

EMS Complaints and Investigations Report

First Responder Organizations



Fiscal Year (FY) 2025

Complaints Related to First Responder Organizations

Sources	Count
Anonymous	1
Attorney General Texas Office	0
Client/Consumer/Patient	5
Employee	1
Former Employee	1
Federal Agency	0
Inspector General Texas Office	0
Internally Generated	1
Law Enforcement	0
Local Government	0
Media	0
Out of State Agency	0
Regulated Entity	0
Self-Report	0
Terrorism	0
Texas State Agency	0
Third Party Payor	0
Total	9



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Reason and Basis	Count
Abuse/Neglect/Exploitation	0
Advertising/Mislabeling	0
Beyond Scope of License	0
EMS Missing/Broken/Inoperable Equipment	0
Client Rights	0
Confidentiality	0
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	0
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	7
Unauthorized Activity	0
Unauthorized Prescribing/Dispensing	0
Unlicensed Person/Facility	2
Unprofessional Conduct	0
Use of Alcohol/Drugs on the Job	0
Total	9



Resolved	Count
Enforcement without Monitoring	1
No Action	0
No Jurisdiction/Referred	1
No Jurisdiction	1
No Violation	1
Warning Letter	2
Withdrawn by Complainant	1
Total	7



Remained Open	Count
Under Investigation	2
Total	2

Discipline Taken	Count
No discipline taken	0
Emergency Suspension	1
Total	1

Resolved from Previous Years	Count
No Action	1
No Violation	0
Warning Letter of Concern	0
Withdrawn by Dept/Board	0
Total	1

Remained Open with Total Days Open	
Reason and Basis	Days Open
Standard of Care/Service/Product	53
Standard of Care/Service/Product	32
Total Count of Open Cases	2

