

LINKS TO OREGON BENCHMARKS

Agency Name: <b>Dietitians, Board of Examiners of Licensed</b>		Last Revised: <b>01/14/03</b>	
Contact Person: Douglas Van Fleet		Phone: (503) 731-4085	
Alternate Contact: Peggy Smith		Phone: (503) 731-4048	

Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs): None  
 Mission: To protect the public’s health, safety and well being by regulating licensed dietetic practice.

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Minimize Barriers to Providing Oregon with an Adequate Supply of Licensed Dietitians	Mission	Percentage of all completed dietitian license applications processed within two weeks.	8330 001	N.A.	New	N.A. (Change of staff)	100	
Protecting Oregonians from Unsafe or Unethical Dietitian Services	Mission	Percentage of complaints determined to be unfounded or resulting in final order within nine months.	8330 002	N.A.	New	100	100	
Provide Excellent Customer Service	Mission	Percentage of licensees rating agency service as at least “good.”	8330 003	N.A.	New	N.A.	50	

# PERFORMANCE MEASURE DATA SUMMARY

Agency Name: Board of Examiners of Licensed Dietitians		Updated 02/05/2004	
Contact Person: Douglas Van Fleet		Phone: (503) 731-4085	
Alternate Contact: Peggy Smith		Phone: (503) 731-4048	

Performance Measure Definition (numbered as shown below)	Data					Targets					
	1999	2000	2001	2002	2003	2000	2001	2002	2003	2004	2005
8330001 - % of Completed Applications Processed within two Weeks	NA	NA	NA	50	71	NA	NA	NA	100	100	100
8330002 - % of Complaints Determined Unfounded or "Final-Ordered" within 9 Months	100	100	100	100	NA	NA	NA	100	100	100	100
8330003 - % of Licensees Rating Agency Service as at least "Good."	NA	NA	NA	NA	77	NA	NA	NA	50	50	50

## DATA SOURCES – DIETITIANS, BOARD OF EXAMINERS OF LICENSED

Key Performance Measure	PM #	Data Source
Percentage of all completed dietitian license applications processed within two weeks.	1	Office tally
Percentage of complaints determined to be unfounded or resulting in final order within nine months.	2	Office tally
Percentage of licensees rating agency service as at least "good."	3	Mail query of licensees

# Performance Measures Review

## FINAL

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**Agency:** Dietitians, Board of Examiners of Licensed  
**Date:** January 14, 2003  
**Reviewer:** Rita Conrad  
**Approved:** Jeff Tryens

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**Mission:** Oregon State Board of Examiners of Licensed Dietitians protects the public's health, safety and well being by regulating licensed dietetic practice.

### Summary

The DAS Performance Measure Review Committee finds that this agency's three performance measures meet the five criteria specified in the guidelines. Aligned with three goals (relating to supply, consumer protection, and customer service) and a mission statement, the measures appear to address the scope of agency responsibility. All three conform to standard measurement definitions and all have targets. A data sources sheet is included.

### Comments and recommendations specific to basic criteria

#### 1. Gauge progress towards goals and pertinent benchmarks

The agency offers three performance measures well aligned with three goals (relating to supply, consumer protection, and customer service) and a mission statement. The agency has no primary links to Oregon Benchmarks.

#### 2. A few key measures

The three measures appear to address its scope of responsibility for this very small agency.

#### 3. Conforms to standard concepts and definitions

There are two efficiency measures and one outcome (customer satisfaction) measure.

#### 4. Targets

The agency offers targets for all three measures.

#### 5. Accurate and reliable data

Data sources are provided so it is possible to determine if the performance measure data will be verifiable.