

THE FLORIDA DEPARTMENT OF HEALTH

DIVISION OF
MEDICAL QUALITY ASSURANCE

protecting the public through health care licensure, enforcement and information

ANNUAL REPORT

July 1, 2008 - June 30, 2009

FLORIDA DEPARTMENT OF
HEALTH

Division of
Medical Quality Assurance

MQA

CHARLIE CRIST
GOVERNOR

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

LUCY C. GEE, M.S.
DIRECTOR

CONTENTS

SECTION	PAGE
EXECUTIVE SUMMARY	1
MESSAGE FROM THE STATE SURGEON GENERAL	2
MESSAGE FROM THE DIVISION DIRECTOR	3
EMPLOYEE COVENANT	4
STRUCTURE OF MQA	5
2008-2009 STRATEGIC PLAN	6
LONG-RANGE PLAN	9
LICENSURE RESULTS	11
ENFORCEMENT RESULTS	13
INFORMATION RESULTS	15
INFORMATION TABLES	18

EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) in the Florida Department of Health, working in conjunction with 22 boards and six councils, licenses and regulates 34 types of facilities/establishments and more than 40 health care professions under Chapters 456, 401 and 468, Florida Statutes (F.S.) and individual practice acts. 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. MQA also manages the Drugs, Devices and Cosmetics (DDC) program established under Chapter 499, F. S.

As required by Section 456.026, F.S., MQA's 2008-2009 annual report includes data on current and projected cash balances and adequacy of fees, administrative complaints, and disciplinary actions for FY 08-09. The report also details MQA's long-range policy planning and monitoring process.

The information in the report has been organized around the division's three key processes of licensure, enforcement and information, with an emphasis on performance-driven results.

In the area of licensure, during FY 08-09, the total number of licensees increased by over 40,000, to 905,262. This increase came primarily in the professions of certified nursing assistants (over 22,000 more licensees than FY 07-08) and radiologic technologists (over 15,000 more than in FY 07-08). The number of licensed facilities and establishments increased 7% to 26,174. The majority of this increase is attributed to 1,568 more massage establishments than in FY 07-08.

MQA received 10,537 more licensure applications and issued nearly 8,000 more initial licenses than in FY 07-08. The increase was largely due to over 8,200 more applications received and nearly 5,000 more initial licenses issued in the certified nursing assistant profession.

As part of its enforcement process, MQA issued 15% more emergency orders than in the previous fiscal year. The majority of this increase can be attributed to 16 more emergency orders issued against registered nurses. Although there was a 4% drop

in administrative complaints filed during FY 08-09, there was a 13% increase in the number of probable cause actions taken against health care licensees. There was also a slight decrease in the total number of disciplinary cases, due to a drop in the number of revocations, limitation/obligations, reprimands and dismissals.

In the criminal component of MQA's enforcement work, the number of unlicensed activity complaints received increased by 8% to just-under 1,100. While the number of complaints received decreased for most professions, 13 different professions saw an increase. The most notable increase was in massage therapy, which more than doubled from 187 in FY 07-08 to 388 in FY 08-09. Additionally, there was a 22% increase from FY 07-08 to FY 08-09 in the number of unlicensed activity cases investigated.

MQA's website – www.FLHealthSource.com – serves as a primary information source for consumers, health care practitioners, and policy makers. In the last fiscal year, there were 7.6 million hits to MQA's board/council web pages, which have averaged approximately 9 million hits annually over the last three years. On the site, health care consumers can verify their health care practitioner's license, disciplinary history and other pertinent information. Profiled professions (allopathic, osteopathic, chiropractic, and podiatric physicians, as well as advanced registered nurse practitioners) contain even more information, including educational background, financial responsibility, specialty certifications and malpractice claims history.

MQA's long-range plan and monitoring measures are captured in its balanced scorecard. It is revised annually, as required by statute, with input from boards and councils.

Both the MQA and DDC trust funds have healthy cash balances, as recurring revenues are adequate to cover recurring expenditures. Cash balances were sufficient to allow for the legislatively authorized transfer of \$35 million from the MQA trust fund and \$3.5 million from the DDC trust fund to the General Revenue fund in fiscal year 2008-2009. This transfer is reported as an expenditure in FY 08-09, and due to the non-recurring nature, does not impact the adequacy of fees.

MESSAGE FROM THE STATE SURGEON GENERAL



It is my distinct pleasure as State Surgeon General to present the 2008-2009 Annual Report in conjunction with the Division of Medical Quality Assurance (MQA). Through this publication, you will see the results of MQA's diligent work, and their commitment to be the nation's leader in health care regulation. Everyday, MQA employees work toward accomplishing their purpose, which is to protect the public through health care licensure, enforcement and information. This, in turn, supports the Department of Health's overall mission to promote, protect, and improve the lives of all people in Florida.

The Department continues to increase health literacy and access to health care services to all Floridians. I recognize the importance of providing credible resources to these efforts, and I am thrilled by the success of MQA's online services website—FLHealthSource.com. Resources like the FLHealthSource.com website empower Floridians to make important yet informed decisions about who to choose as their primary care physician, which will lead to where they establish their medical home. FLHealthSource.com can also provide information about specialists, such as chiropractors and podiatrists.

As a Department, reflecting on the past while discussing the present helps us better prepare for the future. We are ready to embrace the challenges that lie ahead as we continue to work toward a healthier future for all the people of Florida. MQA's innovative ways to carry out their function, utilize technology, and manage their financial and human resources continues to impress me. I am proud of the work MQA has done, and I am confident that they are well positioned to excel in the future.

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

FLHealthSource.com

MESSAGE FROM THE DIVISION DIRECTOR



As the Director of the Division of Medical Quality Assurance (MQA), I am proud to present our 2008-2009 Annual Report. The report is organized around our three key business processes of licensure, enforcement and information, with an emphasis on performance-driven results.

The division continues to focus on the Sterling model for Organizational Performance Excellence. That six-year focus has been instrumental in helping achieve and measure our successes. I am pleased to announce that MQA was the 2009 recipient of the prestigious **Sterling Quality Achievement Award for Leadership Focus on Action and Results**. This award recognizes that MQA employees understand the need for results-driven performance tied to strategic goals; they believe that it is the only way to achieve true accountability to the public; and, finally, that they are dedicated to identifying and performing the objectives necessary to achieve organizational excellence.

During the past year, the division received six Davis Productivity Awards for efficiencies that resulted in more than \$450,000 in projected cost savings. We continued to dedicate resources to enhancing our online services to include license renewals and one-time assessments, initial licensure applications, and license certifications, resulting in almost a million dollars in savings. Cost savings, although important, was secondary to the benefits online transactions provided our key customers – licensure applicants, licensed health care practitioners, and health care consumers. Timeliness, accessibility and quality are the three key customer requirements we have strived to meet.

To further bolster our customer focus, this past year we assigned staff resources to two new service areas within the division – an Open Government Liaison and a Customer Service Ombudsman. The results were immediate and positive – the average number of days to respond to a public records request was nearly cut in half – from 19.7 days in FY 07-08 to 10 days in FY 08-09 – and over 360 customers were able to contact us directly through our MQA Customer Survey to seek assistance in resolving their concerns or to share feedback about the service they were provided.

These are just a few highlights of the results you will see in this annual report. They mark progress, but not the end of our journey to be the nation's leader in quality health care 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 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 the 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 and professional members. The number of members along with other requirements are 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 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.

DIRECTOR DIVISION OF MEDICAL QUALITY ASSURANCE (MQA)

BUREAU OF HEALTH CARE
PRACTITIONER REGULATION
(HCPR)

BUREAU OF MANAGEMENT
SERVICES (BMS)

DEPUTY DIRECTOR/
ENFORCEMENT

BUREAU OF OPERATIONS
(BOO)

STRATEGIC PLANNING
SERVICES UNIT (SPS)

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

- Public Health Wellness, Access, Prevention & Protection
- Health System Preparedness
- Organizational Development

MQA STRATEGIC GOAL

1.1 | Exeditiously licensed health care professionals who meet statutorily mandated minimum standards of competency

MQA STRATEGY

1.1.1 | Provide an efficient licensure process that meets statutory requirements

MEASURES	BASELINE (FY)	ACTUAL FY 08-09
1.1.1.1 Average # of days to issue an initial license	52.2 (07-08)	68.83
1.1.1.4 % of complete initial licensure applications approved or denied within 90 days	99.81% (07-08)	99.87%
1.1.1.5 Average number of days to process an initial licensure application	19.12 (07-08)	15.41
1.1.1.9 % of licensees renewing online	49.2% (04-05)	81%

MQA STRATEGIC GOAL

1.2 | Health care standards are enforced through timely discipline, education, and remediation of health care professionals found in violation of the law

MQA STRATEGY

1.2.1 | Provide an efficient enforcement process that meets statutory requirements

MEASURES	BASELINE (FY)	ACTUAL FY 08-09
1.2.1.2 # of Cease and Desist Orders Issued	109 (03-04)	287
1.2.1.3 % of ULA cases referred for criminal prosecution	1.5% (05-06)	55.3%
1.2.1.4 # of ULA cases investigated	440 (01-02)	854
1.2.1.6 Average # of days to take emergency action on priority 1 investigations	103 (96-97)	123.6
1.2.1.7 % of initial investigations and recommendations as to the existence of probable cause completed within 180 days of receipt	83% (96-97)	92.8%
1.2.1.18 % of cases offered for Alternative Dispute Resolution resulting in successful resolution	72.2% (04-05)	89.9%

MQA STRATEGIC GOAL

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 STRATEGY

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 08-09
1.3.1.1 Average # of days to fulfill a public record request for license application file	19.7 (07-08)	10
1.3.1.3 Average time (in seconds) customers are waiting in the queue	26 (02-03)	147

MQA STRATEGIC GOAL

3.1 | Customers are informed of, have confidence in, and value MQA services

MQA STRATEGY

3.1.1 | Increase knowledge of customer expectations regarding quality, cost, effectiveness, and timeliness of products and services

MEASURES	BASELINE (FY)	ACTUAL FY 08-09
3.1.1.5 % of external customers satisfied with services provided by MQA	93% (07-08)	93%

MQA STRATEGIC GOAL

3.2 | A motivated workforce committed to excellence

MQA STRATEGY

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

MEASURES	BASELINE (FY)	ACTUAL FY 08-09
3.2.1.1 % of employee satisfaction	54% (1999)	80%
3.2.1.2 % of employee turnover	17% (03-04)	13.3%

MQA STRATEGIC GOAL

3.3 | A fiscally sound organization

MQA STRATEGY

3.3.1 | All regulated professions have a positive cash balance

MEASURES	BASELINE (FY)	ACTUAL FY 08-09
3.3.1.1 % fines and costs imposed that are collected by due date	64% (07-08)	61.9%
3.3.1.5 % of professions operating with a positive or neutral cash balance	80.8% (93-94)	74%

LONG-RANGE PLAN

2009-10 THROUGH 2014-15

OBJECTIVE: PUBLIC HEALTH WELLNESS, ACCESS, PREVENTION & PROTECTION

GOAL

LICENSE EXPEDITIOUSLY ALL HEALTH CARE PROFESSIONALS WHO MEET STATUTORILY MANDATED MINIMUM STANDARDS OF COMPETENCY

STRATEGIES

- Provide an efficient licensure process that meets statutory requirements
- Expand online services
- Develop a board performance evaluation for all boards

KEY MEASURES

- Average # of days to issue an initial license
- % of licensees renewing online

GOAL

ENFORCE HEALTH CARE STANDARDS THROUGH TIMELY DISCIPLINE, EDUCATION, AND REMEDIATION OF HEALTHCARE PROFESSIONALS FOUND IN VIOLATION OF THE LAW

STRATEGIES

- Provide an efficient enforcement process that meets statutory requirements
- Reduce the length of time to issue emergency actions from the date of the event to the date the order is issued
- Reduce by 10% the number of cases in post probable cause status and increase by 10% the number of cases presented to the board for final resolution
- Develop effective process for managing CE requirements
- Regulate aggressively in response to the public health threat posed by pain clinics, over-prescribing of controlled drugs, and health care fraud

KEY MEASURES

- Average # of days from date of legal sufficiency to final order
- % of ULA cases referred for criminal prosecution
- Average # of days to resolve ULA cases
- Average # of days to take emergency action on priority 1 investigations

GOAL

INFORM STAKEHOLDERS AND CONSUMERS TO ENABLE THEM TO MAKE HEALTH CARE DECISIONS AND PROMOTE ACCESSIBLE HEALTH CARE

STRATEGIES

- Establish at least 2 benchmarks and corresponding correlation and regression analysis for key performance indicators for our key processes
- Increase public knowledge of MQA's mission and responsibilities

KEY MEASURES

- Average # of days to fulfill a public record request for license application file
- % of new licensees satisfied with the services received from the division
- % of customers satisfied with web
- % of external customers satisfied with services provided by MQA

OBJECTIVE: ORGANIZATIONAL DEVELOPMENT

GOAL

MOTIVATE THE WORKFORCE TO ACHIEVE EXCELLENCE

STRATEGIES

- Recruit, hire, and retain skilled and motivated employees that will exemplify MQA's mission, vision and values

KEY MEASURES:

- % of employee satisfaction
- % of employee turnover
- Average # of licensees per FTE

GOAL

MINIMIZE LICENSURE FEES THROUGH COST-EFFECTIVE OPERATIONS

STRATEGIES

- Ensure all regulated professions have a positive cash balance
- Develop a cash management plan

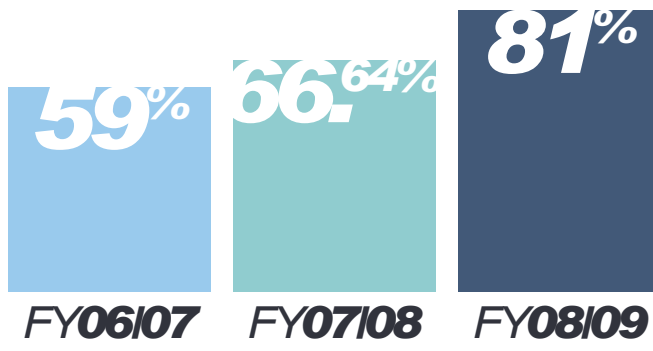
KEY MEASURE:

- Average cost of a license

LICENSURE RESULTS

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.

PERCENTAGE OF ONLINE RENEWALS



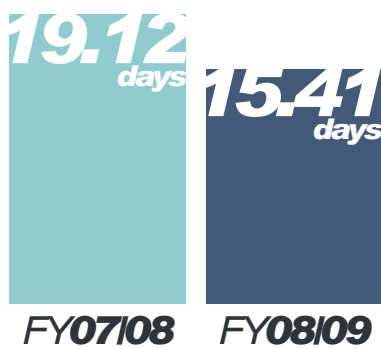
The percentage of licenses renewed online for FY 08-09 increased to 81% from 66.64% in FY 07-08.

NUMBER OF ONLINE RENEWALS



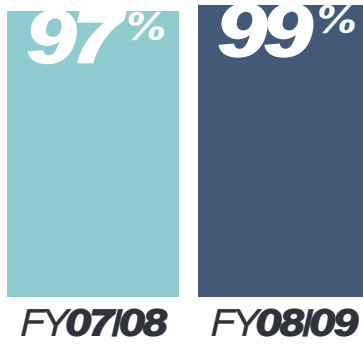
MQA's commitment to promoting online renewals resulted in a further increase in the number of online renewals compared to FY 07-08. Online renewals were a part of the division's focus on online transactions, including online applications, duplicate licenses, license certifications, and one-time assessments, which resulted in an overall savings of \$945,336 in FY 08-09.

COMBINED AVERAGE NUMBER OF DAYS TO PROCESS AN INITIAL LICENSURE APPLICATION



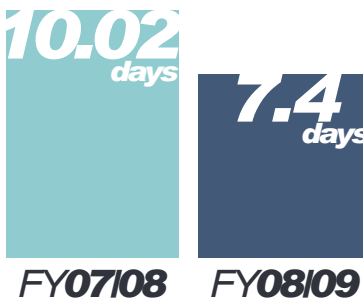
While the time varies from profession to profession, based upon various factors, in FY 08-09, the average number of days to process an initial licensure application was 15.41 days. This average is nearly 4 days less than in FY 07-08, and 74 days less than the 90 days allowed under statute. This was accomplished despite a 10% increase in the number of applications received compared to FY 07-08.

APPLICATIONS DEEMED COMPLETE OR DEFICIENT WITHIN 30 DAYS



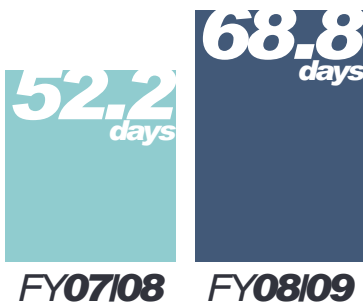
MQA's commitment to reviewing and processing licensure applications in a timely manner resulted in 99% of the applications received in FY 08-09 being deemed complete or deficient within 30 days. This was an improvement from 97% in FY 07-08.

AVERAGE NUMBER OF DAYS TO RELEASE EXAMINATION SCORES



During FY 08-09, the average number of days to release examination scores was 7.4 days, compared to 10.02 days in FY 07-08, a 26% improvement.

AVERAGE NUMBER OF DAYS TO ISSUE AN INITIAL LICENSE



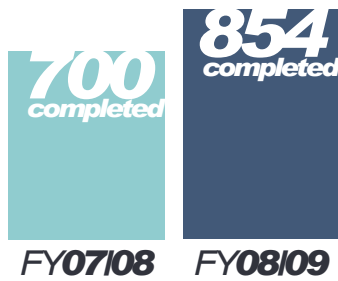
The average number of days to issue an initial license rose from 52.2 days in FY 07-08 to 68.8 days in FY 08-09. This increase can be partly attributed to an 11% increase in the number of initial licenses issued, compared to FY 07-08.

The transition to an online application in nursing resulted in a decrease in the number of days to issue a license. As more professions convert, MQA expects to see similar results across the board.

ENFORCEMENT RESULTS

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, which 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.

NUMBER OF UNLICENSED ACTIVITY CASES INVESTIGATED



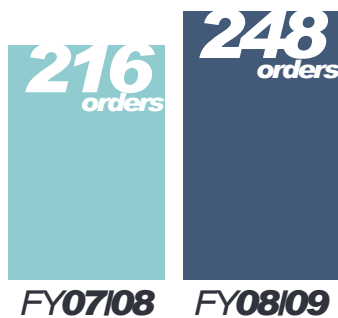
FY 08-09 saw an increase in the number of unlicensed activity cases investigated, with the 854 total representing a 22% increase over the total completed in FY 07-08.

ULA ARRESTS BY PROFESSION

PROFESSIONS	TOTAL	% OF TOTAL ARRESTS
Massage Therapy	98	64%
Medicine	14	9.2%
Dentistry	13	8.5%
Massage Establishments	13	8.5%
Nursing – RN/ARNP	2	1.3%
Chiropractic Medicine	2	1.3%
Opticianry	2	1.3%
Certified Nursing Assistants	2	1.3%
Other	7	4.6%
TOTAL	153	100%

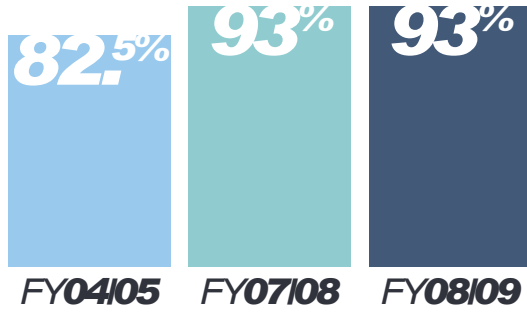
In FY 08-09, 64% of the unlicensed activity arrests were related to the unlicensed practice of massage therapy.

INCREASE IN EMERGENCY ORDERS



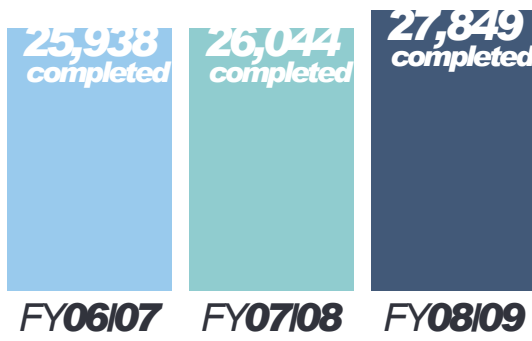
During FY 08-09, the division saw a 15% increase in the number of emergency orders issued. Through these actions, the State Surgeon General is able to restrict or suspend the practice of a health professional considered an immediate danger to the public.

CASES MEETING 180-DAY REQUIREMENT



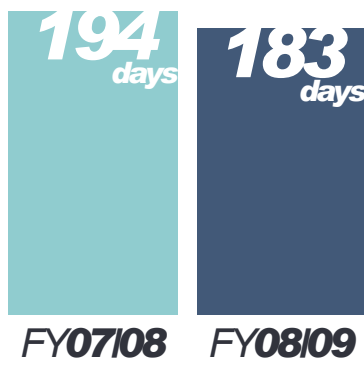
Section 456.073, F.S., requires analysis, investigation and recommendation of probable cause within 180 days of receipt of a complaint. During FY 08-09, MQA continued to exceed its target of 90% and remained 10% higher than in FY 04-05.

NUMBER OF INSPECTIONS COMPLETED



By effective management and monitoring of its resources, MQA once again increased the number of inspections. The 27,849 inspections conducted during FY 08-09 represent a 7% increase over the total completed just two years earlier.

GETTING CASES BEFORE THE BOARDS

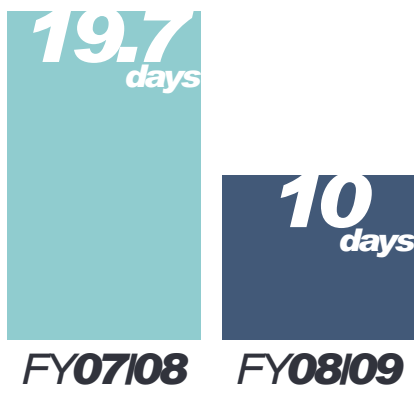


During FY 08-09, there was a 6% reduction in the average number of days it took from the time an administrative complaint was filed until the case was placed on a board agenda.

INFORMATION RESULTS

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 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.

RESPONSE TO PUBLIC RECORDS REQUESTS



During FY 08-09, the average number of days to respond to a public record request was nearly cut in half – from 19.7 days in FY 07-08 to 10 days in FY 08-09.

OVERALL CUSTOMER SATISFACTION

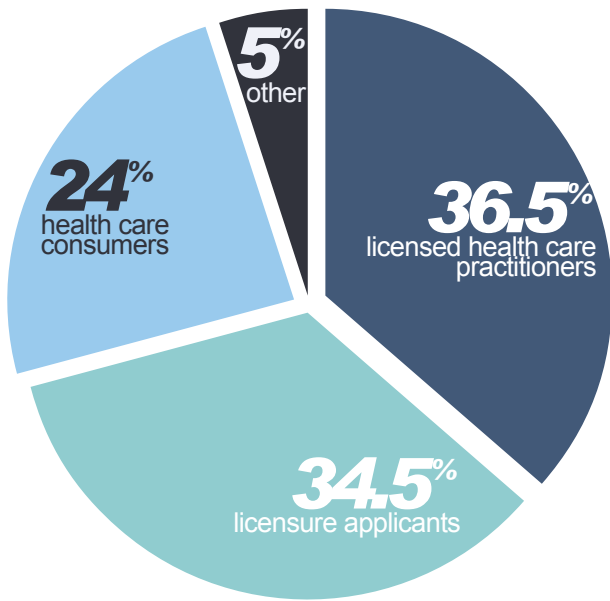


In FY 08-09, MQA maintained an overall customer satisfaction rate of 93%. MQA calculates the rate through a combination of survey data collected from new licensees, exam candidates, and customers requesting public records.

MQA CUSTOMER SERVICE SYSTEM

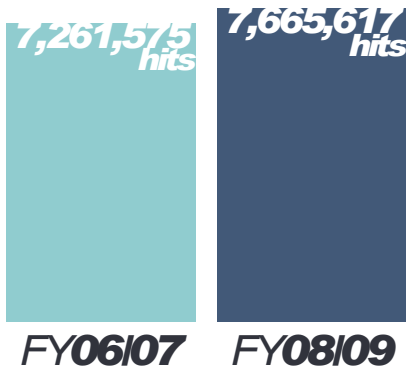
As part of its customer-focus, MQA utilizes its Online Customer Service System. Established in FY 08-09 to better define customer requirements and identify improvement opportunities, the system allows customers to submit complaints or suggestions online.

CUSTOMER GROUP	TOTAL
Licensed health care practitioners	132
Licensure applicants	125
Health care consumers	88
Other	18
TOTAL	363



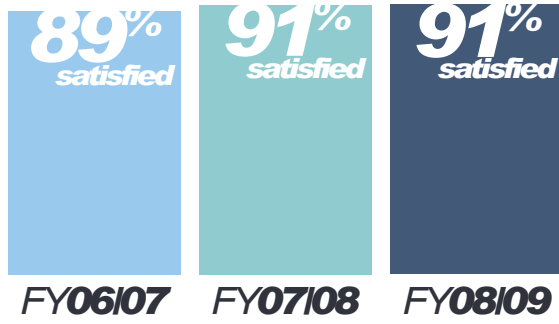
Of the 363 responses received during FY 2008-2009, the largest number (132) was from licensed health care practitioners.

HITS TO BOARD AND COUNCIL WEBSITES



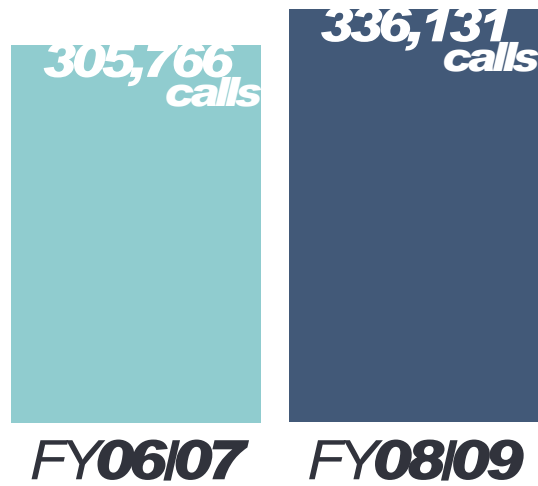
MQA's Board and Council Websites serve an important function for consumers, applicants and licensees alike. The sites include profession updates, renewal information, laws and rules, contact information, and links to reports, profiles, and final orders and emergency actions. The 7.6 million hits to the site in FY 08-09 was a 6% increase over just two years earlier.

PERCENTAGE OF NEW LICENSEES SATISFIED WITH SERVICES PROVIDED BY MQA



During FY 08-09, the percentage of new licensees satisfied with the services provided by MQA remained at 91%, still 2% better than two years earlier.

CALL VOLUME



MQA's call center handled 336,131 calls during FY 08-09. This represented a 10% increase from FY 06-07, and averages out to over 28,000 calls each month.

INFORMATION TABLES

TABLE NUMBER	DESCRIPTION	PAGE
TABLE 1	SUMMARY OF LICENSED PRACTITIONERS	19
TABLE 2	SUMMARY OF LICENSED FACILITIES & ESTABLISHMENTS	22
TABLE 3	RECOGNIZED CONTINUING EDUCATION PROVIDERS	23
TABLE 4	APPLICATIONS RECEIVED & INITIAL LICENSES ISSUED	24
TABLE 5	EXAMINATIONS DEVELOPED & 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 & 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	33
TABLE 13	UNLICENSED ACTIVITY	34
TABLE 14A	REVENUE, EXPENDITURES & CASH BALANCES FOR THE MQA TRUST FUND	35
TABLE 14B	REVENUE, EXPENDITURES & CASH BALANCES FOR THE DRUGS, DEVICES & COSMETICS TRUST FUND	35
TABLE 15A	PROJECTED CASH BALANCES FOR THE MQA TRUST FUND	36
TABLE 15B	PROJECTED CASH BALANCES FOR THE DRUGS, DEVICES & COSMETICS TRUST FUND	36
TABLE 16A	REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE MQA TRUST FUND	37
TABLE 16B	REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE DRUGS, DEVICES & COSMETICS TRUST FUND	39
TABLE 17A	WEB USAGE FOR BOARDS & COUNCILS	40
TABLE 17B	WEB USAGE FOR PROGRAM SERVICES	40
TABLE 18	ONLINE RENEWALS	41
TABLE 19	STUDENT LOAN DEFAULTS	41

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	1,710	27	114	176	45	58	1	15	2,146
Anesthesiologist Assistant	27	0	0	7	0	1	0	0	35
Approved Nursing Program LPN	0	0	0	0	0	0	0	0	0
Approved Nursing Program RN	0	0	0	0	0	0	0	0	0
Athletic Trainer	1,347	19	251	89	14	59	6	5	1,790
Audiology - Audiologist Assistant	40	0	10	0	0	0	0	0	50
Audiology - Audiologist	858	12	40	92	2	17	4	9	1,034
Audiology - Provisional Audiologist	24	0	0	2	0	0	0	0	26
Chiropractic - Certified Chiropractic Physician's Assistant	192	14	109	3	1	4	0	0	323
Chiropractic - Chiropractic Physician	4,359	73	113	637	269	206	9	114	5,780
Chiropractic - Registered Chiropractic Assistant	2,377	0	1	4	0	0	0	0	2,382
Clinical Laboratory Personnel	12,780	346	1,059	1,101	237	393	33	144	16,093
Clinical Laboratory Trainee	418	0	0	14	0	0	0	0	432
Clinical Laboratory Training Program	35	0	6	9	0	1	0	0	51
Clinical Social Work - Certified Master Social Worker	3	0	1	0	0	0	0	0	4
Clinical Social Work - Clinical Social Worker	6,112	114	324	505	150	160	18	99	7,482
Clinical Social Work - Clinical Social Worker Intern	2,134	0	402	41	0	13	5	0	2,595
Clinical Social Work - Provisional Clinical Social Worker	50	0	0	5	0	0	0	0	55
DDC - Third Party Logistics Provider	0	0	0	25	0	0	0	0	25
Dental Hygienist	10,402	76	386	1,726	140	245	55	190	13,220
Dental Radiographer	15,873	0	0	124	0	0	0	0	15,997
Dental Residency Permit	234	0	0	0	0	0	0	0	234
Dental Teaching Permits	190	0	0	0	0	0	0	0	190
Dental-Health Access Dental	5	0	0	2	0	0	0	0	7
Dentist	9,807	36	132	1,916	115	160	100	429	12,695
Dietetics & Nutrition - Dietitian/Nutritionist	2,923	13	310	140	6	70	8	30	3,500
Dietetics & Nutrition - Nutrition Counselors	146	8	26	16	0	3	0	4	203
Drugs, Devices & Cosmetics - Certified Designated Representative	0	0	0	0	0	0	0	0	0
Electrologist	975	8	112	17	1	14	1	20	1,148
EMS - Emergency Insect Sting Treatment	46	0	0	0	0	0	0	0	46
EMS - Emergency Medical Technician	31,254	203	0	423	19	0	115	1	32,015
EMS - Paramedic	22,190	116	1	548	27	0	44	0	22,926
Health Care Clinic Establishment Permit	1,917	0	0	89	0	0	0	0	2,006
Hearing Aid Specialist	744	10	75	28	4	13	0	21	895
Hearing Aid Specialist Trainee (AST)	75	0	0	0	0	0	0	0	75
Marriage & Family Therapy - Marriage and Family Therapist	1,298	46	82	91	31	41	0	34	1,623
Marriage & Family Therapy - Provisional Marriage and Family Therapist	7	0	0	5	0	0	0	0	12
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	507	0	140	12	0	6	0	0	665
Massage Therapist	28,229	315	2,833	2,272	130	575	69	319	34,742
Medical Physics - Diagnostic Radiological Physicist	46	0	3	30	0	6	0	1	86
Medical Physics - Medical Health Physicist	26	3	2	11	1	1	0	2	46
Medical Physics - Medical Nuclear Radio Physicist	35	0	2	24	0	1	0	1	63
Medical Physics - Medical Physicist in Training	62	0	0	10	0	0	0	0	72
Medical Physics - Therapeutic Radiological Physicist	179	0	11	51	0	8	0	1	250
Medicine - House Physician	318	0	0	5	0	0	0	0	323
Medicine - Limited License Medical Doctor	202	4	44	12	0	3	0	9	274
Medicine - Medical Doctor	41,951	173	689	13,214	860	1,265	133	1,237	59,522
Medicine - Medical Doctor Area Critical Need	134	0	6	19	1	1	0	2	163

TABLE 1 | SUMMARY OF LICENSED PRACTITIONERS (CONT'D)

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 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
Medicine - Medical Doctor Medical Faculty Certificate	33	0	0	4 ¹	0	0	0	0	37
Medicine - Medical Doctor Public Health Certificate	3	0	0	0	0	0	0	0	3
Medicine - Medical Doctor Public Psychiatry Certificate	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor Visiting Faculty Certificate ²	0	0	0	0	0	0	0	0	0
Medicine - Physician Assistant	4,508	19	144	510	47	121	41	38	5,428
Medicine - Resident Registration ³	2,984	0	0	894	0	0	0	0	3,878
Mental Health Counseling - Mental Health Counselor	6,760	152	303	421	139	107	5	118	8,005
Mental Health Counseling - Provisional Mental Health Counselor	77	0	0	8	0	0	0	0	85
Mental Health Counseling - Registered Mental Health Counselor Intern	2,165	0	548	37	0	28	2	0	2,780
Midwife	121	1	15	11	3	5	0	6	162
Naturopathic Physician	4	0	2	0	0	0	0	0	6
Nursing - Advanced Registered Nurse Practitioner(ARNP)	11,829	37	330	1,904	88	441	43	138	14,810
Nursing - Advanced Registered Nurse Practitioner/ Certified Nurse Specialists (ARNP/CNS)	10	0	0	0	0	0	0	0	10
Nursing - Certified Nursing Assistant (CNA)	141,389	0	29,209	2,746	0	1,600	42	1	174,987
Nursing - Clinical Nurse Specialists (CNS)	49	0	0	3	0	0	1	0	53
Nursing - Licensed Practical Nurse	62,254	573	5,107	5,075	270	1,228	150	689	75,346
Nursing - Registered Nurse(RN)	178,214	1,341	9,962	27,057	1,404	10,306	843	2,580	231,707
Nursing Home Administrator	1,311	42	106	163	18	46	6	63	1,755
Nursing Home Administrator Provisional	11	0	0	0	0	0	0	0	11
Occupational Therapist	5,677	35	306	572	68	242	23	24	6,947
Occupational Therapy Assistant	1,820	12	97	186	13	82	2	13	2,225
Opticianry - Apprentice Optician	868	0	0	5	0	0	0	0	873
Opticianry - Optician	3,292	78	286	164	50	67	10	24	3,971
Optometric Faculty Certificate	6	0	2	3	0	0	0	0	11
Optometrist	2,260	2	25	543	70	85	24	38	3,047
Orthotics & Prosthetics - Orthotic Fitter	108	0	9	1	0	0	0	4	122
Orthotics & Prosthetics - Orthotic Fitter Assistant	115	1	25	1	0	0	0	1	143
Orthotics & Prosthetics - Orthotist	105	1	0	5	0	1	0	4	116
Orthotics & Prosthetics - Pedorthist	112	0	12	3	0	2	0	3	132
Orthotics & Prosthetics - Prosthetist	70	1	1	3	0	1	0	5	81
Orthotics & Prosthetics - Prosthetist-Orthotist	159	1	3	9	0	1	0	9	182
Orthotics & Prosthetics - Residents	37	0	0	0	0	0	0	0	37
Osteopathic - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic - Osteopathic Limited License	4	0	0	0	0	0	0	0	4
Osteopathic - Osteopathic Physician	3,886	14	71	1,153	238	139	43	108	5,652
Osteopathic - Osteopathic Training Registration	392	0	0	155	0	0	0	0	547
Pharmacy - Consultant Pharmacist	2,222	60	407	130	16	54	5	22	2,916
Pharmacy - Nuclear Pharmacist	154	4	10	42	7	14	1	1	233
Pharmacy - Pharmacist	18,341	91	272	7,003	377	500	94	301	26,979
Pharmacy - Pharmacist Intern	1,459	0	0	1,342	0	0	0	0	2,801
Physical Therapist Assistant	5,026	106	172	374	105	123	17	24	5,947
Physical Therapist	10,416	155	261	1,483	618	384	48	90	13,455
Podiatry - Certified Podiatric X-Ray Assistant	498	2	207	1	0	2	0	2	712
Podiatry - Podiatric Physician	1,261	10	28	347	53	72	4	54	1,829
Podiatry - Podiatric Residents	63	0	0	12	0	0	0	0	75
Psychology - Limited License Psychologist	2	0	1	0	0	0	0	2	5

TABLE 1 | SUMMARY OF LICENSED PRACTITIONERS (CONT'D)

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
Psychology - Provisional Psychologist	12	0	0	0	0	0	0	0	12
Psychology - Psychologist	3,746	19	111	436	31	50	18	129	4,540
Radiologic Technologist	22,537	151	10,897	1,624	75	3,725	8	0	39,017
Radiologist Assistant	8	0	0	0	0	0	0	0	8
Respiratory Therapy - Certified Respiratory Therapist	3,419	77	626	203	29	158	9	22	4,543
Respiratory Therapy - Registered Respiratory Therapist	5,614	109	364	350	53	239	11	27	6,767
Respiratory Therapy - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
Respiratory Therapy - Respiratory Care Practitioner Critical Care	56	1	12	1	0	1	0	3	74
Respiratory Therapy - Respiratory Care Practitioner Non-Critical Care	22	0	6	1	0	0	0	0	29
Respiratory Therapy - Respiratory Care Registered Student Exemption	0	0	0	0	0	0	0	0	0
School Psychologist	623	17	26	18	7	6	0	24	721
Speech-Language Pathology - Provisional Speech-Language Pathologist	298	0	0	14	0	0	0	0	312
Speech-Language Pathology - Speech-Language Pathologist	6,178	46	322	394	32	129	15	44	7,160
Speech-Language Pathology - Speech-Language Pathology Assistant	510	14	127	6	3	5	0	1	666
TOTAL	715,345	4,788	67,697	78,912	5,867	23,288	2,066	7,299	905,262

NOTES:

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

¹Temporary Plastic Surgery Certificate as specified in F.S. 458.3137

²Special 180-day Limited Teaching Certificate as specified in F.S. 458.3145

³Out-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 in Florida.

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	226	2	228
DDC - Compressed Medical Gases Manufacturer	138	0	138
DDC - Compressed Medical Gases Wholesaler	378	3	381
DDC - Cosmetic Manufacturer	112	4	116
DDC - Device Manufacturer	150	5	155
DDC - Diethyl Ether	12	0	12
DDC - Exemption - Research, Teaching, and Testing	848	0	848
DDC - Freight Forwarder	21	0	21
DDC - Limited Veterinary Prescription Drug Wholesaler	2	0	2
DDC - Medical Oxygen Retailer	883	17	900
DDC - Non-resident Prescription Drug Manufacturer	756	2	758
DDC - Out-of-State Prescription Drug Wholesale	222	2	224
DDC - Over The Counter Drug Manufacturer	97	3	100
DDC - Prescription Drug Manufacturer	101	2	103
DDC - Prescription Drug Repackager	22	0	22
DDC - Prescription Drug Wholesaler	137	0	137
DDC - Prescription Drug Wholesaler Broker only	3	0	3
DDC - Product Registration Permit	307	6	313
DDC - Restricted Rx Drug Distributor-Charitable Organization	26	2	28
DDC - Restricted Rx Drug Distributor-Destruction	8	0	8
DDC - Restricted Rx Drug Distributor-Government Program	27	0	27
DDC - Restricted Rx Drug Distributor-Health Care Entity	124	0	124
DDC - Restricted Rx Drug Distributor-Institutional Research			0
DDC - Restricted Rx Drug Distributor-Reverse Distributor	6	1	7
DDC - Retail Pharmacy Wholesaler	87	4	91
DDC - Veterinary Legend Drug Retailer	14	0	14
DDC - Veterinary Prescription Drug Wholesaler	43	0	43
Dental Laboratory	1,131	0	1,131
Electrolysis Facility	303	1	304
Massage Establishment	9,674	0	9674
Office Surgery Registration	342	0	342
Optical Establishment Permit	1,204	0	1,204
Optometry Branch Office	617	1	618
Pharmacy	7,881	217	8,098
TOTAL	25,902	272	26,174

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 NAME	TOTAL PROVIDERS	BOARD APPROVED PROVIDERS	STATUTE/RULE APPROVED PROVIDERS	RECEIVED APPLICATIONS (NEW PROVIDER APPLICATIONS RECEIVED DURING THE 07/01/08-06/30/09 TIMEFRAME)	APPROVED APPLICATIONS (NEW PROVIDER APPLICATIONS APPROVED DURING THE 07/01/08-06/30/09 TIMEFRAME)	APPROVED APPLICATIONS (RECEIVED OUTSIDE 07/01/08-06/30/09 TIMEFRAME)	SUBMITTED COURSES (NEW COURSES SUBMITTED DURING THE 07/01/08-06/30/09 TIMEFRAME)
Acupuncture	140	122	18	29	31	3	531
Athletic Training	41	12	29	16	6	2	148
Certified Nursing Assistants	239	239	0	44	46	2	3,859
Chiropractic Medicine	24	11	13	6	1	1	341
Clinical Laboratory Personnel	170	164	6	14	14	4	3,879
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	579	500	79	82	50	3	6,255
Dentistry	270	162	108	33	30	2	1,076
Dietetics and Nutrition	83	0	83	19	9	2	2,801
Electrolysis	27	14	13	11	5	1	202
Emergency Medical Services	299	17	282	16	38	26	704
Florida Statewide Public Guardianship Office	55	55	0	61	57	0	194
Hearing Aid Specialists	19	4	15	1	1	0	72
Licensed Midwifery	5	1	4	1	0	0	1,544
Massage Therapy	519	380	139	129	103	9	1,145
Medical Physicists	4	0	4	1	0	0	120
Medicine ¹	63	0	63	24	6	1	247
Nursing	1,038	1,025	13	105	95	8	17,143
Nursing Home Administrators	94	94	0	16	17	4	1,117
Occupational Therapy Practice	173	146	27	19	22	2	1,838
Opticianry	17	17	0	3	1	0	613
Optometry	125	124	1	35	31	0	1,715
Orthotists and Prosthetists	9	1	8	1	1	0	127
Osteopathic Medicine	22	0	22	5	1	0	188
Pharmacy	138	96	42	29	17	2	1,890
Physical Therapy Practice	268	0	268	69	50	2	3,548
Physician Assistants ²	27	0	27	10	0	0	88
Podiatric Medicine	16	6	10	1	1	0	120
Psychology	146	58	88	16	11	1	2,944
Radiologic Technology	0	0	0	0	0	0	0
Respiratory Care	148	112	36	22	22	3	3,684
School Psychology	22	11	11	1	0	0	2,372
Speech-Language Pathology and Audiology	610	79	531	40	43	3	1,740
TOTAL	5,390	3,450	1,940	859	709	81	62,245

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 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 & INITIAL LICENSES ISSUED

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
Acupuncturist	188	136
Anesthesiologist Assistant	25	24
Athletic Trainer	185	183
Audiology - Audiologist Assistant	15	11
Audiology - Audiologist	84	72
Audiology - Provisional Audiologist	17	19
Chiropractic - Certified Chiropractic Physician's Assistant	43	33
Chiropractic - Chiropractic Physician	163	128
Chiropractic - Registered Chiropractic Assistant	950	883
Clinical Laboratory Personnel	693	678
Clinical Laboratory Personnel - Training Program	4	2
Clinical Laboratory Trainee	403	516
Clinical Social Work - Clinical Social Worker	473	453
Clinical Social Work - Clinical Social Worker Intern	480	452
Clinical Social Work - Provisional Clinical Social Worker	35	30
DDC - Certified Designated Representative	455	119
DDC - Complimentary Drug Distributor	58	41
DDC - Compressed Medical Gases Manufacturer	9	12
DDC - Compressed Medical Gases Wholesaler	33	40
DDC - Cosmetic Manufacturer	22	13
DDC - Device Manufacturer	38	27
DDC - Diethyl Ether	5	1
DDC - Exemption - Research, Teaching, and Testing	328	324
DDC - Freight Forwarder	15	4
DDC - Medical Oxygen Retailer	74	73
DDC - Non-resident Prescription Drug Manufacturer	142	131
DDC - Out-of-State Prescription Drug Wholesale	68	52
DDC - Over The Counter Drug Manufacturer	26	19
DDC - Prescription Drug Manufacturer	30	25
DDC - Prescription Drug Repackager	19	11
DDC - Prescription Drug Wholesaler	23	8
DDC - Product Registration Permit	72	30
DDC - Restricted Rx Drug Distributor-Charitable Organization	6	3
DDC - Restricted Rx Drug Distributor-Destruction	5	1
DDC - Restricted Rx Drug Distributor-Government Program	12	10
DDC - Restricted Rx Drug Distributor-Health Care Entity	22	16
DDC - Restricted Rx Drug Distributor-Reverse Distributor	4	1
DDC - Retail Pharmacy Wholesaler	25	12
DDC - Third Party Logistics Provider	37	26
DDC - Veterinary Legend Drug Retailer	9	4
DDC - Veterinary Prescription Drug Wholesaler	16	10
Dental Hygienist	751	567
Dental Laboratory	73	69
Dental Radiographer	593	574
Dental Residency Permit	105	103
Dental Teaching Permits	22	20
Dentist	586	347
Dietetics & Nutrition - Dietitian/Nutritionist	215	195
Electrologist	331	258
Electrolysis Facility	41	42
EMS - Emergency Insect Sting Treatment	20	19
EMS - Emergency Medical Technician	8,436	4,557

TABLE 4 | APPLICATIONS RECEIVED & INITIAL LICENSES ISSUED (CONT'D)

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
EMS - Paramedic	3,023	2,128
Health Care Clinic Establishment Permit	3,245	2,018
Hearing Aid Specialist	207	83
Hearing Aid Specialist Trainee (AST)	112	102
Marriage & Family Therapy - Marriage and Family Therapist	108	81
Marriage & Family Therapy - Provisional Marriage and Family Therapist	10	10
Marriage & Family Therapy - Registered Marriage and Family Therapy Intern	127	123
Massage Establishment	2,320	1,690
Massage Therapist	2,910	2,775
Medical Physics - Diagnostic Radiological Physicist	5	2
Medical Physics - Medical Nuclear Radio Physicist	1	1
Medical Physics - Medical Physicist in Training	30	30
Medical Physics - Therapeutic Radiological Physicist	34	16
Medicine - House Physician	66	51
Medicine - Limited License Medical Doctor	24	19
Medicine - Medical Doctor	2,699	2,844
Medicine - Medical Doctor Area Critical Need	32	35
Medicine - Medical Doctor Medical Faculty Certificate	7	9
Medicine - Office Surgery Registration	51	54
Medicine - Physician Assistant	481	428
Medicine - Resident Registration	1,176	1,161
Mental Health Counseling - Mental Health Counselor	465	442
Mental Health Counseling - Provisional Mental Health Counselor	46	48
Mental Health Counseling - Registered Mental Health Counselor Intern	702	694
Nursing - Advanced Registered Nurse Practitioner(ARNP)	1,248	1,234
Nursing - Advanced Registered Nurse Practitioner/Certified Nurse Specialists (ARNP/CNS)	8	7
Nursing - Certified Nursing Assistant (CNA)	35,556	22,523
Nursing - Licensed Practical Nurse	7,101	5,326
Nursing - Registered Nurse(RN)	19,229	15,203
Nursing Home Administrator	138	63
Occupational Therapist	446	407
Occupational Therapy Assistant	299	218
Opticianry - Apprentice Optician	177	182
Opticianry - Optical Establishment Permit	82	78
Opticianry - Optician	327	124
Optometry - Optometric Faculty Certificate	3	3
Optometry - Optometrist	112	125
Optometry - Optometry Branch Office	151	129
Orthotics & Prosthetics - Orthotic Fitter	9	4
Orthotics & Prosthetics - Orthotic Fitter Assistant	24	13
Orthotics & Prosthetics - Orthotist	10	11
Orthotics & Prosthetics - Pedorthist	7	17
Orthotics & Prosthetics - Prosthetist	8	9
Orthotics & Prosthetics - Prosthetist-Orthotist	4	3
Osteopathic - Osteopathic Physician	321	289
Osteopathic - Osteopathic Training Registration	280	270
Pharmacy - Consultant Pharmacist	171	161
Pharmacy - Nuclear Pharmacist	10	7
Pharmacy - Pharmacist	2,945	1,278

TABLE 4 | APPLICATIONS RECEIVED & INITIAL LICENSES ISSUED (CONT'D)

PROFESSION	APPLICATIONS RECEIVED	LICENSES ISSUED
Pharmacy - Pharmacist Intern	1,563	1,472
Pharmacy - Pharmacy	738	693
Physical Therapist Assistant	785	444
Physical Therapist	1,071	673
Podiatry - Certified Podiatric X-Ray Assistant	125	114
Podiatry - Podiatric Physician	64	36
Podiatry - Podiatric Residents	36	35
Psychology - Provisional Psychologist	6	6
Psychology - Psychologist	316	196
Radiologic Technologist	2,849	2,041
Radiologist Assistant	4	4
Respiratory Therapy - Certified Respiratory Therapist	408	399
Respiratory Therapy - Registered Respiratory Therapist	660	664
School Psychologist	59	45
Speech-Language Pathology - Provisional Speech-Language Pathologist	254	256
Speech-Language Pathology - Speech-Language Pathologist	565	495
Speech-Language Pathology - Speech-Language Pathology Assistant	163	146
TOTAL	112,697	81,631

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 & ADMINISTERED BY MQA

PROFESSION	SCHEDULED	EXAMINED	FAILED	% FAILED	PASSED	% PASSED
Certified Designated Representative Laws & Rules (CBT)	167	165	38	23.0%	127	77.0%
Chiropractic Medicine						
Laws & Rules (CBT)	125	121	10	8.3%	111	91.7%
Physical Diagnosis Clinical	131	126	10	7.9%	116	92.1%
Technique Clinical	120	116	0	0.0%	116	100.0%
X-Ray Interpretation (CBT)	127	122	11	9.0%	111	91.0%
Dentistry						
Clinical	450	418	109	26%	309	74%
Diagnostic Skills Exam(CBT)	363	349	11	3.2%	338	96.9%
Laws & Rules (CBT)	389	377	18	4.8%	359	95.2%
Dental Hygiene						
Clinical	601	588	37	6.3%	551	93.7%
Laws & Rules (CBT)	721	699	127	18.2%	572	81.8%
Massage - Colonics (CBT)	19	19	0	0.0%	19	100.0%
Nursing Home Admin. Laws & Rules (CBT)	84	83	13	15.7%	70	84.3%
Opticianry						
Clinical	164	163	34	20.9%	129	79.1%
Dispensing Problems(CBT)	145	145	21	14.5%	124	85.5%
Lens Neutralization Clinical	148	145	25	17.2%	120	82.8%
Optometry						
Laws & Rules (CBT)	126	125	0	0.0%	125	100.0%
Clinical	139	138	12	8.7%	126	91.3%
Pharmacology & Ocular Disease Clinical (CBT)	136	136	15	11.0%	121	89.0%
Paramedic - Certification (CBT)	2,875	2,838	797	28.1%	2,041	71.9%
Psychology - Laws & Rules (CBT)	234	229	39	17.0%	190	83.0%
TOTALS						
Clinical Exams (non-CBT only)	1,686	1,652	173	10.5%	1,479	89.5%
Laws & Rules Exams	1,846	1,799	245	13.6%	1,554	86.4%
CBT Exams	5,511	5,408	1,100	20.3%	4,308	79.7%
ALL EXAMS	7,264	7,102	1,327	18.0%	5,775	82.0%

NOTES:

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
Certified Nursing Assistant	0	32	32
Chiropractic Medicine	1	3	4
Clinical Social Workers	0	2	2
Dentistry	0	2	2
Massage Therapy	0	16	16
Medicine	3	9	12
Mental Health Counseling	0	1	1
Nursing – ARNP	0	2	2
Nursing – RN	0	89	89
Nursing - LPN	0	45	45
Occupational Therapy	0	5	5
Optometry	1	0	1
Osteopathic Medicine	0	3	3
Pharmacists	0	12	12
Physical Therapy	0	2	2
Physician Assistants	0	3	3
Podiatric Medicine	1	1	2
Psychology	0	1	1
Radiologic Technology	0	4	4
Respiratory Care	0	10	10
TOTAL	6	242	248

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	EMERGENCY STOP SALE ORDERS
Drugs, Devices and Cosmetics	7
Pharmacies	1
Pharmacists	1
TOTAL	9

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 & INVESTIGATIONS COMPLETED

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT ¹	INVESTIGATIONS COMPLETED ²	INSPECTIONS COMPLETED
Acupuncture	1	97	84	30	0
Anesthesiology Assistant	0	0	0	0	0
Athletic Trainer	0	84	37	4	0
Certified Nursing Assistant	1,249	1,256	1,300	1,171	0
Certified Social Worker	0	0	0	0	0
Chiropractic Medicine	8	480	251	167	0
Clinical Laboratory Personnel	3	76	66	11	0
Clinical Social Worker	0	189	27	21	0
Dental Hygienists	0	27	19	15	0
Dental Labs	0	12	10	15	1,065
Dentistry	271	1,094	538	491	205
Dietetics and Nutritionist	0	11	1	3	0
Drugs, Devices and Cosmetics	0	443	414	424	1,699
Electrolysis	1	187	166	23	0
Electrolysis Facilities	0	6	4	4	205
Emergency Medical Technicians	0	153	41	38	0
Hearing Aid Specialists	0	122	37	30	0
Marriage and Family Therapy	0	24	6	4	0
Massage Establishments	0	164	78	63	9,525
Massage Therapy	0	335	181	217	0
Medical Physicist	0	11	6	6	0
Medicine	4,179	5,598	2,687	2,215	4,907
Mental Health Counseling	3	103	40	34	0
Midwifery	0	54	44	44	0
Naturopathic Medicine	0	0	0	0	0
Nursing - ARNP	65	231	126	117	944
Nursing - RN	271	1,647	1,213	927	0
Nursing - LPN	267	927	763	755	0
Nursing Home Administrators	77	88	66	16	0
Occupational Therapy	5	60	35	36	0
Optical Establishments	0	7	2	0	633
Opticianry	0	19	14	13	0
Optometry	1	81	35	36	28
Optometry Branch Offices	0	4	1	1	0
Orthotists & Prosthetists	0	49	34	37	0
Osteopathic Medicine	366	741	455	247	826
Paramedics	2	173	96	86	0
Pharmacies	3	440	292	243	7,688
Pharmacists	11	578	409	356	0
Physical Therapy	7	128	78	72	0
Physician Assistant	36	381	315	101	0
Podiatric Medicine	145	229	167	73	124
Psychology	5	134	66	48	0
Radiologic Technology	3	104	75	73	0
Respiratory Care	5	60	41	48	0
School Psychology	0	8	1	1	0
Speech-Language Pathology & Audiology	1	243	205	66	0
TOTAL	6,985	16,858	10,526	8,382	27,849
REFERRED NON-JURISDICTIONAL	341	1,109	1	0	0
GRAND TOTALS	7,326	17,967	10,527	8,382	27,849

NOTES:

¹Excludes 599 cases found not legally sufficient following commencement of investigation.

²Includes 22 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	23	8	5
Anesthesiology Assistant	0	0	0
Athletic Trainer	1	4	4
Certified Nursing Assistant	577	344	314
Certified Social Worker	0	0	0
Chiropractic Medicine	100	59	34
Clinical Laboratory Personnel	3	6	3
Clinical Social Work	14	11	6
Dental Hygienists	8	6	3
Dental Labs	24	3	2
Dentistry	316	100	88
Dietetics and Nutritionist	3	1	0
Drugs, Devices & Cosmetics	325	TBD	49
Electrolysis	8	2	0
Electrolysis Facilities	1	0	0
Emergency Medical Technicians	19	27	12
Hearing Aid Specialists	31	7	1
Marriage and Family Therapy	4	2	1
Massage Establishments	33	45	41
Massage Therapy	63	141	130
Medical Physicist	2	3	0
Medicine	1,957	280	221
Mental Health Counseling	16	12	8
Midwifery	40	2	2
Naturopathic Medicine	0	0	0
Nursing – ARNP	71	45	36
Nursing – RN	430	440	369
Nursing - LPN	362	308	283
Nursing Home Administrators	14	3	0
Occupational Therapy	14	24	16
Optical Establishments	10	3	0
Opticianry	5	5	0
Optometry	17	10	10
Optometry Branch Offices	0	0	0
Orthotists & Prosthetists	38	21	15
Osteopathic Medicine	179	28	30
Paramedics	26	30	9
Pharmacies	172	20	15
Pharmacists	159	95	72
Physical Therapy	37	29	19
Physician Assistant	66	19	14
Podiatric Medicine	79	23	26
Psychology	29	14	11
Radiologic Technology	17	29	14
Respiratory Care	16	37	23
School Psychology	2	0	0
Speech-Language Pathology & Audiology	47	18	1
TOTAL	5,358	2,264	1,887
REFERRED NON-JURISDICTIONAL	0	0	0
GRAND TOTALS	5,358	2,264	1,887

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	REVOCAION	VOLUNTARY SURRENDER	SUSPENSION	PROBATION	LIMITATION / OBLIGATION	FINE	REPRIMAND	CITATION	DISMISSAL	*RESOLVED THROUGH FINAL ORDERS
Acupuncture	0	1	1	1	0	3	1	60	1	4
Anesthesiology Assistant	0	0	0	0	0	0	0	0	0	0
Athletic Trainer	0	0	0	0	0	0	0	31	0	0
Certified Nursing Assistant	56	26	112	35	51	112	179	54	22	272
Certified Social Worker	0	0	0	0	0	0	0	0	0	0
Chiropractic Medicine	5	9	5	25	30	52	9	74	8	76
Clinical Lab Personnel	1	1	0	1	0	3	3	40	1	5
Clinical Social Work	2	2	1	0	2	4	0	2	1	7
Dental Hygienists	0	2	1	1	1	3	2	20	1	6
Dental Labs	0	1	0	0	0	1	0	0	2	2
Dentistry	3	13	4	5	69	68	19	89	22	89
Dietetics and Nutritionist	0	2	0	0	0	0	0	0	0	2
Drugs, Devices & Cosmetics	16	15	0	2	0	140	0	0	1	198
Electrolysis	0	3	0	0	0	0	0	14	0	3
Electrolysis Facilities	0	0	0	0	0	0	0	0	0	0
Emergency Med. Tech.	25	12	3	4	6	41	10	0	13	58
Hearing Aid Specialists	0	0	1	0	0	4	1	3	1	4
Marriage & Family Therapy	0	0	0	0	2	2	1	1	0	2
Massage Establishments	3	13	0	1	0	31	25	5	1	44
Massage Therapy	11	20	11	4	3	77	65	71	9	105
Medical Physicist	0	0	0	0	0	0	0	2	0	0
Medicine	7	52	17	16	113	130	23	315	49	210
Mental Health Counseling	0	0	2	0	5	5	1	2	1	7
Midwifery	0	0	0	0	0	0	0	0	0	0
Naturopathic Medicine	0	0	0	0	0	0	0	0	0	0
Nursing - ARNP	0	0	10	5	24	29	32	14	6	40
Nursing - RN	28	71	201	45	159	242	321	114	36	471
Nursing - LPN	10	25	160	28	104	169	247	97	21	321
Nursing Home Admin.	0	1	0	0	10	15	0	8	7	14
Occupational Therapy	1	7	2	0	7	6	3	13	1	16
Optical Establishments	0	0	0	0	0	3	1	1	0	3
Opticianry	1	0	1	0	2	4	2	1	1	6
Optometry	0	0	1	1	3	5	2	3	0	5
Optometry Branch Offices	0	0	0	0	0	0	0	0	0	0
Orthotists & Prosthetists	1	6	1	1	10	16	1	58	6	26
Osteopathic Medicine	1	1	10	3	10	16	5	170	4	25
Paramedics	22	9	2	5	6	35	11	0	24	51
Pharmacies	3	4	0	0	3	3	0	2	4	10
Pharmacists	4	20	12	8	39	54	2	103	6	87
Physical Therapy	1	3	6	1	7	12	5	29	1	19
Physician Assistant	0	2	4	1	11	13	3	149	4	15
Podiatric Medicine	0	3	1	1	0	5	2	81	6	12
Psychology	0	2	3	1	7	9	1	25	1	15
Radiologic Technology	4	3	5	4	7	25	11	0	1	36
Respiratory Care	6	5	10	6	11	28	25	0	2	39
School Psychology	0	0	0	0	0	0	0	0	0	0
Speech-Language Pathology & Audiology	0	2	2	0	0	3	3	140	0	5
TOTAL	211	336	589	205	702	1,368	1,016	1,791	264	2,310

*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

PROFESSIONS	CIVIL COURT CLAIMS RECEIVED	CLOSED CLAIMS RECEIVED	NICA CLAIMS RECEIVED	EMERGENCY "3 IN 5" INITIATED	EMERGENCY "3 IN 5" DISCIPLINES	CLOSED CLAIMS DISCIPLINED	CLOSED CLAIMS NON-DISCIPLINE
Acupuncture	0	1	0	0	0	0	0
Anesthesiology Assistants	0	0	0	0	0	0	0
Athletic Trainers	0	0	0	0	0	0	0
Certified Nursing Assistant	2	0	0	0	0	0	0
Certified Social Workers	0	0	0	0	0	0	0
Chiropractic Medicine	0	14	0	0	0	0	0
Clinical Lab Personnel	0	0	0	0	0	0	0
Dental Hygienists	0	0	0	0	0	0	0
Dental Laboratories	0	0	0	0	0	0	0
Dentistry	9	242	0	0	0	7	22
Dietetics and Nutritionist	0	0	0	0	0	0	0
Electrolysis	1	0	0	0	0	0	0
Electrolysis Facilities	0	0	0	0	0	0	0
Emergency Medical Technician	0	0	0	0	0	0	0
Hearing Aid Specialists	0	0	0	0	0	0	0
Marriage & Family Therapists	0	0	0	0	0	0	0
Massage Establishments	0	0	0	0	0	0	0
Massage Therapy	0	0	0	0	0	0	0
Medical Physicists	0	0	0	0	0	0	0
Medicine	292	3,291	42	413	0	19	408
Mental Health Counselor	1	2	0	0	0	0	0
Midwifery	0	0	0	0	0	0	0
Naturopathic Medicine	0	0	0	0	0	0	0
Nursing – ARNP	15	31	5	0	0	0	3
Nursing - RN	72	15	5	0	0	0	3
Nursing - LPN	2	5	0	0	0	0	0
Nursing Home Administrators	73	1	0	0	0	0	0
Occupational Therapy	0	0	0	0	0	0	0
Optical Establishments	0	0	0	0	0	0	0
Opticianry	0	0	0	0	0	0	0
Optometry	0	0	0	0	0	0	0
Optometry Branch Offices	0	0	0	0	0	0	0
Orthotists & Prosthetists	0	0	0	0	0	0	0
Osteopathic Medicine	28	303	3	38	0	0	31
Paramedics	0	1	0	0	0	0	0
Pharmacies	2	1	0	0	0	0	0
Pharmacists	1	4	0	0	0	0	0
Physical Therapy	0	2	0	0	0	0	0
Physician Assistant	9	24	0	0	0	0	4
Podiatric Medicine	1	139	0	19	0	0	4
Psychology	1	4	0	0	0	0	0
Radiologic Technology	0	0	0	0	0	0	0
Respiratory Care	1	0	0	0	0	0	0
School Psychology	0	0	0	0	0	0	0
Speech-Language Path/Audio	0	0	0	0	0	0	0
TOTAL	510	4,080	55	470	0	26	475
REFERRED NON - JURISDICTIONAL	43	19	0	0	0	0	0
GRAND TOTALS	553	4,099	55	470	0	26	475

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	21
Practitioners Reported	38
Non-jurisdictional	24
Medicine	11
Dentistry	1
Nursing - ARNP	0
Nursing - RN	0
Osteopathic Medicine	2

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

PROFESSIONS	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	INVESTIGATIONS COMPLETED	CEASE AND DESIST ISSUED	REFERRALS TO LAW ENFORCEMENT	ARRESTS	CONVICTIONS
Acupuncture	1	1	4	1	2	0	0
Anesthesiology Assistant	0	0	0	0	0	0	0
Athletic Trainer	3	1	2	1	0	0	0
Certified Nursing Assistant	16	15	15	4	9	2	0
Certified Social Worker	0	0	0	0	0	0	0
Chiropractic Medicine	25	8	11	5	5	2	0
Clinical Laboratory Personnel	8	7	9	4	5	0	0
Clinical Social Work	15	3	2	1	2	0	0
Dental Hygienist	2	2	1	0	0	0	0
Dental Labs	9	8	9	3	6	0	0
Dentistry	68	65	154	5	37	13	0
Dietetics and Nutritionist	20	14	16	6	11	0	0
Drugs, Devices & Cosmetics	0	0	0	0	0	0	0
Electrolysis	2	2	3	0	2	0	0
Electrolysis Facilities	2	2	6	2	3	0	0
Emergency Medical Technicians	0	0	0	0	0	0	0
Hearing Aid Specialists	5	3	4	2	2	0	0
Marriage and Family Therapy	6	7	7	3	8	0	0
Massage Establishments	236	173	189	112	137	13	0
Massage Therapy	388	221	154	38	109	98	0
Medical Physicist	0	0	0	0	0	0	0
Medicine	100	78	77	11	45	14	2
Mental Health Counseling	30	17	11	5	5	1	0
Midwifery	4	2	3	0	0	1	0
Naturopathic Medicine	3	2	1	2	2	0	0
Nursing - LPN	3	2	5	1	2	0	0
Nursing – RN/ARNP	19	16	17	6	8	2	0
Nursing Home Administrators	0	0	0	0	0	0	0
Occupational Therapy	1	1	1	0	0	0	0
Optical Establishments	17	16	53	7	9	1	0
Opticianry	19	19	19	9	8	2	0
Optometry	1	1	2	0	2	1	0
Optometry Branch Offices	0	0	0	0	0	0	0
Orthotists & Prosthetists	5	5	8	2	3	1	0
Osteopathic Medicine	7	5	3	2	2	0	0
Paramedics	0	0	0	0	0	0	0
Pharmacies	22	17	23	29	13	0	0
Pharmacists	9	9	10	3	4	1	0
Physical Therapy	12	10	9	2	6	1	0
Physician Assistant	2	1	2	0	0	0	0
Podiatric Medicine	1	1	2	0	1	0	0
Psychology	13	11	11	4	6	0	0
Radiologic Technology	0	0	0	0	0	0	0
Respiratory Care	0	0	3	0	0	0	0
School Psychology	2	0	0	0	0	0	0
Speech-Language Pathology & Audiology	1	1	3	1	2	0	0
Total	1,077	746	849	271	456	153	2
Referred Non-Jurisdictional	20	5	5	1	1	0	0
TOTALS	1,097	751	854	272	457	153	2

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	\$1,869,697	\$148,945	\$1,293,920	\$724,722	\$22,576
Anesthesiologist Assistants	\$(112,814)	\$10,985	\$(33,789)	\$(68,040)	\$12
Athletic Trainers	\$463,935	\$222,270	\$473,653	\$212,552	\$23,665
Chiropractic	\$2,305,201	\$891,213	\$1,920,574	\$1,275,840	\$(19,227)
Clinical Lab Personnel	\$1,315,651	\$1,544,519	\$2,702,717	\$157,453	\$296,388
Certified Nursing Assistants	\$(824,811)	\$744,504	\$3,176,471	\$(3,256,778)	\$704,186
Certified Social Worker	\$(127,389)	\$977	\$469	\$(126,881)	\$(6,536)
CSW,MFT,MHC	\$2,707,663	\$3,222,045	\$3,188,522	\$2,741,186	\$434,771
Dentistry	\$2,163,940	\$1,001,109	\$2,839,101	\$325,948	\$(544,621)
Dental Hygienist	\$1,950,124	\$204,748	\$1,367,415	\$787,457	\$179,120
Dental Labs	\$713,952	\$37,746	\$441,440	\$310,258	\$(24,611)
Dietetics & Nutrition	\$436,837	\$397,750	\$522,098	\$312,489	\$12,840
Drugs, Devices & Cosmetics	\$(1,117,702)	\$180,424	\$625,023	\$(1,562,301)	\$(77)
Electrolysis	\$(405,440)	\$220,555	\$194,691	\$(379,576)	\$(85,649)
Emergency Med Tech	\$(2,328,995)	\$249,828	\$1,254,308	\$(3,333,475)	\$(16,775)
Hearing Aid Specialist	\$(687,937)	\$543,631	\$228,352	\$(372,658)	\$(40,437)
Massage Therapy	\$8,907,886	\$2,185,546	\$10,381,171	\$712,261	\$(537,841)
Medical Physicists	\$170,033	\$90,814	\$110,392	\$150,455	\$8,132
Medicine	\$9,227,239	\$15,155,526	\$16,238,602	\$8,144,163	\$(148,598)
Midwifery	\$(779,621)	\$43,846	\$51,956	\$(787,731)	\$(61,855)
Naturopathy	\$(301,476)	\$1,001	\$95	\$(300,570)	\$(33,271)
Nursing	\$7,895,946	\$18,829,582	\$25,447,514	\$1,278,014	\$5,509,264
Nursing Home Administrator	\$(492,165)	\$626,614	\$281,381	\$(146,932)	\$11,003
Occupational Therapy	\$504,727	\$638,522	\$574,387	\$568,862	\$203,429
Opticianry	\$1,498,405	\$735,839	\$1,006,431	\$1,227,813	\$(104,425)
Optometry	\$468,307	\$1,240,659	\$1,100,278	\$608,688	\$33,188
Orthotist & Prosthetist	\$(176,006)	\$141,796	\$245,376	\$(279,586)	\$(86,195)
Osteopathic Medicine	\$1,535,045	\$755,166	\$1,435,729	\$854,482	\$24,257
Paramedics	\$(697,795)	\$750,459	\$554,788	\$(502,124)	\$(1,731)
Pharmacy	\$3,356,709	\$3,746,137	\$5,445,028	\$1,657,818	\$61,263
Physical Therapy	\$3,687,255	\$484,785	\$3,234,572	\$937,468	\$157,586
Physician Assistant	\$643,772	\$383,807	\$846,516	\$181,063	\$70,883
Podiatry	\$307,227	\$196,844	\$486,921	\$17,150	\$(180)
Psychology	\$3,060,933	\$315,022	\$2,927,241	\$448,714	\$(16,468)
Radiological Technicians	\$(1,570,865)	\$613,407	\$864,686	\$(1,822,144)	\$(34,285)
Respiratory Therapy	\$711,414	\$1,351,237	\$1,226,612	\$836,039	\$247,649
School Psychology	\$259,579	\$32,179	\$130,802	\$160,956	\$12,297
Speech-Language & Audiology	\$3,455,433	\$377,615	\$2,261,993	\$1,571,055	\$106,534
TOTAL	\$49,993,894	\$58,317,652	\$95,047,436	\$13,264,110	\$6,356,261

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	\$4,756,691	\$4,467,832	\$6,733,924	\$2,490,599	NA
TOTAL	\$4,756,691	\$4,467,832	\$6,733,924	\$2,490,599	NA

NOTE:

Neurological Injury Compensation Association (NICA) is excluded.

TABLE 15A | PROJECTED CASH BALANCES FOR THE MQA TRUST FUND

PROFESSION	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	PROJECTED CASH BALANCE 2014-2015
Acupuncture	\$1,035,428	\$860,083	\$1,176,215	\$990,421	\$1,288,689	\$1,087,759
Anesthesiology Assistant	\$(70,964)	\$(57,841)	\$(60,926)	\$(47,973)	\$(51,245)	\$(38,537)
Athletic Trainers	\$168,296	\$277,796	\$237,460	\$342,738	\$298,121	\$397,282
Chiropractic	\$2,210,152	\$1,022,736	\$1,859,105	\$604,781	\$1,327,669	\$(23,592)
Clinical Lab	\$65,055	\$875,540	\$799,550	\$1,581,009	\$1,474,867	\$2,214,273
Cert Nurs Asst	\$(3,621,124)	\$(2,692,433)	\$(3,254,555)	\$(2,443,655)	\$(3,234,929)	\$(2,594,682)
Cert Social Worker	\$(126,721)	\$(127,070)	\$(126,920)	\$(127,300)	\$(127,161)	\$(127,587)
CSW,MFT,MHC	\$1,618,138	\$2,478,168	\$1,311,519	\$2,097,657	\$846,614	\$1,525,698
Dentistry	\$931,232	\$(1,344,950)	\$(904,661)	\$(3,293,596)	\$(3,044,476)	\$(5,596,767)
Dental Hygienist	\$1,207,337	\$739,633	\$1,124,888	\$632,712	\$968,071	\$440,441
Dental Labs	\$419,316	\$358,584	\$470,664	\$406,344	\$512,100	\$442,580
Dietetics & Nutrition	\$186,169	\$377,855	\$251,416	\$435,321	\$298,286	\$470,918
Drugs, Devices & Cos	\$(1,798,486)	\$(1,905,265)	\$(2,021,443)	\$(2,153,983)	\$(2,304,910)	\$(2,474,771)
Electrolysis	\$(292,058)	\$(323,280)	\$(244,588)	\$(282,932)	\$(214,466)	\$(263,127)
Emergency Med Tech	\$(4,017,555)	\$(4,745,595)	\$(5,481,429)	\$(6,254,228)	\$(7,050,028)	\$(7,887,672)
Hearing Aid Spec	\$(523,345)	\$(240,433)	\$(402,743)	\$(129,728)	\$(305,504)	\$(46,827)
Massage Therapy	\$4,371,975	\$4,059,655	\$7,789,505	\$7,386,462	\$10,965,966	\$10,431,483
Medical Physicists	\$120,444	\$152,769	\$123,247	\$153,607	\$121,346	\$148,860
Medicine	\$7,280,399	\$5,984,931	\$4,379,939	\$2,450,656	\$(13,151)	\$(2,860,698)
Midwifery	\$(766,642)	\$(807,523)	\$(789,038)	\$(832,008)	\$(816,541)	\$(862,537)
Naturopathy	\$(303,711)	\$(307,404)	\$(310,682)	\$(314,546)	\$(317,984)	\$(322,096)
Nursing	\$4,452,225	\$7,074,817	\$9,863,894	\$11,893,843	\$13,902,015	\$15,073,350
Nursing Home Admin	\$(209,927)	\$176,184	\$102,190	\$476,990	\$390,251	\$748,663
Occupational Therapy	\$340,219	\$482,825	\$240,096	\$363,339	\$99,955	\$195,146
Opticianry	\$947,890	\$1,150,824	\$867,235	\$1,050,722	\$742,939	\$898,252
Optometry	\$218,324	\$562,178	\$146,996	\$458,906	\$8,875	\$274,503
Orthotists & Prosthetics	\$(116,375)	\$(287,035)	\$(136,084)	\$(316,717)	\$(179,970)	\$(375,050)
Osteopathic	\$1,706,454	\$553,010	\$1,326,829	\$111,245	\$794,514	\$(511,097)
Paramedics	\$(457,169)	\$(573,346)	\$(548,280)	\$(686,915)	\$(684,894)	\$(856,066)
Pharmacy	\$6,391,843	\$5,507,576	\$10,238,788	\$9,168,412	\$13,623,631	\$12,283,621
Physical Therapy	\$1,521,992	\$1,000,058	\$1,554,976	\$1,001,507	\$1,502,075	\$902,917
Physician Assistant	\$352,266	\$(251,108)	\$(118,221)	\$(754,381)	\$(665,887)	\$(1,349,550)
Podiatry	\$206,324	\$(221,589)	\$(54,947)	\$(501,943)	\$(361,407)	\$(836,051)
Psychology	\$1,441,910	\$832,801	\$1,811,183	\$1,168,394	\$2,098,377	\$1,406,792
Radiological Tech	\$(2,145,445)	\$(2,678,889)	\$(3,045,658)	\$(3,623,008)	\$(4,040,140)	\$(4,681,099)
Respiratory Therapy	\$356,746	\$943,829	\$453,127	\$1,011,600	\$485,422	\$1,002,442
School Psychology	\$248,860	\$236,806	\$327,538	\$313,886	\$399,381	\$383,413
Speech-Language	\$2,153,005	\$1,928,272	\$2,534,580	\$2,293,105	\$2,869,818	\$2,604,086
TOTAL	\$25,502,478	\$21,073,172	\$31,490,767	\$24,630,745	\$31,606,288	\$21,224,673

TABLE 15B | PROJECTED CASH BALANCES FOR THE DRUGS, DEVICES & COSMETICS TRUST FUND

PROFESSION	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	PROJECTED CASH BALANCE 2014-2015
Drugs, Devices & Cos	\$4,823,404	\$4,953,122	\$7,067,905	\$7,013,588	\$8,827,958	\$8,425,866
TOTAL	\$4,823,404	\$4,953,122	\$7,067,905	\$7,013,588	\$8,827,958	\$8,425,866

NOTE:

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

TABLE 16A | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE MQA TRUST FUND

PROFESSION	FY 09-10 & 10-11 ESTIMATED EXPEND	NUMBER OF LICENSEES ¹	COST TO REGULATE ¹	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT ² CURRENT RENEWAL FEE
1. Acupuncture	\$639,415	1,958	\$327	\$500	\$300/\$150	Yes
2. Anesthesiology Assistant	\$8,351	34	\$246	\$1,000	\$500	
3. Athletic Trainers	\$200,358	1469	\$136	\$200/\$100	\$125/\$50	Yes
4. Chiropractic	\$4,076,562		\$514			Yes
A. Chiropractic		5338		\$500	\$500/\$250	
B. Chiropractic PA		210		\$250	\$50/\$28	
C. Chiropractic Asst		2381		\$25	\$25	
5. Clinical Lab	\$1,391,776		\$96			Yes
A. Director		156		\$150	\$150	
B. Supervisor		4372		\$150	\$130	
C. Technologist		7565		\$150	\$110	
D. Technician		1783		\$150	\$75	
E. Training Program		44		\$300	\$300	
F. Inactive		580		\$50	\$50	
6. Certified Nursing Asst	\$7,756,649	144,135	\$54	\$50	\$50	
7. Cert Social Worker	\$1,093	3	\$364	\$250	\$150/\$50	
8. CSW,MFT,MHC	\$3,693,810		\$178			Yes
A. Clinical Social Work		6,881		\$250/\$50	\$125/\$50	
B. Marriage and Fam Ther		1,466		\$250/\$50	\$125/\$50	
C. Mental Health Couns		7,472		\$250/\$50	\$125/\$50	
D. Interns		4,896		\$100	\$75	
9. Dentistry	\$6,868,442	11,874	\$578	\$300	\$300	
10. Dental Hygienist	\$1,656,694	12,344	\$134	\$300	\$100	Yes
11. Dental Labs	\$223,344	1,131	\$197	\$300	\$200	Yes
12. Dietetics & Nutrition	\$422,692	3,252	\$130	\$500	\$100/\$95	Yes
13. Electrolysis	\$397,314	1,304	\$305	\$100	\$100	
14. Hearing Aid Spec	\$537,436	786	\$684	\$600	\$600/\$375	
15. Massage Therapy	\$5,457,924		\$134			Yes
A. Massage Therapist		30,946		\$200/\$250	\$150	
B. Massage Establishment		9,674		\$150	\$150	
16. Medical Physicists	\$107,994		\$226			Yes
A. Medical Physicists		406		\$500	\$150	
B. Medical Phys In Trng		72		No Cap	\$50	
17. Medicine	\$34,348,132	56,939	\$603	\$500	\$360/\$121	
18. Midwifery	\$116,886	136	\$859	\$500	\$500/\$500	
19. Naturopathic	\$7,835	4	\$1,959	\$1,000	\$250	
20. Nursing	\$31,680,067		\$109			Yes
A. Registered Nurse (RN)		208,016		No Cap	\$80/\$55	
B. Licensed Practical Nurse		68,172		No Cap	\$80/\$55	
C. Advanced Registered Nurse Practitioner (ARNP)		13,858		No Cap	\$130/\$75	
D. Clinical Nurse Specialists (CNS)		52		No Cap	\$155/\$75	
E. ARNP/CNS		10		No Cap	\$130/\$75	
21. Nursing Home Admin	\$561,999	1,534	\$366	No Cap	\$325	Yes
22. Occupational Therapy	\$939,098	8,383	\$112	No Cap	\$55	Yes
23. Opticianry	\$1,011,275	3,584	\$282	\$350/\$50	\$150/\$50	Yes
24. Optometry	\$1,564,605		\$447			Yes
A. Optometrist		2,875		\$300	\$300	
B. Optometry Faculty		9		No Cap	\$100	
C. Branch Office		617		\$100	\$100	
25. Orthotists & Prosthetics	\$554,089	695	\$797	\$500	\$500	

TABLE 16A | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE MQA TRUST FUND (CONT'D)

PROFESSION	FY 09-10 & 10-11 ESTIMATED EXPEND	NUMBER OF LICENSEES ¹	COST TO REGULATE ¹	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT ² CURRENT RENEWAL FEE
26. Osteopathic	\$3,492,936	5,842	\$598	\$500	\$400/\$200	Yes
27. Pharmacy	\$10,556,040		\$291			Yes
A. Pharmacists		25,812		\$250	\$245	
B. Consultant Pharmacist		2,428		\$250	\$50	
C. Nuclear Pharmacist		207		\$250	\$100	
D. Pharmacies Permit		7,881		\$250	\$250	
28. Physical Therapy	\$1,938,443		\$106			Yes
A. Physical Therapist		12,672		\$200	\$75/\$50	
B. Physical Therapist Asst		5,611		\$150	\$75/\$50	
29. Physician Assistant	\$1,776,177	5,084	\$349	\$500	\$150	
30. Podiatry	\$1,039,088		\$478			
A. Podiatric Medicine		1,671		\$350	\$350	
B. Cert Podiatric X-Ray Asst		501		No Cap	\$75	
31. Psychology	\$1,879,780		\$444	\$500	\$400	Yes
A. Psychologist		4,232		\$500	\$400	
B. Limited License		2		\$500	\$25	
32. Respiratory Therapy	\$1,485,518	9,935	\$150	\$200/\$50	\$121/\$50	Yes
33. School Psychology	\$147,247	665	\$221	\$500	\$250/\$150	Yes
34. Speech-Lang, P & A	\$1,043,752		\$127			Yes
A. Pathologist & Audiologist		7,614		\$500/\$100	\$125/\$100	
B. P & A Assist		573		No Cap	\$50	
TOTAL FUND⁴	\$127,582,821	718,146	\$178			

NOTES:

¹ Cost to regulate is computed by adding FY 09-10 and FY 10-11 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2009.

² If there is a projected positive cash balance at June 30, 2015, then the current renewal fee is deemed to be sufficient.

³ Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.

⁴ Emergency Medical Technicians, Paramedics, and Radiological Technicians are not included with the MQA trust funded professions as revenues are not deposited into the MQA trust fund and as these professions are not governed by Chapter 456.

⁵ Renewal fees paid annually.

TABLE 16B | REVIEW OF THE ADEQUACY OF RENEWAL FEES FOR THE DRUGS, DEVICES & COSMETICS TRUST FUND

PERMIT TYPE	FY 09-10 & 10-11 ESTIMATED EXPEND	NUMBER OF LICENSEES ¹	COST TO REGULATE ¹	RENEWAL FEE CAP ³	CURRENT RENEWAL FEE ³	SUFFICIENT CURRENT RENEWAL FEE ²
1. Drugs, Devices & Cosmetics	\$7,832,525	5,933	\$1,320			Yes
A. Drugs						
Third Party Logistics Provider		25		\$600	\$600	
Prescription Drug Manufacturer		101		\$1,500	\$1,500	
Over the Counter Drug Manufacturer		97		\$800	\$800	
Prescription Drug Wholesaler		137		\$800	\$800 ⁵	
Freight forwarder		21		\$600	\$600	
Prescription Drug Wholesaler-Broker Only		3		\$800	\$800 ⁵	
Non-Residen Prescription Drug Manufacturer		756		\$1,000	\$1,000	
Retail Pharmacy Wholesaler		87		\$100	\$100	
Out of State Prescription Drug Wholesaler		222		\$800	\$800 ⁵	
Prescription Drug Repackager		22		\$1,500	\$1,500	
Complimentary Drug Distributor		226		\$500	\$500	
Restricted Rx Distributor-Healthcare Entity		124		\$600	\$600	
Restricted Rx Distributor-Charitable Org		26		\$600	\$600	
Restricted Rx Distributor-Reverse Distributor		6		\$600	\$600	
Restricted Rx Distributor-Destruction Facility		8		\$600	\$600	
Restricted Rx Distributor-Government Program		27		\$600	\$600	
Restricted Rx Distributor-Institutional Research		0		\$600	\$600	
Veterinary Legend Drug Retailer		14		\$600	\$600	
Veterinary Prescription Wholesaler		43		\$1,000	\$1,000	
Limited Veterinary Prescription Drug Wholesaler		2		\$1,000	\$1,000	
Health Care Clinic Establishment Permit		2,006		\$255	\$255	
B. Medical Gases						
Compressed Medical Gases Manufacturer		138		\$1,000	\$1,000	
Compressed Medical Gases Wholesaler		378		\$600	\$600	
Medical Oxygen Retailer		883		\$600	\$600	
C. Cosmetic Manufacturer		112		\$800	\$800	
D. Device Manufacturer		150		\$1,200	\$1,200	
E. Product Registration		307		\$30	\$20	
F. Ether		12				
Diethyl Ether Manufacturer				\$700	\$700 ⁵	
Diethyl Ether Distributor				\$700	\$700 ⁵	
Diethyl Ether Dealer				\$350	\$350 ⁵	
Diethyl Ether Purchaser				\$150	\$150 ⁵	
TOTAL FUND	\$7,832,525	5,933	\$1,320			

NOTES:

¹ Cost to regulate is computed by adding FY 09-10 and FY 10-11 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2009.

² If there is a projected positive cash balance at June 30, 2015, then the current renewal fee is deemed to be sufficient.

³ Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.

⁴ Emergency Medical Technicians, Paramedics, and Radiological Technicians are not included with the MQA trust funded professions as revenues are not deposited into the MQA trust fund and as these professions are not governed by Chapter 456.

⁵ Renewal fees paid annually.

TABLE 17A | WEB USAGE FOR BOARDS & COUNCILS

BOARD/COUNCIL	VISITS	DOWNLOADS	HITS
Acupuncture	31,455	14,509	65,757
Anesthesiology Assistants	13,038	9,303	25,214
Athletic Training	16,271	4,694	33,179
Certified Nursing Assistants	204,974	215,104	543,383
Chiropractic Medicine	53,323	32,672	146,877
Clinical Laboratory Personnel	44,492	29,858	131,461
Clinical Social Work, Marriage & Family Therapy & Mental Health Counseling (491 Boards)	161,625	172,731	535,060
Consumer Advocacy Program	3,782	0	4,725
Dentist, Dental Hygiene, or Dental Labs	132,731	163,277	385,955
Dietetics & Nutrition	36,334	15,190	87,008
Drugs, Devices and Cosmetics	0	0	0
Electrologist or Electrology Facilities	26,983	15,130	57,551
EMT-Paramedic	103,451	46,185	257,575
Health Care Clinic Registration	4,315	0	23,540
Hearing Aid Specialists	16,105	5,540	33,691
Massage Therapist or Establishments	127,917	88,222	319,349
Medical Physicists	12,851	3,114	24,173
Medicine	289,565	230,787	740,165
Midwifery	20,021	12,965	43,784
Naturopaths	2,636	0	3,408
Nursing	648,760	546,006	2,088,896
Nursing Home Administrators	44,089	26,445	107,192
Occupational Therapy	55,012	29,510	132,547
Optician or Optical Establishments	28,998	13,665	67,482
Optometry or Optometry Branch Facilities	29,402	15,449	70,527
Orthotists & Prosthetists	22,905	11,876	51,389
Osteopathic Medicine	49,532	39,466	114,951
Pharmacists or Pharmacies	232,218	216,744	702,253
Physical Therapy	66,190	54,517	181,565
Physician Assistants	49,440	44,403	124,955
Podiatric Medicine	23,474	11,601	42,343
Psychology	64,592	36,986	165,680
Radiation Technology	42,889	25,245	96,322
Respiratory Care	51,648	15,403	130,045
School Psychology	15,304	3,145	29,407
Speech Language Pathology & Audiology	34,681	30,479	98,208
TOTAL	1,485,115	1,218,885	7,665,617

TABLE 17B | WEB USAGE FOR PROGRAM SERVICES

PROGRAM SERVICES SITES	VISITS	DOWNLOADS	HITS
Client Services (Public Record Requests)	137,138	0	248,682
Compliance	0	0	0
Enforcement (Compliants & Discipline)	245,913	258,407	1,173,647
Exam	104,988	74,429	840,368
Florida Commission on Excellence Health Care - Legislation	7,723	7,102	14,661
Licensee Data	7,789	0	9,079
Profiling (non-system content)	263,189	165,690	804,832
PRAES (non-system content)	492,835	0	621,234
Publications	142,964	340,201	449,472
Unlicensed	48,652	0	107,286
TOTAL	1,451,191	845,829	4,269,261

TABLE 18 | ONLINE RENEWALS

PROFESSION	RENEWALS PROCESSED ONLINE (NUMBER OF TRANSACTIONS)	E-RENEWAL USAGE PERCENTAGE
Athletic Trainer	1,016	89%
Clinical Laboratory Personnel	9,760	88%
Dietetics and Nutrition	2,762	90%
EMT & Paramedics	23,066	53%
Hearing Aid Specialist	522	73%
Medical Doctor	22,324	88%
Medical Physicists	346	91%
Nursing	108,474	92%
Nursing Home Administrator	1,228	88%
Occupational Therapy	7,221	94%
Optician	2,771	83%
Optometry	2,888	86%
Pharmacy	5,223	55%
Radiological Technologist	4,315	43%
Respiratory	8,721	94%
Social Work, Marriage & Family, Mental Health	16,337	89%
TOTALS	216,974	81%

DEFINITIONS:

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

TABLE 19 | STUDENT LOAN DEFAULTS

PROFESSIONS	REPORTS OF DEFAULT RECEIVED	INVESTIGATIONS COMPLETED	ESO ISSUED	PROBABLE CAUSE FOUND	NO PROBABLE CAUSE FOUND	DISCIPLINARY ACTION TAKEN	FINE AMOUNTS IMPOSED
Chiropractic Medicine	3	3	1	2	0	1	0
Dentistry	1	0	1	1	0	1	\$6,000.00
Medicine	5	0	0	0	0	0	0
Optometry	1	0	0	0	0	0	0
Osteopathic Medicine	1	0	0	0	0	0	0
Podiatric Medicine	2	1	1	1	0	0	0
Psychology	0	0	0	0	0	0	0
TOTAL	13	4	3	4	0	2	\$6,000.00
REFERRED NON-JURISDICTIONAL	0	0	0	0	0	0	0
GRAND TOTALS	13	4	3	4	0	2	\$6,000.00

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.

PROTECTING THE PUBLIC THROUGH HEALTH CARE LICENSURE, ENFORCEMENT & INFORMATION

