

LINKS TO OREGON BENCHMARKS

Agency Name: Nursing Home Administrators, Board of Examiners of		Last Revised: 9/30/2004	
Contact Person: Janet Bartel, Executive Officer		Phone: 503-731-4046	
Alternate Contact: None		Phone:	

Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):

Agency Mission: Protect the public by developing, imposing and enforcing standards, which shall be met by individuals in order to receive and retain a license as a nursing home administrator.

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 1 Provide excellent customer service	Mission	% of customer service surveys returned indicating satisfaction in all areas.	833419-1	2001	Mod.	80%	100%	
Goal 2. Protect nursing home residents from unethical and/or incompetent nursing home practices	Mission	% of preceptors (trainers of Administrators-In-training or AITs)) receiving satisfactory ratings from their AIT.	833419-2	2001	Mod.	NA	90%	
Goal 2.	Mission	% of preceptors with unsatisfactory survey ratings by AIT's that are retrained	833419-3		New	NA	75%	
Goal 2.	Mission	% of surveyed nursing homes with Oregon-trained administrators on the job for at least two years that receive substandard letters from DHS/Services to People and Disabilities	8833419-4		New	NA	5%	
Goal 2	Mission	Average time to complete an investigation from the receipt of a complaint.	8833419-5		New	NA	120 days	
Goal 3. Regulate in a manner that supports a positive industry change	Mission	Number of stakeholders providing input to rule changes every three years: a. licensees, b. associations	833419-6		New	NA	5	

PERFORMANCE MEASURE DATA SUMMARY

Agency Name: Nursing Home Administrators, Board of Examiners of	
Contact Person: Janet Bartel	Phone: 503-731-4046
Alternate Contact: None	Phone:

Performance Measure Definition (numbered as shown below)	Data						Targets				
	1999	2000	2001	2002	2003	2004	2001	2002	2003	2004	2005
Agency 833419 - 1 - % of customer service surveys returned indicating satisfaction in areas of courtesy, timeliness, usefulness of information, knowledge of person providing information	NA	NA	NA	NA	96%	98%	NA	80%	100%	100%	100%
Agency 833419 -2 - % of preceptors (trainers of Administrators-In-Training (AIT), receiving satisfactory ratings from their AIT	NA	NA	NA	NA	83%	86%	NA	90%	90%	90%	90%
Agency 833419 - 3 - % of preceptors with unsatisfactory ratings by AIT who are retrained	NA	NA	NA	NA	0%	0%	NA	NA	0%	25%	25%
Agency 833419 - 4 - % of surveyed nursing homes with Oregon-trained administrators on the job for at least two years that received substandard letters from DHS/Services to People and Disabilities	NA	2%	2%	2%	1.42%	.78%	NA	NA	3%	4%	5%
Agency 833419 - 5 - Average time to complete an investigation from the receipt of a complaint	60-150 days	14 mo.	90 days	90 days	159 days	43 days	120 days	120 days	120 days	120 days	120 days
Agency 833419 - 6 - Number of stakeholders providing input to rule changes every three years: a. licensees b. associations	0	NA	NA	N/A	0	N/A	0	0	0	0	5

*Survey data requested from DHS.

Data Sources - Nursing Home Administrators, Board of Examiners of

Key Performance Measure	PM #	Data Source – Collection of Data
% of customer service surveys returned indicating satisfaction in all areas.	833419-1	Customer service surveys – Continuously. Survey to be included on web site. Currently sent with information provided. Survey which asks questions about courteousness, promptness, usefulness of information, and knowledge of person providing information is provided with information requests.
% of preceptors (trainers of Administrators-In-training) receiving satisfactory ratings from their AIT.	833419-2	AIT surveys – as received
% of preceptors with unsatisfactory survey ratings by AIT’s that are retrained	833419-3	Preceptor training program surveys
% of surveyed nursing homes with Oregon-trained administrators on the job for at least two years that receive substandard letters from DHS/Services to People and Disabilities	8833419- 4	Services to People and Disabilities/DHS– as received.
Average time to complete an investigation from the receipt of a complaint.	8833419 -5	Investigation files and investigation log
Number of stakeholders providing input to rule changes every three years: a. licensees, b. associations	833419-6	Rule review files, board minutes, correspondence – as received