

ANNUAL PERFORMANCE PROGRESS REPORT

PART I, MANAGING FOR RESULTS

Agency: Veterinary Medical Examining Board	
Contact: Lori Makinen	Phone: 503- 731- 4051
Alternate:	Phone:

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?	The Board is administered by 2.25 FTE, comprising the director, a ¾ time licensing assistant, and a ½ time investigator. The director and Board members identified and developed Performance Measures. The Performance Measures were approved as part of the agency budget.
2 How are performance measures used for management of the agency?	The Board uses Performance Measures to monitor its quality of service to licensees and the public, as well as to identify budget priorities.
3 What training has staff had in the use performance measurement?	The director attended training sessions provided by the Progress Board and receives ongoing assistance from the Progress Board.
4 How does the agency communicate performance results and for what purpose? (Please include your agency's URL for Performance Measures and this Annual Report)	The Board communicates performance results in public session at meetings and via newsletter and anticipates including Performance Measure data on its website by the end of the biennium. The Board's website is at: www.ovmeb.state.or.us
5 What important changes have occurred in the past year?	A certified veterinary technician member position has been added to the Board. This new position will increase the Board's expertise in reviewing the role of CVTs in practice and in adjudicating complaints. The Board's website has been modified to include notation of licensee discipline, which provides useful information to consumers. The Board has convened a Minimum Standards Review Committee to assess and, if necessary, recommend changes to current minimum standards of veterinary practice. The Committee is charged with presenting findings and recommendations by the end of the year.