

EMS Complaints and Investigations Report

EMS Education Programs



Fiscal Year (FY) 2025

Complaints Related to Emergency Medical Services (EMS) Education Programs

Sources	Count
Anonymous	0
Client/Consumer/Patient	11
Employee	2
Former Employee	1
Internally Generated	0
Out of State Agency	1
Regulated Entity	2
Total	17

Reason and Basis	Count
Advertising/Mislabeling	0
Continuing Education Violations	0
EMS Course Issues	11
Fraud	0
Standard of Care/Service/Product	6
Total	17

Resolved	Count
Case Substantiated	0
Case Unsubstantiated	2
No Violation	5
Warning Letter of Concern	4
Withdrawn by Complainant	0
Total	11



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Remained Open	Count
Discipline Proposed Not Finalized	1
Under Investigation	5
Total	6

Discipline Taken	Count
No Discipline Taken	0
Total	0

Resolved from Previous Years	Count
Enforcement with Monitoring	0
Inconclusive	0
No Violation	0
Probated Suspension	0
Substantiated	0
Unsubstantiated	0
Voluntary Surrender	1
Warning Letter of Concern	1
Total	2

Remained Open with Total Days Open	
Reason and Basis	Days Open
EMS Course Issues	292
EMS Course Issues	150
Failure to Provide Standard Care	101
EMS Course Issues	83
EMS Course Issues	6
Failure to Provide Standard Care	2
Total Count of Open Cases	6