

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Oregon Board of Dentistry

KPMs With Benchmark Linkages

Mission: To assure that the citizens of Oregon receive the highest possible quality of oral health care.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Continuing Education Compliance – Percent of Licensees in compliance with continuing education requirements.			100%	100%
2	Time to Investigate Complaints – Average time from receipt of new complaints to completed investigation.			3 months	2.5 months
3	Days to Complete License Paperwork – Average number of working days from receipt of completed paperwork to issuance of license.			7	7
4	CUSTOMER SATISFACTION WITH AGENCY SERVICES Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information			85%	85%
5	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 LFO recommendation was approved.