

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

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

**NAME OF AGENCY:** OCCUPATIONAL THERAPY LICENSING BOARD

**KPMs With Benchmark Linkages**

**Mission:** To protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of occupational therapy services 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	ALL OCCUPATIONAL THERAPISTS UPDATE PROFESSIONAL SKILLS (COMPTETENCY / CONTINUING EDUCTION): Percentage of licensees meeting continuing education requirements		Minor new wording	100%	n/a
2	OCCUPATIONAL THERAPISTS PROVIDE COMPETENT SERVICES (COMPLAINT INVESTIGATION): Percentage of complaints* resolved by means other than formal administrative hearing within a year.		New Wording	100%	100%
3	CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information				
4	BEST PRACTICES: Percent of total best practices met by the Board.		New Measure		

2005-07 KPM#	<i>PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)</i>	Target 2008	Target 2009
2	<i>OCCUPATIONAL THERAPISTS PROVIDE COMPETENT SERVICES (DISCIPLINE): Percent of complaints not requiring formal investigation that are resolved by the next Board meeting (meets quarterly).</i>	100%	100%

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.