

EMS Complaints and Investigations Report

EMS Personnel



Fiscal Year (FY) 2025

Complaints Related to Emergency Medical Services (EMS) Personnel

Sources	Count
Anonymous	6
Attorney General Texas Office	0
Client/Consumer/Patient	64
Employee	44
Federal Agency	0
Inspector General Texas Office	1
Internally Generated	468
Law Enforcement	0
Local Government	0
Media	0
Out of State Agency	1
Regulated Entity	30
Self-Report	1,115
Terrorism	0
Texas State Agency	1
Third Party Payor	0
Total	1,730



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Reason and Basis	Count
Abuse/Neglect/Exploitation	0
Advertising/Mislabeled	0
Beyond Scope of License	0
EMS Missing/Broken/Inoperable Equipment	0
Client Rights	0
Confidentiality	0
Continuing Education Violations	7
Criminal History	1,553
EMS Course Issues	0
EMS Drug Diversion	10
Failure to Display License	0
False Report Filed/Made/Signed	3
Financial	2
Fraud/Deceit/Bribery	0
Improper Record Keeping	2
Inappropriate/Lack of Supervision	0
Inspection Deficiency	0
No Survey	0
Non-Notified Activity	0
Order Non-Compliance	2
Out of Business	5
Performance of Unauthorized Procedure	0
Practice without Medical Direction	0
Reopen/Reinstate	0
Reportable Event	0
Required Activity Not Performed	3
Sexual Misconduct	7
Sources of Radiation	0
Staffing Standards	1
Standard of Care/Service/Product	101
Unauthorized Activity	0
Unauthorized Prescribing/Dispensing	0
Unlicensed Person/Facility	7
Unprofessional Conduct	25
Use of Alcohol/Drugs on the Job	2
Total	1,730



Resolved	Count
Application Approved	860
Application Withdrawn	7
Case Substantiated	7
Case Unsubstantiated	47
Enforcement with Monitoring	6
Enforcement without Monitoring	35
Inconclusive	4
License Expiration	12
No Action	417
No Juris/Refer to Other Jurisdiction	5
No Jurisdiction	9
No Violation	38
Pre-Screen Eligible	160
Pre-Screen Not Eligible	11
Unfounded	0
Warning Letter of Concern	50
Withdrawn by Complainant	5
Withdrawn by Dept/Board	6
Total	1,679

Discipline Taken	Count
Denied Initial	3
Emergency Suspension	16
Probation	1
Probated Suspension	3
Reprimand	2
Revocation	8
Suspension	6
Voluntary Surrender	4
Total	43

Remained Open	Count
Discipline Proposed Not Final	12
Under Investigation	39
Total	51



Resolved from Previous Years	Count
Application Approved	0
Application Expired	0
Case Substantiated	2
Case Unsubstantiated	4
Closed - Inconclusive	1
Closed - No Violation	0
Closed - Unsubstantiated	0
Deficiency Plan of Correction Accepted	0
Enforcement with Monitoring	1
Enforcement without Monitoring	4
Inconclusive	1
License Expiration	0
No Action	9
No Jurisdiction	2
No Juris/Refer to Other Jurisdiction	0
No Violation	24
Pre-Screen Eligible	0
Warning Letter of Concern	10
Withdrawn by Dept/Board	1
Total	59



Remained Open with Total Days Open	
Reason and Basis	Days Open
Criminal History	327
Standard of Care/Service/Product	291
Standard of Care/Service/Product	237
Criminal History	235
Unprofessional Conduct	234
Standard of Care/Service/Product	209
Standard of Care/Service/Product	194
Criminal History	177
Standard of Care/Service/Product	171
Standard of Care/Service/Product	166
Unprofessional Conduct	166
Unprofessional Conduct	159
Unlicensed Person/Facility	156
EMS Drug Diversion	152
EMS Drug Diversion	151
Sexual Misconduct	143
Standard of Care/Service/Product	142
Standard of Care/Service/Product	138
Standard of Care/Service/Product	137
Standard of Care/Service/Product	136
Standard of Care/Service/Product	136
Standard of Care/Service/Product	130
Standard of Care/Service/Product	129
Standard of Care/Service/Product	115
Criminal History	104
Standard of Care/Service/Product	102
Standard of Care/Service/Product	88
Criminal History	82
Standard of Care/Service/Product	65
Standard of Care/Service/Product	65
Standard of Care/Service/Product	65
Criminal History	60
Standard of Care/Service/Product	55
Standard of Care/Service/Product	53
Standard of Care/Service/Product	48
Sexual Misconduct	44
Standard of Care/Service/Product	41



Criminal History	41
Criminal History	40
Standard of Care/Service/Product	32
Criminal History	25
Standard of Care/Service/Product	24
Unprofessional Conduct	23
Standard of Care/Service/Product	18
Criminal History	17
Criminal History	12
Criminal History	6
Sexual Misconduct	3
Standard of Care/Service/Product	3
Standard of Care/Service/Product	3
Criminal History	2
Total Count of Open Cases	51

