The business we are in	**BOARD OF MEDICAL IMAGING – STRATEGIC PLAN-2027** **Department Mission:** The mission of the Oregon Board of Medical Imaging is to promote, preserve and protect the public health, safety and welfare of Oregonians who are undergoing medical imaging studies performed by agency licensees for the purpose of medical diagnosis and therapy		
What we want to be known for	**Vision** Public Protection and Delivery of Prompt, Efficient Services		
What beliefs guide our actions	**Values** Honesty, Fairness, Accessibility, Responsiveness		
Accomplishments that define our success	**Key Goal/Objectives** *SAFETY…* • …For members of the public who require medical imaging • …For health professionals who work in proximity to imaging equipment	**Key Goal/Objectives** *ACCESSIBILITY* *Quality health care services are accessible to residents of urban and rural communities*	**Key Goal/Objectives** *PUBLIC AWARENESS* *Health providers and the public understand:* • *Safety concerns related to imaging procedures* • *Need for diagnostic imaging to be done by properly trained and licensed professionals*
How we achieve the objectives	**Strategies/Initiatives** *Appropriate licensure through:* • *Background checks* • *Thorough and prompt Investigations* • *Continuous reevaluation of rules and statutes, in response to dynamic health environment* • *Coordination with Radiation Protection Services* • *Consult with Governor's Policy Advisors as needed to align goals with Governor's priorities*	**Strategies/Initiatives** • *Timely Licensure* • *Clear statutes and rules* • *Coordinate with other authorities* • *Continuous review of credentialing requirements* • *New database to issue various license types, send out e-renewal reminders, track license data, etc.* • *Periodically review how external factors such as rural access, that might impact achievement of Agency's mission.* • *Agency DEI plan:* *OBMI DEI PLAN*	**Strategies/Initiatives** • *Effective Communication and Public Relations* • *E-newsletter* • *Website improvements* • *New database to collect information on licensure and to facilitate communication with licensees and the public* • *Engage community through encouraging participation in public meetings during public comment period*

How we determine we are making progress	**Evaluation/Measure/Outcomes**
	
	Key Performance Measures:
	• *% cases resolved without appeal (99%)*
		Evaluation/Measure/Outcomes
		
		Key Performance Measures:
		• *Issue licenses within three business days*
		• *Online licensure application and/or renewal*
			Evaluation/Measure/Outcomes
			• *Initial contact for all inquiries within 2 days*
			• *Clear response to simple inquiries within two days*
			• *Clear response to complex inquiries within 10 days*
			• *Key Performance Measures for Customer Service:*
			  ○ *Accuracy*
			  ○ *Timeliness*
			  ○ *Expertise*
			  ○ *Helpfulness*
			  ○ *Availability of information*

IT PLANNING	**GOALS** • **Ease of use** • **Modernization** • **Cost Sensitive Solutions**	**ACTION** • Maintain Thentia relationship, maintain IT coordination with 3rd party vendor • Participate in Thentia and IT recommended upgrades • Be mindful to costs and ensure that cost align with budgetary allotments	**PERFORMANCE** • Collaboration with vendors is successful • Budget is sufficient for Agency IT needs • Continue to streamline processes relating to IT costs by combining IT time