

EMS Complaints and Investigations Report

EMS Personnel



Fiscal Year (FY) 2024

Complaints Related to Emergency Medical Services (EMS) Personnel

Sources	Count
Anonymous	12
Attorney General Texas Office	0
Client/Consumer/Patient	56
Employee	3
Federal Agency	0
Inspector General Texas Office	0
Internally Generated	408
Law Enforcement	1
Local Government	1
Media	0
Out of State Agency	0
Regulated Entity	78
Self-Report	779
Terrorism	0
Texas State Agency	1
Third Party Payor	0
Total	1,339



Reason and Basis	Count
Abuse/Neglect/Exploitation	0
Advertising/Mislabeling	1
Beyond Scope of License	0
EMS Missing/Broken/Inoperable Equipment	0
Client Rights	0
Confidentiality	8
Continuing Education Violations	12
Criminal History	1,154
EMS Course Issues	1
EMS Drug Diversion	14
Failure to Display License	1
False Report Filed/Made/Signed	4
Financial	1
Fraud/Deceit/Bribery	2
Improper Record Keeping	3
Inappropriate/Lack of Supervision	0
Inspection Deficiency	0
No Survey	0
Non-Notified Activity	0
Order Non-Compliance	2
Out of Business	5
Performance of Unauthorized Procedure	1
Practice without Medical Direction	1
Reopen/Reinstate	1
Reportable Event	0
Required Activity Not Performed	5
Sexual Misconduct	0
Sources of Radiation	0
Staffing Standards	3
Standard of Care/Service/Product	91
Unauthorized Activity	0
Unauthorized Prescribing/Dispensing	0
Unlicensed Person/Facility	10
Unprofessional Conduct	12
Use of Alcohol/Drugs on the Job	7
Total	1,339



Resolved	Count
Application Approved	595
Application Withdrawn	4
Case Substantiated	1
Case Unsubstantiated	24
Enforcement with Monitoring	11
Enforcement without Monitoring	15
Inconclusive	2
License Expiration	5
No Action	413
No Juris/Refer to Other Jurisdiction	4
No Jurisdiction	5
No Violation	28
Pre-Screen Eligible	90
Pre-Screen Not Eligible	3
Unfounded	1
Warning Letter of Concern	53
Withdrawn by Complainant	1
Withdrawn by Dept/Board	8
Total	1263

Discipline Taken	Count
Suspension	3
Emergency Suspension	6
Probated Suspension	3
Revocation	2
Suspension	3
Emergency Suspension	8
Voluntary Surrender	1
Emergency Suspension	2
Total	28

Remained Open	Count
Discipline Proposed Not Final	15
Under Investigation	61
Total	76

Resolved from Previous Years	Count
Application Approved	2
Application Expired	4
Case Substantiated	18
Case Unsubstantiated	118
Closed - Inconclusive	1
Closed - No Violation	2
Closed - Unsubstantiated	4



Deficiency Plan of Correction Accepted	2
Enforcement with Monitoring	11
Enforcement without Monitoring	31
Inconclusive	1
License Expiration	40
No Action	41
No Juris/Refer to Other Jurisdiction	1
No Violation	1
Pre-Screen Eligible	3
Warning Letter of Concern	97
Withdrawn by Dept/Board	11
Total	388

Remained Open with Total Days Open	
Reason and Basis	Days Open
Standard of Care/Service/Product	360
Standard of Care/Service/Product	360
Standard of Care/Service/Product	331
Unlicensed Person/Facility	326
Standard of Care/Service/Product	303
Order Non-Compliance	241
Standard of Care/Service/Product	236
Standard of Care/Service/Product	234
Standard of Care/Service/Product	234
Standard of Care/Service/Product	234
Standard of Care/Service/Product	225
Standard of Care/Service/Product	225
Standard of Care/Service/Product	201
Criminal History	187
Standard of Care/Service/Product	186
Standard of Care/Service/Product	186
Standard of Care/Service/Product	169
Standard of Care/Service/Product	169
Standard of Care/Service/Product	166
Standard of Care/Service/Product	163
Standard of Care/Service/Product	148
Fraud/Deceit/Bribery	145
Standard of Care/Service/Product	137
Unlicensed Person/Facility	137
Standard of Care/Service/Product	129
Standard of Care/Service/Product	129



Standard of Care/Service/Product	129
Standard of Care/Service/Product	121
EMS Drug Diversion	117
Standard of Care/Service/Product	103
EMS Drug Diversion	102
EMS Drug Diversion	102
Standard of Care/Service/Product	101
Standard of Care/Service/Product	101
Criminal History	100
EMS Drug Diversion	93
Standard of Care/Service/Product	93
Standard of Care/Service/Product	93
Standard of Care/Service/Product	93
Standard of Care/Service/Product	93
Standard of Care/Service/Product	93
Standard of Care/Service/Product	89
Standard of Care/Service/Product	89
Standard of Care/Service/Product	89
Standard of Care/Service/Product	89
Standard of Care/Service/Product	89
Standard of Care/Service/Product	89
Criminal History	85
Unlicensed Person/Facility	82
Criminal History	71
Standard of Care/Service/Product	66
Standard of Care/Service/Product	66
EMS Drug Diversion	64
Standard of Care/Service/Product	43
Standard of Care/Service/Product	43
Criminal History	40
Standard of Care/Service/Product	40
Standard of Care/Service/Product	40
Standard of Care/Service/Product	39
Criminal History	33
EMS Drug Diversion	29
Standard of Care/Service/Product	23
Standard of Care/Service/Product	19
Standard of Care/Service/Product	16
Standard of Care/Service/Product	16
Unlicensed Person/Facility	15
Criminal History	12



Criminal History	11
Criminal History	9
Standard of Care/Service/Product	9
Standard of Care/Service/Product	8
Standard of Care/Service/Product	5
Standard of Care/Service/Product	5
Standard of Care/Service/Product	5
Criminal History	4
EMS Drug Diversion	4
Criminal History	1
Total	76

