

Florida Department of Health
Division of Medical Quality Assurance

ANNUAL REPORT

and Long-Range Plan



Ron DeSantis
Governor
Joseph Ladapo, MD, PhD
State Surgeon General

Fiscal Year
2021-22



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



It is my distinct pleasure to join the Division of Medical Quality Assurance (MQA) in presenting its 2021-2022 Annual Report and Long-Range Plan. As the state's leading advocate for wellness and disease prevention, I applaud the efforts of MQA and the regulatory boards and councils for their role in delivering safe, reliable health care services to the residents of Florida.

From evaluating potential licensees to ensure competency and establishing and enforcing health care standards, to providing reliable and accurate information to health care consumers, practitioners, facilities, and regulatory bodies, MQA continues to expedite licenses and inspections so health care practitioners can get to work.

Together, MQA and the boards and councils protect and promote the health of all people in Florida by maintaining standards of care that ensure safe, reliable health care services for the citizens of Florida.

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

Joseph Ladapo, MD, PhD
State Surgeon General
Florida Department of Health

From the Division Director



As the Director of MQA, I am proud to present the Fiscal Year 2021-2022 Annual Report and Long-Range Plan, which reflects and provides our stakeholders with a glimpse into our many achievements over the last 12 months.

The employees of MQA consider it an honor to be public servants and support Florida's growing health care workforce to ensure a strong public health framework for the state. While employment in health care occupations is projected to grow 14% between 2018 and 2028, MQA is positioned to continue delivering timely, accurate, and accessible information, enforcement, and licensure services by embracing the trend of digital transformation.

During the 2021-2022 fiscal year, MQA processed licenses for health care practitioners within an average of one business day. Considering research that shows it can take between six weeks and six months to issue health care licenses around the nation, MQA is proud to be a pioneering leader and serve as a role model to other state governments for automated services and the nation for our visionary approach to health care regulation.

Another area that continues to shine is the commitment and achievement of our employees and the many partners who give selflessly of their time to serve on our boards and councils. Employees are strengthening the backbone of the organization by contributing new skills, knowledge, and best practices through participating in certificate programs in public and contract management, attending national conferences, acquiring industry best practices in performance excellence, and more. Together, we have increased the level of service to our customers, while improving the quality of our core business processes.

Since July 2021, MQA has deployed more than 35 customized data dashboards that empower teams across the Division to make data-informed and customer-focused decisions in real-time. By combining multiple data sources into interactive visualizations, teams can track progress of key performance indicators and projects immediately, flagging any issues needing urgent attention along the way and promising great strides in streamlining licensure for health care practitioners.

MQA also leveraged cutting-edge technology to power over 390,000 customer conversations via the enforcement, licensure, and information chatbot, ELI. This cognitive virtual assistant provided answers to over 70% of health care practitioner, licensee, and consumer inquiries via web chat, voice assistance, and text message. ELI serves customers in a variety of innovative ways, such as providing exam results, processing payments and change of name and address requests, and verifying licenses.

MQA continues to lead quality health care regulation as a noteworthy leader for pioneering these solutions, demonstrating compliance with statutory requirements, setting expectations for applicants, improving the visibility into the state's processing system, and modeling a new way for other state regulatory boards. MQA and its ability to uphold the mission of the Department to protect, promote, and improve the health of all people in Florida has never looked brighter!

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

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

Executive Summary



MQA, working in conjunction with 22 boards and four councils, licenses and regulates more than 40 health care professions and 10 unique facility types. MQA evaluates the credentials of all applicants for licensure, issues licenses, analyzes and investigates complaints, inspects facilities, assists in prosecuting practice act violations, combats unlicensed activity, and provides credentials and discipline history about licensees to the public.

As required by section 456.026, Florida Statutes, this 2021-2022 Annual Report includes data on current and projected cash balances and adequacy of fees, administrative complaints, and disciplinary actions, as well as long-range policy plans.

- During the 2021-2022 fiscal year, the total number of licenses issued increased by over 11% to 134,497.
- The number of licensed facilities and establishments decreased by 3% to 23,392. The majority of this decrease is attributed to dental laboratories, massage establishments and pain management clinics, whereas the number of optical establishments and pharmacies stayed relatively constant.
- Over the 2021-2022 fiscal year, there was a 6% increase in administrative complaints filed.
- In the criminal component of MQA's enforcement work, the number of unlicensed activity complaints received increased by 45%, from 732 to 1,064.
- There was a 58% increase in the number of unlicensed activity cases investigated when compared to the 2020-2021 fiscal year.

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

MQA is committed to keeping administrative costs low by reviewing the trust fund's adequacy to keep Florida's health care industry prosperous. During the 2021-2022 fiscal year, the MQA trust fund maintained a sufficient cash balance from recurring revenues to cover existing recurring expenditures.

Boards and Councils

Health care professions are established within individual practice acts and are further regulated by Chapter 456, Florida Statutes. It is the Legislature’s intent that health care professions shall be regulated only for the preservation of the health, safety, and welfare of the public. We regulate, as directed by law, because the unregulated practice of a health care profession has the potential to cause harm or endanger the public; the public is not already effectively protected by other laws or local regulation; and a less restrictive way to regulate the profession is not available. While board members are appointed by the Governor, the council members serve in an advisory capacity to their respective boards and are appointed by the State Surgeon General or the board under which the council operates. The 22 boards and four councils are shown below.

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

- Dietetics and Nutrition Practice
- Electrolysis
- Licensed Midwifery
- Physician Assistants

Department Regulated Facilities and Professions

MQA inspects Department regulated facilities prior to ensure compliance, and facilities are subjected to inspection prior to permitting and licensing, after receipt of an application for a change in location or change of ownership, and routinely to ensure compliance and patient safety. The following outlines a list of Department regulated facilities and professions.

	
PROFESSIONS	FACILITIES
<ul style="list-style-type: none"> ▶ Certified Master Social Workers ▶ Emergency Medical Technicians ▶ Genetic Counselors ▶ Medical Physicists ▶ Paramedics ▶ Radiologic Technologists ▶ School Psychologists 	<ul style="list-style-type: none"> ▶ Dental Laboratories ▶ Office Surgery Registration ▶ Optical Establishments ▶ Pain Management Clinics

INTERESTED IN AN APPOINTMENT TO A HEALTH CARE REGULATORY BOARD OR COUNCIL?

We welcome you to complete the Gubernatorial Appointments Questionnaire at www.flgov.com/appointments if you are interested in serving on a board.

If you are interested in serving on a council, please complete the Florida Department of Health Questionnaire for appointments at <https://fl-appointment.azurewebsites.net/>.

About Us

MQA contributes to the mission of the Department by licensing health care practitioners who meet statutory standards, enforcing laws and rules governing health care practitioners, and providing information to assist the public in making informed health care decisions.

MQA comprises over 700 team members across three bureaus who collaborate with the Department's Office of General Counsel, 22 regulatory boards and four councils to administer timely, accessible, and reliable services.



Director's Office

Facilitates cross-functional processes so that strategy is integrated, executed, and evaluated across the division. Key functions include budget development, human resource management, legislative coordination, strategic communications, and long-range policy planning.



Bureau of Health Care Practitioner Regulation

Consists of seven board offices that work with the regulatory boards and councils, implementing rules into policy and procedure and advising on budget matters. Applications for licensure are reviewed, disciplinary hearings are conducted, and rules are promulgated in partnership with the boards and councils.



Regulatory Boards and Councils

While board members are appointed by the Governor, council members are appointed by the State Surgeon General or the board under which the council operates. Members serve to conduct disciplinary hearings, promulgate rules, develop proposed legislation, approve continuing education providers and courses, and review licensure applications.



Bureau of Operations

Provides operation and infrastructure support to MQA and the health care regulatory boards and councils through the functions of four offices. Key functions range from document, contract, asset, and database management to license maintenance and renewal, background screening services, and voice, email, and interactive internet customer contact.



Bureau of Enforcement

Acts as the compliance and investigative arm of the Division, where complaints about practitioners are received and investigated and violations and administrative actions are established according to Florida Statutes or rules.



Prosecution Services Unit

Provides legal services in the regulation of all health care boards and councils by reviewing the investigative report to recommend a course of action, such as an emergency order, expert review, a closing order, or an administrative complaint.

Prescription Drug Monitoring Program

The Prescription Drug Monitoring Program (PDMP), also known as E-FORSCE® (Electronic-Florida Online Reporting of Controlled Substance Evaluation Program), was created in 2009 to encourage safer prescribing of controlled substances and reduce drug abuse and diversion within the state of Florida. Under the leadership of the Director's Office, the PDMP 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, serving as a promising tool that can inform clinical practice with a comprehensive view of patients' prescribing histories and inform clinical practice and prescribing decisions. For more information about the PDMP, please visit www.FIHealthSource.gov/FloridaTakeControl/pdmp/.

Veterans Application for Licensure Online Response System

MQA offers licensure support services to qualified military families as part of our commitment to supporting the 1.5 million military veterans that call Florida home. For example, MQA expedites licensing for honorably discharged veterans and their spouses via Florida Veterans Application for Licensure Online Response (VALOR) process. Veterans and spouses who apply through VALOR also receive a waiver of most licensing fees.

Through these programs, we are creating a veteran-friendly regulatory environment that encourages veterans and their spouses to choose Florida for their health care practice after their discharge from active duty. For more information about our commitment to members, veterans, and families of the Armed Forces, please visit www.FIHealthSource.gov/valor/.

Unlicensed Activity Program

The Unlicensed Activity (ULA) program acts as a safeguard for the citizens of Florida against the dangers of the unlicensed practice of a health care profession and unlicensed medical facilities. Potential cases of unlicensed activity are rigorously investigated by the ULA program and referred to the Prosecution Services Unit for further action. The practice of a health care profession without a license is a criminal offense and is in many cases a felony.

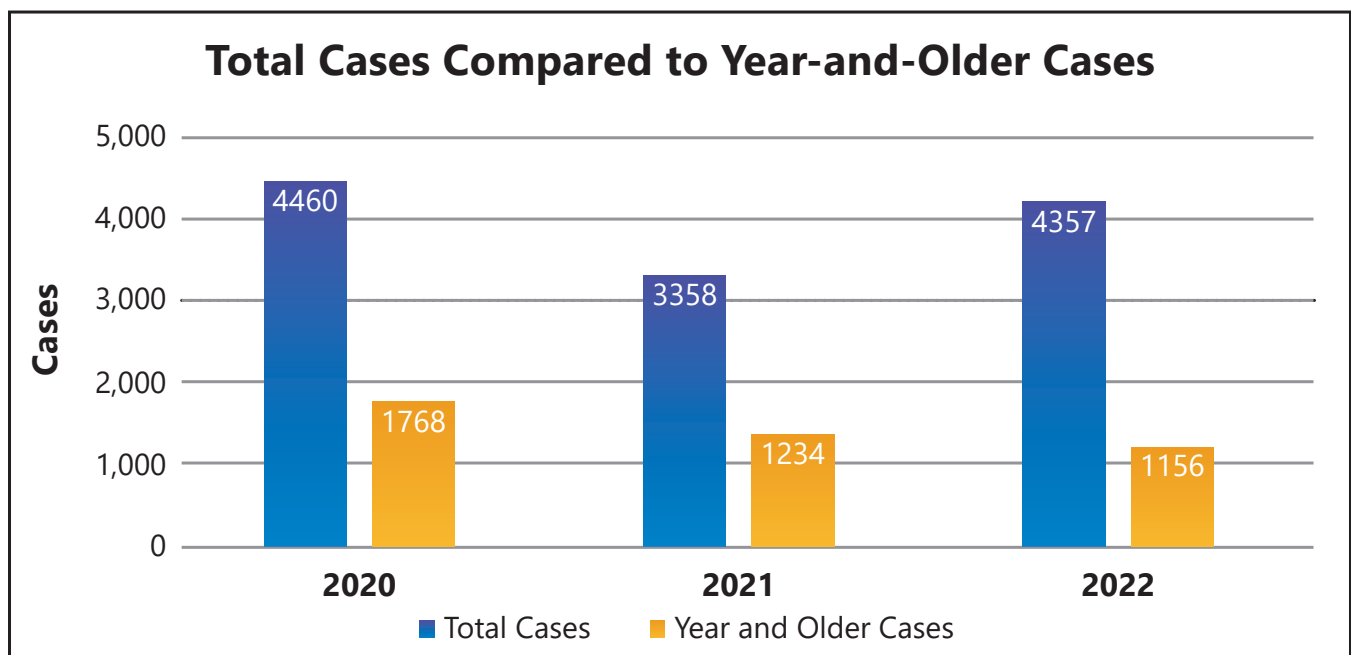
Consumers are encouraged to verify the license of their health care provider by utilizing the www.FLHealthSource.gov/ula/ website, or calling 1-877-HALT-ULA, to speak directly with an investigator in the Consumer Services Unit. Tips of suspicious or potential unlicensed activity may be emailed to HALTULA@FLHealth.gov.

Reduction of Year-Old Cases

During the 2021-2022 fiscal year, the Prosecution Services Unit (PSU) continued its downward trajectory for one year-and-older cases. PSU reduced the total number of cases that had not been completed within one year by 6.3% to a total of 1,156 cases. Of that total, 43.4% were from 2021, meaning those cases were only one year old.

PSU worked to reduce the one year-and-older inventory by prioritizing probable cause recommendations on the oldest cases under legal review and by referring the oldest cases with a finding of probable cause to the Division of Administrative Hearings (DOAH) for final hearing. As the oldest cases are resolved, attorneys will be able to allocate more time to resolving more recent complaints.

In 2021-2022, PSU resolved 4,228 total complaints, 572 of which were over one year old. PSU issued 293 emergency restriction and suspension orders and referred 64 cases to DOAH. Twenty of the cases referred to DOAH resulted in full evidentiary hearings and recommended orders being presented to six different boards for final action.



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	07/09/2021	07/26/2021	09/02/2021	09/22/2021
Athletic Trainers	64B33-5.001	Disciplinary Guidelines	08/10/2021	08/25/2021	09/24/2021	10/04/2021
Chiropractic Medicine	64B2-16.003	Disciplinary Guidelines	12/05/2019	03/29/2021	07/28/2021	08/17/2021

Disciplinary Guidelines - Continued

Board/Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.001	Disciplinary Guidelines	09/24/2021	10/15/2021	11/18/2021	12/08/2021
Clinical Laboratory Personnel	64B3-12.001	Disciplinary Guidelines	03/10/2021	04/14/2021	10/18/2021	11/07/2021
Dentistry	64B5-13.005	Disciplinary Guidelines	09/13/2021	09/28/2021		
Dietetics and Nutrition	64B8-44.003	Disciplinary Guidelines	11/01/2021	11/16/2021	12/14/2021	01/03/2022
Electrolysis	64B8-55.001	Disciplinary Guidelines	04/23/2021	05/03/2022		
Hearing Aid Specialists	64B6-7.002	Disciplinary Guidelines	06/16/2021	09/21/2021	10/25/2021	11/14/2021
Massage Therapy	64B7-30.002	Disciplinary Guidelines	12/07/2021	12/07/2021	01/27/2021	04/17/2022
Medical Physicist	64B23-6.001	Disciplinary Guidelines	02/09/2022			
Medicine	64B8-8.001	Disciplinary Guidelines	06/28/2022	07/13/2022	08/23/2022	09/12/2022
Medicine	64B8-30.015	Disciplinary Guidelines	09/21/2021	10/06/2021	11/16/2021	12/06/2021
Medicine	64B8-31.010	Disciplinary Guidelines	09/16/2021	10/01/2021	11/01/2021	11/21/2021
Midwifery	64B24-8.002	Disciplinary Guidelines	08/12/2015	12/22/2015	03/20/2016	03/22/2016
Nursing	64B9-8.006	Disciplinary Guidelines	11/12/2020	05/25/2021	01/21/2022	02/10/2022
Nursing	64B9-15.009	Disciplinary Guidelines	12/29/2020	01/13/2021	08/02/2021	08/22/2021
Nursing Home Administrator	64B10-14.004	Disciplinary Guidelines	09/08/2021	09/23/2021	11/10/2021	11/30/2021
Occupational Therapy	64B11-4.003	Standards of Practice; Discipline	09/24/2021	10/08/2021	11/09/2021	11/29/2021
Opticianry	64B12-8.020	Disciplinary Guidelines	09/09/2021	09/23/2021	10/25/2021	11/14/2021
Optometry	64B13-15.005	Disciplinary Guidelines	09/09/2021	10/07/2021	11/16/2021	12/06/2021
Optometry	64B13-15.006	Disciplinary Guidelines	09/09/2021	10/07/2021	11/16/2021	12/06/2021
Orthotists and Prosthetists	64B14-7.003	Disciplinary Guidelines	06/17/2021	07/12/2021	10/12/2021	11/01/2021
Orthotists and Prosthetists	64B14-7.003	Disciplinary Guidelines	09/06/2018	09/21/2018	11/15/2018	11/15/2018
Osteopathic Medicine	64B15-7.010	Disciplinary Guidelines	09/16/2021	10/01/2021	11/01/2021	11/21/2021
Osteopathic Medicine	64B15-6.011	Disciplinary Guidelines	09/21/2021	10/06/2021	11/16/2021	12/06/2021
Osteopathic Medicine	64B15-19	Disciplinary Guidelines	09/15/2021	09/30/2021	11/01/2021	11/21/2021
Pharmacy	64B16-30.001	Disciplinary Guidelines	09/09/2021	10/04/2021	02/21/2022	03/13/2022
Physical Therapy	64B17-7.001	Disciplinary Guidelines	09/08/2021	09/23/2021	10/28/2021	11/17/2021
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	08/31/2021	9/14/2021	12/09/2021	12/29/2021
Psychology	64B19-17.002	Disciplinary Guidelines	12/02/2021	12/20/2021	01/19/2022	02/08/2022
Respiratory Care	64B32-5.001	Disciplinary Guidelines	08/25/2021	09/09/2021	12/01/2021	12/21/2021
School Psychology	64B21-504.001	Disciplinary Guidelines	09/01/2022			
Speech-Language Pathology and Audiology	64B20-7.001	Disciplinary Guidelines	08/12/2021	8/26/2021	9/29/2021	10/19/2021

Strategic Goals

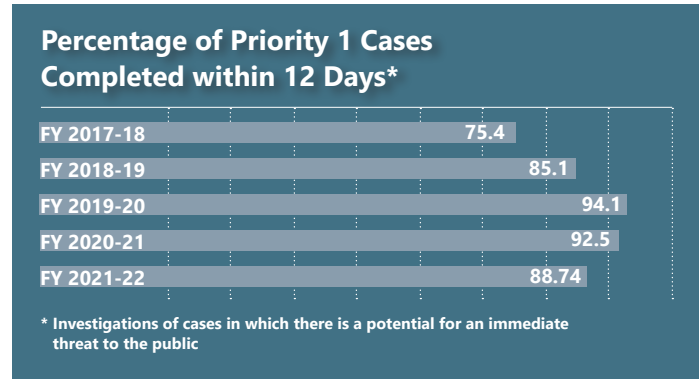
Pursuant to section 456.005, Florida Statutes, MQA develops and implements a long-range plan that outlines strategic priorities, operational goals, and key performance measures. Together, teams across the division monitor performance.

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.

MQA Measure: Percentage of Priority One* investigations completed within 12 days.

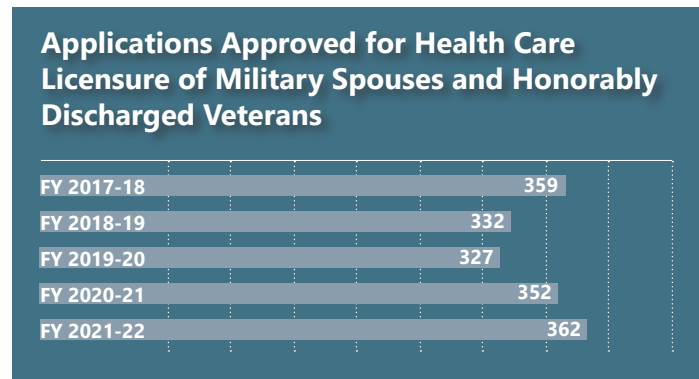


Priority: Effective Agency Processes.

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.

MQA Measure: Number of 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.

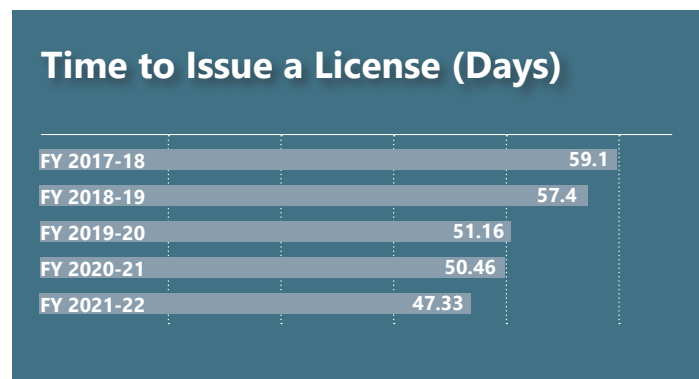


Priority: Regulatory Efficiency.

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.

MQA Measure: Number of days to issue a license.



Appendix I: Information Tables

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Summary of Licensed Practitioners	
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Table 1: Summary of Licensed Practitioners

At the end of FY 2021-22, 1,431,063 health care practitioners were licensed, which is over 13,000 more than FY 2019-2020. The Department is committed to improving technology and processes regarding licensure, so practitioners can get to work quickly.

PROFESSION	IN STATE			OUT OF STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELINQUENT	ACTIVE	INACTIVE	DELINQUENT			
ACUPUNCTURE									
Acupuncturist	2,245	33	108	250	39	53	5	120	2,853
ATHLETIC TRAINING									
Athletic Trainer	2,697	13	329	401	5	149	14	63	3,671
CERTIFIED MASTER SOCIAL WORKERS									
Certified Master Social Worker	5	0	0	1	0	1	0	0	7
CHIROPRACTIC MEDICINE									
Chiropractic Faculty Certificate	9	0	6	2	0	0	0	0	17
Chiropractic Physician	6,033	49	243	697	165	159	17	499	7,862
Certified Chiropractic Physician's Assistant	284	7	97	1	0	2	0	4	395
CLINICAL LABORATORY PERSONNEL									
Clinical Laboratory Trainee	476	0	0	13	0	0	0	0	489
Clinical Laboratory Personnel	15,108	185	1,050	2,955	126	456	40	810	20,730
Clinical Laboratory Training Program	32	0	0	17	0	0	0	0	49
CLINICAL SOCIAL WORK									
Provisional Clinical Social Worker Licensee	94	0	0	6	0	0	0	0	100
Licensed Clinical Social Worker	12,308	56	348	2,044	97	141	18	449	15,461
Registered Clinical Social Worker Intern	4,183	0	0	111	0	0	0	0	4,294
DENTISTRY									
Dental Radiographer	30,784	0	0	255	0	0	0	0	31,039
Dentist	13,113	44	380	2,595	175	243	69	1,244	17,863
Dental Residency Permits	391	0	0	10	0	0	0	0	401

Table 1: Summary of Licensed Practitioners - Continued

PROFESSION	IN STATE			OUT OF STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELINQUENT	ACTIVE	INACTIVE	DELINQUENT			
DENTISTRY (CONTINUED)									
Dental Teaching Permits	200	0	0	0	0	0	0	0	200
Dental Temporary Certificate	33	0	15	2	0	0	0	0	50
Dental Hygienist	13,789	78	636	1857	139	234	100	966	17,799
Dental-Health Access Dental	39	0	4	10	1	3	0	7	64
Dental Expert Witness Certificate	10	0	0	62	0	0	0	0	72
DIETETICS AND NUTRITION									
Dietetics/Nutritionist	5,138	16	369	1,044	11	186	12	125	6,901
Nutrition Counselor	51	1	13	8	0	0	0	17	90
ELECTROLYSIS									
Electrologist	1,864	19	395	34	3	13	1	62	2,391
EMERGENCY MEDICAL SERVICES									
Emergency Medical Technician	40,826	77	11561	1,486	17	840	170	0	54,977
Paramedic	33,627	136	3283	2,104	19	803	65	0	40,037
Emergency Allergy Treatment Licensee	64	0	0	3	0	0	0	0	67
GENETIC COUNSELING									
Genetic Counselor	107	0	0	425	0	0	0	0	532
Temporary Genetic Counselor	15	0	0	3	0	0	0	0	18
HEARING AID SPECIALISTS									
Hearing Aid Specialist	980	8	120	69	3	10	1	66	1,257
Hearing Aid Specialist Trainee	135	109	0	2	0	0	0	0	246

Table 1: Summary of Licensed Practitioners - Continued

PROFESSION	IN STATE			OUT OF STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELINQUENT	ACTIVE	INACTIVE	DELINQUENT			
MARRIAGE AND FAMILY THERAPY									
Licensed Marriage and Family Therapist	2,501	16	71	342	17	9	0	92	3,048
Registered Marriage and Family Therapist Intern	680	0	0	29	0	0	0	0	709
Provisional Marriage and Family Therapist Licensee	32	0	0	1	0	0	0	0	33
MASSAGE THERAPY									
Massage Therapy Apprentice	2	0	0	0	0	0	0	0	2
Massage Therapist	32,191	241	4,066	4,763	93	1,025	171	1,475	44,025
Approved Massage School	180	0	0	0	0	0	0	0	180
MEDICAL PHYSICIST									
Therapeutic Radiological Physicist	310	0	22	191	1	31	0	6	561
Medical Physicist In Training	42	0	0	12	0	0	0	0	54
Diagnostic Radiological Physicist	52	0	6	65	0	5	0	4	132
Medical Nuclear Radiological Physicist	32	0	3	24	0	2	0	5	66
Medical Health Physicist	26	0	2	10	0	0	0	4	42
MEDICINE									
Medical Doctor	57,354	92	1,518	22,865	522	2,123	124	5,163	89,761
Physician Assistant (PA)	10,439	27	453	1,542	63	283	79	295	13,181
Anesthesiologist Assistant	538	0	24	67	1	13	0	3	646

Table 1: Summary of Licensed Practitioners - Continued

PROFESSION	IN STATE			OUT OF STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELINQUENT	ACTIVE	INACTIVE	DELINQUENT			
MEDICINE (CONTINUED)									
Medical Faculty Certificate	49	0	0	11	0	0	0	0	60
Medical Doctor Expert Witness Certificate	34	0	0	1,965	0	0	0	0	1,999
Medical Doctor Visiting Faculty Certificate	1	0	0	5	0	0	0	0	6
Medical Doctor Public Health Certificate	0	0	0	0	0	0	0	1	1
Resident Registration	6,904	0	20	1,981	0	0	0	0	8,905
Temporary Area of Critical Need- Med. Doctor	847	0	53	106	1	24	1	22	1,054
House Physician	417	0	0	42	0	0	0	0	459
Limited License Medical Doctor	76	0	38	8	0	3	0	30	155
Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	1	1
MENTAL HEALTH COUNSELING									
Licensed Mental Health Counselor	14,294	81	281	1,394	74	88	12	458	16,682
Provisional Mental Health Counselor Licensee	153	0	0	21	0	0	0	0	174
Registered Mental Health Counselor Intern	4,662	0	0	99	0	0	1	0	4,762
MIDWIFERY									
Midwife	196	5	21	12	1	3	1	28	267
NURSING									
Nursing Education Program- (RN)	311	0	0	1	0	0	0	0	312
Nursing Education Program- (PN)	191	0	0	0	0	0	0	0	191
Registered Nurse (RN)	313,937	1,287	14,534	41,858	1,149	8,053	576	12,379	393,773

Table 1: Summary of Licensed Practitioners - Continued

PROFESSION	IN STATE			OUT OF STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELINQUENT	ACTIVE	INACTIVE	DELINQUENT			
NURSING (CONTINUED)									
Certified Nursing Assistant (CNA)	140,497	0	34,044	4,975	0	2,786	157	0	182,459
Licensed Practical Nurse (LPN)	59,411	186	7,764	4,403	83	1,132	163	2,065	75,207
Advanced Practice Registered Nurse (APRN)	39,474	83	1,008	7,984	162	1,002	71	1,021	50,805
Certified Nursing Assistant (CNA) Programs	226	0	0	0	0	0	0	0	226
NURSING HOME ADMINISTRATORS									
Nursing Home Administrator	1,598	16	91	198	10	39	6	177	2,135
OCCUPATIONAL THERAPY PRACTICE									
Occupational Therapist	9,606	35	396	1,863	56	418	33	254	12,661
Occupational Therapy Assistant	6,161	36	598	579	14	195	9	89	7,681
OPTICIANRY									
Optician	3,881	31	185	193	18	30	6	110	4,454
Apprentice Optician	1,289	0	0	11	0	0	0	0	1,300
OPTOMETRY									
Optometrist	3,070	6	52	628	79	56	36	151	4,078
Optometric Faculty Certificate	19	0	0	0	0	0	0	0	19
ORTHOTISTS AND PROSTHETISTS									
Orthotist	82	0	29	11	0	2	0	20	144
Orthotic Fitter Assistant	36	0	18	0	0	0	0	9	63
Prosthetic Residents	21	0	0	1	0	0	0	0	22
Orthotic-Prosthetic Resident	8	0	0	0	0	0	0	0	8
Prosthetist-Orthotist	246	0	16	15	1	3	0	32	313
Orthotic Fitter	97	0	15	1	0	0	0	11	124
Pedorthist	82	1	13	2	0	0	0	13	111
Prosthetist	61	0	13	6	0	0	0	15	95
Orthotic Resident	17	0	0	3	0	0	0	0	20
OSTEOPATHIC MEDICINE									
Osteopathic Physician	7,842	12	228	2,138	108	313	54	444	11,139

Table 1: Summary of Licensed Practitioners - Continued

PROFESSION	IN STATE			OUT OF STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELINQUENT	ACTIVE	INACTIVE	DELINQUENT			
OSTEOPATHIC MEDICINE (CONTINUED)									
Osteopathic Resident Registration	1,878	0	2	377	0	0	0	0	2,257
Temporary Area of Critical Need - Osteopathic	2	0	1	0	0	0	0	0	3
Osteopathic Physician Expert Witness Certificate	0	0	0	41	0	0	0	0	41
Osteopathic Limited License	0	0	0	0	0	0	0	2	2
PHARMACY									
Pharmacist	25,972	48	614	8,795	214	693	99	1,423	37,858
Pharmacist Intern	7,631	0	0	6,385	0	0	0	0	14,016
Registered Pharmacy Technician	52,377	136	8,695	1,087	17	290	47	20	62,669
Consultant Pharmacist	3,346	68	198	190	14	21	2	193	4,032
Nuclear Pharmacist	146	0	5	46	2	10	0	17	226
PHYSICAL THERAPY PRACTICE									
Physical Therapist	16,565	88	572	2,468	373	574	89	521	21,250
Physical Therapist Assistant	11,303	108	621	689	73	187	52	199	13,232
PODIATRIC MEDICINE									
Podiatric Resident Registration	134	0	0	50	0	0	0	0	184
Podiatric Physician	1,537	11	70	273	41	63	5	198	2198
Certified Pod X-Ray Assistant	424	0	304	1	0	0	0	4	733
PSYCHOLOGY									
Psychologist	5,119	12	187	969	28	75	14	492	6,896
Limited License Psychologist	8	0	1	0	0	1	0	2	12
Provisional Psychologist	35	0	0	2	0	0	0	0	37
RADIOLOGIC TECHNOLOGY									
Radiologist Assistant	35	0	4	8	0	5	0	0	52
Radiologic Technology	26,241	13	14,161	3,657	1	4,253	28	0	48,354
RESPIRATORY CARE									
Registered Respiratory Therapist	9,682	45	547	4357	41	520	21	197	15,410

Table 1: Summary of Licensed Practitioners - Continued

PROFESSION	IN STATE			OUT OF STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELINQUENT	ACTIVE	INACTIVE	DELINQUENT			
RESPIRATORY CARE (CONTINUED)									
Certified Respiratory Therapist	2,229	23	323	623	7	101	12	82	3,400
Respiratory Care Practitioner Critical Care	17	0	7	0	0	0	0	3	27
Respiratory Care Practitioner Non-Critical Care	1	1	2	1	0	0	0	1	6
SCHOOL PSYCHOLOGY									
School Psychologist	935	4	52	49	0	10	2	55	1,107
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY									
Provisional Speech-Language Pathologist	761	0	0	77	0	0	0	0	838
Audiology Assistant	127	1	93	1	0	3	0	1	226
Speech-Language Pathologist	10,881	22	623	1,367	13	422	20	218	13,566
Speech-Language Pathology Assistant	1,813	9	607	65	0	37	2	26	2,559
Audiologist	1,175	3	69	240	2	32	2	36	1,559
Provisional Audiologist	18	0	0	2	0	0	0	0	20
TELEHEALTH PROVIDER									
Out of State	0	0	0	14,056	0	0	0	0	14,056
TOTAL	1,085,207	3,578	112,297	162,768	4,079	28,228	2,407	32,499	1,431,063

Table 2: Summary of Licensed Facilities and Establishments

MQA is responsible for the licensure and regulation of 10 unique 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 23,000 health care facilities and establishments.

LICENSED FACILITY BY PROFESSION	ACTIVE	DELINQUENT	TOTAL
DENTISTRY			
Dental Laboratory	725	140	865
ELECTROLYSIS			
Electrolysis Facility	373	99	472
MASSAGE THERAPY			
Massage Establishment	8,030	0	8,030
MEDICINE			
Office Surgery Registration	699	0	699
Pain Management Clinic	199	0	199
Pain Management Clinic Exempt	548	0	548
OPTICIANRY			
Optical Establishment Permit	1,610	0	1,610
PHARMACY			
Nonresident Sterile Compounding Pharmacy	199	0	199
Pharmacy	10,321	1	10,322
Resident Sterile Compounding Pharmacy	448	0	448
TOTAL	23,152	240	23,392

Table 3: Recognized Continuing Education Providers

Continuing education, also referred to as continuing medical education requirements (CE and CME, respectively) are intended to encourage professionals to maintain competence, expand their foundations of knowledge, and stay updated on new and developing areas within their fields. Health care practitioners must report completed CE/CME course hours to renew their licenses.

PROFESSION	Approved and Rules/Statutes	Approved Full Single	Approved National	Received Applications	Approved Applications	Approved Outside FY	Submitted Courses	Courses Approved That Routed	Approved New Auto Accepted	Submitted Prior to Timeframe
Acupuncture	136	123	13	22	24	0	620	434	186	35
Athletic Training	125	13	112	5	8	5	674	6	668	0
Chiropractic Medicine	27	27	0	4	5	2	1,213	1,212	1	88
Clinical Laboratory Personnel	129	116	13	8	4	1	2,047	8	2,039	3
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	671	507	164	51	46	9	5,075	55	5,020	11
Electrolysis	29	8	21	4	2	0	22	0	22	0
Dental Laboratories	19	16	3	2	2	0	259	2	257	0
Dentistry	292	144	148	25	23	3	1,327	8	1,319	0
Dietetics and Nutrition	135	0	135	4	5	2	532	1	531	1
Hearing Aid Specialists	43	8	35	1	3	2	74	7	67	3
Licensed Midwifery	16	2	14	6	0	0	21	0	21	0
Massage Therapy	776	319	457	62	47	7	1,000	390	610	64
Medical Physicists	12	0	12	3	3	0	62	0	62	0
Medicine	201	0	201	13	16	5	6,946	22	6,924	1
Nursing	863	788	75	61	91	30	19,703	145	19,558	20
Nursing Home Administrators	98	98	0	11	7	1	608	25	583	2
Occupational Therapy	242	172	70	10	11	3	2,467	33	2,434	9
Opticianry	23	23	0	2	2	0	251	251	0	6
Optometry	133	126	7	18	16	3	1,690	1,687	3	16
Orthotists and Prosthetists	21	1	20	1	0	0	14	1	13	0
Osteopathic Medicine	123	0	123	11	8	0	5,996	0	5,996	0
Pharmacy	177	102	75	8	7	0	3,004	105	2,899	3
Physical Therapy	1,308	1,207	101	48	51	6	4,223	2,516	1,707	2
Physician Assistants	104	0	104	9	8	1	2,833	0	2,833	0
Podiatric Medicine	50	10	40	3	1	0	756	29	727	1
Psychology	225	91	134	9	8	1	2,310	5	2,305	2
Respiratory Care	156	66	90	5	2	0	723	30	693	0
School Psychology	41	14	27	4	1	0	571	0	571	0
Speech-Language Pathology and Audiology	606	64	542	34	41	2	4,606	16	4,590	4
TOTAL	6,781	4,045	2,736	444	442	83	69,627	6,988	62,639	271

Table 4: Initial Applications Received and Initial Licenses Issued

MQA helps health care practitioners get to work quickly by easing regulatory burdens wherever necessary. Health care practitioner applications are carefully examined to ensure every practitioner in the state meets the requirements for safe practice. During FY 2021-22, MQA received 168,178 applications and issued 134,497 licenses.

PROFESSION	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
ACUPUNCTURE			
Acupuncturist	139	0	113
ATHLETIC TRAINING			
Athletic Trainer	377	0	358
CERTIFIED SOCIAL WORKERS			
Certified Master Social Worker	7	0	0
CHIROPRACTIC MEDICINE			
Certified Chiropractic Physician's Assistant	100	0	78
Chiropractic Faculty Certificate	2	0	1
Chiropractic Physician	603	0	533
CLINICAL LABORATORY PERSONNEL			
Clinical Laboratory Personnel	2,519	0	1,771
Clinical Laboratory Trainee	488	0	526
Clinical Laboratory Training Program	7	0	2
CLINICAL SOCIAL WORK			
Licensed Clinical Social Worker	2,040	0	1,499
Provisional Clinical Social Worker Licensee	113	0	93
Registered Clinical Social Worker Intern	1,561	0	1,295
DENTISTRY			
Dental Expert Witness Certificate	42	0	39
Dental Hygienist	1,302	0	1,197
Dental Laboratory	75	0	48
Dental Radiographer	967	0	738
Dental Residency Permits	161	0	156
Dental Teaching Permits	31	0	27
Dental Temporary Certificate	6	0	4
Dental-Health Access Dental	30	0	7
Dentist	1,141	0	1,025
DIETETICS & NUTRITION			
Dietetics/Nutritionist	862	45	800
ELECTROLYSIS			
Electrologist	507	1	498
Electrolysis Facility	136	0	116
EMERGENCY MEDICAL SERVICES			
Emergency Allergy Treatment Licensee	36	0	30
Emergency Medical Technician	5,277	1	4,658
Paramedic	2,374	34	2,161

Table 4: Initial Applications Received and Initial Licenses Issued - Continued

PROFESSION	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
GENETIC COUNSELING			
Genetic Counselor	605	0	532
Temporary Genetic Counselor	27	0	17
HEARING AID SPECIALISTS			
Hearing Aid Specialist	98	34	73
Hearing Aid Specialist Trainee	86	0	83
MARRIAGE AND FAMILY THERAPY			
Licensed Marriage and Family Therapist	457	0	292
Provisional Marriage and Family Therapist Licensee	35	0	33
Registered Marriage and Family Therapist Intern	227	0	156
MASSAGE THERAPY			
Approved Massage School	23	0	8
Massage Establishment	1,474	0	1,266
Massage Therapist	3,174	0	2,739
MEDICAL PHYSICIST			
Diagnostic Radiological Physicist	12	0	10
Medical Health Physicist	4	0	2
Medical Nuclear Radiological Physicist	4	0	4
Medical Physicist in Training	22	0	17
Therapeutic Radiological Physicist	65	0	64
MEDICINE			
Anesthesiologist Assistants	87	0	82
House Physician	137	0	103
Limited License Medical Doctor	60	0	19
Medical Doctor	7,348	0	6,201
Medical Doctor Expert Witness Certificate	1,053	0	1,026
Medical Doctor Public Health Certificate	7	0	0
Medical Doctor Visiting Faculty Certificate	17	0	6
Medical Faculty Certificate	19	0	19
Office Surgery Registration	110	0	91
Pain Management Clinic	36	0	19
Pain Management Clinic Exempt	153	0	117
Physician Assistant (PA)	1,651	0	1,503
Resident Registration	2,192	0	2,131
Temporary Area of Critical Need- Med. Doctor	123	0	93
MENTAL HEALTH COUNSELING			
Licensed Mental Health Counselor	2,180	0	1,539
Provisional Mental Health Counselor Licensee	186	0	157
Registered Mental Health Counselor Intern	1,846	0	1,368
MIDWIFERY			
Midwife	32	0	24

Table 4: Initial Applications Received and Initial Licenses Issued - Continued

PROFESSION	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
NURSING			
Advanced Practice Registered Nurse (APRN)	6,984	0	6,530
Certified Nursing Assistant (CNA) Programs	34	0	26
Certified Nursing Assistant	28,071	7,263	15,765
Licensed Practical Nurse	6,403	1,562	4,721
Nursing Education Program- PN	29	0	25
Nursing Education Program- RN	44	0	45
Registered Nurse (RN)	41,133	9,465	33,092
NURSING HOME ADMINISTRATORS			
Nursing Home Administrator	225	38	104
OCCUPATIONAL THERAPY PRACTICE			
Occupational Therapist	1,265	0	1,243
Occupational Therapy Assistant	664	0	632
OPTICIANRY			
Apprentice Optician	292	0	331
Optical Establishment Permit	80	0	86
Optician	164	0	171
OPTOMETRY			
Optometric Faculty Certificate	8	0	7
Optometrist	199	0	190
ORTHOTISTS AND PROSTHETISTS			
Orthotic Fitter	4	0	3
Orthotic Fitter Assistant	3	0	3
Orthotic Resident	10	0	9
Orthotic-Prosthetic Resident	6	0	6
Orthotist	12	0	11
Pedorthist	6	0	7
Prosthetic Residents	12	0	11
Prosthetist	5	0	6
Prosthetist-Orthotist	21	0	20
OSTEOPATHIC MEDICINE			
Osteopathic Limited License	7	0	0
Osteopathic Physician	1,149	0	1,088
Osteopathic Physician Expert Witness Certificate	19	0	19
Osteopathic Resident Registration	748	0	743
PHARMACY			
Consultant Pharmacist	394	0	405
Nonresident Sterile Compounding Pharmacy	38	0	25
Nuclear Pharmacist	10	0	10
Pharmacist	2,249	0	1,633
Pharmacist Intern	1,267	0	1,246

Table 4: Initial Applications Received and Initial Licenses Issued - Continued

PROFESSION	Initial Applications Received	Initial Re-Exam Applications Received	Initial Licenses Issued
PHARMACY (CONTINUED)			
Pharmacy	658	0	573
Registered Pharmacy Technician	9,790	0	9,443
Resident Sterile Compounding Pharmacy	29	0	27
PHYSICAL THERAPY PRACTICE			
Physical Therapist	1,823	451	1,527
Physical Therapist Assistant	1,016	699	851
PODIATRIC MEDICINE			
Certified Pod X-Ray Assistant	181	0	125
Podiatric Physician	124	0	117
Podiatric Resident Registration	49	0	48
PSYCHOLOGY			
Limited License Psychologist	1	0	0
Provisional Psychologist	20	0	20
Psychologist	570	211	395
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	3,046	68	2,542
Radiologist Assistant	11	0	9
RESPIRATORY CARE			
Certified Respiratory Therapist	562	0	396
Registered Respiratory Therapist	2,866	0	2,676
SCHOOL PSYCHOLOGY			
School Psychologist	95	0	91
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY			
Audiologist	148	0	125
Audiology Assistant	72	0	58
Provisional Audiologist	25	0	16
Provisional Speech-Language Pathologist	603	0	582
Speech-Language Pathologist	1,259	0	1,160
Speech-Language Pathology Assistant	773	0	606
TELEHEALTH PROVIDER			
Out of State	8,449	0	7,330
TOTAL	168,178	19,872	134,497

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 2021-22, MQA issued 19,716 upgraded health care practitioner licenses.

PROFESSION	Upgrade Type	Upgrade Applications Received	Upgrade Licenses Issued
CHIROPRACTIC MEDICINE			
Chiropractic Physician	Acupuncture Added	42	22
CLINICAL LABORATORY PERSONNEL			
Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	567	416
DENTISTRY			
Dentist	Sedation Permit Issued	73	76
MASSAGE THERAPY			
Massage Therapist	Colonic Irrigation Apprenticeship	14	7
Massage Therapist	Colonic Irrigation Certification	10	2
NURSING			
Advanced Practice Registered Nurse (APRN)	Upgrade to Autonomous Practice APRN	3,098	2,676
Licensed Practical Nurse (LPN)	Nurse Licensure Compact Multistate License	2,144	1,731
Registered Nurse (RN)	Nurse Licensure Compact Multistate License	15,675	13,478
OPTICIANRY			
Optician	Upgrade to Certified	57	63
PHARMACY			
Pharmacist	Certified To Administer Immunizations	950	939
Pharmacist	Collaborative Practice Certification	57	51
Pharmacist	Test and Treat Certification	56	47
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	Additional Certification	224	208
TOTAL		22,967	19,716

Table 6: Online Renewals

MQA issues an efficient online renewal process to serve the 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 459,258 licenses during FY 2021-22, 98% of which occurred online.

PROFESSION	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Use Percentage	Non-Fully Online Renewals
ACUPUNCTURE					
Acupuncturist	35	2,440	2,498	99.08%	23
ATHLETIC TRAINING					
Athletic Trainer	40	142	184	98.91%	2
CHIROPRACTIC MEDICINE					
Certified Chiropractic Physician's Assistant	0	0	242	0.00%	242
Chiropractic Faculty Certificate	0	0	9	0.00%	9
Chiropractic Physician	100	6,465	6,623	99.12%	58
CLINICAL LABORATORY PERSONNEL					
Clinical Laboratory Personnel	91	6,224	6,351	99.43%	36
Clinical Laboratory Training Program	0	0	4	0.00%	4
CLINICAL SOCIAL WORK					
Licensed Clinical Social Worker	43	4	65	72.31%	18
DENTISTRY					
Dental Hygienist	129	14,881	15,173	98.93%	163
Dental Laboratory	61	580	685	93.58%	44
Dental Residency Permits	0	0	130	0.00%	130
Dental Temporary Certificate	0	0	32	0.00%	32
Dental-Health Access Dental	0	44	46	95.65%	2
Dentist	95	14,995	15,261	98.88%	171
DIETETICS AND NUTRITION					
Dietetics/Nutritionist	83	22	120	87.50%	15
Nutrition Counselor	2	0	3	66.67%	1
ELECTROLYSIS					
Electrologist	73	1,594	1,675	99.52%	8
Electrolysis Facility	8	291	308	97.08%	9
EMERGENCY MEDICAL SERVICES					
Emergency Medical Technician	0	360	591	60.91%	231
Paramedic	0	171	314	54.46%	143
HEARING AID SPECIALISTS					
Hearing Aid Specialist	10	0	12	83.33%	2
MARRIAGE AND FAMILY THERAPY					
Licensed Marriage and Family Therapist	14	5	21	90.48%	2

Table 6: Online Renewals - Continued

PROFESSION	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Use Percentage	Non-Fully Online Renewals
MASSAGE THERAPY					
Massage Establishment	246	3,867	4,425	92.95%	312
Massage Therapist	1,252	24,336	25,991	98.45%	403
MEDICAL PHYSICIST					
Medical Physicist In Training	0	0	37	0.00%	37
Therapeutic Radiological Physicist	1	0	1	100.00%	0
MEDICINE					
Anesthesiologist Assistants	0	0	1	0.00%	1
House Physician	0	0	79	0.00%	79
Limited License Medical Doctor	0	8	68	11.76%	60
Medical Doctor	415	34,895	35,640	99.07%	330
Medical Faculty Certificate	0	0	10	0.00%	10
Pain Management Clinic Exempt	0	0	425	0.00%	425
Physician Assistant	105	10,664	10,891	98.88%	122
Resident Registration	0	0	1,709	0.00%	1,709
Temporary Area of Critical Need - Med. Doctor	39	809	877	96.69%	29
MENTAL HEALTH COUNSELING					
Licensed Mental Health Counselor	56	5	71	85.92%	10
MIDWIFERY					
Midwife	11	177	192	97.92%	4
NURSING					
Advanced Practice Registered Nurse (APRN)	241	15,725	16,059	99.42%	93
Certified Nursing Assistant (CNA)	5,910	66,306	73,649	98.05%	1,433
Certified Nursing Assistant (CNA) Programs	0	0	1	0.00%	1
Licensed Practical Nurse (LPN)	1,472	32,822	34,811	98.51%	517
Registered Nurse (RN)	2,756	116,341	119,936	99.30%	839
NURSING HOME ADMINISTRATORS					
Nursing Home Administrator	10	139	154	96.75%	5
OCCUPATIONAL THERAPY PRACTICE					
Occupational Therapist	55	6	97	62.89%	36
Occupational Therapy Assistant	61	18	89	88.76%	10
OPTICIANRY					
Optician	7	1	19	42.11%	11
OPTOMETRY					
Optometric Faculty Certificate	0	0	6	0.00%	6
Optometrist	5	1	29	20.69%	23
ORTHOTISTS AND PROSTHETISTS					
Orthotic Fitter	2	92	95	98.95%	1
Orthotic Fitter Assistant	3	30	33	100.00%	0
Orthotist	1	81	82	100.00%	0
Pedorthist	3	75	78	100.00%	0
Prosthetist	0	62	62	100.00%	0
Prosthetist-Orthotist	4	238	242	100.00%	0

Table 6: Online Renewals - Continued

PROFESSION	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total Renewals Processed	Online Renewal Usage Percentage	Non-Fully Online Renewals
OSTEOPATHIC MEDICINE					
Osteopathic Physician	55	9,219	9,400	98.66%	126
PHARMACY					
Consultant Pharmacist	16	2	18	100.00%	0
Nonresident Sterile Compounding Pharmacy	0	0	16	0.00%	16
Nuclear Pharmacist	2	184	186	100.00%	0
Pharmacist	271	30,733	31,346	98.91%	342
Pharmacy	21	10	35	88.57%	4
Registered Pharmacy Technician	419	42	497	92.76%	36
PHYSICAL THERAPY PRACTICE					
Physical Therapist	138	17,735	18,002	99.28%	129
Physical Therapist Assistant	144	11,146	11,367	99.32%	77
PODIATRIC MEDICINE					
Certified Pod X-Ray Assistant	21	323	346	99.42%	2
Podiatric Physician	15	1,742	1,770	99.27%	13
PSYCHOLOGY					
Limited License Psychologist	0	8	8	100.00%	0
Psychologist	35	5,913	5,986	99.37%	38
RADIOLOGIC TECHNOLOGY					
Radiologic Technology	878	12,577	13,571	99.15%	116
Radiologist Assistant	2	10	12	100.00%	0
RESPIRATORY CARE					
Certified Respiratory Therapist	48	6	69	78.26%	15
Registered Respiratory Therapist	173	29	227	88.99%	25
SCHOOL PSYCHOLOGY					
School Psychologist	13	882	900	99.44%	5
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY					
Audiologist	19	1,293	1,315	99.77%	3
Audiology Assistant	4	69	74	98.65%	1
Speech-Language Pathologist	157	11,127	11,342	99.49%	58
Speech-Language Pathology Assistant	79	1,292	1,372	99.93%	1
TOTAL	15,949	459,258	484,065	98.17%	8,858

Table 7: Emergency Orders Issued

PSU reviews cases where a health care practitioner may pose an immediate serious danger to the health, safety, or welfare of the public. If a health care practitioner poses a threat to themselves or the public as described under section 120.60(6), Florida Statutes, the Department may restrict or suspend a health care practitioner license through an emergency order. During FY 2021-22, the Department issued 292 emergency orders.

PROFESSION	Emergency Restrictions	Emergency Suspensions	Total Emergency Orders
CHIROPRACTIC MEDICINE			
Chiropractic Physician	1	1	2
CLINICAL SOCIAL WORK			
Licensed Clinical Social Worker	2	2	4
Registered Clinical Social Worker Intern	1	0	1
DENTISTRY			
Dentist	2	0	2
Dental Hygienist	0	1	1
EMERGENCY MEDICAL SERVICES			
Emergency Medical Technician	1	0	1
Paramedic	0	2	2
MASSAGE THERAPY			
Massage Establishment	0	71	71
Massage Therapist	18	6	24
MEDICINE			
Medical Doctor	9	5	14
Office Surgery Registration	0	2	2
Physician Assistant	1	3	4
MENTAL HEALTH COUNSELING			
Licensed Mental Health Counselor	1	0	1
Registered Mental Health Counselor Intern	0	1	1
NURSING			
Advanced Practice Registered Nurse	2	3	5
Certified Nursing Assistant	3	52	55
Licensed Practical Nurse	10	11	21
Registered Nurse	52	8	60
OSTEOPATHIC MEDICINE			
Osteopathic Physician	0	1	1
PHARMACY			
Consultant Pharmacist	0	4	4
Pharmacist	3	8	11
Registered Pharmacy Technician	1	2	3
PHYSICAL THERAPY PRACTICE			
Physical Therapist	0	1	1
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	1	0	1
TOTAL	108	184	292

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

As part of our mission, MQA protects the public by enforcing federal and state laws and rules governing the practice of health care professions in Florida. The Bureau of Enforcement reviews and investigates complaints against health care practitioner and facilities. During FY 2021-22, MQA received 48,696 complaints and completed 5,669 investigations.

PROFESSION	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
ACUPUNCTURE						
Acupuncturist	4	26	9	3	9	0
ATHLETIC TRAINING						
Athletic Trainer	0	32	3	0	3	0
CHIROPRACTIC MEDICINE						
Certified Chiropractic Physician's Assistant	0	13	0	1	0	0
Chiropractic Physician	9	575	44	4	43	0
CLINICAL LABORATORY PERSONNEL						
Clinical Laboratory Training Program	0	1	0	0	0	0
Clinical Laboratory Personnel	0	18	4	1	5	0
CLINICAL SOCIAL WORK						
Licensed Clinical Social Worker	5	97	28	0	25	0
Registered Clinical Social Worker Intern	0	39	12	1	8	0
DENTISTRY						
Dental Laboratory	0	8	3	0	4	142
Dental Residency Permits	0	2	0	1	0	0
Dental Radiographer	0	8	1	1	1	0
Dental Hygienist	1	23	6	1	5	0
Dentist	251	701	208	9	199	746
DIETETICS AND NUTRITION						
Nutrition Counselor	0	1	0	0	0	0
Dietetics/Nutritionist	3	8	0	1	0	0
ELECTROLYSIS						
Electrolysis Facility	0	15	11	2	14	303
Electrologist	0	16	9	3	11	0
EMERGENCY MEDICAL SERVICES						
Emergency Medical Technician	3	79	29	0	29	0
Paramedic	0	71	43	0	42	0
GENETIC COUNSELING						
Genetic Counselor	0	3	0	0	0	0
Temporary Genetic Counselor	0	3	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
HEARING AID SPECIALISTS						
Hearing Aid Specialist Trainee	0	2	0	0	0	0
Hearing Aid Specialist	0	18	3	0	6	0
MARRIAGE AND FAMILY THERAPY						
Licensed Marriage and Family Therapist	0	29	7	0	6	0
Registered Marriage and Family Therapist Intern	0	8	4	1	3	0
MASSAGE THERAPY						
Approved Massage School	0	1	0	0	0	0
Massage Therapy Apprentice	0	2	2	0	2	0
Massage Therapist	1	3,005	416	23	409	0
Massage Establishment	0	660	435	30	461	9,697
MEDICINE						
Medical Doctor Public Health Certificate	0	1	0	0	0	0
Limited License Medical Doctor	0	2	0	0	0	0
House Physician	0	30	0	0	0	0
Medical Doctor Expert Witness Certificate	0	2	1	0	1	0
Anesthesiologist Assistants	2	20	3	0	2	0
Temporary Area of Critical Need- Med. Doctor	8	59	10	0	11	0
Pain Management Clinic Exempt	0	3	1	1	1	0
Pain Management Clinic	0	8	3	1	3	248
Resident Registration	8	155	9	1	7	0
Physician Assistant	95	348	42	1	38	0
Office Surgery Registration	9	217	193	6	174	563
Medical Doctor	2,903	4,553	1,057	50	1,007	2
MENTAL HEALTH COUNSELING						
Registered Mental Health Counselor Intern	0	33	14	1	15	0
Licensed Mental Health Counselor	2	162	38	1	31	0
MIDWIFERY						
Midwife	4	39	12	0	11	0
NON-JURISDICTIONAL COMPLAINTS						
AHCA ENFORCEMENT- Non Jurisdictional Complaints	12	650	2	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
NURSING						
Certified Nursing Assistant (CNA) Programs	0	1	0	0	0	0
Nursing Education Program - RN	0	1	0	0	0	0
Advanced Registered Nurse Practitioner (ARNP)	0	2	0	0	0	0
Licensed Practical Nurse (LPN)	66	6,140	335	5	316	0
Advanced Practice Registered Nurse (APRN)	148	2,013	149	9	145	0
Certified Nursing Assistant (CNA)	28	11,225	682	19	710	0
Registered Nurse (RN)	101	14,860	925	22	907	0
NURSING HOME ADMINISTRATORS						
Nursing Home Administrator	1	61	29	0	21	0
OCCUPATIONAL THERAPY PRACTICE						
Occupational Therapy Assistant	1	19	6	0	6	0
Occupational Therapist	0	26	6	0	6	0
OPTICIANRY						
Optical Establishment Permit	0	12	7	0	10	689
Optician	0	7	2	1	2	0
OPTOMETRY						
Optometrist	5	44	7	1	6	0
ORTHOTISTS AND PROSTHETISTS						
Orthotic Fitter	0	1	0	0	0	0
Orthotic Fitter Assistant	0	1	0	0	0	0
Prosthetic Residents	0	1	0	0	0	0
Prosthetist	0	1	0	0	0	0
Orthotist	0	3	0	0	0	0
Pedorthist	0	3	1	0	1	0
Prosthetist-Orthotist	0	8	1	0	1	0
OSTEOPATHIC MEDICINE						
Osteopathic Resident Registration	3	72	4	0	4	0
Osteopathic Physician	337	609	116	2	107	1
PHARMACY						
Nuclear Pharmacist	0	1	0	0	0	0
Pharmacist Intern	0	7	4	0	5	0
Nonresident Sterile Compounding Pharmacy	0	24	10	0	10	1
Consultant Pharmacist	0	84	38	0	32	0
Resident Sterile Compounding Pharmacy	0	21	16	1	17	456
Registered Pharmacy Technician	1	54	18	2	21	0
Pharmacist	3	535	220	7	223	0
Pharmacy	1	595	388	17	386	5,658

Table 8: Reports Received, Complaints Received, and Investigations Completed - Continued

PROFESSION	Statutory Reports	Complaints Received	Legally Sufficient	Completed Inquiries	Completed Investigations	Completed Inspections
PHYSICAL THERAPY PRACTICE						
Physical Therapist Assistant	2	66	14	0	15	0
Physical Therapist	2	76	21	0	21	0
PODIATRIC MEDICINE						
Certified Pod X-Ray Assistant	0	9	0	0	0	0
Podiatric Physician	66	78	9	1	8	0
PSYCHOLOGY						
Provisional Psychologist	0	1	0	0	0	0
Psychologist	5	97	20	0	17	0
RADIOLOGIC TECHNOLOGY						
Radiologic Technology	2	72	38	1	40	0
RESPIRATORY CARE						
Certified Respiratory Therapist	1	14	2	0	4	0
Registered Respiratory Therapist	2	49	16	1	16	0
SCHOOL PSYCHOLOGY						
School Psychologist	0	4	2	0	2	0
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY						
Speech-Language Pathology Assistant	0	5	2	0	2	0
Audiologist	0	8	3	0	3	0
Speech-Language Pathologist	0	21	7	0	7	0
TELEHEALTH PROVIDER						
Out of State	0	19	9	0	10	0
TOTAL	4,095	48,696	5,769	233	5,669	18,506

Table 9: Probable Cause Actions

Either the Department or each board has a designated panel that determines probable cause or sufficient evidence to bring formal charges against a licensed health care practitioner. During FY 2021-22, probable cause was found in 1,331 cases.

PROFESSION	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
ACUPUNCTURE			
Acupuncturist	9	6	5
ATHLETIC TRAINING			
Athletic Trainer	1	5	4
CHIROPRACTIC MEDICINE			
Chiropractic Physician	16	14	14
CLINICAL LABORATORY PERSONNEL			
Clinical Laboratory Personnel	3	2	1
CLINICAL SOCIAL WORK			
Registered Clinical Social Worker Intern	3	3	4
Licensed Clinical Social Worker	11	9	9
DENTISTRY			
Dental-Health Access Dental	1	0	0
Dental Hygienist	3	2	2
Dental Radiographer	1	3	3
Dental Laboratory	3	3	3
Dentist	167	49	41
ELECTROLYSIS			
Electrolysis Facility	5	1	1
Electrologist	8	1	1
EMERGENCY MEDICAL SERVICES			
Emergency Medical Technician	17	8	7
Paramedic	20	18	16
HEARING AID SPECIALISTS			
Hearing Aid Specialist	11	1	1
MARRIAGE AND FAMILY THERAPY			
Licensed Marriage and Family Therapist	8	0	0
MASSAGE THERAPY			
Massage Establishment	171	81	70
Massage Therapist	116	110	104
MEDICINE			
House Physician	1	0	0
Temporary Area of Critical Need- Med. Doctor	8	0	0
Anesthesiologist Assistants	0	1	0
Resident Registration	6	1	0
Pain Management Clinic	6	3	3
Office Surgery Registration	31	9	8
Physician Assistant	23	12	11
Medical Doctor	528	155	145

Table 9: Probable Cause Actions - Continued

PROFESSION	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
MENTAL HEALTH COUNSELING			
Registered Mental Health Counselor Intern	6	8	7
Licensed Mental Health Counselor	25	11	10
MIDWIFERY			
Midwife	6	10	10
NURSING			
Advanced Practice Registered Nurse	103	21	19
Licensed Practical Nurse	193	93	88
Certified Nursing Assistant	356	244	239
Registered Nurse	479	281	252
NURSING HOME ADMINISTRATORS			
Nursing Home Administrator	15	1	1
OCCUPATIONAL THERAPY PRACTICE			
Occupational Therapist	4	1	1
Occupational Therapy Assistant	5	5	5
OPTICIANRY			
Apprentice Optician	1	0	0
Optician	1	0	0
Optical Establishment Permit	6	5	5
OPTOMETRY			
Optometrist	8	1	1
ORTHOTISTS AND PROSTHETISTS			
Pedorthist	1	0	0
Orthotic Fitter	0	1	1
Prosthetist-Orthotist	2	1	1
OSTEOPATHIC MEDICINE			
Osteopathic Resident Registration	2	1	1
Osteopathic Physician	73	14	12
PHARMACY			
Nuclear Pharmacist	3	0	0
Nonresident Sterile Compounding Pharmacy	10	0	0
Resident Sterile Compounding Pharmacy	15	3	2
Consultant Pharmacist	24	5	4
Pharmacist Intern	4	5	5
Registered Pharmacy Technician	14	8	5
Pharmacy	259	30	22
Pharmacist	164	30	23
PHYSICAL THERAPY PRACTICE			
Physical Therapist	9	7	7
Physical Therapist Assistant	8	9	8
PODIATRIC MEDICINE			
Podiatric Physician	8	0	0

Table 9: Probable Cause Actions - Continued

PROFESSION	No Probable Cause Found	Probable Cause Found	Administrative Complaints Filed
PSYCHOLOGY			
Psychologist	12	10	8
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	8	15	13
RESPIRATORY CARE			
Certified Respiratory Therapist	1	2	2
Registered Respiratory Therapist	8	10	10
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY			
Provisional Speech-Language Pathologist	1	0	0
Speech-Language Pathology Assistant	1	0	0
Speech-Language Pathologist	5	2	1
TELEHEALTH PROVIDER			
Out of State	4	0	0
TOTAL	3,021	1,331	1,216

Table 10: Disciplinary Cases

When licensed health care practitioners and facilities are found in violation of the law, the Department or boards may impose discipline on health care practitioners. The Department and boards have a variety of sanctions, such as fines, reprimands, probation, and suspensions available through the disciplinary process. In FY 2021-22, final orders were issued in 1,206 cases against health care practitioners.

PROFESSION	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
ACUPUNCTURE										
Acupuncture	1	4	0	0	2	2	1	0	0	7
ATHLETIC TRAINING										
Athletic Trainer	0	1	1	0	0	0	0	0	0	2
CHIROPRACTIC MEDICINE										
Certified Chiropractic Physician's Assistant	0	0	0	0	1	1	0	0	0	1
Chiropractic Physician	1	0	3	3	5	9	4	0	4	11
CLINICAL SOCIAL WORK										
Licensed Clinical Social Worker	6	2	1	0	4	9	2	0	0	14
Registered Clinical Social Worker Intern	2	0	1	0	1	1	1	0	0	4

Table 10: Disciplinary Cases - Continued

PROFESSION	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
DENTISTRY										
Dental Hygienist	1	2	0	0	0	0	0	0	1	3
Dental Laboratory	0	1	0	0	1	1	0	0	1	2
Dental Radiographer	2	0	0	0	0	0	0	0	1	2
Dentist	2	10	4	2	23	26	10	2	11	41
ELECTROLYSIS										
Electrologist	1	0	0	0	2	2	1	0	1	3
EMERGENCY MEDICAL SERVICES										
Emergency Medical Technician	8	1	9	2	7	5	4	0	4	25
Paramedic	3	4	10	3	12	13	5	0	4	29
HEARING AID SPECIALISTS										
Hearing Aid Specialist	1	0	1	0	1	2	0	0	0	2
MARRIAGE AND FAMILY THERAPY										
Registered Marriage and Family Therapist Intern	0	0	0	0	1	1	1	0	0	1
MASSAGE THERAPY										
Massage Establishment	19	6	6	0	28	43	24	139	7	56
Massage Therapist	72	33	18	0	49	122	42	0	47	165
MEDICINE										
Anesthesiologist Assistants	0	1	0	0	0	0	0	0	0	1
Medical Doctor	14	34	18	8	60	80	18	1	27	136
Office Surgery Registration	1	0	0	0	0	0	0	0	4	1
Pain Management Clinic	0	0	0	0	0	0	0	0	1	0
Physician Assistant	4	2	2	0	4	5	4	0	1	12
Resident Registration	0	1	0	0	0	0	0	0	0	1
Temporary Area of Critical Need-Med. Doctor	0	0	0	0	2	2	0	0	0	2
MENTAL HEALTH COUNSELING										
Licensed Mental Health Counselor	2	3	1	4	3	9	3	0	1	12
Registered Mental Health Counselor Intern	0	1	0	1	3	3	2	0	1	4
MIDWIFERY										
Midwife	1	0	2	0	1	3	2	0	0	4
NURSING										
Advanced Practice Registered Nurse	5	3	6	0	3	0	1	0	3	15

Table 10: Disciplinary Cases - Continued

PROFESSION	Revocations	Voluntary Surrenders	Suspensions	Probations	Limitations-Obligations	Fines	Reprimands	Citations	Dismissals	Cases Resolved Through Final Order
NURSING (CONTINUED)										
Certified Nursing Assistant	80	17	26	14	23	18	25	0	27	158
Licensed Practical Nurse	25	9	44	5	12	6	8	0	17	91
Registered Nurse	25	43	129	25	41	23	30	0	45	252
NURSING HOME ADMINISTRATORS										
Nursing Home Administrator	0	0	0	0	0	0	0	0	1	0
OCCUPATIONAL THERAPY PRACTICE										
Occupational Therapist	1	0	1	1	0	2	1	0	0	3
Occupational Therapy Assistant	1	2	1	1	0	3	1	0	1	5
OPTICIANRY										
Optician	0	0	0	0	2	2	2	0	0	2
OPTOMETRY										
Optometrist	0	0	0	0	0	0	0	0	1	0
OSTEOPATHIC MEDICINE										
Osteopathic Physician	3	3	1	2	12	13	4	0	4	20
PHARMACY										
Consultant Pharmacist	1	2	0	0	1	1	0	0	0	4
Pharmacist	3	3	8	5	7	7	2	0	5	23
Pharmacy	5	0	0	4	4	7	1	96	8	13
Registered Pharmacy Technician	7	5	1	0	0	0	0	0	0	13
Resident Sterile Compounding Pharmacy	0	0	0	0	1	1	0	0	2	1
PHYSICAL THERAPY PRACTICE										
Physical Therapist	3	1	3	2	2	7	1	0	2	11
Physical Therapist Assistant	5	1	0	0	3	4	2	0	2	9
PODIATRIC MEDICINE										
Podiatric Physician	2	0	0	0	0	0	0	0	0	2
PSYCHOLOGY										
Psychologist	2	1	2	2	2	5	0	0	4	8
RADIOLOGIC TECHNOLOGY										
Radiologic Technology	0	2	13	1	10	14	19	0	1	25
Radiologist Assistant	0	0	1	0	1	1	0	0	0	1
RESPIRATORY CARE										
Certified Respiratory Therapist	0	0	0	0	1	0	1	0	0	1
Registered Respiratory Therapist	1	2	3	0	1	0	0	0	0	6
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY										
Speech-Language Pathologist	1	1	0	0	0	1	0	0	0	2
TOTAL	311	201	316	85	336	454	222	238	239	1,206

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 Chapters 458, 459, 461, or 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
ACUPUNCTURE							
Acupuncture	0	4	0	0	0	0	0
CHIROPRACTIC MEDICINE							
Chiropractic Physician	0	9	0	0	0	0	0
CLINICAL SOCIAL WORK							
Licensed Clinical Social Worker	0	5	0	0	0	0	0
DENTISTRY							
Dentist	3	233	0	0	0	16	28
DIETETICS AND NUTRITION							
Dietetics/Nutritionist	0	3	0	0	0	0	0
MASSAGE THERAPY							
Massage Therapist	0	1	0	0	0	0	0
MEDICINE							
Anesthesiologist Assistants	0	2	0	0	0	0	0
Temporary Area of Critical Need- Med. Doctor	0	8	0	0	0	0	0
Resident Registration	0	2	6	0	0	0	0
Office Surgery Registration	3	2	0	0	0	0	1
Physician Assistant (PA)	1	88	0	0	0	2	4
Medical Doctor	130	2,302	87	6	0	7	67
MENTAL HEALTH COUNSELING							
Licensed Mental Health Counselor	0	2	0	0	0	0	0
MIDWIFERY							
Midwife	0	2	0	0	0	1	0
NON-JURISDICTIONAL COMPLAINTS							
AHCA ENFORCEMENT- Non Jurisdictional Complaints	3	3	1	0	0	0	0
NURSING							
Certified Nursing Assistant	0	4	0	0	0	0	0
Licensed Practical Nurse	1	11	0	0	0	0	0
Registered Nurse	8	48	0	0	0	0	4
Advanced Practice Registered Nurse	9	123	8	0	0	0	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
OPTOMETRY							
Optometrist	0	5	0	0	0	0	0
OSTEOPATHIC MEDICINE							
Osteopathic Resident Registration	1	0	1	0	0	0	0
Osteopathic Physician	15	283	6	0	0	2	10
PHARMACY							
Pharmacy	0	1	0	0	0	0	0
Registered Pharmacy Technician	0	1	0	0	0	0	0
Pharmacist	0	3	0	0	0	0	0
PHYSICAL THERAPY							
Physical Therapist	0	1	0	0	0	0	0
Physical Therapist Assistant	0	2	0	0	0	0	0
PODIATRIC MEDICINE							
Podiatric Physician	1	65	0	0	0	0	1
PSYCHOLOGY							
Psychologist	0	5	0	0	0	0	0
RADIOLOGIC TECHNOLOGY							
Radiologic Technology	0	2	0	0	0	0	0
TOTAL	175	3,220	109	6	0	28	121

Table 12: Hospital Annual Report Claims

There are no data to report.

Table 13: Unlicensed Activity

The ULA program is dedicated to protecting the people of Florida and remain at the forefront of health care regulation. The ULA program is tasked with many different activities, from educating the public to conducting complex investigations and issuing cease-and-desist orders. During FY 2021-22, MQA received 1,064 complaints and referred 607 complaints to law enforcement.

PROFESSION	Complaints Received	Referred for Investigations	Completed Inquiries	Completed Investigations	Cease and Desists Issued	Referred to Law Enforcement
ACUPUNCTURE						
Acupuncture	11	10	0	8	4	4
ATHLETIC TRAINING						
Athletic Trainer	1	1	0	1	0	0
CHIROPRACTIC MEDICINE						
Chiropractic Physician	7	7	0	6	2	2
CLINICAL LABORATORY PERSONNEL						
Clinical Laboratory Personnel	30	31	0	30	26	24
CLINICAL SOCIAL WORK						
Registered Clinical Social Worker Intern	2	2	0	0	0	0
Licensed Clinical Social Worker	5	4	0	5	2	2
DENTISTRY						
Dental Hygienist	1	1	0	2	0	0
Dental Laboratory	7	8	1	9	4	3
Dentist	119	123	5	117	48	49
DIETETICS AND NUTRITION						
Nutrition Counselor	3	3	0	3	1	1
Dietetics/Nutritionist	13	13	0	12	5	5
ELECTROLYSIS						
Electrologist	13	14	0	13	9	9
Electrolysis Facility	12	13	0	12	10	10
EMERGENCY MEDICAL SERVICES						
Paramedic	1	1	0	1	0	0
Emergency Medical Technician	0	1	0	1	1	1
HEARING AID SPECIALISTS						
Hearing Aid Specialist	1	1	0	1	0	0
MARRIAGE AND FAMILY THERAPY						
Licensed Marriage and Family Therapist	7	7	0	5	1	1
MASSAGE THERAPY						
Massage Establishment	191	207	11	210	156	161
Massage Therapist	261	298	14	277	181	179

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	7	5	1	6	0	0
Pain Management Clinic	1	2	0	3	1	1
Physician Assistant	4	4	1	4	1	1
Medical Doctor	147	136	8	138	22	68
MENTAL HEALTH COUNSELING						
Registered Mental Health Counselor Intern	6	5	0	5	0	0
Licensed Mental Health Counselor	29	26	0	23	11	11
MIDWIFERY						
Midwife	3	3	0	2	1	1
NON-JURISDICTIONAL COMPLAINTS						
AHCA ENFORCEMENT-Non Jurisdictional Complaints	11	1	0	0	0	0
NURSING						
Advanced Practice Registered Nurse	2	1	0	1	0	0
Certified Nursing Assistant	9	4	0	4	0	0
Licensed Practical Nurse	7	3	0	3	1	1
Registered Nurse	55	41	1	34	9	11
NURSING HOME ADMINISTRATORS						
Nursing Home Administrator	1	2	0	2	1	1
OPTICIANRY						
Optician	21	25	1	23	16	17
Optical Establishment Permit	18	24	0	23	20	20
OPTOMETRY						
Optometrist	2	2	0	2	1	1
ORTHOTISTS AND PROSTHETISTS						
Prosthetist	1	1	0	1	0	0
OSTEOPATHIC MEDICINE						
Osteopathic Physician	1	1	0	1	0	0
PHARMACY						
Pharmacist	4	4	1	3	2	1
Registered Pharmacy Technician	9	6	0	5	4	3
Pharmacy	10	35	1	34	29	7
PHYSICAL THERAPY PRACTICE						
Physical Therapist Assistant	1	1	0	1	0	0
Physical Therapist	2	2	0	1	1	1
PODIATRIC MEDICINE						
Podiatric Physician	1	1	0	0	0	0
Certified Pod X-Ray Assistant	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	0	0	0	1	0	0
Psychologist	16	15	0	15	8	8
RADIOLOGIC TECHNOLOGY						
Radiologic Technology	3	3	0	2	0	0
RESPIRATORY CARE						
Registered Respiratory Therapist	1	1	0	1	1	1
SCHOOL PSYCHOLOGY						
School Psychologist	5	5	0	5	1	1
TELEHEALTH PROVIDER						
Out of State	1	1	0	1	0	1
TOTAL	1,064	1,106	45	1,058	580	607

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
Acupuncture	\$ 942,137	\$ 783,783	\$ 459,661	\$ 1,266,259	\$ (37,647)
Anesthesiologist Assistants	\$ 250,210	\$ 22,859	\$ 85,115	\$ 187,954	\$ 5,108
Athletic Trainers	\$ 502,563	\$ 103,137	\$ 255,461	\$ 350,239	\$ 40,649
Chiropractic	\$ 1,878,617	\$ 2,303,213	\$ 1,402,446	\$ 2,779,384	\$ 70,680
Clinical Laboratory	\$ 779,915	\$ 848,486	\$ 928,249	\$ 700,152	\$ 240,346
Certified Nursing Assistants	\$ (2,002,391)	\$ 4,830,500	\$ 4,896,712	\$ (2,068,603)	\$ 2,250,718
Certified Social Worker	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$ 1,799,601	\$ 1,561,391	\$ 2,955,773	\$ 405,219	\$ 244,935
Dentistry	\$ (4,404,227)	\$ 5,715,117	\$ 3,266,824	\$ (1,955,934)	\$ (1,352,044)
Dental Hygienist	\$ 1,240,232	\$ 1,335,484	\$ 760,526	\$ 1,815,190	\$ 281,015
Dental Labs	\$ 327,649	\$ 148,139	\$ 107,530	\$ 368,258	\$ (267,852)
Dietetics and Nutrition	\$ 647,514	\$ 226,532	\$ 377,247	\$ 496,799	\$ (301,537)
Electrolysis	\$ (1,298,920)	\$ 405,323	\$ 358,827	\$ (1,252,424)	\$ (486,463)
EMS (EMT and Paramedic)	\$ (4,861,307)	\$ 420,610	\$ 1,378,764	\$ (5,819,461)	\$ (18,760)
Genetic Counselors	\$ 0	\$ 11,026	\$ 31,009	\$ (19,983)	\$ 2,888
Hearing Aid Specialist	\$ 604,316	\$ 61,132	\$ 273,201	\$ 392,247	\$ (101,267)
Massage Therapy	\$ (16,613,325)	\$ 4,763,604	\$ 6,632,045	\$ (18,481,766)	\$ (4,846,123)
Medical Physicists	\$ 284,844	\$ 62,969	\$ 86,933	\$ 260,880	\$ 14,267
Medicine	\$ 18,173,332	\$ 21,525,819	\$ 21,600,188	\$ 18,098,963	\$ (2,570,413)
Midwifery	\$ (932,101)	\$ 134,696	\$ 156,806	\$ (954,211)	\$ (114,976)
Naturopathy	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Nursing	\$ 14,627,424	\$ 20,455,911	\$ 21,537,164	\$ 13,546,171	\$ 9,606,641
Nursing Home Administrator	\$ 820,161	\$ 196,774	\$ 443,571	\$ 573,364	\$ 12,934
Occupational Therapy	\$ 739,698	\$ 397,482	\$ 769,819	\$ 367,361	\$ 222,342
Opticianry	\$ (544,025)	\$ 74,748	\$ 533,332	\$ (1,002,609)	\$ (1,012,351)
Optometry	\$ 2,080,551	\$ 137,643	\$ 700,141	\$ 1,518,053	\$ 21,434
Orthotist and Prosthetist	\$ 523,741	\$ 253,906	\$ 212,333	\$ 565,314	\$ (142,386)
Osteopathic Medicine	\$ 3,154,735	\$ 4,979,265	\$ 2,732,347	\$ 5,401,653	\$ 144,247
Pharmacy	\$ (287,346)	\$ 8,878,123	\$ 6,737,791	\$ 1,852,986	\$ 946,107
Physical Therapy	\$ 583,156	\$ 2,864,844	\$ 1,613,523	\$ 1,834,477	\$ 559,702
Physician Assistant	\$ 3,936,039	\$ 4,943,491	\$ 2,285,542	\$ 6,593,988	\$ 188,760
Podiatry	\$ 456,928	\$ 798,575	\$ 412,397	\$ 843,106	\$ 33,126
Psychology	\$ 2,058,952	\$ 1,442,086	\$ 950,581	\$ 2,550,457	\$ (177,427)
Radiological Technicians	\$ (349,028)	\$ 799,238	\$ 1,217,273	\$ (767,063)	\$ (842)
Respiratory Therapy	\$ 1,155,787	\$ 627,030	\$ 1,010,892	\$ 771,925	\$ 335,453
School Psychology	\$ 25,978	\$ 213,023	\$ 156,015	\$ 82,986	\$ 13,197
Speech-Language Pathology and Audiology	\$ 1,484,510	\$ 1,690,883	\$ 1,123,258	\$ 2,052,135	\$ 328,589
Total	\$ 27,785,920	\$ 94,016,842	\$ 88,449,296	\$ 33,353,466	\$ 4,133,050

NOTE: NICA is a pass through and is excluded. PRN Student Pilot Project not included.
Total expenditures include an allocated amount of \$280,635 for Telehealth.

Table 16: Projected Cash Balances

As part of its 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 professionals practicing their profession in Florida.

PROFESSION	Projected Ending Cash Balance 2022-2023	Projected Ending Cash Balance 2023-2024	Projected Ending Cash Balance 2024-2025	Projected Ending Cash Balance 2025-2026	Projected Ending Cash Balance 2026-2027	Projected Ending Cash Balance 2027-2028
Acupuncture	\$ 1,093,286	\$ 1,554,957	\$ 1,383,395	\$ 1,840,375	\$ 1,665,095	\$ 2,117,287
Anesthesiologist Assistants	\$ 281,332	\$ 273,826	\$ 367,473	\$ 359,516	\$ 452,454	\$ 444,037
Athletic Trainers	\$ 571,523	\$ 520,702	\$ 742,901	\$ 689,797	\$ 909,586	\$ 854,152
Chiropractic	\$ 2,018,604	\$ 3,587,230	\$ 2,833,178	\$ 4,383,276	\$ 3,611,491	\$ 5,142,674
Clinical Laboratory	\$ 1,199,744	\$ 1,170,220	\$ 1,675,344	\$ 1,633,759	\$ 2,124,305	\$ 2,070,409
Certified Nursing Assistants	\$ (3,208,803)	\$ (4,769,210)	\$ (5,879,446)	\$ (7,524,266)	\$ (8,713,469)	\$ (10,444,467)
Certified Social Worker	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$ 2,268,401	\$ 822,629	\$ 2,704,432	\$ 1,218,068	\$ 3,050,797	\$ 1,522,993
Dentistry	\$ (4,484,890)	\$ (2,463,329)	\$ (4,973,967)	\$ (3,007,585)	\$ (5,566,499)	\$ (3,656,449)
Dental Hygienist	\$ 1,570,979	\$ 2,426,476	\$ 2,184,763	\$ 3,031,359	\$ 2,783,064	\$ 3,620,573
Dental Labs	\$ 350,835	\$ 451,070	\$ 433,818	\$ 533,249	\$ 515,545	\$ 614,154
Dietetics and Nutrition	\$ 728,569	\$ 657,108	\$ 890,594	\$ 815,115	\$ 1,044,079	\$ 964,499
Electrolysis	\$ (1,535,008)	\$ (1,620,118)	\$ (1,900,274)	\$ (1,991,558)	\$ (2,278,113)	\$ (2,375,700)
EMS (EMT and Paramedic)	\$ (5,308,221)	\$ (6,443,137)	\$ (5,919,506)	\$ (7,077,127)	\$ (6,586,151)	\$ (7,766,952)
Genetic Counselors	\$ (46,532)	\$ (71,299)	\$ (97,634)	\$ (122,931)	\$ (149,830)	\$ (175,669)
Hearing Aid Specialist	\$ 618,493	\$ 509,905	\$ 737,395	\$ 626,323	\$ 850,535	\$ 736,927
Massage Therapy	\$ (22,884,516)	\$ (25,021,322)	\$ (29,388,022)	\$ (31,627,258)	\$ (36,088,965)	\$ (38,432,774)
Medical Physicists	\$ 356,690	\$ 361,425	\$ 457,487	\$ 461,710	\$ 557,111	\$ 560,812
Medicine	\$ 21,069,195	\$ 23,354,403	\$ 26,427,984	\$ 28,433,377	\$ 31,234,593	\$ 32,954,320
Midwifery	\$ (1,046,036)	\$ (1,076,887)	\$ (1,168,078)	\$ (1,201,294)	\$ (1,294,156)	\$ (1,329,787)
Naturopathy	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Nursing	\$ 15,145,065	\$ 18,486,382	\$ 20,210,389	\$ 23,251,102	\$ 24,645,385	\$ 27,379,209
Nursing Home Administrator	\$ 939,985	\$ 840,740	\$ 1,209,440	\$ 1,105,805	\$ 1,469,026	\$ 1,360,910
Occupational Therapy	\$ 908,191	\$ 571,162	\$ 1,116,688	\$ 769,710	\$ 1,302,861	\$ 945,726
Opticianry	\$ (1,123,149)	\$ (1,655,552)	\$ (1,772,071)	\$ (2,313,478)	\$ (2,440,594)	\$ (2,991,194)
Optometry	\$ 2,311,643	\$ 2,186,366	\$ 2,982,553	\$ 2,853,506	\$ 3,642,848	\$ 3,509,952
Orthotist and Prosthetist	\$ 545,229	\$ 744,176	\$ 724,577	\$ 921,708	\$ 900,827	\$ 1,096,103
Osteopathic Medicine	\$ 4,534,739	\$ 7,132,382	\$ 6,275,754	\$ 8,838,589	\$ 7,954,854	\$ 10,482,152
Pharmacy	\$ (242,502)	\$ (856,975)	\$ (2,902,213)	\$ (3,638,532)	\$ (5,816,199)	\$ (6,676,911)
Physical Therapy	\$ 901,288	\$ 2,179,177	\$ 1,254,649	\$ 2,507,962	\$ 1,560,611	\$ 2,788,834
Physician Assistant	\$ 5,857,837	\$ 9,457,040	\$ 8,727,519	\$ 12,302,819	\$ 11,555,824	\$ 15,106,720
Podiatry	\$ 659,242	\$ 995,500	\$ 813,222	\$ 1,143,512	\$ 957,055	\$ 1,281,253
Psychology	\$ 2,196,282	\$ 3,042,979	\$ 2,692,259	\$ 3,530,751	\$ 3,170,925	\$ 4,001,040

Table 16: Projected Cash Balances - Continued

PROFESSION	Projected Ending Cash Balance 2022-2023	Projected Ending Cash Balance 2023-2024	Projected Ending Cash Balance 2024-2025	Projected Ending Cash Balance 2025-2026	Projected Ending Cash Balance 2026-2027	Projected Ending Cash Balance 2027-2028
Radiological Technicians	\$ (1,106,896)	\$ (1,548,311)	\$ (1,881,670)	\$ (2,341,485)	\$ (2,691,906)	\$ (3,170,504)
Respiratory Therapy	\$ 937,839	\$ 659,915	\$ 830,335	\$ 541,203	\$ 699,747	\$ 399,171
School Psychology	\$ (40,677)	\$ 5,022	\$ (117,764)	\$ (74,607)	\$ (199,706)	\$ (159,146)
Speech-Language Pathology and Audiology	\$ 1,787,042	\$ 2,644,136	\$ 2,383,400	\$ 3,227,072	\$ 2,954,855	\$ 3,784,826
Total	\$ 27,824,802	\$ 39,108,790	\$ 34,058,903	\$ 44,099,542	\$ 37,787,884	\$ 46,559,178

NOTE: Neurological Injury Compensation Association (NICA) and Unlicensed Activity are excluded from the amounts shown above. Professional Resource Network (PRN) Student Pilot Project not included.

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 22-23 and 23-24 Estimated Expend	Number of Licensees	Cost to Regulate	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee
Acupuncture	\$ 564,501	2,567	\$ 220	\$ 500	\$275/\$150	Yes
Anesthesiologist Assistants	\$ 77,725	606	\$ 128	\$ 1,000	\$ 200	Yes
Athletic Trainers	\$ 314,785	3,111	\$ 101	\$200/\$100	\$100/\$50	Yes
Chiropractic	\$ 2,433,215	-	\$ 336	-	-	Yes
A. Chiropractic	-	6,944	-	\$ 500	\$250/\$350	-
B. Chiropractic Physician Assistant	-	292	-	\$ 250	\$55/\$28	-
Clinical Laboratory	\$ 1,786,384	-	\$ 97	-	-	Yes
A. Director	-	257	-	\$ 150	\$ 130	-
B. Supervisor	-	5,338	-	\$ 150	\$ 110	-
C. Technologist	-	10,572	-	\$ 150	\$ 90	-
D. Technician	-	1,734	-	\$ 150	\$ 50	-
E. Training Program	-	49	-	\$ 300	\$ 300	-
F. Inactive	-	461	-	\$ 50	\$ 50	-
Certified Nursing Asst	\$ 10,963,505	145,472	\$ 75	\$ 50	\$ 50	-
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$ 6,013,153	-	\$ 181	-	-	Yes
A. Clinical Social Work	-	14,505	-	\$250/\$50	\$115/\$50	-
B. Marriage and Family Therapy	-	2,876	-	\$250/\$50	\$115/\$50	-
C. Mental Health Counseling	-	15,843	-	\$250/\$50	\$115/\$50	-
D. Interns	-	-	-	\$ 100	\$ 75	-
E. Master Certified Social Worker	-	5	-	\$250/\$50	\$ 150	-
Dentistry	\$ 6,943,499	15,927	\$ 436	\$ 300	\$ 300	-
Dental Hygienist	\$ 1,039,550	15,863	\$ 66	\$ 300	\$ 80	Yes
Dental Labs	\$ 84,397	725	\$ 116	\$ 300	\$ 175	Yes
Dietetics and Nutrition	\$ 572,752	6,209	\$ 92	\$ 500	\$ 75	Yes
Electrolysis	\$ 843,500	1,920	\$ 439	\$ 100	\$ 100	-
Genetic Counselor	\$ 73,368	532	\$ 138	NO CAP	-	-
Hearing Aid Specialist	\$ 386,340	1,060	\$ 364	\$ 600	\$375/\$375	Yes
Massage Therapy	\$ 13,249,248	-	\$ 292	-	-	-
A. Massage Therapist	-	37,288	-	\$200/\$250	\$ 100	-
B. Massage Establishment	-	8,030	-	\$ 150	\$ 100	-
Medical Physicists	\$ 78,615	-	\$ 103	-	-	Yes
A. Medical Physicists	-	711	-	\$ 500	\$ 150	-
B. Medical Physicists In Training	-	54	-	NO CAP	\$ 100	-
Medicine	\$ 37,050,118	81,937	\$ 452	\$ 500	\$350/\$120	Yes
Midwifery	\$ 270,996	214	\$ 1,266	\$ 500	\$500/\$500	-
Naturopathic	-	-	-	\$ 1,000	\$ 250	-
Nursing	\$ 42,281,109	-	\$ 90	-	-	Yes

Table 17: Review of the Adequacy of Renewal Fees -Continued

PROFESSION	FY 22-23 and 23-24 Estimated Expend	Number of Licensees	Cost to Regulate	Renewal Fee Cap	Current Renewal Fee	Sufficient Current Renewal Fee
A. Registered Nurse	-	358,231	-	No Cap	\$65/\$55	-
B. Licensed Practical Nurse	-	64,083	-	No Cap	\$65/\$55	-
C. Advanced Practice Registered Nurse	-	47,703	-	\$ 50	\$ 50	-
Nursing Home Administrator	\$ 661,778	1,822	\$ 363	No Cap	\$ 325	Yes
Occupational Therapy	\$ 1,496,925	18,350	\$ 82	No Cap	\$ 55	Yes
Opticianry	\$ 1,314,589	4,123	\$ 319	\$350/\$50	\$125/\$50	-
Optometry	\$ 711,164	-	\$ 187	-	-	Yes
A. Optometrist	-	3,783	-	\$ 300	\$ 300	-
B. Optometry Faculty	-	19	-	No Cap	\$ 100	-
Orthotists and Prosthetics	\$ 208,056	640	\$ 325	\$ 500	\$ 400	Yes
Osteopathic	\$ 4,156,717	10,100	\$ 412	\$ 500	\$400/\$200	Yes
Pharmacy	\$ 17,056,615	-	\$ 166	-	-	-
A. Pharmacists	-	35,029	-	\$ 250	\$ 200	-
B. Consultant Pharmacist	-	3,618	-	\$ 250	\$ 100	-
C. Nuclear Pharmacist	-	194	-	\$ 250	\$ 100	-
D. Pharmacies Permit	-	10,322	-	\$ 250	\$ 250	-
E. Pharmacy Technicians	-	53,617	-	\$ 50	\$ 50	-
Physical Therapy	\$ 3,180,725	-	\$ 100	-	-	Yes
A. Physical Therapist	-	19,494	-	\$ 200	\$75/\$50	-
B. Physical Therapist Assistant	-	12,173	-	\$ 150	\$75/\$50	-
Physician Assistant	\$ 2,778,373	12,071	\$ 230	\$ 500	\$275/\$150	Yes
Podiatry	\$ 681,404	-	\$ 298	-	-	-
A. Podiatric Medicine	-	1,862	-	\$ 350	\$ 350	-
B. Cert Podiatric X-Ray Assistant	-	425	-	\$ 75	\$ 75	-
Psychology	\$ 1,161,106	-	\$ 189	-	-	Yes
A. Psychologist	-	6,128	-	\$ 500	\$ 200	-
B. Limited License	-	9	-	\$ 500	\$ 25	-
Respiratory Therapy	\$1,548,633	14,125	\$ 110	\$200/\$50	\$90/\$50	Yes
School Psychology	\$ 325,920	988	\$ 330	\$ 500	\$190/\$150	-
Speech-Language Pathology and Audiology	\$ 1,671,435	-	\$ 106	-	-	Yes
A. Pathologist and Audiologist	-	13,703	-	\$500/\$100	\$ 75	-
B. Pathology and Audiologist Assistant	-	2,016	-	No Cap	\$ 50	-
Total Fund (4)	\$161,980,198	1,075,730	\$ 151	-	-	-

NOTES:

1. Cost to regulate is computed by adding FY 22-23 and FY 23-24 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2022.
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, 2028, then the current renewal fee is deemed to be sufficient.

Contact Us

Your feedback is important to us. If you have questions or suggestions about this report, please let us know.

Use the **CHAT NOW** button to connect with ELI, the newest way to learn about licensure requirements, initial application status, renewal requirements, fees, address updates, and more! ELI is just a tap away so that customers can get in touch from anywhere, at any time of day – chat is available 24/7.

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