

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

NAME OF AGENCY: OREGON STATE BOARD OF NURSING

KPMs With Benchmark Linkages

Mission: The mission of the Oregon State Board of Nursing is to safeguard the public's health and well being by providing guidance for, and regulation of, entry into the profession, nursing education, and continuing safe practice.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	TIMELY CUSTOMER SERVICE - Percent of all ACD calls (Automatic Call Distributor) telephone calls answered by a live representative and not abandoned by the caller.		No Change	95%	95%
2	LICENSE VERIFICATION INFORMATION CURRENT - Percent of business days in which the license verification hotlines (telephone and internet) are, at close of business, current to the previous business day		No Change	99%	99%
3	E-COMMERCE PARTICIPATION - Percent of e-commerce RN renewals compared to total RN renewals		No Change	80%	80%
4	TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.		No Change	60%	60%
5	REDUCTION OF RECIDIVISM - Percent of disciplined licensees with a new complaint within one year of Board closing original case with a disciplinary action.		No Change	3%	3%
6	EFFECTIVE GOVERNANCE – Percent of total best practices met by the Board.		New	100%	100%
7	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.		No Change	96%	96%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
6	MINIMAL CONTESTED CASE HEARINGS - Percent of complaints that were resolved via stipulated agreement or default on notices in lieu of contested case hearing.	97%	97%
7	RN EXAM PASS RATE - Percent of RN programs with a passing rate above 85% on the national exam.	100%	100%
8	LPN EXAM PASS RATE - Percent of LPN programs with a passing rate above 85% on the national exam.	100%	100%

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2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
9	<i>CNA EXAM PASS RATE - Percent of nursing assistant training programs with a passing rate, for first-time test takers, above 85% for both the written and skill portions of the examination.</i>	75%	80%
10	<i>INCREASE RN POPULATION IN OREGON - Number of basic RN students graduated from Oregon nursing education programs and practicing in Oregon.</i>	1000	1025

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

LFO RECOMMENDATION:

Delete KPM's 6 through 10 and add KPM 7 on effective Board Governance. KPM's 7 through 10 are not outcome based and the Board has no control over the results. For the Board to reach or exceed their goals for KPM 6, it may require actions that are not in the best interest of the public. However, the Board has shown no inclination to settle contested cases for the sake of improving their performance with regards to this KPM. LFO recommends that the Board keep these measures internally.

SUB-COMMITTEE ACTION:

Sub-committee approved LFO recommendation.