



Ron DeSantis  
Governor

Dr. Joseph Ladapo  
State Surgeon General

Florida Department of Health  
Division of Medical Quality Assurance

# Annual Report and Long-Range Plan

Fiscal Year 2020-21



# Mission Vision Values

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

To be the healthiest state in the nation.

## **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's Message



As Florida's State Surgeon General, it gives me great pleasure to present the Division of Medical Quality Assurance (MQA) Fiscal Year (FY) 2020-21 Annual Report. MQA personifies the Department of Health's (Department) values of Innovation, Collaboration, Accountability, Responsiveness, and Excellence in many areas. MQA acts as the liaison between the public, health care professionals, and their regulatory boards and councils to oversee health care professions.

In FY 2020-21, MQA licensed over 120,000 qualified applicants. The MQA staff worked efficiently by licensing over 81 percent of those practitioners within one business day. An over 26 percent increase in new licenses over the previous year is a testament to MQA's commitment to licensing qualified health care practitioners as quickly and efficiently as possible. MQA is continually working on using new technology, which helps improve processes to expedite licensing.

I am proud of MQA for developing the state's first Cognitive Virtual Agent (CVA) to effectively assist health care practitioners. The CVA can quickly answer a health care practitioner's question regarding topics such as license renewal, address changes, or continuing education requirements.

I want to thank all licensed health care practitioners personally for their tireless work over the past year. I would also like to thank MQA's dedicated staff for going above and beyond, helping accomplish our mission to protect, promote and improve the health of all people of Florida.

A handwritten signature in black ink, reading "Ladapo". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

**Joseph Ladapo, MD, PhD**  
State Surgeon General



# Division Director's Message



After over 16 years in various positions with MQA, I am honored to be serving as your Division Director. It is an experience of a lifetime to be leading an organization as strong and committed as this Division. On behalf of MQA, it is my pleasure to present the FY 2020-21 Annual Report and Long-Range Plan, as required by section 456.026, Florida Statutes.

I can think of no greater challenge for MQA than that of the last eighteen months. The COVID-19 pandemic has impacted us in so many ways, both personally and professionally. MQA's continuing success lies in our commitment to our customers, our ability to adapt to changing conditions, and our drive for excellence coupled with ever-increasing efficiency. MQA's response to the pandemic helped ensure Florida's health care capacity needs were met, and staff were available to assist in mission-critical activities. Even during the pandemic, MQA continued to focus on our core business functions of licensing, enforcement, and information. During FY 2020-21, it was our privilege to serve more than 1.4 million licensed health care practitioners, 120,996 health care practitioner applicants, and millions of health care consumers.

This fiscal year, regulatory efficiency remained a top priority. MQA has continued to reduce the regulatory burden and eliminate unnecessary licensure barriers. Licensure was made more efficient through a simplified and standardized licensure application, online application capabilities, deployment of a business intelligence platform for workflow oversight, and implementation of the first-ever Cognitive Virtual Agent (CVA). Since 2010, Florida has been one of the fastest-growing states in the country. The state's population has grown 15.3 percent, while the population of licensed health care practitioners has grown by an incredible 39.3 percent. The average time to issue a license to a qualified applicant is just 1.14 days, compared to 2.01 days in 2017. During the COVID-19 pandemic, we have seen significant growth in out-of-state telehealth registrations. In FY 2020-21, MQA issued 5,017 out-of-state telehealth registrations, increasing 164 percent from 1,901 out-of-state telehealth registrations in FY 2019-20.

As the pioneer in Florida state government for the implementation of the first CVA, MQA's CVA is available to assist customers on most board websites. MQA's CVA provides customers not only immediate answers to commonly asked questions but also serves as an automated transfer to MQA staff to address more complex issues. Frequently asked questions relating to licensure requirements, application status checks, and fingerprinting status are some examples of questions that customers may have. MQA's CVA answered 126,673 questions from customers in FY 2020-21.

I am very proud to represent a team so dedicated to having Florida remain the leader in health care regulation. MQA will continue to create innovations that help resolve regulatory issues and ensure an efficient and streamlined regulatory process.

A handwritten signature in black ink, appearing to read 'Jennifer L. Wenhold'.

**Jennifer L. Wenhold, MSW, CPM**  
Director  
Medical Quality Assurance



# Executive Summary



The FY 2020-21 was an unprecedented and extraordinary year for MQA. The effects of the COVID-19 pandemic challenged and tested MQA in ways it hasn't been before; organizationally, functionally, and personally. However, these challenges also revealed how remarkable the Division is and how ingrained our core values of innovation, collaboration, accountability, responsiveness, and excellence truly are.

MQA regulates health practitioners and facilities through timely professional licensure, facility permitting, and administrative enforcement in order to preserve the health, safety, and welfare of the public. The legislative intent and statutory authority for MQA are established in Chapter 456, Florida Statutes.

## Licensure | Enforcement | Information

Beginning with the earliest identification of COVID-19 and the threats posed by the virus, MQA has been an integral part of the Department's collective COVID-19 preparedness and response efforts. MQA staff supported numerous department-level activities, including:

- Serving as liaison with the county health departments to address challenges involving health care practitioners
- Deploying and supporting a multi-channel communications platform to ensure the timely dissemination of COVID-19 information vital to health care practitioners and the public
- Establishing call centers, statewide logistic centers, and developing a specialized online search tool
- Hosting regular situation report conference calls with State Surgeon General and executive leadership for health care practitioners

Despite the unprecedented circumstances and these additional responsibilities, MQA staff continued to ensure the expedited and efficient licensure of health care professionals statewide. During FY 2020-21, MQA issued 120,996 licenses (a 26.6 percent increase from the previous year).

This increase included 352 military veterans and their spouses licensed through MQA's Veterans Application for Licensure Online Response (VALOR) system. The VALOR system expedites licensure and waives the licensure fees for most health care professionals for qualified military veterans and spouses of active duty service members.

The FY 2020-21 MQA Annual Report, as required by section 456.026, Florida Statutes, contains the Division's long-range plan, performance data, and other statistics related to the regulation of health care professions and facilities established in section 20.43(3)(g), Florida Statutes. This report also features financial information relating to the Division's revenues, expenditures, cash balances, and the adequacy of current profession fees for FY 2020-21.

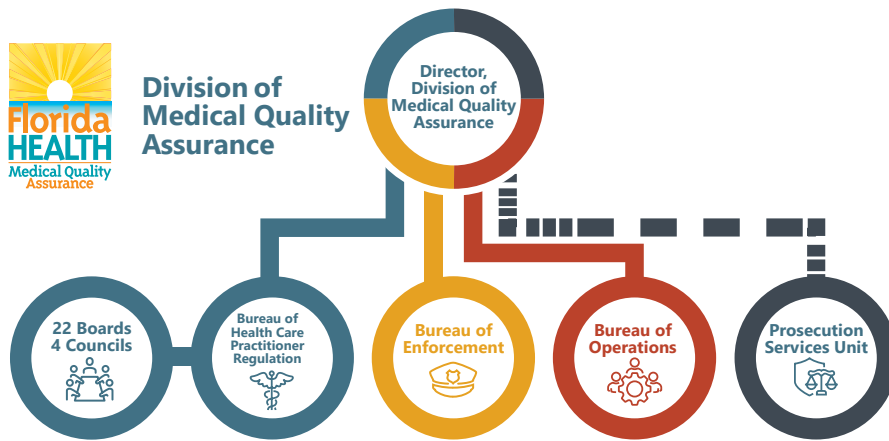


# MQA Organizational Structure and Functions

MQA is committed to the mission of the Department to protect, promote, and improve the health of all people in Florida. MQA seeks to accomplish this mission by developing and maintaining highly effective and collaborative relationships with federal, state, and community-level partners. These efforts are supported by a robust and agile technological infrastructure that enables MQA to pursue a data-informed approach to regulating health care professions across the state.

MQA comprises of three bureaus and works in collaboration with the Department’s Office of General Counsel. MQA’s core business processes are the licensure of health care practitioners and facilities, the enforcement of statutory regulations associated with the provision of health care services, and the provision of information regarding the various business process and licensure activities.

## Functional Organizational Chart



The Prosecution Services Unit is a functional unit of the Department’s Office of General Counsel

## Director’s Office

The MQA Director’s Office works in collaboration with the three bureaus to maintain a cohesive balance in the daily work cycle. The Director’s Office provides direction and support for various division-wide business functions such as budget development and management, human resource management, legislative coordination, strategic planning, and communications.

MQA is committed to keeping administrative costs low by reviewing the trust fund’s adequacy to keep Florida’s health care industry prosperous. During FY 2020-21, MQA’s trust fund maintained a sufficient cash balance from recurring revenues to cover existing recurring expenditures.

Under the supervision of the MQA Director’s office, the Prescription Drug Monitoring Program facilitates the collection, storage, maintenance, and analysis of controlled substance dispensing data reported by pharmacies and dispensing health care practitioners. The information is available to health care practitioners to view before prescribing or dispensing controlled substances.



# Bureau of Health Care Practitioner Regulation

In partnership with 22 regulatory boards and 4 councils, MQA is responsible for licensing and regulating over 40 health care professions, more than 200 license types, and 10 unique health care facility types. MQA continues to improve business processes for licensure to meet the demands of an ever-expanding industry and emerging environmental challenges.

The Bureau of Health Care Practitioner Regulation (HCPR) is responsible for the rulemaking and programmatic activities related to the licensure of health care practitioners and regulated facilities. HCPR routinely interacts with MQA's other two bureaus as the functions associated with board business (e.g., licensure, discipline) are integrated with operations and enforcement.

HCPR comprises of a Bureau Chief and seven offices under the supervision of Executive Directors. Each Executive director serves as an administrative liaison between the Department and their board(s), implementing rules into policy and procedure, and advising the board on budget matters.

The Executive Directors coordinate board meetings, either in person or virtually, to review applications for licensure, conduct disciplinary hearings, and promulgate rules.

## MQA Boards

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

## Councils

Four councils serve in an advisory capacity to their respective boards. 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	State Surgeon General/Board of Medicine/Board of Osteopathic Medicine



## Department Regulated Professions and Facilities

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

### 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://fl-appointment.azurewebsites.net/>.

## Bureau of Enforcement

MQA investigates complaints and reports involving health care practitioners regulated by the Department and enforces appropriate Florida Statutes, laws, and rules. Actions which may be taken against health care practitioners are administrative in nature (e.g., reprimand, fine, restriction of practice, remedial education, administrative costs, probation, license suspension, or license revocation). The Bureau of Enforcement consists of three units: Consumer Services Unit (CSU), Investigative Services Unit (ISU), and Compliance Management Unit (CMU).



CSU is the central intake for all complaints, including complaints alleging the improper practice of a health care profession or the operation of facilities or establishments without the appropriate license. CSU includes investigators and analysts assigned to specific professions to identify, analyze, coordinate, and monitor complaints against health care practitioners with possible repeated serious violations that could cause danger to the public's health, safety, and welfare.

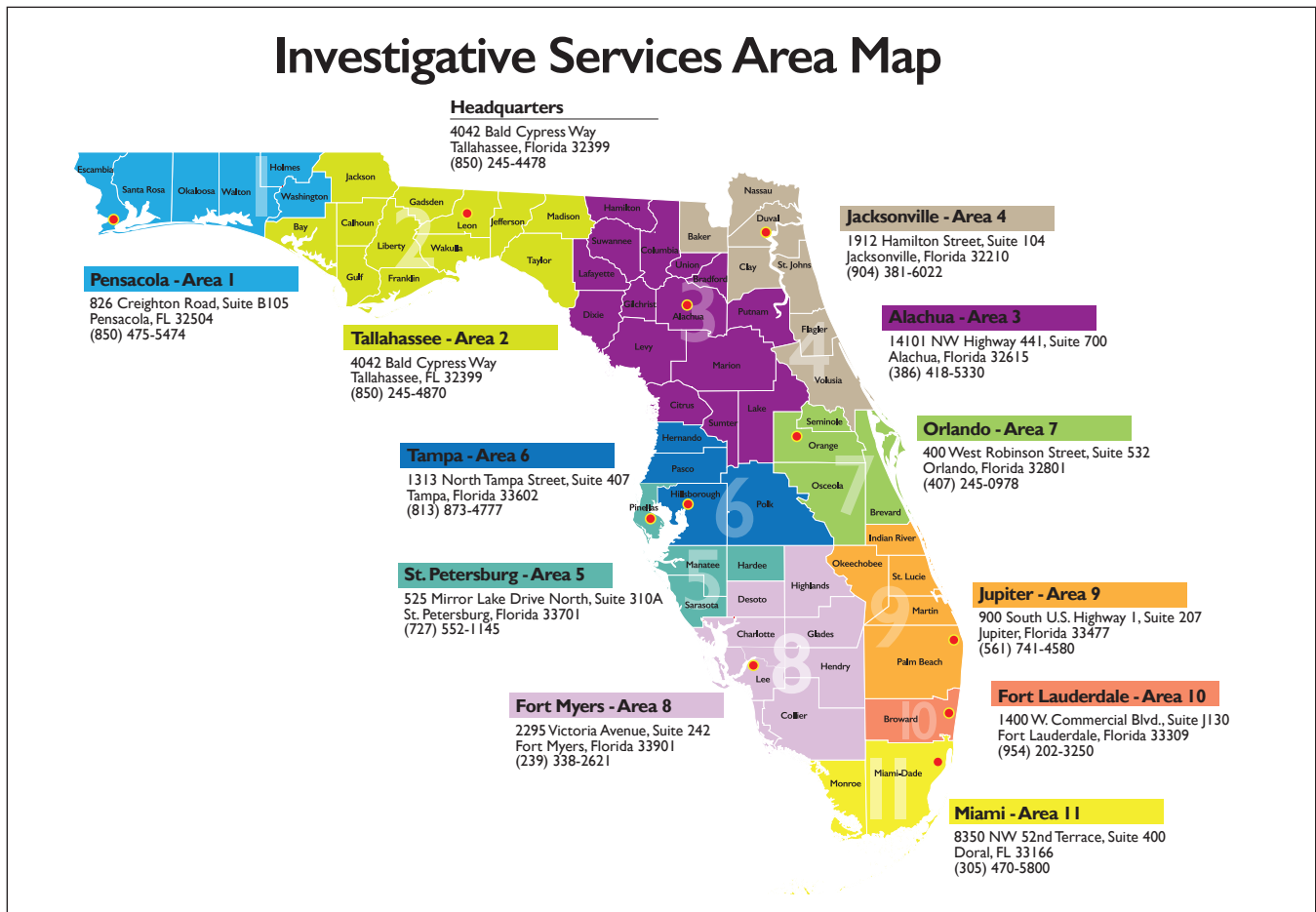
CSU refers complaints to the ISU field office closest to where the incident occurred. Complaints that present an immediate threat to public safety are given priority; however, all complaints are investigated as timely as possible.

CMU is responsible for ensuring that licensees comply with the terms and penalties imposed in final orders issued by the 22 boards.

ISU investigates complaints against health care practitioners and facilities and establishments regulated by the Department. ISU functions as the investigative arm of MQA. The ISU staff includes professional investigators, licensed dentists, nurses, and pharmacists who conduct inspections, interviews, and collect evidence.

Cases of most significant concern with the potential for immediate threat to the public (e.g., over-prescribing, practice-related arrests, sexual assault/misconduct) are designated as Priority 1. The target for completing the investigation of these cases is 12 days. Priority 1 cases completed within 12 days were 92.52 percent in FY 2020-21.

## ISU has 11 regional field offices throughout the State of Florida:





## Unlicensed Activity

The Department's Unlicensed Activity (ULA) program protects Florida residents and visitors from the potentially serious and dangerous consequences of receiving medical and health care services from an unlicensed person. The ULA Unit investigates and refers for prosecution all unlicensed health care activity complaints.

The ULA Unit works with law enforcement and the state attorney's offices to prosecute individuals practicing without a health care license. In many instances, unlicensed activity is a felony-level criminal offense. During FY 2020-21, ULA investigators completed 670 unlicensed activity investigations and issued 297 cease and desist notices.

## Inspection Program

ISU's Inspection Program inspects specific facilities and professions regulated by MQA. These specific facilities and professions require inspections prior to beginning practice and/or periodically. In FY 2020-21, the average number of days to complete an opening MODE (Massage, Optical, Dental Laboratories, Electrolysis) inspection was 5.86 days. The average number of days to complete an opening Pharmacy Inspection was 8.72 days.

**The facilities and professions are as follows:**

- Pharmacies - Opening, periodic, change of location, and change of owner inspections
- Sterile Compounding
  - (Non) Resident - Opening and annual inspection
  - Resident - Opening and annual inspection
- Dental Laboratories - Biennial inspections
- Dental Sedation - Opening and triennial inspections
- Massage Establishments - Opening, annual, and change of location inspections
- Electrolysis Establishments - Opening, biennial, and change of location inspections
- Optical Establishments - Biennial inspections
- Office Surgery Registration - Opening and annual inspections
- Pain Management Clinics - Opening and annual inspections

## Prosecution Services Unit

The Prosecution Services Unit (PSU) litigates disciplinary cases on behalf of health care boards and councils. PSU attorneys review investigations, draft Emergency Orders, and recommend disciplinary action to the boards.

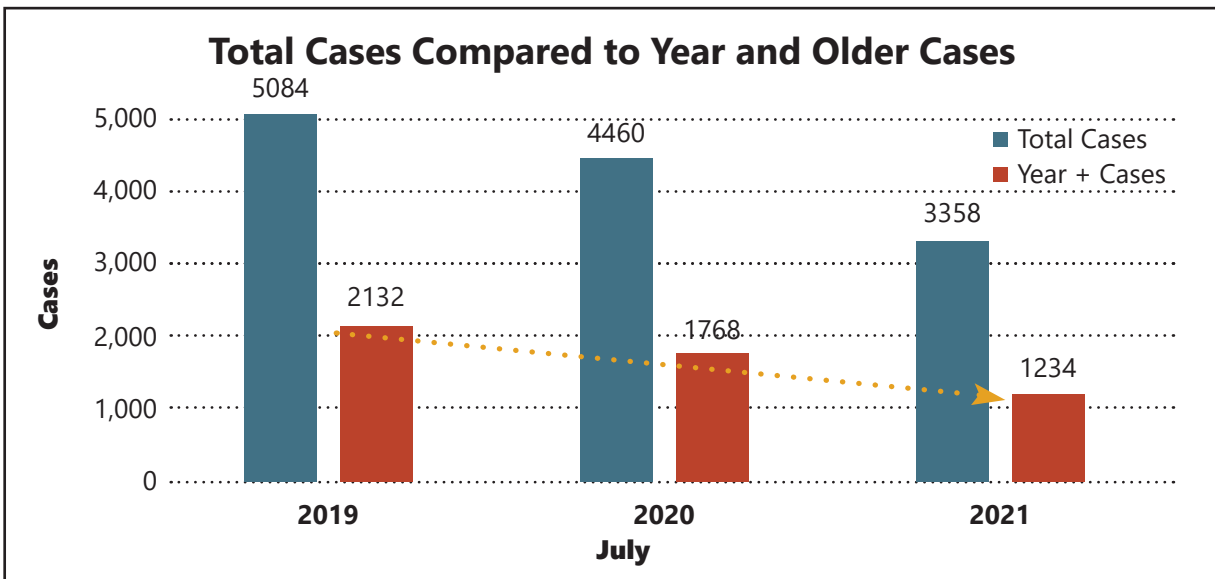
PSU referred 109 cases to the Division of Administrative Hearings for litigation FY 2020-21. Twenty-one of those cases resulted in full evidentiary hearings and Recommended Orders presented to eight different boards for final action.

During FY 2020-21, PSU issued 222 Emergency Restriction and Suspension Orders against licensees who pose immediate dangers to public health.

These included:

- The suspension of a Nursing Home Administrator who failed to protect the health, safety, and welfare of residents during the COVID-19 pandemic
- A paramedic who misappropriated COVID-19 vaccine doses for personal use
- An office surgery registration for a cosmetic surgery practice for failure to abide by safety standards under the newly enacted section 456.074(6)
- A surgeon for violating the Board of Medicine’s recently adopted rule setting the standard of care for gluteal fat grafting procedures

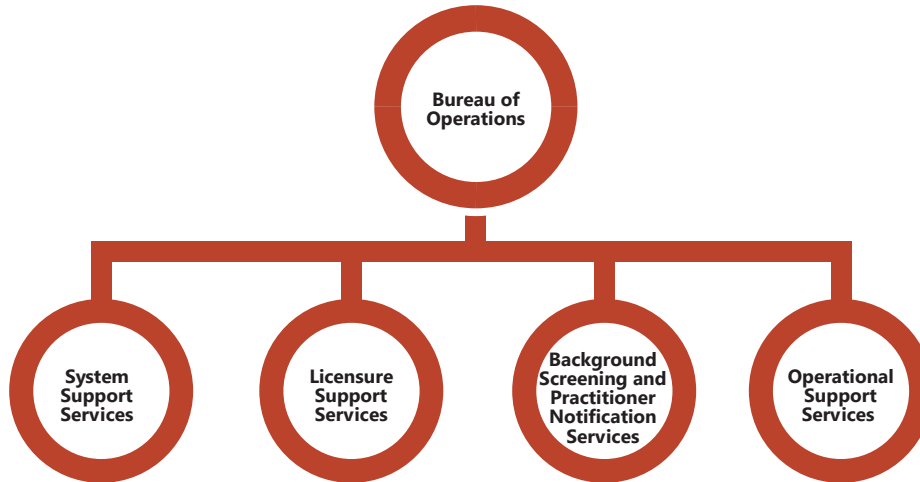
During FY 2020-21, PSU presented 4,395 cases to Probable Cause Panels, of which 1,301 cases were found to have probable cause. This represented a 24.70 percent decrease in total active cases and a 30.20 percent decrease from the previous FY, and a 30.20 percent decrease in cases over one year old. Also notable during this period were total case inventory reductions for the following: Board of Nursing 31.18 percent, Board of Massage Therapy 14.84 percent, Board of Medicine 12.30 percent.





# Bureau of Operations

The Bureau of Operations (BOO) provides operational and infrastructure support for MQA's licensing and regulatory functions. The health care regulatory boards and councils support the growth of Florida's health care workforce by ensuring MQA's infrastructure supports efficient licensing and regulatory functions.



System Support Services (SSS) maintains and provides functional and technical support to MQA's critical systems and databases, ensuring system stability and the timely resolution of issues impacting Florida health care practitioners so that MQA can meet the needs of Florida's health care practitioners now and into the future.

SSS is currently focused on integrations and enhancements to the CVA system. This artificial intelligence solution enables MQA staff to communicate with practitioners and licensees in real-time and has had over 90,000 customer engagements since June 2020.

Licensure Support Services (LSS) is responsible for the customer contact center and maintaining and renewing health care practitioner licenses in Florida. Serving as the initial point of contact for most MQA calls, LSS answered a total of 306,458 calls and 2,560 chats during FY 2020-21.

LSS is also responsible for ensuring license renewal notices are mailed to Florida's health care practitioners serving as the central point of contact for all questions related to license renewal, application statuses, license certifications, and name changes presented to the MQA Online Services mailbox and chats received through our CVA system. Over 96 percent of health care practitioners renewed their licenses online in FY 2020-21.

Background Screening and Practitioner Notification Services (BSPN) provides centralized background screening services to the regulatory boards that require criminal history screening of initial licensure and renewal applicants. BSPN is also responsible for ensuring MQA complies with all policies and procedures related to Florida's Care Provider Background Screening Clearinghouse, Florida Department of Law Enforcement, and the Federal Bureau of Investigation. During FY 2020-21, BSPN completed 17,944 background screening determinations and reviewed over 300 employment exemption applications.

The Operational Support Services provides centralized administrative and procurement support services and is responsible for MQA's document management, public record request processing, contract management, reimbursement services, meeting planning, and agency clerk filings.

# Long-Range Plan FY 2016-22

MQA is required to develop and implement a long-range plan pursuant to section 456.005, Florida Statutes. The Long-Range Plan for FY 2016-22, 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 health care services and regulation trends. The current Long-Range Plan was extended one year due to the COVID-19 pandemic.

## Department of Health Strategic Priority Areas

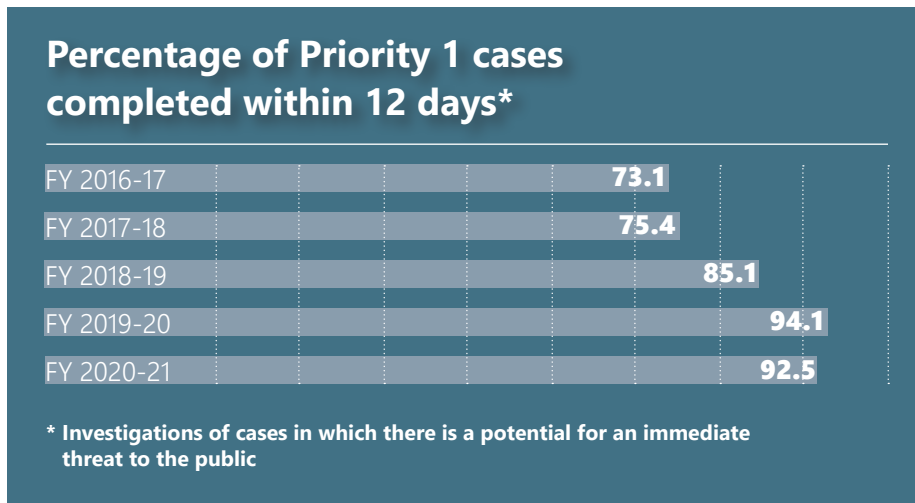
### Strategic Priority: Long, Healthy Life

**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





## 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 timelier and more 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\*

**\*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.**

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

FY 2016-17	299
FY 2017-18	359
FY 2018-19	332
FY 2019-20	327
FY 2020-21	352

## 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 2016-17	61.05
FY 2017-18	59.1
FY 2018-19	57.4
FY 2019-20	51.16
FY 2020-21	50.46

# 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	02/09/2021
Athletic Trainers	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	03/29/2021	07/28/2021	08/17/2021
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.001	Disciplinary Guidelines	09/16/2020	10/09/2020	11/05/2020	03/11/2021
Clinical Laboratory Personnel	64B3-12.001	Disciplinary Guidelines	03/10/2021	04/14/2021		
Dentistry	64B5-13.005	Disciplinary Guidelines	09/04/2019			
Dietetics and Nutrition	64B8-44.003	Disciplinary Guidelines	08/31/2020	11/17/2020	07/27/2021	08/16/2021
Electrolysis	64B8-55.001	Disciplinary Guidelines	04/23/2021	05/12/2021		
Massage Therapy	64B7-30.002	Disciplinary Guidelines	12/17/2019	01/03/2020	07/09/2020	10/08/2020
Medical Physicist	64B23-6.001	Disciplinary Guidelines	03/23/2012	02/02/2015	05/04/2015	05/24/2015
Medicine	64B8-8.001	Disciplinary Guidelines	01/20/2021	02/05/2021	3/29/2021	04/18/2021
Medicine	64B8-30.015	Disciplinary Guidelines	06/03/2021	06/18/2021	07/30/2021	8/19/2021
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	06/16/2021	07/23/2021	08/19/2021
Opticianry	64B12-8.020	Disciplinary Guidelines	08/12/2020	09/03/2020	12/01/2020	12/21/2020
Optometry	64B13-15.005	Disciplinary Guidelines	07/19/2018	08/03/2018	09/12/2018	10/02/2018
Optometry	64B13-15.006	Disciplinary Guidelines	12/28/2018	01/04/2019	03/14/2019	04/03/2019
Orthotists and Prosthetists	64B14-7.003	Disciplinary Guidelines	05/04/2015	06/02/2017	09/04/2017	10/04/2017
Osteopathic Medicine	64B15-6.011	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	05/07/2021	06/24/2021
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	06/28/2021	07/14/2021		
School Psychology	64B21-504.001	Disciplinary Guidelines				
Speech-Language Pathology and Audiology	64B20-7.001	Disciplinary Guidelines	09/27/2013	10/18/2013	11/02/2013	12/02/2013



# Appendix I: Information Tables

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## Table 1: Summary of Licensed Practitioners

At the end of FY 2020-21, 1,417,072 health care practitioners were licensed, representing a 5.3 percent increase from FY 2019-2020. The Department is committed to improving technology and processes regarding licensure, so practitioners can get to work quickly.

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Acupuncturist	2,304	28	76	262	53	36	4	92	2,855
Athletic Trainer	2,439	10	371	277	4	153	12	57	3,323
Certified Social Workers - Certified Master Social Worker	5	0	0	2	0	0	0	0	7
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	301	6	66	2	0	0	0	3	378
Chiropractic Medicine - Chiropractic Faculty Certificate	11	0	6	2	0	0	0	0	19
Chiropractic Medicine - Chiropractic Physician	5,959	61	108	717	193	117	15	403	7,573
Clinical Laboratory Personnel - Clinical Laboratory Personnel	14,247	146	1,104	2,129	122	502	40	747	19,037
Clinical Laboratory Personnel - Clinical Laboratory Trainee	484	0	0	19	0	0	0	0	503
Clinical Laboratory Personnel - Clinical Laboratory Training Program	31	0	0	17	0	0	0	0	48
Clinical Social Work - Licensed Clinical Social Worker	11,550	88	272	1,754	141	130	17	448	14,400
Clinical Social Work - Provisional Clinical Social Worker Licensee	25	0	0	6	0	0	0	0	31
Clinical Social Work - Registered Clinical Social Worker Intern	5,898	0	0	136	0	0	4	0	6,038
Dentistry - Dental Expert Witness Certificate	11	0	0	56	0	0	0	0	67
Dentistry - Dental Hygienist	13,680	89	404	1,837	149	176	103	742	17,180
Dentistry - Dental Radiographer	30,059	0	0	248	0	0	0	0	30,307
Dentistry - Dental Residency Permits	373	0	0	15	0	0	0	0	388
Dentistry - Dental Teaching Permits	184	0	0	0	0	0	0	0	184
Dentistry - Dental Temporary Certificate	44	0	8	3	0	4	0	0	59

**Table 1: Summary of Licensed Practitioners - continued**

<b>Profession</b>	<b>In State Active</b>	<b>In State Inactive</b>	<b>In State Delinquent</b>	<b>Out of State Active</b>	<b>Out of State Inactive</b>	<b>Out of State Delinquent</b>	<b>Military Active</b>	<b>Retired</b>	<b>Total</b>
Dentistry - Health Access Dental	37	0	6	16	0	2	0	7	68
Dentistry - Dentist	12,974	37	260	2,551	180	172	67	1,064	17,305
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	5,090	37	318	831	28	163	12	117	6,596
Dietetics and Nutrition Practice Council - Nutrition Counselor	66	2	4	8	0	2	0	15	97
Electrolysis Council - Electrologist	1,763	9	267	33	4	12	1	54	2,143
Emergency Medical Services - Emergency Allergy Treatment Licensee	68	0	0	3	0	0	0	0	71
Emergency Medical Services - Emergency Medical Technician	42,429	71	12,352	1,574	15	665	160	0	57,266
Emergency Medical Services - Paramedic	33,653	133	3,482	2,064	21	584	66	0	40,003
Hearing Aid Specialists - Hearing Aid Specialist	1,035	15	97	62	6	13	1	66	1,295
Hearing Aid Specialists - Hearing Aid Specialist Trainee	150	79	0	0	0	0	0	0	229
Marriage and Family Therapy - Licensed Marriage and Family Therapist	2,338	28	57	288	20	22	0	95	2,848
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	2	0	0	1	0	0	0	0	3
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1,303	0	0	46	0	0	0	0	1,349
Massage Therapy - Approved Massage School	173	0	0	0	0	0	0	0	173
Massage Therapy - Massage Therapist	34,392	322	3,451	5,111	137	1,016	168	1,209	45,806
Massage Therapy - Massage Therapy Apprentice	11	0	0	0	0	0	0	0	11
Medical Physicist - Diagnostic Radiological Physicist	56	0	4	62	0	4	0	4	130



**Table 1: Summary of Licensed Practitioners - continued**

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Medical Physicist - Medical Health Physicist	26	0	1	10	0	2	0	4	43
Medical Physicist - Medical Nuclear Radiological Physicist	33	0	4	24	0	8	0	5	74
Medical Physicist - Medical Physicist In Training	54	0	0	21	0	0	0	0	75
Medical Physicist - Therapeutic Radiological Physicist	312	1	15	172	3	25	0	7	535
Medicine - Anesthesiologist Assistants	509	1	6	52	2	10	0	3	583
Medicine - House Physician	392	0	0	39	0	0	0	0	431
Medicine - Limited License Medical Doctor	104	0	32	7	0	3	0	30	176
Medicine - Medical Doctor	56,538	143	1,198	22,287	687	1,719	128	4,619	87,319
Medicine - Medical Doctor Expert Witness Certificate	30	0	0	1,963	0	0	0	0	1,993
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 Faculty Certificate	42	0	0	7	0	0	0	0	49
Medicine - Physician Assistant	9,926	24	344	1,380	61	250	71	224	12,280
Medicine - Resident Registration	6,437	0	20	1,998	0	0	0	0	8,455
Medicine - Temporary Area of Critical Need Medical Doctor	825	0	41	126	1	22	1	16	1,032
Mental Health Counseling - Licensed Mental Health Counselor	13,255	116	241	1,239	100	96	14	457	15,518
Mental Health Counseling - Provisional Mental Health Counselor Licensee	55	0	0	16	0	0	0	0	71

**Table 1: Summary of Licensed Practitioners - continued**

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Mental Health Counseling - Registered Mental Health Counselor Intern	6,848	0	0	199	0	0	4	0	7,051
Midwifery - Midwife	200	3	17	14	0	5	1	25	265
Nursing - Advanced Practice Registered Nurse	36,021	71	919	6,407	148	858	70	869	45,363
Nursing - Certified Nursing Assistant Programs	208	0	0	0	0	0	0	0	208
Nursing - Certified Nursing Assistant	159,896	0	27,870	5,363	0	1,783	149	0	195,061
Nursing - Licensed Practical Nurse	63,870	310	7,934	4,320	127	1,323	160	1,841	79,885
Nursing - Nursing Education Program - PN	175	0	0	0	0	0	0	0	175
Nursing - Nursing Education Program - RN	279	0	0	1	0	0	0	0	280
Nursing - Registered Nurse	302,478	1,457	17,320	37,755	1,475	9,047	607	11,190	381,329
Nursing Home Administrators - Nursing Home Administrator	1,536	17	104	163	11	38	5	174	2,048
Occupational Therapy Practice - Occupational Therapist	9,298	67	399	1,684	111	399	34	252	12,244
Occupational Therapy Practice - Occupational Therapy Assistant	6,247	69	492	607	39	194	9	88	7,745
Opticianry - Apprentice Optician	1,092	0	0	7	0	0	0	0	1,099
Opticianry - Optician	3,897	48	145	198	24	25	6	108	4,451
Optometry - Optometric Faculty Certificate	22	0	0	3	0	0	0	0	25
Optometry - Optometrist	2,982	7	42	627	97	49	36	149	3,989
Orthotists and Prosthetists - Orthotic Fitter	110	0	12	0	0	1	0	10	133
Orthotists and Prosthetists - Orthotic Fitter Assistant	53	0	18	0	0	0	0	6	77
Orthotists and Prosthetists - Orthotic Resident	20	0	0	2	0	0	0	0	22

**Table 1: Summary of Licensed Practitioners - continued**

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Orthotists and Prosthetists - Orthotic - Prosthetic Resident	2	0	0	0	0	0	0	0	2
Orthotists and Prosthetists - Orthotist	109	0	29	10	0	4	0	15	167
Orthotists and Prosthetists - Pedorthist	94	0	11	1	0	1	0	11	118
Orthotists and Prosthetists - Prosthetic Residents	23	0	0	1	0	0	0	0	24
Orthotists and Prosthetists - Prosthetist	69	0	7	6	0	0	0	14	96
Orthotists and Prosthetists - Prosthetist -Orthotist	253	0	13	15	1	6	0	24	312
Osteopathic Medicine - Osteopathic Limited License	2	0	0	1	0	0	0	0	3
Osteopathic Medicine - Osteopathic Physician	7,381	13	146	2,132	160	224	48	368	10,472
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	0	0	0	45	0	0	0	0	45
Osteopathic Medicine - Osteopathic Resident Registration	1,670	0	2	335	0	0	0	0	2,007
Osteopathic Medicine - Temporary Area of Critical Need - Osteopathic	2	0	1	0	0	0	0	0	3
Pharmacy - Consultant Pharmacist	3,158	104	183	178	19	23	3	191	3,859
Pharmacy - Nuclear Pharmacist	142	0	13	56	2	4	1	15	233
Pharmacy - Pharmacist	25,727	67	569	9,001	270	513	97	1,086	37,330
Pharmacy - Pharmacist Intern	7,620	0	0	6,101	0	0	0	0	13,721
Pharmacy - Registered Pharmacy Technician	51,902	230	9,164	1,091	27	257	47	20	62,738
Physical Therapy Practice - Physical Therapist	16,081	98	513	2,598	433	560	79	388	20,750
Physical Therapy Practice - Physical Therapist Assistant	11,311	85	432	716	73	167	47	135	12,966
Podiatric Medicine - Certified Podiatric X-Ray Assistant	587	0	218	0	0	2	0	4	811
Podiatric Medicine - Podiatric Physician	1,539	11	49	303	48	34	5	177	2,166



**Table 1: Summary of Licensed Practitioners - continued**

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Podiatric Medicine - Podiatric Resident Registration	124	0	0	52	0	0	0	0	176
Psychology - Limited License Psychologist	9	0	1	1	0	0	0	2	13
Psychology - Provisional Psychologist	28	0	0	1	0	0	0	0	29
Psychology - Psychologist	5,139	15	99	913	35	55	14	411	6,681
Radiologic Technology - Radiologic Technologist	26,724	23	16,678	3,373	8	4,586	27	0	51,419
Radiologic Technology - Radiologist Assistant	29	0	24	7	0	9	0	0	69
Respiratory Care - Certified Respiratory Therapist	2,449	49	337	416	11	72	12	82	3,428
Respiratory Care - Registered Respiratory Therapist	9,814	87	400	2,571	76	390	22	189	13,549
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	1	0	0	0	1	7
School Psychology - School Psychologist	917	3	36	42	1	4	2	48	1,053
Speech-Language Pathology and Audiology - Audiologist	1,193	3	59	205	3	17	3	28	1,511
Speech-Language Pathology and Audiology - Audiology Assistant	161	0	56	3	0	1	0	1	222
Speech-Language Pathology and Audiology - Provisional Audiologist	8	0	0	6	0	0	0	0	14
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	652	0	0	76	0	0	0	0	728
Speech-Language Pathology and Audiology - Speech-Language Pathologist	10,750	15	491	1,401	14	242	20	164	13,097
Speech-Language Pathology and Audiology - Speech-Language Pathology Assistant	1,848	7	500	55	2	42	0	14	2,468

**Table 1: Summary of Licensed Practitioners - continued**

Profession	In State Active	In State Inactive	In State Delinquent	Out of State Active	Out of State Inactive	Out of State Delinquent	Military Active	Retired	Total
Telehealth Provider - Out of State	0	0	0	6,875	0	0	0	0	6,875
<b>Totals</b>	<b>1,094,460</b>	<b>4,306</b>	<b>109,925</b>	<b>145,411</b>	<b>5,142</b>	<b>26,843</b>	<b>2,392</b>	<b>28,593</b>	<b>1,417,072</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 to preserve the health, safety, and welfare of the public. MQA continuously improves the licensure and regulation process for over 24,000 health care facilities and establishments.

Profession	Total
Dentistry - Dental Laboratory	830
Electrolysis Council - Electrolysis Facility	359
Massage Therapy - Massage Establishment	8,709
Medicine - Office Surgery Registration	691
Medicine - Pain Management Clinic	203
Medicine - Pain Management Clinic Exempt	728
Opticianry - Optical Establishment Permit	1,606
Pharmacy - Nonresident Sterile Compounding Pharmacy	189
Pharmacy - Pharmacy	10,396
Pharmacy - Resident Sterile Compounding Pharmacy	440
<b>Totals</b>	<b>24,151</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.

Profession	Active Providers as of 06/30/2021 (Board/Rule/Statute)	Active Providers as of 06/30/2021 (Full and Single Status)	Active Providers as of 06/30/2021	New Provider Applications	New Provider Approved Applications	Approved Applications (Received outside 07/01/2020 06/30/2021 timeframe)	Submitted Courses	Approved New Coursed Routed to Board for Review	Approved New Courses Auto-Approved
Acupuncturist	174	158	16	27	28	1	590	487	103
Athletic Trainer	117	13	104	5	3	2	746	4	742
Chiropractic Medicine	32	32	0	8	4	2	938	938	0
Clinical Laboratory Personnel	128	116	12	6	7	2	2,306	21	2,285
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	628	470	158	54	59	7	5,747	96	5,651
Dentistry	402	176	226	23	22	3	1,530	37	1,493
Hearing Aid Specialists	40	5	35	1	1	0	88	9	79
Massage Therapy	1,104	349	755	60	56	13	1,572	673	899
Medicine	284	0	284	16	15	1	20,595	32	20,563
Nursing	888	809	79	90	111	24	18,283	180	18,103
Nursing Home Administrators	91	91	0	5	8	3	677	25	652
Occupational Therapy	231	162	69	15	24	6	3,572	68	3,504
Opticianry	21	21	0	1	2	1	214	214	0
Optometry	119	112	7	20	18	2	439	432	7
Orthotists and Prosthetists	22	2	20	0	0	0	19	1	18
Osteopathic Medicine	132	0	132	5	3	0	8,882	0	8,882
Physical Therapy Practice	1,260	1,172	88	72	75	3	3,840	2,323	1,517
Podiatric Medicine	50	10	40	4	5	1	449	45	404
Psychology	232	100	132	12	9	3	2,858	9	2,849
Respiratory Care	175	88	87	12	15	3	1,050	70	980
Speech-Language Pathology and Audiology	588	77	511	27	29	2	3,893	8	3,885
Council of Dietetics and Nutrition	131	0	131	4	4	0	704	0	704
Council of Licensed Midwifery	16	2	14	0	1	1	18	1	17
Council of Medical Physicists	9	0	9	1	1	0	65	0	65
Electrolysis Council	28	9	19	0	0	0	11	0	11



**Table 3: Recognized Continuing Education Providers - continued**

<b>Profession</b>	<b>Active Providers as of 06/30/2021 (Board/Rule/Statute)</b>	<b>Active Providers as of 06/30/2021 (Full and Single Status)</b>	<b>Active Providers as of 06/30/2021</b>	<b>New Provider Applications</b>	<b>New Provider Approved Applications</b>	<b>Approved Applications (Received outside 07/01/2020 06/30/2021 timeframe)</b>	<b>Submitted Courses</b>	<b>Approved New Coursed Routed to Board for Review</b>	<b>Approved New Courses Auto-Approved</b>
Office of Dental Laboratories	21	18	3	0	0	0	228	0	228
Office of School Psychology	42	14	28	3	0	0	741	0	741
Physician Assistants	134	0	134	8	10	3	2,376	0	2,376
<b>Totals</b>	<b>7,099</b>	<b>4,006</b>	<b>3,093</b>	<b>479</b>	<b>510</b>	<b>83</b>	<b>82,431</b>	<b>5,673</b>	<b>76,758</b>

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

MQA helps health care practitioners get to work quickly by easing regulatory burdens whenever necessary. Health care practitioner applications are carefully examined to ensure every practitioner in the state meets the requirements for safe practice. During FY 2020-21, MQA received 163,960 applications and issued 120,996 licenses.

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Acupuncturist	154	0	96
Athletic Trainer	393	0	357
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	80	0	59
Chiropractic Medicine - Chiropractic Faculty Certificate	2	0	3
Chiropractic Medicine - Chiropractic Physician	548	0	433
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1,844	0	1,087
Clinical Laboratory Personnel - Clinical Laboratory Trainee	451	0	387
Clinical Laboratory Personnel - Clinical Laboratory Training Program	5	0	2
Clinical Social Work - Licensed Clinical Social Worker	1,556	0	1,271
Clinical Social Work - Provisional Clinical Social Worker Licensee	16	0	17
Clinical Social Work - Registered Clinical Social Worker Intern	1,411	0	1,338
Dentistry - Dental Expert Witness Certificate	38	0	40
Dentistry - Dental Hygienist	1,382	0	1,253
Dentistry - Dental Laboratory	58	0	46
Dentistry - Dental Radiographer	832	0	553
Dentistry - Dental Residency Permits	132	0	137
Dentistry - Dental Teaching Permits	30	0	25
Dentistry - Dental Temporary Certificate	9	0	6
Dentistry - Health Access Dental	20	0	8
Dentistry - Dentist	1,196	0	1,116
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	785	40	706
Electrolysis Council - Electrologist	344	3	295
Electrolysis Council - Electrolysis Facility	66	0	58
Emergency Medical Services - Emergency Allergy Treatment Licensee	17	0	16
Emergency Medical Services - Emergency Medical Technician	5,193	4	4,510
Emergency Medical Services - Paramedic	2,102	50	2,016
Hearing Aid Specialists - Hearing Aid Specialist	84	24	57
Hearing Aid Specialists - Hearing Aid Specialist Trainee	90	0	73
Marriage and Family Therapy - Licensed Marriage and Family Therapist	380	0	269
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	3	0	3

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

<b>Profession</b>	<b>Initial Applications Received</b>	<b>Initial Re-Exam Applications Received</b>	<b>Initial Licenses Issued</b>
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	250	0	191
Massage Therapy - Approved Massage School	18	0	2
Massage Therapy - Massage Establishment	1,197	0	1,056
Massage Therapy - Massage Therapist	2,960	0	2,495
Massage Therapy - Massage Therapy Apprentice	1	0	1
Medical Physicist - Diagnostic Radiological Physicist	3	0	3
Medical Physicist - Medical Health Physicist	4	0	0
Medical Physicist - Medical Nuclear Radiological Physicist	1	0	0
Medical Physicist - Medical Physicist In Training	33	0	30
Medical Physicist - Therapeutic Radiological Physicist	37	0	36
Medicine - Anesthesiologist Assistants	81	0	73
Medicine - House Physician	140	0	148
Medicine - Limited License Medical Doctor	54	0	10
Medicine - Medical Doctor	6,212	0	5,410
Medicine - Medical Doctor Expert Witness Certificate	1,002	0	977
Medicine - Medical Doctor Public Health Certificate	1	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	2	0	0
Medicine - Medical Faculty Certificate	19	0	13
Medicine - Office Surgery Registration	98	0	94
Medicine - Pain Management Clinic	20	0	20
Medicine - Pain Management Clinic Exempt	87	0	68
Medicine - Physician Assistant	1,395	0	1,266
Medicine - Resident Registration	1,940	0	2,084
Medicine - Temporary Area of Critical Need- Medical Doctor	116	0	88
Mental Health Counseling - Licensed Mental Health Counselor	1,769	0	1,272
Mental Health Counseling - Provisional Mental Health Counselor Licensee	51	0	50
Mental Health Counseling - Registered Mental Health Counselor Intern	1,728	0	1,513
Midwifery - Midwife	22	0	19
Nursing - Advanced Practice Registered Nurse	6,596	0	6,164
Nursing - Certified Nursing Assistant Programs	41	0	39
Nursing - Certified Nursing Assistant	26,241	5,654	16,823
Nursing - Licensed Practical Nurse	6,243	1,370	4,791
Nursing - Nursing Education Program- PN	27	0	16
Nursing - Nursing Education Program- RN	52	0	42
Nursing - Registered Nurse	37,026	7,459	30,707
Nursing Home Administrators - Nursing Home Administrator	253	32	128
Occupational Therapy Practice - Occupational Therapist	1,073	0	1,000



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

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Occupational Therapy Practice - Occupational Therapy Assistant	617	0	556
Opticianry - Apprentice Optician	282	0	193
Opticianry - Optical Establishment Permit	62	0	57
Opticianry - Optician	164	0	160
Optometry - Optometric Faculty Certificate	1	0	0
Optometry - Optometrist	177	0	114
Orthotists and Prosthetists - Orthotic Fitter	8	0	3
Orthotists and Prosthetists - Orthotic Fitter Assistant	4	0	4
Orthotists and Prosthetists - Orthotic Resident	13	0	13
Orthotists and Prosthetists - Orthotic-Prosthetic Resident	2	0	2
Orthotists and Prosthetists - Orthotist	10	0	10
Orthotists and Prosthetists - Pedorthist	6	0	5
Orthotists and Prosthetists - Prosthetic Residents	12	0	12
Orthotists and Prosthetists - Prosthetist	7	0	5
Orthotists and Prosthetists - Prosthetist-Orthotist	25	0	21
Osteopathic Medicine - Osteopathic Physician	1,096	0	992
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	21	0	22
Osteopathic Medicine - Osteopathic Resident Registration	628	0	626
Osteopathic Medicine - Temporary Area of Critical Need - Osteopathic	1	0	0
Pharmacy - Consultant Pharmacist	339	0	322
Pharmacy - Nonresident Sterile Compounding Pharmacy	30	0	20
Pharmacy - Nuclear Pharmacist	9	0	8
Pharmacy - Pharmacist	2,211	0	1,644
Pharmacy - Pharmacist Intern	1,435	0	1,270
Pharmacy - Pharmacy	697	0	616
Pharmacy - Registered Pharmacy Technician	7,344	0	6,683
Pharmacy - Resident Sterile Compounding Pharmacy	39	0	28
Physical Therapy Practice - Physical Therapist	1,768	382	1,417
Physical Therapy Practice - Physical Therapist Assistant	1,143	697	921
Podiatric Medicine - Certified Podiatric X-Ray Assistant	93	0	77
Podiatric Medicine - Podiatric Physician	139	0	106
Podiatric Medicine - Podiatric Resident Registration	53	0	54
Psychology - Limited License Psychologist	3	0	0
Psychology - Provisional Psychologist	20	0	17
Psychology - Psychologist	520	137	326
Radiologic Technology - Radiologic Technologist	2,440	67	2,058
Radiologic Technology - Radiologist Assistant	5	0	4
Respiratory Care - Certified Respiratory Therapist	381	0	311

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

Profession	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
Respiratory Care - Registered Respiratory Therapist	1,998	0	1,882
School Psychology - School Psychologist	84	0	79
Speech-Language Pathology and Audiology - Audiologist	113	0	120
Speech-Language Pathology and Audiology - Audiology Assistant	36	0	28
Speech-Language Pathology and Audiology - Provisional Audiologist	26	0	18
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	557	0	566
Speech-Language Pathology and Audiology - Speech-Language Pathologist	1,169	0	1,198
Speech-Language Pathology and Audiology - Speech-Language Pathology Assistant	661	0	545
Telehealth Provider - Out of State	5,578	0	5,017
<b>Totals</b>	<b>148,041</b>	<b>15,919</b>	<b>120,996</b>

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

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

Health care practitioners may choose to upgrade a license to show greater qualifications after their initial license is issued. An upgraded license can serve the public better by offering additional professional options. During FY 2020-21, MQA issued 22,226 upgraded health care practitioner licenses.

Profession	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
Chiropractic Medicine - Chiropractic Physician	Acupuncture Added	28	26
Clinical Laboratory Personnel - Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	513	362
Dentistry - Dentist	Sedation Permit Issued	94	71
Massage Therapy - Massage Therapist	Colonics Added	4	2
Nursing - Advanced Practice Registered Nurse	Upgrade to Autonomous Practice APRN	4,588	3,904
Nursing - Licensed Practical Nurse	Nurse Licensure Compact Multistate License	2,142	1,660
Nursing - Registered Nurse	Nurse Licensure Compact Multistate License	16,728	14,412
Opticianry - Optician	Upgrade to Certified	51	52
Pharmacy - Pharmacist	Certified to Administer Immunizations	1,601	1,568
Pharmacy - Pharmacist	Collaborative Practice Certification	28	21
Pharmacy - Pharmacist	Test and Treat Certification	5	4
Radiologic Technology - Radiologic Technologist	Additional Certification	151	144
<b>Totals</b>		<b>25,933</b>	<b>22,226</b>

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

## Table 6: Online Renewals

MQA uses an efficient online renewal process to serve the 1.41 million health care practitioners and facilities in Florida. Most practitioners and facilities are required to renew their license every two years to remain in good standing. MQA renewed 568,485 licenses during FY 2020-21, with 96.28 percent of renewals occurring online.

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage
Acupuncturist	12	0	12	100.00
Athletic Trainer	81	2,043	2,136	99.44
Certified Social Workers - Certified Master Social Worker	0	6	6	100.00
Chiropractic Medicine - Chiropractic Physician	56	0	64	87.50
Clinical Laboratory Personnel - Clinical Laboratory Personnel	152	8,394	8,610	99.26
Clinical Social Work - Licensed Clinical Social Worker	55	11,952	12,097	99.26
Dentistry - Dental Hygienist	44	0	46	95.65
Dentistry - Dental Laboratory	5	0	8	62.50
Dentistry - Dentist	21	0	25	84.00
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	38	4,888	4,939	99.74
Dietetics and Nutrition Practice Council - Nutrition Counselor	0	54	57	94.74
Electrolysis Council - Electrologist	41	133	181	96.13
Electrolysis Council - Electrolysis Facility	17	25	51	82.35
Emergency Medical Services - Emergency Medical Technician	1	28,891	32,257	89.57
Emergency Medical Services - Paramedic	1	22,611	31,103	72.70
Hearing Aid Specialists - Hearing Aid Specialist	10	924	938	99.57
Marriage and Family Therapy - Licensed Marriage and Family Therapist	12	2,358	2,401	98.71
Massage Therapy - Massage Establishment	2	2,160	2,217	97.52
Massage Therapy - Massage Therapist	249	8,057	8,350	99.47
Medical Physicist - Diagnostic Radiological Physicist	2	102	104	100.00
Medical Physicist - Medical Health Physicist	0	34	34	100.00
Medical Physicist - Medical Nuclear Radiological Physicist	1	51	52	100.00
Medical Physicist - Therapeutic Radiological Physicist	4	400	407	99.26
Medicine - Medical Doctor	266	34,089	34,646	99.16
Medicine - Physician Assistant	38	3	44	93.18
Medicine - Temporary Area of Critical Need- Medical Doctor	3	0	3	100.00
Mental Health Counseling - Licensed Mental Health Counselor	53	13,264	13,424	99.20
Midwifery - Midwife	3	0	3	100.00

**Table 6: Online Renewals - continued**

Profession	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage
Nursing - Advanced Practice Registered Nurse	259	21,636	21,992	99.56
Nursing - Certified Nursing Assistant	4,544	64,081	70,038	97.98
Nursing - Licensed Practical Nurse	382	22,862	23,440	99.16
Nursing - Registered Nurse	4,513	187,823	193,358	99.47
Nursing Home Administrators - Nursing Home Administrator	16	1,340	1,362	99.56
Occupational Therapy Practice - Occupational Therapist	62	9,412	9,511	99.61
Occupational Therapy Practice - Occupational Therapy Assistant	66	5,577	5,660	99.70
Opticianry - Optician	14	3,755	3,805	99.05
Optometry - Optometric Faculty Certificate	0	0	6	0.00
Optometry - Optometrist	6	3,485	3,524	99.06
Orthotists and Prosthetists - Orthotic Fitter	1	0	1	100.00
Orthotists and Prosthetists - Orthotist	1	0	1	100.00
Orthotists and Prosthetists - Pedorthist	2	0	2	100.00
Orthotists and Prosthetists - Prosthetist-Orthotist	1	0	1	100.00
Osteopathic Medicine - Osteopathic Physician	47	0	49	95.92
Pharmacy - Consultant Pharmacist	25	2,905	2,939	99.69
Pharmacy - Nuclear Pharmacist	1	0	1	100.00
Pharmacy - Pharmacist	62	1,914	2,007	98.46
Pharmacy - Pharmacy	0	6,948	9,646	72.03
Pharmacy - Registered Pharmacy Technician	649	36,861	37,581	99.81
Pharmacy - Resident Sterile Compounding Pharmacy	0	386	423	91.25
Physical Therapy Practice - Physical Therapist	52	0	54	96.30
Physical Therapy Practice - Physical Therapist Assistant	31	0	32	96.88
Podiatric Medicine - Certified Podiatric X-Ray Assistant	9	0	11	81.82
Podiatric Medicine - Podiatric Physician	12	0	14	85.71
Psychology - Psychologist	23	130	171	89.47
Radiologic Technology	689	12,534	13,318	99.29
Radiologic Technology - Radiologist Assistant	1	20	21	100.00
Respiratory Care - Certified Respiratory Therapist	26	2,225	2,260	99.60
Respiratory Care - Registered Respiratory Therapist	94	10,108	10,216	99.86
Respiratory Care - Respiratory Care Practitioner Critical Care	0	16	17	94.12



**Table 6: Online Renewals - continued**

<b>Profession</b>	<b>Delinquent Renewals Processed Online</b>	<b>On-Time Renewals Processed Online</b>	<b>Total Renewals Processed</b>	<b>Online Renewal Usage Percentage</b>
Respiratory Care - Respiratory Care Practitioner Non-Critical Care	0	3	3	100.00
School Psychology - School Psychologist	2	0	2	100.00
Speech-Language Pathology and Audiology - Audiologist	3	0	3	100.00
Speech-Language Pathology and Audiology - Speech-Language Pathologist	52	0	54	96.30
Speech-Language Pathology and Audiology - Speech-Language Pathology Assistant	37	0	37	100.00
<b>Totals</b>	<b>12,849</b>	<b>534,460</b>	<b>568,485</b>	<b>96.28</b>

**Note:**

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

## Table 7: Emergency Orders Issued

PSU reviews cases where a health care practitioner may pose an immediate serious danger to public health, safety, or welfare. If a health care practitioner poses a threat to the public or themselves, under section 120.60(6), Florida Statutes, the Department may restrict or suspend a health care practitioner license through an emergency order. During FY 2020-21, the Department issued 222 emergency orders.

Profession	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
Acupuncturist	2	0	2
Chiropractic Medicine - Chiropractic Physician	2	0	2
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1	0	1
Emergency Medical Services - Emergency Medical Technician	2	1	3
Emergency Medical Services - Paramedic	2	2	4
Massage Therapy - Massage Therapist	25	1	26
Medicine - Medical Doctor	19	6	25
Medicine - Office Surgery Registration	0	1	1
Medicine - Physician Assistant	1	0	1
Nursing - Advanced Practice Registered Nurse	0	1	1
Nursing - Certified Nursing Assistant	7	34	41
Nursing - Licensed Practical Nurse	15	10	25
Nursing - Registered Nurse	47	10	57
Nursing Home Administrators - Nursing Home Administrator	6	0	6
Osteopathic Medicine - Osteopathic Physician	0	1	1
Pharmacy - Consultant Pharmacist	0	1	1
Pharmacy - Pharmacist	0	8	8
Pharmacy - Registered Pharmacy Technician	1	11	12
Physical Therapy Practice - Physical Therapist	1	0	1
Radiologic Technology - Radiologic Technologist	1	0	1
Respiratory Care - Registered Respiratory Therapist	1	0	1
School Psychology - School Psychologist	2	0	2
<b>Totals</b>	<b>135</b>	<b>87</b>	<b>222</b>

**Note:**

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 2020-21, MQA received 31,897 complaints and completed 4,427 investigations.

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Acupuncturist	3	28	10	0	11	0
Athletic Trainer	0	17	3	0	3	0
Certified Social Workers - Certified Master Social Worker	0	1	0	0	0	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	4	1	0	1	0
Chiropractic Medicine - Chiropractic Physician	7	175	42	0	38	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	16	10	1	6	0
Clinical Social Work - Licensed Clinical Social Worker	3	80	17	1	17	0
Clinical Social Work - Registered Clinical Social Worker Intern	0	26	5	0	6	0
Dentistry - Dental Expert Witness Certificate	0	1	0	0	0	0
Dentistry - Dental Hygienist	0	12	6	1	6	0
Dentistry - Dental Laboratory	0	8	4	0	2	799
Dentistry - Dental Radiographer	0	12	4	0	3	0
Dentistry - Dental Teaching Permits	0	2	0	0	0	0
Dentistry - Dentist	216	685	207	3	182	545
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	0	6	0	0	1	0
Electrolysis Council - Electrologist	0	18	12	0	7	0
Electrolysis Council - Electrolysis Facility	0	11	10	0	3	251
Emergency Medical Services - Emergency Technician	1	82	53	0	33	0
Emergency Medical Services - Paramedic	1	96	52	0	51	0
Hearing Aid Specialists - Hearing Aid Specialist	0	26	11	0	10	0

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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	19	8	0	7	0
Marriage and Family Therapy - Provisional Marriage and Family Therapist Licensee	0	1	0	0	0	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	9	3	1	4	0
Massage Therapy - Massage Establishment	1	545	412	20	376	8,638
Massage Therapy - Massage Therapist	5	1,155	260	14	215	0
Medical Physicist - Medical Physicist In Training	0	1	1	0	0	0
Medical Physicist - Therapeutic Radiological Physicist	0	1	1	0	0	0
Medicine - Anesthesiologist Assistants	0	10	1	0	1	0
Medicine - House Physician	0	10	1	0	1	0
Medicine - Medical Doctor	2,321	3,563	750	30	663	1
Medicine - Medical Doctor Expert Witness Certificate	0	4	1	0	1	0
Medicine - Medical Faculty Certificate	0	1	0	0	0	0
Medicine - Office Surgery Registration	4	43	37	2	31	169
Medicine - Pain Management Clinic	0	29	4	2	6	113
Medicine - Physician Assistant	69	201	45	2	45	0
Medicine - Resident Registration	6	108	8	0	8	0
Medicine - Temporary Area of Critical Need- Medical Doctor	10	53	16	1	13	0
Mental Health Counseling - Licensed Mental Health Counselor	5	169	44	0	47	0



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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Mental Health Counseling - Provisional Mental Health Counselor Licensee	0	4	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	35	9	0	8	0
Midwifery - Midwife	6	25	16	0	15	0
Non-Jurisdictional Complaints - AHCA ENFORCEMENT-Non-Jurisdictional Complaints	35	573	2	2	2	0
Nursing - Advanced Practice Registered Nurse	94	1,089	131	6	121	0
Nursing - Certified Nursing Assistant	13	6,955	556	3	528	0
Nursing - Licensed Practical Nurse	26	4,271	314	3	320	0
Nursing - Registered Nurse	101	9,097	840	10	824	0
Nursing Home Administrators - Nursing Home Administrator	1	50	16	0	17	0
Occupational Therapy Practice - Occupational Therapist	0	16	4	1	4	0
Occupational Therapy Practice - Occupational Therapy Assistant	0	19	5	0	4	0
Opticianry - Apprentice Optician	0	1	1	0	1	0
Opticianry - Optical Establishment Permit	0	25	8	5	3	1,009
Opticianry - Optician	0	12	1	0	1	0
Optometry - Optometrist	7	35	9	2	11	0
Orthotists and Prosthetists - Orthotic Fitter	0	4	1	0	1	0
Orthotists and Prosthetists - Orthotic Fitter Assistant	0	2	0	0	0	0
Orthotists and Prosthetists - Orthotic Resident	0	1	0	0	0	0
Orthotists and Prosthetists - Orthotist	0	1	0	0	0	0
Orthotists and Prosthetists - Pedorthist	0	4	0	0	0	0
Orthotists and Prosthetists - Prosthetic Residents	0	1	0	0	0	0

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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Orthotists and Prosthetists - Prosthetist	0	1	0	0	0	0
Orthotists and Prosthetists - Prosthetist - Orthotist	0	10	1	0	2	0
Osteopathic Medicine - Osteopathic Limited License	0	1	0	0	0	0
Osteopathic Medicine - Osteopathic Physician	243	707	84	5	81	0
Osteopathic Medicine - Osteopathic Resident Registration	4	23	1	0	0	0
Pharmacy - Consultant Pharmacist	0	45	15	1	12	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	33	15	0	14	14
Pharmacy - Nuclear Pharmacist	0	5	4	0	4	0
Pharmacy - Pharmacist	4	374	169	10	130	0
Pharmacy - Pharmacist Intern	0	9	7	1	7	0
Pharmacy - Pharmacy	0	634	384	28	346	5,677
Pharmacy - Registered Pharmacy Technician	0	81	31	3	26	0
Pharmacy - Resident Sterile Compounding Pharmacy	0	41	21	6	17	213
Physical Therapy Practice - Physical Therapist	6	74	17	1	17	0
Physical Therapy Practice - Physical Therapist Assistant	1	47	15	1	14	0
Podiatric Medicine - Certified Pod X-Ray Assistant	0	8	0	0	0	0
Podiatric Medicine - Podiatric Physician	61	72	8	0	7	0
Podiatric Medicine - Podiatric Resident Registration	0	7	0	7	0	0
Psychology - Provisional Psychologist	0	1	0	0	0	0
Psychology - Psychologist	0	109	19	0	20	0
Radiologic Technology - Radiologic Technologist	3	88	48	0	48	0

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

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
Respiratory Care - Certified Respiratory Therapist	0	16	2	0	0	0
Respiratory Care - Registered Respiratory Therapist	5	38	17	0	19	0
School Psychology - School Psychologist	0	5	1	0	1	0
Speech-Language Pathology and Audiology - Audiologist	0	6	1	0	0	0
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	0	1	1	0	1	0
Speech-Language Pathology and Audiology - Speech-Language Pathologist	1	13	3	0	3	0
<b>Totals</b>	<b>3,263</b>	<b>31,897</b>	<b>4,816</b>	<b>173</b>	<b>4,427</b>	<b>17,429</b>

**Notes:**

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

Legally Sufficient excludes two found not legally sufficient following the commencement of an investigation.

Investigations completed include two found not legally sufficient upon completion of the 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.

Completed Inquiries - The total number of complaints referred for investigation and not proceeding to Prosecution Services.

## Table 9: Probable Cause Actions

Each board or the Department has a designated panel to determine a probable cause or sufficient evidence to bring formal charges against a licensed health care practitioner. During FY 2020-21, probable cause was found in 1,301 cases.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
Acupuncturist	9	5	4
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	0	0
Chiropractic Medicine - Chiropractic Physician	23	19	16
Clinical Laboratory Personnel - Clinical Laboratory Personnel	8	3	3
Clinical Social Work - Licensed Clinical Social Worker	14	12	10
Clinical Social Work - Registered Clinical Social Worker Intern	4	5	4
Dentistry - Dental Hygienist	3	3	2
Dentistry - Dental Laboratory	5	2	1
Dentistry - Dental Radiographer	4	2	1
Dentistry - Dental Teaching Permits	5	0	0
Dentistry - Dentist	197	30	29
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	1	0	0
Electrolysis Council - Electrologist	14	1	1
Electrolysis Council - Electrolysis Facility	8	0	0
Emergency Medical Services - Emergency Medical Technician	17	30	26
Emergency Medical Services - Paramedic	38	34	34
Hearing Aid Specialists - Hearing Aid Specialist	10	2	2
Hearing Aid Specialists - Hearing Aid Specialist Trainee	1	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	7	2	2
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	5	2	2
Massage Therapy - Massage Establishment	138	38	39
Massage Therapy - Massage Therapist	109	150	134
Massage Therapy - Massage Therapy Apprentice	1	0	0
Medicine - Anesthesiologist Assistants	3	0	0
Medicine - House Physician	0	2	2
Medicine - Medical Doctor	611	165	155
Medicine - Medical Doctor Expert Witness Certificate	1	0	0
Medicine - Office Surgery Registration	1	0	0
Medicine - Pain Management Clinic	7	0	0
Medicine - Physician Assistant	42	9	10
Medicine - Resident Registration	4	0	0
Medicine - Temporary Area of Critical Need- Medical Doctor	11	4	4
Mental Health Counseling - Licensed Mental Health Counselor	29	15	13
Mental Health Counseling - Registered Mental Health Counselor Intern	8	4	4
Nursing - Advanced Practice Registered Nurse	98	22	20
Nursing - Certified Nursing Assistant	355	164	158



**Table 9: Probable Cause Actions - continued**

<b>Profession</b>	<b>No Probable Cause Found</b>	<b>Probable Cause Found</b>	<b>Administrative Complaints Filed</b>
Nursing - Licensed Practical Nurse	263	98	92
Nursing - Registered Nurse	588	303	277
Nursing Home Administrators - Nursing Home Administrator	23	1	0
Occupational Therapy Practice - Occupational Therapist	4	2	2
Occupational Therapy Practice - Occupational Therapy Assistant	6	5	5
Opticianry - Apprentice Optician	2	0	0
Opticianry - Optical Establishment Permit	10	0	0
Opticianry - Optician	2	1	1
Optometry - Optometrist	7	2	2
Orthotists and Prosthetists - Prosthetist-Orthotist	1	0	0
Osteopathic Medicine - Osteopathic Physician	68	18	17
Pharmacy - Consultant Pharmacist	7	3	3
Pharmacy - Nonresident Sterile Compounding Pharmacy	15	0	0
Pharmacy - Nuclear Pharmacist	1	0	0
Pharmacy - Pharmacist	84	34	35
Pharmacy - Pharmacist Intern	1	2	1
Pharmacy - Pharmacy	124	24	21
Pharmacy - Registered Pharmacy Technician	12	21	17
Pharmacy - Resident Sterile Compounding Pharmacy	6	6	6
Physical Therapy Practice - Physical Therapist	20	7	6
Physical Therapy Practice - Physical Therapist Assistant	4	9	9
Podiatric Medicine - Certified Podiatric X-Ray Assistant	3	0	0
Podiatric Medicine - Podiatric Physician	5	2	2
Psychology - Psychologist	10	2	2
Radiologic Technology - Radiologic Technologist	19	27	26
Respiratory Care - Certified Respiratory Therapist	1	1	1
Respiratory Care - Registered Respiratory Therapist	11	4	4
School Psychology - School Psychologist	3	1	1
Speech-Language Pathology and Audiology - Speech-Language Pathologist	1	2	2
Speech-Language Pathology and Audiology - Speech-Language Pathology Assistant	1	0	0
<b>Totals</b>	<b>3,094</b>	<b>1,301</b>	<b>1,208</b>

**Note:**

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 the law, the boards or Department may impose discipline on health care practitioners. The boards and Department have a variety of sanctions, such as fines, reprimands, probations, and suspensions available through the disciplinary process. In FY 2020-21, final orders were issued in 1,496 cases against health care practitioners.

Profession	Voluntary		Limitations-				Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
	Revocations	Surrenders	Suspensions	Probations	Obligations						
Acupuncturist	0	2	0	0	1	1	0	0	0	3	
Chiropractic Medicine - Chiropractic Physician	1	5	4	1	6	8	1	1	5	15	
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	0	1	0	1	1	1	0	2	2	
Clinical Social Work - Licensed Clinical Social Worker	0	4	0	0	2	2	2	0	3	6	
Clinical Social Work - Registered Clinical Social Worker Intern	1	1	1	0	0	1	0	0	1	3	
Dentistry - Dental Hygienist	1	1	0	1	0	1	1	0	1	3	
Dentistry - Dental Laboratory	0	0	0	0	2	2	0	0	1	2	
Dentistry - Dental Radiographer	1	4	0	0	0	0	0	0	2	5	
Dentistry - Dentist	1	8	4	1	17	18	3	1	16	30	
Dietetics and Nutrition Practice Council - Dietetics/ Nutritionist	0	0	0	0	1	1	1	0	0	1	
Electrolysis Council - Electrologist	0	1	0	0	0	0	0	0	0	1	
Emergency Medical Services - Emergency Medical Technician	4	9	8	1	8	10	8	0	5	28	
Emergency Medical Services - Paramedic	3	5	9	0	9	7	8	0	1	24	
Hearing Aid Specialists - Hearing Aid Specialist	1	1	2	0	0	1	0	0	0	4	

**Table 10: Disciplinary Cases - continued**

Profession	Voluntary				Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
	Revocations	Surrenders	Suspensions	Probations						
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	1	0	0	1	1	0	0	1	2
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	0	0	2	0	3	2	2	0	0	4
Massage Therapy - Massage Establishment	13	4	4	0	8	13	10	197	32	28
Massage Therapy - Massage Therapist	59	46	13	0	37	87	32	0	41	152
Medicine - House Physician	1	1	0	0	0	0	0	0	0	2
Medicine -	9	20	27	5	70	91	29	0	25	130
Medicine - Physician Assistant	1	0	1	0	4	5	1	0	2	6
Medicine - Temporary Area of Critical Need- Medical Doctor	0	0	0	0	1	1	0	0	0	1
Mental Health Counseling - Licensed Mental Health Counselor	3	2	0	0	4	5	3	1	2	9
Mental Health Counseling - Registered Mental Health Counselor Intern	1	0	1	0	2	4	2	0	2	4
Midwifery - Midwife	0	0	0	0	2	1	1	0	0	2
Nursing - Advanced Practice Registered Nurse	1	2	11	2	11	7	6	0	5	25
Nursing - Certified Nursing Assistant	121	23	35	17	30	24	36	0	36	226
Nursing - Licensed Practical Nurse	40	9	52	10	17	12	15	0	26	124
Nursing - Registered Nurse	41	52	230	34	73	45	56	0	65	403

**Table 10: Disciplinary Cases - continued**

Profession	Voluntary			Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
	Revocations	Surrenders	Suspensions							
Nursing Home Administrators - Nursing Home Administrator	0	1	1	0	1	1	0	0	1	2
Occupational Therapy Practice - Occupational Therapist	1	0	0	2	0	2	1	0	1	3
Occupational Therapy Practice - Occupational Therapy Assistant	0	0	1	1	0	1	1	0	2	2
Opticianry - Apprentice Optician	0	1	0	0	0	0	0	0	0	1
Opticianry - Optical Establishment Permit	1	0	0	0	0	1	0	0	1	1
Opticianry - Optician	1	0	0	0	0	0	0	0	1	1
Optometry - Optometrist	0	0	0	1	0	1	0	0	0	2
Osteopathic Medicine - Osteopathic Physician	2	5	5	4	11	19	8	0	5	28
Pain Management Clinics	0	0	0	0	0	0	0	0	1	0
Pharmacy - Consultant Pharmacist	0	0	0	1	0	0	0	0	2	1
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	4	0	0	1	0	1	0	1	5
Pharmacy - Pharmacist	10	5	10	10	20	22	9	0	9	55
Pharmacy - Pharmacist Intern	1	1	1	0	0	0	0	0	1	3
Pharmacy - Pharmacy	7	9	0	9	11	17	9	162	7	36
Pharmacy - Registered Pharmacy Technician	17	12	8	0	2	3	1	0	2	39
Pharmacy - Resident Sterile Compounding Pharmacy	0	1	0	5	4	9	3	0	9	12

**Table 10: Disciplinary Cases - continued**

Profession	Voluntary		Suspensions	Probations	Limitations- Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
	Revocations	Surrenders								
Physical Therapy Practice - Physical Therapist	4	2	3	1	3	8	2	0	0	13
Physical Therapy Practice - Physical Therapist Assistant	7	2	2	0	3	9	1	0	2	13
Podiatric Medicine - Podiatric Physician	0	0	0	0	1	1	1	0	0	1
Psychology - Psychologist	1	2	1	0	2	2	1	0	2	5
Radiologic Technology - Radiologic Technologist	1	3	8	2	11	15	12	0	6	19
Respiratory Care - Certified Respiratory Therapist	0	0	1	1	0	1	1	0	1	2
Respiratory Care - Registered Respiratory Therapist	0	1	4	0	0	1	2	0	1	5
School Psychology - School Psychologist	0	0	0	0	0	0	0	0	1	0
Speech-Language Pathology and Audiology - Audiologist	0	1	0	0	0	0	0	0	0	1
Speech-Language Pathology and Audiology - Speech-Language Pathologist	0	0	0	1	0	1	1	0	0	1
<b>Totals</b>	<b>356</b>	<b>251</b>	<b>450</b>	<b>110</b>	<b>380</b>	<b>465</b>	<b>272</b>	<b>362</b>	<b>333</b>	<b>1,496</b>

**Note:**

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



## Table 11: Medical Malpractice Claims

The Office of Insurance Regulation provides the Department with electronic access to all information received related to persons licensed under Chapter 458, Chapter 459, Chapter 461, or Chapter 466, as required in section 627.912(3), Florida Statutes. The Department reviews each report and determines whether any of the incidents that resulted in the claim potentially involved conduct by the licensee 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	1	6	0	0	0	0	0
Clinical Social Work - Licensed Clinical Social Worker	0	3	0	0	0	0	0
Dentistry - Dentist	10	181	0	0	0	6	44
Emergency Medical Services - Emergency Medical Technician	0	1	0	0	0	0	0
Emergency Medical Services - Paramedic	0	1	0	0	0	0	0
Massage Therapy - Massage Establishment	1	0	0	0	0	0	0
Massage Therapy - Massage Therapist	0	5	0	0	0	0	0
Medicine - Medical Doctor	331	1,583	55	5	0	9	51
Medicine - Office Surgery Registration	0	1	0	0	0	0	0
Medicine - Physician Assistant	15	53	0	0	0	3	3
Medicine - Resident Registration	0	3	2	0	0	0	0
Medicine - Temporary Area of Critical Need - Medical Doctor	1	8	0	0	0	0	0
Mental Health Counseling - Licensed Mental Health Counselor	2	3	0	0	0	0	0
Midwifery - Midwife	0	5	0	0	0	0	0
Non-Jurisdictional Complaints - AHCA ENFORCEMENT-Non-Jurisdictional Complaints	10	7	1	0	0	0	0
Nursing - Advanced Practice Registered Nurse	22	61	6	0	0	0	5
Nursing - Certified Nursing Assistant	1	4	0	0	0	0	0
Nursing - Licensed Practical Nurse	2	3	0	0	0	0	0
Nursing - Registered Nurse	15	47	0	0	0	0	1
Optometry - Optometrist	2	5	0	0	0	0	2
Osteopathic Medicine - Osteopathic Physician	36	167	6	0	0	3	6

**Table 11: Medical Malpractice Claims - 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
Osteopathic Medicine - Osteopathic Resident Registration	1	0	0	0	0	0	0
Pharmacy - Pharmacist	1	1	0	0	0	0	0
Physical Therapy Practice - Physical Therapist	0	6	0	0	0	0	0
Physical Therapy Practice - Physical Therapist Assistant	0	1	0	0	0	0	0
Podiatric Medicine - Podiatric Physician	6	55	0	0	0	0	1
Radiologic Technology - Radiologic Technologist	0	2	0	0	0	0	0
Respiratory Care - Registered Respiratory Therapist	0	3	0	0	0	0	0
Speech-Language Pathology and Audiology - Speech-Language Pathologist	0	1	0	0	0	0	0
<b>Totals</b>	<b>457</b>	<b>2,219</b>	<b>70</b>	<b>5</b>	<b>0</b>	<b>21</b>	<b>113</b>

**Notes:**

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), Florida Statutes.

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), Florida Statutes.

**Table 12: Hospital Annual Report Claims**

There are no data to report.

## Table 13: Unlicensed Activity

MQA's ULA program is dedicated to protecting the people of Florida and remaining at the forefront of health care regulation. The ULA program is tasked with many different functions, from educating the public to conducting complex investigations and issuing cease and desist orders. During FY 2020-21, MQA received 732 complaints and referred 288 complaints to law enforcement.

Profession	Complaints Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Acupuncturist	3	2	0	3	1	0
Athletic Trainer	1	1	0	1	0	0
Chiropractic Medicine - Chiropractic Physician	5	4	0	5	1	1
Clinical Laboratory Personnel - Clinical Laboratory Personnel	5	5	0	5	1	1
Clinical Social Work - Licensed Clinical Social Worker	8	4	0	4	1	1
Clinical Social Work - Registered Clinical Social Worker Intern	1	1	0	1	0	0
Dentistry - Dental Hygienist	4	5	0	4	0	0
Dentistry - Dental Laboratory	5	5	0	4	1	2
Dentistry - Dental Radiographer	0	0	0	1	0	0
Dentistry - Dentist	35	35	1	34	5	8
Dietetics and Nutrition Practice Council - Dietetics/Nutritionist	5	5	0	6	2	2
Dietetics and Nutrition Practice Council - Nutrition Counselor	1	1	0	1	1	1
Electrolysis Council - Electrologist	12	13	0	12	6	6
Electrolysis Council - Electrolysis Facility	12	10	2	9	3	3
Hearing Aid Specialists - Hearing Aid Specialist	2	2	0	1	0	1
Marriage and Family Therapy - Licensed Marriage and Family Therapist	2	1	0	2	0	0
Massage Therapy - Massage Establishment	158	156	8	145	81	81
Massage Therapy - Massage Therapist	139	143	5	150	85	76
Medicine - Medical Doctor	116	94	3	91	15	14

**Table 13: Unlicensed Activity - continued**

Profession	Complaints Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Medicine - Office Surgery Registration	5	6	0	6	1	1
Medicine - Pain Management Clinic	1	1	1	1	0	0
Medicine - Physician Assistant	1	1	0	0	0	0
Mental Health Counseling - Licensed Mental Health Counselor	12	13	0	13	2	2
Mental Health Counseling - Registered Mental Health Counselor Intern	1	1	0	1	0	0
Midwifery - Midwife	1	1	0	1	0	1
Non-Jurisdictional Complaints - AHCA ENFORCEMENT-Non-Jurisdictional Complaints	4	0	0	0	0	0
Nursing - Advanced Practice Registered Nurse	5	3	0	4	1	1
Nursing - Certified Nursing Assistant	18	8	0	10	2	2
Nursing - Licensed Practical Nurse	5	4	0	3	0	0
Nursing - Nursing Education Program - RN	1	0	0	0	0	0
Nursing - Registered Nurse	30	23	0	23	4	5
Nursing Home Administrators - Nursing Home Administrator	1	1	0	0	1	1
Opticianry - Optical Establishment Permit	45	42	2	43	40	40
Opticianry - Optician	26	31	0	31	20	16
Optometry - Optometrist	4	2	1	2	2	2
Osteopathic Medicine - Osteopathic Physician	2	1	0	1	0	0
Pharmacy - Pharmacist	1	1	0	1	1	1
Pharmacy - Pharmacy	12	12	0	12	3	2
Pharmacy - Registered Pharmacy Technician	4	4	0	4	3	3
Physical Therapy Practice - Physical Therapist	4	2	0	2	0	0
Physical Therapy Practice - Physical Therapist Assistant	1	1	0	1	0	0
Podiatric Medicine - Podiatric Physician	1	1	0	1	0	0

**Table 13: Unlicensed Activity - continued**

Profession	Complaints Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
Psychology - Provisional Psychologist	1	1	0	0	0	0
Psychology - Psychologist	18	16	0	18	8	8
Radiologic Technology - Radiologic Technologist	13	12	0	13	6	6
Speech-Language Pathology and Audiology - Provisional Speech-Language Pathologist	1	0	0	0	0	0
<b>Totals</b>	<b>732</b>	<b>675</b>	<b>23</b>	<b>670</b>	<b>297</b>	<b>288</b>

**Note:**

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

**Table 14: Student Loan Defaults**

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 (2020)/HB115 (2020) and was implemented by MQA, effective July 1, 2020.



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

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

Profession	Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance	Unlicensed Act. Cash Balance
Acupuncturist	\$1,173,830	\$75,388	\$307,081	\$942,137	\$(25,431)
Anesthesiologist Assistants	\$203,054	\$113,038	\$65,882	\$250,210	\$5,526
Athletic Trainer	\$394,038	\$308,971	\$200,446	\$502,563	\$47,573
Chiropractic Medicine	\$2,466,124	\$459,160	\$1,046,667	\$1,878,617	\$51,743
Clinical Laboratory Personnel	\$445,644	\$1,195,462	\$861,191	\$779,915	\$304,217
Certified Nursing Assistants	\$(912,303)	\$3,688,256	\$4,778,344	\$(2,002,391)	\$2,183,554
Certified Social Workers, Marriage and Family Therapy, and Mental Health Counseling	\$14,446	\$4,513,690	\$2,728,535	\$1,799,601	\$352,153
Dentistry	\$(2,548,024)	\$693,937	\$2,550,140	\$(4,404,227)	\$(1,250,680)
Dental Hygienist	\$1,534,565	\$195,142	\$489,475	\$1,240,232	\$236,380
Dental Labs	\$357,215	\$13,585	\$43,151	\$327,649	\$(250,367)
Dietetics and Nutrition	\$490,847	\$454,888	\$298,221	\$647,514	\$(277,534)
Electrolysis	\$(1,132,509)	\$144,744	\$311,155	\$(1,298,920)	\$(436,960)
Emergency Medical Services (Emergency Medical Technicians and Paramedics)	\$(5,268,245)	\$2,301,271	\$1,894,333	\$(4,861,307)	\$(18,489)
Hearing Aid Specialists	\$398,838	\$409,889	\$204,411	\$604,316	\$(98,534)
Massage Therapy	\$(12,832,569)	\$1,941,877	\$5,722,633	\$(16,613,325)	\$(4,344,378)
Medical Physicist	\$212,028	\$127,255	\$54,439	\$284,844	\$15,929
Medicine	\$15,413,071	\$19,181,217	\$16,420,956	\$18,173,332	\$(2,500,887)
Midwifery	\$(821,862)	\$19,660	\$129,899	\$(932,101)	\$(107,938)
Nursing	\$10,724,411	\$23,619,931	\$19,716,918	\$14,627,424	\$10,099,873
Nursing Home Administrator	\$615,875	\$635,196	\$430,910	\$820,161	\$26,368
Occupational Therapy Practice	\$315,339	\$1,180,759	\$756,400	\$739,698	\$250,470
Opticianry	\$(441,341)	\$567,716	\$670,400	\$(544,025)	\$(910,523)
Optometry	\$1,346,040	\$1,197,267	\$462,756	\$2,080,551	\$32,017
Orthotists and Prosthetists	\$593,764	\$65,464	\$135,487	\$523,741	\$(145,251)
Osteopathic Medicine	\$4,291,584	\$947,108	\$2,083,957	\$3,154,735	\$111,694
Pharmacy	\$299,118	\$6,751,760	\$7,338,224	\$(287,346)	\$902,195
Physical Therapy	\$1,364,847	\$590,419	\$1,372,110	\$583,156	\$476,865
Physician Assistant	\$5,005,009	\$430,430	\$1,499,400	\$3,936,039	\$158,825
Podiatric Medicine	\$648,953	\$99,088	\$291,113	\$456,928	\$27,070
Psychology	\$2,521,314	\$289,703	\$752,065	\$2,058,952	\$(180,339)
Radiologic Technology	\$(254,631)	\$978,600	\$1,072,997	\$(349,028)	\$(732)
Respiratory Care	\$206,352	\$1,635,032	\$685,597	\$1,155,787	\$370,157
School Psychology	\$124,042	\$30,768	\$128,832	\$25,978	\$13,884
Speech-Language Pathology and Audiology	\$1,682,398	\$501,385	\$699,273	\$1,484,510	\$287,475
<b>Total</b>	<b>\$28,631,262</b>	<b>\$75,358,056</b>	<b>\$76,203,398</b>	<b>\$27,785,920</b>	<b>\$5,405,925</b>

**Notes:** Neurological Injury Compensation Association (NICA) is a pass through and is excluded.

MQA is not authorized to collect revenue from out-of-state telehealth registrations, however \$199,602 was expended in FY 2020-21.

## Table 16: Projected Cash Balances

As part of MQA's long-range planning, MQA provides boards and councils with projected profession-specific cash balance reports pursuant to section 456.005, Florida Statutes. 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.

Profession	Projected Ending Cash Balance 2021-22	Projected Ending Cash Balance 2022-23	Projected Ending Cash Balance 2023-24	Projected Ending Cash Balance 2024-25	Projected Ending Cash Balance 2025-26	Projected Ending Cash Balance 2026-27
Acupuncturists	\$1,301,974	\$1,017,140	\$1,568,153	\$1,294,941	\$1,847,374	\$1,569,125
Anesthesiologists Assistants	\$168,230	\$256,425	\$225,881	\$314,881	\$284,608	\$373,259
Athletic Trainer	\$348,590	\$528,111	\$475,099	\$658,814	\$606,723	\$788,620
Chiropractic Medicine	\$3,140,387	\$1,981,561	\$3,599,893	\$2,490,035	\$4,115,143	\$2,984,061
Clinical Laboratory Personnel	\$535,926	\$744,211	\$631,021	\$868,757	\$761,138	\$986,109
Certified Nursing Assistants	\$(2,535,826)	\$(3,973,773)	\$(4,695,757)	\$(5,938,309)	\$(6,630,118)	\$(7,957,358)
Certified Social Worker	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Certified Social Workers, Marriage and Family Therapy, and Mental Health Counseling	\$(397,872)	\$1,108,681	\$(823,839)	\$770,564	\$(1,143,203)	\$413,123
Dentistry	\$(1,943,023)	\$(5,539,602)	\$(3,193,670)	\$(6,654,193)	\$(4,289,813)	\$(7,809,306)
Dental Hygienist	\$1,923,220	\$1,343,001	\$2,273,625	\$1,716,147	\$2,649,287	\$2,081,953
Dental Labs	\$405,149	\$344,642	\$490,637	\$432,530	\$578,698	\$519,551
Dietetics and Nutrition	\$333,100	\$442,956	\$255,239	\$375,438	\$189,448	\$305,164
Electrolysis	\$(1,444,474)	\$(1,729,807)	\$(1,890,640)	\$(2,162,452)	\$(2,320,841)	\$(2,598,513)
Emergency Medical Services (Emergency Medical Technicians and Paramedics)	\$(6,217,942)	\$(5,532,633)	\$(6,967,238)	\$(6,231,385)	\$(7,653,511)	\$(6,939,565)
Hearing Aid Specialists	\$381,472	\$613,309	\$510,957	\$748,513	\$647,413	\$882,491
Massage Therapy	\$(17,641,770)	\$(22,756,352)	\$(24,011,647)	\$(28,897,846)	\$(30,116,836)	\$(35,102,021)
Medical Physicist	\$228,405	\$316,702	\$319,169	\$408,728	\$411,447	\$500,459
Medicine	\$18,303,184	\$20,644,666	\$23,983,121	\$26,950,834	\$30,393,366	\$33,089,658
Midwifery	\$(910,440)	\$(996,703)	\$(979,030)	\$(1,061,863)	\$(1,043,552)	\$(1,127,872)
Nursing	\$11,619,900	\$12,521,218	\$11,832,397	\$13,401,424	\$12,838,600	\$14,118,223
Nursing Home Administrators	\$567,331	\$905,499	\$813,740	\$1,160,742	\$1,071,077	\$1,414,250
Occupational Therapy Practice	\$266,049	\$750,346	\$404,218	\$910,498	\$569,099	\$1,065,851
Opticianry	\$(1,096,892)	\$(1,094,322)	\$(1,672,491)	\$(1,651,609)	\$(2,225,729)	\$(2,212,784)
Optometry	\$1,354,177	\$2,201,112	\$1,900,181	\$2,756,752	\$2,458,436	\$3,310,831
Orthotists and Prosthetists	\$683,424	\$600,399	\$868,234	\$790,019	\$1,058,343	\$978,043
Osteopathic Medicine	\$5,390,956	\$3,900,539	\$6,741,912	\$5,328,309	\$8,180,041	\$6,733,145
Pharmacy	\$(1,404,088)	\$(4,024,248)	\$(5,457,192)	\$(7,780,663)	\$(9,163,003)	\$(11,615,064)
Physical Therapy	\$1,847,791	\$607,770	\$1,941,738	\$759,617	\$2,102,306	\$895,091
Physician Assistant	\$2,355,077	\$1,146,042	\$4,474,400	\$3,317,148	\$6,652,183	\$5,472,488
Podiatric Medicine	\$816,028	\$423,034	\$869,179	\$491,938	\$939,680	\$555,611

**Table 16: Projected Cash Balances - continued**

Profession	Projected Ending Cash Balance 2021-22	Projected Ending Cash Balance 2022-23	Projected Ending Cash Balance 2023-24	Projected Ending Cash Balance 2024-25	Projected Ending Cash Balance 2025-26	Projected Ending Cash Balance 2026-27
Psychology	\$2,496,905	\$218,008	\$3,071,421	\$2,810,947	\$3,667,839	\$3,399,381
Radiologic Technology	\$(506,315)	\$(616,873)	\$(814,901)	\$(891,086)	\$(1,082,594)	\$(1,173,677)
Respiratory Therapy	\$346,427	\$1,216,175	\$623,878	\$1,517,994	\$930,235	\$1,813,790
School Psychology	\$82,736	\$(6,497)	\$50,254	\$(35,091)	\$22,543	\$(64,487)
Speech-Language Pathology and Audiology	\$2,182,068	\$1,738,777	\$2,724,142	\$2,311,459	\$3,301,211	\$2,875,262
<b>Total</b>	<b>\$22,979,864</b>	<b>\$11,299,516</b>	<b>\$20,142,082</b>	<b>\$11,282,530</b>	<b>\$20,607,039</b>	<b>\$10,524,894</b>

**Note:**

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.

Profession	FY 2021-22 and FY 2022-23 Estimated Expend	Number of Licensees	Cost to Regulate (1)	Renewal Fee Cap (2)	Current Renewal Fee	Sufficient Current Renewal Fee (3)
1. Acupuncturist	\$600,026	2,647	\$227	\$500	\$275/\$150	Yes
2. Anesthesiologist Assistant	\$70,881	564	\$126	\$1,000	\$200	Yes
3. Athletic Trainer	\$285,870	2,730	\$105	\$200/\$100	\$100	Yes
4. Chiropractic Medicine	\$2,662,484		\$237			Yes
A. Chiropractic Physician		6,930		\$500	\$250	
B. Chiropractic Physician's Assistant		309		\$250	\$55/\$28	
C. Chiropractic Assistant		3,991		\$25	\$25	
5. Clinical Laboratory Personnel	\$1,855,270		\$112			Yes
A. Director		219		\$150	\$130	
B. Supervisor		5,128		\$150	\$110	
C. Technologist		9,425		\$150	\$90	
D. Technician		1,460		\$150	\$50	
E. Training Program		48		\$300	\$300	
F. Inactive		269		\$50	\$50	
6. Certified Nursing Assistants	\$11,156,440	165,259	\$68	\$50	\$50	

**Table 17: Review of the Adequacy of Renewal Fees - continued**

Profession	FY 2021-22 and FY 2022-23 Estimated Expend	Number of Licensees	Cost to Regulate (1)	Renewal Fee Cap (2)	Current Renewal Fee	Sufficient Current Renewal Fee (3)
7. Certified Social Workers, Marriage and Family Therapy, Mental Health Counseling	\$5,896,844		\$191			Yes
A. Clinical Social Work		13,533		\$250/\$50	\$115/\$50	
B. Marriage and Fam Therapists		2,674		\$250/\$50	\$115/\$50	
C. Mental Health Counselors		14,710		\$250/\$50	\$115/\$50	
D. Interns		0		\$100	\$75	
E. Master Certified Social Worker		7		\$250	\$150/\$50	
8. Dentistry	\$7,332,907	15,742	\$466	\$300	\$300	
9. Dental Hygienist	\$1,129,072	15,755	\$72	\$300	\$80	Yes
10. Dental Labs	\$103,370	830	\$125	\$300	\$175	Yes
11. Dietetics and Nutrition	\$612,701	5,986	\$102	\$500	\$75	Yes
12. Electrolysis	\$832,690	1,809	\$460	\$100	\$100	
13. Hearing Aid Specialists	\$389,296	1,118	\$348	\$600	\$375/\$375	Yes
14. Massage Therapy	\$13,215,795		\$272			
A. Massage Therapist		39,962		\$200/\$250	\$100	
B. Massage Establishment		8,709		\$150	\$100	
15. Medical Physicists	\$81,868		\$106			Yes
A. Medical Physicists		699		\$500	\$150	
B. Medical Phys In Training		75		No Cap	\$100	
16. Medicine	\$37,007,427	81,199	\$456	\$500	\$360/\$121	Yes
17. Midwifery	\$214,232	217	\$987	\$500	\$500/\$500	
18. Naturopathic		0		\$1,000	\$250	
19. Nursing	\$41,674,068		\$92			Yes
A. Registered Nurse		343,165		No Cap	\$65/\$55	
B. Licensed Practical Nurse		68,627		No Cap	\$65/\$55	
C. Advanced Practice Registered Nurse		42,647		No Cap	\$50	
20. Nursing Home Administrators	\$628,336	1,727	\$364	No Cap	\$325	Yes
21. Occupational Therapy Practice	\$1,481,718	18,122	\$82	No Cap	\$55	Yes
22. Opticianry	\$1,253,034	4,167	\$301	\$350/\$50	\$125/\$50	
23. Optometry	\$741,669		\$198			Yes
A. Optometrist		3,713		\$300	\$300	
B. Optometry Faculty		25		No Cap	\$100	
24. Orthotists and Prosthetics	\$231,651	721	\$321	\$500	\$300	Yes
25. Osteopathic	\$4,130,309	11,696	\$353	\$500	\$400/\$200	Yes

**Table 17: Review of the Adequacy of Renewal Fees - continued**

Profession	FY 2021-22 and FY 2022-23 Estimated Expend	Number of Licensees	Cost to Regulate (1)	Renewal Fee Cap (2)	Current Renewal Fee	Sufficient Current Renewal Fee (3)
26. Pharmacy	\$17,753,124		\$173			
A. Pharmacists		35,065		\$250	\$200	
B. Consultant Pharmacist		3,459		\$250	\$100	
C. Nuclear Pharmacist		200		\$250	\$100	
D. Pharmacies Permit		10,396		\$250	\$250	
E. Pharmacy Technicians		53,250		\$50	\$50	
27. Physical Therapy	\$3,268,478		\$104			Yes
A. Physical Therapist		19,210		\$200	\$75/\$50	
B. Physical Therapist Assistant		12,185		\$150	\$75/\$50	
28. Physician Assistant	\$2,732,537	11,391	\$240	\$500	\$275/\$150	Yes
29. Podiatry	\$757,506		\$304			Yes
A. Podiatric Medicine		1,901		\$350	\$350	
B. Certified Podiatric X-Ray Assistant		587		No Cap	\$75	
30. Psychology	\$1,159,613		\$190			Yes
A. Psychologist		6,102		\$500	\$200	
B. Limited License		10		\$500	\$25	
31. Respiratory Therapy	\$1,522,978	12,548	\$121	\$200/\$50	\$120/\$50	Yes
32. School Psychology	\$270,165	963	\$281	\$500	\$190/\$150	
33. Speech-Language Pathology and Audiology	\$1,689,972		\$108			Yes
A. Pathologist and Audiologist		13,584		\$500/\$100	\$75	
B. Pathologist and Audiologist Assistant		2,076		No Cap	\$50	
<b>Total Fund</b>	<b>\$162,742,331</b>	<b>1,079,541</b>	<b>\$151</b>			

**Notes:**

1. Cost to regulate is computed by adding FY 2021-22 and FY 2022-23 projected expenditures and dividing by the total number of non delinquent active and inactive licensees eligible to renew as of June 30, 2021.
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, 2027, then the current renewal fee is deemed to be sufficient.



# Contact Us / Feedback

## Division Director

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