

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: Board of Chiropractic Examiners

KPMs With Benchmark Linkages

Mission: To protect and benefit the public health and safety, and promote quality in the chiropractic profession.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OPM #	Changes to 2005-07	Target 2008	Target 2009
1	Average number of days to resolve a complaint.			180	180
2	Percent of sexual misconduct/boundary complaints resolved in 180 days			50%	50%
3	Percentage of final orders related to record keeping, treatment, or excessive treatment (clinical issues) resulting in Plans of Supervision, Mentoring Plans or similar emphasis on a rehabilitation approach			60%	60%
4	Percentage of chiropractic physicians meeting the annual continuing education requirements.		New wording	95%+	95%+
5	Percentage of Oregon chiropractic physicians who have consulted the Oregon Chiropractic Practice and Utilization Guidelines and/or the Educational Manual for Evidence-Based Chiropractic in the last year.		New wording	50%	50%
6	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.			75%	75%
7	Board Best Practices - Percent of total best practices met by the Board.		New		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

LFO RECOMMENDATION: Approve the agency's proposed performance measures and add the new best practices measure approved by the Joint Legislative Audit Committee.

SUB-COMMITTEE ACTION: The subcommittee approved the LFO recommendation after expressing some concern about whether performance measure #5 was really a measure of the board's performance and that the targets for the customer service measure were too low. The agency was encouraged to consider the subcommittee's concerns when proposing 2009-11 key performance measures.