Staff                              | Sterling<br>References                                   | Start Date      | Due Date                  | Status &<br>Comments      |
|---|------------------------------------|--|-----------------|---------------------------|---------------------------|
| <b>1. LEADERSHIP</b>  |                                    |  |                 |                           |                           |
| <b>Goal:</b> Create a self-sustaining culture where every employee is invested in our shared values.  | <b>Goal Owner:</b><br>Amy Jones    |  |                 |                           |                           |
| <b>1.1</b> Define our shared values.  |                                    | <b>1.1 a (1)</b>   |                 |                           | <b>COMPLETE</b>           |
| <b>1.2</b> Establish performance expectations that shape the behaviors that exemplify our shared values, further our mission, and focus on our customers. |                                    | <b>1.1 a (1)</b><br><b>1.1 b</b><br><b>1.2 a &amp; b</b> |                 |                           | <b>COMPLETE</b>           |
| <b>1.3</b> Integrate our performance expectations into the organization.  |                                    | <b>1.1 a (1)</b><br><b>and (2)</b>                       | <b>6/1/05</b>   | <b>7/1/05</b>             | <b>COMPLETE</b>           |
| <b>1.4</b> Develop and employ a systematic review of key performance results to improve organizational and leader success.                                |                                    | <b>1.1 c</b>   | <b>6/1/05</b>   | <b>7/1/05</b>             | <b>ON-GOING</b>           |
| <b>2. STRATEGIC PLANNING</b>  |                                    |  |                 |                           |                           |
| <b>Goal:</b> Align work processes with our organization's long-range plan, thereby ensuring that improvement and learning reinforce our mission.          | <b>Goal Owner:</b><br>Diane Orcutt |  |                 |                           |                           |
| <b>2.1</b> Create and employ a strategy development process.  |                                    | <b>2.1 a</b>   | <b>5/1/05</b>   | <b>9/30/05</b>            | <b>COMPLETE for 04/05</b> |
| <b>2.2</b> Annually develop/update strategic objectives.  |                                    | <b>2.1 b</b>   | <b>On-going</b> | <b>10/31 of each year</b> | <b>COMPLETE for 04/05</b> |
| <b>2.3</b> Deploy strategic objectives through action plans aligned with performance measures.  |                                    | <b>2.2</b>   | <b>6/1/05</b>   | <b>6/30/06</b>            | <b>ON-GOING</b>           |

| Objectives/<br>Tasks   | Staff                                     | Sterling<br>References   | Start Date     | Due Date       | Status &<br>Comments   |
|--|---|--------------------------|----------------|----------------|--|
| <b>3. CUSTOMER &amp; MARKET FOCUS</b>  |   |                          |                |                |  |
| <b>Goal:</b> Integrate customer-driven excellence into our culture.  | <b>Goal Owner:</b><br>Lola Pouncey        |                          |                |                |  |
| <b>3.1</b> Identify customers aligned with each core/key business process.   |   | <b>3.1 a (1)</b>         |                |                | <b>COMPLETE</b>  |
| <b>3.2</b> Develop a system to determine, understand, anticipate, and respond to key customer requirements and expectations.   |   | <b>3.1</b><br><b>3.2</b> |                |                | <b>ON-GOING</b><br>We've implemented the following systems: established annual planning meetings with professional associations; developed procedures for partnering with the professional associations to decrease the number of delinquent renewals; expanded our online services; and developed and implemented customer service training courses and established mandatory training requirements in our customer service policy. |
| <b>4. MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT</b>  |   |                          |                |                |  |
| <b>Goal:</b> Systematically use information and data to manage change and improve processes.   | <b>Goal Owner:</b><br>Charlene Willoughby |                          |                |                |  |
| <b>4.1</b> Develop and employ a performance measurement system that evaluates meaningful data for monitoring daily operations and supporting organizational decision-making related to core functions. |   | <b>4.1</b>               | <b>3/15/05</b> | <b>6/30/06</b> | <b>ON-GOING</b><br>Bureau of Health Care Practitioner Regulation (HCPR) – 3 teams were created to map processes, recommend improvements and performance measures. Recommendations submitted and approved by the Bureau Chief and Executive Directors.   Expanding to other Bureaus of MQA.   |
| <b>4.2</b> Develop a knowledge management system that makes needed data and information available to stakeholders.   |   | <b>4.2</b>               | <b>6/15/05</b> | <b>6/30/06</b> |  |
|  |   |                          |                |                |  |

| Objectives/<br>Tasks  | Staff                               | Sterling<br>References | Start Date | Due Date | Status &<br>Comments   |
|---|-------------------------------------|------------------------|------------|----------|--|
| <b>5. HUMAN RESOURCE FOCUS</b>  |                                     |                        |            |          |  |
| <b>Goal:</b> Develop motivated and empowered staff enabled to reach their full potential and achieve a high level of performance aligned with the division's objectives and action plans. | <b>Goal Owner:</b><br>Lorene Wilson |                        |            |          |  |
| 5.1 Develop and implement a recruitment plan that supports our culture.   |                                     | 5.1 c                  |            |          |  |
| 5.2 Develop and deploy an effective succession plan for leadership and management positions.  |                                     | 5.1 c                  |            |          | <b>COMPLETE</b><br>MQA Leadership Model has been developed.                          |
| 5.3 Evaluate and improve work systems to assess and promote cooperation, initiative, recognition of excellence, innovation, and communication.  |                                     | 5.1 a                  |            |          |  |
| 5.4 Develop employee work plans and provide feedback to employees that supports high performance and focuses on our customers.  |                                     | 5.1 b                  |            |          | <b>ON-GOING</b><br>Work plans are included as part of the Employee Development plan. |
| 5.5 Develop and employ a training and career development support system that achieves our objectives and contributes to high performance.   |                                     | 5.2                    |            |          | Division has developed a Staff Development Training Policy.                          |
| 5.6 Use employee feedback for improving our workplace and support climate.  |                                     | 5.3                    |            |          | <b>ON-GOING</b>  |
|   |                                     |                        |            |          |  |



| Objectives/<br>Tasks   | Staff                              | Sterling<br>References           | Start Date   | Due Date        | Status &<br>Comments  |
|--|------------------------------------|----------------------------------|--------------|-----------------|---|
| <b>6. PROCESS MANAGEMENT</b>   |                                    |                                  |              |                 |   |
| <b>Goal:</b> Manage our core and key processes to deliver ever-increasing value to our customers and improve our organizational effectiveness.   | <b>Goal Owner:</b><br>Susan Winter |                                  |              |                 |   |
| <b>6.1</b> Design and re-engineer key processes to provide value to the division and its stakeholders.   | Willoughby, Ruis, & team           | <b>6.1. a (1), (2) &amp; (3)</b> | <b>12/99</b> | <b>ON-GOING</b> | <b>ON-GOING</b><br>HCPR Analysis teams developed improvement & measure recommendations.                                   |
| <b>6.3</b> Design and re-engineer support processes to provide value to the division and its stakeholders.   | Process owners                     | <b>6.2</b>                       | <b>12/99</b> | <b>ON-GOING</b> | <b>ON-GOING</b><br>HCPR Analysis teams developed improvement & measure recommendations.                                   |
| <b>7. ORGANIZATIONAL PERFORMANCE RESULTS</b>   |                                    |                                  |              |                 |   |
| <b>Goal:</b> Achieve superior performance results in customer satisfaction, products and services, fiscal soundness, human resources, and overall organizational effectiveness that meet or exceed those of our competitors. | <b>Goal Owner:</b><br>Lucy Gee     |                                  |              |                 |   |
| <b>7.1</b> Identify competitors and their performance levels on like services and products.  |                                    | <b>7.1-7.6</b>                   |              |                 | <b>ON-GOING</b><br>Completed for HCPR<br>Expanding to other bureaus within MQA.   |
| <b>7.2</b> Compile data comparing our performance with those of our competitors.   |                                    | <b>7.1-7.6</b>                   |              |                 | <b>ON-GOING</b><br>HCPR - Identified available data from competitors<br>Expanding to other bureaus within MQA.            |
| <b>7.3</b> Develop and modify organizational performance measures that utilize comparative data from competitors.  |                                    | <b>7.1-7.6</b>                   |              |                 | <b>ON-GOING</b><br>In progress-3 workgroups formed to develop measures for HCPR<br>Expanding to other bureaus within MQA. |
|  |                                    |                                  |              |                 |   |

## **GOALS:**

### **I. Leadership**

Create a self-sustaining culture where every employee is invested in our shared values.

### **II. Strategic Planning**

Align work processes with our organization's long-range plan, thereby ensuring that improvement and learning reinforce our mission.

### **III. Customer & Market Focus**

Integrate customer-driven excellence into our culture.

### **IV. Measurement, Analysis, and Knowledge Management**

Systematically use information and data to manage change and improve processes in alignment with our mission.

### **V. Human Resource Focus**

Develop motivated and empowered staff enabled to reach their full potential and achieve a high level of performance aligned with our objectives and action plans.

### **VI. Process Management**

Manage our core and key processes to deliver ever-increasing value to our customers and improve our organizational effectiveness.

### **VII. Organizational Performance Results**

Achieve superior performance results in customer satisfaction, products and services, fiscal soundness, human resources, and overall organization effectiveness that meet or exceed those of our competitors.

## 1. LEADERSHIP

**Goal Owner:**

Lucy Gee

**Goal:** Manage our core and key processes to deliver ever-increasing value to our customers and improve our organizational effectiveness.

**1.1** Establish a leadership enhancement system available to all staff that includes mentoring at all levels.

**Sterling References: 1.1(a)**

**Start Date: 7/1/05**

**Due Date: 6/30/06**

**1.2** Develop and employ a systematic review of key performance results to improve organizational and leader success.

**Sterling References: 1.2 b(2)**

**Start Date: 6/1/05**

**Due Date: 6/30/07**

## 2. STRATEGIC PLANNING

**Goal Owner:**

Diane Orcutt

**Goal:** Align work processes with our organization's long-range plan, thereby ensuring that improvement and learning reinforce our mission.

**2.1** Create and employ a strategy development process.

**Sterling References: 2.1 a**

**Start Date: 5/1/05**

**Due Date: 9/30/05**

**2.2** Annually develop/update strategic objectives.

**Sterling References: 1.1(a)**

**Start Date: On-going**

**Due Date: 10/31 of each year**

**2.3** Deploy strategic objectives through action plans aligned with performance measures.

**Sterling References: 2.2**

**Start Date: 6/1/05**

**Due Date: 6/30/06**

## 3. CUSTOMER & MARKET FOCUS

**Goal Owner:**

Lola Pouncey

**Goal:** Integrate customer-driven excellence into our culture.

**3.1** Develop a system to determine, understand, anticipate, and respond to key customer requirements and expectations.

**Sterling References: 3.1;3.2**

**Start Date: 7/1/05**

**Due Date: 6/30/06**

## 4. MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT

**Goal Owner:**

Charlene Willoughby

**Goal:** Systematically use information and data to manage change and improve processes.

**4.1** Develop and employ a performance measurement system that evaluates meaningful data for monitoring daily operations and supporting organizational decision-making related to core functions.

**Sterling References: 4.1(a)**

**Start Date: 3/15/05**

**Due Date: 6/30/06**

**4.2** Develop a knowledge management system that makes needed data and information available to stakeholders.

**Sterling References: 4.2(a)**

**Start Date: 6/15/05**

**Due Date: 12/31/06**

**4.3** Develop a system of management by data that is linked to performance measures and customer satisfaction.

**Sterling References: 4.2(b)**

**Start Date: 6/15/05**

**Due Date: 12/31/06**

**4.4** Develop an enhanced data integrity system applicable to all staff.

**Sterling References: 4.2(c)**

**Start Date: 6/15/05**

**Due Date: 6/30/06**

## 5. HUMAN RESOURCE FOCUS

**Goal Owner:**

Lorene Wilson

**Goal:** Develop motivated and empowered staff enabled to reach their full potential and achieve a high level of performance aligned with the division's objectives and action plans.

**5.1** Develop and implement a recruitment plan that supports our culture.

**Sterling References: 5.1(c)**

**Start Date: 7/1/05**

**Due Date: On-going**

**5.2** Evaluate and improve work systems to assess and promote cooperation, initiative, recognition of excellence, innovation, and communication.

**Sterling References: 5.1(a)**

**Start Date: 7/1/05**

**Due Date: On-going**

## 5. HUMAN RESOURCE FOCUS

**Goal Owner:**

Charlene Willoughby

**5.3** Develop employee work plans and provide feedback to employees that supports high performance and focuses on our customers.

**Sterling References: 4.1(a)**

**Start Date: 3/15/05**

**Due Date: 6/30/06**

**4.4** Develop and employ a training and career development support system that achieves our objectives and contributes to high performance.

**Sterling References: 4.2(a)**

**Start Date: 6/15/05**

**Due Date: 12/31/06**

**5.5** Develop and implement plan to provide cross-training of employees within units and across all units and bureaus of the Division.

**Sterling References: 4.2(b)**

**Start Date: 6/15/05**

**Due Date: 12/31/06**

**5.6** Use employee feedback for improving our workplace and support climate.

**Sterling References: 4.2(c)**

**Start Date: 6/15/05**

**Due Date: 6/30/06**

## 6. PROCESS MANAGEMENT

**Goal Owner:**

Susan Winter

**Goal:** : Manage our core and key processes to deliver ever-increasing value to our customers and improve our organizational effectiveness.

**6.1** Design and re-engineer key processes to provide value to the division and its stakeholders.

**Sterling References: 5.1(c)**

**Start Date: 7/1/05**

**Due Date: On-going**

**6.2** Design and re-engineer support processes to provide value to the division and its stakeholders.

**Sterling References: 5.1(a)**

**Start Date: 7/1/05**

**Due Date: On-going**

## 7. ORGANIZATIONAL PERFORMANCE RESULTS

**Goal Owner:**  
Pamela King

**Goal:** : Achieve superior performance results in customer satisfaction, products and services, fiscal soundness, human resources, and overall organizational effectiveness that meet or exceed those of our competitors.

**7.1** Identify competitors and their performance levels on like services and products.

**Sterling References: 7.1-7.6**

**Start Date: 2/05**

**Due Date: 12/31/06**

**7.2** Compile data comparing our performance with those of our competitors.

**Sterling References: 7.1-7.6**

**Start Date: 2/05**

**Due Date: On-going**

**7.3** Develop and modify organizational performance measures that utilize comparative data from competitors.

**Sterling References: 7.1-7.6**

**Start Date: 3/15/05**

**Due Date: 12/31/06**

# Customer and Market Focus

## **The customer and market focus category of the Sterling**

**Criteria examines an organization's processes for determining customer satisfaction and obtaining information about current and future customers with the aim of understanding longer-term and emerging customer requirements and expectation.** This criteria also examines how an organization builds relationship with customers and determines the key factors that lead to customer satisfaction, retention, loyalty, and organizational expansion.

The division established a goal of creating a culture of customer-driven excellence. As an organization focused on our customers, we realize that nothing is more important than the quality of service we provide. As such, this year we looked at how our services and modes of customer access to our services contribute value to customers. This was achieved through the use of focus groups and customer satisfaction survey instruments.

## **Highlights/Accomplishments**

**Promotion of Dangers of Unlicensed Activity to the Public** The division oversaw an unlicensed practice education campaign for the Board of Speech-Language Pathology and Audiology, as well as numerous media releases about individuals arrested for practicing various health care professions without a license.

**Patient Safety** The Electrolysis Council has continued dialogue with other boards concerning professionals and non-professionals performing laser hair removal.

**Working with Other Entities to Address Unlicensed Activity** The Dietetic and Nutrition Practice Council continued its efforts to notify entities employing persons who may be practicing beyond the scope of their license and/or unlicensed persons performing nutrition assessments.

**Improvements to Licensure Process** The Board of Psychology deleted the time limit for passing both parts of the examination and submitting evidence of completed post-doctoral work experience. This allows the applicant a greater length of time to pass all the requirements for licensure.

**Sharing of Physician Data with National Program** The Board of Osteopathic Medicine pilot began sharing physician data with the DocFinder program — a national website that allows consumers to obtain information about physicians throughout the United States.

**Accommodations for Active Military Personnel** The Board of Psychology amended its rule to allow applicants on military active duty to have a doctoral-level psychologist licensed in good standing in any state to supervise them during their post-doctoral level supervision while in the service. This exception for a supervisor reduced the number of petitions for waiver or variance of a rule that came before the board, and reduced costs to the board.

**Physician Recognition Awards** The Board of Medicine and Board of Osteopathic Medicine continued their recognition award programs to honor exemplary physicians.





**Medical School Training Program** The Florida Board of Medicine implemented a pilot training program. Board member Terence McCoy, M.D., provided classroom instruction on medical licensure regulation to the FSU Medical School.

**Long Range Planning Meetings** The division continued holding annual strategic planning meetings with the board/council chairpersons and professional associations.

**Student Education** Board members and staff continued to attend schools throughout Florida to educate students about the application and licensure process.

**Public Outreach** Investigative Services team members made numerous presentations to public, professional and educational groups on the complaint process and how to avoid complaints being filed. ISU staff also spoke in several national forums to share their successes in the investigative process. Florida Investigative Services and MQA enforcement is viewed as a benchmark by many other states.

**New Inspection Program for Optical Establishments** Training was held on a statewide basis and new inspection forms completed with the assistance of the Board of Opticianry. Optical establishments are inspected every two years and ISU has more than exceeded their goal for the first year.

**Increased Access to Examinations and Examination Results** The Division outsourced the administration functions for the dental licensing examination, offering improved customer service by increasing the number of exam administrations from two exam dates to four exam dates annually and by offering preliminary examination results onsite.

**Faster Release of Exam Scores** The Division improved the overall score release for all examinations from an average of 14 days to an average of 11 days, highlighted by the release of Opticianry clinical examination scores from 14 to 5 days.

**A Guide to the Florida Practitioner Profile** A guide was developed, and posted to the Division's website, to help consumers understand the information collected and published on a practitioner's profile.

**Focus Groups** The division conducted focus groups in major cities around the state to obtain information from customers about the user-friendliness and practicality of the Practitioner Profile and Online Services websites. These sessions were held after implementing improvements recommended by focus group sessions held in FY 2003 -2004.

**Automated Standardized Data Reports** The division automated standardized data reports, thereby offering MQA customers the ability to download the data reports online at no charge.

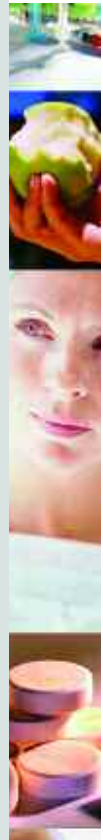
**Secured Telephone Language Translation Services** To ensure that all customers receive the proper service, the division secured telephone language translation services.

**Clarifying Rules Regarding Professional Advertising** The Board of Chiropractic Medicine has continued to work diligently on clarifying rules regarding professional advertising in an effort to control any misleading information being presented to the residents of Florida.

**Increased Required Liability Coverage** The Board of Podiatric medicine voted to increase required liability coverage for doctors of podiatric medicine from \$50,000 to \$100,000

**WebBoards** The boards of Medicine, Nursing and Pharmacy continue to provide a subscription service to their customers through the use of WebBoards. At the present time, the three (3) MQA WebBoards are providing information access to over 6,000 customers. Because of the demonstrated success of WebBoards with no out-of-pocket money, there are plans to upgrade the software that supports the service and expand the number of WebBoards within MQA.

**Addressed Nursing Shortage** As part of the Florida Board of Nursing's efforts to reduce the shortage of nurses, the NCLEX (national examination) is offered for visa screening purposes through the National Council of State Boards of Nursing for those nurses needing to meet immigration requirements.



# Measurement, Analysis, and Knowledge Management

**Measurement, analysis, and knowledge management serves as a key goal in the Division's strategic plan.** The purpose of this goal is to achieve key organizational

performance results and strategic objectives by collecting and analyzing data to identify and respond to changing trends in the organization and the health care industry. In simple terms, what gets measured gets managed.

The division has begun an initiative to inventory all documented processes in policy. These documented processes are used to develop performance measures. The division collects data and information to determine the workload demands and productivity, and to evaluate the performance of the licensure and enforcement programs. Collected data is analyzed to identify opportunities for improvements in our processes.

In addition, the data is used to determine trends, conduct strategic planning, and also for setting goals and priorities for these programs. Currently, data is used internally for comparisons and to identify best practices within the division. In the coming year, the division will focus on comparisons to other states to establish national benchmarks. This is expected to continue the momentum for a better understanding of our processes, resulting in significant improvements.

## Highlights/Accomplishments

**Florida Continues as National Leader in Disciplinary Activity** The joint efforts of the Florida Board of Medicine, its staff, and the division's Consumer, Investigative and Prosecution Services Units resulted in Florida once again leading the nation in disciplinary activity among large states, according to the Federation of State Medical Boards (FSMB) Annual Report.

**Computer-Based Testing** The division successfully transitioned the paramedic, chiropractic x-ray, dental prosthetic, and optometry pharmacology exams to computer-based testing.

**Nationally Recognized Research** Staff of the Board of Nursing presented the results of research projects dealing with the effect of special endorsement provisions in the Nursing Shortage Solutions Action of 2002, comparison of disciplinary actions before and after a board rule change, and satisfaction with credential evaluation services to the National Council of State Board of Nursing's annual meeting.

**Upgraded Licensure Data Management System** The division upgraded its licensure data management system from the Practitioner Regulatory Administration and Enforcement System (PRAES) to the Customer Oriented Medical Practitioner Administration System (COMPAS). The system upgrade is based on an Oracle database platform, which assists the agency's migration to a consolidated database platform and offers greater flexibility in enhancing web-based services for licensees.

**Developed Statistical Data Forms** The Council on Licensed Midwifery developed a new statistical data form to capture pertinent information related to home births.

**Assisted with Development of National Dentistry Examination** Current and former members of the Board of Dentistry took part in national meetings to discuss development of a national clinical examination.

**Renewal Outreach Program** The division continued its successful outreach program with professional associations to improve customer service during the renewal cycle.

**Development of Board-Specific Strategic Plans** The boards began work on developing specific goals and measures for their strategic plans.

**The Human Resource Focus of the Sterling Criteria looks at how an employee's skill and motivation and the organization's processes assist the employee to develop and utilize their full potential in alignment with the organization's overall objectives and strategy.**

This year the Division of Medical Quality Assurance focused on developing a leadership model to enhance organizational performance.

The leadership development model is based on a leadership index consisting of 30 measures related to leadership behaviors approved by the division's management team. The measures help leaders understand leadership goals, behaviors, measures, and criteria. Employees who want to move into leadership positions may use this index to learn behaviors expected of them. Supervisors may use this index to help develop leadership in employees who report to them. Managers who want to improve their leadership may use the index to learn more about leadership behaviors.

## Highlights/Accomplishments

**20/20 Performance Feedback** Employees and supervisors were given the opportunity to provide performance feedback to MQA supervisors, administrators and managers utilizing the 20/20 performance feedback system. The review criteria were based on the MQA leadership behaviors.

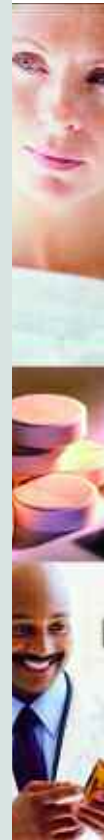
**Employee Development Plan** A team of supervisors and administrators led by the MQA Quality Improvement Unit developed an employee development plan for supervisors to identify their development and training needs and how to plan to meet those needs. The plan was used to develop a training plan for improvement opportunities identified in the 20/20 Performance Feedback

**County Health Department Training** The Investigative Services Unit provided statewide training to the County Health Departments who began performing inspections for massage, dental lab and electrolysis establishments. The result of this initiative is the availability of more inspectors, leading to quicker response times for our licensees.

**Annual Investigator Training** The Investigative Services Unit provided a statewide annual training in Orlando for investigators and prosecutorial staff from Consumer Services, Investigative Services, Unlicensed Activity and Prosecution Services units. The training was designed for staff to meet and discuss updates in statutes, rules and policies, to promote teambuilding, and to provide advanced knowledge of medical and healthcare-related subjects.

**Annual Consumer Services Unit Retreat** The Consumer Services Unit provided a one-day off-site training for staff to meet and discuss updates in statutes, rules, policies and procedures related to complaint analysis and investigation of medical and healthcare-related complaints.

**Basic Investigator Training** The Investigative Services Unit provided two Basic Investigator trainings in Tallahassee for new investigators. The training was for all new investigators in Consumer Services, Investigative Services, and Compliance Management units to receive a basic training and orientation of statutes, rules, policies and procedures.



**Employee Enhancement** The division continued its support of employees enhancing their job skills by attending the Certified Public Manager (CPM) training program.



**Employee Recognition** MQA's Employee Recognition Program encompasses meritorious achievement, Thanks-a-Million, and years of service. During Fiscal Year 2004-2005, MQA presented 524 certificates of nomination to employees who were nominated by a co-worker as either an individual or team member.



**Unlicensed Activity Training** The division continued annual training for unlicensed activity investigators throughout the state.



**In 2000, soon after committing to manage with the**

**Sterling model, MQA began creating its process management system.** The system ensures a closer link between customer satisfaction and production and delivery of all medical quality assurance products, programs, and services. It ensures that MQA processes are well-ordered and repeatable, and uses data and information to improve and learn.

First, MQA set up an electronic process index, then identified and documented its core processes, which are licensing and enforcement. Teams analyzed and documented the core processes into key processes, such as: application intake, testing, application review, issuing licenses, renewing licenses, complaint intake, investigation, prosecution, and discipline. The keystone to MQA's organizational learning, managers use the documented processes to communicate and train employees how to perform procedures. The documented processes are the procedural part of MQA policies.

Beginning in 2003, upgrade teams began using documented processes to determine features of its new computer system (COMPAS) needed to support business processes. It completed its business process analysis for COMPAS during 2004-2005.

Our enforcement units have already been operating with process performance measures. They have daily, weekly, and monthly measures that they use to monitor their processes. However, during this year, to reach its next milestone in controlling service quality, MQA began using its documented processes to develop performance measures for its licensing core process. It used documented processes to map common licensing processes across seven executive board offices.

Teams used the maps to identify tasks and process inputs, outputs, and cycles that need to be measured to control quality. They reviewed documented processes for effectiveness, efficiency, and other accountability and to identify needed improvements. They have recommended process measures and improvements to the processes.

During analysis for COMPAS and licensing performance measures, teams learned that MQA's rigorous process documentation system works well.

## Highlights/Accomplishments

**Improved Disciplinary Violation Process** The Board of Psychology amended its disciplinary guidelines rule to include the range of penalties that may be imposed from first offense to third offense of the violation. This made it more clear, thereby aiding the Consumer, Investigative and Prosecution Services Units in determining the proper violation.

**Process Mapping** The Florida Board of Nursing developed detailed process maps of the Certified Nursing Assistant(CNA) Registry procedures to ensure integration into the MQA business processes. The maps were an integral component needed for successful strategic planning to meet federal regulations by 2006.

**Improved Coordination with State and Federal Law Enforcement** The Prosecution Services Unit improved coordination with state and federal law enforcement, resulting in more emergency actions and better protection of the public.



**Online Application for Managing Licensing Images** The division developed an online application for managing stored licensing images, allowing employees to search from one location and retrieve data from multiple databases.

**Improved Renewal Methods** The division implemented a one page self-sealed mailer for mailing renewal information to practitioners.

**Mapping of Disciplinary Compliance Monitoring Process** The division completed a comprehensive process mapping of the Disciplinary Compliance Monitoring Process.

**Assistance for Indigent Nurses** The division began a program with the Intervention Project for Nurses (impaired practitioner program) whereby MQA will pay for indigent nurses to have initial evaluations for impairment. This helps nurses get into the program quickly and often results in nurses obtaining treatment rather than entering the disciplinary process.

**Addressing Criminal Activity** The division has made changes to forms and coding, making it easier to report and track complaints which may involve criminal activity.



# Organizational Performance Results

**The Organizational Performance Results criteria provide a results focus that encompasses customers' evaluations of organizational products, services, and programs, as well as overall financial, budgetary, and market performance.** It also encompasses employee and work-system results, governance structure and social responsibility, and results of all key processes and process improvement activities. These criteria provide "real-time" information for evaluation and improvement.

The tables listed in the appendices of this report detail the key data, including number of licensed practitioners, revenue/expenditures, projected cash balances, and a review of the adequacy of existing fees.

## Highlights/Accomplishments

**Increase in the Number of Legally Sufficient Complaints Resulting in Mediation, Disciplinary Citations and Non-Disciplinary Citations** The number of legally sufficient complaints resulting in mediation, disciplinary citations and non-disciplinary citations increased during the year, both in total numbers and as a percentage of total complaints. Approximately 12.8 percent of all legally sufficient complaints were offered for alternative dispute resolution, and over 78 percent of those were successfully resolved with a significant savings.

**Complaint Analysis** The Consumer Services Unit consistently exceeded timeliness measurements by completing complaint analysis in less than six days on average compared to their target of 10 days.

**Increased Desk Investigations** The number of desk investigations completed by the Consumer Services Unit increased from 959 the previous year to 1,313 in fiscal year 2004-2005.

**Increase in Collected Fines, Costs and Citations** Imposed fines, costs and citations increased by more than \$1 million over the previous fiscal year.

**Increase in Severe Discipline** The division saw an increase in license revocations and voluntary surrenders, along with a near-doubling of license suspensions.

**Davis Productivity Awards** The division received one individual and six work-unit Davis Productivity Awards.

**Increased Productivity** The number of pharmacy inspections completed by Investigative Services staff increased by more than 200, even with the numerous delays caused by a heavy hurricane season. MQA inspectors visited many pharmacies immediately following the storms to provide assistance.



**Cases Upheld by District Court of Appeals** The Prosecution Services Unit had five written court opinions in which the District Courts of Appeal ruled in the division's favor by affirming the final order and one written opinion in which the court reversed an award of attorney's fees entered against the department. The most visible of the court-authored opinions was Daniels v. Department of Health, 898 So.2d 61 (Fla. 2005) issued by the Florida Supreme Court on March 10, 2005. In Daniels, the Supreme Court held in the department's favor that the owner of a partnership or corporation who prevails in an administrative proceeding initiated by a state agency is not entitled to attorney's fees and costs under the Florida Equal Access to Justice Act when the complaint is filed against the owner in his or her individual capacity. This decision has been remediated by the Legislature in CS/SB 1010 which now allows owners of small businesses to so recover attorney's fees in their individual capacities.

**100 Percent Success Rate on Appeals from Emergency Actions** On appeals from emergency suspension orders and emergency restriction orders, the division received 10 orders (100 percent success rate) from the District Courts of Appeal denying the appeals filed by the suspended/restricted practitioners.

**Exceeding Performance Standards** The Florida Board of Nursing staff maintained a performance level of issuing a license, examination eligibility or deficiency letter within 12.2 days of receipt of fees. The outcome of this performance in exceeding the statutorily-required 30 days is an increase in active licensees by 4.1 percent for registered nurses, 6.6 percent for advanced registered nurse practitioners, 11.3 percent for licensed practical nurses, and 11.3 percent for certified nursing assistants.

**Online Renewal Cost Savings** Online renewal resulted in a cost savings of over \$270,000 for the MQA Trust Fund.

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**Table 1 • Summary of Licensed Practitioners • July 1, 2004 – June 30, 2005**

| PROFESSION                                    | FLORIDA ACTIVE | FLORIDA INACTIVE | FLORIDA DELINQUENT ACTIVE | FLORIDA DELINQUENT INACTIVE | OUT-OF-STATE ACTIVE | OUT-OF-STATE INACTIVE | OUT-OF-STATE DELINQUENT |
|---|----------------|------------------|---------------------------|-----------------------------|---------------------|-----------------------|-------------------------|
| Acupuncturist (Licensed)                      | 1,400          | 36               | 51                        | 9                           | 164                 | 47                    | 32                      |
| Anesthesiologist Assistant                    | 1              | 0                | 0                         | 0                           | 3                   | 0                     | 0                       |
| Athletic Trainer                              | 1,125          | 27               | 213                       | 2                           | 68                  | 13                    | 35                      |
| Audiologist                                   | 783            | 11               | 51                        | 5                           | 46                  | 2                     | 22                      |
| Audiology Assistant                           | 20             | 0                | 8                         | 0                           | 0                   | 0                     | 0                       |
| Provisional Audiologist                       | 47             | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Certified Nursing Assistant                   | 317,117        | 0                | 0                         | 0                           | 7,276               | 0                     | 0                       |
| Chiropractic Physician                        | 4,073          | 117              | 84                        | 21                          | 691                 | 370                   | 119                     |
| Registered Chiropractic Assistant             | 2,501          | 0                | 1                         | 0                           | 6                   | 0                     | 0                       |
| Certified Chiropractic Physician's Assistant  | 248            | 13               | 53                        | 5                           | 4                   | 5                     | 0                       |
| Clinical Laboratory Personnel                 | 12,610         | 610              | 736                       | 160                         | 983                 | 322                   | 302                     |
| Clinical Laboratory Trainee                   | 359            | 0                | 0                         | 0                           | 14                  | 0                     | 0                       |
| Clinical Laboratory Training Program          | 34             | 0                | 8                         | 0                           | 3                   | 0                     | 0                       |
| Clinical Social Worker                        | 5,435          | 194              | 342                       | 124                         | 323                 | 174                   | 191                     |
| Provisional Clinical Social Worker            | 24             | 0                | 0                         | 0                           | 4                   | 0                     | 0                       |
| Clinical Social Worker Intern                 | 1,616          | 0                | 533                       | 0                           | 23                  | 0                     | 28                      |
| Certified Master Social Worker                | 4              | 0                | 1                         | 0                           | 0                   | 0                     | 1                       |
| Dentist                                       | 9,284          | 67               | 143                       | 83                          | 1,882               | 82                    | 239                     |
| Dental Hygienist                              | 9,101          | 112              | 215                       | 57                          | 1,492               | 136                   | 171                     |
| Dental Radiographer                           | 8,246          | 0                | 1                         | 0                           | 57                  | 0                     | 1                       |
| Dental Teaching Permits                       | 235            | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Dental Residency Permit                       | 204            | 0                | 144                       | 0                           | 0                   | 0                     | 0                       |
| Dietitian/Nutritionist                        | 2,666          | 18               | 565                       | 33                          | 138                 | 8                     | 138                     |
| Nutrition Counselors                          | 174            | 13               | 68                        | 15                          | 19                  | 0                     | 5                       |
| Electrologist                                 | 563            | 24               | 93                        | 5                           | 26                  | 3                     | 9                       |
| Hearing Aid Specialists                       | 762            | 10               | 205                       | 8                           | 23                  | 2                     | 21                      |
| Marriage and Family Therapist                 | 1,181          | 74               | 102                       | 46                          | 79                  | 44                    | 32                      |
| Provisional Marriage and Family Therapists    | 7              | 0                | 0                         | 0                           | 2                   | 0                     | 0                       |
| Registered Marriage and Family Therapy Intern | 367            | 0                | 129                       | 0                           | 7                   | 0                     | 6                       |
| Massage Therapist                             | 23,081         | 353              | 2,724                     | 330                         | 1,833               | 160                   | 659                     |
| Medical Doctor                                | 38,160         | 348              | 790                       | 111                         | 10,944              | 985                   | 1,334                   |
| Medical Doctor Public Psychiatry Certificate  | 2              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Medical Doctor Public Health Certificate      | 4              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Medical Doctor Limited to Mayo Clinic         | 7              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Medical Doctor Limited to Cleveland Clinic    | 0              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Limited License Medical Doctor                | 224            | 3                | 26                        | 0                           | 7                   | 0                     | 5                       |
| Medical Doctor Area Critical Need             | 52             | 1                | 4                         | 0                           | 7                   | 1                     | 0                       |
| Medical Doctor Medical Faculty Certificate    | 44             | 0                | 23                        | 0                           | 14                  | 0                     | 1                       |
| Medical Doctor Visiting Faculty Certificate   | 0              | 0                | 0                         | 0                           | 1                   | 0                     | 0                       |
| Medical House Doctor                          | 307            | 0                | 1                         | 0                           | 0                   | 0                     | 0                       |
| Medical Doctor In-Training                    | 2,730          | 0                | 60                        | 0                           | 736                 | 0                     | 37                      |
| Medical Doctor Restricted                     | 3              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Diagnostic Radiological Physicist             | 46             | 0                | 6                         | 0                           | 33                  | 0                     | 2                       |
| Therapeutic Radiological Physicist            | 154            | 1                | 9                         | 0                           | 36                  | 1                     | 14                      |
| Medical Nuclear Radio Physicist               | 35             | 0                | 4                         | 0                           | 26                  | 0                     | 2                       |
| Medical Health Physicist                      | 30             | 1                | 1                         | 0                           | 14                  | 1                     | 3                       |
| Medical Physicist in Training                 | 28             | 0                | 1                         | 0                           | 7                   | 0                     | 0                       |
| Mental Health Counselor                       | 5,894          | 276              | 340                       | 132                         | 302                 | 152                   | 133                     |
| Provisional Mental Health Counselor           | 55             | 0                | 0                         | 0                           | 6                   | 0                     | 0                       |
| Registered Mental Health Counselor Intern     | 1,629          | 0                | 667                       | 0                           | 35                  | 0                     | 43                      |

**Table 1 • Summary of Licensed Practitioners • CONTINUED**

| PROFESSION                                      | FLORIDA ACTIVE | FLORIDA INACTIVE | FLORIDA DELINQUENT ACTIVE | FLORIDA DELINQUENT INACTIVE | OUT-OF-STATE ACTIVE | OUT-OF-STATE INACTIVE | OUT-OF-STATE DELINQUENT |
|---|----------------|------------------|---------------------------|-----------------------------|---------------------|-----------------------|-------------------------|
| Midwifery                                       | 110            | 2                | 11                        | 1                           | 11                  | 1                     | 4                       |
| Naturopathic Physician                          | 7              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Advanced Registered Nurse Practitioner          | 9,764          | 68               | 318                       | 28                          | 1,537               | 105                   | 338                     |
| Registered Nurse                                | 160,202        | 2,672            | 9,627                     | 1,238                       | 23,115              | 2,138                 | 8,528                   |
| Licensed Practical Nurse                        | 56,574         | 934              | 4,191                     | 210                         | 4,438               | 351                   | 939                     |
| Nursing Home Administrator                      | 1,341          | 54               | 126                       | 20                          | 174                 | 14                    | 61                      |
| Nursing Home Admin. Provisional                 | 13             | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Occupational Therapist                          | 5,003          | 58               | 518                       | 45                          | 481                 | 59                    | 382                     |
| Occupational Therapy Assistant                  | 1,384          | 15               | 220                       | 23                          | 96                  | 14                    | 82                      |
| Optician  | 3,159          | 88               | 268                       | 81                          | 144                 | 37                    | 74                      |
| Apprentice Optician                             | 654            | 0                | 0                         | 0                           | 6                   | 0                     | 0                       |
| Optometrist                                     | 2,036          | 11               | 43                        | 3                           | 549                 | 68                    | 92                      |
| Orthotist                                       | 110            | 0                | 7                         | 0                           | 7                   | 0                     | 3                       |
| Orthotic Fitter                                 | 93             | 0                | 19                        | 0                           | 0                   | 0                     | 0                       |
| Orthotic Fitter Assistant                       | 112            | 0                | 23                        | 0                           | 1                   | 0                     | 1                       |
| Prosthetist                                     | 74             | 0                | 3                         | 0                           | 5                   | 0                     | 2                       |
| Prosthetist-Orthotist                           | 154            | 1                | 5                         | 0                           | 6                   | 0                     | 0                       |
| Pedorthist                                      | 79             | 0                | 8                         | 0                           | 0                   | 0                     | 2                       |
| Osteopathic Physician                           | 3,345          | 32               | 58                        | 9                           | 1,107               | 230                   | 144                     |
| Unlicensed Osteopathic Registration             | 213            | 0                | 530                       | 0                           | 48                  | 0                     | 188                     |
| Osteopathic Limited License                     | 5              | 0                | 2                         | 0                           | 0                   | 0                     | 0                       |
| Osteopathic Faculty Certificate                 | 0              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Pharmacist                                      | 16,037         | 103              | 288                       | 20                          | 6,333               | 330                   | 705                     |
| Pharmacist Intern                               | 3,917          | 0                | 0                         | 0                           | 1,637               | 0                     | 0                       |
| Consultant Pharmacist                           | 2,114          | 76               | 356                       | 83                          | 121                 | 21                    | 55                      |
| Nuclear Pharmacist                              | 148            | 4                | 9                         | 1                           | 45                  | 9                     | 9                       |
| Physical Therapist                              | 9,261          | 171              | 407                       | 40                          | 1,450               | 388                   | 506                     |
| Physical Therapist Assistant                    | 4,215          | 97               | 216                       | 31                          | 281                 | 75                    | 92                      |
| Physician Assistant                             | 3,558          | 31               | 114                       | 7                           | 367                 | 27                    | 88                      |
| Podiatric Physician                             | 1,214          | 21               | 26                        | 7                           | 421                 | 77                    | 60                      |
| Certified Podiatric X-Ray Assistant             | 370            | 0                | 104                       | 0                           | 3                   | 0                     | 1                       |
| Psychologist                                    | 3,439          | 22               | 66                        | 5                           | 338                 | 61                    | 70                      |
| Provisional Psychologist                        | 15             | 0                | 0                         | 0                           | 2                   | 0                     | 0                       |
| Limited License Psychologist                    | 4              | 2                | 0                         | 0                           | 0                   | 0                     | 1                       |
| Registered Respiratory Therapist                | 4,634          | 121              | 534                       | 93                          | 244                 | 65                    | 255                     |
| Certified Respiratory Therapist                 | 3,799          | 120              | 1,155                     | 109                         | 156                 | 41                    | 192                     |
| Respiratory Care Practitioner by Exam           | 0              | 0                | 0                         | 0                           | 0                   | 0                     | 0                       |
| Respiratory Care Practitioner Critical Care     | 78             | 2                | 16                        | 6                           | 2                   | 0                     | 2                       |
| Respiratory Care Practitioner Non-Critical Care | 32             | 2                | 8                         | 2                           | 1                   | 0                     | 0                       |
| Respiratory Care Registered Student Exemption   | 74             | 0                | 383                       | 0                           | 0                   | 0                     | 1                       |
| School Psychologist                             | 572            | 23               | 31                        | 9                           | 12                  | 7                     | 6                       |
| Speech-Language Pathology                       | 5,200          | 50               | 244                       | 16                          | 307                 | 31                    | 75                      |
| Speech-Language Pathology Assistant             | 312            | 11               | 100                       | 5                           | 2                   | 0                     | 2                       |
| Provisional Speech-Language Pathology           | 458            | 0                | 1                         | 0                           | 13                  | 0                     | 0                       |
| <b>Totals</b>                                   | <b>756,555</b> | <b>7,100</b>     | <b>28,437</b>             | <b>3,238</b>                | <b>70,794</b>       | <b>6,657</b>          | <b>16,545</b>           |

**\*Definitions:**

**Florida Active**—The licensed practitioner has a Florida address of record and is clear to practice his/her profession in the state of Florida.

**Florida Inactive**—The licensed practitioner has a Florida address of record and is not authorized to practice his/her profession in the state of Florida because the practitioner inactivated his/her license.

**Florida Delinquent Active**—The licensed practitioner has a Florida address of record and is not authorized to practice his/her profession in the state of Florida because he/she failed to renew his/her active license by the expiration date.

**Florida Delinquent Inactive**—The licensed practitioner has a Florida address of record and is not authorized to practice his/her profession in the state of Florida because he/she failed to renew his/her inactive license by the expiration date.

**Out-of-State Active**—The licensed practitioner has an out-of-state address of record and is clear to practice his/her profession in the state of Florida.

**Out-of-State Inactive**—The licensed practitioner has an out-of-state address of record and is not authorized to practice his/her profession in the state of Florida because the practitioner inactivated his/her license.

**Out-of-State Delinquent**—The licensed practitioner has an out-of-state address of record and is not authorized to practice his/her profession in the state of Florida because he/she failed to renew his/her license by the expiration date.

**Table 2 • Summary of Licensed Establishments • July 1, 2004 – June 30, 2005**

| PROFESSION                   | ACTIVE        | DELINQUENT |
|------------------------------|---------------|------------|
| Dental Laboratory            | 1,133         | 0          |
| Electrolysis Facility        | 264           | 0          |
| Massage Establishment        | 7,717         | 0          |
| Office Surgery Registration  | 285           | 0          |
| Optometry Branch Office      | 657           | 89         |
| Optical Establishment Permit | 1,352         | 0          |
| Pharmacy                     | 7,095         | 257        |
| <b>Total</b>                 | <b>18,503</b> | <b>346</b> |

**Table 3 • CE Providers • July 1, 2004 - June 30, 2005**

| BOARD NAME  | TOTAL APPROVED PROVIDERS (ACTIVE) | APPLICATIONS RECEIVED | LICENSES ISSUED | COURSES SUBMITTED |
|---|-----------------------------------|-----------------------|-----------------|-------------------|
| Florida Board of Acupuncture  | 72                                | 20                    | 20              | 455               |
| Florida Board of Athletic Training  | 17                                | 9                     | 9               | 219               |
| Florida Board of Chiropractic Medicine  | 38                                | 6                     | 6               | 588               |
| Florida Board of Clinical Laboratory Personnel  | 175                               | 28                    | 28              | 4,892             |
| Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling | 572                               | 50                    | 50              | 5,924             |
| Florida Board of Dentistry  | 224                               | 39                    | 39              | 756               |
| Florida Board of Hearing Aid Specialists  | 10                                | 5                     | 5               | 159               |
| Florida Board of Massage Therapy  | 410                               | 35                    | 35              | 902               |
| Florida Board of Medicine   | 40                                | 12                    | 12              | 611               |
| Florida Board of Nursing  | 1,132                             | 85                    | 85              | 21,706            |
| Florida Board of Nursing Home Administrators  | 56                                | 22                    | 22              | 587               |
| Florida Board of Occupational Therapy Practice  | 149                               | 30                    | 30              | 1,431             |
| Florida Board of Opticianry   | 15                                | 1                     | 1               | 684               |
| Florida Board of Optometry  | 100                               | 23                    | 23              | 1,409             |
| Florida Board of Orthotists and Prosthetists  | 4                                 | 2                     | 2               | 178               |
| Florida Board of Osteopathic Medicine   | 13                                | 4                     | 4               | 676               |
| Florida Board of Pharmacy   | 133                               | 28                    | 28              | 871               |
| Florida Board of Physical Therapy Practice  | 30                                | 13                    | 13              | 1,040             |
| Florida Board of Podiatric Medicine   | 14                                | 6                     | 6               | 188               |
| Florida Board of Psychology   | 125                               | 28                    | 28              | 3,360             |
| Florida Board of Respiratory Care   | 128                               | 20                    | 20              | 3,756             |
| Florida Board of Speech-Language Pathology and Audiology  | 81                                | 7                     | 7               | 661               |
| Florida Council of Dietetics and Nutrition  | 31                                | 9                     | 9               | 1,028             |
| Florida Council of Licensed Midwifery   | 4                                 | 2                     | 2               | 2,866             |
| Florida Council of Medical Physicists   | 4                                 | 2                     | 2               | 9                 |
| Florida Electrolysis Council  | 10                                | 5                     | 5               | 270               |
| Florida Office of School Psychology   | 19                                | 3                     | 3               | 3,080             |
| Florida Physician Assistants  | 11                                | 1                     | 1               | 463               |

**Table 4 • Workload Summary of Applications Received and Licenses Issued • July 1, 2004 – June 30, 2005**

| PROFESSION                                    | NO. OF INITIAL APPS RECEIVED | NO. OF LICENSES ISSUED | PROFESSION                                      | NO. OF INITIAL APPS RECEIVED | NO. OF LICENSES ISSUED |
|---|------------------------------|------------------------|---|------------------------------|------------------------|
| Acupuncturist (Licensed)                      | 174                          | 141                    | Apprentice Optician                             | 152                          | 136                    |
| Anesthesiologist Assistant                    | 4                            | 4                      | Optometrist                                     | 107                          | 131                    |
| Athletic Trainer                              | 218                          | 209                    | Orthotist                                       | 7                            | 4                      |
| Audiologist                                   | 61                           | 52                     | Orthotic Fitter                                 | 24                           | 9                      |
| Audiology Assistant                           | 8                            | 6                      | Orthotic Fitter Assistant                       | 32                           | 27                     |
| Provisional Audiologist                       | 22                           | 30                     | Prosthetist                                     | 10                           | 10                     |
| Certified Nursing Assistant                   | 6,781                        | 3,321                  | Prosthetist-Orthotist                           | 6                            | 6                      |
| Chiropractic Physician                        | 220                          | 198                    | Pedorthist                                      | 17                           | 19                     |
| Registered Chiropractic Assistant             | 878                          | 847                    | Osteopathic Physician                           | 375                          | 313                    |
| Certified Chiropractic Physician's Assistant  | 141                          | 64                     | Unlicensed Osteopathic Registration             | 202                          | 210                    |
| Clinical Laboratory Personnel                 | 831                          | 591                    | Osteopathic Limited License                     | 2                            | 0                      |
| Clinical Laboratory Trainee                   | 345                          | 317                    | Osteopathic Faculty Certificate                 | 0                            | 0                      |
| Clinical Laboratory Training Program          | 5                            | 1                      | Pharmacist                                      | 1,276                        | 1,233                  |
| Clinical Social Worker                        | 622                          | 413                    | Pharmacist Intern                               | 1,845                        | 1,581                  |
| Provisional Clinical Social Worker            | 34                           | 33                     | Consultant Pharmacist                           | 104                          | 87                     |
| Clinical Social Worker Intern                 | 423                          | 397                    | Nuclear Pharmacist                              | 15                           | 13                     |
| Certified Master Social Worker                | 3                            | 1                      | Physical Therapist                              | 779                          | 601                    |
| Dentist                                       | 383                          | 422                    | Physical Therapist Assistant                    | 426                          | 279                    |
| Dental Hygienist                              | 575                          | 666                    | Physician Assistant                             | 591                          | 538                    |
| Dental Radiographer                           | 687                          | 647                    | Podiatric Physician                             | 88                           | 54                     |
| Dental Teaching Permits                       | 37                           | 32                     | Certified Podiatric X-Ray Assistant             | 102                          | 93                     |
| Dental Residency Permit                       | 105                          | 103                    | Psychologist                                    | 251                          | 193                    |
| Dietitian/Nutritionist                        | 226                          | 216                    | Provisional Psychologist                        | 17                           | 12                     |
| Nutrition Counselors                          | 0                            | 0                      | Limited License Psychologist                    | 2                            | 1                      |
| Electrologist                                 | 122                          | 109                    | Registered Respiratory Therapist                | 422                          | 376                    |
| Hearing Aid Specialists                       | 189                          | 155                    | Certified Respiratory Therapist                 | 459                          | 392                    |
| Marriage and Family Therapist                 | 108                          | 62                     | Respiratory Care Practitioner by Exam           | 0                            | 0                      |
| Provisional Marriage and Family Therapists    | 5                            | 4                      | Respiratory Care Practitioner Critical Care     | 0                            | 0                      |
| Registered Marriage and Family Therapy Intern | 106                          | 95                     | Respiratory Care Practitioner Non-Critical Care | 0                            | 0                      |
| Massage Therapist                             | 3,316                        | 2,805                  | Respiratory Care Registered Student Exemption   | 0                            | 0                      |
| Medical Doctor                                | 3,059                        | 2,804                  | School Psychologist                             | 38                           | 30                     |
| Medical Doctor Public Psychiatry Certificate  | 0                            | 0                      | Speech-Language Pathology                       | 568                          | 486                    |
| Medical Doctor Public Health Certificate      | 2                            | 0                      | Speech-Language Pathology Assistant             | 111                          | 81                     |
| Medical Doctor Limited to Mayo Clinic         | 0                            | 0                      | Provisional Speech-Language Pathology           | 306                          | 282                    |
| Medical Doctor Limited to Cleveland Clinic    | 0                            | 0                      | Totals  | 54,761                       | 47,198                 |
| Limited License Medical Doctor                | 23                           | 17                     |   |                              |                        |
| Medical Doctor Area Critical Need             | 15                           | 10                     |   |                              |                        |
| Medical Doctor Medical Faculty Certificate    | 22                           | 12                     |   |                              |                        |
| Medical Doctor Visiting Faculty Certificate   | 1                            | 1                      |   |                              |                        |
| Medical House Doctor                          | 60                           | 41                     |   |                              |                        |
| Medical Doctor In-Training                    | 1,085                        | 1,056                  |   |                              |                        |
| Medical Doctor Restricted                     | 5                            | 0                      |   |                              |                        |
| Diagnostic Radiological Physicist             | 6                            | 4                      |   |                              |                        |
| Therapeutic Radiological Physicist            | 18                           | 15                     |   |                              |                        |
| Medical Nuclear Radio Physicist               | 5                            | 5                      |   |                              |                        |
| Medical Health Physicist                      | 0                            | 0                      |   |                              |                        |
| Medical Physicist in Training                 | 21                           | 18                     |   |                              |                        |
| Mental Health Counselor                       | 432                          | 447                    |   |                              |                        |
| Provisional Mental Health Counselor           | 67                           | 63                     |   |                              |                        |
| Registered Mental Health Counselor Intern     | 579                          | 508                    |   |                              |                        |
| Midwifery                                     | 14                           | 11                     |   |                              |                        |
| Naturopathic Physician                        | 0                            | 0                      |   |                              |                        |
| Advanced Registered Nurse Practitioner        | 1,054                        | 955                    |   |                              |                        |
| Registered Nurse                              | 14,849                       | 14,081                 |   |                              |                        |
| Licensed Practical Nurse                      | 7,560                        | 7,196                  |   |                              |                        |
| Nursing Home Administrator                    | 95                           | 78                     |   |                              |                        |
| Nursing Home Admin. Provisional               | 3                            | 2                      |   |                              |                        |
| Occupational Therapist                        | 533                          | 453                    |   |                              |                        |
| Occupational Therapy Assistant                | 178                          | 160                    |   |                              |                        |
| Optician                                      | 112                          | 123                    |   |                              |                        |



**Table 5• Performance Statistics for Examinations Developed and Administered by MQA  
• July 1, 2004 – June 30, 2005**

| PROFESSION  | SCHEDULED    | EXAMINED     | FAILED       | % FAILED     | PASSED       | % PASSED     |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| Certified Designated Representative<br>Laws & Rules (CBT) | 757          | 411          | 117          | 28.5%        | 294          | 71.5%        |
| <b>Chiropractic Medicine</b>                              |              |              |              |              |              |              |
| Laws & Rules (CBT)  | 208          | 192          | 5            | 2.6%         | 187          | 97.4%        |
| Physical Diagnosis Clinical                               | 237          | 216          | 33           | 15.3%        | 183          | 84.7%        |
| Technique Clinical  | 219          | 199          | 15           | 7.5%         | 184          | 92.5%        |
| X-Ray Interpretation (CBT)                                | 220          | 203          | 27           | 13.3%        | 176          | 86.7%        |
| <b>Dentistry</b>  |              |              |              |              |              |              |
| Clinical  | 518          | 494          | 63           | 12.8%        | 431          | 87.2%        |
| Laws & Rules (CBT)  | 551          | 524          | 60           | 11.5%        | 464          | 88.5%        |
| <b>Dental Hygiene</b>                                     |              |              |              |              |              |              |
| Clinical  | 768          | 704          | 30           | 4.3%         | 674          | 95.7%        |
| Laws & Rules (CBT)  | 824          | 759          | 129          | 17.0%        | 630          | 83.0%        |
| Massage - Colonics (CBT)                                  | 16           | 11           | 1            | 9.1%         | 10           | 90.9%        |
| Nursing Home Admin. Laws & Rules (CBT)                    | 138          | 106          | 20           | 18.9%        | 86           | 81.1%        |
| <b>Opticianry</b>   |              |              |              |              |              |              |
| Clinical  | 157          | 157          | 29           | 18.5%        | 128          | 81.5%        |
| Lens Neutralization Clinical                              | 156          | 155          | 39           | 25.2%        | 116          | 74.8%        |
| <b>Optometry</b>  |              |              |              |              |              |              |
| Laws & Rules (CBT)  | 148          | 143          | 3            | 2.1%         | 140          | 97.9%        |
| Clinical  | 153          | 148          | 18           | 12.2%        | 130          | 87.8%        |
| Pharmacology & Ocular Disease Clinical                    | 188          | 176          | 31           | 17.6%        | 145          | 82.4%        |
| Paramedic - Certification*                                | 2,500        | 2,391        | 791          | 33.1%        | 1,600        | 66.9%        |
| Psychology - Laws & Rules (CBT)                           | 267          | 180          | 29           | 16.1%        | 151          | 83.9%        |
| <b>TOTALS</b>   |              |              |              |              |              |              |
| Clinical Exams (non-CBT only)                             | 4,896        | 4,640        | 1,049        | 22.6%        | 3,591        | 77.4%        |
| Laws & Rules Exams  | 2,893        | 2,315        | 363          | 15.7%        | 1,952        | 84.3%        |
| CBT Exams   | 3,129        | 2,529        | 391          | 15.5%        | 2,138        | 84.5%        |
| <b>ALL EXAMS</b>  | <b>8,025</b> | <b>7,169</b> | <b>1,440</b> | <b>20.1%</b> | <b>5,729</b> | <b>79.9%</b> |

\*Paramedic Number Scheduled is estimated - all other figures are actual

Note: This table includes statistics for only those examinations developed by the Department.

**Table 6A• Emergency Orders Issued Against Healthcare Licensees •July 1, 2004 – June 30, 2005**

| PROFESSION                    | EMERGENCY<br>RESTRICTION ORDERS | EMERGENCY<br>SUSPENSION ORDERS | TOTAL<br>EMERGENCY ORDERS |
|-------------------------------|---------------------------------|--------------------------------|---------------------------|
| Certified Nursing Assistant   | 0                               | 16                             | 16                        |
| Chiropractic Medicine         | 0                               | 14                             | 14                        |
| Clinical Laboratory Personnel | 0                               | 1                              | 1                         |
| Dentistry                     | 0                               | 4                              | 4                         |
| Massage Therapy               | 0                               | 1                              | 1                         |
| Medicine                      | 19                              | 20                             | 39                        |
| Mental Health Counseling      | 1                               | 1                              | 2                         |
| Nursing                       | 3                               | 104                            | 107                       |
| Occupational Therapy          | 0                               | 1                              | 1                         |
| Osteopathic Medicine          | 2                               | 6                              | 8                         |
| Pharmacies                    | 0                               | 6                              | 6                         |
| Pharmacists                   | 0                               | 9                              | 9                         |
| Physical Therapy              | 1                               | 0                              | 1                         |
| Physician Assistant           | 1                               | 1                              | 2                         |
| Respiratory Care              | 0                               | 2                              | 2                         |
| <b>Total</b>                  | <b>27</b>                       | <b>186</b>                     | <b>213</b>                |

**Definitions:**

**Emergency Restriction Order** – An order issued by the Florida Department of Health stating that a practitioner may only practice in the state of Florida under restrictions specified by the department.

**Emergency Suspension Order** – 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.

**Table 6B • Complaints and Reports Received and Investigations Completed • July 1, 2004 – June 30, 2005**

| PROFESSION                            | STATUTORY REPORTS | COMPLAINTS RECEIVED | LEGALLY SUFFICIENT <sup>1</sup> | INVESTIGATIONS COMPLETED <sup>2</sup> | INSPECTIONS COMPLETED |
|---------------------------------------|-------------------|---------------------|---------------------------------|---------------------------------------|-----------------------|
| Acupuncture                           | 0                 | 35                  | 23                              | 12                                    | N/A                   |
| Athletic Trainer                      | 0                 | 17                  | 16                              | 1                                     | N/A                   |
| Certified Nursing Assistant           | 607               | 566                 | 637                             | 691                                   | N/A                   |
| Certified Social Worker               | 0                 | 0                   | 0                               | 0                                     | N/A                   |
| Chiropractic Medicine                 | 43                | 315                 | 199                             | 101                                   | N/A                   |
| Clinical Laboratory Personnel         | 5                 | 112                 | 79                              | 24                                    | N/A                   |
| Clinical Social Work                  | 0                 | 58                  | 36                              | 25                                    | N/A                   |
| Dental Hygienists                     | 0                 | 0                   | 0                               | 0                                     | N/A                   |
| Dental Labs                           | 0                 | 48                  | 18                              | 18                                    | 1,111                 |
| Dentistry                             | 116               | 801                 | 461                             | 394                                   | 93                    |
| Dietetics and Nutritionist            | 0                 | 15                  | 7                               | 5                                     | N/A                   |
| Electrolysis                          | 0                 | 25                  | 16                              | 10                                    | N/A                   |
| Electrolysis Facilities               | 0                 | 3                   | 3                               | 2                                     | 235                   |
| Hearing Aid Specialists               | 1                 | 175                 | 95                              | 51                                    | N/A                   |
| Marriage and Family Therapy           | 0                 | 16                  | 8                               | 10                                    | N/A                   |
| Massage Establishments                | 0                 | 145                 | 102                             | 66                                    | 7,891                 |
| Massage Therapy                       | 1                 | 216                 | 163                             | 131                                   | N/A                   |
| Medical Physicist                     | 73                | 4                   | 1                               | 2                                     | N/A                   |
| Medicine                              | 3,085             | 5,305               | 2,902                           | 2,202                                 | 1,549                 |
| Mental Health Counseling              | 0                 | 89                  | 47                              | 35                                    | N/A                   |
| Midwifery                             | 1                 | 6                   | 6                               | 8                                     | N/A                   |
| Naturopathic Medicine                 | 0                 | 0                   | 0                               | 0                                     | 0                     |
| Nursing                               | 577               | 1,752               | 1,478                           | 1,491                                 | 382                   |
| Nursing Home Administrators           | 96                | 33                  | 38                              | 32                                    | N/A                   |
| Occupational Therapy                  | 4                 | 36                  | 29                              | 19                                    | N/A                   |
| Optical Establishments                | 1                 | 14                  | 4                               | 4                                     | N/A                   |
| Opticianry                            | 0                 | 28                  | 10                              | 8                                     | N/A                   |
| Optometry                             | 7                 | 50                  | 23                              | 27                                    | 12                    |
| Optometry Branch Offices              | 0                 | 2                   | 0                               | 0                                     | N/A                   |
| Orthotists & Prosthetists             | 2                 | 18                  | 18                              | 54                                    | N/A                   |
| Osteopathic Medicine                  | 255               | 451                 | 210                             | 184                                   | 230                   |
| Pharmacies                            | 5                 | 619                 | 387                             | 338                                   | 7,228                 |
| Pharmacists                           | 18                | 511                 | 470                             | 391                                   | N/A                   |
| Physical Therapy                      | 4                 | 61                  | 39                              | 37                                    | N/A                   |
| Physician Assistant                   | 31                | 123                 | 84                              | 48                                    | N/A                   |
| Podiatric Medicine                    | 121               | 138                 | 100                             | 53                                    | 29                    |
| Psychology                            | 1                 | 113                 | 57                              | 42                                    | N/A                   |
| Registered Health Care Clinic         | 0                 | 4                   | 0                               | 0                                     | N/A                   |
| Respiratory Care                      | 7                 | 53                  | 41                              | 38                                    | N/A                   |
| School Psychology                     | 0                 | 3                   | 4                               | 3                                     | N/A                   |
| Speech-Language Pathology & Audiology | 0                 | 25                  | 11                              | 12                                    | N/A                   |
| <b>Total</b>                          | <b>5,061</b>      | <b>11,985</b>       | <b>7,821</b>                    | <b>6,569</b>                          | <b>19,651</b>         |
| <b>Referred Non-Jurisdictional</b>    | <b>12,354</b>     | <b>842</b>          | <b>20</b>                       | <b>9</b>                              | <b>0</b>              |
| <b>Grand Totals</b>                   | <b>17,415</b>     | <b>12,827</b>       | <b>7,841</b>                    | <b>6,578</b>                          | <b>19,651</b>         |

<sup>1</sup>Excludes 182 complaints found not legally sufficient following commencement of investigation.

<sup>2</sup>Excludes 4 complaints found not legally sufficient upon completion of investigation.

**Definitions:**

**Statutory Reports** – Reports required by statute to be submitted and investigated by the Florida Department of Health.

**Legally Sufficient** – Complaints that if found to be true show a potential violation of Florida statutes or rules.

**Table 7 • Performance Statistics for Probable Cause Actions • July 1, 2004 – June 30, 2005**

| PROFESSION                            | NO PROBABLE CAUSE FOUND | PROBABLE CAUSE FOUND | ADMINISTRATIVE COMPLAINTS FILED |
|---------------------------------------|-------------------------|----------------------|---------------------------------|
| Acupuncture                           | 4                       | 3                    | 3                               |
| Athletic Trainer                      | 2                       | 0                    | 0                               |
| Certified Nursing Assistant           | 714                     | 234                  | 234                             |
| Certified Social Worker               | 0                       | 0                    | 0                               |
| Chiropractic Medicine                 | 77                      | 72                   | 32                              |
| Clinical Laboratory Personnel         | 0                       | 16                   | 5                               |
| Clinical Social Work                  | 19                      | 4                    | 2                               |
| Dental Labs                           | 11                      | 9                    | 9                               |
| Dentistry                             | 314                     | 59                   | 66                              |
| Dietetics and Nutritionist            | 4                       | 0                    | 0                               |
| Electrolysis                          | 2                       | 2                    | 2                               |
| Electrolysis Facilities               | 0                       | 0                    | 0                               |
| Hearing Aid Specialists               | 70                      | 43                   | 32                              |
| Marriage and Family Therapy           | 5                       | 5                    | 2                               |
| Massage Establishments                | 24                      | 24                   | 10                              |
| Massage Therapy                       | 19                      | 39                   | 25                              |
| Medical Physicist                     | 1                       | 1                    | 1                               |
| Medicine                              | 1,265                   | 292                  | 327                             |
| Mental Health Counseling              | 21                      | 13                   | 3                               |
| Midwifery                             | 5                       | 0                    | 0                               |
| Naturopathic Medicine                 | 0                       | 0                    | 0                               |
| Nursing                               | 796                     | 889                  | 885                             |
| Nursing Home Administrators           | 80                      | 5                    | 4                               |
| Occupational Therapy                  | 15                      | 7                    | 7                               |
| Optical Establishments                | 0                       | 0                    | 0                               |
| Opticianry                            | 0                       | 0                    | 0                               |
| Optometry                             | 13                      | 8                    | 9                               |
| Optometry Branch Offices              | 0                       | 0                    | 0                               |
| Orthotists & Prosthetists             | 37                      | 21                   | 22                              |
| Osteopathic Medicine                  | 80                      | 33                   | 31                              |
| Pharmacies                            | 259                     | 49                   | 40                              |
| Pharmacists                           | 243                     | 129                  | 121                             |
| Physical Therapy                      | 24                      | 27                   | 22                              |
| Physician Assistant                   | 24                      | 13                   | 15                              |
| Podiatric Medicine                    | 33                      | 7                    | 9                               |
| Psychology                            | 24                      | 4                    | 4                               |
| Registered Health Care Clinic         | 0                       | 0                    | 0                               |
| Respiratory Care                      | 19                      | 19                   | 13                              |
| School Psychology                     | 0                       | 0                    | 0                               |
| Speech-Language Pathology & Audiology | 7                       | 3                    | 3                               |
| Total                                 | 4,211                   | 2,030                | 1,938                           |
| Referred Non-Jurisdictional           | 2                       | 0                    | 0                               |
| Grand Total                           | 4,213                   | 2,030                | 1,938                           |

**Definitions:**

**Probable Cause** – When a panel of a Board or the Florida Department of Health finds sufficient evidence to bring formal charges against a licensee.

**Administrative Complaint** – Legal document that charges violation(s) of Florida statutes or rules against a licensee.

**Table 8 • Performance Statistics on Disposition of Disciplinary Cases Against Healthcare Licensees • July 1, 2004—June 30, 2005**

| PROFESSION                    | REVOCACTION | VOLUNTARY RELINQUISHMENT | SUSPENSION | PROBATION | LIMITATION/OBLIGATION | FINE AND/OR REPRIMAND | CITATION | DISMISSAL | NO. OF CASES RESOLVED THROUGH FINAL ORDERS* |
|-------------------------------|-------------|--------------------------|------------|-----------|-----------------------|-----------------------|----------|-----------|---|
| Acupuncture                   | 0           | 1                        | 0          | 1         | 2                     | 2                     | 7        | 0         | 3   |
| Athletic Trainer              | 0           | 0                        | 1          | 0         | 1                     | 2                     | 0        | 1         | 1   |
| Certified Nursing Assistant   | 65          | 27                       | 17         | 8         | 21                    | 63                    | 0        | 11        | 130   |
| Certified Social Worker       | 0           | 0                        | 0          | 0         | 0                     | 0                     | 0        | 0         | 0   |
| Chiropractic Medicine         | 0           | 10                       | 17         | 7         | 36                    | 47                    | 44       | 7         | 76  |
| Clinical Laboratory Personnel | 1           | 0                        | 2          | 1         | 7                     | 7                     | 39       | 5         | 8   |
| Clinical Social Work          | 0           | 0                        | 0          | 2         | 4                     | 6                     | 0        | 2         | 5   |
| Dental Labs                   | 0           | 0                        | 4          | 2         | 4                     | 10                    | 1        | 0         | 9   |
| Dentistry                     | 0           | 6                        | 13         | 10        | 63                    | 84                    | 30       | 13        | 87  |
| Dietetics and Nutritionist    | 0           | 0                        | 0          | 0         | 0                     | 0                     | 0        | 0         | 0   |
| Electrolysis                  | 1           | 1                        | 0          | 0         | 0                     | 0                     | 4        | 1         | 2   |
| Electrolysis Facilities       | 0           | 0                        | 0          | 0         | 0                     | 0                     | 1        | 0         | 0   |
| Hearing Aid Specialists       | 0           | 1                        | 1          | 0         | 3                     | 25                    | 10       | 8         | 20  |
| Marriage and Family Therapy   | 0           | 0                        | 0          | 0         | 0                     | 0                     | 0        | 0         | 3   |
| Massage Establishments        | 3           | 4                        | 3          | 2         | 9                     | 36                    | 26       | 5         | 38  |
| Massage Therapy               | 3           | 7                        | 9          | 4         | 11                    | 55                    | 22       | 7         | 55  |
| Medical Physicist             | 0           | 0                        | 0          | 0         | 0                     | 0                     | 0        | 0         | 0   |
| Medicine                      | 17          | 31                       | 40         | 13        | 154                   | 207                   | 432      | 30        | 245   |
| Mental Health Counseling      | 1           | 5                        | 1          | 2         | 4                     | 7                     | 1        | 3         | 13  |
| Midwifery                     | 0           | 0                        | 1          | 1         | 0                     | 0                     | 0        | 0         | 2   |
| Naturopathic Medicine         | 0           | 0                        | 0          | 0         | 0                     | 0                     | 0        | 0         | 0   |
| Nursing                       | 55          | 60                       | 184        | 41        | 275                   | 561                   | 5        | 62        | 759   |
| Nursing Home Administrators   | 0           | 0                        | 0          | 0         | 0                     | 1                     | 0        | 1         | 1   |
| Occupational Therapy          | 0           | 0                        | 1          | 1         | 2                     | 2                     | 11       | 1         | 4   |
| Optical Establishments        | 0           | 0                        | 0          | 0         | 0                     | 0                     | 0        | 0         | 0   |
| Opticianry                    | 0           | 0                        | 0          | 0         | 4                     | 4                     | 1        | 0         | 4   |
| Optometry                     | 0           | 0                        | 0          | 0         | 3                     | 6                     | 2        | 2         | 4   |
| Optometry Branch Offices      | 0           | 0                        | 0          | 0         | 0                     | 0                     | 0        | 0         | 0   |
| Orthotists & Prosthetists     | 0           | 0                        | 0          | 0         | 0                     | 0                     | 5        | 4         | 6   |
| Osteopathic Medicine          | 0           | 5                        | 1          | 3         | 8                     | 11                    | 13       | 0         | 17  |

\*This number represents the actual number of cases resolved by the issuance of a final order, not the number of final orders issued. A final order may contain more than one type of discipline, e.g., probation, fine and reprimand.

**Table 8 • Performance Statistics on Disposition of Disciplinary Cases Against Healthcare Licensees  
• July 1, 2004—June 30, 2005 CONTINUED**

| PROFESSION                                  | REVOCATION | VOLUNTARY<br>RELINQUISHMENT | SUSPENSION | PROBATION  | LIMITATION/<br>OBLIGATION | FINE AND/OR<br>REPRIMAND | CITATION   | DISMISSAL  | NO. OF CASES<br>RESOLVED<br>THROUGH<br>FINAL ORDERS* |
|---|------------|-----------------------------|------------|------------|---------------------------|--------------------------|------------|------------|--|
| Pharmacies                                  | 1          | 2                           | 1          | 5          | 13                        | 49                       | 4          | 8          | 42   |
| Pharmacists                                 | 2          | 9                           | 8          | 17         | 76                        | 64                       | 21         | 16         | 99   |
| Physical Therapy                            | 1          | 4                           | 1          | 0          | 6                         | 8                        | 3          | 2          | 17   |
| Physician Assistant                         | 1          | 0                           | 2          | 1          | 4                         | 7                        | 23         | 1          | 7  |
| Podiatric Medicine                          | 0          | 1                           | 1          | 0          | 4                         | 8                        | 25         | 1          | 7  |
| Psychology                                  | 0          | 2                           | 0          | 2          | 4                         | 7                        | 6          | 2          | 9  |
| Registered Health<br>Care Clinic            | 0          | 0                           | 0          | 0          | 0                         | 0                        | 0          | 0          | 0  |
| Respiratory Care                            | 1          | 2                           | 2          | 0          | 3                         | 6                        | 3          | 1          | 15   |
| School Psychology                           | 0          | 0                           | 0          | 0          | 0                         | 0                        | 0          | 0          | 0  |
| Speech-Language<br>Pathology<br>& Audiology | 0          | 0                           | 0          | 0          | 1                         | 1                        | 0          | 0          | 3  |
| <b>Total</b>                                | <b>152</b> | <b>178</b>                  | <b>310</b> | <b>123</b> | <b>722</b>                | <b>1,286</b>             | <b>739</b> | <b>195</b> | <b>1,691</b>   |

\*This number represents the actual number of cases resolved by the issuance of a final order, not the number of final orders issued. A final order may contain more than one type of discipline, e.g., probation, fine and reprimand.

**Definitions:**

**Revocation** — The licensing board or department disciplined licensed practitioner and his/her license was removed.

**Voluntary Relinquishment** — The licensed practitioner elected to give up his/her license to practice in the state of Florida.

**Suspension** — The licensing board or department disciplined licensed practitioner, prohibiting practitioner from practicing in Florida for a specified period of time outlined in the final disciplinary order.

**Probation** — The licensing board or department disciplined practitioner and placed his/her license in a probationary status as specified by final disciplinary order.

**Limitation/Obligation** — A penalty, including restrictions and requirements placed on a practitioner, in a disciplinary proceeding against the practitioner's license.

**Citation** — A disciplinary final order in a complaint resolved through the citation process; a formal alternative resolution of minor violations, usually involving a fine and obligations imposed as approved by a board rule.

**Dismissal** — Probable Cause was found but the case was not prosecuted.

**Final Order** — The official document that records the final decision which results from a disciplinary proceeding under chapter 120 and which has been filed with the department's agency clerk.

**Table 9 • Performance Statistics for Medical Malpractice Claims • July 1, 2004 – June 30, 2005**

| PROFESSION                  | CIVIL COURT CLAIMS RECEIVED | CLOSED CLAIMS RECEIVED | NICA CLAIMS RECEIVED | "3 IN 5" INITIATED | "3 IN 5" DISCIPLINES | CLOSED CLAIMS DISCIPLINED | CLOSED CLAIMS NON-DISCIPLINE |
|-----------------------------|-----------------------------|------------------------|----------------------|--------------------|----------------------|---------------------------|------------------------------|
| Acupuncture                 | 0                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Certified Nursing Assistant | 4                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Chiropractic Medicine       | 5                           | 22                     | 0                    | 0                  | 0                    | 0                         | 0                            |
| Clinical Lab Personnel      | 1                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Dentistry                   | 13                          | 92                     | 0                    | 5                  | 3                    | 7                         | 15                           |
| Dietetics and Nutritionist  | 0                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Massage Therapy             | 0                           | 1                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Medicine                    | 342                         | 1,358                  | 53                   | 3                  | 1                    | 7                         | 147                          |
| Mental Health Counselor     | 0                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Midwifery                   | 0                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Nursing                     | 102                         | 26                     | 4                    | 0                  | 0                    | 0                         | 0                            |
| Nursing Home Administrators | 86                          | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Occupational Therapy        | 0                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Optometry                   | 1                           | 6                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Osteopathic Medicine        | 39                          | 136                    | 0                    | 1                  | 0                    | 0                         | 7                            |
| Pharmacies                  | 1                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Pharmacists                 | 1                           | 4                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Physical Therapy            | 2                           | 1                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Physician Assistant         | 7                           | 21                     | 0                    | 0                  | 0                    | 0                         | 0                            |
| Podiatric Medicine          | 11                          | 101                    | 0                    | 1                  | 0                    | 0                         | 6                            |
| Psychology                  | 0                           | 0                      | 0                    | 0                  | 0                    | 0                         | 0                            |
| Respiratory Care            | 0                           | 0                      | 2                    | 0                  | 0                    | 0                         | 0                            |
| <b>Total</b>                | <b>615</b>                  | <b>1,768</b>           | <b>59</b>            | <b>10</b>          | <b>4</b>             | <b>14</b>                 | <b>175</b>                   |
| Referred Non-Jurisdictional | 92                          | 7                      | 1                    | 0                  | 0                    | 0                         | 0                            |
| <b>Grand Totals</b>         | <b>707</b>                  | <b>1,775</b>           | <b>60</b>            | <b>10</b>          | <b>4</b>             | <b>14</b>                 | <b>175</b>                   |

**Definitions:**

**3 in 5 Initiated** – Investigation started when the practitioner has had three or more closed medical malpractice claims within the last five years that meet certain statutory conditions.

**3 in 5 Disciplines** – Three in five initiated investigations that resulted in a disciplinary action.

**Table 10 • Hospital Annual Report (Source 75) Complaints • July 1, 2004 – June 30, 2005**

|                                |     |
|--------------------------------|-----|
| Hospitals/Facilities Reporting | 36  |
| Practitioners Reported         | 337 |
| Non-jurisdictional             | 28  |
| Medicine                       | 266 |
| Nursing                        | 19  |
| Osteopathic Medicine           | 23  |
| Physician Assistants           | 1   |

**Table 11 • Performance Statistics on Unlicensed Activity • July 1, 2004 – June 30, 2005**

| PROFESSION                            | COMPLAINTS RECEIVED | REFERRED FOR INVESTIGATION | INVESTIGATIONS COMPLETED | CEASE AND DESIST ISSUED | REFERRALS TO LAW ENFORCEMENT* | ARRESTS    |
|---------------------------------------|---------------------|----------------------------|--------------------------|-------------------------|-------------------------------|------------|
| Acupuncture                           | 4                   | 4                          | 5                        | 1                       | 0                             | 0          |
| Athletic Trainer                      | 3                   | 3                          | 1                        | 2                       | 0                             | 0          |
| Certified Nursing Assistant           | 16                  | 16                         | 17                       | 1                       | 1                             | 6          |
| Certified Social Worker               | 0                   | 0                          | 0                        | 0                       | 0                             | 0          |
| Chiropractic Medicine                 | 14                  | 14                         | 18                       | 6                       | 0                             | 2          |
| Clinical Laboratory Personnel         | 0                   | 0                          | 1                        | 0                       | 0                             | 0          |
| Clinical Social Work                  | 1                   | 1                          | 4                        | 1                       | 0                             | 0          |
| Dental Labs                           | 5                   | 6                          | 8                        | 1                       | 0                             | 0          |
| Dentistry                             | 51                  | 47                         | 85                       | 1                       | 4                             | 42         |
| Dietetics and Nutritionist            | 11                  | 9                          | 9                        | 5                       | 0                             | 0          |
| Electrolysis                          | 2                   | 3                          | 2                        | 3                       | 0                             | 0          |
| Electrolysis Facilities               | 1                   | 1                          | 2                        | 2                       | 0                             | 0          |
| Hearing Aid Specialists               | 3                   | 5                          | 4                        | 1                       | 0                             | 2          |
| Marriage and Family Therapy           | 0                   | 0                          | 3                        | 0                       | 0                             | 2          |
| Massage Establishments                | 130                 | 132                        | 95                       | 32                      | 2                             | 8          |
| Massage Therapy                       | 73                  | 69                         | 77                       | 18                      | 2                             | 38         |
| Medical Physicist                     | 0                   | 0                          | 2                        | 0                       | 1                             | 0          |
| Medicine                              | 99                  | 98                         | 80                       | 6                       | 7                             | 29         |
| Mental Health Counseling              | 7                   | 8                          | 7                        | 2                       | 0                             | 1          |
| Midwifery                             | 2                   | 2                          | 0                        | 0                       | 0                             | 0          |
| Naturopathic Medicine                 | 4                   | 4                          | 1                        | 0                       | 0                             | 0          |
| Nursing                               | 32                  | 28                         | 27                       | 4                       | 5                             | 7          |
| Nursing Home Administrators           | 0                   | 0                          | 0                        | 0                       | 0                             | 0          |
| Occupational Therapy                  | 1                   | 1                          | 0                        | 0                       | 0                             | 0          |
| Optical Establishments                | 13                  | 12                         | 9                        | 9                       | 0                             | 0          |
| Opticianry                            | 16                  | 12                         | 8                        | 5                       | 0                             | 0          |
| Optometry                             | 1                   | 1                          | 5                        | 1                       | 0                             | 3          |
| Optometry Branch Offices              | 0                   | 0                          | 0                        | 0                       | 0                             | 0          |
| Orthotists & Prosthetists             | 33                  | 32                         | 22                       | 10                      | 2                             | 5          |
| Osteopathic Medicine                  | 4                   | 2                          | 1                        | 0                       | 1                             | 0          |
| Pharmacies                            | 86                  | 58                         | 22                       | 13                      | 3                             | 2          |
| Pharmacists                           | 20                  | 18                         | 14                       | 1                       | 2                             | 6          |
| Physical Therapy                      | 12                  | 11                         | 6                        | 0                       | 0                             | 1          |
| Physician Assistant                   | 5                   | 4                          | 4                        | 1                       | 1                             | 2          |
| Podiatric Medicine                    | 3                   | 3                          | 4                        | 0                       | 0                             | 0          |
| Psychology                            | 10                  | 10                         | 9                        | 5                       | 0                             | 1          |
| Registered Health Care Clinic         | 0                   | 0                          | 12                       | 0                       | 0                             | 0          |
| Respiratory Care                      | 5                   | 5                          | 3                        | 1                       | 2                             | 0          |
| School Psychology                     | 1                   | 1                          | 0                        | 0                       | 0                             | 0          |
| Speech-Language Pathology & Audiology | 2                   | 2                          | 4                        | 2                       | 0                             | 0          |
| <b>Total</b>                          | <b>670</b>          | <b>622</b>                 | <b>571</b>               | <b>134</b>              | <b>33</b>                     | <b>157</b> |
| Referred Non-Jurisdictional           | 8                   | 5                          | 1                        | 0                       | 0                             | 0          |
| <b>Grand Totals</b>                   | <b>678</b>          | <b>627</b>                 | <b>572</b>               | <b>134</b>              | <b>33</b>                     | <b>157</b> |

\*Note: "Referrals to Law Enforcement" replaces the column "Referrals to State Attorney" from previous Annual Report tables.



**Table 12 • Revenue/Expenditures/Cash Balances • July 1, 2004–June 30, 2005**

| PROFESSION                   | BEGINNING CASH BALANCE | REVENUES            | EXPENDITURES        | ENDING CASH BALANCE | UNLICENSED ACT CASH BAL |
|------------------------------|------------------------|---------------------|---------------------|---------------------|-------------------------|
| Acupuncture                  | \$1,554,470            | \$111,663           | \$232,156           | \$1,433,978         | \$9,526                 |
| Anesthesiologist Assistants  | \$ -                   | \$225               | \$55,513            | \$(55,288)          | \$ -                    |
| Athletic Trainers            | \$330,019              | \$167,268           | \$85,486            | \$411,801           | \$14,247                |
| Chiropractic                 | \$1,610,388            | \$645,911           | \$1,614,876         | \$641,423           | \$56,242                |
| Clinical Lab Personnel       | \$(105,206)            | \$1,386,427         | \$834,833           | \$446,388           | \$152,720               |
| Certified Nursing Assistants | \$(642,687)            | \$499,323           | \$3,178,533         | \$(3,321,897)       | \$(38,079)              |
| Certified Social Worker      | \$(128,917)            | \$855               | \$60                | \$(128,122)         | \$(6,541)               |
| CSW,MFT,MHC                  | \$2,211,113            | \$2,831,545         | \$1,711,626         | \$3,331,032         | \$379,127               |
| Dentistry                    | \$734,833              | \$1,407,487         | \$2,954,929         | \$(812,609)         | \$(174,084)             |
| Dental Hygienist             | \$1,066,434            | \$215,528           | \$736,725           | \$545,237           | \$65,840                |
| Dental Labs                  | \$700,246              | \$13,873            | \$189,834           | \$524,285           | \$10,536                |
| Dietetics & Nutrition        | \$280,249              | \$381,347           | \$261,152           | \$400,444           | \$18,589                |
| Electrolysis                 | \$(722,938)            | \$92,681            | \$186,272           | \$(816,528)         | \$(7,673)               |
| Hearing Aid Specialist       | \$(1,181,470)          | \$806,850           | \$360,042           | \$(734,662)         | \$(9,381)               |
| Massage Therapy              | \$3,622,533            | \$2,233,493         | \$2,242,349         | \$3,613,677         | \$222,072               |
| Medical Physicists           | \$135,223              | \$76,626            | \$24,982            | \$186,868           | \$3,541                 |
| Medicine                     | \$3,982,489            | \$16,738,951        | \$15,619,746        | \$5,101,694         | \$397,051               |
| Midwifery                    | \$(647,014)            | \$11,261            | \$72,168            | \$(707,922)         | \$(9,757)               |
| Naturopathy                  | \$(252,174)            | \$1,520             | \$1,757             | \$(252,411)         | \$(15,102)              |
| Nursing                      | \$10,362,444           | \$13,212,370        | \$13,906,620        | \$9,668,193         | \$2,673,561             |
| Nursing Home Administrator   | \$(630,339)            | \$393,111           | \$394,420           | \$(631,647)         | \$20,621                |
| Occupational Therapy         | \$650,981              | \$558,852           | \$487,813           | \$722,020           | \$118,227               |
| Opticianry                   | \$1,592,629            | \$689,736           | \$509,740           | \$1,772,625         | \$35,099                |
| Optometry                    | \$186,789              | \$1,188,084         | \$726,554           | \$648,319           | \$23,232                |
| Orthotist & Prosthetist      | \$(379,982)            | \$97,210            | \$239,129           | \$(521,901)         | \$(41,850)              |
| Osteopathic Medicine         | \$1,667,602            | \$386,323           | \$1,396,824         | \$657,101           | \$16,782                |
| Pharmacy                     | \$3,820,924            | \$3,730,241         | \$4,905,694         | \$2,645,471         | \$959                   |
| Physical Therapy             | \$2,246,943            | \$367,487           | \$694,413           | \$1,920,017         | \$70,652                |
| Physician Assistant          | \$941,565              | \$303,637           | \$643,527           | \$601,675           | \$43,194                |
| Podiatry                     | \$(230,084)            | \$122,510           | \$387,174           | \$(494,748)         | \$9,817                 |
| Psychology                   | \$1,605,818            | \$360,905           | \$750,457           | \$1,216,267         | \$33,969                |
| Respiratory Therapy          | \$276,531              | \$1,255,561         | \$629,146           | \$902,946           | \$146,437               |
| School Psychology            | \$125,782              | \$15,719            | \$24,880            | \$116,621           | \$6,244                 |
| Speech-Language & Audiology  | \$2,725,395            | \$222,542           | \$459,929           | \$2,488,008         | \$151,385               |
| <b>Total</b>                 | <b>\$37,510,589</b>    | <b>\$50,527,122</b> | <b>\$56,519,359</b> | <b>\$31,518,355</b> | <b>\$4,377,203</b>      |

**NOTE:** NICA is a pass through and is excluded.

MQA provides testing services to Statewide Pharmacy, EMTs, and Paramedics and these dollars are excluded.

**Table 13 • Projected Cash Balances • Medical Quality Assurance Trust Fund**

| PROFESSION            | PROJECTED CASH BALANCE 2005-06 | PROJECTED CASH BALANCE 2006-07 | PROJECTED CASH BALANCE 2007-08 | PROJECTED CASH BALANCE 2008-09 | PROJECTED CASH BALANCE 2009-10 | PROJECTED CASH BALANCE 2010-11 |
|-----------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Acupuncture           | \$1,771,880                    | \$1,611,251                    | \$1,944,683                    | \$1,777,917                    | \$2,105,115                    | \$1,932,030                    |
| Anesthiologist Asst   | \$(81,930)                     | \$(103,297)                    | \$(130,435)                    | \$(147,484)                    | \$(175,315)                    | \$(188,066)                    |
| Athletic Trainers     | \$384,901                      | \$515,233                      | \$487,042                      | \$615,601                      | \$585,609                      | \$712,342                      |
| Chiropractic          | \$2,265,520                    | \$1,280,600                    | \$2,877,981                    | \$1,856,376                    | \$3,416,491                    | \$2,357,110                    |
| Clinical Lab          | \$368,413                      | \$950,383                      | \$858,008                      | \$1,420,203                    | \$1,307,740                    | \$1,849,573                    |
| Cert Nurs Asst        | \$(4,516,968)                  | \$(7,432,900)                  | \$(8,678,722)                  | \$(11,664,342)                 | \$(12,980,957)                 | \$(16,038,337)                 |
| Cert Social Worker    | \$(127,897)                    | \$(127,072)                    | \$(126,847)                    | \$(126,022)                    | \$(125,797)                    | \$(124,972)                    |
| CSW,MFT,MHC           | \$2,080,031                    | \$3,532,606                    | \$2,252,307                    | \$3,664,651                    | \$2,343,483                    | \$3,714,400                    |
| Dentistry             | \$258,428                      | \$(2,112,463)                  | \$(1,102,108)                  | \$(3,556,325)                  | \$(2,630,616)                  | \$(5,170,636)                  |
| Dental Hygienist      | \$1,482,103                    | \$885,236                      | \$1,808,595                    | \$1,193,181                    | \$2,097,699                    | \$1,463,186                    |
| Dental Labs           | \$544,837                      | \$361,585                      | \$528,956                      | \$341,203                      | \$353,906                      | \$161,519                      |
| Dietetics & Nutrition | \$229,459                      | \$404,618                      | \$229,462                      | \$398,894                      | \$217,919                      | \$381,452                      |
| Electrolysis          | \$(804,499)                    | \$(882,030)                    | \$(872,782)                    | \$(954,131)                    | \$(948,762)                    | \$(1,034,043)                  |
| Emergency Med Tech    | \$(233,854)                    | \$(71,244)                     | \$85,519                       | \$244,992                      | \$398,569                      | \$554,812                      |
| Hearing Aid Spec      | \$(961,428)                    | \$(611,782)                    | \$(844,408)                    | \$(502,808)                    | \$(743,608)                    | \$(410,294)                    |
| Massage Therapy       | \$6,775,606                    | \$6,323,492                    | \$9,441,027                    | \$8,927,954                    | \$11,983,562                   | \$11,407,716                   |
| Medical Physicists    | \$185,383                      | \$248,438                      | \$246,655                      | \$309,300                      | \$307,101                      | \$369,325                      |
| Medicine              | \$9,780,328                    | \$9,194,083                    | \$13,609,530                   | \$12,661,890                   | \$16,710,211                   | \$15,390,428                   |
| Midwifery             | \$(703,143)                    | \$(764,906)                    | \$(761,319)                    | \$(824,718)                    | \$(822,794)                    | \$(887,879)                    |
| Naturopathy           | \$(258,539)                    | \$(262,992)                    | \$(269,220)                    | \$(273,810)                    | \$(280,176)                    | \$(284,906)                    |
| Nursing               | \$8,680,862                    | \$5,524,716                    | \$4,293,366                    | \$802,146                      | \$(769,592)                    | \$(4,605,852)                  |
| Nursing Home Admin    | \$(514,209)                    | \$(425,558)                    | \$(673,879)                    | \$(593,411)                    | \$(850,044)                    | \$(778,002)                    |
| Occupational Therapy  | \$408,548                      | \$562,506                      | \$241,585                      | \$385,315                      | \$54,004                       | \$187,202                      |
| Opticianry            | \$1,459,335                    | \$1,712,258                    | \$1,391,221                    | \$1,633,506                    | \$1,301,663                    | \$1,532,995                    |
| Optometry             | \$147,525                      | \$551,935                      | \$38,826                       | \$426,326                      | \$(103,962)                    | \$266,124                      |
| Ortho & Prosth        | \$(320,455)                    | \$(469,659)                    | \$(272,285)                    | \$(427,081)                    | \$(235,387)                    | \$(395,940)                    |
| Osteopathic           | \$1,416,454                    | \$243,912                      | \$978,237                      | \$(228,671)                    | \$470,742                      | \$(771,555)                    |
| Paramedics            | \$(186,767)                    | \$(252,475)                    | \$(320,979)                    | \$(388,188)                    | \$(458,216)                    | \$(526,969)                    |
| Pharmacy              | \$3,367,673                    | \$1,767,862                    | \$2,402,766                    | \$683,081                      | \$1,196,210                    | \$(646,914)                    |
| Physical Therapy      | \$3,043,957                    | \$2,513,568                    | \$3,622,810                    | \$3,072,238                    | \$4,160,976                    | \$3,589,620                    |
| Physician Assistant   | \$1,090,982                    | \$644,194                      | \$1,121,286                    | \$657,723                      | \$1,117,774                    | \$636,938                      |
| Podiatry              | \$(186,788)                    | \$(538,823)                    | \$(238,610)                    | \$(601,283)                    | \$(311,876)                    | \$(685,502)                    |
| Psychology            | \$2,267,002                    | \$1,754,674                    | \$2,791,405                    | \$2,259,848                    | \$3,277,045                    | \$2,725,687                    |
| Radiological Tech     | \$300,000                      | \$600,000                      | \$900,000                      | \$1,200,000                    | \$1,500,000                    | \$1,800,000                    |
| Respiratory Therapy   | \$420,993                      | \$1,179,692                    | \$687,013                      | \$1,430,983                    | \$923,342                      | \$1,652,146                    |
| School Psychology     | \$250,113                      | \$218,044                      | \$350,742                      | \$317,582                      | \$449,171                      | \$414,888                      |
| Speech-Language       | \$3,061,641                    | \$2,752,542                    | \$3,317,336                    | \$2,996,100                    | \$3,548,564                    | \$3,214,829                    |
| <b>Total</b>          | <b>\$43,145,497</b>            | <b>\$31,278,227</b>            | <b>\$42,214,764</b>            | <b>\$28,988,736</b>            | <b>\$38,389,794</b>            | <b>\$23,764,455</b>            |

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

**Table 14 • A Review of the Adequacy of Existing Fees**

| PROFESSION                   | FY 05-06 & 06-07 ESTIMATED EXPEND | NUMBER OF LICENSEES | COST TO REGULATE | RENEWAL FEE CAP | CURRENT RENEWAL FEE | SUFFICIENT CURRENT RENEWAL FEE |
|------------------------------|-----------------------------------|---------------------|------------------|-----------------|---------------------|--------------------------------|
| 1. Acupuncture               | \$544,583                         | 1,748               | \$312            | \$500           | \$300/\$150         | Yes                            |
| 2. Anesthesiologist Asst     | \$60,509                          | 4                   | \$15,127         |                 |                     |                                |
| 3. Athletic Trainers         | \$157,324                         | 1490                | \$106            | \$200/\$100     | \$125/\$50          | Yes                            |
| 4. Certified Nursing Asst    | \$6,184,047                       | 324,678             | \$19             | \$50            | \$20                |                                |
| 5. Chiropractic              | \$3,255,399                       | 8,381               | \$388            |                 |                     | Yes                            |
| A. Chiropractic              |                                   |                     |                  | \$500           | \$500/\$250         |                                |
| B. Chiropractic PA           |                                   |                     |                  | \$250           | \$50/\$28           |                                |
| C. Registered Chiro PA       |                                   |                     |                  | \$25            | \$25                |                                |
| 6. Clinical Lab              | \$1,754,769                       | 16,170              | \$109            |                 |                     | Yes                            |
| A. Director                  |                                   |                     |                  | \$150           | \$150               |                                |
| B. Supervisor                |                                   |                     |                  | \$150           | \$143               |                                |
| C. Technologist              |                                   |                     |                  | \$150           | \$121               |                                |
| D. Technician                |                                   |                     |                  | \$150           | \$82                |                                |
| E. Training Program          |                                   |                     |                  | \$300           | \$300               |                                |
| F. Inactive                  |                                   |                     |                  | \$50            | \$50                |                                |
| 7. Cert Social Worker        | \$0                               | 5                   | \$0              | \$250           | \$150               |                                |
| 8. CSW,MFT,MHC               | \$3,570,047                       | 19,724              | \$181            |                 |                     | Yes                            |
| A. Active                    |                                   |                     |                  | \$250           | \$145               |                                |
| B. Inactive                  |                                   |                     |                  | \$50            | \$50                |                                |
| C. Interns                   |                                   |                     |                  | \$100           | \$75                |                                |
| 9. Dentistry                 | \$7,394,233                       | 11,804              | \$626            | \$300           | \$300               |                                |
| 10. Dental Hygienist         | \$1,645,852                       | 11,551              | \$142            | \$300           | \$135               | Yes                            |
| 11. Dental Labs              | \$399,361                         | 1,096               | \$364            | \$300           | \$200               | Yes                            |
| 12. Dietetics & Nutrition    | \$508,278                         | 3,529               | \$144            | \$600           | \$100/\$95          | Yes                            |
| 13. Electrolysis             | \$338,852                         | 967                 | \$350            | \$100           | \$100               |                                |
| 14. Hearing Aid Spec         | \$714,009                         | 952                 | \$750            | \$600           | \$600               |                                |
| 15. Massage Therapy          | \$5,409,529                       | 36,335              | \$149            |                 |                     | Yes                            |
| A. Massage Therapist         |                                   |                     |                  | \$200/\$250     | \$150               |                                |
| B. Massage Establishment     |                                   |                     |                  | \$200           | \$150               |                                |
| 16. Medical Physicists       | \$36,305                          | 460                 | \$79             | \$500           | \$150               | Yes                            |
| 17. Medicine                 | \$32,069,913                      | 57,063              | \$562            | \$500           | \$424               | Yes                            |
| 18. Midwifery                | \$145,222                         | 141                 | \$1,030          | \$500           | \$500/\$100         |                                |
| 19. Naturopathic             | \$12,101                          | 7                   | \$1,729          | \$1,000         | \$250               |                                |
| 20. Nursing                  | \$29,734,255                      | 285,304             | \$104            |                 |                     |                                |
| A. Nurse                     |                                   |                     |                  | No Cap          | \$55                |                                |
| B. ARNP                      |                                   |                     |                  | \$105           | \$105               |                                |
| 21. Nursing Home Admin       | \$726,111                         | 1,799               | \$404            | No Cap          | \$250               |                                |
| 22. Occupational Therapy     | \$907,639                         | 7,744               | \$117            | No Cap          | \$55                | Yes                            |
| 23. Opticianry               | \$943,944                         | 3,852               | \$245            | \$350/\$50      | \$150/\$50          | Yes                            |
| 24. Optometry                | \$1,500,630                       | 3,428               | \$438            |                 |                     | Yes                            |
| A. Optometrist               |                                   |                     |                  | \$300           | \$300               |                                |
| B. Branch Office             |                                   |                     |                  | \$100           | \$100               |                                |
| 25. Orthotists & Prosthetics | \$496,176                         | 724                 | \$685            | \$500           | \$500               |                                |
| 26. Osteopathic              | \$3,049,667                       | 5,206               | \$586            | \$500           | \$400               |                                |
| 27. Pharmacy                 | \$10,637,530                      | 39,505              | \$269            |                 |                     |                                |
| A. Pharmacists               |                                   |                     |                  | \$250           | \$245               |                                |
| B. Consultant Pharmacist     |                                   |                     |                  | \$250           | \$50                |                                |
| C. Nuclear Pharmacist        |                                   |                     |                  | \$250           | \$100               |                                |
| D. Pharmacies Permit         |                                   |                     |                  | \$250           | \$250               |                                |

**Notes:**

1. Cost to regulate is computed by adding FY 05-06 and FY 06-07 estimated expenditures divided by the total number of active and inactive licensees as of June 30, 2005.
2. If there is a positive cash balance at June 30, 2011 then the current renewal fee is deemed to be sufficient.
3. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.

**Table 14 • A Review of the Adequacy of Existing Fees CONTINUED**

| PROFESSION                          | FY 05-06 & 06-07<br>ESTIMATED EXPEND | NUMBER OF<br>LICENSEES | COST TO<br>REGULATE | RENEWAL<br>FEE CAP | CURRENT<br>RENEWAL FEE | SUFFICIENT CURRENT<br>RENEWAL FEE |
|-------------------------------------|--------------------------------------|------------------------|---------------------|--------------------|------------------------|-----------------------------------|
| <b>28. Physical Therapy</b>         | <b>\$1,791,075</b>                   | <b>17,307</b>          | <b>\$103</b>        |                    |                        | <b>Yes</b>                        |
| <b>A. Physical Therapist</b>        |                                      |                        |                     | <b>\$200</b>       | <b>100/\$50</b>        |                                   |
| <b>B. Physical Therapist Asst</b>   |                                      |                        |                     | <b>\$150</b>       | <b>100/\$50</b>        |                                   |
| <b>29. Physician Assistant</b>      | <b>\$1,488,528</b>                   | <b>4,244</b>           | <b>\$351</b>        |                    |                        | <b>Yes</b>                        |
| <b>A. Physician Assistant</b>       |                                      |                        |                     | <b>\$500</b>       | <b>\$150</b>           |                                   |
| <b>B. Prescribing Phy Asst</b>      |                                      |                        |                     | <b>\$400</b>       | <b>\$300</b>           |                                   |
| <b>30. Podiatry</b>                 | <b>\$943,944</b>                     | <b>2,310</b>           | <b>\$409</b>        |                    |                        |                                   |
| <b>A. Podiatric Medicine</b>        |                                      |                        |                     | <b>\$350</b>       | <b>\$350</b>           |                                   |
| <b>B. Certified Podiatric Tech</b>  |                                      |                        |                     | <b>NoCap</b>       | <b>\$100/\$50</b>      |                                   |
| <b>C. Cert Podiatric X-Ray Asst</b> |                                      |                        |                     | <b>NoCap</b>       | <b>\$75</b>            |                                   |
| <b>31. Psychology</b>               | <b>\$1,706,361</b>                   | <b>4,020</b>           | <b>\$424</b>        | <b>\$500</b>       | <b>\$400</b>           | <b>Yes</b>                        |
| <b>32. Respiratory Therapy</b>      | <b>\$1,307,000</b>                   | <b>10,793</b>          | <b>\$121</b>        | <b>\$200</b>       | <b>121/\$50</b>        | <b>Yes</b>                        |
| <b>33. School Psychology</b>        | <b>\$96,815</b>                      | <b>664</b>             | <b>\$146</b>        | <b>\$500</b>       | <b>250/\$150</b>       | <b>Yes</b>                        |
| <b>34. Speech-Lang, P &amp; A</b>   | <b>\$1,077,065</b>                   | <b>7,876</b>           | <b>\$137</b>        | <b>\$500</b>       | <b>125/\$100</b>       | <b>Yes</b>                        |

**Notes:**

1. Cost to regulate is computed by adding FY 05-06 and FY 06-07 estimated expenditures divided by the total number of active and inactive licensees as of June 30, 2005.
2. If there is a positive cash balance at June 30, 2011 then the current renewal fee is deemed to be sufficient.
3. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.

**Table 15 • Internet Traffic Board/Council or Department Administered Professions • July 1, 2004 - June 30, 2005**

| PROFESSION   | VISITS           | DOWNLOADS        | HITS             | PROGRAM SERVICES SITES                                     | VISITS    | DOWNLOADS | HITS      |
|--|------------------|------------------|------------------|--|-----------|-----------|-----------|
| Clinical Social Work, Marriage & Family Therapy & Mental Health Counseling (491Boards) | 102,518          | 115,519          | 344,619          | Client Services (Public Record Requests)                   | 371,170   | 0         | 515,634   |
| Acupuncture  | 16,180           | 6,115            | 39,356           | Compliance   | 3,263     | 0         | 4,112     |
| Anesthesiology Assistants  | 4,738            | 3,127            | 10,481           | Enforcement (Compliants & Discipline)                      | 126,519   | 468,202   | 630,977   |
| Consumer Advocacy Program  | 4,700            | 1,045            | 7,890            | Exam   | 58,248    | 53,287    | 165,744   |
| Athletic Training  | 12,081           | 3,585            | 29,122           | Application Total  | 429,173   | 0         | 1,252,851 |
| Certified Nursing Assistants   | 97,659           | 82,046           | 222,766          | Florida Commission on Excellence Health Care - Legislation | 5,779     | 14,150    | 20,038    |
| Chiropractic Medicine  | 36,932           | 26,512           | 106,220          | Licensee Data  | 36,286    | 11,901    | 75,958    |
| Clinical Laboratory Personnel  | 33,639           | 26,305           | 101,237          | Profiling (non-system content)                             | 298,922   | 116,099   | 759,158   |
| Health Care Clinic Registration  | 5,703            | 0                | 6,765            | PRAES (non-system content)                                 | 447,442   | 0         | 540,032   |
| Dentist, Dental Hygiene, or Dental Labs  | 75,119           | 75,134           | 231,199          | Publications   | 87,942    | 55,602    | 254,124   |
| Dietetics & Nutrition  | 16,138           | 11,701           | 43,298           | Unlicensed   | 16,395    | 7,062     | 28,370    |
| Electrologist or Electrology Facilities  | 17,822           | 10,963           | 44,652           | Total  | 1,451,966 | 726,303   | 2,994,147 |
| Hearing Aid Specialists  | 10,288           | 3,949            | 24,795           | MQA Services (Program System)                              | 429,173   | 0         | 1,252,851 |
| Massage Therapist or Establishments  | 80,483           | 87,942           | 245,303          |  |           |           |           |
| Medical Physicists   | 9,396            | 1,604            | 21,883           |  |           |           |           |
| Medicine   | 161,300          | 200,097          | 491,120          |  |           |           |           |
| Midwifery  | 9,865            | 3,424            | 23,696           |  |           |           |           |
| Naturopaths  | 2,335            | 0                | 2,674            |  |           |           |           |
| Nursing  | 367,439          | 252,123          | 1,070,106        |  |           |           |           |
| Nursing Home Administrators  | 20,924           | 14,888           | 56,986           |  |           |           |           |
| Occupational Therapy   | 33,370           | 28,367           | 90,220           |  |           |           |           |
| Opticianry or Optical Establishments   | 17,963           | 12,104           | 48,445           |  |           |           |           |
| Optometry or Optometry Branch Facilities   | 21,979           | 12,458           | 60,036           |  |           |           |           |
| Osteopathic Medicine   | 25,976           | 12,256           | 60,863           |  |           |           |           |
| Pharmacists or Pharmacies  | 131,766          | 166,533          | 421,867          |  |           |           |           |
| Physical Therapy   | 57,084           | 35,175           | 156,724          |  |           |           |           |
| Physician Assistants   | 34,660           | 39,087           | 105,510          |  |           |           |           |
| Podiatric Medicine   | 11,471           | 5,468            | 27,576           |  |           |           |           |
| Orthotists & Prosthetists  | 11,579           | 6,583            | 30,266           |  |           |           |           |
| Psychology   | 41,242           | 32,516           | 118,795          |  |           |           |           |
| Respiratory Care   | 33,065           | 14,975           | 79,253           |  |           |           |           |
| School Psychology  | 11,401           | 4,100            | 26,516           |  |           |           |           |
| Speech Language Pathology & Audiology  | 28,560           | 30,716           | 82,944           |  |           |           |           |
| <b>Total</b>   | <b>1,545,375</b> | <b>1,326,417</b> | <b>4,433,183</b> |  |           |           |           |

**The MQA Services System consists of the several sub-systems which are listed below. The sub-systems have been grouped by their potential audience/user group:**

**Current Licenseholders:**

- License Renewal
- Address Change
- Practitioner Profile Update System – five (5) profiled professions only
- Request Duplicate License System
- One Time Fee Assessment - for selected professions as required/needed

**Potential Applicants or License Candidates:**

- Initial Licensure Application - online initial application of selected profession(s)
- Examination Grade Report System & Online Testing Services Administration System - for license candidate to view exam information
- License Advisory System - public-accessible license evaluation tool for requirements of licensure of selected professions
- Application and Information Request System

**Private Citizens, Employers or Potential Employers, and Other Interested Parties:**

- License Look-Up Application - public-accessible view of all MQA Regulated Professions' basic license information
- Practitioner Profile Application - public-accessible view of Practitioner Profiling information for the five (5) profiled professions only
- License CD Data Request System & License CD Data Request Administration System - purchase license information of professions
- Licensure Certification & Non-Certification System - purchase license certification letters from MQA Compliance unit of licensee's practicing status
- CNA Look-up - public-accessible view of CNA Registry information

**Definitions:**

**Visits** - A visit is a series of actions that begins when a visitor views their first page from the server, and ends when the visitor leaves the site or remains idle beyond the idle-time limit.

**Downloads** - Number of times the specified file was downloaded by a visitor. If an error occurred during a transfer, the transfer is not counted.

**Hits** - Each file requested by a visitor registers as a hit. There can be several hits on each page. While the volume of hits reflects the amount of server traffic, it is not an accurate reflection of the number of pages viewed.

**Table 16 • Online Renewals • July 1, 2004 – June 30, 2005**

| PROFESSION                                    | RENEWALS PROCESSED ONLINE<br>(NUMBER OF TRANSACTIONS) | E-RENEWAL USAGE PERCENTAGE<br>(# OF ONLINE RENEWALS ÷ # OF ON-TIME RENEWALS) |
|---|---|--|
| Nursing                                       | 67,116  | 50.74%   |
| Clinical Laboratory Personnel                 | 6,952   | 50.60%   |
| Nursing Home Administrator                    | 717   | 48.51%   |
| Naturopathic Physician                        | 0   | 0.00%  |
| Athletic Trainer                              | 499   | 51.76%   |
| Optician                                      | 1,299   | 39.97%   |
| Medical Doctor                                | 10,471  | 47.09%   |
| Medical Physicists                            | 190   | 54.44%   |
| Optometry                                     | 1,119   | 36.16%   |
| Pharmacy                                      | 2,404   | 27.60%   |
| Occupational Therapy                          | 3,826   | 58.38%   |
| Hearing Aid Specialist                        | 214   | 33.70%   |
| Social Work, Marriage & Family, Mental Health | 7,278   | 44.19%   |
| Respiratory Therapy                           | 5,564   | 63.06%   |
| Dietetics and Nutrition                       | 1,345   | 47.21%   |
| Totals  | 108,994   | 49.22%   |

**Table 17 • Performance Statistics for Student Loan Defaults • July 1, 2004 – June 30, 2005**

| PROFESSION            | REPORTS OF<br>DEFAULT RECEIVED | INVESTIGATIONS<br>COMPLETED | ESO<br>ISSUED | PROBABLE<br>CAUSE FOUND | NO PROBABLE<br>CAUSE FOUND | DISCIPLINARY<br>ACTION TAKEN | FINE AMOUNTS<br>COLLECTED |
|-----------------------|--------------------------------|-----------------------------|---------------|-------------------------|----------------------------|------------------------------|---------------------------|
| Chiropractic Medicine | 16                             | 12                          | 7             | 11                      | 4                          | 9                            | \$20,499.34               |
| Dentistry             | 4                              | 2                           | 1             | 0                       | 0                          | 0                            | \$0                       |
| Medicine              | 10                             | 0                           | 0             | 0                       | 0                          | 0                            | \$0                       |
| Nursing               | 1                              | 0                           | 0             | 0                       | 0                          | 0                            | \$0                       |
| Osteopathic Medicine  | 7                              | 0                           | 0             | 0                       | 1                          | 0                            | \$0                       |
| Pharmacists           | 1                              | 1                           | 0             | 0                       | 0                          | 0                            | \$0                       |
| Total                 | 39                             | 15                          | 8             | 11                      | 5                          | 9                            | \$20,499.34               |

**Definitions:**

**ESO (Emergency Suspension Order)** – 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.

**Probable Cause Found** – A panel of a Board or the Florida Department of Health found sufficient evidence to bring formal charges against a licensee.



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