Medical Imaging, Board of

Annual Performance Progress Report

Reporting Year 2016

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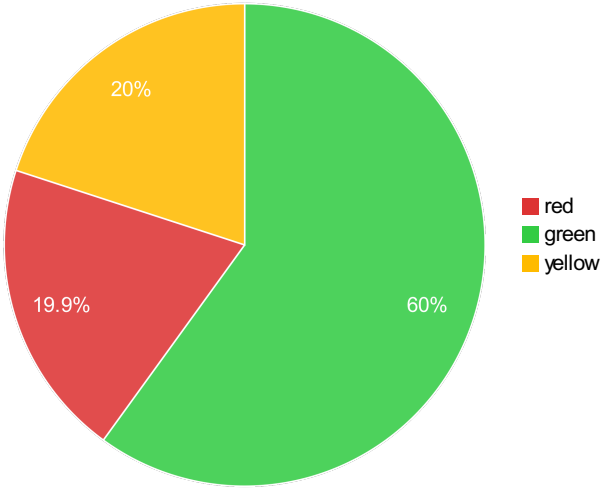
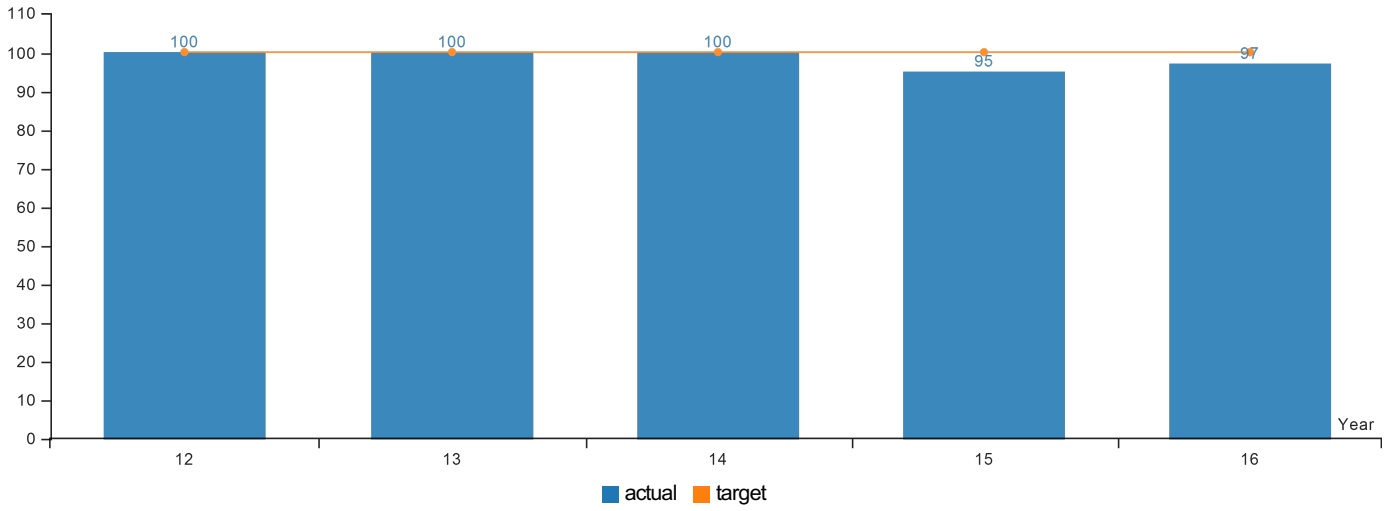
KPM #	Approved Key Performance Measures (KPMs)
3	TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 10 business days.
4	AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.
5	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.
6	DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
7	BEST PRACTICES - Percent of total best practices met by the Board.



	Green	Yellow	Red
	= Target to -5%	= Target -6% to -15%	= Target > -15%
Summary Stats:	60%	20%	20%

KPM #3	TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 10 business days.
	Data Collection Period: Jan 01 - Jan 01



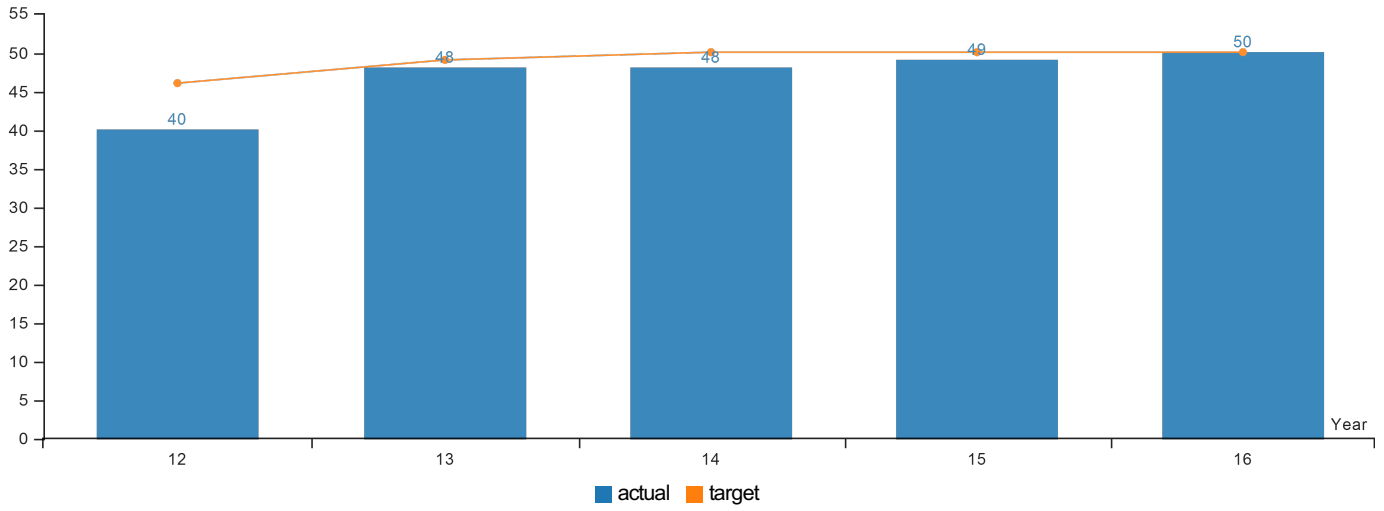
Metric	2012	2013	2014	2015	2016
Timely Licensure					
Actual	100%	100%	100%	95%	97%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results

The Board instituted fingerprint background checks in 2015. For certain periods of time, in 2015 and early 2016, some initial license applications were delayed, sometimes for several weeks, while we awaited the results of the background check, which are conducted by the Oregon State Police in conjunction with the FBI. But those delays have ceased and we are now getting background checks turned around (by OSP) within one or two days, in most cases.

KPM #4	AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.
	Data Collection Period: Jan 01 - Jan 01



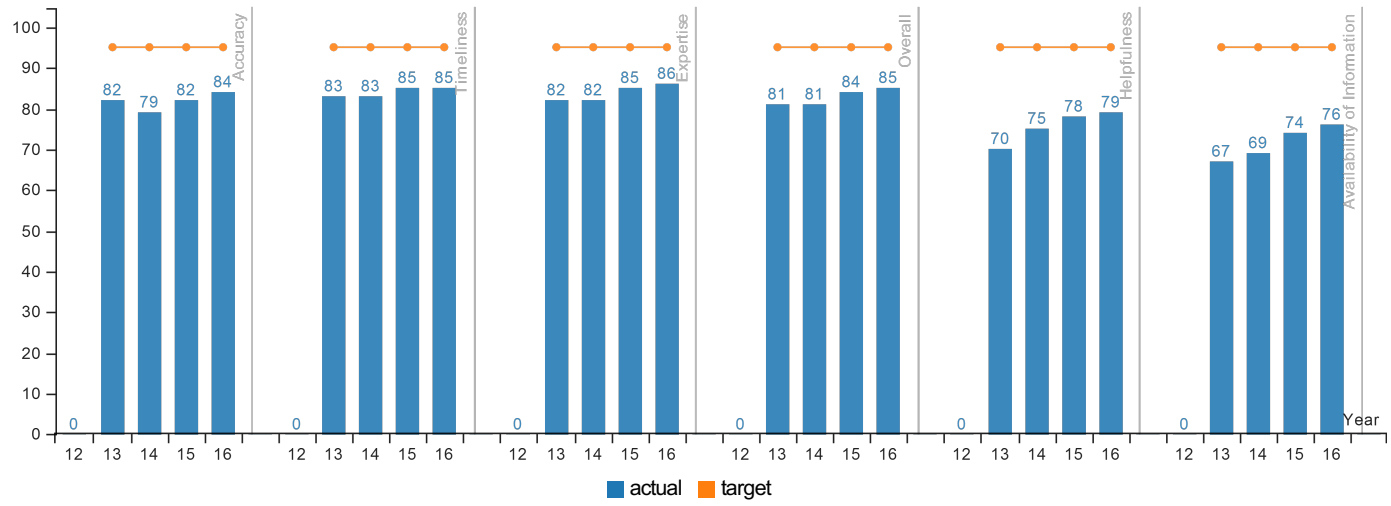
Metric	2012	2013	2014	2015	2016
Automation					
Actual	40%	48%	48%	49%	50%
Target	46%	49%	50%	50%	50%

How Are We Doing

Factors Affecting Results

First-time medical imaging license applicants must submit their initial application through the mail, and thereafter can renew online. Limited permit applicants must renew through the mail, because they are required to submit documentation of continuing education with the renewal application. Only permanent license renewal applicants can process their applications online, and we have seen an uptick of online permanent renewals, currently estimated at 65 percent of all permanent license renewals. But overall, including permanent initial license applications and all limited x-ray permit applications, total online processing is at 50%.

KPM #5	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 - Jan 01



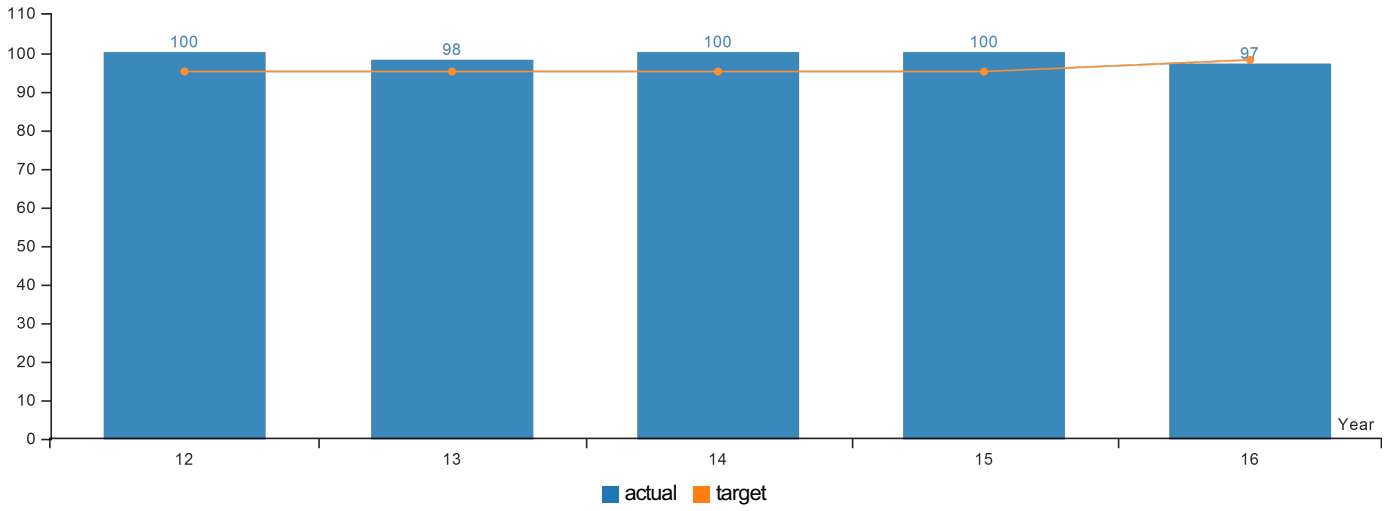
Metric	2012	2013	2014	2015	2016
Accuracy					
Actual	No Data	82%	79%	82%	84%
Target	TBD	95%	95%	95%	95%
Timeliness					
Actual	No Data	83%	83%	85%	85%
Target	TBD	95%	95%	95%	95%
Expertise					
Actual	No Data	82%	82%	85%	86%
Target	TBD	95%	95%	95%	95%
Overall					
Actual	No Data	81%	81%	84%	85%
Target	TBD	95%	95%	95%	95%
Helpfulness					
Actual	No Data	70%	75%	78%	79%
Target	TBD	95%	95%	95%	95%
Availability of Information					
Actual	No Data	67%	69%	74%	76%
Target	TBD	95%	95%	95%	95%

How Are We Doing

Factors Affecting Results

We endeavor to respond to all inquiries (telephone or e-mail) within one business day. We are making continuous adjustments to the website to make it easier for consumers to navigate and find useful information. We will endeavor to keep our customers informed (through e-mail notices and newsletters) regarding new regulations and ways that customers can participate in board decisions. In this way, we hope to continously improve customer satisfaction.

KPM #6	DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
	Data Collection Period: Jan 01 - Jan 01



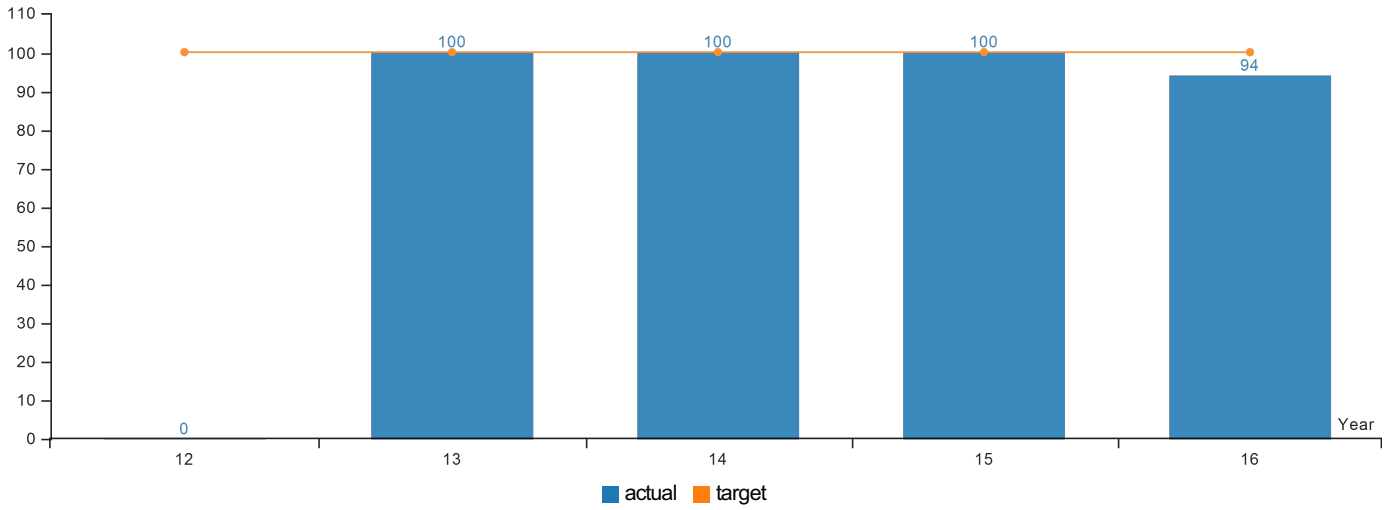
Metric	2012	2013	2014	2015	2016
Discipline Resolution					
Actual	100%	98%	100%	100%	97%
Target	95%	95%	95%	95%	98%

How Are We Doing

In almost all cases, the Board is able to develop stipulated agreements (with civil penalty) in disciplinary cases involving license violations.

Factors Affecting Results

KPM #7	BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Jan 01



Metric	2012	2013	2014	2015	2016
Best Practices					
Actual	No Data	100%	100%	100%	94%
Target	100%	100%	100%	100%	100%

How Are We Doing

the Board has not been able to schedule a legal briefing with our assistant attorney general in over a year. This briefing has been scheduled in the afternoon part of the agenda of every recent meeting, but the meeting agendas are full and the meetings go too long and the briefing gets cut at the end. The board will consider scheduling these briefings for the beginning of the board meeting, to assure that board members are properly briefed on legal requirements/responsibilities of board membership.

Factors Affecting Results