

The OREGON BOARD OF PSYCHOLOGIST EXAMINERS NEWSLETTER

SPRING 2007



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►► CHAIR'S MESSAGE ◀◀

By Susan Dale, Ph.D.

The Board met for its annual retreat in November. This issue will highlight the areas of focus for the Board and staff this next year.

Written Jurisprudence Examination

Obviously this remains a high priority and we continue to gather information from other State Boards who have successfully completed this process – and from those who have not been successful. We have developed an overall plan; but unfortunately we did not get any responses to our RFP to establish a Project Director. The Board and staff will therefore take this on. Developing the exam will require time and attention; the staff will help with organization and final rule writing.

We will conduct a series of steps to produce a final exam. These include: two rounds of initial item writing, an expert's review and Board refinement and final approval of all items for the exam. We are currently recruiting for participants for the first round of item writing. In this newsletter, our Executive Director, Debra Orman will discuss how you can volunteer for this training and workshop. We will use our existing Oral Exam Item Writers for the second review and editing of the initial pool of questions/items.

The Board is in the process of setting the parameters regarding the number of questions, content areas, cognitive levels, exam format, pass rate, administration and scoring and fidelity evaluation. The legal and ethical areas addressed in the current Oral Exam will remain the same in the written exam.

Legislative Initiatives

Pain Management: We submitted legislation to clarify language. All psychologists are required to receive a one time only training in Pain Management – see the Pain Management CE FAQs in this Newsletter.

Board Ability to Evaluate: Senate Bill 229 would allow the Board to direct a licensee to obtain a psychological or physical examination as a part of an ongoing investigation. Most of the licensing boards in Oregon already have this ability. Basically, if the Board, in the course of an investigation has reasonable cause to question the fitness of a psychologist to practice in a safe, responsible and competent manner, the Board can order an evaluation. This language is similar to the statutory authority already granted to psychology licensing boards in most other states. It will not affect the vast majority of licensees whom the Board investigates, but it will provide the Board useful information in those cases where questions of competence and future risk to the public arise. Typical cases might include psychologists with suspected substance abuse, mental illness or cognitive dementias that appear to be affecting their ability to practice.

Discipline Reporting Requirements

The Board will be using the Newsletter to post discipline sanctions of its licensees. The Board is required by law to publish this information and it believes it is useful to review the types of ethical violations that typically lead to discipline. The Board will not be reporting the names of licensees in the newsletter. However, the final disciplinary orders
CHAIR'S MESSAGE continued

are public documents and can be obtained via the Board offices.

INSIDE THIS ISSUE

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3 Questions from the Field

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Residency Supervision

We are continuing with our training for Residents and Supervisors. The last one was very well attended and since we had to turn away participants, we are offering it again May 25. Details are provided in this Newsletter. Our ultimate plan is to be able to post for prospective residents a list of which psychologists have attended this training and/or other formal training in supervision.

Executive Director and Board Staff Initiatives

Debra Orman has been providing excellent leadership in the key areas prioritized by the Board for this year. These include: revising our process and communication to provide increased consumer responsiveness; developing a Board continuing education FAQ sheet and an OBPE Brochure for psychologists to disseminate in their practice; streamlining the complaint process for both licensee and complainant; using a Consumer Protection Committee to advance the compliance process between meetings to achieve more timely resolution; and conducting a Customer Satisfaction Survey. Ms. Orman will provide more information about each of these areas.

As always, the Board encourages all licensees to review the APA Ethical Principles from time to time as an “ethics check” on your own practice. The Board notes that common problem areas continue to be: maintaining records, providing adequate informed consent for all psychological services, providing adequate bases for assessment conclusions, avoiding sexual intimacies, clarifying assessment versus treatment roles with clients and avoiding multiple relationships. The Board encourages all psychologists to consult with trusted colleagues if they have questions about their practice process or procedures. ♦

RESIDENT SUPERVISION REGISTRY



In response to the 2006 survey, “Ideas for Improving Residency Supervision” Board staff is developing an on-line Supervisor Registry. **After June 1, 2007**, please visit the OBPE website (www.obpe.state.or.us) and click on *Supervisor Registry* to find out how to register as a supervisor or find a supervisor.

The purpose of the *Registry* is to facilitate linking residents with supervisors for meeting the one-year post-doctoral supervision requirement

EXECUTIVE DIRECTOR’S UPDATE

By Debra Orman

As many of you know I am still ‘learning the ropes’ of my new job. I am meeting more and more licensees and applicants as I attend various events such as the Oral Exams, the OPA Spring Conference and the Eastern Oregon Psychological Conference. In addition, I often speak with licensees and applicants on the telephone about concerns or questions they have about various Board rules, regulations and policies. These conversations are extremely useful to me as it gives me a front-line perspective of the licensing, renewal and investigation process. I welcome your calls.

Every effective administrator has a vision for his or her organization, and the culture of the organization is a reflection of that vision. While I put a very high priority on our mission to protect the public, I also

EXECUTIVE DIRECTOR’S UPDATE continued

value excellent customer service. These two goals are intertwined in all of our day-to-day work. Sometimes the balance is difficult, and I think it is important to acknowledge that there is an inherent ‘natural tension’ to the work of the Board and staff vis-à-vis the applicants and licensees. That being said the goals are not mutually exclusive. We are working diligently to make the application process as transparent and simplified as possible while maintaining its validity as a screening tool. We are also finding ways to process complaint cases more efficiently and quickly.

While it may be true that many Board regulations and policies are “written in stone” there is also room for change and/or modification. My goal, as administrator, is to find ways in which to improve the way we do business with applicants and licensees, and the way we protect the public by listening to *all* our customers. To this end, we conducted a *Customer Satisfaction Survey* at the end of 2006. We randomly surveyed licensees, applicants, complainants and other individuals that we do business with, such as attorneys and insurance companies. We carefully read each survey and categorized the comments and suggestions, and reported to the Board. We also reported our ‘scores’ to the Governor and State Legislature. While some of the scores were disappointing, we gleaned wonderful feedback from many of our licensees and applicants. We are using this information to change some of our policies, practices and especially our approach to customer service.

In this newsletter and those to follow, I will address some of the comments and suggestions from the survey. I hope in time you will each feel the positive change in the way we carryout our work, and the customer service you receive. ♦

ITEM WRITERS NEEDED!

ALL CALL FOR LICENSED PSYCHOLOGIST VOLUNTEERS TO WORK ON THE NEW OBPE WRITTEN EXAM. WE WILL PROVIDE A SHORT TRAINING AND 2 HOUR MEETING. ALL GROUPS TO CREATE QUESTIONS IN LEGAL AND ETHICAL CONTENT AREAS BASED ON THE FOLLOWING SERVICES PROVIDED BY THE BOARD?

2006 RESULTS

How do you rate the following services provided by the Board?

CREDIT AND LUNCH.....▶4 (excellent)

- **TIME** = 3.0
- **HELPLEFULNESS** = 2.9
- **KNOWLEDGE & EXPERTISE** = 3.2
- **AVAILABILITY OF INFORMATION** = 2.1
- **OVERALL QUALITY** = 3.0

CUSTOMER SATISFACTION SURVEY Questions & Comments from the Field

♦ *Why can't licensees get information about what Continuing Education courses will be approved by the Board?*

In the past, staff was directed not to “pre-approve”

continuing education courses. Our current policy is to provide general information about how to evaluate potential continuing education courses. We have also created a new FAQ sheet (found in this newsletter).

♦ *The application for licensure form is cumbersome and it is difficult to get help with questions.*

We have revised the application and reduced the application form by about 50%. The revised form will go into effect in May 2007. In addition, callers will be able to get their questions answered by the Program Analyst or the Administrator over the telephone.

♦ *The tone of OBPE correspondence and materials is “threatening” and “punitive”.*

We are often quoting or reading from an Administrative Rule, and that can feel off-putting. Nonetheless, we are reviewing all of the OBPE materials and looking for opportunities to project a kinder and gentler tone where possible. License renewal “courtesy reminder” postcards, sent out in December, are a good example of the change in our manner.

♦ *The OBPE website is difficult to navigate.*

We agree! The website has not had a thorough ‘overhaul’ since it was launched in 1998. It’s a big job, but we are diligently revising the website section-by-section. We hope to be ready to launch by June 2007. Check it out!

CUSTOMER SATISFACTION SURVEY Continued

♦ *Calls are not returned quickly, and it seems like one person holds all the knowledge.*

This is a real struggle and reality for the staff and our callers. We are a very small staff with specific areas of expertise and many questions are highly technical and based on complex laws and administrative rules. Our staff consists of an *Investigator* who responds to and investigates complaints, a *Program Analyst* who handles all aspects of licensing (and has worked for the Board for 23 years), and an *Administrator*. We have attempted to secure additional trained staff to respond to the typical 75+ daily telephone calls, but we have been unable to get approval from the State.

♦ *Why am I being told to go to the OBPE website or look in the rules for answers to my questions? I'm a psychologist not a lawyer!*

Our current policy is to answer all of your questions--no matter how long a particular call may take. Hopefully, as we revise our application materials, provide more FAQ's and revise the website to be more user-friendly you will be able to find many answers to your questions there. Meanwhile, we welcome your calls and aim to be friendly, helpful and courteous.

◆ *Why isn't the Board more like the Oregon Psychological Association (OPA)?*

The Board of Psychologist Examiners is a public State agency whose mission (to protect the public), and activities are specifically spelled-out in Statute (law). We cannot deviate from that charge. We are accountable to the Governor, the Legislature and the citizens of Oregon.

The OPA, on the other hand, is a private non-profit organization whose mission and work are determined by the will of its members. The OPA exists to serve its members only. Obviously, many of their activities (such as continuing education courses) ultimately serve the members' clients, but the role of the OPA is to respond to the needs of its membership.

◆ *Why does it take so long to get resolution to a complaint?*

Every complaint receives a detailed investigation, as well as a thorough evidence review and discussion by the Board. Eighty percent of our investigation reports are completed and turned over to the Board within 120 days. OBPE typically receives, on average, fifty cases per year. There are many reasons why a particular case resolution is delayed.

First, the investigator must schedule interviews with complainants, licensees, attorneys and other pertinent witnesses, if any. Every case is unique in its own way and requires a thorough review of its distinct facts and circumstances. The client files are often large and require deciphering of hand-written therapy notes. The Board meets every 5-6 weeks, and every case must be deliberated and decided by a quorum of the Board at an official Board meeting.

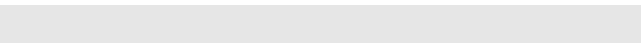
We recently implemented the use of the Consumer Protection Committee (CPC) of the Board. This sub-committee meets between Board meetings to review pending cases and identify issues for clarification prior to presentation to the full Board.

We will continue to respond to your questions in the newsletters to follow. I welcome your emails and telephone calls about what is working well, and how we can better serve you.

*Debra Orman, Executive Director
(503) 378-4154, ext. 21*

**Residency Supervision
Orientation**
May 25, 2007
9:30am – 11:30am
Salem

RSVP/Info (503) 378-4154 x-21



Welcome New Licensees!

The following individuals were licensed in October 2006:

- ◆ MARY KAY AUGUST
- ◆ CHARITY BENHAM
- ◆ JOSHUA BOYD
- ◆ MICHAEL CHRISTOPHER
- ◆ KRISTA CHRONISTER
- ◆ JENNIFER COOPER
- ◆ CHERYL FORSTER
- ◆ JOHN GARDIN
- ◆ TREVOR HALL
- ◆ DAVID HENEHEN
- ◆ CHRISTOPHER HODSON
- ◆ JANE LARSON
- ◆ MARK McMINN
- ◆ ALEXANDER MILLKEY
- ◆ JEFFREY NOETHE
- ◆ JOSHUA PAYTON



OBPE DISCIPLINE
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YEAR	TOTAL	DISCIPLINE
2004	46	4
2005	59	3
2006	36	9

Complaint #05-019 ~Professional and Ethical misconduct by a) engaging in sexual intimacy with a current client during therapy sessions, b) misusing and exploiting influence over the client, c) disclosing personal details about licensee's life, and d) when, after the problems with treatment became evident, licensee attempted to transform the misconduct and the consequences thereof into the client's therapeutic problem.

Discipline: Proposed Revocation

Complaint #05-023, #05-024, #05-036
Professional and Ethical misconduct by: a) engaging in sexual intimacy with a client (less

than two years since the psychologist/client relationship had been terminated, b) allowing the client to live in licensee's home and provide child care services, c) sharing illegal drugs with the client, and d) failing to maintain client confidentiality.

Discipline: Revocation

Complaint #05-031 Professional and Ethical misconduct by: a) engaging a client as an interior designer for licensee's office, b) engaging in sexual intimacy with the client.

Discipline: Two year Suspension & four year Supervision

Complaint #05-047: Professional and Ethical misconduct by failing to advise or direct licensee under supervision to terminate a therapeutic relationship when supervising licensee knew or should have known that allowing the therapeutic relationship to continue would likely cause harm to the client.

Discipline: Reprimand

Complaint #05-040 Unlicensed practice

Discipline: \$1,000 Civil Penalty

Complaint #05-050 Unlicensed practice

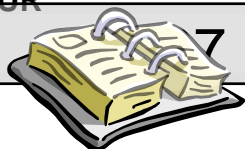
Outcome: \$1,000 Civil Penalty

Complaint #05-068 Professional and Ethical misconduct by engaging in a dual relationship with a current client by a) hiring the client to work on licensee's home and b) allowing the client to live on licensee's property.

Discipline: Reprimand



OUR MISSION



7 Event Calendar

EVENT	DATE	LOCATION
Board Meeting	April 13	Salem
Oral Exam	April 14	Salem
Board Conference Call	April 20	~
Board Meeting	May 11	Eugene
Town Hall (OPA Conference)	May 11	Eugene
Residency Supervision Orientation	May 25	Salem
Board Meeting	June 29	Salem

The mission of the Oregon Board of Psychologist Examiners is to protect and benefit the public and promote quality within the profession of psychology.

OBPE Board

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Portland

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PUBLIC MEMBER

Salem

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OBPE Staff

Debra Orman

Executive Director

Kathy Mann

Program Analyst

Karen Berry

Investigator

Board Meeting	August 17	Salem
Oral Exam Application Deadline	August 13	~
Board Retreat	September 27	Portland
Oral Exam	October 13	Salem
Board Conference Call	October 19	~
Board Meeting	November 9	Salem

Licenses and applicants please note: The address listed on the mailing label is the address of record listed with the Board of Psychologist Examiners. This is the address that is given to the public upon request, and on the Board's website, as well as where all Board correspondence is sent.

The Board recommends that you not use your residence address as your address of record for reasons of personal safety. If you wish to change your address of record, mail or email the request to the Board office in Salem.

**Oregon Board of Psychologist Examiners
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Salem OR 97302-6309**

**Spring 2007
Newsletter**