

ANNUAL PERFORMANCE PROGRESS REPORT - PART I, MANAGING FOR RESULTS

TIME PERIOD: FISCAL YEAR 2003 – 2004

Agency: Board of Medical Examiners	Date Submitted: September 24, 2004	Version No.: 1
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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?	Each of the managers of the 5 divisions within the Board (Administration, Investigations, Licensing, Diversion, and Support Services) was tasked with developing performance measures for their division. Staff within the division assisted by refining definitions and identifying reliable data sources. The stakeholder public as represented by the Legislature approved our performance measures during our budget hearing in the last Legislative Assembly. Other stakeholders that reviewed our budget and performance measures included the Oregon Medical Association.
2 How are performance measures used for management of the agency?	In 2001 the Board created its first formal Strategic Plan. This document integrates the Board's goals, strategies for attaining goals, action plans, and performance measures. The Plan is updated annually by managers and staff with Board oversight.
3 What training has staff had in the use performance measurement?	The Board's Assistant Executive Director and Supervising Accountant have received formal training in Performance Measurement development from Department of Administrative Services and Progress Board classes. Staff has received training in gathering data for these measures and are involved in meeting measurement goals.
4 How does the agency communicate performance results and for what purpose?	The Board communicates results to the Legislature through the Progress Board reports and biannually to the Legislature during budget presentations. Results are also communicated biannually during formal presentations to the Board's assigned Department of Administrative Services Budget Analyst and the Legislative Fiscal Officer. Performance measure results are communicated to Board staff at manager and staff meetings. Finally, results are communicated to the public on the Board's Web site at http://www.bme.state.or.us/performance.html . The purpose is to document the Board's progress in achieving major performance related targets.

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5	<p>What important performance management changes have occurred in the past year?</p>	<p>The Board has continued the process of integrating performance measurement data gathering into program software so that data collection is reliable and efficient.</p> <p>At the request of the Progress Board, our measures have been transitioned from calendar year reporting to fiscal year reporting.</p>