

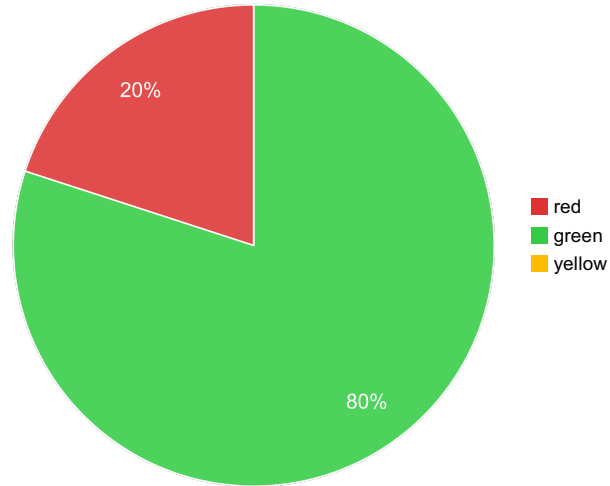
Medical Imaging, Board of

Annual Performance Progress Report

Reporting Year 2021

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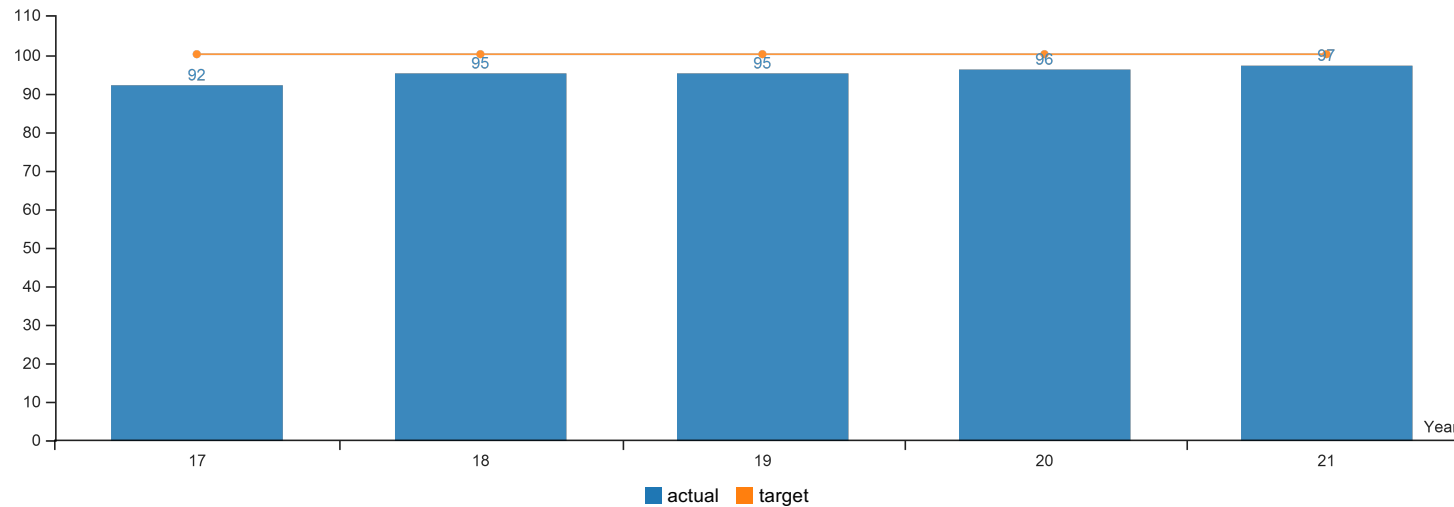
KPM #	Approved Key Performance Measures (KPMs)
1	TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.
2	AUTOMATION - Percent of license and limited permit applications from qualified applicants that 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:	80%	0%	20%

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	2017	2018	2019	2020	2021
Timely Licensure					
Actual	92%	95%	95%	96%	97%
Target	100%	100%	100%	100%	100%

How Are We Doing

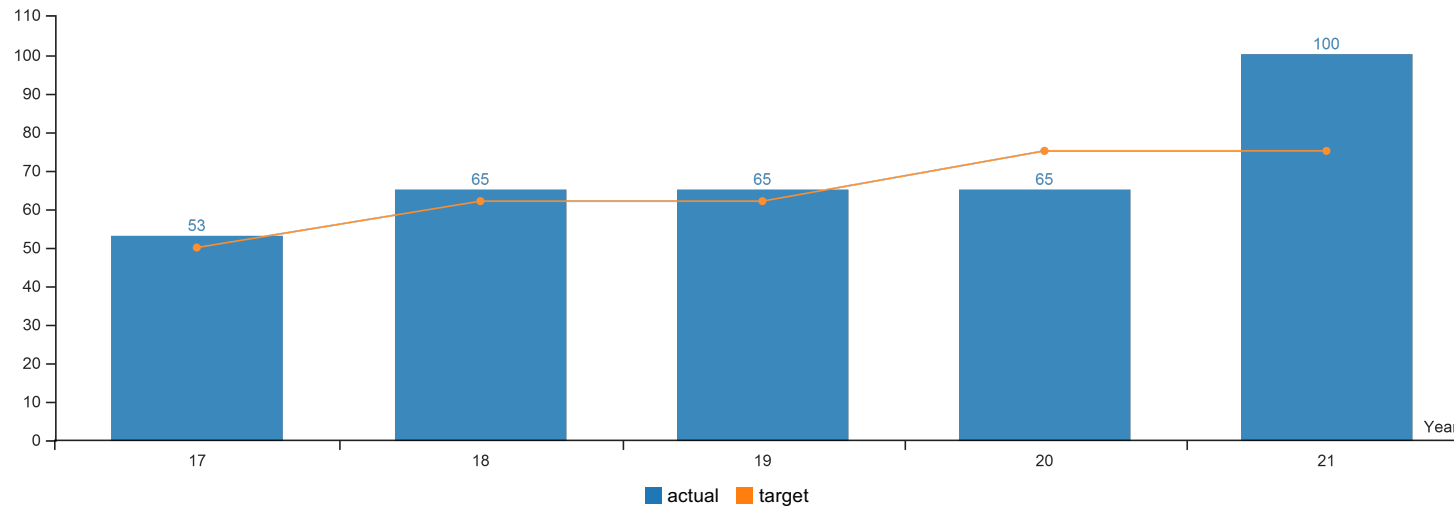
The OBMI went live with a new database that is increasing our productivity and decreasing our licensure process time.

Factors Affecting Results

The OBMI is able to process 97% 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 which is often criminal background or education documentation. 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, we immediately release the fingerprints (electronically) to the OSP. The OSP turn-around time for results can take an average of fourteen days and during this past year was a month or more in many cases. Results are 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	2017	2018	2019	2020	2021
Automation					
Actual	53%	65%	65%	65%	100%
Target	50%	62%	62%	75%	75%

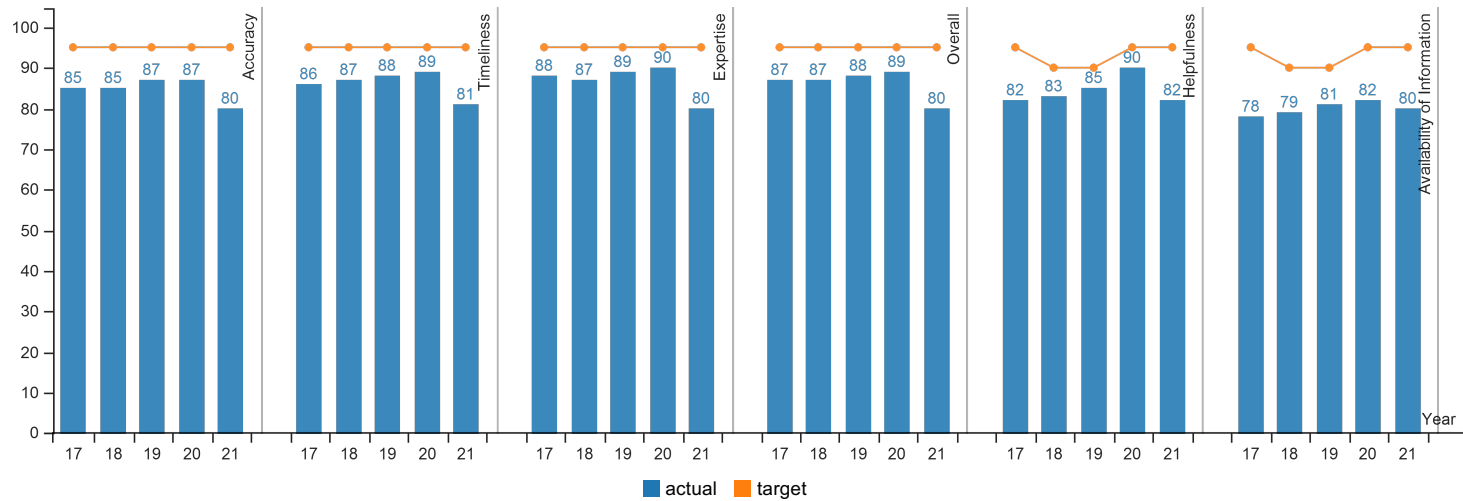
How Are We Doing

As of January 1, 2021, all license and permit applications are transacted on our online database. A user friendly, secure self-service Portal is used by all new and renewing applicants.

Factors Affecting Results

As of January 1, 2021, OBMI has accepted only online applications and the acceptance and success is demonstrated in our ability to show 100% automation. The licensure process continues to be complicated due to the need for staff to review many factors in the approval of applications, but the ease by having all documents electronic is improving our efficiency.

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	2017	2018	2019	2020	2021
Accuracy					
Actual	85%	85%	87%	87%	80%
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	86%	87%	88%	89%	81%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	88%	87%	89%	90%	80%
Target	95%	95%	95%	95%	95%
Overall					
Actual	87%	87%	88%	89%	80%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	82%	83%	85%	90%	82%
Target	95%	90%	90%	95%	95%
Availability of Information					
Actual	78%	79%	81%	82%	80%
Target	95%	90%	90%	95%	95%

How Are We Doing

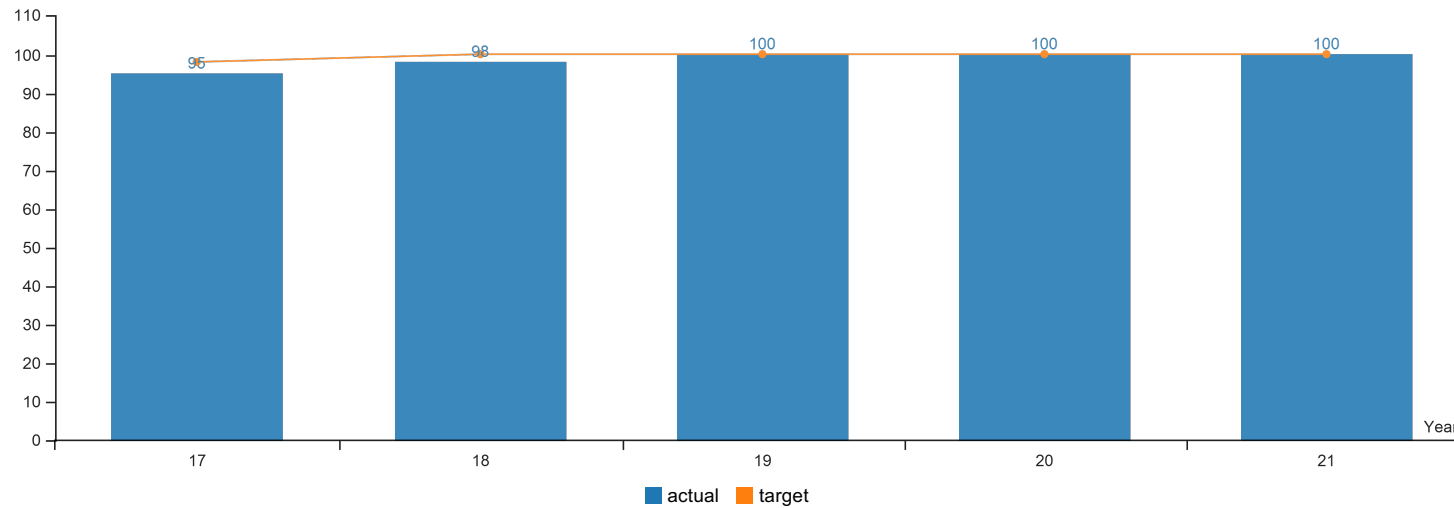
As of January 1, 2021, OBMI instituted a new and completely online Self-Service Portal. While this new system is working very efficiently, there are a few IT problems that have caused some applicants delays and application issues. Some of these applicants were not as familiar with navigating a Portal such as this and the change for them has been difficult. The results of our survey were not as favorable due to the change in licensure format. We have detailed information on our website on how to navigate the Portal and all renewal applicants are sent a postcard in the mail with instructions on how to apply. The system has automated renewal email reminders that will be in place for all renewals moving forward.

Factors Affecting Results

Some existing License and Permit holders, in the early stages of the roll-out, had difficulty navigating and were frustrated. We have re-doubled our efforts to accomodate more help for those people. We also had some issues with response to problems with the new site from the IT and site managers. Most of these issues have been resolved and we are working to have the rest of the deficiencies and the problems worked out by early 2022.

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	2017	2018	2019	2020	2021
Discipline Resolution					
Actual	95%	98%	100%	100%	100%
Target	98%	100%	100%	100%	100%

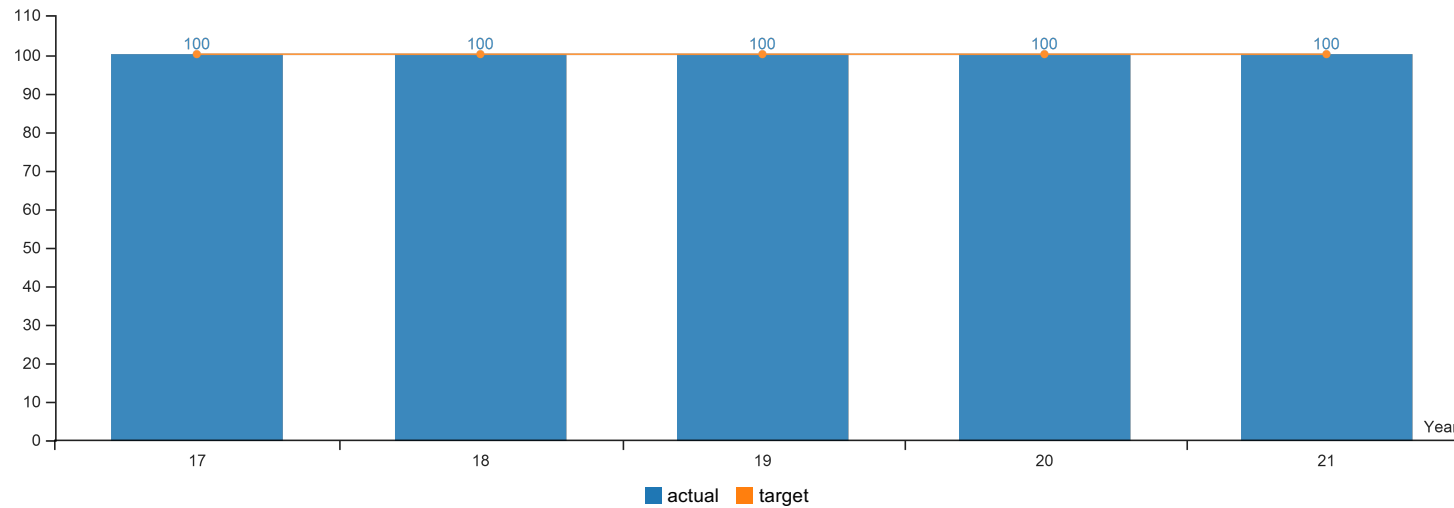
How Are We Doing

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	2017	2018	2019	2020	2021
Best Practices					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results