



Florida Department of Health
DIVISION OF MEDICAL QUALITY ASSURANCE

ANNUAL REPORT

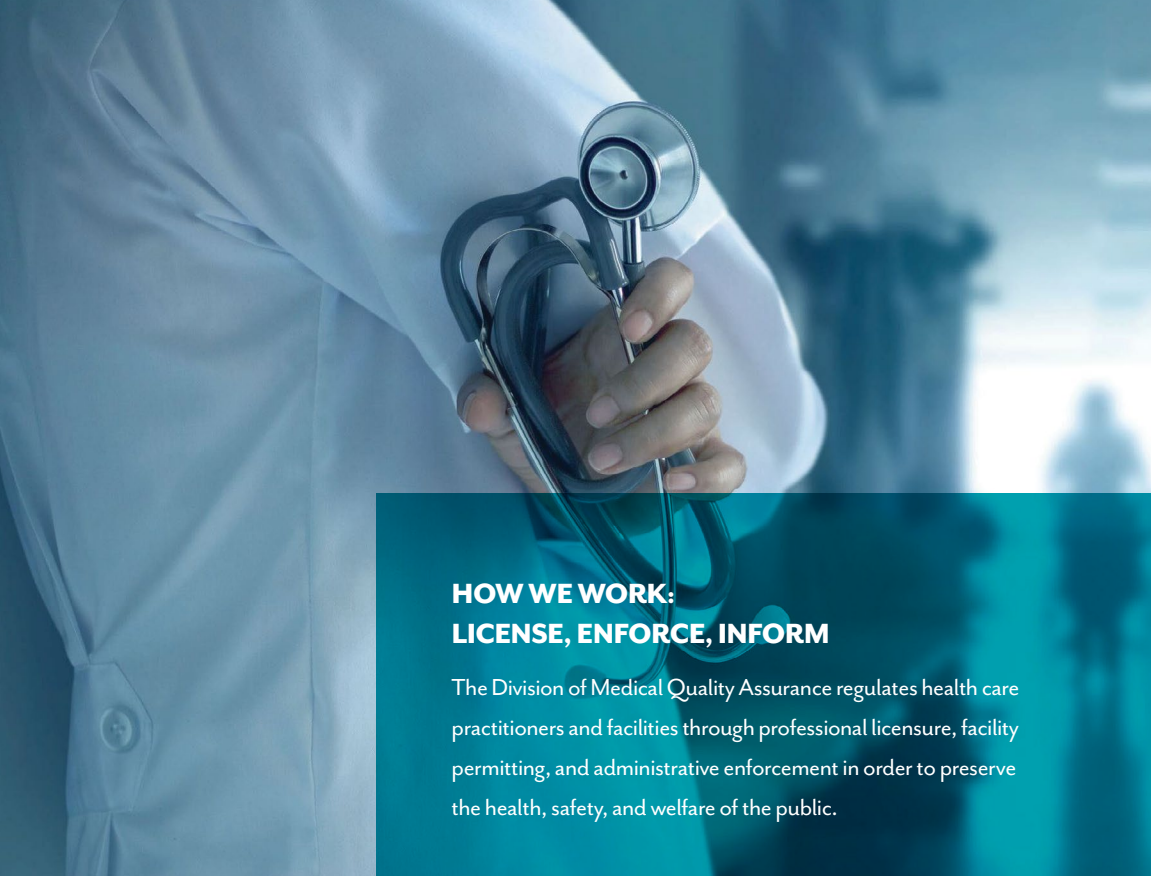
and Long-Range Plan

Fiscal Year 2022-23

Ron DeSantis, Governor

Joseph A. Ladapo, MD, PhD, State Surgeon General

MISSION, VISION, VALUES



HOW WE WORK: LICENSE, ENFORCE, INFORM

The Division of Medical Quality Assurance regulates health care practitioners and facilities through professional licensure, facility permitting, and administrative enforcement in order to preserve the health, safety, and welfare of the public.



MISSION:

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

VISION:

To be the healthiest state in the nation.

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INTRODUCTION

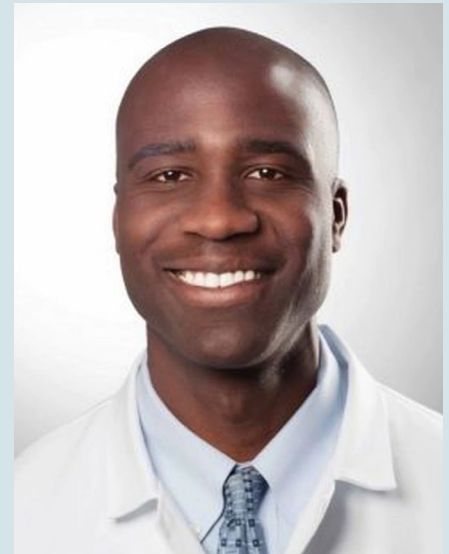
Message from the State Surgeon General

As Florida's State Surgeon General, it gives me great pleasure to present this annual report on behalf of the Division of Medical Quality Assurance (MQA), which captures its purpose, achievements, and impact on the landscape of health care regulation in Florida during FY 2022-23.

Every day, the health care practitioners and facilities we regulate, and the consumers who receive their services, rely on us to fulfill the purpose of our regulations. These regulations help uphold the safety and quality expected by each Floridian and visitor when receiving health care services. The success of these regulations relies on awareness, education, and compliance by the practitioners, facilities, and consumers and supporting resources to implement enforcement and programmatic activities. I am proud that MQA is one of many divisions at the Department of Health (Department) contributing to the mission to protect, promote, and improve the health of all Floridians.

MQA works hard to sustain and improve a regulatory structure that supports the state's priorities related to global competitiveness and economic growth. This year, MQA issued over 128,000 initial licenses, upgraded more than 26,000 licenses, and renewed over 610,000 licenses. These efforts are supported by dedicated employees who collaborate with 22 regulatory boards and four councils to effectively regulate 364 health care professions and adapt strategies to help the state respond to emergencies like hurricanes. In the wake of Hurricane Ian in October 2022, MQA effectively deployed 10 percent of its workforce, promptly delivered urgent notifications about emergency directives affecting professions, responded in partnership with Volunteer Florida to promote an online portal for licensed practitioners to volunteer in impacted areas, and redirected resources to maintain critical licensure processes for priority professions. MQA's Board of Nursing was one unit that demonstrated this agility and focus on expediting licensure, as its initial applications for licensure were processed in under 24 hours.

In addition to managing its daily operations, I am proud of MQA for its enforcement and programmatic activities. My visit to one of MQA's 11 investigative field offices showed me the importance of statewide investigative work taking place with law enforcement partners. Health care facility inspectors, investigators, program liaisons, compliance managers, and attorneys work together with the boards, councils, and Office of the General Counsel to produce an effective enforcement and compliance model for Florida's practitioners and facilities that are often looked to by other states when enacting legislation affecting health care professions. This year, MQA completed 5,249 investigations and issued 561 cease-and-desist orders, fulfilling its commitment to the safety of health care consumers in Florida.



Joseph A. Ladapo, MD, PhD

State Surgeon General



We have much to celebrate as we reflect on the impact our work has had in FY 2022-23. Whether educating the public about the dangers of unlicensed medical practice, offering licensure support services for veterans, or encouraging safer prescribing of controlled substances, it is clear that MQA takes seriously its commitment to protecting the public.

These regulations help uphold the safety and quality expected by each Floridian and visitor when receiving health care services.

Message from the Division Director

Since 2021, I have been honored to serve the state of Florida as the Director of MQA, where we strive to ensure excellence, efficiency, responsiveness, and innovation for its health care applicants, practitioners, and consumers. From introducing e-licensing as a new licensure experience for practitioners to delivering an AI-powered renewal process for nurses, I am proud to report that MQA combined the dedication of many talented employees to pursue forward-thinking, practitioner-focused innovations. This operational excellence helps MQA carry its commitment to Florida's practitioners and allows them to focus attention on the delivery of care.

In addition to conducting licensure and enforcement duties, practitioners and consumers rely on MQA to be informed on the changing dynamics of evolving professions. Throughout the year, MQA staff participated in the exchange of information and best practices with various partners, ranging from law enforcement officials and health care associations to board and council members, licensure compact states, and other state agencies. These expectations underscore the importance of our work and the opportunities we have to make a difference in the lives of Floridians and the communities where they live and work.

To build on our successes and ensure MQA remains a leader in health care regulation, it is vital that we inspire our talent to be innovative and intentional in addressing existing and future challenges. With this sentiment, MQA began revisiting its strategic plan, which was last established in 2019, to better reflect strategies informed by current regulatory trends, board and council member feedback, and employee input. MQA distributed an online survey to solicit board and council member feedback, hosted a long-range planning meeting with Board and Council Chairs, Vice Chairs, and industry partners, conducted an environmental scan of the strengths, weaknesses, opportunities, and threats impacting MQA, and drafted new strategic goals and objectives that propel us to achieve our vision of becoming the healthiest state in the nation.



Jennifer L. Wenhold, MSW, CPM

Division Director



As you'll see in the coming pages, we firmly believe that the success of MQA comes from the passionate people who share our mission, embody our core values, and seek our vision every day. I am proud of MQA's work in streamlining the licensing, enforcement, and information processes to benefit Florida's health care applicants, practitioners, and consumers. Together, we are making a meaningful difference for the Floridians we serve.

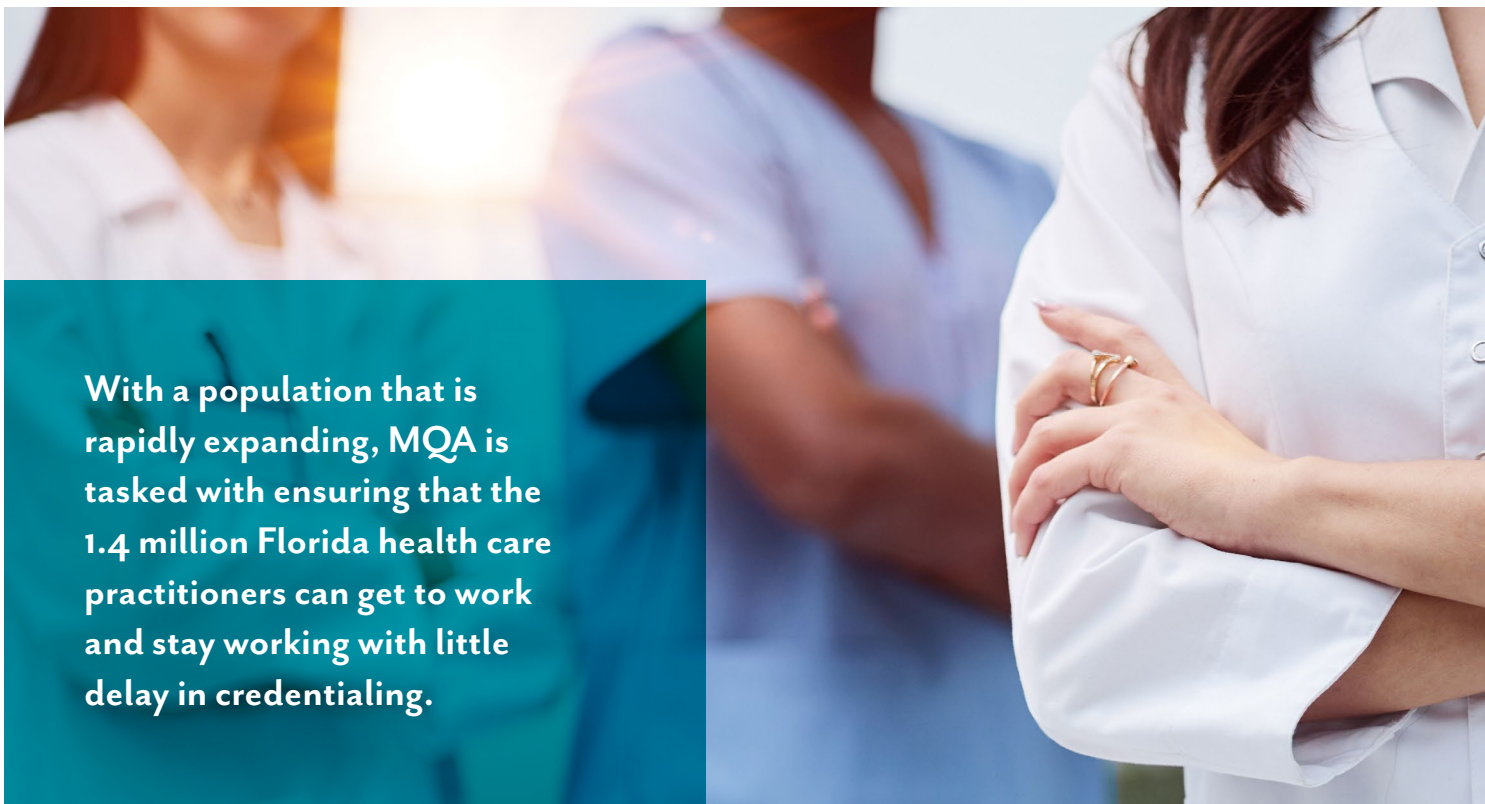
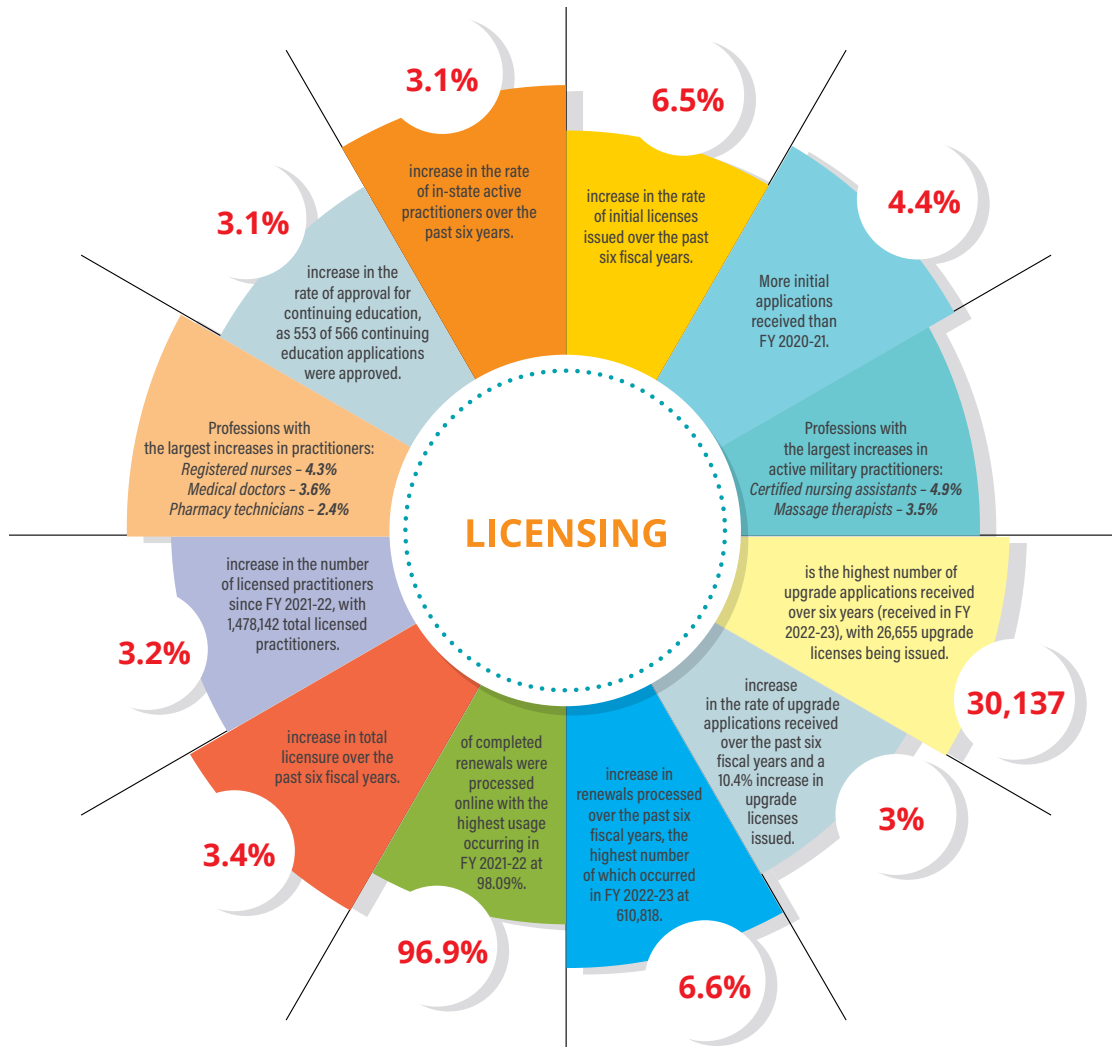


Florida's population has increased by 1.9 percent since 2021, which makes it the fastest-growing state in the nation.

EXECUTIVE SUMMARY

Florida's population has increased by 1.9 percent since 2021, which makes it the fastest-growing state in the nation. With a population that is rapidly expanding, MQA is tasked with ensuring that the 1.4 million Florida health care practitioners can get to work and stay working with little delay in credentialing. In FY 2022-23, MQA not only met but exceeded its key performance measures. MQA issued 128,184 initial licenses to health care practitioners and processed over 610,000 renewal applications for licensure. The Bureau of Enforcement received 45,352 complaints and issued 200 emergency orders in response to serious violations. Finally, as a leading state agency harnessing artificial intelligence (AI) technology in service to its customers, MQA's Virtual Agent, ELI, has fielded over 509,000 voice calls and more than 224,000 web chats.





With a population that is rapidly expanding, MQA is tasked with ensuring that the 1.4 million Florida health care practitioners can get to work and stay working with little delay in credentialing.

ABOUT MQA

Purpose

While the regulatory landscape is complex and ever-changing, the primary purpose of MQA remains consistent: to protect health care consumers. Section 456.003, Florida Statutes, provides MQA with the authority to regulate. It is the Legislature's intent that health care professions should be regulated for the preservation of the health, safety, and welfare of the public and such professions should be regulated when:

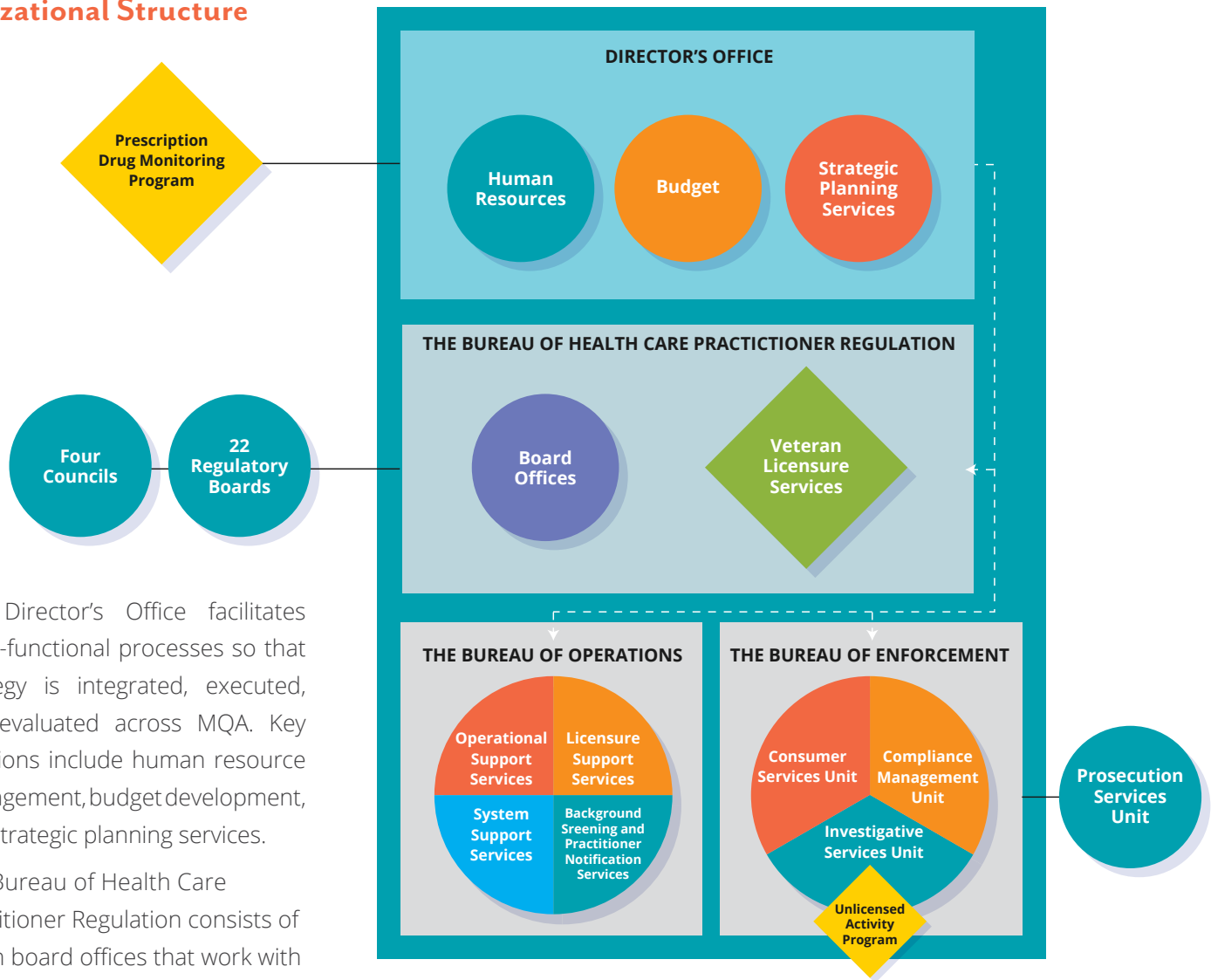
- a) Their unregulated practice can harm or endanger the health, safety, and welfare of the public, and when the potential for such harm is recognizable and clearly outweighs any anticompetitive impact which may result from regulation.
- b) The public is not effectively protected by other means, including, but not limited to, other state statutes, local ordinances, or federal legislation.
- c) Less restrictive means of regulation are not available.



Composition

MQA contributes to the mission of the Department by upholding a regulatory system that promotes a safe working environment for health care practitioners and ensures that public health and welfare are served through its licensure, enforcement, and information activities. MQA comprises three bureaus that collaborate with the Office of the General Counsel's Prosecution Services Unit and 22 boards and four councils to license health care practitioners who meet statutory standards and enforce laws and rules governing health care practitioners.

Organizational Structure



- The Director's Office facilitates cross-functional processes so that strategy is integrated, executed, and evaluated across MQA. Key functions include human resource management, budget development, and strategic planning services.
- The Bureau of Health Care Practitioner Regulation consists of seven board offices that work with the regulatory boards and four 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 partnerships with the boards and councils.
- The Bureau of Operations provides operation and infrastructure support to MQA and the boards and councils through the functions of four main units. Key functions range from document, contract, asset, and database management to license maintenance and renewal, background screening services, and voice, email, and AI-powered customer contact.
- The Bureau of Enforcement acts as the compliance and investigative arm of MQA, where complaints about practitioners are received and investigated and violations and administrative actions are established according to Florida Statutes or rules. The 11 field offices throughout the state facilitate the investigations of complaints and inspections of facilities.

Boards and Councils

While states may organize regulatory functions through a collective umbrella or by a series of independent and autonomous boards, Florida's regulatory work is accomplished through a combination of the two.

The composition of Florida's 22 boards and four councils varies but typically includes members representing individual practitioners from the profession being regulated, public members to represent the consumer, and other members, like from a complementary profession. Boards and councils are staffed by an Executive Director who carries out the work as directed by the board or council. 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. Members serve to conduct disciplinary hearings, promulgate rules, develop proposed legislation, approve CE providers and courses, and review licensure applications.

The 22 boards and four councils are shown below.

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	

Interested in an appointment to a health care regulatory board or council? We welcome you to complete the Gubernatorial Appointments Questionnaire at [FLgov.com/Appointments](https://www.FLgov.com/Appointments) for interest serving on a board, or the Florida Department of Health Questionnaire for interest serving on a council at FL-Appointment.AzureWebsites.net.

Department Regulated Professions and Facilities

MQA's health care regulatory system helps keep track of how well the practitioners and facilities are complying with legal requirements. MQA inspects Department regulated facilities prior to opening to ensure compliance, and facilities are subject to inspection prior to permitting and licensing, after receipt of an application for a change in location or ownership, and routinely to ensure compliance and patient safety.



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 for interest serving on a board, or the Florida Department of Health Questionnaire for interest serving on a council at FL-Appointment.AzureWebsites.net.

A list of Department regulated facilities and professions are as follows.

Professions

- Certified Master Social Workers
- Emergency Medical Technicians
- Genetic Counselors
- Medical Physicists
- Paramedics
- Radiologic Technologists
- School Psychologists

Facilities

- Dental Laboratories
- Office Surgery Registration
- Optical Establishments
- Massage Establishments
- Pain Management Clinics

Program Areas

MQA's programs and activities provide value by supporting regulatory work and ensuring that high standards of performance are maintained. Three of these program areas are highlighted below.

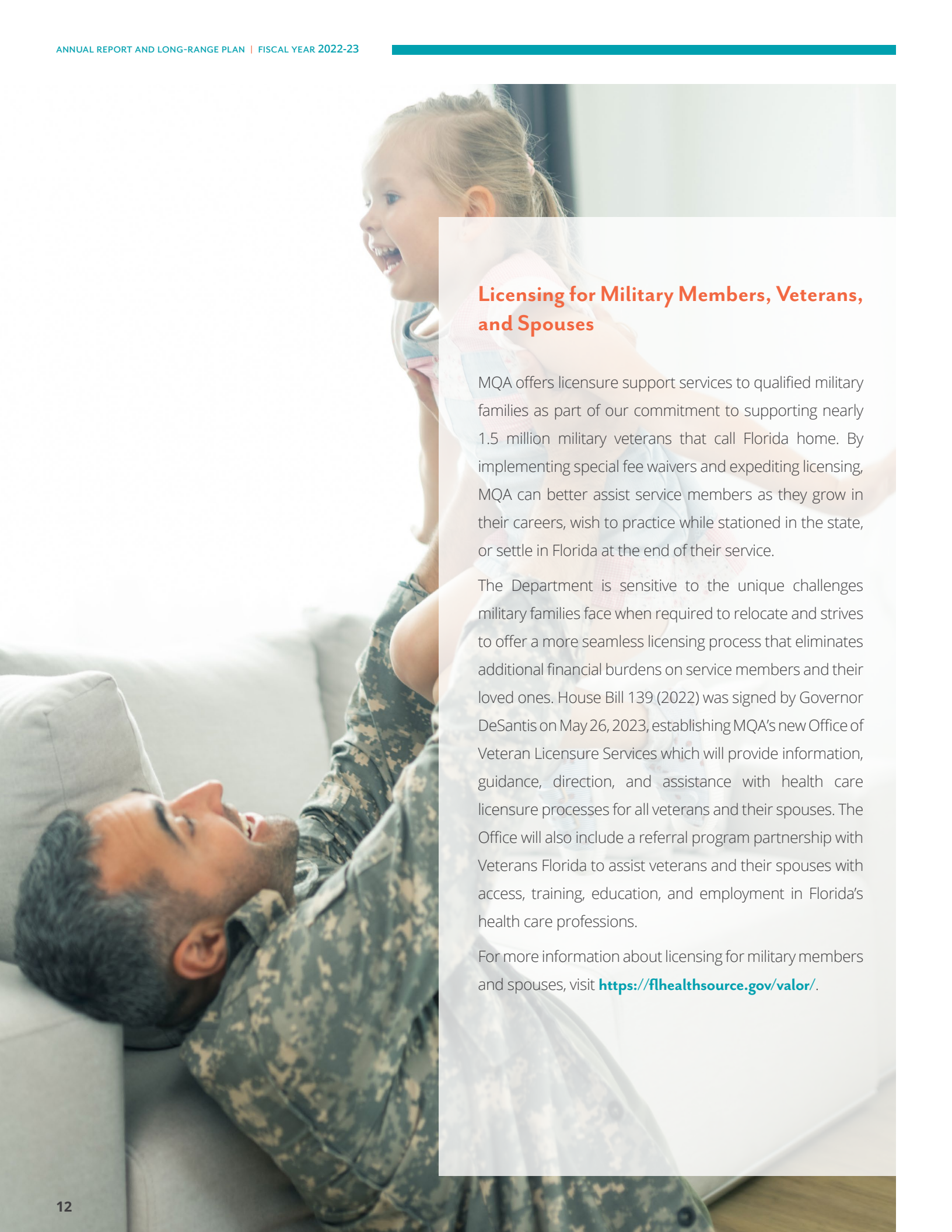
Prescription Drug Monitoring Program

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

[FLHealthSource.gov/FloridaTakeControl/PDMP](https://www.flhealthsource.gov/FloridaTakeControl/PDMP).

A photograph of a man in a military camouflage uniform sitting on a light-colored couch. He is looking up and laughing joyfully. A young girl with blonde hair, wearing a blue and pink patterned dress, is leaning over him, also laughing. The background is a bright, out-of-focus indoor setting.

Licensing for Military Members, Veterans, and Spouses

MQA offers licensure support services to qualified military families as part of our commitment to supporting nearly 1.5 million military veterans that call Florida home. By implementing special fee waivers and expediting licensing, MQA can better assist service members as they grow in their careers, wish to practice while stationed in the state, or settle in Florida at the end of their service.

The Department is sensitive to the unique challenges military families face when required to relocate and strives to offer a more seamless licensing process that eliminates additional financial burdens on service members and their loved ones. House Bill 139 (2022) was signed by Governor DeSantis on May 26, 2023, establishing MQA's new Office of Veteran Licensure Services which will provide information, guidance, direction, and assistance with health care licensure processes for all veterans and their spouses. The Office will also include a referral program partnership with Veterans Florida to assist veterans and their spouses with access, training, education, and employment in Florida's health care professions.

For more information about licensing for military members and spouses, visit <https://flhealthsource.gov/valor/>.

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. MQA investigates and refers for prosecution all unlicensed health care activity complaints and allegations. In many instances, unlicensed activity is a felony-level criminal offense. More importantly, receiving health care from unlicensed people is dangerous and could result in further injury, disease, or even death.

The ULA Program works in conjunction with law enforcement and the state attorney's offices to prosecute individuals practicing without a license. Program staff also proactively conduct public outreach but help by licensed health care practitioners and partnering organizations is crucial to educating others. The Department has several resources to combat unlicensed activity.

- Consumers are encouraged to use the Department's website [FLHealthSource.gov](https://www.flhealthsource.gov) where they can conveniently view the license information of their health care practitioner.
- Complaints may be filed anonymously by completing and mailing the complaint form on the Department's website, or by calling **1-877-HALT-ULA (425-8852)**.



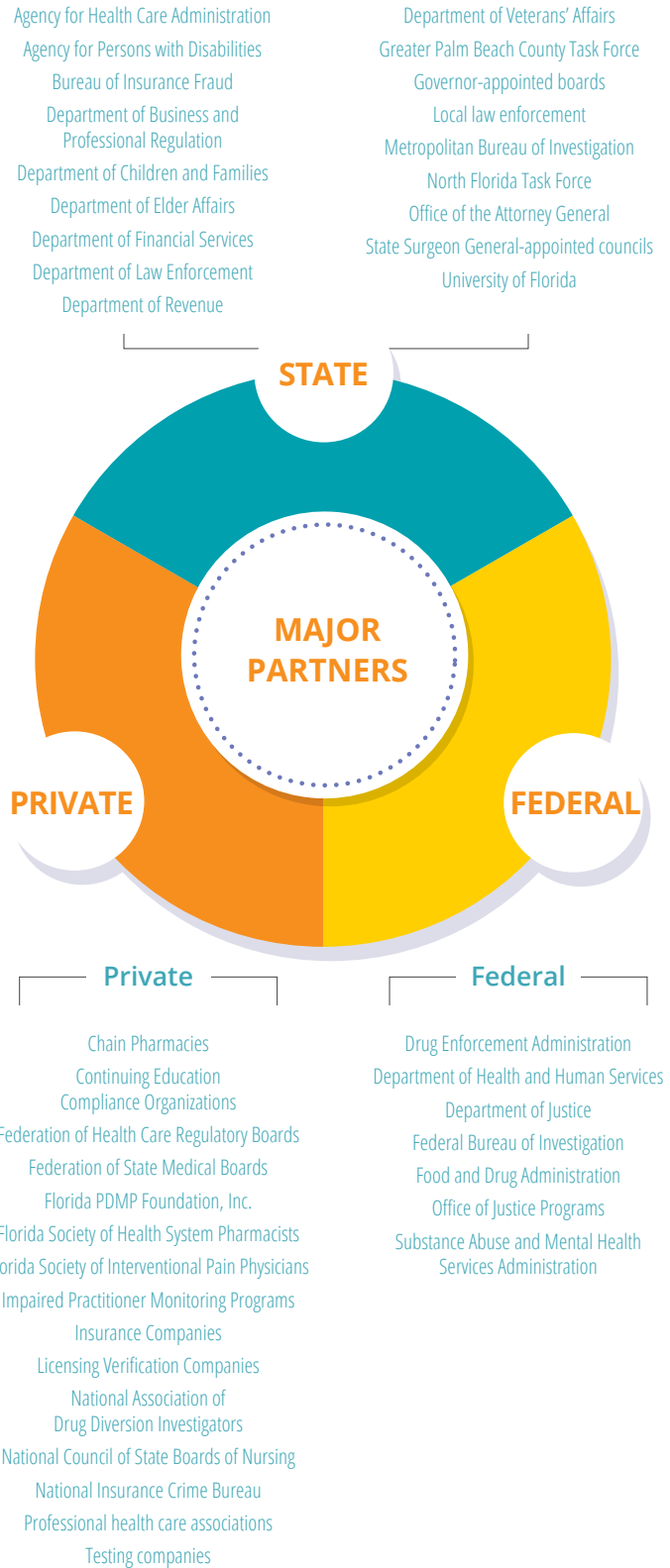
LONG-RANGE POLICY PLANNING

Purpose

Priorities for improving public health in Florida are addressed through various plans at the Department, including collaboration with partners and internal agency priorities. MQA supports the Department's strategic planning efforts by developing and implementing a long-range policy planning and monitoring process to facilitate efficient and cost-effective regulation, per section 456.005, Florida Statutes. During FY 2022-23, MQA operated under the strategies contained within the 2016-23 MQA Strategic Plan while updating this approach for the new reporting period (2023-2027).

MQA embraces the value of reasonable regulation as a means of public protection and supports the state's priorities for economic growth. Consumers esteem care from licensed practitioners and are protected by MQA's established system that regulates practitioners' education, examination, and experience standards just as practitioners value fast and accessible credentialing to begin, maintain, and improve health care delivery to patients. Through its strategic delivery of licensure, enforcement, and information services, MQA is positioned to create lasting change for health care applicants, practitioners, and consumers.

With this focus on public protection and regulatory efficiency, MQA continued to collaborate with regulatory partners to uphold the standards that protect consumers and communities while reducing regulatory burdens for practitioners wherever possible. MQA relies on its robust and agile technological infrastructure and information-sharing with partners to assess, adapt, and respond to changes in the environment that can impact goal attainment.



Strategy Map

Priorities



GOALS



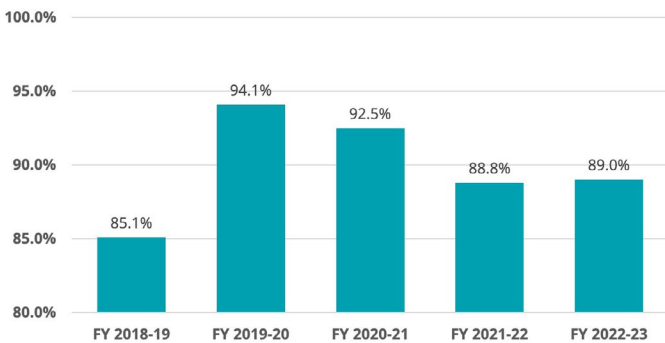
STRATEGIES



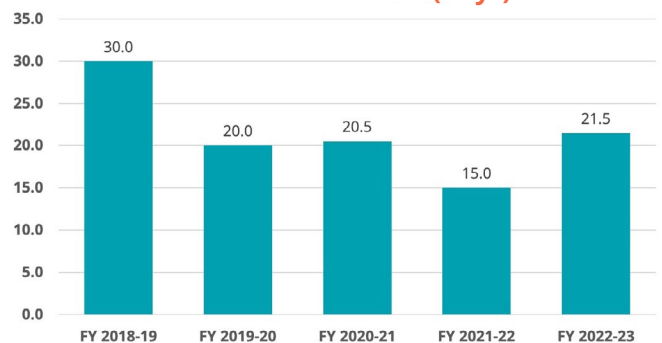
MEASURES

	Regulatory Efficiency	Readiness for Emerging Health Threats
GOALS	A Establish a regulatory structure that supports the state’s strategic priorities related to global competitiveness and economic growth.	B Demonstrate readiness for emerging health threats.
STRATEGIES	A1 Enforce health care standards through timely discipline of individuals and facilities found in violation of the law. A2 License health care practitioners in a more timely and efficient manner.	B1 Increase telehealth capacity to support direct service delivery.
MEASURES	<ul style="list-style-type: none"> Increase the percentage of Priority 1 (P1) investigations completed within 12 days. Reduce the average time to issue a license to a qualified applicant. 	<ul style="list-style-type: none"> Decrease the average time to register qualified out-of-state telehealth providers.

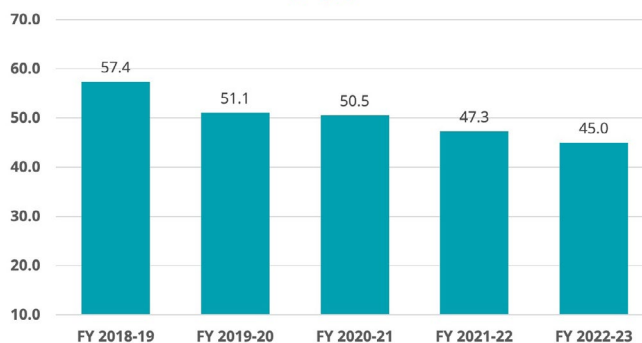
Percentage of P1 Investigations Completed within 12 Days



Average Time to Register Qualified Out-of-State Telehealth Providers (Days)



Average Time to Issue a License to a Qualified Applicant (Days)



Licensure

Florida’s population has increased by 1.9 percent since 2021, which makes it the fastest-growing state in the nation. With a population that is expanding so rapidly, MQA is charged with ensuring that the 1.4 million Florida health care practitioners can get to work and stay working with little delay in licensing. In FY 2022-23, MQA licensed over 128,000 new health care practitioners with an average processing time of 0.09 days per license.

Total licensure for practitioners has increased 3.4% over the past six years from 1,245,454 to 1,478,142 (Figure 1). This year, 152,581 initial applications were received, and 128,167 initial licenses were issued. Also, 610,818 renewal licenses were issued, which is the highest number of renewals for the reporting period.

The professions with the greatest number of licensed practitioners are registered nurses, certified nursing assistants (CNAs), medical doctors, licensed practical nurses, and registered pharmacy technicians (Figure 2). Over the past five years, the number of registered nurses increased at a rate of 4.3%, making it the fastest-growing health care profession in Florida. Medical doctors and pharmacy technicians are also growing at fast rates, with six-year growth rates of 3.6% and 2.4%, respectively. While registered nurses and medical doctors are also two of the most popular professions among licensed military practitioners, certified nursing assistants and massage therapists accounted for the largest increase in military practitioners at 4.9% and 3.5%, respectively.

By contrast, professions with the highest declines in practitioners are licensed practical nursing and certified nursing assistants, but the declines are marginal; the number of licensed practical nurses declined at a rate of 0.006% while the number of CNAs declined at a rate of 0.26%. Figure 3 illustrates the top 10 largest and smallest professions in Florida.

Figure 1: Total Number of Licensed Health Care Practitioners

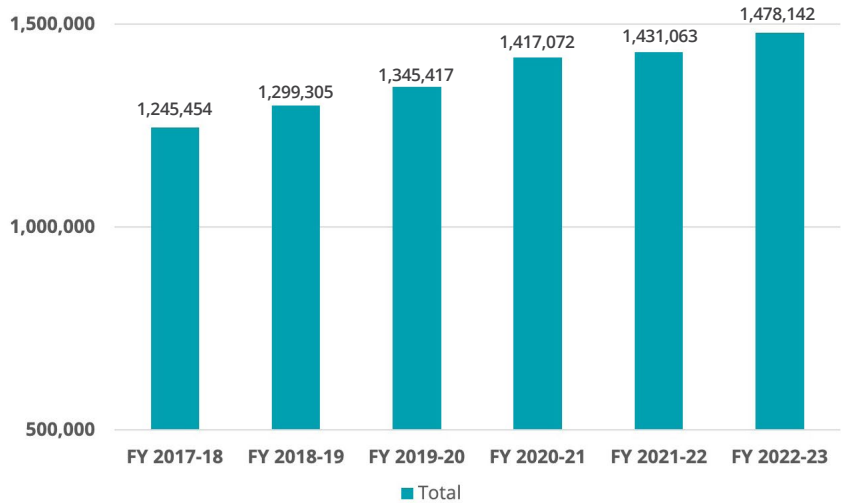


Figure 2: Largest Number of Licensed Health Care Practitioners

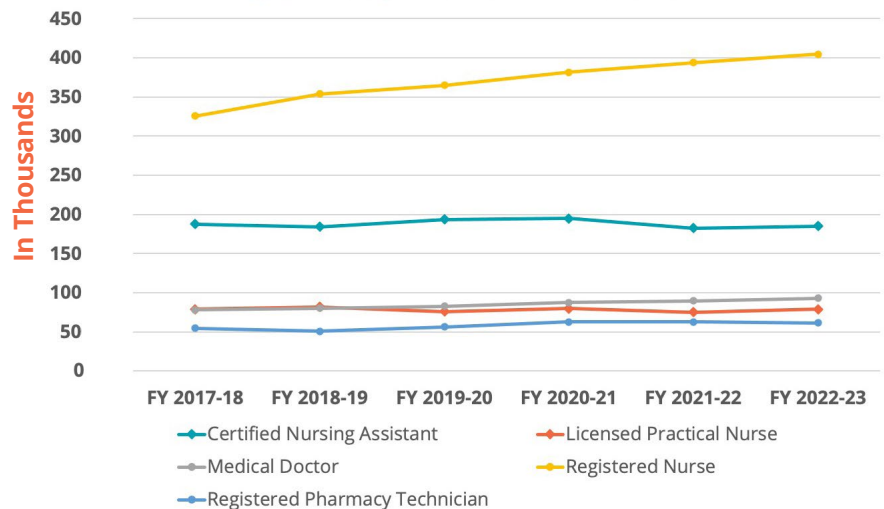
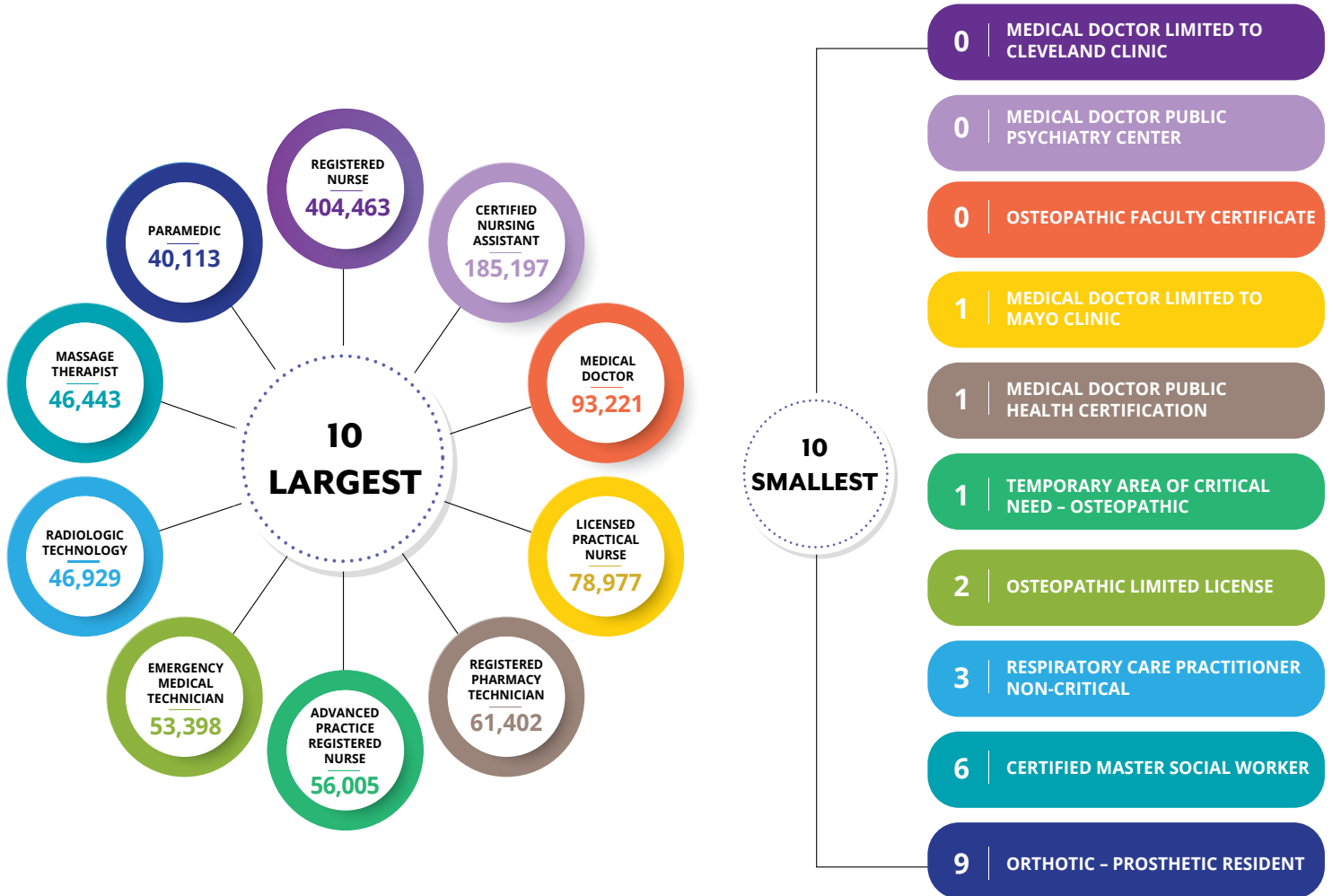
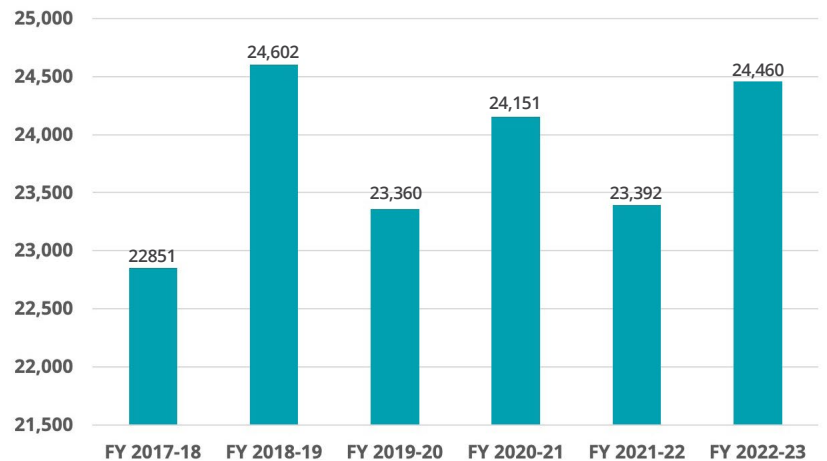


Figure 3: The Top 10 Largest and Smallest Populated Health Care Professions in FY 2022-23



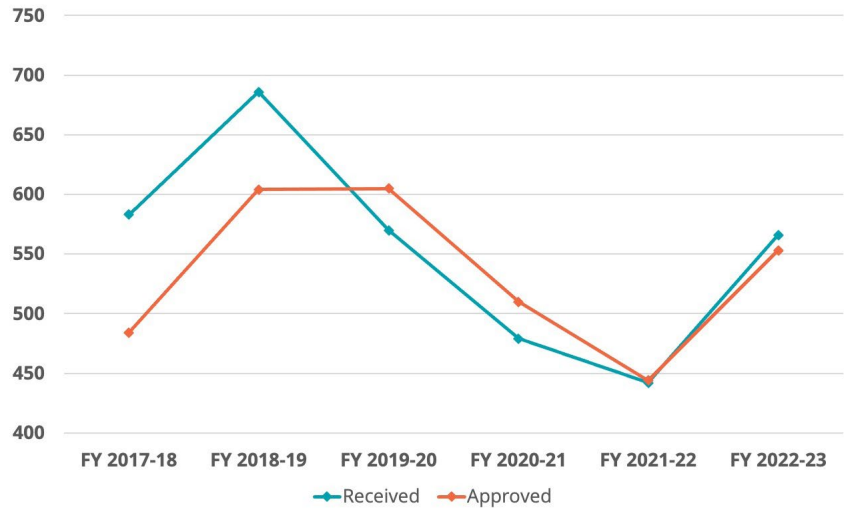
In addition to licensing health care practitioners, MQA also licenses health care facilities and continuing education (CE) providers. In FY 2022-23, MQA licensed 24,460 facilities, which is 4.6% more than last year – an anticipated increase knowing that the trend of facility licensure is influenced by the biennial renewal cycle (Figure 4). While the number of licensed facilities in Florida has remained constant over the last six years (1.4%), the CE application rate grew by 3.1%.

Figure 4: Licensed Facilities and Establishments



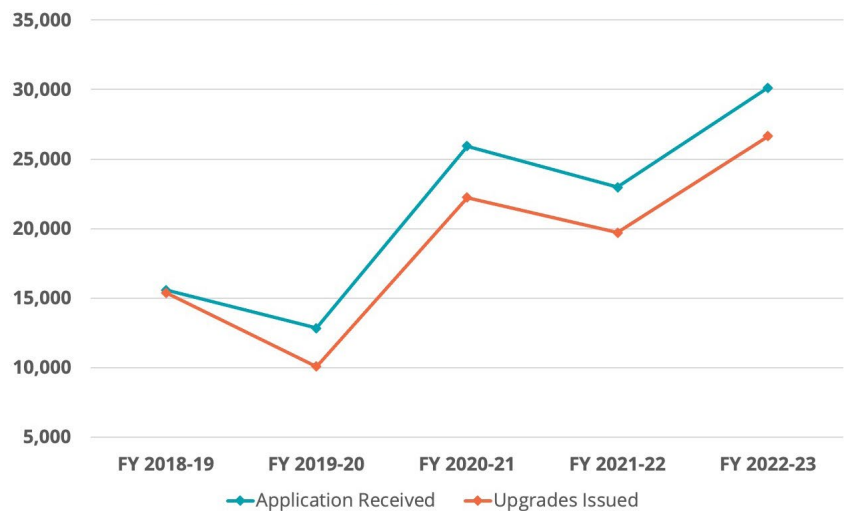
Designed to keep health care workers up-to-date on medical advances, CE credits are an educational requirement for professionals with health care careers as they fill the gap between current care and optimal care. In FY 2022-23, MQA received 566 and approved 553 applications for CE providers to be able to offer courses pursuant to Florida laws and statutes (Figure 5).

Figure 5: CE Applications Received vs. Approved



Another way to keep up with the latest advancements, improve skills, and advance patient outcomes is by upgrading health care licensure and certifications after an initial license is issued. As shown by Figure 6, MQA received and issued the highest number of upgrade applications in FY 2022-23 (30,137 and 26,655, respectively). In fact, 73.1% more licenses were upgraded this year than were issued five years ago (26,655 in FY 2022-23 compared to 15,394 in FY 2018-19).

Figure 6: Upgrade Applications Received vs. Issued



Of all the professions to upgrade, nursing accounted for the most upgrade licenses (52.5%), followed by pharmacy (43.7%). That is 14,002 nurses (Advanced Practice Registered Nurses/ APRN, Licensed Practical Nurses, and Registered Nurses) upgraded to either autonomous practice APRN or the Nurse Licensure Compact, while 11,652 pharmacies and registered pharmacy technicians received certifications to administer immunizations, collaboratively practice with a physician, and/or conduct point-of-care testing and diagnostic services for minor, nonchronic health conditions (test and treat).



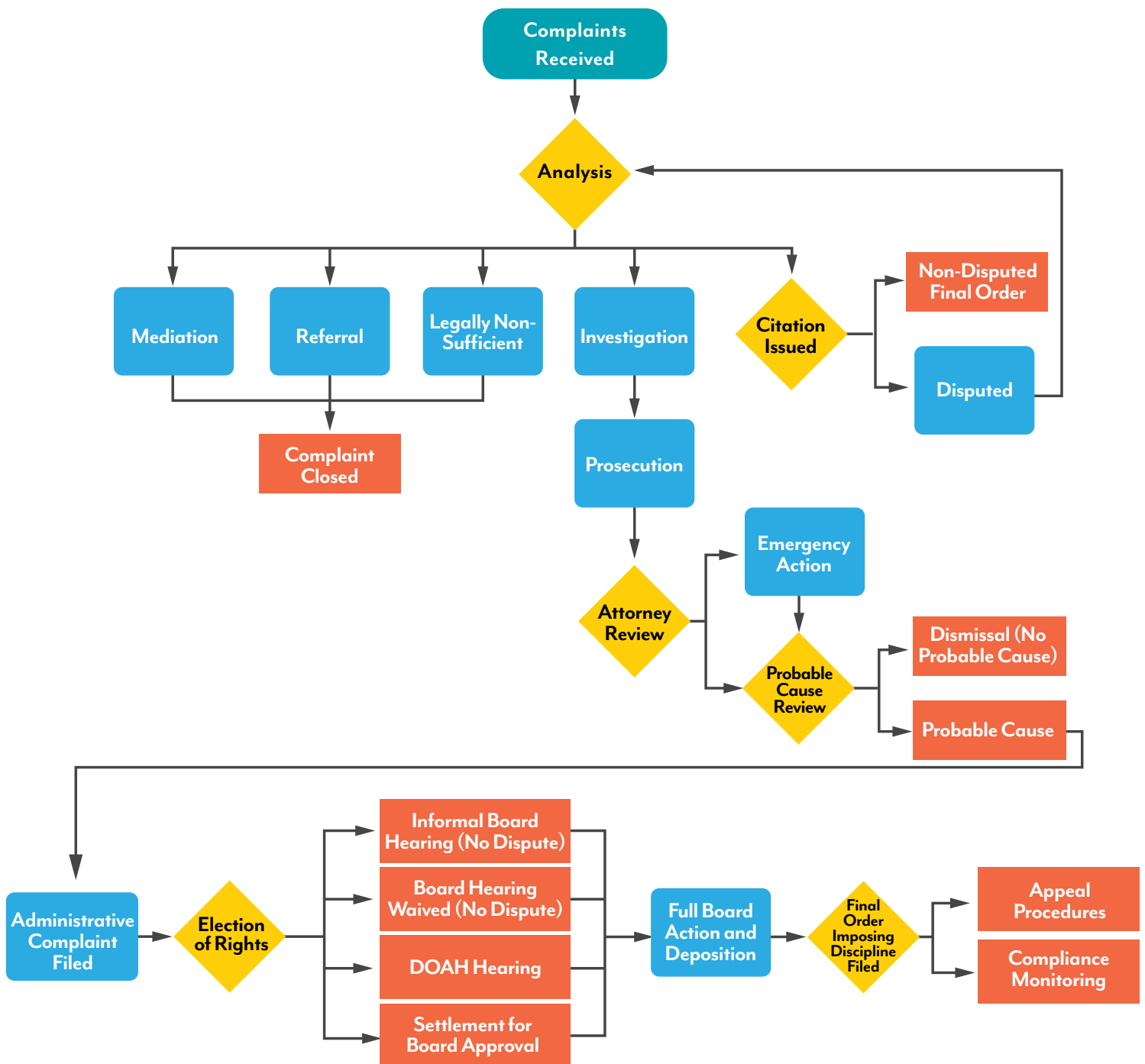
What are Autonomous APRNs and the Nurse Licensure Compact?

APRNs are eligible to practice autonomously if they meet certain legislatively mandated eligibility criteria per section 464.0123, Florida Statutes. Autonomous APRNs (A-APRNs) are permitted to practice in primary care settings including family medicine, general pediatrics, and general internal medicine, as defined by the Florida Board of Nursing’s rule. The Nurse Licensure Compact (NLC) is an interstate compact that allows a Registered Nurse or Licensed Practical Nurse to have a multistate license in the primary state of residency, permitting the nurse to practice in other member states subject to each state’s practice laws.

Enforcement

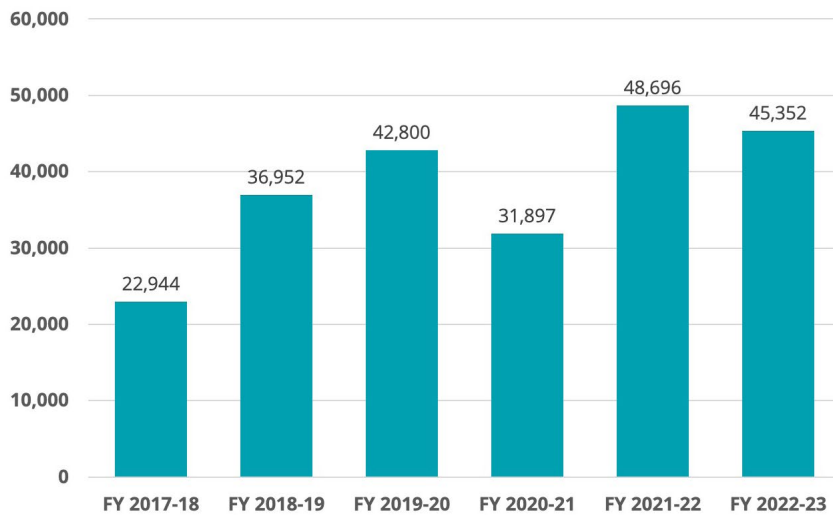
The Consumer Services Unit (CSU), Investigative Services Unit (ISU), and Compliance Management Unit (CMU) investigate complaints involving regulated health care practitioners. Together, these units comprise the Bureau of Enforcement, which collaborates with the Prosecution Services Unit (PSU) to enforce appropriate Florida Statutes, rules, and laws (Figure 7).

Figure 7: Enforcement Process Explained



CSU represents the first step in the enforcement process, receiving all complaints submitted to MQA and determining if there is legal sufficiency for further review. In other words, if the allegations made in the written and signed complaint are found to be true and in violation of recognized standards of practice, the complaint will be deemed legally sufficient, and the subject of the complaint (or their attorney) will be provided with a copy of the complaint. Complaints with legal sufficiency indicate a potential violation of Florida Statutes or administrative rules, and are forwarded to ISU for investigation.

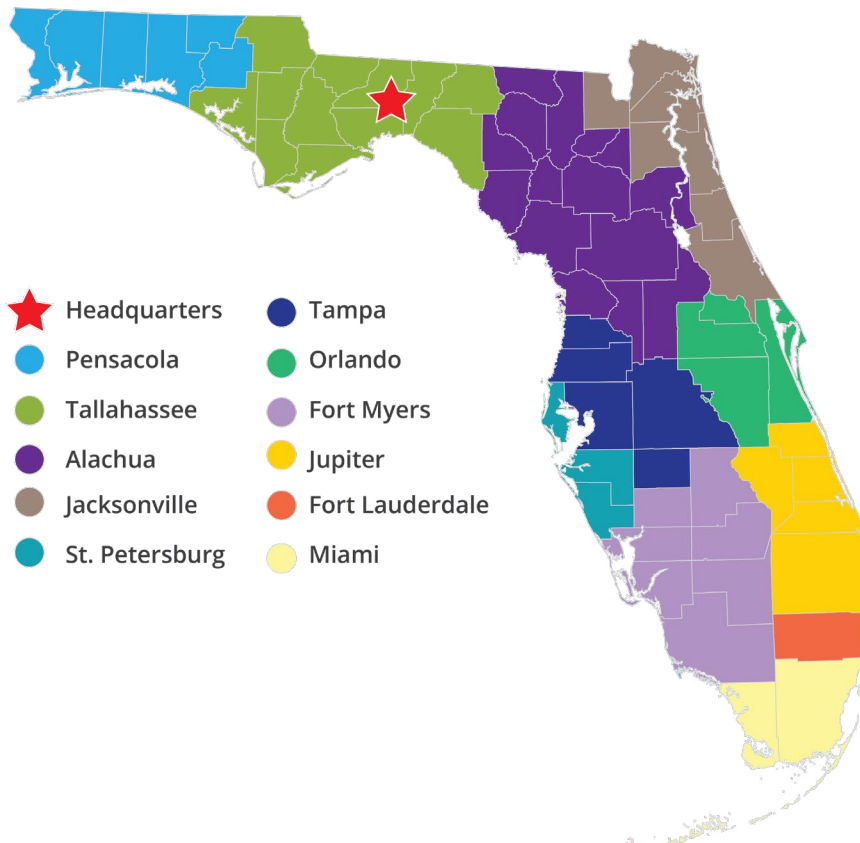
Figure 8: Total of Complaints Received



MQA received 45,352 complaints in FY 2022-23, which is among the greatest number of complaints recorded when compared to other years (Figure 8). More than one-third of the complaints received were against registered nurses (or 30.3%), and over 5,000 cases were deemed to be legally sufficient.

As the investigative arm of MQA, staff within ISU’s 11 investigative services regions serve the public by investigating legally sufficient complaints against health care practitioners and facilities, conducting routine facility inspections, and stopping unlicensed activity. MQA completed 5,246 investigations in FY 2022-23, found 1,577 cases of probable cause (compared to the 3,165 cases of no probable cause), and received the greatest number of unlicensed activity complaints over the last five years at 1,186.

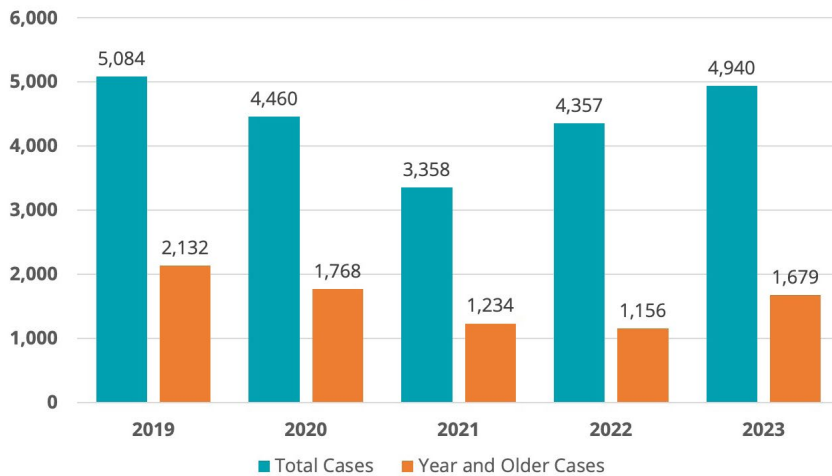
Figure 9: Investigative Services Regions



Reduction of Year-Old Cases

In FY 2022-23, PSU faced significant staffing issues and a swell of new priority cases, both of which impacted its ability to reduce aging cases. Nearly half of PSU's attorney positions were vacant at the start of the fiscal year (41%) and, of the 5,137 new cases that were received, 27.1% were priority cases (or 1,391).

Figure 10: Total Cases Compared to Year and Older Cases*



**At the close of the fiscal year.*

Despite the staffing shortage and influx of priority cases, PSU ended the fiscal year with a total of 4,940 cases and reduced its attorney vacancy rate by 34%. Of the 4,940 cases remaining at the end of the fiscal year, 34.0% (or 1,679) were over one year old as compared to the 26.5% at close of FY 2021-22 (Figure 10).

To reduce the year and older cases, PSU concentrated its efforts on resolving the oldest cases in its inventory. The oldest cases typically have aged due to

complexities in the case, which require more effort to bring to a final resolution. By eliminating the oldest cases, PSU attorneys can allocate more time to resolving more recent complaints. For this fiscal year, 81.1% of the cases that were over one year old were from 2021 to 2022, meaning those cases were two or less years old.

Truly complex, fully contested cases often will not be resolved within one year; referral to the Division of Administrative Hearings (DOAH) is essential to bringing about timely resolution. As such, PSU has emphasized the importance of referring cases to DOAH through performance expectations. As a result, PSU referred 100 cases in FY 2022-23 to DOAH for assignment to an Administrative Law Judge.

Disciplinary Guidelines

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

BOARD/COUNCIL	Rule Number	Description	Rule Development Published	Notice Published	Adopted	Effective
Acupuncture	64B1-9.001	Disciplinary Guidelines	07/09/2021	07/26/2021	9/02/2021	9/22/2021
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	10/01/2021	10/18/2021	11/19/2021 *filed date	12/09/2021
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 (proposed) 09/10/2021 (change)	10/18/2021	11/07/2021
Dentistry	64B5-13.005	Disciplinary Guidelines	09/13/2021	09/28/2021	10/20/2022	11/09/2022
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	11/02/2022	11/22/2022
Hearing Aid Specialists	64B6-7.002	Guidelines for Disposition of Disciplinary Cases	02/24/2023	03/13/2023	04/17/2023	05/07/2023
Massage Therapy	64B7-30.002	Disciplinary Guidelines	09/20/2022	10/05/2022	11/14/2022	12/04/2022
Medical Physicists	64B23-6.001	Penalty-Guidelines	02/09/2022	04/27/2023 (proposed) 07/26/2023 (change)	Pending	Pending
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	03/02/2016	03/22/2016

BOARD/COUNCIL	Rule Number	Description	Rule Development Published	Notice Published	Adopted	Effective
Nursing	64B9-8.006	Disciplinary Guidelines	05/19/2023	06/05/2023	07/18/2023	08/07/2023
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; Range of Penalties; Aggravating and Mitigating Circumstances	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	Designation of Administrative Violations; Major; Minor	09/09/2021	10/07/2021	11/16/2021	12/06/2021
Optometry	64B13-15.006	Designation of Patient Care Violations; Major; Minor	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
Osteopathic Medicine	64B15-19.002	Violations and Penalties	12/28/2022	01/12/2023	03/02/2023	03/22/2023
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	08/31/2021	09/14/2021	12/09/2021	12/29/2021
Pharmacy	64B16-30.001	Disciplinary Guidelines	09/09/2021	10/04/2021	02/21/2022	03/13/2022
Psychology	64B19-17.002	Disciplinary Guidelines	12/02/2021	12/20/2021	01/19/2022	02/08/2022
Physical Therapy	64B17-7.001	Disciplinary Guidelines	09/08/2021	09/23/2021	10/28/2021	11/17/2021
Respiratory Care	64B32-5.001	Disciplinary Guidelines	08/25/2021	09/09/2021	12/01/2021	12/21/2021
School Psychology	64B21-504.002	Disciplinary Guidelines	05/23/2022	09/01/2022	12/09/2022	12/29/2022
Speech-Language Pathology	64B20-7.001	Disciplinary Guidelines	08/12/2021	08/26/2021	09/29/2021	10/19/2021

All About ELI

MQA's Virtual Agent, ELI, is an artificial intelligent chatbot that provides real-time customer service on MQA's board web pages. ELI is available after hours, during the weekend, and on holidays, which allows practitioners to manage licensure applications and receive assistance at times that are convenient for them. With this streamlined process of responding to practitioner inquiries, MQA agents are empowered to redirect their attention to complex inquiries, which decreases wait times, increases the number of channels through which practitioners can interact with MQA, and provides an overall improved experience for customers. Applicants and licensees can use ELI for assistance with the following:



- Check workforce survey status.
- Provide exam results and status.
- Assist with name and address changes.
- Verify licenses.
- Process payments to renew.
- Renew license statuses.
- Learn about licensure and renewal requirements and fees.
- Check initial application status.
- Learn about the background screening processes.
- Learn about public records requests.
- Learn about filing a complaint.

ELI handled 224,097 web chats and 509,079 voice conversations in FY 2022-23. MQA works diligently to track the usage of ELI across the board and MQA websites to stay informed of the patterns and needs of practitioners. Collected data from each conversation are used to update ELI's library of questions and answers and ensure that ELI remains relevant for practitioners.

MQA is proud to report the successful launch of an ELI-assisted internet application tool for two high-volume professions: Registered Nursing and Licensed Practical Nursing. As a result, Registered Nurses seeking licensure by exam and endorsement were able to complete their initial applications online using ELI. The ELI project team will continue to evaluate trends and needs, and work with the boards to identify the next phase in ELI functionality.

In the future, health care licensure applicants, practitioners, and consumers can expect the following features from ELI:

- MQA boards will test and share feedback about ELI’s ability to respond to customers, providing greater insights to the ELI project team and guaranteeing that ELI remains a relevant, personal, and customer-focused champion for all practitioners looking to do business with MQA.
- ELI will link inquirers to pertinent resources existing on board websites based on the questions they ask. For instance, if a practitioner asks a question on the Board of Medicine website but the question is relevant to the Board of Osteopathic Medicine, ELI will redirect that user to the Board of Osteopathic website as appropriate.

To learn more or access ELI, visit [FLHealthSource.gov/ELI](https://www.flhealthsource.gov/ELI) or find ELI at the bottom of any respective board website.

TOP FIVE ELI WEB CHAT VOLUMES in FY 2022-23

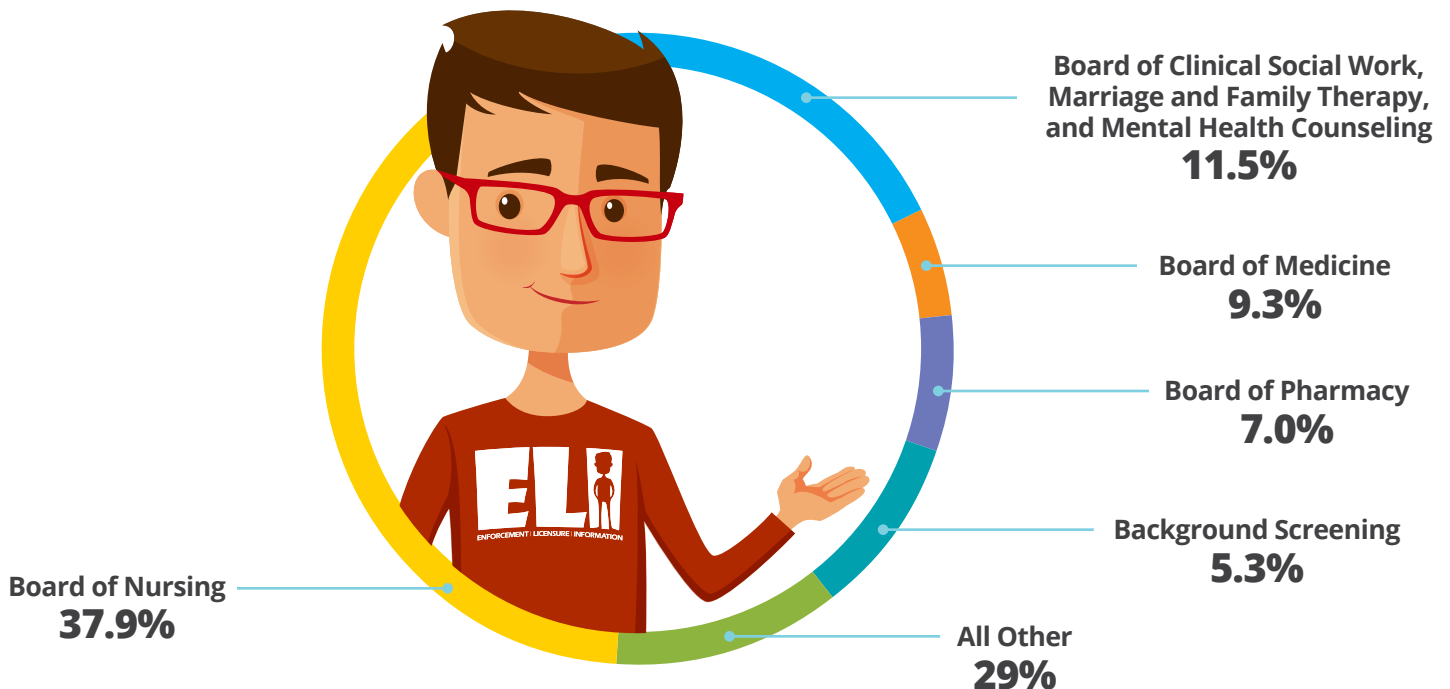


Table 1: Summary of Licensed Practitioners

Over 1.4 million health care practitioners were licensed by the end of FY 2022-23, which is a 3.3% increase from the previous year. 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	2,342	31	95	280	41	47	5	120	2,961
ATHLETIC TRAINING									
Athletic Trainer	2,515	5	422	349	3	115	15	74	3,498
CERTIFIED SOCIAL WORKER									
Certified Master Social Worker	4	0	1	0	0	1	0	0	6
CHIROPRACTIC MEDICINE									
Certified Chiropractic Physician's Assistant	360	7	82	2	0	0	0	4	455
Chiropractic Faculty Certificate	8	0	6	3	0	0	0	0	17
Chiropractic Physician	6,396	52	197	804	167	147	15	497	8,275
CLINICAL LABORATORY PERSONNEL									
Clinical Laboratory Personnel	14,719	144	1,241	2,725	111	604	38	947	20,529
Clinical Laboratory Trainee	562	0	0	10	0	0	0	0	572
Clinical Laboratory Training Program	35	0	0	16	0	0	0	0	51
CLINICAL SOCIAL WORKER									
Licensed Clinical Social Worker	12,785	67	422	2,348	97	227	19	572	16,537
Provisional Clinical Social Worker Licensee	153	0	0	9	0	0	0	0	162
Registered Clinical Social Worker Intern	4,677	0	0	113	0	0	0	0	4,790
DENTISTRY									
Dental Expert Witness Certificate	9	0	0	64	0	0	0	0	73
Dental Hygienist	14,886	79	597	2,047	142	215	97	960	19,023
Dental Radiographer	31,749	0	0	264	0	0	0	0	32,013
Dental Residency Permits	380	0	0	9	0	0	0	0	389
Dental Teaching Permits	212	0	0	0	0	0	0	0	212
Dental Temporary Certificate	39	0	12	4	0	0	0	0	55
Dental-Health Access Dental	43	0	3	12	1	3	0	7	69
Dentist	13,887	44	350	2,891	175	222	68	1,223	18,860
DIETETICS AND NUTRITION									
Dietetics/Nutritionist	5,013	18	569	1,046	9	428	12	164	7,259

PROFESSION	In State			Out of State			Military Active	Retired	TOTAL
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Nutrition Counselor	43	2	6	7	0	1	0	20	79
ELECTROLYSIS									
Electrologist	2,487	20	325	47	3	11	2	60	2,955
EMERGENCY MEDICAL SERVICES									
Emergency Allergy Treatment Licensee	68	0	0	3	0	0	0	0	71
Emergency Medical Technician	37,465	118	13,241	1,214	22	1,149	189	0	53,398
Paramedic	32,907	180	3,977	1,810	23	1,142	74	0	40,113
GENETIC COUNSELING									
Genetic Counselor	131	0	0	523	0	0	0	0	654
Temporary Genetic Counselor	14	0	0	1	0	0	0	0	15
HEARING AID SPECIALIST									
Hearing Aid Specialist	923	4	118	65	2	15	1	79	1,207
Hearing Aid Specialist Trainee	207	117	0	4	0	0	0	0	328
MARRIAGE AND FAMILY THERAPY									
Licensed Marriage and Family Therapist	2,573	16	88	417	12	36	1	124	3,267
Provisional Marriage and Family Therapist Licensee	54	0	0	2	0	0	0	0	56
Registered Marriage and Family Therapist Intern	687	0	0	29	0	0	0	0	716
MASSAGE THERAPY									
Approved Massage School	191	0	0	0	0	0	0	0	191
Massage Therapist	34,515	282	3,685	5,164	105	961	174	1,557	46,443
Massage Therapy Apprentice	0	0	0	0	0	0	0	0	0
MEDICAL PHYSICIST									
Diagnostic Radiological Physicist	48	0	2	68	1	7	0	4	130
Medical Health Physicist	27	0	0	10	0	1	0	4	42
Medical Nuclear Radiological Physicist	28	0	2	27	1	1	0	5	64
Medical Physicist In Training	52	0	0	14	0	0	0	0	66
Therapeutic Radiological Physicist	311	1	20	183	6	35	0	9	565
MEDICINE									
Anesthesiologist Assistants	616	0	15	54	2	13	0	4	704
House Physician	379	0	0	40	0	0	0	0	419
Limited License Medical Doctor	92	0	36	10	0	3	0	29	170
Medical Doctor	59,144	88	1,738	23,389	495	2,592	122	5,653	93,221

PROFESSION	In State			Out of State			Military Active	Retired	TOTAL
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Medical Doctor Expert Witness Certificate	38	0	0	2,028	0	0	0	0	2,066
Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	1	1
Medical Doctor Public Health Certificate	0	0	0	0	0	0	0	1	1
Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0	0	0
Medical Doctor Visiting Faculty Certificate	1	0	0	11	0	0	0	0	12
Medical Faculty Certificate	62	0	0	8	0	0	0	0	70
Physician Assistant (PA)	11,504	28	424	1,977	65	269	72	299	14,638
Resident Registration	7,461	0	20	1,953	0	0	0	0	9,434
Temporary Area of Critical Need- Med. Doctor	912	2	48	122	2	22	1	20	1,129
MENTAL HEALTH COUNSELING									
Licensed Mental Health Counselor	14,823	64	416	1,676	69	122	12	609	17,791
Provisional Mental Health Counselor Licensee	224	0	0	22	0	0	0	0	246
Registered Mental Health Counselor Intern	4,976	0	0	110	0	0	1	0	5,087
MIDWIFERY									
Midwife	209	6	16	15	1	3	1	28	279
NURSING									
Advanced Practice Registered Nurse	43,063	78	1,166	8,466	134	1,827	71	1,200	56,005
Certified Nursing Assistant	142,448	0	34,093	5,051	0	3,447	158	0	185,197
Certified Nursing Assistant Programs	200	0	0	0	0	0	0	0	200
Licensed Practical Nurse	63,103	302	7,281	4,686	117	1,121	158	2,209	78,977
Nursing Education Program – Practical Nurse	196	0	0	0	0	0	0	0	196
Nursing - Nursing Education Program-Registered Nurse	323	0	0	1	0	0	0	0	324
Registered Nurse	326,416	1,060	14,173	35,470	892	11,871	539	14,042	404,463

PROFESSION	In State			Out of State			Military Active	Retired	TOTAL
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
NURSING HOME ADMINISTRATOR									
Nursing Home Administrator	1,574	9	105	191	7	36	5	201	2,128
OCCUPATIONAL THERAPY									
Occupational Therapist	9,901	35	546	1,314	50	672	40	342	12,900
Occupational Therapy Assistant	5,823	42	782	375	21	262	10	133	7,448
OTD Capstone Exemption Registration	78	0	0	8	0	0	0	0	86
OPTICIANRY									
Apprentice Optician	1,338	0	0	8	0	0	0	0	1,346
Optician	3,660	36	282	171	28	41	6	153	4,377
OPTOMETRY									
Optometric Faculty Certificate	19	0	0	0	0	0	0	0	19
Optometrist	3,054	16	63	576	78	101	37	187	4,112
ORTHOTISTS AND PROSTHETISTS									
Orthotic Fitter	98	0	15	1	0	0	0	11	125
Orthotic Fitter Assistant	40	0	17	0	0	0	0	9	66
Orthotic Resident	19	0	0	5	0	0	0	0	24
Orthotic-Prosthetic Resident	9	0	0	0	0	0	0	0	9
Orthotist	87	0	28	13	0	3	0	20	151
Pedorthist	85	1	12	2	0	0	0	13	113
Prosthetic Residents	15	0	0	1	0	0	0	0	16
Prosthetist	64	0	12	9	0	0	0	15	100
Prosthetist-Orthotist	257	0	13	19	1	3	0	32	325
OSTEOPATHIC MEDICINE									
Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic Limited License	0	0	0	0	0	0	0	2	2
Osteopathic Physician	8,452	13	193	2,764	106	256	52	451	12,287
Osteopathic Physician Expert Witness Certificate	0	0	0	43	0	0	0	0	43
Osteopathic Resident Registration	1,660	0	1	227	0	0	0	0	1,888
Temporary Area of Critical Need	1	0	0	0	0	0	0	0	1
PHARMACY									
Consultant Pharmacist	3,115	64	411	185	12	40	1	246	4,074
Nuclear Pharmacist	157	0	4	50	2	10	0	17	240
Pharmacist	27,061	52	577	9,256	222	660	96	1,413	39,337

PROFESSION	In State			Out of State			Military Active	Retired	TOTAL
	Active	Inactive	Delinquent	Active	Inactive	Delinquent			
Pharmacist Intern	6,908	0	0	6,655	0	0	0	0	13,563
Registered Pharmacy Technician	46,618	117	13,066	1,014	6	508	52	21	61,402
PHYSICAL THERAPY									
Physical Therapist	17,566	92	530	2,958	376	558	92	527	22,699
Physical Therapist Assistant	11,983	107	575	773	70	182	53	204	13,947
PODIATRIC MEDICINE									
Certified Pod X-Ray Assistant	554	0	283	1	0	0	0	4	842
Podiatric Physician	1,604	11	59	302	41	60	4	201	2,282
Podiatric Resident Registration	135	0	0	42	0	0	0	0	177
PSYCHOLOGY									
Limited License Psychologist	8	0	1	1	0	1	0	2	13
Provisional Psychologist	36	0	0	0	0	0	0	0	36
Psychologist	5,417	10	128	1,103	32	67	13	493	7,263
RADIOLOGIC TECHNOLOGY									
Radiologic Technology	26,582	9	12,042	3,733	5	4,526	32	0	46,929
Radiologist Assistant	38	0	4	8	0	6	0	0	56
RESPIRATORY CARE									
Certified Respiratory Therapist	2,069	18	274	313	8	388	11	103	3,184
Registered Respiratory Therapist	9,709	56	591	2,266	43	2,460	19	297	15,441
Respiratory Care Practitioner Critical Care	14	1	2	0	0	0	0	3	20
Respiratory Care Practitioner Non-Critical Care	1	0	0	1	0	0	0	1	3
SCHOOL PSYCHOLOGY									
School Psychologist	1,037	4	45	60	0	8	2	55	1,211
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY									
Audiologist	1,239	3	64	299	2	32	2	32	1,673
Audiology Assistant	190	1	93	1	0	3	0	1	289
Provisional Audiologist	26	0	0	5	0	0	0	0	31
Provisional Speech-Language Pathologist	859	0	0	69	0	0	0	0	928
Speech-Language Pathologist	11,731	23	565	1,779	15	399	20	219	14,751
Speech-Language Pathology Assistant	2,635	10	557	127	0	35	0	29	3,393
TELEHEALTH PROVIDER									
Out of State	0	0	0	19,996	0	0	0	0	19,996
TOTAL	1,113,221	3,545	116,827	164,397	3,823	37,975	2,392	35,962	1,478,142

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 24,460 health care facilities and establishments.

LICENSED FACILITY BY PROFESSION	ACTIVE	DELINQUENT	TOTAL
DENTISTRY			
Dental Laboratory	756	1	757
ELECTROLYSIS			
Electrolysis Facility	512	0	512
MASSAGE THERAPY			
Massage Establishment	8,966	0	8,966
MEDICINE			
Office Surgery Registration	731	0	731
Pain Management Clinic	175	0	175
Pain Management Clinic Exempt	618	0	618
OPTICIANRY			
Optical Establishment Permit	1,587	0	1,587
PHARMACY			
Nonresidential Sterile Compounding Pharmacy	189	24	213
Pharmacy	10,158	289	10,447
Resident Sterile Compounding Pharmacy	454	0	454
TOTAL	24,146	314	24,460

Table 3: Recognized Continuing Education Providers

Continuing education, also referred to as continuing medical education requirements (CE and CME, respectively) is intended to encourage practitioners 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.

BOARD OR COUNCIL	APPROVED BY BOARD AND RULE	APPROVED TO OFFER A SINGLE COURSE	APPROVED NATIONAL	APPLICATIONS RECEIVED	APPLICATIONS APPROVED OUTSIDE FY	NEW COURSES SUBMITTED	NEW COURSES SUBMITTED	APPROVED COURSES ROUTED TO BOARD FOR APPROVAL	COURSES AUTOMATICALLY ACCEPTED	COURSES SUBMITTED PRIOR TO FY START AND APPROVED DURING FY
Acupuncture	156	141	15	16	19	0	622	455	167	9
Athletic Training	126	13	113	3	3	1	631	4	627	0
Chiropractic Medicine	32	32	0	9	3	1	1,160	1,156	4	41
Clinical Laboratory Personnel	111	98	13	7	3	2	2,399	6	2,393	0
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	473	427	46	55	39	7	6,120	45	6,075	9
Dentistry	316	159	157	27	32	7	1,753	10	1,743	0
Dental Laboratories	19	16	3	1	0	0	285	0	285	0
Dietetics and Nutrition	139	0	139	4	4	0	568	0	568	0
Electrolysis	32	8	24	3	4	1	14	1	13	1
Genetic Counseling	0	0	0	0	0	0	0	0	0	0
Hearing Aid Specialists	46	11	35	3	3	0	89	12	77	0
Licensed Midwifery	16	2	14	3	0	0	47	0	47	0
Massage Therapy	785	367	418	96	112	20	1,090	589	501	41
Medical Physicists	13	0	13	0	1	1	170	0	170	0
Medicine	201	0	201	17	19	4	13,076	22	13,054	1
Nursing	842	771	71	109	109	18	28,015	241	27,774	22
Nursing Home Administrators	81	81	0	9	9	1	632	26	606	0
Occupational Therapy	234	153	81	27	33	2	3,197	45	3,152	4
Opticianry	18	18	0	2	1	0	353	353	0	5
Optometry	110	102	8	17	15	0	824	823	1	0
Orthotists and Prosthetists	25	4	21	3	2	0	14	2	12	1

BOARD OR COUNCIL	APPROVED BY BOARD AND RULE	APPROVED TO OFFER A SINGLE COURSE	APPROVED NATIONAL	APPLICATIONS RECEIVED	APPLICATIONS APPROVED OUTSIDE FY	NEW COURSES SUBMITTED	NEW COURSES SUBMITTED	APPROVED COURSES ROUTED TO BOARD FOR APPROVAL	COURSES AUTOMATICALLY ACCEPTED	COURSES SUBMITTED PRIOR TO FY START AND APPROVED DURING FY
Osteopathic Medicine	132	0	132	12	17	6	5,589	0	5,589	0
Pharmacy	184	105	79	11	7	0	6,641	84	6,557	2
Physical Therapy Practice	1,366	1,262	104	65	65	3	3,912	2,051	1,861	34
Physician Assistants	101	0	101	6	9	3	2,133	0	2,133	0
Podiatric Medicine	52	10	42	2	3	1	533	31	502	9
Psychology	234	98	136	5	9	5	2,870	10	2,860	6
Public and Professional Guardians	84	84	0	5	5	2	83	83	0	3
Respiratory Care	158	67	91	3	4	2	1,139	9	1,130	1
School Psychology	45	16	29	3	4	2	713	2	711	0
Speech-Language Pathology and Audiology	638	74	564	30	32	2	4,280	81	4,199	17
TOTAL	6,769	4,119	2,650	553	566	91	88,952	6,141	82,811	206

Table 4: Initial Applications Received and 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 2022-23, MQA received 152,581 applications and issued 128,167 licenses.

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
ACUPUNCTURE			
Acupuncturist	131	0	119
ATHLETIC TRAINING			
Athletic Trainer	310	0	287
CERTIFIED SOCIAL WORKERS			
Certified Master Social Worker	3	0	0
CHIROPRACTIC MEDICINE			
Certified Chiropractic Physician's Assistant	95	0	62
Chiropractic Faculty Certificate	1	0	1
Chiropractic Physician	574	0	455
CLINICAL LABORATORY PERSONNEL			
Clinical Laboratory Personnel	2,056	0	1,320
Clinical Laboratory Trainee	496	0	398
Clinical Laboratory Training Program	13	0	8
CLINICAL SOCIAL WORK			
Licensed Clinical Social Worker	1,830	0	1,554
Provisional Clinical Social Worker Licensee	95	0	96
Registered Clinical Social Worker Intern	1,595	0	1,554
DENTISTRY			
Dental Expert Witness Certificate	40	0	36
Dental Hygienist	1,350	0	1,251
Dental Laboratory	44	0	31
Dental Radiographer	1,170	0	978
Dental Residency Permits	135	0	127
Dental Teaching Permits	28	0	24
Dental Temporary Certificate	10	0	7
Health Access Dental	12	0	6
Dentist	1,167	0	1,080
DIETETICS AND NUTRITION PRACTICE COUNCIL			
Dietetics/Nutritionist	951	46	894
ELECTROLYSIS COUNCIL			
Electrologist	586	0	567
Electrolysis Facility	119	0	112
EMERGENCY MEDICAL SERVICES			
Emergency Allergy Treatment Licensee	46	0	37
Emergency Medical Technician	5,145	0	4,566
Paramedic	2,296	43	2,133
GENETIC COUNSELING			
Genetic Counselor	108	0	122

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Temporary Genetic Counselor	12	0	9
HEARING AID SPECIALISTS			
Hearing Aid Specialist	105	49	76
Hearing Aid Specialist Trainee	93	0	95
MARRIAGE AND FAMILY THERAPY			
Licensed Marriage and Family Therapist	389	0	294
Provisional Marriage and Family Therapist Licensee	36	0	35
Registered Marriage and Family Therapist Intern	248	0	215
MASSAGE THERAPY			
Approved Massage School	14	0	13
Massage Establishment	1,481	0	1,213
Massage Therapist	3,002	0	2,605
MEDICAL PHYSICIST			
Diagnostic Radiological Physicist	11	0	8
Medical Health Physicist	3	0	2
Medical Nuclear Radiological Physicist	5	0	3
Medical Physicist In Training	40	0	34
Therapeutic Radiological Physicist	55	0	54
MEDICINE			
Anesthesiologist Assistants	110	0	92
House Physician	105	0	72
Limited License Medical Doctor	41	0	17
Medical Doctor	7,007	0	5,695
Medical Doctor Expert Witness Certificate	1,061	0	1,042
Medical Doctor Public Health Certificate	6	0	0
Medical Doctor Public Psychiatry Certificate	14	0	0
Medical Doctor Visiting Faculty Certificate	13	0	12
Medical Faculty Certificate	45	0	29
Office Surgery Registration	108	0	97
Pain Management Clinic	22	0	15
Pain Management Clinic Exempt	89	0	74
Physician Assistant	1,571	0	1,471
Resident Registration	2,353	0	2,289
Temporary Area of Critical Need - Medical Doctor	119	0	83
MENTAL HEALTH COUNSELING			
Licensed Mental Health Counselor	1,973	0	1,460
Provisional Mental Health Counselor Licensee	148	0	147
Registered Mental Health Counselor Intern	1,980	0	1,571
MIDWIFERY			
Midwife	21	0	13

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
NURSING			
Advanced Practice Registered Nurse	7,114	0	6,729
Certified Nursing Assistant (CNA)	24,966	6,929	16,178
CNA Programs	16	0	8
Licensed Practical Nurse	5,893	1,821	4,786
Nursing Education Program- PN	17	0	13
Nursing Education Program- RN	28	0	24
Registered Nurse	36,222	11,635	32,550
NURSING HOME ADMINISTRATORS			
Nursing Home Administrator	236	43	100
OCCUPATIONAL THERAPY PRACTICE			
Occupational Therapist	1,095	0	1,068
Occupational Therapy Assistant	512	0	503
OTD Capstone Exemption Registration	90	0	86
OPTICIANRY			
Apprentice Optician	315	0	298
Optical Establishment Permit	77	0	74
Optician	178	1	150
OPTOMETRY			
Optometrist	1	0	0
Optometry Faculty Certificate	199	0	141
ORTHOTISTS AND PROSTHETISTS			
Orthotic Fitter	6	0	1
Orthotic Fitter Assistant	3	0	3
Orthotic Resident	12	0	13
Orthotic-Prosthetic Resident	5	0	3
Orthotist	10	0	7
Pedorthist	1	0	2
Prosthetic Residents	8	0	6
Prosthetist	6	0	6
Prosthetist-Orthotist	19	0	14
OSTEOPATHIC MEDICINE			
Osteopathic Faculty Certificate	1	0	0
Osteopathic Limited License	4	0	0
Osteopathic Physician	1,197	0	1,224
Osteopathic Physician Expert Witness Certificate	24	0	24
Osteopathic Resident Registration	715	0	697
PHARMACY			
Consultant Pharmacist	291	0	291
Nonresident Sterile Compounding Pharmacy	43	0	32
Nuclear Pharmacist	14	0	14
Pharmacist	2,001	0	1,557
Pharmacist Intern	1,286	0	1,288
Pharmacy	636	0	599

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Registered Pharmacy Technician	7,877	0	7,485
Resident Sterile Compounding Pharmacy	33	0	24
PHYSICAL THERAPY PRACTICE			
Physical Therapist	1,777	439	1,453
Physical Therapist Assistant	903	641	728
PODIATRIC MEDICINE			
Certified Pod X-Ray Assistant	153	0	111
Podiatric Physician	100	0	88
Podiatric Resident Registration	45	0	42
PSYCHOLOGY			
Limited License Psychologist	4	0	1
Provisional Psychologist	30	0	16
Psychologist	656	393	394
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	2,962	83	2,211
Radiologist Assistant	8	0	5
RESPIRATORY CARE			
Certified Respiratory Therapist	264	0	212
Registered Respiratory Therapist	1,093	0	1,054
SCHOOL PSYCHOLOGY			
School Psychologist	118	0	106
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY			
Audiologist	119	0	122
Audiology Assistant	63	0	63
Provisional Audiologist	21	0	21
Provisional Speech-Language Pathologist	671	0	633
Speech-Language Pathologist	1,193	0	1,203
Speech-Language Pathology Assistant	802	0	838
TELEHEALTH PROVIDER			
Out of State	7,762	0	6,208
TOTAL	152,581	22,123	128,167

Table 5: Upgrade Applications Received and 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 2022-23, MQA issued 26,655 upgraded health care practitioner licenses.

PROFESSION	UPGRADE TYPE	UPGRADE APPLICATIONS RECEIVED	UPGRADE LICENSES ISSUED
CHIROPRACTIC MEDICINE			
Chiropractic Physician	Acupuncture Added	34	29
CLINICAL LABORATORY PERSONNEL			
Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	581	351
DENTISTRY			
Dentist	Sedation Permit Issued	94	76
MASSAGE THERAPY			
Massage Therapist	Colonic Irrigation Apprenticeship	6	2
Massage Therapist	Colonic Irrigation Certification	8	6
NURSING			
Advanced Practice Registered Nurse (APRN)	Upgrade to Autonomous Practice APRN	3,227	2,800
Licensed Practical Nurse	Nurse Licensure Compact Multistate License	1,608	1,294
Registered Nurse	Nurse Licensure Compact Multistate License	11,683	9,908
OPTICIANRY			
Optician	Upgrade to Certified	47	49
PHARMACY			
Pharmacist	Certified To Administer Immunizations	745	734
Pharmacist	Collaborative Practice Certification	82	54
Pharmacist	Test and Treat Certification	3,133	2,953
Registered Pharmacy Technician	Certified to Administer Immunizations	8,382	7,911
PHYSICAL THERAPY PRACTICE			
Physical Therapist	Dry Needling Added	320	320
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	Additional Certification	187	168
TOTAL		30,137	26,655

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 610,818 licenses during FY 2022-23, 97% of which occurred online.

PROFESSION	DELINQUENT RENEWALS PROCESSED ONLINE	ON-TIME RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	ONLINE RENEWAL USAGE PERCENTAGE	NON-FULLY ONLINE RENEWALS
ACUPUNCTURE					
Acupuncturist	14	0	14	100.00	0
ATHLETIC TRAINING					
Athletic Trainer	83	2,252	2,363	98.82	28
CERTIFIED SOCIAL WORKER					
Certified Master Social Worker	0	4	4	100.00	0
CHIROPRACTIC MEDICINE					
Certified Chiropractic Physician's Assistant	0	0	15	0.00	15
Chiropractic Physician	38	0	45	84.44	7
CLINICAL LABORATORY PERSONNEL					
Clinical Laboratory Personnel	228	9,387	9,697	99.15	82
Clinical Laboratory Training Program	0	0	36	0.00	36
CLINICAL SOCIAL WORK					
Licensed Clinical Social Worker	121	14,040	14,252	99.36	91
DENTISTRY					
Dental Hygienist	48	0	51	94.12	3
Dental Laboratory	4	0	6	66.67	2
Dental Residency Permits	0	0	136	0.00	136
Dental Temporary Certificate	0	0	1	0.00	1
Dentist	38	0	41	92.68	3
DIETETICS AND NUTRITION PRACTICE COUNCIL					
Dietetics/Nutritionist	57	5,552	5,633	99.57	24
Nutrition Counselor	2	46	52	92.31	4
ELECTROLYSIS COUNCIL					
Electrologist	68	0	70	97.14	2
Electrolysis Facility	32	0	33	96.97	1
EMERGENCY MEDICAL SERVICES					
Emergency Allergy Treatment Licensee	0	0	34	0.00	34
Emergency Medical Technician	5	30,038	33,183	90.54	3140
Paramedic	6	24,589	32,249	76.27	7654
HEARING AID SPECIALIST					
Hearing Aid Specialist	18	922	945	99.47	5
MARRIAGE AND FAMILY THERAPY					
Licensed Marriage and Family Therapist	35	2,766	2,822	99.26	21

PROFESSION	DELINQUENT RENEWALS PROCESSED ONLINE	ON-TIME RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	ONLINE RENEWAL USAGE PERCENTAGE	NON-FULLY ONLINE RENEWALS
MASSAGE THERAPY					
Massage Establishment	0	2,398	2,471	97.05	73
Massage Therapist	356	9,037	9,435	99.55	42
MEDICAL PHYSICIST					
Diagnostic Radiological Physicist	1	109	110	100.00	0
Medical Health Physicist	0	35	35	100.00	0
Medical Nuclear Radiological Physicist	0	53	53	100.00	0
Medical Physicist In Training	0	0	31	0.00	31
Therapeutic Radiological Physicist	8	446	455	99.78	1
MEDICINE					
Anesthesiologist Assistants	6	580	591	99.15	5
House Physician	0	2	107	1.87	105
Medical Doctor	633	35,754	36,658	99.26	271
Medical Faculty Certificate	0	0	18	0.00	18
Physician Assistant	35	1	39	92.31	3
Resident Registration	0	0	1,646	0.00	1646
Temporary Area of Critical Need- Med. Doctor	5	0	6	83.33	1
MENTAL HEALTH COUNSELING					
Licensed Mental Health Counselor	128	15,471	15,695	99.39	96
MIDWIFERY					
Midwife	4	0	4	100.00	0
NURSING					
Advanced Practice Registered Nurse	355	27,789	28,269	99.56	125
Certified Nursing Assistant (CNA)	6,403	63,079	70,403	98.69	921
CNA Programs	0	0	195	0.00	195
Licensed Practical Nurse	412	22,279	22,855	99.28	164
Registered Nurse	3,645	206,080	210,751	99.51	1026
NURSING HOME ADMINISTRATORS					
Nursing Home Administrator	23	1,422	1,456	99.24	11
OCCUPATIONAL THERAPY PRACTICE					
Occupational Therapist	120	10,367	10,549	99.41	62
Occupational Therapy Assistant	157	5,760	5,938	99.65	21
OPTICIANRY					
Optician	44	3,696	3,770	99.20	30
OPTOMETRY					
Optometric Faculty Certificate	0	0	6	0.00	6

PROFESSION	DELINQUENT RENEWALS PROCESSED ONLINE	ON-TIME RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	ONLINE RENEWAL USAGE PERCENTAGE	NON-FULLY ONLINE RENEWALS
Optometrist	47	3,564	3,659	98.69	48
ORTHOTISTS AND PROSTHETISTS					
Orthotic Fitter Assistant	1	0	1	100.00	0
Pedorthist	1	0	1	100.00	0
Prosthetist	0	0	1	0.00	1
Prosthetist-Orthotist	2	0	2	100.00	0
OSTEOPATHIC MEDICINE					
Osteopathic Physician	41	0	42	97.62	1
PHARMACY					
Consultant Pharmacist	72	3,035	3,114	99.78	7
Nonresident Sterile Compounding Pharmacy	0	0	168	0.00	168
Nuclear Pharmacist	1	0	1	100.00	0
Pharmacist	52	1,236	1,302	98.92	14
Pharmacy	100	7,303	9,812	75.45	2409
Registered Pharmacy Technician	1,535	39,458	41,081	99.79	88
Resident Sterile Compounding Pharmacy	0	423	441	95.92	18
PHYSICAL THERAPY PRACTICE					
Physical Therapist	43	0	44	97.73	1
Physical Therapist Assistant	46	0	48	95.83	2
PODIATRIC MEDICINE					
Certified Pod X-Ray Assistant	16	0	19	84.21	3
Podiatric Physician	10	0	13	76.92	3
PSYCHOLOGY					
Psychologist	52	0	57	91.23	5
RADIOLOGIC TECHNOLOGY					
Radiologic Technology	835	12,750	13,660	99.45	75
Radiologist Assistant	0	19	19	100.00	0
RESPIRATORY CARE					
Certified Respiratory Therapist	22	2,303	2,340	99.36	15
Registered Respiratory Therapist	67	11,515	11,612	99.74	30
Respiratory Care Practitioner Critical Care	0	14	15	93.33	1
Respiratory Care Practitioner Non-Critical Care	0	2	2	100.00	0
SCHOOL PSYCHOLOGY					
School Psychologist	9	0	9	100.00	0
Audiologist	2	0	2	100.00	0
Speech-Language Pathologist	72	0	75	96.00	3
TOTAL	16,207	575,576	610,818	96.88	19,035

Table 7: Emergency Orders Issued

PSU reviews cases where a health care practitioner may pose an immediate 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. Of the 200 emergency orders issued by the Department in FY 2022-23, 37.5% were to restrict and 62.5% were to suspend.

PROFESSION	EMERGENCY RESTRICTIONS	EMERGENCY SUSPENSIONS	TOTAL EMERGENCY ORDERS
ACUPUNCTURE			
Acupuncturist	0	1	1
ATHLETIC TRAINING			
Athletic Trainer	0	0	0
CERTIFIED SOCIAL WORKER			
Certified Master Social Worker	0	0	0
CHIROPRACTIC MEDICINE			
Certified Chiropractic Physician's Assistant	0	0	0
Chiropractic Faculty Certificate	0	0	0
Chiropractic Physician	1	4	5
Registered Chiropractic Assistant	0	0	0
CLINICAL LABORATORY PERSONNEL			
Clinical Laboratory Personnel	0	0	0
Clinical Laboratory Trainee	0	0	0
Clinical Laboratory Training Program	0	0	0
CLINICAL SOCIAL WORK			
Licensed Clinical Social Worker	0	0	0
Provisional Clinical Social Worker Licensee	0	0	0
Registered Clinical Social Worker Intern	0	0	0
DENTISTRY			
Dental Expert Witness Certificate	0	0	0
Dental Hygienist	0	0	0
Dental Laboratory	0	0	0
Dental Radiographer	0	0	0
Dental Residency Permits	0	0	0
Dental Teaching Permits	0	0	0
Dental Temporary Certificate	0	0	0
Dental-Health Access Dental	0	0	0
Dentist	0	1	1
DIETETICS AND NUTRITION PRACTICE COUNCIL			
Dietetics/Nutritionist	0	0	0
Nutrition Counselor	0	0	0
ELECTROLYSIS COUNCIL			
Electrologist	0	0	0
Electrolysis Facility	0	0	0
EMERGENCY MEDICAL SERVICES			
Emergency Allergy Treatment Licensee	0	0	0

PROFESSION	EMERGENCY RESTRICTIONS	EMERGENCY SUSPENSIONS	TOTAL EMERGENCY ORDERS
Emergency Medical Technician	0	1	1
Paramedic	0	1	1
GENETIC COUNSELING			
Genetic Counselor	0	0	0
Temporary Genetic Counselor	0	0	0
HEARING AID SPECIALISTS			
Hearing Aid Specialist	0	0	0
Hearing Aid Specialist Trainee	0	0	0
MARRIAGE AND FAMILY THERAPY			
Licensed Marriage and Family Therapist	0	0	0
Provisional Marriage and Family Therapist Licensee	0	0	0
Registered Marriage and Family Therapist Intern	0	0	0
MASSAGE THERAPY			
Approved Massage School	0	0	0
Massage Establishment	0	20	20
Massage Therapist	12	11	23
Massage Therapy Apprentice	0	0	0
MEDICAL PHYSICIST			
Diagnostic Radiological Physicist	0	0	0
Medical Health Physicist	0	0	0
Medical Nuclear Radiological Physicist	0	0	0
Medical Physicist In Training	0	0	0
Therapeutic Radiological Physicist	0	0	0
MEDICINE			
Anesthesiologist Assistants	0	0	0
House Physician	0	0	0
Limited License Medical Doctor	0	0	0
Medical Doctor	8	11	19
Medical Doctor Expert Witness Certificate	0	0	0
Medical Doctor Limited to Cleveland Clinic	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0
Medical Doctor Public Health Certificate	0	0	0
Medical Doctor Public Psychiatry Certificate	0	0	0
Medical Doctor Visiting Faculty Certificate	0	0	0
Medical Faculty Certificate	0	0	0
Office Surgery Registration	0	0	0
Pain Management Clinic	0	0	0

PROFESSION	EMERGENCY RESTRICTIONS	EMERGENCY SUSPENSIONS	TOTAL EMERGENCY ORDERS
Pain Management Clinic Exempt	0	0	0
Physician Assistant (PA)	0	0	0
Resident Registration	0	1	1
Temporary Area of Critical Need-Med. Doctor	0	0	0
MENTAL HEALTH COUNSELING			
Licensed Mental Health Counselor	0	0	0
Provisional Mental health Counselor Licensee	0	0	0
Registered Mental Health Counselor Intern	0	0	0
MIDWIFERY			
Midwife	0	0	0
NON JURISDICTIONAL COMPLAINTS			
AHCA Enforcement Non Jurisdictional Complaints	0	0	0
NURSING			
Advanced Practice Registered Nurse	2	1	3
Certified Nursing Assistant (CNA)	1	27	28
Clinical Nurse Specialist	0	0	0
CNA Programs	0	0	0
Licensed Practical Nurse	4	12	16
Nursing Education Program- PN	0	0	0
Nursing Education Program- RN	0	0	0
Registered Nurse (RN)	41	17	58
NURSING HOME ADMINISTRATORS			
Nursing Home Administrator	0	0	0
Occupational Therapy Practice	0	0	0
Occupational Therapist	0	0	0
Occupational Therapy Assistant	0	0	0
OTD Capstone Exemption Registration	0	0	0
OPTICIANRY			
Apprentice Optician	0	0	0
Optical Establishment Permit	0	0	0
Optician	0	0	0
OPTOMETRY			
Optometric Faculty Certificate	0	0	0
Optometrist	0	0	0
ORTHOTISTS AND PROSTHETISTS			
Orthotic Fitter	0	0	0
Orthotic Fitter Assistant	0	0	0
Orthotic Resident	0	0	0
Orthotic-Prosthetic Resident	0	0	0

PROFESSION	EMERGENCY RESTRICTIONS	EMERGENCY SUSPENSIONS	TOTAL EMERGENCY ORDERS
Orthotist	0	0	0
Pedorthist	0	0	0
Prosthetic Residents	0	0	0
Prosthetist	0	0	0
Prosthetist-Orthotist	0	0	0
OSTEOPATHIC MEDICINE			
Osteopathic Faculty Certificate	0	0	0
Osteopathic Limited License	0	0	0
Osteopathic Physician	2	1	3
Osteopathic Physician Expert Witness Certificate	0	0	0
Osteopathic Resident Registration	0	0	0
PHARMACY			
Consultant Pharmacist	0	1	1
Nonresident Sterile Compounding Pharmacy	0	0	0
Nuclear Pharmacist	0	0	0
Pharmacist	1	6	7
Pharmacist Intern	0	1	1
Pharmacy	0	0	0
Registered Pharmacy Technician	0	5	5
Resident Sterile Compounding Pharmacy	0	0	0
PHYSICAL THERAPY PRACTICE			
Physical Therapist	0	2	2
Physical Therapist Assistant	1	0	1
PODIATRIC MEDICINE			
Certified Pod X-Ray Assistant	0	0	0
Podiatric Physician	0	1	1
Podiatric Resident Registration	0	0	0
PSYCHOLOGY			
Limited License Psychologist	0	0	0
Provisional Psychologist	0	0	0
Psychologist	0	0	0
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	1	0	1
Radiologist Assistant	0	0	0
RESPIRATORY CARE			
Certified Respiratory Therapist	0	0	0
Registered Respiratory Therapist	0	0	0
Respiratory Care Practitioner by Exam	0	0	0

PROFESSION	EMERGENCY RESTRICTIONS	EMERGENCY SUSPENSIONS	TOTAL EMERGENCY ORDERS
Respiratory Care Practitioner Critical Care	0	0	0
Respiratory Care Practitioner Non-Critical Care	0	0	0
SCHOOL PSYCHOLOGY			
School Psychologist	0	0	0
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY			
Audiologist	0	0	0
Audiology Assistant	0	0	0
Provisional Audiologist	0	0	0
Provisional Speech-Language Pathologist	0	0	0
Speech-Language Pathologist	1	0	1
Speech-Language Pathology Assistant	0	0	0
TELEHEALTH PROVIDER			
Out of State	0	0	0
TOTAL	75	125	200

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

As part of its mission, 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. During FY 2022-23, MQA received 45,352 complaints and completed 5,246 investigations. Of the complaints received, 11.8% were deemed legally sufficient.

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
ACUPUNCTURE						
Acupuncturist	2	25	11	0	12	0
ATHLETIC TRAINING						
Athletic Trainer	0	54	2	0	2	0
CERTIFIED SOCIAL WORKER						
Certified Master Social Worker	0	0	0	0	0	0
CHIROPRACTIC MEDICINE						
Certified Chiropractic Physician's Assistant	0	12	1	0	1	0
Chiropractic Faculty Certificate	0	0	0	0	0	0
Chiropractic Physician	22	253	42	3	41	0
Registered Chiropractic Assistant	0	0	0	0	0	0
CLINICAL LABORATORY PERSONNEL						
Clinical Laboratory Personnel	1	11	4	0	3	0
Clinical Laboratory Trainee	0	0	0	0	0	0
Clinical Laboratory Training Program	0	0	0	0	0	0
CLINICAL SOCIAL WORKER						
Licensed Clinical Social Worker	6	74	23	0	25	0
Provisional Clinical Social Worker Licensee	0	1	1	0	1	0
Registered Clinical Social Worker Intern	0	32	6	0	9	0
DENTISTRY						
Dental Expert Witness Certificate	0	0	0	0	0	0
Dental Hygienist	0	13	1	0	2	0
Dental Laboratory	0	13	7	0	7	679
Dental Radiographer	0	10	3	1	2	0
Dental Residency Permits	0	0	0	0	0	0
Dental Teaching Permits	0	0	0	0	0	0
Dental Temporary Certificate	0	1	0	0	0	0
Dental-Health Access Dental	0	2	0	0	0	0
Dentist	245	755	206	9	199	593

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
DIETETICS AND NUTRITION PRACTICE COUNCIL						
Dietetics/Nutritionist	0	5	1	0	1	0
Nutrition Counselor	0	0	0	0	0	0
ELECTROLYSIS COUNCIL						
Electrologist	2	11	4	1	5	0
Electrolysis Facility	0	10	5	0	8	330
EMERGENCY MEDICAL SERVICES						
Emergency Allergy Treatment Licensee	0	0	0	0	0	0
Emergency Medical Technician	1	66	34	0	30	0
Paramedic	0	71	41	0	40	0
GENETIC COUNSELING						
Genetic Counselor	0	0	0	0	0	0
Temporary Genetic Counselor	0	0	0	0	0	0
HEARING AID SPECIALIST						
Hearing Aid Specialist	0	16	3	1	3	0
Hearing Aid Specialist Trainee	0	0	0	1	0	0
MARRIAGE AND FAMILY THERAPY						
Licensed Marriage and Family Therapist	0	17	7	0	7	0
Provisional Marriage and Family Therapist Licensee	0	1	0	0	0	0
Registered Marriage and Family Therapist Intern	0	4	0	0	0	0
MASSAGE THERAPY						
Approved Massage School	0	0	0	0	0	0
Massage Establishment	0	458	327	9	295	9,513
Massage Therapist	1	2,202	391	12	344	0
Massage Therapy Apprentice	0	0	0	0	0	0
MEDICAL PHYSICIST						
Diagnostic Radiological Physicist	0	0	0	0	0	0
Medical Health Physicist	0	0	0	0	0	0
Medical Nuclear Radiological Physicist	0	0	0	0	0	0
Medical Physicist In Training	0	0	0	0	0	0
Therapeutic Radiological Physicist	0	0	0	0	0	0
MEDICINE						
Anesthesiologist Assistants	3	12	1	0	2	0

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
House Physician	0	30	1	0	0	0
Limited License Medical Doctor	0	3	0	0	0	0
Medical Doctor	2,997	4,775	957	45	871	1
Medical Doctor Expert Witness Certificate	0	2	0	0	0	0
Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0
Medical Doctor Public Health Certificate	0	0	0	0	0	0
Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0
Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0
Medical Faculty Certificate	0	0	0	0	0	0
Office Surgery Registration	4	228	161	31	139	526
Pain Management Clinic	1	9	8	1	6	207
Pain Management Clinic Exempt	0	2	0	0	0	0
Physician Assistant	91	314	37	2	36	0
Resident Registration	6	132	8	0	6	0
Temporary Area of Critical Need - Medical Doctor	10	78	11	0	13	0
MENTAL HEALTH COUNSELING						
Licensed Mental Health Counselor	3	146	35	1	39	0
Provisional Mental health Counselor Licensee	0	2	1	0	1	0
Registered Mental Health Counselor Intern	0	51	8	0	8	0
MIDWIFERY						
Midwife	4	20	12	0	14	0
NON JURISDICTIONAL COMPLAINTS						
AHCA Enforcement Non Jurisdictional Complaints	16	647	0	0	0	0
NURSING						
Advanced Practice Registered Nurse	155	1,893	147	10	150	1
Certified Nursing Assistant (CNA)	18	11,314	504	11	483	0
Clinical Nurse Specialist	0	0	0	0	0	0
CNA Programs	0	0	0	0	0	0
Licensed Practical Nurse	47	5,305	408	4	439	0

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Nursing Education Program - PN	0	0	0	0	0	0
Nursing Education Program - RN	0	0	0	0	0	0
Registered Nurse	55	13,762	1,219	13	1,256	0
NURSING HOME ADMINISTRATORS						
Nursing Home Administrator	2	55	32	2	31	0
Occupational Therapy Practice						
Occupational Therapist	3	23	3	0	3	0
Occupational Therapy Assistant	0	15	4	0	4	0
OTD Capstone Exemption Registration	0	0	0	0	0	0
OPTICIANRY						
Apprentice Optician	0	1	0	0	0	0
Optical Establishment Permit	0	18	5	1	6	1,034
Optician	0	10	5	0	5	0
OPTOMETRY						
Optometric Faculty Certificate	0	0	0	0	0	0
Optometrist	4	41	7	0	5	0
ORTHOTISTS AND PROSTHETISTS						
Orthotic Fitter	0	1	0	0	0	0
Orthotic Fitter Assistant	0	2	0	0	0	0
Orthotic Resident	0	0	0	0	0	0
Orthotic-Prosthetic Resident	0	0	0	0	0	0
Orthotist	0	2	0	0	0	0
Pedorthist	0	1	0	0	0	0
Prosthetic Residents	0	0	0	0	0	0
Prosthetist	0	2	0	0	0	0
Prosthetist-Orthotist	0	13	1	0	1	0
OSTEOPATHIC MEDICINE						
Faculty Certificate	0	0	0	0	0	0
Osteopathic Limited License	0	0	0	0	0	0
Osteopathic Physician	381	643	129	7	123	0
Osteopathic Physician Expert Witness Certificate	0	0	0	0	0	0
Osteopathic Resident Registration	2	66	2	0	3	0
PHARMACY						
Consultant Pharmacist	0	46	18	0	26	0

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Nonresident Sterile Compounding Pharmacy	0	28	14	0	13	7
Nuclear Pharmacist	0	5	2	0	0	0
Pharmacist	6	426	126	3	135	0
Pharmacist Intern	0	6	4	0	4	0
Pharmacy	0	503	194	15	211	6,084
Registered Pharmacy Technician	0	72	24	0	21	0
Resident Sterile Compounding Pharmacy	0	26	11	2	13	466
PHYSICAL THERAPY PRACTICE						
Physical Therapist	6	83	26	1	26	0
Physical Therapist Assistant	0	46	15	0	14	0
PODIATRIC MEDICINE						
Certified Pod X-Ray Assistant	0	19	4	0	4	0
Podiatric Physician	96	74	13	1	10	0
Podiatric Resident Registration	0	0	0	0	0	0
PSYCHOLOGY						
Limited License Psychologist	0	0	0	0	0	0
Provisional Psychologist	0	0	0	0	0	0
Psychologist	4	95	10	0	14	0
RADIOLOGIC TECHNOLOGY						
Radiologic Technology	1	69	34	0	34	0
Radiologist Assistant	0	0	0	0	0	0
RESPIRATORY CARE						
Certified Respiratory Therapist	2	15	4	0	4	0
Registered Respiratory Therapist	1	50	21	0	20	0
Respiratory Care Practitioner by Exam	0	0	0	0	0	0
Respiratory Care Practitioner Critical Care	0	0	0	0	0	0
Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0
SCHOOL PSYCHOLOGY						
School Psychologist	0	2	2	0	2	0
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY						
Audiologist	0	7	1	0	2	0
Audiology Assistant	0	0	0	0	0	0
Provisional Audiologist	0	1	0	0	0	0
Provisional Speech-Language Pathologist	0	0	0	0	0	0

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Speech-Language Pathologist	1	21	4	1	4	0
Speech-Language Pathology Assistant	0	1	0	0	0	0
TELEHEALTH PROVIDER						
Out of State	8	22	8	0	8	0
TOTAL	4,207	45,352	5,361	188	5,246	19,441

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 2022-23, probable cause was found in 1,577 cases, which is a 18.5% more than was found last year.

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
ACUPUNCTURE			
Acupuncturist	6	4	2
ATHLETIC TRAINING			
Athletic Trainer	1	0	0
CERTIFIED SOCIAL WORKER			
Certified Master Social Worker	0	0	0
CHIROPRACTIC MEDICINE			
Certified Chiropractic Physician's Assistant	1	0	0
Chiropractic Faculty Certificate	0	0	0
Chiropractic Physician	31	21	21
Registered Chiropractic Assistant	0	0	0
CLINICAL LABORATORY PERSONNEL			
Clinical Laboratory Personnel	0	0	0
Clinical Laboratory Trainee	0	0	0
Clinical Laboratory Training Program	0	0	0
CLINICAL SOCIAL WORK			
Licensed Clinical Social Worker	24	4	4
Provisional Clinical Social Worker Licensee	0	0	0
Registered Clinical Social Worker Intern	12	0	0
DENTISTRY			
Dental Expert Witness Certificate	0	0	0
Dental Hygienist	1	1	1
Dental Laboratory	1	0	0
Dental Radiographer	0	1	0
Dental Residency Permits	0	0	0
Dental Teaching Permits	0	0	0
Dental Temporary Certificate	0	0	0
Dental-Health Access Dental	0	0	0
Dentist	88	19	19
DIETETICS AND NUTRITION PRACTICE COUNCIL			
Dietetics/Nutritionist	0	0	0
Nutrition Counselor	0	0	0
ELECTROLYSIS COUNCIL			
Electrologist	5	3	3
Electrolysis Facility	6	1	1
EMERGENCY MEDICAL SERVICES			
Emergency Allergy Treatment Licensee	0	0	0

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Emergency Medical Technician	20	18	16
Paramedic	24	22	20
GENETIC COUNSELING			
Genetic Counselor	0	0	0
Temporary Genetic Counselor	0	0	0
HEARING AID SPECIALIST			
Hearing Aid Specialist	1	2	2
Hearing Aid Specialist Trainee	0	0	0
MARRIAGE AND FAMILY THERAPY			
Licensed Marriage and Family Therapist	5	3	3
Provisional Marriage and Family Therapist Licensee	0	0	0
Registered Marriage and Family Therapist Intern	2	2	2
MASSAGE THERAPY			
Approved Massage School	0	0	0
Massage Establishment	143	68	62
Massage Therapist	170	164	166
Massage Therapy Apprentice	1	1	1
MEDICAL PHYSICIST			
Diagnostic Radiological Physicist	0	0	0
Medical Health Physicist	0	0	0
Medical Nuclear Radiological Physicist	0	0	0
Medical Physicist In Training	1	0	0
Therapeutic Radiological Physicist	1	0	0
MEDICINE			
Anesthesiologist Assistants	1	0	0
House Physician	1	0	0
Limited License Medical Doctor	0	0	0
Medical Doctor	680	253	242
Medical Doctor Expert Witness Certificate	0	0	0
Medical Doctor Limited to Cleveland Clinic	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0
Medical Doctor Public Health Certificate	0	0	0
Medical Doctor Public Psychiatry Certificate	0	0	0
Medical Doctor Visiting Faculty Certificate	0	0	0
Medical Faculty Certificate	0	0	0
Office Surgery Registration	113	27	27
Pain Management Clinic	2	1	1

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Pain Management Clinic Exempt	1	0	0
Physician Assistant	25	10	10
Resident Registration	7	1	1
Temporary Area of Critical Need - Medical Doctor	13	1	1
MENTAL HEALTH COUNSELING			
Licensed Mental Health Counselor	33	3	3
Provisional Mental health Counselor Licensee	1	0	0
Registered Mental Health Counselor Intern	8	3	2
MIDWIFERY			
Midwife	14	6	6
NON JURISDICTIONAL COMPLAINTS			
AHCA Enforcement - Non Jurisdictional Complaints	0	0	0
NURSING			
Advanced Practice Registered Nurse	111	23	21
Certified Nursing Assistant (CNA)	316	247	239
Clinical Nurse Specialist	0	0	0
CNA Programs	0	0	0
Licensed Practical Nurse	197	113	100
Nursing Education Program - PN	0	0	0
Nursing Education Program - RN	0	0	0
Registered Nurse	489	395	334
NURSING HOME ADMINISTRATORS			
Nursing Home Administrator	20	5	5
OCCUPATIONAL THERAPY PRACTICE			
Occupational Therapist	3	2	2
Occupational Therapy Assistant	3	2	2
OTD Capstone Exemption Registration	0	0	0
OPTICIANRY			
Apprentice Optician	0	0	0
Optical Establishment Permit	5	1	1
Optician	0	1	1
OPTOMETRY			
Optometric Faculty Certificate	0	0	0
Optometrist	5	0	0
ORTHOTISTS AND PROSTHETISTS			
Orthotic Fitter	0	0	0
Orthotic Fitter Assistant	0	0	0
Orthotic Resident	0	0	0
Orthotic-Prosthetic Resident	0	0	0
Orthotist	0	0	0

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Pedorthist	0	0	0
Prosthetic Residents	0	0	0
Prosthetist	0	0	0
Prosthetist-Orthotist	0	0	0
OSTEOPATHIC MEDICINE			
Osteopathic Faculty Certificate	0	0	0
Osteopathic Limited License	0	0	0
Osteopathic Physician	88	19	19
Osteopathic Physician Expert Witness Certificate	0	0	0
Osteopathic Resident Registration	4	0	0
PHARMACY			
Consultant Pharmacist	25	2	2
Nonresident Sterile Compounding Pharmacy	11	0	0
Nuclear Pharmacist	0	0	0
Pharmacist	153	33	32
Pharmacist Intern	1	2	1
Pharmacy	183	23	23
Registered Pharmacy Technician	8	10	9
Resident Sterile Compounding Pharmacy	17	2	2
PHYSICAL THERAPY PRACTICE			
Physical Therapist	26	6	6
Physical Therapist Assistant	7	7	7
PODIATRIC MEDICINE			
Certified Pod X-Ray Assistant	1	0	0
Podiatric Physician	8	3	3
Podiatric Resident Registration	0	0	0
PSYCHOLOGY			
Limited License Psychologist	0	0	0
Provisional Psychologist	0	0	0
Psychologist	12	2	1
RADIOLOGIC TECHNOLOGY			
Radiologic Technology	16	25	25
Radiologist Assistant	0	0	0
RESPIRATORY CARE			
Certified Respiratory Therapist	0	1	0
Registered Respiratory Therapist	6	6	6
Respiratory Care Practitioner by Exam	0	0	0
Respiratory Care Practitioner Critical Care	0	0	0
Respiratory Care Practitioner Non-Critical Care	0	0	0
SCHOOL PSYCHOLOGY			

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
School Psychologist	0	0	0
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY			
Audiologist	2	1	1
Audiology Assistant	0	0	0
Provisional Audiologist	0	0	0
Provisional Speech-Language Pathologist	0	0	0
Speech-Language Pathologist	3	3	3
Speech-Language Pathology Assistant	0	0	0
TELEHEALTH PROVIDER			
Out of State	2	4	4
TOTAL	3,165	1,577	1,465

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 2022-23, final orders were issued in 1,088 cases against health care practitioners, which is a 9.8% decrease from those issued last year.

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS - OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
ACUPUNCTURE										
Acupuncturist	0	2	0	0	2	2	0	0	1	4
ATHLETIC TRAINING										
Athletic Trainer	1	0	1	0	0	2	0	0	0	2
CERTIFIED SOCIAL WORKER										
Certified Master Social Worker	0	0	0	0	0	0	0	0	0	0
CHIROPRACTIC MEDICINE										
Certified Chiropractic Physician's Assistant	0	0	0	0	0	0	0	0	0	0
Chiropractic Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Chiropractic Physician	0	1	2	0	7	6	1	0	8	9
Registered Chiropractic Assistant	0	0	0	0	0	0	0	0	0	0
CLINICAL LABORATORY PERSONNEL										
Clinical Laboratory Personnel	0	1	1	0	1	1	0	0	0	3
Clinical Laboratory Trainee	0	0	0	0	0	0	0	0	0	0
Clinical Laboratory Training Program	0	0	0	0	0	0	0	0	0	0
CLINICAL SOCIAL WORK										
Licensed Clinical Social Worker	2	2	0	1	3	4	2	0	1	8
Provisional Clinical Social Worker Licensee	0	0	0	0	0	0	0	0	0	0

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS - OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Registered Clinical Social Worker Intern	1	0	0	1	0	2	0	0	1	2
DENTISTRY										
Dental Expert Witness Certificate	0	0	0	0	0	0	0	0	0	0
Dental Hygienist	0	0	0	0	0	0	0	0	0	0
Dental Laboratory	0	1	1	0	0	0	1	0	0	2
Dental Radiographer	0	1	0	0	0	0	0	0	0	1
Dental Residency Permits	0	0	0	0	0	0	0	0	0	0
Dental Teaching Permits	0	0	0	0	0	0	0	0	0	0
Dental Temporary Certificate	0	0	0	0	0	0	0	0	0	0
Dental-Health Access Dental	0	0	0	0	0	0	0	0	0	0
Dentist	5	1	1	0	21	19	7	1	7	28
DIETETICS AND NUTRITION PRACTICE COUNCIL										
Dietetics/ Nutritionist	0	0	0	0	0	0	0	0	0	0
Nutrition Counselor	0	0	0	0	0	0	0	0	0	0
ELECTROLYSIS COUNCIL										
Electrologist	0	0	0	0	1	1	1	0	0	1
Electrolysis Facility	0	0	0	0	0	0	0	0	0	0
EMERGENCY MEDICAL SERVICES										
Emergency Allergy Treatment Licensee	0	0	0	0	0	0	0	0	0	0
Emergency Medical Technician	1	3	5	0	2	3	1	0	2	11
Paramedic	4	2	0	0	4	4	2	0	2	10
GENETIC COUNSELING										
Genetic Counselor	0	0	0	0	0	0	0	0	0	0

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS - OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Temporary Genetic Counselor	0	0	0	0	0	0	0	0	0	0
HEARING AID SPECIALIST										
Hearing Aid Specialist	0	0	0	0	1	1	0	0	0	1
Hearing Aid Specialist Trainee	0	0	0	0	0	0	0	0	0	0
MARRIAGE AND FAMILY THERAPY										
Licensed Marriage and Family Therapist	1	0	0	0	0	0	0	0	1	1
Provisional Marriage and Family Therapist Licensee	0	0	0	0	0	0	0	0	0	0
Registered Marriage and Family Therapist Intern	0	1	0	0	1	0	1	0	0	2
MASSAGE THERAPY										
Approved Massage School	0	0	0	0	0	0	0	0	0	0
Massage Establishment	22	19	10	0	21	46	22	49	10	70
Massage Therapist	31	15	9	0	27	53	25	0	26	78
Massage Therapy Apprentice	0	0	0	0	1	1	1	0	0	1
MEDICAL PHYSICIST										
Diagnostic Radiological Physicist	0	0	0	0	0	0	0	0	0	0
Medical Health Physicist	0	0	0	0	0	0	0	0	0	0
Medical Nuclear Radiological Physicist	0	0	0	0	0	0	0	0	0	0
Medical Physicist In Training	0	0	0	0	0	0	0	0	0	0
Therapeutic Radiological Physicist	0	0	0	0	0	0	0	0	0	0

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS - OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
MEDICINE										
Anesthesiologist Assistants	0	0	0	0	0	0	0	0	0	0
House Physician	0	0	0	0	0	0	0	0	0	0
Limited License Medical Doctor	0	0	0	0	0	0	0	0	0	0
Medical Doctor	16	17	12	3	72	75	16	0	37	126
Medical Doctor Expert Witness Certificate	0	0	0	0	0	0	0	0	0	0
Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0	0	0	0
Medical Doctor Public Health Certificate	0	0	0	0	0	0	0	0	0	0
Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0	0	0	0
Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Medical Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Office Surgery Registration	2	0	4	0	2	0	0	0	2	5
Pain Management Clinic	0	0	0	0	1	1	0	0	0	1
Pain Management Clinic Exempt	0	0	0	0	0	0	0	0	0	0
Physician Assistant	0	2	2	0	3	4	2	0	0	7
Resident Registration	0	0	0	0	0	0	0	0	0	0

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS - OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Temporary Area of Critical Need - Medical Doctor	0	0	0	0	0	0	0	0	0	0
MENTAL HEALTH COUNSELING										
Licensed Mental Health Counselor	3	0	0	0	6	6	4	0	3	9
Provisional Mental health Counselor Licensee	0	0	0	0	0	0	0	0	0	0
Registered Mental Health Counselor Intern	3	2	1	1	1	2	2	0	0	7
MIDWIFERY										
Midwife	0	0	1	1	1	3	1	0	1	3
NON JURISDICTIONAL COMPLAINTS										
AHCA Enforcement - Non-Jurisdictional Complaints	0	0	0	0	0	0	0	0	0	0
NURSING										
Advanced Practice Registered Nurse	4	4	5	1	4	3	4	0	2	18
Certified Nursing Assistant (CNA)	102	25	74	6	28	15	19	0	81	227
Clinical Nurse Specialist	0	0	0	0	0	0	0	0	0	0
CNA Programs	0	0	0	0	0	0	0	0	0	0
Licensed Practical Nurse	14	11	30	6	9	6	12	0	23	69
Nursing Education Program - PN	0	0	0	0	0	0	0	0	0	0
Nursing Education Program - RN	0	0	0	0	0	0	0	0	0	0
Registered Nurse	25	84	103	10	35	12	21	0	91	238

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS - OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Nursing Home Administrator	0	0	0	0	1	1	0	0	0	1
OCCUPATIONAL THERAPY PRACTICE										
Occupational Therapist	0	0	0	0	2	2	0	0	0	2
Occupational Therapy Assistant	0	1	2	0	1	2	0	0	0	4
OTD Capstone Exemption Registration	0	0	0	0	0	0	0	0	0	0
OPTICIANRY										
Apprentice Optician	0	0	0	0	0	0	0	0	0	0
Optical	0	0	0	0	1	1	1	0	1	1
Optician	0	0	0	0	1	1	0	0	0	1
OPTOMETRY										
Optometric Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Optometrist	0	0	0	0	2	2	0	0	0	2
ORTHOTISTS AND PROSTHETISTS										
Orthotic Fitter	0	0	0	0	1	1	0	0	0	1
Orthotic Fitter Assistant	0	0	0	0	0	0	0	0	0	0
Orthotic Resident	0	0	0	0	0	0	0	0	0	0
Orthotic-Prosthetic Resident	0	0	0	0	0	0	0	0	0	0
Orthotist	0	0	0	0	0	0	0	0	0	0
Pedorthist	0	0	0	0	0	0	0	0	0	0
Prosthetic Residents	0	0	0	0	0	0	0	0	0	0
Prosthetist	0	0	0	0	0	0	0	0	0	0
Prosthetist-Orthotist	0	0	0	0	1	1	0	0	0	1
OSTEOPATHIC MEDICINE										
Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0	0
Osteopathic Limited License	0	0	0	0	0	0	0	0	0	0
Osteopathic Physician	1	2	1	1	8	10	1	0	5	12
Osteopathic Physician Expert Witness Certificate	0	0	0	0	0	0	0	0	0	0

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS – OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Osteopathic Resident Registration	0	0	1	0	1	1	0	0	0	1
PHARMACY										
Consultant Pharmacist	0	3	0	0	0	0	0	0	1	3
Nonresident Sterile	0	0	0	0	0	0	0	0	0	0
Nuclear Pharmacist	0	0	0	0	0	0	0	0	0	0
Pharmacist	1	11	4	5	8	10	0	0	10	27
Pharmacist Intern	1	2	3	0	0	0	0	0	0	6
Pharmacy	12	0	0	2	10	11	1	41	9	24
Registered Pharmacy Technician	3	3	2	0	1	0	0	0	0	8
Resident Sterile	0	0	0	0	0	0	0	0	4	0
PHYSICAL THERAPY PRACTICE										
Physical Therapist	1	1	2	3	2	5	1	0	1	7
Physical Therapist Assistant	1	1	3	2	1	6	4	0	2	7
PODIATRIC MEDICINE										
Certified Pod X-Ray Assistant	0	0	0	0	0	0	0	0	0	0
Podiatric Physician	0	0	0	0	1	1	1	0	1	1
Podiatric Resident Registration	0	0	0	0	0	0	0	0	0	0
PSYCHOLOGY										
Limited License Psychologist	0	0	0	0	0	0	0	0	0	0
Provisional Psychologist	0	0	0	0	0	0	0	0	0	0
Psychologist	1	2	1	0	1	1	0	0	3	5
RADIOLOGIC TECHNOLOGY										
Radiologic Technology	5	4	8	0	4	5	3	0	1	21
Radiologist Assistant	0	0	0	0	0	0	0	0	0	0
RESPIRATORY CARE										

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS - OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Certified Respiratory Therapist	0	1	0	0	1	1	1	0	0	2
Registered Respiratory Therapist	0	1	3	0	0	1	0	0	0	4
Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0	0
Respiratory Care Practitioner Critical Care	0	0	0	0	0	0	0	0	0	0
Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0	0	0	0	0
SCHOOL PSYCHOLOGY										
School Psychologist	0	1	0	0	0	0	0	0	0	1
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY										
Audiologist	0	0	0	0	0	0	0	0	0	0
Audiology Assistant	0	0	0	0	0	0	0	0	0	0
Provisional Audiologist	0	0	0	0	0	0	0	0	0	0
Provisional Speech-Language Pathologist	0	0	0	0	0	0	0	0	0	0
Speech-Language Pathologist	0	1	0	0	1	1	1	0	0	2
Speech-Language Pathology Assistant	0	0	0	0	0	0	0	0	0	0
TELEHEALTH PROVIDER										
Out of State	0	0	0	0	0	0	0	0	0	0
TOTAL	263	228	292	43	303	336	159	91	337	1088

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, applies.

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							
Acupuncturist	0	2	0	0	0	0	0
ATHLETIC TRAINING							
Athletic Trainer	0	0	0	0	0	0	0
CERTIFIED SOCIAL WORKER							
Certified Master Social Worker	0	0	0	0	0	0	0
CHIROPRACTIC MEDICINE							
Certified Chiropractic Physician's Assistant	0	0	0	0	0	0	0
Chiropractic Faculty Certificate	0	0	0	0	0	0	0
Chiropractic Physician	1	21	0	0	0	0	0
Registered Chiropractic Assistant	0	0	0	0	0	0	0
CLINICAL LABORATORY PERSONNEL							
Clinical Laboratory Personnel	0	0	0	0	0	0	0
Clinical Laboratory Trainee	0	0	0	0	0	0	0
Clinical Laboratory Training Program	0	0	0	0	0	0	0
CLINICAL SOCIAL WORK							
Licensed Clinical Social Worker	0	6	0	0	0	0	0
Provisional Clinical Social Worker Licensee	0	0	0	0	0	0	0
Registered Clinical Social Worker Intern	0	0	0	0	0	0	0
DENTISTRY							
Dental Expert Witness Certificate	0	0	0	0	0	0	0
Dental Hygienist	0	0	0	0	0	0	0
Dental Laboratory	0	0	0	0	0	0	0
Dental Radiographer	0	0	0	0	0	0	0
Dental Residency Permits	0	0	0	0	0	0	0
Dental Teaching Permits	0	0	0	0	0	0	0

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
Dental Temporary Certificate	0	0	0	0	0	0	0
Dental-Health Access Dental	0	0	0	0	0	0	0
Dentist	10	214	0	0	0	3	22
DIETETICS AND NUTRITION PRACTICE COUNCIL							
Dietetics/ Nutritionist	0	0	0	0	0	0	0
Nutrition Counselor	0	0	0	0	0	0	0
ELECTROLYSIS COUNCIL							
Electrologist	0	2	0	0	0	0	0
Electrolysis Facility	0	0	0	0	0	0	0
EMERGENCY MEDICAL SERVICES							
Emergency Allergy Treatment Licensee	0	0	0	0	0	0	0
Emergency Medical Technician	1	0	0	0	0	0	0
Paramedic	0	0	0	0	0	0	0
GENETIC COUNSELING							
Genetic Counselor	0	0	0	0	0	0	0
Temporary Genetic Counselor	0	0	0	0	0	0	0
HEARING AID SPECIALIST							
Hearing Aid Specialist	0	0	0	0	0	0	0
Hearing Aid Specialist Trainee	0	0	0	0	0	0	0
MARRIAGE AND FAMILY THERAPY							
Licensed Marriage and Family Therapist	0	0	0	0	0	0	0
Provisional Marriage and Family Therapist Licensee	0	0	0	0	0	0	0
Registered Marriage and Family Therapist Intern	0	0	0	0	0	0	0
MASSAGE THERAPY							
Approved Massage School	0	0	0	0	0	0	0
Massage Establishment	0	0	0	0	0	0	0
Massage Therapist	0	1	0	0	0	0	0
Massage Therapy Apprentice	0	0	0	0	0	0	0
MEDICAL PHYSICIST							
Diagnostic Radiological Physicist	0	0	0	0	0	0	0

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
Medical Health Physicist	0	0	0	0	0	0	0
Medical Nuclear Radiological Physicist	0	0	0	0	0	0	0
Medical Physicist In Training	0	0	0	0	0	0	0
Therapeutic Radiological Physicist	0	0	0	0	0	0	0
MEDICINE							
Anesthesiologist Assistants	0	3	0	0	0	0	0
House Physician	0	0	0	0	0	0	0
Limited License Medical Doctor	0	0	0	0	0	0	0
Medical Doctor	135	2,509	63	6	0	7	67
Medical Doctor Expert Witness Certificate	0	0	0	0	0	0	0
Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0	0
Medical Doctor Public Health Certificate	0	0	0	0	0	0	0
Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0
Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0	0
Medical Faculty Certificate	0	0	0	0	0	0	0
Office Surgery Registration	1	0	0	0	0	0	1
Pain Management Clinic	1	0	0	0	0	0	0
Pain Management Clinic Exempt	0	0	0	0	0	0	0
Physician Assistant	2	89	0	0	0	2	6
Resident Registration	1	4	1	0	0	0	0
Temporary Area of Critical Need – Medical Doctor	1	9	0	0	0	0	1
MENTAL HEALTH COUNSELING							
Licensed Mental Health Counselor	2	1	0	0	0	0	0

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
Provisional Mental health Counselor Licensee	0	0	0	0	0	0	0
Registered Mental Health Counselor Intern	0	0	0	0	0	0	0
MIDWIFERY							
Midwife	0	2	1	0	0	0	0
NON JURISDICTIONAL COMPLAINTS							
AHCA Enforcement – Non-Jurisdictional Complaints	4	2	1	0	0	0	0
NURSING							
Advanced Practice Registered Nurse	13	130	1	0	0	2	8
Certified Nursing Assistant (CNA)	0	2	0	0	0	0	0
Clinical Nurse Specialist	0	0	0	0	0	0	0
CNA Programs	0	0	0	0	0	0	0
Licensed Practical Nurse	1	4	0	0	0	0	3
Nursing Education Program - PN	0	0	0	0	0	0	0
Nursing Education Program - RN	0	0	0	0	0	0	0
Registered Nurse	0	27	0	0	0	0	5
NURSING HOME ADMINISTRATORS							
Nursing Home Administrator	0	0	0	0	0	0	0
OCCUPATIONAL THERAPY PRACTICE							
Occupational Therapist	0	3	0	0	0	0	0
Occupational Therapy Assistant	0	0	0	0	0	0	0
OTD Capstone Exemption Registration	0	0	0	0	0	0	0
OPTICIANRY							
Apprentice Optician	0	0	0	0	0	0	0
Optical Establishment Permit	0	0	0	0	0	0	0
Optician	0	0	0	0	0	0	0
OPTOMETRY							
Optometric Faculty Certificate	0	0	0	0	0	0	0
Optometrist	1	3	0	0	0	0	0
ORTHOTISTS AND PROSTHETISTS							
Orthotic Fitter	0	0	0	0	0	0	0

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
Orthotic Fitter Assistant	0	0	0	0	0	0	0
Orthotic Resident	0	0	0	0	0	0	0
Orthotic-Prosthetic Resident	0	0	0	0	0	0	0
Orthotist	0	0	0	0	0	0	0
Pedorthist	0	0	0	0	0	0	0
Prosthetic Residents	0	0	0	0	0	0	0
Prosthetist	0	0	0	0	0	0	0
Prosthetist-Orthotist	0	0	0	0	0	0	0
OSTEOPATHIC MEDICINE							
Osteopathic Faculty Certificate	0	0	0	0	0	0	0
Osteopathic Limited License	0	0	0	0	0	0	0
Osteopathic Physician	22	314	9	1	0	0	12
Osteopathic Physician Expert Witness Certificate	0	0	0	0	0	0	0
Osteopathic Resident Registration	2	0	0	0	0	0	0
PHARMACY							
Consultant Pharmacist	0	0	0	0	0	0	0
Nonresident Sterile Compounding Pharmacy	0	0	0	0	0	0	0
Nuclear Pharmacist	0	0	0	0	0	0	0
Pharmacist	0	6	0	0	0	0	0
Pharmacist Intern	0	0	0	0	0	0	0
Pharmacy	0	0	0	0	0	0	0
Registered Pharmacy Technician	0	0	0	0	0	0	0
Resident Sterile Compounding Pharmacy	0	0	0	0	0	0	0
PHYSICAL THERAPY PRACTICE							
Physical Therapist	0	2	0	0	0	0	0
Physical Therapist Assistant	0	0	0	0	0	0	0
PODIATRIC MEDICINE							
Certified Pod X-Ray Assistant	0	0	0	0	0	0	0
Podiatric Physician	5	91	0	1	0	0	2
Podiatric Resident Registration	0	0	0	0	0	0	0

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
PSYCHOLOGY							
Limited License Psychologist	0	0	0	0	0	0	0
Provisional Psychologist	0	0	0	0	0	0	0
Psychologist	0	4	0	0	0	0	0
RADIOLOGIC TECHNOLOGY							
Radiologic Technology	0	0	0	0	0	0	0
Radiologist Assistant	0	0	0	0	0	0	0
RESPIRATORY CARE							
Certified Respiratory Therapist	0	2	0	0	0	0	0
Registered Respiratory Therapist	0	1	0	0	0	0	0
Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0
Respiratory Care Practitioner Critical Care	0	0	0	0	0	0	0
Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0	0
SCHOOL PSYCHOLOGY							
School Psychologist	0	0	0	0	0	0	0
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY							
Audiologist	0	0	0	0	0	0	0
Audiology Assistant	0	0	0	0	0	0	0
Provisional Audiologist	0	0	0	0	0	0	0
Provisional Speech-Language Pathologist	0	0	0	0	0	0	0
Speech-Language Pathologist	0	1	0	0	0	0	0
Speech-Language Pathology Assistant	0	0	0	0	0	0	0
TELEHEALTH PROVIDER							
Out of State	0	8	0	0	0	0	0
TOTAL	203	3,463	76	8	0	14	127

*NICA is an abbreviation for the Neurological Injury Compensation Association.

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. ULA activities range from educating the public to conducting complex investigations and issuing cease and desist orders. The number of complaints received during FY 2022-23 increased by 11.5% compared to those received last year.

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESIST ISSUED	REFERRED TO INVESTIGATION
ACUPUNCTURE						
Acupuncturist	3	3	1	4	1	1
ATHLETIC TRAINING						
Athletic Trainer	1	1	1	2	1	1
CERTIFIED SOCIAL WORKER						
Certified Master Social Worker	0	0	0	0	0	0
CHIROPRACTIC MEDICINE						
Certified Chiropractic Physician's Assistant	0	0	0	0	0	0
Chiropractic Faculty Certificate	0	0	0	0	0	0
Chiropractic Physician	8	5	0	6	0	0
Registered Chiropractic Assistant	0	0	0	0	0	0
CLINICAL LABORATORY PERSONNEL						
Clinical Laboratory Personnel	6	6	0	6	6	6
Clinical Laboratory Trainee	0	0	0	0	0	0
Clinical Laboratory Training Program	0	0	0	0	0	0
CLINICAL SOCIAL WORK						
Licensed Clinical Social Worker	5	5	0	4	1	1
Provisional Clinical Social Worker Licensee	0	0	0	0	0	0
Registered Clinical Social Worker Intern	2	2	0	3	3	3
DENTISTRY						
Dental Expert Witness Certificate	0	0	0	0	0	0
Dental Hygienist	3	2	0	2	0	0
Dental Laboratory	5	5	0	4	3	3
Dental Radiographer	0	0	0	0	0	0
Dental Residency Permits	0	0	0	0	0	0
Dental Teaching Permits	0	0	0	0	0	0

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESIST ISSUED	REFERRED TO INVESTIGATION
Dental Temporary Certificate	0	0	0	0	0	0
Dental-Health Access Dental	0	0	0	0	0	0
Dentist	133	131	0	129	51	51
DIETETICS AND NUTRITION PRACTICE COUNCIL						
Dietetics/Nutritionist	12	14	1	12	7	7
Nutrition Counselor	1	2	0	2	0	0
ELECTROLYSIS COUNCIL						
Electrologist	16	16	0	16	9	9
Electrolysis Facility	22	21	4	21	16	16
EMERGENCY MEDICAL SERVICES						
Emergency Allergy Treatment Licensee	0	0	0	0	0	0
Emergency Medical Technician	2	1	0	1	0	0
Paramedic	2	2	0	2	1	1
GENETIC COUNSELING						
Genetic Counselor/Temp Genetic Counselor	0	0	0	0	0	0
HEARING AID SPECIALIST						
Hearing Aid Specialist	0	2	0	2	2	2
Hearing Aid Specialist Trainee	0	0	0	0	0	0
MARRIAGE AND FAMILY THERAPY						
Licensed Marriage and Family Therapist	4	2	1	4	0	0
Provisional Marriage and Family Therapist Licensee	0	0	0	0	0	0
Registered Marriage and Family Therapist Intern	0	0	0	0	0	0
MASSAGE THERAPY						
Approved Massage School	0	0	0	0	0	0
Massage Establishment	234	234	13	227	169	169
Massage Therapist	283	303	17	301	166	172
Massage Therapy Apprentice	0	0	0	0	0	0
MEDICAL PHYSICIST						
Diagnostic Radiological Physicist	0	0	0	0	0	0
Medical Health Physicist	0	0	0	0	0	0
Medical Nuclear Radiological Physicist	0	0	0	0	0	0
Medical Physicist In Training	0	0	0	0	0	0
Therapeutic Radiological Physicist	0	0	0	0	0	0

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESIST ISSUED	REFERRED TO INVESTIGATION
MEDICINE						
Anesthesiologist Assistants	0	0	0	0	0	0
Limited License Medical Doctor	0	0	0	0	0	0
Medical Doctor	181	157	5	143	28	36
Medical Doctor Expert Witness Certificate	0	0	0	0	0	0
Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0
Medical Doctor Limited to Mayo Clinic	0	0	0	0	0	0
Medical Doctor Public Health Certificate	0	0	0	0	0	0
Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0
Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0
Medical Faculty Certificate	0	0	0	0	0	0
Office Surgery Registration	2	0	0	0	0	0
Pain Management Clinic	4	4	0	4	2	2
Pain Management Clinic Exempt	0	0	0	0	0	0
Physician Assistant	3	2	0	2	0	0
Registration for Resident/HSE Physician	1	0	1	0	0	0
Temporary Area of Critical Need - Medical Doctor	0	0	0	0	0	0
MENTAL HEALTH COUNSELING						
Licensed Mental Health Counselor	42	39	0	38	15	16
Provisional Mental health Counselor Licensee	1	1	0	1	1	1
Registered Mental Health Counselor Intern	7	6	0	4	2	2
MIDWIFERY						
Midwife	1	1	0	1	0	0
NON JURISDICTIONAL COMPLAINTS						
AHCA Enforcement - Non-Jurisdictional Complaints	8	2	0	3	0	0
NURSING						
Advanced Practice Registered Nurse	2	0	0	0	0	0
Certified Nursing Assistant (CNA)	15	4	0	3	1	1

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESIST ISSUED	REFERRED TO INVESTIGATION
CNA Programs	0	0	0	0	0	0
Licensed Practical Nurse	11	6	0	5	3	3
Nursing Education Program - PN	0	0	0	0	0	0
Nursing Education Program - RN	0	0	0	0	0	0
Registered Nurse	43	36	2	35	12	10
NURSING HOME ADMINISTRATORS						
Nursing Home Administrator	0	0	0	0	0	0
OCCUPATIONAL THERAPY PRACTICE						
Occupational Therapist	0	0	0	0	0	0
Occupational Therapy Assistant	0	0	0	0	0	0
OTD Capstone Exemption Registration	0	0	0	0	0	0
OPTICIANRY						
Apprentice Optician	0	0	0	0	0	0
Optical Establishment Permit	25	27	2	28	25	23
Optician	36	41	1	38	19	24
OPTOMETRY						
Optometric Faculty Certificate	0	0	0	0	0	0
Optometrist	4	2	1	2	0	0
ORTHOTISTS AND PROSTHETISTS						
Orthotic Fitter	0	0	0	0	0	0
Orthotic Fitter Assistant	0	0	0	0	0	0
Orthotic Resident	0	0	0	0	0	0
Orthotic-Prosthetic Resident	0	0	0	0	0	0
Orthotist	0	0	0	0	0	0
Pedorthist	0	0	0	0	0	0
Prosthetic Residents	0	0	0	0	0	0
Prosthetist	2	2	0	2	0	0
Prosthetist-Orthotist	0	0	0	0	0	0
OSTEOPATHIC MEDICINE						
Osteopathic Faculty Certificate	0	0	0	0	0	0
Osteopathic Limited License	0	0	0	0	0	0
Osteopathic Physician	0	0	0	0	0	0
Osteopathic Physician Expert Witness Certificate	0	0	0	0	0	0
Osteopathic Resident Registration	0	0	0	0	0	0
PHARMACY						
Consultant Pharmacist	0	0	0	0	0	0

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESIST ISSUED	REFERRED TO INVESTIGATION
Nonresident Sterile Compounding Pharmacy	0	0	0	0	0	0
Nuclear Pharmacist	0	0	0	0	0	0
Pharmacist	2	2	0	2	1	1
Pharmacist Intern	0	0	0	0	0	0
Pharmacy	20	18	1	18	8	13
Registered Pharmacy Technician	2	2	1	3	1	1
PHYSICAL THERAPY PRACTICE						
Physical Therapist	8	7	1	6	1	2
Physical Therapist Assistant	0	0	0	0	0	0
PODIATRIC MEDICINE						
Podiatric Medicine						
Certified Pod X-Ray Assistant	0	0	0	0	0	0
Podiatric Physician	1	2	0	1	1	1
Podiatric Resident Registration	0	0	0	0	0	0
PSYCHOLOGY						
Limited License Psychologist	0	0	0	0	0	0
Provisional Psychologist	0	0	0	0	0	0
Psychologist	11	11	0	8	3	3
RADIOLOGIC TECHNOLOGY						
Radiologic Technology	7	6	0	6	2	2
Radiologist Assistant	0	0	0	0	0	0
RESPIRATORY CARE						
Certified Respiratory Therapist	0	0	0	0	0	0
Registered Respiratory Therapist	1	1	0	1	0	0
Respiratory Care Practitioner by Exam	0	0	0	0	0	0
Respiratory Care Practitioner Critical Care	0	0	0	0	0	0
Respiratory Care Practitioner Non-Critical Care	0	0	0	0	0	0
SCHOOL PSYCHOLOGY						
School Psychologist	0	0	0	0	0	0
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY						
Audiologist	2	2	0	1	0	0
Audiology Assistant	0	0	0	0	0	0
Provisional Audiologist	0	0	0	0	0	0
Provisional Speech-Language Pathologist	0	0	0	0	0	0

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATION	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESIST ISSUED	REFERRED TO INVESTIGATION
Speech-Language Pathologist	1	1	0	1	0	0
Speech-Language Pathology Assistant	0	0	0	0	0	0
TELEHEALTH PROVIDER						
Out of State	1	1	0	0	0	0
TOTAL	1,186	1,140	53	1,104	561	583

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 ACTIVITY CASH BALANCE
Acupuncture	\$ 1,267,238	\$ 75,707	\$ 255,665	\$ 1,087,280	\$ (46,842)
Anesthesiologist Assistants	\$ 187,954	\$ 147,158	\$ 55,898	\$ 279,214	\$ 8,464
Athletic Trainers	\$ 350,238	\$ 317,222	\$ 193,861	\$ 473,599	\$ 46,319
Chiropractic	\$ 2,782,301	\$ 416,197	\$ 1,070,336	\$ 2,128,162	\$ 62,155
Clinical Laboratory	\$ 700,151	\$ 1,326,872	\$ 991,535	\$ 1,035,488	\$ 289,291
Certified Nursing Assistants	\$ (2,068,603)	\$ 4,183,495	\$ 5,222,736	\$ (3,107,844)	\$ 2,539,861
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$ 622,632	\$ 5,394,663	\$ 2,936,383	\$ 3,080,912	\$ 348,220
Dentistry	\$ (1,954,200)	\$ 831,554	\$ 2,719,249	\$ (3,841,895)	\$ (1,550,189)
Dental Hygienist	\$ 1,815,190	\$ 191,961	\$ 444,984	\$ 1,562,167	\$ 277,519
Dental Laboratory	\$ 368,258	\$ 10,741	\$ 45,130	\$ 333,869	\$ (276,118)
Dietetics and Nutrition	\$ 507,603	\$ 610,257	\$ 267,181	\$ 850,679	\$ (298,992)
Electrolysis	\$ (1,252,423)	\$ 193,161	\$ 331,631	\$ (1,390,893)	\$ (541,656)
Emergency Medical Services (Emergency Medical Technicians and Paramedics)	\$ (5,819,461)	\$ 2,521,246	\$ 1,869,096	\$ (5,167,311)	\$ (19,173)
Genetic Counselors	\$ (19,983)	\$ 11,392	\$ 33,486	\$ (42,077)	\$ 3,311
Hearing Aid Specialist	\$ 392,375	\$ 438,976	\$ 174,443	\$ 656,908	\$ (97,867)
Massage Therapy	\$ (18,481,766)	\$ 2,114,525	\$ 6,176,992	\$ (22,544,233)	\$ (5,498,762)
Medical Physicists	\$ 260,928	\$ 154,070	\$ 141,810	\$ 273,188	\$ 17,161
Medicine	\$ 18,295,595	\$ 20,995,515	\$ 19,483,901	\$ 19,807,209	\$ (2,651,196)
Midwifery	\$ (954,069)	\$ 28,076	\$ 132,468	\$ (1,058,461)	\$ (118,839)
Nursing	\$ 13,595,029	\$ 25,666,579	\$ 22,263,408	\$ 16,998,200	\$ 10,865,880
Nursing Home Administrator	\$ 573,364	\$ 649,311	\$ 487,468	\$ 735,207	\$ 20,967
Occupational Therapy	\$ 371,542	\$ 1,308,789	\$ 896,300	\$ 784,031	\$ 307,140
Opticianry	\$ (1,002,609)	\$ 557,231	\$ 640,352	\$ (1,085,730)	\$ (1,089,114)
Optometry	\$ 1,523,310	\$ 1,284,836	\$ 478,288	\$ 2,329,858	\$ 34,902
Orthotist and Prosthetist	\$ 565,313	\$ 48,933	\$ 90,713	\$ 523,533	\$ (145,894)
Osteopathic Medicine	\$ 5,422,228	\$ 1,000,754	\$ 2,218,190	\$ 4,204,792	\$ 144,879
Pharmacy	\$ 1,853,559	\$ 6,994,080	\$ 7,328,414	\$ 1,519,225	\$ 1,211,987
Physical Therapy	\$ 1,852,351	\$ 623,686	\$ 1,463,828	\$ 1,012,209	\$ 550,394
Physician Assistant	\$ 6,610,297	\$ 477,179	\$ 1,471,398	\$ 5,616,078	\$ 189,038
Podiatry	\$ 843,965	\$ 82,726	\$ 335,409	\$ 591,282	\$ 29,665
Psychology	\$ 2,627,718	\$ 250,315	\$ 663,392	\$ 2,214,641	\$ (182,833)
Radiological Technicians	\$ (766,842)	\$ (309)	\$ 1,244,054	\$ (2,011,205)	\$ (952)
Respiratory Therapy	\$ 772,096	\$ 1,463,119	\$ 835,701	\$ 1,399,514	\$ 402,477
School Psychology	\$ 83,014	\$ 45,425	\$ 71,299	\$ 57,140	\$ 13,090
Speech-Language Pathology and Audiology	\$ 2,067,478	\$ 562,514	\$ 814,119	\$ 1,815,873	\$ 332,050
Telehealth Providers	\$ (638,310)	\$ 18,314	\$ 587,639	\$ (1,207,635)	\$ (1,311)
Total	\$ 33,353,461	\$ 80,996,270	\$ 84,436,757	\$ 29,912,974	\$ 5,175,032

NOTE: Neurological Injury Compensation Association (NICA) is a pass-through and is excluded. PRN Student Pilot Project not included.

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 practitioners practicing under their profession in Florida.

PROFESSION	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
Acupuncture	\$1,575,848	\$1,374,219	\$1,832,331	\$1,626,788	\$2,095,749	\$1,898,047
Anesthesiologist Assistant	\$285,752	\$370,472	\$374,086	\$457,925	\$462,580	\$548,185
Athletic Trainer	\$439,279	\$541,709	\$492,569	\$591,970	\$548,108	\$653,578
Chiropractic	\$3,820,157	\$3,099,278	\$4,670,979	\$3,934,071	\$5,548,619	\$4,843,824
Clinical Laboratory	\$1,040,133	\$1,283,697	\$1,210,043	\$1,438,433	\$1,392,668	\$1,651,460
Cert Nursing Assistant	\$(4,649,762)	\$(6,259,606)	\$(8,349,580)	\$(10,042,945)	\$(11,937,712)	\$(13,463,743)
Clinical Social Worker, Marriage and Family Therapy, and Mental Health Counseling	\$1,824,856	\$4,063,730	\$2,544,128	\$4,735,736	\$3,310,004	\$5,596,308
Dentistry	\$(1,506,934)	\$(3,835,828)	\$(1,859,116)	\$(4,232,015)	\$(2,127,703)	\$(4,412,436)
Dental Hygienist	\$2,496,731	\$2,208,471	\$3,085,244	\$2,790,206	\$3,687,563	\$3,406,103
Dental Laboratory	\$437,231	\$412,665	\$510,802	\$485,738	\$585,736	\$561,670
Dietetics and Nutrition	\$798,771	\$1,076,095	\$998,102	\$1,271,034	\$1,202,332	\$1,484,062
Electrolysis	\$(1,334,862)	\$(1,523,229)	\$(1,507,281)	\$(1,701,016)	\$(1,670,791)	\$(1,853,771)
Emergency Medical Services (Emergency Medical Technician and Paramedic)	\$(6,321,297)	\$(5,948,688)	\$(7,250,090)	\$(6,908,910)	\$(8,157,805)	\$(7,753,657)
Genetic Counselors	\$(49,449)	\$(58,242)	\$(67,338)	\$(76,411)	\$(84,892)	\$(93,404)
Hearing Aid Specialist	\$558,064	\$763,061	\$648,093	\$850,193	\$740,968	\$948,873
Massage Therapy	\$(24,664,918)	\$(29,591,969)	\$(32,377,691)	\$(37,404,119)	\$(39,952,967)	\$(44,780,296)
Medical Physicist	\$295,708	\$349,512	\$368,712	\$421,019	\$441,401	\$496,708
Medicine	\$23,389,546	\$25,850,925	\$27,616,546	\$29,788,424	\$32,201,123	\$34,953,014
Midwifery	\$(1,076,833)	\$(1,204,012)	\$(1,237,742)	\$(1,367,112)	\$(1,395,372)	\$(1,520,352)
Nursing	\$21,763,172	\$23,028,370	\$25,841,652	\$26,763,444	\$30,271,880	\$31,881,684
Nursing Home Administration	\$627,460	\$755,090	\$618,841	\$739,213	\$613,116	\$748,029
Occupational Therapy	\$469,829	\$804,077	\$425,282	\$745,940	\$390,151	\$738,037
Opticianry	\$(1,621,152)	\$(1,855,294)	\$(2,449,178)	\$(2,694,266)	\$(3,267,326)	\$(3,490,483)
Optometry	\$2,206,176	\$2,954,064	\$2,805,900	\$3,546,830	\$3,407,387	\$4,162,256
Orthotists and Prosthetists	\$720,101	\$663,327	\$848,100	\$789,834	\$978,807	\$923,530
Osteopathic	\$7,206,360	\$5,865,070	\$8,640,641	\$7,266,298	\$10,122,365	\$8,814,243
Pharmacy	\$271,962	\$(1,398,717)	\$(3,437,072)	\$(5,230,035)	\$(6,986,619)	\$(8,534,587)
Physical Therapy	\$2,434,425	\$1,432,626	\$2,695,281	\$1,670,717	\$2,990,205	\$2,011,251
Physician Assistant	\$9,750,649	\$8,707,310	\$12,686,684	\$11,621,886	\$15,656,539	\$14,634,733
Podiatry	\$903,531	\$646,301	\$919,806	\$657,778	\$945,083	\$692,668
Psychology	\$3,194,590	\$2,714,033	\$3,640,706	\$3,150,026	\$4,095,676	\$3,625,276
Radiological Technician	\$(3,286,694)	\$(4,658,143)	\$(6,053,091)	\$(7,443,890)	\$(8,796,289)	\$(10,148,320)
Respiratory Therapy	\$1,023,308	\$1,595,988	\$1,147,008	\$1,707,121	\$1,284,062	\$1,869,352
School Psychology	\$127,175	\$55,692	\$109,215	\$36,143	\$95,547	\$25,658
Speech-Language Pathology and Audiology	\$2,869,076	\$2,616,026	\$3,582,094	\$3,317,534	\$4,314,637	\$4,073,137

NOTE: NICA and unlicensed activity are excluded from the amounts shown above. PRN Student Pilot Project not included.

PROFESSION	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
Telehealth Providers	\$(1,189,539)	\$(1,171,443)	\$(1,153,347)	\$(1,135,251)	\$(1,117,155)	\$(1,099,059)
Total	\$44,828,451	\$35,726,637	\$42,571,320	\$32,168,332	\$41,887,673	\$34,091,578

Table 17: Review of the Adequacy of Renewal Fees

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

PROFESSION	FY 2023-24 AND 2024-25 ESTIMATED EXPENDITURES	NUMBER OF LICENSEES	COST TO REGULATE	RENEWAL FEE CAP	CURRENT RENEWAL FEE	SUFFICIENT CURRENT RENEWAL FEE
1. Acupuncture	\$602,425	2,694	\$224	\$500	\$275/\$150	Yes
2. Anesthesiologist	\$93,648	672	\$139	\$1,000	\$200	Yes
3. Athletic Trainers	\$372,854	2,872	\$130	\$200/\$100	\$100/\$50	Yes
4. Chiropractic	\$2,419,814		\$311			Yes
A. Chiropractic		7,419		\$500	\$350/\$250	
B. Chiropractic Physician Assistant		369		\$250	\$55/\$28	
5. Clinical Laboratory	\$1,911,013		\$108			Yes
A. Director		262		\$150	\$130	
B. Supervisor		5,083		\$150	\$110	
C. Technologist		10,355		\$150	\$90	
D. Technician		1,626		\$150	\$50	
E. Training Program		51		\$300	\$300	
F. Inactive		255		\$50	\$50	
6. Certified Nursing	\$11,768,308	147,499	\$80	\$50	\$50	
7. Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$6,162,340		\$176			Yes
A. Clinical Social Work		15,297		\$250/\$50	\$115/\$50	
B. Marriage and Family Therapy		3,018		\$250/\$50	\$115/\$50	
C. Mental Health Counseling		16,632		\$250/\$50	\$115/\$50	
D. Interns		0		\$100	\$75	
E. Master Certified Social Worker		6		\$250/\$50	\$150	
8. Dentistry	\$6,942,255	16,997	\$408	\$300	\$300	
9. Dental Hygienist	\$1,097,113	17,154	\$64	\$300	\$80	Yes
10. Dental Laboratory	\$91,086	756	\$120	\$300	\$200	Yes

PROFESSION	FY 2023-24 AND 2024-25 ESTIMATED EXPENDITURES	NUMBER OF LICENSEES	COST TO REGULATE	RENEWAL FEE CAP	CURRENT RENEWAL FEE	SUFFICIENT CURRENT RENEWAL FEE
11. Dietetics and Nutrition	\$589,603	6,086	\$97	\$500	\$ 75	Yes
12. Electrolysis	\$808,236	2,557	\$316	\$100	\$100	
13. Genetic Counselor	\$38,209	654	\$58	No Cap	\$-	
14. Hearing Aid Specialist	\$377,401	994	\$380	\$600	\$375/\$375	Yes
15. Massage Therapy	\$14,140,466		\$288			
A. Massage Therapist		40,066		\$200/\$250	\$100	
B. Massage Establishment		8,966		\$150		
16. Medical Physicists	\$141,524		\$182			Yes
A. Medical Physicists		711		\$500	\$150	
B. Medical Physicists in Training		66		No Cap	\$100	
17. Medicine	\$39,905,808	84,757	\$471	\$500	\$350/\$120	Yes
18. Midwifery	\$319,203	231	\$1,382	\$500	\$500/\$500	
19. Naturopathic		0		\$1,000	\$250	
20. Nursing	\$45,166,158		\$93			Yes
A. Registered Nurse		363,838		No Cap	\$65/\$55	
B. Licensed Practical Nurse		68,208		No Cap	\$65/\$55	
C. Advanced Practice Registered Nurse		51,741		\$50	\$50	
21. Nursing Home Administrator	\$818,490	1,781	\$460	No Cap	\$325	Yes
22. Occupational Therapy	\$1,652,466	17,561	\$94	No Cap	\$55	Yes
23. Opticianry	\$1,399,675	3,895	\$359	\$350/\$50	\$125/\$50	
24. Optometry	\$754,330		\$202			Yes
A. Optometrist		19	\$342	\$500	\$400	Yes
B. Optometry Faculty	\$231,622	677	\$419	\$500	\$400/\$200	Yes
27. Pharmacy	\$17,109,217		\$174			
A. Pharmacists		36,591		\$250	\$200	
B. Consultant Pharmacist		3,376		\$250	\$100	
C. Nuclear Pharmacist		209		\$250	\$100	
D. Pharmacies Permit		10,158		\$250	\$250	
E. Pharmacy Technicians		47,755		\$50	\$50	

PROFESSION	FY 2023-24 AND 2024-25 ESTIMATED EXPENDITURES	NUMBER OF LICENSEES	COST TO REGULATE	RENEWAL FEE CAP	CURRENT RENEWAL FEE	SUFFICIENT CURRENT RENEWAL FEE
28. Physical Therapy	\$3,316,301		\$98			Yes
A. Physical Therapist		20,992		\$200	\$75/\$50	
B. Physical Therapist Assistant		12,933		\$150	\$75/\$50	
29. Physician Assistant	\$3,177,146	13,574	\$234	\$500	\$275/\$150	Yes
30. Podiatry	\$753,523		\$300			Yes
A. Podiatric Medicine		1,958		\$350	\$350	
B. Certified Podiatric X-Ray Assistant		555		\$75	\$75	
31. Psychology	\$1,285,957		\$196			Yes
A. Psychologist		6,562		\$500	\$200	
B. Limited License		9		\$500	\$25	
32. Respiratory Therapy	\$1,667,269	14,482	\$115	\$200/\$50	\$90/\$50	Yes
33. School Psychology	\$288,806	1,101	\$262	\$500	\$190/\$150	Yes
34. Speech-Language Pathology and Audiology	\$1,745,680		\$97			Yes
A. Pathologist and Audiologist		15,091		\$500/\$100	\$75	
B. Pathologist and Audiologist Assistant		2,964		No Cap	\$50	
Total Fund (4)	\$171,902,376	1,105,194	\$156			

NOTE: Cost to regulate is computed by adding FY 2023-24 and FY 2024-25 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2023. Two amounts in the column for fee caps and/or current fees represent two different amounts for active and inactive licensees. If there is a projected positive cash balance at June 30, 2029, 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 by dropping feedback **in this continuously monitored survey**.

EXECUTIVE MANAGEMENT TEAM

Jennifer L. Wenhold, MSW, CPM, Director

Division of Medical Quality Assurance
(850) 245-4460
Jennifer.Wenhold@flhealth.gov

Emily Roach, Chief

Bureau of Operations
(850) 245-4064
Emily.Roach@flhealth.gov

Jessica Sapp, Chief

Bureau of Health Care Practitioner
Regulation
(850) 245-4463
jessica.sapp@flhealth.gov

Matthew Knispel, Chief

Bureau of Enforcement
(850) 245-4123
Matthew.Knispel@flhealth.gov

EXECUTIVE DIRECTORS

Allen Hall

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

Allison M. Dudley, JD

Dentistry and Pharmacy
(850) 245-4197
Allison.Dudley@flhealth.gov

Vacant

Acupuncture, Massage Therapy,
Midwifery, Osteopathic Medicine,
and Speech-Language Pathology
and Audiology

Ashleigh Irving

Clinical Social Work, Marriage and
Family Therapy and Mental Health
Counseling, Athletic Training,
Hearing Aid Specialists, Opticianry,
Podiatric Medicine, and Orthotists
and Prosthetists
(850) 245-4462
Ashleigh.Irving@flhealth.gov

Dayle Mooney

Chiropractic Medicine, Clinical
Laboratory Personnel, Nursing
Home Administrators, Medical
Physicists, Optometry, Radiologic
Technologists, Emergency Medical
Technicians and Paramedics
(850) 901-6830
Dayle.Mooney@flhealth.gov

Joe Baker, Jr.

Nursing and Certified Nursing
Assistants
(850) 245-4158
Joe.Baker@flhealth.gov

Paul Vazquez, JD

Medical Doctors, Physician
Assistants, Anesthesiologist
Assistants, Office Surgery
Registration, and Pain Management
Clinic Registrations
(850) 245-4130
Paul.Vazquez@flhealth.gov



Florida Department of Health, Division of Medical Quality Assurance



MAILING ADDRESS

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



WEBSITE

www.FLHealthSource.gov



EMAIL ADDRESS

MedicalQualityAssurance@flhealth.gov