

ANNUAL PERFORMANCE PROGRESS REPORT - PART I, MANAGING FOR RESULTS TIME PERIOD: FISCAL YEAR 2004 – 2005

Agency: Health Professional Licensing Boards in Portland:	
Dietitians, Naturopathic, Nursing Home Administrators, Occupational Therapy, Radiology, Speech-Language Pathology & Audiology, Veterinary	
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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 Directors initially worked with their individual Boards to develop performance measures. The 2005 Legislative Budget note directed all seven health related licensing boards to consolidate their administrative functions. This is the consolidated performance measures.
2 How are performance measures used for management of the agency?	The Directors check that they comply with Board 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. Boards review the results to improve their services.
3 What training has staff had in the use performance measurement?	The lead Director for Performance Measures attended training sessions in 2004 and 2005 and worked closely with each Board director, met with fiscal and legislative budget analysts to comply with mandated changes as well as with the Oregon Progress Board to report its findings.
4 How does the agency communicate performance results and for what purpose? (Please include your agency's URL for Performance Measures and Annual Report)	Performance measures are found on each Agency web site (noted above in the summary report). Board members, professional associations, licensees and the public are advised of compliance. The Boards use 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.
5 What important changes have occurred in the past year?	In accordance with the 2005 legislative directive to consolidate administrative functions, these seven Health Related Licensing Boards in Portland prepared these new performance measures.

ANNUAL PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS FOR HEALTH RELATED LICENSING BOARD TIME PERIOD: FISCAL YEAR 2004 – 2005

Data Source: Licensee Renewal forms state how Continuing Education requirements are met; audits of the Continuing Education logs and certificates are reviewed by Boards.

Agency Name: Health Related Licensing Boards, Portland			Agency No.: 833							
			2000	2001	2002	2003	2004	2005	2006	2007
# 1 Percent of audited renewal applicants meet CE requirements	Target	N/A	N/A		100 %	100 %	100 %	100 %	100 %	
Licensed Dietitians: <u>420 Licensees</u>	Data					100 %	100 %	100 %		
Naturopathic Examiners: <u>665 Licensees</u>	Data				100 %	100 %	100 %	100 %		
Nursing Home Administrators: <u>330 Lic.</u>	Data					N/A	N/A	99 %		
Occupational Therapy: <u>1420 Licensees</u>	Data					100 %	98 %	N/A		
Radiologic Technology <u>4507 Lic.</u>	Data					97 %	100 %	100 %		
Speech-Language Path. & Audiology <u>1480 L</u>	Data				92 %	N/A	98 %	N/A		
Veterinary Medical Examiners <u>2926 Lic.</u>	Data				100 %	100 %	100 %	100 %		
Total Number of Licensees: <u>11,748</u>	Total Data				97 %	99 %	99 %	99 %		

Key Performance Measure Analysis

To what goal is this performance measure linked? **Goal #1 is to help ensure public protection** by having health professional licensees update their professional skills each licensing period. This 2005 consolidated performance measure report shows each agency’s data and one chart summarizing data and percentages for all Boards. Most licensing boards do not issue the licenses unless and until the mandatory continuing education (CE) is met. The target is 100%. *N/A is shown in years there are no renewal for that Board, therefore no CE audits taken that year.*

What do benchmark data say about Oregon relative to the goal? Boards confirm licensees meet the target.

What is the impact of your agency? These small Boards review each renewal application form carefully. They audit a percentage to confirm the certificates of completion and review how each CE clearly meets the CE requirements. Substantial staff time is devoted to answering CE questions and reviewing CE submissions. By checking, boards license those who update their skills and provide more protection to the public.

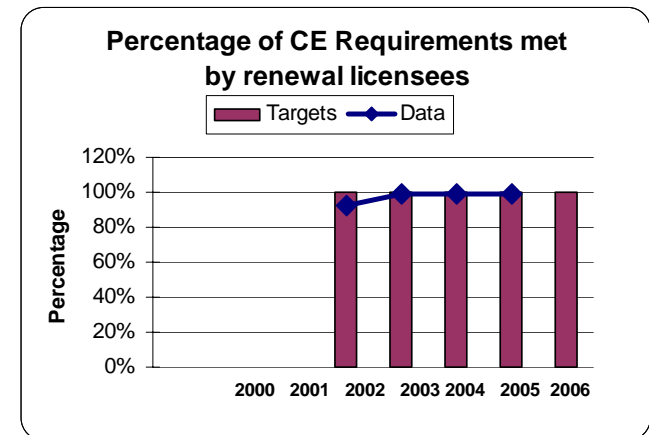
How does the performance measure demonstrate agency progress toward the goal? Boards confirm that mandatory continuing education requirements for updating professional skills are met.

Compare actual performance to target and explain any variance. None

Summarize how actual performance compares to relevant public or private industry standards. Compares well.

What is an example of a department activity related to the measure? Check requirements, audit materials; confirm compliance is met by every applicant that renews their license.

What needs to be done as a result of this analysis? Continue to audit and check that continuing education requirements of licensees are clearly met.



ANNUAL PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS FOR THE **HEALTH RELATED LICENSING BOARDS** TIME PERIOD: FISCAL YEAR 2004– 2005

Agency Name: Health Related Licensing Boards, Portland		Agency No.: 833								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# 2 Percent of complaints resolved by means other than formal admin hearing.	Target	N/A	N/A	N/A	N/A	70%	70%	75%	75%	
Licensed Dietitians	Data					0 cases	0 cases	0 cases		
Naturopathic Examiners	Data				100% 9 cases	100% 15 case	100% 13 cases	100 % 8 cases		
Nursing Home Administrators	Data					100 % 4 cases	100 % 7 cases	100% 11 cases		
Occupational Therapy	Data				100 % 4 cases	100% 1 case	100% 8 cases	100% 6 cases		
Radiologic Technology	Data					98 % 58 cases	100 % 31cases	99 % 25 cases		
Speech-Language Path. & Audiology	Data					100 % 3 cases	100 %20 cases	100 % 13cases		
Veterinary Medical Examiners	Data					100% 119 cases	100% 139 cases	99% 143 cases		

Data Source: Agency disciplinary case files; board minutes

Key Performance Measure Analysis

To what goal is this performance measure linked? **The goal is to protect the public by ensuring practitioners provide competent services.** Boards protect the public by dealing quickly and effectively with practitioners who have complaints filed about them. The previous measure has been changed from a relatively meaningless timeframe, to one which encourages resolution by means other than formal administrative hearing. The focus instead is on more effective resolution by mediation, consent order, settlement, and education. These methods provide more public protection and the public is better serviced.

What do benchmark data say about Oregon relative to the goal? The Boards have a high standard for resolving complaints quickly and effectively by means other than formal administrative hearing.

What is the impact of your agency? Board investigate disciplinary cases (which requires substantial budgets to cover investigative and legal costs) to prevent someone from working that may be a danger to the public. When board resolve cases by informal means of resolution it is cost effective and protects the public more efficiently and effectively.

How does the performance measure demonstrate agency progress toward the goal? Boards work to resolve complaints by these efficient methods.

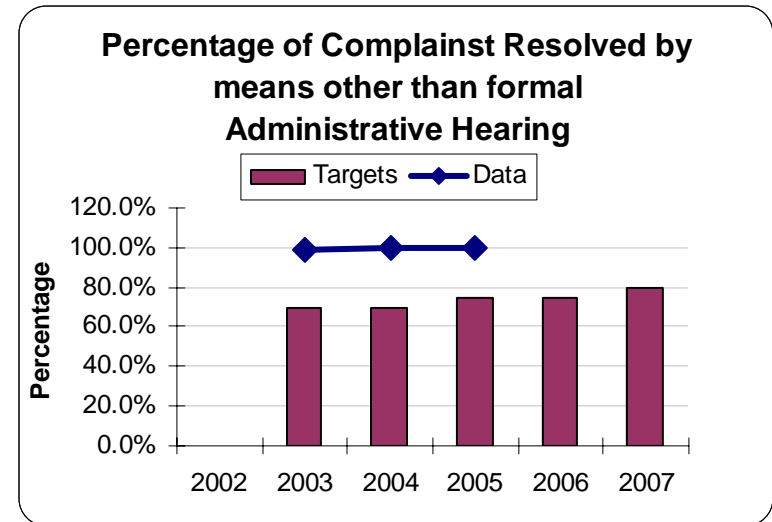
Compare actual performance to target and explain any variance: None

Summarize how actual performance compares to any relevant public or private industry standards:

HLO also has similar measures and also show a high target and similar data showing high resolution of cases by alternative means without going to administrative hearings.

What is an example of a department activity related to the measure? The Boards primary meeting agenda item is resolution of disciplinary cases.

What needs to be done as a result of this analysis? Continue resolving disciplinary cases through alternative and efficient means such as mediation, education, consent orders, settlements which are quicker, less costly, and more effective.



ANNUAL PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS FOR THE HEALTH RELATED LICENSING BOARDS

TIME PERIOD: FISCAL YEAR 2004–2005 Data Source: Agency customer satisfaction questionnaires

Agency Name: Health Related Licensing Boards, Portland		Agency No.: 833								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# 3 Percent of customers rating overall satisfaction as above average/excellent.	Target	N/A	N/A	70%	75%	80%	80%	80%	90%	90%
Licensed Dietitians	Data					71 %	91 %	76 %		
Naturopathic Examiners	Data					99 %	99 %	99 %		
Nursing Home Administrators	Data					96 %	98 %	100 %		
Occupational Therapy	Data					Not collected	98 %	98 %		
Radiologic Technology	Data					Not collected	97 %	98 %		
Speech-Language Path. & Audiology	Data					Not collected	Not collected	Will collect		
Veterinary Medical Examiners	Data					Not collected	80 %	80 %		
Overall Percentage for all Boards	Ave DATA	Weighted Average				88 %	94 %	91 %		

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? To provide high levels of service in all areas.

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Boards receive high ratings because they serve their customers well.

What is the impact of your agency? These boards license health professionals so they can work in Oregon. The Directors of these small Agencies with 3 FTE or less must devote substantial time and money to develop and collate customer satisfaction questionnaire.

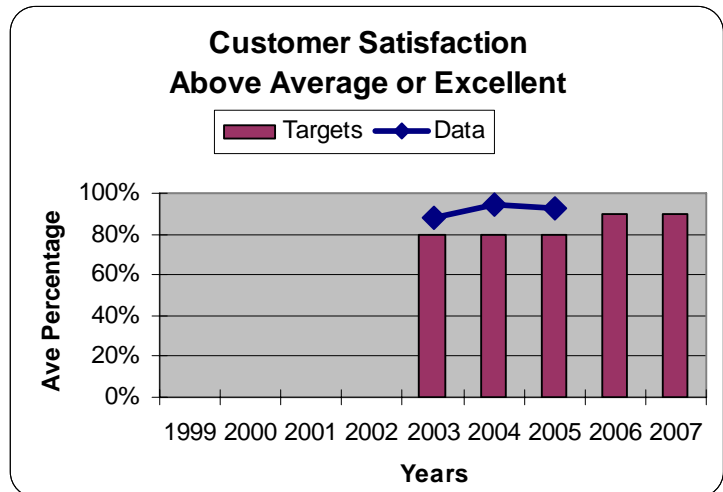
How does the performance measure demonstrate agency progress toward the goal? Boards work hard to provide customers with good service and to improve their services.

Compare actual performance to target and explain any variance: None

Summarize how actual performance compares to any relevant public or private industry standards. These boards have a high expectation for customer satisfaction.

What is an example of a department activity related to the measure? Mailing and collating questionnaires.

What needs to be done as a result of this analysis? Some of the Board have been using questionnaires for a long time; other are just starting. One board hired an independent consultant. Some measure customer satisfaction for new licensees; other send to all renewal license applicants; others to all their licensees and anyone contacting the Board. The Boards will now start a more uniform system of collecting data, standardizing how, when and to whom questionnaires are sent. Information is available describing current variances among the boards. The Boards need to keep monitoring customer satisfaction and strive to improve their services.



Comparison of old and new performance measure numbers by individual Agency

<u>Old Measures#</u>	<u>LFO Action Taken</u>	<u>New Measure #</u>
<u>Nursing Home Administrators:</u>		
Old#1 Customer service survey.	<u>Delete</u>	New# 3 Customer Service
Old#2 Administrators-in-training	<u>Shift focus</u> to program	Keep internal;
Report satisfactory experience.		Incorporated into New#3
Old#3 % unsatisfactory preceptors. .	<u>Delete</u>	Keep internal
Old#4 Administrators with DHS.	<u>Include all administrators</u>	Keep internal; New#2
Old#5 Ave time on complaints.	<u>Change wording</u>	Complaints; in New #2
Old#6 Stakeholders input on Rules. .	<u>Delete</u>	Keep internally
Old#7 % complete more than Min. . .	<u>Approve</u>	Incorporate into New#1
Old#8 More than min CE	<u>Approve</u>	Incorporate into New#1
#9 Satisfaction	<u>Approve</u>	New#3
#10 Customer Satisfaction	<u>Approve</u>	Will be New#4

Occupational Therapy Licensing Board

Old#1 % licensees meeting CE.	<u>Approve</u>	New #1
Old#2 License issue in 3 days.	<u>Delete</u>	Internal, in New#3
Old#3 Time complaints resolved. . . .	<u>Approve</u>	Incorporated into New#2
Old#4 % case resolved 1 year.	<u>Approve</u>	Incorporated into New#2
#5 Customer Satisfaction.	<u>Approve to Add</u>	New#3
# 6 Recommended new Satisf.	<u>Approve to Add</u>	Will be New#4

Naturopathic Examiners

Old#1 Customer Satisfaction	<u>Delete and add</u>	New#3 and will be New#4
Old#2 Response time complaints . . .	<u>Delete</u>	Internal New #2 and #3
Old#3 Ave time issue license.	<u>Delete</u>	Keep Internal; in New#3
Old#4 Ave time renew license	<u>Delete</u>	Keep Internal; in New #3
Old#5 Ave time complete inv.	<u>Approve</u>	New#2
Old#6 # of verification requests. . . .	<u>Delete</u>	Keep Internal
Old #7 More than min CE.	<u>Approve</u>	Incorporate into New#1
#8 Customer Satisfaction.	<u>Approve to Add</u>	New#3
#9 Recommend new Satisf.	<u>Approve to Add</u>	Will be New#4

Dietitians

Old #1 Process in 2 weeks. Delete. Internal; in **New #3** and **#4**
Old #2 Complaints 9 months. Approve. **New #2**
Old #3 Rating “good”. Delete. **New #2** and **#3**
#4 Customer Satisfaction. Approve to Add. **New#3**
#5 Recommended new Satisf. Approve to Add. Will be **New#4**
Min CE checked and approved. New. **New #1**

Radiologic Technology

Old#1 Self Report Dependency. Approve. **New #2**
Old #2 Number LP pass exam. Approve. Keep internal
Old #3 CE evaluations. Approve. Keep internal; will be **New#3**
Old #4 Number CE offered. Approve. Keep internal; will be **New#3**
Old #5 Stakeholders. Delete. Keep internally
Old #6 Application process 15 days. Approve. Keep Internal; will be **New#3**
Old #7 Use automated process. Approve. Keep Internal; will be **New#3**
#8 Overall satisfaction. Approve New. **New #3**
#9 Rating satisfaction Approve New Will be **New #4**
Min CE checked and approved. New Will be **New#1**

Speech and Language Path & Aud.

Old #1 Collect data ethnicity Approve Keep Internal
Old #2 Practitioners have Lic. Approve Keep Internal
Old #3 Compliance with CE. Approve **New #1**
#4 Overall satisfaction. Approve New **New #3**
#5 Rating satisfaction Approve New Will be **New #4**
Min CE checked and approved. New. **New #2**

Veterinary

Old #1 Ave days complete investing. . Delete. Internal; **New#2**
Old #2 Ave time to issue license. Delete Will be in **New#3**
Old #3 Rating of Board. Delete. Will be **New#3**
Old #4 Ave time to renew license. . . . Delete. Will be in **New #3**
Old #5 Ave date complete Investig. . . Revise. Will be **New#2**
Old#6 Percentage cases not appealed Approve. Will be in **New #2**
#7 and #8 Overall satisfaction. Approve New. **New #3** and will be **New #4**