

Florida Department of Health | Division of Medical Quality Assurance

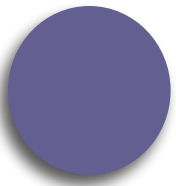
ANNUAL REPORT AND LONG-RANGE PLAN

FISCAL YEAR 2018-2019



Ron DeSantis
Governor

Scott A. Rivkees, MD
State Surgeon General



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

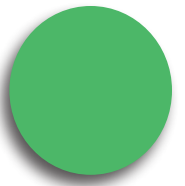
We achieve our mission by serving our customers and engaging our partners.

EXCELLENCE

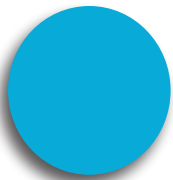
We promote quality outcomes through learning and continuous performance improvement.



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STATE SURGEON GENERAL



Veterans of the United States Armed Forces are an important part of our health care system. The award-winning Veterans Application for Licensure Online Response (VALOR) system expedites and waives fees for qualified military veterans and spouses of active duty service members for most health care professions. In the 2018-2019 fiscal year, 332 military veterans and their spouses were licensed through VALOR. Since its inception, 1,277 qualified military veterans have been licensed through VALOR.

In the 2019 Florida Legislative Session, House Bill 23 was passed. House Bill 23 establishes the standards of practice for telehealth services. These services include patient evaluations, record-keeping, and controlled substances prescribing. Health care providers from other states can perform telehealth services for patients in Florida after they are registered with the Department to provide the services. Telehealth can help with residents of Florida who are in Health Professional Shortage Areas (HPSA), or areas where there may not be a provider available for the patient's specific needs.

I would like to thank the hard-working employees of the Department, and MQA for their continued service to the citizens of Florida.

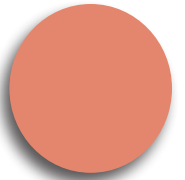
Dr. Scott A. Rivkees
State Surgeon General

As Florida's State Surgeon General and, it gives me great pleasure to present the Division of Medical Quality Assurance (MQA) 2018-2019 Annual Report. MQA personifies the Department of Health's (Department) values of Innovation, Collaboration, Accountability, Responsiveness, and Excellence in many areas. MQA continues to improve and make great strides in meeting strategic goals of licensure and regulatory efficiency.

Public health is incredibly important in the growth of the State of Florida. Providing access to quality health care is key to this process. MQA acts as the liaison between the public, health care professionals, and their boards and councils to efficiently and effectively regulate the health care professions in order to achieve the Department's mission of promoting and protecting the health and safety of all Floridians.

Efficiency is a key focus of MQA employees. Of the over 100,000 initial qualified applicants who were licensed in fiscal year 2018-2019, the average amount of business days to issue a license was 1.65. Over 80 percent of those licensees were licensed in one business day or less. MQA employees have worked diligently to improve processes to help speed up licensing.

DIVISION DIRECTOR



honorable discharge. The department also offers additional armed forces licensure support including an opportunity to receive a temporary certificate to practice in areas of need, renewal exemptions, and professional examination fee reimbursements. Since its inception, veterans and spouses who used the VALOR system saved thousands of dollars in licensure fees. For the 2018-2019 fiscal year, MQA processed 332 VALOR applications and reached a milestone of 1, 277 applications since the start of the VALOR system in 2014.

MQA employees are always working to maintain the safety and health of the public. The dangers of unlicensed health care providers have been a priority for MQA investigators for many years. In the 2018-2019 fiscal year, investigators attended training where they discussed their roles in looking for possible human and labor trafficking. Employees also spent time educating Floridians about unlicensed health care activity, and other health concerns at events such as the Wilton Manors Stonewall PrideFest, and the Heart of Hillsborough Community Event.

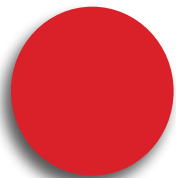
I am very proud to have a team that is dedicated to having Florida remain the leader in health care quality regulation. We pride ourselves on a focused team that keeps Floridians working, through integrated state, county, and community efforts.

Lucy C. Gee, MS
Division Director

As the Director of the Division of Medical Quality Assurance (MQA), I am proud to present the 2018-2019 Annual Report and Long-Range Plan. Florida is a great state to live and work in; but like any state, many unique challenges and opportunities present themselves every day. I am proud that our MQA team is prepared to meet these challenges head-on, as well as the Department's mission to protect, promote, and improve the health of all people in Florida.

This fiscal year we remained focused on our strategic priority of regulatory efficiency, and our successes are a direct result of innovative thinking and rigorous collaboration with our internal and external stakeholders and partners. In the 2018-2019 fiscal year, the Bureau of Health Care Practitioner Regulation (HCPR) established a Quality Assurance (QA) Team for continuous performance improvement. The QA team is responsible for assessing, standardizing, and improving processes within HCPR, to allow even greater efficiency in licensing health care professionals.

MQA continues to support military families in Florida through our nationally-recognized Veterans Application for Licensure Online Response System (VALOR). VALOR provides expedited licensing for military veterans who apply six months before or after honorable discharge from active duty, as well as fee waiver eligibility for military veterans and their spouses for health care practitioner licenses up to 60 months after



EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) is committed to the mission of the Florida Department of Health to protect, promote, and improve the health of all people in Florida. The mission is accomplished through integrated state, county, and community efforts. MQA licenses and regulates seven types of health care facilities and more than 200 license types in over 40 professions, while partnering with 22 boards and four councils. The 2018-2019 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. This report also includes financial information relating to the Division's revenues, expenditures, cash balances, and adequacy of current fees for the 2018-2019 fiscal year. The information provided emphasizes performance-driven results and is formed around licensure, enforcement, and information, the three key processes of MQA.

Florida's health care industry has been multiplying since 2010, and MQA continues to improve business processes for licensure, to meet the demands. For the 2018-2019 fiscal year, 100,073 initial health care profession licenses were issued by the Division, an increase of 8,000 from the 2017-2018 fiscal year. Nearly 95 percent of health care providers have renewed their licenses online in the 2018-2019 fiscal year. The user-friendly Online Services Portal allows an easy way for Florida's 1.3 million health care professionals to manage their applications and license renewals.

MQA staff works diligently to keep customers informed in many ways. Two of those ways are through public record requests and the MQA Customer Call Center. In the 2018-2019 fiscal year, the Customer Call Center responded to 497,024 calls. MQA also tracked, monitored, and responded to 4,511 public record requests. All public record requests were acknowledged within 24 hours of receipt.

Florida is a popular place for members of our armed forces and their families to live. The Department is devoted to making licensing veteran health care professionals easier. The Veterans Application for Licensure Online Response (VALOR) system has been in effect since 2014. VALOR expedites licensing and waives fees for qualified military veterans and their spouses. During the 2018-2019 fiscal year, 332 military veterans and their spouses were licensed through VALOR.

In the 2018-2019 fiscal year, MQA's trust fund maintained a sufficient cash balance; recurring revenues were adequate to cover existing recurring expenditures. The Division reviews the adequacy of the trust fund frequently. MQA is committed to making sure administrative costs foster a healthy and prosperous business environment for the health care industry of Florida.

Finally, the Department's Unlicensed Activity (ULA) program is devoted to protecting the residents and visitors of Florida from the potentially dangerous consequences of receiving health care services from unlicensed persons. ULA works cooperatively with local and state law enforcement, as well as the state attorney's office to prosecute individuals who are practicing without a license. Another way ULA works to protect the public is to provide education and outreach to inform how to be aware of unlicensed activity. During the 2018-2019 fiscal year, ULA investigators completed 1,093 investigations of unlicensed activity and issued 593 cease and desist notices.

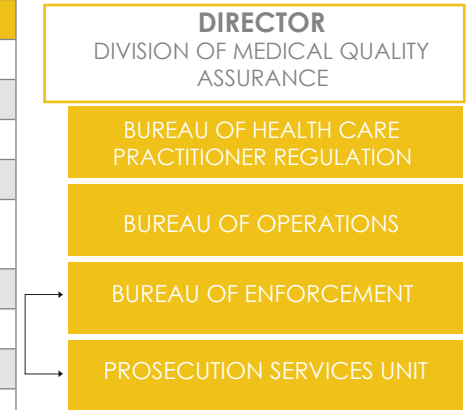
STRUCTURE OF MQA



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 REGULATORY BOARDS	
Acupuncture	Occupational Therapy
Athletic Trainers	Opticianry
Chiropractic Medicine	Optometry
Clinical Laboratory Personnel	Orthotists and Prosthetists
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	Osteopathic Medicine
Dentistry	Pharmacy
Hearing Aid Specialists	Physical Therapy
Massage Therapy	Podiatric Medicine
Medicine	Psychology
Nursing	Respiratory Care
Nursing Home Administrators	Speech-Language 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 or the board under which the council operates.

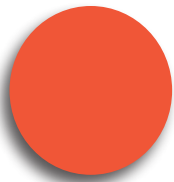
COUNCIL NAME	APPOINTING AUTHORITY
Dietetics and Nutrition Practice	Board of Medicine
Electrolysis	Board of Medicine
Licensed Midwifery	State Surgeon General
Physician Assistants	Board of Medicine Board of Osteopathic Medicine State Surgeon General

DEPARTMENT-REGULATED PROFESSIONS/FACILITIES

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

INTERESTED IN AN APPOINTMENT TO A BOARD OR COUNCIL?

MQA Boards conduct in-person meetings in locations throughout the state on predetermined dates during the year. Each meeting is scheduled for one or two days. In addition, Boards meet through teleconferencing as often as necessary to complete their business. Board members are volunteers but are eligible to be reimbursed for travel expenses and a \$50 per diem. If you are interested in serving on a board, please complete the online Gubernatorial Appointments Questionnaire at www.flgov.com/appointments 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 www.apps.floridahealth.gov/bcquestionnaire. You may also obtain a questionnaire by emailing BoardsandCouncils@flhealth.gov.



LONG-RANGE PLAN 2016-2020

The MQA Long-Range Plan for Fiscal Years 2016-2020 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 roadmap for accomplishing our mission. It is an active plan and must be revised and modified to remain current with trends in health care services and regulation.

Department Strategic Priority Areas

STRATEGIC PRIORITY: LONG, HEALTHY LIFE

Goal: Increase healthy life expectancy

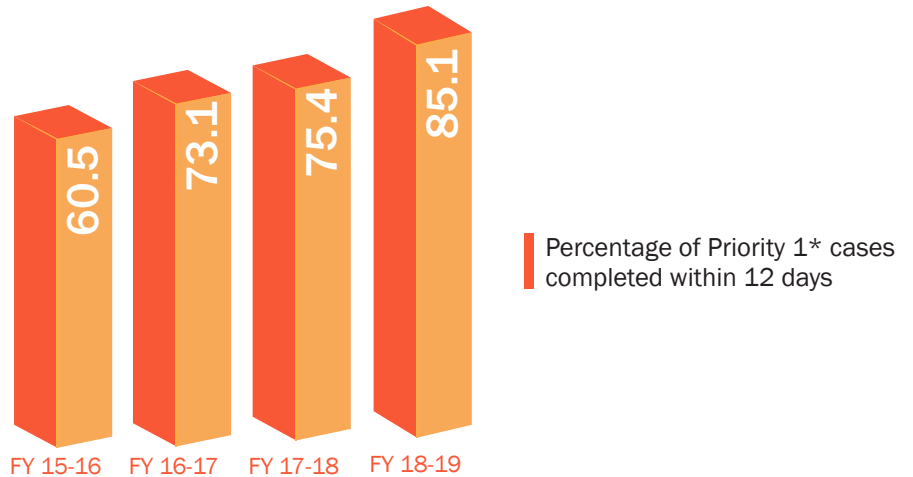
MQA Strategy:

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

Measure:

Percentage of Priority 1* investigations completed within 12 days

*Investigations of cases in which there is a potential for immediate threat to the public



STRATEGIC PRIORITY: EFFECTIVE AGENCY PROCESSES

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

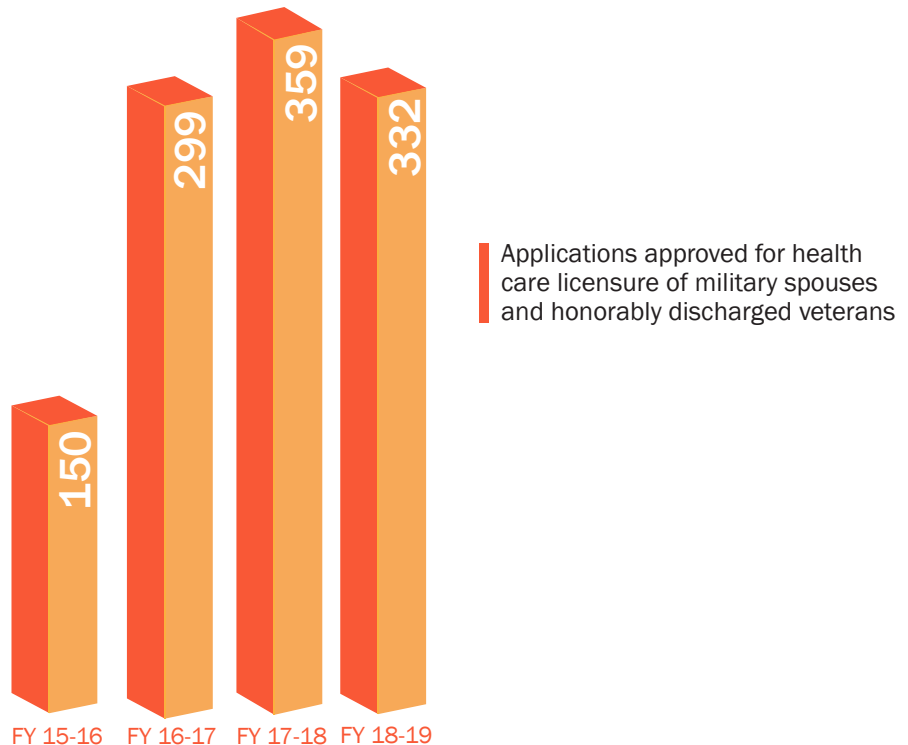
MQA Strategy:

License health care professionals more timely and efficiently

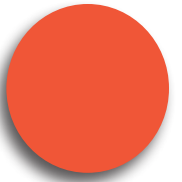
Measure:

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 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 honorable discharge either six months before or six 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.



LONG-RANGE PLAN 2016-2020



STRATEGIC PRIORITY: REGULATORY EFFICIENCY

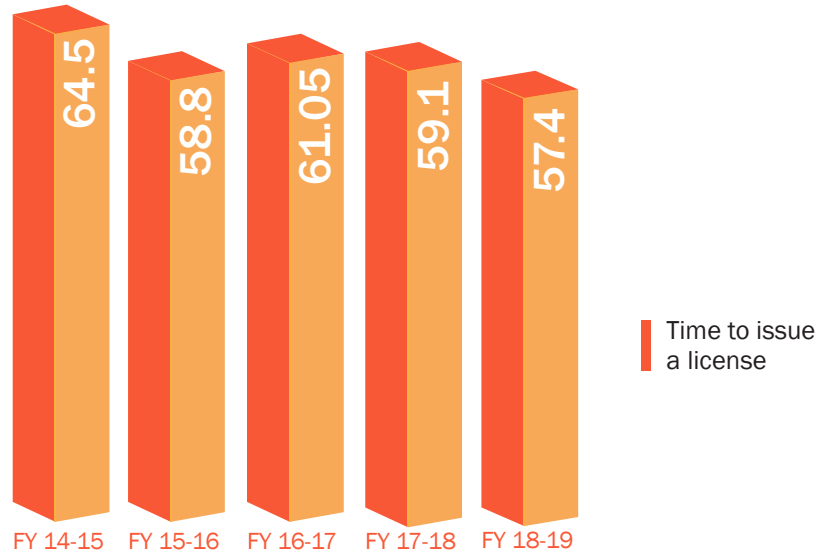
Goal: Establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth

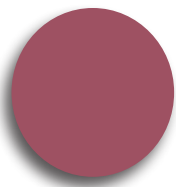
MQA Strategy:

License health care professionals more timely and efficiently

Measure:

Average number of days to issue a license





REDUCTION OF YEAR-OLD CASES

For the 2018-2019 fiscal year, Prosecution Services Unit (PSU) concluded the year with a total of 2,343 disciplinary cases that have not been completed within one year. Of the total number of one year-and-older cases in PSU, 30 percent are from 2018, meaning these cases are only one year old.

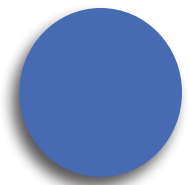
The total PSU year-and-older inventory for the 2018-2019 fiscal year represents a 4 percent increase from fiscal year 2017-2018. Not including the Board of Massage Therapy’s year-and-older inventory, PSU presently has 1,564 year-and-older cases. Compared to fiscal year 2017-2018 (1,417 cases) this represents a 10 percent increase for all other professions.

The Board of Massage Therapy inventory backlog of year-and-older inventory for the profession decreased for FY 2018-2019 to 779 cases, compared to the 837 cases for 2017-2018, a reduction of 7 percent.

	FY 17-18	FY 18-19	Results
Total 1+ Year Inventory	2,254	2,343	4% Increase 30% of the cases are 2018 cases
Total 1+ Year Inventory without Massage Therapy	1,417	1,564	10% Increase
Total 1+ Year Massage Therapy Inventory	837	779	7% Decrease

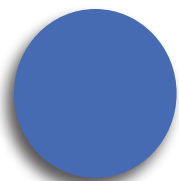
PSU resolved 4,308 total complaints this fiscal year, 1,706 of which were over one year old. PSU also referred 62 cases to the Division of Administrative Hearings for litigation. Twenty-three of those cases resulted in full evidentiary hearings and recommended orders presented to eight different boards and councils for final action. PSU issued 357 emergency restriction and suspension orders, none of which were overturned on appeal.

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	05/31/2017	12/21/2017	02/07/2018	02/27/2018
Athletic Training	64B33-5.001	Disciplinary Guidelines	08/21/2017	10/26/2017	02/06/2018	02/26/2018
Chiropractic Medicine	64B2-16.003	Disciplinary Guidelines	10/20/2016			
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.001	Disciplinary Guidelines	10/12/2016	10/03/2017	11/17/2017	12/07/2017
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	07/21/2017	08/10/2017
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.007	Citations	04/04/2017	04/24/2017	07/21/2017	08/10/2017
Clinical Lab	64B3-12.001	Disciplinary Guidelines	10/12/2016	01/11/2018	03/07/2018	03/27/2018
Dentistry	64B5-13.005	Disciplinary Guidelines	05/16/2018	09/14/2018	10/25/2018	11/14/2018
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	12/06/2016	01/04/2017	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; Notice of Noncompliance	08/24/2016	11/23/2016	12/22/2016	01/11/2017
Massage Therapy	64B7-30.002	Disciplinary Guidelines	01/04/2018	01/22/2018	12/13/2018	01/02/2019
Massage Therapy	64B7-30.004	Citations	02/08/2018	02/27/2018	03/27/2018	04/16/2018
Massage Therapy	64B7-30.006	Notice of Non-Compliance	10/11/2017	10/30/2017	12/11/2017	12/31/2017
Medicine	64B8-8.017	Citations	08/28/2018	09/06/2018	10/23/2018	11/12/2018
Medicine	64B8-8.001	Disciplinary Guidelines	04/30/2018	07/26/2018	08/08/2018	08/28/2018
Medicine	64B9-31.009	Citations	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
Midwifery	64B24-8.002	Disciplinary Guidelines	08/12/2015	12/22/2015	03/20/2016	03/22/2016
Midwifery	64B24-8.003	Citations and Mediation	08/12/2015	12/22/2015	03/20/2016	03/22/2016
Nursing	64B9-8.003	Citations	04/24/2019	05/14/2019	06/18/2019	07/08/2019
Nursing	64B9-8.006	Disciplinary Guidelines	11/21/2018	12/07/2018	01/22/2019	02/11/2019
Nursing	64B9-15.0097	Notice of Non-Compliance; Minor Violations	04/24/2017	05/11/2017	08/04/2017	08/24/2017



DISCIPLINARY GUIDELINES

Board/Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Nursing Home Administrator	64B10-14.004	Disciplinary Guidelines; Range of Penalties; Aggravating and Mitigating Circumstances	10/17/2016	03/20/2017	06/21/2017	07/11/2017
Occupational Therapy	64B11-4.003	Standards of Practice; Discipline	09/26/2016	11/17/2016	12/21/2016	01/10/2017
Opticianry	64B12-8.020	Disciplinary Guidelines	05/10/2017	01/29/2018	03/06/2018	03/26/2018
Optometry	64B13-15.005	Disciplinary Guidelines	07/18/2018	08/03/2018	10/02/2018	10/02/2018
Optometry	64B13-15.006	Disciplinary Guidelines	12/28/2018	01/04/2019	04/03/2019	04/03/2019
Orthotists and Prosthetists	64B14-7.003	Disciplinary Guidelines	05/04/2015	06/02/2017	09/04/2017	10/04/2017
Osteopathic Medicine	64B15-6.01051	Citation Authority	08/24/2018	09/21/2018	10/26/2018	11/15/2018
Osteopathic Medicine	64B15-6.011	Disciplinary Guidelines	08/24/2018	09/21/2018	10/26/2018	11/15/2018
Osteopathic Medicine	64B15-7.009	Citation Authority	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Osteopathic Medicine	64B15-7.010	Disciplinary Guidelines	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Osteopathic Medicine	64B15-19.0065	Notice of Non-Compliance; Minor Violations	05/18/2018	06/18/2018	07/20/2018	08/09/2018
Osteopathic Medicine	64B15-19.007	Citations	05/18/2018	06/18/2018	07/20/2018	08/09/2018
Pharmacy	34B16-30.002	Disciplinary Guidelines	07/06/2018	07/26/2018	10/29/2018	12/18/2018
Physical Therapy	64B17-7.001	Disciplinary Guidelines	12/07/2016	12/15/2016	01/17/2017	02/06/2017
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	08/06/2018	11/14/2018	12/13/2018	01/02/2019
Podiatric Medicine	64B18-14.010	Citations	08/06/2018	11/14/2018	12/13/2018	01/02/2019
Psychology	64B19-17.002	Disciplinary Guidelines	11/21/2017	05/01/2018	05/31/2018	06/20/2018
Respiratory Care	64B32-5.001	Disciplinary Guidelines	11/02/2016	04/27/2017	05/16/2017	06/05/2017
School Psychology	62B21-504.001	Disciplinary Guidelines	09/26/2016	01/18/2017	02/22/2017	03/14/2017
Speech-Language Pathology and Audiology	64B20-7.001	Disciplinary Guidelines	09/27/2013	10/18/2013	11/02/2013	12/02/2013
Speech-Language Pathology and Audiology	64B20-7.003	Minor Violations	08/27/2001	11/16/2001	02/04/2002	03/02/2002
Speech-Language Pathology and Audiology	64B20-7.004	Citations	03/20/2009	04/10/2009	04/30/2009	05/20/2009



APPENDIX

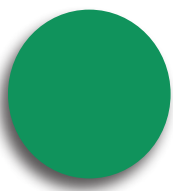
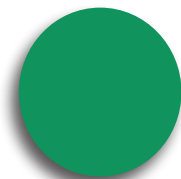


TABLE 1: SUMMARY OF LICENSED PRACTITIONERS

To help sustain Florida's population growth, the Florida Department of Health works to reduce regulation and eliminate unnecessary barriers to licensure. Since 2010, Florida's health care practitioner population has increased by 29.5 percent. To ensure every practitioner has the necessary education and experience to obtain a license, the Division of Medical Quality Assurance (MQA) has an extensive licensure process which thoroughly reviews applications.

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Acupuncturist	2,276	26	106	251	46	43	4	70	2,822
Athletic Trainer	2,261	13	421	312	11	123	9	40	3,190
Certified Social Workers - Certified Master Social Worker	5	0	0	2	0	0	0	0	7
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	255	4	53	4	0	0	0	2	318
Chiropractic Medicine - Chiropractic Faculty Certificate	15	0	0	2	0	0	0	0	17
Chiropractic Medicine - Chiropractic Physician	5,614	58	204	607	205	194	13	349	7,244
Chiropractic Medicine - Registered Chiropractic Assistant	3,980	0	0	11	0	0	0	1	3,992
Clinical Laboratory Personnel - Clinical Laboratory Personnel	14,166	190	1,098	1,854	148	511	38	554	18,559
Clinical Laboratory Personnel - Clinical Laboratory Trainee	435	0	0	10	0	0	0	0	445
Clinical Laboratory Personnel - Clinical Laboratory Training Program	32	0	0	15	0	0	0	0	47
Clinical Social Work - Licensed Clinical Social Worker	9,961	73	372	1,236	120	158	22	335	12,277
Clinical Social Work - Provisional Clinical Social Worker Licensee	36	0	0	21	0	0	0	0	57
Clinical Social Work - Registered Clinical Social Worker Intern	5,125	0	0	104	0	0	5	0	5,234
Dentistry - Dentist	12,190	28	340	2,263	126	247	93	870	16,157
Dentistry - Dental Expert Witness Certificate	8	0	0	45	0	0	0	0	53
Dentistry - Dental Hygienist	12,857	59	523	1,624	123	280	97	589	16,152
Dentistry - Dental Radiographer	28,996	0	0	236	0	0	0	0	29,232
Dentistry - Dental Residency Permit	412	0	0	14	0	0	0	0	426
Dentistry - Dental Teaching Permits	208	0	0	3	0	0	0	0	211
Dentistry - Dental Temporary Certificate	48	0	0	9	0	0	0	0	57
Dentistry - Dental-Health Access Dental	39	0	1	11	0	2	0	7	60

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONT.)



Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Dietetics & Nutrition Practice Council - Dietician/Nutritionist	4,307	19	414	395	11	175	13	79	5,413
Dietetics & Nutrition Practice Council - Nutrition Counselor	66	1	6	9	0	2	0	16	100
Electrolysis Council - Electrologist	1,506	14	247	25	4	14	1	46	1,837
Emergency Medical Services - Emergency Allergy Treatment Licensee	43	0	0	3	0	0	0	0	46
Emergency Medical Services - Emergency Medical Technician	34,464	42	12,652	906	4	659	142	1	48,870
Emergency Medical Services - Paramedic	30,591	77	3,642	1,367	13	608	55	1	36,354
Hearing Aid Specialists - Hearing Aid Specialist	941	8	117	43	5	19	2	56	1,191
Hearing Aid Specialists - Hearing Aid Specialist Trainee	135	53	0	1	0	0	0	0	189
Marriage and Family Therapy - Marriage and Family Therapist	2,033	18	85	185	16	26	0	83	2,446
Marriage and Family Therapy - Provisional Marriage and Family Therapist	9	0	0	2	0	0	0	0	11
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1,182	0	0	29	0	0	0	0	1,211
Massage Therapy - Approved Massage School	175	0	0	1	0	0	0	0	176
Massage Therapy - Massage Therapist	34,827	283	3,875	5,294	116	659	149	931	46,134
Massage Therapy - Massage Therapy Apprentice	90	0	0	0	0	0	0	0	90
Medical Physicist - Diagnostic Radiological Physicist	51	0	4	51	0	7	0	4	117
Medical Physicist - Medical Health Physicist	25	0	1	9	0	3	0	3	41
Medical Physicist - Medical Nuclear Radiological Physicist	32	0	4	23	0	9	0	5	73
Medical Physicist - Medical Physicist In Training	47	0	0	13	0	0	0	0	60
Medical Physicist - Therapeutic Radiological Physicist	272	0	16	125	0	32	0	8	453
Medicine - Anesthesiologist Assistant	383	0	10	40	3	11	0	2	449
Medicine - House Physician	315	0	0	29	0	0	0	0	344
Medicine - Limited License Medical Doctor	122	0	35	13	0	0	0	26	196
Medicine - Medical Doctor	53,211	109	1,515	18,755	568	2,321	134	3,709	80,322
Medicine - Medical Doctor Expert Witness Certificate	18	0	0	1,804	0	0	0	0	1,822

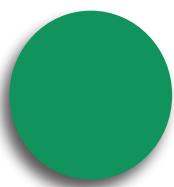
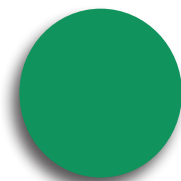


TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONT.)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	1	1
Medicine - Medical Doctor Public Health Certificate	1	0	0	0	0	0	0	1	2
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	12	0	0	0	0	12
Medicine - Medical Faculty Certificate	53	0	0	9	0	0	0	0	62
Medicine - Physician Assistant (PA)	8,658	20	381	1,060	41	283	66	160	10,669
Medicine - Resident Registration	5,843	0	20	1,703	0	0	0	0	7,566
Medicine - Temporary Area of Critical Need- Med. Doctor	714	3	17	140	2	19	0	14	909
Mental Health Counseling - Licensed Mental Health Counselor	11,422	100	349	922	81	121	15	334	13,344
Mental Health Counseling - Provisional Mental Health Counselor Licensee	73	0	0	28	0	0	0	0	101
Mental Health Counseling - Registered Mental Health Counselor Intern	6,006	0	0	153	0	0	4	0	6,163
Midwifery - Midwife	196	2	11	11	2	1	0	22	245
Nursing - Advanced Practice Registered Nurse (APRN)	28,734	73	888	3,902	121	888	73	625	35,304
Nursing - Certified Nursing Assistant (CNA) Program	196	0	0	0	0	0	0	0	196
Nursing - Certified Nursing Assistant (CNA)	142,054	0	36,783	3,046	0	2,044	134	0	184,061
Nursing - Clinical Nurse Specialist (CNS)	140	2	6	26	0	4	2	3	183
Nursing - Licensed Practical Nurse (LPN)	65,166	271	8,877	4,129	146	1,605	155	1,544	81,893
Nursing - Nursing Education Program (PN)	141	0	0	0	0	0	0	0	141
Nursing - Nursing Education Program (RN)	225	0	0	1	0	0	0	0	226
Nursing - Registered Nurse (RN)	275,596	1,127	17,736	33,368	1,224	15,005	797	8,801	353,654
Nursing Home Administrators - Nursing Home Administrator	1,452	29	96	156	7	39	5	150	1,934
Occupational Therapy Practice - Occupational Therapist	8,678	58	319	1,387	103	410	27	147	11,129
Occupational Therapy Practice - Occupational Therapy Assistant	5,979	65	376	535	45	201	6	55	7,262
Opticianry - Apprentice Optician	1,127	0	0	5	0	0	0	0	1,132
Opticianry - Optician	3,801	47	137	185	34	22	6	83	4,315

TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONT.)



Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Optometry - Optometric Faculty Certificate	21	0	0	1	0	0	0	0	22
Optometry - Optometrist	2,830	5	50	598	79	65	33	128	3,788
Orthotists & Prosthetists - Orthotic Fitter	108	1	19	1	1	1	0	9	140
Orthotists & Prosthetists - Orthotic Fitter Assistant	66	0	14	0	0	0	0	6	86
Orthotists & Prosthetists - Orthotic Resident	32	0	0	1	0	0	0	0	33
Orthotists & Prosthetists - Orthotist	122	1	10	7	0	1	0	10	151
Orthotists & Prosthetists - Pedorthist	95	1	16	2	0	1	0	9	124
Orthotists & Prosthetists - Prosthetic Residents	38	0	0	1	0	0	0	0	39
Orthotists & Prosthetists - Prosthetist	67	0	9	3	0	4	0	11	94
Orthotists & Prosthetists - Prosthetist-Orthotist	231	1	11	18	2	2	0	22	287
Osteopathic Medicine - Osteopathic Limited License	2	0	0	1	0	0	0	0	3
Osteopathic Medicine - Osteopathic Physician	6,606	18	218	1,661	183	314	51	274	9,325
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	0	0	0	18	0	0	0	0	18
Osteopathic Medicine - Osteopathic Resident Registration	1,448	0	1	300	0	0	0	0	1,749
Pharmacy - Consultant Pharmacist	2,732	58	238	134	16	27	3	136	3,344
Pharmacy - Nuclear Pharmacist	150	1	11	44	2	6	1	9	224
Pharmacy - Pharmacist	24,460	43	590	8,429	215	708	103	906	35,454
Pharmacy - Pharmacist Intern	7,089	0	0	5,531	0	0	0	0	12,620
Pharmacy - Registered Pharmacy Technician	39,290	81	10,470	559	8	273	29	15	50,725
Physical Therapy Practice - Physical Therapist	15,002	91	474	2,321	409	663	80	284	19,324
Physical Therapy Practice - Physical Therapist Assistant	10,310	64	399	653	78	185	38	86	11,813
Podiatric Medicine - Certified X-Ray Assistant	583	0	299	2	0	0	0	4	888
Podiatric Medicine - Podiatric Physician	1,501	5	62	274	48	60	3	143	2,096
Podiatric Medicine - Podiatric Resident Registration	128	0	0	42	0	0	0	0	170
Psychology - Limited License Psychologist	9	0	2	0	0	0	0	2	13

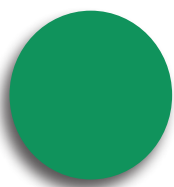
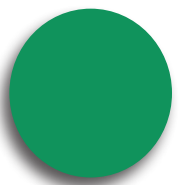


TABLE 1: SUMMARY OF LICENSED PRACTITIONERS (CONT.)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-Of-State Active	Out-Of-State Inactive	Out-Of-State Delinquent	Military Active	Retired	Total
Psychology - Provisional Psychologist	55	0	0	4	0	0	0	0	59
Psychology - Psychologist	4,923	7	128	751	24	63	19	345	6,260
Radiologic Technology - Radiologic Technologist	25,586	9	12,601	2,584	5	3,823	24	0	44,632
Radiologic Technology - Radiologist Assistant	27	0	5	5	0	4	0	0	41
Respiratory Care - Certified Respiratory Therapist	2,212	32	407	167	6	92	10	67	2,993
Respiratory Care - Registered Respiratory Therapist	8,777	60	512	816	36	497	18	127	10,843
Respiratory Care - Respiratory Care Practitioner Critical Care	24	0	6	0	0	0	0	3	33
Respiratory Care - Respiratory Care Practitioner Non-Critical Care	3	1	1	2	0	0	0	1	8
School Psychology - School Psychologist	828	4	51	33	1	6	2	43	968
Speech-Language Pathology & Audiology - Audiologist	1,133	3	65	157	3	39	2	18	1,420
Speech-Language Pathology & Audiology - Audiology Assistant	156	0	49	1	0	1	0	1	208
Speech-Language Pathology & Audiology - Provisional Audiologist	25	0	0	9	0	0	0	0	34
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	598	0	0	58	0	0	0	0	656
Speech-Language Pathology & Audiology - Speech-Language Pathologist	9,903	17	472	1,005	11	261	13	121	11,803
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	1,464	6	418	57	0	24	0	5	1,974
Total	998,513	3,379	119,339	114,758	4,452	33,861	2,494	22,509	1,299,305

TABLE 2: SUMMARY OF LICENSED FACILITIES AND ESTABLISHMENTS



MQA is responsible for the licensure and regulation of ten types of health care facilities and establishments for the preservation of the health, safety, and welfare of the public.

Profession	Active	Delinquent	Total
Dentistry - Dental Laboratory	856	3	859
Electrolysis Council - Electrolysis Facility	340	0	340
Massage Therapy - Massage Establishment	9,735	0	9,735
Medicine - Office Surgery Registration	620	0	620
Medicine - Pain Management Clinic	233	0	233
Medicine - Pain Management Clinic Exempt	516	0	516
Opticianry - Optical Establishment Permit	1,538	0	1,538
Pharmacy - Nonresident Sterile Compounding Pharmacy	166	12	178
Pharmacy - Pharmacy	9,856	276	10,132
Pharmacy - Resident Sterile Compounding Pharmacy	445	6	451
Totals	24,305	297	24,602

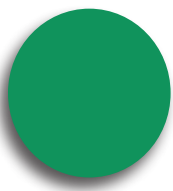
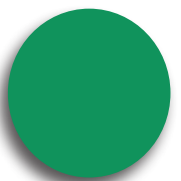


TABLE 3: RECOGNIZED CONTINUING EDUCATION (CE) PROVIDERS

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

Board Name	Active Providers as of 06/30/2019 (Board/Rule/Statute)	Active Providers as of 06/30/2019 (Full and Single Status)	Active Providers as of 06/30/2019	New Provider Applications	New Provider Approved Applications	Approved Applications (Received outside 07/01/2018-06/30/2019 timeframe)	Submitted Courses	Approved New Courses-Routed to Board for Review	Approved New Courses-Auto-Accepted
Board of Acupuncture	181	161	20	26	25	0	488	378	110
Board of Athletic Training	102	12	90	9	3	0	429	1	428
Board of Chiropractic Medicine	33	33	0	8	3	1	405	405	0
Board of Clinical Laboratory Personnel	144	132	12	13	11	0	2,564	28	2,536
Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	621	475	146	99	82	0	5,408	105	5,303
Board of Dentistry	394	172	222	27	19	1	1,754	0	1,754
Board of Hearing Aid Specialists	38	4	34	1	1	0	66	8	58
Board of Massage Therapy	1,057	367	690	127	66	1	1,460	29	1,431
Board of Medicine	206	0	206	20	21	1	5,010	102	4,908
Board of Nursing	911	800	111	92	106	3	14,307	171	14,136
Board of Nursing Home Administrators	113	113	0	17	21	1	824	30	794
Board of Occupational Therapy	242	186	56	32	39	2	3,278	52	3,226
Board of Opticianry	20	20	0	1	1	0	544	73	471
Board of Optometry	130	124	6	21	19	0	878	871	7
Board of Orthotists and Prosthetists	22	2	20	3	2	0	17	9	8
Board of Osteopathic Medicine	118	0	118	10	4	0	2,721	0	2,721
Board of Physical Therapy Practice	1,123	1,050	73	93	93	1	2,942	1,992	950

TABLE 3: RECOGNIZED CONTINUING EDUCATION (CE) PROVIDERS (CONT.)



Board Name	Active Providers as of 06/30/2019 (Board/Rule/Statute)	Active Providers as of 06/30/2019 (Full and Single Status)	Active Providers as of 06/30/2019	New Provider Applications	New Provider Approved Applications	Approved Applications (Received outside 07/01/2018-06/30/2019 timeframe)	Submitted Courses	Approved New Courses-Routed to Board for Review	Approved New Courses-Auto-Accepted
Board of Podiatric Medicine	36	4	32	4	4	0	419	16	403
Board of Psychology	236	108	128	14	24	0	2,358	22	2,336
Board of Respiratory Care	174	94	80	7	5	0	1,129	5	1,124
Board of Speech-Language Pathology and Audiology	580	84	496	37	37	0	3,667	13	3,654
Dietetics and Nutrition Practice Council	121	0	121	6	7	0	955	0	955
Council of Licensed Midwifery	15	1	14	4	0	0	10	0	10
Council of Medical Physicists	8	1	7	1	2	0	72	10	62
Electrolysis Council	32	13	19	1	1	0	19	1	18
Council on Dental Laboratories	21	18	3	2	0	0	231	0	231
Council on School Psychology	41	14	27	3	1	0	652	3	649
Council on Physician Assistants	121	0	121	8	7	0	1,847	0	1,847
Totals	6,840	3,988	2,852	686	604	11	54,454	4,324	50,130

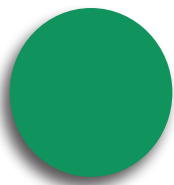
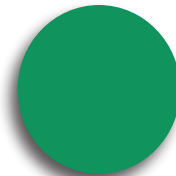


TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED

This fiscal year MQA received 133,608 applications and issued 100,073 licenses.

Profession	Apps Received	Re-Exam Apps	Licenses Issued
Acupuncturist	141	0	110
Athletic Trainer	383	0	387
Certified Social Workers - Certified Master Social Worker	7	0	1
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	64	0	51
Chiropractic Medicine - Chiropractic Faculty Certificate	1	0	2
Chiropractic Medicine - Chiropractic Physician	392	0	347
Chiropractic Medicine - Registered Chiropractic Assistant	1,511	0	1,327
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1,180	0	998
Clinical Laboratory Personnel - Clinical Laboratory Trainee	519	0	492
Clinical Laboratory Personnel - Clinical Laboratory Training Program	5	0	2
Clinical Social Work - Licensed Clinical Social Worker	1,114	0	927
Clinical Social Work - Provisional Clinical Social Worker Licensee	41	0	43
Clinical Social Work - Registered Clinical Social Worker Intern	1,182	0	1,079
Dentistry - Dental Expert Witness Certificate	23	0	20
Dentistry - Dental Hygienist	812	0	731
Dentistry - Dental Laboratory	60	0	38
Dentistry - Dental Radiographer	895	0	755
Dentistry - Dental Residency Permit	186	0	170
Dentistry - Dental Teaching Permit	24	0	19
Dentistry - Dental Temporary Certificate	8	0	5
Dentistry - Dental-Health Access Dental	11	0	5
Dentistry - Dentist	840	0	747
Dietetics & Nutrition Practice Council - Dietetician/Nutritionist	555	29	504
Electrolysis Council - Electrologist	241	1	241
Electrolysis Council - Electrolysis Facility	65	0	57
Emergency Medical Services - Emergency Allergy Treatment Licensee	33	0	28
Emergency Medical Services - Emergency Medical Technician	5,136	24	4,616
Emergency Medical Services - Paramedic	2,053	286	1,968
Hearing Aid Specialists - Hearing Aid Specialist	96	58	76
Hearing Aid Specialists - Hearing Aid Specialist Trainee	96	0	88
Marriage and Family Therapy - Licensed Marriage and Family Therapist	222	0	146
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	11	0	11
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	218	0	202
Massage Therapy - Approved Massage School	11	0	3
Massage Therapy - Massage Establishment	1,520	0	1,355
Massage Therapy - Massage Therapist	2,846	0	2,590
Massage Therapy - Massage Therapy Apprentice	82	0	71
Medical Physicist - Diagnostic Radiological Physicist	12	0	9
Medical Physicist - Medical Health Physicist	3	0	2
Medical Physicist - Medical Nuclear Radiological Physicist	6	0	4
Medical Physicist - Medical Physicist In Training	20	0	21
Medical Physicist - Therapeutic Radiological Physicist	42	0	35
Medicine - Anesthesiologist Assistant	68	0	58

TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED (CONT.)



Profession	Apps Received	Re-Exam Apps	Licenses Issued
Medicine - House Physician	64	0	74
Medicine - Limited License Medical Doctor	45	0	23
Medicine - Medical Doctor	4,982	0	4,445
Medicine - Medical Doctor Expert Witness Certificate	923	0	914
Medicine - Medical Doctor Visiting Faculty Certificate	5	0	12
Medicine - Medical Faculty Certificate	13	0	16
Medicine - Office Surgery Registration	105	0	88
Medicine - Pain Management Clinic	43	0	39
Medicine - Pain Management Clinic Exempt	564	0	520
Medicine - Physician Assistant (PA)	1,022	0	921
Medicine - Resident Registration	1,905	0	2,020
Medicine - Temporary Area of Critical Need- Med. Doctor	101	0	94
Mental Health Counseling - Licensed Mental Health Counselor	1,334	0	1,013
Mental Health Counseling - Provisional Mental Health Counselor Licensee	64	0	66
Mental Health Counseling - Registered Mental Health Counselor Intern	1,445	0	1,229
Midwifery - Midwife	26	0	16
Nursing - Advanced Practice Registered Nurse (APRN)	3,737	0	3,018
Nursing - Certified Nursing Assistant (CNA) Programs	44	0	33
Nursing - Certified Nursing Assistant (CNA)	21,433	6,131	14,351
Nursing - Licensed Practical Nurse (LPN)	5,434	982	4,556
Nursing - Nursing Education Program (PN)	16	0	9
Nursing - Nursing Education Program (RN)	31	0	20
Nursing - Registered Nurse (RN)	29,239	5,623	25,357
Nursing Home Administrators - Nursing Home Administrator	218	56	102
Occupational Therapy Practice - Occupational Therapist	835	0	808
Occupational Therapy Practice - Occupational Therapy Assistant	679	0	668
Opticianry - Apprentice Optician	377	0	340
Opticianry - Optical Establishment Permit	116	0	113
Opticianry - Optician	181	158	137
Optometry - Optometric Faculty Certificate	9	0	6
Optometry - Optometrist	142	0	147
Orthotists & Prosthetists - Orthotic Fitter	5	0	3
Orthotists & Prosthetists - Orthotic Fitter Assistant	6	0	7
Orthotists & Prosthetists - Orthotic Resident	14	0	17
Orthotists & Prosthetists - Orthotist	16	0	15
Orthotists & Prosthetists - Pedorthist	6	0	6
Orthotists & Prosthetists - Prosthetic Residents	19	0	17
Orthotists & Prosthetists - Prosthetist	4	0	4
Orthotists & Prosthetists - Prosthetist-Orthotist	18	0	13
Osteopathic Medicine - Osteopathic Physician	815	0	754
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	11	0	9
Osteopathic Medicine - Osteopathic Resident Registration	600	0	578
Pharmacy - Consultant Pharmacist	210	0	222
Pharmacy - Nonresident Sterile Compounding Pharmacy	29	0	26
Pharmacy - Nuclear Pharmacist	5	0	8
Pharmacy - Pharmacist	1,984	0	1,390

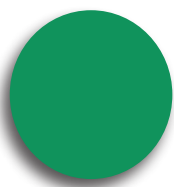


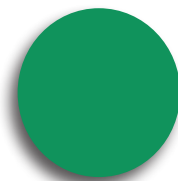
TABLE 4: INITIAL APPLICATIONS RECEIVED AND INITIAL LICENSES ISSUED (CONT.)

Profession	Apps Received	Re-Exam Apps	Licenses Issued
Pharmacy - Pharmacist Intern	1,629	0	1,506
Pharmacy - Pharmacy	776	0	669
Pharmacy - Registered Pharmacy Technician	6,061	0	5,885
Pharmacy - Resident Sterile Compounding Pharmacy	25	0	23
Physical Therapy Practice - Physical Therapist	1,357	392	1,027
Physical Therapy Practice - Physical Therapist Assistant	1,099	709	912
Podiatric Medicine - Certified Pod X-Ray Assistant	142	0	111
Podiatric Medicine - Podiatric Physician	108	0	95
Podiatric Medicine - Podiatric Resident Registration	51	0	59
Psychology - Limited License Psychologist	4	0	2
Psychology - Provisional Psychologist	28	0	26
Psychology - Psychologist	463	122	312
Radiologic Technology - Radiologic Technologist	2,389	87	1,912
Radiologic Technology - Radiologist Assistant	7	0	2
Respiratory Care - Certified Respiratory Therapist	148	0	130
Respiratory Care - Registered Respiratory Therapist	831	0	802
School Psychology - School Psychologist	75	0	58
Speech-Language Pathology & Audiology - Audiologist	105	0	99
Speech-Language Pathology & Audiology - Audiology Assistant	65	0	60
Speech-Language Pathology & Audiology - Provisional Audiologist	42	0	26
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	495	0	486
Speech-Language Pathology & Audiology - Speech-Language Pathologist	951	0	887
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	490	0	419
Totals	118,950	14,658	100,073

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

*Effective October 1, 2018, Advanced Registered Nurse Practitioner (ARNP) and Clinical Nurse Specialist (CNS) titles were replaced with the Advanced Practice Registered Nurse (APRN) title.

TABLE 5: UPGRADE APPLICATIONS RECEIVED AND UPGRADE 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 Practice Registered Nurse (APRN) after completing additional education. During the 2018-2019 fiscal year, MQA issued 15,394 upgraded health care practitioner licenses.

Profession	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
Chiropractic Medicine - Chiropractic Physician	Acupuncture Added	20	21
Clinical Laboratory Personnel - Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	444	409
Dentistry - Dentist	Sedation Permit Issued	71	65
Massage Therapy - Massage Therapist	Colonics Added	10	9
Nursing - Licensed Practical Nurse (LPN)	Nurse Licensure Compact Multistate License	1,236	1,008
Nursing - Registered Nurse (RN)	Nurse Licensure Compact Multistate License	12,143	11,643
Nursing - Registered Nurse (RN)	Upgrade to APRN Including Specialties	1,429	2,034
Nursing - Registered Nurse (RN)	Upgrade to CNS	9	14
Opticianry - Optician	Upgrade to Certified	37	40
Radiologic Technologist	Additional Certification	171	151
Totals		15,570	15,394

Note: The Upgrade Applications Received column counts the total number of applications received during the fiscal year to upgrade an existing license, while the Upgrade 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.

*Effective October 1, 2018, Advanced Registered Nurse Practitioner (ARNP) and Clinical Nurse Specialist (CNS) titles were replaced with the Advanced Practice Registered Nurse (APRN) title.

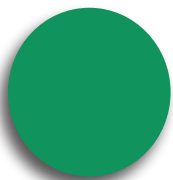
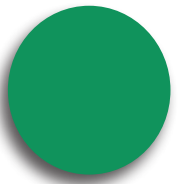


TABLE 6: ONLINE RENEWALS

With almost 1.3 million health care providers and facilities in Florida, MQA facilitates an efficient and effective renewal process through an online portal. Most health care licensees and facilities are required to renew their license every two years to remain in good standing, while other professions require annual renewal. 95 percent of renewing licensees used the online renewal system last year.

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage	Non-Fully Online Renewals
Acupuncturist	24	0	25	96.00%	1
Athletic Trainer	96	1,910	2,030	98.82%	24
Certified Social Workers - Certified Master Social Worker	0	7	7	100.00%	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	4	0	7	57.14%	3
Chiropractic Medicine - Chiropractic Faculty Certificate	0	0	1	0.00%	1
Chiropractic Medicine - Chiropractic Physician	45	0	51	88.24%	6
Clinical Laboratory Personnel - Clinical Laboratory Personnel	194	8,548	8,904	98.18%	162
Clinical Laboratory Personnel - Clinical Laboratory Training Program	0	2	37	5.41%	35
Clinical Social Work - Licensed Clinical Social Worker	101	10,460	10,783	97.94%	222
Dentistry - Dentist	39	0	55	70.91%	16
Dentistry - Dental Hygienist	60	0	68	88.24%	8
Dentistry - Dental Laboratory	14	0	32	43.75%	18
Dentistry - Dental Residency Permits	0	0	161	0.00%	161
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	52	4,391	4,483	99.11%	40
Dietetics & Nutrition Practice Council - Nutrition Counselor	2	68	78	89.74%	8
Electrolysis Council - Electrologist	48	0	62	77.42%	14
Electrolysis Council - Electrolysis Facility	13	0	21	61.90%	8
Emergency Medical Services - Emergency Allergy Treatment Licensee	0	0	18	0.00%	18
Emergency Medical Services - Emergency Medical Technician	67	26,509	29,896	88.89%	3,320
Emergency Medical Services - Paramedic	28	21,170	29,742	71.27%	8,544
Hearing Aid Specialists - Hearing Aid Specialist	24	909	946	98.63%	13
Marriage and Family Therapy - Licensed Marriage and Family Therapist	28	2,096	2,157	98.47%	33
Massage Therapy - Massage Establishment	7	1,796	1,840	97.99%	37
Massage Therapy - Massage Therapist	307	8,349	8,725	99.21%	69
Medical Physicist - Diagnostic Radiological Physicist	0	94	94	100.00%	0
Medical Physicist - Medical Health Physicist	0	32	32	100.00%	0
Medical Physicist - Medical Nuclear Radiological Physicist	1	51	52	100.00%	0
Medical Physicist - Medical Physicist In Training	0	0	39	0.00%	39
Medical Physicist - Therapeutic Radiological Physicist	10	357	369	99.46%	2
Medicine - Anesthesiologist Assistants	0	1	390	0.26%	389
Medicine - House Physician	0	0	90	0.00%	90
Medicine - Limited License Medical Doctor	0	0	3	0.00%	3

TABLE 6: ONLINE RENEWALS (CONT.)



Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage	Non-Fully Online Renewals
Medicine - Medical Doctor	407	31,900	32,767	98.60%	460
Medicine - Medical Faculty Certificate	0	0	22	0.00%	22
Medicine - Physician Assistant (PA)	32	0	40	80.00%	8
Medicine - Resident Registration	0	0	1,306	0.00%	1,306
Medicine - Temporary Area of Critical Need-Med. Doctor	2	0	3	66.67%	1
Mental Health Counseling - Licensed Mental Health Counselor	94	11,590	11,874	98.40%	190
Midwifery - Midwife	2	0	2	100.00%	0
Nursing - Advanced Practice Registered Nurse (APRN)*	105	13,076	13,310	99.03%	129
Nursing - Advanced Registered Nurse Practitioner (ARNP)	0	3	3	100.00%	0
Nursing - Certified Nursing Assistant (CNA)	5,475	61,512	70,298	95.29%	3,311
Nursing - Licensed Practical Nurse (LPN)	345	18,321	18,953	98.49%	287
Nursing - Registered Nurse (RN)	2,509	167,255	172,003	98.70%	2,239
Nursing Home Administrators - Nursing Home Administrator	28	1,325	1,377	98.26%	24
Occupational Therapy Practice - Occupational Therapist	37	8,516	8,609	99.35%	56
Occupational Therapy Practice - Occupational Therapy Assistant	39	5,143	5,224	99.20%	42
Opticianry - Optician	10	3,627	3,721	97.74%	84
Optometry - Optometric Faculty Certificate	0	0	6	0.00%	6
Optometry - Optometrist	25	3,331	3,437	97.64%	81
Orthotists & Prosthetists - Orthotic Fitter Assistant	1	0	1	100.00%	0
Orthotists & Prosthetists - Orthotist	1	0	1	100.00%	0
Orthotists & Prosthetists - Prosthetist	1	0	1	100.00%	0
Orthotists & Prosthetists - Prosthetist-Orthotist	1	0	1	100.00%	0
Osteopathic Medicine - Osteopathic Physician	48	0	57	84.21%	9
Osteopathic Medicine - Osteopathic Resident Registration	0	0	849	0.00%	849
Pharmacy - Consultant Pharmacist	25	2,701	2,753	99.02%	27
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	0	151	0.00%	151
Pharmacy - Nuclear Pharmacist	1	0	1	100.00%	0
Pharmacy - Pharmacist	65	2,545	2,650	98.49%	40
Pharmacy - Pharmacy	64	6,515	9,438	69.71%	2859
Pharmacy - Registered Pharmacy Technician	519	33,902	34,685	99.24%	264
Pharmacy - Resident Sterile Compounding Pharmacy	0	369	434	85.02%	65
Physical Therapy Practice - Physical Therapist	45	0	52	86.54%	7
Physical Therapy Practice - Physical Therapist Assistant	33	0	36	91.67%	3
Podiatric Medicine - Certified Pod X-Ray Assistant	30	0	33	90.91%	3

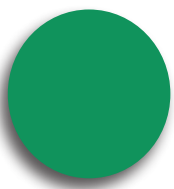


TABLE 6: ONLINE RENEWALS (CONT.)

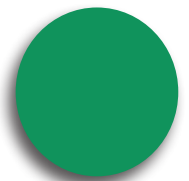
Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage	Non-Fully Online Renewals
Podiatric Medicine - Podiatric Physician	11	0	14	78.57%	3
Psychology - Psychologist	33	0	41	80.49%	8
Radiologic Technology - Radiologic Technology	704	11,759	12,704	98.10%	241
Radiologic Technology - Radiologist Assistant	0	16	17	94.12%	1
Respiratory Care - Certified Respiratory Therapist	30	2,298	2,359	98.69%	31
Respiratory Care - Registered Respiratory Therapist	59	9,209	9,327	99.37%	59
Respiratory Care - Respiratory Care Practitioner Critical Care	0	24	24	100.00%	0
Respiratory Care - Respiratory Care Practitioner Non-Critical Care	0	5	6	83.33%	1
School Psychology - School Psychologist	0	0	1	0.00%	1
Speech-Language Pathology & Audiology - Audiologist	7	0	7	100.00%	0
Speech-Language Pathology & Audiology - Audiology Assistant	4	0	4	100.00%	0
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	28	0	28	100.00%	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	55	0	58	94.83%	3
Totals	12,039	481,692	520,065	94.94%	26,334

Note: Licensees are encouraged to renew their license online. Occasionally, paper applications are received.

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

* Effective October 1, 2018, Advanced Registered Nurse Practitioner (ARNP) and Clinical Nurse Specialist (CNS) titles were replaced with the Advanced Practice Registered Nurse (APRN) title.

TABLE 7: EMERGENCY ORDERS ISSUED



The Prosecution Services Unit (PSU) reviews cases in which a licensee may pose an immediate serious danger to the public health, safety or welfare. If a health care provider poses a danger to the public or themselves, under section 120.60 (6), Florida Statutes, the Department can restrict or suspend a health care license through an emergency order. During the 2018-2019 fiscal year, the Department issued 357 emergency orders.

Profession	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Acupuncturist	0	1	1
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	1	1
Chiropractic Medicine - Chiropractic Physician	1	0	1
Chiropractic Medicine - Registered Chiropractic Assistant	0	2	2
Clinical Social Work - Licensed Clinical Social Worker	1	1	2
Dentistry - Dental Hygienist	1	2	3
Dentistry - Dentist	1	0	1
Electrolysis Council - Electrologist	1	0	1
Emergency Medical Services - Emergency Medical Technician	2	2	4
Emergency Medical Services - Paramedic	1	3	4
Hearing Aid Specialists - Hearing Aid Specialist	1	0	1
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	2	2
Massage Therapy - Massage Therapist	14	8	22
Medicine - Medical Doctor	4	5	9
Medicine - Physician Assistant (PA)	0	1	1
Mental Health Counseling - Licensed Mental Health Counselor	1	2	3
Mental Health Counseling - Registered Mental Health Counselor Intern	0	2	2
Nursing - Advanced Practice Registered Nurse (APRN)	1	2	3
Nursing - Certified Nursing Assistant (CNA)	12	104	116
Nursing - Licensed Practical Nurse (LPN)	17	32	49
Nursing - Registered Nurse (RN)	47	36	83
Occupational Therapy Practice - Occupational Therapy Assistant	0	1	1
Opticianry - Optician	0	1	1
Osteopathic Medicine - Osteopathic Physician	1	0	1
Pharmacy - Pharmacist	1	5	6
Pharmacy - Pharmacist Intern	0	1	1
Pharmacy - Registered Pharmacy Technician	1	22	23
Physical Therapy Practice - Physical Therapist	1	1	2
Physical Therapy Practice - Physical Therapist Assistant	1	1	2
Psychology - Psychologist	0	1	1
Radiologic Technology - Radiologic Technology	0	3	3
Respiratory Care - Certified Respiratory Therapist	1	0	1
Respiratory Care - Registered Respiratory Therapist	1	1	2
Speech-Language Pathology & Audiology - Speech-Language Pathologist	0	2	2
Totals	112	245	357

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

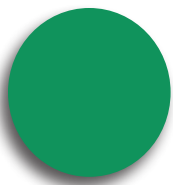
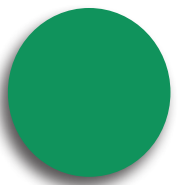


TABLE 8: REPORTS RECEIVED, COMPLAINTS RECEIVED, AND INVESTIGATIONS COMPLETED

One of MQA's Core business functions is to ensure the safety of all citizens and visitors of Florida. This is done through enforcing rules and regulatory laws for all health care practitioners. MQA's Investigative Services Unit (ISU) reviews and investigates consumer complaints made against health care providers. During the 2018-2019 fiscal year, MQA received over 41,000 complaints, an increase of 53% from fiscal year 2017-2018.¹

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Acupuncturist	4	26	12	3	10	0
Athletic Trainer	1	7	2	1	3	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	11	4	0	3	0
Chiropractic Medicine - Chiropractic Faculty Certificate	0	2	0	0	0	0
Chiropractic Medicine - Chiropractic Physician	18	235	56	9	50	0
Chiropractic Medicine - Registered Chiropractic Assistant	3	13	9	0	8	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	12	6	0	4	0
Clinical Social Work - Licensed Clinical Social Worker	3	89	21	1	20	0
Clinical Social Work - Registered Clinical Social Worker Intern	0	47	22	8	22	0
Dentistry - Dental Hygienist	0	30	7	0	9	0
Dentistry - Dental Laboratory	0	27	6	1	6	930
Dentistry - Dental Radiographer	0	16	17	6	14	0
Dentistry - Dental Residency Permits	0	102	0	0	0	0
Dentistry - Dental Teaching Permits	0	15	5	0	5	0
Dentistry - Dental Temporary Certificate	0	4	0	0	0	0
Dentistry - Dental-Health Access Dental	1	8	0	0	0	0
Dentistry - Dentist	259	1,103	222	10	261	298
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	0	8	0	0	0	0
Dietetics & Nutrition Practice Council - Nutrition Counselor	0	3	0	1	0	0
Electrolysis Council - Electrologist	0	22	15	3	11	0
Electrolysis Council - Electrolysis Facility	0	15	10	1	7	226
Emergency Medical Services - Emergency Medical Technician	1	124	94	0	57	0
Emergency Medical Services - Paramedic	3	128	82	0	59	0
Hearing Aid Specialists - Hearing Aid Specialist	0	41	13	0	12	0
Hearing Aid Specialists - Hearing Aid Specialist Trainee	0	1	0	0	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	28	14	2	11	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	20	14	2	13	0
Massage Therapy - Massage Establishment	0	825	313	23	285	10,366
Massage Therapy - Massage Therapist	7	977	314	32	319	0
Massage Therapy - Massage Therapy Apprentice	0	2	1	0	0	0
Medical Physicist - Therapeutic Radiological Physicist	0	6	4	0	0	0
Medicine - Anesthesiologist Assistants	0	1	0	0	0	0
Medicine - House Physician	0	12	2	0	2	0
Medicine - Limited License Medical Doctor	3	18	0	0	0	0
Medicine - Medical Doctor	3,352	6,279	835	72	802	145
Medicine - Medical Doctor Expert Witness Certificate	0	2	1	0	0	0
Medicine - Medical Faculty Certificate	0	11	0	0	1	0
Medicine - Office Surgery Registration	0	14	6	3	11	454
Medicine - Pain Management Clinic	0	16	8	2	7	280
Medicine - Pain Management Clinic Exempt	0	2	0	2	0	0

TABLE 8: REPORTS RECEIVED, COMPLAINTS RECEIVED, AND INVESTIGATIONS COMPLETED (CONT.)



Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Medicine - Physician Assistant (PA)	86	161	36	2	31	23
Medicine - Resident Registration	6	57	0	0	1	0
Medicine - Temporary Area of Critical Need- Med. Doctor	5	103	12	1	13	0
Mental Health Counseling - Licensed Mental Health Counselor	0	165	43	7	40	0
Mental Health Counseling - Provisional Mental health Counselor Licensee	0	2	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	3	69	38	10	34	0
Midwifery - Midwife	6	26	10	0	12	0
Nursing - Advanced Practice Registered Nurse (APRN)	100	2,458	151	3	135	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	1	6	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	36	7,761	690	10	670	0
Nursing - Licensed Practical Nurse (LPN)	76	3,397	427	5	420	0
Nursing - Registered Nurse (RN)	174	9,300	974	15	959	0
Nursing Home Administrators - Nursing Home Administrator	3	51	14	1	10	0
Occupational Therapy Practice - Occupational Therapist	1	23	7	0	8	0
Occupational Therapy Practice - Occupational Therapy Assistant	0	19	8	0	5	0
Opticianry - Apprentice Optician	0	5	3	0	3	0
Opticianry - Optical Establishment Permit	0	21	10	0	8	958
Opticianry - Optician	1	17	8	0	4	0
Optometry - Optometrist	5	68	5	0	6	0
Orthotists & Prosthetists - Orthotic Fitter	0	2	0	0	0	0
Orthotists & Prosthetists - Orthotic Fitter Assistant	0	1	0	0	0	0
Orthotists & Prosthetists - Pedorthist	0	1	1	0	1	0
Orthotists & Prosthetists - Prosthetist	0	1	0	0	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	0	6	1	1	1	0
Osteopathic Medicine - Osteopathic Physician	332	656	101	6	96	39
Osteopathic Medicine - Osteopathic Resident Registration	1	34	2	0	2	0
Pharmacy - Consultant Pharmacist	0	53	14	3	12	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	42	18	1	17	7
Pharmacy - Nuclear Pharmacist	0	3	2	0	0	0
Pharmacy - Pharmacist	5	430	165	9	151	0
Pharmacy - Pharmacist Intern	0	11	7	0	8	0
Pharmacy - Pharmacy	0	457	184	22	175	5,998
Pharmacy - Registered Pharmacy Technician	1	137	75	2	75	0
Pharmacy - Resident Sterile Compounding Pharmacy	0	34	29	0	28	473
Physical Therapy Practice - Physical Therapist	3	66	24	2	25	0
Physical Therapy Practice - Physical Therapist Assistant	3	50	16	0	20	0
Podiatric Medicine - Certified Pod X-Ray Assistant	0	19	1	0	1	0
Podiatric Medicine - Podiatric Physician	77	139	15	0	13	0
Podiatric Medicine - Podiatric Resident Registration	0	52	0	0	0	0
Psychology - Psychologist	4	117	21	1	27	0
Radiologic Technology - Radiologic Technology	2	89	41	5	29	0

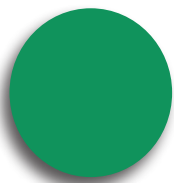


TABLE 8: REPORTS RECEIVED, COMPLAINTS RECEIVED, AND INVESTIGATIONS COMPLETED (CONT.)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Radiologic Technology - Radiologist Assistant	0	1	1	0	1	0
Respiratory Care - Certified Respiratory Therapist	0	10	12	0	13	0
Respiratory Care - Registered Respiratory Therapist	1	24	12	0	14	0
School Psychology - School Psychologist	0	4	2	0	1	0
Speech-Language Pathology & Audiology - Audiologist	0	9	4	0	2	0
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	0	3	0	0	0	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	0	21	5	0	4	0
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	0	1	1	0	0	0
Totals	4,587	36,484	5,305	288	5,087	20,197
Referred Non-Jurisdictional	13	468	1	8	0	0
Grand Totals	4,600	36,952	5,306	296	5,087	20,197

Note: Legally Sufficient excludes 266 found not legally sufficient following commencement of investigation. Investigations completed includes 26 found not legally sufficient upon completion of investigation.

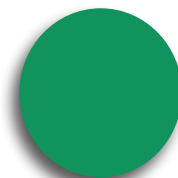
Definitions: Statutory Report: Reports required by Florida Statute to be submitted to the Department.

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

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

¹A majority of the increase of Complaints Received were from the Medical Doctor and Nursing professions.

TABLE 9: PROBABLE CAUSE ACTIONS



Each board 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 1,700 cases.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Acupuncturist	1	4	4
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	1	1
Chiropractic Medicine - Chiropractic Physician	36	23	22
Chiropractic Medicine - Registered Chiropractic Assistant	5	3	3
Clinical Laboratory Personnel - Clinical Laboratory Personnel	2	3	2
Clinical Social Work - Licensed Clinical Social Worker	8	4	4
Clinical Social Work - Registered Clinical Social Worker Intern	5	4	2
Dentistry - Dental Hygienist	6	6	5
Dentistry - Dental Laboratory	14	4	4
Dentistry - Dental Radiographer	0	4	4
Dentistry - Dentist	140	29	28
Electrolysis Council - Electrologist	3	3	3
Electrolysis Council - Electrolysis Facility	4	0	0
Emergency Medical Services - Emergency Medical Technician	23	20	18
Emergency Medical Services - Paramedic	30	31	26
Hearing Aid Specialists - Hearing Aid Specialist	20	1	1
Marriage and Family Therapy - Licensed Marriage and Family Therapist	2	3	3
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	3	3	2
Massage Therapy - Massage Establishment	124	55	51
Massage Therapy - Massage Therapist	112	270	255
Massage Therapy - Massage Therapy Apprentice	1	1	1
Medicine - Medical Doctor	502	118	117
Medicine - Medical Faculty Certificate	1	0	0
Medicine - Physician Assistant (PA)	15	10	9
Medicine - Resident Registration	2	0	0
Medicine - Temporary Area of Critical Need- Med. Doctor	9	2	2
Mental Health Counseling - Licensed Mental Health Counselor	7	5	4
Mental Health Counseling - Registered Mental Health Counselor Intern	3	13	8
Midwifery - Midwife	2	1	1
Nursing - Advanced Practice Registered Nurse (APRN)	46	11	10
Nursing - Certified Nursing Assistant (CNA)	400	292	285
Nursing - Licensed Practical Nurse (LPN)	238	152	146
Nursing - Registered Nurse (RN)	603	375	354
Nursing Home Administrators - Nursing Home Administrator	16	2	2
Occupational Therapy Practice - Occupational Therapist	4	3	3
Occupational Therapy Practice - Occupational Therapy Assistant	0	4	4
Opticianry - Apprentice Optician	1	0	0
Opticianry - Optical Establishment Permit	12	1	0
Opticianry - Optician	2	3	2
Optometry - Optometrist	16	3	1
Orthotists & Prosthetists - Pedorthist	1	0	0
Orthotists & Prosthetists - Prosthetist	1	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	2	0	0

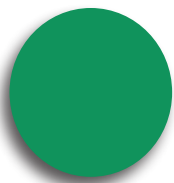


TABLE 9: PROBABLE CAUSE ACTIONS (CONT.)

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Osteopathic Medicine - Osteopathic Physician	85	19	20
Osteopathic Medicine - Osteopathic Resident Registration	1	0	0
Pharmacy - Consultant Pharmacist	4	1	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	10	3	3
Pharmacy - Pharmacist	100	37	35
Pharmacy - Pharmacist Intern	1	7	7
Pharmacy - Pharmacy	136	27	24
Pharmacy - Registered Pharmacy Technician	18	58	55
Pharmacy - Resident Sterile Compounding Pharmacy	13	7	5
Physical Therapy Practice - Physical Therapist	9	6	6
Physical Therapy Practice - Physical Therapist Assistant	6	13	11
Podiatric Medicine - Podiatric Physician	19	3	3
Psychology - Psychologist	9	7	7
Radiologic Technology - Radiologic Technology	18	29	29
Respiratory Care - Certified Respiratory Therapist	2	7	6
Respiratory Care - Registered Respiratory Therapist	3	7	5
Speech-Language Pathology & Audiology - Audiologist	3	1	1
Speech-Language Pathology & Audiology - Speech-Language Pathologist	8	3	3
Totals	2,868	1,702	1,607

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

TABLE 10: DISCIPLINARY CASES

When health care professionals and facilities are found in violation of the law, MQA and the boards work to enforce health care standards through discipline in a timely manner. During the 2018-2019 fiscal year, final orders were issued in 1,440 cases against practitioners. Some health care practitioners were reprimanded or sanctioned, while others were given the opportunity to take additional training to prevent errors.

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Acupuncturist	0	0	0	0	1	1	0	0	0	1
Chiropractic Medicine - Chiropractic Physician	3	2	1	3	3	5	0	0	6	11
Chiropractic Medicine - Registered Chiropractic Assistant	0	0	0	0	0	0	0	0	1	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	2	1	1	1	1	1	0	0	5
Clinical Social Work - Licensed Clinical Social Worker	0	2	0	1	2	3	3	0	0	5
Clinical Social Work - Registered Clinical Social Worker Intern	0	3	0	0	0	0	0	0	0	3
Dentistry - Dental Hygienist	0	2	2	2	0	3	2	0	2	5
Dentistry - Dental Laboratory	0	1	0	0	1	1	0	1	0	2
Dentistry - Dental Radiographer	0	0	0	0	0	0	0	0	1	0
Dentistry - Dentist	2	2	2	0	20	20	9	4	7	27
Electrolysis Council - Electrologist	0	0	0	0	1	1	1	0	1	1
Emergency Medical Services - Emergency Medical Technician	4	5	5	0	0	5	4	0	2	14
Emergency Medical Services - Paramedic	0	11	8	0	2	6	8	0	2	21
Hearing Aid Specialists - Hearing Aid Specialist	0	0	1	0	1	2	0	1	0	2

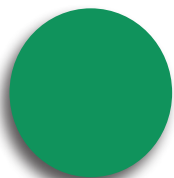
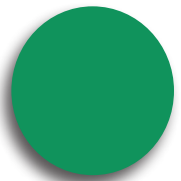


TABLE 10: DISCIPLINARY CASES (CONT.)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	1	0	0	0	0	0	0	0	1
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	1	0	0	0	0	0	0	0	1
Massage Therapy - Massage Establishment	3	5	3	0	12	17	7	116	21	22
Massage Therapy - Massage Therapist	54	46	52	2	72	163	86	0	79	216
Medicine - House Physician	0	0	0	0	0	0	0	1	0	0
Medicine - Medical Doctor	18	34	19	4	85	90	20	0	32	163
Medicine - Pain Management Clinic	0	1	0	0	1	1	1	0	0	3
Medicine - Physician Assistant (PA)	0	2	1	1	3	5	0	0	2	7
Medicine - Temporary Area of Critical Need-Med. Doctor	1	0	0	0	0	0	0	0	1	1
Mental Health Counseling - Licensed Mental Health Counselor	2	2	1	0	2	3	3	0	2	9
Mental Health Counseling - Registered Mental Health Counselor Intern	0	5	3	1	0	3	1	0	2	8
Midwifery - Midwife	0	0	0	0	2	2	2	0	0	2
Nursing - Advanced Practice Registered Nurse (APRN)	1	1	0	0	1	1	0	0	0	3
Nursing - Advanced Registered Nurse Practitioner (ARNP)	1	2	1	0	0	0	0	0	1	4

TABLE 10: DISCIPLINARY CASES (CONT.)



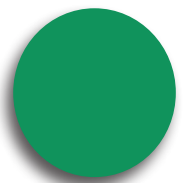
Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Nursing - Certified Nursing Assistant (CNA)	105	37	74	13	19	24	13	0	62	239
Nursing - Licensed Practical Nurse (LPN)	23	10	64	24	32	23	24	0	26	141
Nursing - Registered Nurse (RN)	26	56	174	19	92	33	57	0	77	335
Nursing Home Administrators - Nursing Home Administrator	0	0	0	0	0	0	0	0	1	0
Occupational Therapy Practice - Occupational Therapist	0	0	1	1	0	2	1	0	0	2
Occupational Therapy Practice - Occupational Therapy Assistant	1	0	1	1	0	3	0	0	1	3
Opticianry - Optical Establishment Permit	0	1	0	0	0	0	0	0	0	1
Opticianry - Optician	0	2	2	0	1	2	2	0	1	5
Optometry - Optometrist	0	2	0	0	2	2	0	0	1	4
Orthotists & Prosthetists - Orthotic Fitter	0	0	0	0	1	1	0	0	0	1
Orthotists & Prosthetists - Pedorthist	0	0	0	1	0	1	1	0	0	1
Osteopathic Medicine - Osteopathic Physician	1	1	2	1	6	3	2	0	9	10
Pharmacy - Consultant Pharmacist	2	0	0	0	0	0	0	0	1	2
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	0	0	1	0	1	0	0	1	1
Pharmacy - Pharmacist	8	7	6	0	14	10	1	0	11	35
Pharmacy - Pharmacist Intern	1	1	0	0	0	0	0	0	0	2

TABLE 10: DISCIPLINARY CASES (CONT.)

Profession	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
Pharmacy - Pharmacy	0	8	2	5	4	9	0	0	3	19
Pharmacy - Registered Pharmacy Technician	22	16	7	0	1	3	0	0	12	46
Pharmacy - Resident Sterile Compounding Pharmacy	0	1	0	1	1	2	1	0	2	3
Physical Therapy Practice - Physical Therapist	2	1	0	1	0	1	0	0	0	4
Physical Therapy Practice - Physical Therapist Assistant	1	3	1	0	0	2	0	0	1	5
Podiatric Medicine - Podiatric Physician	1	1	2	1	1	2	2	0	1	7
Psychology - Psychologist	0	0	0	1	0	1	1	0	0	1
Radiologic Technology - Radiologic Technology	3	1	6	6	8	17	14	0	5	22
Respiratory Care - Certified Respiratory Therapist	0	1	1	0	0	1	1	0	2	2
Respiratory Care - Registered Respiratory Therapist	0	3	0	1	1	2	1	0	1	5
Speech-Language Pathology & Audiology - Audiologist	0	0	0	1	1	2	1	0	0	2
Speech-Language Pathology & Audiology - Speech-Language Pathologist	0	5	0	0	0	0	0	0	2	5
Totals	285	287	443	93	394	480	270	123	382	1,440

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

TABLE 11: MEDICAL MALPRACTICE CLAIMS



The Florida Statutes section 627.912(3) states, the Office of Insurance Regulation shall provide the Department of Health with electronic access to all information received under this section related to persons licensed under chapter 458, chapter 459, chapter 461, or chapter 466. The Department of Health shall review each report and determine whether any of the incidents that resulted in the claim potentially involved conduct by the licensee that is subject to disciplinary action, in which case the provisions of s. 456.073 shall apply.

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
Acupuncturist	0	4	0	0	0	0	0
Athletic Trainer	0	1	0	0	0	0	0
Chiropractic Medicine - Chiropractic Physician	2	14	0	0	0	0	5
Chiropractic Medicine - Registered Chiropractic Assistant	0	3	0	0	0	0	0
Clinical Social Work - Licensed Clinical Social Worker	0	3	0	0	0	0	0
Dentistry - Dental-Health Access Dental	0	1	0	0	0	0	0
Dentistry - Dentist	8	240	0	0	0	4	21
Emergency Medical Services - Emergency Medical Technician	1	0	0	0	0	0	0
Emergency Medical Services - Paramedic	1	0	0	0	0	0	0
Massage Therapy - Massage Therapist	0	7	0	0	0	0	0
Medicine - Limited License Medical Doctor	0	3	0	0	0	0	0
Medicine - Medical Doctor	273	2,548	65	5	0	10	67
Medicine - Physician Assistant (PA)	5	79	0	0	0	1	1
Medicine - Resident Registration	0	4	2	0	0	0	0
Medicine - Temporary Area of Critical Need- Med. Doctor	0	5	0	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	3	0	0	0	0	0
Midwifery - Midwife	0	6	0	0	0	0	1
Nursing - Advanced Practice Registered Nurse (APRN)	15	76	2	0	0	0	1
Nursing - Advanced Registered Nurse Practitioner (ARNP)	0	1	0	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	0	3	0	0	0	0	0
Nursing - Licensed Practical Nurse (LPN)	1	11	0	0	0	0	1
Nursing - Registered Nurse (RN)	28	68	2	0	0	0	8
Occupational Therapy Practice - Occupational Therapist	0	1	0	0	0	0	0
Opticianry - Optician	0	1	0	0	0	0	0
Optometry - Optometrist	0	5	0	0	0	1	1
Osteopathic Medicine - Osteopathic Physician	24	261	3	0	0	0	6
Osteopathic Medicine - Osteopathic Resident Registration	0	1	0	0	0	0	0
Pharmacy - Pharmacist	0	3	0	0	0	0	0
Physical Therapy Practice - Physical Therapist	1	2	0	0	0	0	0
Respiratory Care - Certified Respiratory Therapist	1	1	0	0	0	0	0

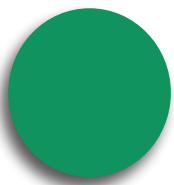


TABLE 11: MEDICAL MALPRACTICE CLAIMS (CONT.)

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
Physical Therapy Practice - Physical Therapist Assistant	0	3	0	0	0	0	0
Podiatric Medicine - Podiatric Physician	3	74	0	0	0	0	2
Psychology - Psychologist	0	4	0	0	0	0	0
Radiologic Technology - Radiologic Technology	1	0	0	0	0	0	0
Respiratory Care - Registered Respiratory Therapist	1	0	0	0	0	0	0
Speech-Language Pathology & Audiology - Audiologist	0	0	0	0	0	1	0
Totals	364	3,435	74	5	0	17	114
Referred Non-Jurisdictional	0	5	0	0	0	0	0
Grand Totals	364	3,440	74	5	0	17	114

Definitions: Civil Court Claims Received – Civil suits alleging medical malpractice against health care practitioners that have been filed in civil court.

Closed Claims – Civil suits alleging medical malpractice against health care practitioners that have been resolved.

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

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

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

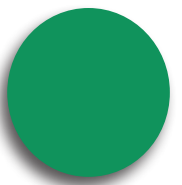
From educating the public to conducting complex investigations and issuing cease and desist orders, MQA's Unlicensed Activity (ULA) program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation. Working in Tallahassee and 11 field offices throughout 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 Investigation	Inquires Completed	Investigations Completed	Cease And Desist Orders Issued	Referred To Law Enforcement
Athletic Trainer	1	1	0	1	0	1
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	2	2	0	2	1	0
Chiropractic Medicine - Chiropractic Physician	5	4	1	4	2	2
Chiropractic Medicine - Registered Chiropractic Assistant	1	1	0	1	0	1
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1	1	0	1	0	0
Clinical Social Work - Licensed Clinical Social Worker	5	5	0	5	2	2
Clinical Social Work - Registered Clinical Social Worker Intern	3	3	0	3	1	1
Dentistry - Dental Hygienist	2	2	0	2	0	1
Dentistry - Dental Laboratory	10	15	1	16	12	11
Dentistry - Dentist	65	77	6	80	36	35
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	23	19	1	17	7	8
Dietetics & Nutrition Practice Council - Nutrition Counselor	8	8	0	3	3	3
Electrolysis Council - Electrologist	14	14	0	14	7	7
Electrolysis Council - Electrolysis Facility	16	17	0	20	15	14
Emergency Medical Services - Emergency Medical Technician	1	1	0	1	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	2	2	0	2	1	1
Massage Therapy - Massage Establishment	225	226	24	227	141	136
Massage Therapy - Massage Therapist	205	218	19	218	136	140
Massage Therapy - Massage Therapy Apprentice	1	1	0	1	0	0
Medicine - Medical Doctor	163	153	8	163	54	58

TABLE 13: UNLICENSED ACTIVITY (CONT.)

Profession	Complaints Received	Referred For Investigation	Inquires Completed	Investigations Completed	Cease And Desist Orders Issued	Referred To Law Enforcement
Medicine - Office Surgery Registration	3	3	2	3	2	1
Medicine - Pain Management Clinic	14	12	4	11	7	7
Medicine - Pain Management Clinic Exempt	1	1	0	0	0	0
Medicine - Physician Assistant (PA)	3	2	0	2	0	0
Mental Health Counseling - Licensed Mental Health Counselor	25	24	0	23	5	8
Mental Health Counseling - Registered Mental Health Counselor Intern	3	3	0	3	2	2
Midwifery - Midwife	2	2	0	2	0	1
Nursing - Advanced Practice Registered Nurse (APRN)	0	1	0	1	0	0
Nursing - Certified Nursing Assistant (CNA)	10	10	0	11	2	2
Nursing - Licensed Practical Nurse (LPN)	5	5	0	6	4	3
Nursing - Registered Nurse (RN)	31	32	2	34	10	11
Nursing Home Administrators - Nursing Home Administrator	1	1	0	1	0	0
Occupational Therapy Practice - Occupational Therapy Assistant	1	1	0	1	1	1
Opticianry - Optical Establishment Permit	86	102	2	102	92	94
Opticianry - Optician	10	11	0	11	4	4
Optometry - Optometrist	1	1	0	2	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	2	2	0	2	0	0
Osteopathic Medicine - Osteopathic Physician	2	2	0	1	1	1
Pharmacy - Pharmacist	19	18	4	18	5	9
Pharmacy - Pharmacist Intern	2	2	0	1	1	1
Pharmacy - Pharmacy	25	25	1	23	15	16
Pharmacy - Registered Pharmacy Technician	5	5	0	5	4	4
Physical Therapy Practice - Physical Therapist	5	5	1	5	3	3
Podiatric Medicine - Certified Pod X-Ray Assistant	1	1	0	1	0	0
Podiatric Medicine - Podiatric Physician	1	0	0	0	0	0

TABLE 13: UNLICENSED ACTIVITY (CONT.)



Profession	Complaints Received	Referred For Investigation	Inquires Completed	Investigations Completed	Cease And Desist Orders Issued	Referred To Law Enforcement
Psychology - Psychologist	17	13	0	15	4	3
Radiologic Technology - Radiologic Technology	19	18	0	17	13	11
Radiologic Technology - Radiologist Assistant	1	0	0	0	0	0
Speech-Language Pathology & Audiology - Audiologist	1	1	0	2	0	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	2	2	0	2	0	0
Totals	1,051	1,075	76	1,086	593	603
Referred Non-Jurisdictional	110	0	13	7	0	0
Grand Totals	1,161	1,075	89	1,093	593	603

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

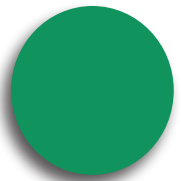
TABLE 14: STUDENT LOAN DEFAULTS

Florida Statute 465.074 (4) states: “Upon receipt of information that a Florida-licensed health care practitioner has defaulted on a student loan issued or guaranteed by the state or Federal Government, the department shall notify the licensee by certified mail that he or she shall be subject to immediate suspension of license unless, within 45 days after the date of mailing, the licensee provides proof that new payment terms have been agreed upon by all parties to the loan.”

Profession	Reports of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken
Acupuncturist	1	1	0	0	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	1	1	1	0	0
Chiropractic Medicine - Chiropractic Physician	1	0	0	0	0	0
Chiropractic Medicine - Registered Chiropractic Assistant	0	3	2	2	0	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1	2	0	0	0	0
Clinical Social Work - Licensed Clinical Social Worker	1	3	1	2	2	0
Clinical Social Work - Registered Clinical Social Worker Intern	1	1	0	0	0	0
Dentistry - Dental Hygienist	2	5	2	3	1	1
Dentistry - Dental Radiographer	1	3	0	3	0	0
Emergency Medical Services - Emergency Medical Technician	1	5	0	0	3	0
Emergency Medical Services - Paramedic	2	6	2	1	4	1
Marriage and Family Therapy - Licensed Marriage and Family Therapist	1	2	1	2	0	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1	1	0	1	0	0
Massage Therapy - Massage Therapist	1	12	7	6	4	0
Medicine - Medical Doctor	2	0	0	0	0	0
Mental Health Counseling - Licensed Mental Health Counselor	0	5	2	3	2	0
Mental Health Counseling - Registered Mental Health Counselor Intern	1	3	2	3	0	1
Midwifery - Midwife	1	0	0	0	0	0
Nursing - Advanced Practice Registered Nurse (APRN)	1	1	0	0	0	0
Nursing - Certified Nursing Assistant (CNA)	17	58	43	51	6	12
Nursing - Licensed Practical Nurse (LPN)	16	31	15	21	9	3
Nursing - Registered Nurse (RN)	24	58	18	33	12	7
Occupational Therapy Practice - Occupational Therapist	0	0	0	1	0	0
Occupational Therapy Practice - Occupational Therapy Assistant	1	1	1	1	0	0
Opticianry - Optician	0	1	1	1	0	0
Pharmacy - Pharmacist	0	1	1	1	0	0
Pharmacy - Pharmacist Intern	0	1	0	2	0	0
Pharmacy - Registered Pharmacy Technician	3	18	13	16	3	2
Physical Therapy Practice - Physical Therapist	0	1	1	1	0	0
Physical Therapy Practice - Physical Therapist Assistant	0	5	1	3	3	1
Podiatric Medicine - Podiatric Physician	1	0	0	0	0	0
Psychology - Psychologist	1	1	1	0	0	0
Radiologic Technology - Radiologic Technology	1	7	3	5	1	0
Respiratory Care - Certified Respiratory Therapist	1	7	0	4	2	0
Respiratory Care - Registered Respiratory Therapist	1	4	1	2	0	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	1	2	2	2	1	1
Totals	87	250	121	171	53	29

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, and disciplinary 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	\$1,180,021	\$78,025	\$399,096	\$858,950	\$13,503
Anesthesiologist Assistants	\$229,196	\$94,256	\$67,870	\$255,582	\$3,174
Athletic Trainers	\$397,289	\$298,820	\$164,783	\$531,326	\$48,922
Chiropractic	\$3,169,426	\$364,090	\$1,648,779	\$1,884,737	\$52,603
Clinical Laboratory	\$70,152	\$1,162,776	\$792,844	\$440,084	\$277,362
Certified Nursing Assistants	\$(396,559)	\$4,161,841	\$3,922,583	\$(157,301)	\$1,983,627
CSW, MFT, MHC	\$371,705	\$3,922,483	\$2,747,640	\$1,546,548	\$397,508
Dentistry	\$(2,334,422)	\$654,612	\$2,769,288	\$(4,449,098)	\$(1,111,216)
Dental Hygienist	\$1,478,533	\$142,598	\$612,252	\$1,008,879	\$236,307
Dental Labs	\$397,525	\$16,981	\$103,385	\$311,121	\$(221,765)
Dietetics & Nutrition	\$496,755	\$576,201	\$324,764	\$748,192	\$(217,306)
Electrolysis	\$(741,635)	\$102,517	\$393,964	\$(1,033,082)	\$(280,170)
EMS (EMT & PMT)	\$(4,820,380)	\$2,257,630	\$1,703,724	\$(4,266,474)	\$(18,142)
Hearing Aid Specialist	\$429,216	\$432,587	\$262,430	\$599,373	\$(88,630)
Massage Therapy	\$(9,618,370)	\$2,054,874	\$4,745,730	\$(12,309,226)	\$(3,180,484)
Medical Physicists	\$185,498	\$128,909	\$67,204	\$247,203	\$15,477
Medicine	\$11,505,899	\$18,938,282	\$16,802,495	\$13,641,686	\$(2,123,522)
Midwifery	\$(790,064)	\$22,466	\$54,109	\$(821,707)	\$(103,805)
Nursing	\$11,923,553	\$20,645,868	\$19,519,078	\$13,050,343	\$10,028,261
Nursing Home Administrator	\$491,448	\$635,247	\$306,450	\$820,245	\$32,860
Occupational Therapy	\$207,451	\$1,059,915	\$668,029	\$599,337	\$348,779
Opticianry	\$(90,449)	\$571,649	\$497,236	\$(16,036)	\$(742,274)
Optometry	\$1,211,358	\$1,144,577	\$607,098	\$1,748,837	\$54,092
Orthotist & Prosthetist	\$494,883	\$78,145	\$138,174	\$434,854	\$(147,551)
Osteopathic Medicine	\$3,812,660	\$676,816	\$1,901,206	\$2,588,270	\$89,733
Pharmacy	\$820,010	\$6,627,436	\$7,418,131	\$29,315	\$695,998
Physical Therapy	\$1,152,494	\$534,832	\$1,450,300	\$237,026	\$440,730
Physician Assistant	\$3,873,964	\$329,661	\$1,491,888	\$2,711,737	\$133,330
Podiatry	\$524,627	\$93,202	\$311,456	\$306,373	\$25,150
Psychology	\$2,822,168	\$222,228	\$938,606	\$2,105,790	\$(136,362)
Radiological Technologists	\$(237,894)	\$638,160	\$807,030	\$(406,764)	\$(463)
Respiratory Therapy	\$636,327	\$785,305	\$748,674	\$672,958	\$377,198
School Psychology	\$248,660	\$26,864	\$178,653	\$96,871	\$15,327
Speech-Language & Audiology	\$1,797,132	\$441,823	\$1,009,291	\$1,229,664	\$268,402
Totals	\$30,898,177	\$69,921,676	\$75,574,240	\$25,245,613	\$7,166,653

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

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 2019-2020	Projected Ending Cash Balance 2020-2021	Projected Ending Cash Balance 2021-2022	Projected Ending Cash Balance 2022-2023	Projected Ending Cash Balance 2023-2024	Projected Ending Cash Balance 2024-2025
Acupuncture	\$1,209,512	\$1,099,925	\$1,609,133	\$1,500,206	\$2,008,483	\$1,896,597
Anesthesiologist Asst	\$204,341	\$264,132	\$261,494	\$321,427	\$318,722	\$378,017
Athletic Trainers	\$426,243	\$640,577	\$635,322	\$850,067	\$844,491	\$1,057,396
Chiropractic	\$2,301,692	\$1,501,203	\$2,872,475	\$2,076,084	\$3,442,926	\$2,628,166
Clinical Laboratory	\$62,797	\$318,297	\$2,052	\$261,028	\$(58,737)	\$184,657
Cert Nurs Asst	\$(1,051,202)	\$(1,543,265)	\$(2,555,486)	\$(3,030,908)	\$(4,060,921)	\$(4,610,925)
Cert Social Worker	\$-	\$-	\$-	\$-	\$-	\$-
CSW,MFT,MHC	\$(187,043)	\$941,641	\$(550,776)	\$588,063	\$(912,717)	\$180,609
Dentistry	\$(2,986,828)	\$(5,629,970)	\$(4,253,804)	\$(6,885,512)	\$(5,522,293)	\$(8,205,247)
Dental Hygienist	\$1,529,276	\$1,266,952	\$1,967,355	\$1,706,457	\$2,404,814	\$2,137,529
Dental Labs	\$369,182	\$349,171	\$465,503	\$445,621	\$561,738	\$541,277
Dietetics & Nutrition	\$520,728	\$795,960	\$706,891	\$982,884	\$893,035	\$1,165,621
Electrolysis	\$(1,003,092)	\$(1,233,182)	\$(1,208,870)	\$(1,437,797)	\$(1,414,340)	\$(1,648,477)
EMS (EMT & PMD)	\$(5,222,376)	\$(4,537,589)	\$(5,522,789)	\$(4,831,873)	\$(5,821,479)	\$(5,158,033)
Hearing Aid Spec	\$406,090	\$651,201	\$569,110	\$814,947	\$732,281	\$974,864
Massage Therapy	\$(13,244,004)	\$(17,118,671)	\$(18,198,873)	\$(22,052,922)	\$(23,154,991)	\$(27,101,449)
Medical Physicists	\$202,223	\$280,148	\$281,758	\$359,843	\$361,324	\$438,692
Medicine	\$14,575,989	\$18,205,141	\$21,369,145	\$25,057,259	\$28,162,893	\$31,586,744
Midwifery	\$(752,104)	\$(788,285)	\$(719,891)	\$(755,881)	\$(687,669)	\$(724,517)
Naturopathy	\$-	\$-	\$-	\$-	\$-	\$-
Nursing	\$13,822,709	\$15,940,943	\$18,825,676	\$21,007,807	\$23,833,591	\$25,729,335
Nursing Home Admin	\$626,796	\$1,035,811	\$995,314	\$1,405,231	\$1,364,064	\$1,769,934
Occupational Therapy	\$169,533	\$699,750	\$370,727	\$903,523	\$572,359	\$1,093,597
Opticianry	\$(347,120)	\$(279,441)	\$(619,951)	\$(550,474)	\$(892,402)	\$(830,987)
Optometry	\$1,229,093	\$1,887,114	\$1,695,909	\$2,355,612	\$2,163,345	\$2,815,509
Ortho & Prosth	\$572,545	\$567,329	\$785,202	\$780,277	\$997,660	\$991,429
Osteopathic	\$4,240,184	\$3,539,082	\$5,645,653	\$4,949,400	\$7,049,649	\$6,331,663
Pharmacy	\$595,693	\$(673,156)	\$(279,115)	\$(1,521,037)	\$(1,153,756)	\$(2,516,363)
Physical Therapy	\$1,264,843	\$464,263	\$1,500,704	\$704,818	\$1,735,716	\$918,795
Physician Assistant	\$5,205,666	\$4,514,736	\$7,499,363	\$6,812,025	\$9,792,187	\$9,088,751
Podiatry	\$587,910	\$343,459	\$674,078	\$430,815	\$759,975	\$511,385
Psychology	\$2,491,633	\$2,158,808	\$2,936,458	\$2,605,586	\$3,381,387	\$3,041,760
Radiological Tech	\$(155,628)	\$(209,143)	\$(175,286)	\$(225,796)	\$(194,537)	\$(258,515)
Respiratory Therapy	\$(10,469)	\$840,280	\$268,382	\$1,121,815	\$547,268	\$1,388,675
School Psychology	\$213,136	\$142,823	\$276,390	\$206,419	\$339,793	\$268,292
Speech-Language	\$1,737,346	\$1,548,988	\$2,276,341	\$2,090,200	\$2,815,102	\$2,619,024
Totals	\$29,605,292	\$27,985,031	\$40,405,593	\$39,045,214	\$51,208,961	\$48,683,806

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

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 current renewal fees.

	Profession	FY 19-20 & 20-21 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee (3)
1.	Acupuncture	\$455,963	2,599	\$175	\$500	\$275/\$150	Yes
2.	Anesthesiologist Asst	\$59,674	426	\$140	\$1,000	\$200	Yes
3.	Athletic Trainers	\$209,200	2,597	\$81	\$200/\$100	\$100/\$50	Yes
4.	Chiropractic	\$2,442,310		\$227			Yes
A.	Chiropractic		6,484		\$500	\$250	
B.	Chiropractic PA		263		\$250	\$55/\$28	
C.	Chiropractic Asst		3,991		\$25	\$25	
5.	Clinical Laboratory	\$2,003,010		\$123			Yes
A.	Director		219		\$150	\$130	
B.	Supervisor		5,054		\$150	\$110	
C.	Technologist		9,251		\$150	\$90	
D.	Technician		1,423		\$150	\$50	
E.	Training Program		47		\$300	\$300	
F.	Inactive		338		\$50	\$50	
6.	Certified Nursing Asst	\$9,858,532	145,100	\$68	\$50	\$50	
7.	CSW,MFT,MHC	\$5,296,712		\$202			Yes
A.	Clinical Social Work		11,390		\$250/\$50	\$115/\$50	
B.	Marriage and Fam Ther		2,252		\$250/\$50	\$115/\$50	
C.	Mental Health Couns		12,525		\$250/\$50	\$115/\$50	
D.	Interns		0		\$100	\$75	
E.	Mstr Cert Social Worker		7		\$250	\$150/\$50	
8.	Dentistry	\$6,982,254	14,607	\$478	\$300	\$300	
9.	Dental Hygienist	\$994,627	14,663	\$68	\$300	\$80	Yes
10.	Dental Labs	\$98,887	856	\$116	\$300	\$175	Yes
11.	Dietetics & Nutrition	\$440,810	4,732	\$93	\$500	\$75	Yes
12.	Electrolysis	\$576,504	1,889	\$305	\$100	\$100	
13.	Hearing Aid Spec	\$372,298	997	\$373	\$600	\$375/\$375	Yes
14.	Massage Therapy	\$12,163,925		\$242			
A.	Massage Therapist		40,520		\$200/\$250	\$100	
B.	Massage Establishment		9,735		\$150	\$100	
15.	Medical Physicists	\$82,298		\$127			Yes
A.	Medical Physicists		588		\$500	\$150	
B.	Medical Phys In Trng		60		No Cap	\$100	
16.	Medicine	\$33,584,638	74,056	\$454	\$500	\$350/\$120	Yes
17.	Midwifery	\$106,866	211	\$506	\$500	\$500/\$500	
18.	Naturopathic		0		\$1,000	\$250	
19.	Nursing	\$35,154,345		\$85			Yes
A.	Registered Nurse (RN)		311,315		No Cap	\$65/\$55	
B.	Licensed Practical Nurse		69,712		No Cap	\$65/\$55	
C.	Advanced Practice Registered Nurse (APRN)		32,830		No Cap	\$50	

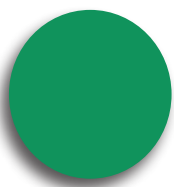


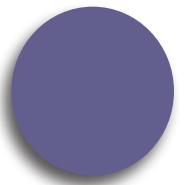
TABLE 17: REVIEW OF THE ADEQUACY OF RENEWAL FEES (CONT.)

	Profession	FY 19-20 & 20-21 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee (3)
20.	Nursing Home Admin	\$449,813	1,644	\$274	No Cap	\$325	Yes
21.	Occupational Therapy	\$1,349,940	16,890	\$80	No Cap	\$55	Yes
22.	Opticianry	\$919,931	4,067	\$226	\$350/\$50	\$125/\$50	
23.	Optometry	\$784,392		\$222			Yes
A.	Optometrist		3,512		\$300	\$300	
B.	Optometry Faculty		22		No Cap	\$100	
24.	Orthotists & Prosthetics	\$224,403	727	\$309	\$500	\$400	Yes
25.	Osteopathic	\$3,200,695	10,219	\$313	\$500	\$400/\$200	Yes
26.	Pharmacy	\$15,367,457		\$179			
A.	Pharmacists		33,147		\$250	\$200	
B.	Consultant Pharmacist		2,940		\$250	\$100	
C.	Nuclear Pharmacist		197		\$250	\$100	
D.	Pharmacies Permit		9,858		\$250	\$250	
E.	Pharmacy Technicians		39,938		\$50	\$50	
27.	Physical Therapy	\$2,931,777		\$101			Yes
A.	Physical Therapist		17,823		\$200	\$75/\$50	
B.	Physical Therapist Asst		11,105		\$150	\$75/\$50	
28.	Physician Assistant	\$2,308,007	9,779	\$236	\$500	\$275/\$150	Yes
29.	Podiatry	\$758,722		\$314			Yes
A.	Podiatric Medicine		1,828		\$350	\$350	
B.	Cert Podiatric X-Ray Asst		585		No Cap	\$75	
30.	Psychology	\$1,088,354		\$190			Yes
A.	Psychologist		5,705		\$500	\$295	
B.	Limited License		9		\$500	\$25	
31.	Respiratory Therapy	\$1,526,063	12,106	\$126	\$200/\$50	\$120/\$50	Yes
32.	School Psychology	\$152,790	866	\$176	\$500	\$190/\$150	Yes
33.	Speech-Lang, P & A	\$1,336,970		\$96			Yes
A.	Pathologist & Audiologist		12,232		\$500/\$100	\$75	
B.	P & A Assist		1,684		No Cap	\$50	
	Total Fund (4)	\$143,282,166	977,620	\$147			

Note:

1. Cost to regulate is computed by adding FY 19-20 and FY 20-21 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2019.
2. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees.
3. If there is a projected positive cash balance at June 30, 2025, then the current renewal fee is deemed to be sufficient.

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