

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Psychologist Examiners, Board of

Mission Statement:

Our mission is to protect and benefit public health and safety; and promote quality in the psychology profession.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. RESIDENCY SUPERVISION - Percent of supervisors and residents who rate supervision process as "good" or "excellent" as effective preparation for competent and ethical professionals.		Approved	94%	95%	95%
2. EXAMINATION - Percent of examiners and examinees who rate the board-administered exam as "good" or "excellent" as an effective screen for competent and ethical professionals.		Approved	79%	97%	97%
3. CONTINUING EDUCATION - Percent of continuing education reports that meet requirements at first review.		Approved	43%	90%	90%
4. COMPLAINT INVESTIGATIONS - Percent of uncontested case consumer complaint investigations completed within six months.		Approved	59%	80%	80%
5. CUSTOMER SERVICE - 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	73%	85%	85%
	Accuracy		79%	85%	85%
	Expertise		79%	85%	85%
	Helpfulness		81%	85%	85%
	Overall		76%	85%	85%
	Timeliness		79%	85%	85%
6. BOARD BEST PRACTICES - Percent of total best practices met by the Board.		Approved	100%	100%	100%

LFO Recommendation:

LFO recommends approval of KPM and targets as presented. However, LFO recommends that the Board of Psychologists Examiners spend the interim working with the Board of Licensed Professional Counselors and Therapists , DAS, and LFO to improve and align the two boards' KPMs once the Mental Health Regulatory Agency is fully merged.

SubCommittee Action: