

EMS Complaints and Investigations Report

EMS Providers



Fiscal Year (FY) 2024

Complaints Related to Emergency Medical Services (EMS) Providers

Sources	Count
Anonymous	9
Client/Consumer/Patient	103
Employee	14
Inspector General Texas Office	1
Internally Generated	4
Law Enforcement	0
Local Government	4
Media	2
Regulated Entity	15
Self-Report	10
Texas State Agency	1
Total	163



Reason and Basis	Count
Abuse/Neglect	0
Advertising	1
Billing Inappropriateness	0
EMS Administrator Complaint	0
Missing/Broken/Inoperable Equipment	16
Confidentiality	2
Drug Diversion	2
Failure to Display License	1
Failure to Maintain/Release Records	0
False Report Filed/Made/Signed	0
Financial	7
Fraud	1
Improper Record Keeping	0
Inappropriate/Lack of Supervision	1
Inspection Deficiency	1
No Medical Director	0
Non-Compliance with Agency Orders	0
Practice without Medical Direction	0
Required Activity Not Performed	1
Sexual Misconduct	0
Staffing Standards	6
Standard of Care/Service/Product	107
Unlicensed Person/Facility	11
Unprofessional Conduct	6
Total	163



Resolved	Count
Cease and Desist	0
License Expiration	0
No Action	6
No Jurisdiction	11
No Jurisdiction/Referred	9
No Violation	49
Plan of Correction Accepted	1
Substantiated	2
Unsubstantiated	7
Violation Found - Corrected	2
Voluntary Surrender	1
Warning Letter	18
Withdrawn by Complainant	4
Withdrawn by Dept/Board	4
Total	114

Discipline Taken	Count
No discipline taken	0
Total	0



Remained Open	Count
Discipline Proposed Not Finalized	0
Under Investigation	49
Total	49

Resolved from Previous Years	Count
Administrative Penalty	2
Emergency Suspension	0
Emergency Suspension that Ended with Revocation	1
Inconclusive	0
License Expiration	0
No Action	5
No Jurisdiction	0
No Violation	25
Plan of Correction Accepted	6
Probated Suspension	1
Reprimand	0
Substantiated No Action	0
Unfounded	0
Unsubstantiated	1
Violation Found - Corrected	2
Warning Letter	4
Withdrawn by Department	1
Total	48



Remained Open with Total Days Open	
Reason and Basis	Days Open
Standard of Care/Service/Product	360
Standard of Care/Service/Product	246
Standard of Care/Service/Product	234
Standard of Care/Service/Product	222
Standard of Care/Service/Product	215
Standard of Care/Service/Product	211
Standard of Care/Service/Product	166
Standard of Care/Service/Product	145
Standard of Care/Service/Product	137
Standard of Care/Service/Product	134
Standard of Care/Service/Product	131
Unprofessional Conduct	131
Standard of Care/Service/Product	121
Standard of Care/Service/Product	109
Standard of Care/Service/Product	103
Standard of Care/Service/Product	101
Standard of Care/Service/Product	93
Standard of Care/Service/Product	92
Standard of Care/Service/Product	89
Unlicensed Person/Facility	82
Standard of Care/Service/Product	80
Standard of Care/Service/Product	75
Standard of Care/Service/Product	75
Standard of Care/Service/Product	73
Standard of Care/Service/Product	66
Unlicensed Person/Facility	65
Unlicensed Person/Facility	64
Standard of Care/Service/Product	61
Standard of Care/Service/Product	54
Standard of Care/Service/Product	53
Standard of Care/Service/Product	53
Standard of Care/Service/Product	40
Standard of Care/Service/Product	40
Standard of Care/Service/Product	39
Unlicensed Person/Facility	36
Advertising/Mislabeling	33



Standard of Care/Service/Product	19
Unlicensed Person/Facility	15
Standard of Care/Service/Product	11
Standard of Care/Service/Product	11
Standard of Care/Service/Product	10
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
Standard of Care/Service/Product	5
Standard of Care/Service/Product	5
Standard of Care/Service/Product	2
Total Count of Open Cases	49

