

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** BOARD OF MEDICAL EXAMINERS

**KPMs With Benchmark Linkages**

**Mission:** Protect the health, safety, and well being of Oregonians by regulating the practice of medicine in a manner that promotes quality care.

**Related Oregon Benchmarks (OBMs)**

OBM 45 – Preventable Death; OBM 46 – Perceived Health Status

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	<b>LICENSE APPROPRIATELY</b> – Percentage of Board-Issued license denials that were upheld upon appeal.			100%	100%
2	<b>DISCIPLINE APPROPRIATELY</b> – Percentage of disciplinary actions not overturned by appeal.	45, 46		100%	100%
3	<b>REHABILITATE LICENSEES WITH SUBSTANCE ABUSE</b> – Percentage of licensees voluntarily entering treatment for substance abuse who meet the terms of the aftercare agreement.	45, 46		88%	88%
4	<b>REHABILITATE LICENSEES WHO ARE DISCIPLINED</b> – Percentage of total probationers with a new complaint within 3 years.	45, 46	Wording change	6%	6%
5	<b>LICENSE EFFICIENTLY</b> – Average number of days to process an application for medical licensure.			70 days	65 days
6	<b>RENEW LICENSES EFFICIENTLY</b> – Average number of days to process and mail a license renewal.			n/a	15 days
7	<b>ASSESS CUSTOMER SATISFACTION WITH AGENCY SERVICES</b> – Percent of customers rating satisfaction with the agency’s customer service as good or excellent for: overall customer service, timeliness, accuracy, helpfulness, expertise, information availability.				
8	<b>BOARD BEST PRACTICES</b> - Percent of total best practices met by the Board.		New		

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
2	<b>MAKE INFORMATION ACCESSIBLE</b> – Percentage of forms requesting services that were generated from the web site.	60%	60%

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

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**LEGISLATIVE FISCAL OFFICE RECOMMENDATION:** Approve the agency's proposed key performance measures and add the new best practices measure approved by the Joint Legislative Audit Committee.

**SUB-COMMITTEE ACTION:** Approved the Legislative Fiscal Office recommendation.