

ANNUAL PERFORMANCE PROGRESS REPORT
PART I, MANAGING FOR RESULTS

Agency: OREGON BOARD OF DENTISTRY (OBD)	
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- **Performance Accomplishments.**

OREGON BOARD OF DENTISTRY
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Performance Measure Definition	2003 Goal	2003 Performance
#1 Percent of licensees in compliance with continuing education requirements	98%	90% are currently in compliance. 9% are still under review. 1% found not to be in compliance and are currently under investigation for possible disciplinary action.
#2 Average time from receipt of a new complaint to completed investigation (ready to be submitted to the Board)	5.5 months	Cases opened in 2003 and investigations completed in 2003 2.5 months. All cases with investigations completed in 2003 5.5 months.
#3 Average Number of working days for the receipt of completed paperwork to issuance of license (new or renewal)	10 Days	8 Days
#4 Percent of User Surveys returned from website reporting that the site provides the appropriate information and is easily understood.	90%	36%* *Only 11 surveys were completed
#5 Standards and regulations will be collaboratively reviewed and updated annually by the OBD and interested stakeholders.	Annual Review by the OBD Rules and Oversight Committee.	Rules and Oversight Committee met January 9, 2004.

- **Degree and type of agency influence on their chosen benchmarks and high-level outcomes.**

The OBD has no primary links to Oregon benchmarks. The agency mission is to assure that the citizens of Oregon receive the highest possible quality oral health care.

- **Future Challenges.**

The OBD will continue to strive to meet the optimum standards that its has established in regards to the handling of complaints, investigations and disciplinary actions.

The OBD will soon provide online information regarding the disciplinary actions that it has taken on all licensees.

The following questions shed light on how well performance measures and performance data are leveraged within your agency for process improvement and results-based management.

1 How were staff and stakeholders involved in the development of the agency's performance measures?	The Board and staff developed and reviewed the agency's performance measures at a Board Meeting. Stakeholders were given an opportunity to comment and provide input.
2 How are performance measures used for management of the agency?	The Board directs OBD staff to review the performance measures in an effort to seek improvement in efficiency for the processing of applications and disciplinary cases.
3 What training has staff had in the use performance measurement?	Management reviews with OBD Staff the performance measures and seeks input into improving performance.
4 How does the agency communicate performance results and for what purpose? (Please include your agency's URL for Performance Measures and this Annual Report)	The OBD places the Performance Progress Report on the Board's Web site. www.oregon.gov/dentistry

5 What important changes have occurred in the past year?	The OBD hired a new Executive Director and has increased the number of hours for Board Consultants to assist with the investigation of complaints.
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