



Division of Medical Quality Assurance

ANNUAL REPORT

and Long-Range Plan

FY 2023-24

Ron DeSantis
Governor



Joseph A. Ladapo, MD, PhD
State Surgeon General



How We Work

LICENSE, ENFORCE, INFORM

The Florida Department of Health, 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.

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.

EXCELLENCE

We promote quality outcomes through learning and continuous performance improvement.



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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 2023-24.

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 among one of the divisions at the Florida Department of Health (Department) contributing to our 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 approved 123,187 initial licenses, upgraded 15,994 licenses, and renewed 514,914 licenses. These efforts are supported by dedicated employees who collaborate with 22 regulatory boards and four councils to effectively regulate 364 license types and adapt strategies to help the state respond to emergencies.

In addition to managing its daily operations, I am proud of MQA for its enforcement and programmatic activities. I hope this report highlights for readers the importance of statewide investigative work taking place with our 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 is often looked to by other states when enacting legislation affecting health care professions. This year, MQA completed 5,250 investigations, referred 1,380 unlicensed activity (ULA) cases for investigation, and issued 505 cease and desist orders, fulfilling its commitment to the safety of health care consumers in Florida.

We have much to celebrate as we reflect on the impact our work has had in FY 2023-24. 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 its commitment to protecting the public seriously.

With the highest regards,

A handwritten signature in black ink, appearing to read "J. Ladapo". The signature is fluid and cursive.

Joseph A. Ladapo
MD, PhD
State Surgeon General

Message from the Division Director



It is with great pride that I share the story of MQA's journey throughout FY 2023-24. As Director, I have the distinct honor of guiding our teams through a pivotal chapter in health care innovation—where our cutting-edge technological advancements have significantly advanced the standards and practices in the industry, underscoring our unwavering commitment to safeguarding public health.

This year, MQA was defined by resilience and innovation. Rooted firmly at the heart of the health care industry's regulatory framework, MQA stands as a steadfast guardian of standards and safety. Through rigorous oversight, precise licensing, and proactive communication, we have nurtured an environment where patient safety and efficiency are paramount.

This past year has been marked by significant technological advancements, including the expansion of MQA's Virtual Agent, ELI, to handle web chats for 31 profession offices. Additionally, this year celebrates the first full year of e-licensing, with 180,300 licenses electronically downloaded towards the end of quarter four. We have not only implemented innovative oversight strategies but have also strengthened our compliance mechanisms, ensuring they are both effective and forward-thinking. These strides forward are not just milestones—they are the markers of our dedication to excellence.

As we look to the horizon, we are energized to continue our mission to protect, promote, and improve the health and safety of all Floridians through public protection and regulatory efficiency. With the collective effort of our devoted team and the invaluable support of our stakeholders, we are prepared to navigate the evolving landscape of health care regulation stamped by trends like enhanced licensure mobility, telehealth expansions, and technological advancements. We will adapt, innovate, and seize opportunities to better serve health care applicants, practitioners, and consumers.

I am deeply grateful to each member of MQA for their relentless dedication and professionalism. Their commitment fuels our collective success. To our health care associations, board and council members, and partnering agencies, your partnership is indispensable in this shared journey of enhancing health care regulation. Together, we will forge ahead, continuing to make impactful strides in safeguarding public health and ensuring the integrity of health care services for all. This story is ours, and it is one of progress, perseverance, and profound dedication.

Thank you,

A handwritten signature in black ink, appearing to read 'Jennifer L. Wenhold', written in a cursive style.

Jennifer L. Wenhold
MSW, CPM
Division Director

Executive

Summary



Florida's population surged by 1.98% since FY 2019-20, making it the fastest-growing state in the nation. As this dynamic population evolves, MQA is dedicated to ensuring that Florida's 1.5 million health care practitioners can begin and continue working with minimal delays in licensure.

In FY 2023-24, MQA exceeded its key performance measures, approving 123,187 initial licenses to health care practitioners and processing 514,914 renewal applications. This achievement underscores MQA's commitment to maintaining a robust and responsive health care workforce.

The Bureau of Enforcement received 50,130 complaints against health care practitioners and issued 263 emergency orders in response to serious violations, reflecting MQA's unwavering dedication to public safety and practitioner accountability.

Through these efforts, MQA ensures that Florida's health care system remains resilient and responsive, adapting to the needs of a growing population while safeguarding the highest standards of care.

Enforcement

18,653 inspections were completed.

1,489 unlicensed activity complaints were received.

1,380 unlicensed activity cases were referred for investigation.

505 cease and desist orders were issued.

263 emergency orders were issued, 170 of which were emergency suspension orders and 93 emergency restriction orders.

1,452 cases of probable cause were reported while 3,291 cases of no probable cause were found.

Licensure



There were **1,537,549** total licensed practitioners at the end of FY 2023-24.



Licensed practitioners have experienced an average annual growth rate of **3.4%** over the last five years.



149,195 initial applications were received, and **123,187** initial licenses were approved.



514,914 renewals were processed.



15,994 licenses were upgraded, reflecting a growth of **73.7%** over the past five years.



The number of nurse licensees who upgraded to a multistate license (MSL) continued to grow, as **8,842** licensed practical nurses (LPNs) and registered nurses (RNs) upgraded; this comprises **55.3%** of all upgrade licenses issued by MQA in FY 2023-24.



543 continuing education (CE) provider applications were received, and **541** CE provider applications were approved.



There were **23,671** licensed facilities and establishments in FY 2023-24.



MQA's Virtual Agent, ELI

Embracing innovation, MQA leads state agencies in harnessing artificial intelligence (AI) technology to better serve our community. MQA's Virtual Agent, ELI, has fielded 694,800 voice calls and 222,367 web chats, providing efficient and effective support to practitioners and the public alike.

Understanding peak chat times and volumes allows the Department to optimize its workflow, reducing wait times and improving overall service quality for practitioners. The top five web chats at the end of quarter four were the Boards of Nursing, Medicine, Mental Health, Pharmacy, and Dentistry.

e-Licensing

MQA transitioned to electronic licenses (e-licenses) in 2023, replacing paper-based licenses. As of FY 2023-24, over 90% of licenses issued were e-licenses, which practitioners obtained through the MQA Online Services Portal within two business days of approval, free of charge, and seven to 10 days earlier than mailed versions.



Composition

At the heart of MQA lies three bureaus championing a safe working environment for health care practitioners and guaranteeing public health and welfare are upheld through its licensure, enforcement, and information activities. MQA consists of 22 boards and four councils to license health care practitioners who meet statutory standards and enforce laws and rules.

ABOUT MQA

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 and rules. The 11 field offices throughout the state facilitate the investigations of complaints and inspections of health care facilities.

Bureau of Health Care Practitioner Regulation

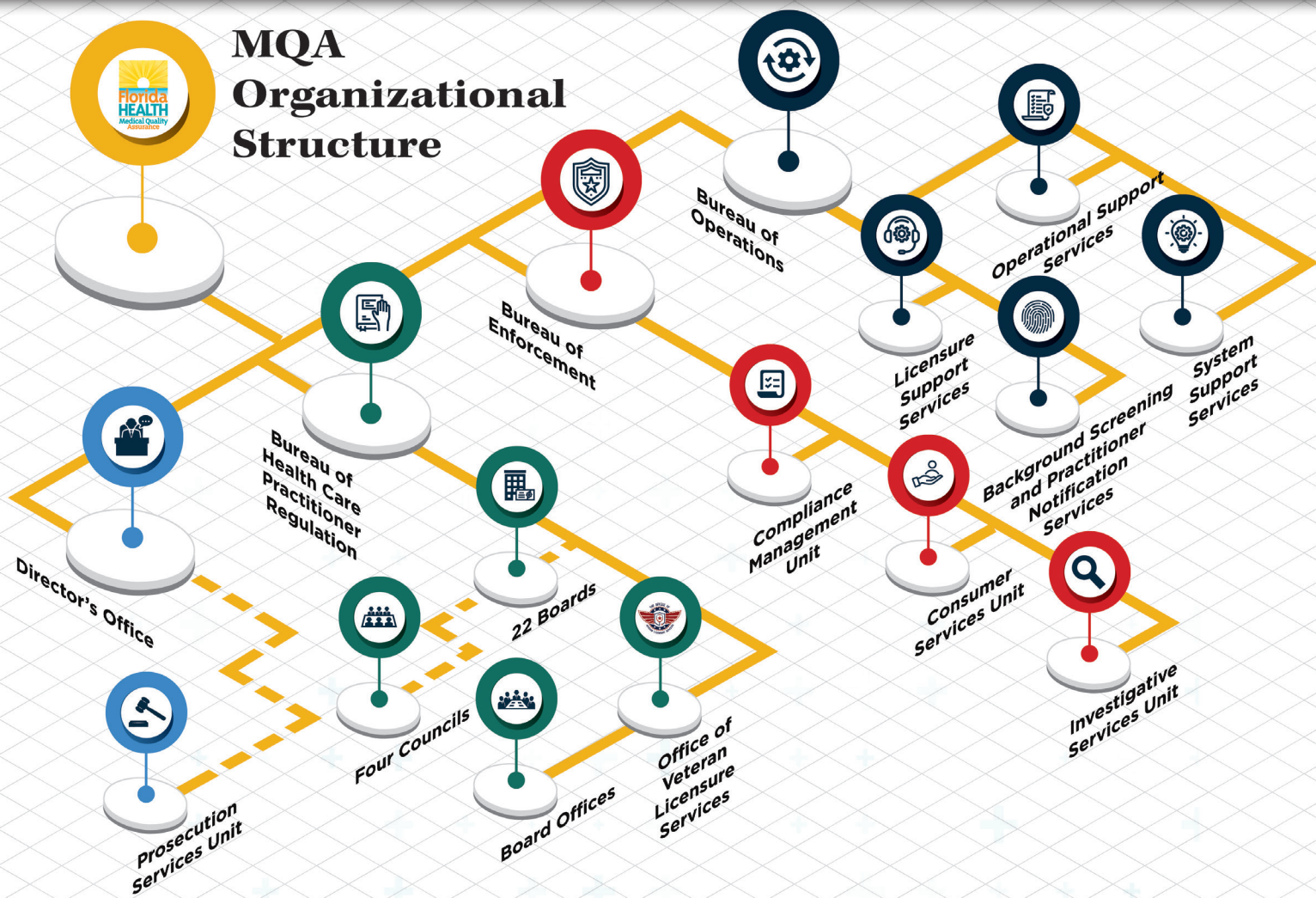
Consists of eight board offices that work with the 22 regulatory boards and four councils to implement rules into policy and advise on budget matters. Applications for licensure are reviewed, disciplinary hearings are conducted, and rules are promulgated in partnership with the boards and councils.

Bureau of Operations

Provides operational and infrastructure support to MQA and the boards and councils through the function 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.

Director's Office

Facilitates cross-functional processes so that resources and strategy are integrated, executed, and evaluated across MQA. Key functions include human resources, budget development, and strategic planning services.



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

Boards and Councils

The composition of Florida's 22 boards and four councils varies but typically includes Governor-appointed members representing individual practitioners from the regulated profession, public members representing consumers, and other members from complementary professions.

Department Regulated Professions and Facilities

MQA inspects Department regulated facilities prior to opening, permitting and licensing, after receiving a change in ownership or location application, and routinely to ensure compliance and patient safety.

Professions

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

Facilities

- + Dental Laboratories
- + Dental Sedation Offices
- + Electrolysis Facilities
- + Massage Establishments
- + Office Surgery Registrations
- + Optical Establishments
- + Pain Management Clinics
- + Pharmacies

Board or Council Appointment Interest?

If interested in an appointment to a health care regulatory board or council, complete the Gubernatorial Appointments Questionnaire at FLgov.com/Appointments for a board, or the Florida Department of Health Questionnaire at FL-Appointment.AzureWebsites.net for a council.



Program Areas

MQA's programmatic activities provide value by supporting regulatory work and ensuring that high standards of performance are maintained.



Prescription Drug Monitoring Program

The Prescription Drug Monitoring Program (PDMP), also known as E-FORCSE®, facilitates the collection, storage, maintenance, and analysis of controlled substance dispensing data reported by pharmacies and dispensing health care practitioners.

For more information about the PDMP, visit FLHealthSource.gov/FloridaTakeControl/PDMP.



Unlicensed Activity Program

The 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.

To learn more about the signs of unlicensed activity and the ULA Program, visit FLHealthSource.gov/ULA.



Office of Veteran Licensure Services

In 2023, Governor Ron DeSantis signed House Bill 139, establishing the Office of Veteran Licensure Services (OVLS) within MQA to assist veterans, active-duty military members, and their spouses with the health care licensure process.

In partnership with Veterans Florida, OVLS facilitates a referral program to assist veterans and their spouses with obtaining training, education, and employment in Florida's health care professions.

By implementing special fee waivers and expedited licensing, the Department can better support service members as they advance in their career, practice while stationed in their state, or settle in Florida after their service.

For more information about licensing for veterans, active-duty military members, and spouses, visit FLHealthSource.gov/OVLS.

LONG-RANGE POLICY PLANNING



Purpose

MQA plays a pivotal role in supporting Department goals and state priorities by developing and executing a long-range policy planning and monitoring framework. This ensures regulatory practices are both efficient and cost-effective, per section 456.005, Florida Statutes.

1. State

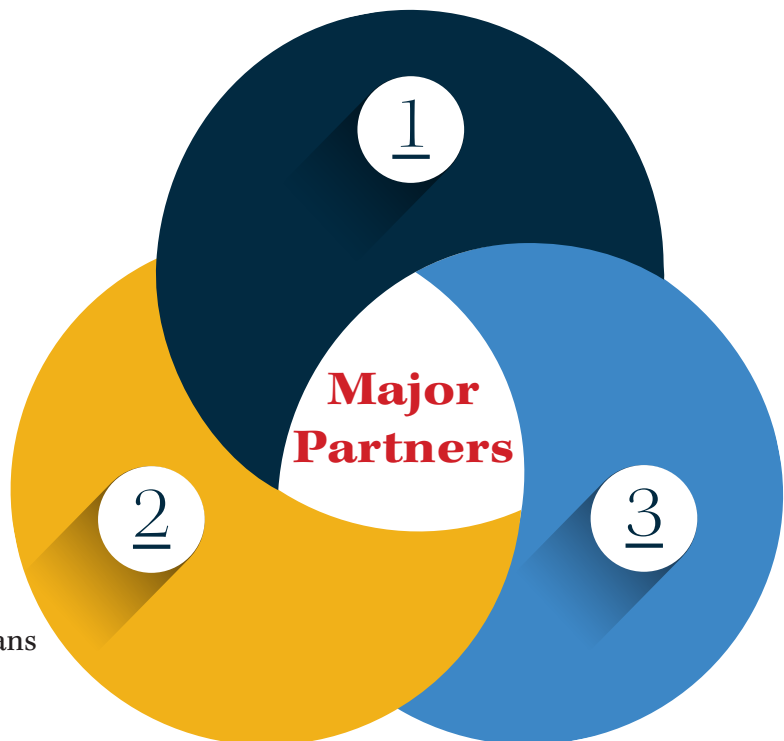
Agency for Health Care Administration
 Agency for Persons with Disabilities
 Bureau of Insurance Fraud
 Department of Business and Professional Regulation
 Department of Children and Families
 Department of Elder Affairs
 Department of Financial Services
 Department of Law Enforcement
 Department of Veterans' Affairs
 Greater Palm Beach County Task Force
 Governor-appointed boards
 Local Law Enforcement
 Metropolitan Bureau of Investigation
 North Florida Task Force
 Office of the Attorney General
 State Surgeon General-appointed councils
 University of Florida

2. Private

Chain pharmacies
 CE compliance organizations
 Federation of Health Care Regulatory Boards
 Federation of State Medical Boards
 Florida PDMP Foundation, Inc.
 Florida Society of Health System Pharmacists
 Florida Society of Interventional Pain Physicians
 Impaired practitioner monitoring programs
 Insurance companies

3. Federal

Drug Enforcement Administration
 Department of Health and Human Services
 Department of Justice
 Federal Bureau of Investigation
 Food and Drug Administration
 Office of Justice Programs
 Substance Abuse and Mental Health Services Administration



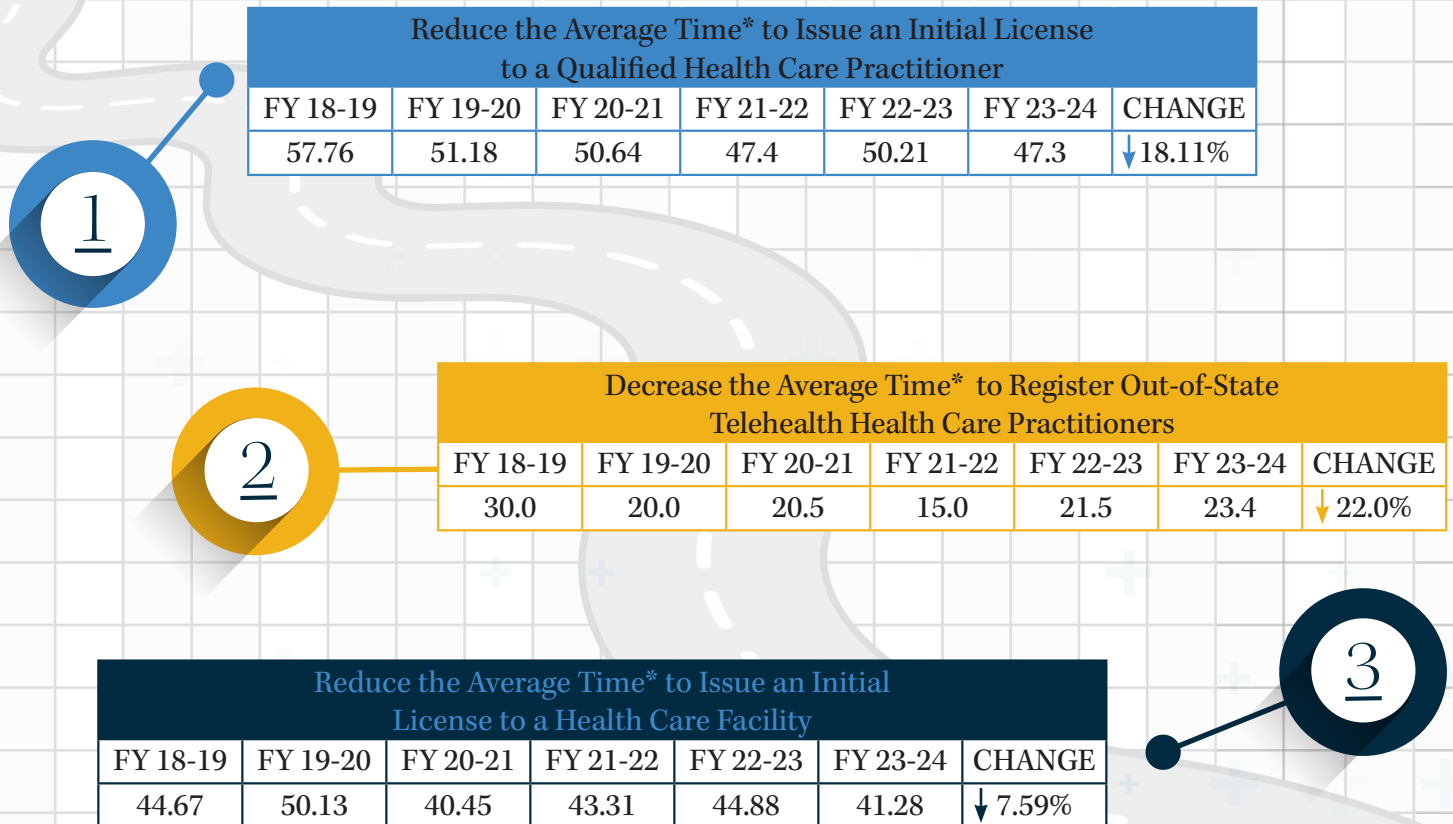
Strategic Goals

MQA supports the regulatory efficiency and health care workforce priorities of the state through timely, accessible, and accurate licensure, enforcement, and information activities for health care applicants, practitioners, and consumers in partnership with its 22 regulatory boards and four councils.



PRIORITY AREA: Regulatory efficiency

GOAL: Establish a regulatory structure that supports the state's strategic priorities related to global competitiveness and economic growth.



MQA continued these efforts during FY 2023-24 while updating its strategies, goals, and objectives for the new reporting period. MQA gathered and analyzed information about internal and external factors that could impact its ability to achieve objectives, providing a clear understanding of the regulatory context in order to begin developing strategies that leverage strengths and opportunities while addressing and mitigating challenges.

* Time is referred to as average number of business days.

The Changing Landscape of Health Care Regulation



The Florida health care regulatory landscape has evolved rapidly over the past five years, where even the most seasoned MQA employees have been shaped by its trends. From the expansion of telehealth to the advancement of technology, a new era in health care oversight has unfolded.

Telehealth Expansion and Regulation

In Florida, significant legislation specifically allowing telehealth was enacted in 2019. The regulation, known as the “Florida Telehealth Act,” was signed into law on July 1, 2019. The year of 2020 accelerated the adoption of telehealth services, leading to rapid changes in health care regulations to accommodate this shift. Since then, telehealth regulations have been refined to ensure patient safety, privacy, and equitable access while integrating services like virtual consultations and remote monitoring. This legislation was a significant step in safety facilitating the expansion of telehealth services in Florida, reflecting a broader national trend towards integrating telehealth into mainstream health care delivery systems.

1

Advanced Technological Impact

The impact of advanced technology on health care regulation has been profound and multifaceted, fundamentally altering how health care is delivered, monitored, and regulated. Florida spotlighted AI during the 2024 legislative session as lawmakers in the Senate sought to draft regulatory adjustments through Senate Bill 972. While not passed, the bill’s introduction represents a pivotal moment in health care as it highlighted the growing recognition of AI’s impact on the delivery of health care and Florida’s strong commitment to ensuring accountability, transparency, and equity in AI-driven diagnostics and treatment protocols.

Despite its pending oversight and integration into health care service delivery, MQA has notably innovated Florida’s health care regulatory framework to include the introduction and continual expansion of AI through its Virtual Agent, ELI. Combining data and efficient workflows on conversational web, voice, and SMS platforms, ELI offers customers additional ways to contact MQA and provides actionable recommendations and tailored responses to customer inquiries around the clock. ELI remains the best way customers can learn about licensure requirements, initial application status, renewal requirements, fees, address updates, background screening processes, public records requests, and more. To learn more about how applicants, practitioners, and consumer are using ELI, visit FLHealthSource.gov/ELI.

In 2023, MQA also issued its first round of e-licenses to health care practitioners, reflecting a shift from printing and mailing paper-based licenses. For each profession regulated by MQA, the transition to paperless licensing means seamlessly retrieving licensing through the MQA Online Services Portal within two business days of an approved application. As a result of implementing e-licensing in Florida, MQA expedited licensure and verification processes so that health care practitioners can get to work quickly and continue working through successful renewal cycles without interruption. To learn more, visit MQA’s e-licensing webpage (FLHealthSource.gov/electronic-licensing) or ask MQA’s Virtual Agent, ELI.

2

“ELI doesn’t just keep pace with technological progress; it establishes new standards in health care regulation.” – **MQA Manager**

Enhanced Licensure Mobility

The transformation of the landscape of health care regulation over the last five years has been marked by the notable rise in licensure mobility initiatives across the nation. This trend, propelled by the imperative to enhance access to care, streamline administrative burdens, and address workforce shortages, has involved the emergence and expansion of various mechanisms facilitating the movement of health care practitioners across jurisdictions:

- At the forefront of this movement is the concept of universal licensing, which aims to remove barriers for health care practitioners seeking to practice in multiple states. With universal licensing, a health care license obtained in one jurisdiction is universally recognized, eliminating the need for redundant licensure processes. Florida is adopting universal licensing as a result of Senate Bill 1600 Interstate Mobility (2024), which streamlines the process of health care practitioners and enhances access to care across the state.
- In response to workforce shortages, the issuance of limited licenses as provisional licenses emerged as a vital tool that empowers health care practitioners to swiftly address critical needs in jurisdictions where they are not permanently licensed. Limited licenses serve as a rapid-response mechanism often due to the fewer requirements compared to standard licensure procedures, ensuring timely access to essential care. In Florida, practitioners of some professions, like medicine and dentistry, may leverage limited licenses to work in underserved areas, ensuring that all Floridians can quickly receive essential health care services.
- Licensure compacts represent a visionary approach to standardizing licensure requirements and fostering mobility across multiple states. These compacts, exemplified by initiatives like the NLC, establish uniform standards for licensure, education, and practice, enabling practitioners to obtain licenses valid in multiple compact member states. Licensure compacts promote consistency, efficiency, and reciprocity, propelling forward the agenda of licensure mobility in health care regulation. See Table 1A for a deeper look at licensure mobility in Florida, including licensure compacts statistics.

3

This bill modified several aspects of health care practitioner regulation, including broadening the range of services certain health care practitioners can provide and revising requirements for telehealth services.

2020: SB 1676

This bill addressed the growing need for genetic counseling services by establishing genetic counselors as a new licensed profession and outlining criteria for their initial licensure, annual renewal, and CE.

2021: SB 1770

This bill authorizes Florida to join the Interstate Compact for Licensed Professional Counselors, also known as the Counseling Compact, which facilitates the practice of licensed professional counseling across state lines and helps provide in-person and telehealth services to patients in other compact member states.

2022: HB 1521

A DEEPER LOOK AT LICENSURE COMPACTS IN FLORIDA

In 2016, Florida joined the NLC, allowing nurses with MSLS to practice in other compact member states without obtaining additional licenses.

Florida joined the Counseling Compact in 2022, to facilitate the interstate practice of licensed professional counselors.

In 2023, Florida joined the Psychology Interjurisdictional Compact (PSYPACT), which enables licensed psychologists to provide telepsychology and temporary in-person services across state lines in participating compact states, enhancing access to mental health care.

Florida became involved in the following two compacts due to the passage of Senate Bill 7016 Health Care (2024): Interstate Medical Licensure Compact (IMLC) and the Audiology and Speech-Language Pathology Interstate Compact (ASLP-IC). The bill also created four additional medical licensure pathways, including one for Graduate Assistant Physicians (GAPs). For more information on bills impacting the various health care professions, visit [FLHealthSource.gov/2024-bills/](https://www.flhealthsource.gov/2024-bills/).



This bill authorized Florida to join the PSYPACT, enhancing consumers' access to psychological services and facilitating the practice of telepsychology and temporary in-person psychology across state boundaries. As a compact member state, eligible Florida-licensed psychologists can apply to PSYPACT for authorization to practice telepsychology or temporary in-person practice of psychology across state boundaries by obtaining an EPassport or an Interjurisdictional Practice Certificate.

2023: HB 33

This bill expanded the Florida Reimbursement for Medical Education (FRAME) Program and created a limited licensure pathway for GAPs to address health care workforce shortages in Florida.

2024: SB 7016

This bill was part of a broader legislative effort to improve health care access and quality in Florida as it aimed to enhance interstate mobility for health care practitioners in Florida through the creation of the Mobile Opportunity by Interstate Licensure Endorsement Act (MOBILE) Act. The bill established a new universal process and criteria for licensure by endorsement for MQA-regulated health care professions, which helps address the growing demand for health care services by facilitating the relocation and practice of experienced practitioners from other states.

2024: SB 1600

Annual Performance Results

Licensure

Over the past decade, Florida's health care licensee population more than doubled the state's overall population growth, increasing by 36.43% compared to 17.45%. This increase underscores the growing role of health care practitioners in Florida's demographic makeup.

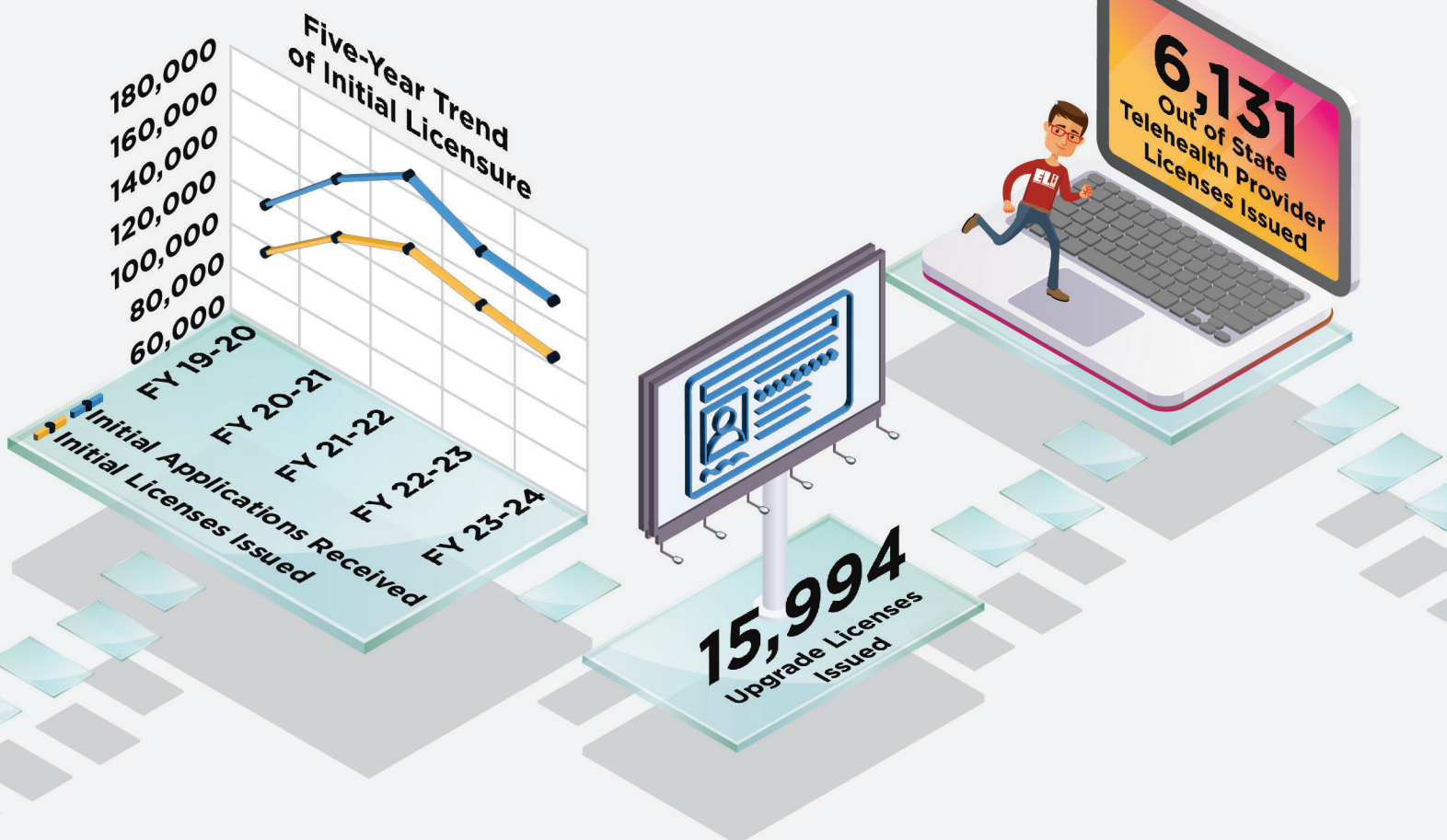
Florida's licensee population constitutes 6.78% of the state's overall total population (1,537,549 of 22,685,583), underscoring the effectiveness of the Department's initiatives and the growing interest in health care licensure. Registered nurses comprise 27.55% of the total number of licensed practitioners, while the broader nursing profession constitutes 48.64% of Florida's licensees.

This year, MQA received 149,195 initial applications and approved 123,187 initial licenses, the approval rate of which slightly increased between FY 2022-23 (84%) and FY 2023-24 (86%).

Over the last five years, the number of licenses issued to out-of-state telehealth providers more than tripled, skyrocketing by 222.51%. Specifically, the number of initial licenses granted to out-of-state telehealth providers rose from 1,901 in FY 2019-20 to 6,131 in FY 2023-24.

Did You Know ?

To avoid delays in the licensure process, health care applicants should ensure that all required components are submitted promptly, including Livescan results, criminal and discipline history records, license verifications, transcripts, and timely completion of exams.



The fastest growing license types, determined by average growth since FY 2018-19, include provisional marriage and family therapists (154.21%), out of state telehealth providers (109.28%), and provisional clinical social workers (43.53%).

The total number of renewals processed in FY 2023-24 was 514,914, which is 11.97% more than were processed in FY 2018-19. Of those processed, 98.69% were processed online.

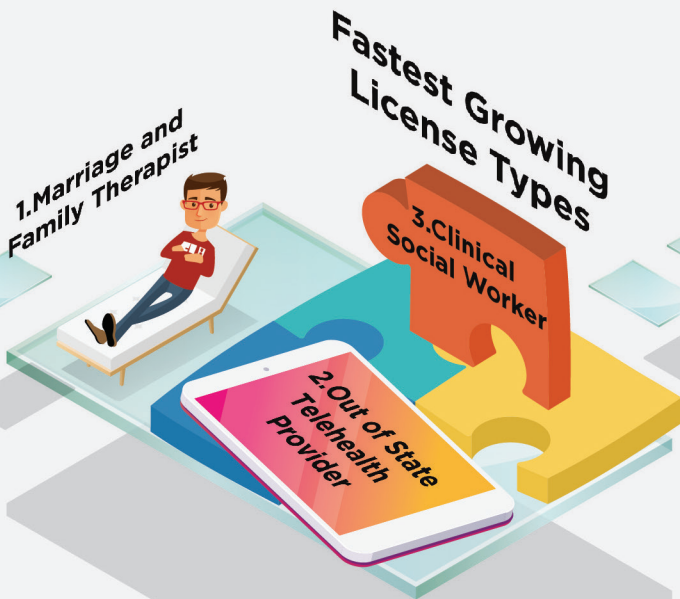
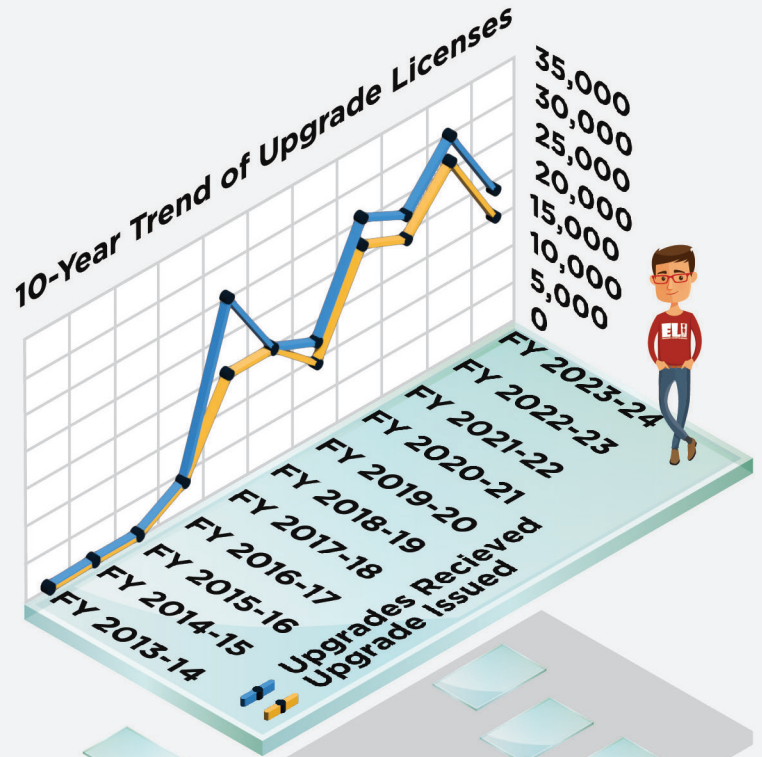
Generally, renewals are processed by the Department by even and odd years according to the size of the profession, and to facilitate timely processing by board offices. Visit [FloridaHealth.gov/licensing-and-regulation/boards-and-councils](https://www.floridahealth.gov/licensing-and-regulation/boards-and-councils) to learn more about when different professions renew.

A total of 543 CE provider applications were received this fiscal year, 541 of which were approved. Visit [FloridaHealth.gov/licensing-and-regulation/ce.html](https://www.floridahealth.gov/licensing-and-regulation/ce.html) for more information regarding CE.

Health care practitioners may upgrade their licenses for a variety of reasons, including to further education and professional advancement, which enables practitioners to stay current with evolving medical standards and practices and offer better care to patients. MQA issued about 25 times more upgrade licenses in FY 2023-24 than it did a decade ago, starting with 629 upgrade licenses and surging to 15,994 by FY 2023-24.



To learn more about military data and the evolution of the military licensure pathways in for Florida, visit [FLHealthSource.gov/OVLS](https://www.flhealthsource.gov/OVLS) or scan the QR Code.



The increase in the number of nurse MSLs issued over time has contributed to the overall rise in upgrade licenses issued, as 55.48% (or 8,842) of the total number of upgrade licenses issued in FY 2023-24 were nurse MSLs.

In FY 2019-20, there were 23,360 licensed facilities and establishments. By FY 2023-24, this number had grown to 23,671, representing a modest increase of 1.33% since FY 19-20.

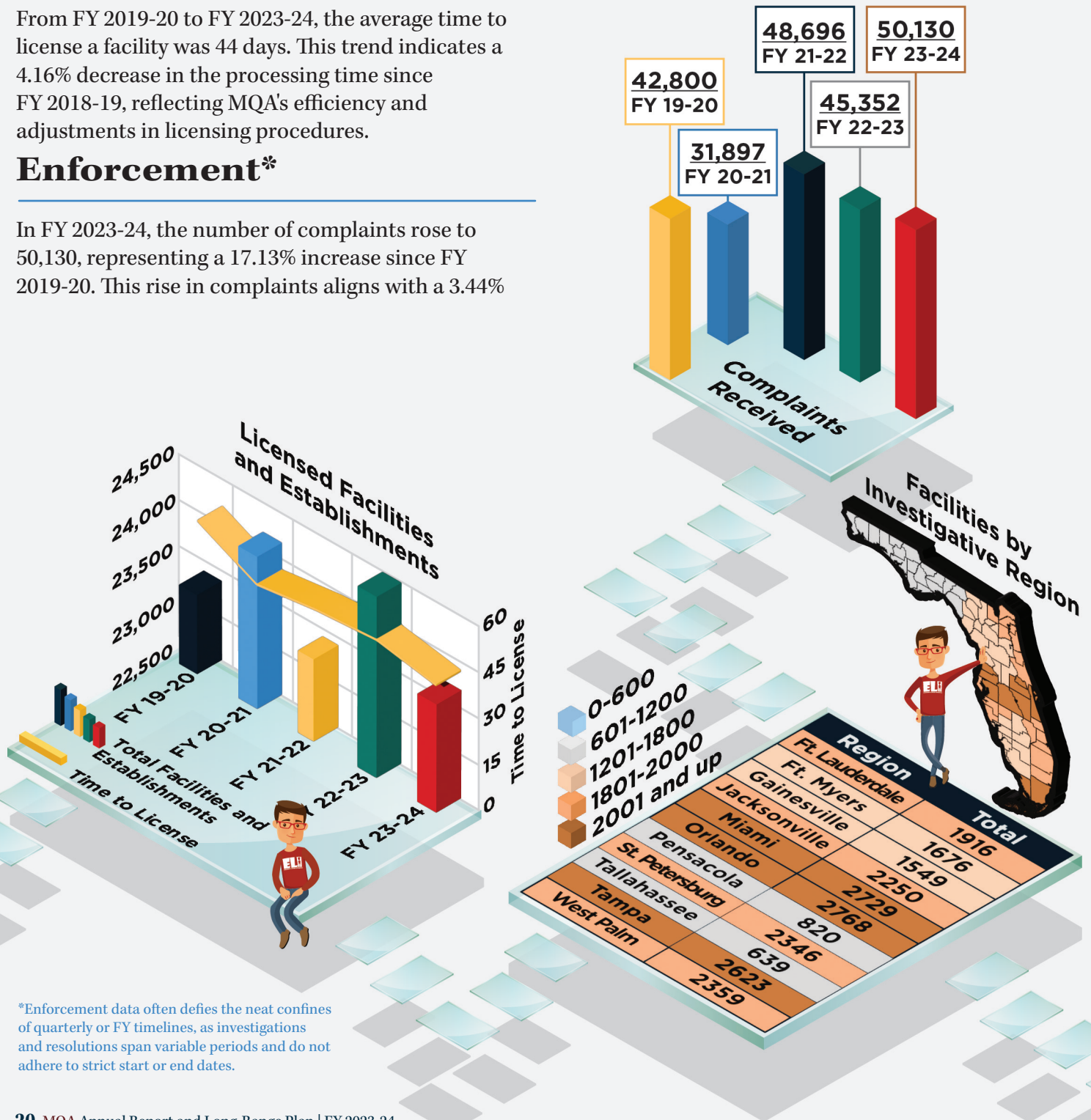
From FY 2019-20 to FY 2023-24, the average time to license a facility was 44 days. This trend indicates a 4.16% decrease in the processing time since FY 2018-19, reflecting MQA's efficiency and adjustments in licensing procedures.

Enforcement*

In FY 2023-24, the number of complaints rose to 50,130, representing a 17.13% increase since FY 2019-20. This rise in complaints aligns with a 3.44%

growth in the total number of licensees, suggesting a potential link between the increase in licensees and the volume of complaints.

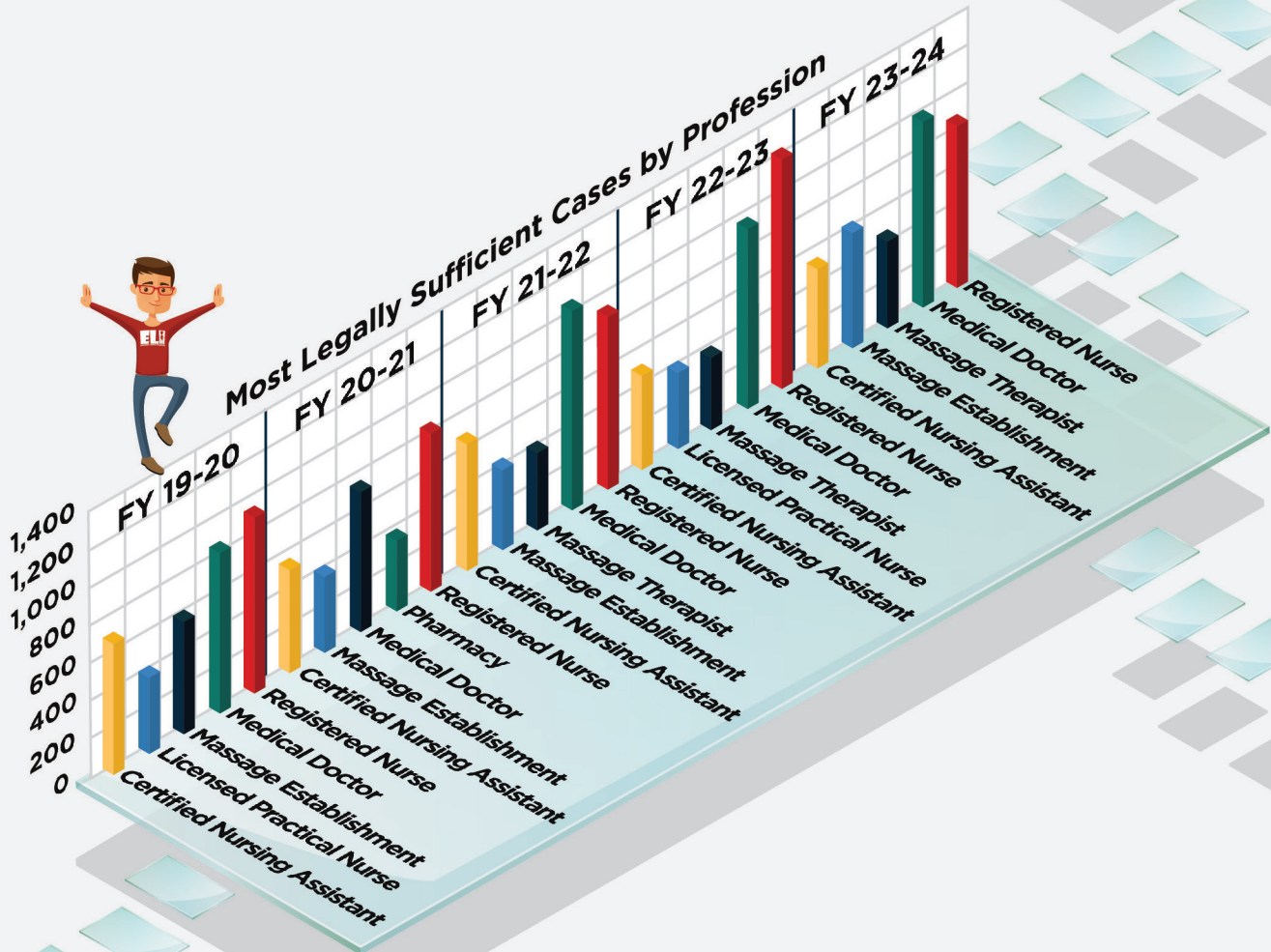
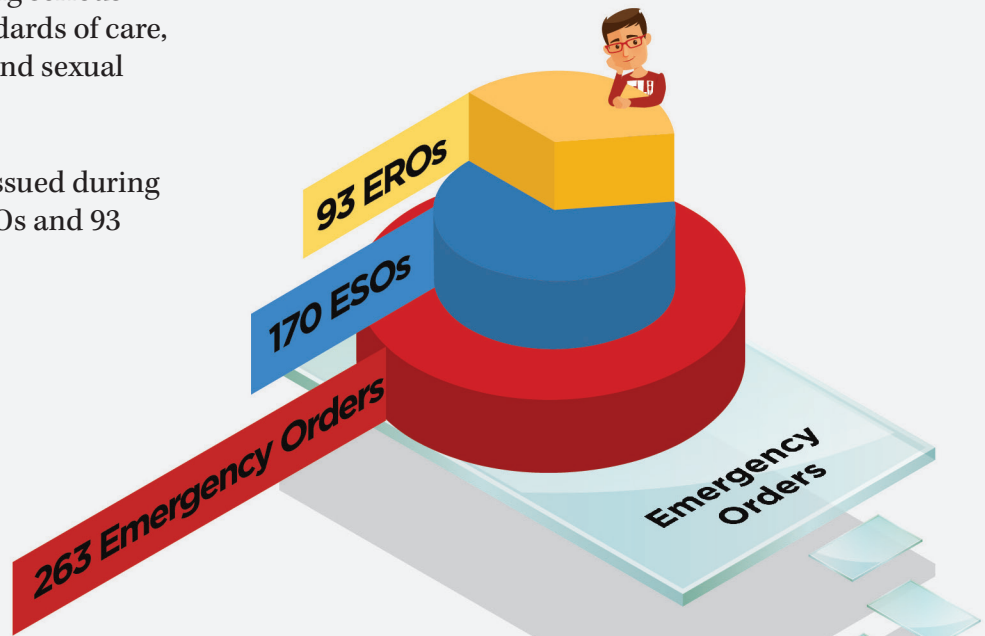
The emergency action process is applicable to any licensed Florida health care practitioner who poses an immediate danger to public health, safety, or welfare, in accordance with sections 456.073(8) and 120.60(6), Florida Statutes.



*Enforcement data often defies the neat confines of quarterly or FY timelines, as investigations and resolutions span variable periods and do not adhere to strict start or end dates.

If an act by a licensee constitutes an immediate serious danger to the public, then emergency action can be taken under the Practice Acts or the Department's regulations for committing serious crimes, egregious violations of the standards of care, drug use/impairment, drug diversion, and sexual misconduct.

A total of 263 Emergency Orders were issued during FY 2023-24, with 170 (64.64%) being ESOs and 93 (35.36%) being EROs.



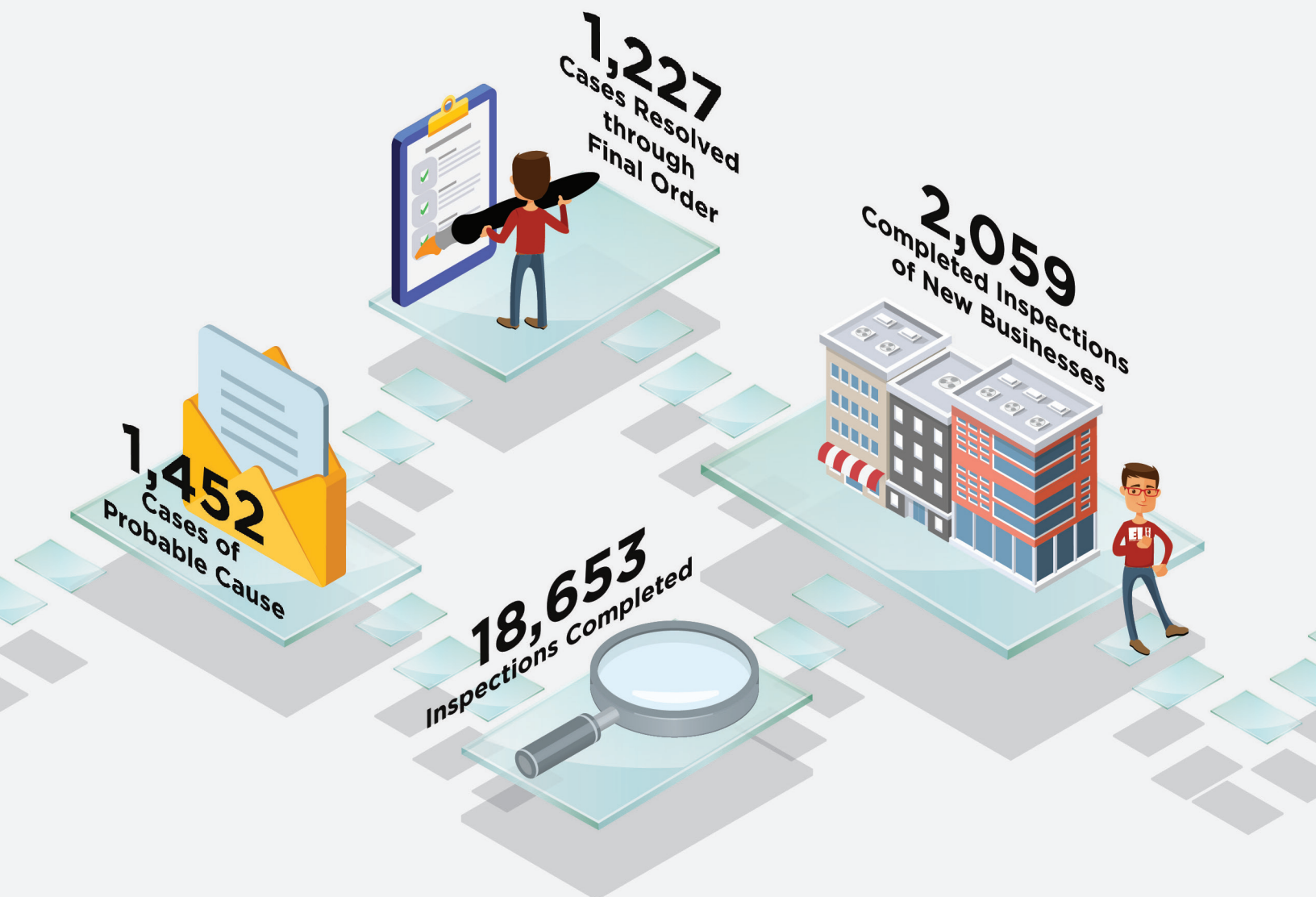
In FY 2023-24, 1,452 cases of probable cause were reported, continuing a 8.04% decline since FY 2019-20. Meanwhile, 3,291 cases of no probable cause cases were reported, declining 13.1% over the same period. Together, these trends reflect a positive shift towards greater accountability and efficiency within the MQA regulatory framework, ultimately enhancing the integrity of health care professions and safeguarding public trust.

In FY 2023-24, 1,227 cases were resolved through final order. Cases resolved through final order have been decreasing at 8.71% since FY 2019-20.

Inspections and ULA Activity

Over the past five years, the rate of inspections has grown substantially by 19.71%, culminating in the completion of 18,653 inspections of health care facilities and establishments by MQA during FY 2023-24.

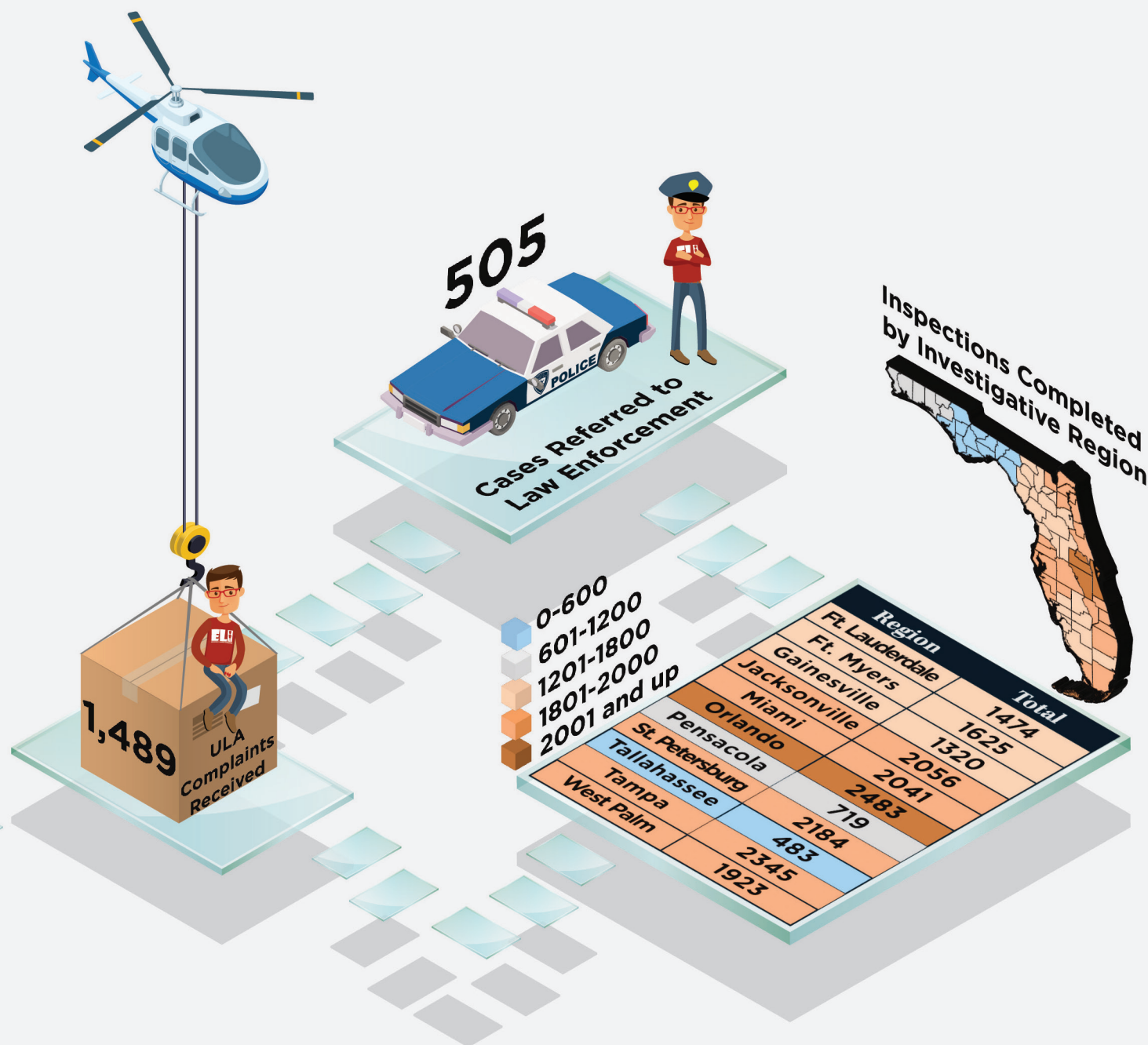
Of the health care facilities and establishments inspected, 13,140 were routine, ensuring ongoing compliance and safety across established businesses, and 2,059 were conducted for new businesses, reflecting a vibrant and expanding industry.



Meanwhile, 565 inspections were completed due to a change in location. The increase in inspections for new businesses and location changes underscores our role in supporting growth and transition, ensuring that every step is monitored for quality and compliance.

MQA's proactive measures lead to the issuance of 505 cease-and-desist orders, swiftly addressing and halting potentially harmful activities. Additionally, 528 cases were referred to law enforcement, demonstrating MQA's dedication to collaborating with authorities to uphold public safety and integrity.

During FY 2023-24, the Department received 1,489 ULA complaints and 1,380 ULA cases were referred for investigation, reflecting MQA's commitment to thoroughly examining complaints. Of these, 1,380 cases were referred for investigation, reflecting MQA's unwavering commitment to thoroughly examining each complaint.



Reduction of Year-Old Cases

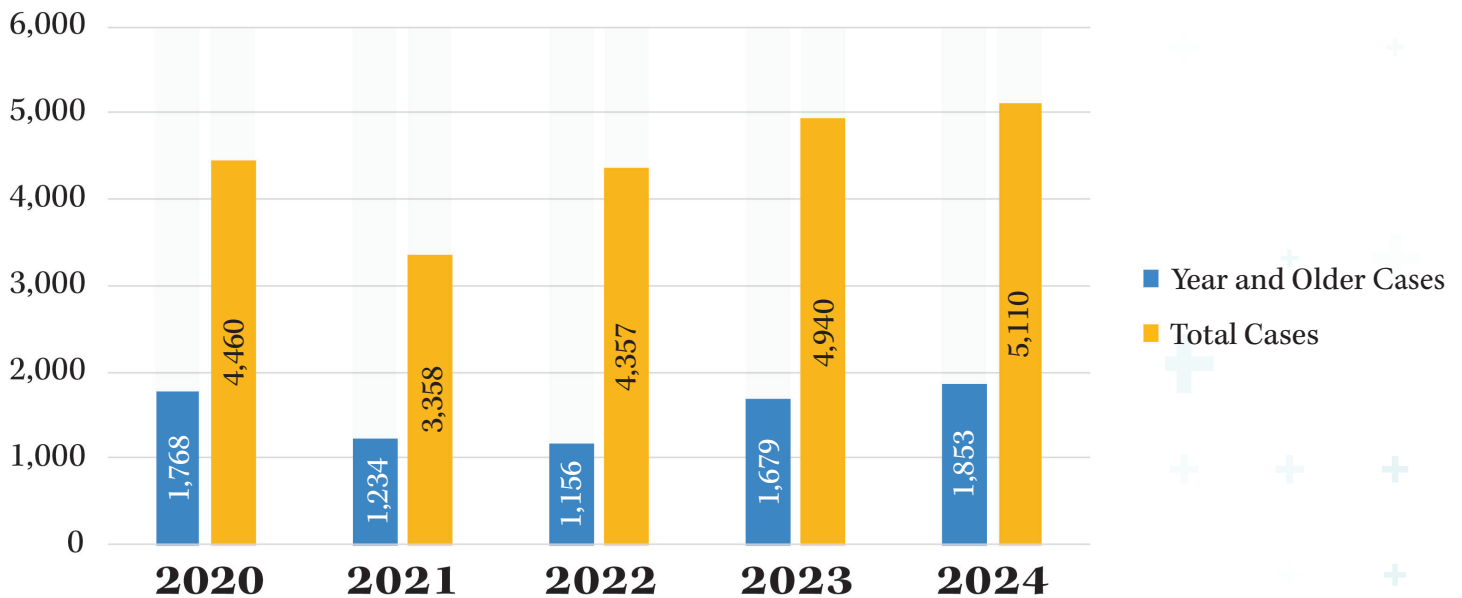
The Prosecution Services Unit's (PSU) workload was largely determined in FY 2023-24 by the influx of legally sufficient complaints received by the Department. While one PSU attorney typically manages between 70-90 cases, each attorney handled an average of 150 cases at various stages of litigation while PSU processed over 5,000 new complaints this year.

Despite this surge, the number of cases over one year old increased only slightly to 1,853 (8%) compared to last fiscal year's 31% increase. The total case inventory also grew by 170 cases (3%), revealing PSU's ability to effectively balance prosecuting new cases while processing older ones as 91% (1,691) of the year-and-older cases were received in 2021 or later. Notably, the inventory of cases received before 2021 shrunk by 50%, from 332 to 164, in the last fiscal year. Of these cases, approximately 16% (27) were resolved through referral to the Division of Administrative Hearings (DOAH) for formal hearings.

While a significant portion of the year-and-older cases are awaiting referral to DOAH for final hearings, DOAH has recently implemented Alternative Dispute Resolution (ADR) to help parties reach amicable resolutions without formal hearings. ADR has proven to be an effective tool for PSU, resolving the majority of referred cases before they reach formal hearings.



Total Cases Compared to Year and Older Cases



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. This report outlines the development and implementation status of rules which provide disciplinary guidelines.

BOARD OR COUNCIL	Rule Number	Description	Rule Development Published	Notice Published	Adopted	Effective
Acupuncture	64B1-9.001	Disciplinary Guidelines	07/09/2021	07/26/2021	09/02/2021	09/22/2021
Athletic Training	64B33-5.001	Disciplinary Guidelines	08/10/2021	08/25/2021	09/24/2021	10/04/2021
Chiropractic Medicine	64B2-16.003	Guidelines for the Disposition of Disciplinary Cases	10/01/2021	10/18/2021	11/19/2021	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	10/19/2021	11/08/2021
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	05/03/2023	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	09/08/2023	09/28/2023
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

BOARD OR COUNCIL	Rule Number	Description	Rule Development Published	Notice Published	Adopted	Effective
Midwifery	64B24-8.002	Disciplinary Actions and Guidelines	08/12/2015	12/22/2015	03/02/2016	03/21/2016
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 Administrators	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; Disciplinary Guidelines	09/24/2021	10/08/2021	11/09/2021	11/28/2021
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	10/07/2021	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 Range of Penalties	12/28/2022	01/12/2023	03/02/2023	03/22/2023
Pharmacy	64B16-30.001	Disciplinary Guidelines	09/09/2021	10/04/2021	02/21/2022	03/13/2022
Physical Therapy	64B17-7.001	Disciplinary Guidelines	09/08/2021	09/23/2021	10/28/2021	11/17/2021
Podiatric Medicine	64B18-14.002	Disciplinary Guidelines	08/31/2021	09/14/2021	12/09/2021	12/29/2021
Psychology	64B19-17.002	Disciplinary Guidelines	09/11/2023	09/27/2023	10/26/2023	11/15/2023
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	04/26/2024	05/14/2024	07/01/2024	07/21/2024

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Table 1: Summary of Licensed Practitioners

Over 1.5 million health care practitioners were licensed by the end of FY 2023-24, which is a 2.3% increase from the previous year. This growth reflects the Department’s ongoing commitment to enhancing technology and streamlining licensure processes, enabling practitioners to enter the workforce more efficiently and effectively. The Department remains dedicated to continuous improvement, ensuring that the licensing experience is as seamless and swift as possible and supporting the vital role health care practitioners play in Florida communities.

PROFESSION	IN-STATE			OUT-OF-STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELIN-QUENT	ACTIVE	INACTIVE	DELIN-QUENT			
Acupuncture									
Acupuncturist	2,243	27	130	270	33	56	6	148	2,913
Athletic Training									
Athletic Trainer	2,742	9	391	427	4	111	15	79	3,778
Certified Social Workers									
Certified Master Social Worker	4	0	1	0	0	1	0	0	6
Chiropractic Medicine									
Certified Chiropractic Physician’s Assistant	334	4	100	2	1	2	0	6	449
Chiropractic Faculty Certificate	9	0	6	2	0	0	0	0	17
Chiropractic Physician	6,519	56	237	681	145	179	16	580	8,413
Clinical Laboratory Personnel									
Clinical Laboratory Personnel	15,601	181	1,168	2,998	135	570	38	1,024	21,715
Clinical Laboratory Trainee	536	0	0	19	0	0	0	0	555
Clinical Laboratory Training Program	36	0	0	18	0	1	0	0	55
Clinical Social Work									
Licensed Clinical Social Worker	13,916	68	351	2,743	96	207	19	565	17,965
Provisional Clinical Social Worker	155	0	0	10	0	0	0	0	165
Registered Clinical Social Worker Intern	5,125	0	0	144	0	0	0	0	5,269
Dentistry									
Dental Expert Witness Certificate	13	0	0	62	0	0	0	0	75
Dental Hygienist	15,468	106	609	2,026	136	313	103	1,120	19,881
Dental Radiographer	32,880	0	0	266	0	0	0	0	33,146
Dental Residency Permit	366	0	0	15	0	0	0	0	381
Dental Teaching Permits	233	0	0	0	0	0	0	0	233

PROFESSION	IN-STATE			OUT-OF-STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELIN- QUENT	ACTIVE	INACTIVE	DELIN- QUENT			
Dental Temporary Certificate	28	0	10	6	0	2	0	0	46
Health Access Dental	43	0	8	9	0	3	0	9	72
Dentist	14,085	49	377	2,774	201	296	73	1,375	19,230
Dietetics and Nutrition Practice Council									
Dietetics/Nutritionist	5,479	18	469	1,767	10	397	12	165	8,317
Nutrition Counselor	43	2	4	8	0	0	0	20	77
Electrolysis Council									
Electrologist	2,492	18	612	52	3	23	2	67	3,269
Emergency Medical Services									
Emergency Allergy Treatment	93	0	0	3	0	0	0	0	96
Emergency Medical Technician	42,187	119	12,972	1,591	25	1,142	197	0	58,233
Paramedic	34,934	186	3,834	2,168	23	1,133	74	0	42,352
Genetic Counseling									
Genetic Counselor	136	0	7	499	0	106	0	0	748
Temporary Genetic Counselor	15	0	0	3	0	0	0	0	18
Hearing Aid Specialists									
Hearing Aid Specialist	1,000	4	107	81	2	16	1	78	1,289
Hearing Aid Specialist Trainee	277	148	0	6	0	0	0	0	431
Marriage and Family Therapy									
Licensed Marriage and Family Therapist	2,790	15	63	498	11	30	1	122	3,530
Provisional Marriage and Family Therapist	41	0	0	2	0	0	0	0	43
Registered Marriage and Family Therapist Intern	741	0	0	33	0	0	0	0	774
Massage Therapy									
Approved Massage School	206	0	0	0	0	0	0	0	206
Massage Therapist	32,981	234	3,381	4,864	85	876	180	1,767	44,368
Medical Physicist									
Diagnostic Radiological Physicist	50	0	2	71	0	6	0	4	133
Medical Health Physicist	28	0	0	11	0	0	0	4	43
Medical Nuclear Radiological Physicist	30	0	2	28	0	1	0	5	66
Medical Physicist In Training	54	0	0	17	0	0	0	0	71

PROFESSION	IN-STATE			OUT-OF-STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELIN-QUENT	ACTIVE	INACTIVE	DELIN-QUENT			
Therapeutic Radiological Physicist	322	1	20	216	6	32	0	9	606
Medicine									
Anesthesiologist Assistant	715	0	15	81	2	13	0	4	830
House Physician	332	0	0	27	0	0	0	0	359
Limited License Medical Doctor	74	0	20	7	0	5	0	32	138
Medical Doctor	60,863	94	1,821	23,761	470	3,104	119	6,150	96,382
Medical Doctor Expert Witness Certificate	34	0	0	2,070	0	0	0	0	2,104
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 Visiting Faculty Certificate	0	0	0	17	0	0	0	0	17
Medical Faculty Certificate	64	0	0	8	0	0	0	0	72
Physician Assistant	11,890	28	498	1,813	67	539	78	380	15,293
Resident Registration	7,996	0	20	1,926	0	0	0	0	9,942
Temporary Area of Critical Need - Medical Doctor	964	0	57	65	2	50	1	24	1,163
Mental Health Counseling									
Licensed Mental Health Counselor	16,174	68	323	1,929	68	108	13	600	19,283
Provisional Mental Health Counselor	188	0	0	19	0	0	0	0	207
Registered Mental Health Counselor Intern	5,513	0	0	134	0	0	1	0	5,648
Midwifery									
Midwife	207	3	20	13	1	10	1	30	285
Nursing									
Advanced Practice Registered Nurse	47,185	104	1,066	10,213	177	1,809	69	1,350	61,973
Certified Nursing Assistant	144,296	0	34,260	4,893	0	3,487	164	0	187,100
Certified Nursing Assistant Programs	199	0	0	0	0	0	0	0	199
Licensed Practical Nurse	59,060	179	7,326	3,848	64	1,395	159	2,423	74,454

PROFESSION	IN-STATE			OUT-OF-STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELIN-QUENT	ACTIVE	INACTIVE	DELIN-QUENT			
Nursing Education Program - Practical Nurse	191	0	0	0	0	0	0	0	191
Nursing Education Program - Registered Nurse	310	0	0	1	0	0	0	0	311
Registered Nurse	343,286	1,245	12,933	37,556	1,033	11,636	513	15,373	423,575
Nursing Home Administrators									
Nursing Home Administrator	1,727	10	98	224	7	32	5	206	2,309
Occupational Therapy									
Occupational Therapist	10,618	33	496	1,694	48	641	37	341	13,908
Occupational Therapy Assistant	6,223	42	681	484	22	252	11	134	7,849
Occupational Therapy Doctor Capstone Exemption Registration	162	0	0	19	0	0	0	0	181
Opticianry									
Apprentice Optician	1,278	0	0	6	0	0	0	0	1,284
Optician	3,818	37	257	178	25	35	6	153	4,509
Optometry									
Optometric Faculty Certificate	18	0	0	0	0	0	0	0	18
Optometrist	3,207	14	57	666	74	94	37	188	4,337
Orthotists and Prosthetists									
Orthotic Fitter	86	0	13	0	0	0	0	12	111
Orthotic Fitter Assistant	35	0	7	0	0	0	0	10	52
Orthotic Resident	22	0	0	2	0	0	0	0	24
Orthotic-Prosthetic Resident	9	0	0	0	0	0	0	0	9
Orthotist	63	0	27	10	0	5	0	22	127
Orthotist and Prosthetist	249	0	18	21	1	3	0	36	328
Pedorthist	80	0	6	2	0	0	0	18	106
Prosthetic Resident	18	0	0	2	0	0	0	0	20
Prosthetist	64	0	5	7	0	3	0	16	95
Osteopathic Medicine									
Osteopathic Limited License	0	0	0	1	0	0	0	2	3
Osteopathic Physician	8,741	12	293	2,516	101	478	57	546	12,744

PROFESSION	IN-STATE			OUT-OF-STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELIN-QUENT	ACTIVE	INACTIVE	DELIN-QUENT			
Osteopathic Physician Expert Witness Certificate	3	0	0	52	0	0	0	0	55
Osteopathic Resident Registration	1,800	0	0	253	0	0	0	0	2,053
Temporary Area of Critical Need - Osteopathic Medicine	2	0	0	0	0	0	0	0	2
Pharmacy									
Consultant Pharmacist	3,410	73	365	211	15	48	2	245	4,369
Nuclear Pharmacist	145	0	12	44	2	8	0	20	231
Pharmacist	26,861	53	617	9,159	234	714	96	1,752	39,486
Pharmacist Intern	7,312	0	0	6,925	0	0	0	0	14,237
Registered Pharmacy Technician	53,927	132	12,297	1,251	8	487	53	21	68,176
Physical Therapy Practice									
Physical Therapist	17,689	118	707	2,532	356	860	105	639	23,006
Physical Therapist Assistant	11,693	104	800	650	73	257	57	289	13,923
Podiatric Medicine									
Certified Podiatric X-Ray Assistant	407	1	289	2	0	1	0	4	704
Podiatric Physician	1,536	11	97	279	39	38	5	226	2,231
Podiatric Resident Registration	143	0	0	38	0	0	0	0	181
Psychology									
Limited License Psychologist	7	0	1	0	0	1	0	2	11
Provisional Psychologist	34	0	0	2	0	0	0	0	36
Psychologist	5,422	14	141	1,140	39	97	11	566	7,430
Radiologic Technology									
Radiologic Technology	26,991	8	11,619	3,525	5	4,981	32	0	47,161
Radiologist Assistant	41	0	5	7	0	4	0	0	57
Respiratory Care									
Certified Respiratory Therapist	2,169	19	251	368	8	376	11	105	3,307
Registered Respiratory Therapist	10,093	61	532	2,687	45	2,370	19	298	16,105
Respiratory Care Practitioner Critical Care	14	1	2	0	0	0	0	3	20

PROFESSION	IN-STATE			OUT-OF-STATE			MILITARY ACTIVE	RETIRED	TOTAL
	ACTIVE	INACTIVE	DELIN- QUENT	ACTIVE	INACTIVE	DELIN- QUENT			
Respiratory Care Practitioner Non-Critical Care	1	0	0	1	0	0	0	1	3
School Psychology									
School Psychologist	1,054	9	58	65	0	12	2	63	1,263
Speech-Language Pathology and Audiology									
Audiologist	1,214	5	66	262	2	64	2	39	1,654
Audiology Assistant	148	2	99	1	0	1	0	1	252
Provisional Audiologist	31	0	0	4	0	0	0	0	35
Provisional Speech-Language Pathologist	906	0	0	52	0	0	0	0	958
Speech-Language Pathologist	11,739	20	737	1,426	30	613	21	259	14,845
Speech-Language Pathology Assistant	2,473	8	878	73	1	73	0	44	3,550
Telehealth Provider									
Out-of-State	0	0	0	25,632	0	0	0	0	25,632
TOTALS	1,157,459	3,753	114,751	175,244	3,935	40,207	2,424	39,776	1,537,549

- IN-STATE ACTIVE - Total number of in state practitioners in active status for the correlating profession as of the end of the FY.
- IN-STATE DELINQUENT - Total number of in state practitioners in a delinquent status for the correlating profession at the end of the FY.
- IN-STATE INACTIVE - Total number of in state practitioners in an inactive status for the correlating profession as of the end of the FY.
- MILITARY ACTIVE - Total number of practitioners in a military status for the correlating profession as of the end of the FY.
- OUT-OF-STATE ACTIVE - Total number of out of state practitioners in an active status for the correlating profession as of the end of the FY.
- OUT-OF-STATE INACTIVE - Total number of out of state practitioners in an inactive status for the correlating profession as of the end of the FY.
- OUT-OF-STATE DELINQUENT - Total number of out of state practitioners in a delinquent status for the correlating profession as of the end of the FY.
- PROFESSION - Description that identifies the specific profession.
- RETIRED - Total number of practitioners in a retired status for the correlating profession as of the end of the FY.
- TOTAL - Total number of practitioners in a renewable status for the correlating profession as of the end of the FY.

Table 1A: Licensure Compact Statistics

A medical licensure compact is a multijurisdictional licensing model best known for its agreement among states to mutually recognize each other’s medical licenses, which allows health care practitioners to practice across state lines without having to obtain separate licenses in each state. Florida participates in licensure compacts to improve licensure mobility for health care practitioners and increase consumers’ access to health care services.

Florida joined the NLC upon the passage of House Bill 1061 during the 2016 regular legislative session and PSYPACT in 2023. While the NLC allows registered nurses and licensed practical nurses who hold licensure in one compact state to practice in any of the other compact states without having to obtain additional licenses, the PSYPACT allows for the purchase of permissions which authorize psychologists to practice telepsychology with the APIT credential and temporary in-person practice with the TAP credential.

A nurse with a MSL must adhere to the laws and regulations of the state in which he or she is practicing, and a PSYPACT psychologist must ensure he or she meets and adheres to the standards set by PSYPACT when purchasing additional privileges.

Florida was also authorized to join the ASLP-IC and IMLC upon the passage of Senate Bill 7016 following the 2024 legislative session, as well as the Counseling Compact upon the passage of House Bill 1521 in 2022. Florida will be able to issue or accept compact privileges once the compacts become operational, strengthening its commitment to high-quality health care and regulatory efficiency.

Whereas Table 1 captures the Florida licensees, the following Table 1A reflects those coming to Florida from other states through a compact.

Compact and Practitioner Type	Number of Practitioners Authorized to Practice in Florida through a Compact ¹
NLC²	
Registered Nurse Multistate License (MSL)	4,640
Licensed Practical Nurse Multistate License (MSL)	518
PSYPACT³	
Authority to Practice Interjurisdictional Telepsychology (APIT)	12,999
Temporary Authorization to Practice (TAP)	767
TOTAL	18,924

¹The data presented in this table are subject to potential inaccuracies due to the absence of mandatory and uniform collection and reporting requirements for compact commissions. As such, variations in reporting practices and data availability across jurisdictions may impact the comprehensiveness and precision of the statistics provided. These figures should be interpreted with caution, recognizing the inherent limitations associated with the voluntary nature of data submission by compact commissions.

²These MSLs differ from those recorded in Table 5: Upgrade Licenses Issued; This number reflects the number of nurses from other compact states that have voluntarily reported practicing in Florida whereas Table 5 reflects the total number of Florida nurses who have upgraded their licenses to include MSL. While the NLC does represent the number of nurses who have the privilege to practice in Florida, it does not indicate the number of those who are actively utilizing that privilege.

³Practicing unlimited telepsychology under the authority of PSYPACT requires that a psychologist obtain an APIT. Conducting temporary practice under the authority of PSYPACT requires that a psychologist obtain a TAP, which allows for 30 days of face-to-face practice in Florida per calendar year.

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, ensuring the health, safety, and welfare of the public. To maintain high standards and public trust, MQA continuously enhances its processes for licensing and regulating 23,671 health care facilities and establishments. By implementing advanced technologies and refining regulatory practices, MQA strives to provide a more efficient and effective system, supporting the critical infrastructure of Florida’s health care system and ensuring that facilities meet stringent safety and quality standards.

PROFESSION	ACTIVE	DELINQUENT	TOTAL
Dentistry			
Dental Laboratory	658	138	796
Electrolysis			
Electrolysis Facility	542	117	659
Massage Therapy			
Massage Establishment	8,291	2	8,293
Medicine			
Office Surgery Registration	745	0	745
Pain Management Clinic	152	0	152
Pain Management Clinic Exempt	583	0	583
Opticianry			
Optical Establishment Permit	1,563	0	1,563
Pharmacy			
Nonresident Sterile Compounding Pharmacy	205	0	205
Pharmacy	10,209	0	10,209
Resident Sterile Compounding Pharmacy	466	0	466
TOTALS	23,414	257	23,671

- PROFESSION – Description that identifies the specific profession.
- ACTIVE – Total number of facilities and establishments in Florida in an active status for the correlating profession as of the end of the FY.
- DELINQUENT – Total number of facilities and establishments in Florida in a delinquent status for the correlating profession as of the end of the FY.
- TOTAL – Total number of facilities and establishments in a renewable status for the correlating profession as of the end of the FY.

Table 3: Recognized Continuing Education Providers

CE requirements, also referred to as continuing medical education (CME) requirements are designed to encourage practitioners to maintain their competence, broaden their knowledge base, and stay informed about new and emerging developments in their fields. These requirements ensure that health care professionals remain current with advancements and best practices, ultimately enhancing the quality of care they provide to patients. Health care practitioners must report completed CE/CME course hours to renew their licenses.

BOARD OR COUNCIL	Approved and Rule/ Statute	Approved Full-Single	Approved National	Received Applications	Approved Applications	Approved Outside	Submitted Courses	Approved New Courses Routed	Approved New Autoaccept	Approved Old Courses
Florida Board of Acupuncture	133	119	14	24	27	2	590	436	154	9
Florida Board of Athletic Training	132	13	119	4	5	2	643	6	637	0
Florida Board of Chiropractic Medicine	38	38	0	10	12	3	1626	1560	66	181
Florida Board of Clinical Laboratory Personnel	114	101	13	7	5	3	2153	10	2143	3
Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling	489	443	46	52	22	13	6549	24	6525	17
Florida Board of Dentistry	290	131	159	24	22	3	1771	10	1761	0
Florida Board of Hearing Aid Specialists	46	11	35	1	0	0	174	67	107	0
Florida Board of Massage Therapy	698	322	376	81	86	26	743	219	524	55
Florida Board of Medicine	199	0	199	12	16	5	12289	34	12255	2
Florida Board of Nursing	887	815	72	130	135	37	20472	327	20145	34
Florida Board of Nursing Home Administrators	83	83	0	3	3	1	565	9	556	2
Florida Board of Occupational Therapy	248	159	89	16	18	7	3036	33	3003	10
Florida Board of Opticianry	20	20	0	1	2	1	368	368	0	64
Florida Board of Optometry	124	116	8	11	15	3	1944	1941	3	33

BOARD OR COUNCIL	Approved and Rule/ Statute	Approved Full-Single	Approved National	Received Applications	Approved Applications	Approved Outside	Submitted Courses	Approved New Courses Routed	Approved New Autoaccept	Approved Old Courses
Florida Board of Orthotists and Prosthetists	25	4	21	0	2	2	34	5	29	3
Florida Board of Osteopathic Medicine	144	0	144	12	13	2	3990	0	3990	0
Florida Board of Pharmacy	189	101	88	18	20	2	9963	136	9827	2
Florida Board of Physical Therapy Practice	1430	1321	109	63	65	3	5265	1739	3526	3
Florida Board of Podiatric Medicine	54	7	47	4	5	1	477	12	465	5
Florida Board of Psychology	227	90	137	9	8	2	3570	6	3564	2
Florida Board of Respiratory Care	145	52	93	6	7	1	1080	20	1060	5
Florida Board of Speech-Language Pathology and Audiology	662	69	593	33	37	3	4551	45	4506	3
Florida Council of Dietetics and Nutrition	140	0	140	2	2	0	421	0	421	0
Florida Council of Licensed Midwifery	15	1	14	3	0	0	21	0	21	0
Florida Council of Medical Physicists	14	0	14	1	1	0	141	0	141	0
Florida Electrolysis Council	34	9	25	8	3	0	28	1	27	0
Florida Office of Dental Laboratories	16	13	3	1	1	0	241	0	241	0
Florida Office of School Psychology	43	14	29	4	1	0	898	3	895	1
Florida Council on Physician Assistants	98	0	98	3	8	5	8569	0	8569	0

- APPROVED AND RULE/STATUTE - Total number of providers, both those that have board approval and those that are approved under rule.
- APPROVED FULL-SINGLE - Providers specifically approved by the board and includes ones that are only approved to offer a single course.
- APPROVED NATIONAL - Number of applications that were approved by rule.
- RECEIVED APPLICATIONS - Number of applications that were received.
- APPROVED APPLICATIONS - Number of applications that were approved.
- APPROVED OUTSIDE - Number of applications that were approved after the ending date of the report request that were received during the fiscal year.
- SUBMITTED COURSES - Number of new courses that were submitted.
- APPROVED NEW COURSES ROUTED - Number of courses that were approved (courses that had to route to board staff for approval).
- APPROVED NEW AUTOACCEPT - Number of courses that were automatically accepted and did not have to have rule approval.
- APPROVED OLD COURSES - Number of courses that were submitted prior to the start of the fiscal year but were approved during the fiscal year.

Table 4: Initial Applications Received and Initial Licenses Issued

In FY 2023-24, MQA received a total of 149,195 initial applications and successfully issued 123,187 initial licenses. This meticulous yet efficient approach underscores MQA's commitment to both maintaining high standards of care and supporting the timely integration of qualified practitioners into the health care system.

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Acupuncture			
Acupuncturist	121	0	90
Athletic Training			
Athletic Trainer	282	0	283
Certified Social Worker			
Certified Master Social Worker	3	0	0
Chiropractic Medicine			
Certified Chiropractic Physician's Assistant	92	0	76
Chiropractic Physician	485	0	473
Clinical Laboratory Personnel			
Clinical Laboratory Personnel	1,553	0	1,231
Clinical Laboratory Trainee	478	0	508
Clinical Laboratory Training Program	4	0	3
Chiropractic Medicine			
Licensed Clinical Social Worker	1,797	0	1,473
Provisional Clinical Social Worker	92	0	90
Registered Clinical Social Worker Intern	1,657	0	1,582
Dentistry			
Dental Expert Witness Certificate	44	0	40
Dental Hygienist	1,819	0	1,621
Dental Laboratory	64	0	42
Dental Radiographer	1,463	0	1,136
Dental Residency Permit	164	0	153
Dental Teaching Permit	42	0	30
Dental Temporary Certificate	4	0	4
Health Access Dental	15	0	9
Dentist	1,189	0	971
Dietetics and Nutrition			
Dietetics and Nutritionist	1,130	29	1,055

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Electrolysis			
Electrologist	634	3	606
Electrolysis Facility	174	0	161
Emergency Medical Services			
Emergency Allergy Treatment	51	0	25
Emergency Medical Technician	5,447	1	4,901
Paramedic	2,495	51	2,288
Genetic Counseling			
Genetic Counselor	85	0	94
Temporary Genetic Counselor	20	0	16
Hearing Aid Specialist			
Hearing Aid Specialist	98	59	89
Hearing Aid Specialist Trainee	112	0	104
Marriage and Family Therapy			
Licensed Marriage and Family Therapist	353	0	274
Provisional Marriage and Family Therapist	22	0	23
Registered Marriage and Family Therapist Intern	240	0	243
Massage Therapy			
Approved Massage School	29	0	15
Massage Establishment	1,574	0	1,389
Massage Therapist	2,809	0	2,399
Medical Physicist			
Diagnostic Radiological Physicist	4	0	3
Medical Health Physicist	4	0	1
Medical Nuclear Radiological Physicist	3	0	2
Medical Physicist In Training	33	0	33
Therapeutic Radiological Physicist	42	0	41
Medicine			
Anesthesiologist Assistant	133	0	127
House Physician	104	0	60
Limited License Medical Doctor	25	0	10
Medical Doctor	6,140	0	5,736

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Medical Doctor Expert Witness Certificate	1,073	0	1,067
Medical Doctor Public Health Certificate	4	0	0
Medical Doctor Public Psychiatry Certificate	20	0	0
Medical Doctor Visiting Faculty Certificate	22	0	17
Medical Faculty Certificate	17	0	22
Office Surgery Registration	123	0	99
Pain Management Clinic	18	0	8
Pain Management Clinic Exempt	207	0	181
Physician Assistant	1,516	0	1,339
Resident Registration	2,459	0	2,382
Temporary Area of Critical Need - Medical Doctor	103	0	104
Mental Health Counseling			
Licensed Mental Health Counselor	1,916	0	1,559
Provisional Mental Health Counselor	120	0	110
Registered Mental Health Counselor Intern	2,141	0	1,848
Midwifery			
Midwife	28	0	25
Nursing			
Advanced Practice Registered Nurse	7,115	0	6,472
Certified Nursing Assistant	28,109	7,088	17,888
Certified Nursing Assistant Program	24	0	10
Licensed Practical Nurse	5,204	1,370	4,082
Nursing Education Program – Practical Nurse	20	0	13
Nursing Education Program – Registered Nurse	23	0	15
Registered Nurse	31,681	6,288	27,501
Nursing Home Administrator			
Nursing Home Administrator	249	43	129
Occupational Therapy			
Occupational Therapist	1,065	0	1,038
Occupational Therapy Assistant	430	0	405

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Occupational Therapy Doctoral Capstone Exemption Registration	123	0	113
Opticianry			
Apprentice Optician	294	0	275
Optical Establishment Permit	75	0	70
Optician	171	0	142
Optometry			
Optometric Faculty Certificate	2	0	0
Optometrist	234	0	234
Orthotist and Prosthetist			
Orthotic Fitter	3	0	2
Orthotic Fitter Assistant	5	0	3
Orthotic Resident	8	0	9
Orthotic-Prosthetic Resident	8	0	5
Orthotist	4	0	6
Orthotist and Prosthetist	20	0	19
Pedorthist	3	0	3
Prosthetic Resident	17	0	14
Prosthetist	11	0	6
Osteopathic Medicine			
Osteopathic Faculty Certificate	1	0	0
Osteopathic Limited License	6	0	1
Osteopathic Physician	1,146	0	910
Osteopathic Physician Expert Witness Certificate	31	0	31
Osteopathic Resident Registration	833	0	818
Temporary Area of Critical Need – Osteopathic Medicine	2	0	2
Pharmacy			
Consultant Pharmacist	320	0	314
Nonresident Sterile Compounding Pharmacy	39	0	17
Nuclear Pharmacist	8	0	6
Pharmacist	1,938	0	1,402
Pharmacist Intern	1,215	0	1,150
Pharmacy	612	0	499

PROFESSION	INITIAL APPLICATIONS RECEIVED	INITIAL RE-EXAM APPLICATIONS RECEIVED	INITIAL LICENSES ISSUED
Registered Pharmacy Technician	7,766	0	6,837
Resident Sterile Compounding Pharmacy	33	0	22
Physical Therapy			
Physical Therapist	1,623	474	1,417
Physical Therapist Assistant	764	561	711
Podiatric Medicine			
Certified Podiatric X-Ray Assistant	185	0	132
Podiatric Physician	95	0	77
Podiatric Resident Registration	47	0	45
Psychology			
Limited License Psychologist	1	0	0
Provisional Psychologist	24	0	20
Psychologist	587	422	382
Radiologic Technology			
Radiologic Technology	2,770	91	2,057
Radiologist Assistant	11	0	3
Respiratory Care			
Certified Respiratory Therapist	155	0	141
Registered Respiratory Therapist	748	0	689
School Psychology			
School Psychologist	104	0	98
Speech-Language Pathology and Audiology			
Audiologist	108	0	78
Audiology Assistant	62	0	52
Provisional Audiologist	26	0	21
Provisional Speech-Language Pathologist	724	0	640
Speech-Language Pathologist	1,191	0	1,015
Speech-Language Pathology Assistant	1,015	0	744
Telehealth Provider			
Out-of-State	7,211	0	6,131
TOTALS	149,195	16,480	123,187

- INITIAL APPLICATIONS RECEIVED - Number of initial applications received during the FY for the correlating profession.
- INITIAL RE-EXAM APPLICATIONS RECEIVED - Number of initial re-examination applications received during the FY for the correlating profession.
- INITIAL LICENSES ISSUED - Number of initial licenses issued during the FY for the correlating profession.
- Professions not listed have no data to report.

Table 5: Upgrade Applications Received and Upgrade Licenses Issued

Health care practitioners have the option to upgrade their licenses to reflect greater qualifications and expanded expertise after their initial license is issued. An upgrade license not only demonstrates the practitioner's advanced skills and knowledge but also enhances the level of care available to the public by providing additional professional services and options. During FY 2023-24, MQA issued 15,994 upgraded health care practitioner licenses, enhancing the qualifications and capabilities of the health care workforce and ensuring higher standards of care for the public.

PROFESSION	UPGRADE TYPE	UPGRADE APPLICATIONS RECEIVED	UPGRADE LICENSES ISSUED
Chiropractic Medicine			
Chiropractic Physician	Acupuncture Added	43	24
Clinical Laboratory Personnel			
Clinical Laboratory Personnel	Addition of Specialties or Level Upgrade	587	451
Dentistry			
Dentist	Sedation Permit Issued	95	59
Massage Therapy			
Massage Therapist	Colonic Irrigation Apprenticeship	9	0
Massage Therapist	Colonic Irrigation Certification	5	3
Nursing			
Advanced Practice Registered Nurse	Upgrade to Autonomous Practice Advanced Practice Registered Nurse	3,254	2,663
Licensed Practical Nurse	Nurse Licensure Compact Multistate License	1,578	1,229
Registered Nurse	Nurse Licensure Compact Multistate License	9,561	7,613
Opticianry			
Optician	Upgrade to Certified	66	65
Pharmacy			
Pharmacist	Certified To Administer Immunizations	677	653
Pharmacist	Collaborative Practice Certification	107	87
Pharmacist	Test and Treat Certification	656	645
Registered Pharmacy Technician	Certified to Administer Immunizations	2,310	2,051
Physical Therapy			
Physical Therapist	Dry Needling Added	295	295
Radiologic Technology			
Radiologic Technology	Additional Certification	178	156
TOTALS		19,421	15,994

- UPGRADE TYPE - Specific type of upgrade for the profession. Professions not listed have no data to report.
- UPGRADE APPLICATIONS RECEIVED - Number of upgrade applications for the upgrade type received during the FY.
- UPGRADE LICENSES ISSUED - Number of upgrade licenses issued for the upgrade type during the FY.
- Professions not listed have no data to report.

Table 6: Online Renewals

MQA provides an efficient online renewal process for health care practitioners and facility owners in Florida. Most practitioners and facility owners are required to renew their licenses every two years to remain in good standing. In FY 2023-24, MQA successfully renewed 514,914 licenses, 98.69% of which were renewed online. This streamlined digital process reduces paperwork and administrative tasks, allowing practitioners to focus on patient care, while ensuring they maintain up-to-date credentials.

PROFESSION	DELINQUENT RENEWALS PROCESSED ONLINE	ON-TIME RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	ONLINE RENEWAL USAGE PERCENTAGE	NON-FULLY ONLINE RENEWALS
Acupuncture					
Acupuncturist	33	2,472	2,521	99.37	16
Athletic Training					
Athletic Trainer	32	143	175	100.00	0
Chiropractic Medicine					
Certified Chiropractic Physician's Assistant	15	255	291	92.78	21
Chiropractic Faculty Certificate	0	0	8	0.00	8
Chiropractic Physician	90	6,994	7,138	99.24	54
Clinical Laboratory Personnel					
Clinical Laboratory Personnel	91	7,303	7,401	99.91	7
Clinical Laboratory Training Program	0	1	3	33.33	2
Clinical Social Work					
Licensed Clinical Social Worker	68	0	77	88.31	9
Dentistry					
Dental Hygienist	164	16,278	16,576	99.19	134
Dental Laboratory	37	564	628	95.70	27
Dental Residency Permit	0	0	109	0.00	109
Dental Temporary Certificate	0	0	30	0.00	30
Dental-Health Access Dental	1	44	45	100.00	0
Dentist	102	16,276	16,534	99.06	156
Dietetics and Nutrition					
Dietetics and Nutritionist	120	0	124	96.77	4
Nutrition Counselor	0	0	1	0.00	1
Electrolysis					
Electrologist	52	2,214	2,275	99.60	9
Electrolysis Facility	3	439	452	97.79	10

PROFESSION	DELINQUENT RENEWALS PROCESSED ONLINE	ON-TIME RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	ONLINE RENEWAL USAGE PERCENTAGE	NON-FULLY ONLINE RENEWALS
Emergency Medical Services					
Emergency Medical Technician	0	0	251	0.00	251
Paramedic	5	0	132	3.79	127
Genetic Counseling					
Genetic Counselor	8	506	515	99.81	1
Hearing Aid Specialist					
Hearing Aid Specialist	6	0	6	100.00	0
Marriage and Family Therapy					
Licensed Marriage and Family Therapist	25	0	27	92.59	2
Massage Therapy					
Massage Establishment	293	3,831	4,310	95.68	186
Massage Therapist	1,153	24,733	26,219	98.73	333
Medical Physicist					
Diagnostic Radiological Physicist	1	0	1	100.00	0
Medical Health Physicist	1	0	1	100.00	0
Medical Physicist In Training	0	0	39	0.00	39
Therapeutic Radiological Physicist	3	0	3	100.00	0
Medicine					
House Physician	0	3	89	3.37	86
Limited License Medical Doctor	2	13	72	20.83	57
Medical Doctor	521	37,432	38,141	99.51	188
Medical Faculty Certificate	0	0	15	0.00	15
Pain Management Clinic Exempt	0	0	397	0.00	397
Physician Assistant	153	12,483	12,730	99.26	94
Resident Registration	0	0	1,750	0.00	1750
Temporary Area of Critical Need - Medical Doctor	26	921	961	98.54	14
Mental Health Counseling					
Licensed Mental Health Counselor	80	0	84	95.24	4
Midwifery					
Midwife	29	171	202	99.01	2

PROFESSION	DELINQUENT RENEWALS PROCESSED ONLINE	ON-TIME RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	ONLINE RENEWAL USAGE PERCENTAGE	NON-FULLY ONLINE RENEWALS
Nursing					
Advanced Practice Registered Nurse	287	18,550	18,878	99.78	41
Certified Nursing Assistant	6,323	67,925	75,147	98.80	899
Certified Nursing Assistant Program	0	0	1	0.00	1
Licensed Practical Nurse	1,387	33,548	35,361	98.80	426
Registered Nurse	2,228	125,389	128,123	99.61	506
Nursing Home Administrator					
Nursing Home Administrator	8	74	83	98.80	1
Occupational Therapy					
Occupational Therapist	74	0	75	98.67	1
Occupational Therapy Assistant	109	0	110	99.09	1
Opticianry					
Optician	22	0	24	91.67	2
Optometry					
Optometric Faculty Certificate	0	0	6	0.00	6
Optometrist	11	0	11	100.00	0
Orthotist and Prosthetist					
Orthotic Fitter	1	83	84	100.00	0
Orthotic Fitter Assistant	0	32	32	100.00	0
Orthotist	1	66	67	100.00	0
Orthotist and Prosthetist	5	245	251	99.60	1
Pedorthist	2	77	79	100.00	0
Prosthetist	3	62	65	100.00	0
Osteopathic Medicine					
Osteopathic Limited License	0	0	1	0.00	1
Osteopathic Physician	79	10,683	10,853	99.16	91
Pharmacy					
Consultant Pharmacist	31	0	31	100.00	0
Nonresident Sterile Compounding Pharmacy	0	0	5	0.00	5

PROFESSION	DELINQUENT RENEWALS PROCESSED ONLINE	ON-TIME RENEWALS PROCESSED ONLINE	TOTAL RENEWALS PROCESSED	ONLINE RENEWAL USAGE PERCENTAGE	NON-FULLY ONLINE RENEWALS
Nuclear Pharmacist	1	185	186	100.00	0
Pharmacist	285	33,075	33,615	99.24	255
Pharmacy	10	0	11	90.91	1
Registered Pharmacy Technician	762	0	766	99.48	4
Physical Therapy					
Physical Therapist	248	18,932	19,315	99.30	135
Physical Therapist Assistant	203	11,581	11,855	99.40	71
Podiatric Medicine					
Certified Podiatric X-Ray Assistant	21	303	325	99.69	1
Podiatric Physician	18	1,785	1,811	99.56	8
Psychology					
Limited License Psychologist	0	7	7	100.00	0
Psychologist	24	6,404	6,469	99.37	41
Radiologic Technology					
Radiologic Technology	864	12,944	13,883	99.46	75
Radiologist Assistant	1	17	19	94.74	1
Respiratory Care					
Certified Respiratory Therapist	31	0	31	100.00	0
Registered Respiratory Therapist	144	0	144	100.00	0
School Psychology					
School Psychologist	26	998	1,032	99.22	8
Speech-Language Pathology and Audiology					
Audiologist	11	1,412	1,427	99.72	4
Audiology Assistant	7	96	103	100.00	0
Speech-Language Pathologist	236	12,136	12,406	99.73	34
Speech-Language Pathology Assistant	97	1,789	1,889	99.84	3
TOTALS	16,674	491,474	514,914	98.69	6,766

- DELINQUENT RENEWALS PROCESSED ONLINE - Number of delinquent renewals processed online during the FY for the correlating profession.
- ON-TIME RENEWALS PROCESSED ONLINE - Number of on-time renewals processed online during the FY for the correlating profession.
- TOTAL RENEWALS PROCESSED - Total number of renewals processed during the FY for the correlating profession.
- ONLINE RENEWAL USAGE PERCENTAGE - Percentage of total renewals that were completed entirely online during the FY for the correlating profession.
- NON-FULLY ONLINE RENEWALS - Number of renewals not fully processed online during the FY for the correlating profession.
- Professions not listed have no data to report.

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 is found to be a threat to themselves or others, as outlined under section 120.60(6), Florida Statutes, the Department may restrict or suspend their license through an emergency order. In FY 2023-24, the Department issued a total of 263 emergency orders, where 35.4% were EROs and 64.6% were ESOs. This careful intervention maintains the integrity of the disciplinary process, which is essential for maintaining professional standards within the health care community and helps prevent potential harm to patients that could otherwise lead to severe consequences.

PROFESSION	EMERGENCY RESTRICTIONS	EMERGENCY SUSPENSIONS	TOTAL EMERGENCY ORDERS
Chiropractic Medicine			
Chiropractic Physician	1	1	2
Clinical Laboratory Personnel			
Clinical Laboratory Personnel	1	0	1
Dentistry			
Dentist	0	1	1
Emergency Medical Services			
Emergency Medical Technician	1	1	2
Paramedic	1	1	2
Massage Therapy			
Massage Establishment	0	45	45
Massage Therapist	10	13	23
Medicine			
Medical Doctor	5	11	16
Resident Registration	0	1	1
Nursing			
Advanced Practice Registered Nurse	3	5	8
Certified Nursing Assistant	4	41	45
Licensed Practical Nurse	14	11	25
Registered Nurse	46	20	66

PROFESSION	EMERGENCY RESTRICTIONS	EMERGENCY SUSPENSIONS	TOTAL EMERGENCY ORDERS
Opticianry			
Optician	0	1	1
Osteopathic Medicine			
Osteopathic Physician	2	0	2
Pharmacy			
Pharmacist	2	5	7
Registered Pharmacy Technician	2	6	8
Physical Therapy			
Physical Therapist	0	1	1
Physical Therapist Assistant	0	1	1
Respiratory Care			
Registered Respiratory Therapist	1	4	5
Speech-Language Pathology and Audiology			
Speech-Language Pathology Assistant	0	1	1
TOTALS	93	170	263

- EMERGENCY RESTRICTIONS - Number of emergency restrictions placed during the FY for the correlating profession.
- EMERGENCY SUSPENSION - Number of emergency suspensions placed during the FY for the correlating profession.
- TOTAL EMERGENCY ORDERS - Total number of emergency orders issued during the FY for the correlating profession.
- Professions not listed have no data to report.

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 and reviewing and investigating complaints against health care practitioners and facilities. In FY 2023-24, MQA received 50,130 complaints and completed 5,250 investigations. There were 5,407 legally sufficient cases, ensuring that only valid concerns are pursued to maintain the integrity and safety of the health care system.

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Acupuncture						
Acupuncturist	3	26	1	0	1	0
Athletic Training						
Athletic Trainer	0	67	5	0	5	0
Certified Social Worker						
Certified Master Social Worker	0	1	0	0	0	0
Chiropractic Medicine						
Certified Chiropractic Physician's Assistant	0	7	1	0	1	0
Chiropractic Physician	10	289	32	3	32	0
Clinical Laboratory Personnel						
Clinical Laboratory Personnel	0	11	5	0	6	0
Clinical Laboratory Trainee	0	1	0	0	0	0
Clinical Social Work						
Licensed Clinical Social Worker	4	139	26	2	22	0
Provisional Clinical Social Worker	0	2	0	0	0	0
Registered Clinical Social Worker Intern	0	35	7	0	7	0
Dentistry						
Dental Hygienist	1	28	6	1	5	0
Dental Laboratory	0	10	4	1	3	185
Dental Radiographer	0	3	1	0	2	0
Dental Residency Permit	0	1	0	0	0	0
Dental Teaching Permit	0	1	0	0	0	0
Dental Temporary Certificate	0	0	0	1	0	0

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Dental-Health Access Dental	0	1	0	0	0	1
Dentist	190	992	230	19	221	566
Dietetics and Nutrition						
Dietetics and Nutritionist	0	21	1	0	1	0
Nutrition Counselor	0	1	0	0	0	0
Electrolysis						
Electrologist	0	20	14	0	12	0
Electrolysis Facility	0	22	11	1	6	436
Emergency Medical Services						
Emergency Medical Technician	2	104	47	1	46	0
Paramedic	1	99	49	0	41	0
Genetic Counseling						
Genetic Counselor	0	1	0	0	0	0
Hearing Aid Specialist						
Hearing Aid Specialist	0	13	1	1	0	0
Hearing Aid Specialist Trainee	0	2	0	0	0	0
Marriage and Family Therapy						
Licensed Marriage and Family Therapist	0	28	2	0	3	0
Registered Marriage and Family Therapist Intern	0	9	1	0	0	0
Massage Therapy						
Massage Establishment	0	840	616	53	590	10,318
Massage Therapist	6	3,215	469	23	456	0
Medicine						
Anesthesiologist Assistant	1	18	2	0	2	0
House Physician	0	30	0	0	1	0
Limited License Medical Doctor	0	6	0	0	0	0
Medical Doctor	3,010	5,528	994	56	1,009	0

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Medical Doctor Expert Witness Certificate	0	1	0	0	0	0
Medical Doctor Public Psychiatry Certificate	0	1	0	0	0	0
Medical Faculty Certificate	0	1	0	0	0	0
Office Surgery Registration	5	189	162	31	170	592
Pain Management Clinic	0	10	3	0	2	127
Pain Management Clinic Exempt	0	6	0	0	0	0
Physician Assistant	68	456	47	1	47	0
Resident Registration	6	129	9	0	10	0
Temporary Area of Critical Need - Medical Doctor	7	59	5	0	2	0
Mental Health Counseling						
Licensed Mental Health Counselor	5	238	40	1	32	0
Provisional Mental Health Counselor	0	3	1	0	1	0
Registered Mental Health Counselor Intern	0	61	14	0	11	0
Midwifery						
Midwife	2	29	10	0	6	0
Non-Jurisdictional Complaints						
AHCA Enforcement-Non-Jurisdictional Complaints	17	641	0	1	1	0
Nursing						
Advanced Practice Registered Nurse	160	2,229	151	9	142	0
Certified Nursing Assistant	9	12,052	528	12	503	0
Licensed Practical Nurse	33	5,537	313	6	304	0
Nursing Education Program – Practical Nurse	0	1	0	0	0	0
Nursing Education Program – Registered Nurse	0	2	0	0	0	0
Registered Nurse	44	13,872	861	23	838	0

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Nursing Home Administrator						
Nursing Home Administrator	1	47	36	1	36	0
Occupational Therapy						
Occupational Therapist	1	20	5	0	4	0
Occupational Therapy Assistant	0	18	2	0	1	0
Opticianry						
Optical Establishment Permit	0	10	3	1	2	723
Optician	0	20	3	0	3	0
Optometry						
Optometrist	3	50	14	0	14	0
Orthotist and Prosthetist						
Orthotic Fitter Assistant	0	2	0	0	0	0
Orthotist	0	2	0	0	0	0
Orthotist and Prosthetist	0	6	0	0	0	0
Osteopathic Medicine						
Osteopathic Physician	404	885	142	4	142	0
Osteopathic Resident Registration	2	52	0	0	0	0
Pharmacy						
Consultant Pharmacist	0	50	18	2	15	0
Nonresident Sterile Compounding Pharmacy	0	20	7	1	5	0
Nuclear Pharmacist	0	2	0	0	1	0
Pharmacist	1	468	126	10	106	0
Pharmacist Intern	0	10	3	0	1	0
Pharmacy	0	629	161	19	159	5,278
Registered Pharmacy Technician	0	69	32	0	34	0
Resident Sterile Compounding Pharmacy	0	39	14	2	12	427

PROFESSION	STATUTORY REPORTS	COMPLAINTS RECEIVED	LEGALLY SUFFICIENT	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	COMPLETED INSPECTIONS
Physical Therapy						
Physical Therapist	4	78	22	0	21	0
Physical Therapist Assistant	0	49	11	1	11	0
Podiatric Medicine						
Certified Podiatric X-Ray Assistant	0	11	0	0	0	0
Podiatric Physician	79	121	18	1	19	0
Psychology						
Provisional Psychologist	0	2	0	0	0	0
Psychologist	3	130	18	1	16	0
Radiologic Technology						
Radiologic Technology	5	57	21	2	20	0
Respiratory Care						
Certified Respiratory Therapist	2	4	1	0	1	0
Registered Respiratory Therapist	1	42	12	0	14	0
School Psychology						
School Psychologist	0	1	1	0	1	0
Speech-Language Pathology and Audiology						
Audiologist	1	10	0	0	0	0
Audiology Assistant	0	1	0	0	0	0
Provisional Speech-Language Pathologist	0	1	0	0	0	0
Speech-Language Pathologist	0	17	3	1	2	0
Speech-Language Pathology Assistant	0	4	3	0	2	0
Telehealth Provider						
Out-of-State	1	115	62	0	67	0
TOTALS	4,092	50,130	5,407	292	5,250	18,653

- STATUTORY REPORTS - Number of statutorily required reports during the FY for the correlating profession.
- COMPLAINTS RECEIVED - Number of complaints received during the FY for the correlating profession.
- LEGALLY SUFFICIENT - Number of legally sufficient complaints received during the FY for the correlating profession.
- COMPLETED INQUIRIES - Number of completed inquiries during the FY for the correlating profession.
- COMPLETED INVESTIGATIONS - Number of completed investigations during the FY for the correlating profession.
- COMPLETED INSPECTIONS - Number of completed inspections during the FY for the correlating profession.
- Professions not listed have no data to report.

Table 9: Probable Cause Actions

The Department or each board is tasked with determining probable cause, or sufficient evidence, to initiate formal disciplinary charges against licensed health care practitioners. During FY 2023-24, probable cause was determined in 1,452 cases, representing an 7.9% decrease compared to the previous fiscal year.

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Acupuncture			
Acupuncturist	5	2	2
Athletic Training			
Athletic Trainer	1	4	4
Chiropractic Medicine			
Certified Chiropractic Physician's Assistant	1	0	0
Chiropractic Physician	28	17	17
Clinical Laboratory Personnel			
Clinical Laboratory Personnel	5	4	4
Clinical Social Work			
Licensed Clinical Social Worker	10	11	8
Registered Clinical Social Worker Intern	2	1	1
Dentistry			
Dental Hygienist	2	3	3
Dental Laboratory	4	1	1
Dental Radiographer	2	0	0
Dentist	147	33	31
Dietetics and Nutrition			
Dietetics and Nutritionist	0	1	1
Electrolysis			
Electrologist	5	0	0
Electrolysis Facility	10	0	0
Emergency Medical Services			
Emergency Medical Technician	14	15	13

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Paramedic	17	21	17
Hearing Aid Specialist			
Hearing Aid Specialist	1	0	0
Marriage and Family Therapy			
Licensed Marriage and Family Therapist	3	2	2
Massage Therapy			
Massage Establishment	197	113	116
Massage Therapist	195	166	174
Medicine			
Anesthesiologist Assistant	2	0	0
House Physician	1	0	0
Medical Doctor	737	172	164
Medical Doctor Expert Witness Certificate	0	1	1
Office Surgery Registration	216	31	31
Pain Management Clinic	5	0	0
Physician Assistant	28	8	8
Resident Registration	8	1	1
Temporary Area of Critical Need - Medical Doctor	3	3	3
Mental Health Counseling			
Licensed Mental Health Counselor	15	9	8
Registered Mental Health Counselor Intern	5	3	3
Midwifery			
Midwife	3	1	1
Nursing			
Advanced Practice Registered Nurse	112	25	26
Certified Nursing Assistant	324	144	133
Licensed Practical Nurse	217	87	80

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Registered Nurse	539	385	360
Nursing Home Administrator			
Nursing Home Administrator	40	4	4
Occupational Therapy			
Occupational Therapist	1	4	2
Occupational Therapy Assistant	1	0	0
Opticianry			
Optical Establishment Permit	1	0	0
Optician	2	2	2
Optometry			
Optometrist	7	2	2
Osteopathic Medicine			
Osteopathic Physician	105	34	30
Osteopathic Resident Registration	1	0	0
Pharmacy			
Consultant Pharmacist	13	1	1
Nonresident Sterile Compounding Pharmacy	3	1	0
Nuclear Pharmacist	0	1	0
Pharmacist	56	30	28
Pharmacist Intern	1	0	0
Pharmacy	92	23	23
Registered Pharmacy Technician	14	13	11
Resident Sterile Compounding Pharmacy	6	0	0
Physical Therapy			
Physical Therapist	15	9	8
Physical Therapist Assistant	9	9	8

PROFESSION	NO PROBABLE CAUSE FOUND	PROBABLE CAUSE FOUND	ADMINISTRATIVE COMPLAINTS FILED
Podiatric Medicine			
Certified Podiatric X-Ray Assistant	2	1	1
Podiatric Physician	10	7	6
Psychology			
Psychologist	6	3	3
Radiologic Technology			
Radiologic Technology	8	14	13
Respiratory Care			
Certified Respiratory Therapist	1	2	2
Registered Respiratory Therapist	7	14	14
School Psychology			
School Psychologist	4	1	1
Speech-Language Pathology and Audiology			
Audiologist	2	1	1
Speech-Language Pathologist	3	0	0
Speech-Language Pathology Assistant	1	2	2
Telehealth Provider			
Out-of-State	16	10	10
TOTALS	3,291	1,452	1,385

- NO PROBABLE CAUSE FOUND - Number of complaints in which no probable cause was found during the FY for the correlating profession.
- PROBABLE CAUSE FOUND - Number of complaints in which probable cause was found during the FY for the correlating profession.
- ADMINISTRATIVE COMPLAINTS FILED - Number of administrative complaints filed during the FY for the correlating profession.
- Professions not listed have no data to report.

Table 10: Disciplinary Cases

When licensed health care practitioners and facilities violate the law, the Department or boards have the authority to enforce disciplinary actions. These actions may include fines, reprimands, probation, or suspensions. In FY 2023-24, 1,227 cases were resolved through a final order against health care practitioners, reflecting a 12.8% increase from the prior fiscal year.

PROFESSION	REVOCATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS-OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Acupuncture										
Acupuncturist	1	0	2	0	0	0	0	0	0	3
Athletic Training										
Athletic Trainer	1	0	0	0	2	3	1	0	0	3
Chiropractic Medicine										
Chiropractic Physician	3	2	2	0	8	9	0	0	8	14
Clinical Laboratory Personnel										
Clinical Laboratory Personnel	0	0	2	0	1	2	1	0	0	2
Clinical Social Work										
Licensed Clinical Social Worker	1	3	0	0	1	1	1	0	0	5
Registered Clinical Social Worker Intern	1	0	1	0	1	2	1	0	0	2
Dentistry										
Dental Hygienist	0	0	1	0	0	0	0	0	1	1
Dental Laboratory	0	0	0	0	1	1	0	0	0	1
Dentist	0	2	0	0	22	21	8	2	4	24
Electrolysis										
Electrologist	0	1	0	0	2	2	1	0	0	3
Electrolysis Facility	0	0	0	0	1	0	1	0	1	1

PROFESSION	REVOCATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS-OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Emergency Medical Services										
Emergency Medical Technician	4	4	3	2	5	1	6	0	0	18
Paramedic	9	4	6	1	6	6	4	0	3	26
Hearing Aid Specialist										
Hearing Aid Specialist	0	0	0	0	1	1	1	0	0	2
Massage Therapy										
Massage Establishment	14	12	4	0	23	35	24	92	9	51
Massage Therapist	33	20	19	2	44	82	42	0	59	113
Medicine										
Medical Doctor	13	20	19	8	140	151	23	0	45	199
Office Surgery Registration	1	0	25	0	14	1	0	0	4	26
Physician Assistant	2	0	2	0	9	9	3	0	3	12
Resident Registration	1	0	0	0	0	0	0	0	0	1
Mental Health Counseling										
Licensed Mental Health Counselor	1	2	1	1	3	5	5	0	1	8
Midwifery										
Midwife	2	0	0	0	2	1	0	0	3	4
Nursing										
Advanced Practice Registered Nurse	2	3	7	5	8	6	8	0	0	23
Certified Nursing Assistant	71	19	43	3	18	20	17	0	19	149
Licensed Practical Nurse	21	11	38	13	13	12	16	0	15	94

PROFESSION	REVOCATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS-OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Registered Nurse	55	58	104	31	56	32	57	0	38	292
Nursing Home Administrator										
Nursing Home Administrator	0	0	0	1	0	1	1	0	0	1
Occupational Therapy										
Occupational Therapist	0	3	1	0	2	2	0	0	0	5
Occupational Therapy Assistant	0	0	2	0	1	2	0	0	1	2
Opticianry										
Optical Establishment Permit	0	0	0	0	0	0	0	0	1	0
Optometry										
Optometrist	0	0	0	0	1	1	1	0	0	1
Osteopathic Medicine										
Osteopathic Physician	0	7	3	2	9	10	5	0	3	21
Pharmacy										
Consultant Pharmacist	0	0	2	0	0	0	0	0	1	2
Nuclear Pharmacist	0	1	0	0	0	0	0	0	0	1
Pharmacist	7	5	7	2	6	5	3	0	2	26
Pharmacist Intern	1	0	0	0	0	0	0	0	0	1
Pharmacy	7	2	1	1	2	3	2	27	6	13
Registered Pharmacy Technician	6	2	6	0	0	1	0	0	1	14
Physical Therapy										
Physical Therapist	1	2	3	2	2	7	4	0	1	11
Physical Therapist Assistant	1	2	1	0	2	3	1	0	0	6

PROFESSION	REVOICATIONS	VOLUNTARY SURRENDERS	SUSPENSIONS	PROBATIONS	LIMITATIONS-OBLIGATIONS	FINES	REPRIMANDS	CITATIONS	DISMISSALS	CASES RESOLVED THROUGH FINAL ORDER
Podiatric Medicine										
Podiatric Physician	0	3	0	0	0	0	0	0	0	3
Psychology										
Psychologist	2	0	0	0	4	5	3	0	1	6
Radiologic Technology										
Radiologic Technology	5	2	6	1	3	3	4	0	2	17
Respiratory Care										
Certified Respiratory Therapist	0	0	1	1	0	1	0	0	0	2
Registered Respiratory Therapist	1	1	4	4	1	3	2	0	1	11
Speech-Language Pathology and Audiology										
Audiologist	1	0	0	0	1	2	1	0	0	2
Speech-Language Pathologist	0	0	1	0	1	1	1	0	0	2
Telehealth Provider										
Out-of-State	0	1	1	0	1	0	1	0	1	3
TOTALS	268	192	318	80	417	453	249	121	234	1,227

- REVOICATIONS - Number of complaints that resulted in a revocation during the FY for the correlating profession.
- VOLUNTARY SURRENDERS - Number of complaints that resulted in a voluntary surrender during the FY for the correlating profession.
- SUSPENSIONS - Number of complaints that resulted in a suspension during the FY for the correlating profession.
- PROBATIONS - Number of complaints that resulted in probation during the FY for the correlating profession.
- LIMITATIONS-OBLIGATIONS - Number of complaints that resulted in a limitation or obligation during the FY for the correlating profession.
- FINES - Number of complaints that resulted in a fine during the FY for the correlating profession.
- REPRIMANDS - Number of complaints that resulted in a reprimand during the FY for the correlating profession.
- CITATIONS - Number of complaints that resulted in a citation during the FY for the correlating profession.
- DISMISSALS - Number of complaints that resulted in a dismissal during the FY for the correlating profession.
- CASES RESOLVED THROUGH FINAL ORDER - Number of complaints that were resolved during the FY through a final order for the correlating profession.
- Professions not listed have no data to report.

Table 11: Medical Malpractice Claims

The Office of Insurance Regulation grants the Department electronic access to all information related to persons licensed under Chapters 458, 459, 461, or 466, as mandated by section 627.912(3), Florida Statutes. The Department examines each report to ascertain whether any incidents leading to a claim involve conduct by the licensee that may warrant disciplinary action, in accordance with section 456.073, Florida Statutes.

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	3	0	0	0	0	0
Chiropractic Medicine							
Chiropractic Physician	1	9	0	0	0	0	0
Clinical Social Work							
Licensed Clinical Social Worker	0	4	0	0	0	0	0
Dentistry							
Dentist	5	171	0	0	0	4	32
Emergency Medical Services							
Emergency Medical Technician	0	2	0	0	0	0	0
Paramedic	0	1	0	0	0	0	0
Massage Therapy							
Massage Therapist	0	6	0	0	0	0	0
Medicine							
Anesthesiologist Assistants	1	0	0	0	0	0	1
Medical Doctor	121	2,483	74	7	0	20	81
Office Surgery Registration	2	0	0	0	0	0	0
Physician Assistant	6	60	0	0	0	5	4
Resident Registration	2	3	1	0	0	0	0
Temporary Area of Critical Need - Medical Doctor	1	6	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
Mental Health Counseling							
Licensed Mental Health Counselor	0	5	0	0	0	0	0
Midwifery							
Midwife	0	2	0	0	0	0	0
Non-Jurisdictional Complaints							
AHCA Enforcement-Non-Jurisdictional Complaints	4	2	2	0	0	0	0
Nursing							
Advanced Practice Registered Nurse	14	142	1	0	0	1	13
Certified Nursing Assistant	0	2	0	0	0	0	0
Licensed Practical Nurse	0	4	1	0	0	1	0
Registered Nurse	8	24	1	0	0	0	2
Nursing Home Administrator							
Nursing Home Administrator	1	0	0	0	0	0	0
Occupational Therapy							
Occupational Therapist	0	1	0	0	0	0	0
Optometry							
Optometrist	0	3	0	0	0	0	0
Osteopathic Medicine							
Osteopathic Physician	14	343	9	1	0	2	12
Osteopathic Resident Registration	1	1	0	0	0	0	0
Pharmacy							
Pharmacist	0	1	0	0	0	0	0
Physical Therapy							
Physical Therapist	2	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
Podiatric Medicine							
Podiatric Physician	8	71	0	1	0	1	2
Psychology							
Psychologist	0	3	0	0	0	0	0
Radiologic Technology							
Radiologic Technology	1	3	0	0	0	0	0
Respiratory Care							
Certified Respiratory Therapist	0	2	0	0	0	0	0
Registered Respiratory Therapist	1	0	0	0	0	0	0
Speech-Language Pathology and Audiology							
Audiologist	0	1	0	0	0	0	0
Telehealth Provider							
Out-of-State	0	1	0	0	0	0	0
TOTALS	193	3,359	89	9	0	34	147

- CIVIL COURT CLAIMS RECEIVED - Number of notifications received during the FY for complaints of medical malpractice filed in civil court for the correlating profession.
- CLOSED CLAIMS RECEIVED - Number of notifications received during the FY for closed claims for the correlating profession.
- NICA CLAIMS - Number of notifications during the FY for Neurological Injury Compensation Association (NICA) specific claims filed for the correlating profession.
- EMERGENCY 3-IN-5 INITIATED - Number of complaints initiated during the FY based on three closed claims in five years for the correlating profession.
- EMERGENCY 3-IN-5 DISCIPLINE - Number of complaints resulting in discipline during the FY based on three closed claims in five years for the correlating profession.
- CLOSED CLAIMS DISCIPLINE - Number of closed claims that resulted in discipline during the FY for the correlating profession.
- CLOSED CLAIMS NON-DISCIPLINE - Number of closed claims that did not result in discipline during the FY for the correlating profession.
- Professions not listed have no data to report.

Table 12: Hospital Annual Report Claim

There are no data to report.

Table 13: Unlicensed Activity

The ULA Program is committed to safeguarding and educating the public, conducting complex investigations, and issuing cease and desist orders. During FY 2023-24, the number of complaints received against unlicensed persons increased by 1,489 compared to FY 2022-23.

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATIONS	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESISTS ISSUED	REFERRED TO LAW ENFORCEMENT
Acupuncture						
Acupuncturist	8	6	2	6	2	2
Athletic Training						
Athletic Trainer	11	8	0	7	1	0
Certified Social Worker						
Certified Master Social Worker	2	2	0	2	0	0
Chiropractic Medicine						
Chiropractic Physician	11	5	1	5	4	4
Clinical Laboratory Personnel						
Clinical Laboratory Personnel	3	3	0	3	0	0
Clinical Social Work						
Licensed Clinical Social Worker	6	5	0	4	1	1
Registered Clinical Social Worker Intern	1	1	0	1	0	0
Dentistry						
Dental Hygienist	5	4	0	3	0	0
Dental Laboratory	5	5	0	5	0	0
Dentist	142	135	7	115	19	22

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATIONS	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESISTS ISSUED	REFERRED TO LAW ENFORCEMENT
Dietetics and Nutrition						
Dietetics and Nutritionist	12	10	1	8	1	1
Nutrition Counselor	4	4	0	4	0	0
Electrolysis						
Electrologist	27	27	2	26	10	9
Electrolysis Facility	36	36	2	29	15	15
Emergency Medical Services						
Emergency Medical Technician	2	1	0	1	0	0
Paramedic	1	0	0	0	0	0
Marriage and Family Therapy						
Licensed Marriage and Family Therapist	6	4	1	3	2	2
Provisional Marriage and Family Therapist	1	1	0	1	0	0
Massage Thereapy						
Massage Establishment	208	208	17	212	117	118
Massage Therapist	492	499	36	486	232	234
Medicine						
Limited License Medical Doctor	1	1	0	0	0	0
Medical Doctor	171	149	11	148	26	32
Office Surgery Registration	5	5	0	4	0	1
Pain Management Clinic	2	1	2	0	2	2
Physician Assistant	3	1	0	1	0	0
Mental Health Counseling						
Licensed Mental Health Counselor	33	30	1	29	8	8

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATIONS	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESISTS ISSUED	REFERRED TO LAW ENFORCEMENT
Provisional Mental Health Counselor	2	2	0	2	1	1
Registered Mental Health Counselor Intern	10	8	0	5	2	2
Midwifery						
Midwife	7	6	0	5	0	3
Non-Jurisdictional Complaints						
AHCA Enforcement - Non-Jurisdictional Complaints	1	1	0	1	0	0
Nursing						
Advanced Practice Registered Nurse	12	10	0	7	0	1
Certified Nursing Assistant	24	8	0	8	0	0
Licensed Practical Nurse	13	9	1	11	2	2
Registered Nurse	57	45	4	44	1	2
Nursing Home Administrator						
Nursing Home Administrator	1	0	0	0	0	0
Opticianry						
Optical Establishment Permit	21	20	1	19	14	14
Optician	47	43	2	44	19	20
Optometry						
Optometrist	1	1	0	1	0	0
Orthotist and Prosthetist						
Orthotist	1	0	0	0	0	0
Osteopathic Medicine						
Osteopathic Physician	3	0	0	0	0	0

PROFESSION	COMPLAINTS RECEIVED	REFERRED FOR INVESTIGATIONS	COMPLETED INQUIRIES	COMPLETED INVESTIGATIONS	CEASE AND DESISTS ISSUED	REFERRED TO LAW ENFORCEMENT
Pharmacy						
Pharmacist	15	13	0	14	8	9
Pharmacist Intern	1	1	0	1	0	0
Pharmacy	31	29	2	27	11	16
Registered Pharmacy Technician	3	3	0	3	0	0
Physical Therapy						
Physical Therapist	8	7	0	5	0	0
Physical Therapist Assistant	4	2	0	2	0	0
Psychology						
Psychologist	16	12	1	12	2	2
Radiologic Technology						
Radiologic Technology	6	5	0	5	3	3
Respiratory Care						
Registered Respiratory Therapist	2	2	0	2	2	2
Speech-Language Pathology and Audiology						
Audiologist	0	0	0	1	0	0
Telehealth Provider						
Out-of-State	5	2	0	3	0	0
TOTALS	1,489	1,380	94	1,325	505	528

- COMPLAINTS RECEIVED - Number of complaints received during the FY for the correlating profession based on unlicensed activity.
- REFERRED FOR INVESTIGATIONS - Number of complaints referred for investigation during the FY for the correlating profession based on unlicensed activity.
- COMPLETED INQUIRIES - Number of completed inquiries during the FY for the correlating profession based on unlicensed activity.
- COMPLETED INVESTIGATIONS - Number of completed investigations during the FY for the correlating profession based on unlicensed activity.
- CEASE AND DESISTS ISSUED - Number of cease and desist orders issued during the FY for the correlating profession based on unlicensed activity.
- REFERRED TO LAW ENFORCEMENT - Number of complaints referred to law enforcement during the FY for the correlating profession based on unlicensed activity.
- Professions not listed have no data to report.

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 HB 713 (2020)/HB 115 (2020) and was implemented by MQA, effective July 1, 2020.

Table 15: Revenues, Expenditures, and Cash Balances

MQA is required to evaluate revenues, expenditures, and cash balances for the previous fiscal year, as mandated by section 456.026(1), Florida Statutes.

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Acupuncture	\$1,087,280	\$773,700	\$385,660	\$1,475,320	\$(60,023)
Anesthesiologist Assistant	\$279,214	\$32,398	\$87,434	\$224,178	\$8,420
Athletic Trainer	\$473,599	\$81,866	\$210,718	\$344,747	\$26,353
Chiropractic Medicine	\$2,128,162	\$2,645,892	\$1,141,989	\$3,632,065	\$76,276
Clinical Laboratory	\$1,035,488	\$878,994	\$849,061	\$1,065,421	\$307,356
Certified Nursing Assistant	\$(3,107,844)	\$4,308,942	\$4,677,259	\$(3,476,161)	\$2,691,462
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$3,080,912	\$1,427,385	\$2,665,210	\$1,843,087	\$179,318
Dentistry	\$(3,841,895)	\$6,043,403	\$3,563,872	\$(1,362,364)	\$(1,791,786)
Dental Hygienist	\$1,562,167	\$1,520,561	\$759,819	\$2,322,909	\$338,539
Dental Laboratory	\$333,869	\$137,507	\$89,531	\$381,845	\$(286,673)
Dietetics and Nutrition	\$850,679	\$226,398	\$369,191	\$707,886	\$(323,225)
Electrolysis	\$(1,390,893)	\$529,112	\$295,602	\$(1,157,383)	\$(677,243)
Emergency Medical Services	\$(5,167,311)	\$315,223	\$1,279,337	\$(6,131,425)	\$(19,341)
Genetic Counselor	\$(42,077)	\$8,987	\$44,953	\$(78,043)	\$6,090
Hearing Aid Specialist	\$656,908	\$72,984	\$205,197	\$524,695	\$(98,377)
Massage Therapy	\$(22,544,233)	\$4,665,670	\$6,634,590	\$(24,513,153)	\$(7,071,245)
Medical Physicist	\$273,188	\$44,665	\$219,605	\$98,248	\$16,023
Medicine	\$19,807,209	\$21,502,373	\$21,145,666	\$20,163,916	\$(2,995,054)
Midwifery	\$(1,058,461)	\$130,991	\$139,178	\$(1,066,648)	\$(150,110)
Nursing	\$16,998,200	\$18,583,366	\$21,632,611	\$13,948,955	\$10,902,621
Nursing Home Administrator	\$735,207	\$166,438	\$601,730	\$299,915	\$20,742

PROFESSION	BEGINNING CASH BALANCE	REVENUES	EXPENDITURES	ENDING CASH BALANCE	UNLICENSED ACTIVITY CASH BALANCE
Occupational Therapy	\$784,031	\$322,559	\$792,397	\$314,193	\$288,923
Opticianry	\$(1,085,730)	\$73,897	\$303,368	\$(1,315,201)	\$(1,319,421)
Optometry	\$2,329,858	\$142,540	\$650,163	\$1,822,235	\$30,869
Orthotist and Prosthetist	\$523,533	\$241,122	\$159,926	\$604,729	\$(145,162)
Osteopathic Medicine	\$4,204,792	\$5,581,105	\$2,887,901	\$6,897,996	\$192,167
Pharmacy	\$1,519,225	\$8,631,887	\$7,226,696	\$2,924,416	\$1,227,064
Physical Therapy	\$1,012,209	\$2,888,398	\$1,829,195	\$2,071,412	\$655,768
Physician Assistant	\$5,616,078	\$4,040,869	\$2,347,331	\$7,309,616	\$240,039
Podiatry	\$591,282	\$800,045	\$403,167	\$988,160	\$38,954
Psychology	\$2,214,641	\$1,508,841	\$891,845	\$2,831,637	\$(188,931)
Radiological Technican	\$(2,011,205)	\$(718)	\$876,504	\$(2,888,427)	\$(976)
Respiratory Therapy	\$1,399,514	\$167,259	\$884,198	\$682,575	\$366,687
School Psychology	\$57,140	\$241,592	\$89,288	\$209,444	\$17,697
Speech-Language Pathology and Audiology	\$1,815,873	\$1,824,582	\$1,441,827	\$2,198,628	\$397,888
Telehealth Provider	\$(1,207,635)	\$17,943	\$646,578	\$(1,836,270)	\$(9,694)
TOTALS	\$29,912,974	\$90,578,777	\$88,428,597	\$32,063,154	\$2,891,995

• 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 projected, profession-specific cash balance reports to boards and councils in accordance with section 456.005, Florida Statutes. MQA is dedicated to ensuring that the administrative costs of regulation do not hinder licensed health care practitioners from practicing their profession in Florida.

PROFESSIONS	PROJECTED ENDING CASH BALANCE 2024-25	PROJECTED ENDING CASH BALANCE 2025-26	PROJECTED ENDING CASH BALANCE 2026-27	PROJECTED ENDING CASH BALANCE 2027-28	PROJECTED ENDING CASH BALANCE 2028-29	PROJECTED ENDING CASH BALANCE 2029-30
Acupuncture	\$1,267,833	\$1,669,017	\$1,462,276	\$1,879,914	\$1,681,713	\$2,104,833
Anesthesiologist Assistant	\$348,748	\$311,566	\$436,305	\$402,168	\$528,829	\$495,706
Athletic Trainer	\$502,663	\$373,317	\$531,809	\$411,630	\$576,732	\$459,606
Chiropractic Medicine	\$2,886,368	\$4,590,801	\$3,848,158	\$5,607,309	\$4,899,639	\$6,677,019
Clinical Laboratory	\$1,358,872	\$1,298,491	\$1,594,833	\$1,575,559	\$1,905,009	\$1,899,429
Certified Nursing Assistant	\$(5,199,367)	\$(6,542,998)	\$(8,250,289)	\$(9,349,710)	\$(10,874,768)	\$(11,892,833)
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$4,341,307	\$2,715,157	\$5,222,383	\$3,729,854	\$6,340,209	\$4,892,194
Dentistry	\$(3,742,453)	\$(1,564,408)	\$(3,936,111)	\$(1,583,831)	\$(3,859,519)	\$(1,449,195)
Dental Hygienist	\$2,031,175	\$2,896,477	\$2,606,035	\$3,503,393	\$3,227,738	\$4,135,775
Dental Laboratory	\$357,019	\$405,829	\$381,098	\$433,157	\$409,514	\$462,656
Dietetics and Nutrition	\$1,253,858	\$1,087,432	\$1,634,240	\$1,483,343	\$2,039,733	\$1,894,009
Electrolysis	\$(1,353,922)	\$(1,306,853)	\$(1,502,370)	\$(1,438,608)	\$(1,622,411)	\$(1,553,088)
Emergency Medical Services	\$(5,536,726)	\$(6,770,923)	\$(6,170,235)	\$(7,336,630)	\$(6,667,367)	\$(7,811,174)
Genetic Counselor	\$(89,012)	\$(124,304)	\$(135,220)	\$(168,574)	\$(178,880)	\$(211,589)
Hearing Aid Specialist	\$800,449	\$676,582	\$952,889	\$837,948	\$1,120,576	\$1,008,609
Massage Therapy	\$(29,493,175)	\$(33,321,197)	\$(38,282,283)	\$(41,771,905)	\$(46,516,163)	\$(49,893,050)
Medical Physicist	\$150,608	\$51,882	\$104,527	\$12,076	\$67,988	\$(22,374)
Medicine	\$22,762,271	\$23,355,001	\$26,008,520	\$27,593,066	\$30,878,242	\$32,793,204
Midwifery	\$(1,194,959)	\$(1,230,689)	\$(1,358,583)	\$(1,386,763)	\$(1,509,876)	\$(1,535,542)

PROFESSIONS	PROJECTED ENDING CASH BALANCE 2024-25	PROJECTED ENDING CASH BALANCE 2025-26	PROJECTED ENDING CASH BALANCE 2026-27	PROJECTED ENDING CASH BALANCE 2027-28	PROJECTED ENDING CASH BALANCE 2028-29	PROJECTED ENDING CASH BALANCE 2029-30
Nursing	\$12,631,958	\$12,469,711	\$11,218,149	\$12,077,757	\$11,575,467	\$12,775,497
Nursing Home Administrator	\$543,403	\$202,111	\$446,982	\$127,907	\$388,613	\$76,939
Occupational Therapy	\$761,383	\$264,963	\$714,742	\$254,161	\$733,593	\$284,950
Opticianry	\$(1,522,816)	\$(1,936,635)	\$(2,142,164)	\$(2,534,642)	\$(2,716,287)	\$(3,101,654)
Optometry	\$2,644,558	\$2,257,768	\$3,081,416	\$2,717,790	\$3,556,619	\$3,200,710
Orthotist and Prosthetist	\$547,199	\$693,976	\$636,730	\$790,163	\$736,172	\$891,822
Osteopathic Medicine	\$5,540,017	\$8,100,558	\$6,748,877	\$9,435,673	\$8,156,110	\$10,884,966
Pharmacy	\$1,634,803	\$2,523,177	\$1,256,864	\$2,501,439	\$1,501,936	\$2,865,176
Physical Therapy	\$1,023,324	\$2,126,032	\$1,082,282	\$2,269,643	\$1,275,564	\$2,491,127
Physician Assistant	\$6,255,387	\$9,912,062	\$8,861,922	\$12,615,431	\$11,612,111	\$15,397,880
Podiatry	\$728,450	\$1,078,532	\$819,736	\$1,188,145	\$939,817	\$1,314,331
Psychology	\$2,336,313	\$3,099,228	\$2,605,833	\$3,404,581	\$2,933,272	\$3,743,958
Radiological Technican	\$(4,270,025)	\$(5,491,215)	\$(6,869,125)	\$(8,036,908)	\$(9,372,599)	\$(10,522,590)
Respiratory Therapy	\$1,310,455	\$509,968	\$1,140,243	\$381,829	\$1,039,523	\$295,125
School Psychology	\$141,487	\$257,269	\$189,615	\$311,514	\$247,325	\$371,261
Speech-Language Pathology and Audiology	\$1,939,631	\$2,575,176	\$2,318,372	\$3,011,299	\$2,779,607	\$3,491,650
Telehealth Provider	\$(2,168,539)	\$(2,527,489)	\$(2,858,823)	\$(3,201,281)	\$(3,521,907)	\$(3,858,870)
TOTAL	\$21,528,543	\$24,685,374	\$14,399,633	\$21,747,896	\$14,311,870	\$23,056,474

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

Table 17: Review of the Adequacy of Renewal Fees

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

PROFESSION	FY 2024-25 AND 2025-26 ESTIMATED EXPEND	NUMBER OF LICENSEES	COST TO REGULATE	RENEWAL FEE CAP	CURRENT RENEWAL FEE	SUFFICIENT CURRENT RENEWAL FEE
Acupuncture	\$655,328	2,573	\$255	\$500	\$275/\$150	Yes
Anesthesiologist Assistant	\$132,463	798	\$166	\$1,000	\$200	Yes
Athletic Trainer	\$425,654	3,301	\$129	\$200/\$100	\$100/\$50	Yes
Certified Nursing Assistant	\$11,540,998	149,189	\$77	\$50	\$50	
Chiropractic Medicine	\$2,394,258		\$307			Yes
Chiropractic		7,419		\$500	\$350/\$250	
Chiropractic Physician Assistant		369		\$250	\$55/\$28	
Clinical Laboratory	\$2,022,258		\$107			Yes
Director		292		\$130	\$150	
Supervisor		5,301		\$110	\$150	
Technologist		11,085		\$90	\$150	
Technician		1,774		\$50	\$150	
Training Program		54		\$300	\$300	
Inactive		316		\$50	\$50	
Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling	\$6,426,530		\$167			Yes
Clinical Social Work		16,823		\$250/\$50	\$115/\$50	
Marriage and Family Therapy		3,314		\$250/\$50	\$115/\$50	
Mental Health Counseling		18,239		\$250/\$50	\$115/\$50	
Intern		0		\$100	\$75	
Master Certified Social Worker		4		\$250/\$50	\$150	
Dentistry	\$7,122,012	17,109	\$416	\$300	\$300	
Dental Hygienist	\$1,216,201	17,736	\$69	\$300	\$80/\$75	Yes

PROFESSION	FY 2024-25 AND 2025-26 ESTIMATED EXPEND	NUMBER OF LICENSEES	COST TO REGULATE	RENEWAL FEE CAP	CURRENT RENEWAL FEE	SUFFICIENT CURRENT RENEWAL FEE
Dental Laboratory	\$109,832	658	\$167	\$300	\$175	Yes
Dietetics and Nutrition	\$668,260	7,274	\$92	\$500	\$95	Yes
Electrolysis	\$764,547	2,565	\$298	\$100	\$100	
Genetic Counselor	\$64,235	635	\$101	No Cap	\$-	
Hearing Aid Specialist	\$410,732	1,087	\$378	\$600	\$375	Yes
Massage Therapy	\$14,824,934		\$319			
Massage Therapist		38,164		\$200/\$250	\$100	
Massage Establishment		8,291		\$150	\$100	
Medical Physicists	\$250,227		\$300			
Medical Physicist		763		\$500	\$150	
Medical Physicist in Training		71		No Cap	\$100	
Medicine	\$43,324,729	86,748	\$499	\$500	\$350/\$120	Yes
Midwifery	\$328,892	214	\$1,537	\$500	\$500	
Nursing	\$47,857,953		\$95			Yes
Registered Nurse		383,120		No Cap	\$65/\$55	
Licensed Practical Nurse		63,151		No Cap	\$65/\$55	
Advanced Practice Registered Nurse		57,679		\$50	\$50	
Nursing Home Administrator	\$1,025,616	1,968	\$521	No Cap	\$325	Yes
Occupational Therapy	\$1,788,808	19,164	\$93	No Cap	\$55	Yes
Opticianry	\$1,268,878	4,058	\$313	\$350/\$50	\$125/\$50	
Optometry	\$1,025,848		\$258			Yes
Optometrist		3,961		\$300	\$300	
Optometry Faculty		18		No Cap	\$100	
Branch Office		0		\$100	\$100	
Orthotist and Prosthetist	\$258,563	618	\$418	\$500	\$400	Yes
Osteopathic Medicine	\$5,243,946	11,370	\$461	\$500	\$400/\$200	Yes
Pharmacy	\$16,866,463		\$160			Yes

PROFESSION	FY 2024-25 AND 2025-26 ESTIMATED EXPEND	NUMBER OF LICENSEES	COST TO REGULATE	RENEWAL FEE CAP	CURRENT RENEWAL FEE	SUFFICIENT CURRENT RENEWAL FEE
Pharmacist		36,307		\$250	\$200	
Consultant Pharmacist		3,709		\$250	\$100	
Nuclear Pharmacist		191		\$250	\$100	
Pharmacies Permit		10,209		\$250	\$250	
Pharmacy Technician		55,318		\$50	\$50	
Physical Therapy	\$3,559,108		\$107			Yes
Physical Therapist		20,695		\$200	\$75/\$50	
Physical Therapist Assistant		12,520		\$150	\$75/\$50	
Physician Assistant	\$3,744,222	13,798	\$271	\$500	\$275	Yes
Podiatry	\$761,164		\$335			Yes
Podiatric Medicine		1,865		\$350	\$350	
Certified Podiatric X-Ray Assistant		410		\$75	\$75	
Psychology	\$1,541,246		\$233			Yes
Psychologist		6,615		\$500	\$200	
Limited License		7		\$500	\$25	
Respiratory Therapy	\$1,858,245	15,450	\$120	\$200/\$50	\$90/\$50	Yes
School Psychology	\$253,119	1,128	\$224	\$500	\$190/\$150	Yes
Speech-Language Pathology and Audiology	\$2,132,638		\$123			Yes
Pathologist and Audiologist		14,698		\$500/\$100	\$75	
Pathologist and Audiologist Assistant		2,706		No Cap	\$50	
TOTAL FUND	\$181,867,905	1,142,899	\$159			

- Cost to regulate is computed by adding FY 2024-25 and FY 2025-26 projected expenditures and dividing by the total number of non-delinquent active and inactive licensees eligible to renew as of June 30, 2024.
- 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, 2030, then the current renewal fee is deemed to be sufficient.

Appendix 2:

Resources

<p>MQA Public Data Portal Download public board-profession data. FLHealthSource.gov/data-portal</p>	<p>Public Records Requests Page Submit public records requests. FloridaHealth.gov/about/sunshine-info/public-records-requests/index.html</p>
<p>Florida Health Care Complaint Portal File a complaint with the appropriate state agency. FLHealthComplaint.gov/home</p>	<p>License Lookup Tool Verify licensure status and details for individuals or businesses. mqa-internet.doh.state.fl.us/MQASearchServices/HealthCareProviders</p>
<p>License Certification Page Request certification of a state license or the lack of one. FLHealthSource.gov/license-certification</p>	<p>MQA Online Services Portal Create an account, apply for and renew a license, and view license details. mqa-vo.doh.state.fl.us/datamart/voservicesportal</p>
<p>MQA Reports and Publications Read about Florida trends in health care regulation. FloridaHealth.gov/licensing-and-regulation/reports-and-publications/index.html</p>	<p>Office of Veteran Licensure Services Access military licensure services and information. FLHealthSource.gov/OVLS</p>
<p>Prescription Drug Monitoring Program Access Frequently Asked Question's, reports, and educational materials on Florida's PDMP. E-FORCSE.com</p>	<p>Unlicensed Activity Program Learn what to observe, how to verify a license, and how to report an unauthorized person. FLHealthSource.gov/ULA</p>



MQA's Virtual Agent, ELI

For more information or to contact MQA, please visit MQA's Virtual Agent, ELI, on the board and council websites. ELI uses AI to improve the experience for health care applicants and practitioners by providing immediate information and suggestions and fielding inquiries outside of normal business through voice and online chat options.

FLHealthSource.gov/ELI

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From left to right: Emily Roach , Jennifer Wenhold, Jessica Nijem.

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