

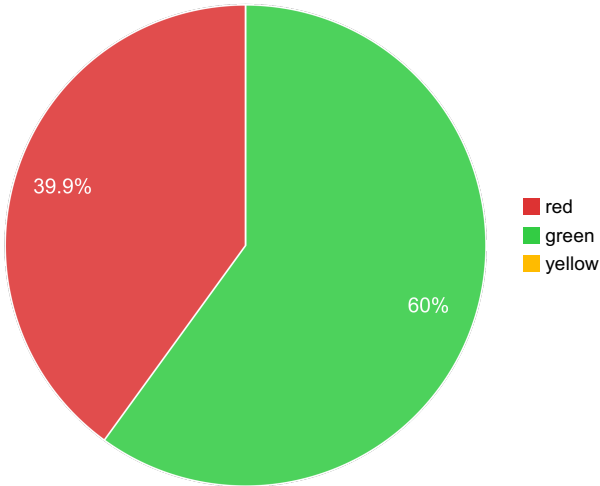
# **Veterinary Medical Examining Board**

Annual Performance Progress Report

Reporting Year 2020

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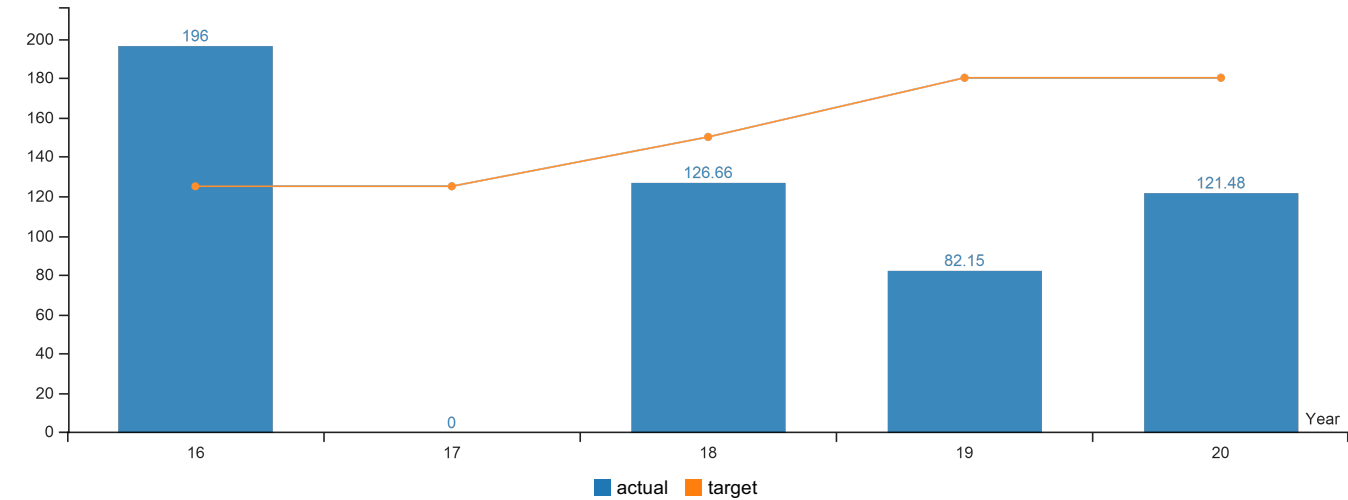
KPM #	Approved Key Performance Measures (KPMs)
1	Public Protection - Average time from receipt of a new complaint to completion of the investigation.
2	Public Protection - Percent of decisions not contested, appealed and/or upheld on appeal.
3	Customer Service - Percent of customers rating their overall 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:	60%	0%	40%

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



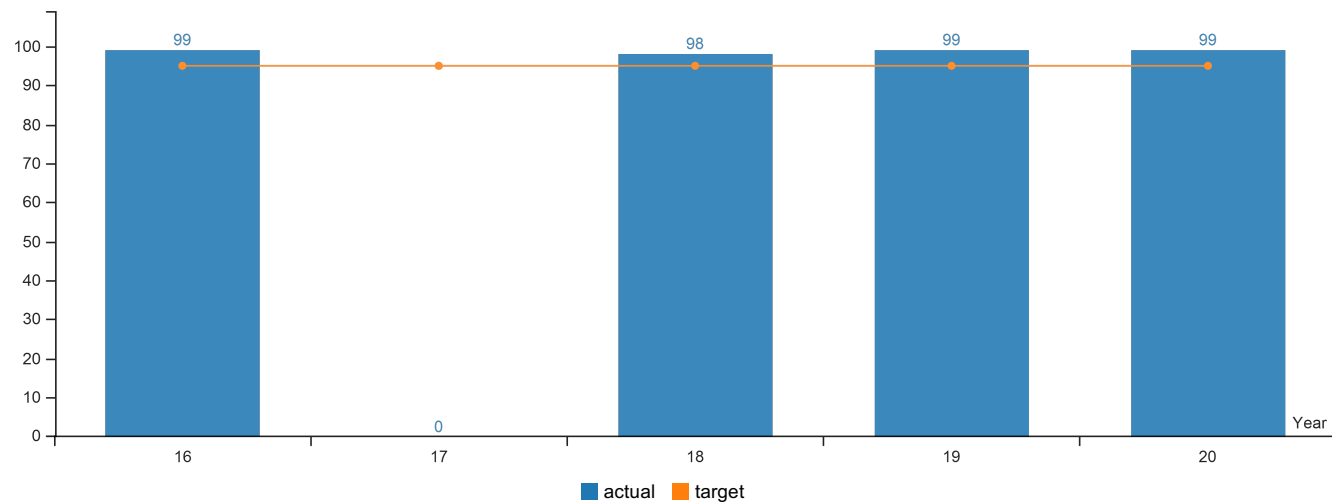
Report Year	2016	2017	2018	2019	2020
Average Time from Receipt of a New Complaint to Completion of Investigation					
Actual	196	No Data	126.66	82.15	121.48
Target	125	125	150	180	180

How Are We Doing

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



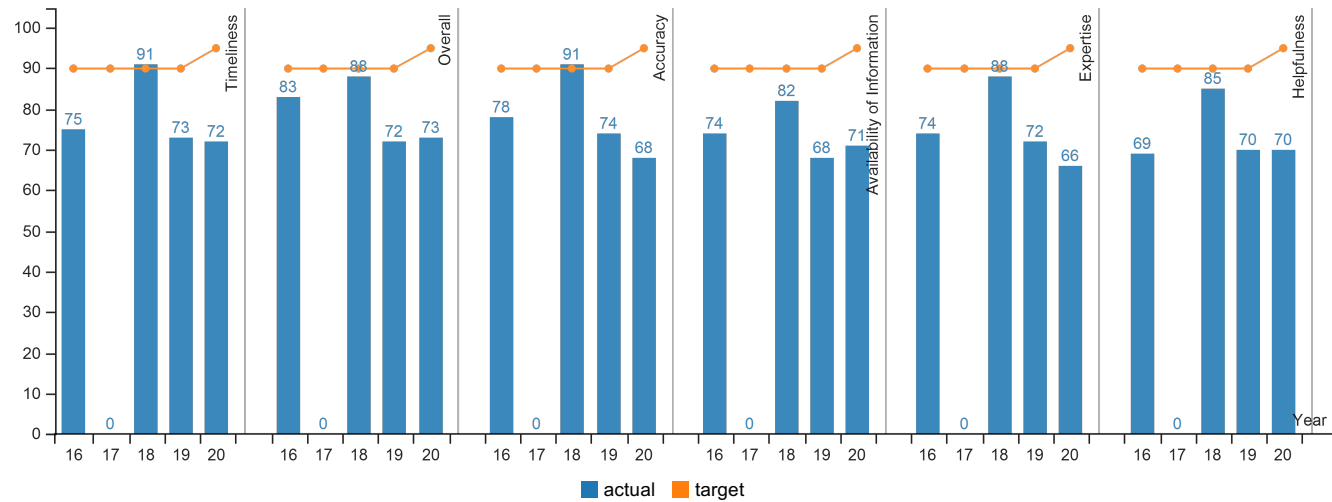
Report Year	2016	2017	2018	2019	2020
<b>Percent of Decisions Not Contested, Appealed and/or Upheld on Appeal</b>					
Actual	99%	No Data	98%	99%	99%
Target	95%	95%	95%	95%	95%

#### How Are We Doing

Only one decision was contested. An administrative law judge upheld the Board's action and the matter has resolved.

#### 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	2016	2017	2018	2019	2020
<b>Timeliness</b>					
Actual	75%	No Data	91%	73%	72%
Target	90%	90%	90%	90%	95%
<b>Overall</b>					
Actual	83%	No Data	88%	72%	73%
Target	90%	90%	90%	90%	95%
<b>Accuracy</b>					
Actual	78%	No Data	91%	74%	68%
Target	90%	90%	90%	90%	95%
<b>Availability of Information</b>					
Actual	74%	No Data	82%	68%	71%
Target	90%	90%	90%	90%	95%
<b>Expertise</b>					
Actual	74%	No Data	88%	72%	66%
Target	90%	90%	90%	90%	95%
<b>Helpfulness</b>					
Actual	69%	No Data	85%	70%	70%
Target	90%	90%	90%	90%	95%

How Are We Doing

Not meeting targets.

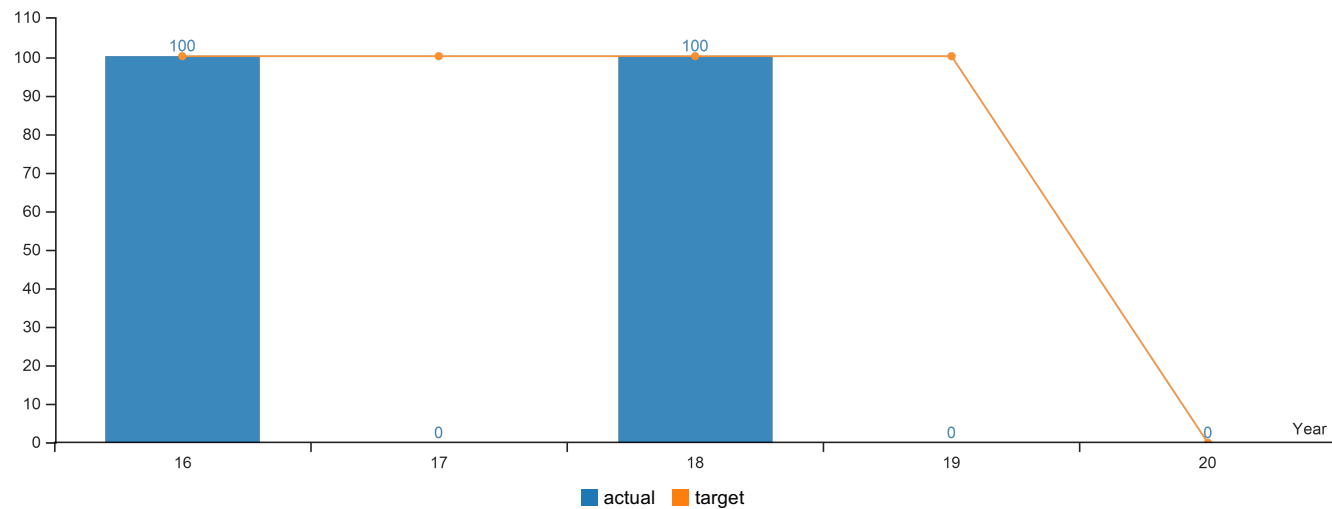
**Factors Affecting Results**

The Board's interaction with the public is largely through complaint investigation. Since only about 5 percent of complaints received are found to be valid, i.e, relating to a matter the Board regulates through the Veterinary Practice Act, there is a high degree of dissatisfaction with investigation outcomes. Most complaints received concern fees, communication (attitude), or business practices (hours of operation), and these matters are not under the Board's control. ORS 676.176 prevents the Board from explaining to complainants why discipline is not imposed against a licensee.

Licensee dissatisfaction is often registered in response to rules they find onerous, or to perceived unacceptable delays in processing applications. These results are unlikely to change regardless of staff performance.

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	2016	2017	2018	2019	2020
<b>BEST PRACTICES</b>					
Actual	100%	No Data	100%	No Data	No Data
Target	100%	100%	100%	100%	0%

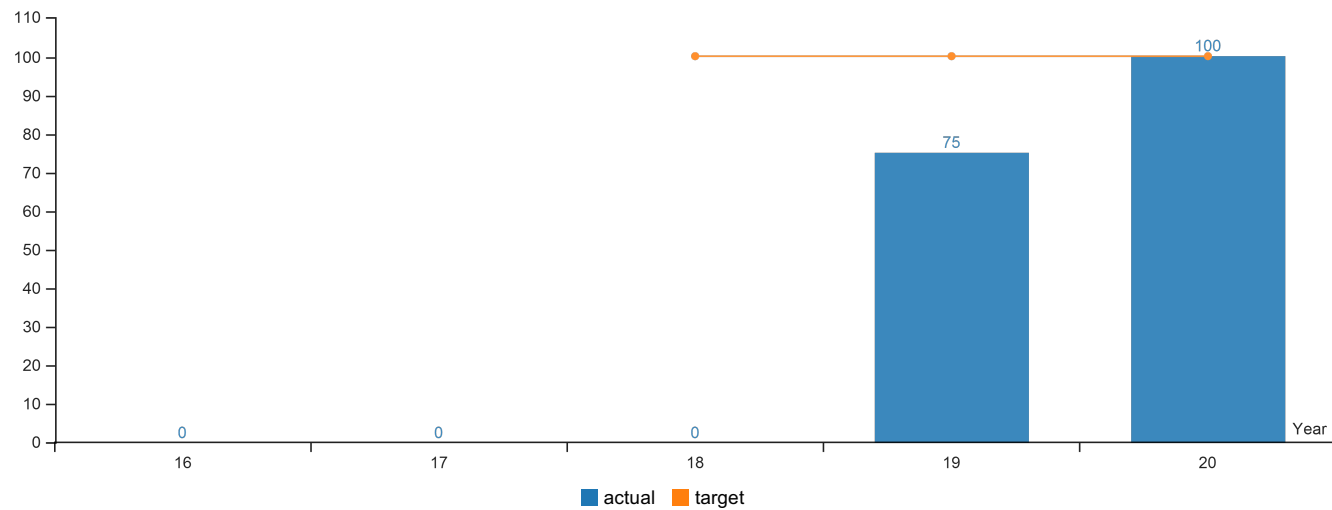
#### How Are We Doing

The Board responds to all complaints received and conducts meetings in compliance with ORS 183 and all applicable public meeting requirements.

#### Factors Affecting Results

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	2016	2017	2018	2019	2020
<b>Facility Inspections</b>					
Actual	No Data	No Data	No Data	75%	100%
Target	TBD	TBD	100%	100%	100%

#### How Are We Doing

All 700+ veterinary facilities have been inspected. No significant noncompliance found. Minor noncompliance has been corrected.

#### Factors Affecting Results