

Florida Department of Health  
Medical Quality Assurance

# Annual Report and Long-Range Plan

Fiscal Year 2019-2020



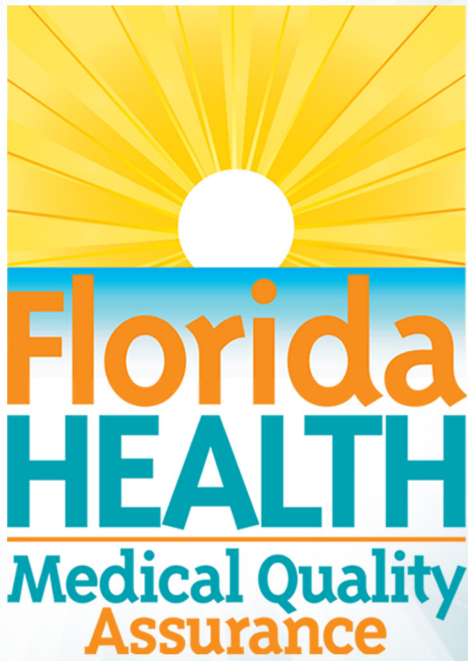
**Ron DeSantis**

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



As Florida's Surgeon General, it gives me great pleasure to present the Division of Medical Quality Assurance (MQA) 2019-2020 Annual Report and Long-Range Plan. 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.

This past year has proven how incredibly important public health is to the sustainability and growth of the state of Florida. On March 1, 2020, Governor Ron DeSantis signed an Executive Order directing the Department to declare a public health emergency in Florida. As State Surgeon General, I immediately declared a public health emergency across the state to fight the COVID-19 pandemic and protect the citizens of Florida. MQA played an instrumental role during this difficult time,

serving as liaison among the public, health care professionals, and health care regulatory bodies to ensure critical information was shared. MQA's actions ensured access to quality health care services by efficiently and effectively regulating health care professions in order to achieve the Department's mission of promoting and protecting the health and safety of all Floridians.

MQA continued to increase access to health care for Floridians by licensing over 95,000 qualified applicants in fiscal year 2019-2020. Over 79 percent of those practitioners were licensed within one business day. MQA staff worked diligently, improving processes to expedite licensing and implemented strategies to expand the licensure pool during the public health emergency, such as temporarily reactivating qualified inactive health care practitioners.

Veterans of the United States Armed Forces are an important part of our workforce and health care system. To increase quality health care practitioners in Florida, MQA's 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. During the past fiscal year, 327 military veterans and their spouses were licensed through VALOR.

Moving forward, MQA remains focused on providing Floridians access to qualified health care practitioners. I would like to thank MQA's dedicated staff for continuing to go above and beyond in creating a culture of health in our great state. I am confident the staff will continue their outstanding performance to help accomplish our mission to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.

A handwritten signature in black ink that reads "Scott Rivkees". The signature is written in a cursive, slightly slanted style.

Dr. Scott A. Rivkees  
State Surgeon General

# Division Director



After almost ten years as Bureau Chief for Health Care Practitioner Regulation in MQA, followed by six years as Director for the Division of Children's Medical Services, I am honored to be back home serving as MQA's new Division Director. I believe that my 28 years of extensive leadership experience in public health with a strong background in health care regulation, practice of health law, and organizational management will help to uphold the sterling reputation that MQA possesses. On behalf of the division, it gives me great pleasure to present the 2019-2020 Annual Report and Long-Range Plan.

The COVID-19 pandemic has presented unique challenges over the course of this year. Since Governor DeSantis declared a State of Emergency on March 9, 2020, MQA has been working to provide communication and guidance to the public. Related efforts include highlighting mitigation strategies for health care practitioners; transitioning in-person regulatory functions, such as regulatory board meetings, to virtual solutions; and providing emergency action relief in the form

of the State Surgeon General issuing Emergency Orders and Boards promulgating Emergency Rules to alleviate regulatory barriers during COVID-19. For example, certain Emergency Orders authorized extensions for licensure renewal deadlines throughout this year, so health care practitioners could focus on delivery of care.

MQA has used a collaborative and data-driven approach, transforming the office during this difficult time to protect the health of all employees, while making considerable progress toward meeting strategic goals in health care licensure and regulation. To advance our priority of regulatory efficiency, the Bureau of Operations established an Information Automation Support team responsible for building the first artificial intelligence virtual agent within Florida state government. This agent represents the three core functions of MQA: Enforcement, Licensure, and Information (aptly named "ELI"), and is designed to promptly answer frequently asked questions for applicants and licensees, saving customers time otherwise spent calling or emailing MQA. In June 2020 ELI was launched on the Board of Nursing website, and by December 2021 will be launched on all Boards' websites.

Over the past fiscal year, MQA has also worked to increase access to health care through the implementation of House Bill 23 (2019), which establishes the standards of practice for telehealth services and allows health care providers from other states to register with the Department to provide telehealth services. This legislation has been particularly helpful in relation to COVID-19, with health care practitioners limiting in-person contact due to safety concerns.

I am grateful for the dedication that MQA staff has shown this year. Florida's health care practitioners and their families have played a pivotal role in protecting the wellbeing of our residents and visitors, and we thank them. I look forward to using my previous experience in helping the division continue its commitment to excellence.

A handwritten signature in black ink that reads "Cassandra Pasley". The signature is fluid and cursive.

Cassandra G. Pasley, BSN, JD  
Division Director

# 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 collaborative state, county, and community relationships and a data driven approach. 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 Fiscal Year (FY) 2019-2020 Annual Report and Long-Range Plan for MQA, as required by section 456.026, Florida Statutes, contains the MQA'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 MQA's revenues, expenditures, cash balances, and adequacy of current fees for FY 2019-2020. The information provided emphasizes performance-driven results and is formed around enforcement, licensure, and information, the three key processes of MQA.

MQA continues to improve business processes for licensure, to meet the demands of the expanding industry. For FY 2019-2020, 95,552 initial health care profession licenses were issued by MQA. Nearly 98 percent of health care practitioners have renewed their licenses online in FY 2019-2020. The user-friendly Online Services Portal allows an easy way for Florida's 1.35 million health care professionals to manage their applications and license renewals.

MQA is committed to keeping administrative costs low, by reviewing the adequacy of the trust fund frequently, to keep Florida's health care industry prosperous. During FY 2019-

2020, MQA's trust fund maintained a sufficient cash balance; recurring revenues were adequate to cover existing recurring expenditures.

Cases of highest concern in which there is a potential for immediate threat to the public are designated as Priority 1. The target for completing the investigation of these cases is 12 days. Priority 1 cases completed within 12 days went from 85.1% in FY 2018-2019 to 94.14% in FY 2019-2020, reflecting a 9.04% increase in timely investigation.

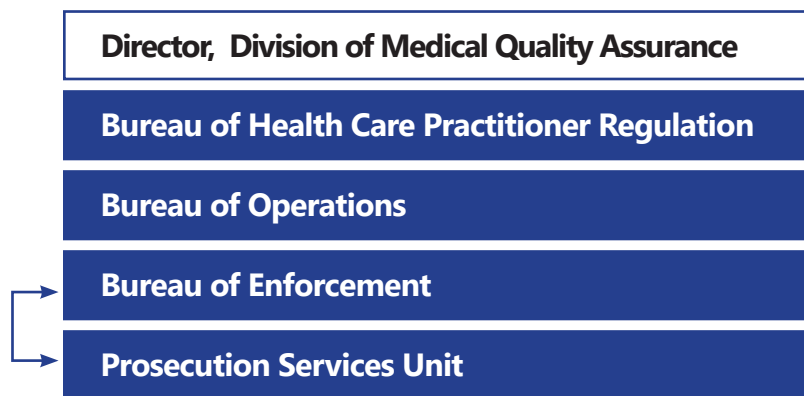
MQA has seen a 91 percent increase in the total number of cases compared to FY 2015-2016. The major reason for this increase is the background screening and fingerprint retention requirement for over 60 percent of our new licensees.

The 2020 legislative session eliminated the requirement that a health care practitioner's license must be suspended if they defaulted on a student loan guaranteed by the state or federal government. This provision was removed by HB713/HB115, and was implemented by MQA, effective July 1, 2020.

Finally, the Department's Unlicensed Activity (ULA) program is devoted to protecting the residents and visitors of Florida from potentially dangerous consequences of unlicensed health care services. During FY 2019-2020, ULA investigators completed 978 investigations of unlicensed activity and issued 464 cease and desist notices. ULA works cooperatively with local and state law enforcement, including the state attorney's office to prosecute individuals who are practicing without a license.



# Structure of MQA



## Boards

Boards are responsible for approving or denying licensure applicants, reviewing and approving continuing education courses and practitioners, promulgating administrative rules authorized by statute, determining probable cause, and disciplining practitioners found to be in violation of applicable laws. MQA supports the Governor’s appointment of qualified representatives to serve on its 22 regulatory boards comprising 180 professionals and lay persons.

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

## Councils

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

Councils	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?

If you are interested in serving on a board, please complete the Gubernatorial Appointments Questionnaire at [www.flgov.com/appointments](http://www.flgov.com/appointments).

If you are interested in serving on a council, please complete the Department of Health Questionnaire for Appointments at <https://apps.floridahealth.gov/bcquestionnaire/>.

# Long-Range Plan for 2016-2020

MQA is required to develop and implement a long-range plan pursuant to [section 456.005, Florida Statutes](#). The Long-Range Plan for FY 2016-2020 details MQA's strategic priorities, operational goals, and key measures to monitor performance, and serves as a roadmap for accomplishing the Department's vision of Florida becoming the healthiest state in the nation. The Long-Range Plan must be revised and modified to remain current with trends in health care services and regulation.

## Department of Health 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 an immediate threat to the public

#### Percentage of Priority 1\* cases completed within 12 days

FY 2015-2016	60.5
FY 2016-2017	73.1
FY 2017-2018	75.4
FY 2018-2019	85.1
FY 2019-2020	94.14

### 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 in a more timely and efficient manner

**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\*

#### Applications approved for health care licensure of military spouses and honorably discharged veterans

FY 2015-2016	150
FY 2016-2017	299
FY 2017-2018	359
FY 2018-2019	332
FY 2019-2020	327

\*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 his/her 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 (continued)

## 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:

Decrease the licensing time for health care professionals

### Measure:

Time to issue a license

### Time to issue a license (days)

FY 2013-2014	74
FY 2014-2015	64.5
FY 2015-2016	58.8
FY 2016-2017	61.05
FY 2017-2018	59.1
FY 2018-2019	57.4
FY 2019-2020	51.16

# Prosecution Services Unit Litigation and Inventory Reduction

Prosecution Services Unit (PSU) referred 95 cases to the Division of Administrative Hearings for litigation in FY 2019-2020. Nineteen of those cases resulted in full evidentiary hearings and recommended orders presented to eight different boards for final action. PSU issued 295 emergency restriction and suspension orders against licensees posing immediate dangers to public health. No emergency restriction or suspension orders were overturned on appeal.

PSU resolved 6,262 total complaints this fiscal year, 2,188 of which were over one year old. This resulted in a 12.96% decrease in total active cases and a 17.5% decrease in cases over one year old since the close of FY 2018-2019. Notable total inventory reductions include the Board of Nursing (21.22%) and Unlicensed Activity (25.9%). Notable reductions in cases over one year old include the Board of Nursing (38.95%) and the Board of Massage Therapy (15.4%).

# Disciplinary Guidelines

MQA, in partnership with the regulatory boards and councils, reviews disciplinary guidelines for compliance with the legislative intent set forth in section 456.079, Florida Statutes. MQA's Annual Report and Long-Range Plan must provide a status of the development and implementation of rules providing for disciplinary guidelines, as required by section 456.026 (9), Florida Statutes.

Board/ Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Acupuncture	64B1-9.001	Disciplinary Guidelines	06/10/2020	06/29/2020	09/25/2020	
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	12/05/2019	06/29/2020		
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.001	Disciplinary Guidelines	09/16/2020	10/09/2020		
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	09/04/2019			
Dietetics and Nutrition	64B8-44.003	Disciplinary Guidelines	8/31/2020			
Electrolysis	64B8-55.001	Disciplinary Guidelines	12/19/2016	01/04/2017	02/02/2017	02/22/2017
Massage Therapy	64B7-30.002	Disciplinary Guidelines	12/17/2019	01/03/2020	07/09/2020	10/08/2020
Medicine	64B8-8.001	Disciplinary Guidelines	12/23/2019	01/07/2020	02/11/2020	03/02/2020
Medicine	64B8-30.015	Disciplinary Guidelines	06/18/2020	7/22/2020		
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
Nursing	64B9-8.006	Disciplinary Guidelines	01/30/2020	02/17/2020	05/22/2020	06/11/2020
Nursing Home Administrator	64B10-14.004	Disciplinary Guidelines	10/17/2016	03/20/2017	06/21/2017	07/11/2017
Occupational Therapy	64B11-4.003	Standards of Practice; Discipline	07/14/2020	08/13/2020		
Opticianry	64B12-8.020	Disciplinary Guidelines	08/12/2020	09/03/2020		
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



# Disciplinary Guidelines (continued)

Board/ Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Osteopathic Medicine	64B15-6.011	Disciplinary Guidelines	09/06/2018	09/21/2018	11/15/2018	11/15/2018
Osteopathic Medicine	64B15-7.010	Disciplinary Guidelines	11/29/2016	03/15/2017	04/18/2017	05/08/2017
Pharmacy	64B16-30.001	Disciplinary Guidelines	07/02/2020	07/27/2020		
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
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	64B21-504.001	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

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**Table 1**

# Summary of Licensed Practitioners

To help sustain Florida's population growth and needed access to health care, the Department strives to reduce regulation and eliminate unnecessary barriers to licensure. To ensure every practitioner has the necessary education and experience to obtain a license, MQA continuously reviews the licensure process for improvement opportunities. At the end of FY 2019-2020, there were 1,345,417 licensed health care practitioners in the state, representing a 3.5% increase.

Profession	In State Active	In State Inactive	In State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military	Retired	Total
Acupuncturist	2,223	30	92	249	49	40	4	92	2,779
Athletic Trainer	2,490	14	387	380	13	123	10	42	3,459
Certified Social Workers - Certified Master Social Worker	5	0	0	2	0	0	0	0	7
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	225	7	82	1	0	1	0	3	319
Chiropractic Medicine - Chiropractic Faculty Certificate	9	0	5	1	0	2	0	0	17
Chiropractic Medicine - Chiropractic Physician	5,631	60	174	571	202	131	15	405	7,189
Chiropractic Medicine - Registered Chiropractic Assistant	2,843	0	0	8	0	0	0	1	2,852
Clinical Laboratory Personnel - Clinical Laboratory Personnel	14,719	214	1,041	2,164	168	472	37	631	19,446
Clinical Laboratory Personnel - Clinical Laboratory Trainee	454	0	0	17	0	0	0	0	471
Clinical Laboratory Personnel - Clinical Laboratory Training Program	33	0	0	17	0	0	0	0	50
Clinical Social Work - Licensed Clinical Social Worker	10,746	72	321	1,428	120	147	16	330	13,180
Clinical Social Work - Provisional Clinical Social Worker Licensee	37	0	0	15	0	0	0	0	52
Clinical Social Work - Registered Clinical Social Worker Intern	5,613	0	0	112	0	0	4	0	5,729
Dentistry - Dental Expert Witness Certificate	9	0	0	41	0	0	0	0	50
Dentistry - Dental Hygienist	12,648	94	458	1,592	148	186	104	748	15,978
Dentistry - Dental Radiographer	29,541	0	0	243	0	0	0	0	29,784
Dentistry - Dental Residency Permits	389	0	0	11	0	0	0	0	400
Dentistry - Dental Teaching Permits	206	0	0	3	0	0	0	0	209
Dentistry - Dental Temporary Certificate	38	0	9	3	0	4	0	0	54



## Table 1 continued

Profession	In State Active	In State Inactive	In State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military	Retired	Total
Dentistry - Dental-Health Access Dental	34	0	6	11	0	2	0	7	60
Dentistry - Dentist	12,191	37	302	2,229	184	184	73	1,087	16,287
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	4,668	18	354	606	8	170	12	79	5,915
Dietetics & Nutrition Practice Council - Nutrition Counselor	68	1	5	8	0	2	0	15	99
Electrolysis Council - Electrologist	1,730	23	222	33	6	11	1	54	2,080
Emergency Medical Services - Emergency Allergy Treatment Licensee	52	0	0	3	0	0	0	0	55
Emergency Medical Services - Emergency Medical Technician	38,272	45	12,494	1,232	4	661	149	1	52,858
Emergency Medical Services - Paramedic	32,018	83	3,549	1,723	14	592	61	1	38,041
Hearing Aid Specialists - Hearing Aid Specialist	1,005	8	108	54	4	18	2	55	1,254
Hearing Aid Specialists - Hearing Aid Specialist Trainee	92	64	0	0	0	0	0	0	156
Marriage and Family Therapy - Licensed Marriage and Family Therapist	2,181	18	70	201	16	26	0	80	2,592
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	5	0	0	0	0	0	0	0	5
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1,276	0	0	35	0	0	0	0	1,311
Massage Therapy - Approved Massage School	176	0	0	0	0	0	0	0	176
Massage Therapy - Massage Therapist	32,435	285	3,836	4,727	119	1,094	164	1,125	43,785
Massage Therapy - Massage Therapy Apprentice	96	0	0	0	0	0	0	0	96
Medical Physicist - Diagnostic Radiological Physicist	52	0	4	61	0	6	0	4	127
Medical Physicist - Medical Health Physicist	26	0	1	11	0	2	0	3	43
Medical Physicist - Medical Nuclear Radiological Physicist	33	0	4	23	0	9	0	5	74
Medical Physicist - Medical Physicist In Training	44	0	0	14	0	0	0	0	58
Medical Physicist - Therapeutic Radiological Physicist	287	0	16	160	0	29	0	7	499

## Table 1 continued

Profession	In State Active	In State Inactive	In State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military	Retired	Total
Medicine - Anesthesiologist Assistants	437	0	6	54	3	11	0	2	513
Medicine - House Physician	314	0	0	33	0	0	0	0	347
Medicine - Limited License Medical Doctor	94	0	32	7	0	3	0	30	166
Medicine - Medical Doctor	54,454	121	1,335	19,781	569	2,108	130	4,124	82,622
Medicine - Medical Doctor Expert Witness Certificate	15	0	0	1,915	0	0	0	0	1,930
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	3	0	0	0	0	3
Medicine - Medical Faculty Certificate	44	0	0	7	0	0	0	0	51
Medicine - Physician Assistant	9,024	24	384	1,001	62	272	72	222	11,061
Medicine - Resident Registration	6,290	0	20	1,743	0	0	0	0	8,053
Medicine - Temporary Area of Critical Need-Med. Doctor	768	0	48	94	1	22	1	15	949
Mental Health Counseling - Licensed Mental Health Counselor	12,384	95	291	991	81	119	13	331	14,305
Mental Health Counseling - Provisional Mental Health Counselor Licensee	61	0	0	28	0	0	0	0	89
Mental Health Counseling - Registered Mental Health Counselor Intern	6,224	0	0	176	0	0	4	0	6,404
Midwifery - Midwife	184	2	21	10	0	6	1	25	249
Nursing - Advanced Practice Registered Nurse	32,215	67	862	4,842	130	835	75	727	39,753
Nursing - Certified Nursing Assistant Programs	201	0	0	0	0	0	0	0	201
Nursing - Certified Nursing Assistant	156,655	0	30,485	4,277	0	1,843	147	0	193,407
Nursing - Licensed Practical Nurse	60,361	212	8,435	3,588	98	1,341	162	1,724	75,921
Nursing - Nursing Education Program	166	0	0	0	0	0	0	0	166
Nursing - Nursing Education Program	251	0	0	1	0	0	0	0	252
Nursing - Registered Nurse	288,173	1,264	17,573	33,160	1,335	12,936	633	9,746	364,820

## Table 1 continued

Profession	In State Active	In State Inactive	In State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military	Retired	Total
Nursing Home Administrators - Nursing Home Administrator	1,554	28	87	167	8	34	5	153	2,036
Occupational Therapy Practice - Occupational Therapist	8,764	28	446	1,385	47	428	29	157	11,284
Occupational Therapy Practice - Occupational Therapy Assistant	5,865	29	559	465	16	209	8	57	7,208
Opticianry - Apprentice Optician	1,097	0	0	6	0	0	0	0	1,103
Opticianry - Optician	3,800	30	172	180	23	25	6	83	4,319
Optometry - Optometric Faculty Certificate	21	0	0	4	0	0	0	0	25
Optometry - Optometrist	2,922	4	44	625	78	60	32	130	3,895
Orthotists and Prosthetists - Orthotic Fitter	107	0	13	1	0	1	0	10	132
Orthotists and Prosthetists - Orthotic Fitter Assistant	50	0	18	0	0	0	0	6	74
Orthotists and Prosthetists - 23 Orthotic Resident		0	0	1	0	0	0	0	24
Orthotists and Prosthetists - 103 Orthotist		0	29	7	0	5	0	15	159
Orthotists and Prosthetists - 87 Pedorthist		0	13	1	0	1	0	11	113
Orthotists and Prosthetists - 33 Prosthetic Residents		0	0	0	0	0	0	0	33
Orthotists and Prosthetists - 62 Prosthetist		0	7	7	0	0	0	15	91
Orthotists and Prosthetists - 232 Prosthetist-Orthotist		0	15	14	1	6	0	24	292
Osteopathic Medicine - Osteopathic Limited License	2	0	0	1	0	0	0	0	3
Osteopathic Medicine - Osteopathic Physician	6,853	14	177	1,655	163	272	49	361	9,544
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	0	0	0	30	0	0	0	0	30
Osteopathic Medicine - Osteopathic Resident Registration	1,522	0	1	329	0	0	0	0	1,852
Pharmacy - Consultant Pharmacist	2,952	64	217	151	15	27	3	139	3,568
Pharmacy - Nuclear Pharmacist	139	0	14	50	3	4	1	14	225
Pharmacy - Pharmacist	24,582	66	629	8,494	272	574	98	1,109	35,824
Pharmacy - Pharmacist Intern	7,217	0	0	5,794	0	0	0	0	13,011



## Table 1 continued

Profession	In State Active	In State Inactive	In State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military	Retired	Total
Pharmacy - Registered Pharmacy Technician	45,155	95	9,895	758	8	272	35	15	56,233
Physical Therapy Practice - Physical Therapist	15,123	97	551	2,103	428	593	84	377	19,356
Physical Therapy Practice -Physical Therapist Assistant	10,520	82	466	574	80	176	46	120	12,064
Podiatric Medicine - Certified Pod X-Ray Assistant	500	0	234	0	0	2	0	4	740
Podiatric Medicine - Podiatric Physician	1,479	8	60	256	49	39	5	178	2,074
Podiatric Medicine - Podiatric Resident Registration	100	0	0	46	0	0	0	0	146
Psychology - Limited License Psychologist	10	0	2	1	0	0	0	2	15
Psychology - Provisional Psychologist	35	0	0	3	0	0	0	0	38
Psychology - Psychologist	5,041	18	109	847	46	58	15	413	6,547
Radiologic Technology - Radiologic Technologist	25,918	7	17,211	2,799	3	4,567	26	0	50,531
Radiologic Technology - Radiologist Assistant	27	0	25	4	0	9	0	0	65
Respiratory Care - Certified Respiratory Therapist	2,349	36	358	238	5	83	12	66	3,147
Respiratory Care - Registered Respiratory Therapist	9,252	60	448	1,320	39	449	19	128	11,715
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	845	3	38	33	1	5	3	50	978
Speech-Language Pathology and Audiology - Audiologist	1,121	3	62	157	3	18	3	28	1,395
Speech-Language Pathology and Audiology - Audiology Assistant	132	0	57	3	0	1	0	1	194
Speech-Language Pathology and Audiology - Provisional Audiologist	23	0	0	8	0	0	0	0	31
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	607	0	0	51	0	0	0	0	658
Speech-Language Pathology and Audiology-Speech-Language Pathologist	10,002	14	528	908	11	267	21	166	11,917

## Table 1 continued

Profession	In State Active	In State Inactive	In State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military	Retired	Total
Speech-Language Pathology and Audiology – Speech - Language Pathology Assistant	1,296	7	541	25	2	43	0	14	1,928
Telehealth Provider - Out of State	0	0	0	1,898	0	0	0	0	1,898
<b>Totals</b>	<b>1,040,465</b>	<b>3,552</b>	<b>116,065</b>	<b>121,101</b>	<b>4,635</b>	<b>31,636</b>	<b>2,390</b>	<b>25,573</b>	<b>1,345,417</b>

**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. With more than 23,000 actively licensed facilities and establishments, MQA is committed to continuously improving the licensure and regulation process for health care facilities and establishments.

<b>Profession</b>	<b>Active</b>	<b>Delinquent</b>	<b>Total</b>
Dentistry - Dental Laboratory	778	130	908
Electrolysis Council - Electrolysis Facility	390	0	390
Massage Therapy - Massage Establishment	8,198	15	8,213
Medicine - Office Surgery Registration	654	0	654
Medicine - Pain Management Clinic	223	0	223
Medicine - Pain Management Clinic Exempt	680	0	680
Opticianry - Optical Establishment Permit	1,554	0	1,554
Pharmacy - Nonresident Sterile Compounding Pharmacy	181	10	191
Pharmacy - Pharmacy	10,108	1	10,109
Pharmacy - Resident Sterile Compounding Pharmacy	438	0	438
<b>Totals</b>	<b>23,204</b>	<b>156</b>	<b>23,360</b>

**Table 3**

# Recognized Continuing Education 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 of their field. Health care practitioners must report completed CE/CME course hours to renew their licenses.

Regulatory Bodies	Active Providers as of 06/30/2020 (Board/Rule/Statute)	Active Providers as of 06/30/2020 (Full and Single Status)	Active Providers as of 06/30/2020	New Provider Applications	New Provider Approved Applications	Approved Applications (Received outside 07/01/2019-06/30/2020 timeframe)	Submitted Courses	Approved New Courses Routed to Board for Review	Approved New Courses Auto-Accepted
Acupuncture	151	135	16	25	30	4	621	547	74
Athletic Training	116	13	103	6	12	7	508	12	496
Chiropractic Medicine	28	28	0	4	1	0	443	443	0
Clinical Laboratory Personnel	147	135	12	3	3	0	2,306	6	2,300
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	689	533	156	64	69	13	5,263	73	5,190
Dentistry	391	163	228	40	41	4	1,628	79	1,549
Hearing Aid Specialists	39	4	35	1	1	0	91	5	86
Massage Therapy	1,052	326	726	65	38	11	831	19	812
Medicine	271	0	271	62	65	3	6,580	146,566	
Nursing	876	809	67	97	121	27	13,230	227	13,003
Nursing Home Administrators	121	121	0	6	8	2	785	22	763
Occupational Therapy	276	212	64	17	34	13	2,826	79	2,747
Opticianry	22	22	0	0	2	2	362	259	103
Optometry	150	143	7	26	21	2	1,772	1,767	5
Orthotists and Prosthetists	22	2	20	1	1	1	26	4	22
Osteopathic Medicine	130	0	130	8	13	7	2,719	2	2,717
Physical Therapy Practice	1,191	1,110	81	71	72	3	3,124	2,092	1,032
Podiatric Medicine	46	9	37	9	9	0	402	48	354
Psychology	224	95	129	11	10	3	2,639	10	2,629
Respiratory Care	163	78	85	10	8	2	888	25	863
Speech-Language Pathology and Audiology	576	74	502	24	28	4	3,612	16	3,596

## Table 3 continued

Regulatory Bodies	Active Providers as of 06/30/2020 (Board/Rule/Statute)	Active Providers as of 06/30/2020 (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
Council of Dietetics and Nutrition	128	0	128	5	7	2	772	8	764
Council of Licensed Midwifery	15	1	14	2	0	0	18	0	18
Council of Medical Physicists	9	1	8	2	1	0	66	0	66
Electrolysis Council	28	9	19	0	0	0	25	0	25
Office of Dental Laboratories	21	18	3	2	2	1	235	2	233
Office of School Psychology	42	14	28	1	3	2	1,021	3	1,018
Physician Assistants	125	0	125	7	5	0	2,232	1	2,231
<b>Totals</b>	<b>7,049</b>	<b>4,055</b>	<b>2,994</b>	<b>570</b>	<b>605</b>	<b>113</b>	<b>55,025</b>	<b>5,763</b>	<b>49,262</b>



**Table 4**

## Initial Applications Received and Initial Licenses Issued

MQA is committed to reducing regulatory barriers for health care practitioners so they can get to work quickly. All applications are carefully examined to ensure every practitioner in the state meets the requirements for safe practice. During FY 2019-2020, MQA received 117,499 applications and issued 95,552 licenses.

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Acupuncturist	114	0	88
Athletic Trainer	267	0	274
Certified Social Workers - Certified Master Social Worker	2	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	59	0	47
Chiropractic Medicine - Chiropractic Faculty Certificate	1	0	0
Chiropractic Medicine - Chiropractic Physician	378	0	307
Chiropractic Medicine - Registered Chiropractic Assistant	1,419	0	1,228
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1,167	0	931
Clinical Laboratory Personnel - Clinical Laboratory Trainee	344	0	340
Clinical Laboratory Personnel - Clinical Laboratory Training Program	4	0	3
Clinical Social Work - Licensed Clinical Social Worker	1,118	0	931
Clinical Social Work - Provisional Clinical Social Worker Licensee	23	0	25
Clinical Social Work - Registered Clinical Social Worker Intern	1,203	0	1,029
Dentistry - Dental Expert Witness Certificate	31	0	28
Dentistry - Dental Hygienist	562	0	536
Dentistry - Dental Laboratory	90	0	64
Dentistry - Dental Radiographer	716	0	557
Dentistry - Dental Residency Permits	153	0	143
Dentistry - Dental Teaching Permits	19	0	13
Dentistry - Dental Temporary Certificate	11	0	10
Dentistry - Dental-Health Access Dental	8	0	5
Dentistry - Dentist	869	0	713
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	543	14	509
Electrolysis Council - Electrologist	241	0	230
Electrolysis Council - Electrolysis Facility	56	0	55
Emergency Medical Services - Emergency Allergy Treatment Licensee	15	0	9
Emergency Medical Services - Emergency Medical Technician	4,327	16	4,056
Emergency Medical Services - Paramedic	1,795	105	1,753
Hearing Aid Specialists - Hearing Aid Specialist	75	40	64
Hearing Aid Specialists - Hearing Aid Specialist Trainee	81	0	76
Marriage and Family Therapy - Licensed Marriage and Family Therapist	247	0	156
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	6	0	6
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	243	0	221

## Table 4 continued

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Massage Therapy - Approved Massage School	15	0	1
Massage Therapy - Massage Establishment	1,315	0	1,008
Massage Therapy - Massage Therapist	2,443	0	2,228
Massage Therapy - Massage Therapy Apprentice	89	0	52
Medical Physicist - Diagnostic Radiological Physicist	8	0	10
Medical Physicist - Medical Health Physicist	4	0	2
Medical Physicist - Medical Nuclear Radiological Physicist	0	0	1
Medical Physicist - Medical Physicist In Training	21	0	25
Medical Physicist - Therapeutic Radiological Physicist	44	0	47
Medicine - Anesthesiologist Assistants	62	0	64
Medicine - House Physician	70	0	81
Medicine - Limited License Medical Doctor	26	0	9
Medicine - Medical Doctor	5,319	0	4,690
Medicine - Medical Doctor Expert Witness Certificate	1,040	0	1,017
Medicine - Medical Doctor Public Health Certificate	1	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	2	0	3
Medicine - Medical Faculty Certificate	20	0	8
Medicine - Office Surgery Registration	103	0	103
Medicine - Pain Management Clinic	28	0	25
Medicine - Pain Management Clinic Exempt	160	0	172
Medicine - Physician Assistant	1,208	0	1,048
Medicine - Resident Registration	1,919	0	2,001
Medicine - Temporary Area of Critical Need- Med. Doctor	132	0	100
Mental Health Counseling - Licensed Mental Health Counselor	1,285	0	1,010
Mental Health Counseling - Provisional Mental health Counselor Licensee	72	0	73
Mental Health Counseling - Registered Mental Health Counselor Intern	1,499	0	1,284
Midwifery - Midwife	15	0	11
Nursing - Advanced Practice Registered Nurse	5,156	0	4,840
Nursing - Certified Nursing Assistant Programs	30	0	20
Nursing - Certified Nursing Assistant	18,268	4,551	10,059
Nursing - Licensed Practical Nurse	5,526	1,239	4,454
Nursing - Nursing Education Program	28	0	28
Nursing - Nursing Education Program	50	0	43
Nursing - Registered Nurse	30,241	6,419	24,395
Nursing Home Administrators - Nursing Home Administrator	227	25	102
Occupational Therapy Practice - Occupational Therapist	928	0	882
Occupational Therapy Practice - Occupational Therapy Assistant	525	0	526
Opticianry - Apprentice Optician	205	0	202
Opticianry - Optical Establishment Permit	59	0	59
Opticianry - Optician	191	67	171
Optometry - Optometric Faculty Certificate	5	0	8
Optometry - Optometrist	128	0	117
Orthotists and Prosthetists - Orthotic Fitter	15	0	12
Orthotists and Prosthetists - Orthotic Fitter Assistant	5	0	4

## Table 4 continued

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Orthotists and Prosthetists - Orthotic Resident	15	0	11
Orthotists and Prosthetists - Orthotist	22	0	23
Orthotists and Prosthetists - Pedorthist	7	0	5
Orthotists and Prosthetists - Prosthetic Residents	13	0	14
Orthotists and Prosthetists - Prosthetist	11	0	11
Orthotists and Prosthetists - Prosthetist-Orthotist	14	0	21
Osteopathic Medicine - Osteopathic Limited License	2	0	0
Osteopathic Medicine - Osteopathic Physician	923	0	749
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	23	0	21
Osteopathic Medicine - Osteopathic Resident Registration	534	0	530
Pharmacy - Consultant Pharmacist	247	0	236
Pharmacy - Nonresident Sterile Compounding Pharmacy	31	0	31
Pharmacy - Nuclear Pharmacist	17	0	17
Pharmacy - Pharmacist	2,120	0	1,659
Pharmacy - Pharmacist Intern	1,448	0	1,317
Pharmacy - Pharmacy	630	0	563
Pharmacy - Registered Pharmacy Technician	5,643	0	5,581
Pharmacy - Resident Sterile Compounding Pharmacy	22	0	13
Physical Therapy Practice - Physical Therapist	1,461	313	1,160
Physical Therapy Practice - Physical Therapist Assistant	1,021	604	818
Podiatric Medicine - Certified Pod X-Ray Assistant	145	0	134
Podiatric Medicine - Podiatric Physician	120	0	98
Podiatric Medicine - Podiatric Resident Registration	48	0	49
Psychology - Limited License Psychologist	2	0	2
Psychology - Provisional Psychologist	15	0	13
Psychology - Psychologist	463	139	308
Radiologic Technology - Radiologic Technologist	2,135	74	1,920
Radiologic Technology - Radiologist Assistant	1	0	0
Respiratory Care - Certified Respiratory Therapist	224	0	177
Respiratory Care - Registered Respiratory Therapist	993	0	895
School Psychology - School Psychologist	80	0	61
Speech-Language Pathology and Audiology - Audiologist	99	0	78
Speech-Language Pathology and Audiology - Audiology Assistant	44	0	35
Speech-Language Pathology and Audiology - Provisional Audiologist	23	0	20
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	584	0	488
Speech-Language Pathology and Audiology - Speech-Language Pathologist	933	0	822
Speech-Language Pathology and Audiology - Speech-Language Pathology Assistant	527	0	369
Telehealth Provider - Out of State	2,185	0	1,901
<b>Totals</b>	<b>117,499</b>	<b>13,606</b>	<b>95,552</b>

Professions not listed have no data to report in this table.

**Table 5**

## Upgrade Applications Received and Upgrade Licenses Issued

After an initial license is issued, a health care practitioner may choose to upgrade a license to reflect greater qualifications. For example, a Registered Nurse may upgrade to hold a Nurse Licensure Compact License after completing additional requirements. During FY 2019-2020, MQA issued 10,085 upgraded health care practitioner licenses.

Profession	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
Chiropractic Medicine - Chiropractic Physician	Acupuncture Added	41	33
Clinical Laboratory Personnel - Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	419	310
Dentistry - Dentist	Sedation Permit Issued	68	48
Massage Therapy - Massage Therapist	Colonics Added	2	1
Nursing - Licensed Practical Nurse	Nurse Licensure Compact Multistate License	1,389	1,051
Nursing - Registered Nurse	Nurse Licensure Compact Multistate License	10,705	8,443
Opticianry - Optician	Upgrade to Certified	38	48
Radiologic Technology - Radiologic Technologist	Additional Certification	163	151
<b>Totals</b>		<b>12,825</b>	<b>10,085</b>

Professions not listed have no data to report in this table.

**Table 6**

# Online Renewals

With almost 1.35 million health care practitioners and facilities in Florida, MQA facilitates an efficient and effective renewal process through an online portal. Most practitioners and facilities are required to renew their license every two years to remain in good standing. MQA renewed 459,871 licenses during FY 2019-2020 with 97.86% of renewals occurring online.

Profession	Delinquent Renewals Processed Online	On-time Renewals Processed Online	Total Renewals Processed	Online Renewal Percentage Processed
Acupuncturist	40	2,424	2,499	98.60
Athletic Trainer	30	205	235	100.00
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	0	210	0.48
Chiropractic Medicine - Chiropractic Faculty Certificate	0	0	9	0.00
Chiropractic Medicine - Chiropractic Physician	74	6,169	6,321	98.77
Chiropractic Medicine - Registered Chiropractic Assistant	0	2,027	2,083	97.31
Clinical Laboratory Personnel - Clinical Laboratory Personnel	83	6,710	6,814	99.69
Clinical Laboratory Personnel - Clinical Laboratory Training Program	0	0	6	0.00
Clinical Social Work - Licensed Clinical Social Worker	49	0	54	90.74
Dentistry - Dental Hygienist	179	13,955	14,324	98.67
Dentistry - Dental Laboratory	45	629	735	91.70
Dentistry - Dental Residency Permits	0	0	121	0.00
Dentistry - Dental Temporary Certificate	0	0	33	0.00
Dentistry - Dental-Health Access Dental	1	37	41	92.68
Dentistry - Dentist	103	13,867	14,224	98.21
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	61	0	61	100.00
Dietetics and Nutrition Practice Council - Nutrition Counselor	0	0	1	0.00
Electrolysis Council - Electrologist	26	1,218	1,252	99.36
Electrolysis Council - Electrolysis Facility	0	225	229	98.25
Emergency Medical Services - Emergency Medical Technician	0	0	127	0.00
Emergency Medical Services - Paramedic	0	0	82	0.00
Hearing Aid Specialists - Hearing Aid Specialist	9	0	9	100.00
Marriage and Family Therapy - Licensed Marriage and Family Therapist	10	0	11	90.91
Massage Therapy - Massage Establishment	353	4,424	5,262	90.78
Massage Therapy - Massage Therapist	897	24,976	26,510	97.60
Medical Physicist - Diagnostic Radiological Physicist	1	0	1	100.00
Medical Physicist - Medical Health Physicist	1	0	1	100.00
Medical Physicist - Medical Physicist In Training	0	0	32	0.00
Medical Physicist - Therapeutic Radiological Physicist	3	0	3	100.00
Medicine - Anesthesiologist Assistants	0	0	4	0.00
Medicine - House Physician	0	0	74	0.00
Medicine - Limited License Medical Doctor	0	11	93	11.83
Medicine - Medical Doctor	424	33,182	33,982	98.89
Medicine - Medical Doctor Public Health Certificate	0	0	1	0.00
Medicine - Medical Faculty Certificate	0	0	11	0.00



## Table 6 continued

Profession	Delinquent Renewals Processed Online	On-time Renewals Processed Online	Total Renewals Processed	Online Renewal Percentage Processed
Medicine - Physician Assistant	93	9,100	9,312	98.72
Medicine - Resident Registration	0	0	1,450	0.00
Medicine - Temporary Area of Critical Need- Med. Doctor	9	756	790	96.84
Mental Health Counseling - Licensed Mental Health Counselor	47	0	50	94.00
Midwifery - Midwife	28	156	189	97.35
Nursing - Advanced Practice Registered Nurse	172	12,575	12,802	99.57
Nursing - Certified Nursing Assistant	5,867	63,205	71,493	96.61
Nursing - Licensed Practical Nurse	1,432	37,905	40,004	98.33
Nursing - Registered Nurse	2,488	104,143	107,458	99.23
Nursing Home Administrators - Nursing Home Administrator	11	158	169	100.00
Occupational Therapy Practice - Occupational Therapist	76	33	146	74.66
Occupational Therapy Practice - Occupational Therapy Assistant	94	50	169	85.21
Opticianry - Optician	18	6	36	66.67
Optometry - Optometric Faculty Certificate	0	0	3	0.00
Optometry - Optometrist	7	0	8	87.50
Orthotists and Prosthetists - Orthotic Fitter	2	94	96	100.00
Orthotists and Prosthetists - Orthotic Fitter Assistant	0	45	46	97.83
Orthotists and Prosthetists - Orthotist	5	82	87	100.00
Orthotists and Prosthetists - Pedorthist	4	79	83	100.00
Orthotists and Prosthetists - Prosthetist	4	54	58	100.00
Orthotists and Prosthetists - Prosthetist-Orthotist	3	219	225	98.67
Osteopathic Medicine - Osteopathic Limited License	0	0	3	0.00
Osteopathic Medicine - Osteopathic Physician	68	7,985	8,204	98.16
Osteopathic Medicine - Osteopathic Resident Registration	0	0	7	0.00
Pharmacy - Consultant Pharmacist	16	0	17	94.12
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	0	1	0.00
Pharmacy - Nuclear Pharmacist	1	182	185	98.92
Pharmacy - Pharmacist	258	28,558	29,169	98.79
Pharmacy - Pharmacy	7	0	8	87.50
Pharmacy - Registered Pharmacy Technician	517	0	530	97.55
Physical Therapy Practice - Physical Therapist	182	16,328	16,676	99.00
Physical Therapy Practice - Physical Therapist Assistant	116	10,276	10,482	99.14
Podiatric Medicine - Certified Pod X-Ray Assistant	28	340	415	88.67
Podiatric Medicine - Podiatric Physician	20	1,677	1,729	98.15
Psychology - Limited License Psychologist	0	9	9	100.00
Psychology - Psychologist	18	5,488	5,537	99.44
Radiologic Technology - Radiologic Technologist	791	12,227	13,200	98.62
Radiologic Technology - Radiologist Assistant	2	7	9	100.00
Respiratory Care - Certified Respiratory Therapist	49	0	50	98.00
Respiratory Care - Registered Respiratory Therapist	100	0	102	98.04
School Psychology - School Psychologist	16	798	823	98.91
Speech-Language Pathology and Audiology - Audiologist	19	1,196	1,222	99.43
Speech-Language Pathology and Audiology - Audiology Assistant	2	102	104	100.00

## Table 6 continued

Profession	Delinquent Renewals Processed Online	On-time Renewals Processed Online	Total Renewals Processed	Online Renewal Percentage Processed
Speech-Language Pathology and Audiology – Speech-Language Pathology Assistant	57	941	1,002	99.60
Speech-Language Pathology and Audiology - Speech-Language Pathologist	136	10,057	10,258	99.37
<b>Totals</b>	<b>15,153</b>	<b>434,890</b>	<b>459,871</b>	<b>97.86</b>

Professions not listed have no data to report in this table.

**Table 7**

# Emergency Orders Issued

PSU reviews cases in which a practitioner may pose an immediate serious danger to the public health, safety, or welfare. If a health care practitioner poses a danger to the public or themselves, under section 120.60 (6), Florida Statutes, the Department may restrict or suspend a health care license through an emergency order. During FY 2019-2020, the Department issued 295 emergency orders.

Profession	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Acupuncturist	1	1	2
Chiropractic Medicine - Chiropractic Physician	3	0	3
Dentistry - Dental Hygienist	0	1	1
Dentistry - Dentist	0	2	2
Emergency Medical Services - Emergency Medical Technician	2	1	3
Emergency Medical Services - Paramedic	5	0	5
Hearing Aid Specialists - Hearing Aid Specialist	1	1	2
Massage Therapy - Massage Establishment	0	2	2
Massage Therapy - Massage Therapist	6	0	6
Medicine - Medical Doctor	13	7	20
Medicine - Physician Assistant	0	2	2
Mental Health Counseling - Licensed Mental Health Counselor	0	1	1
Mental Health Counseling - Registered Mental Health Counselor Intern	0	1	1
Nursing - Advanced Practice Registered Nurse	5	1	6
Nursing - Certified Nursing Assistant	13	73	86
Nursing - Licensed Practical Nurse	18	21	39
Nursing - Registered Nurse	50	27	77
Nursing Home Administrators - Nursing Home Administrator	0	4	4
Osteopathic Medicine - Osteopathic Physician	3	2	5
Pharmacy - Pharmacist	1	6	7
Pharmacy - Pharmacy	0	2	2
Pharmacy - Registered Pharmacy Technician	0	13	13
Podiatric Medicine - Podiatric Physician	0	1	1
Radiologic Technology - Radiologic Technologist	4	1	5
<b>Totals</b>	<b>125</b>	<b>170</b>	<b>295</b>

Professions not listed have no data to report in this table.

**Table 8**

# Reports Received, Complaints Received, and Investigations Completed

One of MQA's core business functions is to ensure the safety of all residents and visitors of Florida. MQA protects the public by enforcing federal and state laws and rules governing the practice of health care professions in Florida. MQA's Bureau of Enforcement reviews and investigates complaints against health care practitioners and facilities licenses. During FY 2019-2020, MQA received 42,800 complaints and completed 15,582 inspections. The increase in complaints received is due largely to the fingerprint retention renewal requirement as approximately 40% of those licensees required to comply failed to do so within the allotted time frame.

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Acupuncturist	3	34	15	0	14	0
Athletic Trainer	0	9	0	0	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	4	0	0	1	0
Chiropractic Medicine - Chiropractic Physician	14	312	46	5	49	0
Chiropractic Medicine - Registered Chiropractic Assistant	0	35	3	0	3	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1	18	6	0	7	0
Clinical Social Work - Licensed Clinical Social Worker	4	86	20	0	22	0
Clinical Social Work - Registered Clinical Social Worker Intern	0	25	9	0	8	0
Dentistry - Dental Hygienist	1	14	3	0	3	0
Dentistry - Dental Laboratory	0	11	9	0	11	720
Dentistry - Dental Radiographer	0	4	2	0	3	0
Dentistry - Dental Teaching Permits	0	1	0	0	0	0
Dentistry - Dental-Health Access Dental	0	1	1	0	1	0
Dentistry - Dentist	250	752	193	29	190	316
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	0	7	1	0	0	0
Dietetics and Nutrition Practice Council - Nutrition Counselor	0	3	0	0	0	0
Electrolysis Council - Electrologist	2	19	11	1	12	0
Electrolysis Council - Electrolysis Facility	0	9	6	1	8	206
Emergency Medical Services - Emergency Medical Technician	0	100	70	1	47	0
Emergency Medical Services - Paramedic	0	105	59	1	66	0
Hearing Aid Specialists - Hearing Aid Specialist	0	38	9	0	11	0
Hearing Aid Specialists - Hearing Aid Specialist Trainee	0	2	1	0	1	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	18	4	1	4	0

## Table 8 continued

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	9	5	0	5	0
Massage Therapy - Massage Establishment	4	2,468	608	35	614	8,138
Massage Therapy - Massage Therapist	3	4,767	258	13	264	0
Massage Therapy - Massage Therapy Apprentice	0	0	0	0	1	0
Medical Physicist - Therapeutic Radiological Physicist	0	1	0	0	4	0
Medicine - Anesthesiologist Assistants	2	3	2	0	2	0
Medicine - House Physician	0	19	4	0	4	0
Medicine - Limited License Medical Doctor	0	1	0	0	0	0
Medicine - Medical Doctor	2,841	4,392	859	109	883	441
Medicine - Medical Doctor Expert Witness Certificate	0	1	1	0	1	0
Medicine - Office Surgery Registration	1	70	4	2	2	304
Medicine - Pain Management Clinic	0	27	14	3	10	211
Medicine - Physician Assistant	69	191	45	2	43	12
Medicine - Resident Registration	16	116	6	0	7	0
Medicine - Temporary Area of Critical Need- Med. Doctor	5	63	12	1	9	0
Mental Health Counseling - Licensed Mental Health Counselor	1	152	34	2	31	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	35	13	0	13	0
Midwifery - Midwife	6	24	9	0	10	0
Non Jurisdictional Complaints - AHCA Enforcement-Non Jurisdictional Complaints	32	662	0	1	1	0
Nursing - Advanced Practice Registered Nurse	160	1,137	134	7	127	155
Nursing - Certified Nursing Assistant	49	9,358	697	12	730	0
Nursing - Licensed Practical Nurse	68	4,347	415	2	425	0
Nursing - Nursing Education Program	0	26	12	0	26	0
Nursing - Nursing Education Program	0	43	23	0	42	0
Nursing - Registered Nurse	109	10,783	933	8	969	0
Nursing Home Administrators - Nursing Home Administrator	3	57	40	1	42	0
Occupational Therapy Practice - Occupational Therapist	0	18	2	0	2	0
Occupational Therapy Practice - Occupational Therapy Assistant	0	19	9	0	11	0
Opticianry - Apprentice Optician	0	2	0	1	2	0



## Table 8 continued

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Opticianry - Optical Establishment Permit	0	22	13	2	13	606
Opticianry - Optician	0	10	5	5	6	0
Optometry - Optometric Faculty Certificate	0	1	0	0	0	0
Optometry - Optometrist	6	50	8	0	5	0
Orthotists and Prosthetists - Orthotic Fitter	0	4	0	0	0	0
Orthotists and Prosthetists - Orthotic Fitter Assistant	0	1	0	0	0	0
Orthotists and Prosthetists - Orthotic Resident	0	1	0	0	0	0
Orthotists and Prosthetists - Orthotist	0	4	0	0	0	0
Orthotists and Prosthetists - Pedorthist	0	2	0	0	0	0
Orthotists and Prosthetists - Prosthetic Residents	0	2	0	0	0	0
Orthotists and Prosthetists - Prosthetist	0	2	0	0	0	0
Orthotists and Prosthetists - Prosthetist-Orthotist	0	11	2	0	1	0
Osteopathic Medicine - Osteopathic Physician	350	530	116	11	108	63
Osteopathic Medicine - Osteopathic Resident Registration	0	15	0	0	1	0
Pharmacy - Consultant Pharmacist	0	41	9	0	9	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	50	20	0	22	4
Pharmacy - Nuclear Pharmacist	0	2	1	0	2	0
Pharmacy - Pharmacist	5	414	143	7	150	0
Pharmacy - Pharmacist Intern	0	7	7	0	6	0
Pharmacy - Pharmacy	1	615	266	24	279	4,007
Pharmacy - Registered Pharmacy Technician	0	97	47	2	50	0
Pharmacy - Resident Sterile Compounding Pharmacy	0	41	21	3	23	386
Physical Therapy Practice - Physical Therapist	8	70	15	0	16	0
Physical Therapy Practice - Physical Therapist Assistant	3	48	9	1	11	0
Podiatric Medicine - Certified Pod X-Ray Assistant	1	32	21	0	21	0
Podiatric Medicine - Podiatric Physician	87	72	16	1	18	13
Psychology - Psychologist	6	96	12	2	11	0
Radiologic Technology - Radiologic Technologist	6	82	39	0	46	0
Respiratory Care - Certified Respiratory Therapist	1	11	5	0	5	0
Respiratory Care - Registered Respiratory Therapist	0	39	13	0	10	0

## Table 8 continued

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
School Psychology - School Psychologist	0	2	0	0	1	0
Speech-Language Pathology and Audiology - Audiologist	0	7	1	0	2	0
Speech-Language Pathology and Audiology - Audiology Assistant	0	1	0	0	0	0
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	0	1	0	0	0	0
Speech-Language Pathology and Audiology - Speech-Language Pathologist	1	13	3	0	4	0
Speech-Language Pathology and Audiology-Speech-Language Pathology Assistant	0	6	1	0	1	0
<b>Totals</b>	<b>4,119</b>	<b>42,800</b>	<b>5,400</b>	<b>296</b>	<b>5,562</b>	<b>15,582</b>

Professions not listed have no data to report in this table.

Legally Sufficient excludes 4 found not legally sufficient following commencement of investigation. Investigations completed includes 1 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.

**Table 9**

# Probable Cause Actions

Each board or the Department has a designated panel to determine if there is probable cause or sufficient evidence to bring formal charges against a licensed health care practitioner. During FY 2019-2020, probable cause was found in 1,579 cases.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Acupuncturist	7	10	10
Athletic Trainer	3	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	2	0	0
Chiropractic Medicine - Chiropractic Physician	28	23	19
Chiropractic Medicine - Registered Chiropractic Assistant	3	4	4
Clinical Laboratory Personnel - Clinical Laboratory Personnel	2	3	3
Clinical Social Work - Licensed Clinical Social Worker	17	8	8
Clinical Social Work - Provisional Clinical Social Worker Licensee	0	1	1
Clinical Social Work - Registered Clinical Social Worker Intern	9	6	6
Dentistry - Dental Hygienist	2	4	4
Dentistry - Dental Laboratory	5	3	2
Dentistry - Dental Radiographer	3	4	4
Dentistry - Dentist	198	33	30
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	1	0	0
Electrolysis Council - Electrologist	6	1	1
Electrolysis Council - Electrolysis Facility	6	0	0
Emergency Medical Services - Emergency	19	35	32
Emergency Medical Services - Paramedic	34	28	24
Hearing Aid Specialists - Hearing Aid Specialist	7	3	3
Marriage and Family Therapy - Licensed Marriage and Family Therapist	5	1	1
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	7	2	2
Massage Therapy - Massage Establishment	154	28	26
Massage Therapy - Massage Therapist	160	122	107
Medical Physicist - Therapeutic Radiological Physicist	1	3	3
Medicine - House Physician	1	0	0
Medicine - Medical Doctor	621	162	154
Medicine - Medical Doctor Expert Witness Certificate	1	0	0
Medicine - Pain Management Clinic	14	0	0
Medicine - Physician Assistant	20	12	9
Medicine - Resident Registration	5	0	0
Medicine - Temporary Area of Critical Need- Med. Doctor	6	0	0
Mental Health Counseling - Licensed Mental Health Counselor	40	15	13
Mental Health Counseling - Registered Mental Health Counselor Intern	29	6	4
Midwifery - Midwife	8	7	7
Nursing - Advanced Practice Registered Nurse	133	27	25
Nursing - Certified Nursing Assistant	505	271	265
Nursing - Licensed Practical Nurse	344	142	139
Nursing - Registered Nurse	768	351	334
Nursing Home Administrators - Nursing Home Administrator	23	4	4

## Table 9 continued

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Occupational Therapy Practice - Occupational Therapist	5	3	3
Occupational Therapy Practice - Occupational Therapy Assistant	3	3	2
Opticianry - Apprentice Optician	1	1	1
Opticianry - Optical Establishment Permit	4	2	2
Opticianry - Optician	3	3	3
Optometry - Optometrist	3	1	1
Osteopathic Medicine - Osteopathic Physician	59	27	23
Osteopathic Medicine - Osteopathic	1	0	0
Pharmacy - Consultant Pharmacist	9	3	3
Pharmacy - Nonresident Sterile Compounding Pharmacy	24	6	6
Pharmacy - Nuclear Pharmacist	4	0	0
Pharmacy - Pharmacist	142	47	43
Pharmacy - Pharmacist Intern	6	3	2
Pharmacy - Pharmacy	169	26	24
Pharmacy - Registered Pharmacy Technician	16	36	31
Pharmacy - Resident Sterile Compounding Pharmacy	38	18	16
Physical Therapy Practice - Physical Therapist	17	17	16
Physical Therapy Practice - Physical Therapist Assistant	16	12	10
Podiatric Medicine - Certified Pod X-Ray Assistant	18	0	0
Podiatric Medicine - Podiatric Physician	11	2	2
Podiatric Medicine - Podiatric Resident Registration	1	0	0
Psychology - Provisional Psychologist	1	0	0
Psychology - Psychologist	22	13	13
Radiologic Technology - Radiologic Technologist	6	24	21
Radiologic Technology - Radiologist Assistant	0	1	1
Respiratory Care - Certified Respiratory Therapist	2	4	4
Respiratory Care - Registered Respiratory Therapist	5	7	6
Speech-Language Pathology and Audiology - Audiologist	1	0	0
Speech-Language Pathology and Audiology - Speech-Language Pathologist	2	1	1
<b>Totals</b>	<b>3,786</b>	<b>1,579</b>	<b>1,478</b>

Professions not listed have no data to report in this table.

## Table 10

# Disciplinary Cases

When licensed health care practitioners and facilities are found in violation of federal and state laws and/or rules governing the practice of their profession, disciplinary actions are imposed. During FY 2019-2020, final orders were issued in 1,344 cases against practitioners. The board, or the Department when there is no board, imposes a range of disciplinary actions in accordance with their respective disciplinary guidelines.

Profession	Voluntary		Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
	Revocations	Surrenders								
Acupuncturist	0	1	0	3	3	4	3	0	3	6
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	0	0	1	0	1	0	0	0	1
Chiropractic Medicine - Chiropractic Physician	5	4	2	6	10	15	9	0	1	31
Chiropractic Medicine - Registered Chiropractic Assistant	0	0	0	1	1	2	1	0	0	2
Clinical Social Work - Licensed Clinical Social Worker	0	0	0	0	0	0	0	0	2	0
Clinical Social Work - Provisional Clinical Social Worker Licensee	0	0	0	0	0	0	0	0	1	0
Clinical Social Work - Registered Clinical Social Worker Intern	1	1	0	0	1	1	1	0	0	3
Dentistry - Dental Hygienist	1	0	0	0	0	0	0	0	0	1
Dentistry - Dental Laboratory	0	1	0	0	2	2	0	0	1	3
Dentistry - Dental Radiographer	1	2	2	2	0	3	0	0	0	5
Dentistry - Dentist	2	3	1	1	20	21	6	0	5	29
Electrolysis Council - Electrologist	0	0	2	0	2	2	0	0	1	3
Emergency Medical Services - Emergency Medical Technician	5	7	8	0	9	12	9	0	3	27
Emergency Medical Services -Paramedic	2	11	14	3	12	18	18	0	2	39
Hearing Aid Specialists - Hearing Aid Specialist	0	0	0	0	0	0	0	0	1	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	0	1	0	0	1	0	0	2	1
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1	1	1	0	0	2	1	0	0	3
Massage Therapy - Massage Establishment	4	6	5	0	12	18	13	384	4	24

## Table 10 continued

Profession	Voluntary		Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through
	Revocations	Surrenders								Final Order
Massage Therapy - Massage Therapist	29	40	31	0	65	112	68	0	90	160
Massage Therapy - Massage Therapy Apprentice	0	0	0	0	1	1	0	0	0	1
Medicine - Medical Doctor	15	31	27	4	74	92	28	3	29	156
Medicine - Physician Assistant	1	6	3	0	2	4	2	0	2	11
Medicine - Temporary Area of Critical Need - Med. Doctor	0	0	1	1	1	3	1	0	2	3
Mental Health Counseling - Licensed Mental Health Counselor	0	6	0	1	1	1	1	0	3	8
Mental Health Counseling - Registered Mental Health Counselor Intern	0	3	2	1	2	4	2	0	1	8
Midwifery - Midwife	0	0	0	1	1	1	0	0	0	1
Nursing - Advanced Practice Registered Nurse	2	3	5	2	6	2	5	0	2	18
Nursing - Certified Nursing Assistant	114	42	49	8	30	36	27	0	55	236
Nursing - Licensed Practical Nurse	14	18	44	16	22	19	17	0	47	108
Nursing - Nursing Education Program	0	0	0	0	0	0	0	11	0	0
Nursing - Nursing Education Program	0	0	0	0	0	0	0	23	0	0
Nursing - Registered Nurse	38	62	140	29	46	30	34	0	73	296
Nursing Home Administrators - Nursing Home Administrator	0	0	1	1	0	1	1	0	0	1
Occupational Therapy Practice - Occupational Therapist	0	0	0	0	0	0	0	0	1	0
Occupational Therapy Practice - Occupational Therapy Assistant	0	1	0	0	0	0	0	0	2	1
Opticianry - Optician	0	1	0	1	0	1	0	0	0	2
Orthotists and Prosthetists - Orthotist	0	1	0	0	0	0	0	0	0	1
Osteopathic Medicine - Osteopathic Physician	0	0	0	0	7	6	1	0	7	7
Pharmacy - Consultant Pharmacist	0	1	0	0	0	0	0	0	1	1
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	1	0	0	2	2	0	0	0	3
Pharmacy - Pharmacist	5	6	4	3	9	8	1	0	17	28
Pharmacy - Pharmacist Intern	1	1	2	0	1	1	0	0	1	4



## Table 10 continued

Profession	Voluntary		Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
	Revocations	Surrenders								
Pharmacy - Pharmacy	2	6	0	4	1	5	0	111	17	13
Pharmacy - Registered Pharmacy Technician	17	14	11	1	2	5	2	0	8	43
Pharmacy - Resident Sterile Compounding Pharmacy	2	3	0	1	0	1	0	0	1	7
Physical Therapy Practice - Physical Therapist	1	3	1	0	2	2	0	0	3	7
Physical Therapy Practice - Physical Therapist Assistant	4	2	0	0	1	2	0	0	4	7
Podiatric Medicine - Podiatric Physician	1	0	1	0	1	0	1	1	1	3
Psychology - Psychologist	1	1	0	0	4	5	2	0	1	6
Radiologic Technology - Radiologic Technologist	0	3	3	2	10	13	7	0	0	16
Respiratory Care - Certified Respiratory Therapist	0	1	3	0	2	3	1	0	0	5
Respiratory Care - Registered Respiratory Therapist	1	1	2	1	0	1	0	0	2	4
Speech-Language Pathology and Audiology - Speech-Language Pathologist	0	1	0	0	0	0	0	0	0	1
<b>Totals</b>	<b>270</b>	<b>295</b>	<b>366</b>	<b>94</b>	<b>365</b>	<b>463</b>	<b>262</b>	<b>533</b>	<b>396</b>	<b>1,344</b>

Professions not listed have no data to report in this table.

**Table 11**

# Medical Malpractice Claims

The Office of Insurance Regulation shall provide the Department with electronic access to all information received under this section related to persons licensed under Chapters 458, 459, 461, or 466, as required in section 627.912(3), Florida Statutes. The Department 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 section 456.073, Florida Statutes, 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	3	0	0	0	0	0
Chiropractic Medicine - Chiropractic Physician	3	11	0	0	0	0	0
Clinical Social Work - Licensed Clinical Social Worker	0	4	0	0	0	0	0
Dentistry - Dental Hygienist	0	1	0	0	0	0	0
Dentistry - Dentist	10	226	0	0	0	11	33
Electrolysis Council - Electrologist	0	2	0	0	0	0	0
Massage Therapy - Massage Establishment	0	2	0	0	0	0	0
Massage Therapy - Massage Therapist	2	1	0	0	0	0	0
Medicine - Anesthesiologist Assistants	0	2	0	0	0	0	0
Medicine - Medical Doctor	186	2,212	86	0	0	8	33
Medicine - Office Surgery Registration	1	0	0	0	0	0	0
Medicine - Physician Assistant	5	64	0	0	0	0	3
Medicine - Resident Registration	1	8	5	0	0	0	0
Medicine - Temporary Area of Critical Need- Med. Doctor	2	3	0	0	0	1	0
Mental Health Counseling - Licensed Mental Health Counselor	0	1	0	0	0	0	0
Midwifery - Midwife	1	5	0	0	0	0	2
Non Jurisdictional Complaints -AHCA Enforcement- Non Jurisdictional Complaints	5	4	0	0	0	0	0
Nursing - Advanced Practice Registered Nurse	17	129	2	0	0	1	4
Nursing - Certified Nursing Assistant	1	1	0	0	0	0	0
Nursing - Licensed Practical Nurse	9	1	0	0	0	0	0
Nursing - Registered Nurse	13	25	0	0	0	0	2
Nursing Home Administrators - Nursing Home Administrator	1	0	0	0	0	0	0
Optometry - Optometrist	1	4	0	0	0	0	0
Osteopathic Medicine - Osteopathic Physician	22	297	7	0	0	0	7
Pharmacy - Pharmacist	0	5	0	0	0	0	0
Physical Therapy Practice - Physical Therapist	0	7	0	0	0	0	0
Physical Therapy Practice - Physical Therapist Assistant	0	3	0	0	0	0	1

## Table 11 continued

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
Podiatric Medicine - Certified Pod X-Ray Assistant	1	0	0	0	0	0	0
Podiatric Medicine - Podiatric Physician	11	76	0	0	0	0	2
Psychology - Psychologist	0	6	0	0	0	0	0
Radiologic Technology - Radiologic Technologist	2	0	0	0	0	0	0
Speech-Language Pathology and Audiology - Speech-Language Pathologist	0	1	0	0	0	0	0
<b>Totals</b>	<b>294</b>	<b>3,104</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>87</b>

Professions not listed have no data to report in this table.

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.

## Table 12

# Hospital Annual Report Claims

**There are no data to report.**

**Table 13**

# Unlicensed Activity

From educating the public to conducting complex investigations and issuing cease and desist orders, MQA's (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. During FY 2019-2020, MQA received 978 complaints and referred 438 complaints to law enforcement.

Profession	Complaint Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Acupuncturist	11	8	0	7	4	4
Athletic Trainer	2	2	0	2	0	0
Chiropractic Medicine - Chiropractic Physician	8	8	0	8	1	1
Clinical Laboratory Personnel - Clinical Laboratory Personnel	2	2	0	2	0	0
Clinical Social Work - Licensed Clinical Social Worker	12	9	0	8	2	2
Dentistry - Dental Hygienist	4	5	0	5	2	3
Dentistry - Dental Laboratory	4	6	0	6	4	3
Dentistry - Dental Radiographer	1	1	0	0	0	0
Dentistry - Dentist	43	39	1	41	16	16
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	13	17	5	19	8	8
Dietetics & Nutrition Practice Council - Nutrition Counselor	12	11	0	14	6	6
Electrolysis Council - Electrologist	17	18	0	19	11	12
Electrolysis Council - Electrolysis Facility	12	15	0	14	8	8
Emergency Medical Services - Emergency Medical Technician	1	1	0	1	0	0
Hearing Aid Specialists - Hearing Aid Specialist	3	3	0	3	3	3
Marriage and Family Therapy - Licensed Marriage and Family Therapist	4	4	0	3	1	1
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1	1	0	1	0	0
Massage Therapy - Massage Establishment	188	186	9	191	94	96
Massage Therapy - Massage Therapist	237	240	3	241	153	137
Medicine - Medical Doctor	137	131	10	136	42	41
Medicine - Office Surgery Registration	8	7	0	6	1	1
Medicine - Pain Management Clinic	2	4	3	5	1	1

## Table 13 continued

Profession	Complaint Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Medicine - Pain Management Clinic Exempt	0	2	1	3	2	2
Medicine - Registration for Resident/HSE Physician	1	1	0	1	1	1
Mental Health Counseling - Licensed Mental Health Counselor	26	21	0	23	5	5
Mental Health Counseling - Registered Mental Health Counselor Intern	13	10	0	10	2	2
Non-Jurisdictional Complaints -AHCA Enforcement- Non-Jurisdictional Complaints	3	1	0	1	0	0
Nursing - Advanced Practice Registered Nurse	6	4	0	3	2	2
Nursing - Certified Nursing Assistant	13	11	0	9	5	5
Nursing - Licensed Practical Nurse	7	6	0	5	1	1
Nursing - Registered Nurse	21	19	0	20	3	4
Occupational Therapy Practice - Occupational Therapist	3	3	0	3	0	0
Opticianry - Apprentice Optician	1	1	0	1	0	0
Opticianry - Optical Establishment Permit	45	55	5	55	41	40
Opticianry - Optician	31	29	1	27	15	13
Optometry - Optometrist	3	2	1	2	1	1
Osteopathic Medicine - Osteopathic Physician	3	2	0	3	0	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	2	1	0	1	1	0
Pharmacy - Pharmacist	8	9	2	10	7	2
Pharmacy - Pharmacist Intern	0	0	0	1	0	0
Pharmacy - Pharmacy	19	19	2	22	9	5
Pharmacy - Registered Pharmacy Technician	4	5	0	5	3	3
Physical Therapy Practice - Physical Therapist	8	8	0	8	2	2
Podiatric Medicine - Certified Pod X-Ray Assistant	2	1	0	1	0	0
Psychology - Provisional Psychologist	1	1	0	1	1	1
Psychology - Psychologist	16	15	0	14	3	3
Radiologic Technology - Radiologic Technologist	13	12	0	11	2	2
Respiratory Care - Certified 1 Respiratory Therapist	1	0	1	1	1	
School Psychology - School Psychologist	2	2	0	2	0	0
Speech-Language Pathology and Audiology - Audiologist	2	1	1	1	0	0
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	1	1	0	1	0	0

## Table 13 continued

Profession	Complaint Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Speech-Language Pathology and Audiology - Speech-Language Pathologist	1	1	0	1	0	0
<b>Totals</b>	<b>978</b>	<b>962</b>	<b>44</b>	<b>978</b>	<b>464</b>	<b>438</b>

Professions not listed have no data to report in this table.



**Table 14**

# Student Loan Defaults

Historically, section 456.074(4), Florida Statutes, provided that a health care practitioner's license must be suspended if they defaulted on a student loan guaranteed by the state or federal government. This provision was removed from law during the 2020 legislative session, which is being implemented by MQA (HB 713/HB 115, effective July 1, 2020). During FY 2019-2020, MQA took disciplinary action against 46 practitioners and levied fines in the amount of \$99,332. Disciplinary actions in the chart below predate the effective date of the new law and are in the process of being vacated.

Profession	Reports of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken	Fine Amount Imposed
Acupuncturist	0	0	1	1	0	1	\$0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	0	0	0	0	1	\$1,940
Chiropractic Medicine - Registered Chiropractic Assistant	0	0	0	1	0	1	\$802
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	0	0	2	1	0	\$0
Clinical Social Work - Licensed Clinical Social Worker	0	1	0	0	0	0	\$0
Dentistry - Dental Hygienist	0	2	0	0	1	0	\$0
Dentistry - Dental Radiographer	0	1	0	0	1	2	\$3,524
Emergency Medical Services - Emergency Medical Technician	0	1	1	3	0	0	\$0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	1	0	0	0	0	1	\$7,520
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	0	0	0	0	1	\$3,506
Massage Therapy - Massage Therapist	1	0	0	3	0	0	\$0
Medicine - Medical Doctor	0	1	0	0	1	0	\$0
Medicine - Physician Assistant	0	2	0	0	0	0	\$0
Mental Health Counseling - Licensed Mental Health Counselor	3	1	0	0	0	0	\$0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	1	1	1	1	2	\$5,413
Nursing - Certified Nursing Assistant	5	3	4	5	0	15	\$41,153
Nursing - Licensed Practical Nurse	1	5	4	7	1	5	\$7,644
Nursing - Registered Nurse	8	11	2	10	2	9	\$12,489
Occupational Therapy Practice - Occupational Therapy Assistant	1	0	0	0	0	0	\$0
Pharmacy - Pharmacist	1	0	0	0	0	0	\$0
Pharmacy - Pharmacist Intern	0	0	0	0	0	1	\$1,294

## Table 14 continued

Profession	Reports of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken	Fine Amount Imposed
Pharmacy - Registered Pharmacy Technician	0	3	1	3	0	4	\$7,016
Psychology - Psychologist	1	0	0	0	1	0	\$0
Radiologic Technology - Radiologic Technologist	1	0	0	0	1	0	\$0
Respiratory Care - Certified Respiratory Therapist	0	0	0	0	0	2	\$5,233
Respiratory Care - Registered Respiratory Therapist	0	0	0	1	0	1	\$1,798
<b>Totals</b>	<b>23</b>	<b>32</b>	<b>14</b>	<b>37</b>	<b>10</b>	<b>46</b>	<b>\$99,332</b>

Professions not listed have no data to report in this table.

**Table 15**

# Revenues, Expenditures, and Cash Balances

MQA must report revenues, expenditures, and cash balances for the prior fiscal year, as required in section 456.026(1), Florida Statutes.

MQA TF Professions	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Cash Balance
Acupuncturist	\$858,950	\$768,860	\$453,460	\$1,174,350	\$(847)
Anesthesiologist Assistants	\$255,582	\$17,201	\$69,728	\$203,055	\$2,960
Athletic Trainer	\$531,326	\$82,729	\$220,018	\$394,037	\$38,079
Chiropractic Medicine	\$1,884,737	\$2,106,255	\$1,523,216	\$2,467,776	\$76,241
Clinical Laboratory Personnel	\$440,084	\$736,516	\$730,956	\$445,644	\$264,823
Certified Nursing Assistants	\$(157,301)	\$4,210,582	\$4,965,584	\$(912,303)	\$1,985,470
Certified Social Workers, Marriage and Family Therapy, Mental Health Counseling	\$1,546,548	\$984,315	\$2,466,044	\$64,819	\$254,823
Dentistry	\$(4,449,098)	\$5,081,740	\$3,179,882	\$(2,547,240)	\$(1,134,745)
Dental Hygienist	\$1,008,879	\$1,262,336	\$736,649	\$1,534,566	\$256,081
Dental Labs	\$311,121	\$161,943	\$115,848	\$357,216	\$(243,551)
Dietetics and Nutrition	\$748,192	\$119,051	\$373,356	\$493,887	\$(275,569)
Electrolysis	\$(1,033,082)	\$263,050	\$362,477	\$(1,132,509)	\$(358,879)
Emergency Medical Services (Emergency Medical Technicians and Paramedics)	\$(4,266,474)	\$272,222	\$1,273,991	\$(5,268,243)	\$(18,414)
Hearing Aid Specialists	\$599,373	\$59,893	\$260,428	\$398,838	\$(98,282)
Massage Therapy	\$(12,309,226)	\$4,811,973	\$5,335,317	\$(12,832,570)	\$(3,757,762)
Medical Physicist	\$247,203	\$45,626	\$80,801	\$212,028	\$13,232
Medicine	\$13,641,686	\$19,398,807	\$17,572,271	\$15,468,222	\$(2,362,620)
Midwifery	\$(821,707)	\$119,424	\$119,578	\$(821,861)	\$(104,411)
Nursing	\$13,050,343	\$16,880,185	\$19,196,999	\$10,733,529	\$9,241,248
Nursing Home Administrator	\$820,245	\$196,672	\$401,043	\$615,874	\$28,213
Occupational Therapy Practice	\$599,337	\$382,169	\$664,777	\$316,729	\$299,424
Opticianry	\$(16,036)	\$93,373	\$518,680	\$(441,343)	\$(894,495)
Optometry	\$1,748,837	\$116,469	\$518,224	\$1,347,082	\$34,773
Orthotists and Prosthetists	\$434,854	\$353,614	\$194,704	\$593,764	\$(144,780)
Osteopathic Medicine	\$2,588,270	\$4,211,523	\$2,501,697	\$4,298,096	\$115,783
Pharmacy	\$29,315	\$7,773,631	\$7,503,566	\$299,380	\$691,368
Physical Therapy	\$237,026	\$2,562,924	\$1,427,201	\$1,372,749	\$498,027
Physician Assistant	\$2,711,737	\$4,161,550	\$1,864,197	\$5,009,090	\$162,819
Podiatric Medicine	\$306,373	\$783,812	\$440,710	\$649,475	\$30,774
Psychology	\$2,105,790	\$1,282,394	\$849,848	\$2,538,336	\$(139,492)
Radiological Technology	\$(406,764)	\$1,084,694	\$932,385	\$(254,455)	\$(671)
Respiratory Care	\$672,958	\$206,977	\$673,495	\$206,440	\$318,237
School Psychology	\$96,871	\$192,405	\$165,235	\$124,041	\$14,221
Speech-Language Pathology and Audiology	\$1,229,664	\$1,454,213	\$996,267	\$1,687,610	\$290,870
Telehealth Providers	\$ -	\$1	\$164,848	\$(164,847)	\$-
<b>Total</b>	<b>\$25,245,613</b>	<b>\$ 82,239,129</b>	<b>\$78,853,480</b>	<b>\$28,631,262</b>	<b>\$5,082,948</b>

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 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	Projected Ending Cash Balance 2025-2026
Acupuncturists	\$959,458	\$1,387,767	\$1,261,570	\$1,701,493	\$1,576,519	\$2,011,390
Anesthesiologists Assistants	\$259,530	\$253,538	\$325,119	\$319,931	\$391,776	\$386,238
Athletic Trainer	\$573,408	\$535,224	\$742,817	\$708,824	\$917,177	\$881,361
Chiropractic Medicine	\$1,408,110	\$2,621,566	\$1,726,206	\$2,988,597	\$2,100,826	\$3,341,931
Clinical Laboratory Personnel	\$655,680	\$543,040	\$760,460	\$677,252	\$901,110	\$805,099
Certified Nursing Assistants	\$(1,251,726)	\$(2,306,840)	\$(2,781,785)	\$(3,641,635)	\$(4,085,766)	\$(5,030,555)
Certified Social Worker	\$-	\$-	\$-	\$-	\$-	\$-
Certified Social Workers, Marriage and Family Therapy, Mental Health Counseling	\$1,356,550	\$(191,636)	\$1,022,588	\$(437,8a08)	\$795,219	\$(703,365)
Dentistry	\$(5,329,646)	\$(4,057,978)	\$(6,933,503)	\$(5,525,870)	\$(8,380,223)	\$(7,031,733)
Dental Hygienist	\$1,113,912	\$1,728,326	\$1,418,995	\$2,056,136	\$1,749,443	\$2,376,698
Dental Labs	\$307,020	\$402,048	\$379,414	\$476,840	\$454,446	\$550,829
Dietetics and Nutrition	\$735,825	\$554,921	\$830,231	\$659,663	\$936,380	\$761,316
Electrolysis	\$(1,374,424)	\$(1,458,353)	\$(1,709,736)	\$(1,780,153)	\$(2,029,383)	\$(2,105,678)
Emergency Medical Services (Emergency Medical Technicians and Paramedics) Hearing Aid Specialists	\$(4,524,465)	\$(5,718,682)	\$(5,024,819)	\$(6,168,525)	\$(5,463,313)	\$(6,628,991)
Hearing Aid Specialists	\$607,783	\$502,758	\$737,740	\$638,428	\$ 874,754	\$772,957
Massage Therapy	\$(16,882,516)	\$(18,488,266)	\$(22,706,128)	\$(24,083,650)	\$(28,263,332)	\$(29,740,131)
Medical Physicist	\$288,904	\$298,142	\$390,700	\$401,199	\$494,054	\$504,004
Medicine	\$17,016,741	\$19,174,200	\$21,481,633	\$24,264,900	\$26,681,513	\$29,192,560
Midwifery	\$(856,718)	\$(837,549)	\$(873,966)	\$(851,372)	\$(887,434)	\$(866,330)
Naturopathy	\$-	\$-	\$-	\$-	\$-	\$-
Nursing	\$11,581,902	\$12,922,744	\$ 14,110,552	\$16,118,654	\$17,424,783	\$19,142,632
Nursing Home Administrators	\$1,006,723	\$947,069	\$1,379,898	\$1,329,072	\$1,763,574	\$1,708,908
Occupational Therapy Practice	\$715,866	\$457,231	\$860,738	\$624,072	\$1,032,354	\$786,131
Opticianry	\$(411,179)	\$(845,684)	\$(830,172)	\$(1,246,378)	\$(1,227,535)	\$(1,651,701)
Optometry	\$1,895,507	\$1,724,642	\$2,367,278	\$2,206,041	\$2,851,792	\$2,686,367
Ortho and Prosthetists	\$537,637	\$739,728	\$728,795	\$935,693	\$925,299	\$1,130,106
Osteopathic Medicine	\$3,197,681	\$5,056,606	\$4,261,003	\$6,196,689	\$5,410,066	\$7,312,362
Pharmacy	\$(790,209)	\$(880,807)	\$(2,165,710)	\$(1,959,819)	\$(3,194,860)	\$(3,117,939)
Physical Therapy	\$410,683	\$1,419,623	\$529,302	\$1,596,104	\$714,474	\$1,756,107
Physician Assistant	\$3,876,157	\$6,831,590	\$6,070,666	\$9,077,847	\$8,323,574	\$11,308,245
Podiatric Medicine	\$333,048	\$596,691	\$322,613	\$601,998	\$330,121	\$602,659
Psychology	\$1,959,407	\$2,777,147	\$2,385,646	\$3,221,797	\$2,833,913	\$3,662,055
Radiologic Technology	\$(173,859)	\$(214,238)	\$(176,114)	\$(182,143)	\$(138,455)	\$(159,425)
Respiratory Therapy	\$237,013	\$(258,475)	\$548,694	\$77,558	\$889,696	\$407,967
School Psychology	\$39,899	\$121,518	\$44,532	\$130,036	\$53,683	\$137,496

## Table 16 continued

MQA TF Professions	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	Projected Ending Cash Balance 2025-2026
Speech-Language Pathology and Audiology	\$1,339,080	\$1,893,057	\$1,661,658	\$2,246,223	\$2,018,930	\$2,590,189
Telehealth Providers	\$(329,847)	\$(494,839)	\$(659,839)	\$(824,831)	\$(989,831)	\$(1,154,822)
<b>Total</b>	<b>\$20,488,935</b>	<b>\$27,735,826</b>	<b>\$22,487,079</b>	<b>\$32,552,863</b>	<b>\$ 27,785,343</b>	<b>\$36,624,936</b>

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

**Table 17**

# Review of the Adequacy of Renewal Fees

A renewal fee analysis is performed annually in collaboration with individual boards to compare the cost of regulation against current renewal fees.

Professions	FY 20-21 and FY 21-22 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee (3)
1. Acupuncturist	\$530,123	2,551	\$208	\$500	\$275/\$150	Yes
2. Anesthesiologist Asst	\$65,251	494	\$132	\$1,000	\$200	Yes
3. Athletic Trainer	\$242,197	2,897	\$84	\$200/\$100	\$100/\$50	Yes
4. Chiropractic Medicine	\$2,622,704		\$275			Yes
A. Chiropractic Physician		6,464		\$500	\$250	
B. Chiropractic Physician's Assistants		233		\$250	\$55/\$28	
C. Chiropractic Assistant		2,851		\$25	\$25	
5. Clinical Laboratory Personnel	\$1,876,369		\$109			Yes
A. Director		231		\$150	\$130	
B. Supervisor		5,251		\$150	\$110	
C. Technologist		9,771		\$150	\$90	
D. Technician		1,560		\$150	\$50	
E. Training Program		47		\$300	\$300	
F. Inactive		386		\$50	\$50	
6. Certified Nursing Assistants	\$10,549,905	160,932	\$66	\$50	\$50	
7. Certified Social Workers Marriage and Family Therapy Mental Health Counseling	\$5,533,070		\$195			
A. Clincial Social Work		12,366		\$250/\$50	\$115/\$50	
B. Marriage and Family Therapists		2,416		\$250/\$50	\$115/\$50	
C. Mental Health Counselors		13,551		\$250/\$50	\$115/\$50	
D. Interns		0		\$100	\$75	
E. Master Certified Social Worker		7		\$250	\$150/\$50	
8. Dentistry	\$7,300,792	14,641	\$499	\$300	\$300	
9. Dental Hygienist	\$1,076,663	14,482	\$74	\$300	\$80	Yes
10. Dental Labs	\$107,389	778	\$138	\$300	\$175	Yes
11. Dietetics and Nutrition	\$522,786	5,300	\$99	\$500	\$75	Yes
12. Electrolysis	\$733,270	2,182	\$336	\$100	\$100	
13. Hearing Aid Specialists	\$379,366	1,071	\$354	\$600	\$375/\$375	Yes
14. Massage Therapy	\$12,676,230		\$277			
A. Massage Therapist		37,566		\$200/\$250	\$100	
B. Massage Establishment		8,198		\$150	\$100	
15. Medical Physicist	\$83,644		\$118			Yes
A. Medical Physicists In Training		653		\$500	\$150	
B. Medical Physicists		58		No Cap	\$100	



## Table 17 continued

Professions	FY 20-21 and FY 21-22 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee (3)
16. Medicine	\$35,475,495	77,168	\$460	\$500	\$360/\$120	Yes
17. Midwifery	\$155,472	196	\$793	\$500	\$500/\$500	
18. Nursing	\$37,799,884		\$89			Yes
A. Registered Nurse		323,932		No Cap	\$65/\$55	
B. Licensed Practical Nurse		64,259		No Cap	\$65/\$55	
C. Advanced Practice Registered Nurse		37,254		No Cap	\$50	
19. Nursing Home Administrators	\$521,561	1,757	\$297	No Cap	\$325	Yes
20. Occupational Therapy Practice	\$1,395,739	16,599	\$84	No Cap	\$55	Yes
21. Opticianry	\$1,059,495	4,033	\$263	\$350/\$50	\$125/\$50	
22. Optometry	\$774,821		\$212			Yes
A. Optometrist		3,629		\$300	\$300	
B. Optometry Faculty		25		No Cap	\$100	
23. Orthotists and Prosthetists	\$224,713	672	\$334	\$500	\$400	Yes
24. Osteopathic	\$3,647,289	10,539	\$346	\$500	\$400/\$200	Yes
25. Pharmacy	\$16,509,595		\$177			
A. Pharmacists		33,414		\$250	\$200	
B. Consultant Pharmacist		3,182		\$250	\$100	
C. Nuclear Pharmacist		192		\$250	\$100	
D. Pharmacies Permit		10,727		\$250	\$250	
E. Pharmacy Technicians		46,016		\$50	\$50	
26. Physical Therapy	\$3,055,890		\$105			Yes
A. Physical Therapist		17,751		\$200	\$75/\$50	
B. Physical Therapist Assistant		11,256		\$150	\$75/\$50	
27. Physician Assistant	\$2,554,136	10,111	\$253	\$500	\$275/\$150	Yes
28. Podiatry	\$805,260		\$351			Yes
A. Podiatric Medicine		1,792		\$350	\$350	
B. Certified Podiatric X-Ray Assistant		500		No Cap	\$75	
29. Psychology	\$1,108,315		\$186			Yes
A. Psychologist		5,952		\$500	\$295	
B. Limited License		11		\$500	\$25	
30. Respiratory Therapy	\$1,495,254	13,299	\$112	\$200/\$50	\$120/\$50	Yes
31. School Psychology	\$212,959	882	\$241	\$500	\$190/\$150	Yes
32. Speech-Language Pathology and Audiology	\$1,537,544		\$112			Yes
A. Pathologist and Audiologist		12,219		\$500/\$100	\$75	
B. Pathologist and Audiologist Assistant		1,465		No Cap	\$50	
<b>Total Fund</b>	<b>\$152,633,181</b>	<b>1,015,769</b>	<b>\$150</b>			

1. Cost to regulate is computed by adding FY 2020-2021 and FY 2021-2022 projected expenditures and dividing by the total number of non- delinquent active and inactive licensees eligible to renew as of June 30, 2020.
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, 2026, then the current renewal fee is deemed to be sufficient.

# COVID-19 Health Care Regulation

In response to the declared State of Emergency issued on March 9, 2020, by Governor DeSantis due to the COVID-19 pandemic, MQA has been working with the Department to provide communication and guidance to health care practitioners and the public. Since January 30, 2020, MQA has provided email notifications to licensed health care practitioners containing critical information regarding COVID-19. Notifications have included ongoing preparedness efforts, education, Executive Orders, Emergency Orders, and Emergency Rules. To date, MQA has sent 26 notifications to licensed health care practitioners, which can be found at <https://floridahealthcovid19.gov/news>.

A summary of activities affecting health care regulation is below.

## COVID-19 Executive Orders Issued By Governor

Executive Order	Contents
EO 20-51	Directs State Health Officer and State Surgeon General to declare a public health emergency and take any necessary action
EO 20-52	<ul style="list-style-type: none"> <li>• Declares State of Emergency in Florida</li> <li>• Allows for early 30-day prescription refills</li> <li>• Authorizes out of state practitioners who hold valid licenses in other states to provide services in Florida on a volunteer basis for the Department or the Red Cross</li> </ul>
EO 20-72	Prohibits unnecessary nonurgent or nonemergency procedures to be performed in certain scenarios listed in EO 20-112
EO 20-112	Initiates phase 1 recovery in re-opening Florida
EO 20-139	Initiates phase 2 recovery in re-opening Florida
EO 20-244	Initiates phase 3 recovery in re-opening Florida

## COVID-19 Emergency Orders Issued By State Surgeon General

Emergency Order	Contents
Declaration of Public Health Emergency	<ul style="list-style-type: none"> <li>• Declares Public Health Emergency in Florida</li> <li>• Allows the Department to temporarily reactivate unencumbered inactive licenses for those who make a request through the Department as provided for in section 381.00315(1)(c)3., Florida Statutes. Inactive medical doctors, osteopathic physicians, physician assistants, licensed practical nurses, registered nurses, advanced practice registered nurses, respiratory therapist, emergency medical technicians, and paramedics will have the option to temporarily reactive their inactive license for a period of 90 days to assist during the public health emergency due to COVID-19.</li> </ul>
EO 20-002	<ul style="list-style-type: none"> <li>• Authorizes out-of-state health care practitioners to provide health care services in state without a Florida license</li> <li>• Expands use of out-of-state telehealth services for certain professions</li> <li>• Authorizes use of video conferencing or simulation in emergency medical services training programs</li> <li>• Authorizes controlled substance renewal prescribing for existing patients via telehealth</li> </ul>
EO 20-003	<ul style="list-style-type: none"> <li>• Authorizes extensions for upcoming licensure renewal deadlines</li> <li>• Authorizes use of video conferencing or simulation in nursing programs</li> <li>• Expands use of out-of-state telehealth services for additional professions</li> <li>• Authorizes EMT and paramedics to provide services in an acute care setting</li> </ul>

## Appendix II continued

Emergency Order	Contents
EO 20-006	<ul style="list-style-type: none"> <li>• Suspends section 483.813, Florida Statutes, for the provision that requires a pharmacist to be separately licensed to perform a clinical laboratory test</li> <li>• Suspends section 465.003(13), Florida Statutes, for the provisions that prohibit a pharmacist from ordering, administering, or reporting the results of COVID-19 tests, including serology tests, authorized by the United States Food and Drug Administration (FDA), at a location with a clear and active pharmacy license</li> </ul>
EO 20-008	<ul style="list-style-type: none"> <li>• Allows use of mannequins or simulated patients in lieu of live patients during administrations of American Dental Licensing Exam and Dental Hygiene Exam (expires 09/01/2020)</li> <li>• Waives skills demonstration examination for exam candidates who successfully completed a board approved CNA training program within the past 6 months (expires 7/31/2020)</li> <li>• Extends licensure renewal deadlines between 05/31/2020 and 07/31/2020 until 08/31/2020</li> </ul>
EO 20-010	<ul style="list-style-type: none"> <li>• Allows vehicles and aircraft of licensed basic life support service providers, licensed advanced life support service providers, and licensed air ambulance service providers in emergency and nonemergency services to provide service and transportation in any county without a certificate</li> <li>• Extends renewal deadline for basic life support service provider licenses, advanced life support service provider licenses, air ambulance service provider licenses, and the associated vehicle and aircraft permits before 07/31/2020 to 08/31/2020</li> <li>• Allows videoconferencing for EMS training program until expiration of EO 20-52</li> <li>• Allows EMS training programs to substitute supervised remote live videoconferencing or simulation for clinical and field internship requirement until expiration of EO 20-52</li> </ul>
Public Health Advisory	<p>Provides guidance on the following subjects to supplement the Governor's Public Health Advisories:</p> <ul style="list-style-type: none"> <li>• Face Coverings</li> <li>• Gatherings</li> <li>• Vulnerable Populations</li> </ul>
EO 20-012	<ul style="list-style-type: none"> <li>• Allows the Department to temporarily reactivate unencumbered inactive licenses for those who make a request through the Department as provided for in section 381.00315(1)(c)3., Florida Statutes. Inactive medical doctors, osteopathic physicians, physician assistants, licensed practical nurses, registered nurses, advanced practice registered nurses, respiratory therapist, emergency medical technicians, and paramedics will have the option to temporarily reactive their inactive license for a period of 90 days to assist during the public health</li> <li>• Allows use of mannequins or simulated patients in lieu of live patients during administrations of American Dental Licensing Exam &amp; Dental Hygiene Exam (expires 11/30/2020)</li> <li>• Waives skills demonstration examination for exam candidates who successfully completed a board-approved CNA training program within the past 6 months (expires 11/30/2020)</li> <li>• Authorizes extensions for upcoming licensure renewal deadlines</li> </ul>
EO 20-014	<ul style="list-style-type: none"> <li>• Authorizes a pharmacist of registered pharmacy intern to administer vaccines approved or licensed by the FDA to individuals under 18 years old upon consent</li> <li>• Authorizes a pharmacist of registered pharmacy intern to administer vaccines ordered and administered according to the CDC and ACIP immunization scheduled and any vaccine approved by the FDA to immunize individuals against COVID-19</li> <li>• Extends licensure renewal deadline of December 2020 for EMTs and Paramedics until 06/01/2021</li> </ul>

## Appendix II continued

### COVID-19 Emergency Rules Issued By Regulatory Boards

Board	Rule	Contents
Chiropractic Medicine	Emergency Hardship Exemption from Continuing Education Requirements for Ch 460 Licensure Renewal	Temporarily removes the 40-CE requirement from upcoming renewal, which is extended until 01/01/2021.
Chiropractic Medicine	64B2ER20-30	Allows Florida licensed Chiropractors to attain their continuing education hours by any means, live, virtual live, or synchronous or asynchronous online.
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4ER20-24	Authorizes registered interns who are working under the direction of a qualified supervisor, with a written telehealth protocol and safety plan in effect to provide mental health services by telehealth methods to any client. The newly promulgated emergency rule removed the requirement that the client have an existing therapeutic relationship with the registered intern.
Hearing Aid Specialists	64B6ER20-25	Permits applicants and licensed specialists to complete training requirements on-line.
Massage Therapy	64B7ER20-22	Allows Massage Therapy to teach some subjects through distance learning.
Massage Therapy	64B7ER20-29	It is the same subject matter and effect as 64B7ER20-22 and the pending regular rule making and was promulgated to cover the gap between the first emergency rule and the effective date of the regular rule.
Nursing Home Administrators	64B10ER20-27	Allows clear and active licensees to complete their CE hours online.
Opticianry	64B12ER20-28	Permits continuing education courses to be provided to licensees by distance learning methods with a restriction of no more than 50 participants, and that the course be conducted in such a way that permits interaction between the student and instructor.
Osteopathic Medicine	64B15ER20-18	Allows CEs normally required to be in person to be completed using distance learning.
Pharmacy	64B16ER20-21	Waives the requirement that off-site consultant pharmacists conduct in-person inspections and on-site consultations.
Podiatric Medicine	64B18ER20-19	Allows licensees to complete continuing education entirely on-line.
Speech-Language, Pathology and Audiology	64B20ER20-23	Allows Speech Language Pathology Assistants (SLPAs) to practice under a protocol agreement without direct supervision. This allowed SLPAs to deliver services through telehealth.

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# COVID-19 Health Heroes



## MQA IS GRATEFUL

to all of the health care practitioners and their families who are serving our state during this pandemic. MQA honors those who have served Florida during this unprecedented year.