

EMS Complaints and Investigations Report

EMS Personnel



Fiscal Year (FY) 2023

Complaints Related to Emergency Medical Services (EMS) Personnel

Sources	Count
Anonymous	19
Client/Consumer/Patient	30
Employee	6
Federal Agency	0
Inspector General	1
Internally Generated	460
Law Enforcement	3
Local Government	2
Media	1
Regulated Entity	57
Self-Report	750
State Agency	1
Total	1,330



Reason and Basis	Count
Abuse/Neglect	1
Advertising	1
Beyond Scope of License	1
Confidentiality	4
Continuing Education Violations	6
Criminal History	1,192
Drug Diversion	8
Failure to Provide Standard Care	63
False Report Filed/Made/Signed	6
Fraud/Deceit/Bribery	6
Improper Record Keeping	0
Negligence	0
Not Cooperating with Investigation/Inspection	0
Order Non-Compliance	1
Required Activity Not Performed	3
Reopen/Reinstate	0
Sexual Misconduct	0
Unauthorized Prescribing/Dispensing	2
Unlicensed Person/Facility	13
Unprofessional Conduct	21
Use of Alcohol/Drugs on the Job	2
Total	1,330

Resolved	Count
Application Approved	598
Application Withdrawn	0
Cease and Desist	1
Enforcement with Monitoring	20
Enforcement without Monitoring	3
Inconclusive	3
License Expiration	7
No Action	424
No Jurisdiction	9
No Jurisdiction/Referred	2
No Violation	29
Pre-Screen Eligible	70
Pre-Screen Not Eligible	2
Substantiated	3
Unsubstantiated	54
Warning Letter of Concern	34
Withdrawn by Complainant	1
Withdrawn by Department	3
Total	1,263



Remained Open	Count
Under Investigation	51
Discipline Proposed Not Final	16
Total	67

Discipline Taken	Count
Denied Initial License	1
Denied Renewal License	1
Emergency Suspension	14
Probated Suspension	1
Emergency Suspension Ended in Probated Suspension	2
Probation	0
Reprimand	3
Revocation	1
Suspension	1
Voluntary Suspension	0
Total	24

Resolved from Previous Years	Count
Application Approved	3
Application Expired	0
Application Withdrawn	0
Emergency Suspension	3
Emergency Suspension Ended in Revocation	0
Emergency Suspension Ended in Suspension	0
Inconclusive	1
License Expiration	58
No Action	24
No Jurisdiction	2
No Violation	7
Pre-Screen Eligible	0
Pre-Screen Not Eligible	0
Probated Suspension	10
Probation Suspension Ended in Voluntary Surrender	0
Reprimand	9
Revocation	21
Substantiated	45
Suspension	14
Suspension Ended in Revocation	0
Suspension Ended in Voluntary Surrender	0
Suspension with Probated Suspension	0



Unfounded	1
Unsubstantiated	119
Voluntary Surrender	2
Warning Letter of Concern	67
Withdrawn by Department	0
Total	386

Remained Open with Total Days Open	
Reason and Basis	Days Open
Criminal History	339
Criminal History	339
Standard of Care/Service/Product	337
Standard of Care/Service/Product	326
Standard of Care/Service/Product	326
Standard of Care/Service/Product	324
Standard of Care/Service/Product	319
Standard of Care/Service/Product	318
Standard of Care/Service/Product	302
Standard of Care/Service/Product	292
Standard of Care/Service/Product	289
Standard of Care/Service/Product	256
Standard of Care/Service/Product	218
Criminal History	213
Standard of Care/Service/Product	212
Standard of Care/Service/Product	207
Required Activity Not Performed	204
Required Activity Not Performed	204
Standard of Care/Service/Product	199
Standard of Care/Service/Product	199
Order Non-Compliance	193
Standard of Care/Service/Product	191
Standard of Care/Service/Product	191
Fraud/Deceit/Bribery	191
Standard of Care/Service/Product	177
Unprofessional Conduct	165
Standard of Care/Service/Product	163
EMS Drug Diversion	126
Standard of Care/Service/Product	144
Standard of Care/Service/Product	144
Standard of Care/Service/Product	144
Criminal History	143



Fraud/Deceit/Bribery	122
Unprofessional Conduct	122
Standard of Care/Service/Product	116
Standard of Care/Service/Product	110
Unlicensed Person/Facility	110
Standard of Care/Service/Product	101
Unprofessional Conduct	88
Unprofessional Conduct	74
Standard of Care/Service/Product	73
Unprofessional Conduct	71
Standard of Care/Service/Product	71
Standard of Care/Service/Product	71
Standard of Care/Service/Product	61
Standard of Care/Service/Product	61
Criminal History	1
Standard of Care/Service/Product	59
Standard of Care/Service/Product	54
Criminal History	54
Unprofessional Conduct	54
Unprofessional Conduct	52
Criminal History	39
Criminal History	38
Unprofessional Conduct	30
Confidentiality	29
Standard of Care/Service/Product	25
Standard of Care/Service/Product	25
Fraud/Deceit/Bribery	19
Fraud/Deceit/Bribery	19
Criminal History	17
Standard of Care/Service/Product	10
Standard of Care/Service/Product	10
Unlicensed Person/Facility	10
Unlicensed Person/Facility	10
Criminal History	5
Criminal History	5
Total Count of Open Cases	67

