

**BOARD OF NATUROPATHIC MEDICINE, OREGON**

**Annual Performance Progress Report (APPR) for Fiscal Year (2014-2015)**

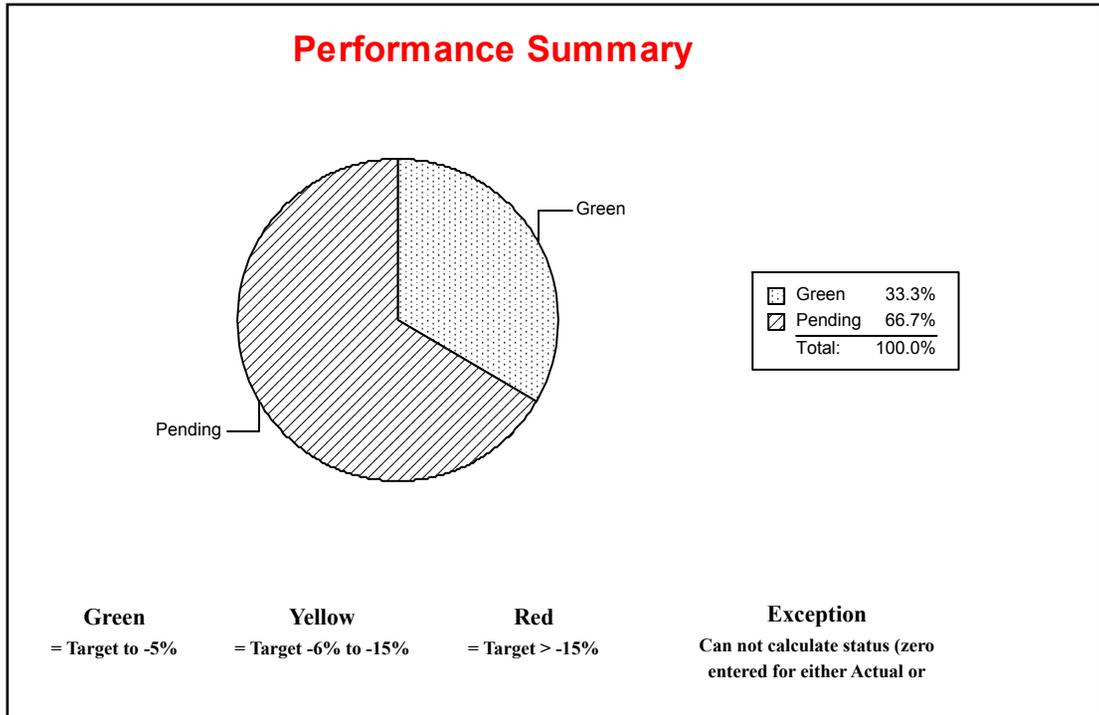
Original Submission Date: 2015

Finalize Date: 9/28/2015

<b>2014-2015 KPM #</b>	<b>2014-2015 Approved Key Performance Measures (KPMs)</b>
1	Average time from receipt of a new complaint to completion of the investigation. (months)
3	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
4	Percent of total best practices met by the Board.

<b>New Delete</b>	<b>Proposed Key Performance Measures (KPM's) for Biennium 2015-2017</b>
	<b>Title:</b>  <b>Rationale:</b>

<b>BOARD OF NATUROPATHIC MEDICINE, OREGON</b>		<b>I. EXECUTIVE SUMMARY</b>	
<b>Agency Mission:</b> The mission of the Oregon Board of Naturopathic Medicine is to protect the public by licensing and regulating Naturopathic physicians. The Board will promote physician excellence and will foster communication within the profession and with the public.			
<b>Contact:</b> Anne Walsh, Executive Director		<b>Contact Phone:</b> 971-673-0193	
<b>Alternate:</b>		<b>Alternate Phone:</b>	



**1. SCOPE OF REPORT**

The Board of Naturopathic Medicine consists of one program that insures education, training, and examination requirements are satisfied prior to licensure and that continuing education requirements are completed prior to license renewal.

Additionally, the Board reviews and investigates complaints against licensees that may result in disciplinary action ranging from remedial education, or supervised practice, to the issuance of a civil penalty, up to licensure revocation.

The approved KPMs sufficiently represent the essential operations of the program and support the Boards mission and goals.

## **2. THE OREGON CONTEXT**

Naturopathic physicians are primary care naturopathic medical doctors. The Board insures that licensees are qualified to provide health care to Oregonians and develops standards of care in order to maintain a high level of integrity and performance in the practice of naturopathic medicine.

Naturopathic physicians have been licensed and regulated since 1927.

## **3. PERFORMANCE SUMMARY**

Board meets its goals with efficiency and effectively.

## **4. CHALLENGES**

The Board employs two full-time employees (FTE) and one part-time investigator(.5FTE). the investigator position was added as a permanent position with the 2013 Legislature.

The Executive Director is responsible for all operations of the program.

Accordingly, a heavy workload and competing priorities present an ongoing challenge to Board staff. The Board is continually challenged with an ever-changing profession and in developing standards of practice, which reflect the needs of the consumer and the scope of the physicians. With a steady growth in the number of schools accredited for naturopathic medicine, the board needs to make sure the standards established in these schools assures the public graduates that are competent to practice in Oregon.

With the ever-increasing number of licensed naturopathic physicians in Oregon, customer service remains a high priority in fulfilling the Board mission.

## **5. RESOURCES AND EFFICIENCY**

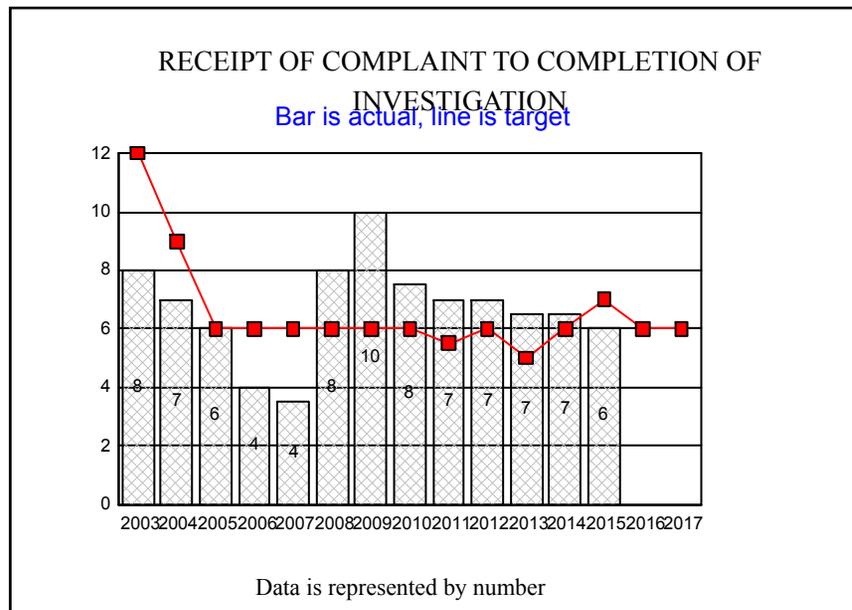
Perhaps the most beneficial and cost saving partnership realized is the co-located Health-Related Licensing Boards sharing of resources and costs.

The Boards increased reliance on electronic correspondence over traditional mail service continues to provide additional savings with improved efficiency.

The Boards website continues to be a valuable resource for licensees and interested citizens with readily available information, forms, and applications.

The Boards efficiency measure relates to Customer Satisfaction with customers consistently reporting a high level of satisfaction in all years measured.

<b>KPM #1</b>	Average time from receipt of a new complaint to completion of the investigation. (months)	2003
<b>Goal</b>	Ensure public protection by reviewing and investigating complaints in a timely manner	
<b>Oregon Context</b>	Agency Mission	
<b>Data Source</b>	Agency disciplinary case files	
<b>Owner</b>	Anne Walsh, Executive Director Ph: 971/673-0192	



**1. OUR STRATEGY**

Immediate review by the Executive Director to determine if urgent Board action is needed and whether or not the case needs to be sent to the investigator for further consideration. When a complaint is received, it is recorded; when the investigation is completed, it is noted.

Final actions by the Board are posted to the licensee lookup on our web site (*Find a Doctor* link)

## 2. ABOUT THE TARGETS

The targets are reflective of the increase in the number of licensees and exponentially the number of complaints being resolved in a timely manner must remain consistent. More respondents are requesting a Hearing when a Notice of Proposed Discipline is issued. Many of these are resolved prior to going to the Office of Administrative Hearing.

## 3. HOW WE ARE DOING

Data reveals that the Board has been exceeding the target time for the completion of cases with the exception of 2009. There has been a lag in complaint investigations from 2009 due to a change in staff. The Director is working closely with the new investigator to assure that backlogged complaints are completed in a more timely manner. Even with this lag, public safety has not been jeopardized as cases have been prioritized to investigate the most urgent matters first. The Board continues to work towards the best resolve other than administrative hearing, in each case that discipline is required, and settles more than 90% of cases without a Hearing.

## 4. HOW WE COMPARE

It is hard to make a comparison to other jurisdictions that may look at and resolve complaints and disciplinary matters within a different structure.

## 5. FACTORS AFFECTING RESULTS

Almost every complaint presented to the agency against a licensee is unique. The Board has written a rule on standard discipline, which is the basis for disciplinary action.

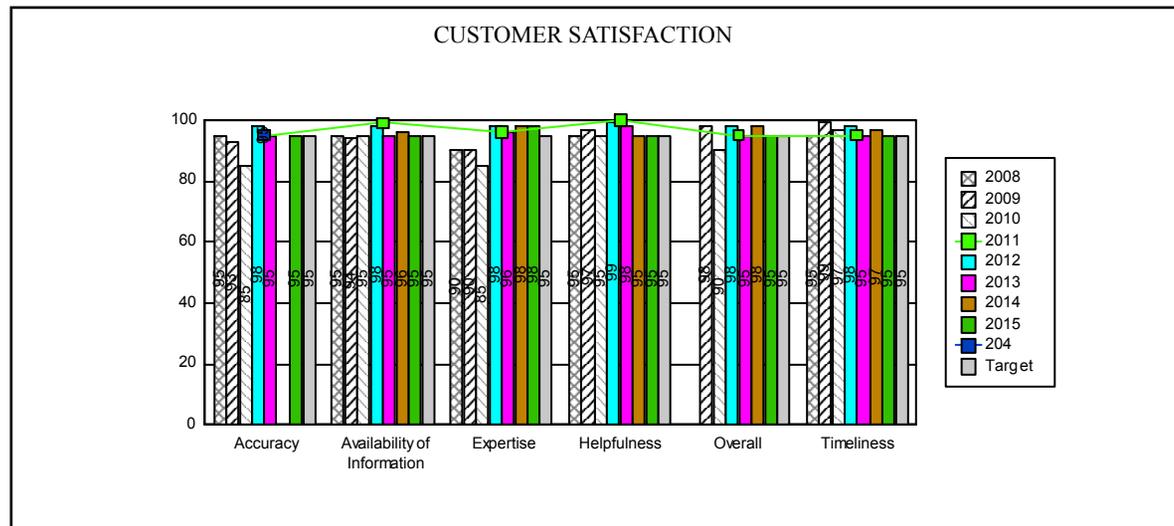
## 6. WHAT NEEDS TO BE DONE

The Board strives to complete investigation in a timely manner without compromising the investigation and the time it may take to obtain the information needed as part of the investigation. A permanent part-time investigator (.5FTE) on the staff would assure a smoother process in investigations.

## 7. ABOUT THE DATA

Reporting cycle: Oregon fiscal year

<b>KPM #3</b>	Percent of customers rating their satisfaction with the agency's customer service as 'good' or 'excellent': overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	2002
<b>Goal</b>	Provide higher levels of customer service in all areas	
<b>Oregon Context</b>	Agency Mission	
<b>Data Source</b>	Customer service surveys	
<b>Owner</b>	Anne Walsh, Executive Director Ph: 971/-673-0192	



**1. OUR STRATEGY**

Conduct customer service surveys, review results, determine actions to improve where needed.

**2. ABOUT THE TARGETS**

The target for fiscal year 2002 (75%) was considered a conservative estimate given the number of licensees (250+) and the Board's attention to customer service. The targets were increased to 80 percent in fiscal years 2003-06, even with the increase in licensees to over 700 and no increase in staff. The program achieved above the target in most areas and so has increased the target to 95% in 2010-2011, with the addition of a part-time investigator.

### **3. HOW WE ARE DOING**

Targets continued to be surpassed and survey results demonstrate a high level of success in most areas of customer satisfaction.

### **4. HOW WE COMPARE**

No public or private comparison has been performed. Regardless, the agency continually strives to expedite its response and processing of consumer and licensee requests.

### **5. FACTORS AFFECTING RESULTS**

A turnover in administrative support in the past, may be the cause for the less than targeted results in the area of helpfulness.

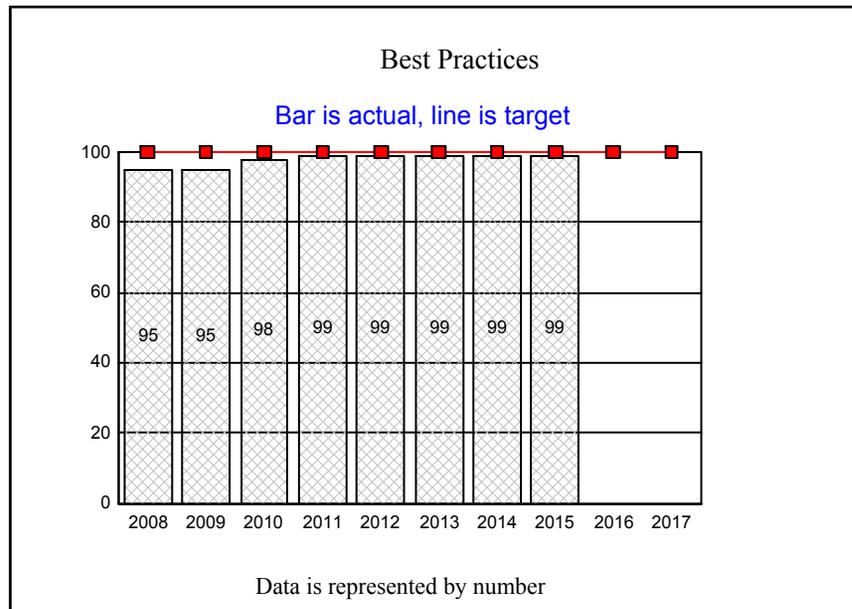
### **6. WHAT NEEDS TO BE DONE**

The agency is striving to hire administrative support that is interested in long term employment, as well as compiling information to assist other staff in the area of helpfulness.

### **7. ABOUT THE DATA**

Reporting cycle: Oregon fiscal year

<b>KPM #4</b>	Percent of total best practices met by the Board.	
<b>Goal</b>	To have the highest level of success in following Board Best Practices	
<b>Oregon Context</b>	What percentage of the criteria for Board Best Practices does the board follow	
<b>Data Source</b>	Completion of Board Best Practices survey and review of results annually by the Board	
<b>Owner</b>	Anne Walsh, Executive Director Ph: 971/673-0192	



**1. OUR STRATEGY**

Board members are trained and then asked to review and discuss the criteria for Best Practices annually

**2. ABOUT THE TARGETS**

Comply with all Board Best Practices

**3. HOW WE ARE DOING**

The Board is complying with Board Best Practices

**4. HOW WE COMPARE**

Even before the Best Practices was a required performance measure, the OBNM was operating with these guidelines in effect

**5. FACTORS AFFECTING RESULTS**

Board members and board staff work well together

**6. WHAT NEEDS TO BE DONE**

Review Best Practices annually, in December, after surveys are returned

**7. ABOUT THE DATA**

Board Best Practices are reviewed annually, in December

**BOARD OF NATUROPATHIC MEDICINE, OREGON**

**III. USING PERFORMANCE DATA**

**Agency Mission:** The mission of the Oregon Board of Naturopathic Medicine is to protect the public by licensing and regulating Naturopathic physicians. The Board will promote physician excellence and will foster communication within the profession and with the public.

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**The following questions indicate how performance measures and data are used for management and accountability purposes.**

**1. INCLUSIVITY**

\* **Staff:** Staff: The agency’s Executive Director and the seven members comprising the Board considered the agency’s mission and goals during the development of its current performance measures in 2009. Emphasis was placed on public protection, professional education, and customer satisfaction.

\* **Elected Officials:** Elected Officials: Agency KPMs were reviewed and approved by the 2011 Oregon Legislative Assembly.

\* **Stakeholders:** Stakeholders:  
The agency asked for stakeholder input when developing the performance measures in 2002. Strategic Planning meetings were held which are open to the public. Stakeholders and Citizens are welcome to attend all public meetings and are invited to express their views and opinions as time allows. The agency continues to encourage stakeholder participation.

\* **Citizens:** Citizens:  
Customer survey responses indicate to the agency if public needs are being met.

**2 MANAGING FOR RESULTS**

The agency checks goals:  
(1) Number of complaint/ investigations resolved by alternative means rather than formal hearings;  
(2) Provide excellent customer services and obtain high customer ratings of satisfaction in all areas;  
(3) Best Practices are reviewed annually and considered for change. The Board reviews the results and uses input to improve their services.

**3 STAFF TRAINING**

Training sessions were offered in 2005, 2006 and 2008 and the Director that attended worked closely with the other directors of the co-located Boards to comply with mandated changes.

**4 COMMUNICATING RESULTS**

\* **Staff:** Staff: The Executive Director and staff work with the Board in developing, monitoring and maintaining KPM.

\* **Elected Officials:** Elected Officials: Annual KPM are submitted annually

\* **Stakeholders:** Stakeholders:  
KPM are posted on the Boards web site.

\* **Citizens:**  
Citizens:  
KPM are posted at the Boards web site.