

THE FLORIDA DEPARTMENT OF HEALTH DIVISION OF
MEDICAL QUALITY ASSURANCE

... protecting the public through healthcare licensure, enforcement and information.

2006-2007



Division of
Medical Quality Assurance

MQA

ANNUAL REPORT:
JULY 1, 2006 – JUNE 30, 2007

CHARLIE CRIST
GOVERNOR

ANA M. VIAMONTE ROS, M.D., M.P.H.
STATE SURGEON GENERAL

LUCY C. GEE, M.S.
DIRECTOR

THE DIVISION OF MEDICAL QUALITY ASSURANCE

ANNUAL REPORT: JULY 1, 2006 – JUNE 30, 2007

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EXECUTIVE SUMMARY

This report as required by Section 456.026, F.S., details the Department of Health's (DOH) Division of Medical Quality Assurance's (MQA) finances, administrative complaints, disciplinary actions and recommendations. The report also details MQA's long-range policy planning and monitoring process. The information is organized around the division's mission, with an emphasis on performance-driven results.

During 2006-2007, MQA continued to fulfill its mission to protect the public through healthcare licensure, enforcement and information. Working in conjunction with 22 boards and six councils, MQA licenses and regulates seven types of facilities and 200-plus license types in more than 40 healthcare professions. MQA evaluates the credentials of all applicants for licensure, issues licenses, analyzes and investigates complaints, inspects facilities, assists in prosecuting practice act violations, combats unlicensed activity and provides credential and discipline history about licensees to the public.

The division understands its success depends not only on the knowledge, skills and abilities of its employees, but also on their character and cooperation. Because of our continued commitment to excellence, the division developed an MQA Employee Covenant, which all employees sign to express their commitment to the division's Mission, Vision and Values.

The strategic plan continues to serve as MQA's road map to accomplishing its mission and remaining current with future trends in health care and healthcare regulation. The plan was developed, revised and modified through input from MQA employees, board/council members, and the division's many stakeholders. A number of key principles, including alignment with DOH's strategic priorities, guide the plan.

The division continues to strive to be a national leader in healthcare regulation. The Florida Board of Chiropractic Medicine, Florida Board of Osteopathic Medicine, board members and MQA employees received national recognitions and appointments. An increase in licensure workload is demonstrated through an all-time high in licenses issued. A continued focus on technological enhancements is evidenced by a 50% increase in the number of licenses renewed online compared to 2004-2005, resulting in over \$837,000 in savings.

MQA continues to see improvements in its enforcement efforts. For cases against licensed healthcare professionals, the division's increased enforcement case load included 37% more statutory reports and complaints, and 26% more legally sufficient complaints than just two years earlier. Although there was an increase in work load, there was a 10% increase in the number of cases meeting the 180-day requirement for analysis, investigation and recommendation of probable cause. For cases against unlicensed individuals, there was an all-time high in investigations completed, cease and desist orders issued, and arrests made.

MQA's website – www.FLHealthSource.com – is an important tool for people taking an active role in their healthcare decisions. On the site, healthcare consumers can verify their healthcare professional's license, disciplinary history, and other pertinent information. Additional information, including educational background, financial responsibility, specialty certifications and malpractice claims history is also available for medical doctors, advanced registered nurse practitioners, and osteopathic, chiropractic, and podiatric physicians.

FLHealthSource.com



MESSAGE FROM THE STATE SURGEON GENERAL



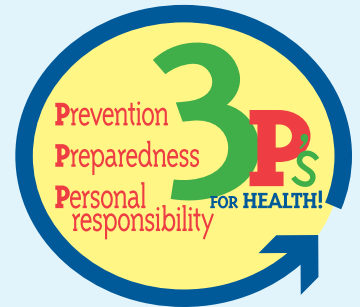
It is my honor to serve as Florida's first State Surgeon General. As the state's leading advocate for wellness and disease prevention, I am committed to improving health care in Florida by making the healthcare system more user-friendly, promoting healthy habits among Florida's youth, preparing the state for any type of disaster, reducing health disparities, and leading Floridians to better health by example.

I share Governor Charlie Crist's commitment to a comprehensive approach to keeping Floridians healthy. Preventing diseases, being prepared, and taking personal responsibility are three important areas of health that every Floridian has the power to control and change. I refer to these important messages, which I will be promoting over the next year throughout all 67 counties of our great state, as the Three P's:

Prevention: Floridians can engage in preventive health behaviors such as eating well, getting daily doses of physical activity, not smoking, and staying current on immunizations.

Preparedness: Preparedness for man-made or natural disasters is important to ensuring Floridians and their loved ones are ready for any type of emergency. By having a preparedness kit of canned food, medicines and other essentials, as well as having an emergency plan, we can reduce the impact these unforeseen events have on our health and speed our recovery time.

Personal Responsibility: Each Floridian should also accept personal responsibility for their own bodies, seeing their physician regularly, knowing their family history of disease and taking the time to ask important health questions so they can make informed decisions about their health care.



The Department of Health's Division of Medical Quality Assurance (MQA), working closely with the healthcare boards and councils, serves a vital role in helping people in our state achieve the Three P's. Together, MQA and the boards/councils maintain standards of care that ensure safe, reliable healthcare services for the citizens of Florida. They ensure licensees have received appropriate training and certification in their fields, and hold healthcare practitioners accountable for their actions. Additionally, the division's online services website – www.FLHealthSource.com – provides the public with 24-hour-a-day free health information to make informed choices about their healthcare providers. The site allows users to verify their healthcare professional's license, disciplinary history, and other pertinent information. Additional information, including educational background, financial responsibility, specialty certifications and malpractice claims history is also available for medical doctors, advanced registered nurse practitioners, and osteopathic, chiropractic, and podiatric physicians.

I am excited about the opportunities and challenges that lie ahead as we advance the Department of Health's vision of ensuring all Floridians are healthy, safe and well.

Ana M. Viamonte Ros, M.D., M.P.H.
State Surgeon General

MESSAGE FROM THE DIVISION DIRECTOR



As the Director of the Division of Medical Quality Assurance (MQA), I am proud to present our 2006-2007 Annual Report. This year's report is organized around our three core functions of licensure, enforcement and information, with an emphasis on performance-driven results.

Since its creation in 1988, MQA has provided the core functions of licensure and enforcement. In August 2006, we updated our mission to include a third core function – information – as more and more people look to our division to provide easy access to licensure and disciplinary information.

During the past year, we also updated our vision – “To be the nation’s leader in quality healthcare regulation.” There are many indications that we may already be there, as we often hear from national and other state organizations how we set the benchmark for so much of the work regulatory agencies do. We also continue to be frequently invited to speak at national conferences to share the success of our services,

including our unlicensed activity program, online services, and practitioner profiling; however, we need evidence to verify that we are indeed the nation’s leader.

The division continues to focus on the Sterling Criteria for Organizational Performance Excellence and believes it will be instrumental in helping achieve and chart our success. The category of Measurement, Analysis, and Knowledge Management serves as the foundation of the Sterling management system, and will be essential in providing us with the trend data to confirm our successes and identify our opportunities for improvement in an ever-changing healthcare industry.

One area in which the division continues to shine is the commitment and achievement of our MQA employees and the many volunteers who give selflessly of their time to serve on our boards and councils. In addition to the awards, recognitions, and state and national regulatory board appointments highlighted in this year’s report, their commitment is reflected in the receipt of 7 Davis Productivity Awards (5 team, 1 individual, 1 partnership) for efficiencies totaling approximately \$3 million.

MQA believes strongly in its employees, and their dedication to our Mission, Vision and Values. To make our values of integrity, commitment, respect, excellence, accountability, teamwork and empowerment easier to remember, we developed the theme “I CREATE,” using the first letter of each value. This is what our employees do on a daily basis by using these values – create the professional, positive, and helpful image that our state’s healthcare consumers and licensees expect and deserve. Also, with input from employees throughout the division, we developed an MQA Covenant, which details these ideals and our employees’ dedication to them. A copy of the covenant is included in this year’s report, and we will continue to share it with our stakeholders, partners, and others with whom we do business.

A graphic box containing the MQA logo and a list of values. The logo features the text "I CREATE" in multi-colored letters, with "MQA" in black below it, flanked by two crossed pens. Below the logo is a list of seven values, each written in a different color and font style: Integrity (green), Commitment (blue), Respect (purple), Excellence (yellow), Accountability (red), Teamwork (brown), and Empowerment (orange).

I am excited about the coming year and the many challenges and accomplishments it will hold as we continue our strides toward becoming the unquestioned national leader in quality healthcare regulation.

Lucy C. Gee, M.S.
Director, Division of Medical Quality Assurance

EMPLOYEE COVENANT

Our employees are our single greatest asset. MQA's success depends not only on the knowledge, skills and abilities of its employees, but also on their character and cooperation. The Employee Covenant is signed by all MQA employees to express their commitment to MQA's Mission, Vision and Values.

We, the employees of the Department of Health, Division of Medical Quality Assurance, mutually agree that we want to offer the highest quality service to achieve our mission and further our shared values. Our mission is to protect the public through healthcare licensure, enforcement and information. Our vision is to be the nation's leader in quality healthcare regulation. Our values are:

Respect – We recognize and honor the contributions of one another in our daily activities and create an environment where diversity is appreciated and encouraged.

- Use please and thank you
- Speak in a pleasant manner
- Listen without interrupting
- Be cordial to others using greetings and a smile
- Avoid personalizing problems by focusing on behavior

Excellence – We achieve and maintain quality results and outcomes through continuous performance improvement and learning.

- Display a positive, optimistic attitude towards challenges and problems
- Produce high quality work
- Encourage team members to achieve higher levels of quality
- Help team members plan for professional development
- Engage in activities designed to improve performance
- Be clean and professional in your appearance and that of your work area

Accountability – We take full responsibility for our behavior and performance.

- Admit mistakes; move forward to correct mistakes
- Offer solutions to problems and take action to correct those problems
- Follow through timely including returning phone calls, responding to e-mails, answering letters, responding to requests from public as well as peers
- Give credit where credit is due
- Be accountable for the example you set for others, e.g., courtesy, timeliness, attendance at work and meetings, fairness, loyalty to office/division/state

Empowerment – We create a culture that encourages people to exercise their judgment and initiative in pursuit of the organizational goals.

- Demonstrate openness for new ideas or suggestions
- Use words of encouragement
- Give tools and training necessary to do the job well
- Demonstrate willingness to allow employees to make day-to-day decisions and take risks
- Be calm, open and accepting when dealing with mistakes

Commitment – We dedicate ourselves to provide services unconditionally and without partiality.

- Strive to go "above and beyond" in all job duties
- Know and understand DOH and MQA mission and how it applies to your job
- Ensure customers' needs are met; eliminate "not my job" mentality
- Share successes and failures with co-workers and learn from them
- Assist Others – Ask co-workers if you can assist them with their duties; if you see someone needs help, help them
- When speaking about DOH, MQA or your co-workers, be positive

Integrity – Our guide for actions—which incorporates our commitment to honesty, fairness, loyalty and trustworthiness—is in the best interests of our customers and employees.

- Be open, honest and compassionate
- Communicate to all with one face
- Demonstrate reliability through your actions
- Keep your word
- Treat others as you want to be treated

Teamwork – We encourage active collaboration to solve problems, make decisions, and achieve common goals.

- Encourage a collaborative environment and motivate each other to participate
- Model shared values and vision
- Congratulate each others' successes
- Admit weaknesses and mistakes to strengthen team
- Exhibit a can-do attitude for each task
- Be empathetic

Therefore, by our signature, we are each committing ourselves to a mission driven, value centered, customer focused, and employee appreciated culture of superior service.

*Employees
of MQA*

STRUCTURE OF MQA

Healthcare professions are established within individual practice acts and are further regulated by Chapter 456, F.S., under the Department of Health within the Division of Medical Quality Assurance. 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.

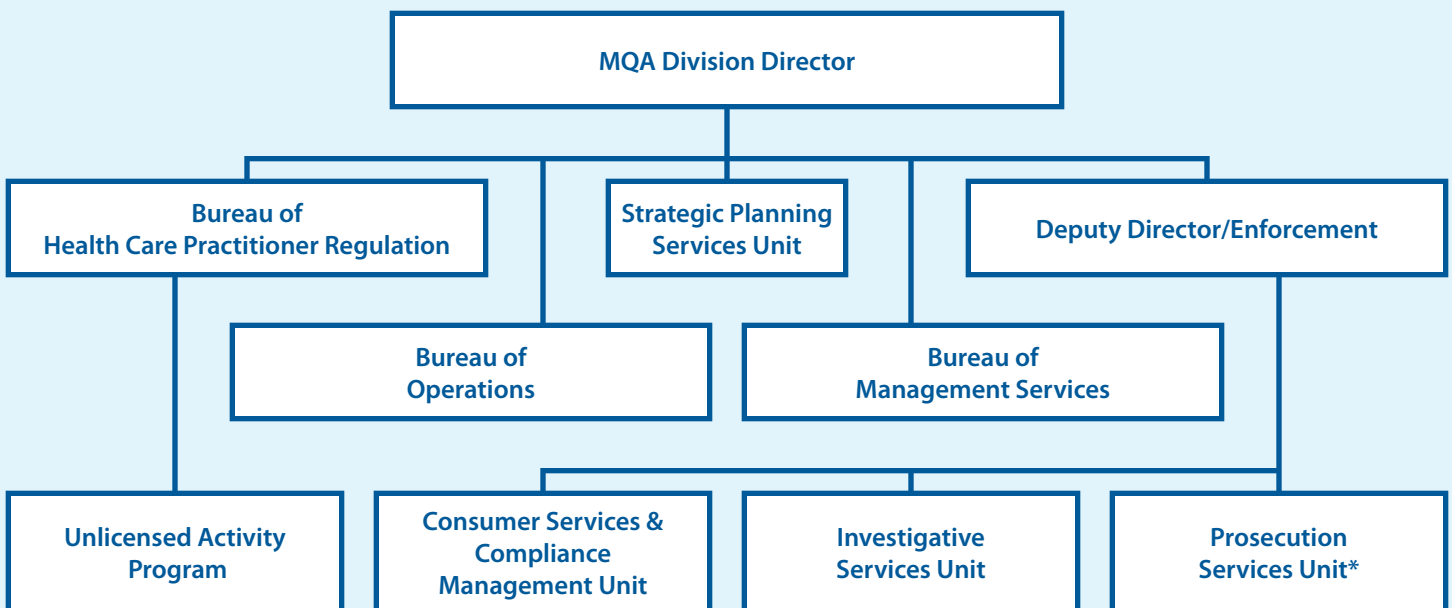
Boards are responsible for approving or denying applicants for licensure and routinely handle requests for declaratory statements (interpretations of statutes and rules) and waivers or variances from their rules. Boards conduct disciplinary hearings, promulgate rules, and develop proposed legislation. 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 consumers and professionals with the number of members and other requirements established under each individual practice act. Board members are appointed by the Governor, typically for four-year terms. Upon term expiration, the Governor may choose to re-appoint members for a second four-year term. A member may serve no more than two consecutive four-year terms. 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 State Surgeon General or the supervising board.

Persons interested in an appointment to any regulatory board may obtain a gubernatorial questionnaire from the Governor's Executive Office through its 2007 Board and Commission Vacancies web page. To find the page:

1. Go to www.myflorida.com
2. Choose Governor's Web Site
3. Click on "The Crist Team"
4. Click on "Gubernatorial Appointments"
5. Click on "Board and Commission Vacancies"
6. Click on "Gubernatorial Appointments Questionnaire"

You may also obtain a form by calling the Governor's Appointments Office at (850) 488-2183.



*Note: The Prosecution Services Unit reports directly to the Office of the General Counsel

STRATEGIC PLAN

Section 456.005, F.S., requires the Division of Medical Quality Assurance (MQA) to develop and implement a strategic plan. This plan serves as a five year road map for accomplishing our mission. It is an active plan, and must be revised and modified to remain current with future trends in healthcare services and regulation. Gathering input and feedback from MQA employees, board/council members, and the division's many stakeholders is essential, as is familiarizing them with the plan and involving them in accomplishing plan goals.

Several key principles guide MQA in creating the strategic plan:

- Goals are aligned with the Department of Health's strategic priorities; each goal has objectives with performance measures to ensure MQA is meeting that goal.
- Goals are in direct relation to the division's three core processes of licensure, enforcement and information.

- The plan solicits and incorporates input from employees, board/council members, and various stakeholders on a periodic basis.
- The plan has specific objectives and key performance indicators to measure success.
- The plan requires the participation of all MQA employees and board/council members to achieve success.

The Florida Department of Health Strategic Priorities

1. Improve health status of Floridians through prevention and wellness
2. Preparedness
3. Assure access to quality care
4. A vital organization that is ethical, fiscally sound, and customer and human resource focused

BOARD/COUNCIL CHAIRS AND VICE-CHAIRS PROVIDE INPUT FOR MQA'S STRATEGIC PLAN

As part of the strategic plan input and feedback process, in September 2007, the Board/Council Chairs and Vice-Chairs were asked to participate in a Long-Range Planning Survey. The survey asked for their input on the importance of each of MQA's six goals, listed as 3.1, 3.2, 3.3, 4.1, 4.2, and 4.3 in the Strategic Plan. Ninety-four percent of those responding felt it was important for MQA to have 3.1 as a goal, and 100 percent felt it was important for the division to have 3.2, 3.3, 4.1, 4.2 and 4.3 as a goal.

Goal	Important for MQA?	If so, is it essential to adequately protecting customers?	If so, is it essential to adequately enforcing unlicensed activity?
	Yes	Yes	Yes
3.1 Expediently licensed healthcare professionals who meet statutorily mandated minimum standards of competency.	94%	94%	75%
3.2 Healthcare standards are enforced through timely discipline, education, and remediation of healthcare professionals found in violation of the law.	100%	100%	94%
3.3 Timely and accurate information for stakeholders and consumers that will enable informed healthcare decisions and promote equitable and accessible health care for all persons in Florida.	100%	94%	88%
4.1 Customers are informed of, have confidence in, and value MQA services.	100%	94%	76%
4.2 A motivated workforce committed to excellence.	100%	82%	94%
4.3 A fiscally sound organization.	100%	88%	94%

2007-2008 MQA Strategic Plan

MQA Strategic Goal	MQA Strategic Objective	Measure
3.1 Expediently licensed healthcare professionals who meet statutorily mandated minimum standards of competency.	3.1.1 Provide an efficient licensure process that meets statutory requirements	3.1.1.1 Average # of days to issue an initial license
		3.1.1.2 Average # of days to issue a nursing license
		3.1.1.3 % of incomplete initial licensure applications in which a notification of deficiency is sent within 30 days
		3.1.1.4 % of complete initial licensure applications approved or denied within 90 days
		3.1.1.5 % of applicants denied licensure
		3.1.1.6 # of licenses that turn null and void
		3.1.1.7 # of licenses and renewals issued
3.2 Healthcare standards are enforced through timely discipline, education, and remediation of healthcare professionals found in violation of the law.	3.2.1 Provide an efficient enforcement process that meets statutory requirements	3.2.1.1 Average # of days to issue an order following board action
		3.2.1.2 # of Cease and Desist Orders Issued
		3.2.1.3 % of ULA cases referred for criminal prosecution
		3.2.1.4 # of ULA cases investigated
		3.2.1.5 % of priority 1 investigations resulting in emergency action
		3.2.1.6 Average # of days to take emergency action on priority 1 investigations
		3.2.1.7 % of initial investigations and recommendations as to the existence of probable cause completed within 180 days of receipt
		3.2.1.8 # of practitioner complaints determined legally sufficient
		3.2.1.9 # of licensees found to be practicing on a delinquent license
		3.2.1.10 # of legally sufficient complaints resolved by findings of no probable cause
		3.2.1.11 # of legally sufficient complaints resolved by findings of no probable cause (letters of guidance)

2007-2008 MQA Strategic Plan

MQA Strategic Goal	MQA Strategic Objective	Measure
3.2 Healthcare standards are enforced through timely discipline, education, and remediation of healthcare professionals found in violation of the law.	3.2.1 Provide an efficient enforcement process that meets statutory requirements	3.2.1.12 # of legally sufficient complaints resolved by findings of no probable cause (notice of non-compliance)
		3.2.1.13 # of legally sufficient complaints resolved by the issuance of a citation for minor violations
		3.2.1.14 # of legally sufficient complaints resolved by findings of stipulations or informal hearings
		3.2.1.15 # of legally sufficient complaints resolved by findings of formal hearings
		3.2.1.16 Average # of complaint investigations per FTE
		3.2.1.17 % legally sufficient complaints offered for Alternative Dispute Resolution
		3.2.1.18 % of cases offered for Alternative Dispute Resolution resulting in successful resolution
		3.2.1.19 % of ULA cases referred to law enforcement that result in arrest
		3.2.1.20 Average # of days to respond to a complaint
		3.2.1.21 % of administrative complaints filed with DOAH or otherwise resolved within 1 year from finding of probable cause
3.3 Timely and accurate information for stakeholders and consumers that will enable informed healthcare decisions and promote equitable and accessible health care for all persons in Florida.	3.3.1 Improve accuracy and compliance with reporting requirements and accuracy of information received from internal and external sources	3.3.1.1 Average # of days to fulfill a public record request for license application
		3.3.1.2 Average # of days to post final disciplinary actions on the web
4.1 Customers are informed of, have confidence in, and value MQA service.	4.1.1 Increase knowledge of customer expectations regarding quality, cost, effectiveness, and timeliness of products and services	4.1.1.1 % of new licensees satisfied with the services received from the division
		4.1.1.2 % of customers satisfied with fulfillment of public record requests

2007-2008 MQA Strategic Plan

MQA Strategic Goal	MQA Strategic Objective	Measure
4.1 Customers are informed of, have confidence in, and value MQA service.	4.1.1 Increase knowledge of customer expectations regarding quality, cost, effectiveness, and timeliness of products and services	4.1.1.3 % of customers satisfied with web information
		4.1.1.4 % of parties involved in enforcement actions satisfied with services received
		4.1.1.5 % of external customers satisfied with services provided by MQA
		4.1.1.6 # of inquiries to the practitioner profile website
4.2 A motivated workforce committed to excellence.	4.2.1 Recruit, hire and retain skilled and motivated employees that will exemplify MQA's mission, vision and values	4.2.1.1 % of employee satisfaction
		4.2.1.2 % of employee turnover
4.3 A fiscally sound organization.	4.3.1 All regulated professions have a positive cash balance	4.3.1.1 % fines and costs imposed that are collected
		4.3.1.2 % of enforcement expenditures recouped through assessed disciplinary costs
		4.3.1.3 Amount of revenue collected from delinquent fines
		4.3.1.4 % of professions with adequate licensure renewal fees
		4.3.1.5 % of professions operating with a positive or neutral cash balance
		4.3.1.6 % error of actual cash expenditures from projected expenditures by board

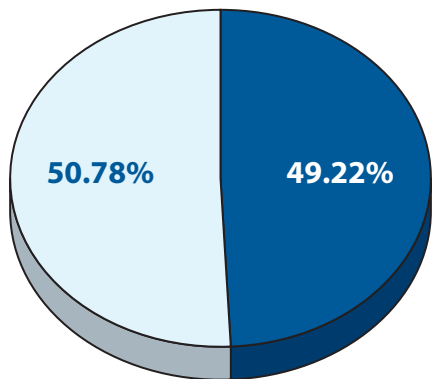
LICENSURE

MQA, in conjunction with 22 boards and six councils, licenses seven types of facilities and more than 40 healthcare professions. Licensure activities include preparing and administering licensure examinations; issuing and renewing licenses; tracking licensure conditions; monitoring compliance with continuing education requirements; and evaluating and approving training programs and continuing education for providers.

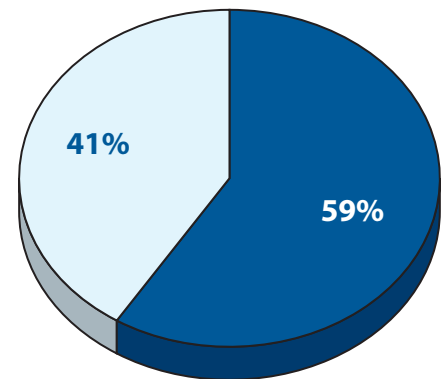
ONLINE RENEWALS

The division's continued focus on online renewals resulted in a nearly 10% increase from FY 04-05 in online renewal percentage. Most importantly, the effort resulted in more than \$837,000 in cost savings compared to manually processing those same renewals.

2004-2005 Online Renewals



2006-2007 Online Renewals



■ Online Renewals
 □ Manual Renewals

NATIONAL BOARD AND INDIVIDUAL AWARDS

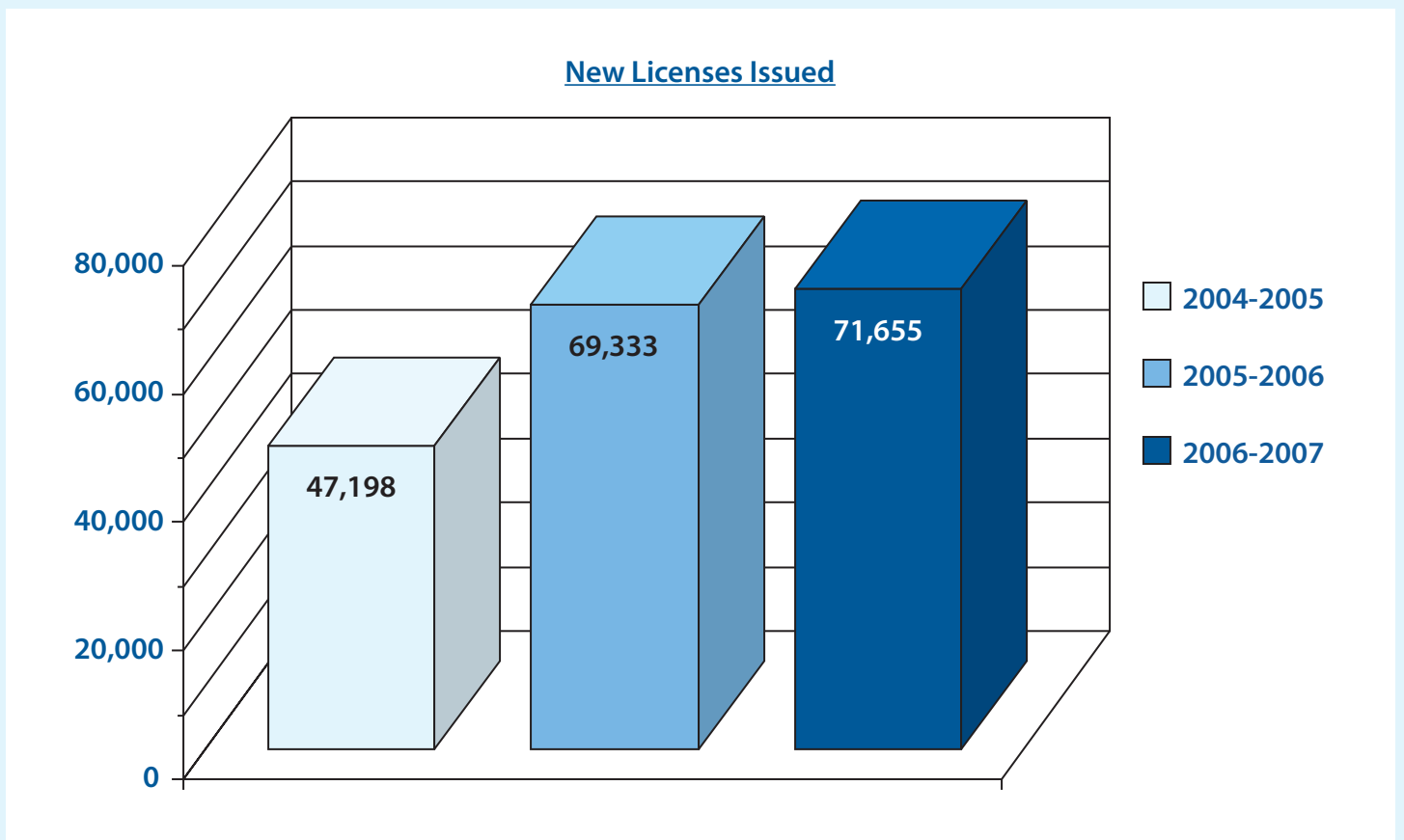
"The vision of MQA is to be the nation's leader in quality healthcare regulation, and these awards represent great strides in reaching that goal. There is no greater honor than being recognized by your national peers as the best of the best; every Floridian should be proud."

- State Surgeon General Ana M. Viamonte Ros, M.D., M.P.H.

- The Florida Board of Osteopathic Medicine was recognized as the "Best of the Boards for 2007" by the Administrators in Medicine (AIM). The Board was acknowledged for its communication plan, which included an educational video aimed at increasing the number of osteopathic physicians choosing to practice in Florida.
- The Florida Board of Chiropractic Medicine received the Federation of Chiropractic Licensing Boards' (FCLB) 2007 Outstanding Board Award. The board was cited for its current initiatives in public outreach and information distribution.
- Former Florida Board of Chiropractic Medicine Chair and FCLB Past President Wayne Wolfson, D.C., received FCLB's George R. Arvidson Award for Meritorious Service for his exceptional leadership and service to public protection. This is FCLB's highest individual honor.
- MQA Investigative Services Unit Chief Tom Hannah, who currently serves on the AIM/FSMB Committee on National Medical Investigator Certification, received AIM's outstanding investigator award.

INCREASE IN NEW LICENSES ISSUED

During 2006-2007, MQA once again set an all-time high in the number of healthcare licenses issued, with an astonishing 51.8% increase from just two years earlier (FY 04-05). The greatest increase was seen in the profession of certified nursing assistants, with 15,174 more licenses issued. Also impacting the workload were the additions of the Drugs, Devices and Cosmetics, Emergency Medical Services, and Radiologic Technology professions.



STATE AND NATIONAL SERVICE

A number of MQA employees and board and council members continue to represent Florida and the Department of Health in both the state and national healthcare arena.

Board Members Serving on National Regulatory Boards

Board Member	National Regulatory Board
Jim Andriole, D.O. Board of Osteopathic Medicine Probable Cause Panel Chair	Federation of State Medical Boards Board of Directors
Robert Easton, O.D. Board of Optometry member	President of the Association of Regulatory Boards of Optometry (completed term June, 2007)
Frank Ervolino Board of Acupuncture Vice-chair	Federation of Acupuncture and Oriental Medicine Regulatory Agencies Board of Directors
Robert Fedor, D.O. Board of Osteopathic Medicine Vice-chair	Federation of State Medical Board's Nominating Committee
Dave Quiring, LMT Board of Massage Therapy Chair	Vice-chair of the Federation of State Massage Therapy Boards
Tully Patrowicz, M.D. Board of Medicine member	Federation of State Medical Boards Board of Directors

MQA Employees Representing DOH on State and National Workgroups and Regulatory Boards

Member	Workgroup/Board	Purpose
Joe Baker, Jr. Executive Director for the Boards of Chiropractic Medicine, Clinical Laboratory Personnel, Medical Physicists, Nursing Home Administrators, Optometry, Orthotists & Prosthetists, and Podiatric Medicine	Association of Chiropractic Board Administrators (ACBA)	Networking/communication. Discuss issues that affect the regulation of the Chiropractic profession
Joe Baker, Jr. Executive Director for the Boards of Chiropractic Medicine, Clinical Laboratory Personnel, Medical Physicists, Nursing Home Administrators, Optometry, Orthotists & Prosthetists, and Podiatric Medicine	Association of Regulatory Board of Optometry (ARBO)	Information exchange regarding professional education of optometrists, continuing education, reciprocal relations between licensing jurisdictions, solve mutual problems, improving standards of the profession
Joe Baker, Jr. Executive Director for the Boards of Chiropractic Medicine, Clinical Laboratory Personnel, Medical Physicists, Nursing Home Administrators, Optometry, Orthotists & Prosthetists, and Podiatric Medicine	Federation of Chiropractic Licensing Boards (FCLB)	Promoting excellence in Chiropractic Regulation
Joe Baker, Jr. Executive Director for the Boards of Chiropractic Medicine, Clinical Laboratory Personnel, Medical Physicists, Nursing Home Administrators, Optometry, Orthotists & Prosthetists, and Podiatric Medicine	United Way, Leon County, and City of Tallahassee: Community Human Services Partnership	To determine annual allocations for United Way (FSECC), Leon County and City of Tallahassee funds
Charles Coats District Investigation Manager Nina Saxon Investigator	Department of Health: Operation Spot-check	Inspection of pharmacies dispensing medicine to the public including nursing homes and animal shelters.
Tom French Investigator	Department of Financial Services: National Insurance Crime Bureau Mini-Medical Task Force	Medical Insurance Fraud
Lucy C. Gee, M.S. Director, Medical Quality Assurance	AHCA Patient Safety Workgroup	Study s. 395.0197, F.S.
Lucy C. Gee, M.S. Director, Medical Quality Assurance	AHCA State Electronic Prescribing Advisory Panel	Established pursuant to HB 1155 (07) mandating electronic prescribing
Tom Hannah District Investigation Manager	Administrators in Medicine & Federation of State Medical Boards, National Medical Investigator Certification Committee	Certification and training of investigators on a national level
Pamela King Executive Director for the Boards of Acupuncture, Anesthesiologist Assistants, Massage Establishments, Massage Therapy, Midwifery, Office Surgery Facilities, Osteopathic Medicine, and Speech-Language Pathology & Audiology	Administrators in Medicine (AIM)	Non-profit organization to assist and support administrators for medical licensing and regulatory authorities to achieve administrative excellence and advance public safety.
Pamela King Executive Director for the Boards of Acupuncture, Anesthesiologist Assistants, Massage Establishments, Massage Therapy, Midwifery, Office Surgery Facilities, Osteopathic Medicine, and Speech-Language Pathology & Audiology	Family Health: Governor's Women's Health Care Conference Advisory Committee	Committee to develop educational agenda for the 2007 Women's Health Conference.
Pamela King Executive Director for the Boards of Acupuncture, Anesthesiologist Assistants, Massage Establishments, Massage Therapy, Midwifery, Office Surgery Facilities, Osteopathic Medicine, and Speech-Language Pathology & Audiology	Federation of Acupuncture and Oriental Medical Regulatory Agencies	Non-profit organization that provides an organization where member acupuncture agencies work together to assure the protection of the public through good communication about licensure, practice, regulatory activity and professional disciplinary action to promote the delivery of quality health care to the public.

MQA Employees Representing DOH on State and National Workgroups and Regulatory Boards

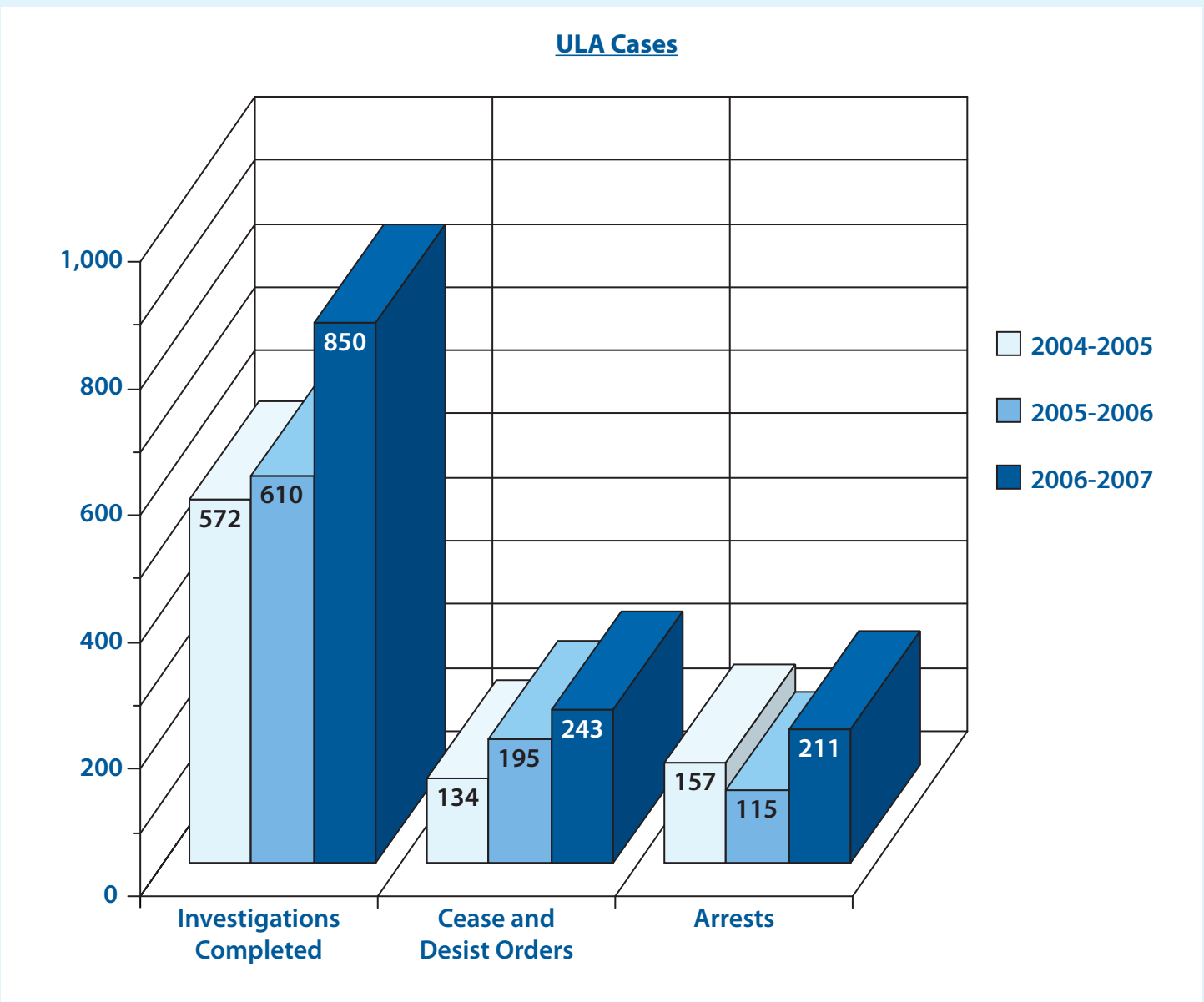
Member	Workgroup/Board	Purpose
Pamela King Executive Director for the Boards of Acupuncture, Anesthesiologist Assistants, Massage Establishments, Massage Therapy, Midwifery, Office Surgery Facilities, Osteopathic Medicine, and Speech-Language Pathology & Audiology	Federation of State Massage Therapy Boards	Non-profit organization that supports its member boards in their work to ensure that the practice of massage therapy is provided to the public in a safe and effective manner.
Pamela King Executive Director for the Boards of Acupuncture, Anesthesiologist Assistants, Massage Establishments, Massage Therapy, Midwifery, Office Surgery Facilities, Osteopathic Medicine, and Speech-Language Pathology & Audiology	Federation of State Medical Boards	Non-profit organization that provides continual improvement in the quality, safety and integrity of health care through development and promotion of high standards for physician licensure and practice.
Pamela King Executive Director for the Boards of Acupuncture, Anesthesiologist Assistants, Massage Establishments, Massage Therapy, Midwifery, Office Surgery Facilities, Osteopathic Medicine, and Speech-Language Pathology & Audiology	National Council of State Boards of Speech-Language Pathology and Audiology	Non-profit organization that facilitates the role of state speech-audiology licensure boards through communication and education.
Roxanne McCarthy Investigator	Seminole County State Attorney's Office: Seminole County Multi-disciplinary Task Force	Prevent elderly abuse
Larry McPherson, J.D. Executive Director for the Boards of Anesthesiologist Assistants, Medicine, Naturopathy, Office Surgery, and Physician Assistants	Administrators in Medicine (AIM)	Supports and assists administrators for medical licensing and regulatory authorities to achieve administrative excellence and advance public safety.
Larry McPherson, J.D. Executive Director for the Boards of Anesthesiologist Assistants, Medicine, Naturopathy, Office Surgery, and Physician Assistants	AHCA Florida Health Information Privacy and Security Project Legal Work Group	Collaborative efforts lead by the Agency for Health Care Administration (AHCA). Florida was one of 34 states and U.S. territories awarded a contract to conduct a study of the variations in business practices and laws related to electronic health information exchanges (E-Health Exchange)
Rodney Johnson DOH Privacy Officer		
Larry McPherson, J.D. Executive Director for the Boards of Anesthesiologist Assistants, Medicine, Naturopathy, Office Surgery, and Physician Assistants	Federation of State Medical Boards	Non-profit assisting state medical boards in protecting the public's health, safety and welfare through promotion of high stands for physician licensure and regulation
Cassandra Pasley, B.S.N., J.D. Chief, Bureau of Health Care Practitioner Regulation	Governor's Office/Drug Control: Substance Abuse Gender Specific Services Workgroup	Workgroup to examine comprehensive services for women based upon the National Center on Addiction and Substance Abuse book, Women, Under the Influence
Rebecca Poston, R.Ph., C.Ph. Executive Director for the Board of Pharmacy	Florida Pharmacy Council	Represents a liaison between the professional, regulatory, academic, chain and distribution organizations within the State of Florida with common goals and objectives for the profession of Pharmacy. The Mission of the Florida Pharmacy Council is to facilitate discussion on professional, technological, regulatory, and related issues through the exchange of ideas of common interest relating to the profession of pharmacy.
Rebecca Poston, R.Ph., C.Ph. Executive Director for the Board of Pharmacy	National Association of Boards of Pharmacy	Serve on the Task Force on Continuous Quality Improvement, Peer Review, and Inspecting for Patient Safety
Lija Scherer Investigator	Florida State Office of Drug Control: Diversion Response Team (DRT)	Prevent and investigate prescription drug misuse
Cheryl Searcy Program Operations Administrator	Federation of State Boards for Physical Therapy: Council of Board Administrators	For administrators to come together in a forum that is beneficial to all to discuss and share issues that affects the physical therapy profession.

ENFORCEMENT

MQA protects the public by investigating, prosecuting and disciplining incompetent, unethical, or impaired practitioners. Enforcement activities include intake, analysis, and investigation of complaints and reports; tracking licensee compliance with disciplinary sanctions; healthcare facilities inspections; issuance of citations and emergency suspension and restriction orders; and conducting disciplinary proceedings against licensed healthcare practitioners. The division's Unlicensed Activity (ULA) Program protects Florida's residents and visitors from the potentially serious and dangerous consequences that may result from the actions of an unlicensed person, including further injury, disease or even death. The ULA Program works in conjunction with law enforcement and the state attorney's offices to prosecute individuals practicing without a license.

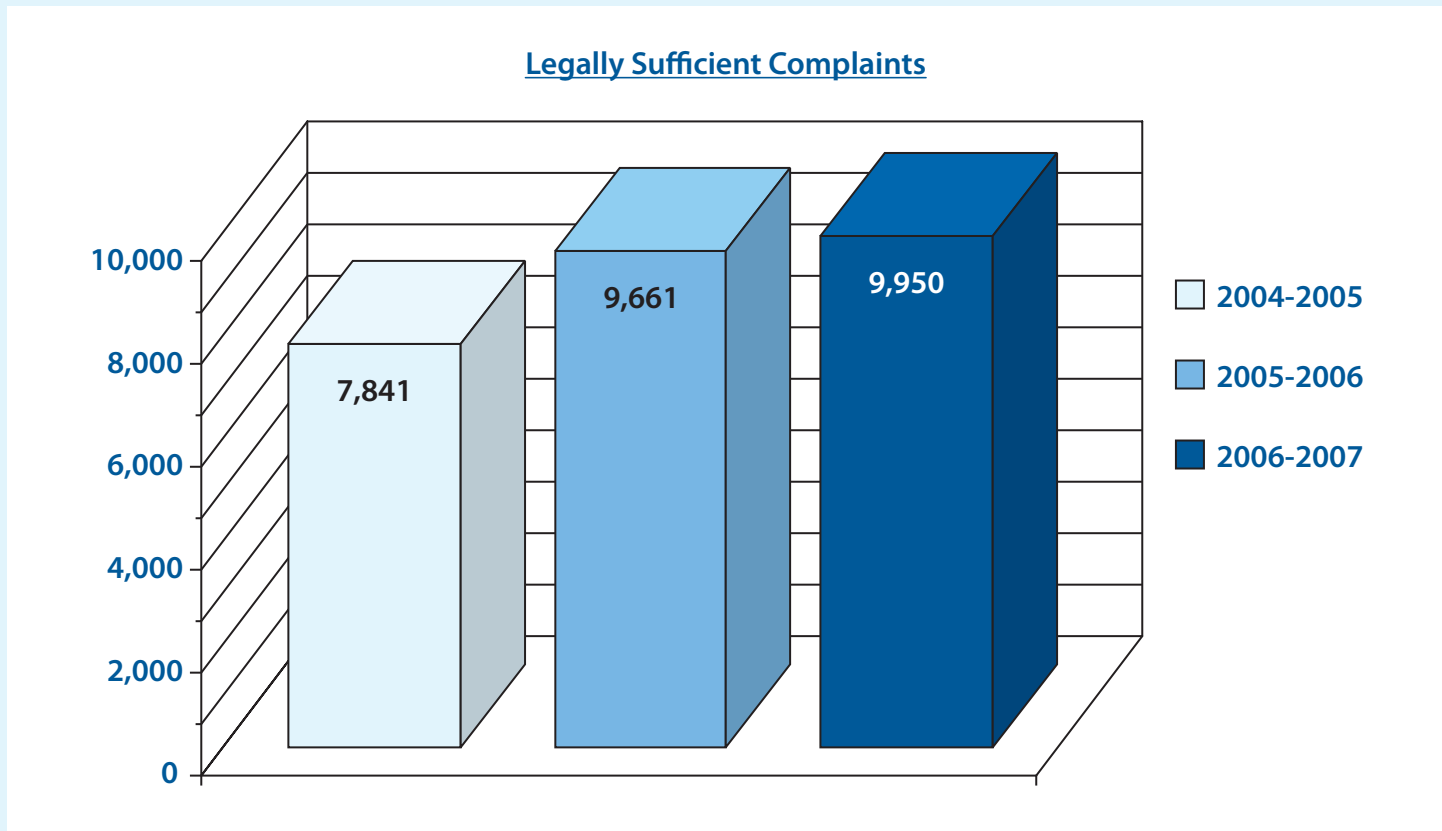
ULA CASES

MQA's focus on Unlicensed Activity is evident from the notable increases in investigations completed (48.6%), cease and desist orders (81%), and arrests (34%) over the last three years.



INCREASE IN LEGALLY SUFFICIENT CASES

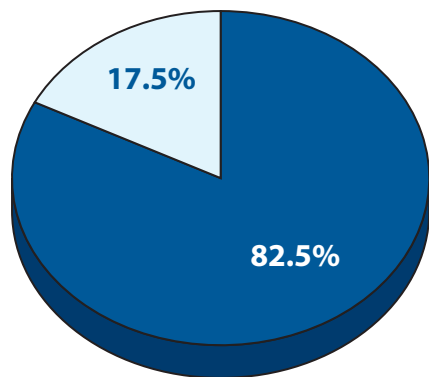
2006-2007 saw an all-time high of 9,950 legally sufficient complaints – an increase of more than 26% over just two years earlier (FY 04-05).



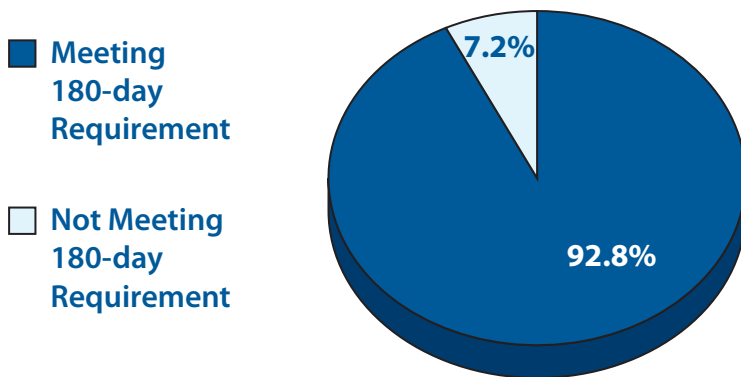
CASES MEETING 180-DAY REQUIREMENT

Section 456.073, F.S., requires analysis, investigation and recommendation of probable cause within 180 days of the receipt of a complaint. During 2006-2007, nearly 93% of disciplinary cases met this requirement – 10% higher than in 2004-2005.

2004-2005 Percentage of Cases Meeting 180-day Requirement



2006-2007 Percentage of Cases Meeting 180-day Requirement

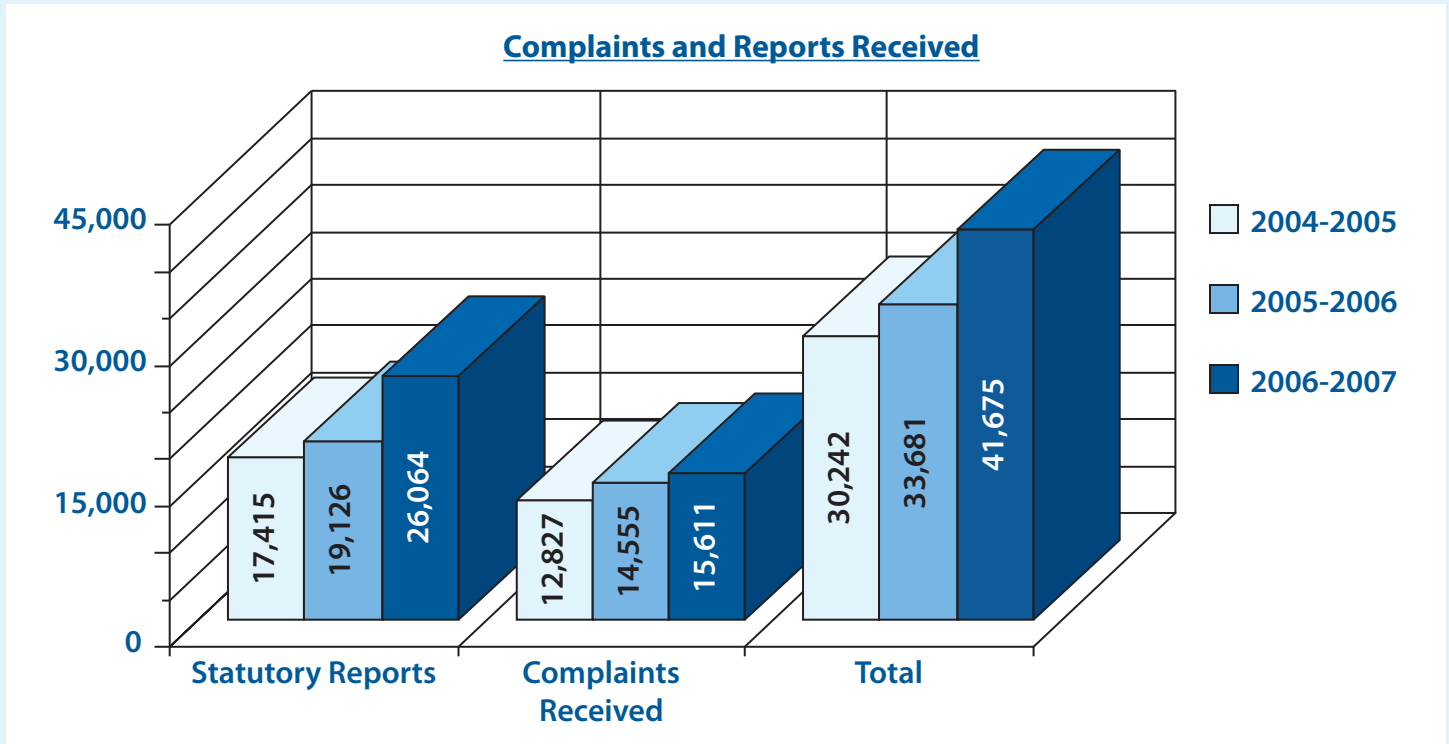


Note:

The department is not prevented from continuing with the disciplinary process on cases not meeting the 180-day requirement.

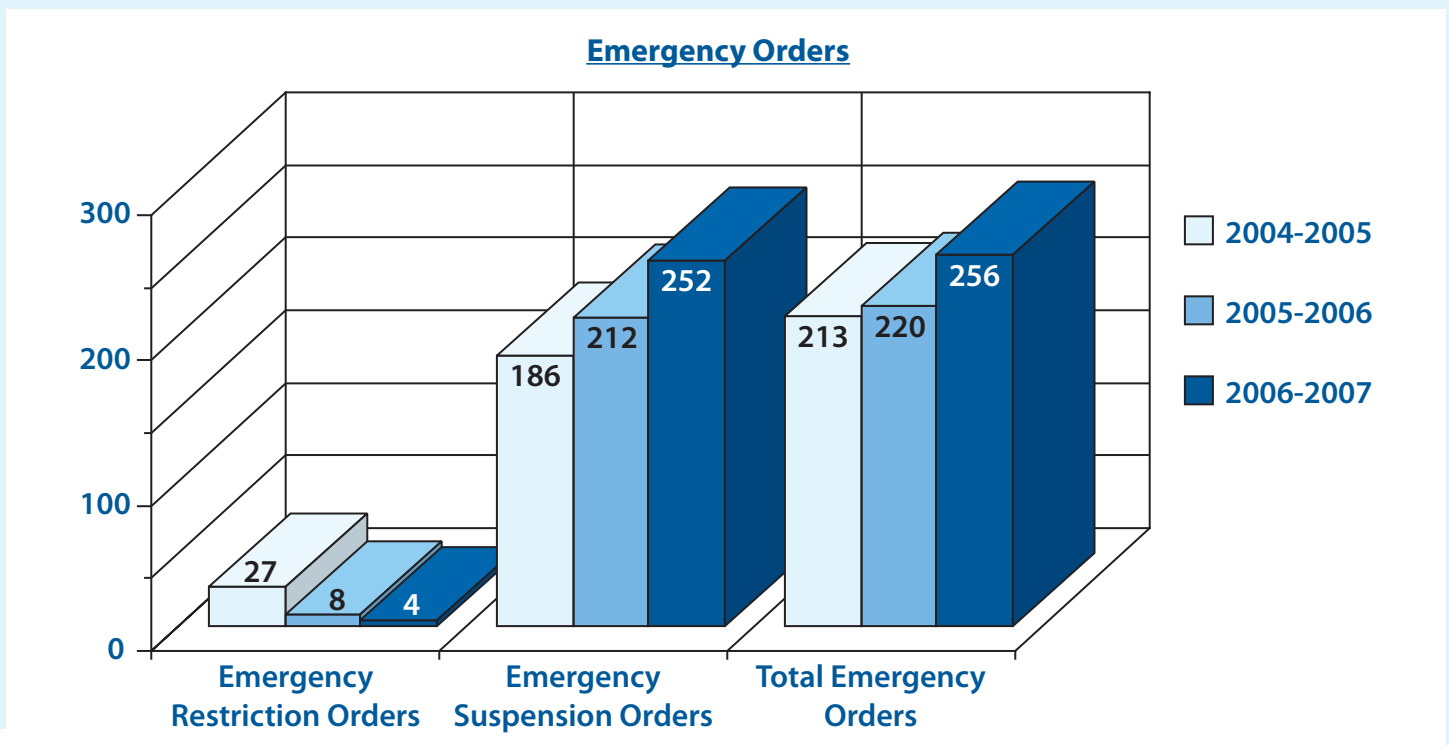
INCREASE IN COMPLAINTS AND REPORTS RECEIVED

2006-2007 saw a dramatic increase in the total number of statutory reports and complaints received, with the 41,675 total representing a more than 37% increase over the total number received in 2004-2005.



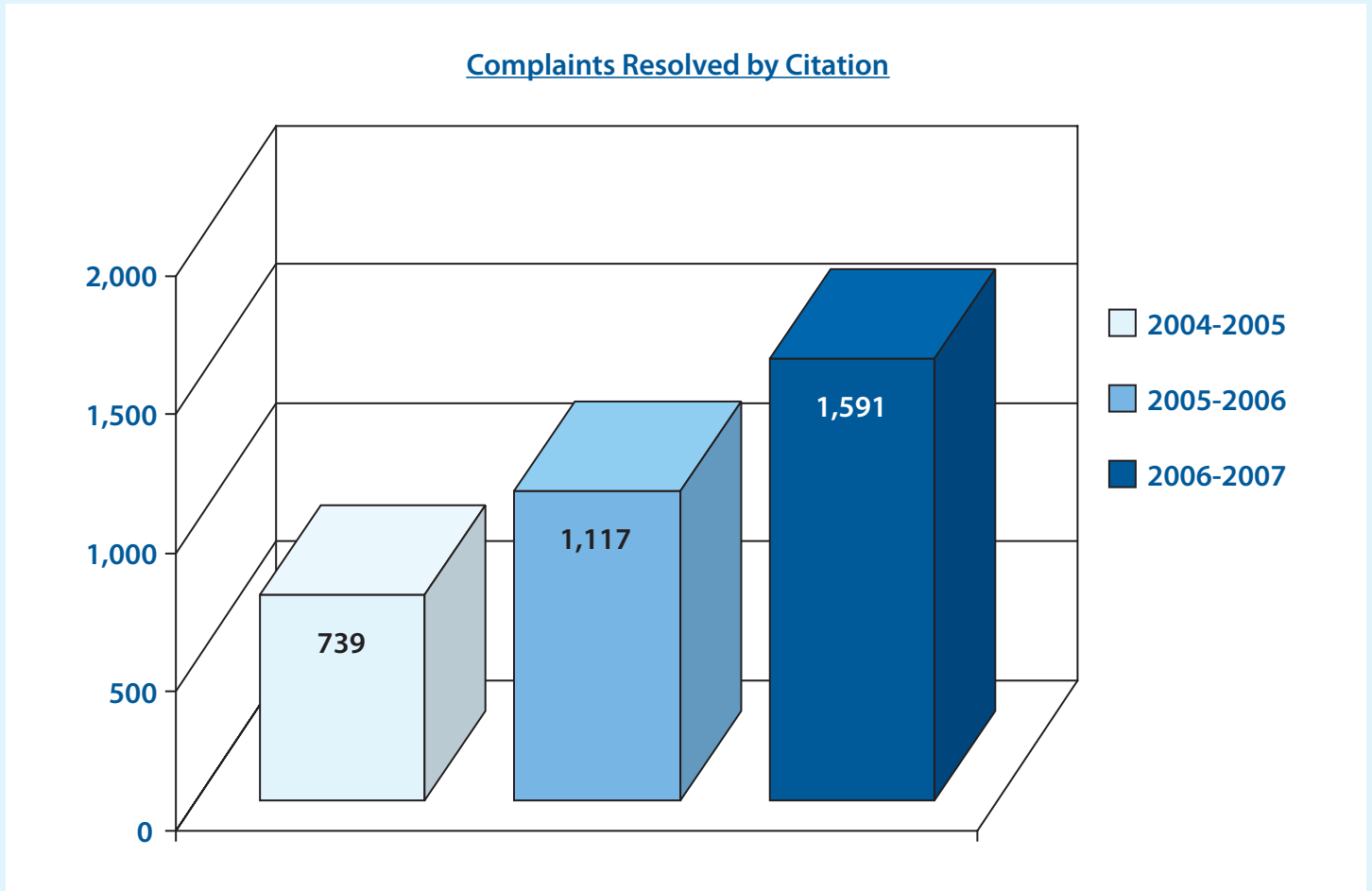
INCREASE IN EMERGENCY ORDERS

During 2006-2007, the division once again had a record-number of emergency orders issued. Through these actions, the State Surgeon General is able to restrict the practice of a health professional considered an immediate danger to the public.



COMPLAINTS RESOLVED BY CITATION

Citations serve as a quick and efficient way to resolve minor violations, usually involving a fine and obligations imposed as approved by board rule. The number of complaints resolved by citation has more than doubled over the last three years, allowing the division to focus additional time and resources on more serious violations.



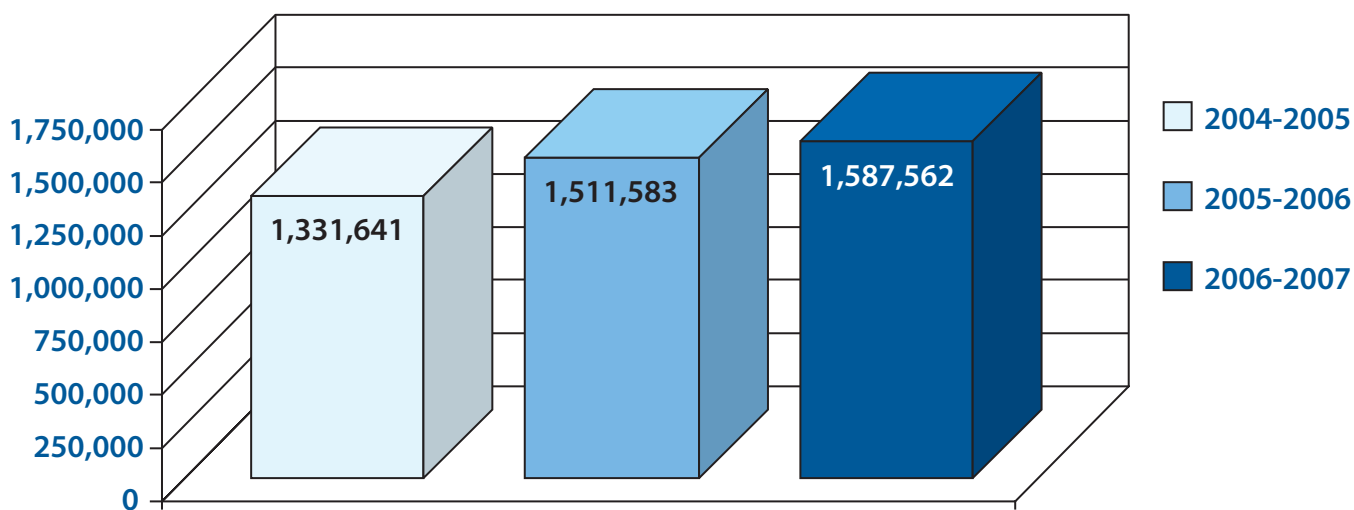
INFORMATION

To help people make more informed choices about their healthcare practitioners, MQA provides easy access to licensure and disciplinary information and ensures that data is accurate, timely, consistent and reliable. Visit www.FLHealthSource.com today to find current licensure information for all licensed healthcare providers and more extensive profile information for physicians, podiatrists, chiropractors, osteopathic physicians, and advanced registered nurse practitioners.

VISITS TO THE PRACTITIONER PROFILING WEBSITE

MQA's practitioner profiling site serves a vital function for people taking an active role in their healthcare decisions, as indicated by a 19% increase in the number of visits to the site in the last three years.

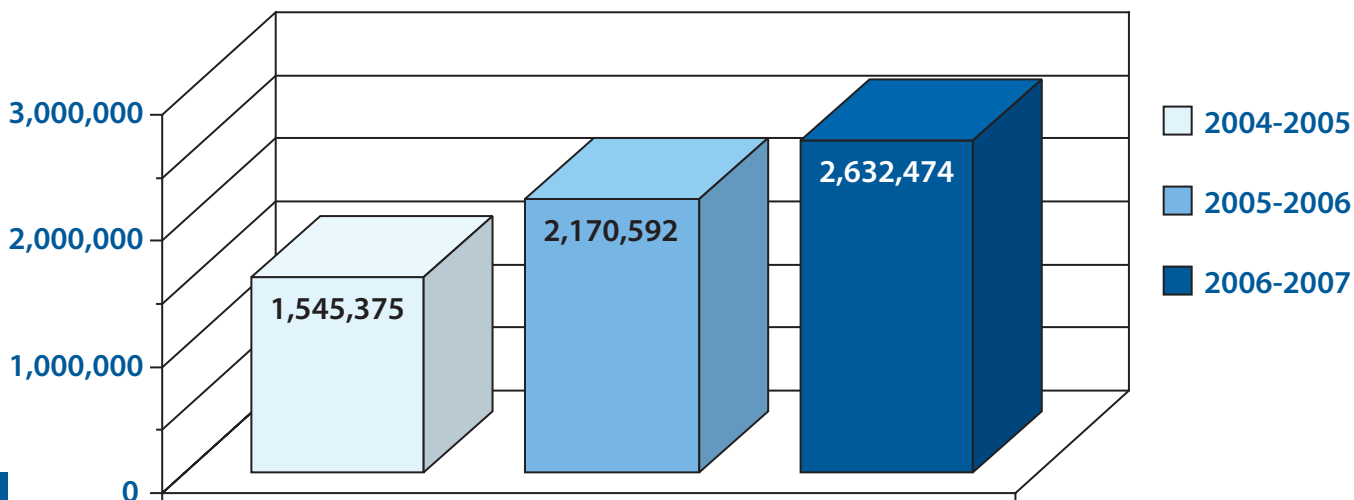
Visits to the Practitioner Profiling Website



VISITS TO BOARD AND COUNCIL WEBSITES

MQA's Board and Council Websites serve an important function for consumers, applicants and licensees alike. The sites include profession updates, renewal information, laws and rules, contact information, and links to reports, profiles, and final orders and emergency actions. Over the past three years, visits to the site have increased more than 70%, to over 2.6 million in 2006-2007.

Visits to Board and Council Websites



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Table 1 • Summary of Licensed Practitioners

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT ACTIVE	IN-STATE DELINQUENT INACTIVE	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	RETIRED	TOTAL
Acupuncturist	1,579	37	60	15	172	56	42	9	1,970
Anesthesiologist Assistant	6	0	0	0	3	0	0	0	9
Athletic Trainer	1,243	33	183	14	82	25	28	2	1,610
Audiology - Audiologist	811	17	45	3	56	4	11	7	954
Audiology - Audiology Assistant	24	0	5	0	0	0	0	0	29
Audiology - Provisional Audiologist	103	0	0	0	11	0	0	0	114
Certified Nursing Assistant (CNA)	132,657	0	0	0	2,917	0	0	1	135,575
Chiropractic - Certified Chiropractic Physician's Assistant	242	21	76	5	4	2	5	0	355
Chiropractic - Chiropractic Physician	4,219	101	79	26	674	360	109	75	5,643
Chiropractic - Registered Chiropractic Assistant	2,442	0	1	0	13	0	0	0	2,456
Clinical Laboratory Personnel	12,762	562	757	234	1,061	353	277	105	16,111
Clinical Laboratory Trainee	918	0	0	0	32	0	0	0	950
Clinical Laboratory Training Program	39	0	5	0	9	0	0	0	53
Clinical Social Work - Certified Master Social Worker	3	0	1	0	0	0	0	0	4
Clinical Social Work - Clinical Social Worker	5,708	167	210	60	428	194	113	90	6,970
Clinical Social Work - Clinical Social Worker Intern	1,899	0	409	0	24	0	20	0	2,352
Clinical Social Work - Provisional Clinical Social Worker	69	0	0	0	9	0	0	0	78
Dental Hygienist	9,891	105	204	33	1,638	143	165	145	12,324
Dental Radiographer	21,746	0	1	0	155	0	1	0	21,903
Dental Residency Permit	331	0	0	0	1	0	0	0	332
Dental Teaching Permit	276	0	0	0	0	0	0	0	276
Dentist	9,551	57	129	19	1,902	149	145	195	12,147
Dietetics & Nutrition - Dietitian/Nutritionist	2,838	25	297	7	134	9	50	24	3,384
Dietetics & Nutrition - Nutrition Counselor	168	9	20	5	16	0	4	4	226
Drugs, Devices & Cosmetics - Certificate Designated Representative	320	0	0	0	340	0	0	0	660
Electrologist	763	12	84	12	22	5	7	19	924
EMS - Emergency Insect Sting Treatment	276	0	0	0	11	0	0	0	287
EMS - Emergency Medical Technician	28,990	89	0	0	395	7	0	0	29,481
EMS - Paramedic	19,240	47	0	0	514	13	0	0	19,814
Hearing Aid Specialist	852	13	82	3	24	8	10	14	1,006
Marriage & Family Therapy - Marriage and Family Therapist	1,228	60	39	15	88	46	23	26	1,525
Marriage & Family Therapy - Provisional Marriage and Family Therapist	11	0	0	0	1	0	0	0	12
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	472	0	99	0	14	0	5	0	590
Massage Therapist	26,165	429	2,277	157	2,046	153	453	66	31,746
Medical Physics - Diagnostic Radiological Physicist	48	0	3	0	33	0	5	0	89
Medical Physics - Medical Health Physicist	30	2	0	0	12	1	1	1	47
Medical Physics - Medical Nuclear Radio Physicist	36	0	2	0	26	0	1	0	65
Medical Physics - Medical Physicist in Training	53	0	1	0	10	0	0	0	64
Medical Physics - Therapeutic Radiological Physicist	169	0	7	0	44	0	10	1	231
Medicine - House Physician	380	0	1	0	3	0	0	0	384
Medicine - Limited License Medical Doctor	233	1	24	2	10	0	2	6	278
Medicine - Medical Doctor	40,065	190	674	105	11,968	941	1,285	733	55,961
Medicine - Medical Doctor Area Critical Need	83	1	3	2	14	1	1	2	107
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	5	0	1	0	0	0	0	0	6

Table 1 • Summary of Licensed Practitioners

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT ACTIVE	IN-STATE DELINQUENT INACTIVE	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	RETIRED	TOTAL
Medicine - Medical Doctor Medical Faculty Certificate	69	0	23	0	26	0	1	0	119
Medicine - Medical Doctor Public Health Certificate	4	0	0	0	0	0	0	0	4
Medicine - Medical Doctor Public Psychiatry Certificate	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor Restricted	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	1	0	0	0	1
Medicine - Resident Registration	3,618	0	60	0	934	0	37	0	4,649
Mental Health Counseling - Mental Health Counselor	6,285	241	165	65	363	167	80	89	7,455
Mental Health Counseling - Provisional Mental Health Counselor	87	0	0	0	6	0	0	0	93
Mental Health Counseling - Registered Mental Health Counselor Intern	1,899	0	394	0	42	0	21	0	2,356
Midwife	115	6	14	2	12	0	11	1	161
Naturopathic Physician	6	0	1	0	0	0	0	0	7
Nursing - Advanced Registered Nurse Practitioner (ARNP)	10,645	61	282	16	1,735	109	360	106	13,314
Nursing - Licensed Practical Nurse (LPN)	59,215	790	4,796	345	4,754	337	1,167	329	71,733
Nursing - Registered Nurse (RN)	169,633	2,147	8,148	997	26,316	2,247	7,184	2,064	218,736
Nursing Home Administrator	1,283	65	88	10	179	16	39	42	1,722
Nursing Home Administrator Provisional	18	0	0	0	0	0	0	0	18
Occupational Therapist	5,307	79	283	20	512	104	180	18	6,503
Occupational Therapy Assistant	1,563	25	109	6	148	14	56	8	1,929
Opticianry - Apprentice Optician	1,038	0	0	0	11	0	0	0	1,049
Opticianry - Optician	3,229	111	114	30	156	65	22	22	3,749
Optometric Faculty Certificate	13	0	0	0	1	0	0	0	14
Optometrist	2,153	5	26	3	551	66	46	27	2,877
Orthotics & Prosthetics - Orthotic Fitter	96	2	10	0	1	0	1	1	111
Orthotics & Prosthetics - Orthotic Fitter Assistant	121	0	24	0	1	0	0	1	147
Orthotics & Prosthetics - Orthotist	99	1	6	0	6	0	1	4	117
Orthotics & Prosthetics - Pedorthist	106	0	6	0	3	0	0	0	115
Orthotics & Prosthetics - Prosthetist	68	0	3	0	3	0	2	3	79
Orthotics & Prosthetics - Prosthetist-Orthotist	155	0	4	0	12	0	2	4	177
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	7	0	1	0	0	0	0	0	8
Osteopathic - Osteopathic Physician	3,619	21	55	11	1,100	263	130	52	5,251
Osteopathic - Osteopathic Training Registration	390	0	0	0	184	0	0	0	574
Pharmacy - Consultant Pharmacist	2,183	105	149	29	128	28	32	11	2,665
Pharmacy - Nuclear Pharmacist	147	5	10	0	45	9	9	1	226
Pharmacy - Pharmacist	17,079	121	245	27	6,622	384	505	67	25,050
Pharmacy - Pharmacist Intern	4,849	0	0	0	2,281	0	0	0	7,130
Physical Therapist Assistant	4,561	115	131	32	330	100	81	7	5,357
Physical Therapist	9,858	187	244	41	1,392	579	302	37	12,640
Physician Assistant	4,038	20	157	15	438	40	95	25	4,828
Podiatry - Certified Podiatric X-Ray Assistant	481	4	130	0	2	0	2	0	619
Podiatry - Podiatric Physician	1,258	15	21	1	376	71	45	33	1,820
Psychology - Limited License Psychologist	0	1	1	0	0	0	1	2	5
Psychology - Provisional Psychologist	43	0	0	0	2	0	0	0	45
Psychology - Psychologist	3,571	22	52	5	382	40	51	99	4,222
Radiologic Technologist	21,459	108	8,276	0	1,863	38	2,919	0	34,663
Radiologist Assistant	2	0	0	0	0	0	0	0	2

Table 1 • Summary of Licensed Practitioners

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT ACTIVE	IN-STATE DELINQUENT INACTIVE	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	RETIRED	TOTAL
Respiratory Therapy - Certified Respiratory Therapist	3,707	136	584	48	196	47	114	18	4,850
Respiratory Therapy - Registered Respiratory Therapist	4,915	159	325	45	327	79	145	25	6,020
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	68	2	8	2	0	0	2	3	85
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	27	0	5	2	1	0	0	0	35
Respiratory Therapy - Respiratory Care Registered Student Exemption	70	0	373	0	0	0	1	0	444
School Psychologist	595	25	14	8	14	8	5	11	680
Speech-Language Pathology - Provisional Speech-Language Pathologist	1,061	0	1	0	43	0	0	0	1,105
Speech-Language Pathology - Speech-Language Pathologist	5,726	55	277	21	366	39	91	23	6,598
Speech-Language Pathology - Speech-Language Pathology Assistant	376	19	118	5	8	0	2	0	528
Total	685,863	6,631	31,512	2,503	76,789	7,320	16,515	4,658	831,791

Note:

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

Definitions:

In-State Active – The licensed practitioner has a Florida address of record and is clear to practice his/her profession in the state of Florida.

In-State 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.

In-State 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 the practitioner inactivated his/her license and has failed to renew his/her inactive license by the expiration date.

In-State 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.

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 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 they failed to renew his/her license by the expiration date.

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.

Retired – The licensed practitioner is not practicing in the state of Florida, but maintains a retired license status. The licensed practitioner is not authorized to practice in the state of Florida. The practitioner is not obligated to update his/her profile data.

Table 2 • Summary of Licensed Establishments

ESTABLISHMENT	ACTIVE	DELINQUENT	TOTAL
DDC - Complimentary Drug Distributor	205	2	207
DDC - Compressed Medical Gases Manufacturer	135	3	138
DDC - Compressed Medical Gases Wholesaler	372	1	373
DDC - Cosmetic Manufacturer	121	0	121
DDC - Device Manufacturer	138	0	138
DDC - Diethyl Ether	13	0	13
DDC - Exemption - Research, Teaching, and Testing	448	0	448
DDC - Freight Forwarder	24	0	24
DDC - Limited Veterinary Prescription Drug Wholesaler	6	0	6
DDC - Medical Oxygen Retailer	1,472	21	1,493
DDC - Non-resident Prescription Drug Manufacturer	648	3	651
DDC - Out-of-State Prescription Drug Wholesale	197	0	197
DDC - Over The Counter Drug Manufacturer	99	0	99
DDC - Prescription Drug Manufacturer	89	0	89
DDC - Prescription Drug Repackager	15	0	15
DDC - Prescription Drug Wholesaler	166	0	166
DDC - Prescription Drug Wholesaler Broker only	5	0	5
DDC - Product Registration Permit	325	2	327
DDC - Restricted Prescription Drug Distributor - Charitable Organization	26	0	26
DDC - Restricted Prescription Drug Distributor - Destruction	7	1	8
DDC - Restricted Prescription Drug Distributor - Government Program	21	1	22
DDC - Restricted Prescription Drug Distributor - Health Care Entity	109	0	109
DDC - Restricted Prescription Drug Distributor - Institutional Research	0	0	0
DDC - Restricted Prescription Drug Distributor - Reverse Distributor	8	1	9
DDC - Retail Pharmacy Wholesaler	128	8	136
DDC - Veterinary Legend Drug Retailer	17	0	17
DDC - Veterinary Prescription Drug Wholesaler	35	0	35
Dental Laboratory	1,129	22	1,151
Electrolysis Facility	316	11	327
Massage Establishment	8,792	1	8,793
Office Surgery Registration	309	0	309
Optical Establishment Permit	1,119	0	1,119
Optometry Branch Office	789	0	789
Pharmacy Establishment	7,493	135	7,628
TOTAL	24,776	212	24,988

Definitions:

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

DDC – Drugs, Devices & Cosmetics

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

Table 3 • Recognized Continuing Education (CE) Providers

BOARD OR COUNCIL	BOARD APPROVED PROVIDERS	STATUTE/RULE APPROVED PROVIDERS	TOTAL PROVIDERS	RECEIVED APPLICATIONS	APPROVED APPLICATIONS	SUBMITTED COURSES
Acupuncture	88	14	102	39	36	426
Athletic Training	10	19	29	11	5	123
Certified Nursing Assistants (CNA)	148	0	148	60	58	2,458
Chiropractic Medicine	12	15	27	8	4	314
Clinical Laboratory Personnel	176	6	182	18	18	3,390
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	529	57	586	59	29	6,258
Dentistry	143	96	239	39	31	900
Dietetics and Nutrition	0	65	65	20	13	2,789
Electrolysis Council	10	10	20	7	5	203
Emergency Medical Services	17	299	316	176	176	503
Hearing Aid Specialists	4	12	16	6	4	69
Licensed Midwifery	1	4	5	1	1	2,048
Massage Therapy	396	45	441	63	63	799
Medical Physicists	0	4	4	0	0	55
Medicine ¹	NA	NA	NA	NA	NA	NA
Nursing	1,050	0	1,050	89	89	17,346
Nursing Home Administrators	92	0	92	36	34	828
Occupational Therapy Practice	166	22	188	30	30	1,439
Opticianry	18	0	18	5	2	688
Optometry	116	0	116	32	29	1,497
Orthotists & Prosthetists	1	8	9	2	2	185
Osteopathic Medicine	20	0	20	2	1	189
Pharmacy	98	38	136	24	15	1,894
Physical Therapy Practice	0	148	148	69	62	2,395
Physician Assistants ²	NA	NA	NA	NA	NA	NA
Podiatric Medicine	2	10	12	1	1	193
Psychology	65	69	134	18	8	4,100
Radiologic Technologists	0	515	515	19	19	3,859
Respiratory Therapy	115	21	136	17	10	3,369
School Psychology	10	9	19	1	1	2,813
Speech-Language Pathology & Audiology	69	485	554	54	49	1,446
Total	3,356	1,971	5,327	906	795	62,576

Notes

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

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

Definitions:

Board Approved Providers – Continuing Education Providers approved on an individual basis by a board or the department if there is no board.

Statute/Rule Approved Providers – Continuing Education Providers automatically approved by statute or rule.

Submitted Courses – Courses submitted by board approved providers, statute/rule approved providers, and in some professions, licensees.

Total Providers – Board Approved Providers and Statute Rule Providers.

Table 4 • Applications Received and Initial Licenses Issued

PROFESSION	INITIAL APPLICATIONS RECEIVED	LICENSES ISSUED
Acupuncturist	177	154
Anesthesiologist Assistant	2	5
Athletic Trainer	200	189
Audiology - Audiologist	72	58
Audiology - Audiology Assistant	9	6
Audiology - Provisional Audiologist	27	27
Certified Nursing Assistant (CNA)	25,588	18,495
Chiropractic - Certified Chiropractic Physician's Assistant	43	29
Chiropractic - Chiropractic Physician	481	170
Chiropractic - Registered Chiropractic Assistant	929	860
Clinical Laboratory Personnel	1,115	884
Clinical Laboratory Trainee	248	215
Clinical Laboratory Training Program	10	9
Clinical Social Work - Certified Master Social Worker	0	0
Clinical Social Work - Clinical Social Worker	613	380
Clinical Social Work - Clinical Social Worker Intern	540	506
Clinical Social Work - Provisional Clinical Social Worker	34	29
Dental Hygienist	1,472	645
Dental Radiographer	776	731
Dental Residency Permit	73	73
Dental Teaching Permits	28	24
Dentist	877	271
Dietetics & Nutrition - Dietitian/Nutritionist	237	197
Dietetics & Nutrition - Nutrition Counselor	0	0
Drugs, Devices & Cosmetics - Certificate Designated Representative	714	85
Electrologist	418	179
EMS - Emergency Insect Sting Treatment	95	78
EMS - Emergency Medical Technician	11,471	4,027
EMS - Paramedic	5,306	1,691
Hearing Aid Specialists	260	191
Marriage & Family Therapy - Marriage and Family Therapist	129	59
Marriage & Family Therapy - Provisional Marriage and Family Therapist	7	5
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	135	123
Massage Therapist	3,629	3,192
Medical Physics - Diagnostic Radiological Physicist	8	3
Medical Physics - Medical Health Physicist	1	1
Medical Physics - Medical Nuclear Radio Physicist	2	2
Medical Physics - Medical Physicist in Training	22	25
Medical Physics - Therapeutic Radiological Physicist	19	18
Medicine - House Physician	59	48
Medicine - Limited License Medical Doctor	28	18
Medicine - Medical Doctor	3,098	3,001
Medicine - Medical Doctor Area Critical Need	55	32
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0

Table 4 • Applications Received and Initial Licenses Issued

PROFESSION	INITIAL APPLICATIONS RECEIVED	LICENSES ISSUED
Medicine - Medical Doctor Medical Faculty Certificate	19	24
Medicine - Medical Doctor Public Health Certificate	1	0
Medicine - Medical Doctor Public Psychiatry Certificate	0	0
Medicine - Medical Doctor Restricted	3	2
Medicine - Medical Doctor Visiting Faculty Certificate	0	0
Medicine - Resident Registration	1,160	1,158
Mental Health Counseling - Mental Health Counselor	514	361
Mental Health Counseling - Provisional Mental Health Counselor	53	51
Mental Health Counseling - Registered Mental Health Counselor Intern	622	552
Midwifery	20	11
Naturopathic Physician	0	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	808	841
Nursing - Licensed Practical Nurse (LPN)	9,973	6,324
Nursing - Registered Nurse (RN)	18,674	15,700
Nursing Home Administrator	244	68
Nursing Home Administrator Provisional	4	1
Occupational Therapist	591	393
Occupational Therapy Assistant	322	210
Opticianry - Apprentice Optician	212	191
Opticianry - Optician	279	126
Optometric Faculty Certificate	6	4
Optometrist	334	91
Orthotists & Prosthetists - Orthotic Fitter	16	10
Orthotists & Prosthetists - Orthotic Fitter Assistant	43	35
Orthotists & Prosthetists - Orthotist	7	5
Orthotists & Prosthetists - Pedorthist	22	17
Orthotists & Prosthetists - Prosthetist	5	3
Orthotists & Prosthetists - Prosthetist-Orthotist	10	7
Osteopathic - Osteopathic Faculty Certificate	0	0
Osteopathic - Osteopathic Limited License	0	0
Osteopathic - Osteopathic Physician	300	275
Osteopathic - Osteopathic Training Registration	217	205
Pharmacy - Consultant Pharmacist	189	168
Pharmacy - Nuclear Pharmacist	13	10
Pharmacy - Pharmacist	2,695	1,123
Pharmacy - Pharmacist Intern	1,542	1,331
Physical Therapist Assistant	1,069	351
Physical Therapist	1,766	685
Physician Assistant	497	427
Podiatry - Certified Podiatric X-Ray Assistant	122	114
Podiatry - Podiatric Physician	86	46
Psychology - Limited License Psychologist	4	0
Psychology - Provisional Psychologist	15	13
Psychology - Psychologist	642	167
Radiologic Technologist	5,342	2,105

Table 4 • Applications Received and Initial Licenses Issued

PROFESSION	INITIAL APPLICATIONS RECEIVED	LICENSES ISSUED
Radiologist Assistant	2	2
Respiratory Therapy - Certified Respiratory Therapist	457	392
Respiratory Therapy - Registered Respiratory Therapist	519	472
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	0	0
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	0	0
Respiratory Therapy - Respiratory Care Registered Student Exemption	0	0
School Psychologist	43	34
Speech-Language Pathology - Provisional Speech-Language Pathologist	265	245
Speech-Language Pathology - Speech-Language Pathologist	520	461
Speech-Language Pathology - Speech-Language Pathology Assistant	120	109
Total	109,374	71,655

Definitions:

Initial Applications Received – Complete review of applicants' credentials by the respective board or council for that profession.

Licenses Issued – Actual licenses issued to those applicants whose credentials meet the minimum standards outlined by the Legislature and the respective board or council for that profession.

Table 5 • Examinations Developed and Administered by MQA

PROFESSION	SCHEDULED	EXAMINED	FAILED	% FAILED	PASSED	% PASSED
Certified Designated Representative - Laws & Rules (CBT)	324	166	72	43.4%	94	56.6%
Chiropractic Medicine						
Laws & Rules (CBT)	189	184	12	6.5%	172	93.5%
Physical Diagnosis Clinical	238	228	61	26.8%	167	73.2%
Technique Clinical	205	196	12	6.1%	184	93.9%
X-Ray Interpretation (CBT)	213	206	27	13.1%	179	86.9%
Dentistry						
Clinical	431	417	38	9.1%	379	90.9%
Laws & Rules (CBT)	497	467	60	12.8%	407	87.2%
Dental Hygiene						
Clinical	643	631	15	2.4%	616	97.6%
Laws & Rules (CBT)	763	739	112	15.2%	627	84.8%
Massage - Colonics (CBT)	30	26	1	3.8%	25	96.2%
Nursing Home Administration - Laws & Rules (CBT)	109	88	25	28.4%	63	71.6%
Opticianry						
Clinical	147	147	21	14.3%	126	85.7%
Lens Neutralization Clinical	146	145	23	15.9%	122	84.1%
Optometry						
Laws & Rules (CBT)	102	101	1	1.0%	100	99.0%
Clinical	112	111	23	20.7%	88	79.3%
Pharmacology & Ocular Disease Clinical (CBT)	111	111	12	10.8%	99	89.2%
Paramedic - Certification	2,826	2,513	791	31.5%	1,722	68.5%
Psychology - Laws & Rules (CBT)	284	153	26	17.0%	127	83.0%
TOTALS						
Clinical Exams (non-CBT only)	1,922	1,875	193	10.3%	1,682	89.7%
Laws & Rules Exams	2,268	1,898	308	16.2%	1,590	83.8%
CBT Exams	5,448	4,754	1,139	24.0%	3,615	76.0%
ALL EXAMS	7,370	6,629	1,332	20.1%	5,297	79.9%

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

Definitions:

CBT – Computer Based Testing

Table 6 • Emergency Orders Issued Against Healthcare Licensees

PROFESSION	EMERGENCY RESTRICTION ORDERS	EMERGENCY SUSPENSION ORDERS	TOTAL EMERGENCY ORDERS
Certified Nursing Assistant (CNA)	1	18	19
Chiropractic Medicine	0	5	5
Clinical Laboratory Personnel	0	1	1
Clinical Social Work	0	2	2
Dentistry	0	2	2
Massage Therapy	0	3	3
Medicine	2	28	30
Mental Health Counseling	1	1	2
Nursing – Advanced Registered Nurse Practitioner (ARNP)	0	2	2
Nursing – Registered Nurse (RN)	0	95	95
Nursing - Licensed Practical Nurse (LPN)	0	52	52
Occupational Therapy	0	1	1
Optometry	0	1	1
Osteopathic Medicine	0	6	6
Pharmacist	0	24	24
Physical Therapy	0	1	1
Physician Assistant	0	1	1
Podiatric Medicine	0	2	2
Psychology	0	1	1
Radiologic Technology	0	2	2
Respiratory Therapy	0	4	4
Total	4	252	256

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 7 • Stop Sale Orders

PROFESSION	STOP SALE ORDERS
Drugs, Devices, & Cosmetics	18

Definitions:

Stop Sale Order – An order issued for the removal from commerce of any drug, device, or cosmetic that is adulterated, misbranded or considered contraband.

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

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT ¹	INVESTIGATIONS COMPLETED ²	INSPECTIONS COMPLETED
Acupuncture	0	53	37	18	0
Anesthesiology Assistant	0	2	2	2	0
Athletic Training	0	2	1	2	0
Certified Nursing Assistant (CNA)	763	770	899	926	0
Certified Social Worker	0	1	1	0	0
Chiropractic Medicine	52	623	341	206	0

¹Excludes 311 cases found not legally sufficient following commencement of investigation.

²Includes 13 cases found not legally sufficient upon completion of investigation.

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

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT ¹	INVESTIGATIONS COMPLETED ²	INSPECTIONS COMPLETED
Clinical Laboratory Personnel	1	35	15	13	0
Clinical Social Work	0	49	19	20	0
Dental Hygienist	0	37	32	15	0
Dental Laboratory	0	7	5	6	974
Dentistry	148	934	502	427	204
Dietetics and Nutrition	2	10	3	4	0
Drugs, Devices & Cosmetics	1	515	471	523	2,408
Electrolysis	0	39	27	13	0
Electrolysis Facilities	0	6	0	0	207
EMS - Emergency Medical Technician	2	165	80	58	0
EMS - Paramedic	3	132	97	82	0
Hearing Aid Specialist	0	107	51	58	0
Marriage & Family Therapy	0	18	13	10	0
Massage Establishment	1	186	97	52	8,034
Massage Therapy	0	414	268	177	0
Medical Physics	0	6	7	9	0
Medicine	6,014	4,457	2,567	2,060	4,001
Mental Health Counseling	0	100	42	38	0
Midwifery	5	11	8	11	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	80	319	164	150	948
Nursing - Registered Nurse (RN)	363	1,369	1,179	904	0
Nursing - Licensed Practical Nurse (LPN)	232	752	681	614	0
Nursing Home Administration	171	108	85	97	0
Occupational Therapy	5	23	11	10	0
Optical Establishment	0	22	15	11	602
Opticianry	0	33	26	22	0
Optometry	8	46	22	26	33
Orthotics & Prosthetics	0	221	194	57	0
Osteopathic Medicine	469	514	325	240	631
Pharmacy Establishment	6	617	387	448	7,784
Pharmacist	9	678	586	411	0
Physical Therapy	12	100	82	54	0
Physician Assistant	36	432	326	49	1
Podiatric Medicine	200	96	50	62	111
Psychology	2	127	50	51	0
Radiologic Technology	13	103	71	67	0
Respiratory Therapy	1	64	38	35	0
School Psychology	0	8	6	5	0
Speech-Language Pathology & Audiology	0	63	49	36	0
Total	8,599	14,374	9,932	8,079	25,938
Referred Non-Jurisdictional	17,465	1,237	21	19	0
Grand Totals	26,064	15,611	9,953	8,098	25,938

¹Excludes 311 cases found not legally sufficient following commencement of investigation.

²Includes 13 cases found not legally sufficient upon completion of investigation.

Definitions:

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

Referred Non-Jurisdictional – Complaints received over which DOH has no statutory authority and are referred to the agency with the statutory authority.

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

Table 9 • Probable Cause Actions

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Acupuncture	9	3	3
Certified Nursing Assistant (CNA)	648	221	223
Chiropractic Medicine	108	129	130
Clinical Laboratory Personnel	11	6	1
Clinical Social Work	14	10	13
Dental Hygienist	11	3	2
Dental Laboratory	4	2	1
Dentistry	379	115	113
Dietetics & Nutrition	3	0	0
Drugs, Devices & Cosmetics	552	0	0
Electrolysis	5	7	6
EMS - Emergency Medical Technician	47	55	46
EMS - Paramedic	41	65	48
Hearing Aid Specialist	103	10	6
Marriage & Family Therapy	8	2	1
Massage Establishment	54	50	40
Massage Therapy	67	84	51
Medical Physics	7	1	1
Medicine	2,011	426	440
Mental Health Counseling	31	12	12
Midwifery	11	5	5
Nursing – Advanced Registered Nurse Practitioner (ARNP)	102	53	50
Nursing – Registered Nurse (RN)	356	450	438
Nursing - Licensed Practical Nurse (LPN)	290	307	293
Nursing Home Administration	155	35	41
Occupational Therapy	7	2	3
Opticianry	14	6	6
Optometry	19	10	1
Orthotics & Prosthetics	9	10	8
Osteopathic Medicine	189	78	79
Pharmacy Establishment	465	21	19
Pharmacist	325	147	142
Physical Therapy	29	23	25
Physician Assistant	42	14	11
Podiatric Medicine	65	17	18
Psychology	31	12	15
Radiologic Technology	41	43	21
Respiratory Therapy	9	16	2
School Psychology	1	2	0
Speech-Language Pathology & Audiology	20	14	0
Total	6,293	2,466	2,314
Referred Non-Jurisdictional	11	0	0
Grand Totals	6,304	2,466	2,314

Definitions:

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

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

Referred Non-Jurisdictional – Complaints received over which DOH has no statutory authority and are referred to the agency with the statutory authority.

Table 10 • Summary of Disciplinary Cases Against Healthcare Licensees

PROFESSION	REVOCACTION	VOLUNTARY SURRENDER	SUSPENSION	PROBATION	LIMITATION/OBLIGATION	FINE	REPRIMAND	CITATION	DISMISSAL	*RESOLVED THROUGH FINAL ORDERS
Acupuncture	0	0	2	2	2	1	1	19	2	3
Athletic Training	0	0	1	0	1	1	0	0	0	1
Certified Nursing Assistant (CNA)	34	25	56	59	121	130	141	63	38	196
Certified Social Worker	0	0	0	0	0	0	0	1	0	0
Chiropractic Medicine	4	6	6	23	76	76	10	154	28	116
Clinical Laboratory Personnel	6	0	3	0	3	4	2	3	5	10
Clinical Social Work	3	1	2	1	6	6	5	0	3	10
Dental Hygienist	1	3	0	0	1	0	0	19	1	5
Dental Laboratory	0	1	0	0	1	1	1	0	0	2
Dentistry	0	11	11	7	53	55	19	66	20	79
Dietetics & Nutrition	0	0	0	0	0	0	0	1	0	0
Drugs, Devices & Cosmetics	7	0	0	0	1	166	0	0	0	174
Electrolysis	0	0	0	0	3	4	0	14	1	4
EMS - Emergency Medical Technician	9	6	3	7	4	17	11	0	7	36
EMS - Paramedic	13	1	4	16	5	29	21	0	7	44
Hearing Aid Specialist	3	1	4	0	4	8	2	0	1	23
Marriage & Family Therapy	0	0	1	1	1	1	1	0	1	1
Massage Establishment	9	4	0	1	0	29	7	12	2	35
Massage Therapy	8	31	7	1	9	38	10	87	2	71
Medical Physics	0	0	0	0	0	0	0	1	0	0
Medicine	16	38	33	29	196	207	46	273	49	330
Mental Health Counseling	0	9	0	1	1	1	1	0	2	19
Midwifery	0	1	2	1	5	5	4	0	2	6
Nursing - Advance Registered Nurse Practitioner (ARNP)	1	3	9	9	36	35	40	111	5	47
Nursing - Registered Nurse (RN)	38	50	160	43	314	273	329	179	44	450
Nursing - Licensed Practical Nurse (LPN)	20	52	137	49	229	200	245	82	29	333
Nursing Home Administration	0	12	2	0	4	4	1	29	9	14
Occupational Therapy	0	0	0	0	0	0	0	0	1	0
Opticianry	0	0	1	0	7	8	0	4	4	9
Optometry	0	1	2	2	3	4	3	0	2	6
Orthotics & Prosthetics	0	0	0	0	0	0	0	92	0	6
Osteopathic Medicine	4	1	8	6	45	45	13	113	9	80
Pharmacy Establishment	3	1	1	4	12	25	2	14	9	31
Pharmacist	13	15	39	31	119	104	21	69	23	163
Physical Therapy	1	1	3	1	8	6	2	20	2	18
Physician Assistant	0	0	3	3	10	10	3	144	2	11
Podiatric Medicine	0	0	0	0	2	4	0	3	2	6
Psychology	0	0	1	3	13	11	8	3	3	13
Radiologic Technology	4	8	9	1	13	37	5	0	1	57
Respiratory Therapy	1	3	0	1	1	2	1	1	0	14
School Psychology	0	0	0	0	0	0	0	2	0	0
Speech-Language Pathology & Audiology	0	0	0	0	0	0	0	15	0	8
Total	198	285	510	302	1,309	1,547	955	1,594	316	2,431

Table 11 • Medical Malpractice Claims

PROFESSION	CIVIL COURT CLAIMS	CLOSED CLAIMS	NICA CLAIMS	"3 IN 5" INITIATED	"3 IN 5" DISCIPLINES	CLOSED CLAIMS DISCIPLINED	CLOSED CLAIMS NON-DISCIPLINE
Dentistry	5	134	0	20	4	5	16
Medicine	291	4,811	45	168	10	18	224
Osteopathic Medicine	22	395	2	7	1	1	17
Podiatric Medicine	7	186	0	2	0	0	4
Total	325	5,526	47	197	15	24	261
Referred Non-Jurisdictional	38	3	3	0	0	0	0
Grand Totals	363	5,529	50	197	15	24	261

Definitions:

3 in 5 Disciplines – Disciplines as a result of investigations initiated when the practitioner has had three or more closed medical malpractice claims within a five year period as required by Sections 458.331(6), 459.015(6), 461.013(1)(s), and 466.028(6), F.S.

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

Medical Malpractice – Civil suits alleging medical malpractice against healthcare practitioners that have been resolved.

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

Referred Non-Jurisdictional – Closed civil claims received over which DOH has no statutory authority and are referred to the agency with the statutory authority.

Table 12 • Hospital Annual Report Claims

Hospitals/Facilities Reporting	26
Practitioners Reported	60
Non-Jurisdictional	32
Medicine	23
Nursing - Advanced Registered Nurse Practitioner (ARNP)	2
Osteopathic Medicine	3

Definitions:

Hospital Annual Report Claims – Reports from hospitals of civil suits in which there are judgments against healthcare practitioners for which the hospital assumes liability (Section 395.0197(3), F.S.).

Table 13 • Unlicensed Activity

PROFESSION	COMPLAINTS	REFERRED FOR INVESTIGATION	INVESTIGATIONS COMPLETED	CEASE & DESIST ISSUED	NOTIFICATION TO LAW ENFORCEMENT	ARRESTS
Acupuncture	8	7	4	4	3	1
Athletic Training	0	0	2	0	1	0
Certified Nursing Assistant (CNA)	29	27	23	3	16	7
Chiropractic Medicine	8	8	5	1	4	2
Clinical Laboratory Personnel	3	3	1	4	2	0
Clinical Social Work	3	4	4	0	2	0
Dental Hygienist	1	1	1	1	1	0
Dental Laboratory	10	10	9	5	7	1
Dentistry	63	61	75	10	38	22
Dietetics and Nutrition	10	10	10	9	8	0
Drugs, Devices & Cosmetics	123	120	84	0	7	0
Electrolysis	4	2	5	3	4	0
Electrolysis Facilities	5	5	6	3	4	2
EMS - Emergency Medical Technician	3	3	5	1	4	1
EMS - Paramedic	0	0	1	0	0	0
Hearing Aid Specialist	4	3	5	5	3	3
Marriage & Family Therapy	2	2	0	0	0	0
Massage Establishment	98	90	114	60	64	18
Massage Therapy	159	154	140	48	67	95
Medical Physics	1	1	0	0	0	0
Medicine	67	61	114	14	54	28
Mental Health Counseling	7	7	11	2	15	1
Midwifery	4	4	4	3	0	0
Naturopathic Medicine	5	5	7	4	3	0
Nursing - Licensed Practical Nurse (LPN)	13	11	8	2	7	3
Nursing – Registered Nurse (RN) & Advanced Registered Nurse Practitioner (ARNP)	16	10	16	5	10	3
Nursing Home Administration	1	0	0	0	0	0
Occupational Therapy	1	1	0	0	0	0
Optical Establishment	26	27	28	18	22	1
Opticianry	17	17	17	6	5	0
Optometry	6	6	4	3	1	4
Orthotics & Prosthetics	7	7	17	10	12	0
Osteopathic Medicine	4	4	3	0	1	4
Pharmacy Establishment	42	23	47	3	16	2
Pharmacist	9	9	10	1	5	2
Physical Therapy	7	6	6	4	4	2
Physician Assistant	3	3	4	0	1	3
Podiatric Medicine	2	2	5	1	3	0
Psychology	13	14	16	4	1	2
Radiologic Technology	23	12	21	8	12	0
Respiratory Therapy	2	2	3	0	1	0
Speech-Language Pathology & Audiology	2	2	1	1	2	0
Total	811	744	836	246	410	207
Referred Non-Jurisdictional	30	28	14	3	9	4
Grand Totals	841	772	850	249	419	211

Definitions:

Referred Non-Jurisdictional – Complaints received over which DOH has no statutory authority and are referred to the agency with the statutory authority.

Table 14a • Revenue, Expenditures & Cash Balances for the MQA Trust Fund

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Acupuncture	\$1,645,233	\$148,554	\$271,343	\$1,522,444	\$32,410
Anesthesiologist Assistant	\$(60,869)	\$(3,114)	\$4,218	\$(68,201)	\$12
Athletic Training	\$375,951	\$196,724	\$85,574	\$487,101	\$17,203
Chiropractic Medicine	\$2,043,790	\$840,405	\$1,843,177	\$1,041,018	\$(16,505)
Clinical Laboratory Personnel	\$494,324	\$1,361,936	\$664,535	\$1,191,725	\$228,343
Certified Nursing Assistant (CNA)	\$(1,684,927)	\$485,241	\$2,683,958	\$(3,883,644)	\$213,731
Certified Social Worker	\$(127,840)	\$680	\$1,118	\$(128,278)	\$(6,529)
Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling	\$2,462,991	\$3,033,268	\$1,820,525	\$3,675,734	\$435,804
Dentistry	\$226,353	\$958,273	\$2,770,717	\$(1,586,091)	\$(330,061)
Dental Hygienist	\$1,627,771	\$455,367	\$776,129	\$1,307,009	\$123,183
Dental Laboratory	\$639,680	\$21,303	\$73,492	\$587,491	\$(5,340)
Dietetics & Nutrition	\$312,759	\$404,582	\$199,483	\$517,858	\$18,073
Drugs, Devices & Cosmetics	\$(271,212)	\$(4,705)	\$656,623	\$(932,540)	\$(16)
Electrolysis	\$(610,264)	\$124,424	\$159,599	\$(645,439)	\$(46,634)
EMS - Emergency Medical Technician	\$(993,876)	\$26,723	\$972,571	\$(1,939,724)	\$(15,703)
EMS - Paramedic	\$(363,358)	\$25,478	\$562,563	\$(900,443)	\$(1,694)
Hearing Aid Specialist	\$(886,975)	\$533,574	\$264,010	\$(617,411)	\$(34,404)
Massage Therapy	\$6,059,306	\$2,402,975	\$2,024,749	\$6,437,532	\$(31,941)
Medical Physics	\$154,837	\$84,338	\$38,290	\$200,885	\$5,582
Medicine	\$7,963,186	\$17,271,232	\$16,133,212	\$9,101,205	\$121,343
Midwifery	\$(689,729)	\$18,318	\$150,710	\$(822,121)	\$(28,965)
Naturopathy	\$(293,221)	\$1,831	\$8,416	\$(299,806)	\$(29,248)
Nursing	\$6,349,943	\$14,703,182	\$14,543,141	\$6,509,984	\$3,960,260
Nursing Home Administration	\$(541,064)	\$551,275	\$361,530	\$(351,319)	\$2,544
Occupational Therapy	\$564,780	\$598,919	\$466,221	\$697,478	\$159,528
Opticianry	\$1,516,823	\$699,873	\$502,193	\$1,714,503	\$(30,205)
Optometry	\$294,732	\$1,191,276	\$750,589	\$735,419	\$19,232
Orthotics & Prosthetics	\$(375,222)	\$291,047	\$250,770	\$(334,945)	\$(74,133)
Osteopathic Medicine	\$1,431,880	\$688,770	\$1,657,221	\$463,429	\$10,893
Pharmacy	\$3,130,156	\$4,125,920	\$4,978,183	\$2,277,893	\$(27,476)
Physical Therapy	\$2,904,042	\$469,783	\$771,201	\$2,602,624	\$94,047
Physician Assistant	\$862,694	\$263,882	\$784,740	\$341,836	\$54,337
Podiatry	\$(153,844)	\$630,461	\$462,544	\$14,073	\$4,372
Psychology	\$2,318,354	\$373,338	\$770,195	\$1,921,497	\$(2,287)
Radiologic Technology	\$(570,809)	\$1,104,091	\$1,319,733	\$(786,451)	\$(29,953)
Respiratory Therapy	\$543,221	\$1,297,303	\$682,414	\$1,158,110	\$195,515
School Psychology	\$243,445	\$23,215	\$47,194	\$219,466	\$9,008
Speech-Language Pathology & Audiology	\$3,050,946	\$245,636	\$427,799	\$2,868,783	\$69,149
Total	\$39,593,987	\$55,645,378	\$60,940,680	\$34,298,684	\$5,063,475

Table 14b • Revenue, Expenditures & Cash Balances for the Drugs, Devices & Cosmetics Trust Fund

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Drugs, Devices & Cosmetics	\$3,272,046	\$2,653,581	\$2,127,537	\$3,798,090	NA

Note:
Neurological Injury Compensation Association (NICA) is excluded.

Table 15a • Projected Cash Balances for the MQA Trust Fund

PROFESSION	PROJECTED CASH BALANCE 2007-2008	PROJECTED CASH BALANCE 2008-2009	PROJECTED CASH BALANCE 2009-2010	PROJECTED CASH BALANCE 2010-2011	PROJECTED CASH BALANCE 2011-2012	PROJECTED CASH BALANCE 2012-2013
Acupuncture	\$1,818,017	\$1,589,427	\$1,881,581	\$1,645,570	\$1,931,670	\$1,689,625
Anesthesiologist Assistant	\$(72,518)	\$(72,246)	\$(76,604)	\$(76,423)	\$(80,855)	\$(80,747)
Athletic Training	\$436,463	\$553,059	\$501,501	\$616,099	\$562,913	\$675,888
Chiropractic Medicine	\$2,131,729	\$709,999	\$1,780,230	\$314,032	\$1,347,997	\$(154,345)
Clinical Laboratory Personnel	\$1,139,779	\$1,792,729	\$1,733,532	\$2,370,737	\$2,298,701	\$2,923,110
Certified Nursing Assistant (CNA)	\$994,321	\$(2,477,877)	\$(2,721,153)	\$(2,906,795)	\$(3,193,980)	\$(3,445,301)
Certified Social Worker	\$(129,056)	\$(129,367)	\$(130,153)	\$(130,481)	\$(131,279)	\$(131,620)
Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling	\$2,398,639	\$3,652,710	\$2,357,523	\$3,572,314	\$2,245,092	\$3,427,955
Dentistry	\$2,231,000	\$(267,063)	\$602,230	\$(1,967,585)	\$(1,156,809)	\$(3,784,946)
Dental Hygienist	\$1,886,733	\$1,332,028	\$1,901,827	\$1,325,572	\$1,877,796	\$1,284,025
Dental Laboratory	\$719,972	\$637,403	\$768,907	\$684,217	\$813,990	\$727,576
Dietetics & Nutrition	\$397,170	\$576,638	\$453,755	\$628,460	\$501,692	\$672,524
Drugs, Devices & Cosmetics	\$(933,373)	\$(1,127,115)	\$(1,331,278)	\$(1,532,252)	\$(1,742,312)	\$(1,949,163)
Electrolysis	\$253,588	\$180,062	\$206,830	\$129,345	\$152,885	\$72,182
EMS - Emergency Medical Technician	\$(2,668,460)	\$(3,691,477)	\$(4,746,734)	\$(5,792,122)	\$(6,865,624)	\$(7,929,196)
EMS - Paramedic	\$(1,075,874)	\$(1,569,411)	\$(2,078,899)	\$(2,583,505)	\$(3,102,020)	\$(3,615,623)
Hearing Aid Specialist	\$(806,685)	\$(463,815)	\$(656,058)	\$(319,632)	\$(517,130)	\$(185,942)
Massage Therapy	\$10,080,394	\$9,923,729	\$13,542,080	\$13,332,197	\$16,907,147	\$16,654,006
Medical Physics	\$167,740	\$196,026	\$162,351	\$189,484	\$154,868	\$181,064
Medicine	\$8,396,348	\$8,050,944	\$7,177,243	\$6,465,253	\$5,292,585	\$4,282,624
Midwifery	\$(861,387)	\$(961,008)	\$(1,001,399)	\$(1,103,463)	\$(1,145,845)	\$(1,249,894)
Naturopathy	\$(327,914)	\$(353,947)	\$(382,326)	\$(408,946)	\$(437,804)	\$(464,902)
Nursing	\$8,589,771	\$10,999,946	\$12,924,542	\$14,997,774	\$16,647,579	\$18,446,934
Nursing Home Administration	\$(643,990)	\$(417,247)	\$(713,974)	\$(496,037)	\$(799,945)	\$(589,166)
Occupational Therapy	\$412,025	\$595,105	\$305,319	\$478,992	\$181,535	\$347,563
Opticianry	\$1,357,304	\$1,522,792	\$1,160,455	\$1,314,789	\$943,356	\$1,088,624
Optometry	\$219,801	\$626,814	\$103,670	\$494,344	\$(42,126)	\$335,267
Orthotics & Prosthetics	\$(189,434)	\$(371,120)	\$(228,451)	\$(416,310)	\$(278,676)	\$(471,551)
Osteopathic Medicine	\$963,899	\$(432,334)	\$50,091	\$(1,385,320)	\$(934,846)	\$(2,402,102)
Pharmacy	\$3,715,129	\$1,314,112	\$2,696,218	\$175,504	\$1,459,992	\$(1,158,013)
Physical Therapy	\$3,694,917	\$3,155,063	\$4,237,818	\$3,677,258	\$4,743,126	\$4,165,735
Physician Assistant	\$765,695	\$147,514	\$562,702	\$(74,305)	\$325,530	\$(326,779)
Podiatry	\$357,023	\$(34,436)	\$186,474	\$(215,113)	\$(2,462)	\$(412,282)
Psychology	\$3,015,445	\$2,537,474	\$3,623,340	\$3,127,821	\$4,199,376	\$3,689,594
Radiologic Technology	\$(967,014)	\$(1,122,005)	\$(1,314,579)	\$(1,495,649)	\$(1,709,491)	\$(1,911,758)
Respiratory Therapy	\$655,017	\$1,259,309	\$749,307	\$1,338,598	\$816,362	\$1,393,459
School Psychology	\$349,475	\$322,034	\$451,549	\$423,037	\$551,679	\$522,296
Speech-Language Pathology & Audiology	\$3,468,317	\$3,169,716	\$3,764,115	\$3,454,367	\$4,039,676	\$3,720,868
Total	\$51,940,006	\$41,354,162	\$48,503,582	\$39,851,828	\$45,854,343	\$36,037,589

Table 15b • Projected Cash Balances for the Drugs, Devices & Cosmetics Trust Fund

PROFESSION	PROJECTED CASH BALANCE 2007-2008	PROJECTED CASH BALANCE 2008-2009	PROJECTED CASH BALANCE 2009-2010	PROJECTED CASH BALANCE 2010-2011	PROJECTED CASH BALANCE 2011-2012	PROJECTED CASH BALANCE 2012-2013
Drugs, Devices & Cosmetics	\$3,071,495	\$2,467,580	\$1,577,306	\$909,391	\$(44,883)	\$(776,797)

Note:

Revenue collected from Neurological Injury Compensation Association (NICA) and Unlicensed Activity fees is excluded from the amounts shown above.

Table 16a • Review of the Adequacy of Renewal Fees for the MQA Trust Fund

PROFESSION ¹	FY 07-08 & 08-09 ESTIMATED EXPENDITURES	LICENSEES	COST TO REGULATE ²	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT CURRENT RENEWAL FEE ⁴
1. Acupuncture	\$702,711	1,844	\$381	\$500	\$300/\$150	Yes
2. Anesthesiologist Assistant	\$8,545	9	\$949	\$1,000	\$500	
3. Athletic Training	\$189,055	1383	\$137	\$200/\$100	\$125/\$50	Yes
4. Certified Nursing Assistant (CNA)	\$7,649,926	135,574	\$56	\$50	\$50	
5. Chiropractic Medicine	\$4,209,907	8,078	\$521			
A. Chiropractic Physician				\$500	\$500/\$250	
B. Certified Chiropractic Physician's Assistant				\$250	\$50/\$28	
C. Registered Chiropractic Assistant				\$25	\$25	
6. Clinical Laboratory Personnel	\$1,490,492	14,738	\$101			Yes
A. Director				\$150	\$150	
B. Supervisor				\$150	\$130	
C. Technologist				\$150	\$110	
D. Technician				\$150	\$75	
E. Training Program				\$300	\$300	
F. Inactive				\$50	\$50	
7. Certified Social Worker	\$1,539	3	\$513	\$250	\$150/\$150	
8. Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling	\$3,718,784	19,325	\$192			Yes
A. Clinical Social Work				\$250/\$50	\$150/\$50	
B. Marriage & Family Therapy				\$250/\$50	\$150/\$50	
C. Mental Health Counseling				\$250/\$50	\$150/\$50	
D. Intern				\$100	\$75	
9. Dentistry	\$6,793,002	11,659	\$583	\$300	\$300	
10. Dental Hygienist	\$2,040,187	11,777	\$173	\$300	\$100	Yes
11. Dental Laboratory	\$200,864	1,129	\$178	\$300	\$200	Yes
12. Dietetics & Nutrition	\$450,995	3,199	\$141	\$500	\$100/\$95	Yes
13. Electrolysis	\$374,800	1,118	\$335	\$100	\$100	See Note 5
14. Hearing Aid Specialist	\$610,099	897	\$680	\$600	\$375	
15. Massage Therapy	\$5,038,315	37,585	\$134			Yes
A. Massage Therapist				\$200/\$250	\$150	
B. Massage Establishment				\$200	\$150	
16. Medical Physics	\$109,141	464	\$235			Yes
A. Medical Physicist				\$500	\$150	
B. Medical Physicist in Training				No Cap	\$50	
17. Medicine	\$34,705,893	53,997	\$643	\$500	\$360/\$121	Yes
18. Midwifery	\$231,199	133	\$1,738	\$500	\$500/\$500	
19. Naturopathy	\$55,641	6	\$9,274	\$1,000	\$250	
20. Nursing	\$31,899,481	277,989	\$115			Yes
A. Nurse				No Cap	\$80/\$55	
B. Advanced Registered Nurse Practitioner (ARNP)				No Cap	\$130/\$75	
21. Nursing Home Administration	\$833,684	1,543	\$540	No Cap	\$325/\$250	
22. Occupational Therapy	\$890,545	7,752	\$115	No Cap	\$55	Yes
23. Opticianry	\$1,055,973	3,561	\$297	\$350/\$50	\$150/\$50	Yes

Table 16a • Review of the Adequacy of Renewal Fees for the MQA Trust Fund

PROFESSION ¹	FY 07-08 & 08-09 ESTIMATED EXPENDITURES	LICENSEES	COST TO REGULATE ²	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT CURRENT RENEWAL FEE ⁴
24. Optometry	\$1,546,913	3,578	\$432			Yes
A. Optometrist				\$300	\$300	
B. Optometry Faculty				No Cap	\$100	
C. Branch Office				\$100	\$100	
25. Orthotics & Prosthetics	\$584,365	674	\$867	\$500	\$500	
26. Osteopathic Medicine	\$3,709,109	5,584	\$664	\$500	\$400/\$200	
27. Pharmacy	\$11,332,039	34,349	\$330			
A. Pharmacist				\$250	\$245	
B. Consultant Pharmacist				\$250	\$50	
C. Nuclear Pharmacist				\$250	\$100	
D. Pharmacy Permit				\$250	\$250	
28. Physical Therapy	\$1,960,367	17,122	\$114			Yes
A. Physical Therapist				\$200	\$100/\$50	
B. Physical Therapist Assistant				\$150	\$100/\$50	
29. Physician Assistant	\$1,782,284	4,536	\$393			
A. Physician Assistant				\$500	\$150	
B. Prescribing Physician Assistant				\$500	\$300	
30. Podiatry	\$958,867	2,207	\$434			
A. Podiatric Physician				\$350	\$350	
B. Certified Podiatric Technician				No Cap	\$100/\$50	
C. Certified Podiatric X-Ray Assistant				No Cap	\$75	
31. Psychology	\$1,661,288	4,016	\$414	\$500	\$400	Yes
A. Psychologist				\$500	\$400	
B. Limited License Psychologist				\$500	\$25	
32. Respiratory Therapy	\$1,420,218	9,664	\$147	\$200/\$50	\$121/\$50	Yes
33. School Psychology	\$101,408	642	\$158	\$500	250/\$150	Yes
34. Speech Language Pathology and Audiology	\$1,055,314	7,501	\$141			Yes
A. Pathologist & Audiologist				\$500/\$100	\$125/\$100	
B. Pathologist & Audiologist Assistant				No Cap	\$50	
Total	\$129,372,950	683,636	\$189			

Notes:

- Emergency Medical Technicians, Paramedics, and Radiological Technicians are not included with the MQA trust funded professions because revenues collected for these professions are not deposited into the MQA trust fund and because these professions are not governed by Chapter 456.
- Cost to regulate is computed by adding FY 07-08 and FY 08-09 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2007.
- Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.
- If there is a projected positive cash balance at June 30, 2013, then the current renewal fee is deemed to be sufficient.
- Electrologists are projected to have a temporary positive cash balance at June 30, 2013 due to a one-time assessment.
- Renewal fees paid annually.

Table 16b • Review of the Adequacy of Renewal Fees for the Drugs, Devices & Cosmetics Trust Fund

PROFESSION	FY 07-08 & 08-09 ESTIMATED EXPENDITURES	LICENSEES	COST TO REGULATE ²	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT CURRENT RENEWAL FEE ⁴
1. Drugs, Devices & Cosmetics	\$6,226,102	4,381	\$1,421			
A. Drugs						
Prescription Drug Manufacturer		89		\$1,500	\$1,500	
Over the Counter Drug Manufacturer		99		\$800	\$800	
Prescription Drug Wholesaler ⁶		166		\$800	\$800	
Freight forwarder		24		\$600	\$600	
Prescription Drug Wholesaler-Broker Only ⁶		5		\$800	\$800	
Non-Resident Prescription Drug Manufacturer		648		\$1,000	\$1,000	
Retail Pharmacy Wholesaler		128		\$100	\$100	
Out of State Prescription Drug Wholesaler ⁶		197		\$800	\$800	
Prescription Drug Repackager		15		\$1,500	\$1,500	
Complimentary Drug Distributor		205		\$500	\$500	
Restricted Prescription Drug Distributor - Healthcare Entity		109		\$600	\$600	
Restricted Prescription Drug Distributor - Charitable Organization		26		\$600	\$600	
Restricted Prescription Drug Distributor - Reverse Distributor		8		\$600	\$600	
Restricted Prescription Drug Distributor - Destruction Facility		7		\$600	\$600	
Restricted Prescription Drug Distributor - Government Program		21		\$600	\$600	
Restricted Prescription Drug Distributor - Institutional Research		0		\$600	\$600	
Veterinary Legend Drug Retailer		17		\$600	\$600	
Veterinary Prescription Wholesaler		35		\$1,000	\$1,000	
Limited Prescription Drug Vet Wholesaler		6		\$1,000	\$1,000	
B. Medical Gases						
Compressed Medical Gases Manufacturer		135		\$1,000	\$1,000	
Compressed Medical Gases Wholesaler		372		\$600	\$600	
Medical Oxygen Retailer		1,472		\$600	\$600	
C. Cosmetic Manufacturer						
		121		\$800	\$800	
D. Device Manufacturer						
		138		\$1,200	\$1,200	
E. Product Registration						
		325		\$30	\$20	
F. Ether						
Diethyl Ether Manufacturer ⁶		2		\$700	\$700	
Diethyl Ether Distributor ⁶		4		\$700	\$700	
Diethyl Ether Dealer ⁶		1		\$350	\$350	
Diethyl Ether Purchaser ⁶		6		\$150	\$150	
Total	\$6,227,459	4,381	\$1,421			

Notes:

- Emergency Medical Technicians, Paramedics, and Radiological Technicians are not included with the MQA trust funded professions because revenues collected for these professions are not deposited into the MQA trust fund and because these professions are not governed by Chapter 456.
- Cost to regulate is computed by adding FY 07-08 and FY 08-09 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2007.
- Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.
- If there is a projected positive cash balance at June 30, 2013, then the current renewal fee is deemed to be sufficient.
- Electrologists are projected to have a positive cash balance at June 30, 2013 due to a one-time assessment. Renewal fee caps need to be raised to preclude future one time assessments.
- Renewal fees paid annually.

Table 17a • Web Usage for Boards & Councils

BOARD/COUNCIL	VISITS	DOWNLOADS	HITS
Acupuncture	26,904	9,000	59,971
Anesthesiology Assistants	13,502	9,824	21,041
Athletic Training	17,053	4,194	35,156
Certified Nursing Assistants	125,139	115,817	336,678
Chiropractic Medicine	52,026	33,485	132,754
Clinical Laboratory Personnel	47,113	34,316	133,398
Clinical Social Work, Marriage & Family Therapy, and Mental Health Counseling	138,920	106,753	428,205
Consumer Advocacy Program	3,989	0	4,375
Dentist, Dental Hygiene, or Dental Laboratory	127,384	113,817	349,879
Dietetics & Nutrition	25,265	13,526	54,924
Drugs, Devices and Cosmetics	161,439	85,532	346,747
Electrologist or Electrology Facilities	31,656	18,927	65,461
Emergency Medical Services	94,082	49,891	258,518
Health Care Clinic Registration	5,227	7,998	94,564
Hearing Aid Specialists	16,439	4,155	31,642
Massage Therapist or Establishments	116,300	92,838	298,068
Medical Physicists	14,829	2,623	27,904
Medicine	260,981	249,660	718,403
Midwifery	16,765	7,995	32,684
Naturopathy	2,667	0	3,308
Nursing	558,493	401,612	1,799,238
Nursing Home Administrators	32,794	22,586	76,973
Occupational Therapy	46,060	26,136	104,429
Optician or Optical Establishments	24,232	13,726	58,898
Optometry or Optometry Branch Facilities	32,414	18,232	72,564
Orthotists & Prosthetists	14,927	6,551	27,100
Osteopathic Medicine	41,497	24,322	82,723
Pharmacist or Pharmacy Establishment	181,879	139,669	592,232
Physical Therapy	77,672	55,039	213,332
Physician Assistants	52,612	47,210	131,576
Podiatric Medicine	20,410	10,673	39,917
Psychology	56,155	30,158	145,884
Radiation Technology	94,082	49,891	258,518
Respiratory Therapy	46,128	15,897	95,608
School Psychology	15,687	2,902	28,964
Speech Language Pathology & Audiology	39,752	37,258	99,939
Total	2,632,474	1,862,213	7,261,575

Table 17b • Web Usage for Program Services

PROGRAM SERVICES SITES	VISITS	DOWNLOADS	HITS
Client Services (Public Record Requests)	703,408	0	985,723
COMPAS (non- web-application pages)	433,118	0	520,947
Compliance	236	4	299
Enforcement (Complaints & Discipline)	189,682	337,004	555,153
Exam	95,844	76,468	263,996
Florida Commission on Excellence Health Care - Legislation	6,017	9,277	14,315
Licensee Data	9,944	0	21,483
Profiling (non-web-application pages)	223,858	183,091	499,547
Publications	120,589	63,553	206,117
Unlicensed	18,107	0	24,939
Total	1,800,803	669,397	3,092,519

Table 17c • Web Usage for MQA Online Services

MQA ONLINE SERVICES	VISITS	DOWNLOADS	HITS
MQA Services (Program System Application) Total	1,308,932	0	4,520,736

Definitions:

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.

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.

Table 18 • Online Renewals

PROFESSION	RENEWALS PROCESSED ONLINE (NUMBER OF TRANSACTIONS)	E-RENEWAL USAGE PERCENTAGE
Athletic Training	1,143	98%
Clinical Laboratory Personnel	8,326	85%
Clinical Social Work, Marriage & Family Therapy, and Mental Health Counseling	9,489	52%
Dietetics & Nutrition	1,783	57%
Emergency Medical Services	18,207	43%
Hearing Aid Specialist	295	43%
Medical Doctor	13,037	54%
Medical Physicists	196	51%
Nursing	86,944	66%
Nursing Home Administration	818	56%
Occupational Therapy	5,059	69%
Opticianry	1,667	48%
Optometry	1,776	54%
Pharmacy	3,798	40%
Radiologic Technologist	2,405	24%
Respiratory Therapy	6,664	72%
Totals	161,607	59%

Definitions:

E-Renewal Usage Percentage – The number of online renewals processed divided by the number of renewals processed on time.

Table 19 • Student Loan Defaults

PROFESSION	REPORTS OF DEFAULT RECEIVED	INVESTIGATIONS COMPLETED	ESO ISSUED	PROBABLE CAUSE FOUND	NO PROBABLE CAUSE FOUND	DISCIPLINARY ACTION TAKEN	FINE AMOUNTS COLLECTED
Chiropractic Medicine	0	2	1	1	4	4	\$29,307.23
Dentistry	0	1	0	1	1	0	\$0
Total	0	3	1	2	5	4	\$29,307.23

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.

Student Loan Default – As required by Section 456.0721, F.S., reports received from the United States Department of Health and Human Services on healthcare practitioners failing to repay a student loan or comply with scholarship service obligations.

Division of
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