

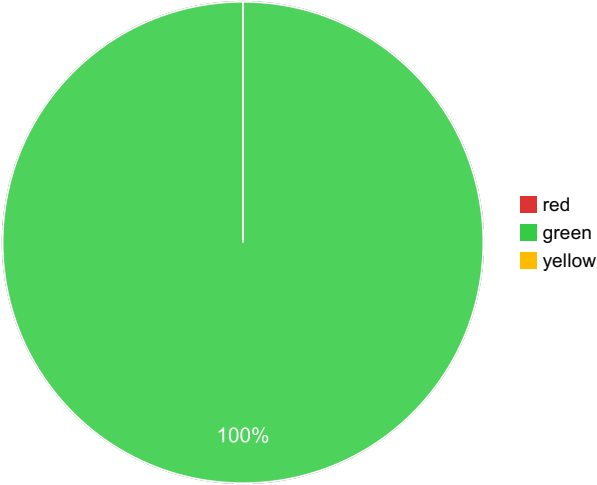
Board of Medical Imaging

Annual Performance Progress Report

Reporting Year 2025

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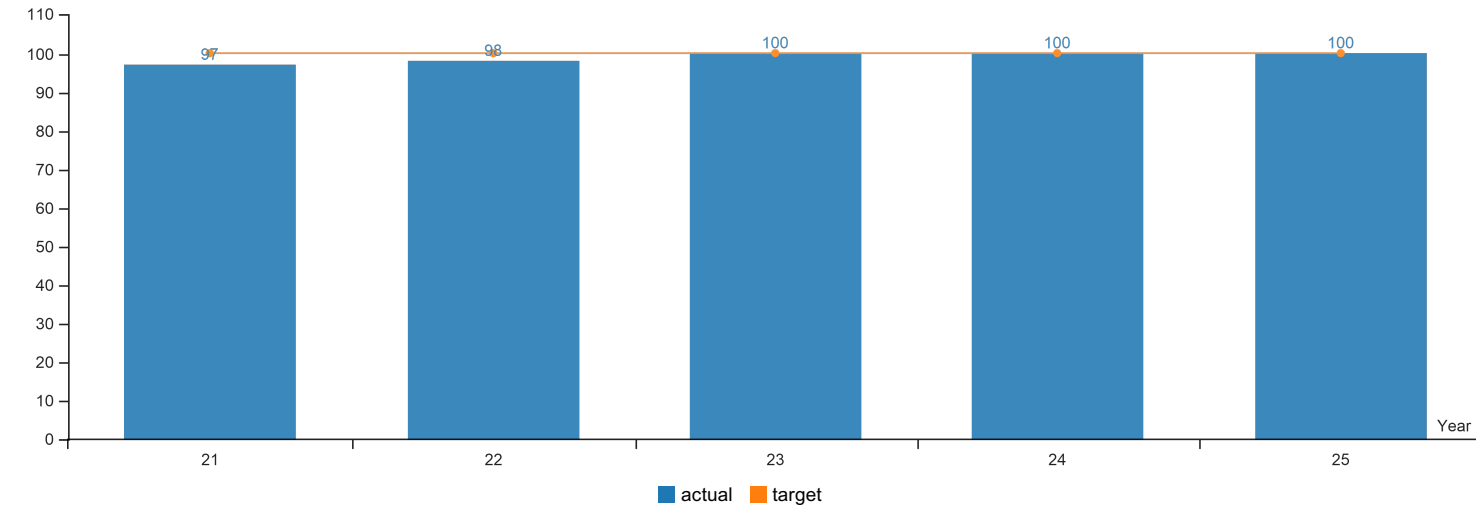
KPM #	Approved Key Performance Measures (KPMs)
1	Timely Licensure - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.
2	Timely Resolution of Complaints - Average number of days from the date an investigation is opened to completion of investigation report for Board action
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:	100%	0%	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: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Timely Licensure					
Actual	97%	98%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

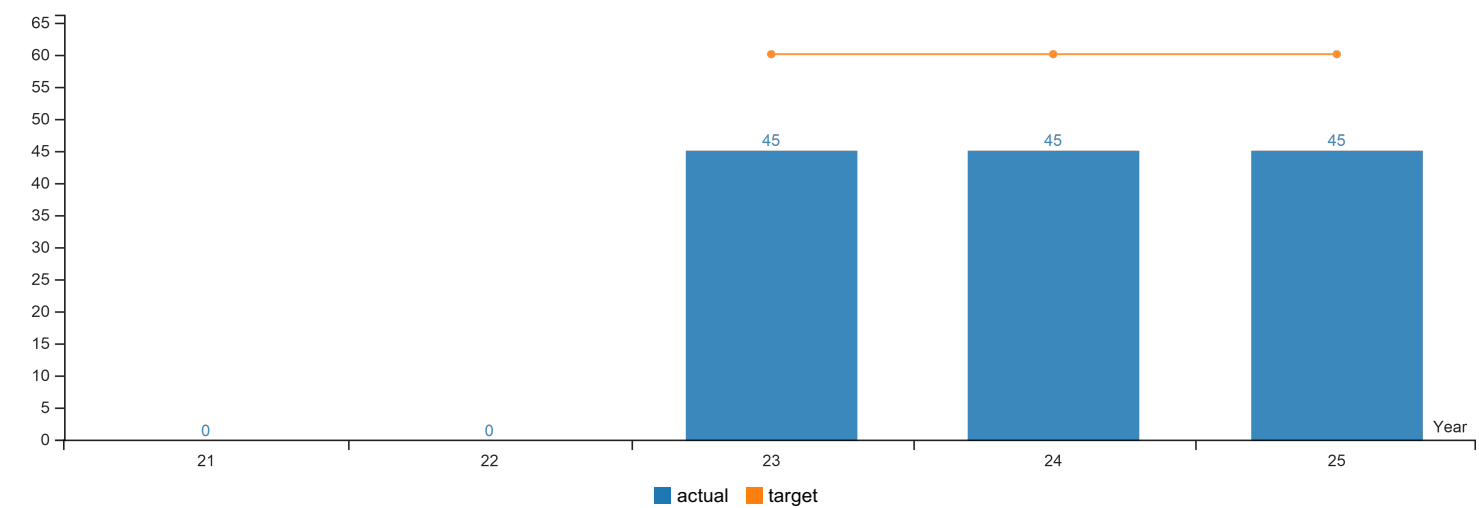
The OBMI went live with a new database in 2021 that is increasing our productivity and decreasing our licensure process time. All licensure procedures are completed without paper and fully on line.

Factors Affecting Results

The OBMI processes 100% of applications that are submitted within three days, provided all required documents are accurate and complete 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 these past two years, turn around time was a month or more in many cases. During a Governor's declaration of emergency, we accommodated the hospital needs by passing an Administrative rule that provided an expedited process; by rule issue a license, prior to getting OSP background results, using a declaration from the applicant that attests to a clean background. In that way, OBMI can confidently license applicants that are needed in a hospital crisis. Background 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	Timely Resolution of Complaints - Average number of days from the date an investigation is opened to completion of investigation report for Board action
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
TIMELY RESOLUTION OF COMPLAINTS					
Actual			45	45	45
Target			60	60	60

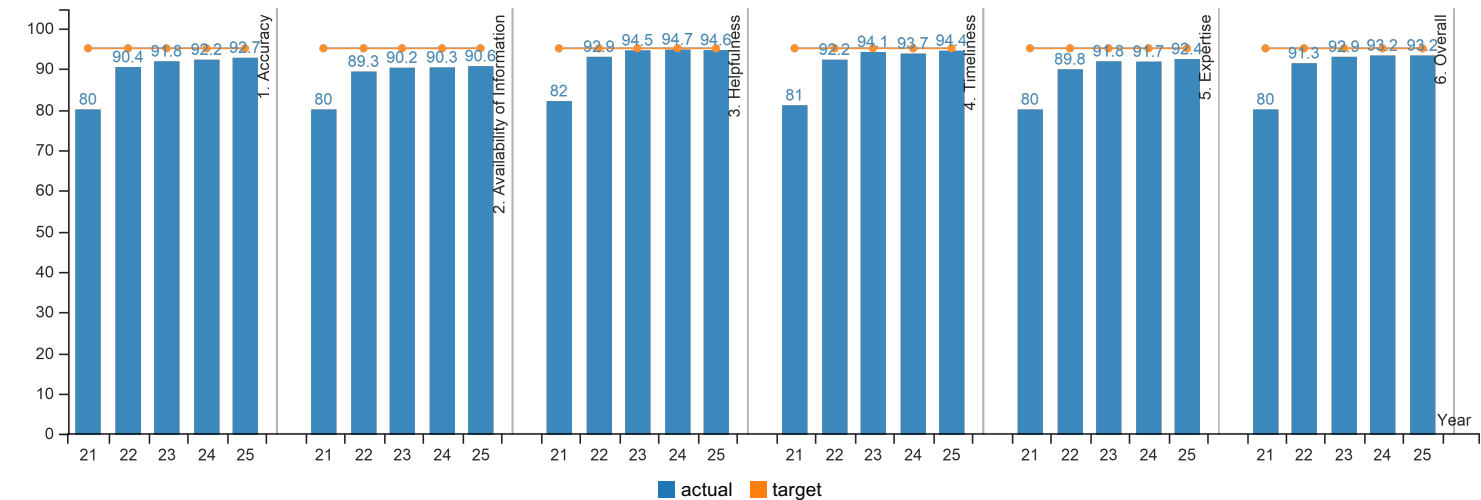
How Are We Doing

Although this is a new KPM, our investigative reports are completed with accuracy and efficiency.

Factors Affecting Results

There were 88 cases for this reporting year. Of those 25 cases were classified as Unprofessional Conduct, these types of cases are time consuming and require considerable time to do a full investigation that includes subpoenas and video or in person interviews. The remaining 63 cases were licensure related or similar civil penalty outcomes. Licensure cases are more straight forward and take less time, which reflects the average time showing the target is well within our capabilities.

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: Jul 01 - Jun 30



Report Year	2021	2022	2023	2024	2025
1. Accuracy					
Actual	80%	90.40%	91.80%	92.20%	92.70%
Target	95%	95%	95%	95%	95%
2. Availability of Information					
Actual	80%	89.30%	90.20%	90.30%	90.60%
Target	95%	95%	95%	95%	95%
3. Helpfulness					
Actual	82%	92.90%	94.50%	94.70%	94.60%
Target	95%	95%	95%	95%	95%
4. Timeliness					
Actual	81%	92.20%	94.10%	93.70%	94.40%
Target	95%	95%	95%	95%	95%
5. Expertise					
Actual	80%	89.80%	91.80%	91.70%	92.40%
Target	95%	95%	95%	95%	95%
6. Overall					
Actual	80%	91.30%	92.90%	93.20%	93.20%
Target	95%	95%	95%	95%	95%

How Are We Doing

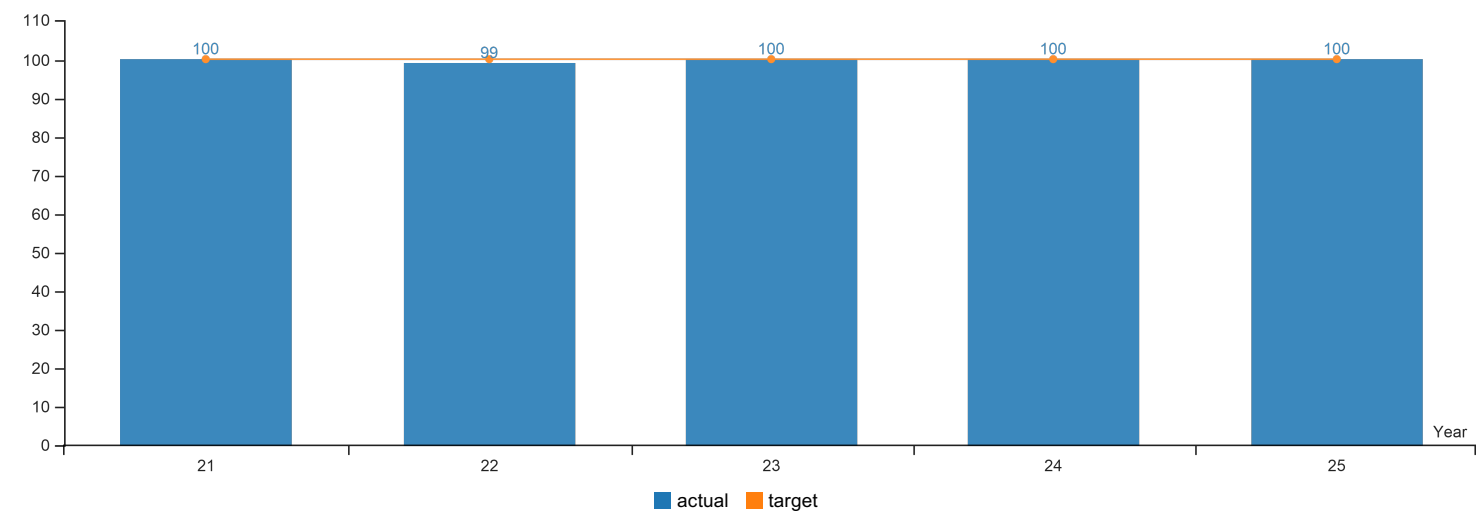
As of January 1, 2021, OBMI instituted a new and completely online Self-Service Portal. We have detailed information on our website on how to navigate the Portal and all renewal applicants are sent multiple automated renewal email reminders.

Factors Affecting Results

OBMI has an accessible and easy to use customer service survey that is linked on all email signatures and on our website homepage. We see a range of responses averaging 50 per year. Key drivers of our high ratings have to do with staff quickly answering emails and phone calls. The responses routinely compliment our ability to solve problems quickly, offer advice on licensure and other medical imaging issues and provide one-on-one help for applicants who are unfamiliar with online forms. All IT issues concerning our database have been resolved.

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

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Discipline Resolution					
Actual	100%	99%	100%	100%	100%
Target	100%	100%	100%	100%	100%

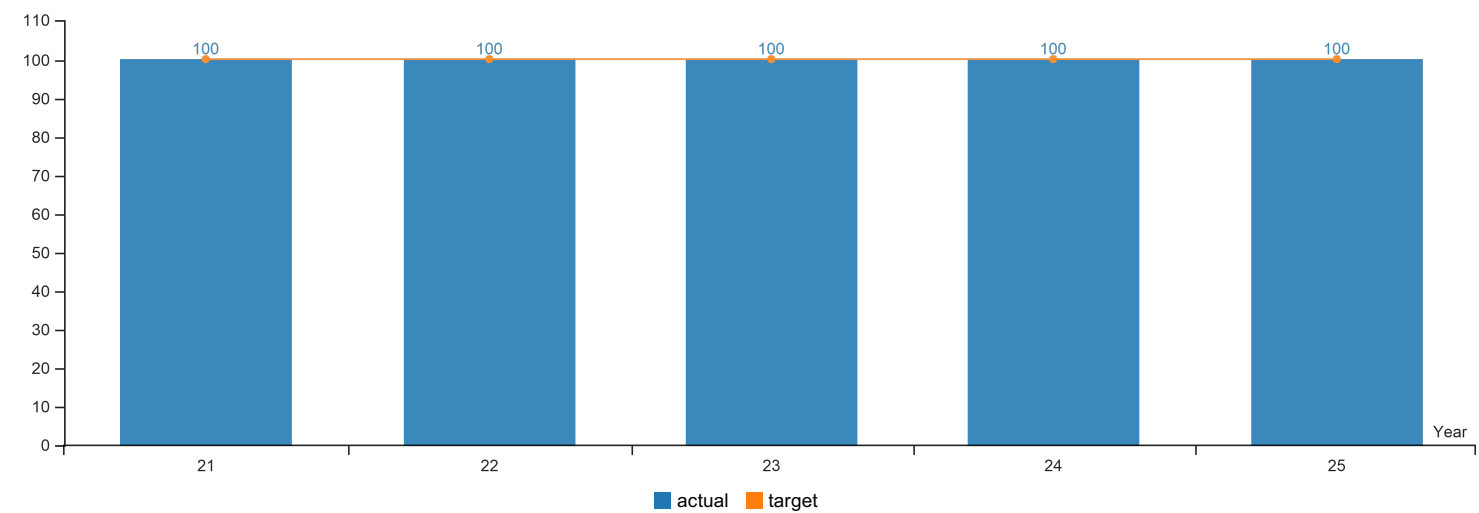
How Are We Doing

100% of all complaint/disciplinary 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: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2021	2022	2023	2024	2025
Best Practices					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Board is dedicated to assuring high standards for OBMI that align with the Board's mission. The executive director sends the Best Practice survey by email every January.

Factors Affecting Results

Board members are involved in all of the Best Practices subjects. All members are provided with documents for approval relating to performance, policy, rulemaking, training and financial information. The survey is completed by at least 4-5 of the 12 members including the Chair, Vice-Chair and public member(s). The goal for next reporting year is to have a more comprehensive participation in the survey that reflects the real-life dedication of the members to the Best Practices subjects.