

## Summary of Closed Complaints July 1, 2017 through June 30, 2018

Number	Type	Subject	Disposition
14-188	RF	Alleged age discrimination	Referred to the Office of General Counsel's (OCG) Equal Opportunity Section (EOS)
15-022	WBD	Alleged retaliation	Complaint did not meet Whistle-blower (WB) requirements
15-051	IN	Alleged Purchasing Card (P-Card) fraud	Criminal Referral 2-Substantiated 4-Unsubstantiated 1-Unfounded
16-043	IN	Alleged employee misconduct	3-Substantiated 2-Unsubstantiated 3-Additional Findings 5-Department policies not violated
16-100	IN	Alleged ethics policy violation	1-Substantiated 1-Unsubstantiated
17-037	MA	Alleged duplicate Medicaid billing	Referred to Management
17-051	PI	Alleged falsification of State Employment Application	Insufficient evidence to support allegation
17-073	IN	Alleged misuse of position and dissemination of confidential information	1-Substantiated 1-Unsubstantiated
17-074	IN	Alleged employee misconduct	1-Substantiated 2-Unsubstantiated
17-091	IN	Alleged P-Card fraud	Unsubstantiated
17-092	IN	Alleged violation of Department Information Technology Security Policy	Unfounded
17-097	MA	Displeasure with Office of Compassionate Use Registry Process (OCU)	Referred to Management
17-098	PI	Alleged violation of patient confidentiality	Insufficient evidence to support allegation
17-099	IN	Potential falsification of employment information	Unsubstantiated
17-100	IN	Alleged violation of law and agency rules	3-Substantiated 12-Unsubstantiated
17-108	RF	Concerns related to paperwork processing delay	Referred to Management
17-109	IN	Alleged violation of information security and privacy policies	1-Substantiated 1-Unsubstantiated
17-110	MA	Alleged misconduct	Referred to Management
17-111	MA	Alleged contract violation	Referred to Management
17-112	IN	Alleged violation of Dual Employment policies and statute	Unsubstantiated
17-113	NF	Concerns regarding Department of Children and Families staff conduct	No Further Action
17-114	NF	No Jurisdiction	No Further Action
17-115	NF	No Jurisdiction	No Further Action
17-116	NF	Alleged improprieties, lack of impartiality and favoritism	No Further Action
17-117	NF	Alleged employee misconduct	No Further Action
17-118	NF	Alleged harassment and intimidation	No Further Action
17-119	RF	Alleged unlicensed health care activity	Referred to Division of Medical Quality Assurance (MQA)
17-120	RF	Alleged fraud	Referred to MQA
17-121	RF	Alleged substandard care provided by physicians	Referred to MQA
17-122	RF	Certified Nursing Assistant license not received	Referred to MQA
17-123	NF	Alleged fraud and abuse	No Further Action
17-124	MA	Alleged employee misconduct	Referred to Management
17-125	MA	Alleged collusion "to cover-up wrong doing"	Referred to Management
17-126	NF	Alleged documents willfully withheld from release pursuant to a public records request	No Further Action
17-127	NF	Alleged falsification of HIV tests	No Further Action
17-128	WBD	Alleged discrimination, due to not receiving a salary increase	Complaint did not meet WB requirements
17-129	MA	Alleged employee misconduct	Referred to Management
17-130	NF	No Jurisdiction	No Further Action
17-131	RF	Alleged difficulty when applying for a second license	Referred to MQA

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

Number	Type	Subject	Disposition
17-132	IN	Alleged violation of law and agency rules; Misconduct	8-Unsubstantiated 1-Additional Finding
17-133	PI	Alleged breach of confidential information	Management handled appropriately
17-134	PI	Alleged breach of confidential information	No Further Action
17-135	PI	Alleged drain field installation improperly inspected	Insufficient evidence to support allegation
17-136	WBD	Alleged breach of confidential information	Complaint did not meet WB requirements
17-137	NF	Alleged unauthorized checking account use	No Further Action
17-138	NF	Concerns related to private health care facilities	No Further Action
17-139	NF	No Jurisdiction	No Further Action
17-140	RF	Alleged difficulty when applying for a license	Referred to MQA
17-141	RF	No Jurisdiction	Referred to Office of Medical Marijuana Use (OMMU)
17-142	NF	Alleged Health Insurance Portability and Accountability Act (HIPAA) violations	No Further Action
17-144	NF	Alleged investigation improperly handling	No Further Action
17-145	NF	No Jurisdiction	No Further Action
17-146	RF	Alleged difficulty in obtaining a medical marijuana card	Referred to OMMU
17-147	RF	No Jurisdiction	Referred to OMMU
17-148	NF	Notice of Protest – Leadership Training Program	No Further Action
17-149	NF	Concerns related to private health care professionals	No Further Action
17-150	IN	Alleged breach of confidential information	Unsubstantiated
17-151	WBD	Alleged sexual harassment & retaliation via wrongful termination	Complaint did not meet WB requirements
17-152	IN	Alleged breach of confidential information	Substantiated
17-153	NF	Concerns related to harassment and a hostile environment	No Further Action
17-154	NF	Alleged breach of confidential information	No Further Action
17-155	RF	Concerns related to difficulty in contacting Board of Nursing personnel	Referred to MQA
17-156	NF	Concerns related to sanitary issues	No Further Action
17-157	NF	No Jurisdiction	No Further Action
17-158	RF	Concerns related to inability to obtain formula	Referred to Bureau of Women, Infants and Children Program Services
17-159	NF	Concerns related to massage therapy licensure testing	No Further Action
17-160	RF	Concerns related to examination results	Referred to Management
17-161	NF	No Jurisdiction	No Further Action
17-162	NF	Concerns related to the release of a former employee's medical information	No Further Action
17-163	NF	Alleged fraud	No Further Action
17-164	IN	Alleged violation of information security and privacy policies	1-Unfounded 1-Unsubstantiated
17-165	NF	Displeasure with testing provider MBLEX	No Further Action
17-166	NF	No Jurisdiction	No Further Action
17-167	NF	Alleged false statements	No Further Action
17-168	NF	Information request	No Further Action
17-169	RF	Request for medical care assistance	Referred to Management
17-170	NF	Public records request	No Further Action
17-171	NF	No Jurisdiction	No Further Action
17-172	RF	Alleged fraud	Referred to MQA
17-173	NF	Alleged misconduct	No Further Action
17-174	RF	Concerns related to OMMU	Referred to OMMU
17-175	NF	Concerns related to Hurricane Irma timesheets	No Further Action
17-176	RF	Concerns related to licensed health care professionals	Referred to MQA
17-177	NF	Concerns related to privately employed licensed health care professionals	Referred to MQA
17-178	NF	Concerns related to licensed health care providers	No Further Action
17-179	NF	Concerns with conditions at Pinellas County Jail	No Further Action
17-180	RF	Concerns related to hospice	Referred to the Agency for Health Care Administration (AHCA)
17-181	RF	Concerns related to unlicensed massage activity	Referred to MQA

Legend			
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Number	Type	Subject	Disposition
17-182	MA	Alleged violation of performance evaluations policy	Violation of Section I.A.1., DOHP 60-22-13, <i>Performance Evaluations</i>
17-183	IN	Alleged hostile work environment	Unsubstantiated
17-184	WBD	Alleged misconduct	Complaint did not meet WB requirements
17-185	RF	Concerns related to contact lens vendors	Referred to MQA
17-186	RF	Displeasure with staff and physicians	Referred to MQA
17-187	RF	Concerns related to OMMU	Referred to OMMU
17-188	NF	Alleged alcohol use	No Further Action
17-189	NF	Displeasure with Department Prosecution Services Unit	No Further Action
17-190	NF	Alleged misconduct	No Further Action
17-191	RF	Failure to provide necessary training and breaks	Referred to the Deputy Secretary for County Health Systems
17-192	IN	Alleged pharmaceutical theft	Unsubstantiated
17-193	IN	Alleged alcohol abuse	2-Substantiated 5-Unsubstantiated
17-194	MA	Alleged mismanagement, violation of attendance & leave policy, harassment & discrimination	Referred to Management
17-195	MA	Alleged misconduct	Referred to MQA
17-196	IN	Alleged misconduct	Unfounded
17-197	IN	Alleged breach of confidentiality	Unfounded
17-198	WBD	Alleged mismanagement, misconduct and abuse of power	Complaint did not meet WB requirements
17-199	RF	Concerns related to the handling of a private facility	Referred to MQA
17-200	NF	No Jurisdiction	No Further Action
17-201	NF	Concerns related to a fraudulent expert review	No Further Action
17-202	NF	Complaint against a member of the Florida Board of Medicine	No Further Action
17-203	NF	Concerns related to compensation for overtime	No Further Action
17-204	NF	Concerns regarding house inspections	No Further Action
17-205	NF	Alleged favoritism	No Further Action
17-206	NF	Alleged abuse of the Baker Act	No Further Action
17-207	NF	Alleged misuse of funds	No Further Action
17-208	NF	Concerns related to delays encountered with AHCA	No Further Action
17-209	RF	Concerns with medical care at the Department of Corrections (DOC)	Referred to DOC
17-210	RF	Concerns related to the authority to investigate private health care professionals	Referred to MQA
17-211	NF	No Jurisdiction	No Further Action
17-212	RF	Alleged fraud	Referred to Department of Financial Services (DFS)
17-213	NF	Information Request	No Further Action
17-214	RF	Concerns related to billing issues	Referred to MQA
17-215	NF	Displeasure with Professionals Resource Network	No Further Action
17-216	RF	Alleged compromise/hijacking of Department email account	Referred to DFS
17-217	NF	Employment Termination	No Further Action
17-218	RF	Alleged hostility	Referred to MQA
17-219	NF	Concerns related to hotel inspections	No Further Action
17-220	WBD	Employment Termination	Complaint did not meet WB requirements
17-221	WBD	Concerns related to Hurricane Irma and aftermath	Complaint did not meet WB requirements
17-222	NF	Alleged failure to produce medical records upon client request	No Further Action
17-223	WBD	Alleged retaliation via wrongful termination	Complaint did not meet WB requirements
17-224	MA	Alleged concealment of public records	Referred to Management
17-225	WBD	Alleged retaliation via wrongful termination	Complaint did not meet WB requirements
17-226	NF	Concerns related to child support	No Further Action
17-227	NF	No Jurisdiction	No Further Action
17-228	NF	Alleged misconduct	No Further Action
17-229	NF	Concerns related to health care providers	No Further Action
17-230	RF	Concerns related to private licensed health care provider	Referred to MQA
17-231	NF	Concerns related to restaurant inspections	No Further Action
17-232	RF	Concerns related to private dental clinics	Referred to MQA

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Number	Type	Subject	Disposition
17-233	NF	Concerns related to private health care provider's civil actions	No Further Action
17-234	NF	Concerns related to a restaurant	No Further Action
17-235	IN	Alleged employee misconduct	1-Substantiated 2-Unsubstantiated
17-236	IN	Alleged violation of Section 112.3135, <i>Florida Statutes</i>	1-Substantiated 1-Unsubstantiated
17-237	NF	Concerns related to private home companion services	No Further Action
17-238	NF	Alleged misconduct	No Further Action
17-239	NF	Alleged unsecured confidential information	No Further Action
17-240	NF	Concerns related to health care facility inspections	No Further Action
17-241	NF	Concerns related to a health care facility	No Further Action
17-242	RF	Concerns related to a health care practitioner	Referred to MQA
17-243	RF	Concerns related to health care	Referred to MQA
17-244	NF	Alleged unfair hiring practices	No Further Action
17-245	RF	Alleged misconduct	Referred to MQA
17-246	MA	Alleged violations of Department Recruitment & Selection Policy and Employee Handbook	Referred to Management
17-247	IN	Alleged violations of cash handling procedures	1 Finding; Referred to Management
17-248	MA	Alleged several incidences of workplace violence	Referred to Management
17-249	NF	Concerns related to client behavior	No Further Action
17-251	RF	Information Requests	Referred to OGC
18-001	PI	Alleged employee in possession of two social security cards	Unfounded
18-002	NF	Alleged slander and defamation	No Further Action
18-003	IN	Alleged employee misconduct	3-Unsubstantiated 1-Unfounded
18-004	NF	Concerns related to the Board of Pharmacy	No Further Action
18-005	RF	Concerns related to licensing disciplinary matters	Referred to MQA
18-006	RF	Concerns with health center services	Referred to Management
18-007	NF	Concerns related to grocery stores	No Further Action
18-008	WBD	Alleged discrimination	Complaint did not meet WB requirements
18-009	NF	Concerns related to Department substandard care and failure to maintain client records	No Further Action
18-010	WBD	Concerns with the reimbursement process and the Florida Accounting Information Resource (FLAIR)	Complaint did not meet WB requirements
18-011	RF	Concerns related to discrimination via termination/resignation	Referred to EOS
18-012	NF	Request for investigation	No Further Action
18-013	RF	Concerns related to unlicensed activity	Referred to MQA
18-014	NF	Alleged discriminatory conduct, fraud, abuse, etc.	No Further Action
18-015	NF	Multiple Allegations	No Further Action
18-016	NF	Concerns related to health care facility inspections	No Further Action
18-017	RF	Concerns related to private dental clinics	Referred to MQA
18-018	NF	Concerns related to restaurant inspections	No Further Action
18-019	NF	Concerns related to private licensed health care provider	No Further Action
18-020	NF	Alleged unfair treatment	No Further Action
18-021	RF	Concerns related to not receiving authorization to take the Registered Nursing (RN) certification exam	Referred to MQA
18-022	NF	Alleged home health care fraud and abuse	No Further Action
18-023	NF	Concerns school classrooms	No Further Action
18-024	NF	Concerns findings by a Probable Cause Panel	No Further Action
18-025	RF	Concerns related to private licensed health care provider	Referred to MQA
18-026	NF	Concerns related to micro-size bugs	No Further Action
18-027	NF	Concerns related to assisted living facilities	No Further Action
18-028	NF	Concerns regarding county jails	No Further Action
18-029	NF	Concerns related to hotel exterior smoking regulations	No Further Action
18-030	RF	Concerns related to pharmacy technician license	Referred to MQA
18-031	RF	Concerns related to an athletic trainer performing electromyography	Referred to MQA
18-032	NF	Concerns with the Commission of Dental Competency	No Further Action
18-033	RF	Concerns with pharmacy technician license	Referred to MQA

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Number	Type	Subject	Disposition
18-034	NF	Concerns with a private radiology provider	No Further Action
18-035	NF	Concerns related to the Practitioner's Referral Network	No Further Action
18-036	NF	Alleged HIPAA violation	No Further Action
18-037	NF	Multiple Concerns	No Further Action
18-038	NF	Security training completion	No Further Action
18-039	NF	Alleged misconduct	No Further Action
18-040	RF	Concerns related to the handling of prescriptions by private pharmacies	Referred to MQA
18-041	RF	Concerns related to the difficulty of obtaining birth certificate copies	Referred to Bureau of Vital Statistics (Vital Stats)
18-042	NF	No Jurisdiction	No Further Action
18-043	RF	Concerns related to private licensed health care providers	Referred to MQA
18-044	NF	Alleged assault	No Further Action
18-045	MA	Alleged misconduct	Referred to Management
18-046	NF	Alleged conduct unbecoming	No Further Action
18-047	NF	Concerns with private physician	No Further Action
18-048	WBD	Alleged retaliation via wrongful termination	Complaint did not meet WB requirements
18-049	NF	Concerns related to a convenience store	No Further Action
18-050	NF	Concerns related to a restaurant	No Further Action
18-051	NF	Concerns related to the Americans with Disabilities Act, right to health care, and discrimination	No Further Action
18-052	RF	Concerns related to license approval	Referred to MQA
18-053	NF	Concerns related to private licensed health care providers	No Further Action
18-054	RF	Alleged abuse of power/authority; conduct unbecoming a state employee	Referred to Management
18-055	NF	Concerns permit disputes	No Further Action
18-056	MA	Alleged employee misconduct	Referred to Management
18-057	MA	Alleged employee misconduct; timesheet falsification	Referred to Management
18-058	WBD	Alleged harassment and discrimination	Complaint did not meet WB requirements; Referred to EOS
18-059	RF	Concerns with the Board of Massage Therapy	Referred to MQA
18-060	NF	Concerns related to private health care facilities	No Further Action
18-061	NF	Concerns disputing Board decisions	No Further Action
18-062	WBD	Alleged mismanagement at Department Contractor	Complaint did not meet WB requirements
18-063	PI	Concerns related to displeasure with management	Unsubstantiated
18-064	RF	Concerns related to a private nursing home	Referred to AHCA
18-065	PI	Alleged violation of Recruitment and Selection Policy	No Further Action
18-066	NF	Alleged falsification of client records	No Further Action
18-067	NF	Alleged employee misconduct	No Further Action
18-068	MA	Concerns related to a bacterium identified in a water quality test	Referred to Management
18-069	NF	Concerns with abrupt discontinuation of medication	No Further Action
18-071	NF	Concerns related to difficulties in obtaining client records	No Further Action
18-072	NF	Concerns with a private cosmetic surgery provider	No Further Action
18-073	RF	Concerns related to a private pharmacy	Referred to MQA
18-074	RF	Concerns with the Board of Clinical Social Work license	Referred to MQA
18-075	RF	Concerns with obtaining a license	Referred to MQA
18-076	NF	Alleged medical abuse of a minor in Marion County	No Further Action
18-078	MA	Alleged violation of Recruitment and Selection Policy	Referred to Management
18-079	NF	Alleged violation of Chapter 456, <i>Florida Statutes</i>	No Further Action
18-080	NF	Concerns related to a septic tank	No Further Action
18-081	NF	Alleged failure to produce records	No Further Action
18-082	RF	Concerns related to services provided	Referred to Management
18-083	NF	Alleged inappropriate comment by Department employee	No Further Action
18-084	NF	Concerns related to private health care providers	No Further Action
18-085	NF	Concerns related to a MQA investigation	No Further Action
18-086	NF	Concerns related to health insurance	No Further Action

Legend			
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Number	Type	Subject	Disposition
18-087	NF	Return to employment request	No Further Action
18-088	NF	Concerns related to HIPAA violations and physician conduct at a health care facility	No Further Action
18-089	NF	No Jurisdiction	No Further Action
18-090	NF	Concerns related to private licensed health care provider	No Further Action
18-091	RF	No Jurisdiction	Referred to Management
18-093	PI	Alleged hostile work environment	Referred to EOS
18-094	NF	Employment Termination	No Further Action
18-095	NF	Displeasure with management actions	No Further Action
18-096	NF	Alleged management disputes	No Further Action
18-097	NF	Concerns regarding a private health care facility	Insufficient information to support allegation
18-098	RF	Concerns related to private licensed health care provider	Referred to MQA
18-099	NF	Concerns related to a motel	No Further Action
18-100	NF	Alleged management failure	No Further Action
18-101	NF	Alleged website security vulnerabilities	Confidential & Exempt
18-102	NF	No Jurisdiction	No Further Action
18-103	RF	Concerns related to the Board of Psychology licensure	Referred to MQA
18-104	NF	Alleged harassment and bullying	No Further Action
18-105	RF	Concerns related to a RN license update	Referred to MQA
18-106	RF	Alleged fraudulent OMMU card use	Referred to OMMU
18-107	RF	Alleged phishing scam email	Referred to MQA
18-108	RF	No Jurisdiction	Referred to Management
18-109	WBD	Alleged violation of attendance & leave policy; unequal treatment and age discrimination	Complaint did not meet WB requirements; Referred to Management
18-110	NF	Displeasure with Professionals Resource Network	No Further Action
18-111	NF	Alleged discrimination & retaliation	No Further Action
18-112	RF	Concerns with the Board of Nursing	Referred to MQA
18-113	RF	Alleged employee misconduct	Referred to Management
18-114	NF	No Jurisdiction	No Further Action
18-115	RF	Alleged misconduct & malpractice	Referred to MQA
18-116	NF	Concerns related to the Probable Cause Panel	No Further Action
18-117	RF	Concerns related to the status of a massage therapy license	Referred to MQA
18-118	NF	Concerns related to motel and hotel inspections	No Further Action
18-119	NF	Concerns related to private licensed health care provider	No Further Action
18-121	NF	No Jurisdiction	No Further Action
18-124	RF	Alleged subordinate employee and supervisor dispute	Referred to EOS
18-125	RF	Concerns related to updating the Licensed Practical Nurse (LPN) license online	Referred to MQA
18-126	NF	Concerns related to a septic tank	Referred to Management
18-128	RF	Concerns related to the difficulty of obtaining birth certificate	Referred to Vital Stats
18-129	RF	Staff miscommunication	Referred to Vital Stats
18-130	NF	Concerns related to private licensed health care provider and facilities	No Further Action
18-131	NF	Alleged explicit threats towards Department staff	No Further Action
18-132	RF	Alleged private physician misconduct	Referred to MQA
18-133	NF	Concerns with selection and hiring	No Further Action
18-134	NF	Concerns related to a private physician	No Further Action
18-135	NF	Concerns related to private licensed health care provider	No Further Action
18-136	RF	Concerns related to a LPN	Referred to MQA
18-137	RF	Alleged domestic altercation	Referred to Management
18-138	NF	Alleged wage abuse	No Further Action
18-139	NF	Alleged malpractice	No Further Action
18-140	NF	Concerns related to private health care facility	No Further Action
18-141	NF	Alleged unfairly and unjustly mistreatment	No Further Action
18-142	RF	Concerns related to an acupuncture license	Referred to MQA
18-143	NF	Alleged discrimination and harassment by supervisor	No Further Action

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Number	Type	Subject	Disposition
18-144	NF	Concerns related to retail food establishments	No Further Action
18-145	NF	No Jurisdiction	No Further Action
18-146	RF	Concerns related to Healthy Start Coalitions	Referred to Management

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