

Performance Measures Review

FINAL

Agency: Dentistry, Board of
Date: December 13, 2002
Lead Reviewer: Rita Conrad
Approved: Jeff Tryens

Mission: To assure that the citizens of Oregon receive the highest possible quality oral health care.

Summary

The DAS Performance Measure Review Committee finds that performance measures for this agency meet all five basic criteria as specified in the Performance Measure Guidelines. Five performance measures align with three goals and mission statement and address the scope of agency responsibility. The measures conform to standard concepts and definitions and targets and data sources are included.

Comments and recommendations specific to basic criteria

1. Gauge progress towards goals and pertinent benchmarks

The agency offers five performance measures that are well aligned with three clearly stated goals and its mission statement. The goals are similar to those of other regulatory agencies: public protection, excellent communications and the fair administration of professional standards.

2. A few key measures

Data from these five performance measures will tell a reasonably complete story of how well the Board is achieving its three goals. The agency decided to use measure #1 “Percent of licensees in compliance with continuing education requirements”, as a way to determine the level of effort made by licensees to maintain current skills and knowledge, even though it looks like it should be an imperative to become a licensee.

3. Conforms to standard concepts and definitions

The Board offers two intermediate outcome measures, two efficiency measures and one output measure (on the annual, collaborative updates of its rules and regulations). Given the issues raised regarding measure #1, all are acceptable and seem reasonable.

4. Targets

The agency offers targets for 2005 ahead of schedule. It appears that the target for measure #3 is essentially the same as the 2000 data point. This is OK if the agency wishes to simply maintain that level of performance.

5. Accurate and reliable data

The agency has attached a data sources sheet, documenting how the data will be gathered.