

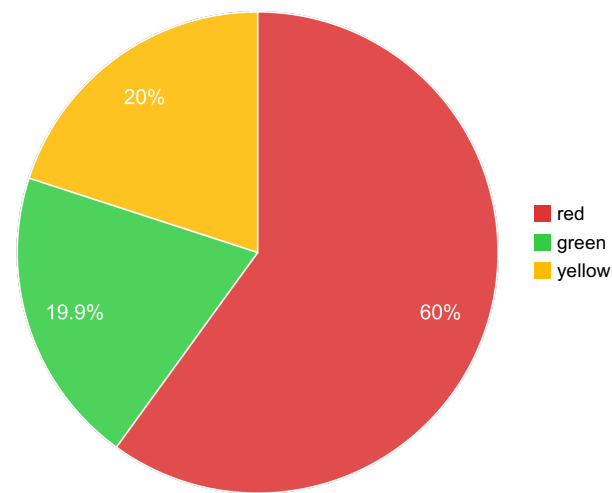
Veterinary Medical Examining Board

Annual Performance Progress Report

Reporting Year 2022

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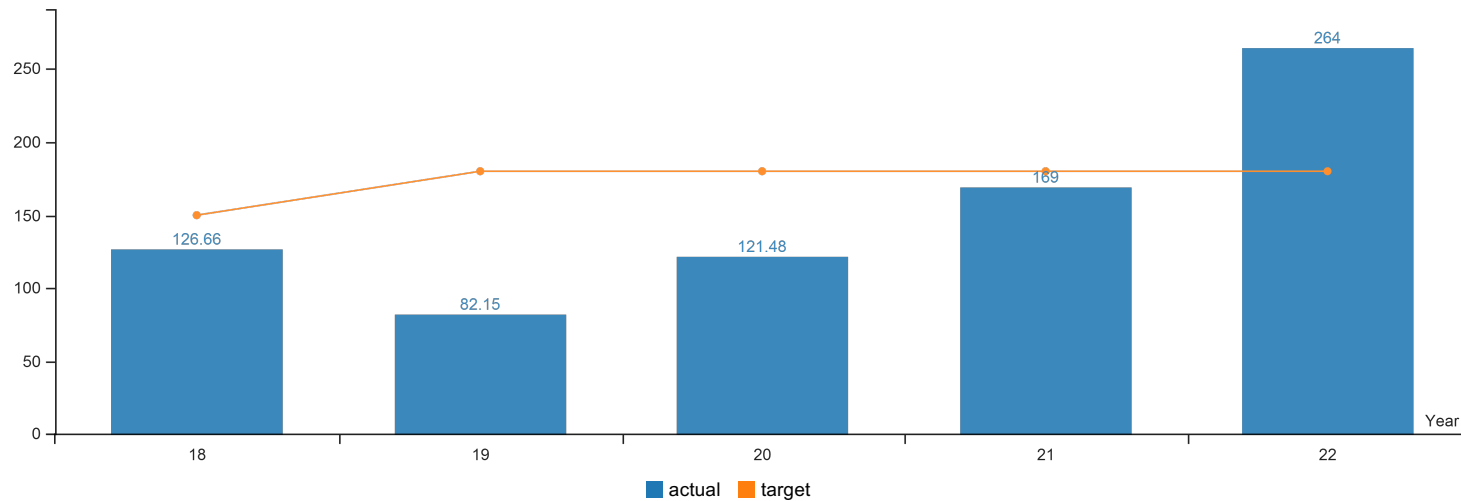
KPM #	Approved Key Performance Measures (KPMs)
1	Public Protection - Average time from receipt of a new complaint to completion of the investigation.
2	Public Protection - Percent of decisions not contested, appealed and/or upheld on appeal.
3	Customer Service - Percent of customers rating their overall 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:	20%	20%	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	2018	2019	2020	2021	2022
Average Time from Receipt of a New Complaint to Completion of Investigation					
Actual	126.66	82.15	121.48	169	264
Target	150	180	180	180	180

How Are We Doing

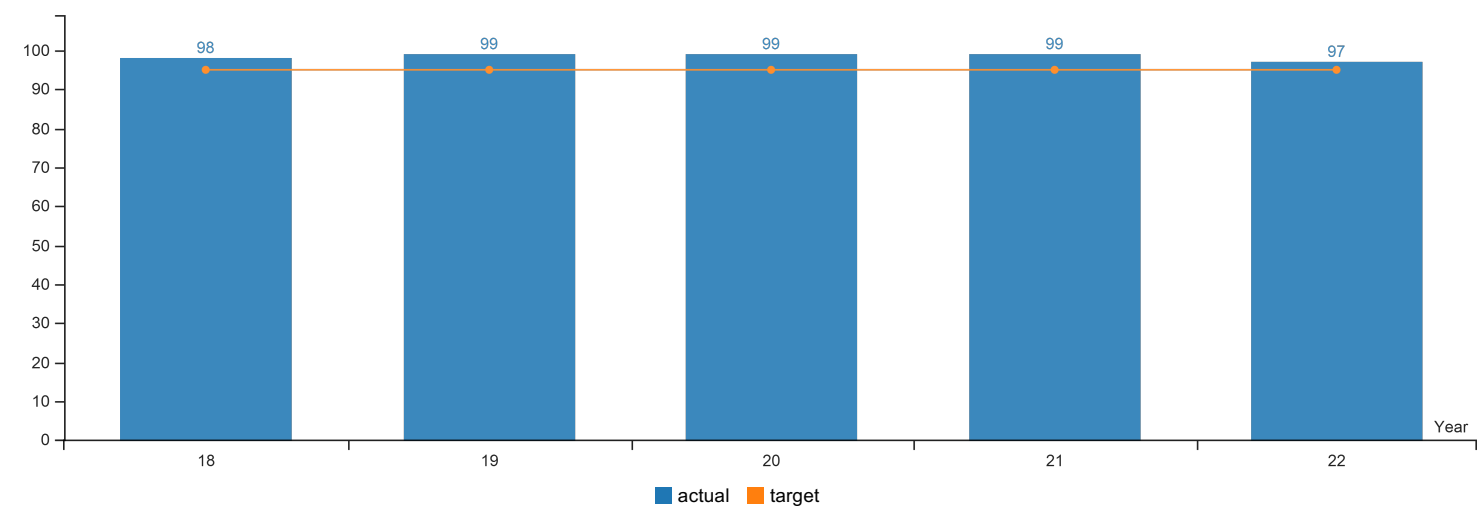
The OVMEB has not met this target for the current reporting period.

Factors Affecting Results

With the onset of COVID and folks staying and working from home, there was a large wave of animal adoptions and purchases. With this wave came a wave of veterinary care that was needed. However, that wave of need was met with a serious lack of providers to provide for that level of care. As a result, the OVMEB has been inundated with almost a doubling of complaints within the last year. We are working through them and have started the process of hiring another investigator on a temporary basis and have included a request for a second investigator position as a Policy Option Package within our 2023-25 Agency Request Budget.

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



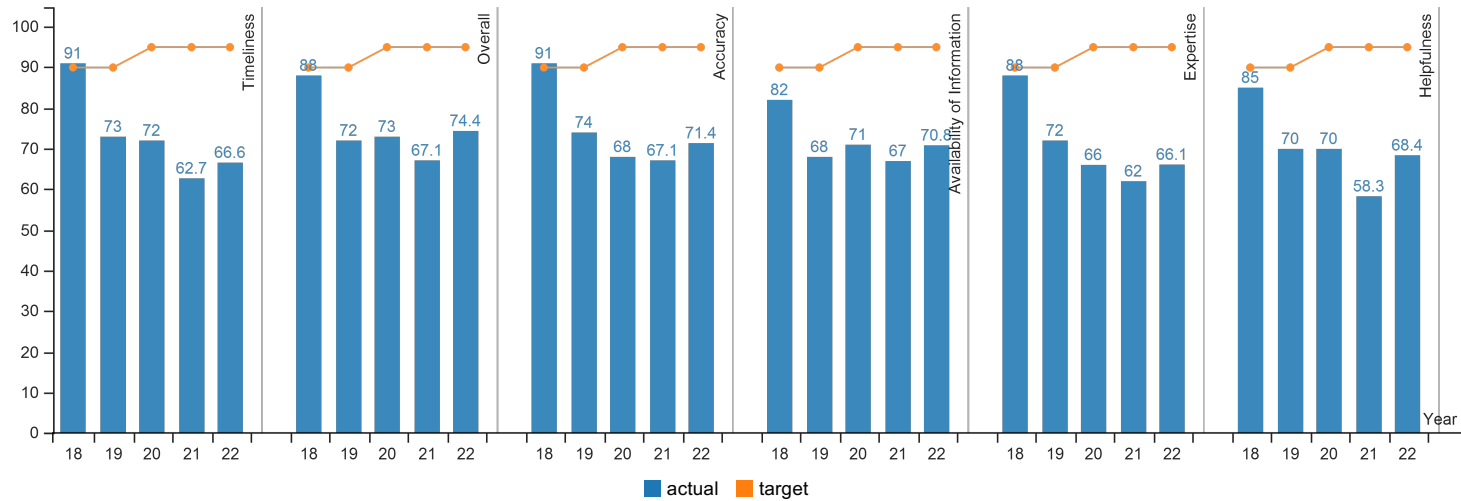
Report Year	2018	2019	2020	2021	2022
Percent of Decisions Not Contested, Appealed and/or Upheld on Appeal					
Actual	98%	99%	99%	99%	97%
Target	95%	95%	95%	95%	95%

How Are We Doing

The OVMEB has met and exceeded this target.

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	2018	2019	2020	2021	2022
Timeliness					
Actual	91%	73%	72%	62.70%	66.60%
Target	90%	90%	95%	95%	95%
Overall					
Actual	88%	72%	73%	67.10%	74.40%
Target	90%	90%	95%	95%	95%
Accuracy					
Actual	91%	74%	68%	67.10%	71.40%
Target	90%	90%	95%	95%	95%
Availability of Information					
Actual	82%	68%	71%	67%	70.80%
Target	90%	90%	95%	95%	95%
Expertise					
Actual	88%	72%	66%	62%	66.10%
Target	90%	90%	95%	95%	95%
Helpfulness					
Actual	85%	70%	70%	58.30%	68.40%
Target	90%	90%	95%	95%	95%

How Are We Doing

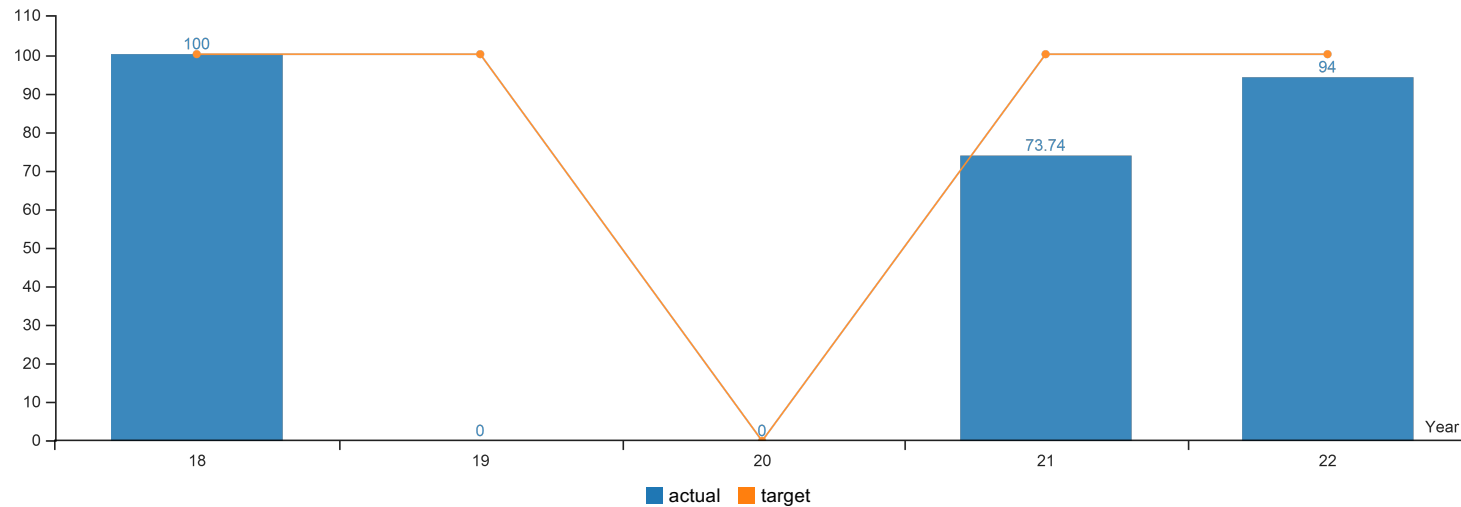
It is unclear how these values were determined in reporting years prior to 2021, whether the "excellent," "good," and "fair" responses were added together or just the "excellent" and "good." If the "fair" responses were added, the results are more similar to the trends seen in years past. By comparing 2021 results with 2022 including "fair" responses, we see continued improvement in every criteria: Timeliness: 76.0% to 77.9%; Accuracy: 78.5% to 84.5%; Helpfulness: 69.7% to 72.4%; Expertise: 67.7% to 82.1%; Availability of Information: 80.3% to 82.1%; Overall: 79.8% to 84.5%. However, the results within the chart are for "excellent" and "good" responses only. By either measure, there has been improvement in each criteria.

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), 83.3% were for licensing/renewal issues and 10.3% 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	2018	2019	2020	2021	2022
BEST PRACTICES					
Actual	100%			73.74%	94%
Target	100%	100%	0%	100%	100%

How Are We Doing

"No data" was documented for this KPM in reporting years 2017, 2019, and 2020.

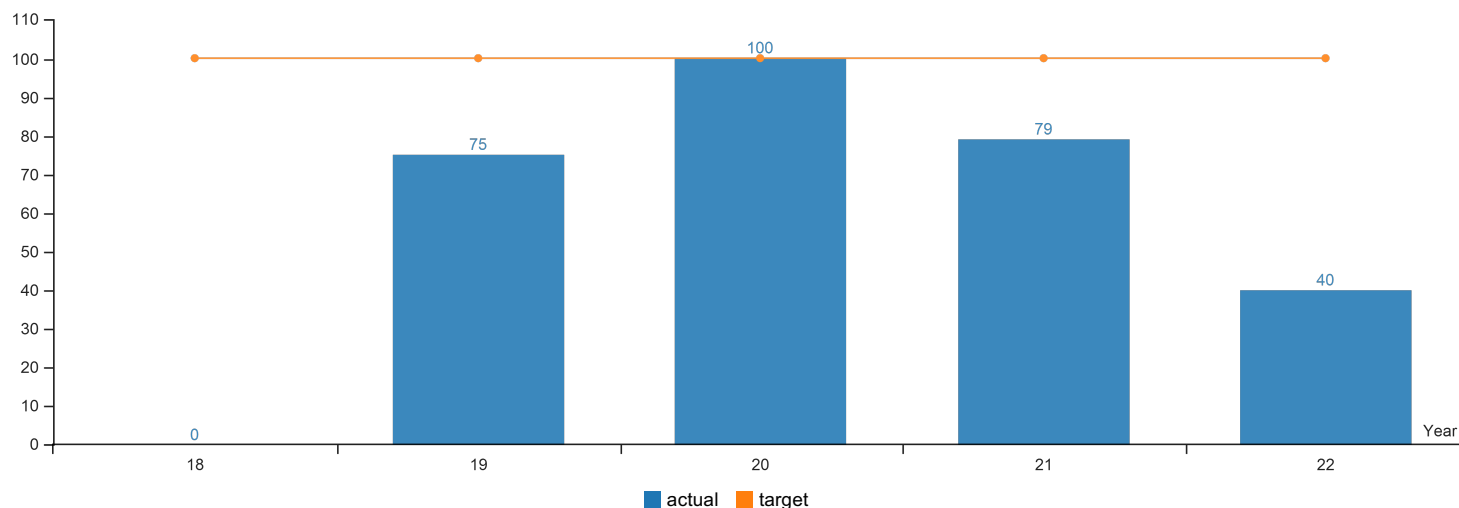
For the missing 2020 reporting year, the agency was able to obtain information from 5 of 7 board members, which resulted in 52% of best practices having been reportable by the Board. For 2021, we were able to determine a 74% of best practices being met. For the current reporting period, we have received responses from all seven board members who reported 94% of best practices being met.

Factors Affecting Results

As board members become more familiar with these types of evaluations, and more familiar with their roles and the materials reviewed at their meetings, I anticipate that the board will continue to improve and meet this KPM in next years' reporting.

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	2018	2019	2020	2021	2022
Facility Inspections					
Actual		75%	100%	79%	40%
Target	100%	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, 2022, 40% of all veterinary facilities had been inspected. If a facility was not due for a full facility inspection during this reporting period, that facility got selected for a virtual pharmacy inspection for the 2022-23 fiscal year. All of the facilities that are due for a full facility inspection will be inspected in 2022-23 and the inspection numbers will be closer to 100% completion rate for our next reporting period. These facilities will also get the pharmacy inspection at the same time as the full inspection.

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

Factors Affecting Results

COVID restrictions and statewide safety protocols had greatly impacted the completion rate during this reporting period. OVMEB had not completed any in-person full facility or pharmacy inspections while statewide restrictions were in place until January 2022. Once restrictions were lifted, our Inspector attempted to recommence inspections but immediately contracted COVID. Onsite inspections were put on hold again. No full facility inspections were conducted during April, May, or June 2022 due to the impending retirement of the Inspector. The Inspector is developing a training plan for transitioning to a replacement.