

OREGON BOARD OF NATUROPATHIC EXAMINERS

Annual Performance Progress Report (APPR)

for Fiscal Year 2006 - 2007

2007-09 Budget Form 107BF04

Submitted: October 29, 2007

To obtain additional copies of this report, contact the Oregon Board of Examiners of Naturopathic Examiners
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or visit http://www.oregon.gov/DAS/OPB/GOVresults.shtml#Annual_Performance_Reports.

Agency Mission

The mission of the Board of Naturopathic Examiners is to protect the public by setting and enforcing standards and promoting excellence in the practice of Naturopathic medicine in Oregon

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ABOUT THIS REPORT

Purpose of Report

The purpose of this report is to summarize the agency's performance for the reporting period, how performance data are used and to analyze agency performance for each key performance measure legislatively approved for the 2007 – 2009 biennium. The intended audience includes agency managers, legislators, fiscal and budget analysts, licensees and interested citizens.

1. PART I: EXECUTIVE SUMMARY defines the scope of work addressed by this report and summarizes agency progress, challenges and resources used.
2. PART II: USING PERFORMANCE DATA identifies who was included in the agency's performance measure development process and how the agency is managing for results, training staff and communicating performance data.
3. PART III: KEY MEASURE ANALYSIS analyzes agency progress in achieving each performance measure target and any corrective action that will be taken. This section, the bulk of the report, shows performance data in table and chart form.

KPM = Key Performance Measure

The acronym "KPM" is used throughout to indicate **Key Performance Measures. Key performance measures are those highest-level, most outcome-oriented performance measures that are used to report externally to the legislature and interested citizens. Key performance measures communicate in quantitative terms how well the agency is achieving its mission and goals. Agencies may have additional, more detailed measures for internal management.**

Consistency of Measures and Methods

Unless noted otherwise, performance measures and their method of measurement are consistent for all periods reported.

OREGON BOARD OF NATUROPATHIC EXAMINERS

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TABLE OF MEASURES

ANNUAL PERFORMANCE PROGRESS REPORT TIME PERIOD: FISCAL YEAR 2006-2007
THE OREGON BOARD OF NATUROPATHIC EXAMINERS

2005-07 KPM#	2005-07 Key Performance Measures (KPMs)	Page #
1	TIME FROM RECEIPT OF A NEW COMPLAINT TO COMPLETION OF THE INVESTIGATION Average time from receipt of a complaint to completion of the investigation	4
2	CONTINUING EDUCATION (CE) Percent of licensees that complete more than the 25-hour minimum requirement for CE	5
3	CUSTOMER SATISFACTION Percent of customers rating their satisfaction with the agency’s customer service as good or excellent: overall service, timeliness, accuracy, helpfulness, expertise, availability of information	6

Contact: Anne Walsh, Executive Director	Phone: 971/673-0192
Alternate: N/A	Phone: N/A

I. EXECUTIVE SUMMARY

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, issuance of a civil penalty, and 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

KPM Progress Summary	Key Performance Measures (KPMs) with Page References	# of KPMs
KPMs MAKING PROGRESS at or trending toward target achievement	<ul style="list-style-type: none"> • Complaint Tracking • Continuing Education • Customer Satisfaction 	1 2 3
KPMs NOT MAKING PROGRESS not at or trending toward target achievement	N/A	
KPMs - PROGRESS UNCLEAR target not yet set	N/A	
Total Number of Key Performance Measures (KPMs)		3

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 USED 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 2003-06).

2007-09 Legislatively Approved Budget (Other Funds): \$399,739

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II. USING PERFORMANCE DATA

PERIOD: FISCAL YEAR 2006-2007

Contact: Anne Walsh, Executive Director	Phone: 971/673-0192
Alternate: N/A	Phone:971/673-0193
The following questions indicate how performance measures and data are used for management and accountability purposes.	
<p>1 INCLUSIVITY Describe the involvement of the following groups in the development of the agency’s performance measures.</p>	<p>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 performance measures in 2006. Emphasis was placed on public protection, professional education, and customer satisfaction. Elected Officials: Agency KPMs were reviewed and approved by the 2007 Oregon Legislative Assembly. 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. Citizens: Customer survey responses indicate to the agency if public needs are being met.</p>
<p>2 MANAGING FOR RESULTS How are performance measures used for management of the agency? What changes have been made in the past year?</p>	<p>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.</p>
<p>3 STAFF TRAINING What training has staff had in the past year on the practical value and use of performance measures?</p>	<p>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.</p>
<p>4 COMMUNICATING RESULTS How does the agency communicate performance results to each of the following audiences and for what purpose?</p>	<p>Staff: The Executive Director and staff work with the Board in developing, monitoring and maintaining KPM. Elected Officials: Annual KPM are submitted annually. Stakeholders: KPM are posted on the Board’s web site. Citizens: KPM are posted at the Board’s web site.</p> <p>Purpose Board members, professional associations, licensees and the public are advised of compliance to KPM. The Board uses the results of performance measures to improve their services by analyzing how they can improve and how to continue to provide a high level of customer satisfaction. KPMs are utilized with other relevant factors to determine distribution of agency funds and resources, evaluate program effectiveness, and to illustrate the benefit to licensees, stakeholders, and citizens.</p> <p>www.obne.state.or.us/OBNE/docs/Performance.pdf</p>

III. KEY MEASURE ANALYSIS

KPM #1	RECEIPT OF COMPLAINT TO COMPLETION OF INVESTIGATION	Measure since: 2003
	Average time from receipt of complaint to completion of the investigation	
Goal	Ensure public protection by reviewing and investigating complaints in a timely manner	
OR 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 2002.

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 RESULT**

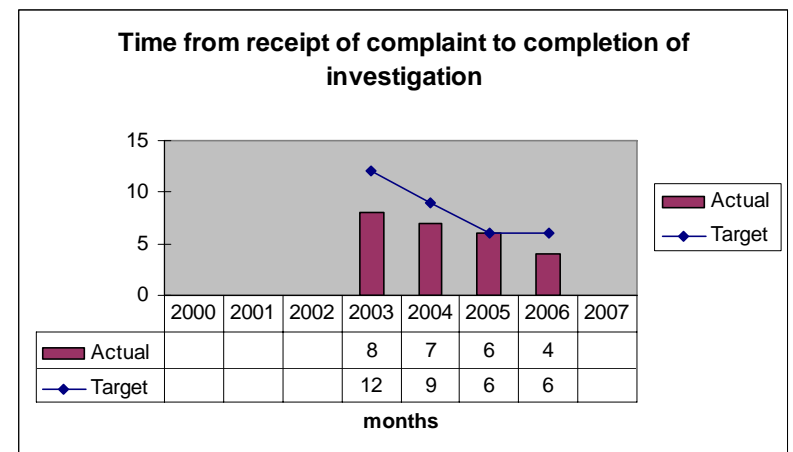
Almost every complaint presented to the agency against a licensee is unique. The

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



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KPM #2	CONTINUING EDUCATION (CE) REQUIREMENTS	Measure since: 2002
	Percentage of Licensees that complete more than the 25-hour minimum requirement for CE	
Goal	Protect the public by having licensees update their professional skills each licensing period	
OR 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

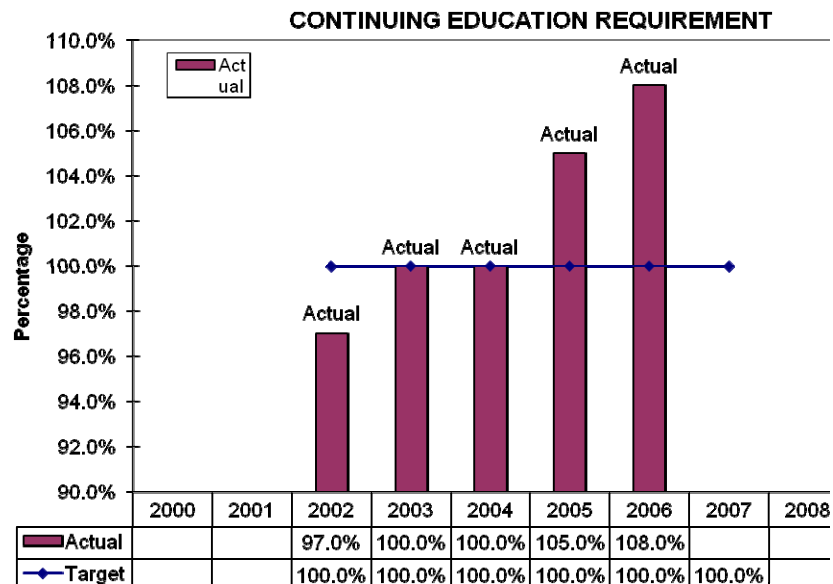
The access to CE, the cost of attending and content of programs available effects the number of hours over the required number of hours, a naturopathic physician will be able and willing to obtain.

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



KPM #3	CUSTOMER SATISFACTION Percent of customers rating overall satisfaction as above average or excellent	Measure since: 2001
Goal	Provide higher levels of customer service in all areas	
OR 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

