



Oregon

Occupational Therapy Licensing Board

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Governor's 2013-2013 Balanced Budget Presentation

Occupational Therapy Licensing Board (OTLB)

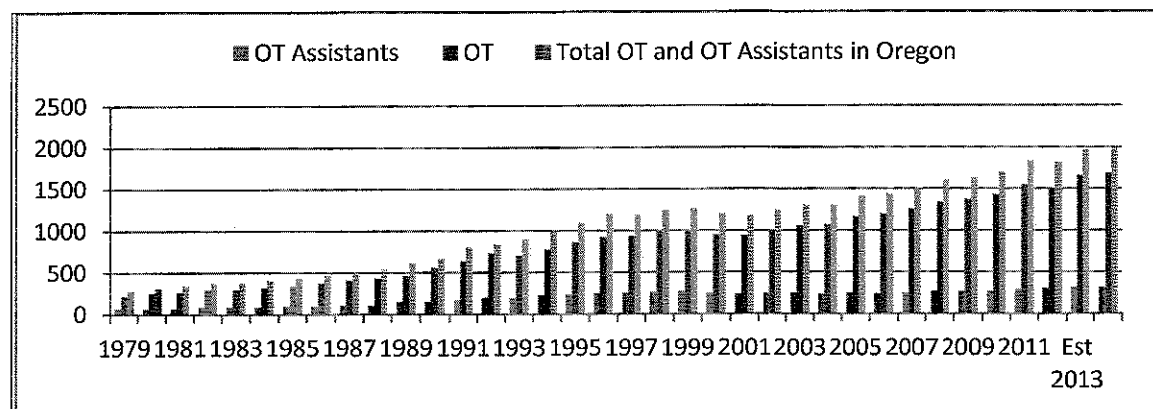
Felicia Holgate, Executive Director (971-7683-0198)

Alan King, OTR, Board Chair

AGENCY MISSION is to protect the public by supervising Occupational Therapy practice and to assure safe and ethical delivery of Occupational Therapy services.

Program Objectives

The Board must check that all applicants have required qualifications and obtain primary source verifications for education and licenses from other states. The first goal is that all complaints are reviewed by the board quickly and action taken where appropriate to protect the public. The second goal is to confirm applicant requirements and issue licenses quickly. Occupational Therapists have been licensed in Oregon since 1977 and the license numbers continue to grow:



The **Board** is composed of two Occupational Therapists, one Occupational Therapy Assistant and two public members. **Staff** includes the Executive Director and a part-time office specialist (FTE .25 at 10 hours a week). We plan to upgrade the Office specialist to an Administrative Assistant position. Next biennium we need to increase the hours of the part-time employee. The Board has kept up with complaints by being able to hire a former board member under contract to help with investigations. There is an increase in discipline and we expect an increase in cases as license numbers increase, as they learn about mandatory reporting and as we start LEDS (Law Enforcement Data System) checks with a contact with the Nursing Board.

Performance Measures

KPM 1 Timely Licensing: Over 95 % issued within 3 days of receipt of required documents. Staff confirms primary source verification of education and licensure in other states and the national certification board. Continuing education and completion of pain management and data collection is required online. Two improvements ready to start this year include:

- An online state ethics/law exam for applicants
- Law Enforcement Data System background checks for renewal licensees



What we do better now:

- Almost paperless: 7 years ago 80 % work done by paper, now 95 % electronically.
- Work electronically includes saving time, process fewer checks when paid by credit card
- Two year online licensing and updating web site: saves money and time
- Share with other boards - administrative functions, fax/copier, staff, background LEDS
- Use phone and laptop to keep up with work giving flexibility and providing quick services
- Work closely with Association and schools keeping better communication and education

As an example, verification requests are made by e-mail, the address is copied onto the form and printed, signed and sealed and in a window envelope, all done within a few minutes at no charge.

Key Performance 2: Timely resolution of complaints: There are about a dozen complaints a year and several final Consent Orders. Examples of actions taken:

- Reprimand and follow up of work evaluations and reports on DUI court probation
- Probation with close daily supervision when had concerns with competency

We expect an increase in investigations needed because of more public awareness, mandatory reporting, and LEDS background checks. Cases are reviewed at every board meeting.

What we do better:

- Educate and resolve cases by Consent Orders without having costly administrative hearings
- Use former board member to help with discipline/consultation and education
- While still protecting public, the Board educates when appropriate, rather than punish
- We have a contract with Nursing Board to process LEDS (Law Enforcement Data) checks

Key performance 3: Customer satisfaction over 95% - all comments are reviewed to improve services.

Key performance 4: Board best practice are followed and measured yearly.

About License fees:

- The Board reduced fees by \$10 a year for all license renewals and continue to keep them low
- Revenue is all "other funds" and need a 2 year cash flow to cover expense through 2 years
- Costs are lower because there are few discipline cases, and all are resolved by Consent Order

What we do better:

- Increase security: locks at suite door, cabinets, track who access SS#, Business Continuity plan
- Changed from paper to online request for changes of contact information, requests for license verifications, questions on scope or ethics. Q & A on web site answers common licensee questions.
- Paid \$5 per licensee data collection costs as revenue transfer rather than charging licensees.

There are no specific Occupational Therapy legislative bills, though some would affect the Board. Thank you for the opportunity to explain our budget and programs.

Felicia Holgate, Director and Mr. Alan King, OTR, Board Chair

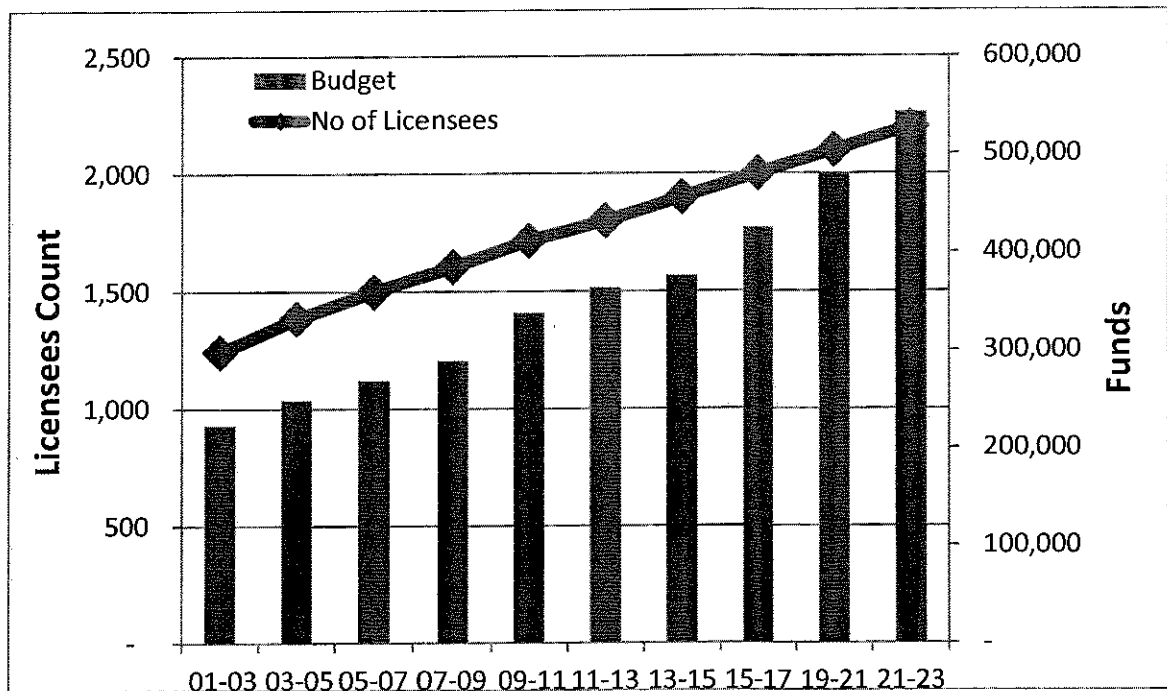
Attached: 10 Year Program Budget Plan, Key Performance Measures, Ending Balance Form

Agency Name: Occupational Therapy Licensing Board (OTLB)

Primary Outcome Area: Safety

Secondary Outcome Area:

Program Contact: Felicia Holgate, Executive Director 971-673-0198



Executive Summary

The Occupational Therapy Licensing Board (OTLB) regulates the practice of occupational therapy in Oregon. The Board’s mission is to protect the public by supervising occupational therapy practice, and assuring safe, ethical delivery of occupational therapy services in Oregon.

Examples of what Occupational Therapist (OT) do is work with children (teach an autistic child to write), in Rehabilitation centers (help a stroke victim learn to dress with a paralyzed arm), with elders in nursing and retirement homes (learning how to exercise, go to the toilet, dress or garden) and others (soldiers without limbs learning to function back home). OT is important because its focus is on function – how to do what is important in the patient’s life.

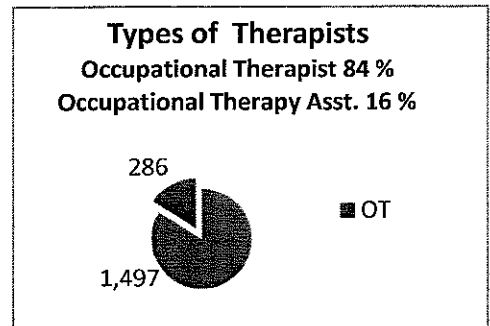
Program Funding Request *There are no requests for extra funding this biennium.*

Program Description

Enforcement: The Board’s legal responsibility to investigate complaints and concerns about OT practice is its most important safety requirement. Though there are relatively few complaints, the Board suspends licensees, but more often works through education and close follow up to allow therapist to continue working under conditions set by the Board. Some conditions are: requiring close supervision with reports to the Board, review of work performance, mandating and auditing Education, meeting with Board consultant or full Board. All public disciplinary cases

have been resolved in the last 8 years through a mutual Consent Order, avoiding legal costs and time required for Hearings. All formal public orders are posted on the Licensee Look Up of the disciplined licensee, giving the public access to the information. The Board has an Agency agreement for Law Enforcement Data System checks to be done which will bring more work.

Licensing: The OTLB reviews applications of Occupational Therapists and Occupational Therapy Assistants and confirms completed education and passing of the National Certification exam; reviews crimes, concerns and complaints affecting OT practice; confirms and audits completed continuing education requirements to help increase competence. The Board looks carefully at applicants coming to Oregon through endorsement from other states. Currently, there are 1,834 licensees.



Education: The OTLB does primary source verification of completion of required education and fieldwork for all initial applicants, and confirmed requirements of continuing education each licensing renewal. The Board works closely with the National Certification Board of OT and has a secure web site to confirm national exam results. The Board meets with students at Pacific University, School of OT and at the OT Assistant program at Linn Benton Community College. There is close cooperation with the state association to present continuing education in topics of importance. The Board currently is working on classes on ethics, management and supervision. The Board is setting up an Oregon Ethics/Law exam for new applicants.

Regulation: The Board follows legislation and clarifies scope of practice questions and other licensing requirements. The Board educates licensees on legislative changes in areas such as mandatory reporting of crimes, and mandatory pain management continuing education.

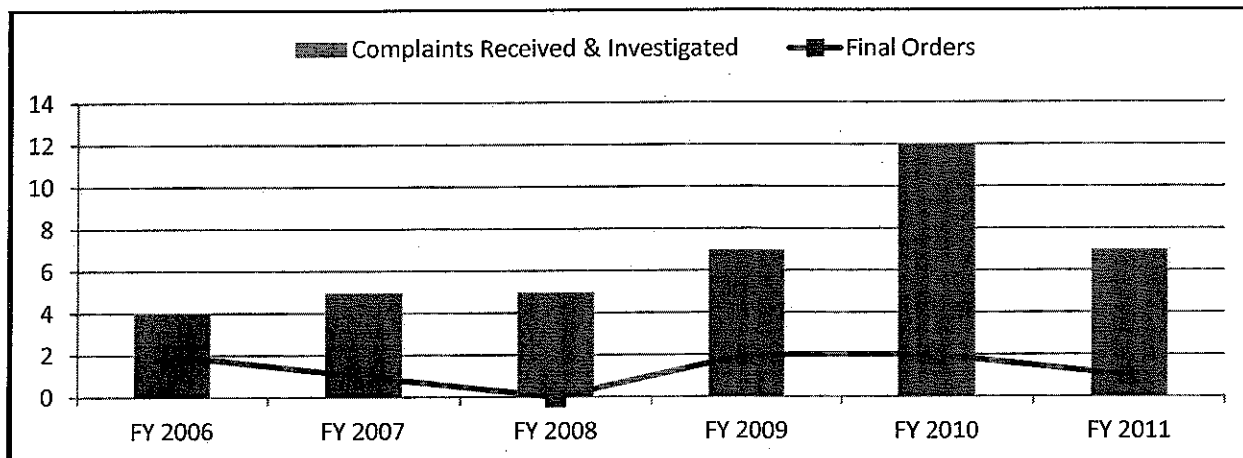
Outreach: The Board works closely with the state and national associations and certification board to address concerns of licensees and consumers. The web site provides immediate access to license status of all OTs as well as applications, continuing education requirements. There are also quick responses by phone or e-mail to questions presented to the Board. Providing information quickly helps prevent initial concerns from becoming bigger issues.

Program Justification and Link to 10-Year Outcome

The work of the Occupational Therapy Licensing Board fall within Strategy 5: to provide education, advocacy and regulatory efforts to protect citizens from harm when they are patients within the Oregon health care system. Regulations of Occupational Therapists is important, to ensure that only professional therapists are licensed, and to keep citizens safe when getting treatment. Occupational Therapists often work with vulnerable citizens (children, seniors). The Board works diligently to investigate concerns and complaints about Occupational Therapy practice. These outcomes coincide with the 10 year goals to protect the citizens of Oregon through regulation of the profession.

Program Performance

Discipline/Complaint actions: Board has obtained Consent Orders on all its disciplinary cases in the last 8 years and expects that to follow in the future.



Other areas of Performance:

Quick licensing: Licenses are issued within 3 days of receipt of all documentation which means that citizens of Oregon receive the services they need as patients, the licensee can work and taxes are paid to the state. In some other states obtaining a license can take months.

Reduced fees: Renewal fees decreased as license numbers have increased in the last 8 years. A 2-year OT renewal licensee fee in 2003 was \$200; in 2007 was \$175 and is currently \$150. A 2-year OT Assistant renewal fee in 2003 was \$150; in 2007 was \$125 and is currently \$100. This has been possible through greater efficiencies, sharing resources, reduced cost of discipline cases and increase in licensee numbers.

FTE: The number of licensees have grown by 30 % in the last 8 years but staff has stayed at 1.25, possible only through use of technology (web site, e-mail, online renewals). Eight years ago 90 % of work was done by paper, now 90 % is done online. The savings in time and money are significant. Quick action can be taken. However the biggest factors affecting cost are for legal and discipline cases and are kept lower by use of mutually signed Consent Orders.

Customer satisfaction: Those filling out the confidential questionnaire link found on each e-mail, and on the web site shows very high customer satisfaction with an over 95% good and very good approval rating in all areas.

Enabling Legislation/Program Authorization

The authority and responsibilities are defined in ORS 675.210 through ORS 675.340 and Oregon Administrative Rules Chapter 339. Occupational Therapists have been licensed since 1977.

Funding Streams

The Occupational Therapy Licensing Board is an “Other Funds” Agency which is self funded through license fees.

Significant Proposed Program Changes 2011-13 *None*

Legislatively Approved 2011-2013 Key Performance Measures

Agency: OCCUPATIONAL THERAPY LICENSING BOARD

Mission: The mission of the Occupational Therapy Licensing Board is to protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of services in Oregon.

Legislatively Proposed KPMS	Customer Service Category	Agency Request	Most Current Result	Target 2012	Target 2013
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information	Accuracy	Approved KPM	95.00	80.00	80.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information	Availability of Information	Approved KPM	95.00	80.00	80.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information	Expertise	Approved KPM	98.00	80.00	80.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information	Helpfulness	Approved KPM	98.00	80.00	80.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information	Overall	Approved KPM	95.00	80.00	80.00
3 - CUSTOMER SATISFACTION: Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent"; overall, timeliness, accuracy, helpfulness, expertise, availability of information	Timeliness	Approved KPM	97.00	80.00	80.00
4 - BEST PRACTICES: Percent of total best practices met by the Board.		Approved KPM	100.00	100.00	100.00
5 - TIMELY LICENSING - Percent of licensing applications processed within target.		Approved KPM	95.00	100.00	100.00

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Legislatively Proposed KPMS	Customer Service Category	Agency Request	Most Current Result	Target 2012	Target 2013
6 - TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.		Approved KPM	100.00	100.00	100.00

LFO Recommendation:

Approve the requested Key Performance Measures and associated targets.

Sub-Committee Action:

Sub-Committee approved the LFO recommendation.

Print Date: 6/29/2011