

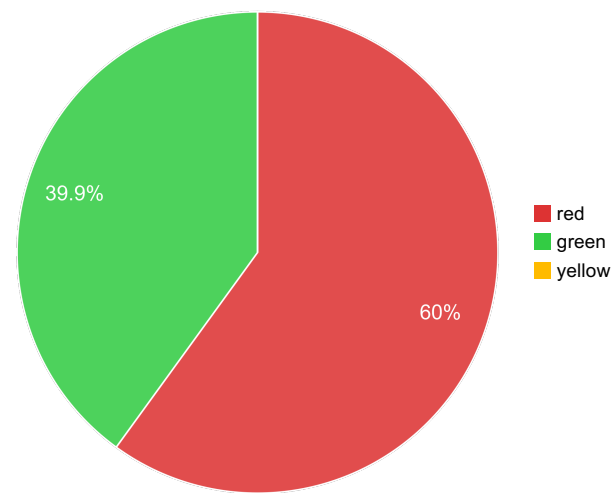
# **Veterinary Medical Examining Board**

Annual Performance Progress Report

Reporting Year 2021

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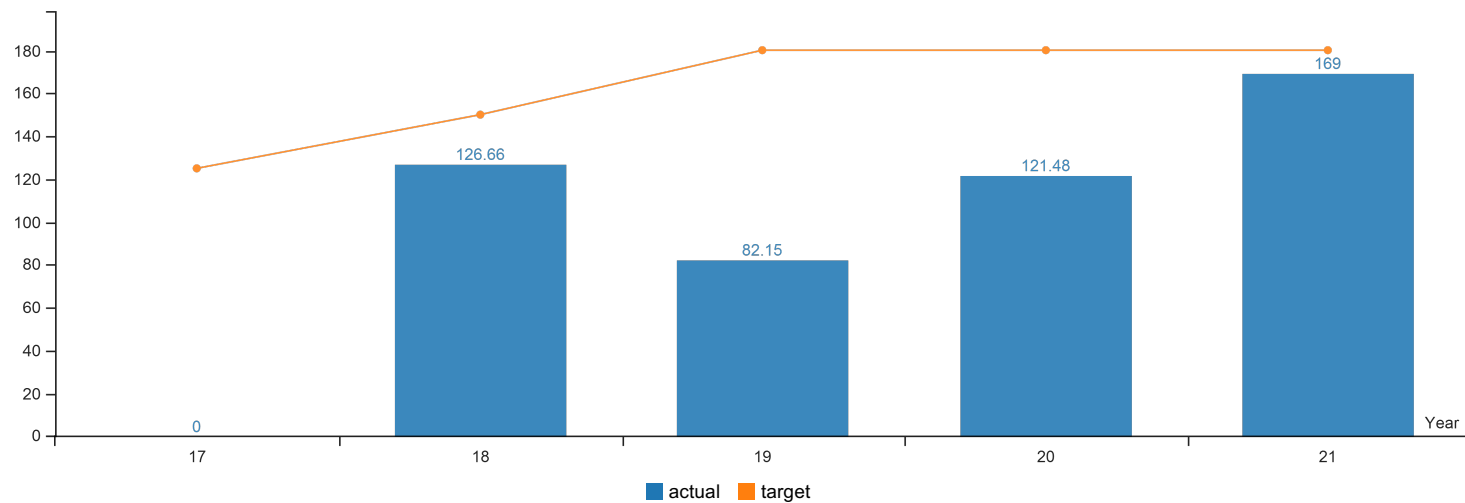
KPM #	Approved Key Performance Measures (KPMs)
1	Public Protection - Average time from receipt of a new complaint to completion of the investigation.
2	Public Protection - Percent of decisions not contested, appealed and/or upheld on appeal.
3	Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent.
4	BEST PRACTICES - Percent of best practices met by the Board.
5	Facility Inspections - Percent of registered veterinary facilities inspected not less than once per biennium.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	40%	0%	60%

KPM #1	Public Protection - Average time from receipt of a new complaint to completion of the investigation.
	Data Collection Period: Jan 01 - Jan 01

\* Upward Trend = negative result



Report Year	2017	2018	2019	2020	2021
<b>Average Time from Receipt of a New Complaint to Completion of Investigation</b>					
Actual		126.66	82.15	121.48	169
Target	125	150	180	180	180

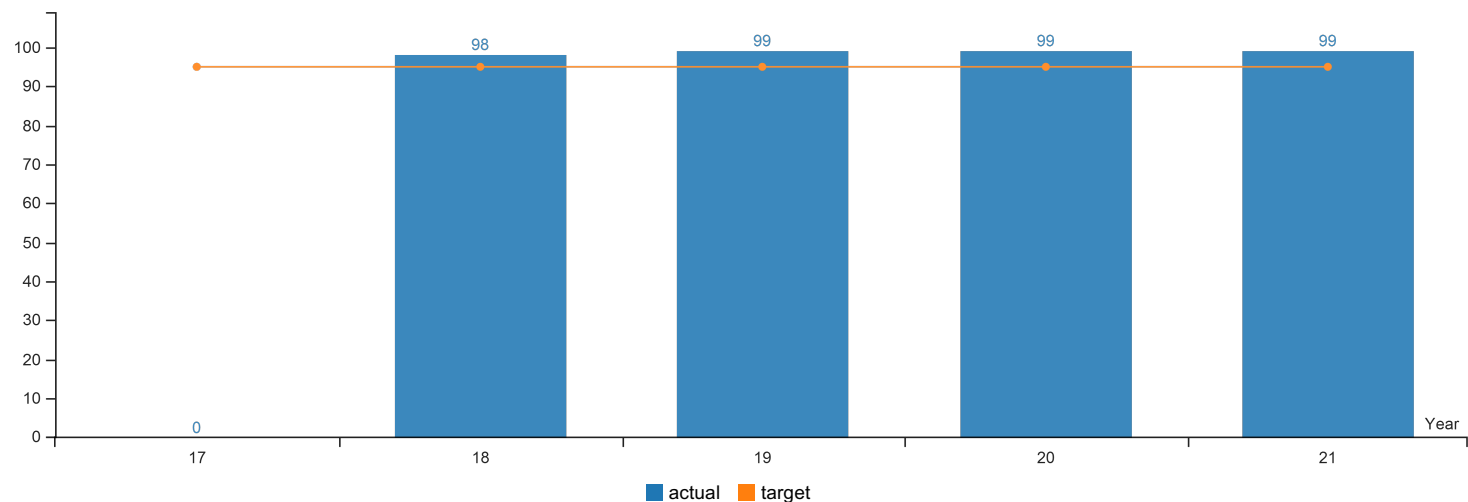
#### How Are We Doing

The OVMEB has met this target for the current reporting period.

#### Factors Affecting Results

KPM #2	Public Protection - Percent of decisions not contested, appealed and/or upheld on appeal.
	Data Collection Period: Jan 01 - Jan 01

\* Upward Trend = negative result



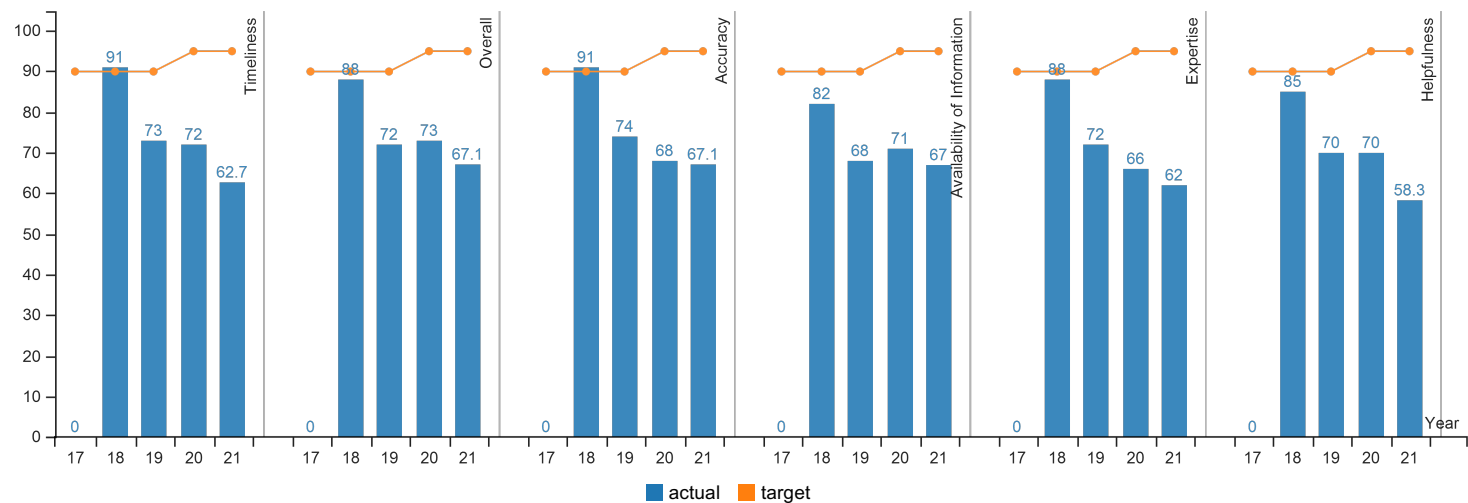
Report Year	2017	2018	2019	2020	2021
<b>Percent of Decisions Not Contested, Appealed and/or Upheld on Appeal</b>					
Actual		98%	99%	99%	99%
Target	95%	95%	95%	95%	95%

#### How Are We Doing

The OVMEB has met and exceeded this target. Of the 71 closed cases during this reporting period, only one (1) board determination has been contested and currently awaits a case hearing before an administrative law judge.

#### Factors Affecting Results

KPM #3	Customer Service - Percent of customers rating their overall satisfaction with the agency above average or excellent.
	Data Collection Period: Jan 01 - Jan 01



Report Year	2017	2018	2019	2020	2021
<b>Timeliness</b>					
Actual		91%	73%	72%	62.70%
Target	90%	90%	90%	95%	95%
<b>Overall</b>					
Actual		88%	72%	73%	67.10%
Target	90%	90%	90%	95%	95%
<b>Accuracy</b>					
Actual		91%	74%	68%	67.10%
Target	90%	90%	90%	95%	95%
<b>Availability of Information</b>					
Actual		82%	68%	71%	67%
Target	90%	90%	90%	95%	95%
<b>Expertise</b>					
Actual		88%	72%	66%	62%
Target	90%	90%	90%	95%	95%
<b>Helpfulness</b>					
Actual		85%	70%	70%	58.30%
Target	90%	90%	90%	95%	95%

How Are We Doing

The OVMEB did not meet any of these targets within its Customer Satisfaction Survey.

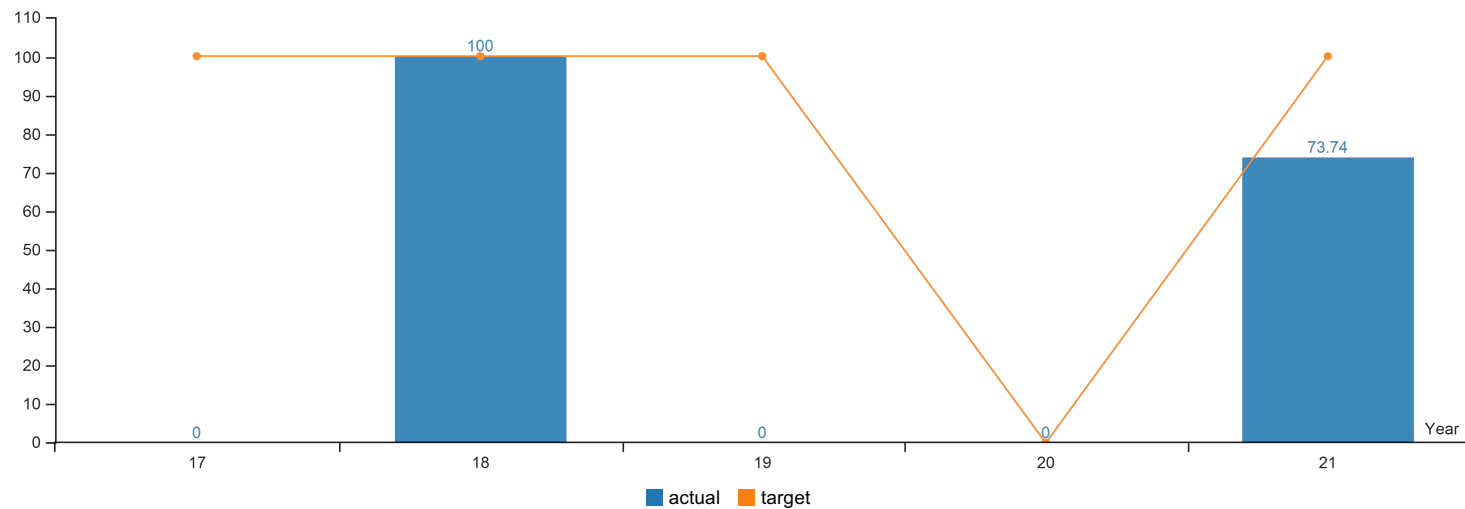
It is unclear how these values were determined in reporting years past, whether the "excellent," "good," and "fair" responses were added together or just the "excellent" and "good." If the "fair" responses were added, the results are more similar to the trends seen in years past: Timeliness: 76.0%; Accuracy: 78.5%; Helpfulness: 69.7%; Expertise: 67.7%; Availability of Information: 80.3%; Overall: 79.8%. The results within the chart are for "excellent" and "good" responses only.

#### **Factors Affecting Results**

In addition to the agency going primarily remote as of March 2020, the long-term Executive Director retired after 20 or so years with no overlap in time with the Interim Executive Director who began with the agency as of January 2021. Of those who had contact with the board (and who responded to the survey), 84.3% were for licensing/renewal issues and 11% was in regard to consumer complaints.

KPM #4	BEST PRACTICES - Percent of best practices met by the Board.
	Data Collection Period: Jan 01 - Jan 01

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>BEST PRACTICES</b>					
Actual		100%			73.74%
Target	100%	100%	100%	0%	100%

#### How Are We Doing

We have yet to meet this target for this reporting period. In past years' reporting, "no data" was reported for this KPM in reporting years 2017, 2019, and 2020.

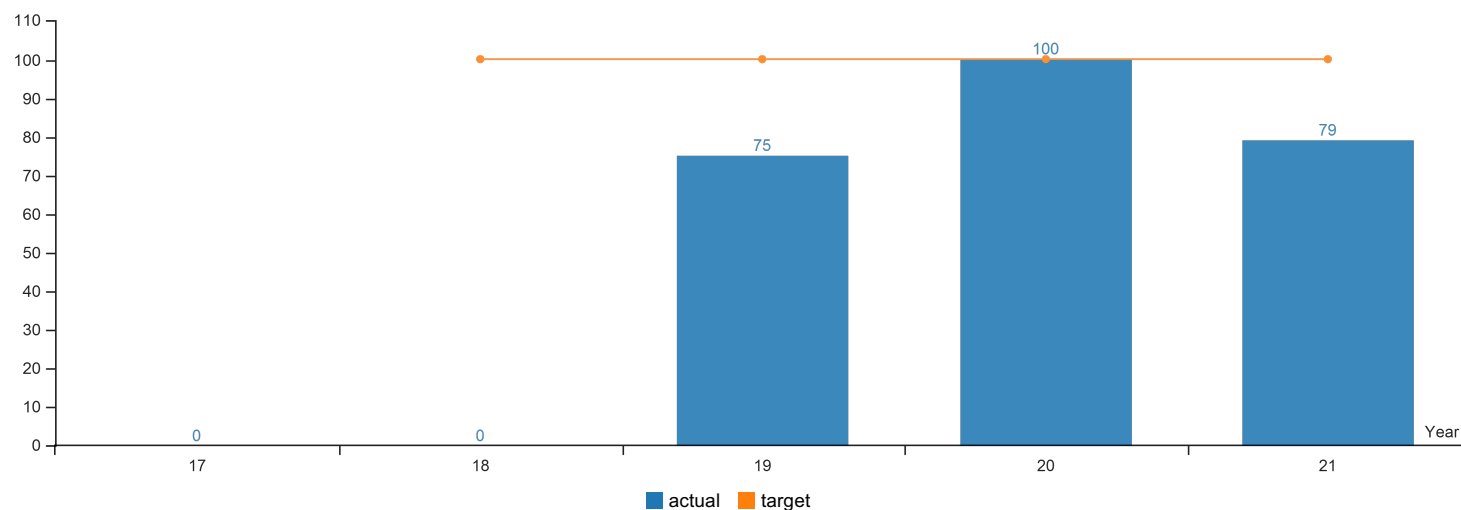
For the missing 2020 reporting year, I was able to obtain information from 5 of 7 board members, which resulted in 52% of best practices having been met by the Board.

#### Factors Affecting Results

I anticipate that the board will meet this KPM in next years' reporting, once a permanent Executive Director is hired and able to participate in annual feedback, policy option packages and full budget process being fully explained, as well as newer board members becoming more familiar with these types of evaluations.

KPM #5	Facility Inspections - Percent of registered veterinary facilities inspected not less than once per biennium.
	Data Collection Period: Jan 01 - Jan 01

\* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
<b>Facility Inspections</b>					
Actual			75%	100%	79%
Target		100%	100%	100%	100%

#### How Are We Doing

The OVMEB has not met this target. However, by law and rule, facility inspections are required every 3 years, rather than every 2, so there will be some lag time between those years. As of June 30, 2021, 79% of all veterinary facilities had been inspected.

Completion rate for pharmacy inspections is 98% because they can and have been done remotely.

#### Factors Affecting Results

Because facility inspections are done in person, COVID and its safety protocols has greatly effected the completion rate during this time. As of January 1, 2022, inspections will resume in-person.