



# Oregon

John A. Kitzhaber, MD, Governor

## *Health Licensing Agency*

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**To:** The Honorable Mitch Greenlick, Chair, House Health Care Committee

**From:** Holly Mercer, Interim Director, Oregon Health Licensing Agency

**Date:** February 8, 2013

**Re:** **HB 2074 –Transfers Oregon Health Licensing Agency to Oregon Health Authority and Changes Name to Health Licensing Office**

Attached are documents providing an overview of the Oregon Health Licensing Agency (OHLA), a state consumer protection agency overseeing licensing and regulation of multiple health and related professions:

- Mission Statement, Contact Information and Licensing Authorizations/Boards
- Authorization Volume by Profession/Board
- Key Agency-wide Statistics, FTE, Key Performance Measure Highlights
- Agency Organizational Chart
- Agency Overview
- Agency Major Changes

I will be happy to answer any questions to clarify this agency overview and to discuss how OHLA would operationally transfer to the Oregon Health Authority.

**Contact:** Holly Mercer, Interim Director, Oregon Health Licensing Agency,  
e-mail: [holly.mercer@state.or.us](mailto:holly.mercer@state.or.us); telephone: (503) 373-2084

**Mission Statement:** The Oregon Health Licensing Agency (OHLA) protects the health, safety and rights of Oregon consumers by ensuring only qualified applicants are authorized to practice. OHLA establishes, communicates and ensures compliance of regulatory standards for multiple health and related professions.

**Interim Director: Holly Mercer**

700 Summer Street, Suite 320, Salem, Oregon 97301

**Phone:** 503-373-2084

**Email:** [holly.mercer@state.or.us](mailto:holly.mercer@state.or.us)

**Summary:**

Total number of authorizations: 70,969

Number of authorizations by license type (*as of January 23, 2013*):

**Agency 2011-2013 Budget: \$6.6 million**

**Athletic Trainers, Board of**

Athletic Trainers ..... 284

**Body Art Practitioners, Board of**

Body Piercers ..... 422

Tattoo Artists ..... 898

Electrologists ..... 79

Facilities ..... 531

**Cosmetology, Board of**

Barbers ..... 4,004

Hair Designers ..... 21,656

Estheticians ..... 13,715

Nail Technologists ..... 13,432

Facilities ..... 4,524

Independent Contractors ..... 7,094

Freelance ..... 486

**Denture Technology, Board of**

Denturists ..... 110

**Direct Entry Midwifery, Board of**

Direct Entry Midwives ..... 81

**Environmental Health Registration Board**

Environmental Health Specialists ..... 246

Waste Water Specialists ..... 9

**Hearing Aids, Advisory Council on**

Hearing Aid Specialists ..... 297

**License Dietitians, Board of**

Dietitians ..... 641

**Nursing Home Administrators Board**

Nursing Home Administrators ..... 435

**Respiratory Therapists and  
Polysomnographic Technologists  
Licensing Board**

Respiratory Therapists ..... 1,692

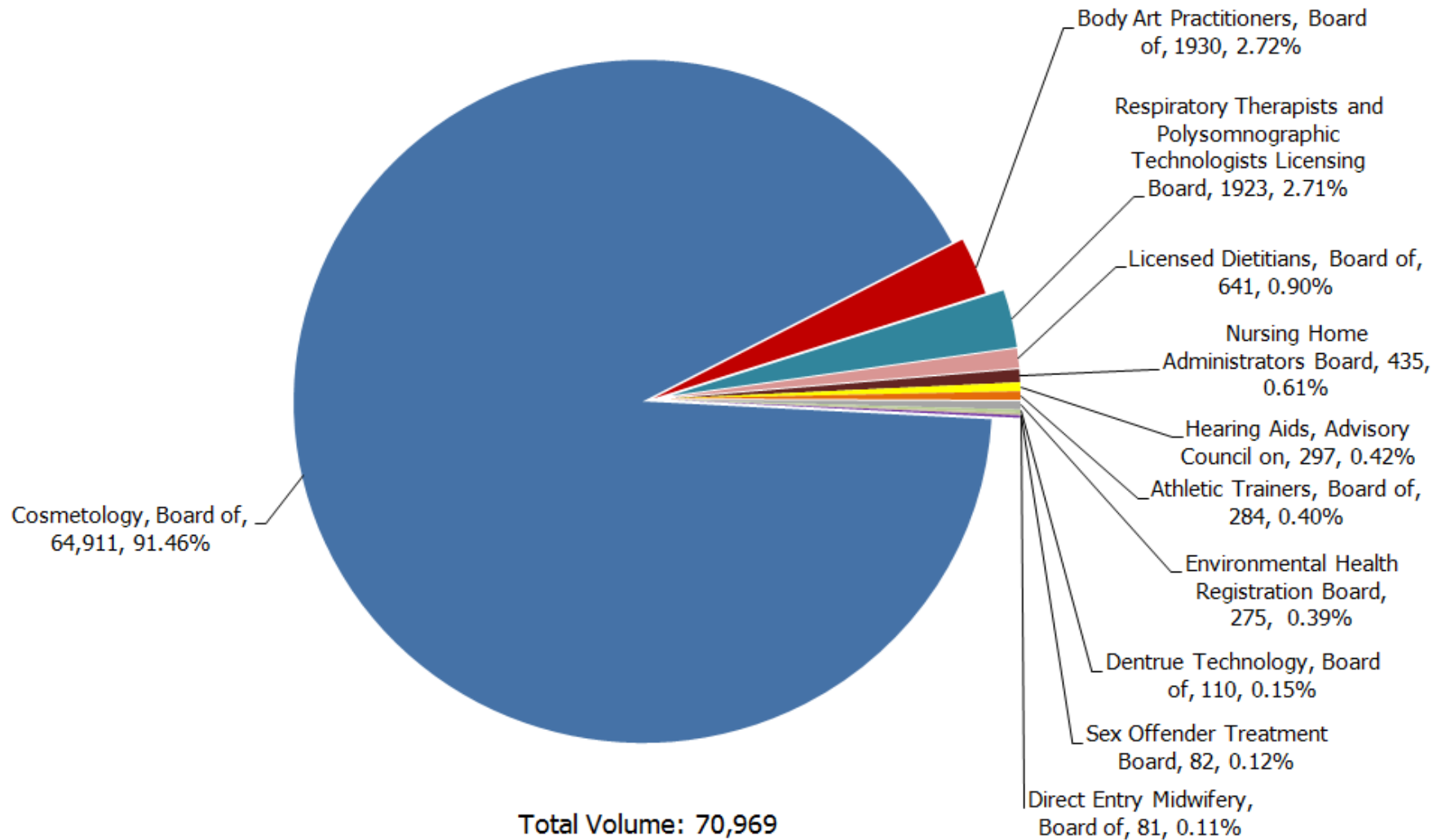
Polysomnographic Technologists ..... 231

**Sex Offender Treatment Board**

Clinical Sex Offender Therapists ..... 70

Associate Sex Offender Therapists ..... 12

# Authorization Volume as of January 23, 2013



## Key Agency-wide Statistics

| Statistics Category   | FY 2010 | FY 2011 | FY 2012 |
|---|---------|---------|---------|
| Total number of new authorizations issued                     | 5,593   | 6,019   | 6,051   |
| Total number of authorization renewals processed              | 27,765  | 33,364  | 33,705  |
| Total number of inspections conducted                         | 5,658   | 8,250   | 7,187   |
| Total number of examinations conducted                        | 5,284   | 6,714   | 7,047   |
| Total number of consumer complaints received and investigated | 312     | 410     | 416     |
| Total number of final orders issued                           | 481     | 161     | 476     |

## Number of Agency FTE

| Budget Cycle | Positions | FTE   |
|--------------|-----------|-------|
| 2007-2009    | 33        | 32.11 |
| 2009-2011    | 33        | 33.00 |
| 2011-2013    | 33        | 33.00 |
| 2013-2015    | 35        | 35.00 |

## Agency Key Performance Measures

| Status    | KPM Title                   | Description  | Target | FY 2010 | FY 2011 | FY 2012 |
|-----------|-----------------------------|--|--------|---------|---------|---------|
| Delete    | Critical Status Complaints  | Percent of critical status complaints investigated within 7 days                     | 97%    | 99%     | N/A     | N/A     |
| Establish | High Risk Health Complaints | Percent of high risk health complaints with an investigation initiated within 2 days | 96%    | N/A     | N/A     | N/A     |
| No Change | Online Renewals             | Percent of renewals processed online   | 38%    | 44%     | 46%     | 49%     |
| No Change | Customer Service Survey     | Rating overall service as service good or excellent                                  | 90%    | 89%     | 89%     | 93%     |
|           |                             | Rating information accuracy as good or excellent                                     | 90%    | 88%     | 89%     | 94%     |
|           |                             | Rating availability of information as good or excellent                              | 90%    | 85%     | 88%     | 95%     |
|           |                             | Rating staff expertise as good or excellent  | 90%    | 87%     | 90%     | 92%     |
|           |                             | Rating helpfulness as good or excellent  | 90%    | 86%     | 90%     | 93%     |
|           |                             | Rating timeliness as good or excellent   | 90%    | 75%     | 90%     | 95%     |

# OHLA-83100 ORGANIZATION CHART GBB

**Director's Office**  
Executive Director  
Z7008 PEM-E 33X  
#0000090

10 Boards  
1 Council  
77 Board/Council Members

**Administrative Services Division**  
Administrative Services Manager  
Z7008 PEM-E 33X  
#0000090  
Division 100

**Fiscal Services & Licensing Division**  
Fiscal Services & Licensing Manager  
X1245 FA-3 30  
Reclass upward to:  
X7006 PEM-D 31X  
#0000944  
PP 101

**Regulatory Operations Division**  
Regulatory Operations Manager  
X7004 PEM-C 28X  
Reclass upward to:  
X7006 PEM-D 31X  
#0000108  
PP 101

**Human Resources Manager**  
X0119 ESS-2 19  
Reclass upward to:  
X1321 HRA-2 26  
#0000303 PP 101

**Continuing Ed Analyst**  
X7004 PEM-C 28X  
Reclass downward to:  
C0871 OPA-2 27  
#0000106 PP 101

**Information Tech Coordinator**  
C1485 ISS-5 28  
#0000101

**Licensing Qualification Spec.**  
C0211 AT-2 17  
#0000611

**Administrative Specialist**  
ESTABLISH  
C0108 AS-2 19  
#0000000  
PP 101

**Administrative Assistant**  
C0103 OS-1 12  
Reclass upward to:  
C0104 OS-2 15  
#0000234 PP 101

**Board Policy Analyst**  
C0871 OPA-2 27  
#0000208

**Public Information Officer**  
C0865 PAS-2 29  
#0000690

**Budget & Statistical Analyst**  
C1243 FA-1 23  
Reclass upward to:  
C1244 FA-2 27  
#0000210 PP 101

**Licensing Qualification Spec.**  
C0323 PSR-3 15  
#0000943

**Investigator**  
C5247 CS-2 25  
#0000100

**Inspector**  
C5231 Inv. 1 19  
#0000612

**Board Policy Analyst**  
ESTABLISH  
C0871 OPA-2 27  
#0000000  
PP 101

**Qualification Analyst**  
C0870 OPA-1 23  
#0000436

**Accountant**  
C1216 Acct. 2 23  
#0000209

**Cust Svc / Lic Representative**  
C0323 PSR-3 15  
#0000230

**Investigator**  
C5247 CS-2 25  
#0000947

**Inspector**  
C5231 Inv. 1 19  
#0000231

**Board Specialist**  
C0107 AS-1 17  
#0000901

**Qualification Specialist**  
C0108 AS-2 19  
#0000614

**Revenue Recon./Purchasing**  
C1215 Acct. 1 21  
#0000769

**Cust Svc / Lic Representative**  
C0323 PSR-3 15  
#0000206

**Investigator**  
C5247 CS-2 25  
#0000945

**Inspector**  
C5231 Inv. 1 19  
#0000232

**Board Specialist**  
C0107 AS-1 17  
#0000107

**Payables / Payroll**  
C0211 AT-2 17  
#0000091

**Cust Svc / Lic Representative**  
C0323 PSR-3 15  
#0000942

**Investigator/Inspector**  
C5246 CS-1 21  
#0000099

**Inspector**  
C5231 Inv. 1 19  
#0000233

**Revenue / Collections**  
ABOLISH  
C0211 AT-2 17  
#0000116  
PP 102

**Imaging & Records Specialist**  
C0104 OS-2 15  
#0000112

**Inspector**  
ESTABLISH  
C5231 Inv. 1 19  
#0000000  
PP 102

**Cashiering / Qualifications**  
C0323 PSR-3 15  
#0000679

# Agency Overview

The Oregon Health Licensing Agency (OHLA) is unique in structure compared to other state regulatory bodies, incorporating a central agency model and director rather than a single board from one profession with one director.

Volunteer citizen boards represent OHLA-regulated professions and related professions as well as consumer and public protection interests.

OHLA boards provide profession-specific expertise and consultation as well as consumer and public protection viewpoints but are not directly responsible for nor have authority over agency operations, planning and performance.

In general, OHLA boards provide consultation in the following areas:

- Training and education
- Qualifying examinations
- Practice standards
- Code of conduct
- Advising the agency

OHLA provides the following licensing and regulatory services and oversight for all boards/professions under its jurisdiction:

- Issues authorizations to practice for all professions
- Administers qualifying examinations and audits continuing education for ongoing practitioner competence
- Responds to and resolves consumer complaints
- Conducts inspections of cosmetology and body art facilities statewide

- Administers and provides oversight to 11 volunteer citizen boards and multiple health and related professions
- Conducts administrative rulemaking and legislative activities

## Agency Short-Term and Long-Term Goals

OHLA's short-term and long-term goals are aligned in three key areas:

- Protect the health and safety of consumers
- Promote a positive business environment
- Provide excellent customer service

OHLA continues to find efficiencies in how it licenses and regulates to maximize the central agency model's effectiveness. One key strategy driving increased efficiencies is finding and implementing initiatives to make overarching licensing and regulatory requirements for all professions more consistent.

One major example of an overarching initiative to make the investigative process more consistent among all OHLA-regulated professions in the last biennium is the agency's Investigative Protocol. The step-by-step process provides a "regulatory roadmap" for OHLA regulatory staff and for licensees under investigation.

Continuing to find efficiencies in the central agency model is imperative as the agency continues to take on new volunteer citizen boards and regulated professions, as well as provide administrative functions and oversight for other government bodies such as the Citizens' Initiative Review Commission (please see Appendix A).

# OHLA: Major Agency Changes

The Oregon State Legislature established the Oregon Health Licensing Agency (OHLA) in 1999. In recent years, OHLA has taken on licensing and regulatory oversight of additional volunteer citizen boards as well as administrative oversight of other state government bodies such as the Citizens' Initiative Review Commission.

Following are highlights of major changes to OHLA since the agency's establishment:

## 2012

- **Health and Safety Standards Raised for Body Art:** OHLA requires new applicants for body piercing registration to complete 1150 hours of training and education and pass a written and practical examination.
- **OHLA Assists Citizens' Initiative Review Commission:** OHLA provides administrative oversight, including administrative rulemaking, website development and collaboration on two ballot measure reviews with commission members and Healthy Democracy Oregon, the non-profit organization that helped establish the commission.
- **Hearing Aid Specialist Education, Training Standards Raised:** Hearing aid specialist entry-to-practice qualifications increase to 520 hours of practical training and education as well as completion of a comprehensive distance learning program.

## 2011

- **Board of Body Art Practitioners Established:** OHLA provides the Oregon State Legislature with evidence that emerging body art practices such as “scarification” and “dermal implanting,” as well as ongoing public health and safety concerns with body piercing and tattooing, require a closer regulatory look, resulting in establishment of the new board.
- **Sleep Disorder Treatment Gains Regulatory Oversight:** The growing field of sleep disorder medicine results in the licensing of polysomnographic technologists and establishment of the Respiratory Therapist and Polysomnographic Technologist Licensing Board.
- **Board of Licensed Dietitians Moves to OHLA:** The Legislature transfers licensing and regulatory oversight of this previously stand-alone board to OHLA.

## 2010

- **Midwifery Practice Gains Greater Regulatory Scrutiny:** OHLA addresses risk factors, informed consent, statistical reporting and how to make what is currently voluntary licensure more palatable to practitioners in a series of administrative rulemaking and outreach meetings culminating in changes to protect mother and baby.

- **Uniform Standards Set for Sex Offender Treatment:** The Sex Offender Treatment Board, in collaboration with OHLA, establishes practice standards for the evaluation, treatment and management of juvenile, adult male and developmentally disabled sex offenders.

## 2009

- **OHLA Adopts Rules on Applicant Fitness, Fingerprinting:** In an effort to prevent potential fraud and misrepresentation of applicant identification, OHLA adopts new administrative rules to ensure that applicants in all OHLA-regulated professions are screened for their ability to practice with “care and safety” on the public.

## 2008

- **Board of Nursing Home Administrators Moves to OHLA:** The Legislature transfers licensing and regulatory oversight of this previously stand-alone board to OHLA.

## 2007

- **Legislation Establishes Sex Offender Treatment Board within OHLA:** Legislation creates this new board to oversee the specialized standards and requirements for therapists who provide treatment to sex offenders.