

OREGON BOARD OF EXAMINERS FOR SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY Annual Performance Progress Report (APPR) for Fiscal Year 2005-06

2007-09 Budget Form 107BF04c

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To obtain additional copies of this report, contact BSPA at (971) 673-0220, at
800 NE Oregon St Ste 407, Portland OR, 97232, or visit
http://www.oregon.gov/DAS/OPB/GOVresults.shtml#Annual_Performance_Reports.

Agency Mission

The Board of Examiners for Speech-Language Pathology and Audiology seeks to protect the public by licensing and regulating the performance of speech-language pathologists, speech-language pathology assistants and audiologists.

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ABOUT THIS REPORT

Purpose of Report

The purpose of this report is to summarize the agency's performance for the reporting period, how performance data are used and to analyze agency performance for each key performance measure legislatively approved for the 2005-07 biennium. The intended audience includes agency managers, legislators, fiscal and budget analysts and interested citizens.

1. PART I: EXECUTIVE SUMMARY defines the scope of work addressed by this report and summarizes agency progress, challenges and resources used.
2. PART II: USING PERFORMANCE DATA identifies who was included in the agency's performance measure development process and how the agency is managing for results, training staff and communicating performance data.
3. PART III: KEY MEASURE ANALYSIS analyzes agency progress in achieving each performance measure target and any corrective action that will be taken. This section, the bulk of the report, shows performance data in table and chart form.

KPM = Key Performance Measure

The acronym "KPM" is used throughout to indicate **Key Performance Measures. Key performance measures are those highest-level, most outcome-oriented performance measures that are used to report externally to the legislature and interested citizens. Key performance measures communicate in quantitative terms how well the agency is achieving its mission and goals. Agencies may have additional, more detailed measures for internal management.**

Consistency of Measures and Methods

Unless noted otherwise, performance measures and their method of measurement are consistent for all time periods reported.

**OREGON BOARD OF EXAMINERS FOR SPEECH-LANGUAGE PATHOLOGY &
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TABLE OF MEASURES

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

2005-07 KPM#	2005-07 Key Performance Measures (KPMs)	Page #
1	Percentage of Successful Applicants and Licensees Who Voluntarily Report their Ethnicity	5
2	Number of Oregon School Districts with a Certified Speech-Language Pathology Assistant on Staff	6
3	Percentage of Licensees Audited Who are in Compliance with Continuing Professional Development Requirements	7
4	Percentage of Surveys Rating Customer Service as Good or Excellent	8

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

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Alternate: Tim Anderson, Administrative Assistant	Phone: (971) 673-0087

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

Key Performance Measures focus on a few key indicators of agency success - to protect the public from substandard practice in Oregon.

KPM Progress Summary	Key Performance Measures (KPMs) with Page References	# of KPMs
KPMs MAKING PROGRESS at or trending toward target achievement	School Districts Employing SLPAs (page 6), Compliant PD Reported (page 7)	2
KPMs NOT MAKING PROGRESS not at or trending toward target achievement		
KPMs - PROGRESS UNCLEAR target not yet set	Ethnicity reporting (page 5), Customer Satisfaction Survey (page 8)	2
Total Number of Key Performance Measures (KPMs)		4

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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.

2005-2007 Legislatively Approved Budget: \$235, 776 (all Other Funds)

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II. USING PERFORMANCE DATA

Contact: Brenda Felber, Executive Director	Phone: (971) 673-0220
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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>The agency recently added an online customer service survey to its website ensuring anonymity and increasing the efficiency and integrity of the data collected. Every email transmittal by the staff includes a link to the online customer service survey providing equal and ample opportunity for citizens to share their opinion on the level of service received.</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.

III. KEY MEASURE ANALYSIS

KPM #1	ETHNICITY REPORTING Better Serve Minorities in the Speech-Language Pathology and Audiology professions by first collecting data about licensees.	Measure since: 2002
Goal	Better serve minorities in the professions.	
Oregon Context	SB 786	
Data source	Data was collected from a voluntary survey on license applications.	
Owner	Brenda Felber, Executive Director (971) 673-0220	

1. OUR STRATEGY

In compliance with SB 786, the Board chose the collection of data as the priority. Data was collected on initial and renewal license applications.

2. ABOUT THE TARGETS

The legislature did not provide any targets and the survey was voluntary so the targets were set to be aggressive but realistic.

3. HOW WE ARE DOING

Actuals have remained the same.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

The law did not make the reporting mandatory so a voluntary report affects the number reporting.

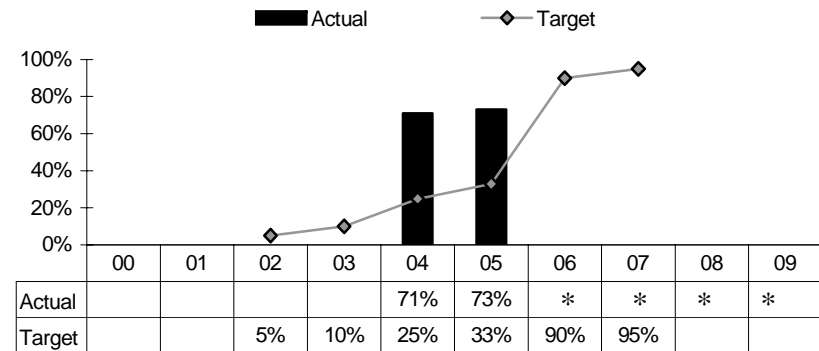
6. WHAT NEEDS TO BE DONE

The agency proposes to continue to request and collect the data on a voluntary level. Given that the survey has been provided to every licensee on either an initial or a renewal application, this KPM has outlived its usefulness. The Board will continue to request the information from initial applicants and store it in the licensing database.

7. ABOUT THE DATA

Reporting cycle: calendar year. (Data compiled when creating progress reports). Because the information is provided on a voluntary basis, it is likely accurate. The weakness is that the information is provided on a voluntary basis so not every licensee responds.

% of Applicants Reporting Ethnicity/Bi-Lingualism



* We are proposing to delete this KPM in the 2007-09 Budget

III. KEY MEASURE ANALYSIS

KPM #2	SCHOOL DISTRICTS (SDs) EMPLOYING SLPAs Increase Oregon School District Awareness of the Statutory Requirement for Certified Speech Assistants	Measure since: 2003
Goal	Collect data from applications to verify that school districts are aware of the statutory requirement.	
Oregon Context	ORS 681	
Data source	Work addresses taken from Speech Assistant Certification Applications; surveys of certified SLPAs.	
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

The data from 2004-2005 shows doubling in the amount of school districts. However in 2005-2006 the number decreases; this is due to a miscount in 2005. Generally there has been an increase in school districts. This KPM has proved useful even though it is not a perfect measure.

4. HOW WE COMPARE

There are no outside comparisons of similar jurisdictions to use.

5. FACTORS AFFECTING RESULTS

- Speech assistants may serve more than 1 school district; however, we don't currently have a system in place to track multiple service locations.
- School Districts may be aware of the SLPA requirement, but may have shifted workloads to licensed SLPs instead of employing licensed assistants.

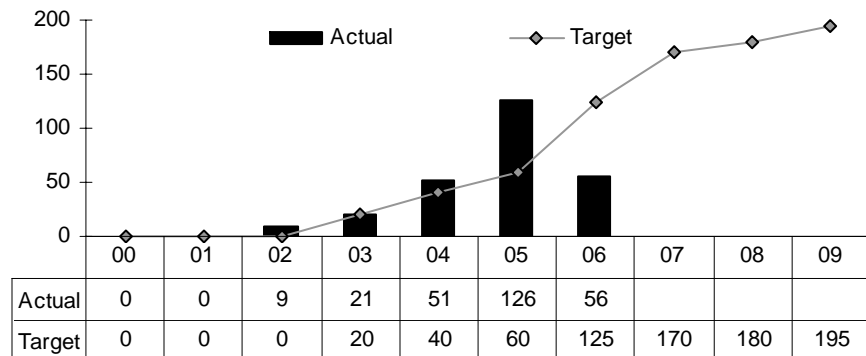
6. WHAT NEEDS TO BE DONE

The targets need to be lowered. They were raised due to the impression that we had a lot more school districts with assistants.

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 reporting period, the SLPAs themselves were queried about the SDs receiving their services.

Number of SDs with Certified SLPAs on Staff



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III. KEY MEASURE ANALYSIS

KPM #3	COMPLIANT PROFESSIONAL DEVELOPMENT (PD) 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	Agency Mission	
Data source	License renewal applications, collected every even-numbered year	
Owner	Brenda Felber, Executive Director (971) 673-0220	

1. OUR STRATEGY

5-15% 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

In 2004- 2006, there was an improvement in compliance.

4. HOW WE COMPARE

No comparable standard to compare to.

5. FACTORS AFFECTING RESULTS

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

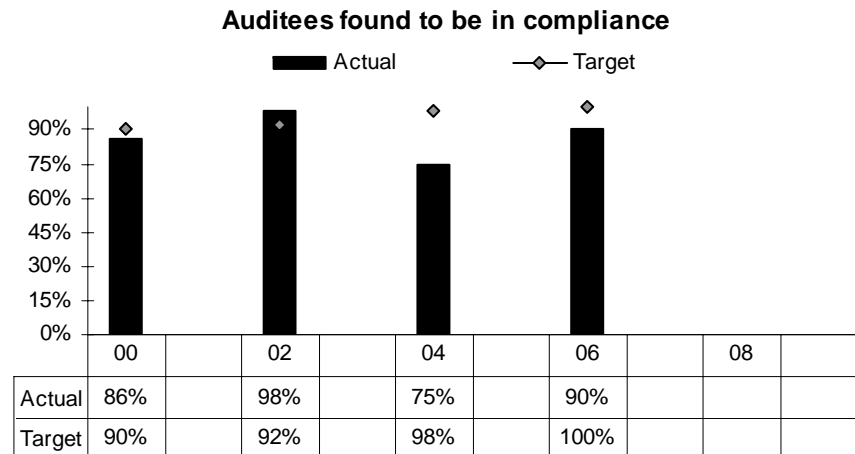
6. WHAT NEEDS TO BE DONE

The Board plans to revise the rules regarding professional development to clearly communicate what is acceptable. Revised rules expand what is allowed depending on the workplace.

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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III. KEY MEASURE ANALYSIS

KPM #4	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.

4. HOW WE COMPARE

The Oregon Occupational Therapy Licensing Board received 91% of surveyed customers rating their overall service as good or excellent.

5. FACTORS AFFECTING RESULTS

Customers contacting us via telephone or by mail may not be aware of the survey. Many surveys were submitted after completion of license renewal and confusion about professional developments surfaced.

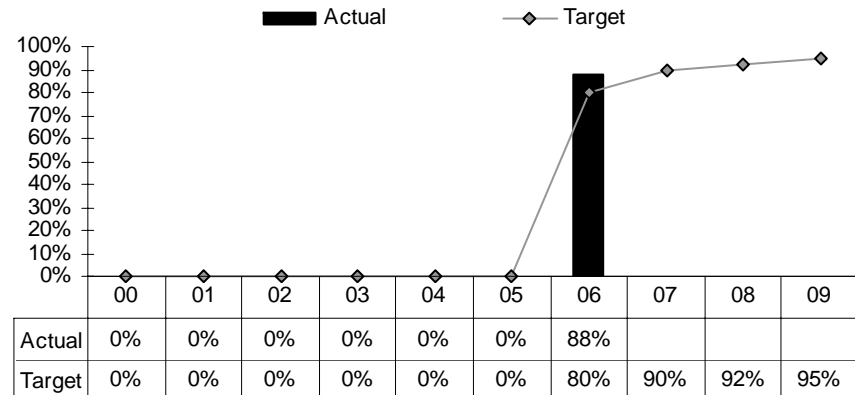
6. WHAT NEEDS TO BE DONE

Administrative staff is taking steps to improve in availability of information.

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.

% Customers rating Overall Service Good or Excellent



Customer Service Survey 05-06

