

ANNUAL PERFORMANCE PROGRESS REPORT - EXECUTIVE SUMMARY TIME PERIOD: FISCAL YEAR 2004 – 2005

FOR THE OREGON BOARD OF NATUROPATHIC EXAMINERS

Performance Target Achievement:

Total Number of Key Performance Measures (KPMs)	7
# of KPMs at target for most current reporting period	7
# of KPMs not at target for most current reporting period	0

Providing Excellent Customer Service

The Board of Naturopathic Examiners continues to receive the customer satisfaction surveys for al interactions by telephone, facsimile and internet email. The Board continues to provide information in an efficient and courteous manner. Satisfaction survey shows a positive experience when contacting the Naturopathic Board.

Licenses are able to access a response to their concerns in a more efficient manner with the continued updating of the website. The Board completed the new state agency web site which has been transitioned over to the statewide format. The Board is able to provide answers to repeat questions online so licenses have more than one resource for finding answers to their questions.

The Board continues to issue licenses efficiently and rapidly. Applications are generally issued within three days of receipt of all required documentation for a complete record file. The goal of issuing licenses within four weeks is monitored, and Board staff keeps in close touch with the applicants, to keep them advised of the process and letting them know when documentation or other materials are still required.

All licenses continue to be informed of the Continuing Education (CE) requirements and during the renewal cycle a random five to ten percent were audited. Approved CE programs are updated on the web site, and calls to the office offer assistance in complying with the CE application process.

Ensuring Public Protection

Complaints are reviewed for possible investigation as soon as they are received in the Board office. Each complaint currently under investigation by the Board is being processed in accordance with the goals set by the Board. Although the Board currently has one complaint being investigated longer than the Board’s goals, all other complaints received have been resolved within the 11.5 month time line.

Licensee verifications are done on line, by telephone or by facsimile. The Board is meeting is exceeding the target with the easy availability of verification on line.

Each licensee’s continuing education hours are being maintained to determine the number of licenses exceeding the required 25 hours of CE each year. The Board will be presenting CE opportunities to licenses in areas of greatest concern to assure continued quality health care is provided to all Oregonians.

*ANNUAL PERFORMANCE PROGRESS REPORT - PART I, MANAGING FOR RESULTS**TIME PERIOD: FISCAL YEAR 2003 – 2005**BOARD OF NATUROPATHIC EXAMINERS*

Agency: Oregon Board of Naturopathic Examiners	Date Submitted: August 28, 2004, amended Oct. 26, 2004	Version No.: 2
Contact: Anne Walsh, Director	Phone: 503-731-4045	
Alternate:	Phone:	
Agency Name: Oregon Board of Naturopathic Examiners		Agency No.: 833418
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 Licensing Board is managed by one full time aemployee and one ¾ time employee The Executive Officer developed the measures in conjunction with the Progress Board. The Chair of the Board approved the measures as part of the agency budget request.	
2 How are performance measures used for management of the agency?	The performance measures are the strategies used by the Agency to reach licensing goals and objectives. Monitoring performance measure data helps the Board to learn and improve. For example, the Board modified instructions regarding the reporting of professional development to gain better compliance to meet the goal.	
3 What training has staff had in the use performance measurement?	Director has gone to several Performance Measure training and work sessions in 2004 and works closely with the Oregon Progress Board.	
4 How does the agency communicate performance results and for what purpose?	Results regarding all measures will be reported on the website to increase awareness and improve compliance once our web site has been updated to include additional links. www.obne.state.or.us	
5 What important performance management changes have occurred in the past year?	The Board has held discussion on th eexpansion of th estaff to assure that goals are met effectively	

PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS FOR THE OREGON BOARD OF NATUROPATHIC EXAMINERS
 TIME PERIOD: FISCAL YEAR 2004 – 2005

Agency Name: Oregon Board of Naturopathic Examiners		Agency No.: 833418								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# 1 % of customer service surveys returned indicating satisfaction in all areas	Target	Not est	Not est	Not est	Not est	40%	60%	80%	90%	100%
	Data					60%	75%			

Data Source: Customer Satisfaction Survey

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? Goal 1 Providing Excellent Customer Service;

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Benchmarks and other high-level outcomes provide a method to measure the agency’s success in completing its goals. Further, it identifies areas for improvement thereby allowing the agency to make appropriate program adjustments. The agency’s impact on this particular performance measure is considerable to those citizens who are involved in health care by Naturopathic physicians.

What is the impact of your agency? None

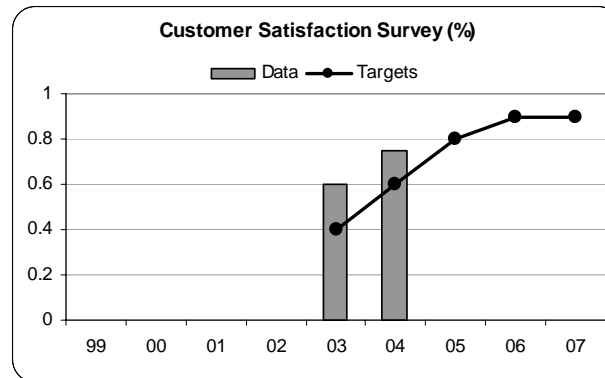
How does the performance measure demonstrate agency progress toward the goal? This performance measure indicates that the Board is exceeding it goals for this KPM.

Compare actual performance to target and explain any variance: Licensees and consumers are getting satisfactory communications with the Board.

Summarize how actual performance compares to any relevant public or private industry standards. None

What is an example of a department activity related to the measure? Customer satisfaction surveys are offered to all who contact this office. Comments are used in providing better communication.

What needs to be done as a result of this analysis? The Board will continue to provide satisfaction surveys and consider the recommendations that are suggested in them.



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Agency Name: Oregon Board of Naturopathic Examiners		Agency No.: 833418								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#2- Average number of days to respond to a licensee request	Target		7-10 days	7-8 days	7 days	6 days	5 days	4 days	3 days	3 days
	Data				8 days	5 days	5 days			

Data Source: Customer Satisfaction Survey

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? Goal 1 Providing Excellent Customer Service

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Benchmarks and other high-level outcomes provide a method to measure the agency’s success in completing its goals. Further, it identifies areas for improvement thereby allowing the agency to make appropriate program adjustments. The agency’s impact on this particular performance measure is considerable to those citizens who are involved in health care by Naturopathic physicians.

How does the performance measure demonstrate agency progress toward the goal? This performance measure indicates that the Board is exceeding it goals for this KPM

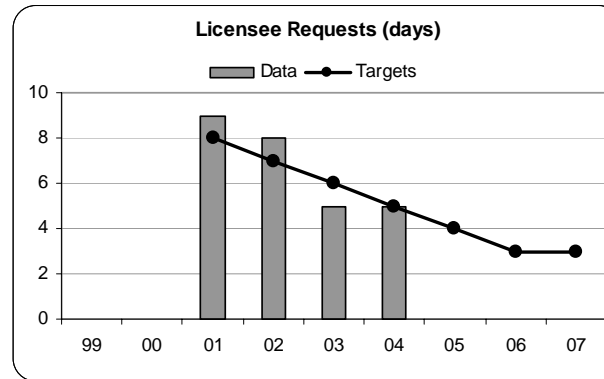
Compare actual performance to target and explain any variance: None

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

Licensees and consumers are getting satisfactory communications with the Board.

What is an example of a department activity related to the measure? Customer satisfaction surveys are offered to all who contact this office. Comments are used in providing better communication.

What needs to be done as a result of this analysis? The Board will continue to provide satisfaction survey continue to expedite responses to licensees.



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Agency Name: Oregon Board of Naturopathic Examiners		Agency No.: 833418								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# 3- Average time it takes the Board to issue a license from initial application	Target	Not est	10-12 weeks	10-11 weeks	8-10 weeks	7-9 weeks	6 weeks	4 weeks	3 weeks	3 weeks
	Data			10-11 weeks	9 weeks	8 weeks	6 weeks			

Data Source: OBNE Licensee database

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? Goal 1 Providing Excellent Customer Service

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Benchmarks and other high-level outcomes provide a method to measure the agency’s success in completing its goals. Further, it identifies areas for improvement thereby allowing the agency to make appropriate program adjustments. The agency’s impact on this particular performance measure is considerable to those citizens who are involved in health care by Naturopathic physicians.

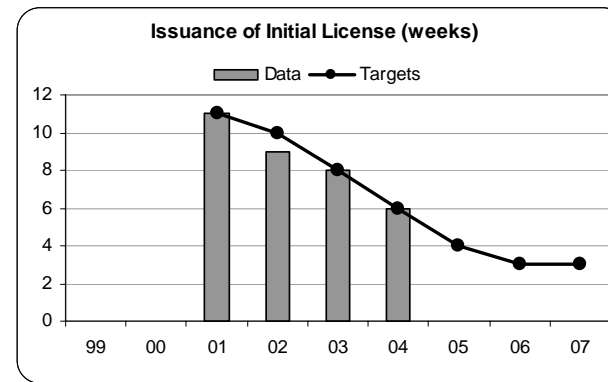
How does the performance measure demonstrate agency progress toward the goal? This performance measure indicates that the Board is meeting its goals for this KPM

Compare actual performance to target and explain any variance: None

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

What is an example of a department activity related to the measure? Customer satisfaction surveys are offered to all who apply for initial licensure. Comments are used in providing better communication.

What needs to be done as a result of this analysis? Continue to expedite initial licensure.



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Agency Name: Oregon Board of Naturopathic Examiners		Agency No.: 833418								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#4- Average time it takes the Board to renew a license	Target	Not est	10-12 weeks	10-11 weeks	10-12 weeks	8-10 weeks	6 weeks	4 weeks	3 weeks	3 weeks
	Data		6 weeks	5-6 weeks	5 weeks	5 weeks	4-5 weeks			

Data Source: Licensee Database

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? Goal 1 Providing Excellent Customer Service

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Benchmarks and other high-level outcomes provide a method to measure the agency’s success in completing its goals. Further, it identifies areas for improvement thereby allowing the agency to make appropriate program adjustments. The agency’s impact on this particular performance measure is considerable to those citizens who are involved in health care by Naturopathic physicians.

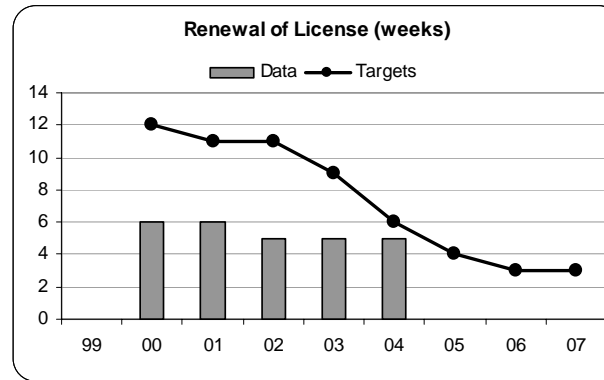
How does the performance measure demonstrate agency progress toward the goal? This performance measure indicates that the Board is exceeding it goals for this KPM

Compare actual performance to target and explain any variance:

Summarize how actual performance compares to any relevant public or private industry standards. None

What is an example of a department activity related to the measure? This agency tracks the time it takes to issue a renewal once complete information is received.

What needs to be done as a result of this analysis? Continue to expedite the renewal licenses.



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Agency Name: Oregon Board of Naturopathic Examiners		Agency No.: 833418								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#5 –Average time from receipt of a complaint to completion of the investigation	Target	Not est	24 mo.	18 mo.	12 mo.	11.5 mo.	10 mo.	9 mo.	6 mo.	6 mo.
	Data		18 mo.	18 mo.	15 mo.	11 mo.	9 mo.			

Data Source: Agency Complaint spreadsheet

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? Goal 2 Ensuring Public Protection

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Benchmarks and other high-level outcomes provide a method to measure the agency’s success in completing its goals. Further, it identifies areas for improvement thereby allowing the agency to make appropriate program adjustments. The agency’s impact on this particular performance measure is considerable to those citizens who are involved in health care by Naturopathic physicians.

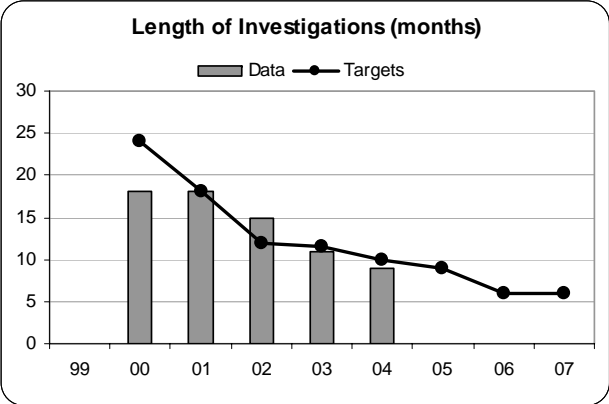
How does the performance measure demonstrate agency progress toward the goal? This performance measure indicates that the Board is exceeding it goals for this KPM

Compare actual performance to target and explain any variance:

Summarize how actual performance compares to any relevant public or private industry standards. None

What is an example of a department activity related to the measure? Recording the time of initial complaint, and the process that is followed for complaints.

What needs to be done as a result of this analysis? The Board is discussing the hiring of a part time investigator to expedite the complaint process.



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Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#6 - # of requests from the public for license verification	Target	Not est	Not est	300	450	700	900	1500	1700	1700
	Data				375	700	1400			

Data Source: Web site hits/telephone log

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? Goal 2 Ensuring Public Protection

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Benchmarks and other high-level outcomes provide a method to measure the agency’s success in completing its goals. Further, it identifies areas for improvement thereby allowing the agency to make appropriate program adjustments. The agency’s impact on this particular performance measure is considerable to those citizens who are involved in health care by Naturopathic physicians.

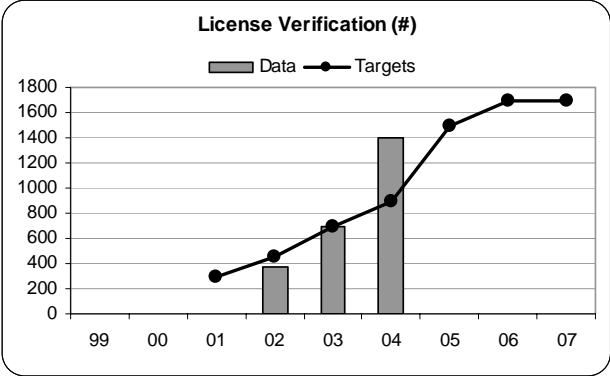
How does the performance measure demonstrate agency progress toward the goal? This performance measure indicates that the Board is exceeding it goals for this KPM

Compare actual performance to target and explain any variance:

Summarize how actual performance compares to any relevant public or private industry standards.
 None

What is an example of a department activity related to the measure? Assuring that the license information is kept current in the database and on the web site.

What needs to be done as a result of this analysis? Continued support of current license verification information.



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Agency Name: Oregon Board of Naturopathic Examiners		Agency No.: 833418								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
#7 –% of licensees that complete more than the 25-hour minimum requirement for continuing education	Target	Not est	Not est	Not est	2%	10%	15%	40%	60%	60%
	Data				n/a	10%				

Data Source: Licensee Database

Key Performance Measure Analysis

To what goal(s) is this performance measure linked? Goal 2 Ensuring Public Protection

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? Benchmarks and other high-level outcomes provide a method to measure the agency’s success in completing its goals. Further, it identifies areas for improvement thereby allowing the agency to make appropriate program adjustments. The agency’s impact on this particular performance measure is considerable to those citizens who are involved in health care by Naturopathic physicians.

How does the performance measure demonstrate agency progress toward the goal? This performance measure indicates that the Board is exceeding it goals for this KPM

Compare actual performance to target and explain any variance:

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

None

What is an example of a department activity related to the measure? This agency tracks doctors that obtain more than the minimum CE each year, and what courses they are attending.

What needs to be done as a result of this analysis? The Board is considering offering CE as part of their responsibility in areas of practice that need special attention, such as is revealed in complaints.

