

The Quarterly Performance Report of the Florida Department of Health's Division of Medical Quality Assurance (MQA) is designed to equip stakeholders with clear, data-driven insights into the efficiency and effectiveness of MQA's activities. In doing so, this report supports the ability of key decision-makers to uphold professional standards, protect the public, and guide policy decisions.

LICENSURE HIGHLIGHTS

INITIAL LICENSURE

41,809 Applications Received (+ 7.5% since FY24-25 Q3)
30,946 Licenses Issued (+ 1.1% since FY24-25 Q3)
66.9% Licenses Issued within 49 days (+ 3.0 since FY24-25 Q3)

RENEWAL LICENSURE

150,589 Applications Processed (+ 0.6% since FY23-24 Q3)
99.1% Processed Online (+ 0.2 since FY23-24 Q3)
0.21 Average Days to Process Complete and Qualified Applications

UPGRADES

5,219 Applications Received (- 8.3% since FY24-25 Q3)
4,074 Upgrades Issued (+ 19.0% since FY24-25 Q3)

MOBILE ENDORSEMENT

8,062 Applications Received (+ 21.4% since FY24-25 Q3)
4,598 Licenses Issued (+ 31.6% since FY24-25 Q3)
34% Licenses Issued to Registered Nurses
17% Licenses Issued to Medical Doctors

MOBILE Endorsement is a pathway to licensure in Florida that provides **reciprocity for out-of-state practitioners**. It simplifies and expedites the licensing process for qualified health care practitioners relocating to or practicing in Florida, eliminating the need for full re-examination or additional training.

IMLC INTERSTATE MEDICAL LICENSURE COMPACT

EXPEDITED LICENSES¹ **616** Medical Doctors
45 Osteopathic Physicians
LETTERS OF QUALIFICATION² **588** Medical Doctors
100 Osteopathic Physicians

¹ Practitioners from another IMLC member state applying for a Florida license

² Florida practitioners applying for licensure in another IMLC member state



OFFICE OF VETERAN LICENSURE SERVICES

1,152 Licenses Issued in **1.04** Days on Average

CUSTOMER SERVICE HIGHLIGHTS

CUSTOMER CONTACT CENTER

131,388 Calls Received
51,224 Calls Answered
5:48 Average Talk Time

As expected with the seasonal rise in call center demand, call volume increased in Q3. This uptick led to longer average wait times and a moderated answer rate compared to the previous quarter, consistent with the typical pattern during peak periods.



FINANCIAL SUMMARY

Beginning Cash Balance \$40,421,159 Licensed: 94.3% Unlicensed: 5.7%	Revenues +\$79,596,150 Licensed: 97.4% Unlicensed: 2.6%	Expenditures -\$70,358,448 Licensed: 99.2% Unlicensed: 0.8%	Ending Cash Balance \$49,658,861 Licensed: 92.2% Unlicensed: 7.8%
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FY2025-26

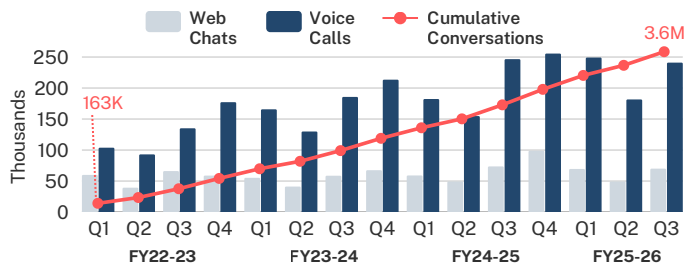
MQA'S VIRTUAL AGENT, ELI

70,401 Web Chats
240,629 Voice Calls
64.6% Conversations Successful



ELI conversation volumes rebounded strongly in Q3, closely mirroring the seasonal increase in call center activity after the lull in Q2. Throughout this surge, ELI continued to resolve most inquiries independently, including a significant share that came in during evenings, weekends, and holidays, reinforcing the value of continuous support for customers.

Web traffic patterns show most ELI conversations originating from FLHealthSource.gov (33%), background screening webpages (27%), and the Board of Nursing site (16%), highlighting the ongoing demand for clear, accessible guidance.



ELI, powered by artificial intelligence, enhances the experience for health care practitioners and applicants by offering instant information and recommendations. ELI is available to answer inquiries through voice and online chat options 24/7.

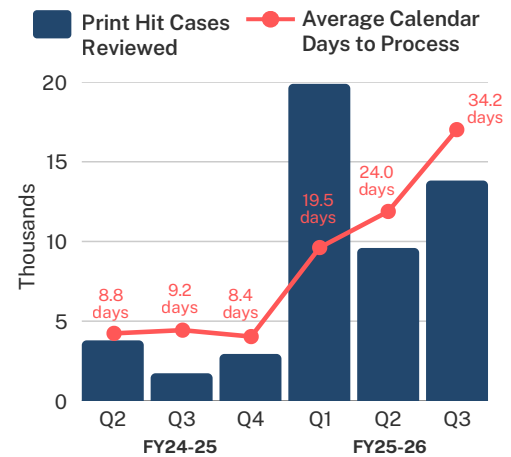
ENFORCEMENT HIGHLIGHTS

EFFECTS OF HB 975

The implementation of HB 975—effective July 1, 2025—has driven a sharp rise in retained print hits (Florida Department of Law Enforcement criminal database matches). Each match is automatically logged as a complaint for MQA review, significantly increasing complaint volumes and workloads.

Retained print hits increased from 10,403 in Q2 to 37,628 in Q3, which accounted for the rise in processing times this quarter. Processing times are expected to continue increasing in Q4, but at a slower pace as we implement workflow optimizations designed to improve throughput and better accommodate the higher case volume.

PRINT HIT PROCESSING TIMES FOLLOWING HB 975*



* This does not affect the timeline for Priority 1 review, which covers the most serious complaints—such as patient harm, criminal activity, or practicing while suspended—that require immediate action.

THE PATH OF A COMPLAINT



OPEN CASES BY END OF QUARTER (Q3)

35,195 Cases in Consumer Services Unit (+ 236.8% since Q2)	883 Cases in Investigative Services Unit (+ 13.4% since Q2)
7,632 Cases in Prosecution Services Unit (+ 3.1% since Q2)	4,132 Cases in Compliance Management Unit (- 4.4% since Q2)

PROBABLE CAUSE ACTIONS

322 Probable Cause Found (- 7.5% since Q2)	828 No Probable Cause Found (- 20.5% since Q2)
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NEW PHARMACY INSPECTIONS

38 Inspections Completed in **7.0** Days on Average

NEW M.O.D.E. INSPECTIONS

Message Establishment, Optical Establishment, Dental Laboratory, Electrolysis Facility
163 Inspections Completed in **4.8** Days on Average



Inspections occur following several qualifying events, such as the creation of a new establishment, change in ownership or address, or on an annual or biennial basis. Teams routinely travel across Florida's 11 investigative services regions to ensure establishments and practitioners follow all relevant state statutes, administrative codes, and federal regulations. To learn more about the complaints or enforcement process, visit [FloridaHealth.gov/Licensing-Regulations/Complaints-Enforcement](https://www.floridahealth.gov/licensing-regulations/complaints-enforcement).

UNLICENSED ACTIVITY

- 383** Complaints Received (+39.8% since Q2)
- 294** Cases Referred for Investigation (-5.8% since Q2)
- 267** Investigations Completed (-17.3% since Q2)
- 145** Cease-and-Desists Issued (+33.0% since Q2)
- 146** Referrals to Law Enforcement (+14.1% since Q2)



DISCIPLINARY ACTIONS

294 Final Orders were issued in Q3, of which Nursing professions comprised 52.0%.

MINOR	3 Citations (+ 200% since Q2)
	53 Voluntary Surrenders (- 18.5% since Q2)
	58 Reprimands (- 18.3% since Q2)
	76 Dismissals (+ 33.3% since Q2)
MODERATE	18 Probations (+ 200% since Q2)
	80 Limitations/Obligations (- 15.8% since Q2)
SEVERE	93 Fines (- 35.0% since Q2)
	93 Revocations (+ 22.4% since Q2)
	58 Suspensions (+ 18.4% since Q2)

Q3 PERFORMANCE DATA

INITIAL LICENSURE

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Initial Licenses Issued ¹	30,622	38,397	34,605	28,560	30,946
Initial Applications ² Received	38,894	46,622	39,102	34,495	41,809
Initial Applications ² Received Online (%)	67.7%	74.0%	73.0%	73.8%	73.5%
Average Business Days to Issue an Initial License ³ 	2.02	1.11	1.13	1.09	1.24
Initial Licenses Issued ¹ within 49 Days (%)	63.9%	66.0%	63.9%	65.9%	66.9%
Average Calendar Days to Issue an Initial License ⁴ 	53.0	47.9	51.0	50.6	48.9

¹ **Initial Licenses Issued** refers to the total number of licenses issued to qualified applicants.

³ **Average Business Days to Issue an Initial License** refers to the average time between the day the application is deemed qualified (complete and meets requirements) and the day the license is issued.

² **Initial Applications Received** refers to the total number of initial applications received from qualified applicants.

⁴ **Average Calendar Days to Issue an Initial License** refers to the average time between the day the application is received and the day the license is issued.

RENEWAL APPLICATIONS

	FY19-20 Q3	FY21-22 Q3	FY23-24 Q3	FY25-26 Q3
Renewal Applications Processed	122,028	132,632	149,619	150,589
Renewal Applications Processed Online (%)	98.2%	98.5%	98.9%	99.1%
Average Calendar Days to Process Renewal Application 	0.31	0.06	0.12	0.12

* **Renewal licensure data compares the current quarter to the same quarter every other fiscal year (instead of the prior four quarters). Because Florida licenses renew biennially on profession-specific schedules, renewal volumes align only with those from two years prior (and every two years thereafter).**



MILITARY LICENSURE

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Total Licenses Issued to Qualified Military Applicants	1,184	1,236	1,182	1,041	1,152
Average Business Days to Issue an Initial License to a Qualified Applicant	2.82	1.14	1.18	0.76	1.04
Licenses Issued via Military Fee Waiver Pathway	1,061	1,134	1,068	938	1,038
Licenses Issued via VALOR Pathway (Veterans Application for Licensure Online Response)	72	65	64	67	78
Licenses Issued via Military Spouse Pathway	51	37	44	33	34
Temporary Licenses Issued via Military Platform Pathway	0	0	6	3	2
Military Licenses Issued Since Pathways Became Effective (2013)	21,483	22,163	23,365	24,432	25,610

OTHER LICENSURE ACTIVITIES

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
MOBILE Applications Received	6,642	6,789	7,016	6,408	8,062
MOBILE Licenses Issued	3,494	4,601	4,895	4,772	4,598
License Upgrade Applications Received	5,691	5,589	5,619	4,061	5,219
License Upgrades Issued	3,423	5,099	5,222	4,222	4,074

FACILITY INSPECTIONS

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
New M.O.D.E. ¹ Inspections Conducted	189	333	344	252	163
Average Time to Complete a New M.O.D.E. Inspection (calendar days) 	4.4	4.3	4.4	4.3	4.8
New Pharmacy Inspections Conducted	53	48	61	47	38
Average Time to Complete a New Pharmacy Inspection (calendar days) 	7.2	7.5	7.7	6.3	7.0

¹ **Massage Establishment, Optical Establishment, Dental Laboratory, Electrolysis Facility**

COMPLAINT INTAKE

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Total Complaints Received	7,776	10,923	29,393	16,198	44,796
Retained Print Hits (from FDLE) ¹	1,140	3,108	22,374	10,403	37,628
Initial Complaint Reviews Completed	8,831	10,255	25,997	14,891	20,242
Complaints Received (Unlicensed Activity)	390	345	325	274	383

¹ Tracking for Retained Print Hits began in FY2025-26, Q1, when HB 975 (2025) became effective.

COMPLAINT OUTCOMES

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Legally Sufficient Complaints	2,634	3,084	1,484	1,403	1,634
Total Investigations Completed	2,048	2,861	2,263	1,416	1,548
Cases Referred for Investigation (Unlicensed Activity)	346	389	358	312	294
Investigations Completed (Unlicensed Activity)	350	385	436	323	267
Cease and Desists Issued (Unlicensed Activity)	168	176	153	109	145
Cases Referred to Law Enforcement (Unlicensed Activity)	166	186	182	128	146

COMPLAINT DETERMINATIONS

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Complaints Deemed Legally Sufficient and Probable Cause Found	299	484	435	348	322
Complaints Deemed Legally Sufficient and No Probable Cause Found	754	1,020	780	1,042	828

DISCIPLINARY ACTIONS

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Emergency Restriction Orders (EROs) Issued	12	14	7	2	0
Emergency Suspension Orders (ESOs) Issued	82	84	40	60	89
Citations Issued	9	7	1	1	3
Dismissals Issued	49	49	51	57	76
Cases Resolved Through Final Order	360	330	276	262	294

OPEN CASES

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Cases in Consumer Services Unit	4,785	5,560	8,900	10,449	35,195
Cases in Investigative Services Unit	1,426	1,733	984	779	883
Cases in Prosecution Services Unit	6,491	7,700	7,527	7,400	7,632
Cases in Compliance Management Unit	4,920	4,725	4,457	4,323	4,132

MQA'S VIRTUAL AGENT, ELI

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Web Chats Conducted	73,553	98,870	69,490	49,327	70,401
Voice Calls Conducted	246,610	255,563	249,228	181,644	240,629

CUSTOMER CONTACT CENTER

	FY24-25 Q3	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3
Calls Received	91,194	133,091	129,570	90,614	131,388
Calls Answered	61,941	67,216	63,089	47,998	51,224
Answer Rate (%)	68%	51%	49%	53%	39%
Average Talk Time with Client (min:sec)	5:22	5:08	5:20	5:20	5:48
Average Wait Time (min:sec)	20:17	38:27	42:15	35:50	65:49



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