

BOARD OF NATUROPATHIC EXAMINERS

Annual Performance Progress Report (APPR) for Fiscal Year (2007-2008)

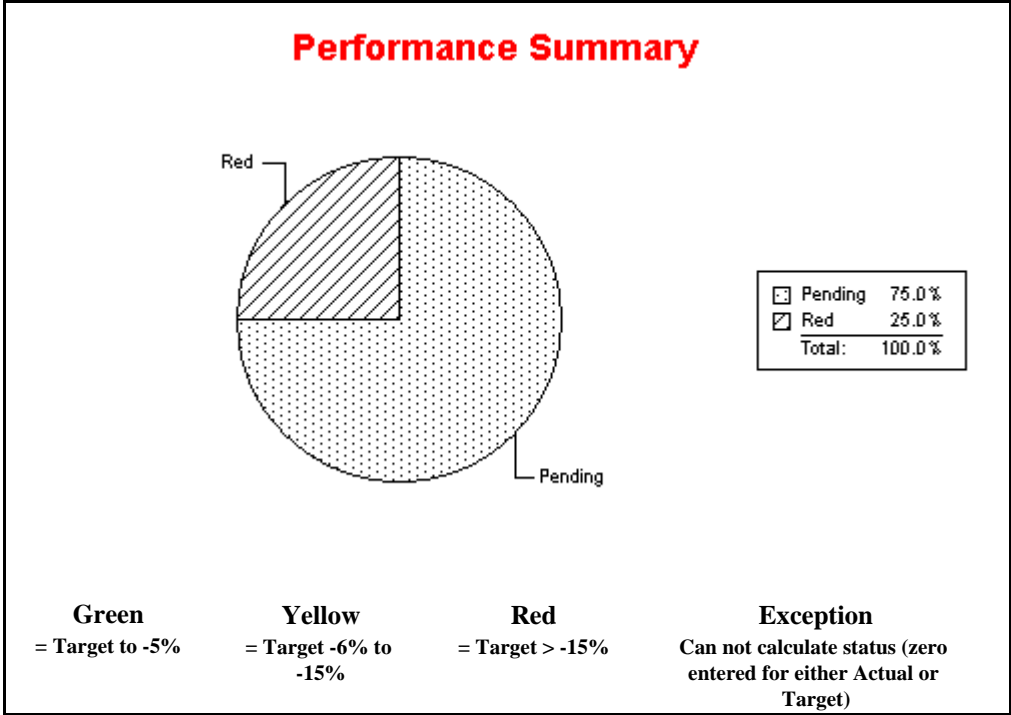
Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

| 2007-2008 KPM # | 2007-2008 Approved Key Performance Measures (KPMs) |
|----------------------------|---|
| 1 | Average time from receipt of a new complaint to completion of the investigation. (months) |
| 2 | Percentage of licenses that complete more than the 25-hour minimum requirement for continuing education. |
| 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. |
| 4 | Percent of total best practices met by the Board. |

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| BOARD OF NATUROPATHIC EXAMINERS | I. EXECUTIVE SUMMARY |
| Agency 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. | |
| Contact: Anne Walsh, Executive Director | Contact Phone: 971-673-0192 |
| Alternate: | Alternate Phone: |



1. SCOPE OF REPORT

The Board of Examiners of Naturopathic Examiners consists of one program that insures education, training, and examination requirements are satisfied prior to licensure and that continuing education requirements are completed prior to license renewal.

Additionally, the Board reviews and investigates complaints against licensees that may result in disciplinary action ranging from remedial education, or supervised practice, to the issuance of a civil penalty, up to licensure revocation.

The approved KPMs sufficiently represent the essential operations of the program and support the Board's mission and goals.

2. THE OREGON CONTEXT

Naturopathic physicians are primary care naturopathic medical specialists. The Board insures that licensees are qualified to provide health care to Oregonians and develops standards of care in order to maintain a high level of integrity and performance in the practice of naturopathic medicine.

Naturopathic physicians have been licensed and regulated since 1927.

3. PERFORMANCE SUMMARY

Board meets its goals with efficiency and effectively

4. CHALLENGES

The Board employs two FTE and one temporary part-time investigator.

The Executive Director is responsible for all operations of the program. Accordingly, a heavy workload and competing priorities present an ongoing challenge to Board staff.

The Board is continually challenged with an ever-changing profession and in developing standards of practice, which reflect the needs of the consumer and the scope of the physicians.

With a steady growth in the number of schools accredited for naturopathic medicine the board needs to make sure the standards established in these schools assures the public of graduates that are competent to practice in Oregon. With the ever-increasing number of licensed naturopathic physicians in Oregon, customer service remains a high priority in fulfilling the Board mission.

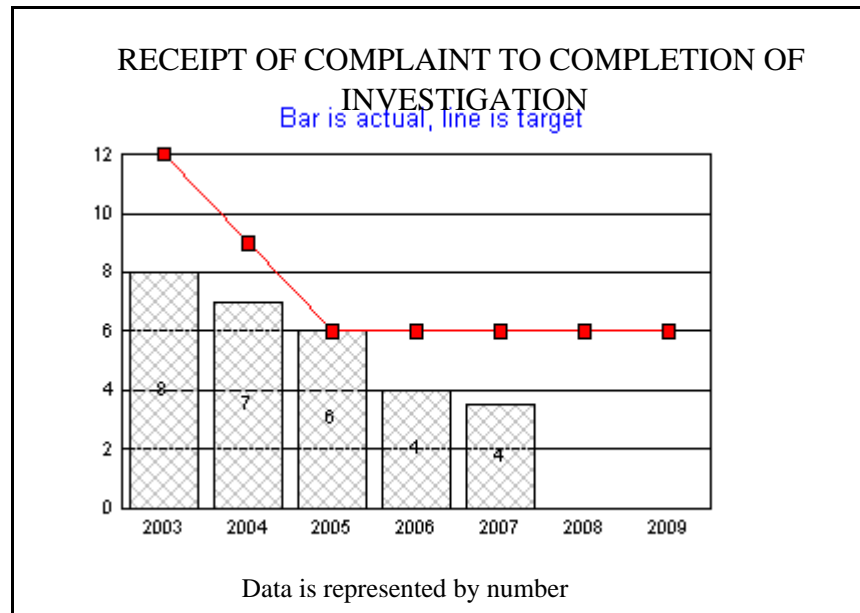
5. RESOURCES AND EFFICIENCY

Perhaps the most beneficial and cost savings partnership realized is the co-located Health-Related Licensing Boards' sharing of resources and costs.

The Board's increased reliance on electronic correspondence over traditional mail service continues to provide additional savings with improved efficiency. The Board's website continues to be a valuable resource for licensees and interested citizens with readily available information, forms, and applications.

The Board's efficiency measure relates to Customer Satisfaction with customers consistently reporting a high level of satisfaction in the years measured (FY 2003-07).

| | | |
|-----------------------|---|------|
| KPM #1 | Average time from receipt of a new complaint to completion of the investigation. (months) | 2003 |
| Goal | Ensure public protection by reviewing and investigating complaints in a timely manner | |
| Oregon Context | Agency Mission | |
| Data Source | Agency disciplinary case files | |
| Owner | Anne Walsh, Executive Director Ph: 971/673-0192 | |



1. OUR STRATEGY

Immediate review by the Executive Director to determine if immediate Board action is needed or if case needs to be sent to the investigator for further consideration. When a complaint is received it is recorded; when the investigation is completed it is noted.

2. ABOUT THE TARGETS

The targets are reflective of the increase in the number of licensees and exponentially the number of complaints being resolved in a timely manner must remain consistent. The Board has not had any administrative hearings to resolve complaint matters since 2003.

3. HOW WE ARE DOING

Data reveals that the Board continues to exceed the target time for completion of investigations, while continuing to work towards the best resolve other than administrative hearing.

4. HOW WE COMPARE

It is hard to make a comparison to other jurisdictions that may look at and resolve complaints and disciplinary matters within a different structure.

5. FACTORS AFFECTING RESULTS

Almost every complaint presented to the agency against a licensee is unique.

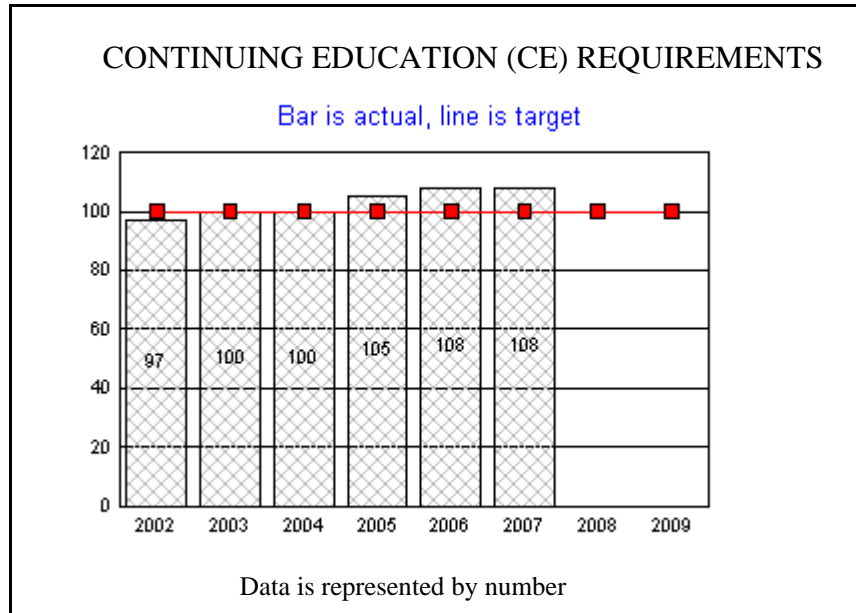
6. WHAT NEEDS TO BE DONE

The Board strives to complete investigation in a timely manner without compromising the investigation and the time it may take to obtain the information needed as part of the investigation. Consideration of a permanent part-time investigator on the staff would assure a smoother process in investigations.

7. ABOUT THE DATA

Reporting cycle: Oregon fiscal year

| | | |
|-----------------------|--|------|
| KPM #2 | Percentage of licenses that complete more than the 25-hour minimum requirement for continuing education. | 2002 |
| Goal | Protect the public by having licensees update their professional skills each licensing period | |
| Oregon Context | Agency Mission | |
| Data Source | License renewal forms, CE spreadsheet, database and random audits of CE logs | |
| Owner | Anne Walsh, Executive Director Ph: 971/673-0192 | |



1. OUR STRATEGY

Collect continuing education reports to insure compliance and determine percentage of licensees exceeding requirement.

2. ABOUT THE TARGETS

The target was set high, as CE is a requirement for license renewal. The intent is to encourage CE obtained by licensees to exceed the requirement for renewal. The higher target is desirable with this KPM.

3. HOW WE ARE DOING

Licensees consistently show higher than required hours in diverse areas of continued professional education.

4. HOW WE COMPARE

Very well, Oregon is one of the few states requiring continuing professional education as part of the naturopathic physician renewal. Even in Oregon, some health professions are not required to maintain any ongoing education.

5. FACTORS AFFECTING RESULTS

The access to CE, the cost of attending and content of programs available effects the number of hours over the required number of hours, a naturopathic physician will be able and willing to obtain.

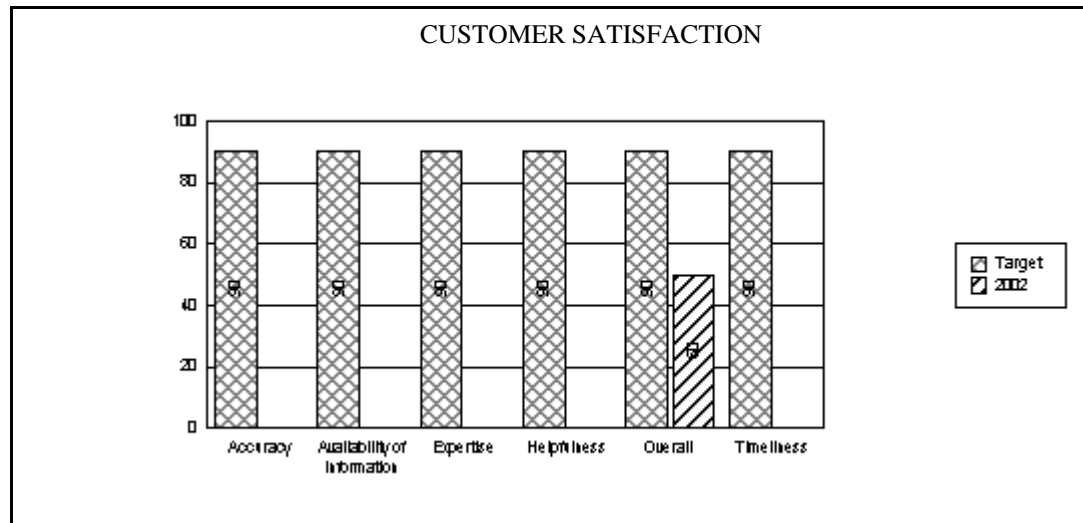
6. WHAT NEEDS TO BE DONE

The Board will continue to monitor and approve CE programs to assure highest level of education and encourage NDs to obtain more than the minimum required.

7. ABOUT THE DATA

Reporting Cycle: Oregon fiscal year

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|-----------------------|---|------|
| KPM #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. | 2002 |
| Goal | Provide higher levels of customer service in all areas | |
| Oregon Context | Agency Mission | |
| Data Source | Customer service surveys | |
| Owner | Anne Walsh, Executive Director Ph: 971/-673-0192 | |



1. OUR STRATEGY

Conduct customer service surveys, review results, determine actions to improve where needed.

2. ABOUT THE TARGETS

The target for fiscal year 2002 (75%) was considered a conservative estimate given the number of licensees (250+) and the Board’s attention to

customer service. The targets were increased to 80 percent in fiscal years 2003-06, even with the increase in licensees to over 700 and no increase in staff. The program achieved above the target in most areas and so has increased the target to 90% in 2007.

3. HOW WE ARE DOING

Targets continued to be surpassed and survey results demonstrate a high level of success in most areas of customer satisfaction.

4. HOW WE COMPARE

No public or private comparison has been performed. Regardless, the agency continually strives to expedite its response and processing of consumer and licensee requests.

5. FACTORS AFFECTING RESULTS

A turnover in administrative support may be the cause for the less than targeted results in the area of helpfulness

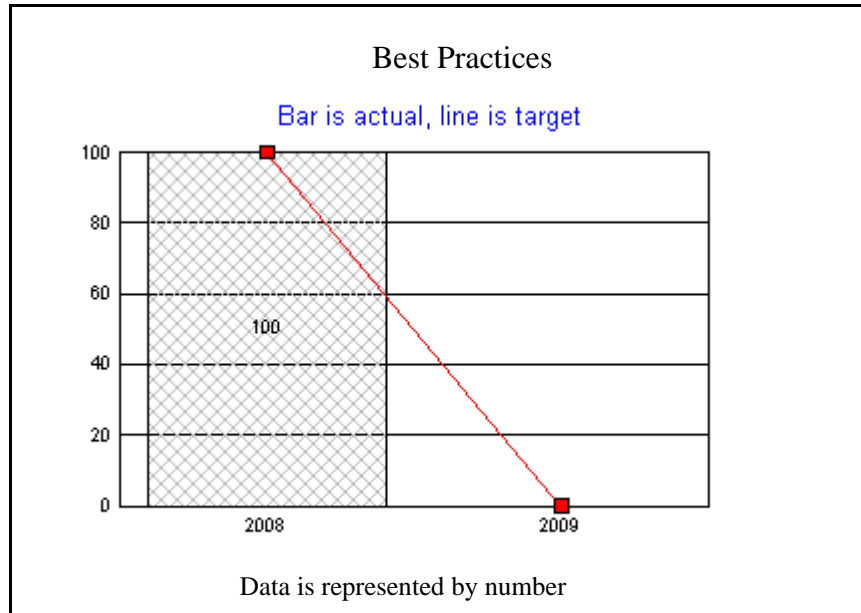
6. WHAT NEEDS TO BE DONE

The agency is striving to hire administrative support that is interested in long term employment, as well as compiling information to assist other staff in the area of helpfulness.

7. ABOUT THE DATA

Reporting cycle: Oregon fiscal year

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|-----------------------|--|--|
| KPM #4 | Percent of total best practices met by the Board. | |
| Goal | To have the highest level of success in following Board Best Practices | |
| Oregon Context | What percentage of the criteria for Board Best Practices does the board follow | |
| Data Source | Completion of Board Best Practices survey; and review of results annually by the board | |
| Owner | Anne Walsh, Executive Director Ph: 971/673-0192 | |



1. OUR STRATEGY

Board members are asked to attend the Governor's training for board members and discuss the criteria for Best Practices annually

2. ABOUT THE TARGETS

Comply with all Board Best Practices

3. HOW WE ARE DOING

The board is complying with Board Best Practices

4. HOW WE COMPARE

Even before the Best Practices was a required performance measure, the OBNE was operating with these guidelines in effect

5. FACTORS AFFECTING RESULTS

Board members and board staff work well together

6. WHAT NEEDS TO BE DONE

Review Best Practices annually after surveys are returned

7. ABOUT THE DATA

Board Best Practices are reviewed annually

BOARD OF NATUROPATHIC EXAMINERS**III. USING PERFORMANCE DATA**

Agency 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.

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY

* **Staff :** Staff: The agency’s Executive Director and the seven members comprising the Board considered the agency’s mission and goals during the development of its current performance measures in 2007. Emphasis was placed on public protection, professional education, and customer satisfaction.

* **Elected Officials:** Elected Officials: Agency KPMs were reviewed and approved by the 2007 Oregon Legislative Assembly.

* **Stakeholders:**

Stakeholders:The agency asked for stakeholder input when developing the performance measures in 2002. Strategic Planning meetings were held which are open to the public. Stakeholders and Citizens are welcome to attend all public meetings and are invited to express their views and opinions as time allows. The agency continues to encourage stakeholder participation.

* **Citizens:** Citizens: Customer survey responses indicate to the agency if public needs are being met.

2 MANAGING FOR RESULTS

The agency checks goals:

- (1) 100 % of continuous education requirements are met;
 - (2) Number of complaint/ investigations resolved by alternative means rather than formal hearings;
 - (3) Provide excellent customer services and obtain high customer ratings of satisfaction in all areas.
- The Board reviews the results and uses input to improve their services.

3 STAFF TRAINING

Training sessions were offered in 2005 and 2006 and the Director that attended worked closely with the other directors of the co-located Boards to comply with mandated changes.

4 COMMUNICATING RESULTS

* **Staff :** Staff: The Executive Director and staff work with the Board in developing, monitoring and maintaining KPM.

* **Elected Officials:** Elected Officials: Annual KPM are submitted annually.

* **Stakeholders:** Stakeholders: KPM are posted on the Board's web site.

* **Citizens:** Citizens: KPM are posted at the Board's web site.