

Florida Department of Health | Division of Medical Quality Assurance

ANNUAL REPORT AND LONG-RANGE PLAN
FISCAL YEAR 2015-2016



Rick Scott
Governor

Celeste Philip, MD, MPH
State Surgeon General and Secretary

MISSION

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

VISION

To be the healthiest state in the nation.

VALUES

INNOVATION

We search for creative solutions and manage resources wisely.

COLLABORATION

We use teamwork to achieve common goals and solve problems.

ACCOUNTABILITY

We perform with integrity and respect.

RESPONSIVENESS

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

EXCELLENCE

We promote quality outcomes through learning and continuous performance improvement.





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As Surgeon General and Secretary, it gives me great pleasure to join the Division of Medical Quality Assurance (MQA) in presenting this *Annual Report and Long-range Plan Fiscal Year 2015-2016*.



Celeste Philip, MD, MPH
Surgeon General and Secretary

This year the Department is celebrating the honor of receiving first-in-the-nation national accreditation as an integrated department of health through the Public Health Accreditation Board. This is a testament to the Department's ability to keep communities ahead of emerging health threats and signifies that the state health office and all 67 county health departments meet or exceed national standards based on the 10 essential public health services.

Public health plays a crucial role in the growth of our state and ensuring access to quality health care is fundamental in this process. MQA, as the liaison between the public, health care professionals and their boards and councils, ensures the Department effectively and efficiently regulates health care professions in order to achieve the Department's mission of promoting and protecting the health and safety of all people in Florida.

In order to attract, retain and better meet the needs of Florida's health care work force, MQA launched a new and improved Online Services Portal this year that provides access to updated features while making it easier to navigate the licensure and renewal process. Since its rollout, the new online system has resulted in substantial time savings for both licensees and applicants. In addition, new laws currently under implementation for the 2016-2017 fiscal year will result in more efficiencies, which will expedite the licensure and application process.

In March, the Division of Disease Control and Health Protection needed MQA's assistance to reach a select group of health care professionals for Zika virus guidance regarding donor screening, deferral and product management to reduce virus transmission. Within hours, MQA provided this emerging health threat information to 294,000 health care professionals. Timely, effective and continuous communications are paramount to protecting Florida residents and visitors' health.

The Department is currently leading efforts to update our State Health Improvement Plan (SHIP) with many other state agencies and community organizations. Moving forward, MQA will remain focused on process improvements and continue its dedication to educating the public. I applaud the dedicated MQA staff and all that they accomplished this year. I am confident MQA will continue its stellar performance, and working together with our boards, professional societies, and many other partners we will continue to experience great success as a state.



As the Director for the Division of Medical Quality Assurance (MQA), I am pleased to present our *Annual Report and Long-range Plan Fiscal Year 2015-2016*. This report provides us with the opportunity to update our 22 health care provider boards, six councils, stakeholders and health care consumers on the important work being done in health care regulation.

Lucy C. Gee, MS, Division Director

This fiscal year we remained focused on our strategic priority of regulatory efficiency and our successes are a direct result of innovative thinking and rigorous collaboration with our internal and external stakeholders and partners. We streamlined processes to provide the quality service our licensees and health care consumers deserve and expect.

Last October, MQA launched its new and improved Online Services Portal to better meet the needs of over one million licensed health care professionals and applicants in Florida. The new user-driven layout provides access to many updated features, providing licensees and applicants with increased functionality to manage and maintain their personal user accounts. We will also continue our Are You Renewal Ready? and medical education campaign, which prepares licensees to use an online tracking system to track continuing education credits for license renewal.

MQA also offers several licensure support services to qualified military families. One of many services offered is the Florida Veterans Application for Licensure Online Response (VALOR) system, which provides an expedited licensing process for honorably discharged veterans with an active license in another state. Military veterans who apply through the VALOR system are granted a waiver for most licensing fees. Since the beginning of the 2014 fiscal year, veterans who used the VALOR system saved more than \$80,000 in licensure fees, and we are committed to increasing this number in the coming years. This year, the legislature also passed House Bill 941,

which extends the eligibility of the VALOR program to spouses of active duty service members practicing in most MQA regulated health care professions.

Ensuring the safety of the public remains a top priority and through the dedication of staff, MQA has seen significant improvements in several key areas. The number of unlicensed activity investigations completed increased nearly 60 percent from 901 (2014-2015 fiscal year) to 1,430 (2015-2016 fiscal year). The number of days to resolve these complaints decreased by 26 percent during the same period.

In addition, MQA is committed to helping licensees get to work at a lower cost, faster. This fiscal year, MQA saw improvements in these areas as the average days to issue an initial license for a qualified applicant decreased by eight percent, while the average days to renew a license for a qualified applicant decreased by 48 percent. In addition, the average number of days to complete an opening pharmacy inspection has improved by 30 percent.

Over the next several years, MQA is in a unique position to improve upon these successes and help the Department achieve its mission of protecting, promoting and improving the health of all people in Florida through integrated state, county and community efforts.

EXECUTIVE SUMMARY

The Division of Medical Quality Assurance (MQA) is dedicated to the mission of the Florida Department of Health to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts. Working in conjunction with 22 boards and six councils, MQA licenses and regulates seven types of health care facilities and more than 200 license types in over 40 professions. The 2015-2016 Annual Report for MQA, as required by section 456.026, Florida Statutes, contains the division's long-range plan and performance data and statistics related to the regulation of health care practitioners and facilities established in section 20.43(3) (g), Florida Statutes. Additionally, this report includes financial information relating to the division's revenues, expenditures, cash balances and adequacy of existing fees for the 2015-2016 fiscal year. The information provided in this report is organized around MQA's three key processes of licensure, enforcement and information, with an emphasis on performance-driven results.

In the area of licensure, MQA is consistently focused on improving our business processes to meet the demands of a growing health care industry. During the 2015-2016 fiscal year, the division issued 100,244 initial health care profession licenses which is a three percent increase from the number of initial licensees issued during the previous fiscal year. In order to best serve Florida's 1.2 million health care professionals, the division recently launched the new and improved Online Services Portal. This portal provides a new, user-friendly system that allows health care licensees and applicants to have more control over their licenses and applications. Currently, over 94 percent of health care practitioners are renewing their licenses online.

The Department is committed to making Florida a welcoming place to live and work for our armed forces and their families. Effective July 1, 2016, the Veterans Application for Licensure Online Response (VALOR) program for expedited licensing and fee waivers was expanded to a broader group of qualified military veterans and spouses of active duty service members for most health care professions. During the 2015-2016 fiscal year, 126 military veterans were licensed through VALOR and anticipates an increased number of licenses the next fiscal year.

The Department has strengthened its investigative and enforcement efforts to ensure the safety of Florida's residents and visitors. During the 2015-2016 fiscal year, MQA investigators followed up on 20,772 complaints filed against licensees and the Department issued 267 emergency orders restricting and/or suspending licenses of health care practitioners for serious violations that posed an immediate and serious threat to the general public.

The Department's Unlicensed Activity (ULA) program is dedicated to protecting Florida's residents and visitors from the potentially serious and dangerous consequences of receiving health care services from an unlicensed person. The ULA unit works in conjunction with law enforcement and the state attorney's offices to prosecute individuals practicing without a license and actively provides education and outreach to stakeholders with a vested interest in protecting the public. During the 2015-2016 fiscal year, ULA investigators looked into 1,430 tips regarding unlicensed activity and issued 628 cease and desist notices, a 58 percent increase from the previous fiscal year.

In the area of information, MQA tracked, monitored and responded to 5,433 public record requests and 281 media requests. Through its commitment to providing excellent customer service, MQA's Customer Call Center received and responded to 536,983 requests. Additionally, customers have the option to provide feedback through the Online Customer Service System.

Unhealthy weight remains one of the top health threats and MQA remains committed to helping achieve the Department's goal to be the healthiest state in the nation. The division, through its board and councils, continued to facilitate conversations about healthy weight between health care practitioners and the general public. This fiscal year MQA accounted for a total of 85 Healthiest Weight related events and reached more than 8,600 people. Events included 5K fun runs, board and liaison meetings, a sponsored bike ride and public outreach. The Bureau of Enforcement also launched a challenge called "Spring into Action" to encourage staff to stay active and healthy.

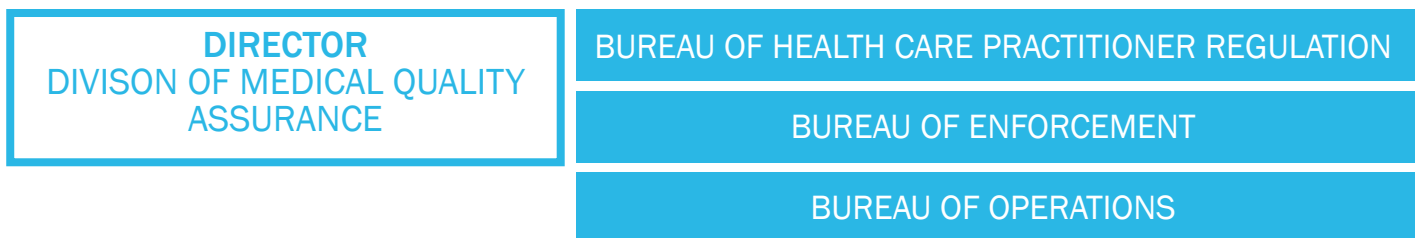
The division is constantly reviewing the adequacy of the MQA trust fund. During the past year, the MQA trust fund maintained a sufficient cash balance, as recurring revenues are adequate to cover existing recurring expenditures. MQA is committed to ensuring administrative costs foster a healthy and successful business environment for the health care industry in the state of Florida.

STRUCTURE OF MQA

BOARDS

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

Acupuncture | Athletic Trainers | Chiropractic Physicians | 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 Physicians | Pharmacy | Physical Therapy | Podiatric Medicine | Psychology | Respiratory Care | Speech-Pathology and Audiology



COUNCILS

Six councils serve in an advisory capacity to either the Department or a board under which they serve in regulating their respective profession. Council members are appointed by the State Surgeon General.*

Certified Nursing Assistants
Dietetics and Nutrition Practice
Electrolysis
Licensed Midwifery
Medical Physicists
Physician Assistants

DEPARTMENT-REGULATED PROFESSIONS/FACILITIES

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

INTERESTED IN AN APPOINTMENT TO A BOARD OR COUNCIL?

MQA Boards conduct in-person meetings in locations throughout the state at various predetermined dates during the year. Each meeting is scheduled for one or two days. In addition, a Board can meet through teleconferencing or by other technological means as often as necessary to complete its business. Board members are volunteers, but may be eligible to be reimbursed for travel expenses and a \$50 per diem.

If you are interested in serving on a board, please complete the online Gubernatorial Appointments Questionnaire at www.flgov.com/appointments or contact the Governor's Appointments Office at 850-717-9243.

If you are interested in serving on a council, please complete the Department of Health Questionnaire for Appointments at www.floridahealth.gov/provider-and-partner-resources/advisory-councils-stakeholder-groups.

You may also obtain a questionnaire by emailing BoardsandCouncils@flhealth.gov.

**In the 2016 Legislative Session, legislation was passed which eliminates the Council on Certified Nursing Assistants and the Advisory Council of Medical Physicists, effective July 1, 2016.*

LONG-RANGE PLAN 2013-2015

The MQA Long-range Plan for Fiscal Years 2013-2015 details the division's strategic priorities, operational goals and key measures to monitor the performance of the division. Section 456.005, Florida Statutes, requires MQA to develop and implement a long-range plan. This plan serves as a road map for accomplishing our mission. It is an active plan, and must be revised and modified to remain current with trends in health care services and regulation. In an effort to stay current with the trends in health care services and regulation, MQA management met with the boards and councils on September 24, 2015 to discuss the plan for 2016-2018.

DEPARTMENT OF HEALTH STRATEGIC ISSUE AREAS

Service to Customers and Community

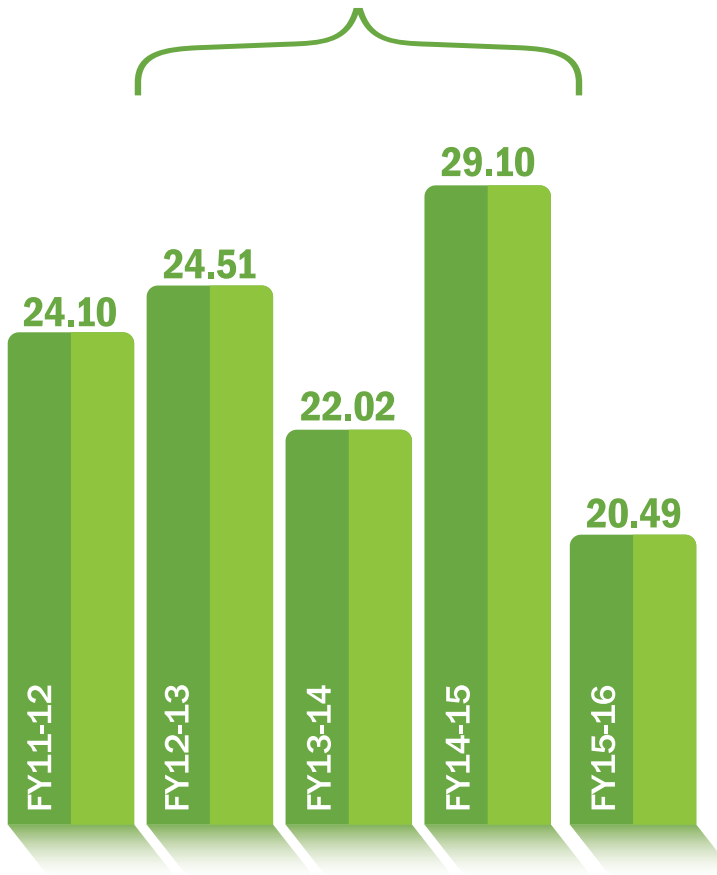
GOAL

Expediently license health care professionals who meet statutorily mandated standards of competency

MQA Strategy

Provide an efficient licensure process that meets statutory requirements

Average number of days to complete an opening pharmacy inspection



Financial and Business Excellence

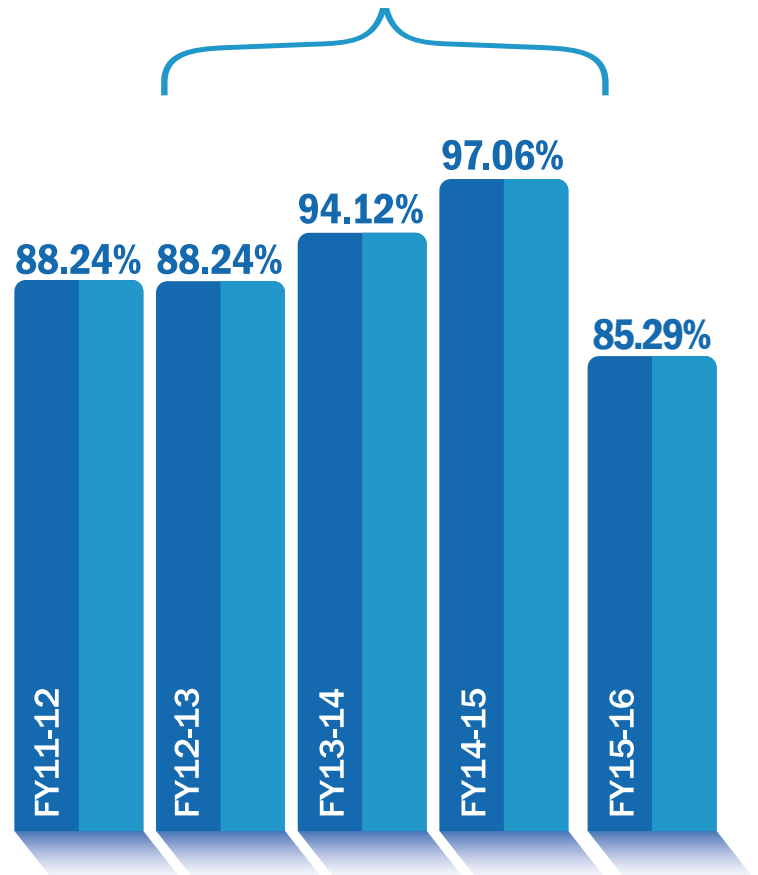
GOAL

Improve efficiency and effectiveness

MQA Strategy

Ensure cost-effective regulations

Percent of professions that renewal fees are set no greater than 10% over cost to regulate



LONG-RANGE PLAN 2013-2015

Service to Customers and Community

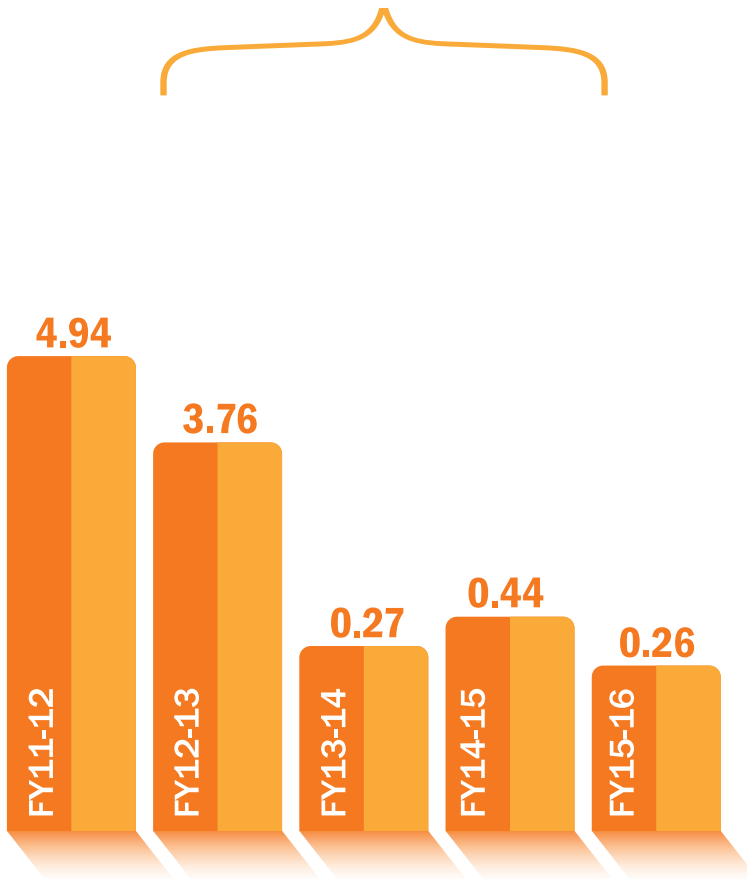
GOAL

Expediently license health care professionals who meet statutorily mandated standards of competency

MQA Strategy

Provide an efficient licensure process that meets statutory requirements

Average number of days to process a renewal application for a qualified applicant



Health Protection and Promotion

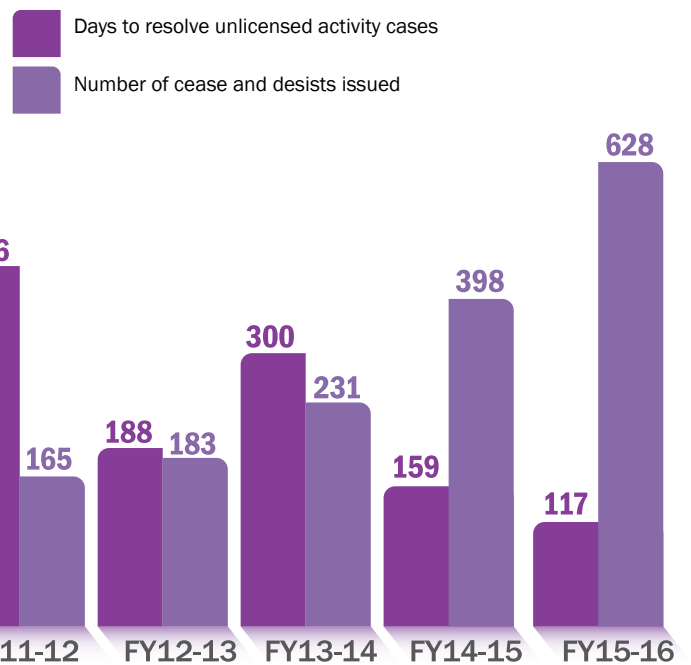
GOAL

Protect the population from health threats

MQA Strategy

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

Average number of days to resolve unlicensed activity cases and number of cease and desists issued



REDUCTION OF YEAR-OLD CASES

PROCESSING AGED INVENTORY

The Prosecution Services Unit (PSU) is responsible for the review, recommendation for action, and prosecution of alleged violations by licensees of the practice acts within the jurisdiction of MQA. PSU identified action steps necessary to its processes that will reduce or otherwise close these investigation or disciplinary proceedings. Currently, MQA has approximately 1,901 investigation or disciplinary proceedings that were not brought before the Division of Administrative Hearings under Chapter 120, Florida Statutes, or otherwise not completed within one year after the initial filing of a complaint.

Before PSU could take the first step to identify which cases met the criteria for inclusion in the reduction plan, PSU met with MQA's Bureau of Operations and Bureau of Enforcement to design new reports for gathering the necessary data. Once the reports were available, analysis of the cases and creation of a plan began.

Plans for reduction of year old cases in the boards with the greatest increases include determination of the minimum number of aging cases required to be presented to Probable Cause Panels (PCP) over the course of the year. With the cooperation of the boards and panel members, more frequent PCP meetings are being scheduled to handle the higher volume of cases. Additional actions are also planned.

As an example of one plan of action, PSU established a Focused Year-and-Older Action Team to be solely responsible for aging cases review, case triage and taking action to process cases.

Areas identified as requiring process improvement include monitoring for:

- pending/overdue/returned supplemental investigations;
- status changes in the MQA database;
- confirmation of service (i.e., hand service, publication, etc.);
- follow up on settlement offers; and/or
- cases that can be presented to the board (i.e., waivers, Election of Rights (EOR) returned but not logged, etc.).

DIVISION OF ADMINISTRATIVE HEARINGS REFERRALS

Another delay in processing year and older cases can occur when the respondent requests a formal hearing. In support of its commitment to referring cases to the Division of Administrative Hearings (DOAH) when it becomes apparent a case cannot or will not be settled, PSU implemented a Litigation Action Team. The action team is tasked with prioritizing the cases and being the lead attorneys in litigation.

This will increase efficiency by:

- allowing a core of attorneys to focus on drafting Administrative Complaints, Closing Orders and Letters of Guidance, thereby increasing production of PCP/Board ready cases;
- allowing DOAH cases to be processed faster; and,
- possibly yielding higher settlement rates for Post-PCP cases.

PSU is aware that for this plan to be successful, it will need to keep up with the current caseload while also processing the year and older cases. Since the 2014-2015 fiscal year, PSU is committed to utilizing attorneys across teams and sections to assist in prosecuting cases.

DISCIPLINARY GUIDELINES

Section 456.079, Florida Statutes, requires the MQA Annual Report and Long-range Plan to contain a status update on development and implementation of rules providing for disciplinary guidelines.

Board/Council Rules	Rule Number	Title/Description	Rule Development Published	Notice Published	Adopted	Effective
Athletic Training	64B33-5.001	Disciplinary Guidelines	9/18/2015	10/13/2015	12/17/2015	1/6/2016
Athletic Training	64B33-5.001	Disciplinary Guidelines	5/31/2016			
Athletic Training	64B33-5.003	Citations	9/18/2015	10/13/2015	12/17/2015	1/6/2016
Athletic Training	64B33-5.005	Mediation	5/31/2016			
Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	64B4-5.009	Supervision by Disciplined Practitioner	6/8/2016	6/24/2016		
Dentistry	64B5-13.0045	Minor Violations	3/7/2016	3/23/2016	4/22/2016	5/12/2016
Dietetics & Nutrition	64B8-44.003	Disciplinary Guidelines	REPEAL			
Massage Therapy	64B7-30.004	Citations	2/3/2016	2/19/2016	5/18/2016	6/7/2016
Massage Therapy	64B7-30.005	Mediation	2/3/2016	2/19/2016	3/23/2016	4/12/2016
Midwifery	64B24-8.002	Disciplinary Action and Guidelines	8/12/2015	12/22/2015	3/2/2016	3/22/2016
Midwifery	64B24-8.003	Citations and Mediation	8/12/2015	12/22/2015	3/2/2016	3/22/2016
Nursing	64B9-8.006	Disciplinary Guidelines	5/20/2016			
Nursing	64B9-8.009	Payment of Fines	2/3/2016	2/19/2016	3/21/2016	4/10/2016
Nursing	64B9-8.011	Reinstatement of Suspended Licenses	3/11/2016	3/29/2016	4/27/2016	5/17/2016
Optometry	64B13-7.005	Terms of Probation	2/3/2016	2/25/2016	4/7/2016	4/27/2016
Optometry	64B13-7.007 (repeal)	Cost of Probation	N/A	2/25/2016	4/7/2016	4/27/2016
Optometry	64B13-15.002	Definitions	2/3/2016	2/25/2016	5/19/2016	6/8/2016
Orthotists and Prosthetists	64B17-7.003	Disciplinary Guidelines	5/4/2015	3/17/2016		
Osteopathic Medicine	64B15-19.007	Citations	5/29/2015	6/16/2015	7/24/2015	8/13/2015
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	4/12/2016	5/9/2016		
Podiatric Medicine	64B18-14.010	Citations	4/27/2016	5/13/2016		

Table 1: Summary of Licensed Practitioners

With the economy on the rise, Florida has become the perfect climate for families and businesses alike to grow. To help sustain this growth, the Florida Department of Health has made a concerted effort to reduce regulation and eliminate unnecessary barriers to licensure. Since 2010, Florida's health care population has increased by 16.7 percent. To ensure every practitioner has the necessary education and experience to obtain a license, the Division of Medical Quality Assurance (MQA) developed a robust licensure process which thoroughly reviews applications. Florida was also one of the first states to include background screenings in its credentialing process. MQA is committed to getting practitioners to work and since last fiscal year, the average time to issue an initial license has decreased by 8.82 percent.

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Acupuncturist	2,099	25	125	236	47	29	4	56	2,621
Athletic Trainer	2,144	19	331	287	6	76	7	18	2,888
Certified Social Workers - Certified Master Social Worker	2	0	1	2	0	0	0	0	5
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	157	6	43	1	0	3	0	2	212
Chiropractic Medicine - Chiropractic Faculty Certificate	11	0	0	2	0	0	0	0	13
Chiropractic Medicine - Chiropractic Physician	5,112	55	201	534	242	191	11	294	6,640
Chiropractic Medicine - Registered Chiropractic Assistant	2,469	0	5	9	0	0	0	0	2,483
Clinical Laboratory Personnel - Clinical Laboratory Personnel	14,282	237	1,102	1,740	154	385	37	319	18,256
Clinical Laboratory Personnel - Clinical Laboratory Trainee	457	0	0	26	0	0	0	0	483
Clinical Laboratory Personnel - Clinical Laboratory Training Program	42	0	0	15	0	0	0	0	57
Clinical Social Work - Licensed Clinical Social Worker	8,705	78	288	1,022	130	111	21	210	10,565
Clinical Social Work - Provisional Clinical Social Worker Licensee	46	0	0	14	0	0	0	0	60
Clinical Social Work - Registered Clinical Social Worker Intern	3,776	0	621	59	0	16	5	0	4,477
Dentistry - Dentist	10,991	36	276	1,916	128	215	94	809	14,465
Dentistry - Dental Expert Witness Certificate	10	0	0	45	0	0	0	0	55
Dentistry - Dental Hygienist	11,602	85	528	1,549	158	243	92	498	14,755
Dentistry - Dental Radiographer	26,840	0	0	223	0	0	0	0	27,063
Dentistry - Dental Residency Permits	348	0	0	13	0	0	0	0	361
Dentistry - Dental Teaching Permits	177	0	0	2	0	0	0	0	179
Dentistry - Dental Temporary Certificate	14	0	0	2	0	0	0	0	16
Dentistry - Dental-Health Access Dental	28	0	3	12	0	3	0	6	52
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	3,982	9	338	343	6	85	14	44	4,821
Dietetics & Nutrition Practice Council - Nutrition Counselor	78	4	17	13	0	2	0	16	130
Electrolysis Council - Electrologist	1,064	15	291	20	3	17	2	44	1,456
Emergency Medical Services - Emergency Allergy Treatment Licensee	124	0	0	1	0	0	0	0	125
EMS - Emergency Medical Technician	35,315	241	5	700	24	0	129	2	36,416

Table 1: Summary of Licensed Practitioners (continued)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
EMS - Paramedic	29,731	179	4	960	46	0	41	1	30,962
Hearing Aid Specialists - Hearing Aid Specialist	976	8	67	46	4	15	1	43	1,160
Hearing Aid Specialists - Hearing Aid Specialist Trainee	117	50	0	3	0	0	0	0	170
Marriage & Family Therapy - Licensed Marriage and Family Therapist	1,803	21	58	166	26	30	0	53	2,157
Marriage & Family Therapy - Provisional Marriage and Family Therapist Licensee	22	0	0	3	0	0	0	0	25
Marriage & Family Therapy - Registered Marriage and Family Therapist Intern	948	0	211	17	0	8	0	0	1,184
Massage Therapy - Approved Massage School	196	0	0	1	0	0	0	0	197
Massage Therapy - Massage Therapist	31,601	318	4,502	2,831	122	752	135	788	41,049
Massage Therapy - Massage Therapy Apprentice	58	0	0	0	0	0	0	0	58
Medical Physicist - Diagnostic Radiological Physicist	51	0	4	49	0	6	0	2	112
Medical Physicist - Medical Health Physicist	24	0	2	13	0	1	0	2	42
Medical Physicist - Medical Nuclear Radiological Physicist	32	0	4	25	0	6	0	3	70
Medical Physicist - Medical Physicist In Training	53	0	0	18	0	0	0	0	71
Medical Physicist - Therapeutic Radiological Physicist	253	0	14	137	1	27	0	2	434
Medicine - Anesthesiologist Assistants	251	0	4	41	1	10	0	2	309
Medicine - House Physician	260	0	0	6	0	0	0	0	266
Medicine - Limited License Medical Doctor	118	5	33	2	0	5	0	24	187
Medicine - Medical Doctor	49,514	119	1,196	17,383	574	1,858	129	2,638	73,411
Medicine - Medical Doctor Expert Witness Certificate	10	0	0	1,838	0	0	0	0	1,848
Medicine - Medical Doctor Limited to Cleveland Clinic	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Limited to Mayo Clinic	1	0	0	0	0	0	0	0	1
Medicine - Medical Doctor Public Health Certificate	1	0	0	0	0	0	0	0	1
Medicine - Medical Doctor Public Psychiatry Certificate	0	0	0	0	0	0	0	0	0
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	0	0	0	0	0	0	0
Medicine - Medical Faculty Certificate	40	0	0	12	0	0	0	0	52
Medicine - Physician Assistant (PA)	7,015	10	328	772	31	225	59	131	8,571
Medicine - Resident Registration	3,894	0	0	1,667	0	0	0	0	5,561
Medicine - Temporary Area of Critical Need - Medical Doctor	455	3	12	119	3	17	0	12	621

Table 1: Summary of Licensed Practitioners (continued)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Mental Health Counseling - Licensed Mental Health Counselor	9,838	96	267	693	105	92	12	226	11,329
Mental Health Counseling - Provisional Mental health Counselor Licensee	132	0	0	32	0	0	0	0	164
Mental Health Counseling - Registered Mental Health Counselor Intern	4,712	0	744	93	0	26	5	0	5,580
Midwifery - Midwife	164	3	14	10	0	5	1	18	215
Nursing - Advanced Registered Nurse Practitioner (ARNP)	20,388	79	544	2,982	110	634	72	371	25,180
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	24	0	0	5	0	1	1	0	31
Nursing - Certified Nursing Assistant (CNA) Programs	246	0	0	0	0	0	0	0	246
Nursing - Certified Nursing Assistant (CNA)	148,396	0	46,478	2,736	0	2,203	114	1	199,928
Nursing - Clinical Nurse Specialist (CNS)	140	1	5	18	1	7	3	0	175
Nursing - Licensed Practical Nurse (LPN)	62,859	270	9,987	4,541	143	1,458	173	1,256	80,687
Nursing - Nursing Education Program (PN)	136	0	0	0	0	0	0	0	136
Nursing - Nursing Education Program (RN)	210	0	0	1	0	0	0	0	211
Nursing - Registered Nurse (RN)	229,452	1,282	12,373	42,698	1,380	10,849	843	5,687	304,564
Nursing Home Administrators - Nursing Home Administrator	1,432	27	122	172	17	41	5	114	1,930
Occupational Therapy Practice - Occupational Therapist	7,479	33	352	1,211	48	372	30	62	9,587
Occupational Therapy Practice - Occupational Therapy Assistant	4,786	18	292	428	12	189	2	28	5,755
Opticianry - Apprentice Optician	984	0	0	2	0	0	0	0	986
Opticianry - Optician	3,641	47	173	161	37	36	7	49	4,151
Optometry - Optometric Faculty Certificate	15	0	0	4	0	0	0	0	19
Optometry - Optometrist	2,698	0	44	615	60	90	23	74	3,604
Orthotists & Prosthetists - Orthotic Fitter	118	0	14	0	0	0	0	8	140
Orthotists & Prosthetists - Orthotic Fitter Assistant	61	0	30	0	0	0	0	6	97
Orthotists & Prosthetists - Orthotic Resident	24	0	0	1	0	0	0	0	25
Orthotists & Prosthetists - Orthotist	97	0	15	3	0	0	0	9	124
Orthotists & Prosthetists - Pedorthist	96	1	25	2	0	3	0	6	133
Orthotists & Prosthetists - Prosthetic Residents	21	0	0	4	0	0	0	0	25
Orthotists & Prosthetists - Prosthetist	72	0	7	3	0	3	0	8	93
Orthotists & Prosthetists - Prosthetist-Orthotist	219	0	14	11	1	2	0	20	267

Table 1: Summary of Licensed Practitioners (continued)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Osteopathic Medicine - Osteopathic Faculty Certificate	0	0	0	0	0	0	0	0	0
Osteopathic Medicine - Osteopathic Limited License	4	0	0	1	0	0	0	0	5
Osteopathic Medicine - Osteopathic Physician	5,494	21	185	1,263	229	323	30	214	7,759
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	1	0	0	28	0	0	0	0	29
Osteopathic Medicine - Osteopathic Resident Registration	967	0	0	458	0	0	0	0	1,425
Osteopathic Medicine - Temporary Area of Critical Need - Osteopathic	0	0	0	0	0	0	0	0	0
Pharmacy - Consultant Pharmacist	2,819	62	248	141	13	32	4	63	3,382
Pharmacy - Nuclear Pharmacist	144	6	11	43	3	3	1	3	214
Pharmacy - Pharmacist	22,348	56	547	7,813	274	751	86	735	32,610
Pharmacy - Pharmacist Intern	7,199	0	0	4,874	0	0	0	0	12,073
Pharmacy - Registered Pharmacy Technician	41,581	28	9,377	455	3	215	12	12	51,683
Physical Therapy Practice - Physical Therapist	13,309	116	423	2,027	436	496	79	193	17,079
Physical Therapy Practice - Physical Therapist Assistant	8,341	69	278	528	75	202	33	59	9,585
Podiatric Medicine - Certified Podiatric X-Ray Assistant	505	0	261	1	0	0	0	3	770
Podiatric Medicine - Podiatric Physician	1,381	16	52	263	60	44	4	125	1,945
Podiatric Medicine - Podiatric Resident Registration	143	0	0	25	0	0	0	0	168
Psychology - Limited License Psychologist	5	0	2	0	0	0	0	2	9
Psychology - Provisional Psychologist	19	0	0	0	0	0	0	0	19
Psychology - Psychologist	4,424	11	129	577	24	69	18	299	5,551
Radiologic Technology - Radiologic Technology	25,029	7	12,076	2,110	3	3,847	26	0	43,098
Radiologic Technology - Radiologist Assistant	29	0	2	3	0	2	0	0	36
Respiratory Care - Certified Respiratory Therapist	2,815	63	598	168	12	105	9	47	3,817
Respiratory Care - Registered Respiratory Therapist	8,074	85	541	869	37	271	14	89	9,980
Respiratory Care - Respiratory Care Practitioner Critical Care	36	0	6	0	0	0	0	3	45
Respiratory Care - Respiratory Care Practitioner Non-Critical Care	8	1	1	2	0	0	0	0	12
Respiratory Care - Respiratory Care Practitioner by Exam	0	0	0	0	0	0	0	0	0
School Psychology - School Psychologist	702	12	52	25	1	5	2	41	840
Speech-Language Pathology & Audiology - Audiologist	1,018	4	56	134	3	24	2	19	1,260

Table 1: Summary of Licensed Practitioners (continued)

Profession	In-State Active	In-State Inactive	In-State Delinquent	Out-of-State Active	Out-of-State Inactive	Out-of-State Delinquent	Military Active	All Retired	Totals
Speech-Language Pathology & Audiology - Audiology Assistant	95	0	36	1	0	0	0	1	133
Speech-Language Pathology & Audiology - Provisional Audiologist	22	0	0	10	0	0	0	0	32
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	600	0	0	87	0	0	0	0	687
Speech-Language Pathology & Audiology - Speech-Language Pathologist	8,408	28	468	682	16	245	7	89	9,943
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	811	3	283	16	0	5	0	1	1,119
Total	912,070	3,968	107,746	113,925	4,809	26,986	2,399	15,960	1,187,863

Table 2: Summary of Licensed Facilities and Establishments

MQA is responsible for the licensure and regulation of nine types of health care facilities and establishments for the preservation of the health, safety and welfare of the public. With more than 22,000 actively licensed facilities and establishments, MQA promotes opportunity and is committed to continuously improving the licensure and registration process for health care businesses.

Client	Active	Delinquent	Total
Dentistry - Dental Laboratory	856	200	1,056
Electrolysis Council - Electrolysis Facility	264	85	349
Massage Therapy - Massage Establishment	8,350	8	8,358
Medicine - Office Surgery Registration	527	0	527
Medicine - Pain Management Clinic	281	0	281
Opticianry - Optical Establishment Permit	1,475	0	1,475
Pharmacy - Nonresident Sterile Compounding Pharmacy	170	0	170
Pharmacy - Pharmacy	9,818	0	9,818
Pharmacy - Resident Sterile Compounding Pharmacy	458	0	458
Total	22,199	293	22,492

Table 3: Recognized Continuing Education (CE) Providers

Continuing education/continuing medical education (CE/CME) requirements are intended to encourage professionals to maintain competence, expand their foundations of knowledge and stay up-to-date on new and developing areas of their field. Starting with license renewal cycles in 2015, health care practitioners must report continuing CE/CME course hours to renew their licenses. MQA marketers have also been traveling to association meetings to educate licensees on new CE/CME requirements and opportunities.

Board/Council	Total Providers	Board Approved Providers	Rule/ Statute Approved CE Providers	Received Applications	Approved Applications - New Provider Applications Approved During the 7/1/15-6/30/16 Time Frame	Approved Applications (Received outside 7/1/15-6/30/16 Time Frame)	Approved New Courses - Routed to Board for Review During the 7/1/15-6/30/16 Time Frame	Approved New Courses - Auto Accepted During the 7/1/15-6/30/16 Time Frame	Approved New Courses
Florida Board of Acupuncture	137	119	18	23	31	4	425	149	574
Florida Board of Athletic Training	81	13	68	13	10	1	34	425	459
Florida Board of Chiropractic Medicine	29	29	0	5	6	2	489	0	489
Florida Board of Clinical Laboratory Personnel	154	145	9	10	11	2	19	2,862	2,881
Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	666	538	128	54	52	17	52	5,741	5,793
Florida Board of Dentistry	348	148	200	38	42	9	0	2,116	2,116
Florida Board of Hearing Aid Specialists	32	4	28	5	2	0	8	45	53
Florida Board of Massage Therapy	887	350	537	94	78	27	66	1,269	1,335
Florida Board of Medicine	171	0	171	11	8	0	0	3,965	3,965
Florida Board of Nursing	966	910	56	111	116	22	140	15,431	15,571
Florida Board of Nursing Home Administrators	96	96	0	10	11	4	45	893	938
Florida Board of Occupational Therapy	224	185	39	28	29	3	30	2,694	2,724
Florida Board of Opticianry	21	21	0	2	3	1	23	609	632
Florida Board of Optometry	134	132	2	23	23	5	2,019	0	2,019
Florida Board of Orthotists and Prosthetists	17	2	15	4	1	0	1	49	50
Florida Board of Osteopathic Medicine	112	0	112	6	4	0	0	2,198	2,198
Florida Board of Pharmacy	161	104	57	17	22	6	154	2,989	3,143
Florida Board of Pharmacy Registered Pharmacy Technician Training Program	0	0	0	0	0	0	0	0	0

Table 3: Recognized Continuing Education (CE) Providers (continued)

Board/Council	Total Providers	Board Approved Providers	Rule/ Statute Approved CE Providers	Received Applications	Approved Applications - New Provider Applications Approved During the 7/1/15-6/30/16 Time Frame	Approved Applications (Received outside 7/1/15-6/30/16 Time Frame)	Approved New Courses - Routed to Board for Review During the 7/1/15-6/30/16 Time Frame	Approved New Courses - Auto Accepted During the 7/1/15-6/30/16 Time Frame	Approved New Courses
Florida Board of Physical Therapy Practice	857	800	57	81	84	3	1,882	939	2,821
Florida Board of Podiatric Medicine	29	3	26	4	6	2	16	285	301
Florida Board of Psychology	202	84	118	13	21	2	16	2,327	2,343
Florida Board of Respiratory Care	168	97	71	18	27	3	24	1,737	1,761
Florida Board of Speech-Language Pathology and Audiology	565	72	493	31	34	5	23	3,037	3,060
Florida Council of Dietetics and Nutrition	110	0	110	3	2	1	0	899	899
Florida Council of Licensed Midwifery	14	1	13	2	0	0	0	17	17
Florida Council of Medical Physicists	5	0	5	0	0	0	0	73	73
Florida Electrolysis Council	38	21	17	5	7	0	3	62	65
Florida Emergency Medical Services	155	70	85	23	18	2	246	27	273
Florida Office of Dental Laboratories	20	17	3	1	1	1	23	259	282
Florida Office of School Psychology	38	13	25	3	1	0	1	1,008	1,009
Florida Physician Assistants	107	0	107	6	3	0	0	1,602	1,602
Total	6,544	3,974	2,570	644	653	122	5,739	53,707	59,446

Table 4: Initial Applications Received and Initial Licenses Issued

MQA upholds Florida's public health legacy by pursuing superior services and easing the regulatory burden for health care practitioners, so they can get to work quickly. This is accomplished through performance improvement initiatives to increase efficiency and accuracy. All applications are carefully examined to ensure every practitioner in the state meets the requirements for safe practice. This fiscal year, MQA received 128,924 applications and issued 100,244 licenses.

Profession	Apps Received	Re-exam Apps	Licenses Issued
Acupuncturist	111	0	95
Athletic Trainer	408	0	364
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	28	0	19
Chiropractic Medicine - Chiropractic Faculty Certificate	2	0	3
Chiropractic Medicine - Chiropractic Physician	415	0	308
Chiropractic Medicine - Registered Chiropractic Assistant	1,507	0	1,238
Clinical Laboratory Personnel - Clinical Laboratory Personnel	1,206	0	998
Clinical Laboratory Personnel - Clinical Laboratory Trainee	519	0	443
Clinical Laboratory Personnel - Clinical Laboratory Training Program	8	0	3
Clinical Social Work - Licensed Clinical Social Worker	744	0	838
Clinical Social Work - Provisional Clinical Social Worker Licensee	36	0	32
Clinical Social Work - Registered Clinical Social Worker Intern	1,009	0	936
Dentistry - Dentist	793	0	588
Dentistry - Dental Expert Witness Certificate	27	0	27
Dentistry - Dental Hygienist	743	0	685
Dentistry - Dental Laboratory	54	0	48
Dentistry - Dental Radiographer	855	0	719
Dentistry - Dental Residency Permits	152	0	141
Dentistry - Dental Teaching Permits	16	0	22
Dentistry - Dental Temporary Certificate	11	0	11
Dentistry - Dental-Health Access Dental	0	0	10
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	486	18	484
Electrolysis Council - Electrologist	141	3	180
Electrolysis Council - Electrolysis Facility	48	0	41
Emergency Medical Services - Emergency Allergy Treatment Licensee	120	0	100
Emergency Medical Services - Emergency Medical Technician	5,118	916	3,639
Emergency Medical Services - Paramedic	1,907	527	1,419
Hearing Aid Specialists - Hearing Aid Specialist	215	66	95
Hearing Aid Specialists - Hearing Aid Specialist Trainee	146	0	144
Marriage & Family Therapy - Licensed Marriage and Family Therapist	158	0	147
Marriage & Family Therapy - Provisional Marriage and Family Therapist Licensee	15	0	15
Marriage & Family Therapy - Registered Marriage and Family Therapist Intern	246	0	216
Massage Therapy - Approved Massage School	19	0	8
Massage Therapy - Massage Establishment	1,609	0	1,429
Massage Therapy - Massage Therapist	3,861	0	3,216
Massage Therapy - Massage Therapy Apprentice	60	0	39
Medical Physicist - Diagnostic Radiological Physicist	13	0	12
Medical Physicist - Medical Health Physicist	11	0	2
Medical Physicist - Medical Nuclear Radiological Physicist	0	0	4
Medical Physicist - Medical Physicist In Training	25	0	21
Medical Physicist - Therapeutic Radiological Physicist	50	0	40
Medicine - Anesthesiologist Assistants	68	0	66
Medicine - House Physician	79	0	61
Medicine - Limited License Medical Doctor	34	0	16

Table 4: Initial Applications Received and Initial Licenses Issued (continued)

Profession	Apps Received	Re-exam Apps	Licenses Issued
Medicine - Medical Doctor	4,529	0	4,174
Medicine - Medical Doctor Expert Witness Certificate	1,009	0	985
Medicine - Medical Doctor Visiting Faculty Certificate	0	0	1
Medicine - Medical Faculty Certificate	19	0	19
Medicine - Office Surgery Registration	97	0	95
Medicine - Pain Management Clinic	41	0	34
Medicine - Physician Assistant (PA)	621	0	813
Medicine - Resident Registration	1,600	0	1,586
Medicine - Temporary Area of Critical Need - Medical Doctor	177	0	157
Mental Health Counseling - Licensed Mental Health Counselor	814	0	787
Mental Health Counseling - Provisional Mental Health Counselor Licensee	114	0	116
Mental Health Counseling - Registered Mental Health Counselor Intern	1,453	0	1,176
Midwifery - Midwife	23	0	18
Nursing - Advanced Registered Nurse Practitioner (ARNP)	2,977	0	2,857
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	1	0	0
Nursing - Certified Nursing Assistant (CAN) Programs	33	0	28
Nursing - Certified Nursing Assistant (CNA)	26,420	6,953	16,567
Nursing - Clinical Nurse Specialist (CNS)	24	0	20
Nursing - Licensed Practical Nurse (LPN)	6,821	1,162	4,973
Nursing - Nursing Education Program (PN)	14	0	6
Nursing - Nursing Education Program (RN)	33	0	20
Nursing - Registered Nurse (RN)	32,882	5,602	25,087
Nursing Home Administrators - Nursing Home Administrator	234	24	82
Occupational Therapy Practice - Occupational Therapist	754	0	729
Occupational Therapy Practice - Occupational Therapy Assistant	720	0	718
Opticianry - Apprentice Optician	241	0	206
Opticianry - Optical Establishment Permit	59	0	56
Opticianry - Optician	185	1	142
Optometry - Optometric Faculty Certificate	6	0	5
Optometry - Optometrist	301	1	156
Orthotists & Prosthetists - Orthotic Fitter	9	0	6
Orthotists & Prosthetists - Orthotic Fitter Assistant	13	0	10
Orthotists & Prosthetists - Orthotic Resident	13	0	10
Orthotists & Prosthetists - Orthotist	14	0	9
Orthotists & Prosthetists - Pedorthist	0	0	3
Orthotists & Prosthetists - Prosthetic Residents	12	0	12
Orthotists & Prosthetists - Prosthetist	8	0	5
Orthotists & Prosthetists - Prosthetist-Orthotist	20	0	23
Osteopathic Medicine - Osteopathic Limited License	2	0	1
Osteopathic Medicine - Osteopathic Physician	724	0	674
Osteopathic Medicine - Osteopathic Physician Expert Witness Certificate	15	0	16
Osteopathic Medicine - Osteopathic Resident Registration	524	0	523
Pharmacy - Consultant Pharmacist	208	0	195
Pharmacy - Nonresident Sterile Compounding Pharmacy	23	0	53
Pharmacy - Nuclear Pharmacist	5	0	4
Pharmacy - Pharmacist	3,584	0	1,601
Pharmacy - Pharmacist Intern	1,654	0	1,562
Pharmacy - Pharmacy	1,017	0	987
Pharmacy - Registered Pharmacy Technician	7,231	0	6,805

Table 4: Initial Applications Received and Initial Licenses Issued (continued)

Profession	Apps Received	Re-exam Apps	Licenses Issued
Pharmacy - Resident Sterile Compounding Pharmacy	19	0	31
Physical Therapy Practice - Physical Therapist	1,452	353	1,061
Physical Therapy Practice - Physical Therapist Assistant	1,186	815	930
Podiatric Medicine - Certified Podiatric X-Ray Assistant	117	0	112
Podiatric Medicine - Podiatric Physician	110	0	101
Podiatric Medicine - Podiatric Resident Registration	46	0	52
Psychology - Limited License Psychologist	5	0	2
Psychology - Provisional Psychologist	12	0	10
Psychology - Psychologist	384	153	267
Radiologic Technology - Radiologic Technology	2,057	163	1,823
Radiologic Technology - Radiologist Assistant	13	0	7
Respiratory Care - Certified Respiratory Therapist	228	0	175
Respiratory Care - Registered Respiratory Therapist	921	0	817
School Psychology - School Psychologist	65	0	41
Speech-Language Pathology & Audiology - Audiologist	103	0	100
Speech-Language Pathology & Audiology - Audiology Assistant	43	0	38
Speech-Language Pathology & Audiology - Provisional Audiologist	23	0	22
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	521	0	475
Speech-Language Pathology & Audiology - Speech-Language Pathologist	887	0	825
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	381	0	321
Total	128,924	16,757	100,244

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

Table 5: Upgrade Applications Received and Upgrade Licenses Issued

After an initial license is issued, a health care practitioner or facility may choose to upgrade a license to reflect greater qualifications. For example, a hearing aid specialist trainee (AST) may upgrade to become a hearing aid specialist after completing additional education. During the 2015-2016 fiscal year, MQA issued 876 upgraded health care practitioner and facility licenses.

Profession	Upgrade Apps	Re-Exam Upgrades	Upgrades Issued	Change of Location
Clinical Laboratory Personnel - Clinical Laboratory Personnel	512	0	382	0
Electrolysis Council - Electrolysis Facility	0	0	0	28
Hearing Aid Specialists - Hearing Aid Specialist Trainee	126	0	106	0
Massage Therapy - Massage Establishment	0	0	0	471
Massage Therapy - Massage Therapist	17	0	7	0
Medicine - Office Surgery Registration	1	0	1	0
Medicine - Physician Assistant (PA)	248	0	251	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	4	0	2	0
Nursing - Registered Nurse (RN)	1	0	1	0
Opticianry - Optician	43	0	41	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	0	0	14
Pharmacy - Pharmacist	0	0	3	0
Pharmacy - Pharmacy	0	0	0	453
Pharmacy - Registered Pharmacy Technician	0	0	2	0
Pharmacy - Resident Sterile Compounding Pharmacy	0	0	0	15
Radiologic Technology - Radiologic Technology	138	163	80	0
Total	1,090	163	876	981

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

Table 6: Online Renewals

MQA licenses more than 1.2 million health care practitioners and health care facilities and, on average, renews over 400,000 licenses per year. Most health care licensees and facilities are required to renew their license every two years in order to maintain the right to practice, while some professions require annual licensure renewal. To facilitate an efficient and effective renewal process, MQA encourages licensees to renew their license online. This fiscal year, nearly 95 percent of licensees utilized the online renewal system.

Client Name	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Acupuncturist	68	2,169	2,347	95.31%
Athletic Trainer	28	14	45	93.33%
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	12	131	150	95.33%
Chiropractic Medicine - Chiropractic Faculty Certificate	0	0	8	0.00%
Chiropractic Medicine - Chiropractic Physician	197	5,323	5,788	95.37%
Chiropractic Medicine - Registered Chiropractic Assistant	0	1,559	1,636	95.29%
Clinical Laboratory Personnel - Clinical Laboratory Personnel	60	5,584	5,714	98.77%
Clinical Laboratory Personnel - Clinical Laboratory Training Program	0	0	5	0.00%
Clinical Social Work - Licensed Clinical Social Worker	46	0	53	86.79%
Clinical Social Work - Registered Clinical Social Worker Intern	145	0	159	91.19%
Dentistry - Dental Hygienist	296	12,147	13,000	95.72%
Dentistry - Dental Laboratory	67	483	815	67.48%
Dentistry - Dental Residency Permits	0	0	122	0.00%
Dentistry - Dental Temporary Certificate	0	0	8	0.00%
Dentistry - Dental-Health Access Dental	0	0	31	0.00%
Dentistry - Dentist	300	11,945	12,794	95.71%
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	55	0	59	93.22%
Dietetics & Nutrition Practice Council - Nutrition Counselor	6	0	6	100.00%
Electrolysis Council - Electrologist	41	947	1,048	94.27%
Electrolysis Council - Electrolysis Facility	1	233	247	94.74%
Emergency Medical Services (EMS) - Emergency Medical Technician	0	0	7	0.00%
EMS - Paramedic	0	0	5	0.00%
Hearing Aid Specialists - Hearing Aid Specialist	13	0	15	86.67%
Marriage & Family Therapy - Registered Marriage and Family Therapist Intern	34	0	34	100.00%
Marriage & Family Therapy - Licensed Marriage and Family Therapist	9	0	11	81.82%
Massage Therapy - Massage Establishment	590	3,127	4,489	82.80%
Massage Therapy - Massage Therapist	1,562	22,884	25,724	95.03%
Medical Physicist - Medical Physicist In Training	0	0	50	0.00%
Medical Physicist - Therapeutic Radiological Physicist	5	0	6	83.33%
Medicine - Anesthesiologist Assistants	0	0	2	0.00%
Medicine - House Physician	0	0	1,096	0.00%
Medicine - Limited License Medical Doctor	0	0	114	0.00%
Medicine - Medical Doctor	493	29,087	30,840	95.91%
Medicine - Medical Doctor Limited to Mayo Clinic	0	0	1	0.00%
Medicine - Medical Doctor Public Health Certificate	0	0	1	0.00%
Medicine - Medical Doctor Visiting Faculty Certificate	0	1	12	8.33%
Medicine - Physician Assistant (PA)	115	6,840	7,173	96.96%
Medicine - Temporary Area of Critical Need - Medical Doctor	0	0	460	0.00%
Mental Health Counseling - Licensed Mental Health Counselor	62	0	74	83.78%
Mental Health Counseling - Registered Mental Health Counselor Intern	150	0	166	90.36%
Midwifery - Midwife	12	117	161	80.12%
Nursing - Certified Nursing Assistant (CNA)	8,726	64,098	78,512	92.76%

Table 6: Online Renewals (continued)

Client Name	Delinquent Renewals Processed Online	On-Time Renewals Processed Online	Total	Online Renewal Usage Percentage
Nursing - Licensed Practical Nurse (LPN)	2,884	38,852	43,610	95.70%
Nursing - Registered Nurse (RN)	2,147	101,748	106,293	97.74%
Nursing Home Administrators - Nursing Home Administrator	3	92	95	100.00%
Occupational Therapy Practice - Occupational Therapist	45	0	48	93.75%
Occupational Therapy Practice - Occupational Therapy Assistant	32	0	38	84.21%
Opticianry - Optician	25	0	32	78.13%
Opticianry - Optometric Faculty Certificate	0	0	3	0.00%
Optometry - Optometrist	12	0	12	100.00%
Orthotists & Prosthetists - Orthotic Fitter	2	103	112	93.75%
Orthotists & Prosthetists - Orthotic Fitter Assistant	4	39	51	84.31%
Orthotists & Prosthetists - Orthotist	2	84	93	92.47%
Orthotists & Prosthetists - Pedorthist	9	85	96	97.92%
Orthotists & Prosthetists - Prosthetist	4	63	70	95.71%
Orthotists & Prosthetists - Prosthetist-Orthotist	13	190	209	97.13%
Osteopathic Medicine - Osteopathic Limited License	0	0	4	0.00%
Osteopathic Medicine - Osteopathic Physician	90	6,137	6,574	94.72%
Osteopathic Medicine - Osteopathic Resident Registration	0	0	738	0.00%
Pharmacy - Consultant Pharmacist	17	0	23	73.91%
Pharmacy - Nuclear Pharmacist	5	184	194	97.42%
Pharmacy - Pharmacist	391	24,465	25,604	97.08%
Pharmacy - Pharmacy	8	0	9	88.89%
Pharmacy - Registered Pharmacy Technician	461	0	497	92.76%
Physical Therapy Practice - Physical Therapist	244	14,103	14,864	96.52%
Physical Therapy Practice - Physical Therapist Assistant	151	7,721	8,099	97.20%
Podiatric Medicine - Certified Podiatric X-Ray Assistant	41	340	396	96.21%
Podiatric Medicine - Podiatric Physician	21	1,551	1,646	95.50%
Psychology - Limited License Psychologist	0	5	5	100.00%
Psychology - Psychologist	57	4,771	4,952	97.50%
Radiologic Technology - Radiologic Technology	78	9,983	12,419	81.01%
Radiologic Technology - Radiologist Assistant	0	1	11	9.09%
Respiratory Care - Certified Respiratory Therapist	38	0	47	80.85%
Respiratory Care - Registered Respiratory Therapist	47	0	61	77.05%
School Psychology - School Psychologist	23	655	699	97.00%
Speech-Language Pathology & Audiology - Audiologist	34	1,006	1,072	97.01%
Speech-Language Pathology & Audiology - Audiology Assistant	0	56	59	94.92%
Speech-Language Pathology & Audiology - Speech-Language Pathologist	291	7,953	8,424	97.86%
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	43	485	536	98.51%
Total	20,315	387,361	430,683	94.66%

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

Table 7: Emergency Orders Issued

The Department has a specific unit within the Prosecution Services Unit dedicated to reviewing all cases in which a licensee may pose an immediate danger to the health or safety of the public. In the event that a health care provider poses an immediate danger to themselves or the public, the Department has the authority to restrict or suspend a health care license through an emergency order. During the 2015-2016 fiscal year, the Department issued 267 emergency orders for serious violations posing a danger to patients and the public.

Profession	Emergency Restriction Orders	Emergency Suspension Orders	Total Emergency Actions
Chiropractic Medicine - Chiropractic Physician	1	1	2
Clinical Social Work - Licensed Clinical Social Worker	1	0	1
Electrolysis Council - Electrologist	1	0	1
Emergency Medical Services - Emergency Medical Technician	1	0	1
Emergency Medical Services - Paramedic	2	0	2
Massage Therapy - Massage Therapist	11	1	12
Medicine - Medical Doctor	13	8	21
Medicine - Pain Management Clinic	1	0	1
Medicine - Physician Assistant (PA)	0	3	3
Nursing - Advanced Registered Nurse Practitioner (ARNP)	2	4	6
Nursing - Certified Nursing Assistant (CAN)	16	49	65
Nursing - Licensed Practical Nurse (LPN)	18	18	36
Nursing - Registered Nurse (RN)	64	15	79
Osteopathic Medicine - Osteopathic Physician	0	1	1
Pharmacy - Pharmacist	2	13	15
Pharmacy - Pharmacy	2	0	2
Pharmacy - Registered Pharmacy Technician	0	16	16
Radiologic Technology - Radiologic Technology	1	0	1
Respiratory Care - Certified Respiratory Therapist	1	0	1
Respiratory Care - Registered Respiratory Therapist	1	0	1
Total	138	129	267

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

Table 8: Reports Received, Complaints Received and Investigations Completed

One of MQA's core business functions is ensuring the safety of the citizens and visitors of Florida through the enforcement of the regulatory laws and rules for health care practitioners. MQA has a team dedicated to receiving, reviewing and investigating consumer complaints made against a health care provider. All complaints received by the Department are treated equally and reviewed thoroughly. MQA investigators followed up on thousands of complaints against licensed health care providers and completed 5,792 investigations this fiscal year. In addition, the average number of days to complete an inspection for a new pharmacy decreased by nearly 30 percent.

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Acupuncturist	0	19	7	0	9	0
Athletic Trainer	0	4	1	0	1	0
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	0	3	2	0	3	0
Chiropractic Medicine - Chiropractic Physician	36	213	73	18	73	0
Chiropractic Medicine - Registered Chiropractic Assistant	0	22	8	7	10	0
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	15	5	1	5	0
Clinical Social Work - Licensed Clinical Social Worker	2	69	24	2	25	0
Clinical Social Work - Provisional Clinical Social Worker Licensee	0	1	1	0	1	0
Clinical Social Work - Registered Clinical Social Worker Intern	0	12	3	0	4	0
Dentistry - Dentist	177	915	328	15	315	101
Dentistry - Dental Expert Witness Certificate	0	2	2	0	2	0
Dentistry - Dental Hygienist	1	25	9	0	6	0
Dentistry - Dental Laboratory	0	10	7	1	6	1,096
Dentistry - Dental Radiographer	0	9	8	0	3	0
Dentistry - Dental Residency Permits	0	0	1	0	1	0
Dentistry - Dental Teaching Permits	0	3	0	0	0	0
Dentistry - Dental-Health Access Dental	0	2	0	0	1	0
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	0	11	2	0	2	0
Dietetics & Nutrition Practice Council - Nutrition Counselor	0	3	0	0	0	0
Electrolysis Council - Electrologist	0	15	10	0	10	0
Electrolysis Council - Electrolysis Facility	0	0	0	0	2	197
Emergency Medical Services - Emergency Medical Technician	1	72	43	1	34	0
Emergency Medical Services - Paramedic	0	93	47	1	46	0
Hearing Aid Specialists - Hearing Aid Specialist	0	64	12	0	14	0
Hearing Aid Specialists - Hearing Aid Specialist Trainee	0	3	2	0	2	0
Marriage & Family Therapy - Licensed Marriage and Family Therapist	1	24	7	0	8	0
Marriage & Family Therapy - Registered Marriage and Family Therapist Intern	0	6	2	0	2	0
Massage Therapy - Massage Establishment	0	2,321	182	12	161	11,352
Massage Therapy - Massage Therapist	0	1,157	1,770	16	828	0
Massage Therapy - Massage Therapy Apprentice	0	1	0	0	0	0
Medical Physicist - Therapeutic Radiological Physicist	1	0	1	0	1	0
Medicine - Anesthesiologist Assistants	0	2	2	0	0	0
Medicine - House Physician	0	1	0	0	0	0
Medicine - Limited License Medical Doctor	0	0	0	0	0	1
Medicine - Medical Doctor	2,406	4,307	1,018	119	915	4,687
Medicine - Medical Doctor Expert Witness Certificate	0	3	1	0	1	0
Medicine - Medical Doctor Public Health Certificate	0	1	0	0	0	0
Medicine - Office Surgery Registration	0	11	0	0	0	0
Medicine - Pain Management Clinic	0	54	22	5	26	295
Medicine - Physician Assistant (PA)	64	194	106	2	51	0

Table 8: Reports Received, Complaints Received and Investigations Completed (continued)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Medicine - Resident Registration	5	19	4	0	5	0
Medicine - Temporary Area of Critical Need- Med. Doctor	2	64	11	1	10	131
Mental Health Counseling - Licensed Mental Health Counselor	0	139	43	2	43	0
Mental Health Counseling - Provisional Mental Health Counselor Licensee	0	4	0	0	0	0
Mental Health Counseling - Registered Mental Health Counselor Intern	0	31	14	2	13	0
Midwifery - Midwife	4	12	3	0	4	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	58	423	101	1	97	1,213
Nursing - Advanced Registered Nurse Practitioner/Clinical Nurse Specialist (ARNP/CNS)	0	1	1	0	1	0
Nursing - Certified Nursing Assistant (CNA)	31	3,039	707	12	728	0
Nursing - Licensed Practical Nurse (LPN)	27	1,437	357	7	382	0
Nursing - Nursing Education Program (PN)	0	3	0	0	0	0
Nursing - Nursing Education Program (RN)	0	5	0	0	0	0
Nursing - Registered Nurse (RN)	200	2,947	904	35	948	1
Nursing Home Administrators - Nursing Home Administrator	55	45	18	3	17	0
Occupational Therapy Practice - Occupational Therapist	0	24	12	1	14	0
Occupational Therapy Practice - Occupational Therapy Assistant	0	15	6	0	5	0
Opticianry - Apprentice Optician	0	5	3	0	1	0
Opticianry - Optical Establishment Permit	0	16	9	1	7	673
Opticianry - Optician	0	15	7	1	8	0
Optometry - Optometrist	4	47	13	1	15	52
Optometry - Optometry Branch Office	0	1	0	0	0	0
Orthotists & Prosthetists - Orthotic Fitter	0	2	2	0	2	0
Orthotists & Prosthetists - Orthotic Fitter Assistant	0	1	0	0	0	0
Orthotists & Prosthetists - Orthotic Resident	0	3	0	0	0	0
Orthotists & Prosthetists - Orthotist	0	4	1	0	2	0
Orthotists & Prosthetists - Pedorthist	0	6	2	1	2	0
Orthotists & Prosthetists - Prosthetist	0	10	1	0	1	0
Orthotists & Prosthetists - Prosthetist-Orthotist	0	12	2	0	2	0
Osteopathic Medicine - Osteopathic Physician	257	355	106	9	105	878
Osteopathic Medicine - Osteopathic Resident Registration	0	7	1	0	2	0
Pharmacy - Consultant Pharmacist	0	23	11	1	7	0
Pharmacy - Nonresident Sterile Compounding Pharmacy	0	9	8	0	6	0
Pharmacy - Nuclear Pharmacist	0	2	2	0	2	0
Pharmacy - Pharmacist	5	465	222	9	217	0
Pharmacy - Pharmacist Intern	0	14	2	0	3	0
Pharmacy - Pharmacy	0	547	225	45	245	5,723
Pharmacy - Registered Pharmacy Technician	1	198	111	3	108	0
Pharmacy - Resident Sterile Compounding Pharmacy	0	25	19	2	19	484
Physical Therapy Practice - Physical Therapist	4	61	26	2	26	0
Physical Therapy Practice - Physical Therapist Assistant	1	46	21	2	21	0
Podiatric Medicine - Certified Podiatric X-Ray Assistant	0	2	1	0	1	0
Podiatric Medicine - Podiatric Physician	46	100	33	1	38	140
Psychology - Provisional Psychologist	0	1	1	0	0	0
Psychology - Psychologist	4	104	27	4	27	0
Radiologic Technology - Radiologic Technology	4	68	39	3	44	0

Table 8: Reports Received, Complaints Received and Investigations Completed (continued)

Profession	Statutory Reports	Complaints Received	Legally Sufficient	Inquires Completed	Investigations Completed	Inspections Completed
Respiratory Care - Certified Respiratory Therapist	1	15	8	0	8	0
Respiratory Care - Registered Respiratory Therapist	2	42	21	2	24	0
Respiratory Care - Respiratory Care Practitioner Critical Care	0	0	0	0	1	0
School Psychology - School Psychologist	0	9	3	0	3	0
Speech-Language Pathology & Audiology - Audiologist	1	8	3	0	1	0
Speech-Language Pathology & Audiology - Provisional Speech-Language Pathologist	0	1	0	0	0	0
Speech-Language Pathology & Audiology - Speech-Language Pathologist	0	23	8	5	8	0
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	0	4	0	1	0	0
Total	3,401	20,126	6,825	357	5,791	27,024
Referred Non-jurisdictional	273	646	1	7	1	0
Grant Total	3,674	20,772	6,826	364	5,792	27,024

Notes:

Legally Sufficient excludes 224 complaints found not legally sufficient following commencement of investigation.

Investigations Completed includes three found not legally sufficient upon completion of investigation.

Definitions:

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

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

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

Table 9: Probable Cause Actions

The number of Florida's health care practitioners continues to rise. To ensure the safety of Florida's residents and visitors, the Department is increasing its investigative and enforcement efforts. As a result, MQA is able to provide better and increased evidence in each case.

Each board or council has a designated panel to determine if there is probable cause or sufficient evidence to bring formal charges against a licensee. This fiscal year probable cause was found in over 1,700 cases. Furthermore, the number of cases presented to the Probable Cause Panels increased by 10 percent.

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints
Chiropractic Medicine - Certified Chiropractic Physician's Assistant	1	0	0
Chiropractic Medicine - Chiropractic Physician	49	17	14
Chiropractic Medicine - Registered Chiropractic Assistant	8	3	3
Clinical Laboratory Personnel - Clinical Laboratory Personnel	3	3	3
Clinical Social Work - Licensed Clinical Social Worker	10	3	2
Clinical Social Work - Registered Clinical Social Worker Intern	4	0	0
Dentistry - Dentist	281	41	38
Dentistry - Dental Hygienist	4	1	0
Dentistry - Dental Laboratory	3	3	3
Dentistry - Dental Radiographer	2	1	0
Dentistry - Dental Teaching Permits	1	0	0
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	1	1	0
Dietetics & Nutrition Practice Council - Nutrition Counselor	1	0	0
Electrolysis Council - Electrologist	8	0	0
Electrolysis Council - Electrolysis Facility	2	0	0
Emergency Medical Services - Emergency Medical Technician	12	13	4
Emergency Medical Services - Paramedic	29	17	7
Hearing Aid Specialists - Hearing Aid Specialist	4	5	2

Table 9: Probable Cause Actions (continued)

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints
Hearing Aid Specialists - Hearing Aid Specialist Trainee	3	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	4	2	2
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1	0	0
Massage Therapy - Massage Establishment	38	6	3
Massage Therapy - Massage Therapist	136	144	132
Medicine - Limited License Medical Doctor	2	0	0
Medicine - Medical Doctor	565	197	188
Medicine - Medical Doctor Expert Witness Certificate	0	1	0
Medicine - Office Surgery Registration	4	0	0
Medicine - Pain Management Clinic	9	5	5
Medicine - Physician Assistant	16	13	9
Medicine - Resident Registration	4	0	0
Medicine - Temporary Area of Critical Need Medical Doctor	8	2	2
Mental Health Counseling - Licensed Mental Health Counselor	17	5	4
Mental Health Counseling - Registered Mental Health Counselor Intern	2	1	1
Midwifery - Midwifery	0	6	2
Nursing - Advanced Registered Nurse Practitioner (ARNP)	74	22	20
Nursing - Certified Nursing Assistant (CNA)	358	310	287
Nursing - Licensed Practical Nurse (LPN)	213	183	173
Nursing - Registered Nurse (RN)	486	486	428
Nursing Home Administrators - Nursing Home Administrator	2	3	0
Occupational Therapy Practice - Occupational Therapist	5	7	7
Occupational Therapy Practice - Occupational Therapy Assistant	5	1	1
Opticianry - Apprentice Optician	1	0	0
Opticianry - Optical Establishment Permit	5	2	2
Opticianry - Optician	6	1	1
Optometry - Optometrist	9	4	4
Orthotists & Prosthetists - Orthotist	2	0	0
Orthotists & Prosthetists - Pedorthist	0	1	1
Osteopathic Medicine - Osteopathic Physician	90	25	25
Osteopathic Medicine - Osteopathic Resident Registration	3	0	0
Pharmacy - Consultant Pharmacist	11	1	1
Pharmacy - Nonresident Sterile Compounding Pharmacy	1	0	0
Pharmacy - Nuclear Pharmacist	2	0	0
Pharmacy - Pharmacist	160	55	54
Pharmacy - Pharmacist Intern	2	1	1
Pharmacy - Pharmacy	200	56	42
Pharmacy - Registered Pharmacy Technician	35	66	52
Pharmacy - Resident Sterile Compounding Pharmacy	11	5	2
Physical Therapy Practice - Physical Therapist	9	12	11
Physical Therapy Practice - Physical Therapist Assistant	10	5	4
Podiatric Medicine - Certified Podiatric X-Ray Assistant	3	0	0
Podiatric Medicine - Podiatric Physician	17	6	6
Psychology - Provisional Psychologist	1	0	0
Psychology - Psychologist	20	4	3
Radiologic Technology - Radiologic Technology	18	19	16
Respiratory Care - Certified Respiratory Therapist	3	4	3
Respiratory Care - Registered Respiratory Therapist	8	10	11

Table 9: Probable Cause Actions (continued)

Profession	No Probable Cause Found	Probable Cause Found	Administrative Complaints
Respiratory Care - Respiratory Care Practitioner Critical Care	0	1	1
Speech-Language Pathology & Audiology - Audiologist	1	1	1
Speech-Language Pathology & Audiology - Speech-Language Pathologist	4	1	1
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	1	0	0
Total	3,008	1,782	1,582

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

Table 10: Disciplinary Cases

MQA, in conjunction with the boards, works to enforce health care standards through timely discipline of health care professionals and facilities found in violation of the law. This fiscal year final orders were issued in 1,489 cases against health care practitioners. Some practitioners were determined to need additional training to prevent errors, while others were reprimanded or sanctioned. MQA continues to evaluate its disciplinary processes to increase accurate disciplinary actions and improve the safety of the public.

Profession	Revocation	Voluntary Surrender	Suspension	Probation	Limitation/Obligation	Fine	Reprimand	Citation	Dismissals	Cases Resolved Through Final Order
Acupuncturist	0	0	1	0	0	0	0	0	0	1
Athletic Trainer	0	1	0	1	0	1	1	0	0	2
Chiropractic Medicine - Chiropractic Physician	0	3	3	8	4	7	4	7	6	15
Clinical Laboratory Personnel - Clinical Laboratory Personnel	0	0	0	3	0	3	0	0	0	3
Clinical Social Work - Licensed Clinical Social Worker	0	2	0	1	2	1	0	0	0	4
Clinical Social Work - Registered Clinical Social Worker Intern	0	2	1	0	0	1	1	0	0	3
Dentistry - Dentist	1	3	0	0	11	11	1	3	19	16
Dentistry - Dental Hygienist	0	0	0	0	0	0	0	0	3	0
Dentistry - Dental Radiographer	0	1	0	0	0	0	0	0	1	1
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	0	1	0	0	0	0	0	0	0	1
Emergency Medical Services - Emergency Medical Technician	1	3	1	0	0	1	0	0	4	5
Emergency Medical Services - Paramedic	1	4	5	1	1	2	3	0	11	11
Hearing Aid Specialists - Hearing Aid Specialist	1	1	0	0	0	0	0	0	3	2
Marriage and Family Therapy - Licensed Marriage and Family Therapist	1	0	0	0	0	0	0	0	0	1
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	2	0	0	0	1	1	1	0	0	3
Massage Therapy - Massage Establishment	3	3	1	0	1	5	1	0	2	8

Table 10: Disciplinary Cases (continued)

Profession	Revocation	Voluntary Surrender	Suspension	Probation	Limitation/Obligation	Fine	Reprimand	Citation	Dismissals	Cases Resolved Through Final Order
Massage Therapy - Massage Therapist	15	17	5	0	23	38	5	0	5	60
Medicine - Medical Doctor	20	29	17	13	88	104	36	2	26	161
Medicine - Physician Assistant	2	7	0	0	3	4	2	1	4	13
Medicine - Temporary Area of Critical Need Medical Doctor	0	0	1	0	1	2	2	0	0	2
Mental Health Counseling - Licensed Mental Health Counselor	1	4	0	0	0	0	0	0	3	5
Mental Health Counseling - Registered Mental Health Counselor Intern	1	0	0	0	1	1	0	0	0	2
Nursing - Advanced Registered Nurse Practitioner (ARNP)	1	2	8	1	7	4	0	0	3	18
Nursing - Certified Nursing Assistant (CNA)	118	53	87	25	43	52	4	0	20	320
Nursing - Licensed Practical Nurse (LPN)	32	24	65	17	26	22	5	0	17	154
Nursing - Registered Nurse (RN)	30	96	222	13	83	45	3	0	20	397
Nursing Home Administrators - Nursing Home Administrator	0	1	0	0	0	0	0	0	0	1
Occupational Therapy Practice - Occupational Therapist	0	0	0	1	1	2	1	0	1	2
Occupational Therapy Practice - Occupational Therapy Assistant	1	1	1	0	2	0	1	0	0	4
Opticianry - Optical Establishment Permit	0	0	0	0	1	1	1	0	1	1
Opticianry - Optician	0	0	0	0	0	0	0	0	2	0
Optometry - Optometrist	0	0	0	0	0	0	0	0	1	0
Orthotists & Prosthetists - Prosthetist-Orthotist	0	0	1	0	0	0	0	0	0	1
Osteopathic Medicine - Osteopathic Physician	3	5	1	3	10	13	3	0	4	22
Osteopathic Medicine - Osteopathic Resident Registration	0	1	0	0	0	0	0	0	0	1
Pharmacy - Consultant Pharmacist	1	1	0	0	1	0	0	0	0	3
Pharmacy - Nuclear Pharmacist	0	0	0	0	1	0	0	0	0	1
Pharmacy - Pharmacist	7	13	11	13	30	39	1	0	7	71
Pharmacy - Pharmacist Intern	0	0	1	0	1	0	0	0	0	1
Pharmacy - Pharmacy	13	31	0	4	7	9	1	0	36	55
Pharmacy - Registered Pharmacy Technician	14	25	7	1	0	1	0	0	2	47

Table 10: Disciplinary Cases (continued)

Profession	Revocation	Voluntary Surrender	Suspension	Probation	Limitation/Obligation	Fine	Reprimand	Citation	Dismissals	Cases Resolved Through Final Order
Pharmacy - Resident Sterile Compounding Pharmacy	0	4	0	0	0	0	0	0	0	4
Physical Therapy Practice - Physical Therapist	1	2	0	0	2	2	2	0	2	5
Physical Therapy Practice - Physical Therapist Assistant	2	2	0	0	4	3	3	0	0	8
Podiatric Medicine - Podiatric Physician	0	0	0	1	1	2	1	4	2	2
Psychology - Psychologist	1	1	2	0	2	4	2	0	2	8
Radiologic Technology - Radiologic Technology	2	4	5	2	4	9	6	0	2	16
Respiratory Care - Registered Respiratory Therapist	1	2	4	0	2	5	2	0	0	9
Respiratory Care - Respiratory Care Practitioner Critical Care	1	0	0	0	0	0	0	0	0	1
Speech-Language Pathology & Audiology - Audiologist	2	0	0	1	1	3	1	0	0	4
Speech-Language Pathology & Audiology - Speech-Language Pathologist	2	0	0	1	6	6	6	0	1	11
Speech-Language Pathology & Audiology - Speech-Language Pathology Assistant	1	0	0	1	0	1	1	0	0	3
Total	282	349	450	111	371	405	101	17	210	1,489

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

Table 11: Medical Malpractice Claims

Profession	Civil Court Claims Received	Closed Claims Received	NICA Claims Received	Emergency 3-in-5 Initiated	Emergency 3-in-5 Discipline	Closed Claims Discipline	Closed Claims Non-Discipline
Chiropractic Medicine - Chiropractic Physician	4	32	0	0	0	0	0
Clinical Social Work - Licensed Clinical Social Worker	1	1	0	0	0	0	0
Dentistry - Dentist	11	156	0	0	0	7	33
Dentistry - Dental Hygienist	0	1	0	0	0	0	0
Dentistry - Dental Teaching Permits	0	0	0	0	0	0	1
Emergency Medical Services - Emergency Medical Technician	1	0	0	0	0	0	0
Marriage and Family Therapy - Licensed Marriage and Family Therapist	0	1	0	0	0	0	0
Medical Physicist - Therapeutic Radiological Physicist	0	1	0	0	0	0	0
Medicine - Medical Doctor	213	1,758	48	7	0	9	27
Medicine - Physician Assistant (PA)	10	52	0	0	0	0	1
Medicine - Resident Registration	0	2	0	0	0	0	0
Medicine - Temporary Area of Critical Need- Med. Doctor	1	1	0	0	0	0	0
Midwife	2	1	1	0	0	0	0
Nursing - Advanced Registered Nurse Practitioner (ARNP)	7	42	2	0	0	0	2
Nursing - Certified Nursing Assistant (CAN)	1	2	0	0	0	1	0
Nursing - Licensed Practical Nurse (LPN)	5	3	0	0	0	0	0
Nursing - Registered Nurse (RN)	42	19	0	0	0	0	0
Nursing Home Administrator	55	0	0	0	0	0	0
Optometry - Optometrist	1	3	0	0	0	0	1
Osteopathic Medicine - Osteopathic Physician	21	201	9	0	0	2	2
Pharmacy - Pharmacist	0	4	0	0	0	0	1
Physical Therapy Practice - Physical Therapist	1	3	0	0	0	0	0
Physical Therapy Practice - Physical Therapist Assistant	0	2	0	0	0	0	0
Podiatric Medicine - Podiatric Physician	6	38	0	0	0	0	3
Psychology - Psychologist	1	3	0	0	0	0	0
Respiratory Care - Registered Respiratory Therapist	1	1	0	0	0	0	0
Speech-Language Pathology & Audiology - Audiologist	0	1	0	0	0	0	0
Total	384	2,328	60	7	0	19	71
Referred Non-jurisdictional	161	13	0	0	0	0	0
Total	545	2,341	60	7	0	19	71

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

Table 12: Hospital Annual Report Claims

There is no data to report.

Table 13: Unlicensed Activity

From educating the public, to conducting complex investigations and issuing cease and desist orders, the Department's Unlicensed Activity (ULA) program is dedicated to protecting the people of Florida, and remaining at the forefront of health care regulation. Working in Tallahassee and 11 field offices throughout the state, the ULA program investigates all unlicensed health care activity complaints and has long-standing partnerships with law enforcement and state attorney offices to prosecute individuals practicing without a license. This fiscal year saw a 35 percent increase in complaints received and a nearly 75 percent increase in investigations referred to law enforcement for further prosecution, indicating a trend of continuous quality improvement in the enforcement of ULA cases.

Profession	Complaints Received	Referred for Investigation	Inquiries Completed	Investigations Completed	Cease and Desists Issued	Referrals to Law Enforcement
Acupuncturist	2	2	0	3	3	1
Athletic Trainer	3	3	0	3	0	0
Chiropractic Medicine - Chiropractic Physician	17	14	1	14	3	1
Clinical Laboratory Personnel - Clinical Laboratory Personnel	3	2	0	2	1	1
Clinical Social Work - Licensed Clinical Social Worker	4	3	1	4	1	1
Clinical Social Work - Provisional Clinical Social Worker Licensee	1	0	0	0	0	0
Clinical Social Work - Registered Clinical Social Worker Intern	2	2	0	2	0	0
Dentistry - Dentist	58	53	6	53	18	19
Dentistry - Dental Hygienist	10	10	0	10	4	4
Dentistry - Dental Laboratory	7	7	0	10	7	8
Dietetics & Nutrition Practice Council - Dietetics/Nutritionist	43	43	1	48	24	27
Dietetics & Nutrition Practice Council - Nutrition Counselor	6	6	0	6	1	1
Electrolysis Council - Electrologist	9	8	1	7	1	1
Electrolysis Council - Electrolysis Facility	9	9	0	9	8	8
Emergency Medical Services - Emergency Medical Technician	1	1	0	2	0	0
Emergency Medical Services - Paramedic	1	1	0	1	1	1
Hearing Aid Specialists - Hearing Aid Specialist	7	5	0	5	1	1
Marriage and Family Therapy - Licensed Marriage and Family Therapist	1	1	0	1	0	0
Marriage and Family Therapy - Registered Marriage and Family Therapist Intern	1	1	0	1	1	1
Massage Therapy - Massage Establishment	326	305	14	323	166	165
Massage Therapy - Massage Therapist	344	319	7	331	154	151
Medicine - Medical Doctor	228	200	15	213	65	56
Medicine - Office Surgery Registration	0	0	0	1	0	0
Medicine - Pain Management Clinic	3	3	1	2	0	1
Medicine - Physician Assistant (PA)	2	1	0	0	0	0
Mental Health Counseling - Licensed Mental Health Counselor	20	20	0	24	9	9
Mental Health Counseling - Provisional Mental Health Counselor Licensee	1	1	0	1	1	1
Mental Health Counseling - Registered Mental Health Counselor Intern	5	5	1	4	1	1

Table 13: Unlicensed Activity (continued)

Profession	Complaints Received	Referred for Investigation	Inquiries Completed	Investigations Completed	Cease and Desists Issued	Referrals to Law Enforcement
Midwife	3	3	0	3	0	0
Nursing - Certified Nursing Assistant (CNA)	14	13	0	14	5	4
Nursing - Licensed Practical Nurse (LPN)	10	10	0	12	4	2
Nursing - Registered Nurse (RN)	54	48	2	43	10	7
Nursing Home Administrator	1	1	0	1	0	0
Occupational Therapy Practice - Occupational Therapist	2	2	0	2	1	1
Occupational Therapy Practice - Occupational Therapy Assistant	1	1	0	1	0	0
Opticianry - Optical Establishment Permit	73	71	0	74	54	55
Opticianry - Optician	25	21	1	24	8	10
Optometry - Optometrist	3	3	0	3	0	0
Orthotists & Prosthetists - Orthotic Fitter Assistant	1	0	0	1	0	0
Orthotists & Prosthetists - Pedorthist	1	0	1	0	0	0
Orthotists & Prosthetists - Prosthetist	1	1	0	1	0	0
Orthotists & Prosthetists - Prosthetist-Orthotist	5	4	1	6	2	2
Osteopathic Medicine - Osteopathic Physician	4	4	0	5	0	0
Pharmacy - Pharmacist	41	30	0	42	28	27
Pharmacy - Pharmacy	41	38	3	37	19	17
Pharmacy - Registered Pharmacy Technician	4	3	0	3	1	1
Physical Therapy Practice - Physical Therapist	14	11	1	16	6	5
Physical Therapy Practice - Physical Therapist Assistant	1	1	0	1	0	0
Podiatric Medicine - Podiatric Physician	2	1	1	3	0	0
Psychology - Provisional Psychologist	1	1	0	1	0	0
Psychology - Psychologist	12	12	0	15	5	9
Radiologic Technology - Radiologic Technology	40	36	1	39	14	14
Speech-Language Pathology & Audiology - Audiologist	1	1	0	1	1	1
Total	1,469	1,341	59	1,428	628	614
Referred Non-jurisdictional	6	2	1	2	0	0
Total	1,475	1,343	60	1,430	628	614

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

Table 14: Student Loan Defaults

Profession	Reports of Default Received	Investigations Completed	ESO Issued	Probable Cause Found	No Probable Cause Found	Disciplinary Action Taken	Fine Amounts Imposed
Osteopathic Medicine - Osteopathic Physician	0	1	0	0	0	0	\$0
Totals	0	1	0	0	0	0	\$0

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

Table 15: Revenue, Expenditures and Cash Balances

MQA upholds the Department's vision to make Florida the healthiest state in the nation. In order to do so, MQA must ensure the daily operations are properly financed. MQA is funded by a trust fund which consists of fees and fines collected through the licensing process. The funds are allocated to provide administrative support for the licensing and regulation of health care professionals.

MQA TF Professions	Beginning Cash Balance	Revenues	Expenditures	End Cash Balance	Unlicensed Act Cash Balance
Acupuncture	\$458,945	\$723,173	\$235,895	\$946,223	\$29,462
Anesthesiologist Assistants	\$110,625	\$53,575	\$18,262	\$145,938	\$(612)
Athletic Trainers	\$255,967	\$96,610	\$90,943	\$261,634	\$51,258
Chiropractic	\$1,314,108	\$2,624,489	\$1,216,952	\$2,721,645	\$49,399
Clinical Laboratory	\$121,352	\$1,038,143	\$1,145,505	\$13,990	\$239,122
Certified Nursing Assistants	\$(768,710)	\$6,038,976	\$5,246,586	\$23,680	\$1,801,329
Certified Social Worker	\$(132,626)		\$(132,626)		
CSW,MFT,MHC	\$2,172,520	\$961,055	\$2,626,118	\$507,457	\$495,791
Dentistry	\$(2,144,330)	\$4,660,927	\$3,679,813	\$(1,163,216)	\$(825,253)
Dental Hygienist	\$601,512	\$1,204,901	\$561,822	\$1,244,591	\$288,072
Dental Labs	\$246,870	\$175,448	\$57,968	\$364,350	\$(149,426)
Dietetics & Nutrition	\$441,973	\$131,462	\$156,376	\$417,059	\$(131,786)
Electrolysis	\$(638,545)	\$229,473	\$176,479	\$(585,551)	\$(145,120)
EMS (EMT & PMT)	\$(3,845,106)	\$317,100	\$1,239,542	\$(4,767,548)	\$(19,168)
Hearing Aid Specialist	\$264,778	\$106,232	\$183,606	\$187,404	\$(87,726)
Massage Therapy	\$(3,511,399)	\$4,499,107	\$6,247,310	\$(5,259,602)	\$(1,682,915)
Medical Physicists	\$131,564	\$51,611	\$42,192	\$140,983	\$18,848
Medicine	\$6,636,403	\$15,449,240	\$16,895,765	\$5,189,878	\$(1,406,973)
Midwifery	\$(900,116)	\$101,405	\$53,488	\$(852,199)	\$(93,709)
Naturopathy	\$(306,582)		\$(306,582)		
Nursing	\$7,511,111	\$16,394,031	\$16,810,964	\$7,094,178	\$11,701,317
Nursing Home Administrator	\$286,152	\$166,180	\$183,120	\$269,212	\$33,642
Occupational Therapy	\$500,452	\$295,220	\$656,908	\$138,764	\$360,365
Opticianry	\$450,712	\$83,255	\$408,959	\$125,008	\$(379,360)
Optometry	\$1,102,453	\$152,826	\$297,378	\$957,901	\$69,674
Orthotist & Prosthetist	\$51,462	\$436,774	\$147,189	\$341,047	\$(122,805)
Osteopathic Medicine	\$727,327	\$3,496,531	\$1,749,150	\$2,474,708	\$95,184
Pharmacy	\$22,238	\$7,854,971	\$7,785,794	\$91,415	\$409,599
Physical Therapy	\$106,831	\$2,300,872	\$1,612,378	\$795,325	\$506,685
Physician Assistant	\$562,278	\$3,175,857	\$1,281,977	\$2,456,158	\$149,273
Podiatry	\$164,223	\$744,602	\$418,662	\$490,163	\$30,630
Psychology	\$1,044,528	\$1,673,640	\$565,869	\$2,152,299	\$(82,316)
Radiological Technicians	\$(2,284,873)	\$2,520,688	\$692,359	\$(456,544)	\$48
Respiratory Therapy	\$1,055,358	\$233,208	\$813,395	\$475,171	\$426,286
School Psychology	\$46,884	\$166,450	\$64,821	\$148,513	\$21,801
Speech-Language & Audiology	\$843,156	\$1,256,752	\$621,738	\$1,478,170	\$315,616
Total	\$12,699,495	\$79,414,784	\$73,546,075	\$18,568,204	\$11,966,232

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

Table 16: Projected Cash Balances

MQA is committed to ensuring the administrative costs of regulation do not serve as a barrier to licensed health care practitioners practicing their profession in Florida.

MQA TF Professions	Projected Ending Cash Balance 2016-2017	Projected Ending Cash Balance 2017-2018	Projected Ending Cash Balance 2018-2019	Projected Ending Cash Balance 2019-2020	Projected Ending Cash Balance 2020-2021	Projected Ending Cash Balance 2021-2022
Acupuncture	\$773,114	\$1,234,526	\$1,056,211	\$1,509,558	\$1,323,217	\$1,768,192
Anesthesiologist Asst	\$304,348	\$329,326	\$487,127	\$511,541	\$668,404	\$692,233
Athletic Trainers	\$537,046	\$537,122	\$810,318	\$807,513	\$1,077,293	\$1,071,499
Chiropractic	\$1,840,685	\$2,725,000	\$1,816,740	\$2,650,841	\$1,700,477	\$2,482,463
Clinical Laboratory	\$265,825	\$74,944	\$306,339	\$88,081	\$287,953	\$41,281
Cert Nurs Asst	\$191,490	\$(236,769)	\$(155,139)	\$(729,351)	\$(780,627)	\$(1,506,321)
Cert Social Worker						
CSW,MFT,MHC	\$2,502,395	\$1,280,606	\$3,223,960	\$1,935,559	\$3,799,358	\$2,441,821
Dentistry	\$(3,797,638)	\$(2,820,620)	\$(5,520,761)	\$(4,656,326)	\$(7,457,819)	\$(6,710,231)
Dental Hygienist	\$1,000,939	\$1,817,807	\$1,566,259	\$2,365,562	\$2,101,836	\$2,882,910
Dental Labs	\$355,741	\$507,841	\$498,652	\$649,028	\$638,945	\$787,531
Dietetics & Nutrition	\$777,972	\$733,322	\$1,090,549	\$1,040,517	\$1,392,059	\$1,336,440
Electrolysis	\$(752,780)	\$(736,983)	\$(909,236)	\$(899,290)	\$(1,079,291)	\$(1,075,415)
EMS (EMT & PMD)	\$(4,084,730)	\$(5,054,188)	\$(4,405,067)	\$(5,413,851)	\$(4,816,696)	\$(5,866,297)
Hearing Aid Spec	\$579,606	\$491,415	\$879,271	\$785,224	\$1,166,379	\$1,066,254
Massage Therapy	\$(8,069,268)	\$(8,608,206)	\$(11,514,329)	\$(12,212,094)	\$(15,266,975)	\$(16,129,585)
Medical Physicists	\$203,611	\$213,133	\$274,443	\$282,964	\$342,240	\$349,722
Medicine	\$8,057,239	\$10,713,242	\$13,238,483	\$15,380,942	\$17,378,562	\$18,988,023
Midwifery	\$(901,117)	\$(879,411)	\$(929,795)	\$(910,703)	\$(963,350)	\$(946,970)
Naturopathy						
Nursing	\$10,391,970	\$13,990,020	\$16,961,714	\$20,085,605	\$22,554,387	\$25,186,157
Nursing Home Admin	\$597,109	\$535,350	\$856,291	\$787,574	\$1,097,786	\$1,021,847
Occupational Therapy	\$501,985	\$228,016	\$577,754	\$286,386	\$615,331	\$305,905
Opticianry	\$192,180	\$(100,404)	\$(43,386)	\$(347,457)	\$(306,096)	\$(622,091)
Optometry	\$1,446,839	\$1,246,938	\$1,722,847	\$1,512,167	\$1,967,983	\$1,746,116
Ortho & Prosth	\$198,369	\$375,743	\$228,705	\$401,314	\$247,553	\$415,214
Osteopathic	\$1,460,496	\$2,905,399	\$1,855,819	\$3,241,035	\$2,136,911	\$3,460,180
Pharmacy	\$(65,147)	\$1,022,933	\$722,114	\$1,596,016	\$1,072,721	\$1,724,333
Physical Therapy	\$206,408	\$1,118,809	\$507,111	\$1,375,548	\$728,717	\$1,551,526
Physician Assistant	\$1,833,908	\$3,993,363	\$3,352,786	\$5,474,544	\$4,805,704	\$6,888,336
Podiatry	\$215,621	\$522,304	\$240,689	\$535,419	\$242,895	\$525,220
Psychology	\$1,752,832	\$2,882,176	\$2,469,747	\$3,582,287	\$3,149,868	\$4,244,968
Radiological Tech	\$(563,434)	\$(599,655)	\$(723,189)	\$(781,921)	\$(931,125)	\$(1,013,219)
Respiratory Therapy	\$1,389,935	\$948,822	\$1,848,581	\$1,386,860	\$2,263,478	\$1,780,370
School Psychology	\$108,053	\$203,463	\$161,714	\$255,188	\$211,449	\$302,914
Speech-Language	\$1,299,890	\$1,866,795	\$1,677,255	\$2,225,137	\$2,018,230	\$2,546,369
Total	\$20,751,493	\$33,462,176	\$34,230,577	\$44,801,415	\$43,387,757	\$51,737,693

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

Table 17: Review of the Adequacy of Renewal Fees

MQA collaborates with individual boards in order to reduce fees whenever possible. A renewal fee analysis is performed annually to compare the cost of regulation against the current renewal fees.

	Profession	FY 16-17 & 17-18 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient (4) Current Renewal Fee
1.	Acupuncture	\$516,248	2,407	\$214	\$500	\$275/\$150	Yes
2.	Anesthesiologist Asst	\$47,940	293	\$164	\$1,000	\$500	Yes
3.	Athletic Trainers	\$201,663	2,456	\$82	\$200/\$100	\$125/\$50	Yes
4.	Chiropractic	\$2,966,548		\$345			Yes
A.	Chiropractic		5,943		\$500	\$350/\$250	
B.	Chiropractic PA		167		\$250	\$55/\$28	
C.	Chiropractic Asst		2,478		\$25	\$25	
5.	Clinical Laboratory	\$1,886,774		\$115			Yes
A.	Director		197		\$150	\$130	
B.	Supervisor		4,964		\$150	\$110	
C.	Technologist		9,196		\$150	\$90	
D.	Technician		1,601		\$150	\$50	
E.	Training Program		57		\$300	\$300	
F.	Inactive		390		\$50	\$50	
6.	Certified Nursing Asst	\$8,953,662	151,132	\$59	\$50	\$50	Yes
7.	CSW,MFT,MHC	\$4,680,535		\$145			Yes
A.	Clinical Social Work		9,935		\$250/\$50	\$125/\$50	
B.	Marriage and Fam Ther		2,016		\$250/\$50	\$125/\$50	
C.	Mental Health Couns		10,732		\$250/\$50	\$125/\$50	
D.	Interns		9,605		\$100	\$75	
E.	Mstr Cert Social Worker		4		\$250	\$150/\$50	
8.	Dentistry	\$6,869,828	13,071	\$526	\$300	\$300	
9.	Dental Hygienist	\$957,512	13,394	\$71	\$300	\$80	Yes
10.	Dental Labs	\$84,533	1,056	\$80	\$300	\$200	Yes
11.	Dietetics & Nutrition	\$354,832	4,435	\$80	\$500	\$95	Yes
12.	Electrolysis	\$434,988	1,451	\$300	\$100	\$100	
13.	Hearing Aid Spec	\$402,279	1,034	\$389	\$600	\$500/\$375	Yes
14.	Massage Therapy	\$9,873,248		\$228			
A.	Massage Therapist		34,872		\$200/\$250	\$100	
B.	Massage Establishment		8,358		\$150	\$100	
15.	Medical Physicists	\$96,686		\$147			Yes
A.	Medical Physicists		585		\$500	\$150	
B.	Medical Phys In Trng		71		No Cap	\$50	
16.	Medicine	\$33,389,896	68,619	\$487	\$500	\$360/\$121	Yes
17.	Midwifery	\$156,626	177	\$885	\$500	\$500/\$500	
18.	Naturopathic				\$1,000	\$250	
19.	Nursing	\$31,324,517		\$85			Yes
A.	Registered Nurse (RN)		274,812		No Cap	\$70/\$55	
B.	Licensed Practical Nurse		67,813		No Cap	\$70/\$55	
C.	Advanced Registered Nurse Practitioner (ARNP)		23,559		No Cap	\$120/\$75	

Table 17: Review of the Adequacy of Renewal Fees (continued)

Profession	FY 16-17 & 17-18 Estimated Expend	Number of Licensees (1)	Cost to Regulate (2)	Renewal Fee Cap (3)	Current Renewal Fee (3)	Sufficient (4) Current Renewal Fee
D. Clinical Nurse Specialists (CNS)		160		No Cap	\$145/\$75	
E. ARNP/CNS		29		No Cap	\$195/\$75	
20. Nursing Home Admin	\$564,968	1,648	\$343	No Cap	\$325	Yes
21. Occupational Therapy	\$1,222,978	14,015	\$87	No Cap	\$55	Yes
22. Opticianry	\$868,124	3,886	\$223	\$350/\$50	\$125/\$50	
23. Optometry	\$984,386		\$290			Yes
A. Optometrist		3,373		\$300	\$300	
B. Optometry Faculty		19		No Cap	\$100	
C. Branch Office		0		\$100	\$100	
24. Orthotists & Prosthetics	\$367,320	684	\$537	\$500	\$400	Yes
25. Osteopathic	\$3,667,605	8,437	\$435	\$500	\$400/\$200	Yes
26. Pharmacy	\$14,001,836		\$164			Yes
A. Pharmacists		30,491		\$250	\$200	
B. Consultant Pharmacist		3,035		\$250	\$100	
C. Nuclear Pharmacist		196		\$250	\$100	
D. Pharmacies Permit		9,818		\$250	\$250	
E. Pharmacy Technicians		42,067		\$50	\$50	
27. Physical Therapy	\$2,542,899		\$102			Yes
A. Physical Therapist		15,888		\$200	\$75/\$50	
B. Physical Therapist Asst		9,013		\$150	\$75/\$50	
28. Physician Assistant	\$2,121,927	7,828	\$271	\$500	\$275/\$150	Yes
29. Podiatry	\$734,027		\$330			Yes
A. Podiatric Medicine		1,720		\$350	\$350	
B. Cert Podiatric X-Ray Asst		506		No Cap	\$75	
30. Psychology	\$1,178,250		\$234			Yes
A. Psychologist		5,036		\$500	\$295	
B. Limited License		5		\$500	\$25	
31. Respiratory Therapy	\$1,401,755	12,170	\$115	\$200/\$50	\$120/\$50	Yes
32. School Psychology	\$125,880	740	\$170	\$500	\$190/\$150	Yes
33. Speech-Lang, P & A	\$1,168,342		\$104			Yes
A. Pathologist & Audiologist		10,293		\$500/\$100	\$75	
B. P & A Assist		926		No Cap	\$50	
Total Fund (4)	\$134,148,614	908,863	\$148			

Notes:

- Emergency Medical Technicians, Paramedics and Radiological Technicians are not included with the MQA trust funded professions as these professions are not governed by Chapter 456.
- Cost to regulate is computed by adding FY 16-17 and FY 17-18 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2016.
- 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, 2022, then the current renewal fee is deemed to be sufficient.

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