

**Oregon Board of Examiners for
Speech-Language Pathology & Audiology
Annual Performance Progress Report (APPR)
for Fiscal Year 2006-07**

Original Submission Date: November 14, 2007

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OREGON BOARD OF EXAMINERS FOR SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY I. EXECUTIVE SUMMARY

Agency Mission: Protect the public by licensing and regulating the performance of speech-language pathologists, speech-language pathology assistants and audiologists

Contact: Brenda Felber, Executive Director	Phone: (971) 673-0220
Alternate: None available at this date.	Phone:

1. SCOPE OF REPORT

The Agency is comprised of one program that functions to regulate the practice of speech-language pathologists and audiologists in the state of Oregon. Regulation includes initial and renewal licensure, investigation of complaints, monitoring and discipline, rulemaking and general administration to respond to inquiries and requests for information.

The Board has considered adding a performance measure to better measure consumer protection.

2. THE OREGON CONTEXT

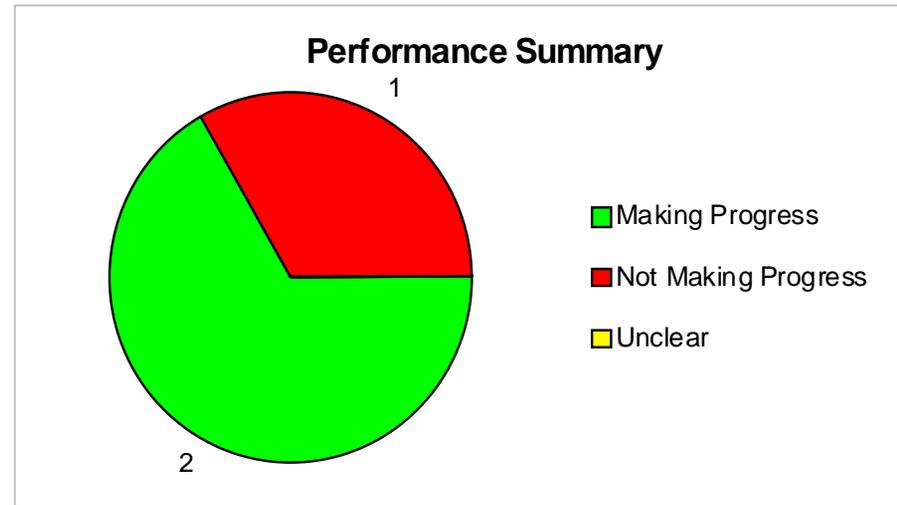
The Agency provides regulatory oversight for three professions serving Oregon consumers: speech-language pathology, speech-language pathology assistants and audiology. Speech-language pathologists help people handle communication difficulties such as speech, language, voice, fluency and swallowing disorders. Speech-language pathology assistants must be certified in Oregon to assist licensed speech-language pathologists. Audiologists have the education, training and experience to assess and treat problems of hearing loss, not understanding words, dizziness, drainage or discharge from the ear. All three practitioners work in private practice, schools, hospitals and prisons.

A volunteer board consisting of two audiologists, two speech-language pathologists, two public members and one otolaryngologist and an administrative staff of two ensure that the practitioner has the education and professional experience to practice in Oregon. The Board ensures that continuing education requirements are met. The agency, by statute, must investigate complaints against licensees and may impose discipline to ensure that a professional standard of practice is met.

The Board works cooperatively with the Oregon Department of Education and the professional organizations, the American and Oregon Speech and Hearing Associations and the American and Oregon Academies of Audiology. The Board complies with the federal reporting requirement of the Healthcare Integrity and Protection Data Bank.

3. PERFORMANCE SUMMARY

The Agency is making progress in most areas.



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4. CHALLENGES

The Board employs two staff members at 1.4 FTE who are responsible for all administrative support and operations of the program. Accordingly, a heavy workload and competing priorities present an ongoing challenge to Board staff.

5. RESOURCES USED AND EFFICIENCY

The Board office is co-located with five other health-related licensing boards and shares resources and costs. The Board's increased reliance on electronic correspondence over traditional mail service continues to provide additional savings with improved efficiency. The Board's website continues to be a valuable resource for licensees and consumers with readily available forms, applications and information and subscription to a listserv.

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KPM #1	Oregon school districts with a certified Speech Assistants Number of Oregon school districts (out of 198) with a certified Speech Assistant on staff	Measure since: 2003
Goal	Increase Oregon school district awareness of statutory requirement for certified Speech Assistants (SLPAs).	
Oregon Context	ORS 681	
Data source	Assistant applications, renewal forms.	
Owner	Brenda Felber, Executive Director (971) 673-0220	

1. OUR STRATEGY

Collect employment data from SLPA applications to determine school districts being served.

2. ABOUT THE TARGETS

The rationale for the targets assumes that as the number of school districts employing SLPAs goes up, it indicates an understanding and compliance to the new law.

3. HOW WE ARE DOING

Although we did not meet our target, there was a gain!

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

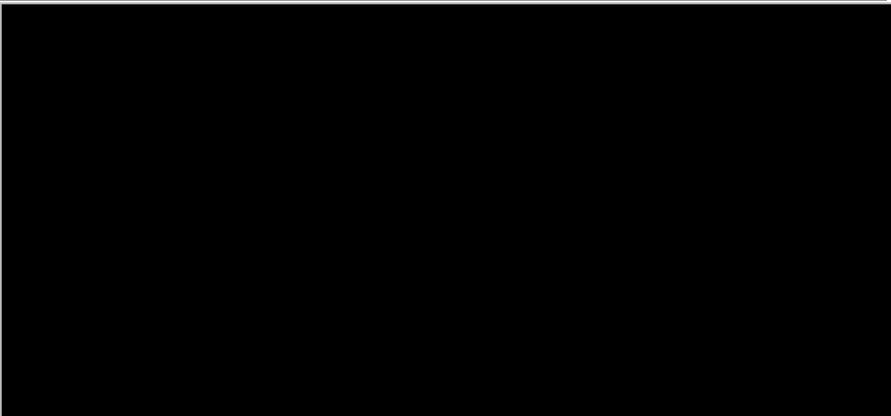
- School Districts may be aware of the SLPA requirement, but may have shifted workloads to licensed SLPs instead of employing licensed assistants.
- The survey was only sent to SLPAs with email addresses, 146 of a total 197 SLPAs. 79 SLPAs responded so only approximately 44% SLPAs are represented.

6. WHAT NEEDS TO BE DONE

The Board is currently reviewing the administrative rules to better clarify requirements for speech-language pathology assistants and their supervisors.

7. ABOUT THE DATA

Reporting cycle: Calendar Year. The data for the 04-05 reporting period is more than likely in error, reporting a higher number of SDs employing SLPAs than there actually was. This was due to estimating the SDs by looking at the SLPA's reported work address. For the 05-06 and 06-07 reporting periods, the SLPAs themselves were queried about the SDs receiving their services.



OREGON BOARD OF EXAMINERS FOR SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY

II. KEY MEASURE ANALYSIS

Agency Mission: Protect the public by licensing and regulating the performance of speech-language pathologists, speech-language pathology assistants and audiologists

KPM #2	Compliant Professional Development Reported Percentage of licensees audited who are in compliance with continuing professional development requirements	Measure since: 2000
Goal	Protect the Public from Sub-standard Practice	
Oregon Context	ORS 681	
Data source	License renewal applications, collected every even-numbered year	
Owner	Brenda Felber, Executive Director (971) 673-0220	

1. OUR STRATEGY

15% of professional development reported on license renewals audited for conformance to OAR 335-070-0030 and evidence of completion/attendance.

2. ABOUT THE TARGETS

Recognizing that not all licensees will get it right all of the time the Board has a long term goal of 100% compliance.

3. HOW WE ARE DOING

There has been improvement!

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

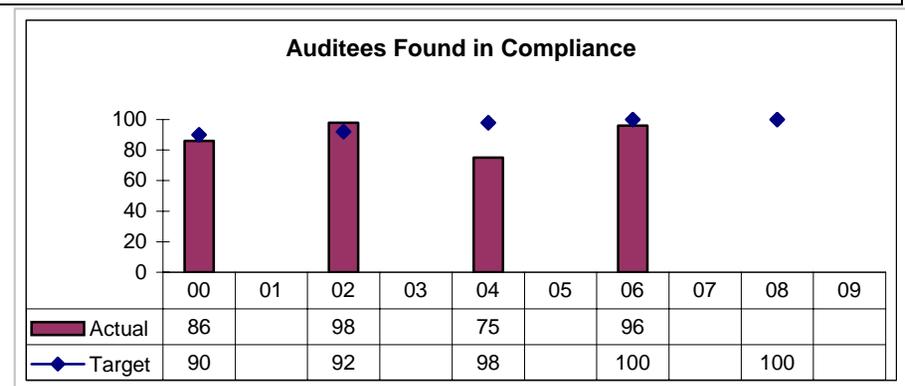
The Board has refined the auditing process and now reports more accurate data.

6. WHAT NEEDS TO BE DONE

The Board will again review the process and outcome after the next reporting cycle is complete in 2008.

7. ABOUT THE DATA

Reporting cycle: January 31 of even-numbered years to January 30 of even-numbered years.
One weakness is the Board's lack of clarity on when a licensee is 100% compliant.



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II. KEY MEASURE ANALYSIS

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KPM #3	CUSTOMER SATISFACTION SURVEY Percentage of Surveys Rating Customer Service as Good or Excellent	Measure since: 2003
Goal	Excellent Customer Service	
Oregon Context	ORS 681	
Data source	Online survey website: http://bspa.oregonsurveys.com	
Owner	Brenda Felber, Executive Director (971) 673-0220	

1. OUR STRATEGY

Notify customers via the agency website and in the signature portion of emails that the Board has a survey and ask that they complete it.

2. ABOUT THE TARGETS

The target was initially set at 80% as it was not clear what is considered an acceptable target for customer satisfaction. The higher the percent of surveyed customers that rates our service as good or excellent, the better.

3. HOW WE ARE DOING

88% of our surveyed customers rated our service as good or excellent. The lack of improvement may be due to fewer responses; we did not contact all licensees like we did when we first established this measure.

4. HOW WE COMPARE

Similar licensing boards report these percentages of customers rating overall Service as good or excellent:
Dieticians-89%; Occupational Therapy- 98%

5. FACTORS AFFECTING RESULTS

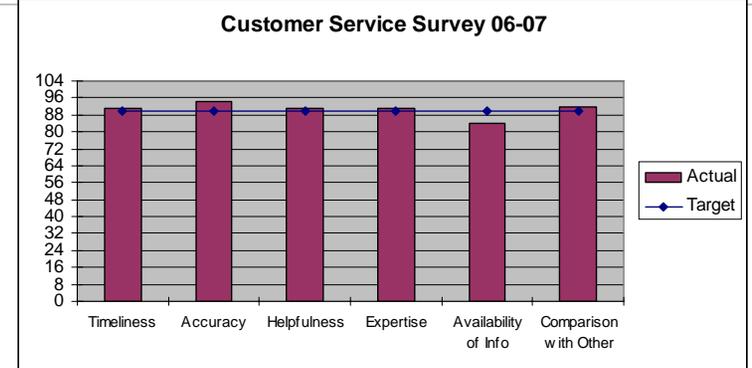
Customers contacting us via telephone or by mail may not be aware of the survey.

6. WHAT NEEDS TO BE DONE

It is probably important to remind customers to complete the survey when they are pleased with service. We will continue to do our best in any case.

7. ABOUT THE DATA

Reporting cycle: calendar year. (Compiled when creating progress report.) The weakness is the lack of detail on the particular service evaluated. Customers contacting us via telephone or by mail may not be aware of the survey.



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III. USING PERFORMANCE DATA

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The following questions indicate how performance measures and data are used for management and accountability purposes.	
<p>1 INCLUSIVITY Describe the involvement of the following groups in the development of the agency’s performance measures.</p>	<ul style="list-style-type: none"> • Staff: The agency’s director, administrative assistant and seven board members considered the agency’s mission and goals and existing resources during the development of its performance measures. • Elected Officials: Agency KPMs were reviewed and approved by the 2005 Oregon Legislative Assembly. • Stakeholders: Quarterly board meetings are open to the public and time is allotted on each agenda for public input on any subject. • Citizens: The agency considers Citizens’ survey responses when developing agency performance measures.
<p>2 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?</p>	<p>The performance measures are the strategies used by the Agency to reach licensing goals and objectives. Monitoring performance measure data helps the Board to learn and improve. For example, the Board modified instructions regarding the reporting of professional development to gain better compliance to meet the goal.</p>
<p>3 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?</p>	<p>Agency staff review the performance measurement information, recommendations, and guidelines developed by the Oregon Progress Board. Additional information is gathered through internet research.</p>
<p>4 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?</p>	<ul style="list-style-type: none"> • Staff: The executive director is responsible for the dissemination of the KPM surveys and the collection, compilation, and reporting of survey results. The administrative assistant assists as well. • Elected Officials: The agency prepares and submits annual KPM progress reports to the Oregon Progress Board and includes the most recent progress report in its biennial budget request document. • Stakeholders: The agency has printed progress on KPMs in newsletters to licensees. KPM progress reports are posted on the Agency website. • Citizens: The agency posts KPM progress reports on the home page of its website.