

OCCUPATIONAL THERAPY LICENSING BOARD

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

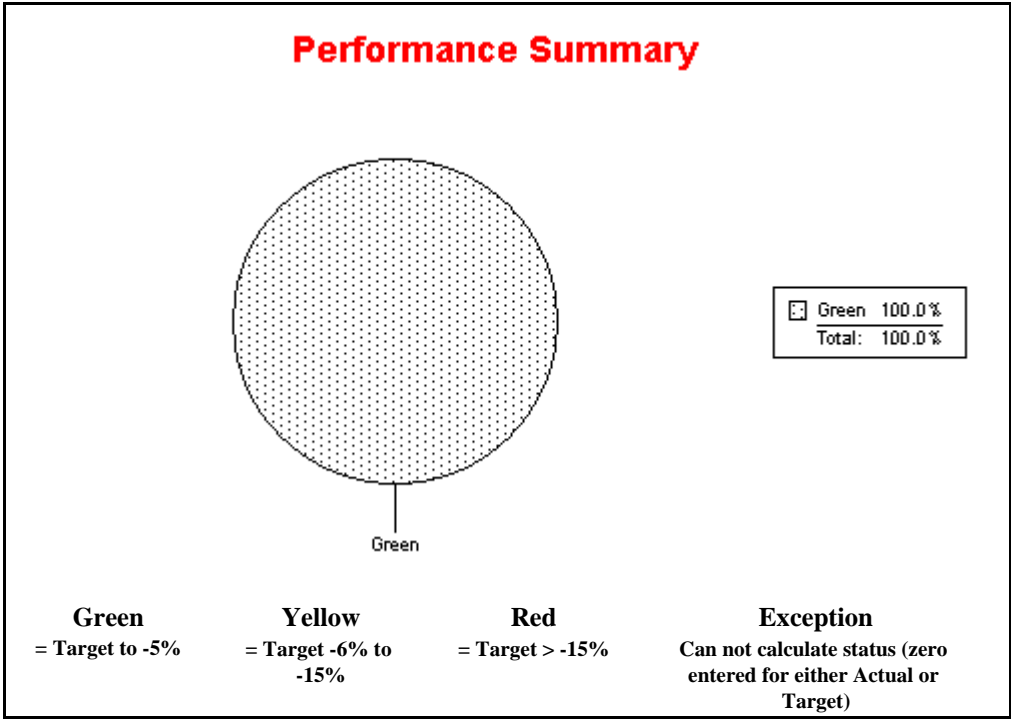
Proposed KPM's for Biennium (2009-2011)

Original Submission Date: 2008

2007-2008 KPM #	2007-2008 Approved Key Performance Measures (KPMs)
1	ALL OCCUPATIONAL THERAPISTS UPDATE PROFESSIONAL SKILLS (COMPETENCY / CONTINUING EDUCATION): Percentage of licensees meeting continuing education requirements.
2	OCCUPATIONAL THERAPISTS PROVIDE COMPETENT SERVICES (COMPLAINT INVESTIGATION): Percentage of complaints* resolved by means other than formal administrative hearing within a year.
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 Delete	
	Title: Rationale:

OCCUPATIONAL THERAPY LICENSING BOARD		I. EXECUTIVE SUMMARY	
Agency Mission: To protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of servoces in Oregon.			
Contact: Felicia Holgate, Director		Contact Phone: 971-673-0198	
Alternate:		Alternate Phone:	



1. SCOPE OF REPORT

The Oregon Occupational Therapy Licensing Board's primary functions are to issue licenses to qualified applicants, to investigate complaints and take appropriate action, to enforce and make rules including for continuing education, and enforce and generally supervise occupational therapy practice. The key performance measures focus on: Discipline, Continuing Education, Customer Satisfaction, and Board's Best Practices.

All the Boards primary programs and services are addressed by these performance measures.

The one on timeliness in issuing licenses is kept internally.

2. THE OREGON CONTEXT

Occupational Therapists must be licensed in order to work in Oregon. Their applications are closely scrutinized, their continuing education is checked and all complaints are investigated. The Board expects a very high level of customer satisfaction. One internal goal is to issue licenses within 3 days of receipt of documentation required and 95% are issued within that time frame.

3. PERFORMANCE SUMMARY

The Boards meets its high goals and works efficiently and effectively.

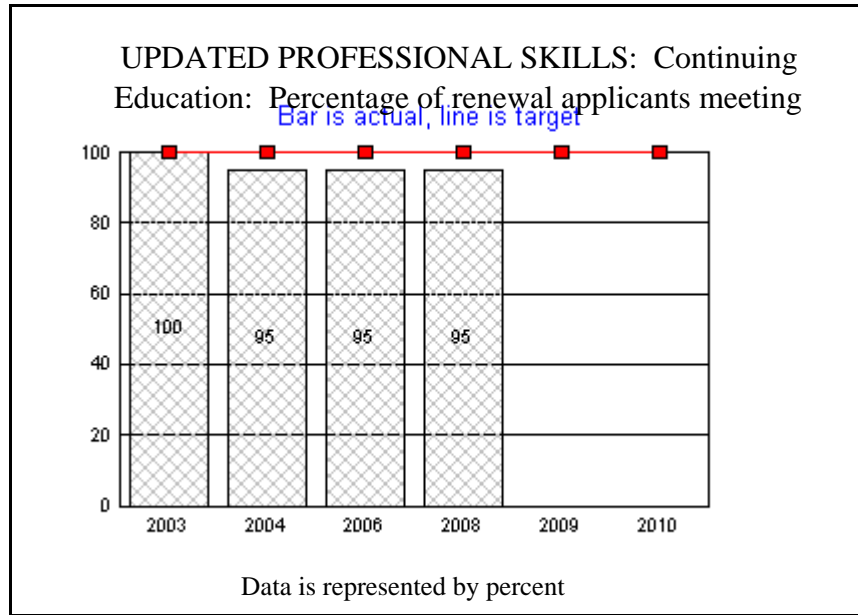
4. CHALLENGES

The Oregon Occupational Therapy Licensing Board performs well and its customer satisfaction survey shows a high level of satisfaction. Using technology allowing for customer satisfaction surveys to be sent out by e-mail and automatically collated has been a great savings in time and money.

5. RESOURCES AND EFFICIENCY

The Agency's bottom line budget amount for fiscal year 2007-2009 was \$290,133.
The Agency's bottom line budget amount for fiscal year 2009-2011 is \$365,816.
Money collected is from license fees and are all other funds.

KPM #1	ALL OCCUPATIONAL THERAPISTS UPDATE PROFESSIONAL SKILLS (COMPETENCY / CONTINUING EDUCATION): Percentage of licensees meeting continuing education requirements.	2003
Goal	<p>PUBLIC PROTECTION</p> <p>ALL OCCUPATIONAL THERAPISTS UPDATING PROFESSIONAL SKILLS (CONTINUING EDUCATION): In order to better protect the public and assure safe and ethical delivery of occupational therapy services the Occupational Therapy Licensing Board requires all licensees to complete mandatory 30 points of continuing education every two years; all applicants must sign their application form stating that they have complied and five percent are audited by board members in detail to confirm that the applicant has completed all required continuing education requirements. The goal is to have 100 % compliance. There is no audit in 2007 since we do not renew until 2008. There is a new requirements for all Occupational Therapist to complete 7 hours of Pain Management CE as part of the required 30 points by 2010.</p>	
Oregon Context	Public Protection	
Data Source	All applications are scrutinized for applicant compliance with required continuing education. Five percent are audited with a careful review by board members and director to determine that the applicant has complied with the required continuing education. This information is found on the application, on a log form and checking certificates of completion for the required continuing education classes and points.	
Owner	OTLB Director, Felicia Holgate	



1. OUR STRATEGY

The Board checks the continuing education completed by all applicants to determine that they have complied with the continuing education requirements and have documentation.

2. ABOUT THE TARGETS

The Board expects every applicant to complete the continuing education requirements, so the target is 100 %. If the applicant does not complete the requirement for continuing education they are not issued a license. The actual is close to 100 %. During the 2008 renewal cycle, every renewal applicant had to have their continuing education completed or they could not obtain their license. There was only one renewal application that was withdrawn because CE was not completed. Since we have two year licensing, results will only show every other even year. The next will be in 2010 at which time the additional responsibility of having seven hours of Pain Management CE will be part of their required 30 points for the previous two years.

3. HOW WE ARE DOING

The Board continues to carefully scrutinize applications to confirm that continuing education requirements are met. The target is 100% is met by almost all applicants. The very few who do not meet the target are not issued a license (not more than one or two per licensing period). We are working on new Pain CE credits.

4. HOW WE COMPARE

Health Licensing boards that require the CE for licensing will all be high because the license is not issued unless and until the applicant has completed the required CE.

5. FACTORS AFFECTING RESULTS

The Board continues to have very high actual numbers in this performance measure and keeps high target numbers.

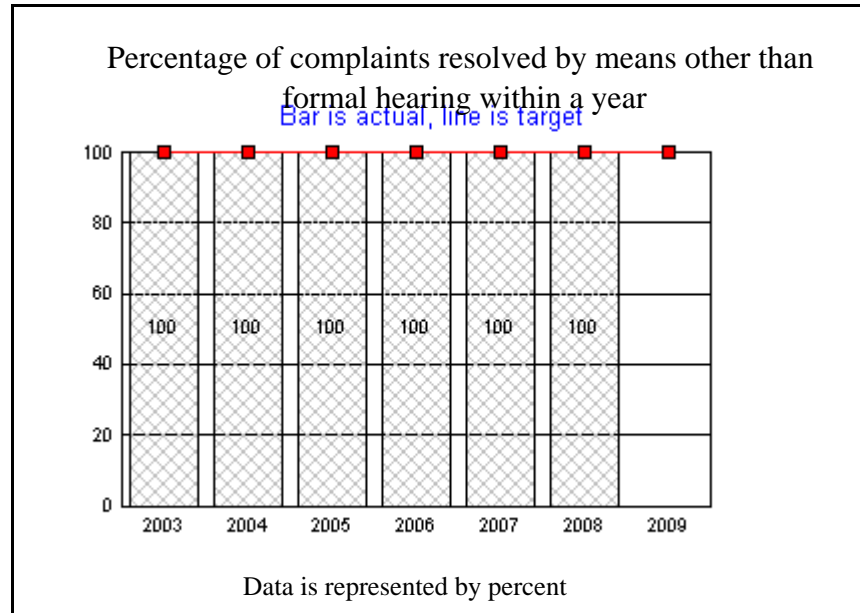
6. WHAT NEEDS TO BE DONE

Continue the same strategy: Educate and check documentation showing proof of compliance by auditing a percentage and checking all others that they have indicated their required CE is completed.

7. ABOUT THE DATA

Since the Board makes it clear that it will not issue the license until the Continuing Education requirement are met, It is rare that licensees do not comply;

KPM #2	OCCUPATIONAL THERAPISTS PROVIDE COMPETENT SERVICES (COMPLAINT INVESTIGATION): Percentage of complaints* resolved by means other than formal administrative hearing within a year.	2003
Goal	<p>PROVIDE COMPETENT SERVICES: DISCIPLINE: In order to better protect the public and assure safe and ethical delivery of occupational therapy services the Occupational Therapy Licensing Board investigates all complaints and takes action through education, a private letter of concern, or by issuing consent orders for reprimands, suspension, or probation. The Board has not been required to go to administrative hearing in any cases in the last five years, resolving the cases through consent orders signed by both the Board and applicant/licensee. Often the Board does educational programs, in some cases a more appropriate method to improve services. The goal is to protect the public and by using informal and appropriate methods the Board protects the public through these efficient and cost effective methods within a one year time frame. If cases do go to hearing it may be out of the Board's hands whether they are resolved within a year</p>	
Oregon Context	Public Protection	
Data Source	<p>All complaints are investigated and the Board determines whether the conduct violates any Board statutes or rules. If it does, the Board issues a notice of findings and proposed discipline such as public reprimand, suspension, or probation. The board can also issue a private letter of concern or do some education in the less serious cases. The goal is to protect the public, and by being sure of the findings the board is not required to go to administrative hearing since the applicant/ or licensee agrees to the Order and signs a consent order. The information is found in the discipline files.</p>	
Owner	OTLB Director, Felicia Holgate 971-673-0198	



1. OUR STRATEGY

The Board investigates all complaints. Formerly the goal was to take action within one year for those with or without formal investigation. Since the board does investigate or review all complaints we proposed to report on these two combined under Discipline. A one year period is a somewhat arbitrary goal since once a case goes to administrative hearing the Board may have no control over the time frame. Instead the modified goal is to resolve cases by other means that are more effective in protecting the public and more efficient and cost effective such as mediation, education or consent orders for reprimand, suspension or probation. Presently all actions are taken within a year of receipt.

2. ABOUT THE TARGETS

The Board investigates and takes action on all complaints, by means such as education, consent order for probation, suspension or consent order or mediation, all within a year of receipt of the complaint. The target is 100 %. The Board meets that goal. There are relative few complaints that reach the board (from 2 – 8 a year).

3. HOW WE ARE DOING

The Board continues to carefully investigate and scrutinize all complaints in a timely manner and takes appropriate action if a violation is found.

4. HOW WE COMPARE

The Occupational Therapy Licensing Board has relatively few cases on a yearly basis and no cases go to hearing so it is hard to compare with other Boards who have much more discipline and do have cases going to administrative hearing.

5. FACTORS AFFECTING RESULTS

The Occupational Therapy Licensing Board has very few cases per year.

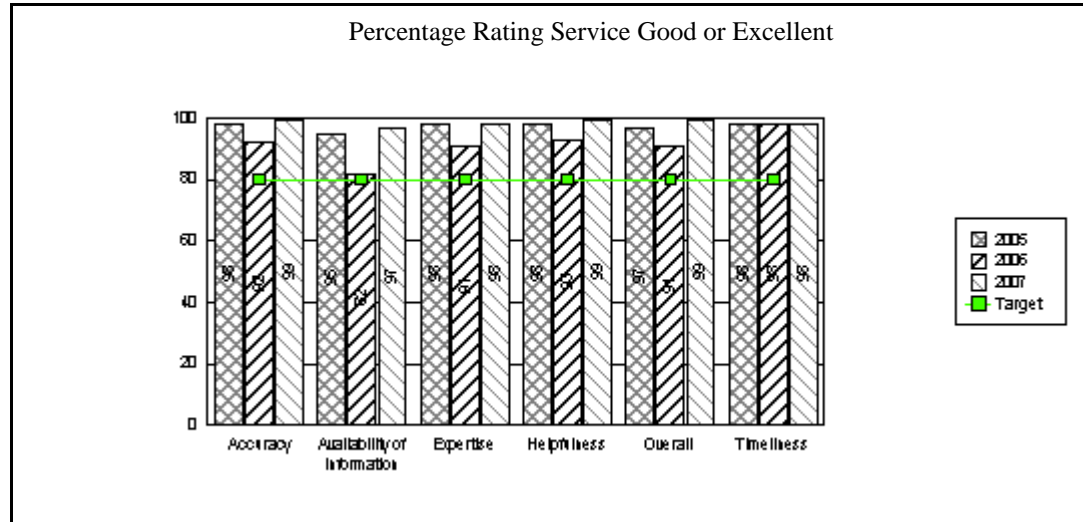
6. WHAT NEEDS TO BE DONE

Continue to work hard and prioritize complaints to support the mission of protection of the public.

7. ABOUT THE DATA

ABOUT THE DATA: The Board has a file on each discipline case.

KPM #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	2004
Goal	CUTOMER SERVICE: In order to better serve the public and licensees, the Occupational Therapy Licensing Board attempts to work efficiently and provide a very high level of customer service.	
Oregon Context	High level of customer service satisfaction.	
Data Source	<p>The board has been able to use a customer satisfaction survey that automatically collates all responses made. The Director has no access to the data. It can be accessed by month or the total of all responses. Graphs are automatically generated. All comments are recorded.</p> <p>Each e-mail that goes out has a request to fill out a survey. Each licensee that obtains a license is asked to fill out a survey. One large mailing went out in June 2008 asking licensees to fill out the customer satisfaction survey.</p>	
Owner	OTLB Director, Felicia Holgate 971-673-0198	



1. OUR STRATEGY

The Board sent questionnaires to a statistically significant number of renewal applications to check about customer satisfaction. Since that time the Board has the ability to request the questionnaires to be taken online and sent in with the collation being done automatically. Being able to collate online is a huge savings in time and cost.

2. ABOUT THE TARGETS

The Board expects a very high level of customer satisfaction so puts the target at 80 %. The actual levels are higher. (It is interesting to note that some responded that they received no services assuming that getting their license is not a service).

3. HOW WE ARE DOING

The Board continues to provide efficient and effective services and evaluates that survey answers to determine how to improve services. The internal goal of the director is to license within 3 days of receipt of all documentation. That goal is reached for almost every applicant. The customer satisfaction results reflect the communications between the staff and anyone contacting the board.

4. HOW WE COMPARE

The Occupational Therapy Licensing Board continues to provide very high level of services and customers respond with a high level of satisfaction.

5. FACTORS AFFECTING RESULTS

The Board continues to expect and provide a high level of service and satisfaction of its services in all areas.

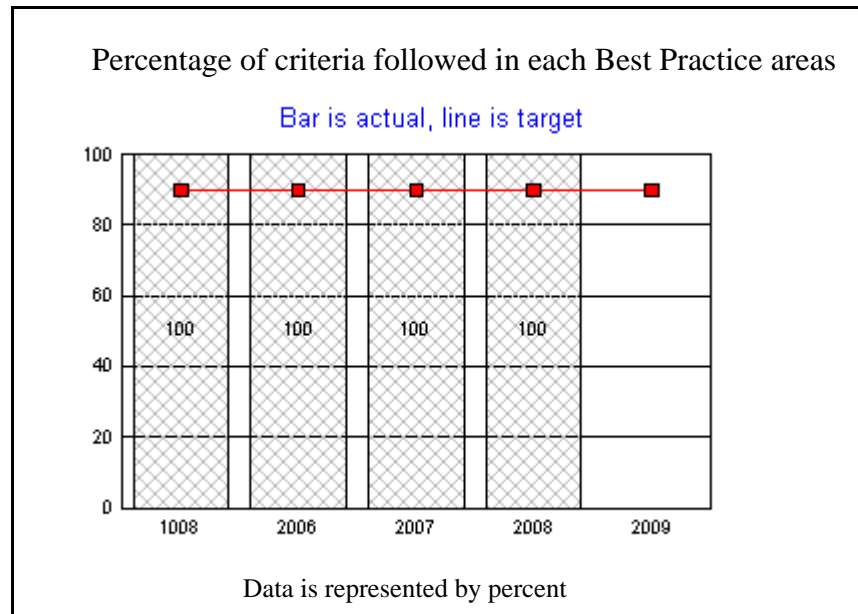
6. WHAT NEEDS TO BE DONE

The Board has all copies of the paper surveys for the first year. Now it has the online survey which can be collated automatically. The Board reviews the comments made at each meeting.

7. ABOUT THE DATA

Data is all found on the results of the surveys and can be viewed in the Board office.

KPM #4	BEST PRACTICES: Percent of total best practices met by the Board.	2007
Goal	To have high level of success in following board best practice	
Oregon Context	What percentage of the criteria for board best practices does the board follow.	
Data Source	Completion of Best Practices survey annually by the Board. In 2008 criteria for each Best Practice were adopted by the Board.	
Owner	Director, Felicia Holgate 971-673-0198	



1. OUR STRATEGY

The Board members attend the Governor's training and discuss the criteria for each best practice area.

2. ABOUT THE TARGETS

The board intends to comply with all Board Best Practices.

3. HOW WE ARE DOING

The board is complying with all Best practice areas.

4. HOW WE COMPARE

The Board is doing well.

5. FACTORS AFFECTING RESULTS

The Board and the Director work very well with each other.

6. WHAT NEEDS TO BE DONE

Continue reviewing best practice issues.

7. ABOUT THE DATA

The board reviews the board best practices each year.

OCCUPATIONAL THERAPY LICENSING BOARD**III. USING PERFORMANCE DATA****Agency Mission:** To protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of services in Oregon.**Contact:** Felicia Holgate, Director**Contact Phone:** 971-673-0198**Alternate:****Alternate Phone:****The following questions indicate how performance measures and data are used for management and accountability purposes.****1. INCLUSIVITY**

* **Staff :** • Staff: The Director works on all performance measure issues and takes all training available, and advises the Board.

* **Elected Officials:** • Elected Officials: The web site is available to all; interested parties are sent information, legislators receive performance measure reports during budget hearings.

* **Stakeholders:** • Stakeholders: All applicants and licensees have information available on the web site, are provided information through the newsletter, e-mail, and letters.

* **Citizens:** • Citizens: Anyone can receive information, check the web site or contact the Board.

2 MANAGING FOR RESULTS

The Director prioritizes work so that complaints are always handled quickly and the Board takes action. The Board looks at what kind of cases comes before it to determine what kind of education or

	<p>information is needed by licensees. Continuing Education is audited and information continues to be provided to all through the web site, by e-mail, letter, and newsletter. The Board educates in the areas it sees problems – supervision, scope of practice for example. The Board has successfully incorporated two year licensing and in 2008 online licensing with the state credit card secure payment system. Administrative Services are shared with other health licensing boards to save cost and be more efficient and effective.</p>
<p>3 STAFF TRAINING</p>	<p>The Director attends as many meetings on performance measures as possible.</p> <p>The Agency with 1.25 FTE is small that during renewals the Director cannot attend as many meetings. The Director handles all performance measure issues.</p>
<p>4 COMMUNICATING RESULTS</p>	<p>* Staff : • Staff: The Director notified Board members and licensees of progress made on the web site, newsletters etc.</p> <p>* Elected Officials:</p> <p>• Elected Officials: Any elected official can obtain information about agency performance measures; committee members receive performance measure reports with their Agency Budgets.</p>

	<p>* Stakeholders: • Stakeholders: Notices are sent to interested parties on the board's list; added to the web site and sent in newsletters.</p>
--	--

* **Citizens:** • Citizens: All information is posted on the web site, or can be received by contacting the Board office.