

Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Occupational Therapy Licensing Board

Mission Statement:

The mission of the Occupational Therapy Licensing Board is to protect the public by supervising occupational therapy practice to assure the safe and ethical delivery of services in Oregon.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
3. CUSTOMER SATISFACTION - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information	Overall	Approved	98%	95%	95%
	Availability of Information		97%	95%	95%
	Expertise		98%	95%	95%
	Helpfulness		98%	95%	95%
	Timeliness		99%	95%	95%
	Accuracy		98%	95%	95%
4. BEST PRACTICES: Percent of total best practices met by the Board.		Approved	100%	100%	100%
5. TIMELY LICENSING - Percent of all licensing applications processed within 3 days.		Approved	98%	100%	100%
6. TIMELY RESOLUTION OF COMPLAINTS - Percent of cases investigated and referred to Board within 120 days of receipt of complaint.		Approved	100	100	100

LFO Recommendation:

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

SubCommittee Action: