

EMS Complaints and Investigations Report

EMS Providers



Fiscal Year (FY) 2023

Complaints Related to Emergency Medical Services (EMS) Providers

Sources	Count
Anonymous	16
Client/Consumer/Patient	79
Employee	15
Inspector General	1
Internally Generated	5
Law Enforcement	3
Local Government	8
Media	0
Regulated Entity	11
Self-Report	11
Total	149



Reason and Basis	Count
Abuse/Neglect	1
EMS Administrator Complaint	2
Billing Inappropriateness	0
Confidentiality	2
Drug Diversion	1
Equipment Issues	3
Failure to Maintain/Release Records	1
Failure to Provide Standard Care	88
False Report Filed/Made/Signed	2
Financial	8
Fraud	4
Improper Record Keeping	1
Missing/Broken/Inoperable Equipment	6
No Medical Director	3
Non-compliance with Agency Orders	0
Practice without Medical Direction	0
Sexual Misconduct	0
Staffing Standards	2
Unlicensed Person/Facility	17
Unprofessional Conduct	6
Vehicle Standards	2
Total	149

Resolved	Count
Cease and Desist	1
Closed - No Action	9
Closed - No Violation	52
Closed - Unsubstantiated	4
Emergency Suspension	1
License Expiration	1
No Jurisdiction	15
No Jurisdiction/Referred	4
Violation Found - Corrected	1
Warning Letter	15
Withdrawn by Complainant	1
Withdrawn by Department	1
Total	105

Remained Open	Count
Discipline Proposed Not Finalized	2
Under Investigation	42
Total	44



Resolved from Previous Years	Count
Administrative Penalty	1
Emergency Suspension	0
Inconclusive	1
License Expiration	4
No Jurisdiction	2
No Violation	21
Plan of Correction Accepted	1
Reprimand	1
Substantiated No Action	1
Unfounded	0
Unsubstantiated	6
Violation Found - Corrected	0
Warning Letter	7
Withdrawn by Department	0
Total	45

Remained Open with Total Days Open	
Reason and Basis	Days Open
Standard of Care/Service/Product	326
Standard of Care/Service/Product	326
Standard of Care/Service/Product	292
Standard of Care/Service/Product	274
Standard of Care/Service/Product	241
Standard of Care/Service/Product	234
Standard of Care/Service/Product	234
Standard of Care/Service/Product	222
Standard of Care/Service/Product	221
Standard of Care/Service/Product	215
Standard of Care/Service/Product	207
Standard of Care/Service/Product	192
Fraud/Deceit/Bribery	191
Standard of Care/Service/Product	186
Fraud/Deceit/Bribery	177
Fraud/Deceit/Bribery	176
Unlicensed Person/Facility	173
Standard of Care/Service/Product	159
Standard of Care/Service/Product	158
Standard of Care/Service/Product	158
Standard of Care/Service/Product	136
Standard of Care/Service/Product	122
Standard of Care/Service/Product	122
Standard of Care/Service/Product	116



Unlicensed Person/Facility	110
Standard of Care/Service/Product	101
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	72
Standard of Care/Service/Product	71
Standard of Care/Service/Product	65
Standard of Care/Service/Product	54
Standard of Care/Service/Product	54
Standard of Care/Service/Product	45
Standard of Care/Service/Product	40
Standard of Care/Service/Product	40
Standard of Care/Service/Product	33
Standard of Care/Service/Product	25
Standard of Care/Service/Product	23
Standard of Care/Service/Product	12
Unlicensed Person/Facility	10
Standard of Care/Service/Product	2
Total Count of Open Cases	44

