

BOARD OF MEDICAL EXAMINERS PERFORMANCE MEASURE DATA SUMMARY

Performance Measure Definition (numbered as shown below)	Data					Targets					
	1999	2000	2001	2002	2003	2000	2001	2002	2003	2004	2005
1. Percentage of Board-issued license denials that were upheld upon appeal.			100%	100%	100%		100%	100%	100%	100%	100%
2. Number of hits on the Board’s web site per month.	5,094	8,740	18,129	27,120	47,613		12,000	22,000	30,000	35,000	40,000
3. Percentage of forms requesting license data that were generated from the web site.			31.28%	47.74%	49.14%		30%	40%	50%	55%	60%
4. Percentage of participants rating informational presentations by Executive staff as ‘good’ or better.			n/a	92.17%	89.38%		n/a	85%	85%	85%	85%
5. Percentage of disciplinary actions not overturned by appeal.			100%	100%	100%		100%	100%	100%	100%	100%
6. Percentage of licensees voluntarily entering treatment for substance abuse who meet the terms of the aftercare agreement.		88%	87.5%	87%	88.9%		90%	90%	90%	90%	90%
7. Percentage of total probationers who re-offend within 3 years.			5.6%	6.5%	8.1%		5.6%	6%	6%	6%	6%
8. Average number of days to process an application for medical licensure.		45.45 days	53.24 days	45.69 days	62.06 days		45 days	45 days	45 days	45 days	45 days
9. Average number of days to process and mail a license renewal.	17.92 days	n/a	10.43 days	n/a	20.37 days		17 days	n/a	15 days	n/a	15 days
10. The amount of time elapsed between the receipt of the initial complaint and the resolution of the case.	221 days	159 days	196 days	202 days	171 days		200 days	200 days	200 days	200 days	200 days

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	1999	2000	2001	2002	2003	2000	2001	2002	2003	2004	2005
11. The amount of time elapsed from between the receipt of an invoice and its payment.		8.57 days	8.07 days	8.42 days	9.79 days		15 days	15 days	15 days	15 days	15 days