

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Medical Imaging, Board of

Mission Statement:

The mission of the Oregon Board of Medical Imaging is to promote, preserve and protect the public health, safety and welfare of Oregonians who are undergoing medical imaging studies performed by agency licensees for the purpose of medical diagnosis and therapy.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
3. TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.		Approved	97%	100%	100%
4. AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.		Approved	50%	50%	50%
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.	Accuracy	Approved	84%	90%	90%
	Timeliness		85%	95%	95%
	Expertise		86%	95%	95%
	Overall		85%	95%	95%
	Helpfulness		79%	90%	90%
	Availability of Information		76%	90%	90%
6. DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.		Approved	97%	100%	100%
7. BEST PRACTICES - Percent of total best practices met by the Board.		Approved	94%	100%	100%

LFO Recommendation:

The Legislative Fiscal Office recommends modifying KPM #3 Timely Licensure by reducing the timeframe from 10 days to 5 days.

Approve the 2017-19 Key Performance Measures and targets as proposed.

SubCommittee Action: