Legislatively Proposed 2017 - 2019 Key Performance Measures

Published: 3/28/2017 12:34:56 PM

Agency: Nursing, Board of

Mission Statement:

The mission of the Oregon State Board of Nursing is to safeguard the public's health and well-being by providing guidance for, and regulation of, entry into the profession, nursing education, and continuing safe practice.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.		Approved	56%	60%	60%
2. REDUCTION OF RECIDIVISM - Percent of disciplined licensees with a new complaint within three years of Board closing original case with a disciplinary action.		Approved	2%	2%	2%
3. 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.	Accuracy	Approved	93%	90%	90%
	Expertise		91%	90%	90%
	Timeliness		90%	90%	90%
	Helpfulness		88%	90%	90%
	Availability of Information		86%	90%	90%
	Overall		89%	90%	90%
4. ON-LINE TRANSACTIONS - Percent of business transactions completed on-line.		Approved	95%	95%	95%
5. TIMELY LICENSING - Percent of licensing applications processed within target.		Approved	98%	100%	100%
6. EFFECTIVE GOVERNANCE - Percent of total best practices met by the Board.		Approved	100%	100%	100%

LFO Recommendation:

Approve the 2017-19 Key Performance Measures as proposed.Change targets for #2, #4, and #5.

SubCommittee Action: