

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS

KPMs With Benchmark Linkages

Mission: To protect the public by developing, imposing and enforcing standards which shall be met by individuals in order to receive and retain a license as an Oregon nursing home administrator.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	ADMINISTRATOR-IN-TRAINING EXPERIENCE Percent of Administrators-In-Training (AIT) that report a satisfactory training experience/program.		No Change	90%	90%
2	COMPLAINT REVIEW AND RESPONSE Average time to review and act on a complaint.		No Change	90 days	90 days
3	CUSTOMER SATISFACTION 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.		No Change	95%	95%
4	BEST PRACTICES 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	NURSING HOMES RECEIVING SUBSTANDARD LETTERS <i>Percent of surveyed nursing homes with administrators on the job for at least two years that receive substandard letters from DHS, Seniors and People with Disabilities.</i>	3%	2.5%
4	ADMINISTRATOR-IN-TRAINING PROGRAM HOURS <i>Percent of Administrators-In-Training (AIT) that complete more training than the required 960 hours. (Can be kept internally for management purposes.)</i>	50%	50%
5	CONTINUING EDUCATION REQUIREMENT <i>Percent of licensees that complete more continuing education than required. (Can be kept internally for management purposes.)</i>	50%	50%

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

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS

KPMs With Benchmark Linkages

Mission: To protect the public by developing, imposing and enforcing standards which shall be met by individuals in order to receive and retain a license as an Oregon nursing home administrator.

Related Oregon Benchmarks (OBMs) none

LEGISLATIVE FISCAL OFFICE RECOMMENDATION: Delete key performance measures #2 based on information provided by the Executive Director indicating that is not a good measure for evaluating the effectiveness of the administrator-in-training program; and delete key performance measures #4 and #5 - these measures do not rise to the level of a "key" performance measure and therefore do not need to be reported to the Legislature.

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