

Summary of Closed Complaints

July 1, 2016 through June 1, 2017

Number	Type	Subject	Disposition
14-145	WB	Alleged employee misconduct	5-Unsubstantiated 2-Unfounded 3-No Policy Violation
15-230	IN	Alleged employee misconduct	1-Substantiated 2-Unsubstantiated
16-010	IN	Alleged vandalism of IT equipment & potential unauthorized access	Referred to Riviera Beach Police Department
16-045	IN	Alleged theft, timesheet fraud, & accepting money from vendor(s)	3-Substantiated 4-Unsubstantiated
16-047	IN	Alleged employee misconduct	2-Substantiated 1-Unsubstantiated
16-061	PI	Alleged violation of HR Policy & Discrimination	No violations found
16-062	PI	Alleged employee misconduct	No violations found
16-063	IN	Alleged employee misconduct	1-Substantiated 1-Unsubstantiated
16-082	IN	Alleged employee misconduct	2-Substantiated 1-Unsubstantiated
16-098	PI	Alleged failure to follow procedures	No violations found
16-102	PI	Alleged misuse/unacceptable use of IT resources	1- Substantiated 1-Unsubstantiated
16-103	MA	Alleged falsifications of timesheets	Referred to Management
16-112	MA	Alleged violation of HR policy/Discrimination	Referred to Management
16-116	IN	Alleged misuse of position, fraud, & acceptance of bribe	4-Substantiated 2-Unsubstantiated
16-117	MA	Alleged failure to perform duties	Referred to Management
16-119	NF	Alleged displeasure with investigation	Information Only
16-120	PI	Alleged falsification of client visitation records	1-Insufficient Evidence to Support Allegations 1- No policy violation
16-121	NF	Alleged mismanagement	Information Only
16-122	NF	Concerns related to employee termination	Information Only
16-123	NF	No jurisdiction	Information Only
16-124	PI	Alleged violation of Department Policy	1-Unsubstantiated 1- Unfounded 1- Finding
16-125	RF	No Jurisdiction	Referred to MQA
16-126	NF	Concerns related to rehiring dentist who resigned	Information Only
16-127	RF	Alleged theft and/or diversion of narcotics	Referred to MQA
16-128	NF	Alleged Medicare fraud	Information Only
16-129	RF	Alleged misconduct by a physician	Referred to MQA
16-130	NF	Alleged misconduct	Information Only
16-131	NF	Alleged mishandling of MQA case	Information Only
16-132	RF	Alleged lack of medical care	Referred to Brain & Spinal Cord Injury Program
16-133	NF	Vague complaint/Lack of specific allegation	Information Only
16-134	NF	Alleged misconduct and mistreatment	Information Only
16-135	MA	Alleged misuse of grant funds	Referred to Management
16-136	RF	Concerns related to death records	Referred to Bureau of Vital Statistics
16-137	RF	Alleged inappropriate care provided by a licensed professional	Referred to MQA
16-138	NF	Alleged displeasure with investigation	Information Only
16-139	NF	Alleged misconduct by Department employee	Information Only

Legend			
WB – Whistle-blower	IN – Investigation	NF – No Further Action	RF – Referral to Others
WBD – WB Determination	MA – Management Advisory	INA – Investigative Assist	PI – Preliminary Inquiry

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16-140	NF	Alleged misconduct	Information Only
16-141	NF	Receipt of medical records/Lack of specific allegation	Information Only
16-142	MA	Alleged employee misconduct	Referred to Management
16-143	NF	No Jurisdiction	Information Only
16-144	MA	Alleged insubordination & management inaction	Referred to Management
16-145	NF	Alleged high drug use frequency	Information Only
16-146	NF	Alleged possible missing medications	Information Only
16-147	NF	Alleged employee misconduct	Information Only
16-148	NF	No Jurisdiction	Information Only
16-149	NF	Alleged poor air quality in apartment	Information Only
16-150	RF	Alleged discrimination	Referred to the Office of the General Counsel's Equal Opportunity Section (EOS)
16-151	RF	Alleged misconduct	Referred to Deputy Secretary for County Health Systems & DOH-Sarasota Health Officer
16-152	MA	Alleged violation(s) of Septic Permitting Statutes & Administrative Code	Referred to Management
16-153	NF	Alleged unauthorized access to computer	Information Only
16-154	NF	No Jurisdiction	Information Only
16-155	NF	Alleged violation of WIC policies/guidelines	Information Only
16-156	IN	Alleged violations of Department policy	2-Substantiated 3-Unsubstantiated
16-157	PI	Alleged theft and resale of Department property	No evidence found
16-158	INA	Alleged Department employee involved in theft and insurance fraud	Investigative Assist
16-159	NF	Alleged Fall	Information Only
16-160	NF	Notification of shooting incidents	Information Only
16-161	NF	Alleged displeasure with MQA investigation	Information Only
16-162	RF	Alleged misconduct by Department contractor	Referred to Department of Education
16-163	NF	Alleged misconduct	Information Only
16-164	NF	Alleged violations of policy or law	Information Only
16-165	WBD	Alleged violation of Florida Law (Not a WB)	No violations found
16-166	IN	Alleged violations of Purchasing Card policies	4-Substantiated; 1-Policy failure
16-167	MA	Alleged timesheet & grant fraud	Referred to Management
16-168	IN	Alleged contract violations	Unsubstantiated
16-169	IN	Alleged discrimination & violations of Department policy	1- Addressed by EOS 2-Substantiated
16-170	NF	Alleged harassment	Information Only
16-171	RF	Alleged issue related to X-ray Technician	Referred to MQA
16-172	NF	Notification of employee voluntarily retiring after insubordination reprimands	Information Only
16-173	NF	Alleged inappropriate letters to dental staff	Information Only
16-174	NF	No Jurisdiction	Information Only
16-175	NF	Alleged threats	Information Only
16-176	MA	Alleged misconduct & failure to follow inspection protocol	Referred to Management
16-177	NF	Alleged contract violation	Information Only
16-178	NF	Alleged drugs missing from school dispensary/clinic	Information Only
16-179	NF	Alleged hostile work environment	Information Only
16-180	PI	Alleged violation of health care provider & patient confidentiality	Insufficient evidence
16-181	NF	Concerns related to public swimming pool inspections	Information Only
16-182	NF	Alleged inconsistent treatment of employees	Information Only

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16-183	WBD	Alleged patient abuse & Medicaid fraud by a non-Department employee in a non-Department facility (Not a WB)	Addressed by MQA
16-184	ND	Alleged violation of hospital regulations	Information Only
16-185	ND	Concerns related to recruitment and selection process	Information Only
16-186	WBD	Alleged displeasure with EOS investigation (Not a WB)	Addressed by EOS
16-187	RF	Alleged mistreatment of patient	Referred to MQA
16-188	RF	Alleged misconduct	Referred to MQA
16-189	RF	No Jurisdiction	Referred to MQA and the Agency for Health Care Administration (AHCA)
16-190	NF	Demand for payment for time worked during Hurricane Matthew	Information Only
16-191	NF	Alleged theft	Information Only
16-192	WBD	Alleged wrongful termination (Not a WB)	Addressed by EOS
16-193	NF	Alleged retaliation for reporting "contract irregularities" on Department of Financial Services procurements for workers' compensation	Information Only
16-194	RF	Alleged misconduct	Referred to MQA
16-195	IN	Alleged employee misconduct	2-Substantiated
16-196	RF	Concerns related to water filtration system	Referred to Environmental Health – DOH-Miami
16-197	RF	Alleged violations of the Americans with Disabilities Act	Referred to EOS
16-198	NF	Notification of resignation (No Complaint)	Information Only
16-199	NF	Concerns related to costs of dental procedures	Information Only
16-200	PI	Alleged employee misconduct	Insufficient Evidence to Support Allegations
16-201	NF	Concerns about handling of investigations	Information Only
16-202	PI	Alleged violations of Department policies	Insufficient Evidence to Support Allegations
16-203	RF	Concerns related to dental care	Referred to MQA
16-204	WBD	Alleged retaliation via wrongful termination (Not a WB)	Addressed by EOS
16-205	PI	Alleged conduct unbecoming a public employee	2-Unfounded 2-Unsubstantiated
16-206	MA	Alleged retaliation via wrongful dismissal	Referred to Management
16-207	MA	Alleged misconduct at Central Pharmacy	Referred to Management
16-208	PI	Alleged employee misconduct at Central Pharmacy	Insufficient Evidence to Support Allegations
16-209	NF	Alleged violation of personal mail theft	Information Only
16-210	NF	Alleged disruptive & threatening behavior	Information Only
16-211	MA	Alleged employee misconduct	1-Unsubstantiated; 1-Unfounded
16-212	RF	Concerns related to staff conduct	Referred to MQA
16-213	NF	Alleged complaint related to a preschool	Information Only
16-214	NF	Concerns related to HMS Business Analyst vendor	Information Only
16-215	RF	Concerns related to medical treatment	Referred to MQA
16-216	RF	Alleged inappropriate conduct by a contract health care provider	Referred to MQA
16-217	NF	Concerns related to actions of the Child Protection Team	Information Only
17-001	PI	Arrest of Department employee	No supporting evidence found
17-002	NF	No Jurisdiction	Information Only
17-003	NF	Notification of an employee being placed on administrative leave during sexual harassment investigation	Information Only
17-004	NF	Concerns related to regulation and inspection of health care facilities	Information Only
17-005	NF	Concerns related to dismissal as a Department contractor	Information Only
17-006	NF	Dispute between employee and supervisor	Information Only
17-007	RF	Concerns related to MQA service	Referred to MQA
17-008	PI	Alleged fraudulent charge on Department purchasing card	No supporting evidence found

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17-009	RF	Concerns related to health care facility/ No Jurisdiction	Referred to AHCA
17-010	PI	Alleged inappropriate use of Department email	No supporting evidence found
17-011	NF	No Jurisdiction	Information Only
17-012	RF	Concerns related to charges for health care at Correctional Institution	Referred to Department of Corrections- OIG
17-013	RF	Concerns related to handling of medical records	Referred to MQA
17-014	NF	Alleged complaint against a Mental Health Counselor	Information Only
17-015	NF	Alleged misconduct	Information Only
17-016	RF	Alleged sexual harassment	Referred to EOS
17-017	RF	Concerns related to massage parlors/ No Jurisdiction	Referred to MQA
17-018	RF	Concerns related to dental care	Referred to MQA
17-019	NF	Concerns related to dental care	Information Only
17-020	RF	Concerns related to difficulty receiving medications from AIDS Drug Assistance Program	Referred to Division of Disease Control
17-021	NF	Alleged non-payment for work performed	Information Only
17-022	MA	Alleged misconduct & fraud	Referred to Management
17-023	NF	Concerns related to an organization which supports awareness for the minority community	Information Only
17-024	RF	No Jurisdiction	Referred to Department of Business and Professional Regulation
17-025	RF	Concerns related to services provided	Referred to DOH-Palm Beach Management
17-026	WBD	Alleged retaliation via wrongful termination for reporting policy violation (Not a WB)	Addressed by EOS
17-027	RF	Alleged Medicaid fraud	Referred to CMS
17-028	MA	Alleged "Gross Mismanagement" and retaliation	Referred to Management
17-030	PI	Alleged unequal treatment by management	No supporting evidence found
17-031	RF	Alleged criminal violations & immigration fraud	Referred to MQA
17-032	NF	Concerns related to termination	Information Only
17-033	RF	Concerns related to tuberculosis testing and treatment	Referred to Division of Disease Control
17-034	IN	Alleged malware infection of Department computer	Substantiated
17-035	IN	Alleged misuse of position	2-Substantiated
17-036	WBD	Alleged retaliation (Not a WB)	Addressed by EOS
17-038	MA	Alleged medical neglect	Referred to Management
17-039	WBD	Alleged retaliation via termination (Not a WB)	Addressed by EOS
17-040	PI	Alleged misuse of position	No violations found
17-041	NF	Concerns related to performance of DOH-Escambia director	Information Only
17-042	NF	Alleged CHDs cutting primary care	Information Only
17-043	RF	Request for death certificate information	Referred to Vital Statistics
17-044	NF	Alleged complaints against MQA investigator	Information Only
17-045	RF	Revisit of July 2016 complaint (New Case)	Referred to the Office of the Chief Inspector General
17-046	NF	Alleged favoritism/disparate treatment/retaliation, etc.	Information Only
17-047	RF	Concerns related to a licensing	Referred to MQA
17-048	NF	Alleged malpractice, organ theft or identity theft, etc.	Information Only
17-049	NF	Concerns related to City of Pembroke Pines	Information Only
17-050	NF	Concerns related to not receiving a complaint closure report	Information Only
17-052	RF	No Jurisdiction	Referred to Division of Disease Control
17-053	RF	Alleged email scam	Referred to Security Administration Team
17-054	NF	Alleged potential misconduct by a Department employee	Information Only

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17-055	PI	Alleged employee misconduct	Employee terminated
17-056	NF	No Jurisdiction	Information Only
17-057	NF	Alleged refusal to honor court order	Information Only
17-058	NF	Alleged Medicare fraud	Information Only
17-059	NF	Alleged misuse of Florida Safe Families Network	Information Only
17-060	NF	Alleged misrepresentation	Information Only
17-061	NF	Alleged improper training	Information Only
17-062	RF	Concerns related to opioid crisis	Referred to DOH-Palm Beach Management
17-063	PI	Alleged inappropriate public Internet post	Insufficient evidence provided
17-064	WBD	Alleged favoritism (Not a WB)	Insufficient evidence found
17-065	RF	Alleged misuse of prescription narcotics at a health care facility	Referred to AHCA-Complaint Administration Unit
17-066	NF	Concerns related to a business being unable to fix Wastewater Treatment Systems they installed over previous years	Information Only
17-067	RF	No Jurisdiction	Referred to Division of Disease Control
17-068	NF	Concerns related to the decisions of the independent Board of Massage Therapy	Information Only
17-069	RF	Concerns related to Compassionate Use System login	Referred to Division of Disease Control
17-070	NF	Alleged suspicious purchases	Information Only
17-071	NF	No Jurisdiction	Information Only
17-072	RF	Concerns related to previous employment at DOH-Bay	Referred to DOH-Bay Management
17-075	PI	Alleged violation of Public Records law	No violations found
17-076	RF	Concerns related to a Girl Scout camp's swimming pool and "onsite sewage treatment system"	Referred to Environmental Manager DOH-Clay
17-077	NF	Concerns related to management actions	Information Only
17-078	NF	Alleged violation of policy by upper level management	Information Only
17-079	RF	Alleged disclosure of confidential or privileged information	Referred to DOH-Miami-Dade Management
17-080	RF	Concerns related to indoor air quality for condominium with water tower	Referred to Environmental Health & Engineering Services DOH- Miami-Dade
17-081	RF	Concerns related to medical marijuana card	Referred to Division of Disease Control
17-082	RF	Concerns related to application process with Office of Compassionate Use	Referred to Division of Disease Control
17-083	NF	Concerns related to work environment	Information Only
17-084	NF	Alleged employee misconduct	Information Only
17-085	NF	Alleged retaliation against DOH employee	Information Only
17-087	RF	Concerns related to Compassionate Use registry approval	Referred to Division of Disease Control
17-088	RF	Concerns related to identification card from Office of Compassionate Use	Referred to Division of Disease Control
17-089	RF	Concerns related to nursing licensing process	Referred to MQA
17-090	RF	Alleged failure to provide medical records	Referred to MQA
17-093	NF	Request for the OIG to intervene with decisions reached by the independent Florida Board of Medicine	Information Only
17-094	RF	Concerns related to a Intervention Project for Nurses (PN) Program's case	Referred to MQA
17-095	NF	Concerns related to mold exposure	Information Only
17-101	RF	Concerns related to failure to respond to complaints	Referred to MQA
17-102	RF	Concerns related to Office of Compassionate Use	Referred to Office of Compassionate Use
17-103	RF	Alleged insurance, Medicaid and Medicare fraud	Referred to MQA, Department of Financial Services and AHCA
17-104	NF	Alleged employee misconduct	Information Only
17-105	NF	Concerns related to meningitis	Information Only

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17-106	NF	Alleged employee misconduct	Information Only
17-107	NF	Alleged employee misconduct	Information Only

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