



Florida Department of Health  
Division of Medical Quality Assurance

# Annual Report & Long-Range Plan

Fiscal Year 2016-2017

**Celeste Philip, MD, MPH**  
State Surgeon General and Secretary

**Rick Scott**  
Governor

# **MISSION**

---

To protect, promote and improve the health of all people in Florida through integrated state, county and community efforts.

# **VISION**

---

To be the healthiest state in the nation.

# **VALUES**

---

## **INNOVATION**

We search for creative solutions and manage resources wisely.

## **COLLABORATION**

We use teamwork to achieve common goals and solve problems.

## **ACCOUNTABILITY**

We perform with integrity and respect.

## **RESPONSIVENESS**

We achieve our mission by serving our customers and engaging our partners.

## **EXCELLENCE**

We promote quality outcomes through learning and continuous performance improvement.



# CONTENTS

<b>Message from the State Surgeon General and Secretary</b>	<b>01</b>
<b>Message from the Division Director</b>	<b>02</b>
<b>Executive Summary</b>	<b>03</b>
<b>Structure of Medical Quality Assurance (MQA)</b>	<b>04</b>
<b>Long-Range Plan FY 2016-2018</b>	<b>05</b>
<b>Reduction of Year-Old Cases</b>	<b>07</b>
<b>Disciplinary Guidelines</b>	<b>08</b>
<b>Appendix: Information Tables</b>	<b>10</b>
<b>Contact Us/Feedback</b>	



The Florida Department of Health is committed to improving the health of every Floridian, and I am extremely proud of the strides we have made during the 2016-2017 fiscal year towards this goal. We are dedicated to mitigating any risks that could impact the health and well-being of Floridians, and we are devoted to serving this state efficiently and effectively.

Within the last decade, the rates of fatal opioid overdoses has increased in the United States, prompting the Centers for Disease Control and Prevention to declare a national opioid epidemic. Earlier this year, following a series of community workshops held by the Department of Children and Families (DCF), Department of Health (DOH) and Department of Law Enforcement (FDLE), Governor Rick Scott signed an Executive Order declaring an opioid epidemic in Florida. This allowed for \$27 million in federal grant funding to be distributed by DCF to provide prevention, treatment and recovery support services. As State Surgeon General, I declared a public health emergency across the state, implementing a standing order for naloxone that gives first responders immediate access to the emergency drug used to treat drug overdoses.

Employees from DOH stepped up and worked tirelessly to implement these measures. The Division of Medical Quality Assurance (MQA) worked to ensure that the thousands of licensed pharmacists in Florida were prepared to comply with the order. This included updating the Board of

Pharmacy website with helpful information and distributing correspondence to licensed pharmacists. I am grateful for their assistance, which will help curb an epidemic that has claimed the lives of so many Floridians.

MQA's assistance throughout the ongoing response to the opioid epidemic is just one example of how MQA works to support DOH's efforts. As the liaison between the public, health care professionals and the professional boards and councils, MQA ensures that DOH effectively licenses, regulates, and informs health care professionals to achieve our overall mission of promoting and protecting the health and safety of all people in Florida.

MQA decreased the amount of time to complete an initial inspection of facilities prior to licensure to just under six days. This allowed qualified applicants to open their businesses faster, which benefits Florida's citizens and the economy.

In addition, MQA unveiled a new Florida Health Care Complaint Portal that resulted in a 45 percent reduction in non-jurisdictional complaints. If a health care complaint is submitted and is non-jurisdictional, it can take longer to resolve, confuse consumers and slow down the complaint process at each agency. The portal, which was developed through collaboration with the Agency for Health Care Administration, reduced these obstacles by asking consumers a series of questions and directing them to the most appropriate agency to resolve the issue.

Moving forward, MQA remains focused on process improvements and continuing its dedication to serving residents and health care professionals. I applaud MQA's dedicated staff and all they accomplished this year. I am confident MQA will continue its stellar performance and accomplish our mission to protect, promote and improve the health of all people in Florida by working together with our boards, professional societies and many partners.

A handwritten signature in black ink, appearing to be 'C. Philip'.

Celeste Philip, MD, MPH  
State Surgeon General and Secretary



As the Director of the Division of Medical Quality Assurance (MQA), I am pleased to present the Annual Report and Long-Range Plan for the 2016-2017 fiscal year. MQA made considerable progress toward meeting strategic goals in licensing and regulation, and this report chronicles our progress and achievements.

Regulatory efficiency remains a strategic priority, as evidenced by a 31.9 percent reduction in licensure time. We applied innovative thinking, strengthened collaborative relationships with our internal and external stakeholders and routinely evaluated and streamlined processes to ensure we provide quality services to our licensees and health care consumers.

This is evidenced by MQA's new and improved Online Services Portal, which provides a streamlined, user-friendly experience to over one million licensed health care professionals and applicants in Florida. In addition, MQA expanded marketing efforts for the "Are You Renewal Ready?" campaign, which educates licensees about tracking and reporting their continuing education credits for license renewal.

MQA also offered several licensure support services to qualified military families in Florida. One such service is the Florida Veterans Application for Licensure Online Response system (VALOR), which provides expedited licensing for honorably discharged veterans and spouses seeking licensure

in most health care professions. Military veterans and spouses who apply through the VALOR process are granted a waiver for most licensing fees. In the last three fiscal years, the number of applications approved for health care licensure of military spouses and honorably discharged veterans increased from 150 (2015-2016) to 299 in the 2016-2017 fiscal year.

Ensuring the public's safety remains a top priority of MQA. The Unlicensed Activity (ULA) Program protects Florida residents and visitors from potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed provider. In addition to enforcing unlicensed health care activity, the program provides education and outreach to the public to increase program awareness. A new ULA webpage was created to enhance public education and outreach. The webpage contains information about the program, applicable laws, information for law enforcement partners, and links for the public to verify a license, research disciplinary actions and file a complaint against a provider. Also included is information about what to look for in a licensed health care provider, a Frequently Asked Questions (FAQs) section and a tab containing statistics about the program.

MQA is dedicated to helping licensees get to work faster and at a lower cost. During this fiscal year, the average time to issue licenses to qualified applicants improved by 31.9 percent from 1.63 days (2015-2016) to 1.11 days. The average time to renew a license for a qualified applicant is less than one day (0.31 day), which remains well below our target performance standard of one day. Moreover, the average number of days to complete an opening pharmacy inspection improved significantly, from 20.49 days in 2015-2016 to 11.09 days in 2016-2017.

MQA is focused on successfully accomplishing goals as we help the department achieve its mission of protecting, promoting, and improving the health of all people in Florida through integrated state, county, and community efforts.

A handwritten signature in black ink that reads "Lucy C. Gee". The signature is fluid and cursive.

Lucy C. Gee, MS  
Division Director

# EXECUTIVE SUMMARY

---

The Division of Medical Quality Assurance (MQA) is dedicated to the mission of the Florida Department of Health to protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts. Working in conjunction with 22 boards and four councils, MQA licenses and regulates seven types of health care facilities and more than 200 license types in over 40 professions. The 2016-2017 Annual Report for MQA, as required by section 456.026, Florida Statutes, contains the division's long-range plan and performance data and statistics related to the regulation of health care practitioners and facilities established in section 20.43(3)(g), Florida Statutes. Additionally, this report includes financial information relating to the division's revenues, expenditures, cash balances and adequacy of existing fees for the 2016-2017 fiscal year. The information provided in this report is organized around MQA's three key processes of licensure, enforcement, and information, with an emphasis on performance-driven results.

Regarding licensure, MQA is consistently focused on improving business processes to meet the demands of a growing health care industry. During the 2016-2017 fiscal year, the division issued 100,058 initial health care profession licenses. To best serve Florida's 1.2 million health care professionals, the division recently launched the new and improved Online Services Portal. This portal provides a user-friendly system that allows health care licensees and applicants to have more control over their licenses and applications. Currently, nearly 95 percent of health care practitioners are renewing their licenses online.

We are committed to making Florida a welcoming place to live and work for our armed forces and their families. Effective July 1, 2016, the Veterans Application for Licensure Online Response (VALOR) process for expedited licensing and fee waivers was expanded to a broader group of qualified military veterans and spouses of active duty service members for most health care professions. During the 2016-2017 fiscal year, 299 military veterans and spouses were licensed through VALOR.

MQA strengthened its investigative and enforcement efforts to ensure the safety of Florida's residents and visitors. During the 2016-2017 fiscal year, MQA investigators followed up on 22,137 complaints filed against licensees and the department issued 285 emergency orders restricting and/or suspending licenses of health care practitioners for serious violations that posed an immediate and serious threat to the public.

MQA's Unlicensed Activity (ULA) program is dedicated to protecting Florida's residents and visitors from potentially serious and dangerous consequences of receiving health care services from an unlicensed person. The ULA unit works in conjunction with law enforcement and the state attorney's office to prosecute individuals practicing without a license and actively provides education and outreach to stakeholders with a vested interest in protecting the public. During the 2016-2017 fiscal year, ULA investigators followed up on 1,376 complaints regarding unlicensed activity and issued 573 cease and desist notices.

Regarding information, MQA tracked, monitored and responded to 4,453 public record requests and 529 media requests. Through our commitment to providing excellent customer service, MQA's Customer Call Center received and responded to 537,476 requests. Additionally, customers have the option to provide feedback through the Online Customer Service System.

Unhealthy weight remains one of the top health threats, and MQA is committed to helping achieve the department's goal to be the healthiest state in the nation. The division, through its boards and councils, continued to facilitate conversations about healthy weight between health care practitioners and the public. This fiscal year, MQA accounted for a total of 97 Healthiest Weight related events. Events included board meetings, conference/association meetings, public outreach and speaking engagements.

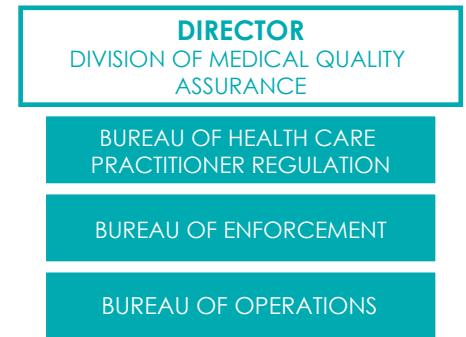
The division continuously reviews the adequacy of the MQA trust fund. During the past year, the MQA trust fund maintained a sufficient cash balance, as recurring revenues are adequate to cover existing recurring expenditures. MQA is committed to ensuring administrative costs foster a healthy and successful business environment for the health care industry in Florida.

# STRUCTURE OF MQA

## BOARDS

Boards are responsible for approving or denying licensure applicants, reviewing and approving continuing education courses and providers, promulgating administrative rules authorized by statute, determining probable cause, and disciplining licensees found to be in violation of applicable laws. MQA helps to support the Governor's appointment of people to serve on 22 regulatory boards comprising 180 professional and lay persons.

MQA REGULATORY BOARDS	
Acupuncture	Occupational Therapy
Athletic Trainers	Opticianry
Chiropractic Physician	Optometry
Clinical Laboratory Personnel	Orthotists and Prosthetists
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	Osteopathic Physicians
Dentistry	Pharmacy
Hearing Aid Specialists	Physical Therapy
Massage Therapy	Podiatric Medicine
Medicine	Psychology
Nursing	Respiratory Care
Nursing Home Administrators	Speech-Pathology and Audiology



## COUNCILS

Four councils serve in an advisory capacity to either the department or a board. Members are appointed by the State Surgeon General and/or the board under which the council operates.

COUNCIL NAME	APPOINTING AUTHORITY
Dietetics and Nutrition Practice	Board of Medicine
Electrolysis	Board of Medicine
Licensed Midwifery	State Surgeon General
Physician Assistants	Board of Medicine Board of Osteopathic Medicine State Surgeon General

## DEPARTMENT-REGULATED PROFESSIONS/FACILITIES

Certified Master Social Workers	Pain Management Clinics
Dental Laboratories	Paramedics
Emergency Medical Technicians	Radiologic Technicians
Office Surgery Registration	School Psychologists

## INTERESTED IN AN APPOINTMENT TO A BOARD OR COUNCIL?

MQA Boards conduct in-person meetings in locations throughout the state during predetermined dates during the year. Each meeting is scheduled for one or two days. In addition, a Board can meet through teleconferencing or using other technological means as often as necessary to complete its business. Board members are volunteers, but may be eligible to be reimbursed for travel expenses and/or per diem. If you are interested in serving on a board, please complete the online Gubernatorial Appointments Questionnaire at [www.flgov.com/appointment](http://www.flgov.com/appointment) or contact the Governor's Appointments Office at 850-717-9243. If you are interested in serving on a council, please complete the Department of Health Questionnaire for Appointments at <https://apps.floridahealth.gov/bcquestionnaire/>. You may also obtain a questionnaire by emailing [BoardsandCouncils@flhealth.gov](mailto:BoardsandCouncils@flhealth.gov).

# LONG-RANGE PLAN 2016-2018

The MQA Long-Range Plan for Fiscal Years 2016-2018 details the division's strategic priorities, operational goals, and key measures to monitor the performance of the division. Section 456.005, Florida Statutes, requires MQA to develop and implement a long-range plan. This plan serves as a road map for accomplishing our mission. It is an active plan, and is revised to remain current with trends in health care services and regulation.

## DOH Strategic Priority Areas

### STRATEGIC PRIORITY: LONG, HEALTHY LIFE

Goal: Increase healthy life expectancy

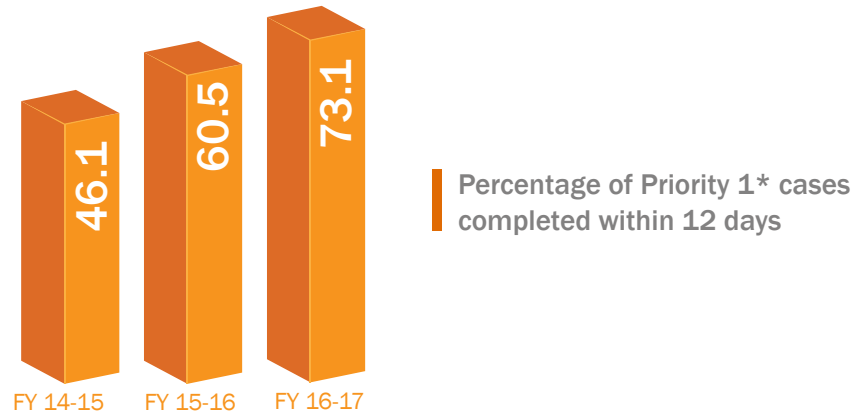
**MQA Strategy:**

Enforce health care standards through timely discipline of individuals and facilities found in violation of the law

**Measure:**

Percentage of Priority 1\* cases completed within 12 days

\*Highest priority investigations



### STRATEGIC PRIORITY: EFFECTIVE AGENCY PROCESSES

Goal: Establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth

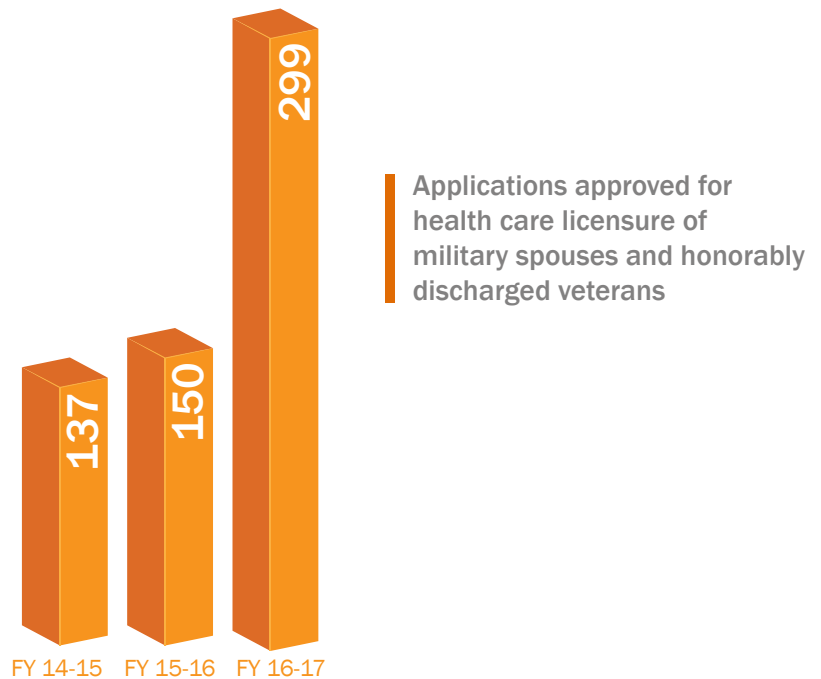
**MQA Strategy:**

License health care professionals more timely and efficiently

**Measure:**

Health care licensure applications submitted by and approved for active duty service members, military veterans, and their spouses through the VALOR expedited licensing process since its inception\*

\*This measure only includes individuals licensed under section 456.024, Florida Statutes, the expedited health care licensure process for active duty service members and military veterans who submit proof of his/her honorable discharge either 6 months before or 6 months after the date of submission of the application, and for their spouses who hold an active, unencumbered license in another state, territory, or possession of the United States and are seeking licensure during his/her spouse's active duty assignment in Florida.





## STRATEGIC PRIORITY: REGULATORY EFFICIENCY

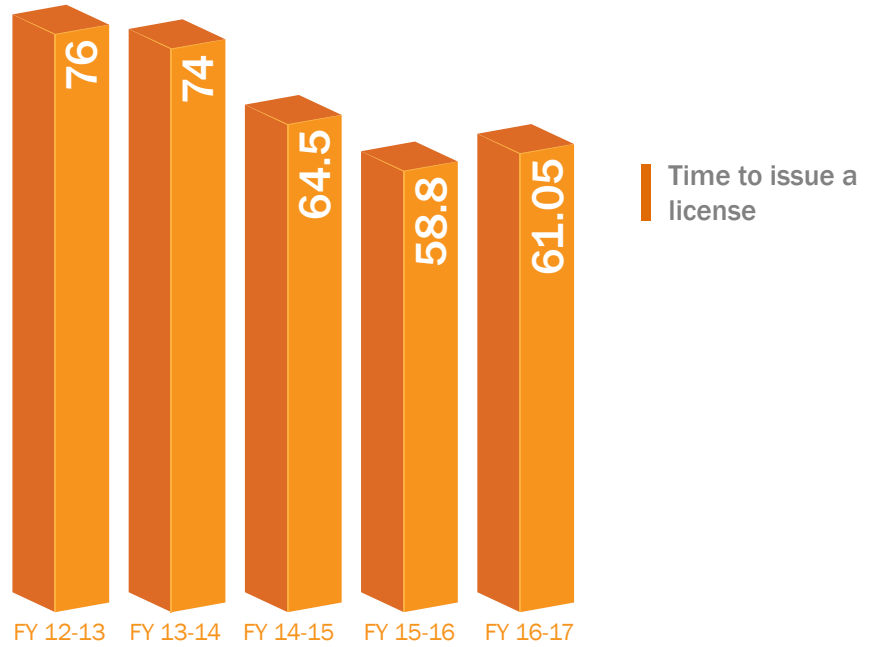
Goal: Establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth

### MQA Strategy:

License health care professionals more timely and efficiently

### Measure:

Time to issue a license



# REDUCTION OF YEAR-OLD CASES

In the 2015-2016 Annual Report, the Prosecution Services Unit (PSU) reported a total of 1,901 disciplinary proceedings not completed within one year.<sup>1</sup>

For the 2016-2017 fiscal year, PSU concluded the year with a total of 2,464 disciplinary cases that have not been completed within one year. Of the total number of year-and-older cases in PSU, 50.2 percent of them are 2016 cases, meaning that they are only one year old.

Although the total PSU year-and-older inventory for the 2016-2017 fiscal year represents a 29.6 percent increase from fiscal year 2015-2016, the inventory from the Board of Massage Therapy fingerprinting cases account for that increase. In 2015, the Board of Massage Therapy began requiring background checks for all licensed massage therapists, resulting in the department becoming aware of many previously unreported convictions from massage therapists. Additionally, some therapists failed to comply with the requirement to obtain back ground screening, resulting in an increase in disciplinary cases for that board. Not including the Board of Massage Therapy's year-and-older inventory, PSU presently has 1,084 year-and-older cases. In 2015-2016, PSU had 1,266 cases excluding the massage inventory. This means that PSU has decreased the year-and-older inventory for all other professions by 14.4 percent.

The Board of Massage Therapy inventory backlog has resulted in the year-and-older inventory for the profession growing from 635 cases last year to 1,380 cases for FY 2016-2017. This is an increase of 745 cases or 117 percent.

	FY 15-16	FY 16-17	Results
Total 1+ Year Inventory	1,901	2,464	29.6% Increase 50.2 % of the cases are 2016 cases
Total 1+ Year Inventory without Massage Therapy	1,266	1,084	14.4% Decrease
Total 1+ Year Massage Therapy Inventory	635	1,380	117% Increase

PSU implemented an attorney training program for all incoming attorneys and continued training is required for all attorneys within PSU to ensure that all prosecuting attorneys are aware of the internal processes of MQA and how best to efficiently and effectively prosecute disciplinary cases. PSU has also successfully used resources from all sections within the unit to prioritize and refer cases to the Division of Administrative Hearings for professions with formal hearing request backlogs. This leads to the attorneys gaining additional specialized knowledge about all regulated professions as well as honing their litigation skills. PSU is addressing the most efficient way to conclude prosecution of the aging Board of Massage Therapy inventory at the lowest cost for the department while continuing to advance the department's goal to establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth.

<sup>1</sup>Although Section 456.073(4), Florida Statutes, provides that cases in which a licensee properly requests a formal hearing before the Division of Administrative Hearings are not required to be presented to the applicable board within 1 year after the filing of a complaint, PSU has historically included those cases in its year-and-older inventory report

# DISCIPLINARY GUIDELINES

Section 456.079, Florida Statutes, requires the MQA Annual Report and Long-Range Plan to contain a status update on development and implementation of rules providing for disciplinary guidelines.

Board/Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Acupuncture	64B1-9.001	Disciplinary Guidelines	5/31/2017			
Athletic Training	64B33-5.006	Minor Violations	10/06/2016	10/21/2016	12/13/2016	01/02/2017
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.001	Disciplinary Guidelines	10/12/2016	06/13/2017		
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.005	Minor Violations, Notice of Compliance	04/04/2017	04/26/2017		
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.007	Citations	04/04/2017	04/24/2017		
Clinical Lab	64B3-12.001	Disciplinary Guidelines	10/12/2016			
Dietetics and Nutrition	64B8-44.003	Disciplinary Guidelines	11/02/2016	05/03/2017	05/16/2017	06/05/2017
Electrolysis	64B8-55.001	Disciplinary Guidelines	10/17/2016	12/16/2016	02/02/2017	02/22/2017
Electrolysis	64B8-55.002	Citations	08/11/2016	01/12/2017	01/26/2017	02/15/2017
Hearing Aid Specialists	64B6-7.006	Minor Violations; Notices of Noncompliance	08/24/2016	11/23/2016		
Medicine	64B8-30.014	Citation Authority	11/29/2016	3/15/2017	04/27/2017	05/17/2017
Medicine	64B8-30.015	Disciplinary Guidelines	11/29/2016	03/15/2017	04/27/2017	05/17/2017
Medicine	64B9-31.009	Citation Authority	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Medicine	64B8-31.010	Disciplinary Guidelines	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Nursing	64B9-15.0095	Citation for Certified Nursing Assistants	12/15/2016	04/24/2017	05/31/2017	06/20/2017
Nursing	64B9-15.0096	Mediation	04/24/2017	05/11/2017	06/12/2017	07/02/2017
Nursing	64B9-15.0097	Notice of Non-Compliance – Minor Violations	04/24/2017	05/11/2017		
Nursing	64B9-15.0097	Notice of Non-Compliance – Minor Violations	04/24/2017	05/11/2017		
Nursing Home Administrator	64B10-14.004	Disciplinary Guidelines; Range of Penalties; Aggravating and Mitigating Circumstances	10/17/2016			
Opticianry	64B12-8.020	Disciplinary Guidelines	05/10/2017			
Orthotists and Prosthetists	64B14-7.003	Disciplinary Guidelines	05/04/2015	06/02/2017		
Osteopathic Medicine	64B15-6.01051	Citation Authority	11/29/2016	03/15/2017	04/27/2017	05/17/2017
Osteopathic Medicine	64B15-6.011	Disciplinary Guidelines	11/29/2016	03/15/2017	04/27/2017	05/17/2017
Osteopathic Medicine	64B15-7.009	Citation Authority	11/29/2016	03/15/2017	04/18/2017	05/08/2017

# DISCIPLINARY GUIDELINES

Board/Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Osteopathic Medicine	64B15-7.010	Disciplinary Guidelines	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Pharmacy	34B16-30.002	Minor Violations	04/26/2017			
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	11/03/2016	02/27/2017	03/30/2017	04/19/2017
Psychology	64B19-17.002	Disciplinary Guidelines	03/02/2017	05/25/2017	06/01/2017	06/21/2017
Respiratory Care	64B32-5.001	Disciplinary Guidelines	11/02/2016	04/27/2017		

# Appendix



## Table 1: Summary of Licensed Practitioners

With the economy on the rise, Florida has become the perfect climate for families and businesses alike to grow. To help sustain this growth, the Florida Department of Health has made a concerted effort to reduce regulation and eliminate unnecessary barriers to licensure. Since 2010, Florida's licensed health care population has increased by 16.3 percent. To ensure every practitioner has the necessary education and experience to obtain a license, the Division of Medical Quality Assurance (MQA) developed a robust licensure process which thoroughly reviews applications. Florida was also one of the first states to include background screenings in its credentialing process. MQA is committed to getting practitioners to work and since the last fiscal year, the average time to issue an initial license to qualified applicants improved by 31.9 percent.

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Acupuncturist	2,198	26	101	254	46	30	4	55	2,714
Athletic Trainer	2,099	15	371	251	6	92	7	30	2,871
Certified Social Workers - Certified Master Social Worker	4	0	0	2	0	0	0	0	6
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	199	7	36	1	0	3	0	2	248
Chiropractic Medicine - Chiropractic Faculty Certificate	12	0	0	2	0	0	0	0	14
Chiropractic Medicine - Chiropractic Physician	5,415	56	143	644	239	166	11	292	6,966
Chiropractic Medicine - Registered Chiropractic Assistant	3,800	0	4	12	0	0	0	0	3,816
Clinical Laboratory Personnel - Clinical Laboratory Personnel	13,929	221	1,055	1,717	145	393	35	421	17,916
Clinical Laboratory Personnel - Clinical Laboratory Trainee	432	0	0	19	0	0	0	0	451
Clinical Laboratory Personnel - Clinical Laboratory Training Program	39	0	0	15	0	0	0	0	54
Clinical Social Work - Licensed Clinical Social Worker	8,895	52	478	1,034	100	187	23	258	11,027
Clinical Social Work - Provisional Clinical Social Worker Licensee	41	0	0	11	0	0	0	0	52
Clinical Social Work - Registered Clinical Social Worker Intern	4,463	0	3	74	0	0	5	0	4,545
Dentistry - Dentist	11,629	35	241	2,117	132	205	86	793	15,238
Dentistry - Dental Expert Witness Certificate	10	0	0	39	0	0	0	0	49
Dentistry - Dental Hygienist	12,215	84	474	1,657	158	225	92	497	15,402
Dentistry - Dental Radiographer	27,600	0	0	226	0	0	0	0	27,826
Dentistry - Dental Residency Permits	379	0	0	26	0	0	0	0	405
Dentistry - Dental Teaching Permits	193	0	0	2	0	0	0	0	195
Dentistry - Dental Temporary Certificate	35	0	8	2	0	0	0	0	45
Dentistry - Dental-Health Access Dental	34	0	3	12	0	3	0	6	58
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	3,943	9	373	299	8	120	13	63	4,828
Dietetics & Nutrition Practice Council - Nutrition Counselor	70	1	13	10	1	2	0	17	114
Electrolysis Council - Electrologist	1,303	13	235	24	3	17	2	43	1,640
Emergency Medical Services - Emergency Allergy Treatment Licensee	19	0	0	0	0	0	0	0	19
Emergency Medical Services - Emergency Medical Technician	32,074	246	7,053	672	26	306	30	2	40,409
Emergency Medical Services - Paramedic	29,242	193	2,007	1,044	48	258	18	1	32,811
Hearing Aid Specialists - Hearing Aid Specialist	917	8	126	45	2	18	2	51	1,169
Hearing Aid Specialists - Hearing Aid Specialist Trainee	118	57	0	0	1	0	0	0	176

Table 1: Summary of Licensed Practitioners (continued)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Marriage and Family Therapy - Licensed Marriage and Family Therapist	1,845	16	93	165	16	33	0	71	2,239
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	21	0	0	0	0	0	0	0	21
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1,122	0	3	22	0	0	0	0	1,147
Massage Therapy - Approved Massage School	172	0	0	1	0	0	0	0	173
Massage Therapy - Massage Therapist	34,420	336	3,335	4,514	141	527	141	804	44,218
Massage Therapy - Massage Therapy Apprentice	87	0	0	0	0	0	0	0	87
Medical Physicist - Diagnostic Radiological Physicist	46	0	3	49	0	7	0	3	108
Medical Physicist - Medical Health Physicist	24	0	1	11	0	2	0	2	40
Medical Physicist - Medical Nuclear Radiological Physicist	33	0	1	27	0	2	0	4	67
Medical Physicist - Medical Physicist in Training	42	0	0	16	0	0	0	0	58
Medical Physicist - Therapeutic Radiological Physicist	259	0	13	118	0	37	0	3	430
Medicine - Anesthesiologist Assistants	290	0	18	33	2	11	0	2	356
Medicine - House Physician	275	0	0	15	0	0	0	0	290
Medicine - Limited License Medical Doctor	131	5	31	6	0	5	0	22	200
Medicine - Medical Doctor	50,882	103	1,283	17,963	540	2,056	127	2,990	75,944
Medicine - Medical Doctor Expert Witness Certificate	18	0	0	1,901	0	0	0	0	1,919
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	1	0	0	0	0	0	0	0	1
Medicine - Medical Doctor Public Health Certificate	2	0	0	0	0	0	0	0	2
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0	0	0
Medicine - Medical Faculty Certificate	59	0	0	5	0	0	0	0	64
Medicine - Physician Assistant (PA)	7,676	11	300	957	32	214	54	127	9,371
Medicine - Resident Registration	4,507	0	0	1,657	0	0	0	0	6,164
Medicine - Temporary Area of Critical Need - Medical Doctor	528	4	10	156	2	17	0	12	729
Mental Health Counseling - Licensed Mental Health Counselor	10,133	86	404	759	81	118	11	285	11,877
Mental Health Counseling - Provisional Mental Health Counselor Licensee	119	0	0	29	0	0	0	0	148
Mental Health Counseling - Registered Mental Health Counselor Intern	5,378	0	7	120	0	1	5	0	5,511
Midwifery - Midwife	185	4	11	11	0	5	0	18	234
Nursing - Advanced Registered Nurse Practitioner (ARNP)	22,595	66	623	3,068	130	706	77	440	27,705
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	22	0	0	6	0	2	2	0	32

Table 1: Summary of Licensed Practitioners (continued)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Nursing - Certified Nursing Assistant (CNA) Programs	213	0	0	0	0	0	0	0	213
Nursing - Certified Nursing Assistant (CNA)	146,495	0	42,209	2,793	0	2,019	120	1	193,637
Nursing - Clinical Nurse Specialist (CNS)	144	0	7	21	1	4	3	2	182
Nursing - Licensed Practical Nurse (LPN)	66,937	360	9,520	5,415	174	1,386	179	1,334	85,305
Nursing - Nursing Education Program (PN)	141	0	0	1	0	0	0	0	142
Nursing - Nursing Education Program (RN)	209	0	0	1	0	0	0	0	210
Nursing - Registered Nurse (RN)	234,595	1,152	12,817	39,938	1,349	11,994	860	6,564	309,269
Nursing Home Administrators - Nursing Home Administrator	1,406	22	108	155	10	39	5	133	1,878
Occupational Therapy Practice - Occupational Therapist	7,607	40	386	899	62	454	32	111	9,591
Occupational Therapy Practice - Occupational Therapy Assistant	4,879	32	471	308	26	225	6	39	5,986
Opticianry - Apprentice Optician	965	0	0	1	0	0	0	0	966
Opticianry - Optician	3,574	34	202	155	25	28	8	68	4,094
Optometry - Optometric Faculty Certificate	17	0	0	4	0	0	0	0	21
Optometry - Optometrist	2,750	3	56	553	63	101	29	105	3,660
Orthotists & Prosthetists - Orthotic Fitter	122	0	14	0	0	0	0	8	144
Orthotists & Prosthetists - Orthotic Fitter Assistant	70	0	30	0	0	0	0	6	106
Orthotists & Prosthetists - Orthotic Resident	29	0	0	0	0	0	0	0	29
Orthotists & Prosthetists - Orthotist	113	0	13	6	0	0	0	9	141
Orthotists & Prosthetists - Pedorthist	106	1	19	3	0	3	0	6	138
Orthotists & Prosthetists - Prosthetic Residents	25	0	0	2	0	0	0	0	27
Orthotists & Prosthetists - Prosthetist	70	0	7	7	0	3	0	8	95
Orthotists & Prosthetists - Prosthetist-Orthotist	229	0	13	14	1	1	0	19	277
Osteopathic Medicine - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic Medicine - Osteopathic Limited License	4	0	0	1	0	0	0	0	5
Osteopathic Medicine - Osteopathic Physician	5,957	21	151	1,524	220	261	30	214	8,378
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	2	0	0	31	0	0	0	0	33
Osteopathic Medicine - Osteopathic Resident Registration	1,252	0	0	352	0	0	0	0	1,604
Osteopathic Medicine - Temporary Area of Critical Need - Osteopathic	1	0	0	0	0	0	0	0	1
Pharmacy - Consultant Pharmacist	2,623	54	295	139	12	34	4	100	3,261
Pharmacy - Nuclear Pharmacist	151	5	8	45	3	3	1	3	219
Pharmacy - Pharmacist	23,338	55	503	8,178	271	707	90	744	33,886
Pharmacy - Pharmacist Intern	6,518	0	0	4,911	0	0	0	0	11,429
Pharmacy - Registered Pharmacy Technician	38,545	33	10,344	400	9	213	5	14	49,563
Physical Therapy Practice - Physical Therapist	14,101	111	406	2,382	435	478	79	192	18,184



**Table 1: Summary of Licensed Practitioners (continued)**

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Physical Therapy Practice - Physical Therapist Assistant	9,200	66	256	614	74	199	34	59	10,502
Podiatric Medicine - Certified Podiatric X-Ray Assistant	660	0	238	1	0	1	0	4	904
Podiatric Medicine - Podiatric Physician	1,437	16	49	297	59	42	4	124	2,028
Podiatric Medicine - Podiatric Resident Registration	137	0	0	30	0	0	0	0	167
Psychology - Limited License Psychologist	8	0	2	0	0	0	0	2	12
Psychology - Provisional Psychologist	28	0	0	0	0	0	0	0	28
Psychology - Psychologist	4,672	11	94	660	25	61	18	301	5,842
Radiologic Technology - Radiologic Technology	25,071	9	12,415	2,283	2	3,768	23	0	43,571
Radiologic Technology - Radiologist Assistant	27	0	3	6	0	2	0	0	38
Respiratory Care - Certified Respiratory Therapist	2,464	36	464	132	9	66	10	56	3,237
Respiratory Care - Registered Respiratory Therapist	8,167	60	561	748	40	367	19	107	10,069
Respiratory Care - Respiratory Care Practitioner Critical Care	30	0	5	0	0	0	0	3	38
Respiratory Care - Respiratory Care Practitioner Non-Critical Care	4	1	3	2	0	0	0	1	11
School Psychology - School Psychologist	770	11	46	30	1	5	2	41	906
Speech-Language Pathology & Audiology - Audiologist	1,075	4	52	152	3	21	2	19	1,328
Speech-Language Pathology & Audiology - Audiology Assistant	119	0	35	2	0	0	0	1	157
Speech-Language Pathology & Audiology - Provisional Audiologist	17	0	0	6	0	0	0	0	23
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	694	0	0	80	0	0	0	0	774
Speech-Language Pathology & Audiology - Speech-Language Pathologist	9,043	28	428	905	16	235	8	89	10,752
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	1,184	6	265	38	0	5	0	2	1,500
<b>Total</b>	<b>930,174</b>	<b>3,825</b>	<b>111,355</b>	<b>116,046</b>	<b>4,749</b>	<b>28,493</b>	<b>2,316</b>	<b>17,803</b>	<b>1,214,761</b>

**Table 2: Summary of Licensed Facilities and Establishments**

MQA is responsible for the licensure and regulation of nine types of health care facilities and establishments for the preservation of health, safety, and welfare of the public. With more than 23,000 actively licensed facilities and establishments, MQA promotes opportunity and is committed to continuously improving the licensure and regulation process for health care businesses.

Client	Active	Delinquent	Total
Dentistry - Dental Laboratory	954	0	954
Electrolysis Council - Electrolysis Facility	310	0	310
Massage Therapy - Massage Establishment	9,465	2	9,467
Medicine - Office Surgery Registration	555	0	555
Medicine - Pain Management Clinic	259	0	259
Opticianry - Optical Establishment Permit	1,523	0	1,523
Pharmacy - Nonresident Sterile Compounding Pharmacy	157	14	171
Pharmacy - Pharmacy	9,514	321	9,835
Pharmacy - Resident Sterile Compounding Pharmacy	448	2	450
<b>Total</b>	<b>23,185</b>	<b>339</b>	<b>23,524</b>

### Table 3: Recognized Continuing Education (CE) Providers

Continuing education/continuing medical education (CE/CME) requirements are intended to encourage professionals to maintain competence, expand their foundations of knowledge and stay current with new and developing areas in their field. Health care practitioners must report continuing CE/CME course hours to renew their licenses.

Board/Council	Active Providers as of 07/01/2017 (Board/Rule/Statute)	Active Providers as of 07/01/2017 (Full and Single Status)	Approved Providers as of 07/01/2017 (Rule/Statute)	Received Applications - New provider applications received during the 07/01/2016-06/30/2017 timeframe	Approved Applications - New provider applications approved during the 07/01/2016-06/30/2017 timeframe	Approved Applications (Received outside 07/01/2016-06/30/2017 timeframe)	Submitted Courses (New courses submitted by an approved provider for this profession) that either routed for approval or were auto approved during the 07/01/2016-06/30/2017 timeframe	Approved New Courses - routed to Board for review during the 07/01/2016-06/30/2017 timeframe	Approved New Courses - auto-accepted during the 07/01/2016-06/30/2017 timeframe
Florida Board of Acupuncture	171	148	23	36	39	3	396	270	126
Florida Board of Athletic Training	95	13	82	17	15	1	324	6	318
Florida Board of Chiropractic Medicine	32	32	0	6	3	0	423	423	0
Florida Board of Clinical Laboratory Personnel	145	134	11	12	10	1	2,874	37	2,837
Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	609	475	134	75	58	4	5,755	71	5,684
Florida Board of Dentistry	375	167	208	32	28	5	1,512	0	1,512
Florida Board of Hearing Aid Specialists	34	4	30	3	2	0	80	13	67
Florida Board of Massage Therapy	982	388	594	101	93	8	1,793	93	1,700
Florida Board of Medicine	176	0	176	11	5	0	4,245	0	4,245
Florida Board of Nursing	944	873	71	97	84	8	14,461	146	14,315
Florida Board of Nursing Home Administrators	99	99	0	11	11	1	993	18	975
Florida Board of Occupational Therapy	227	178	49	36	36	4	2,756	42	2,714
Florida Board of Opticianry	19	19	0	3	0	0	568	91	477
Florida Board of Optometry	128	126	2	29	28	2	1,225	1,225	0
Florida Board of Orthotists and Prosthetists	18	2	16	3	1	0	10	2	8
Florida Board of Osteopathic Medicine	113	0	113	2	1	0	2,937	0	2,937
Florida Board of Physical Therapy Practice	969	903	66	117	115	1	2,946	2,004	942
Florida Board of Podiatric Medicine	31	3	28	2	2	0	260	9	251

**Table 3: Recognized Continuing Education (CE) Providers (continued)**

Board/Council	Active Providers as of 07/01/2017 (Board/Rule/Statute)	Active Providers as of 07/01/2017 (Full and Single Status)	Approved Providers as of 07/01/2017 (Rule/Statute)	Received Applications - New provider applications received during the 07/01/2016-06/30/2017 timeframe	Approved Applications - New provider applications approved during the 07/01/2016-06/30/2017 timeframe	Approved Applications (Received outside 07/01/2016-06/30/2017 timeframe)	Submitted Courses (New courses submitted by an approved provider for this profession) that either routed for approval or were auto approved during the 07/01/2016-06/30/2017 timeframe	Approved New Courses - routed to Board for review during the 07/01/2016-06/30/2017 timeframe	Approved New Courses - auto-accepted during the 07/01/2016-06/30/2017 timeframe
Florida Board of Psychology	217	94	123	22	19	4	2,432	22	2,410
Florida Board of Respiratory Care	174	102	72	10	9	0	1,489	15	1,474
Florida Board of Speech-Language Pathology and Audiology	563	87	476	26	29	5	3,078	18	3,060
Florida Council of Dietetics and Nutrition	111	0	111	3	1	1	794	0	794
Florida Council of Licensed Midwifery	17	3	14	2	3	2	24	1	23
Florida Council of Medical Physicists	5	0	5	0	0	0	64	0	64
Florida Electrolysis Council	41	22	19	5	6	1	29	2	27
Florida Office of Dental Laboratories	22	19	3	5	2	0	243	12	231
Florida Office of School Psychology	41	15	26	5	4	1	815	4	811
Florida Physician Assistants	112	0	112	5	5	0	1,708	0	1,708
<b>Totals</b>	<b>6,470</b>	<b>3,906</b>	<b>2,564</b>	<b>676</b>	<b>609</b>	<b>52</b>	<b>54,234</b>	<b>4,524</b>	<b>49,710</b>

## Table 4: Initial Applications Received and Initial Licenses Issued

MQA upholds Florida's public health legacy by pursuing superior services and easing the regulatory burden for health care practitioners, so they can get to work quickly. This is accomplished through performance improvement initiatives to increase efficiency and accuracy. All applications are carefully examined to ensure every practitioner in the state meets the requirements for safe practice. This fiscal year, MQA received 127,430 applications and issued 100,058 licenses.

Profession	Apps Received	Re-exam Apps	Licenses Issued
Acupuncturist	136	0	99
Athletic Trainer	397	0	365
Certified Social Workers - Certified Master Social Worker	0	0	2
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	72	0	37
Chiropractic Medicine - Chiropractic Faculty Certificate	3	0	2
Chiropractic Medicine - Chiropractic Physician	404	0	351
Chiropractic Medicine - Registered Chiropractic Assistant	1,489	0	1,340
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1,360	0	1,092
Clinical Laboratory Personnel - Clinical Laboratory Trainee	460	0	462
Clinical Laboratory Personnel - Clinical Laboratory Training Program	0	0	5
Clinical Social Work - Licensed Clinical Social Worker	1,049	0	851
Clinical Social Work - Provisional Clinical Social Worker Licensee	25	0	26
Clinical Social Work - Registered Clinical Social Worker Intern	1,009	0	958
Dentistry - Dentist	804	0	834
Dentistry - Dental Expert Witness Certificate	23	0	22
Dentistry - Dental Hygienist	821	0	667
Dentistry - Dental Laboratory	93	0	62
Dentistry - Dental Radiographer	914	0	765
Dentistry - Dental Residency Permits	167	0	164
Dentistry - Dental Teaching Permits	3	0	26
Dentistry - Dental Temporary Certificate	35	0	2
Dentistry - Dental-Health Access Dental	19	0	7
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	465	15	428
Electrolysis Council - Electrologist	221	0	187
Electrolysis Council - Electrolysis Facility	36	0	31
Emergency Medical Services - Emergency Allergy Treatment Licensee	32	0	15
Emergency Medical Services - Emergency Medical Technician	5,141	17	4,066
Emergency Medical Services - Paramedic	2,217	875	1,936
Hearing Aid Specialists - Hearing Aid Specialist	120	77	92
Hearing Aid Specialists - Hearing Aid Specialist Trainee	114	0	100
Marriage and Family Therapy - Licensed Marriage and Family Therapist	222	0	165
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	10	0	10
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	235	0	213
Massage Therapy - Approved Massage School	0	0	3
Massage Therapy - Massage Establishment	1,823	0	1,416
Massage Therapy - Massage Therapist	4,712	0	4,414
Massage Therapy - Massage Therapy Apprentice	69	0	51
Medical Physicist - Diagnostic Radiological Physicist	9	0	6
Medical Physicist - Medical Health Physicist	12	0	3
Medical Physicist - Medical Nuclear Radiological Physicist	7	0	6
Medical Physicist - Medical Physicist in Training	19	0	17
Medical Physicist - Therapeutic Radiological Physicist	44	0	35
Medicine - Anesthesiologist Assistants	69	0	60
Medicine - House Physician	65	0	66
Medicine - Limited License Medical Doctor	53	0	20
Medicine - Medical Doctor	4,655	0	4,221

**Table 4: Initial Applications Received and Initial Licenses Issued**

Profession	Apps Received	Re-exam Apps	Licenses Issued
Medicine - Medical Doctor Expert Witness Certificate	1,000	0	942
Medicine - Medical Doctor Public Health Certificate	1	0	1
Medicine - Medical Doctor Visiting Faculty Certificate	1	0	1
Medicine - Medical Faculty Certificate	35	0	28
Medicine - Office Surgery Registration	91	0	76
Medicine - Pain Management Clinic	45	0	41
Medicine - Physician Assistant (PA)	1,006	0	825
Medicine - Resident Registration	1,573	0	1,579
Medicine - Temporary Area of Critical Need - Medical Doctor	147	0	109
Mental Health Counseling - Licensed Mental Health Counselor	1,203	0	896
Mental Health Counseling - Provisional Mental Health Counselor Licensee	86	0	84
Mental Health Counseling - Registered Mental Health Counselor Intern	1,562	0	1,275
Midwifery - Midwife	25	0	20
Nursing - Certified Nursing Assistant (CNA) Programs	0	0	31
Nursing - Certified Nursing Assistant (CNA)	24,116	5,946	15,157
Nursing - Licensed Practical Nurse (LPN)	6,637	1,055	4,964
Nursing - Nursing Education Program (PN)	0	0	17
Nursing - Nursing Education Program (RN)	0	0	22
Nursing - Registered Nurse (RN)	33,374	5,141	26,480
Nursing Home Administrators - Nursing Home Administrator	227	37	98
Occupational Therapy Practice - Occupational Therapist	782	0	719
Occupational Therapy Practice - Occupational Therapy Assistant	711	0	705
Opticianry - Apprentice Optician	204	0	175
Opticianry - Optical Establishment Permit	69	0	57
Opticianry - Optician	162	0	132
Optometry - Optometric Faculty Certificate	5	0	5
Optometry - Optometrist	362	0	192
Orthotists & Prosthetists - Orthotic Fitter	6	0	5
Orthotists & Prosthetists - Orthotic Fitter Assistant	11	0	9
Orthotists & Prosthetists - Orthotic Resident	14	0	17
Orthotists & Prosthetists - Orthotist	18	0	20
Orthotists & Prosthetists - Pedorthist	6	0	5
Orthotists & Prosthetists - Prosthetic Residents	20	0	15
Orthotists & Prosthetists - Prosthetist	4	0	5
Orthotists & Prosthetists - Prosthetist-Orthotist	14	0	11
Osteopathic Medicine - Osteopathic Physician	780	0	683
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	24	0	17
Osteopathic Medicine - Osteopathic Resident Registration	511	0	476
Pharmacy - Consultant Pharmacist	187	0	169
Pharmacy - Nonresident Sterile Compounding Pharmacy	43	0	19
Pharmacy - Nuclear Pharmacist	12	0	9
Pharmacy - Pharmacist	2,096	0	1,387
Pharmacy - Pharmacist Intern	1,843	0	1,578
Pharmacy - Pharmacy	823	0	580
Pharmacy - Registered Pharmacy Technician	8,304	0	7,245
Pharmacy - Resident Sterile Compounding Pharmacy	12	0	11
Physical Therapy Practice - Physical Therapist	1,459	402	1,122
Physical Therapy Practice - Physical Therapist Assistant	996	758	936
Podiatric Medicine - Certified Podiatric X-Ray Assistant	156	0	136

**Table 4: Initial Applications Received and Initial Licenses Issued (continued)**

Profession	Apps Received	Re-exam Apps	Licenses Issued
Podiatric Medicine - Podiatric Physician	104	0	88
Podiatric Medicine - Podiatric Resident Registration	43	0	45
Psychology - Limited License Psychologist	5	0	3
Psychology - Provisional Psychologist	23	0	19
Psychology - Psychologist	468	176	309
Radiologic Technology - Radiologic Technology	2,841	186	1,910
Radiologic Technology - Radiologist Assistant	8	0	2
Respiratory Care - Certified Respiratory Therapist	218	0	140
Respiratory Care - Registered Respiratory Therapist	1,086	0	884
School Psychology - School Psychologist	67	0	67
Speech-Language Pathology & Audiology - Audiologist	82	0	69
Speech-Language Pathology & Audiology - Audiology Assistant	39	0	24
Speech-Language Pathology & Audiology - Provisional Audiologist	24	0	13
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	542	0	487
Speech-Language Pathology & Audiology - Speech-Language Pathologist	946	0	827
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	538	0	385
<b>Totals</b>	<b>127,430</b>	<b>14,685</b>	<b>100,058</b>

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

**Table 5: Upgraded Applications Received and Upgraded Licenses Issued**

After an initial license is issued, a health care practitioner or facility may choose to upgrade a license to reflect greater qualifications. For example, a nurse may upgrade to become an Advanced Registered Nurse Practitioner or Clinical Nurse Specialist (ARNP/CNS) after completing additional education. During the 2016-2017 fiscal year, MQA issued 4,345 upgraded health care practitioner licenses.

Profession	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
Chiropractic Medicine - Chiropractic Physician	Acupuncture Added	20	15
Clinical Laboratory Personnel - Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	487	467
Dentistry - Dental	Sedation Permit Issued	92	47
Massage Therapy - Massage Therapist	Colonics Added	11	14
Nursing - Advanced Registered Nurse Practitioner (ARNP)	Upgrade to ARNP Including Specialties	3,583	3575
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	Upgrade to ARNP/CNS	2	2
Nursing - Clinical Nurse Specialist (CNS)	Upgrade to CNS	32	20
Opticianry - Optician	Upgrade to Certified	27	27
Radiologic Technology - Radiologic Technology	Additional Certification	257	178
<b>Totals:</b>		<b>4,511</b>	<b>4,345</b>

**Note:** The Upgraded Applications Received column counts the total number of applications received during the fiscal year to upgrade an existing license, while the Upgraded Licenses Issued column counts the total number of applications approved during the fiscal year that resulted in an upgraded license.

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

## Table 6: Online Renewals

MQA licenses more than 1.2 million health care practitioners and health care facilities and, on average, renews over 400,000 licenses per year. Most health care licensees and facilities are required to renew their license every two years to maintain the right to practice, while some professions require annual licensure renewal. To facilitate an efficient and effective renewal process, MQA encourages licensees to renew their license online. This fiscal year, nearly 95 percent of licensees utilized the online renewal system.

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Acupuncturist	18	0	19	94.74%
Athletic Trainer	136	1,746	1,909	98.59%
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	4	0	6	66.67%
Chiropractic Medicine - Chiropractic Faculty Certificate	0	0	1	0.00%
Chiropractic Medicine - Chiropractic Physician	63	0	75	84.00%
Clinical Laboratory Personnel - Clinical Laboratory Personnel	145	8,631	9,032	97.17%
Clinical Laboratory Personnel - Clinical Laboratory Training Program	0	2	44	4.55%
Clinical Social Work - Licensed Clinical Social Worker	86	9,280	9,522	98.36%
Clinical Social Work - Registered Clinical Social Worker Intern	60	0	65	92.31%
Dentistry - Dental Hygienist	57	0	61	93.44%
Dentistry - Dental Laboratory	17	0	38	44.74%
Dentistry - Dental Residency Permits	0	0	152	0.00%
Dentistry - Dentist	24	0	28	85.71%
Dietetics & Nutrition Practice Council - Dietetics/ Nutritionist	38	4,006	4,086	98.97%
Dietetics & Nutrition Practice Council - Nutrition Counselor	4	73	83	92.77%
Electrolysis Council - Electrologist	45	0	55	81.82%
Electrolysis Council - Electrolysis Facility	15	0	18	83.33%
Emergency Medical Services (EMS) - Emergency Medical Technician	1,689	23,279	27,890	89.52%
EMS - Paramedic	1,040	18,654	28,237	69.75%
Hearing Aid Specialists - Hearing Aid Specialist	21	877	912	98.46%
Marriage & Family Therapy - Registered Marriage and Family Therapist Intern	21	0	21	100.00%
Marriage & Family Therapy - Licensed Marriage and Family Therapist	31	1,867	1,936	98.04%
Massage Therapy - Massage Establishment	1	859	2,055	41.85%
Massage Therapy - Massage Therapist	292	7,409	7,821	98.47%
Medical Physicist - Medical Physicist in Training	0	1	40	2.50%
Medical Physicist - Therapeutic Radiological Physicist	7	340	352	98.58%
Medical Physicist - Diagnostic Radiological Physicist	7	83	92	97.83%
Medical Physicist - Nuclear Radio Physicist	4	48	54	96.30%
Medical Physicist - Medical Health Physicist	3	27	33	90.91%
Medicine - Anesthesiologist Assistants	0	1	274	0.36%
Medicine - House Physician	0	0	1,151	0.00%
Medicine - Medical Doctor	479	30,218	31,129	98.61%
Medicine - Physician Assistant (PA)	31	0	33	93.94%
Medicine - Temporary Area of Critical Need - Medical Doctor	0	0	2	0.00%
Mental Health Counseling - Licensed Mental Health Counselor	95	10,214	10,462	98.54%
Mental Health Counseling - Registered Mental Health Counselor Intern	93	0	97	95.88%
Midwifery - Midwife	1	0	2	50.00%
Nursing - Certified Nursing Assistant (CNA)	6,073	59,157	68,634	95.04%

Table 6: Online Renewals (continued)

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Nursing - Licensed Practical Nurse (LPN)	417	20,425	21,184	98.39%
Nursing - Registered Nurse (RN)	3,101	162,358	167,977	98.50%
Nursing Home Administrators - Nursing Home Administrator	42	1,287	1,350	98.44%
Occupational Therapy Practice - Occupational Therapist	144	7,930	8,138	99.21%
Occupational Therapy Practice - Occupational Therapy Assistant	141	4,602	4,767	99.50%
Opticianry - Optician	53	3,511	3,677	96.93%
Opticianry - Optometric Faculty Certificate	0	0	7	0.00%
Optometry - Optometrist	87	3,080	3,248	97.51%
Orthotists & Prosthetists - Orthotist	2	0	2	100.00%
Orthotists & Prosthetists - Pedorthist	5	0	6	83.33%
Orthotists & Prosthetists - Prosthetist-Orthotist	2	0	2	100.00%
Osteopathic Medicine - Osteopathic Physician	52	0	56	92.86%
Osteopathic Medicine - Osteopathic Resident Registration	0	3	745	0.40%
Pharmacy - Consultant Pharmacist	61	2,592	2,683	98.88%
Pharmacy - Nuclear Pharmacist	2	0	2	100.00%
Pharmacy - Pharmacist	60	3,429	3,576	97.57%
Pharmacy - Pharmacy	117	4,373	9,682	46.37%
Pharmacy - Registered Pharmacy Technician	1,550	30,533	32,273	99.41%
Physical Therapy Practice - Physical Therapist	31	0	32	96.88%
Physical Therapy Practice - Physical Therapist Assistant	23	0	25	92.00%
Podiatric Medicine - Certified Podiatric X-Ray Assistant	16	0	19	84.21%
Podiatric Medicine - Podiatric Physician	2	0	3	66.67%
Psychology - Psychologist	31	0	34	91.18%
Radiologic Technology - Radiologic Technology	609	11,267	12,373	95.98%
Radiologic Technology - Radiologist Assistant	0	19	20	95.00%
Respiratory Care - Certified Respiratory Therapist	30	2,528	2,589	98.80%
Respiratory Care - Registered Respiratory Therapist	56	8,486	8,592	99.42%
Respiratory Care - Critical Care	0	30	31	96.77%
Respiratory Care - Non-Critical Care	0	7	7	100.00%
School Psychology - School Psychologist	5	0	5	100.00%
Speech-Language Pathology & Audiology - Audiologist	5	0	6	83.33%
Speech-Language Pathology & Audiology - Audiology Assistant	1	0	1	100.00%
Speech-Language Pathology & Audiology - Speech-Language Pathologist	36	0	40	90.00%
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	13	0	16	81.25%
<b>Total</b>	<b>17,294</b>	<b>443,232</b>	<b>489,589</b>	<b>94.06%</b>

**Note:** Licensees are encouraged to renew their license online. Occasionally, paper applications are received and are included in the renewal total.

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.



## Table 7: Emergency Orders Issued

The department has a specific unit within the Prosecution Services Unit dedicated to reviewing all cases in which a licensee may pose an immediate danger to the health or safety of the public. In the event a health care provider poses an immediate danger to themselves or the public, the department has the authority to restrict or suspend a health care license through an emergency order. During the 2016-2017 fiscal year, the department issued 285 emergency orders.

Profession	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Chiropractic Medicine - Chiropractic Physician	0	2	2
Chiropractic Medicine - Registered Chiropractic Assistant	1	1	2
Clinical Social Work - Licensed Clinical Social Worker	2	0	2
Dentistry - Dentist	1	1	2
Dentistry - Dental Hygienist	3	1	4
Dentistry - Dental Radiographer	0	1	1
Dietetics & Nutrition Practice Council - Dietetics/ Nutritionist	1	0	1
Emergency Medical Services - Emergency Medical Technician	1	1	2
Emergency Medical Services - Paramedic	4	1	5
Massage Therapy - Massage Establishment	2	0	2
Massage Therapy - Massage Therapist	23	2	25
Medicine - Medical Doctor	6	10	16
Medicine - Pain Management Clinic	2	0	2
Medicine - Physician Assistant (PA)	1	3	4
Mental Health Counseling - Licensed Mental Health Counselor	1	0	1
Mental Health Counseling - Registered Mental Health Counselor Intern	1	0	1
Nursing - Advanced Registered Nurse Practitioner (ARNP)	2	1	3
Nursing - Certified Nursing Assistant (CNA)	14	54	68
Nursing - Licensed Practical Nurse (LPN)	18	8	26
Nursing - Registered Nurse (RN)	60	14	74
Occupational Therapy Practice - Occupational Therapist	2	0	2
Osteopathic Medicine - Osteopathic Physician	0	1	1
Pharmacy - Consultant Pharmacist	0	2	2
Pharmacy - Pharmacist	1	9	10
Pharmacy - Pharmacy	0	2	2
Pharmacy - Registered Pharmacy Technician	1	12	13
Physical Therapy Practice - Physical Therapist	1	0	1
Physical Therapy Practice - Physical Therapist Assistant	1	0	1
Podiatric Medicine - Podiatric Physician	2	1	3
Radiologic Technology - Radiologic Technology	3	0	3
Respiratory Care - Registered Respiratory Therapist	4	0	4
<b>Totals</b>	<b>158</b>	<b>127</b>	<b>285</b>

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

## Table 8: Reports Received, Complaints Received and Investigations Completed

One of MQA's core business functions is ensuring the safety of the citizens and visitors of Florida through the enforcement of the regulatory laws and rules for health care practitioners. MQA has a team dedicated to receiving, reviewing, and investigating consumer complaints made against a health care provider. All complaints received by the department are reviewed thoroughly. MQA investigators followed up on thousands of complaints against licensed health care providers and completed 5,846 investigations this fiscal year.

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquiries Completed	Investigations Completed	Inspections Completed
Acupuncturist	0	27	11	2	8	0
Athletic Trainer	0	11	2	0	2	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	2	1	0	1	0
Chiropractic Medicine - Chiropractic Physician	17	175	59	9	56	0
Chiropractic Medicine - Registered Chiropractic Assistant	0	21	9	1	8	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	16	4	0	3	0
Clinical Social Work - Licensed Clinical Social Worker	0	71	23	2	20	0
Clinical Social Work - Provisional Clinical Social Worker Licensee	0	1	1	0	1	0
Clinical Social Work - Registered Clinical Social Worker Intern	0	15	3	0	3	0
Dentistry - Dental	277	770	314	13	314	6
Dentistry - Dental Hygienist	0	35	11	1	12	0
Dentistry - Dental Laboratory	0	17	7	0	6	1,065
Dentistry - Dental Radiographer	0	8	3	2	5	0
Dentistry - Dental Residency Permits	1	2	1	0	1	0
Dentistry - Dental Teaching Permits	0	1	1	0	1	0
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	0	10	1	2	1	0
Dietetics & Nutrition Practice Council - Nutrition Counselor	0	2	0	0	0	0
Electrolysis Council - Electrologist	2	30	14	5	10	0
Electrolysis Council - Electrolysis Facility	0	9	7	0	5	220
Emergency Medical Services - Emergency Allergy Treatment Licensee	0	1	0	0	0	0
Emergency Medical Services - Emergency Medical Technician	0	86	49	0	32	0
Emergency Medical Services - Paramedic	1	104	59	0	51	0
Hearing Aid Specialists - Hearing Aid Specialist	0	49	14	0	15	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	18	5	1	5	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	7	2	1	1	0
Massage Therapy - Massage Establishment	0	478	236	34	149	10,191
Massage Therapy - Massage Therapist	0	1,274	1,115	26	1,387	0
Massage Therapy - Massage Therapy Apprentice	0	3	2	0	2	0
Medical Physicist - Medical Nuclear Radiological Physicist	0	1	1	0	0	0
Medical Physicist - Medical Physicist in Training	0	1	0	0	0	0
Medical Physicist - Therapeutic Radiological Physicist	0	1	0	0	0	0
Medicine - Anesthesiologist Assistants	0	0	0	0	1	0
Medicine - House Physician	0	19	0	0	0	0
Medicine - Limited License Medical Doctor	3	0	0	0	0	0
Medicine - Medical Doctor	2,698	3,893	898	105	847	233

Table 8: Reports Received, Complaints Received and Investigations Completed (continued)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquiries Completed	Investigations Completed	Inspections Completed
Medicine - Medical Doctor Expert Witness Certificate	0	2	1	0	1	0
Medicine - Medical Faculty Certificate	0	1	0	0	0	0
Medicine - Office Surgery Registration	7	10	2	0	1	60
Medicine - Pain Management Clinic	0	89	35	4	19	247
Medicine - Physician Assistant (PA)	51	184	72	5	40	0
Medicine - Resident Registration	12	116	7	0	5	0
Medicine - Temporary Area of Critical Need - Medical Doctor	6	42	9	4	8	12
Mental Health Counseling - Licensed Mental Health Counselor	2	146	42	8	38	0
Mental Health Counseling - Provisional Mental Health Counselor Licensee	0	5	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	55	19	5	12	0
Midwifery - Midwife	4	7	5	0	5	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	54	459	90	7	87	90
Nursing - Certified Nursing Assistant (CNA)	38	3,508	706	20	686	0
Nursing - Licensed Practical Nurse (LPN)	55	1,305	413	6	384	0
Nursing - Registered Nurse (RN)	106	2,531	892	24	862	2
Nursing Home Administrators - Nursing Home Administrator	159	54	21	2	11	0
Occupational Therapy Practice - Occupational Therapist	0	27	9	0	9	0
Occupational Therapy Practice - Occupational Therapy Assistant	0	15	5	0	3	0
Opticianry - Apprentice Optician	0	1	0	1	2	0
Opticianry - Optical Establishment Permit	0	21	6	2	6	869
Opticianry - Optician	0	22	6	1	6	0
Optometry - Optometrist	6	73	27	1	18	5
Orthotists & Prosthetists - Orthotic Fitter	0	3	0	0	0	0
Orthotists & Prosthetists - Orthotic Resident	0	1	0	0	0	0
Orthotists & Prosthetists - Orthotist	0	4	1	0	1	0
Orthotists & Prosthetists - Pedorthist	0	1	0	0	0	0
Orthotists & Prosthetists - Prosthetic Residents	0	1	0	0	0	0
Orthotists & Prosthetists - Prosthetist	0	4	1	0	1	0
Orthotists & Prosthetists - Prosthetist-Orthotist	0	4	1	0	1	0
Osteopathic Medicine - Osteopathic Limited License	0	1	0	0	0	0
Osteopathic Medicine - Osteopathic Physician	278	386	106	6	86	58
Osteopathic Medicine - Osteopathic Resident Registration	0	47	2	0	2	0
Pharmacy - Consultant Pharmacist	1	46	8	2	11	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	20	13	0	9	17
Pharmacy - Nuclear Pharmacist	0	3	2	0	1	0
Pharmacy - Pharmacist	2	567	152	18	146	0
Pharmacy - Pharmacist Intern	0	3	1	0	1	0
Pharmacy - Pharmacy	6	436	188	33	175	6,042
Pharmacy - Registered Pharmacy Technician	0	147	50	10	58	0

**Table 8: Reports Received, Complaints Received and Investigations Completed (continued)**

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquiries Completed	Investigations Completed	Inspections Completed
Pharmacy - Resident Sterile Compounding Pharmacy	1	36	24	2	23	478
Physical Therapy Practice - Physical Therapist	2	80	32	3	32	0
Physical Therapy Practice - Physical Therapist Assistant	1	46	18	1	19	0
Podiatric Medicine - Podiatric Physician	78	95	44	1	35	3
Podiatric Medicine - Podiatric Resident Registration	1	0	0	0	0	0
Psychology - Psychologist	1	120	25	3	28	0
Radiologic Technology - Radiologic Technology	3	77	46	3	37	0
Respiratory Care - Certified Respiratory Therapist	1	18	10	1	12	0
Respiratory Care - Registered Respiratory Therapist	0	23	13	0	12	0
School Psychology - School Psychologist	0	4	0	1	0	0
Speech-Language Pathology & Audiology - Audiologist	0	4	0	0	1	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	0	9	3	0	5	0
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	0	3	0	0	0	0
<b>Totals</b>	<b>3,874</b>	<b>18,020</b>	<b>5,960</b>	<b>378</b>	<b>5,846</b>	<b>19,598</b>
<b>Referred Non-Jurisdictional</b>	<b>47</b>	<b>196</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Grand Totals</b>	<b>3,921</b>	<b>18,216</b>	<b>5,960</b>	<b>382</b>	<b>5,846</b>	<b>19,598</b>

**Notes:** Legally Sufficient excludes 143 found not legally sufficient following commencement of investigation. Investigations Completed includes 3 found not legally sufficient upon completion of investigation.

**Definitions:** Statutory Report: Reports required by Florida Statute to be submitted to the Department.

Legally Sufficient: Complaints that, if presumed to be true, show a potential violation of Florida Statute or Rules.

Professions not listed have no data to report. For a complete list, please refer to Tables 1 and 2.

## Table 9: Probable Cause Actions

Ensuring the safety of Florida's residents and visitors remains a top priority of the department. MQA maintains consistent investigative and enforcement efforts to provide thorough, indisputable evidence in each reported case. Each board or council has a designated panel to determine if there is probable cause or sufficient evidence to bring formal charges against a licensee. This fiscal year probable cause was found in over 2,600 cases.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Acupuncturist	6	1	1
Athletic Trainer	3	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	0	0
Chiropractic Medicine - Chiropractic Physician	39	19	19
Chiropractic Medicine - Registered Chiropractic Assistant	7	2	1
Clinical Social Work - Licensed Clinical Social Worker	19	4	3
Clinical Social Work - Registered Clinical Social Worker Intern	2	1	0
Dentistry - Dentist	324	46	45
Dentistry - Dental Expert Witness Certificate	2	0	0
Dentistry - Dental Hygienist	7	6	6
Dentistry - Dental Laboratory	2	2	3
Dentistry - Dental Radiographer	4	3	3
Dentistry - Dental Residency Permits	1	0	0
Dentistry - Dental-Health Access Dental	1	0	0
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	0	2	1
Electrolysis Council - Electrologist	7	2	2
Electrolysis Council - Electrolysis Facility	3	0	0
Emergency Medical Services - Emergency Medical Technician	14	14	12
Emergency Medical Services - Paramedic	11	21	19
Hearing Aid Specialists - Hearing Aid Specialist	8	3	4
Marriage and Family Therapy - Licensed Marriage and Family Therapist	8	0	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1	0	0
Massage Therapy - Massage Establishment	79	37	37
Massage Therapy - Massage Therapist	187	1,000	987
Massage Therapy - Massage Therapy Apprentice	2	0	0
Medicine - Anesthesiologist Assistants	1	0	0
Medicine - Medical Doctor	760	255	242
Medicine - Medical Doctor Expert Witness Certificate	2	0	0
Medicine - Pain Management Clinic	19	6	6
Medicine - Physician Assistant (PA)	31	18	15

Table 9: Probable Cause Actions (continued)

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Medicine - Resident Registration	5	0	0
Medicine - Temporary Area of Critical Need - Medical Doctor	6	3	3
Mental Health Counseling - Licensed Mental Health Counselor	29	13	12
Mental Health Counseling - Registered Mental Health Counselor Intern	12	5	4
Midwifery - Midwife	3	3	3
Nursing - Advanced Registered Nurse Practitioner (ARNP)	60	23	20
Nursing - Certified Nursing Assistant (CNA)	371	356	322
Nursing - Licensed Practical Nurse (LPN)	173	155	144
Nursing - Registered Nurse (RN)	382	420	378
Nursing Home Administrators - Nursing Home Administrator	13	0	0
Occupational Therapy Practice - Occupational Therapist	8	5	3
Occupational Therapy Practice - Occupational Therapy Assistant	3	2	2
Opticianry - Apprentice Optician	3	0	0
Opticianry - Optician	4	2	2
Optometry - Optometrist	14	0	0
Orthotists & Prosthetists - Orthotic Fitter	1	0	0
Orthotists & Prosthetists - Prosthetist	1	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	2	0	0
Osteopathic Medicine - Osteopathic Physician	71	31	28
Pharmacy - Consultant Pharmacist	7	3	3
Pharmacy - Nonresident Sterile Compounding Pharmacy	5	2	2
Pharmacy - Nuclear Pharmacist	1	0	0
Pharmacy - Pharmacist	123	33	32
Pharmacy - Pharmacy	142	45	39
Pharmacy - Registered Pharmacy Technician	20	43	32
Pharmacy - Resident Sterile Compounding Pharmacy	17	1	1
Physical Therapy Practice - Physical Therapist	12	9	8
Physical Therapy Practice - Physical Therapist Assistant	6	15	15
Podiatric Medicine - Certified Podiatric X-Ray Assistant	1	0	0
Podiatric Medicine - Podiatric Physician	29	13	11
Psychology - Psychologist	21	2	1
Radiologic Technology - Radiologic Technology	14	23	21
Respiratory Care - Certified Respiratory Therapist	2	10	8

**Table 9: Probable Cause Actions (continued)**

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Respiratory Care - Registered Respiratory Therapist	7	13	12
School Psychology - School Psychologist	4	0	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	3	0	0
<b>Total</b>	<b>3,126</b>	<b>2,672</b>	<b>2,512</b>

Professions not listed have no data to report. For a complete list, please refer to Tables 1 and 2.

**Table 10: Disciplinary Cases**

MQA, in conjunction with the boards, works to enforce health care standards through timely discipline of health care professionals and facilities found in violation of the law. This fiscal year final orders were issued in 1,529 cases against health care practitioners. Some practitioners were determined to need additional training to prevent errors, while others were reprimanded or sanctioned.

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Chiropractic Medicine - Chiropractic Physician	0	2	1	0	1	1	0	2	7	5
Chiropractic Medicine - Registered Chiropractic Assistant	0	2	0	0	0	0	0	0	1	2
Clinical Social Work - Licensed Clinical Social Worker	1	0	0	0	1	1	0	0	0	2
Clinical Social Work - Registered Clinical Social Worker Intern	0	1	0	0	0	0	0	0	0	1
Dentistry - Dental	1	2	0	2	13	14	4	1	27	26
Dentistry - Dental Hygienist	1	2	1	0	0	0	0	0	1	4
Dentistry - Dental Laboratory	0	0	0	0	1	1	0	0	1	1
Dentistry - Dental Radiographer	0	2	0	0	1	1	1	0	1	3
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	0	1	0	0	0	0	0	0	0	1
Electrolysis Council - Electrologist	1	1	0	0	0	0	0	0	0	2
Emergency Medical Services - Emergency Medical Technician	2	3	2	0	2	2	1	0	1	9
Emergency Medical Services - Paramedic	1	2	5	0	3	3	2	0	3	11
Hearing Aid Specialists - Hearing Aid Specialist	1	3	0	0	1	2	0	0	2	5
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	0	1	0	0	0	0	0	0	1
Massage Therapy - Massage Establishment	0	0	0	0	3	3	2	1	7	3
Massage Therapy - Massage Therapist	14	43	26	0	75	96	34	0	40	151

Table 10: Disciplinary Cases (continued)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Medicine - Medical Doctor	9	50	25	6	102	117	35	1	37	192
Medicine - Medical Doctor Expert Witness Certificate	0	1	0	0	0	0	0	0	0	1
Medicine - Pain Management Clinic	1	0	0	0	6	6	5	0	9	7
Medicine - Physician Assistant (PA)	4	3	1	0	4	4	2	2	4	12
Medicine - Resident Registration	0	0	0	0	0	0	0	0	1	0
Medicine - Temporary Area of Critical Need - Medical Doctor	0	0	2	0	2	2	1	0	0	3
Mental Health Counseling - Licensed Mental Health Counselor	0	2	1	1	1	2	1	0	3	4
Mental Health Counseling - Registered Mental Health Counselor Intern	1	0	0	0	0	0	0	0	0	1
Midwifery - Midwife	0	4	1	0	0	1	0	0	0	5
Nursing - Advanced Registered Nurse Practitioner (ARNP)	4	2	7	5	7	6	2	0	3	23
Nursing - Certified Nursing Assistant (CNA)	130	49	67	17	29	21	23	0	18	288
Nursing - Licensed Practical Nurse (LPN)	25	24	69	18	27	27	9	0	11	150
Nursing - Registered Nurse (RN)	33	65	230	36	103	40	29	0	40	417
Nursing Home Administrators - Nursing Home Administrator	0	1	0	0	0	0	0	0	0	1
Occupational Therapy Practice - Occupational Therapist	2	1	1	1	2	3	1	0	1	6
Occupational Therapy Practice - Occupational Therapy Assistant	0	0	0	0	0	0	0	0	1	0
Opticianry - Optical Establishment Permit	0	0	0	0	2	0	2	0	0	2
Opticianry - Optician	1	0	0	0	0	0	0	0	0	1
Optometry - Optometrist	0	0	0	0	3	3	0	0	0	3
Osteopathic Medicine - Osteopathic Physician	2	6	1	4	12	13	5	0	4	23
Pharmacy - Consultant Pharmacist	0	0	0	0	1	1	0	0	0	1
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	1	0	0	0	0	0	0	1	1



Table 10: Disciplinary Cases (continued)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Pharmacy - Pharmacist	3	4	3	7	11	15	1	0	3	26
Pharmacy - Pharmacist Intern	2	0	0	0	0	0	0	0	0	2
Pharmacy - Pharmacy	9	11	0	4	4	6	0	1	5	28
Pharmacy - Registered Pharmacy Technician	14	16	6	1	4	5	0	0	4	39
Pharmacy - Resident Sterile Compounding Pharmacy	0	0	0	1	0	1	0	0	0	1
Physical Therapy Practice - Physical Therapist	1	1	2	1	8	9	5	0	1	12
Physical Therapy Practice - Physical Therapist Assistant	0	2	1	1	1	2	1	0	1	5
Podiatric Medicine - Podiatric Physician	0	4	2	1	1	4	3	0	2	8
Psychology - Psychologist	0	1	0	0	1	1	0	0	1	2
Radiologic Technology - Radiologic Technology	0	3	6	7	5	16	7	0	1	19
Respiratory Care - Certified Respiratory Therapist	0	3	0	1	1	3	1	0	1	6
Respiratory Care - Registered Respiratory Therapist	1	3	5	1	1	6	4	0	2	10
Respiratory Care - Respiratory Care Practitioner Critical Care	0	0	1	0	0	0	0	0	0	1
Speech-Language Pathology & Audiology - Audiologist	1	0	0	0	0	0	0	0	0	1
Speech-Language Pathology & Audiology - Speech-Language Pathologist	0	0	0	1	0	1	1	0	0	1
<b>Totals</b>	<b>265</b>	<b>321</b>	<b>467</b>	<b>116</b>	<b>439</b>	<b>439</b>	<b>182</b>	<b>8</b>	<b>245</b>	<b>1,529</b>

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

Table 11: Medical Malpractice Claims

Profession	Civil Court Claims Received	Closed Claims Received	NICA Claims	Emergency 3 In 5 Initiated	Emergency 3 In 5 Discipline	Closed Claims Discipline	Closed Claims Non- Discipline
Chiropractic Medicine - Chiropractic Physician	0	17	0	0	0	0	1
Dentistry - Dentist	9	260	0	0	0	3	37
Dentistry - Dentist Residency Permits	0	1	0	0	0	0	0
Electrolysis Council - Electrologist	0	2	0	0	0	0	0
Emergency Medical Services - Paramedic	0	1	0	0	0	0	0
Medicine - Limited License Medical Doctor	0	3	0	0	0	0	0
Medicine - Medical Doctor	186	2,074	72	3	0	15	41
Medicine - Physician Assistant (PA)	6	45	0	0	0	0	2
Medicine - Resident Registration	1	6	3	0	0	0	0
Medicine - Temporary Area of Critical Need - Medical Doctor	0	6	0	0	0	0	0
Midwifery - Midwife	0	3	0	0	0	0	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	8	38	4	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	3	1	0	0	0	0	0
Nursing - Licensed Practical Nurse (LPN)	6	0	0	0	0	0	0
Nursing - Registered Nurse (RN)	7	11	0	0	0	0	0
Nursing Home Administrators - Nursing Home Administrator	158	0	0	0	0	0	0
Optometry - Optometrist	1	5	0	0	0	0	0
Osteopathic Medicine - Osteopathic Physician	16	222	6	0	0	0	8
Pharmacy - Consultant Pharmacist	0	1	0	0	0	0	0
Pharmacy - Pharmacist	2	0	0	0	0	0	1
Pharmacy - Pharmacy	6	0	0	0	0	0	0
Pharmacy - Resident Sterile Compounding Pharmacy	1	0	0	0	0	0	0
Physical Therapy Practice - Physical Therapist	0	1	0	0	0	0	0
Podiatric Medicine - Podiatric Physician	19	58	0	0	0	0	4
Podiatric Medicine - Podiatric Resident Registration	1	0	0	0	0	0	0
Psychology - Psychologist	0	1	0	0	0	0	0
Radiologic Technology - Radiologic Technology	1	0	0	0	0	0	0
Respiratory Care - Certified Respiratory Therapist	0	1	0	0	0	0	0
<b>Totals</b>	<b>431</b>	<b>2,757</b>	<b>85</b>	<b>3</b>	<b>0</b>	<b>18</b>	<b>94</b>
<b>Referred Non-Jurisdictional</b>	<b>34</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Grand Totals</b>	<b>465</b>	<b>2,761</b>	<b>86</b>	<b>3</b>	<b>0</b>	<b>18</b>	<b>94</b>

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

## Table 12: Hospital Annual Report Claims

There is no data to report.

## Table 13: Unlicensed Activity

From educating the public, to conducting complex investigations and issuing cease and desist orders, the department's Unlicensed Activity (ULA) program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation. Working in Tallahassee and 11 field offices throughout the state, the ULA program investigates all unlicensed health care activity complaints and has long-standing partnerships with law enforcement and state attorney offices to prosecute individuals practicing without a license.

Profession	Complaints Received	Referred For Investigations	Inquiries Completed	Investigations Completed	Cease And Desists Issued	Referred To Law Enforcement
Acupuncturist	13	11	0	11	4	4
Athletic Trainer	1	1	1	1	1	1
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	1	0	1	1	1
Chiropractic Medicine - Chiropractic Physician	13	9	5	11	2	2
Chiropractic Medicine - Registered Chiropractic Assistant	2	1	0	2	0	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	2	2	0	2	0	0
Clinical Social Work - Licensed Clinical Social Worker	6	5	1	4	0	0
Dentistry - Dentist	58	46	3	51	13	14
Dentistry - Dental Hygienist	3	1	1	2	1	1
Dentistry - Dental Laboratory	15	15	0	14	9	9
Dentistry - Dental Radiographer	0	0	0	1	0	0
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	26	20	2	22	11	12
Dietetics & Nutrition Practice Council - Nutrition Counselor	3	5	0	6	3	4
Electrolysis Council - Electrologist	14	13	1	14	10	8
Electrolysis Council - Electrolysis Facility	8	6	0	8	4	4
Emergency Medical Services - Emergency Medical Technician	3	1	0	1	0	0
Emergency Medical Services - Paramedic	1	1	0	1	1	1
Hearing Aid Specialists - Hearing Aid Specialist	3	3	0	2	2	1
Hearing Aid Specialists - Hearing Aid Specialist Trainee	1	1	0	1	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	5	5	0	5	1	1
Massage Therapy - Massage Establishment	307	291	14	292	155	132
Massage Therapy - Massage Therapist	322	305	12	301	155	134
Medical Physicist - Medical Nuclear Radiological Physicist	1	1	0	1	0	0
Medicine - Medical Doctor	198	176	16	181	61	47
Medicine - Office Surgery Registration	1	3	2	3	1	1
Medicine - Pain Management Clinic	3	2	0	2	0	0
Medicine - Physician Assistant (PA)	3	3	0	4	1	2
Mental Health Counseling - Licensed Mental Health Counselor	26	28	0	25	14	9
Mental Health Counseling - Registered Mental Health Counselor Intern	1	1	0	2	0	0
Midwifery - Midwife	3	3	0	3	1	1
Nursing - Certified Nursing Assistant (CNA)	33	29	0	28	7	10
Nursing - Licensed Practical Nurse (LPN)	7	7	0	5	5	4
Nursing - Registered Nurse (RN)	46	38	4	41	5	9
Occupational Therapy Practice - Occupational Therapist	4	2	0	2	0	0
Occupational Therapy Practice - Occupational Therapy Assistant	1	1	0	1	0	0
Opticianry - Optical Establishment Permit	50	46	6	44	27	25

Table 13: Unlicensed Activity (continued)

Profession	Complaints Received	Referred For Investigations	Inquiries Completed	Investigations Completed	Cease And Desists Issued	Referred To Law Enforcement
Opticianry - Optician	37	25	11	26	7	9
Optometry - Optometrist	5	4	1	6	1	2
Orthotists & Prosthetists - Orthotic Fitter	2	1	1	1	1	1
Orthotists & Prosthetists - Orthotist	4	4	0	4	2	2
Orthotists & Prosthetists - Prosthetist	1	0	0	0	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	5	5	0	2	0	0
Osteopathic Medicine - Osteopathic Physician	6	4	2	6	0	0
Pharmacy - Consultant Pharmacist	1	0	0	0	0	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	1	0	0	0	0	0
Pharmacy - Pharmacist	28	26	0	26	18	8
Pharmacy - Pharmacy	30	25	2	26	16	12
Pharmacy - Registered Pharmacy Technician	5	5	0	4	3	3
Physical Therapy Practice - Physical Therapist	4	4	0	4	2	2
Physical Therapy Practice - Physical Therapist Assistant	3	3	0	3	0	1
Podiatric Medicine - Podiatric Physician	3	1	1	1	1	1
Podiatric Medicine - Podiatric Resident Registration	1	0	0	0	0	0
Psychology - Psychologist	18	16	2	16	7	7
Radiologic Technology - Radiologic Technology	32	29	1	29	19	18
Radiologic Technology - Radiologist Assistant	1	1	0	1	1	1
Respiratory Care - Registered Respiratory Therapist	1	1	0	1	0	0
Speech-Language Pathology & Audiology - Audiologist	1	1	0	1	0	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	1	1	0	1	0	0
<b>Totals</b>	<b>1,374</b>	<b>1,2439</b>	<b>89</b>	<b>1,253</b>	<b>573</b>	<b>504</b>
<b>Referred Non-Jurisdictional</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>Grand Totals</b>	<b>1,376</b>	<b>1,241</b>	<b>89</b>	<b>1,255</b>	<b>573</b>	<b>504</b>

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

Table 14: Student Loan Defaults

Profession	Reports Of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken	Fine Amounts Imposed
Chiropractic Medicine - Chiropractic Physician	1	1	0	0	0	0	\$0
Osteopathic Medicine - Osteopathic Physician	0	0	1	1	0	0	\$0
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>\$0</b>

Professions not listed have no data to report. For a complete list, refer to Tables 1 and 2.

## Table 15: Revenue, Expenditures, and Cash Balances

MQA must ensure its daily operations are properly financed. MQA is funded by a trust fund which consists of fees and fines collected through the licensing process. The funds are allocated to provide administrative support for the licensing and regulation of health care professionals.

MQA TF Professions	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Act Cash BAL
Acupuncture	\$946,223	\$67,164	\$138,771	\$874,616	\$17,534
Anesthesiologist Assistants	\$145,938	\$184,499	\$43,760	\$286,677	\$1,048
Athletic Trainers	\$261,634	\$337,721	\$111,894	\$487,461	\$60,967
Chiropractic	\$2,721,645	\$358,635	\$977,127	\$2,103,153	\$45,054
Clinical Laboratory	\$13,990	\$1,119,800	\$985,529	\$148,261	\$296,309
Certified Nursing Assistants	\$23,680	\$4,281,867	\$4,531,416	\$(225,869)	\$2,124,204
CSW,MFT,MHC	\$507,457	\$3,778,813	\$2,475,011	\$1,811,259	\$557,803
Dentistry	\$(1,163,216)	\$426,062	\$3,039,582	\$(3,776,736)	\$(906,997)
Dental Hygienist	\$1,244,591	\$119,770	\$365,363	\$998,998	\$285,283
Dental Labs	\$364,350	\$21,781	\$30,485	\$355,646	\$(170,671)
Dietetics & Nutrition	\$417,059	\$506,105	\$146,678	\$776,486	\$(144,268)
Electrolysis	\$(585,551)	\$75,767	\$196,622	\$(706,406)	\$(190,027)
EMS (EMT & PMT)	\$(4,767,548)	\$2,201,160	\$1,410,045	\$(3,976,433)	\$(17,906)
Hearing Aid Specialist	\$187,404	\$551,414	\$180,053	\$558,765	\$(89,596)
Massage Therapy	\$(5,259,602)	\$2,175,762	\$5,729,062	\$(8,812,902)	\$(2,091,262)
Medical Physicists	\$140,983	\$120,906	\$45,863	\$216,026	\$21,467
Medicine	\$5,189,878	\$18,852,344	\$15,126,164	\$8,916,058	\$(1,543,751)
Midwifery	\$(852,199)	\$32,871	\$43,244	\$(862,572)	\$(96,698)
Nursing	\$7,094,178	\$19,833,781	\$14,989,001	\$11,938,958	\$12,780,347
Nursing Home Administrator	\$269,212	\$609,326	\$236,693	\$641,845	\$41,040
Occupational Therapy	\$138,764	\$1,047,427	\$677,702	\$508,489	\$429,815
Opticianry	\$125,008	\$534,099	\$416,776	\$242,331	\$(437,517)
Optometry	\$957,901	\$1,203,913	\$455,284	\$1,706,530	\$78,694
Orthotist & Prosthetist	\$341,047	\$78,383	\$94,648	\$324,782	\$(142,850)
Osteopathic Medicine	\$2,474,708	\$735,436	\$1,216,483	\$1,993,661	\$90,323
Pharmacy	\$91,415	\$6,805,895	\$6,402,515	\$494,795	\$654,946
Physical Therapy	\$795,325	\$517,582	\$1,131,661	\$181,246	\$513,154
Physician Assistant	\$2,456,158	\$339,204	\$997,436	\$1,797,926	\$149,360
Podiatry	\$490,163	\$74,820	\$382,249	\$182,734	\$29,120
Psychology	\$2,152,299	\$237,088	\$537,931	\$1,851,456	\$(110,699)
Radiological Technicians	\$(456,544)	\$386,827	\$719,567	\$(789,284)	\$(187)
Respiratory Therapy	\$475,171	\$1,552,024	\$723,530	\$1,303,665	\$487,038
School Psychology	\$148,513	\$24,764	\$37,432	\$135,845	\$21,971
Speech-Language & Audiology	\$1,478,170	\$395,108	\$425,428	\$1,447,850	\$324,809
<b>Total</b>	<b>\$18,568,204</b>	<b>\$69,588,118</b>	<b>\$65,021,005</b>	<b>\$23,135,317</b>	<b>\$13,067,857</b>

**Note:** Florida Birth-Related Neurological Injury Compensation Association (NICA) is a pass-through and is excluded.

## Table 17: Review of the Adequacy of Renewal Fees

MQA collaborates with individual boards to reduce fees whenever possible. A renewal fee analysis is performed annually to compare the cost of regulation against the current renewal fees.

Profession	FY 16-17 & 17-18 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient (4) Current Renewal Fee
Acupuncture	\$457,319	2,524	\$181	\$500	\$275/\$150	Yes
Anesthesiologist Asst	\$59,656	325	\$184	\$1,000	\$200	Yes
Athletic Trainers	\$205,150	2,371	\$87	\$200/\$100	\$100/\$50	Yes
Chiropractic	\$2,762,226		\$266			Yes
Chiropractic		6,354		\$500	\$350/\$250	
Chiropractic PA		207		\$250	\$55/\$28	
Chiropractic Asst		3,812		\$25	\$25	
Clinical Laboratory	\$1,988,082		\$124			
Director		203		\$150	\$130	
Supervisor		4,938		\$150	\$110	
Technologist		9,039		\$150	\$90	
Technician		1,469		\$150	\$50	
Training Program		54		\$300	\$300	
Inactive		365		\$50	\$50	
Certified Nursing Asst	\$9,229,181	149,284	\$62	\$50	\$50	
CSW,MFT,MHC	\$4,861,945		\$141			Yes
Clinical Social Work		10,081		\$250/\$50	\$115/\$50	
Marriage and Fam Ther		2,042		\$250/\$50	\$115/\$50	
Mental Health Couns		11,059		\$250/\$50	\$115/\$50	
Interns		11,179		\$100	\$75	
Mstr Cert Social Worker		6		\$250	\$150/\$50	
Dentistry	\$6,903,134	13,913	\$496	\$300	\$300	
Dental Hygienist	\$980,375	14,114	\$69	\$300	\$80	Yes
Dental Labs	\$89,123	954	\$93	\$300	\$200	Yes
Dietetics & Nutrition	\$335,885	4,341	\$77	\$500	\$95	Yes
Electrolysis	\$394,189	1,653	\$238	\$100	\$100	
Hearing Aid Spec	\$380,007	972	\$391	\$600	\$375/\$375	Yes
Massage Therapy	\$10,748,287		\$220			
Massage Therapist		39,411		\$200/\$250	\$100	
Massage Establishment		9,467		\$150	\$100	
Medical Physicists	\$89,004		\$142			Yes
Medical Physicists		567		\$500	\$150	
Medical Phys In Trng		58		No Cap	\$50	
Medicine	\$33,026,588	70,678	\$467	\$500	\$350/\$120	Yes
Midwifery	\$145,325	200	\$727	\$500	\$500/\$500	
Naturopathic	\$-	0		\$1,000	\$250	
Nursing	\$31,525,550		\$84			Yes
Registered Nurse (RN)		277,034		No Cap	\$65/\$55	
Licensed Practical Nurse		72,886		No Cap	\$65/\$55	
Advanced Registered Nurse Practitioner (ARNP)		25,859		No Cap	\$115/\$75	
Clinical Nurse Specialists (CNS)		166		No Cap	\$140/\$75	
ARNP/CNS		28		No Cap	\$190/\$75	
Nursing Home Admin	\$482,421	1,593	\$303	No Cap	\$325	Yes

## Table 16: Projected Cash Balances

MQA is committed to ensuring the administrative costs of regulation do not serve as a barrier to licensed health care practitioners practicing their profession in Florida.

MQA TF Professions	Projected Ending Cash Balance 2017-2018	Projected Ending Cash Balance 2018-2019	Projected Ending Cash Balance 2019-2020	Projected Ending Cash Balance 2020-2021	Projected Ending Cash Balance 2021-2022	Projected Ending Cash Balance 2022-2023
Acupuncture	\$1,190,174	\$1,058,652	\$1,540,248	\$1,403,729	\$1,878,626	\$1,737,041
Anesthesiologist Asst	\$260,461	\$330,293	\$359,992	\$428,762	\$457,994	\$525,686
Athletic Trainers	\$392,225	\$595,073	\$593,537	\$793,523	\$789,595	\$986,680
Chiropractic	\$2,657,332	\$1,892,503	\$2,823,825	\$2,030,064	\$2,919,680	\$2,096,603
Clinical Laboratory	\$(63,054)	\$63,853	\$(137,989)	\$(39,271)	\$(263,851)	\$(193,696)
Cert Nurs Asst	\$(519,311)	\$(515,400)	\$(913,624)	\$(1,024,721)	\$(1,544,168)	\$(1,771,802)
Cert Social Worker	\$-	\$-	\$-	\$-	\$-	\$-
CSW,MFT,MHC	\$229,306	\$1,975,019	\$701,089	\$2,377,578	\$1,048,323	\$2,654,669
Dentistry	\$(2,647,898)	\$(5,450,777)	\$(4,402,763)	\$(7,288,796)	\$(6,334,288)	\$(9,304,579)
Dental Hygienist	\$1,679,716	\$1,392,325	\$2,256,699	\$1,958,824	\$2,808,610	\$2,500,109
Dental Labs	\$425,262	\$410,886	\$549,135	\$533,913	\$670,730	\$654,651
Dietetics & Nutrition	\$563,854	\$927,427	\$863,481	\$1,222,928	\$1,154,512	\$1,509,778
Electrolysis	\$(664,596)	\$(792,103)	\$(754,493)	\$(887,235)	\$(854,484)	\$(992,530)
EMS (EMT & PMD)	\$(4,952,182)	\$(4,235,110)	\$(5,239,092)	\$(4,563,865)	\$(5,600,509)	\$(4,967,682)
Hearing Aid Spec	\$360,830	\$623,405	\$531,042	\$788,753	\$691,526	\$944,308
Massage Therapy	\$(8,666,615)	\$(12,090,598)	\$(12,058,335)	\$(15,625,628)	\$(15,725,280)	\$(19,437,786)
Medical Physicists	\$182,506	\$249,007	\$257,209	\$322,259	\$329,630	\$393,210
Medicine	\$10,060,627	\$13,449,912	\$15,977,472	\$18,947,847	\$21,048,878	\$23,594,777
Midwifery	\$(827,413)	\$(866,752)	\$(833,469)	\$(874,354)	\$(843,241)	\$(885,693)
Naturopathy	\$-	\$-	\$-	\$-	\$-	\$-
Nursing	\$12,766,958	\$15,363,865	\$18,197,019	\$20,380,571	\$22,819,908	\$24,584,612
Nursing Home Admin	\$454,823	\$850,120	\$784,201	\$1,172,923	\$1,101,225	\$1,483,285
Occupational Therapy	\$135,932	\$516,259	\$231,111	\$593,116	\$293,517	\$636,958
Opticianry	\$(105,782)	\$(40,161)	\$(348,914)	\$(295,506)	\$(613,799)	\$(572,767)
Optometry	\$1,172,421	\$1,831,423	\$1,624,846	\$2,271,982	\$2,056,453	\$2,691,566
Ortho & Prosth	\$469,641	\$386,230	\$591,475	\$503,897	\$705,183	\$613,384
Osteopathic	\$3,379,147	\$2,616,276	\$4,350,591	\$3,549,334	\$5,234,077	\$4,393,924
Pharmacy	\$1,764,866	\$1,419,214	\$2,632,731	\$2,106,667	\$3,142,298	\$2,433,424
Physical Therapy	\$1,202,135	\$485,955	\$1,510,891	\$763,539	\$1,751,961	\$973,024
Physician Assistant	\$4,029,772	\$3,366,285	\$5,924,292	\$5,235,669	\$7,762,366	\$7,048,271
Podiatry	\$506,464	\$226,155	\$577,204	\$287,851	\$628,972	\$330,455
Psychology	\$2,713,559	\$2,362,286	\$3,576,068	\$3,209,864	\$4,409,690	\$4,028,358
Radiological Tech	\$(194,303)	\$(272,165)	\$(302,667)	\$(401,083)	\$(450,281)	\$(569,525)
Respiratory Therapy	\$604,782	\$1,425,839	\$968,284	\$1,769,658	\$1,294,988	\$2,076,418
School Psychology	\$222,559	\$190,545	\$302,557	\$269,082	\$379,486	\$344,529
Speech-Language	\$1,854,750	\$1,732,603	\$2,410,295	\$2,274,827	\$2,936,719	\$2,787,754
<b>Total</b>	<b>\$30,638,944</b>	<b>\$31,478,343</b>	<b>\$45,143,949</b>	<b>\$44,196,704</b>	<b>\$56,085,045</b>	<b>\$53,327,416</b>

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

Table 17: Review of the Adequacy of Renewal Fees (continued)

Profession	FY 16-17 & 17-18 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient (4) Current Renewal Fee
Occupational Therapy	\$1,279,254	13,853	\$92	No Cap	\$55	Yes
Opticianry	\$849,153	3,788	\$224	\$350/\$50	\$125/\$50	
Optometry	\$812,498		\$240			Yes
Optometrist		3,369		\$300	\$300	
Optometry Faculty		21		No Cap	\$100	
Branch Office		0		\$100	\$100	
Orthotists & Prosthetics	\$317,348	742	\$428	\$500	\$400	Yes
Osteopathic	\$3,438,464	9,331	\$368	\$500	\$400/\$200	Yes
Pharmacy	\$13,995,434		\$167			Yes
Pharmacists		31,842		\$250	\$200	
Consultant Pharmacist		2,828		\$250	\$100	
Nuclear Pharmacist		204		\$250	\$100	
Pharmacies Permit		9,835		\$250	\$250	
Pharmacy Technicians		38,987		\$50	\$50	
Physical Therapy	\$2,645,182		\$98			Yes
Physical Therapist		17,029		\$200	\$75/\$50	
Physical Therapist Asst		9,954		\$150	\$75/\$50	
Physician Assistant	\$2,206,368	8,676	\$254	\$500	\$275/\$150	Yes
Podiatry	\$741,305		\$300			Yes
Podiatric Medicine		1,809		\$350	\$350	
Cert Podiatric X-Ray Asst		661		No Cap	\$75	
Psychology	\$1,128,134		\$210			Yes
Psychologist		5,368		\$500	\$295	
Limited License		8		\$500	\$25	
Respiratory Therapy	\$1,436,839	11,693	\$123	\$200/\$50	\$120/\$50	Yes
School Psychology	\$119,957	812	\$148	\$500	\$190/\$150	Yes
Speech-Lang, P & A	\$1,138,074		\$91			Yes
Pathologist & Audiologist		11,226		\$500/\$100	\$75	
P & A Assist		1,349		No Cap	\$50	
<b>Total Fund (4)</b>	<b>\$134,771,459</b>	<b>932,591</b>	<b>\$145</b>			

**Notes:**

1. Emergency Medical Technicians, Paramedics and Radiological Technicians are not included with the MQA trust funded professions as these professions are not governed by Chapter 456, F.S.
2. Cost to regulate is computed by adding FY 17-18 and FY 18-19 projected expenditures and dividing the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2017.
3. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licenses.
4. If there is a projected positive cash balance at June 30, 2023, then the current renewal fee is deemed to be sufficient.



# CONTACT US/FEEDBACK

## DIVISION DIRECTOR

**Lucy C. Gee, MS**  
Medical Quality Assurance  
(850) 245-4444  
[Lucy.Gee@flhealth.gov](mailto:Lucy.Gee@flhealth.gov)

## BUREAU CHIEFS

**Mark Whitten**  
Bureau of Enforcement  
(850) 245-4123  
[Mark.Whitten@flhealth.gov](mailto:Mark.Whitten@flhealth.gov)

**Adrienne Rodgers, BSN, JD**  
Bureau of Health Care Practitioner Regulation  
(850) 245-4095  
[Adrienne.Rodgers@flhealth.gov](mailto:Adrienne.Rodgers@flhealth.gov)

**Lola Pouncey**  
Bureau of Operations  
(850) 245-4064  
[Lola.Pouncey@flhealth.gov](mailto:Lola.Pouncey@flhealth.gov)

## EXECUTIVE DIRECTORS

**Joe Baker Jr.**  
Nursing and Certified Nursing Assistants  
(850) 245-4158  
[Joe.Baker@flhealth.gov](mailto:Joe.Baker@flhealth.gov)

**Allen Hall**  
Dietetics & Nutrition, Electrolysis, Occupational Therapy,  
Physical Therapy, Psychology, Respiratory Care  
and School Psychology  
(850) 245-4374  
[Allen.Hall@flhealth.gov](mailto:Allen.Hall@flhealth.gov)

**C. Erica White, MBA, JD**  
Pharmacy, Emergency Medical Technician & Paramedic  
and Radiologic Technology  
(850) 245-4197  
[Erica.White@flhealth.gov](mailto:Erica.White@flhealth.gov)

**Kama Monroe, JD**  
Acupuncture, Massage Therapy, Midwifery, Osteopathic  
Medicine and Speech-Language Pathology & Audiology  
(850) 245-4162  
[Kama.Monroe@flhealth.gov](mailto:Kama.Monroe@flhealth.gov)

**Anthony B. Spivey, DBA**  
Chiropractic Medicine, Clinical Laboratory Personnel,  
Nursing Home Administrators, Medical Physicists, Optometry,  
Orthotists & Prosthetists and Podiatric Medicine  
(850) 245-4393  
[Anthony.Spivey@flhealth.gov](mailto:Anthony.Spivey@flhealth.gov)

## **Claudia Kemp, JD**

Physicians, Physician Assistants, Anesthesiologist Assistants, Office  
Surgery Registration and Inspection Program, Pain Management Clinic  
Registration and Inspection Program  
(850) 245-4130  
[Claudia.Kemp2@flhealth.gov](mailto:Claudia.Kemp2@flhealth.gov)

## **Jennifer Wenhold, MSW**

Athletic Training, Certified Master Social Worker, Clinical Social Work,  
Dentistry, Dental Hygienist, Dental Laboratories, Hearing Aid Specialists,  
Marriage and Family Therapy, Mental Health Counseling and Opticianry  
(850) 245-4460  
[Jennifer.Wenhold@flhealth.gov](mailto:Jennifer.Wenhold@flhealth.gov)

## MAILING ADDRESS

Medical Quality Assurance  
4052 Bald Cypress Way Bin C-00  
Tallahassee, FL 32399-3250

## WEBSITE

[www.FLHealthSource.gov](http://www.FLHealthSource.gov)  
[www.FLHealthSource.gov/ULA](http://www.FLHealthSource.gov/ULA)



