

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Chiropractic Examiners, Board of

Mission Statement:

The mission of the Oregon Board of Chiropractic Examiners is to serve the public, regulate the practice of chiropractic, promote quality, and ensure competent ethical health care.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Average number of days to resolve a complaint.		Approved	194	180	180
2. Percent of sexual misconduct/boundary complaints resolved in 180 days		Approved	66%	50%	50%
3. The Percentage of new complaints that are assessed, investigated, and presented to the board for an initial decision within a target number of days.		Approved	74%	90%	90%
4. Percentage of chiropractic physicians meeting the annual continuing education requirements.		Approved	89%	95%	95%
5. The Percentage of licenses issued within a target number of days once all application components (that are the responsibility of the applicant) have been received.		Approved	95%	100%	100%
6. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Helpfulness	Approved	97.29%	90%	90%
	Accuracy		94.18%	90%	90%
	Timeliness		92.63%	90%	90%
	Expertise		90.70%	90%	90%
	Overall		94.57%	90%	90%
	Availability of Information		95.34%	90%	90%
7. Board Best Practices - Percent of total best practices met by the Board.		Approved	100%	100%	100%
8. Days between complaint receipt and investigation preparation for Board. - Percent of cases having investigative reports written within 120 days from when a complaint is received to when the investigation is prepared for Board review/action.		Proposed New	No Data	80	80
9. Days between investigation preparation and presentation to the Board. - Percent of cases, with a prepared investigation that is ready for Board review/action, that are presented to the Board within 30 days of completion.		Proposed New	No Data	90	90
10. Days between Board review/initial action and case closure. - Percent of cases closed within 90 days of Board review/initial action.		Proposed New	No Data	75	75

LFO Recommendation:

The Legislative Fiscal Office (LFO) recommends approval of the higher targets for KPM 3, 5 and 6; however, the proposed language adjustment to KPM 6 (changing response selection from "excellent, good, fair, and poor" to "excellent, above average, average and below average") should be denied because this KPM is used statewide for all agencies and making an exception would create inconsistencies in statewide data reporting. LFO also recommends approval of the new KPM # 8, 9, and 10.

SubCommittee Action: