

THE FLORIDA DEPARTMENT OF HEALTH DIVISION OF  
**MEDICAL QUALITY ASSURANCE**

... protecting the public through health care licensure, enforcement and information.

2007-2008



Division of  
Medical Quality Assurance

**MQA**

**ANNUAL REPORT:**  
**JULY 1, 2007 – JUNE 30, 2008**

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**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

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# CONTENTS

Executive Summary.....	1
Message from the State Surgeon General .....	2
Message from the Division Director.....	3
Employee Covenant.....	4
Structure of MQA .....	5
Strategic Plan.....	6
Licensure.....	8
Enforcement .....	11
Information .....	15
Information: Tables .....	18

# EXECUTIVE SUMMARY

This report, prepared pursuant to section 456.005, Florida Statutes, details the Department of Health (DOH), Division of Medical Quality Assurance's (MQA) long-range policy planning and monitoring process. The information has been organized around the division's three key processes, licensure, enforcement and information, with an emphasis on performance-driven results.

During FY 07-08, MQA fulfilled its mission to promote, protect and improve the health of all people in Florida. Working in conjunction with 22 boards and six councils, MQA licenses and regulates 34 types of facilities/establishments and more than 40 health care 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 credentials 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 values. This is why the division developed an MQA Employee Covenant, which all employees sign to affirm their commitment to the division's values.

MQA's strategic plan serves as a map to accomplishing its mission and remaining current with trends in health care and health care regulation. The plan was developed with, and 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's employees stand out as among the finest in the state, as exemplified through the receipt of two individual and three team Davis Productivity Awards, representing a projected cost savings of

more than \$2 million. An increase in licensure workload is demonstrated through a 15% increase in licenses and renewals issued compared to FY 06-07. A focus on technological enhancements is evidenced by a 31% increase in the number of online renewals compared to FY 06-07, resulting in a savings of more than \$752,000.

MQA saw further improvement and an increased workload in enforcement. For cases against licensed health care practitioners, the division saw a 55% increase in the number of complaints resolved by citation compared to FY 05-06, allowing the division to focus additional time and resources on more serious violations. MQA also conducted an all-time high 26,044 health care facilities inspections, representing a nearly 30% increase over the total completed just two years earlier. For cases against unlicensed individuals, MQA's partnership with law enforcement agencies resulted in a 13% increase in arrests for unlicensed activity compared to FY 06-07, and over twice as many as just two years earlier.

MQA demonstrated its commitment to Governor Crist's Plain Language Initiative and Open Government Bill of Rights. MQA's website—[www.FLHealthSource.com](http://www.FLHealthSource.com)—serves a vital function for people taking an active role in their health care decisions. On the site, health care consumers can verify their health care practitioner'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 allopathic, osteopathic, chiropractic, and podiatric physicians, as well as advanced registered nurse practitioners.

# MESSAGE FROM THE STATE SURGEON GENERAL



As Florida's State Surgeon General, I am pleased to join the Division of Medical Quality Assurance (MQA) in presenting their 2007-2008 Annual Report. These dedicated staff members are committed to fulfilling the Florida Department of Health's mission to promote, protect and improve the health of all people in Florida through health care licensure, enforcement and information.

The access to quality health services is important for every Floridian, and our department works hard to ensure that high standards of care are maintained statewide. I applaud the efforts of MQA and the health care boards and councils for their role in delivering safe, reliable health care services to the citizens of Florida. They ensure licensees have received appropriate training and certification in their fields and hold health care practitioners accountable for their actions. Additionally, the division's online services website—[www.FLHealthSource.com](http://www.FLHealthSource.com)—provides the public with 24-hour-a-day free health information to make informed choices about their health care providers. The site allows users to verify their health care practitioner's license, disciplinary history and other pertinent information. Other information, including educational background, financial responsibility, specialty certifications and malpractice claims history is also available for medical doctors, osteopathic physicians, chiropractors, podiatrists and advanced registered nurse practitioners.

I am excited about the opportunities and challenges that lie ahead in 2008-2009 as we advance the Florida Department of Health's vision of a healthier future for the people of Florida.

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

FLHealthSource.com

A blue stethoscope graphic is positioned below the 'FLHealthSource.com' text, with its chest piece resting under the 'H' and its tubing looping around the 'S'.

# MESSAGE FROM THE DIVISION DIRECTOR



As the Director of the Division of Medical Quality Assurance (MQA), I am proud to present our 2007-2008 Annual Report. This year's report is once again organized around our three key processes of licensure, enforcement and information, with an emphasis on performance-driven results.

We are proud of the achievements of this past year, especially the receipt of five Davis Productivity Awards for efficiencies that resulted in more than \$2 million in projected cost savings. One of these efficiencies—implementing an electronic fingerprint process—has reduced background screening time for nursing endorsement candidates. Once taking six to eight weeks, this process now only takes one to three days.

The division continues to focus on the Sterling Criteria for Organizational Performance Excellence and believes it will be instrumental in helping chart and achieve our success. In an effort to gauge our success as a regulatory agency, we have expanded our balanced scorecard to incorporate measures such as overall customer satisfaction and the time it takes to process an initial licensure application. These measures are highlighted, for the first-time ever, in this year's report, along with the progress we have made in response to Governor Crist's Plain Language Initiative and Open Government Bill of Rights.

This year's report also includes a copy of our Employee Covenant, which details our mission, vision, purpose, focus and values. MQA's values of integrity, commitment, respect, excellence, accountability, teamwork and empowerment govern us in our everyday business and strategic goals. These same values are shared with and expected of our business partners.

I am excited about the coming year as we continue our journey to Sterling Excellence and attaining our focus to be the nation's leader in quality health care regulation.

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

I CREATE  
MQA

Integrity  
Commitment  
Respect  
Excellence  
Accountability  
Teamwork  
Empowerment

# 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 values. All MQA employees sign the Employee Covenant 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 promote, protect and improve the health of all people in Florida. Our vision is a healthier future for the people of Florida. Our purpose is to protect the public through health care licensure, enforcement and information. Our focus is to be the nation's leader in quality health care regulation. Our values are:

**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

**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

**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

**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

**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

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

Health care 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 health care 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 health care 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.

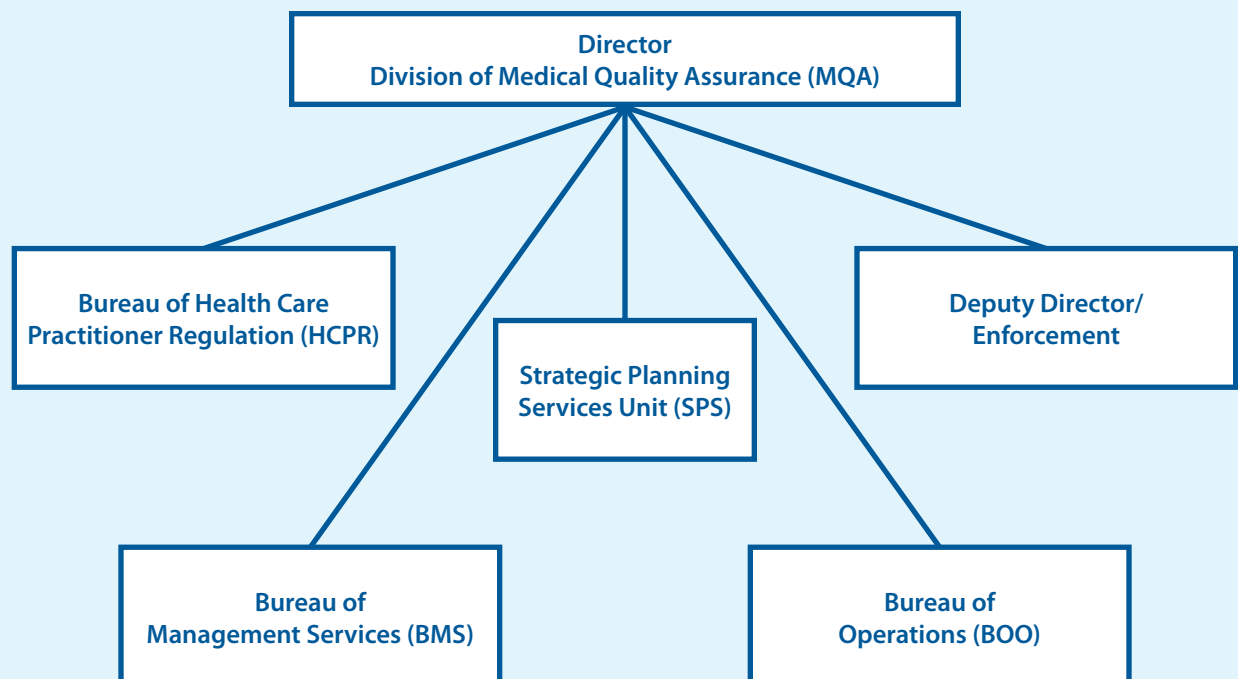
Boards are responsible for approving or denying applicants for licensure and routinely handle requests for declaratory statements (interpretations of statutes and rules) and waivers or variances from their rules. Boards conduct disciplinary hearings, promulgate rules, and develop proposed legislation. 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 consumer members and practitioners, with the number 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 2007/2008 Board and Commission Vacancies web page. To find the page:

1. Go to [www.myflorida.com](http://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.



# 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 trends in health care 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 reflect the division's three key 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. Public Health Wellness, Access, Prevention & Protection
2. Health System Preparedness
3. Organizational Development

### 2008-2009 MQA Strategic Plan

**MQA Strategic Goals:** 1.1 Expediently licensed health care practitioners who meet statutorily mandated minimum standards of competency

**MQA Strategies:** 1.1.1 Provide an efficient licensure process that meets statutory requirements

Measures	Baseline (FY)	Actual FY 07-08	Projected FY 07-08	Projected FY 08-09	Projected FY 09-10
1.1.1.1 Average # of days to issue an initial license	52.2 (07-08)	52.2	60	60	57
1.1.1.4 % of complete initial licensure applications approved or denied within 90 days	99.81% (07-08)	99.81%	95%	100%	100%
1.1.1.5 Average number of days to process an initial licensure application	19.12 (07-08)	19.12	30	30	27
1.1.1.9 % of licensees renewing online	49.2% (04-05)	64.9%	50%	70%	80%

**MQA Strategic Goals:** 1.2 Health care standards are enforced through timely discipline, education, and remediation of health care practitioners found in violation of the law

**MQA Strategies:** 1.2.1 Provide an efficient enforcement process that meets statutory requirements

Measures	Baseline (FY)	Actual FY 07-08	Projected FY 07-08	Projected FY 08-09	Projected FY 09-10
1.2.1.2 # of Cease and Desist Orders Issued	109 (03-04)	225	200	200	225
1.2.1.3 % of ULA cases referred for criminal prosecution	1.5% (05-06)	33.60%	1.5%	1.5%	35%
1.2.1.4 # of ULA cases investigated	440 (01-02)	700	676	700	700
1.2.1.7 % of initial investigations and recommendations as to the existence of probable cause completed	83% (96-97)	93%	90%	90%	90%
1.2.1.18 % of cases offered for Alternative Dispute Resolution resulting in successful resolution	72.2% (04-05)	91.2%	85%	90%	90%

**2008-2009 MQA Strategic Plan**

**MQA Strategic Goals:** 1.3 Timely and accurate information for stakeholders and consumers that will enable informed health care decisions and promote equitable and accessible health care for all persons in Florida

**MQA Strategies:** 1.3.1 Improve accuracy and compliance with reporting requirements and accuracy of information received from internal and external sources

Measures	Baseline (FY)	Actual FY 07-08	Projected FY 07-08	Projected FY 08-09	Projected FY 09-10
<b>1.3.1.1</b> Average # of days to fulfill a public record request for license application file	15.2 (05-06)	19.7	10	10	10
<b>1.3.1.3</b> Average time (in seconds) customers are waiting in the queue	26 (02-03)	201	90	45	40

**MQA Strategic Goals:** 3.1 Customers are informed of, have confidence in, and value MQA services

**MQA Strategies:** 3.1.1 Increase knowledge of customer expectations regarding quality, cost, effectiveness, and timeliness of products and services

Measures	Baseline (FY)	Actual FY 07-08	Projected FY 07-08	Projected FY 08-09	Projected FY 09-10
<b>3.1.1.5</b> % of external customers satisfied with services provided by MQA	93% (07-08)	93%	90%	95%	95%
<b>3.1.1.7</b> % of loyal customers	67% (07-08)	67%	65%	70%	70%

**MQA Strategic Goals:** 3.2 A motivated workforce committed to excellence

**MQA Strategies:** 3.2.1 Recruit, hire and retain skilled and motivated employees that will exemplify MQA mission, vision and values

Measures	Baseline (FY)	Actual FY 07-08	Projected FY 07-08	Projected FY 08-09	Projected FY 09-10
<b>3.2.1.1</b> % of employee satisfaction	54% (1999)	83%	80%	85%	85%
<b>3.2.1.2</b> % of employee turnover	17% (03-04)	14.24%	10%	10%	10%

**MQA Strategic Goals:** 3.3 A fiscally sound organization

**MQA Strategies:** 3.3.1 All regulated professions have a positive cash balance

Measures	Baseline (FY)	Actual FY 07-08	Projected FY 07-08	Projected FY 08-09	Projected FY 09-10
<b>3.3.1.5</b> % of professions operating with a positive or neutral cash balance	80.8% (93-94)	70%	68.4%	71%	71%
<b>3.3.1.6</b> % of professions with adequate renewal fees	59% (04-05)	71%	70%	70%	70%

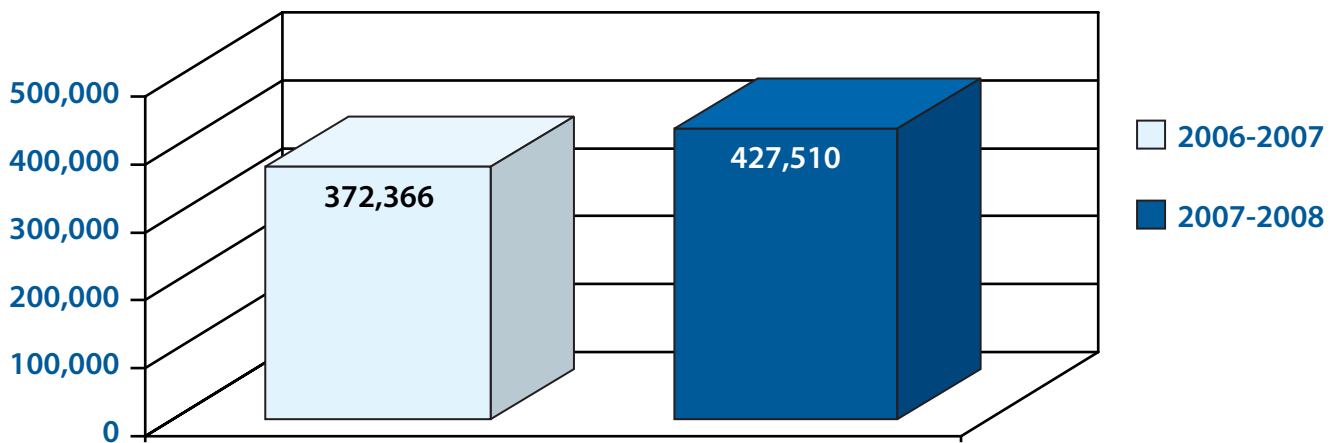
# LICENSURE

MQA, in conjunction with 22 boards and six councils, licenses 34 types of facilities/establishments and more than 40 health care 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.

## NUMBER OF LICENSES AND RENEWALS ISSUED

During 2007-2008, MQA saw a nearly 15% increase in the number of licenses and renewals issued.

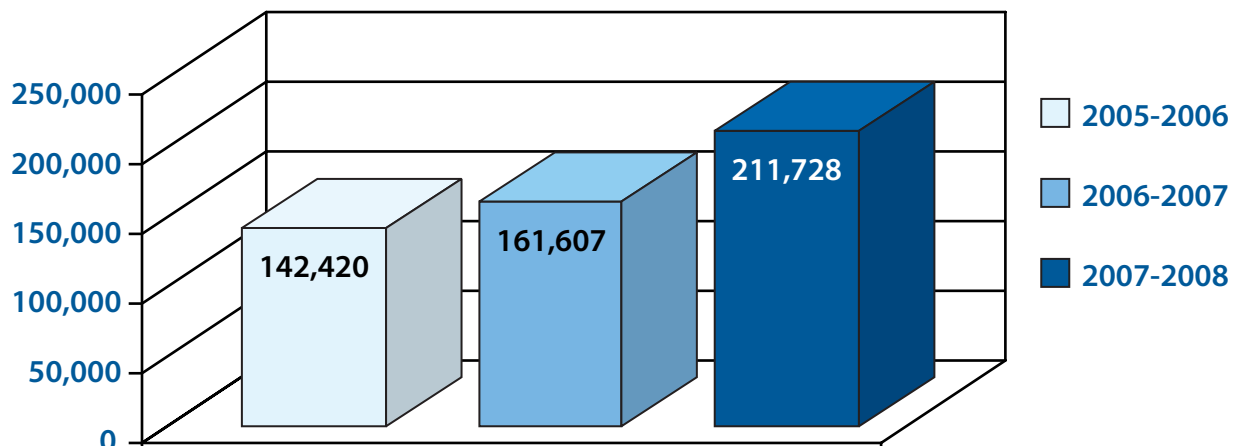
Number of Licenses and Renewals Issued



## NUMBER OF ONLINE RENEWALS

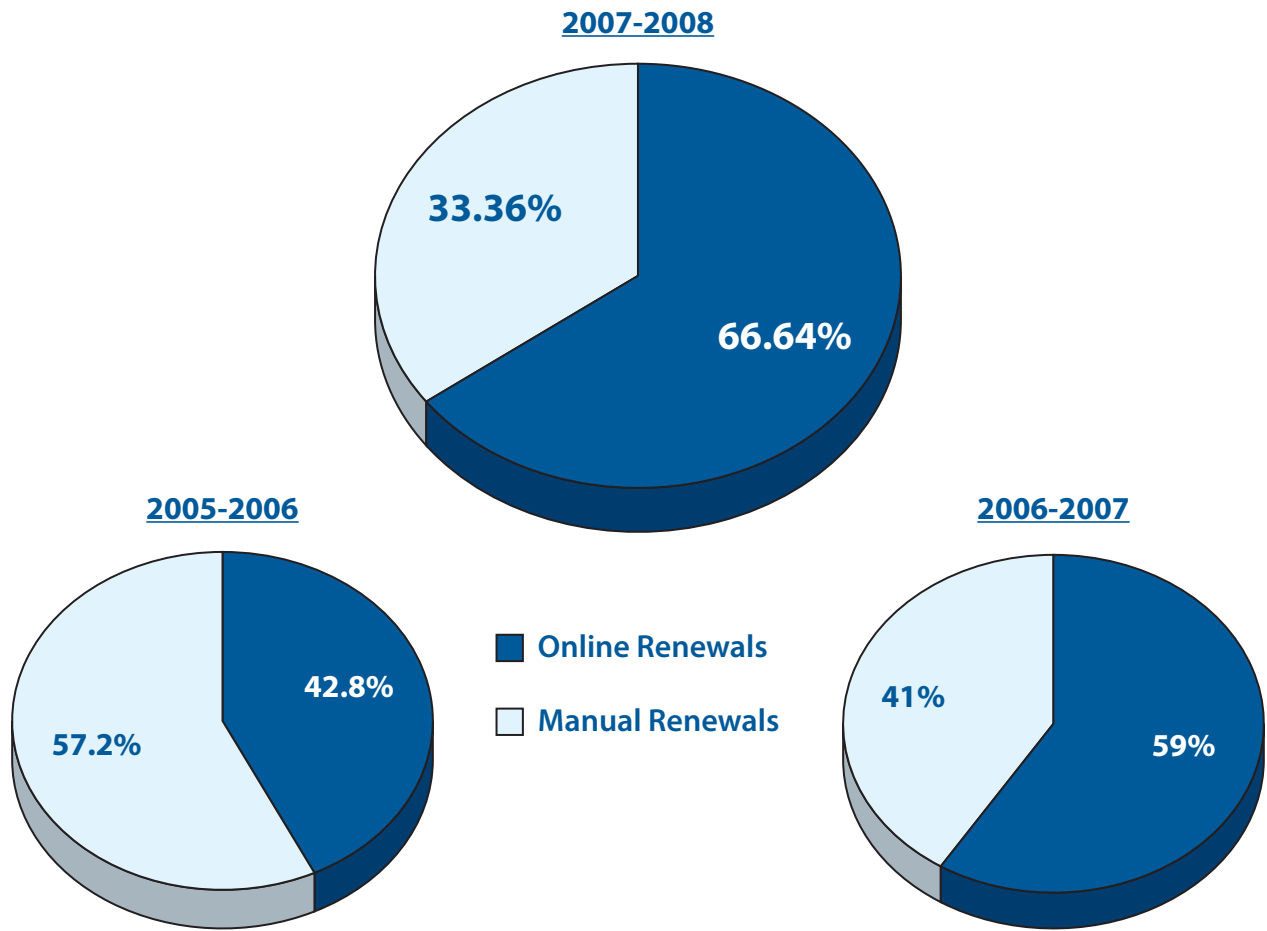
MQA's commitment to promoting online renewals resulted in a dramatic increase in the number of online renewals in the last two years. The number rose from 142,420 in FY 05-06 to 211,728 in FY 07-08. Most importantly, the effort resulted in a cost savings of more than \$752,000.

Number of Online Renewals



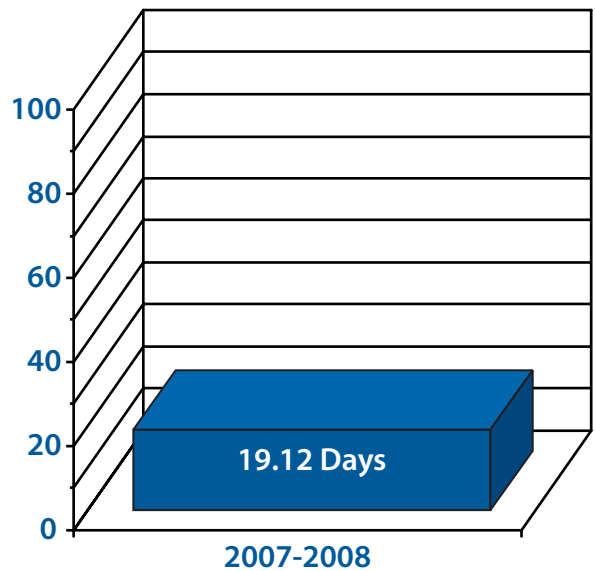
**PERCENTAGE OF ONLINE RENEWALS**

In addition to the number of online renewals, the percentage of online renewals also continued to increase in FY 07-08. The online renewal percentage for FY 07-08 increased to 66.64% from 42.8% in FY 05-06.



**COMBINED AVERAGE NUMBER OF DAYS TO PROCESS COMPLETED LICENSURE APPLICATIONS**

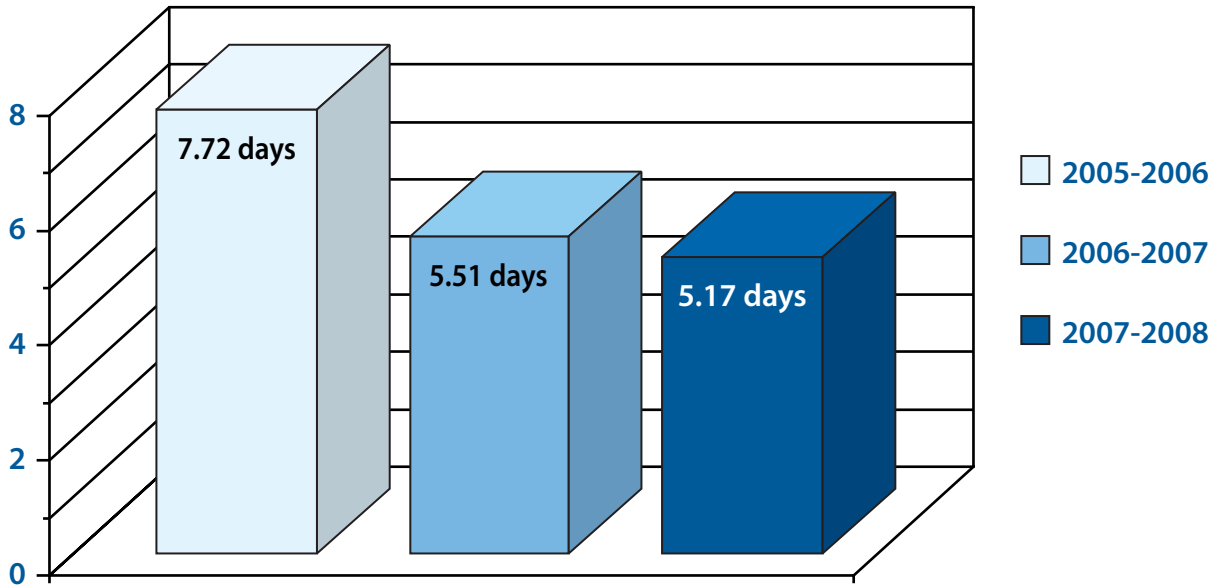
While the time varies from profession to profession, based upon various factors, in FY 07-08, the average number of days to process a completed licensure application was 19.12 days. This average is 70 days less than 90 days allowed under statute.



**AVERAGE NUMBER OF DAYS TO RENEW A LICENSE**

During FY 07-08, it took MQA an average of 5.17 days to renew a license. This was a 6% improvement over FY 06-07 and a 33% improvement over FY 05-06.

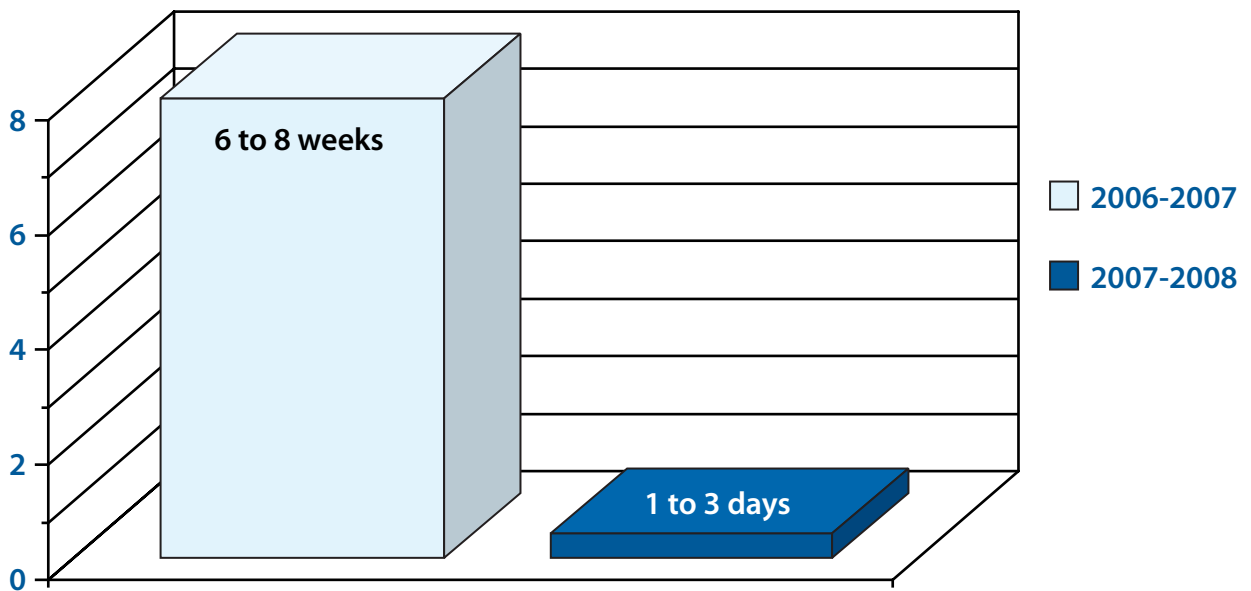
**Average Number of Days to Renew a License**



**BACKGROUND SCREENING TIME**

During FY 07-08, MQA began utilizing an electronic fingerprinting process. The electronic process allows applicants to pay the FBI \$19.25 for fingerprinting rather than the hard copy fee of \$30.25. It also dramatically speeds up the process, as shown in the figure below for nursing endorsement candidates. What once took six to eight weeks now only takes 1 to 3 days.

**Nursing Endorsement Candidate Background Screening**

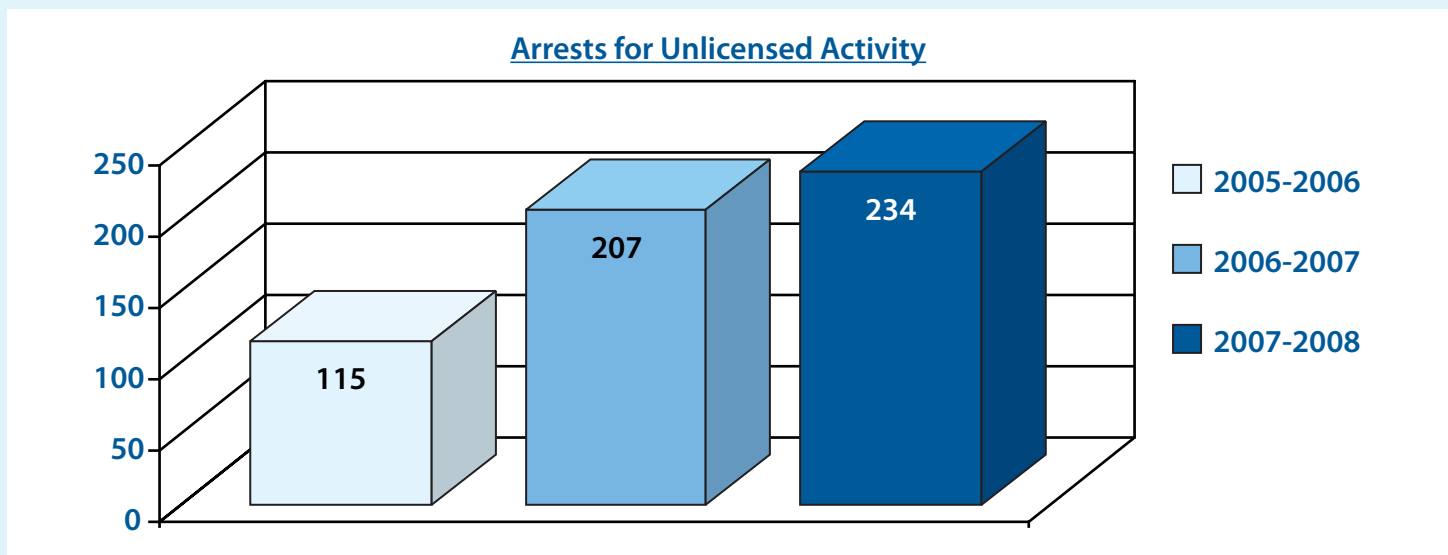


# ENFORCEMENT

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

## UNLICENSED ACTIVITY ARRESTS

During FY 07-08, MQA saw positive results from its partnerships with law enforcement agencies to address unlicensed activity. This partnership resulted in a 13% increase in arrests for unlicensed activity compared to FY 06-07, and 103% from two years earlier.



## ULA ARRESTS BY PROFESSION

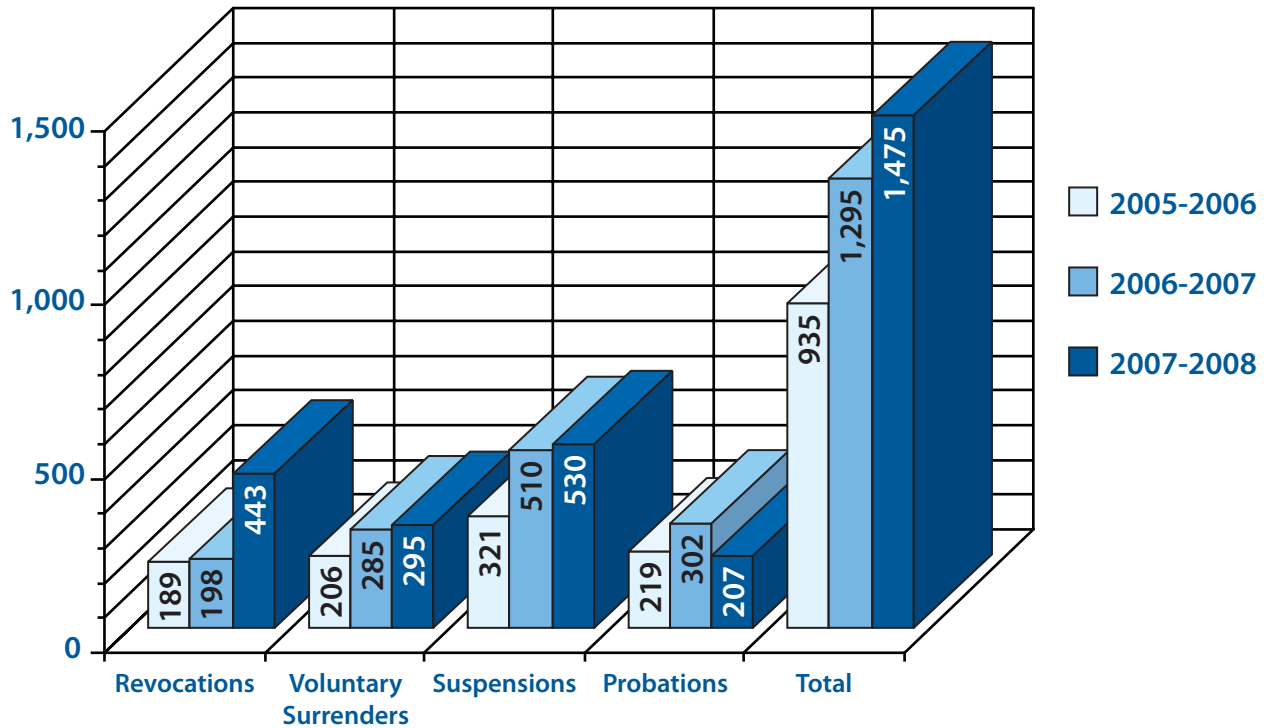
In FY 07-08, over half of the unlicensed activity arrests were related to the unlicensed practice of massage therapy.

Profession	Total	% of Total Arrests
Massage Therapy	126	53.8%
Pharmacists	26	11.1%
Medicine	23	9.8%
Massage Establishments	15	6.4%
Dentistry	14	6.0%
Nursing – RN & ARNP	8	3.4%
Pharmacies	3	1.3%
Chiropractic Medicine	3	1.3%
Opticianry	3	1.3%
Optical Establishments	2	0.9%
Other	11	4.7%
<b>Total</b>	<b>234</b>	<b>100%</b>

**REVOCATIONS, VOLUNTARY SURRENDERS, SUSPENSIONS, AND PROBATIONS**

During FY 07-08, the combined total of revocations, voluntary surrenders, suspensions, and probations imposed against Florida licensed health care practitioners increased over 57% compared to FY 05-06. This included a 134% increase in the number of revocations and a 65% increase in the number of suspensions.

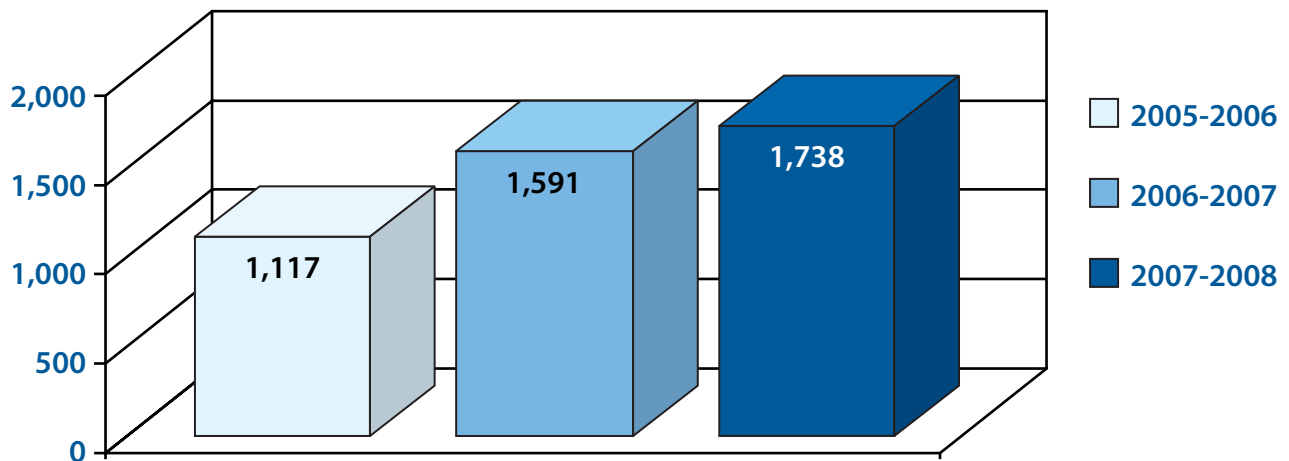
**Revocations, Voluntary Surrenders, Suspensions, and Probations**



**COMPLAINTS RESOLVED BY CITATION**

Citations serve as a quick and cost efficient way to resolve minor violations, usually involving a fine and obligations imposed by board rule. Since FY 05-06, there has been a 55% increase in the number of complaints resolved by citation, allowing the division to continue focusing additional time and resources on more serious violations.

**Number of Complaints Resolved by Citation**

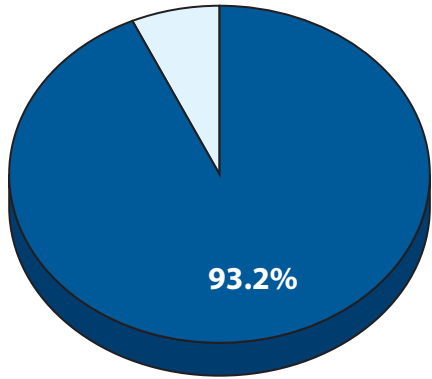




**PERCENTAGE OF INVESTIGATIONS COMPLETED WITHIN 90 DAYS**

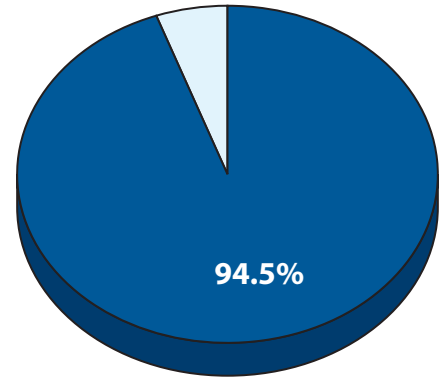
During FY 07-08, MQA exceeded its performance target of completing 90% of investigations within 90 days.

**2006-2007**



- Completed within 90 days
- Completed in more than 90 days

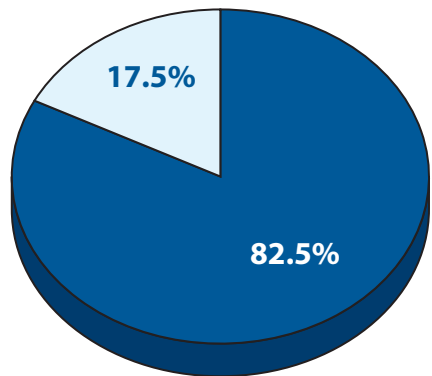
**2007-2008**



**CASES MEETING 180-DAY REQUIREMENT**

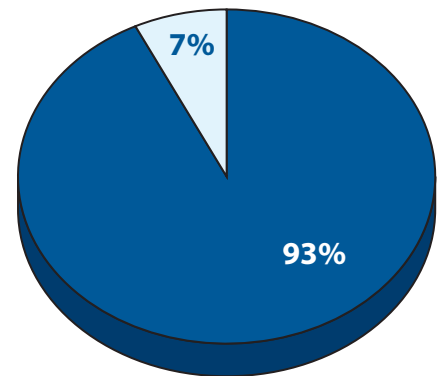
Section 456.073, F.S., requires analysis, investigation and recommendation of probable cause within 180 days of receipt of a complaint. During 2007-2008, MQA exceeded its target of 90%, up from 82.5% in FY 04-05 to 93% in FY 07-08.

**2004-2005**



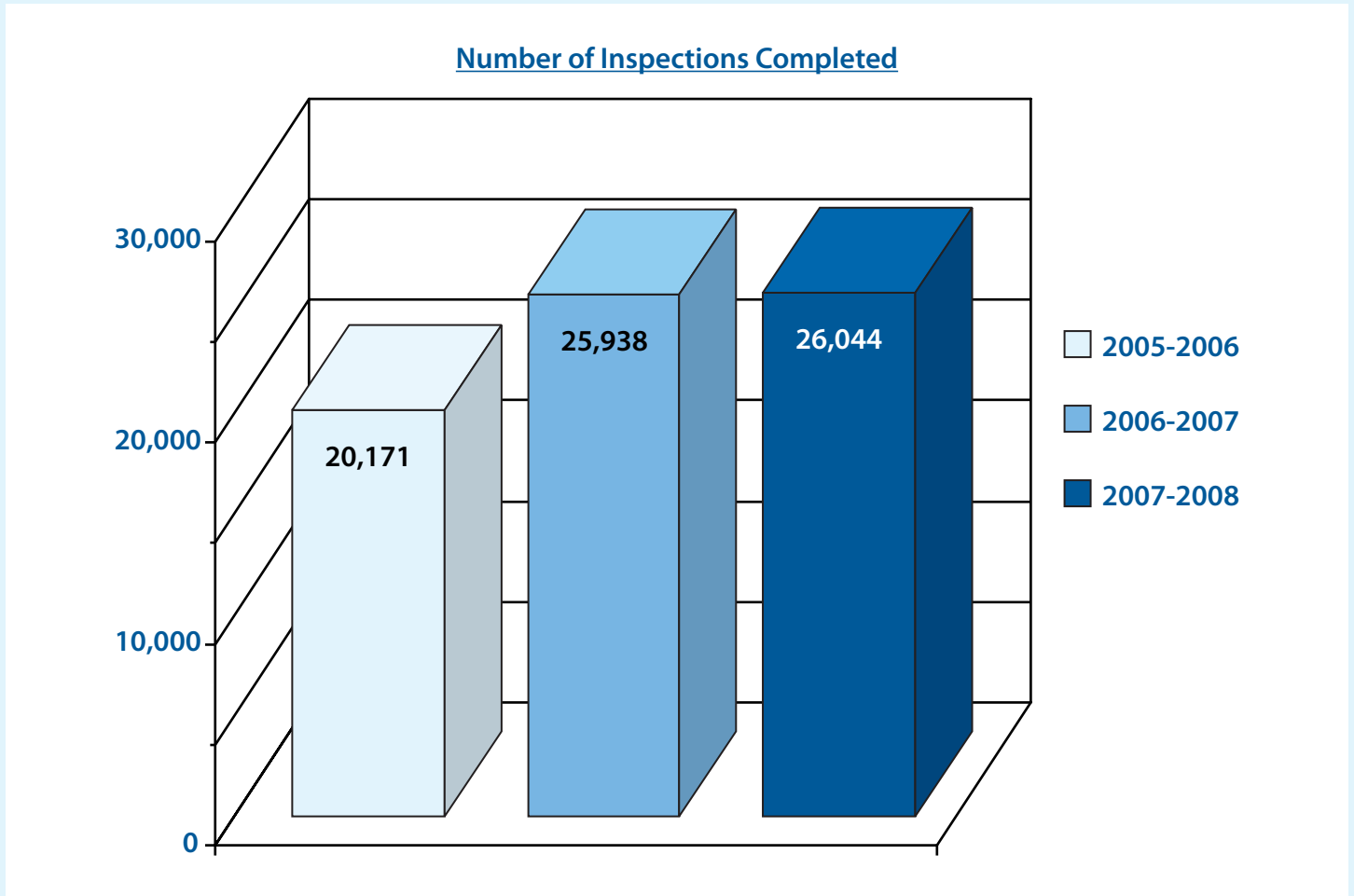
- Meeting 180-day Requirement
- Not Meeting 180-day Requirement

**2007-2008**



**NUMBER OF INSPECTIONS COMPLETED**

By effective management and monitoring of its resources, MQA has steadily increased the number of inspections. The 26,044 inspections conducted during FY 07-08 represent a nearly 30% increase over the total completed in FY 05-06.

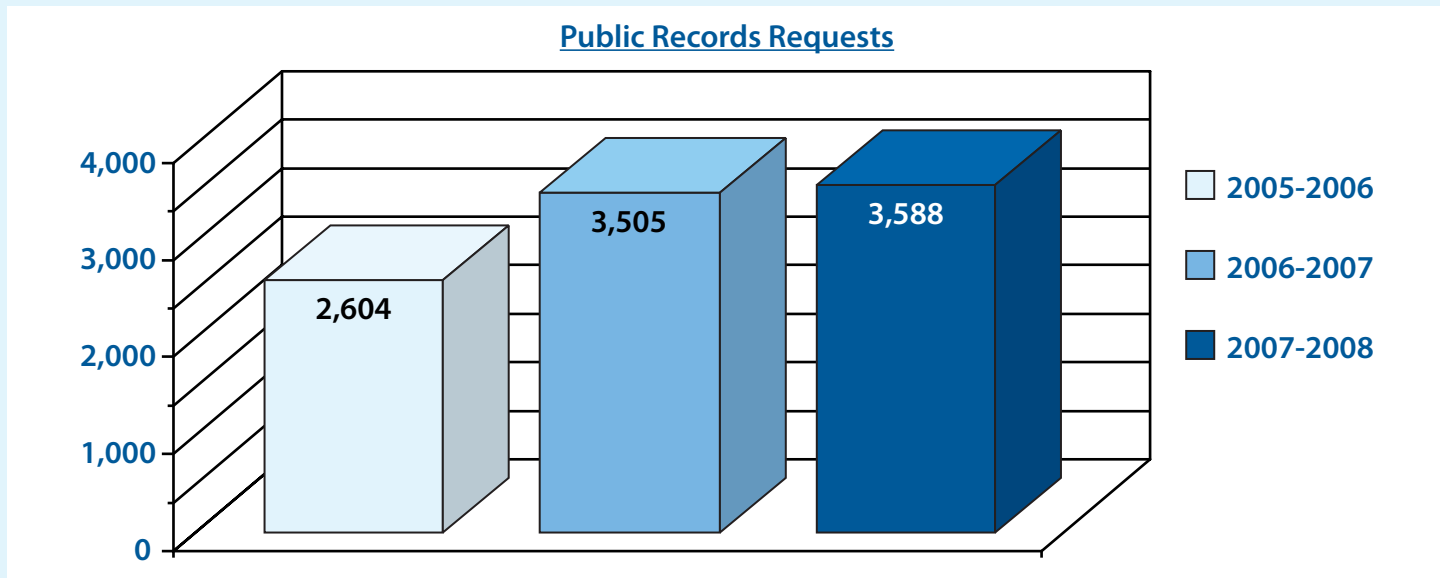


# INFORMATION

To help people make more informed choices about their health care practitioners, MQA provides easy access to licensure and disciplinary information and strives to ensure that data is accurate, timely, consistent and reliable. Visit [www.FLHealthSource.com](http://www.FLHealthSource.com) to find current licensure information for all licensed health care practitioners and more extensive profile information for allopathic, osteopathic, chiropractic, and podiatric physicians as well as advanced registered nurse practitioners.

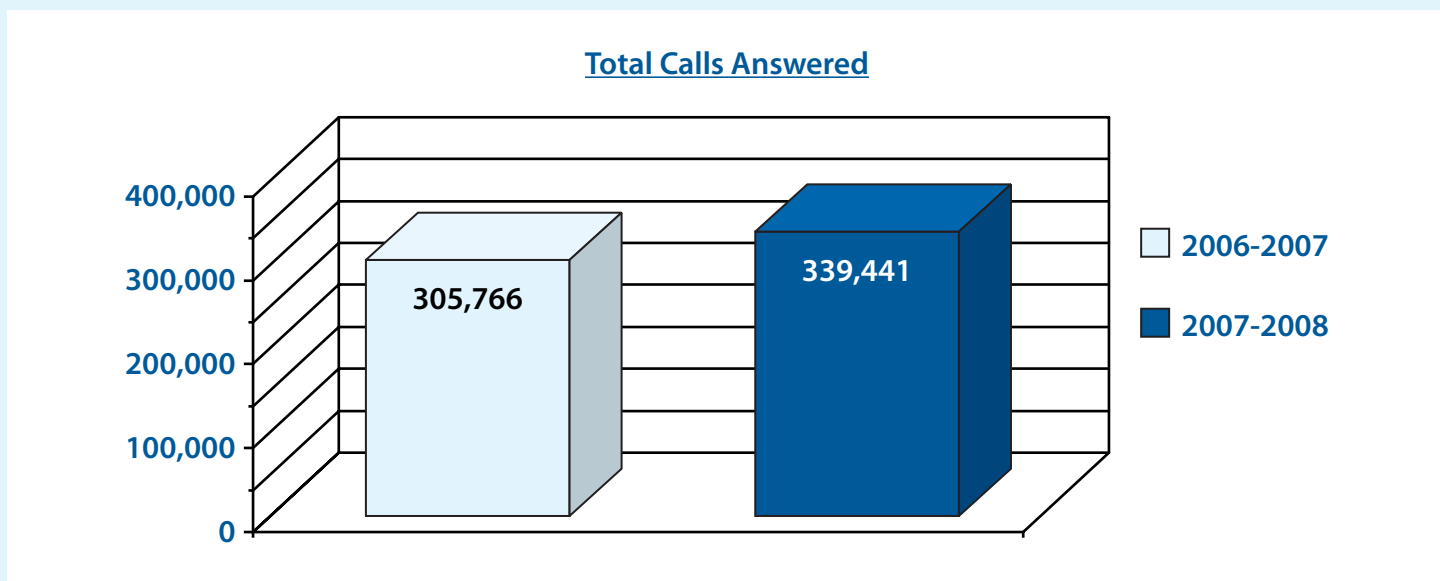
## PUBLIC RECORDS REQUESTS

During FY 07-08, MQA's Client Services Unit received over 37% more public records requests than in FY 05-06.



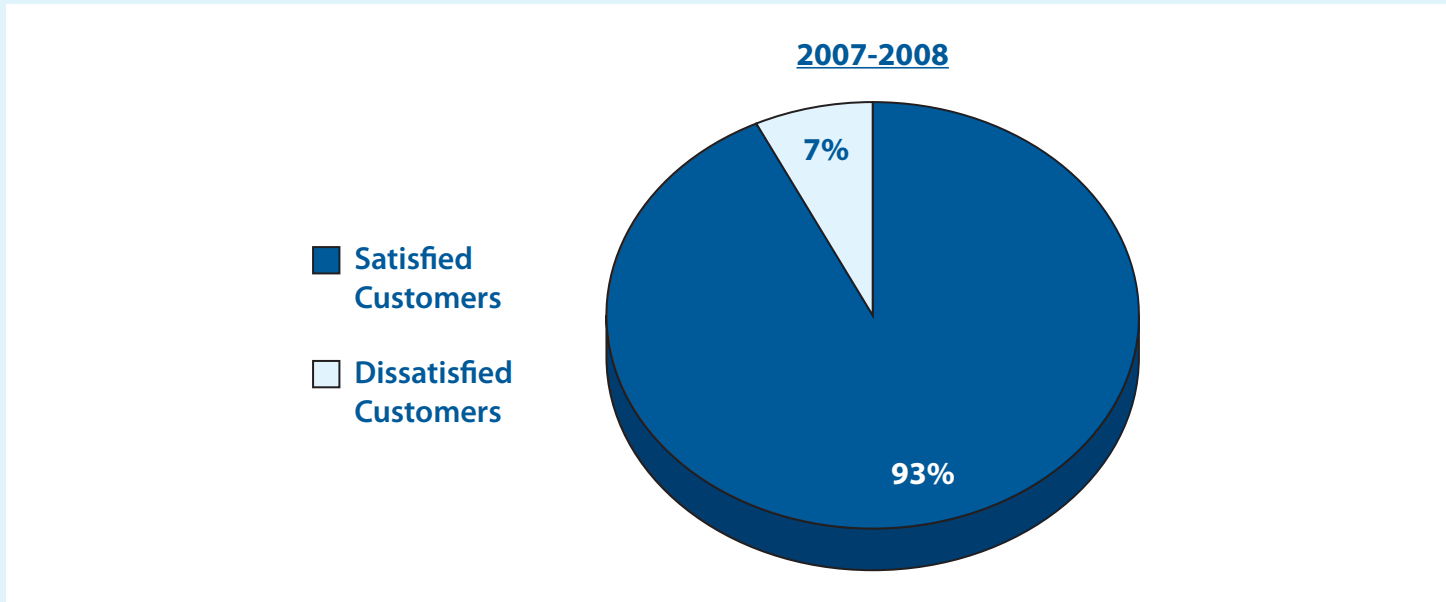
## CALL VOLUME

MQA's call center saw an increase in call volume in FY 07-08. The 339,441 calls received were an 11% increase from FY 06-07, and average out to over 28,000 calls each month.



**OVERALL CUSTOMER SATISFACTION**

In FY 07-08, MQA's overall customer satisfaction rate was 93%. MQA was able to calculate the rate, for the first time ever, through a combination of survey data collected from new licensees, exam candidates, and customers requesting public records.



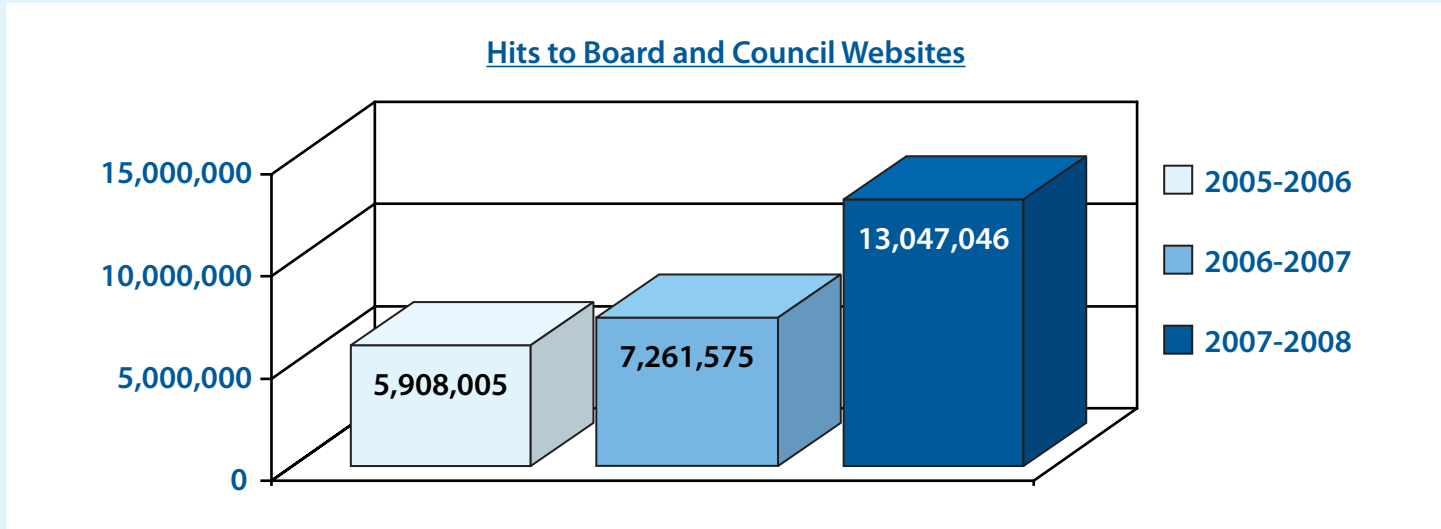
**PERCENTAGE OF NEW LICENSEES SATISFIED WITH SERVICES PROVIDED BY MQA**

During FY 07-08, the percentage of new licensees satisfied with the services provided by MQA increased to 91%.



**HITS 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, minutes, profiles, and final orders and emergency actions. Over the past three years, hits to the sites have more than doubled, increasing from nearly 6 million in FY 05-06 to over 13 million in FY 07-08.

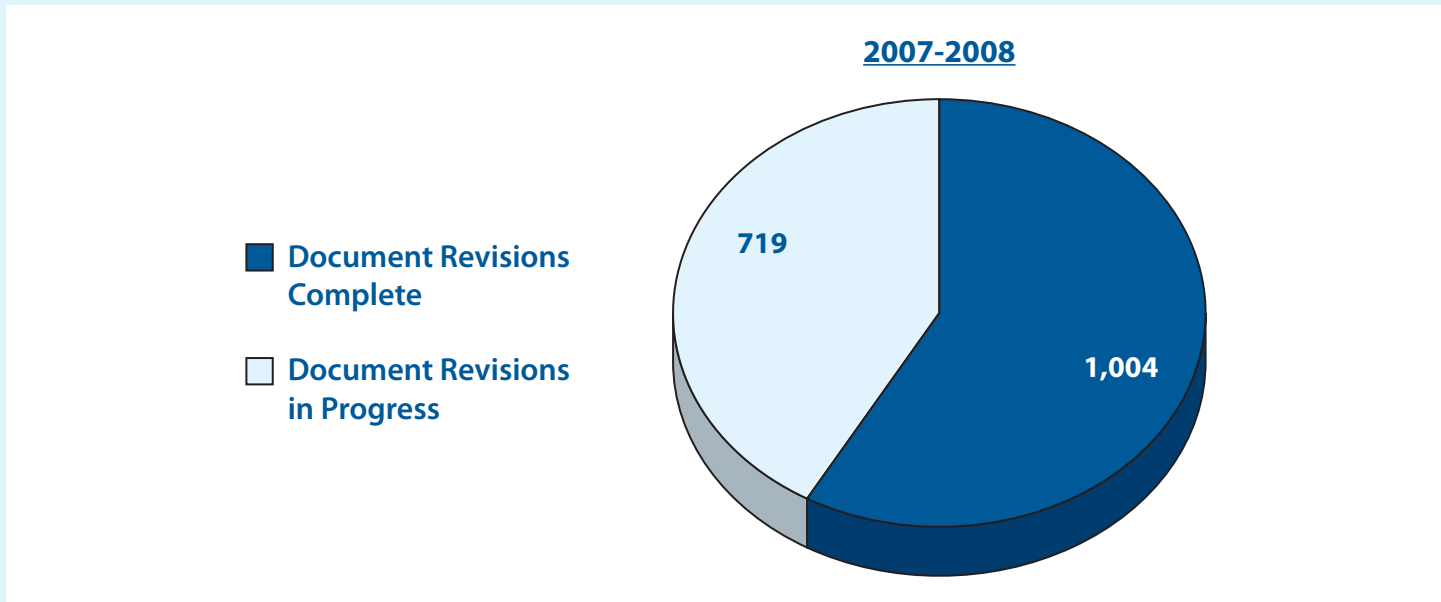


**Definitions:**

**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.

**PLAIN LANGUAGE**

MQA is committed to Section 2 of Governor Crist’s Executive Order 07-01, instituting a Plain Language Initiative to ensure announcements, publications, and other documents contain clear and concise instructions and information. In FY 07-08, MQA offered Plain Language Training to employees throughout the division, and developed an MQA Plain Language Reference Manual. Plain language revisions were made to 1,004 MQA written documents, and first draft revisions were made to the remaining 719.



# INFORMATION: TABLES

Table 1 • Summary of Licensed Practitioners .....	19
Table 2 • Summary of Licensed Facilities/Establishments.....	22
Table 3 • Recognized Continuing Education (CE) Providers .....	23
Table 4 • Applications Received and Initial Licenses Issued .....	24
Table 5 • Examinations Developed and Administered by MQA .....	27
Table 6 • Emergency Orders Issued Against Health Care Licensees.....	28
Table 7 • Stop Sale Orders .....	28
Table 8 • Reports Received, Complaints Received, and Investigations Completed .....	29
Table 9 • Probable Cause Actions .....	30
Table 10 • Summary of Disciplinary Cases Against Health Care Licensees .....	31
Table 11 • Medical Malpractice Claims.....	32
Table 12 • Hospital Annual Report Claims .....	32
Table 13 • Unlicensed Activity .....	33
Table 14a • Revenue, Expenditures & Cash Balances for the MQA Trust Fund .....	34
Table 14b • Revenue, Expenditures & Cash Balances for the Drugs, Devices & Cosmetics Trust Fund.....	34
Table 15a • Projected Cash Balances for the MQA Trust Fund .....	35
Table 15b • Projected Cash Balances for the Drugs, Devices & Cosmetics Trust Fund .....	35
Table 16a • Review of the Adequacy of Renewal Fees for the MQA Trust Fund .....	36
Table 16b • Review of the Adequacy of Renewal Fees for the Drugs, Devices & Cosmetics Trust Fund.....	38
Table 17a • Web Usage for Boards & Councils .....	39
Table 17b • Web Usage for Program Services .....	40
Table 18 • Online Renewals .....	41
Table 19 • Student Loan Defaults .....	42

Table 1 • Summary of Licensed Practitioners

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	MILITARY ACTIVE	RETIRED	TOTAL
Acupuncturist	1,575	28	140	156	45	64	1	15	2,024
Anesthesiologist Assistant	7	0	0	3	0	1	0	0	11
Athletic Trainer	1,427	33	188	107	24	27	5	2	1,813
Audiology - Audiologist Assistant	29	0	10	0	0	0	0	0	39
Audiology - Audiologist	805	12	46	65	2	20	4	9	963
Audiology - Provisional Audiologist	115	0	0	11	0	0	0	0	126
Certified Master Social Worker	4	0	0	0	0	0	0	0	4
Certified Nursing Assistant (CNA)	116,387	0	32,808	2,004	0	1,730	37	1	152,967
Chiropractic Medicine - Chiropractic Physician	4,191	75	196	567	268	253	3	114	5,667
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	149	12	132	2	1	3	0	0	299
Chiropractic Medicine - Registered Chiropractic Assistant	1,537	0	1	4	0	0	0	0	1,542
Clinical Laboratory Personnel	13,495	560	908	1,239	349	260	30	111	16,952
Clinical Laboratory Trainee	968	0	0	35	0	0	0	0	1,003
Clinical Laboratory Training Program	39	0	5	9	0	0	0	0	53
Clinical Social Work - Clinical Social Worker	6,073	160	187	496	200	99	14	87	7,316
Clinical Social Work - Clinical Social Worker Intern	2,353	0	285	34	0	19	6	0	2,697
Clinical Social Work - Provisional Clinical Social Worker	55	0	0	6	0	0	0	0	61
Dental Hygienist	9,897	78	458	1,573	134	277	55	195	12,667
Dental Radiographer	22,305	0	1	161	0	1	0	0	22,468
Dental Residency Permit	437	0	0	1	0	0	0	0	438
Dental Teaching Permits	256	0	0	0	0	0	0	0	256
Dentist	9,512	39	170	1,823	113	197	104	440	12,398
Dietetics & Nutrition - Dietitian/Nutritionist	3,057	25	246	171	9	47	7	25	3,587
Dietetics & Nutrition - Nutrition Counselors	172	10	15	16	0	4	0	4	221
Drugs, Devices & Cosmetics - Certified Designated Representative	354	0	0	424	0	0	0	0	778
Electrologist	842	9	155	16	2	16	1	23	1,064
EMS - Emergency Insect Sting Treatment	310	0	0	11	0	0	0	0	321
EMS - Emergency Medical Technician	32,911	6	0	483	0	0	74	1	33,475
EMS - Paramedic	21,039	1	0	581	0	0	29	0	21,650
Hearing Aid Specialist	960	11	65	31	8	5	0	14	1,094
Marriage & Family Therapy - Marriage and Family Therapist	1,312	58	35	104	47	22	0	25	1,603
Marriage & Family Therapy - Provisional Marriage and Family Therapist	3	0	0	1	0	0	0	0	4
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	581	0	66	12	0	6	0	0	665
Massage Therapist	25,715	311	3,065	1,929	126	608	63	296	32,113
Medical Physicists - Diagnostic Radiological Physicist	48	0	3	36	0	5	0	0	92
Medical Physicists - Medical Health Physicist	30	2	0	12	1	1	0	1	47
Medical Physicists - Medical Nuclear Radiological Physicist	36	0	2	26	0	1	0	0	65
Medical Physicists - Medical Physicist in Training	56	0	0	10	0	0	0	0	66
Medical Physicists - Therapeutic Radiological Physicist	179	0	6	52	0	8	0	1	246
Medicine - House Physician	456	0	0	0	0	0	0	0	456
Medicine - Limited License Medical Doctor	191	4	49	8	0	4	0	9	265
Medicine - Medical Doctor	40,936	169	726	12,642	910	1,283	157	1,063	57,886
Medicine - Medical Doctor Area Critical Need	102	0	6	17	1	1	0	2	129
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	4	0	1	0	0	0	0	0	5

Table 1 • Summary of Licensed Practitioners

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	MILITARY ACTIVE	RETIRED	TOTAL
Medicine - Medical Doctor Medical Faculty Certificate	45	0	0	7 <sup>1</sup>	0	0	0	0	52
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 <sup>2</sup>	0	0	0	1	0	0	0	0	1
Medicine - Resident Registration <sup>3</sup>	3,925	0	0	1,328	0	37	0	0	5,290
Mental Health Counseling - Mental Health Counselor	6,662	229	153	410	164	76	5	89	7,788
Mental Health Counseling - Provisional Mental Health Counselor	90	0	0	10	0	0	0	0	100
Mental Health Counseling - Registered Mental Health Counselor Intern	2,361	0	282	47	0	24	1	0	2,715
Midwife	108	1	28	10	3	15	0	6	171
Naturopathic Physician	5	0	1	0	0	0	0	0	6
Nursing - Advanced Registered Nurse Practitioner (ARNP)	11,280	56	289	1,939	106	389	35	117	14,211
Nursing - Licensed Practical Nurse (LPN)	57,682	570	5,763	4,337	271	1,299	154	619	70,695
Nursing - Registered Nurse (RN)	176,287	1,844	9,056	29,529	2,056	7,761	825	2,300	229,658
Nursing Home Administrator	1,364	59	81	197	19	35	5	41	1,801
Nursing Home Administrator Provisional	22	0	0	0	0	0	0	0	22
Occupational Therapist	5,650	73	258	663	105	176	23	18	6,966
Occupational Therapy Assistant	1,703	26	97	208	15	56	3	10	2,118
Opticianry - Apprentice Optician	873	0	0	7	0	0	0	0	880
Opticianry - Optician	3,354	106	114	176	65	22	9	22	3,868
Optometric Faculty Certificate	16	0	0	3	0	0	0	0	19
Optometrist	2,222	3	22	577	68	42	20	27	2,981
Orthotists & Prosthetists - Orthotic Fitter	104	0	9	1	0	0	0	5	119
Orthotists & Prosthetists - Orthotic Fitter Assistant	104	1	25	1	0	0	0	2	133
Orthotists & Prosthetists - Orthotist	95	2	0	4	0	1	0	5	107
Orthotists & Prosthetists - Pedorthist	95	0	13	2	0	2	0	3	115
Orthotists & Prosthetists - Prosthetist	63	1	1	2	0	1	0	5	73
Orthotists & Prosthetists - Prosthetist-Orthotist	154	1	6	9	0	0	0	10	180
Osteopathic Medicine- Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic Medicine - Osteopathic Limited License	6	0	1	0	0	0	0	0	7
Osteopathic Medicine - Osteopathic Physician	3,689	21	81	1,028	244	188	34	114	5,399
Osteopathic Medicine - Osteopathic Training Registration	453	0	0	247	0	0	0	0	700
Pharmacy - Consultant Pharmacist	2,344	108	156	125	29	25	5	12	2,804
Pharmacy - Nuclear Pharmacist	148	4	11	41	7	14	1	1	227
Pharmacy - Pharmacist	17,525	90	291	6,525	382	546	91	294	25,744
Pharmacy - Pharmacist Intern	4,694	0	0	2,592	0	0	0	0	7,286
Physical Therapist Assistant	4,637	118	191	288	107	132	17	25	5,515
Physical Therapist	9,958	166	284	1,224	622	404	44	91	12,793
Physician Assistant	4,152	22	169	410	43	137	45	37	5,015
Podiatric Medicine - Certified Podiatric X-Ray Assistant	369	2	222	1	0	2	0	2	598
Podiatric Medicine - Podiatric Physician	1,243	10	38	317	53	84	4	51	1,800
Psychology - Limited License Psychologist	2	0	1	0	0	0	0	2	5
Psychology - Provisional Psychologist	17	0	0	2	0	0	0	0	19
Psychology - Psychologist	3,528	20	182	384	32	68	19	128	4,361
Radiologic Technologist	22,012	133	0	1,808	54	0	2	0	24,009
Radiologist Assistant	4	0	0	1	0	0	0	0	5
Respiratory Therapy - Certified Respiratory Therapist	3,870	132	564	299	44	107	6	19	5,041



Table 1 • Summary of Licensed Practitioners

PROFESSION	IN-STATE ACTIVE	IN-STATE INACTIVE	IN-STATE DELINQUENT	OUT-OF-STATE ACTIVE	OUT-OF-STATE INACTIVE	OUT-OF-STATE DELINQUENT	MILITARY ACTIVE	RETIRED	TOTAL
Respiratory Therapy - Registered Respiratory Therapist	5,378	150	312	468	74	140	8	24	6,554
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	68	3	10	0	0	2	0	3	86
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	27	1	6	1	0	0	0	0	35
School Psychologist	579	17	29	17	7	6	0	23	678
Speech-Language Pathology - Provisional Speech-Language Pathologist	1,158	0	1	51	0	0	0	0	1,210
Speech-Language Pathology - Speech-Language Pathologist	5,726	51	367	299	33	133	16	44	6,669
Speech-Language Pathology - Speech-Language Pathology Assistant	362	13	132	4	3	5	0	1	520
<b>Total</b>	<b>687,131</b>	<b>5,636</b>	<b>59,221</b>	<b>80,478</b>	<b>6,846</b>	<b>16,891</b>	<b>1,962</b>	<b>6,588</b>	<b>864,753</b>

**Note:**

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

<sup>1</sup>Temporary Plastic Surgery Certificate as specified in F.S. 458.3137

<sup>2</sup>Special 180-day Limited Teaching Certificate as specified in F.S. 458.3145

<sup>3</sup>Out-of-state active resident registration typically includes medical residents from out of state performing rotations in Florida residency programs.

**Definitions:**

**In-State Active** – The licensed practitioner has a Florida mailing address and is authorized to practice subject to any restrictions or obligations imposed.

**In-State Inactive** – The licensed practitioner has a Florida mailing address and is not authorized to practice.

**In-State Delinquent** – The licensed practitioner has a Florida mailing address of record and is not authorized to practice his/her profession in the state of Florida, because he/she failed to renew his/her license by the expiration date.

**Out-of-State Active** – The licensed practitioner has an out-of-state mailing address and is authorized to practice subject to any restrictions or obligations imposed.

**Out-of-State Inactive** – The licensed practitioner has an out-of-state mailing address and is not authorized to practice.

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

**Military Active** – The licensed practitioner is authorized to practice only on a military installation in Florida.

**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 licensure data.

Table 2 • Summary of Licensed Facilities/Establishments

ESTABLISHMENT	ACTIVE	DELINQUENT	TOTAL
DDC - Complimentary Drug Distributor	213	5	218
DDC - Compressed Medical Gases Manufacturer	136	3	139
DDC - Compressed Medical Gases Wholesaler	368	3	371
DDC - Cosmetic Manufacturer	118	2	120
DDC - Device Manufacturer	137	5	142
DDC - Diethyl Ether	12	1	13
DDC - Exemption - Research, Teaching, and Testing	529	0	529
DDC - Freight Forwarder	22	1	23
DDC - Limited Veterinary Prescription Drug Wholesaler	2	0	2
DDC - Medical Oxygen Retailer	1,010	26	1,036
DDC - Non-resident Prescription Drug Manufacturer	703	17	720
DDC - Out-of-State Prescription Drug Wholesale	214	3	217
DDC - Over The Counter Drug Manufacturer	100	0	100
DDC - Prescription Drug Manufacturer	94	2	96
DDC - Prescription Drug Repackager	15	0	15
DDC - Prescription Drug Wholesaler	148	0	148
DDC - Prescription Drug Wholesaler Broker only	7	0	7
DDC - Product Registration Permit	314	6	320
DDC - Restricted Rx Drug Distributor-Charitable Organization	26	0	26
DDC - Restricted Rx Drug Distributor-Destruction	8	0	8
DDC - Restricted Rx Drug Distributor-Government Program	18	0	18
DDC - Restricted Rx Drug Distributor-Health Care Entity	112	1	113
DDC - Restricted Rx Drug Distributor-Institutional Research	0	0	0
DDC - Restricted Rx Drug Distributor-Reverse Distributor	6	0	6
DDC - Retail Pharmacy Wholesaler	108	2	110
DDC - Veterinary Legend Drug Retailer	15	0	15
DDC - Veterinary Prescription Drug Wholesaler	34	0	34
Dental Laboratory	1,003	210	1,213
Electrolysis Facility	242	117	359
Massage Establishment	8,104	2	8,106
Office Surgery Registration	314	0	314
Optical Establishment Permit	1,162	0	1,162
Optometry Branch Office	756	79	835
Pharmacy	7,823	1	7,824
<b>Total</b>	<b>23,873</b>	<b>486</b>	<b>24,359</b>

**Definitions:**

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

**DDC** – Drugs, Devices and 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	94	18	112	42	40	516
Athletic Training	11	24	35	8	6	162
Certified Nursing Assistants	201	0	201	51	53	3,776
Chiropractic Medicine	11	13	24	6	4	344
Clinical Laboratory Personnel	181	6	187	13	7	3,263
Clinical Social Work, Marriage & Family Therapy, and Mental Health Counseling	560	68	628	83	47	6,096
Dentistry	142	102	244	30	38	1,097
Dietetics & Nutrition	0	74	74	16	10	2,439
Electrolysis	10	12	22	7	6	169
Emergency Medical Services	19	289	308	4	11	351
Hearing Aid Specialists	4	14	18	6	3	64
Licensed Midwifery	1	4	5	1	0	1,731
Massage Therapy	332	88	420	84	73	822
Medical Physicists	0	4	4	1	0	115
Medicine <sup>1</sup>	0	57	57	18	5	477
Nursing	1,059	4	1,063	76	76	18,010
Nursing Home Administrators	110	0	110	19	18	1,286
Occupational Therapy Practice	199	23	222	33	36	1,519
Opticianry	20	0	20	1	2	538
Optometry	147	0	147	29	30	1,793
Orthotists & Prosthetists	1	8	9	3	0	146
Osteopathic Medicine	0	21	21	3	1	170
Pharmacy	82	42	124	22	14	1,745
Physical Therapy Practice	0	219	219	90	73	2,909
Physician Assistants <sup>2</sup>	0	27	27	4	2	115
Podiatric Medicine	5	10	15	4	3	138
Psychology	56	82	138	22	19	3,228
Radiologic Technology	0	0	0	1	0	0
Respiratory Care	105	24	129	12	13	2,925
School Psychology	11	11	22	3	3	2,388
Speech-Language Pathology and Audiology	73	511	584	48	47	1,603
<b>Total</b>	<b>3,434</b>	<b>1,755</b>	<b>5,189</b>	<b>740</b>	<b>640</b>	<b>59,935</b>

**Notes**

<sup>1</sup>The 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.

<sup>2</sup>The 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 practitioner 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	APPLICATIONS RECEIVED	LICENSES ISSUED
Acupuncturist	168	156
Anesthesiologist Assistant	1	1
Athletic Trainer	205	198
Audiology - Audiologist Assistant	16	15
Audiology - Audiologist	70	70
Audiology - Provisional Audiologist	32	29
Certified Master Social Worker	2	0
Certified Nursing Assistant (CNA)	27,314	17,602
Chiropractic Medicine - Chiropractic Physician	311	210
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	42	27
Chiropractic Medicine - Registered Chiropractic Assistant	1,069	898
Clinical Laboratory Personnel	1,301	1,058
Clinical Laboratory Trainee	171	56
Clinical Laboratory Training Program	5	3
Clinical Social Work - Clinical Social Worker	472	347
Clinical Social Work - Clinical Social Worker Intern	561	544
Clinical Social Work - Provisional Clinical Social Worker	36	33
Dental Hygienist	830	662
Dental Radiographer	681	619
Dental Residency Permit	109	0
Dental Teaching Permits	18	16
Dentist	514	448
Dietetics & Nutrition - Dietitian/Nutritionist	248	208
Dietetics & Nutrition - Nutrition Counselors	0	0
Drugs, Devices & Cosmetics - Certified Designated Representative	506	118
Electrologist	294	319
EMS - Emergency Insect Sting Treatment	42	48
EMS - Emergency Medical Technician	7,880	4,047
EMS - Paramedic	3,198	1,877
Hearing Aid Specialist	274	125
Marriage & Family Therapy - Marriage and Family Therapist	99	82
Marriage & Family Therapy - Provisional Marriage and Family Therapist	2	2
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	155	137
Massage Therapist	3,443	3,065
Medical Physicists - Diagnostic Radiological Physicist	6	2
Medical Physicists - Medical Health Physicist	0	0
Medical Physicists - Medical Nuclear Radio Physicist	1	0
Medical Physicists - Medical Physicist in Training	14	11
Medical Physicists - Therapeutic Radiological Physicist	18	15
Medicine - House Physician	100	82
Medicine - Limited License Medical Doctor	23	20
Medicine - Medical Doctor	3,028	2,805
Medicine - Medical Doctor Area Critical Need	52	29
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	0	0
Medicine - Medical Doctor Medical Faculty Certificate	25	16
Medicine - Medical Doctor Public Health Certificate	0	0

Table 4 • Applications Received and Initial Licenses Issued

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
Medicine - Medical Doctor Public Psychiatry Certificate	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0
Medicine - Resident Registration	1,276	1,236
Mental Health Counseling - Mental Health Counselor	446	341
Mental Health Counseling - Provisional Mental Health Counselor	69	65
Mental Health Counseling - Registered Mental Health Counselor Intern	663	631
Midwife	3	11
Nursing - Advanced Registered Nurse Practitioner (ARNP)	1,947	2,030
Nursing - Licensed Practical Nurse (LPN)	6,777	4,880
Nursing - Registered Nurse (RN)	19,306	14,762
Nursing Home Administrator	167	84
Nursing Home Administrator Provisional	1	0
Occupational Therapist	464	444
Occupational Therapy Assistant	211	191
Opticianry - Apprentice Optician	210	189
Opticianry - Optician	367	123
Optometric Faculty Certificate	4	5
Optometrist	136	88
Orthotists & Prosthetists - Orthotic Fitter	20	18
Orthotists & Prosthetists - Orthotic Fitter Assistant	19	21
Orthotists & Prosthetists - Orthotist	3	2
Orthotists & Prosthetists - Pedorthist	9	7
Orthotists & Prosthetists - Prosthetist	1	1
Orthotists & Prosthetists - Prosthetist-Orthotist	14	11
Osteopathic Medicine - Osteopathic Faculty Certificate	0	0
Osteopathic Medicine - Osteopathic Limited License	1	0
Osteopathic Medicine - Osteopathic Physician	303	289
Osteopathic Medicine - Osteopathic Training Registration	242	238
Pharmacy - Consultant Pharmacist	190	192
Pharmacy - Nuclear Pharmacist	15	18
Pharmacy - Pharmacist	2,789	1,311
Pharmacy - Pharmacist Intern	1,590	1,493
Physical Therapist Assistant	755	363
Physical Therapist	1,170	683
Physician Assistant	493	416
Podiatric Medicine - Certified Podiatric X-Ray Assistant	114	111
Podiatric Medicine - Podiatric Physician	68	49
Psychology - Limited License Psychologist	2	2
Psychology - Provisional Psychologist	9	6
Psychology - Psychologist	387	229
Radiologic Technologist	3,134	2,068
Radiologist Assistant	6	3
Respiratory Therapy - Certified Respiratory Therapist	359	366
Respiratory Therapy - Registered Respiratory Therapist	557	537
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

Table 4 • Applications Received and Initial Licenses Issued

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
Respiratory Therapy - Respiratory Care Registered Student Exemption	0	0
School Psychologist	39	29
Speech-Language Pathology - Provisional Speech-Language Pathologist	326	299
Speech-Language Pathology - Speech-Language Pathologist	494	434
Speech-Language Pathology - Speech-Language Pathology Assistant	140	116
<b>Total</b>	<b>98,632</b>	<b>70,392</b>

**Definitions:**

**Applications Received** - Applications received for review of applicant's credentials by the respective board or council for that profession.

**Licenses Issued** - 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
<b>Chiropractic Medicine</b>						
Laws & Rules (CBT)	216	214	14	6.5%	200	93.5%
Physical Diagnosis Clinical	234	228	31	13.6%	197	86.4%
Technique Clinical	215	209	12	5.7%	197	94.3%
X-Ray Interpretation (CBT)	223	219	18	8.2%	201	91.8%
<b>Dental Hygiene</b>						
Clinical	593	578	13	2.2%	565	97.8%
Laws & Rules (CBT)	761	672	90	13.4%	582	86.6%
<b>Dentistry</b>						
Clinical	413	397	48	12.1%	349	87.9%
Diagnostic Skills Exam(CBT)	394	380	5	1.3%	375	98.7%
Laws & Rules (CBT)	497	463	76	16.4%	387	83.6%
<b>Drugs, Devices &amp; Cosmetics - Certified Designated Representative</b>						
Laws & Rules (CBT)	283	192	82	42.7%	110	57.3%
<b>EMS - Paramedic</b>						
Certification	3,124	2,588	824	31.8%	1,764	68.2%
<b>Massage Therapy</b>						
Colonics (CBT)	44	40	0	0.0%	40	100.0%
<b>Nursing Home Administrators</b>						
Laws & Rules (CBT)	119	93	12	12.9%	81	87.1%
<b>Opticianry</b>						
Clinical	176	175	45	25.7%	130	74.3%
Dispensing Problems (CBT)	167	167	22	13.2%	145	86.8%
Lens Neutralization Clinical	161	160	15	9.4%	145	90.6%
<b>Optometry</b>						
Laws & Rules (CBT)	90	88	1	1.1%	87	98.9%
Clinical	111	108	16	14.8%	92	85.2%
Pharmacology & Ocular Disease Clinical (CBT)	97	95	12	12.6%	83	87.4%
<b>Psychology</b>						
Laws & Rules (CBT)	263	171	24	14.0%	147	86.0%
<b>TOTALS</b>						
Clinical Exams (non-CBT only)	1,903	1,855	180	9.7%	1,675	90.3%
Laws & Rules Exams	2,229	1,893	299	15.8%	1,594	84.2%
CBT Exams	6,278	5,382	1,180	21.9%	4,202	78.1%
<b>ALL EXAMS</b>	<b>8,181</b>	<b>7,237</b>	<b>1,360</b>	<b>18.8%</b>	<b>5,877</b>	<b>81.6%</b>

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

**Definitions:**

CBT – Computer Based Testing

Table 6 • Emergency Orders Issued Against Health Care Licensees

PROFESSION	EMERGENCY RESTRICTION ORDERS	EMERGENCY SUSPENSION ORDERS	TOTAL EMERGENCY ORDERS
Acupuncture	0	1	1
Certified Nursing Assistant (CNA)	0	33	33
Chiropractic Medicine	0	5	5
Clinical Laboratory Personnel	0	1	1
Clinical Social Workers	0	3	3
Dentistry	0	2	2
Drugs, Devices & Cosmetics (DDC)	1	1	2
Massage Therapy	0	10	10
Medicine	0	17	17
Nursing – Advanced Registered Nurse Practitioner (ARNP)	0	5	5
Nursing – Licensed Practical Nurse (LPN)	0	40	40
Nursing – Registered Nurse (RN)	0	73	73
Osteopathic Medicine	1	3	4
Pharmacy	0	11	11
Physician Assistants	0	1	1
Podiatric Medicine	0	1	1
Psychology	0	2	2
Respiratory Care	0	5	5
<b>Total</b>	<b>2</b>	<b>214</b>	<b>216</b>

**Definitions:**

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

**Emergency Suspension Order** – An order issued by the Florida Department of Health suspending the license of a practitioner. A practitioner may not practice in the state of Florida while under an emergency suspension order.

Table 7 • Stop Sale Orders

PROFESSION	STOP SALE ORDERS
Drugs, Devices, & Cosmetics (DDC)	34

**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 <sup>1</sup>	INVESTIGATIONS COMPLETED <sup>2</sup>	INSPECTIONS COMPLETED
Acupuncture	0	39	26	24	0
Athletic Training	0	14	10	4	0
Certified Nursing Assistants (CNA)	1,085	917	791	703	0
Chiropractic Medicine	10	521	211	192	0
Clinical Laboratory Personnel	2	25	8	8	0
Clinical Social Work	0	190	33	31	0
Dental Hygienists	0	42	29	11	0
Dental Laboratories	0	37	23	15	1,032
Dentistry	292	1,003	481	398	192
Dietetics & Nutrition	0	35	16	9	0
Drugs, Devices and Cosmetics (DDC)	0	616	568	559	1,678
Electrolysis	0	27	17	10	0
Electrolysis Facilities	0	6	2	1	218
EMS – Emergency Medical Technicians	0	243	104	127	0
EMS – Paramedics	0	189	115	119	0
Hearing Aid Specialists	0	135	40	40	0
Marriage & Family Therapy	0	16	3	7	0
Massage Establishments	1	302	158	98	8,486
Massage Therapy	0	499	315	162	0
Medical Physicists	0	59	52	4	0
Medicine	5,055	5,452	2,490	1,679	4,362
Mental Health Counseling	1	89	37	38	0
Midwifery	1	10	7	2	0
Naturopathic Medicine	0	2	0	0	0
Nursing - Advance Registered Nurse Practitioners (ARNP)	77	321	244	114	905
Nursing - Licensed Practical Nurses (LPN)	265	916	804	594	0
Nursing - Registered Nurses (RN)	289	1,326	968	851	0
Nursing Home Administrators	99	64	19	17	0
Occupational Therapy	10	284	248	31	0
Optical Establishments	0	4	2	5	559
Opticianry	0	20	10	13	0
Optometry	0	97	67	17	25
Optometry Branch Offices	0	2	0	0	0
Orthotists & Prosthetists	0	96	85	44	0
Osteopathic Medicine	777	649	284	190	742
Pharmacies	2	361	228	264	7,752
Pharmacists	13	550	475	330	0
Physical Therapy	9	200	149	40	0
Physician Assistants	31	546	429	77	0
Podiatric Medicine	258	278	165	93	93
Psychology	8	117	53	45	0
Radiologic Technology	8	87	57	58	0
Respiratory Care	5	108	83	56	0
School Psychology	0	30	14	4	0
Speech-Language Pathology & Audiology	1	28	18	18	0
Total	8,299	16,552	9,938	7,102	26,044
Referred Non-Jurisdictional	10,094	1,643	5	2	0
Grand Totals	18,393	18,195	9,943	7,104	26,044

<sup>1</sup>Excludes 361 cases found not legally sufficient following commencement of investigation.

<sup>2</sup>Includes 16 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	10	7	3
Anesthesiology Assistants	2	0	0
Athletic Training	2	1	1
Certified Nursing Assistants (CNA)	474	290	292
Chiropractic Medicine	82	86	82
Clinical Laboratory Personnel	8	5	5
Clinical Social Work	14	5	6
Dental Hygienists	7	6	6
Dental Laboratories	3	2	2
Dentistry	231	85	81
Dietetics & Nutrition	3	3	1
Drugs, Devices & Cosmetics (DDC)	287	0	41
Electrolysis	4	3	2
EMS - Emergency Medical Technicians	33	64	36
EMS - Paramedics	27	62	30
Hearing Aid Specialists	19	4	2
Marriage & Family Therapy	6	2	3
Massage Establishments	36	36	31
Massage Therapy	73	94	83
Medical Physicists	5	5	4
Medicine	1,560	246	233
Mental Health Counseling	25	12	11
Midwifery	2	1	1
Nursing – Advanced Registered Nurse Practitioners (ARNP)	74	42	37
Nursing - Licensed Practical Nurses (LPN)	319	282	287
Nursing – Registered Nurses (RN)	434	449	431
Nursing Home Administrators	21	5	6
Occupational Therapy	12	3	0
Opticianry	0	3	1
Optometry	10	3	2
Orthotists & Prosthetists	15	23	18
Osteopathic Medicine	156	40	37
Pharmacies	239	12	9
Pharmacists	210	91	87
Physical Therapy	23	14	13
Physician Assistants	63	12	12
Podiatric Medicine	36	13	7
Psychology	24	12	9
Radiologic Technology	11	44	24
Respiratory Care	14	35	33
School Psychology	3	0	
Speech-Language Pathology & Audiology	12	7	3
Total	4,589	2,109	1,972
Referred Non-Jurisdictional	5	0	1
Grand Totals	4,594	2,109	1,973

**Definitions:**

**Administrative Complaint** – A filed 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 Health Care Licensees

PROFESSION	REVOCACTION	VOLUNTARY SURRENDER	SUSPENSION	PROBATION	LIMITATION/OBLIGATION	FINE	REPRIMAND	CITATION	DISMISSAL	*RESOLVED THROUGH FINAL ORDERS
Acupuncture	1	0	0	2	0	2	0	0	0	3
Athletic Training	0	0	0	0	0	0	0	6	0	0
Certified Nursing Assistants (CNA)	57	31	79	37	39	98	138	79	34	232
Chiropractic Medicine	9	3	14	22	40	59	23	15	12	85
Clinical Laboratory Personnel	5	0	0	2	2	3	0	1	1	7
Clinical Social Work	0	4	1	0	3	3	1	3	2	8
Dental Hygienists	0	2	1	0	2	1	1	3	0	4
Dental Laboratories	0	0	0	0	1	2	0	0	3	2
Dentistry	0	4	10	2	49	44	18	39	17	63
Dietetics & Nutrition	0	2	0	0	0	0	0	5	0	2
Drugs, Devices & Cosmetics (DDC)	238	17	0	0	1	109	0	0	1	420
Electrolysis	0	2	1	1	2	3	1	0	0	5
Electrolysis Facilities	0	1	0	0	0	0	0	0	0	1
EMS – Emergency Medical Technicians	10	4	4	7	2	22	10	0	1	31
EMS – Paramedics	9	3	1	7	6	22	11	0	2	32
Hearing Aid Specialists	0	0	0	0	1	0	0	0	0	1
Marriage & Family Therapy	0	0	0	1	1	1	1	0	3	2
Massage Establishments	10	10	2	5	8	30	17	11	2	41
Massage Therapy	7	24	15	6	21	69	54	26	1	102
Medical Physicists	0	1	0	0	4	5	4	47	1	6
Medicine	20	44	28	29	164	200	51	305	100	319
Mental Health Counseling	0	6	0	2	5	7	3	7	5	14
Midwifery	0	2	1	0	1	1	0	0	0	2
Nursing - Advance Registered Nurse Practitioners (ARNP)	2	5	9	2	20	24	23	134	7	36
Nursing - Licensed Practical Nurses (LPN)	14	23	132	28	71	157	202	130	24	255
Nursing - Registered Nurses (RN)	38	55	164	19	142	225	285	106	39	404
Nursing Home Administrators	0	4	0	1	2	4	1	2	3	7
Occupational Therapy	0	0	0	1	1	1	0	210	0	2
Opticianry	2	1	1	0	5	6	2	2	0	9
Optometry	0	0	0	1	2	3	1	43	1	3
Orthotists & Prosthetists	2	5	1	0	2	2	2	27	1	11
Osteopathic Medicine	3	6	12	5	36	43	13	22	6	64
Pharmacies	0	1	0	2	5	13	0	3	9	14
Pharmacists	5	20	32	9	55	68	3	217	18	120
Physical Therapy	1	1	4	8	6	17	4	82	1	22
Physician Assistants	1	0	2	1	9	8	3	122	1	12
Podiatric Medicine	0	3	5	2	2	11	4	53	2	17
Psychology	0	3	0	2	10	10	1	2	1	15
Radiologic Technology	8	2	6	1	11	23	3	0	0	39
Respiratory Care	1	2	4	2	8	14	11	24	2	17
School Psychology	0	2	0	0	0	0	0	11	0	2
Speech-Language Pathology & Audiology	0	2	1	0	6	6	4	1	2	10
<b>Total</b>	<b>443</b>	<b>295</b>	<b>530</b>	<b>207</b>	<b>745</b>	<b>1,316</b>	<b>895</b>	<b>1,738</b>	<b>302</b>	<b>2,441</b>

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

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
Certified Nursing Assistants (CNA)	1	1	0	0	0	0	0
Chiropractic Medicine	5	18	0	0	0	0	0
Dentistry	11	292	0	23	3	3	18
Medicine	283	4,364	51	235	5	9	200
Mental Health Counselors	0	1	0	0	0	0	0
Midwifery	1	1	0	0	0	0	0
Nursing – Advanced Registered Nurse Practitioners (ARNP)	16	42	3	0	0	0	5
Nursing - Licensed Practical Nurses (LPN)	3	3	0	0	0	0	0
Nursing – Registered Nurses (RN)	69	13	1	0	0	0	1
Nursing Home Administrators	78	0	0	0	0	0	0
Occupational Therapy	1	0	0	0	0	0	0
Osteopathic Medicine	34	712	5	32	1	1	15
Pharmacies	0	1	0	0	0	0	0
Pharmacists	1	2	0	0	0	0	0
Physician Assistants	5	26	0	0	0	0	3
Podiatric Medicine	5	271	0	5	0	0	4
Psychology	1	5	0	0	0	0	0
<b>Total</b>	<b>514</b>	<b>5,752</b>	<b>60</b>	<b>295</b>	<b>9</b>	<b>13</b>	<b>246</b>
Referred Non-Jurisdictional	63	17	0	0	0	0	0
<b>Grand Totals</b>	<b>577</b>	<b>5,769</b>	<b>60</b>	<b>295</b>	<b>9</b>	<b>13</b>	<b>246</b>

**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.

**Closed Claims** – Civil suits alleging medical malpractice against health care 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	28
Practitioners Reported	50
Medicine	39
Nursing - Advanced Registered Nurse Practitioner (ARNP)	3
Nursing - Registered Nurse (RN)	1
Osteopathic Medicine	6
Physical Therapy	1
Non-Jurisdictional	39

**Definitions:**

**Hospital Annual Report Claims** – Reports from hospitals of civil suits in which there are judgments against health care 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	REFERRALS TO LAW ENFORCEMENT	ARRESTS
Acupuncture	5	6	3	1	3	1
Athletic Training	1	1	0	0	1	0
Certified Nursing Assistants (CNA)	16	13	18	7	7	1
Chiropractic Medicine	22	22	17	2	4	3
Clinical Laboratory Personnel	4	4	4	1	0	0
Clinical Social Work	3	3	3	1	1	0
Dental Hygienists	1	1	1	0	1	0
Dental Laboratories	5	5	6	5	6	0
Dentistry	145	142	38	7	36	14
Dietetics & Nutrition	15	15	9	8	4	0
Electrolysis	10	9	9	2	4	2
Electrolysis Facilities	14	14	11	4	5	0
Hearing Aid Specialists	5	6	8	0	2	0
Marriage & Family Therapy	4	3	0	0	0	0
Massage Establishments	197	199	139	83	95	15
Massage Therapy	187	190	181	18	63	126
Medicine	110	114	63	10	42	23
Mental Health Counseling	16	16	11	9	7	1
Midwifery	4	4	2	0	4	1
Naturopathic Medicine	2	2	3	0	1	0
Nursing – Licensed Practical Nurses (LPN)	5	6	9	2	7	2
Nursing – Registered Nurses (RN) & Advanced Registered Nurse Practitioners (ARNP)	20	20	17	6	15	8
Optical Establishments	50	49	13	5	8	2
Opticianry	20	20	18	8	13	3
Optometry	1	1	2	1	0	0
Orthotists & Prosthetists	12	12	8	2	1	0
Osteopathic Medicine	2	2	3	0	0	0
Pharmacies	36	26	26	4	14	3
Pharmacists	41	41	37	1	9	26
Physical Therapy	12	12	6	0	2	0
Physician Assistants	4	4	2	0	1	0
Podiatric Medicine	4	4	5	0	1	3
Psychology	14	12	10	4	3	0
Respiratory Care	11	12	8	0	8	0
Speech-Language Pathology & Audiology	3	3	3	1	1	0
<b>Total</b>	<b>1,001</b>	<b>993</b>	<b>693</b>	<b>192</b>	<b>369</b>	<b>234</b>
Referred Non-Jurisdictional	7	3	7	0	0	0
<b>Grand Totals</b>	<b>1,008</b>	<b>996</b>	<b>700</b>	<b>192</b>	<b>369</b>	<b>234</b>

**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 &amp; Cash Balances for the MQA Trust Fund

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Acupuncture	\$1,522,444	\$634,388	\$287,135	\$1,869,697	\$31,859
Anesthesiologist Assistants	\$(68,201)	\$(6,490)	\$38,124	\$(112,814)	\$12
Athletic Training	\$487,102	\$47,863	\$71,030	\$463,935	\$17,907
Certified Master Social Workers	\$(128,278)	\$1,038	\$149	\$(127,389)	\$(6,551)
Certified Nursing Assistants (CNA)	\$(3,883,643)	\$7,152,008	\$4,093,177	\$(824,811)	\$705,933
Chiropractic Medicine	\$1,041,018	\$3,432,319	\$2,168,135	\$2,305,201	\$(5,122)
Clinical Laboratory Personnel	\$1,191,725	\$545,757	\$421,830	\$1,315,651	\$243,887
Clinical Social Work, Marriage & Family Therapy, and Mental Health Counseling	\$3,675,733	\$573,937	\$1,542,007	\$2,707,663	\$389,819
Dentistry	\$(1,586,090)	\$7,332,698	\$3,582,667	\$2,163,940	\$(394,784)
Dental Hygienists	\$1,307,009	\$1,394,802	\$751,686	\$1,950,124	\$178,236
Dental Laboratories	\$587,491	\$247,939	\$121,479	\$713,952	\$(14,137)
Dietetics & Nutrition	\$517,858	\$97,538	\$178,559	\$436,837	\$8,089
Drugs, Devices & Cosmetics (DDC)	\$(932,540)	\$434,878	\$620,040	\$(1,117,702)	\$(77)
Electrolysis	\$(645,440)	\$432,945	\$192,944	\$(405,440)	\$(71,983)
EMS – Emergency Medical Technicians	\$(1,939,725)	\$849,349	\$1,238,619	\$(2,328,995)	\$(16,771)
EMS – Paramedics	\$(900,443)	\$660,440	\$457,791	\$(697,795)	\$(1,719)
Hearing Aid Specialists	\$(617,412)	\$134,279	\$204,804	\$(687,937)	\$(37,619)
Massage Therapy	\$6,437,532	\$5,402,721	\$2,932,367	\$8,907,886	\$(198,624)
Medical Physicists	\$200,885	\$29,063	\$59,915	\$170,033	\$5,647
Medicine	\$9,101,205	\$16,200,945	\$16,074,911	\$9,227,239	\$(29,378)
Midwifery	\$(822,121)	\$75,862	\$33,362	\$(779,621)	\$(35,523)
Naturopathic Medicine	\$(299,807)	\$1,170	\$2,839	\$(301,476)	\$(30,181)
Nursing	\$6,509,984	\$15,573,479	\$14,187,517	\$7,895,946	\$4,656,238
Nursing Home Administrators	\$(351,320)	\$151,583	\$292,428	\$(492,165)	\$3,100
Occupational Therapy	\$697,477	\$222,633	\$415,383	\$504,727	\$161,978
Opticianry	\$1,714,504	\$215,164	\$431,263	\$1,498,405	\$(81,885)
Optometry	\$735,419	\$358,484	\$625,596	\$468,307	\$17,176
Orthotists & Prosthetists	\$(334,944)	\$399,595	\$240,657	\$(176,006)	\$(81,352)
Osteopathic Medicine	\$463,429	\$2,678,606	\$1,606,989	\$1,535,045	\$32,350
Pharmacy	\$2,277,893	\$5,880,086	\$4,801,270	\$3,356,709	\$17,057
Physical Therapy	\$2,602,624	\$2,060,931	\$976,301	\$3,687,255	\$167,185
Physician Assistants	\$341,836	\$1,311,114	\$1,009,177	\$643,772	\$71,305
Podiatry	\$14,073	\$838,965	\$545,810	\$307,227	\$6,241
Psychology	\$1,921,497	\$1,916,703	\$777,267	\$3,060,933	\$(561)
Radiological Technicians	\$(786,451)	\$148,235	\$932,648	\$(1,570,865)	\$(34,280)
Respiratory Therapy	\$1,158,110	\$245,170	\$691,866	\$711,414	\$197,521
School Psychology	\$219,466	\$184,446	\$144,333	\$259,579	\$12,132
Speech-Language & Audiology	\$2,868,783	\$1,136,903	\$550,252	\$3,455,433	\$102,980
<b>Total</b>	<b>\$34,298,682</b>	<b>\$78,997,546</b>	<b>\$63,302,327</b>	<b>\$49,993,894</b>	<b>\$5,986,105</b>

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

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Drugs, Devices & Cosmetics	\$3,798,090	\$4,050,422	\$3,091,821	\$4,756,691	NA

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

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

PROFESSION	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	PROJECTED CASH BALANCE 2013-2014
Acupuncture	\$1,709,188	\$2,072,596	\$1,906,405	\$2,264,686	\$2,093,261	\$2,446,330
Anesthesiologist Assistants	\$(129,430)	\$(151,608)	\$(168,655)	\$(191,222)	\$(208,665)	\$(231,628)
Athletic Training	\$620,957	\$583,125	\$738,554	\$699,285	\$853,246	\$812,515
Certified Master Social Workers	\$(127,279)	\$(127,816)	\$(127,899)	\$(128,448)	\$(128,543)	\$(129,103)
Certified Nursing Assistants (CNA)	\$(3,987,335)	\$(4,302,206)	\$(4,595,881)	\$(4,936,970)	\$(5,258,173)	\$(5,698,502)
Chiropractic Medicine	\$972,814	\$2,059,785	\$686,596	\$1,736,741	\$325,950	\$1,338,663
Clinical Laboratory Personnel	\$2,442,035	\$2,398,361	\$3,513,695	\$3,460,048	\$4,565,199	\$4,501,414
Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling	\$4,958,508	\$3,688,282	\$5,904,924	\$4,603,829	\$6,788,950	\$5,456,478
Dentistry	\$(238,196)	\$773,701	\$(1,693,061)	\$(739,492)	\$(3,265,809)	\$(2,371,526)
Dental Hygienists	\$1,443,804	\$2,074,294	\$1,552,433	\$2,168,898	\$1,632,716	\$2,234,923
Dental Laboratories	\$632,154	\$769,228	\$685,447	\$820,731	\$735,122	\$868,586
Dietetics & Nutrition	\$673,994	\$566,249	\$799,560	\$688,344	\$918,112	\$803,368
Drugs, Devices & Cosmetics (DDC)	\$(1,647,812)	\$(2,194,900)	\$(2,737,996)	\$(3,296,805)	\$(3,851,868)	\$(4,422,590)
Electrolysis	\$(464,172)	\$(430,452)	\$(505,830)	\$(475,347)	\$(554,029)	\$(526,836)
EMS – Emergency Medical Technicians	\$(2,648,941)	\$(2,998,295)	\$(3,340,733)	\$(3,710,387)	\$(4,073,553)	\$(4,463,840)
EMS – Paramedics	\$(576,927)	\$(469,629)	\$(359,139)	\$(261,209)	\$(160,284)	\$(71,875)
Hearing Aid Specialists	\$(216,613)	\$(338,623)	\$127,932	\$1,618	\$463,779	\$333,090
Massage Therapy	\$8,689,354	\$11,605,837	\$11,336,882	\$13,878,934	\$13,563,512	\$16,059,307
Medical Physicists	\$204,689	\$173,188	\$206,845	\$174,443	\$207,179	\$173,861
Medicine	\$8,872,688	\$8,089,784	\$7,407,616	\$6,329,024	\$5,344,944	\$3,965,802
Midwifery	\$(859,444)	\$(882,465)	\$(964,160)	\$(988,871)	\$(1,072,292)	\$(1,098,720)
Naturopathic Medicine	\$(305,597)	\$(311,367)	\$(315,602)	\$(321,476)	\$(325,817)	\$(331,795)
Nursing	\$11,313,306	\$14,348,561	\$17,473,676	\$20,245,169	\$23,100,969	\$25,604,362
Nursing Home Administrators	\$(140,468)	\$(344,662)	\$383	\$(209,816)	\$129,100	\$(87,201)
Occupational Therapy	\$721,254	\$423,510	\$631,069	\$325,232	\$524,527	\$210,464
Opticianry	\$1,745,627	\$1,445,734	\$1,683,461	\$1,374,999	\$1,603,976	\$1,286,803
Optometry	\$995,977	\$568,625	\$1,082,297	\$642,311	\$1,143,082	\$690,254
Orthotists & Prosthetists	\$(334,559)	\$(181,897)	\$(345,449)	\$(197,299)	\$(365,457)	\$(221,893)
Osteopathic Medicine	\$391,337	\$1,118,926	\$(57,985)	\$639,637	\$(567,872)	\$99,289
Pharmacy	\$1,518,325	\$3,491,718	\$1,553,859	\$3,437,472	\$1,407,942	\$3,200,298
Physical Therapy	\$3,220,485	\$4,386,474	\$3,901,929	\$5,051,875	\$4,550,948	\$5,684,588
Physician Assistants	\$366,075	\$537,129	\$157,423	\$312,008	\$(84,513)	\$53,331
Podiatric Medicine	\$(123,523)	\$23,486	\$(417,520)	\$(279,768)	\$(730,227)	\$(601,885)
Psychology	\$2,604,270	\$3,690,776	\$3,218,372	\$4,290,672	\$3,803,763	\$4,861,622
Radiological Technicians	\$(2,613,707)	\$(3,686,505)	\$(4,752,259)	\$(5,845,735)	\$(6,932,602)	\$(8,047,096)
Respiratory Therapy	\$1,446,067	\$933,815	\$1,654,489	\$1,129,619	\$1,837,412	\$1,299,718
School Psychology	\$183,479	\$258,639	\$177,948	\$251,349	\$168,862	\$240,477
Speech-Language & Audiology	\$3,162,257	\$3,761,794	\$3,458,670	\$4,049,228	\$3,736,936	\$4,318,367
Total	\$44,474,641	\$53,423,191	\$49,478,295	\$56,993,307	\$51,919,783	\$58,239,422

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

PROFESSION	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	PROJECTED CASH BALANCE 2013-2014
Drugs, Devices & Cosmetics	\$3,962,706	\$3,063,651	\$2,103,356	\$1,140,301	\$145,246	\$(911,049)

**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 <sup>1</sup>	FY 08-09 & 09-10 ESTIMATED EXPENDITURES	LICENSEES	COST TO REGULATE <sup>2</sup>	RENEWAL FEE CAP <sup>3</sup>	CURRENT RENEWAL FEE <sup>3</sup>	SUFFICIENT CURRENT RENEWAL FEE <sup>4</sup>
1. Acupuncture	\$598,082	1,804	\$332	\$500	\$300/\$150	Yes
2. Anesthesiologist Assistants	\$45,344	10	\$4,534	\$1,000	\$500	No
3. Athletic Training	\$167,710	1591	\$105	\$200/\$100	\$125/\$50	Yes
4. Certified Master Social Workers	\$1,357	4	\$339	\$250	\$150/\$150	No
5. Certified Nursing Assistants (CNA)	\$7,257,740	118,391	\$61	\$50	\$50	No
6. Chiropractic Medicine	\$4,295,777	6,806	\$631			Yes
A. Chiropractic Physician				\$500	\$500/\$250	
B. Certified Chiropractic Physician's Assistant				\$250	\$50/\$28	
C. Registered Chiropractic Assistant				\$25	\$25	
7. Clinical Laboratory Personnel	\$1,163,406	15,564	\$75			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	
8. Clinical Social Work, Marriage & Family Therapy and Mental Health Counseling	\$3,600,989	21,303	\$169			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	\$6,803,939	11,487	\$592	\$300	\$300	No
10. Dental Hygienists	\$1,636,162	11,682	\$140	\$300	\$100	Yes
11. Dental Laboratories	\$208,797	1,129	\$185	\$300	\$200	Yes
12. Dietetics & Nutrition	\$404,851	3,460	\$117	\$500	\$100/\$95	Yes
13. Electrolysis	\$377,544	1,111	\$340	\$100	\$100	No
14. Hearing Aid Specialists	\$502,060	1,010	\$497	\$600	\$600/\$375	Yes
15. Massage Therapy	\$5,308,654	36,185	\$147			Yes
A. Massage Therapist				\$200/\$250	\$150	
B. Massage Establishment				\$200	\$150	
16. Medical Physicists	\$105,169	488	\$216			Yes
A. Medical Physicist				\$500	\$150	
B. Medical Physicist in Training				No Cap	\$50	
17. Medicine	\$34,492,186	55,501	\$621	\$500	\$360/\$121	Yes
18. Midwifery	\$197,126	122	\$1,616	\$500	\$500/\$500	No
19. Naturopathic Medicine	\$12,053	5	\$2,411	\$1,000	\$250	No
20. Nursing	\$30,768,114	285,930	\$108			Yes
A. Nurse				No Cap	\$80/\$55	
B. Advanced Registered Nurse Practitioner (ARNP)				\$105	\$50/\$20	
21. Nursing Home Administrators	\$700,334	1,639	\$427	No Cap	\$325/\$250	No
22. Occupational Therapy	\$944,124	8,443	\$112	No Cap	\$55	Yes
23. Opticianry	\$999,653	3,561	\$281	\$350/\$50	\$150/\$50	Yes



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

PROFESSION <sup>1</sup>	FY 08-09 & 09-10 ESTIMATED EXPENDITURES	LICENSEES	COST TO REGULATE <sup>2</sup>	RENEWAL FEE CAP <sup>3</sup>	CURRENT RENEWAL FEE <sup>3</sup>	SUFFICIENT CURRENT RENEWAL FEE <sup>4</sup>
24. Optometry	\$1,473,778	3,645	\$404			Yes
A. Optometrist				\$300	\$300	
B. Optometry Faculty				No Cap	\$100	
C. Branch Office				\$100	\$100	
25. Orthotists & Prosthetists	\$526,277	639	\$824	\$500	\$500	No
26. Osteopathic Medicine	\$3,495,694	5,688	\$615	\$500	\$400/\$200	Yes
27. Pharmacy	\$10,472,971	35,151	\$298			Yes
A. Pharmacist				\$250	\$245	
B. Consultant Pharmacist				\$250	\$50	
C. Nuclear Pharmacist				\$250	\$100	
D. Pharmacy Permit				\$250	\$250	
28. Physical Therapy	\$1,871,427	17,120	\$109			Yes
A. Physical Therapist				\$200	100/\$50	
B. Physical Therapist Assistant				\$150	100/\$50	
29. Physician Assistants	\$1,921,134	4,536	\$424			Yes
A. Physician Assistant				\$500	\$150	
B. Prescribing Physician Assistant				\$500	\$300	
30. Podiatric Medicine	\$1,079,863	1,995	\$541			No
A. Podiatric Physician				\$350	\$350	
B. Certified Podiatric Technician				No Cap	\$100/\$50	
C. Certified Podiatric X-Ray Assistant				No Cap	\$75	
31. Psychology	\$1,657,201	3,966	\$418			Yes
A. Psychologist				\$500	\$400	
B. Limited License Psychologist				\$500	\$25	
32. Respiratory Therapy	\$1,471,738	10,513	\$140	\$200/\$50	121/\$50	Yes
33. School Psychology	\$205,109	620	\$331	\$500	250/\$150	Yes
34. Speech Language Pathology & Audiology	\$1,047,411	7,404	\$141			Yes
A. Pathologist & Audiologist				\$500/\$100	\$125/\$100	
B. Pathologist & Audiologist Assistant				No Cap	\$50	
<b>Total</b>	<b>\$125,813,774</b>	<b>678,503</b>	<b>\$185</b>			

**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 08-09 and FY 09-10 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2008.
- 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, 2014, then the current renewal fee is deemed to be sufficient.

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

PROFESSION	FY 08-09 & 09-10 ESTIMATED EXPENDITURES	LICENSEES	COST TO REGULATE <sup>1</sup>	RENEWAL FEE CAP <sup>2</sup>	CURRENT RENEWAL FEE <sup>2</sup>	SUFFICIENT CURRENT RENEWAL FEE <sup>3</sup>
1. Drugs, Devices & Cosmetics	\$6,783,223	3,941	\$1,721			No
A. Drugs						
Prescription Drug Manufacturer		94		\$1,500	\$1,500	
Over the Counter Drug Manufacturer		100		\$800	\$800	
Prescription Drug Wholesaler <sup>4</sup>		148		\$800	\$800	
Freight forwarder		22		\$600	\$600	
Prescription Drug Wholesaler-Broker Only <sup>4</sup>		7		\$800	\$800	
Non-Resident Prescription Drug Manufacturer		703		\$1,000	\$1,000	
Retail Pharmacy Wholesaler		108		\$100	\$100	
Out of State Prescription Drug Wholesaler <sup>4</sup>		214		\$800	\$800	
Prescription Drug Repackager		15		\$1,500	\$1,500	
Complimentary Drug Distributor		213		\$500	\$500	
Restricted Prescription Drug Distributor - Health care Entity		112		\$600	\$600	
Restricted Prescription Drug Distributor - Charitable Organization		26		\$600	\$600	
Restricted Prescription Drug Distributor - Reverse Distributor		6		\$600	\$600	
Restricted Prescription Drug Distributor - Destruction Facility		8		\$600	\$600	
Restricted Prescription Drug Distributor - Government Program		18		\$600	\$600	
Restricted Prescription Drug Distributor - Institutional Research		0		\$600	\$600	
Veterinary Legend Drug Retailer		15		\$600	\$600	
Veterinary Prescription Wholesaler		34		\$1,000	\$1,000	
Limited Prescription Drug Vet Wholesaler		2		\$1,000	\$1,000	
B. Medical Gases						
Compressed Medical Gases Manufacturer		136		\$1,000	\$1,000	
Compressed Medical Gases Wholesaler		368		\$600	\$600	
Medical Oxygen Retailer		1,010		\$600	\$600	
C. Cosmetic Manufacturers						
		118		\$800	\$800	
D. Device Manufacturers						
		137		\$1,200	\$1,200	
E. Product Registration						
		314		\$30	\$30	
F. Ether						
Diethyl Ether Manufacturer <sup>4</sup>		2		\$700	\$700	
Diethyl Ether Distributor <sup>4</sup>		4		\$700	\$700	
Diethyl Ether Dealer <sup>4</sup>		1		\$350	\$350	
Diethyl Ether Purchaser <sup>4</sup>		6		\$150	\$150	
<b>Total</b>	<b>\$6,783,223</b>	<b>3,941</b>	<b>\$1,721</b>			

**Notes:**

1. Cost to regulate is computed by adding FY 08-09 and FY 09-10 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2008.
2. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.
3. If there is a projected positive cash balance at June 30, 2014, then the current renewal fee is deemed to be sufficient.
4. Renewal fees paid annually.

Table 17a • Web Usage for Boards &amp; Councils

BOARD/COUNCIL	VISITS	DOWNLOADS	HITS
Acupuncture	31,822	13,483	62,895
Anesthesiology Assistants	12,700	10,020	19,205
Athletic Training	15,803	4,907	29,929
Certified Nursing Assistants	162,029	225,908	402,548
Chiropractic Medicine	56,854	40,143	164,745
Clinical Laboratory Personnel	39,592	32,505	107,810
Clinical Social Work, Marriage & Family Therapy, and Mental Health Counseling	117,786	141,255	7,154,506
Consumer Advocacy Program	4,280	0	4,752
Dentist, Dental Hygiene, or Dental Laboratory	138,271	256,194	431,505
Dietetics & Nutrition	22,074	15,052	46,375
Drugs, Devices and Cosmetics	123,728	89,123	213,048
Electrologist or Electrology Facilities	33,402	24,343	71,167
Emergency Medical Services	74,288	45,991	178,715
Health Care Clinic Registration	5,534	0	31,157
Hearing Aid Specialists	15,669	5,705	29,491
Massage Therapist or Establishments	119,594	97,015	269,228
Medical Physicists	11,958	3,981	22,686
Medicine	250,071	278,557	612,641
Midwifery	21,745	15,197	43,160
Naturopathy	792	0	841
Nursing	566,562	579,585	1,498,206
Nursing Home Administrators	38,831	29,653	83,852
Occupational Therapy	41,322	28,941	90,304
Optician or Optical Establishments	26,738	17,109	59,097
Optometry or Optometry Branch Facilities	30,141	20,602	64,151
Orthotists & Prosthetists	18,006	10,985	33,347
Osteopathic Medicine	42,727	33,366	90,909
Pharmacist or Pharmacy Establishment	202,157	277,998	576,738
Physical Therapy	77,461	54,342	178,557
Physician Assistants	52,278	49,176	116,770
Podiatric Medicine	20,237	13,033	39,546
Psychology	64,704	41,105	147,534
Radiation Technology	22,492	15,421	41,028
Respiratory Therapy	40,187	15,896	105,930
School Psychology	15,604	3,093	29,832
Speech Language Pathology & Audiology	108,271	33,949	207,889
<b>Total</b>	<b>2,625,710</b>	<b>2,523,633</b>	<b>13,047,046</b>

Table 17b • Web Usage for Program Services

PROGRAM SERVICES SITES	VISITS	DOWNLOADS	HITS
Client Services (Public Record Requests)	271,259	0	433,691
COMPAS (non- web-application pages)	57,768	0	67,782
Enforcement (Complaints & Discipline)	249,094	282,016	1,046,029
Exam	104,600	89,927	727,151
Florida Commission on Excellence Health Care - Legislation	7,659	8,304	14,686
Licensee Data	6,651	0	7,396
Profiling (non-web-application pages)	264,692	150,361	742,795
Publications	139,850	203,096	332,564
Unlicensed	33,703	0	72,044
<b>Total</b>	<b>1,135,276</b>	<b>733,704</b>	<b>3,444,138</b>

**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
Acupuncture	1,397	86.88%
Audiologist	453	56.84%
Audiologist Assistant	7	46.67%
Certified Nursing Assistants (CNA)	45,102	48.25%
Chiropractic Medicine - Chiropractic Physician	3,943	84.70%
Chiropractic Medicine - Certified Chiropractic Physician Assistant	106	84.13%
Chiropractic Medicine - Registered Chiropractic Assistant	728	79.82%
Dental Hygienist	9,694	89.43%
Dental Laboratory	187	22.75%
Dentist	7,062	65.40%
Electrologists	514	85.67%
Electrolysis Facility	150	69.12%
Massage Establishment	1,849	51.38%
Massage Therapist	13,028	67.60%
Medicine - Limited Medical Doctor	0	0.00%
Medicine - Medical Doctor (Group 1)	16,835	67.93%
Medicine - Medical Doctor Area of Critical Need	0	0.00%
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0.00%
Medicine - Medical Doctor Limited to Mayo Clinic	0	0.00%
Medicine - Medical Doctor Public Health	0	0.00%
Medicine - Medical Doctor Public Psychiatry	0	0.00%
Midwifery	58	63.74%
Nursing - Licensed Practical Nurse (LPN)	21,582	70.84%
Nursing - Registered Nurses (RN) & Advanced Registered Nurse Practitioners (ARNP) (Group 1)	43,487	89.51%
Orthotists & Prosthetists - Orthotic Fitter	45	52.94%
Orthotists & Prosthetists - Orthotic Fitter Assistant	38	44.19%
Orthotists & Prosthetists - Orthotist	46	49.46%
Orthotists & Prosthetists - Pedorthist	43	48.31%
Orthotists & Prosthetists - Prosthetist	35	54.69%
Orthotists & Prosthetists - Prosthetist-Orthotist	83	56.08%
Osteopathic Physician	3,223	68.23%
Pharmacy - Nuclear Pharmacist	171	95.53%
Pharmacy - Pharmacist	14,799	77.49%
Physical Therapist	8,222	74.19%
Physical Therapist Assistant	3,377	72.48%
Physician Assistant	2,925	69.59%
Podiatric Medicine - Certified Podiatric X-Ray Assistant	172	78.54%
Podiatric Medicine - Podiatric Physician	1,381	88.87%
Psychology - Limited License Psychologist	1	100.00%
Psychology - Psychologist	3,489	91.14%
Radiologic Technologist	3,191	33.90%
School Psychologist	346	60.92%
Speech-Language Pathologist	3,779	69.36%
Speech-Language Pathologist Assistant	180	69.50%
<b>Total</b>	<b>211,728</b>	<b>66.64%</b>

**Definitions:**

**E-Renewal Usage Percentage** – The number of online renewals processed divided by the number of timely renewals

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	4	0	0	0	0	1	\$9,190.55
Dentistry	2	1	0	0	0	1	\$0
Medicine	3	0	0	0	0	0	\$0
Osteopathic Medicine	4	0	0	0	0	0	\$0
Psychology	1	0	0	0	0	0	\$0
<b>Total</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>\$9,190.55</b>
Referred Non-Jurisdictional	2	0	0	0	0	0	\$0
<b>Grand Totals</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>\$9,190.55</b>

**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 health care practitioners failing to repay a student loan or comply with scholarship service obligations.



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