

# Legislatively Proposed 2017 - 2019 Key Performance Measures

Published: 4/20/2017 4:34:37 PM

**Agency:** Naturopathic Medicine, Board of

**Mission Statement:**

The mission of the Oregon Board of Naturopathic Medicine is to protect the public by licensing and regulating Naturopathic physicians. The Board will promote physician excellence and will foster communication within the profession and with the public.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Average time from receipt of a new complaint to completion of the investigation (months).		Approved	12	9	9
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.	Availability of Information	Approved	95%	95%	95%
	Timeliness		95%	95%	95%
	Accuracy		95%	95%	95%
	Helpfulness		98%	95%	95%
	Overall		98%	95%	95%
	Expertise		95%	95%	95%
4. Percent of total best practices met by the Board.		Approved	100	100	100

**LFO Recommendation:**

Approve the 2017-2019 Key Performance Measures and targets as proposed.

**SubCommittee Action:**