

# COMPLIANCE SECTION CONSUMER SAFETY BRANCH



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# EMS COMPLIANCE FY 2024 ANALYSIS FINAL ENFORCEMENT ACTIONS



Pursuant to 25 Texas Administrative Code 1.553(a)(1)(2)

# EMS Policy & Procedure Requirements

Emergency Medical Services (EMS) is a crucial factor of the health care system in the State of Texas. EMS professionals can be broadly categorized as Providers and Personnel. EMS Providers maintain EMS vehicles, medical equipment, and EMS personnel to provide emergency medical services. EMS Personnel through EMS Providers unilaterally function to save countless lives each year when they respond to calls for emergency medical needs. The Department of State Health Services (DSHS) Compliance Branch oversees the enforcement of regulatory services pertaining to EMS Personnel, EMS Providers, EMS Education Programs, EMS Continuing Education (CE) Programs, EMS Educators, and First Responder Organizations (FRO) to ensure sustenance of quality services, compliance, safety, and the general well-being of the Texans at large via enforcement, compliance, and accountability to and of all applicable statutes, laws, rules, and regulations.

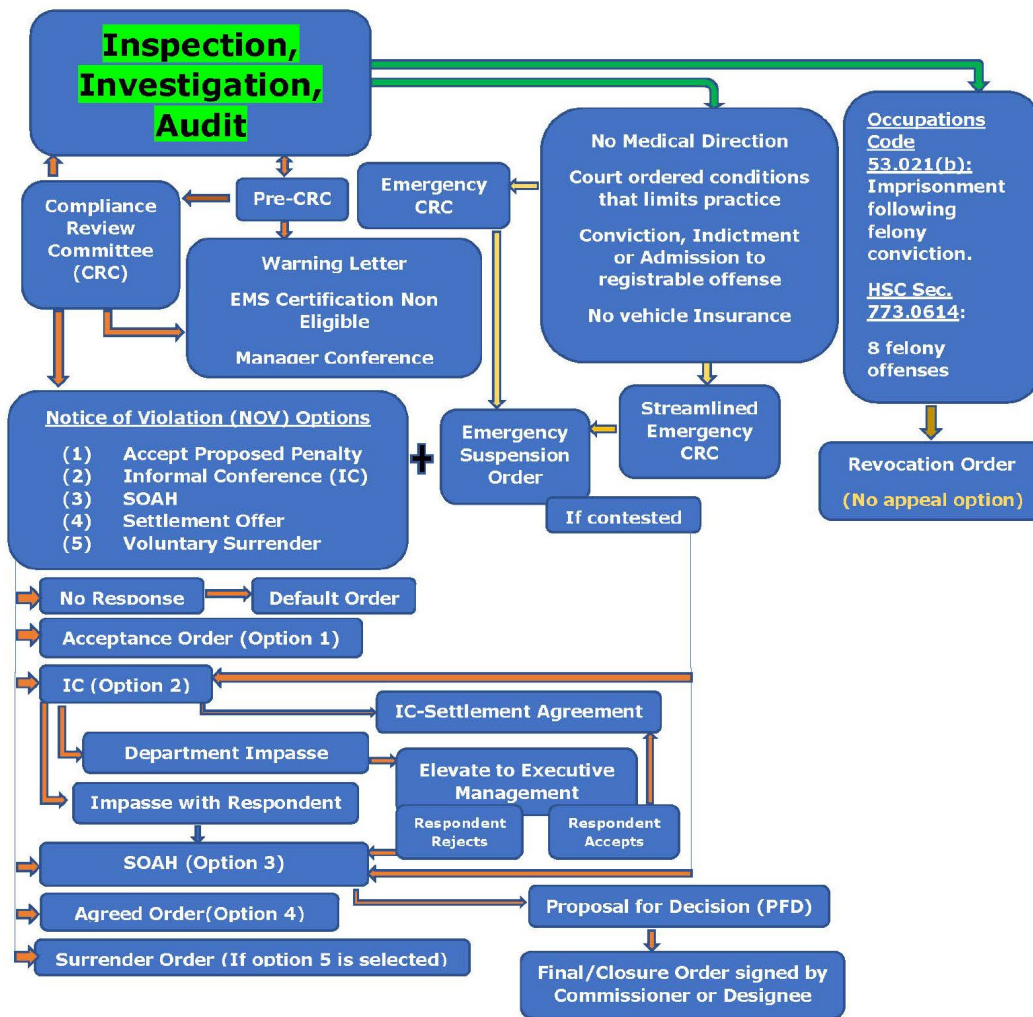


# EMS Certification and License Types

- Emergency Medical Services (EMS) Provider (8030)
- First Responder Organization (8040)
- Emergency Medical Services (EMS) Personnel (8001)
- EMS Educator (8006)
- EMS Temporary Basic Coordinator (8008)
- EMS Temporary Advanced Coordinator (8009)
- EMS Initial Education Program (8020)
- EMS Continuing Education Program (8021)
- EMS Course Application (8025)



## EMS Compliance Flowchart



Types of Disciplinary Actions Proposed in an NOV  
 Monetary fine(Providers), Revocation, Suspension, Reprimand and Denial

Types of Order/ Agreement  
 (with or without conditions)  
 Monetary fine, Revocation, Suspension, Probated Suspension, Reprimand, Voluntary Surrender, Denial (Initial/Renewal), Reinstatement and Non-disciplinary Agreement



# Cases referred to Compliance

- 130 cases were referred in total:
  - 94 through Compliance Review Committee (CRC)
  - 23 through Emergency CRC
  - 13 through Streamlined CE Audit (bypass CRC)

<b>CRC</b>	<b>94</b>
Emergency CRC	23
Streamline CE Audit	13
<b>Total</b>	<b>130</b>

# Outcomes

## **After triage at CRC:**

- 31 cases were returned to program
- 68 Notice of Violation (NOV) letters were cleared to be issued

## **After Emergency CRC:**

- 22 cases resulted in emergency suspension orders issued

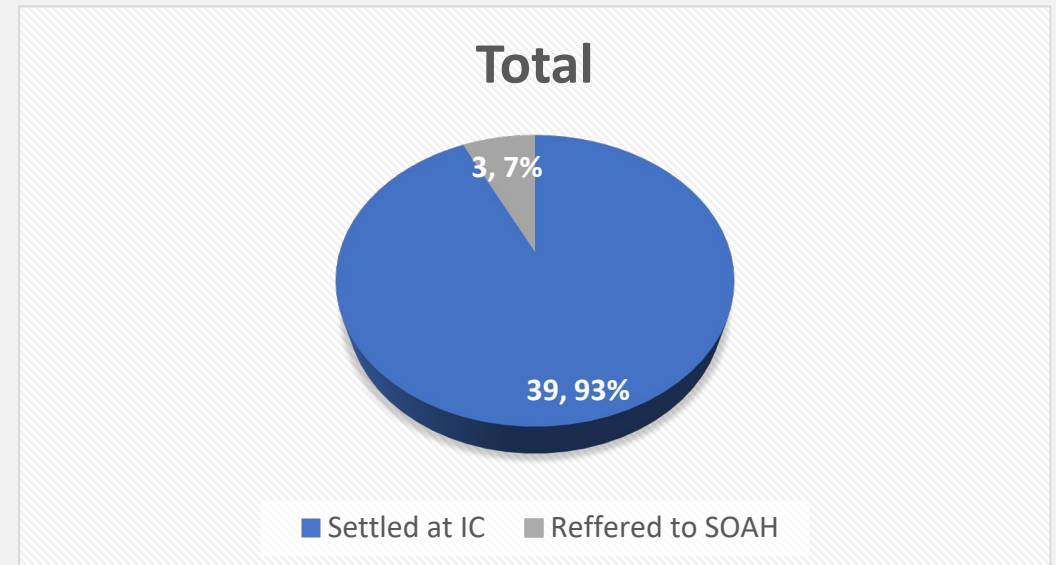
## **After streamline submission:**

- 1 cases were returned back to program

# Informal Conference (IC)

42 cases were heard at an IC:

- 39 cases were settled after the IC
- 3 cases were referred to the State Office of Administrative Hearings





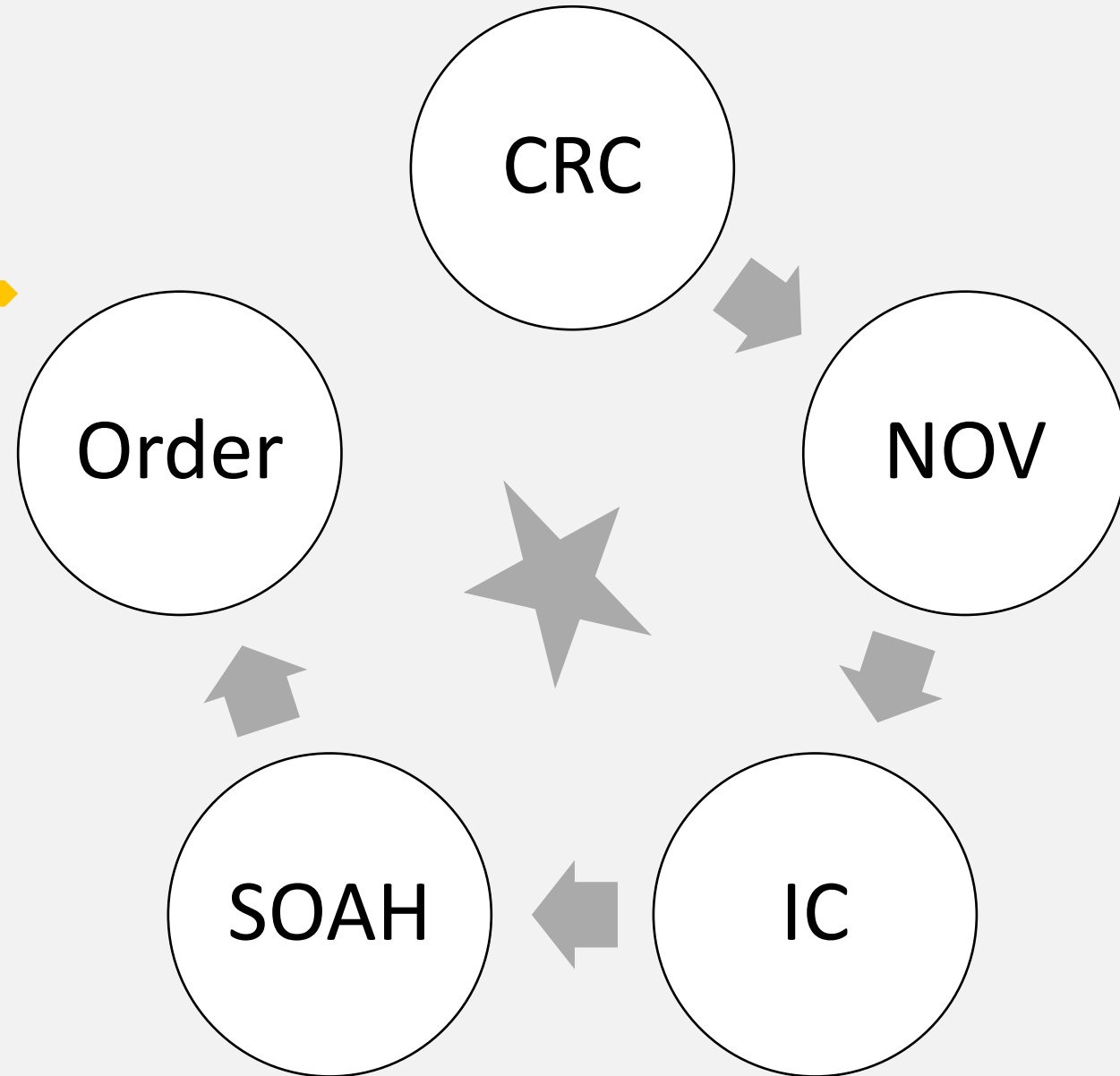
# State Office of Administrative Hearings (SOAH)

Compliance referred 9 cases either at the request of the Respondent or by the Department after an Informal Conference.

- ❖ All Respondents were offered the opportunity to have their case presented before an Administrative Law Judge

SOAH REFERRAL

9




# Orders & Agreements Processed



- 22 Emergency Suspension Orders (ESO)
  - 19 Agreed Orders (AO) / Acceptance Order of Agreement (AOA)
  - 5 Surrender Orders (SO)
  - 6 Revocation Orders (RO)
  - 11 Default Orders (DO)
  - 2 Reinstatement Order (ReO)
  - 20 Informal Conference Settlement Agreement (ICSA)
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# Orders & Agreements Processed Continued

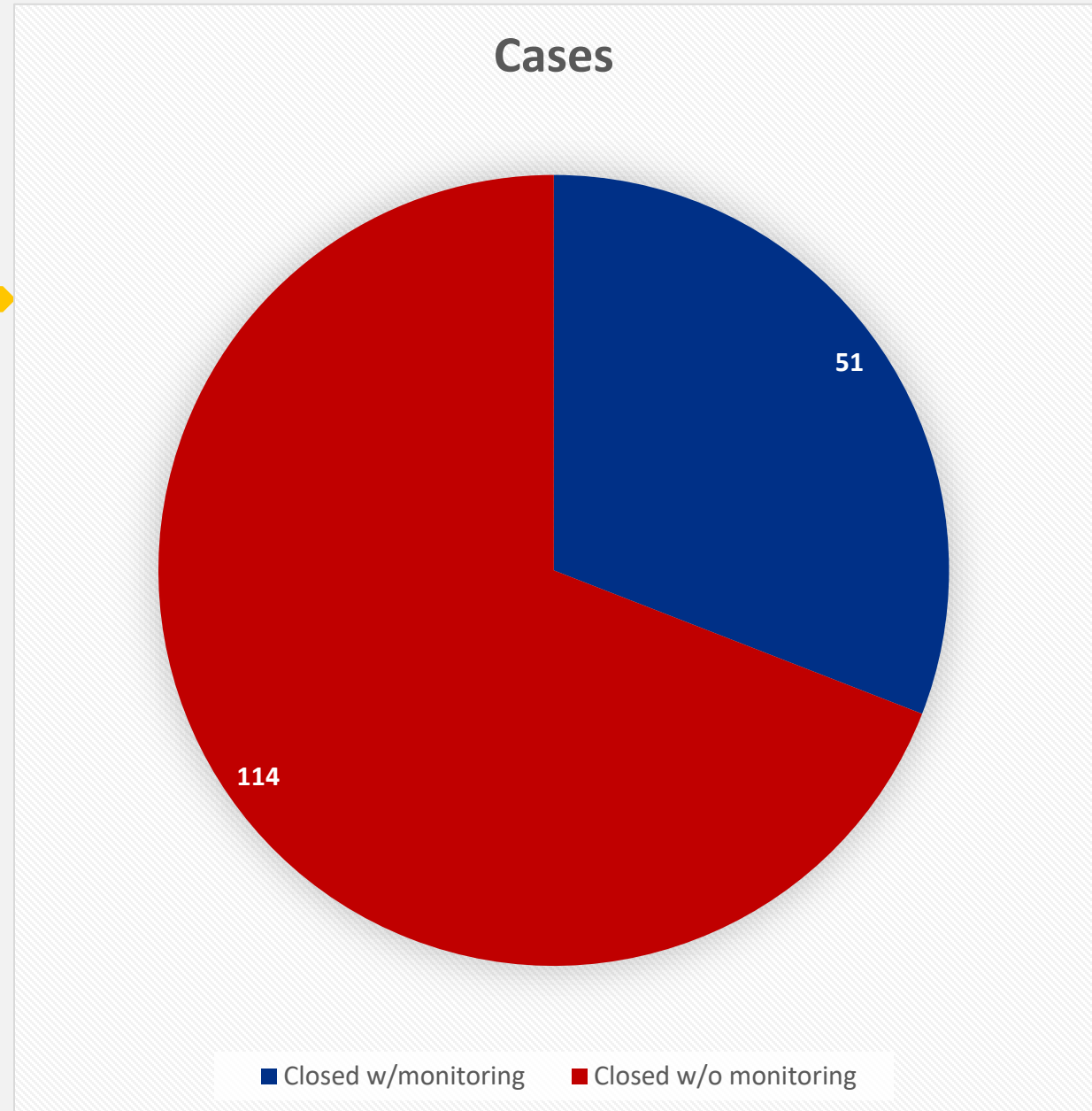


- 19 Agreed Orders (AO) / Acceptance Order of Agreement (AOA)
    - 2 EMS Provider
    - 16 EMS Personnel
    - 1 EMS Educator
  - 11 Default Orders (DO) – all personnel
  - 20 Informal Conference Settlement Agreement (ICSA)
    - 1 EMS Provider
    - 17 EMS Personnel
    - 2 EMS Educator
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# Cases Closed With or Without Monitoring

Cases that have a finalized Order or an Agreement are either:

- Closed with monitoring
  - Terms or conditions to be monitored and can not be completely closed until terms are met
- Closed without monitoring
  - No terms or conditions – case closed



# Total Administrative Penalties Assessed

Administrative Penalties assessed totaled:  
\$ 91,000.00



For more information regarding Compliance Consumer Safety policies and protocols, please click on the link below:

[Compliance Section - Consumer\\_Safety\\_Branch\\_Procedure\\_Manual.pdf - All Documents \(sharepoint.com\)](#)

**Thank You**