

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: Board of Naturopathic Examiners

KPMs With Benchmark Linkages

Mission: Protect the Consumer by providing increased customer service and developing, imposing and enforcing standards which shall be met by all licensed naturopathic physicians in order to receive and retain their license to practice primary medical care in Oregon.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Average time from receipt of a new complaint to completion of the investigation.		No Change	6 months	6 months
2	Percentage of licenses that complete more than the 25-hour minimum requirement for continuing education.		No Change	100%	100%
3	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	90%	90%
4	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.

LEGISLATIVE FISCAL OFFICE RECOMMENDATION: Approve the agency's proposed key performance measures and add the new best practices measure.

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