

# EMS Complaints and Investigations Report

## First Responder Organizations



Fiscal Year (FY) 2024

### Complaints Related to First Responder Organizations

Sources	Count
Anonymous	0
Attorney General Texas Office	0
Client/Consumer/Patient	3
Employee	0
Federal Agency	0
Inspector General Texas Office	0
Internally Generated	0
Law Enforcement	0
Local Government	0
Media	0
Out of State Agency	0
Regulated Entity	1
Self-Report	0
Terrorism	0
Texas State Agency	0
Third Party Payor	0
<b>Total</b>	<b>4</b>



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

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

<b>Resolved</b>	<b>Count</b>
No Action	1
No Jurisdiction	1
No Violation	1
<b>Total</b>	<b>3</b>



<b>Remained Open</b>	<b>Count</b>
Under Investigation	1
<b>Total</b>	<b>1</b>

<b>Discipline Taken</b>	<b>Count</b>
No discipline taken	0
<b>Total</b>	<b>0</b>

<b>Resolved from Previous Years</b>	<b>Count</b>
No Violation	1
Warning Letter of Concern	2
Withdrawn by Dept/Board	1
<b>Total</b>	<b>4</b>

<b>Remained Open with Total Days Open</b>	
<b>Reason and Basis</b>	<b>Days Open</b>
Standard of Care/Service/Product	68
<b>Total Count of Open Cases</b>	<b>1</b>

