

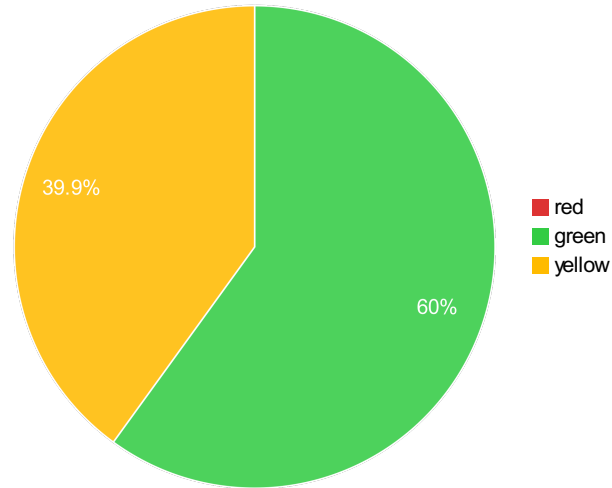
Medical Imaging, Board of

Annual Performance Progress Report

Reporting Year 2020

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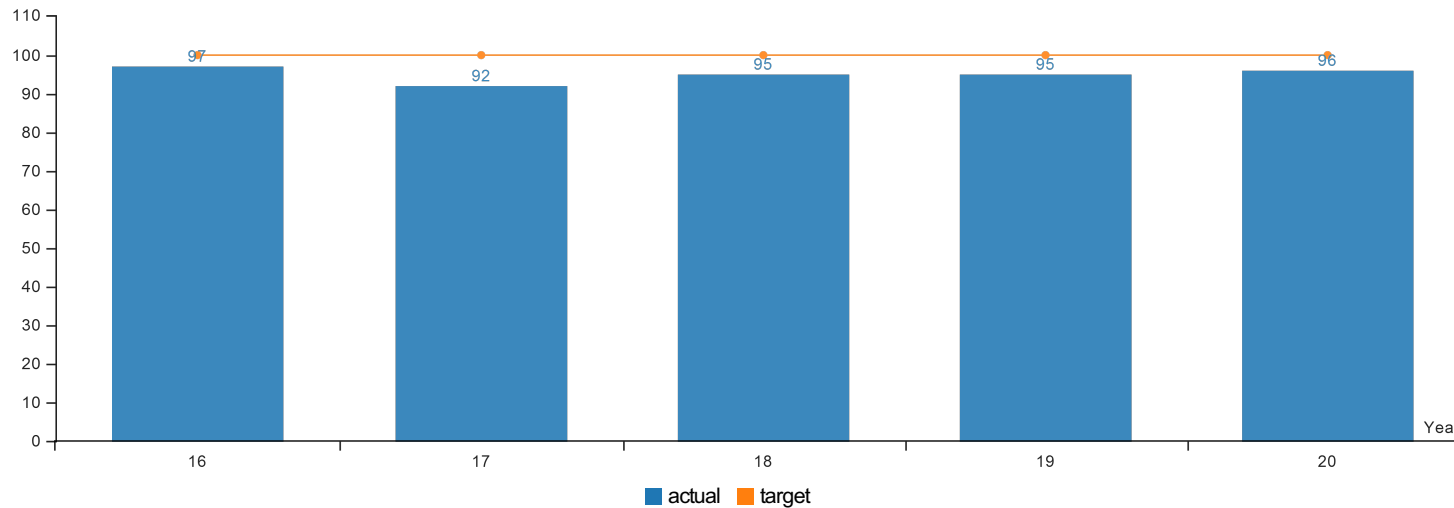
KPM #	Approved Key Performance Measures (KPMs)
1	TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.
2	AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.
3	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
4	DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
5	BEST PRACTICES - Percent of total best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	60%	40%	0%

KPM #1	TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.
	Data Collection Period: Jan 01 - Jun 30

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Timely Licensure					
Actual	97%	92%	95%	95%	96%
Target	100%	100%	100%	100%	100%

How Are We Doing

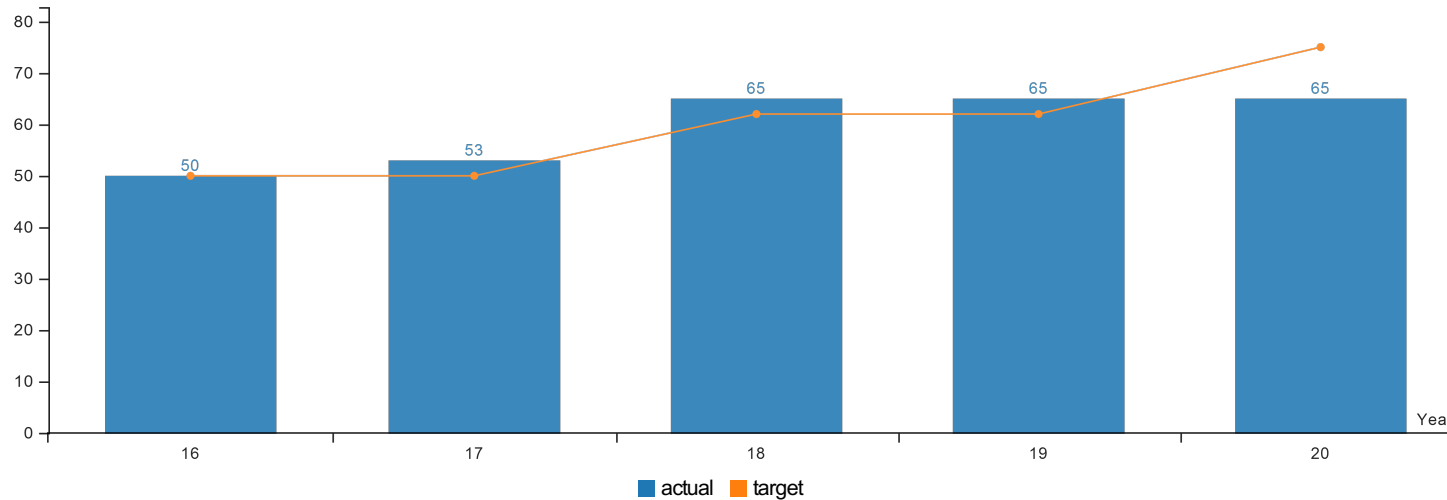
The OBMI is working on purchasing a new database which we hope will decrease the inefficiencies in our antiquated database. This database should be live by 1/1/2021.

Factors Affecting Results

The OBMI is able to process 95% of applications that are submitted within five days, so long as all required documents are provided with the application. If required documentation is not provided, we attempt to contact the applicant by telephone or email and indicate information that is missing from the application -- often including criminal background documentation. Also, for initial license applications, we must submit fingerprints to the Oregon State Police (OSP) for a background check. When we receive an initial license application in the mail or delivered in person, we immediately release the fingerprints (on a website) to the OSP. Getting the results back from the OSP can take an average of fourteen days (sometimes more; sometimes less), delivered electronically through a web-based program. For initial licenses, the Board's application process effectively begins not when we receive the application, but when we receive the background check from the OSP.

KPM #2	AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.
	Data Collection Period: Jan 01 - Jun 30

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Automation					
Actual	50%	53%	65%	65%	65%
Target	50%	50%	62%	62%	75%

How Are We Doing

For applications that are permitted to be completed online, over 90% are using the online renewal system.

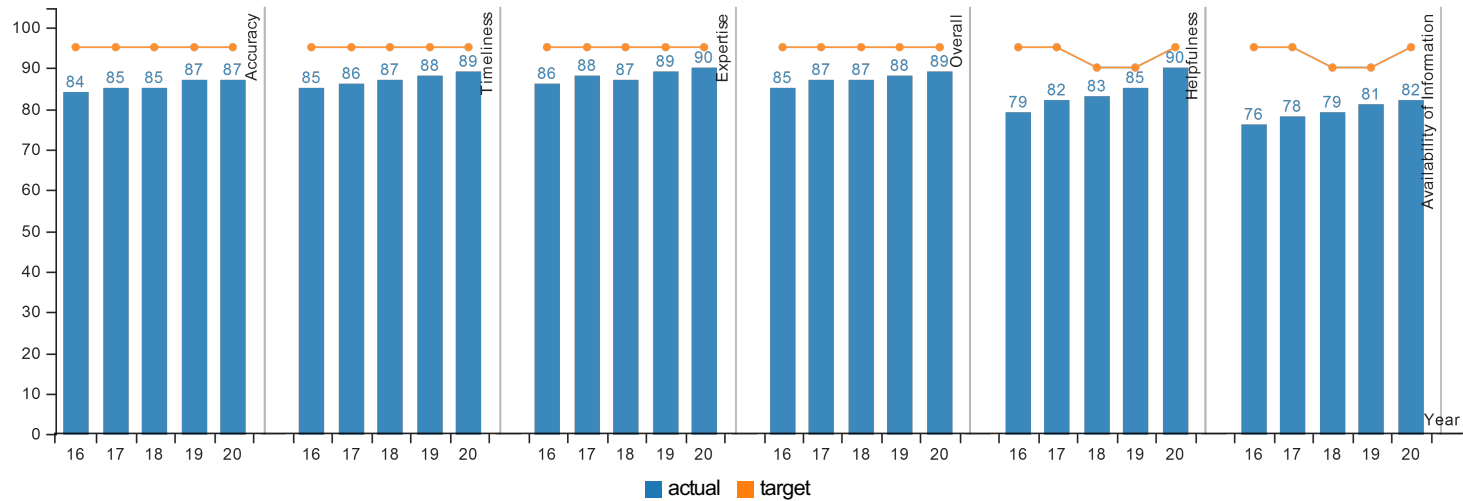
Factors Affecting Results

Initial licenses are unable to be accepted through our online process because we need to receive the pertinent information and set up an account for the applicant/licensee. Once the account is set up, a license applicant can renew online. Of those who can renew online (license renewals only) over 90% take advantage of that convenience.

Ten percent of OBMI's constituency have limited x-ray permits. Because the Board audits continuing education with every renewal application, limited permit renewals cannot be accepted through an online process.

Because initial license applicants and all limited permit applicants (initial and renewal) cannot submit applications using an online process, the overall rate of online renewal typically is between 60 and 65 percent. Within that total, the group that are permitted to renew online (license renewals) do so over 90 percent of the time.

KPM #3 CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
 Data Collection Period: Jan 01 - Jun 30



Report Year	2016	2017	2018	2019	2020
Accuracy					
Actual	84%	85%	85%	87%	87%
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	85%	86%	87%	88%	89%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	86%	88%	87%	89%	90%
Target	95%	95%	95%	95%	95%
Overall					
Actual	85%	87%	87%	88%	89%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	79%	82%	83%	85%	90%
Target	95%	95%	90%	90%	95%
Availability of Information					
Actual	76%	78%	79%	81%	82%
Target	95%	95%	90%	90%	95%

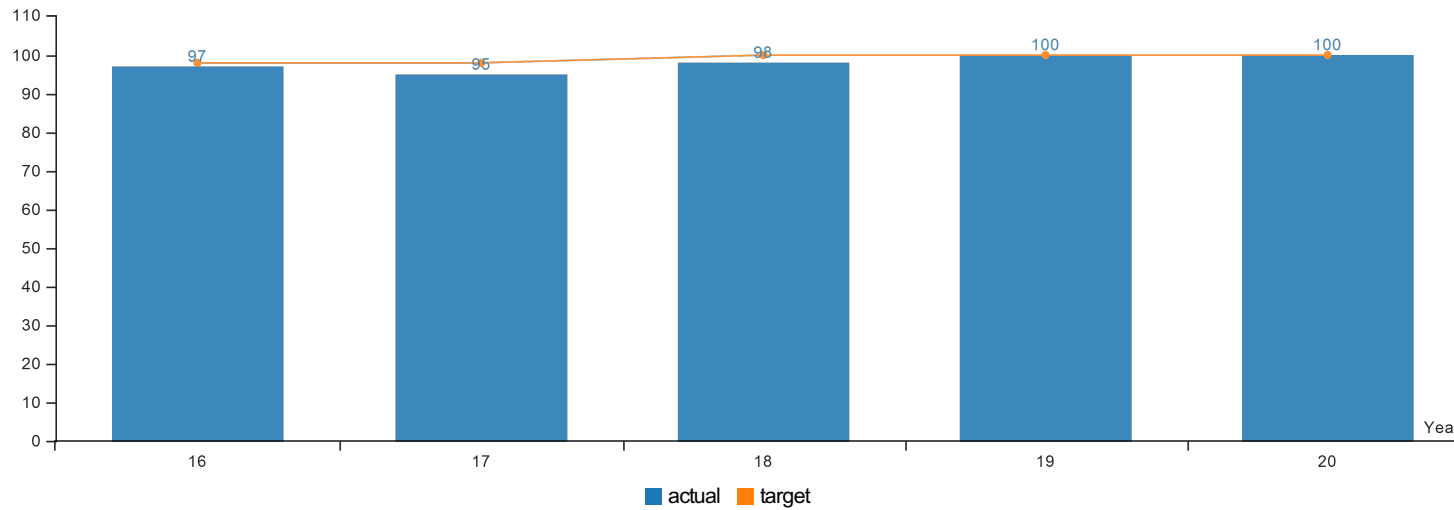
How Are We Doing

The OBMI continues to update our website with the intent of being more user friendly and helpful to our licensees

Factors Affecting Results

KPM #4	DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
	Data Collection Period: Jan 01 - Jun 30

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Discipline Resolution					
Actual	97%	95%	98%	100%	100%
Target	98%	98%	100%	100%	100%

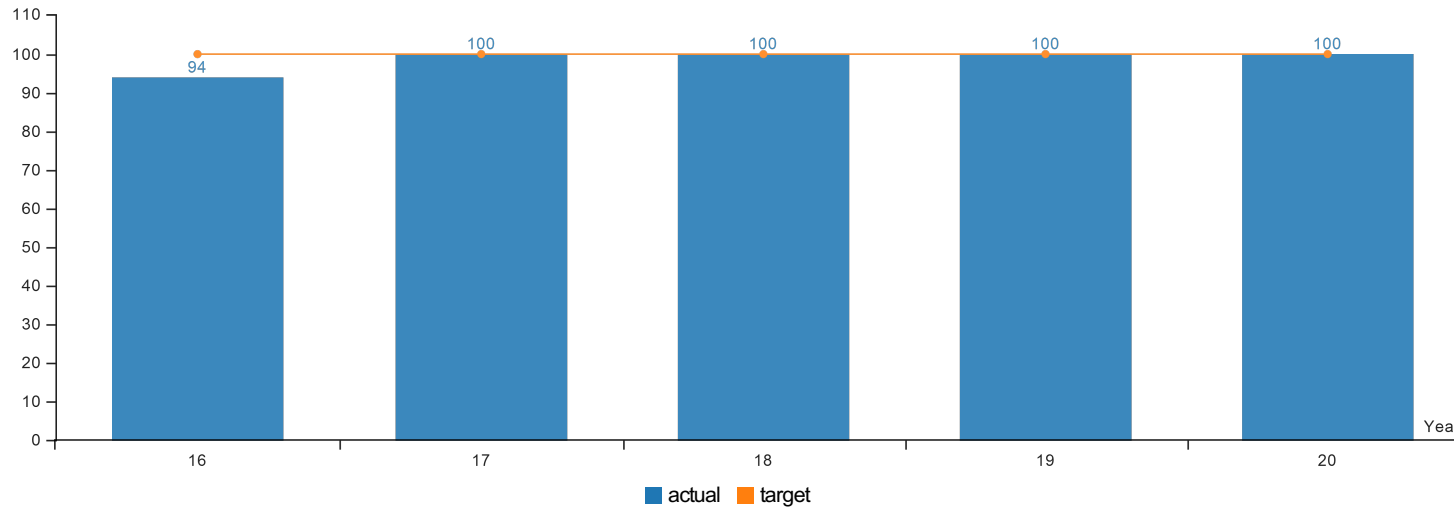
How Are We Doing

All complaint/diciplinary cases have been resolved through negotiation.

Factors Affecting Results

KPM #5	BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Jun 30

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Best Practices					
Actual	94%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results