



**Education Subcommittee
Joint Ways & Means Committee
February 8, 2017**

**Testimony of Cassandra Skinner,
Executive Director, and
Dr. Jason Young, OBCE Chair**

Governor's Budget – SB 5507

The Oregon Board of Chiropractic Examiners (OBCE) is responsible for the licensing and regulation of chiropractic physicians and certified chiropractic assistants. Our board consists of five chiropractic physicians and two public members, all of whom are appointed by the Governor and confirmed by the Senate. **OBCE's mission: *To serve the public, regulate the practice of chiropractic, promote quality, and ensure competent ethical health care.*** (Rev. 09/07)

We have 5.1 FTE staff (6 positions), including two Administrative Assistants (one at 1.0 FTE, one at .75 FTE), an Office Specialist (.75 FTE) currently vacant, an Investigator (1.0 FTE), a Health Care Investigator (.6 FTE), and Executive Director (1.0 FTE). Our Assistant Attorney General is a critical part of our team. We recently hired a temporary Office Assistant to assist in filing, scanning, and archiving that need to be done as we hire a permanent Office Specialist.

DC Licensee/Certified CA Overview

Licensee Types	3/31/14	1/30/15	8/1/16	9/1/16	10/1/16	11/1/16	12/1/16	1/1/17	2/1/17
DC - Active	1619*	1626*	1625*	1169	1175	1179	1180	1189	1181
DC - Inactive	344	356	295	295	295	294	292	290	292
DC - Senior				376	378	379	383	383	382
DC - Initial				77	81	81	78	73	90
DC Total	1975	1982	1920	1917	1929	1933	1933	1935	1945
CA - Initial				116	162	198	237	271	299
CA - Renewing				1020	1054	1253	1039	1041	1043
CA Total	1421	1782	1583	1136	1216	1253	1276	1312	1342
TOTAL	3396	3764	3503	3053	3145	3186	3209	3247	3287

* Includes Senior and Initial DCs.



Complaints Overview

- Complaints resolved per year:

2013	2014	2015	2016
125	118	64	71

- Currently, we have 38 open cases involving 27 licensees and 5 unlicensed persons.
- 3 licensees are suspended, 8 are on probation, and 27 are subject to monitoring.

NUMBER OF NEW COMPLAINTS RECEIVED IN PREVIOUS YEARS		RECEIVED COMPLAINTS BY TYPE	2008	2009	2010	2011	2012	2013	2014	2015	2016
		Advertising	6	5	3	6	7	5	0	3	0
		Billing Issues	6	9	3	16	18	15	13	2	9
1998	39	Chart Notes	3	2	3	5	3	8	1	7	2
1999	77	Licensing/CE	10	13	9	16	12	11	8	6	13
2000	72	Miscellaneous*	5	9	12	25	18	12	12	6	6
2001	67	Practice w/o License	1	3	1	4	11	3	5	3	1
2002	75	Records Release	8	2	4	2	3	4	3	2	2
2003	92	Sexual Misconduct/Boundaries	5	6	7	15	7	14	4	0	6
2004	78	Treatment	10	12	17	10	27	11	10	15	7
2005	96	Treatment/Billing	8	6	9	11	15	28	11	2	1
2006	86	Unprofessional Conduct	10	11	2	20	22	14	15	9	23
2007	95	Total Complaints	72	78	70	130	143	125	82	55	70

*Miscellaneous for 2015 includes 1 fraud, 1 failure to pay child support, 2 failure to supervise, 1 miscellaneous, and 1 excessive treatment complaints. Miscellaneous for 2016 includes 1 fraud, 1 failure to pay child support, 1 IME, 1 X-Ray, and 2 miscellaneous complaints.

New Targets for Existing Key Performance Measures (KPMs) and New Proposed KPMs

During the 2015-17 budget review process, this Subcommittee requested that the OBCE review all existing KPM targets and propose more appropriate and updated values as we had been consistently meeting or surpassing the established targets. As such, we propose changing the targets for the following KPMs:

- KPM 3** (percentage of new complaints that are assessed, investigated, and presented to the board for an initial decision within 120 days) from 80% to 90%.
- KPM 5** (percentage of licenses issued within 5 business days) from 90% to 100%.
- KPM 6** (customer service survey) – changing existing language from “excellent, good, fair, and poor” to “excellent, above average, and below average” and changing the existing target from 75% to 90%

The OBCE is also proposing the following 3 new KPMs to gain a fuller picture as to its internal efficiencies and external contingencies that effect case timelines.

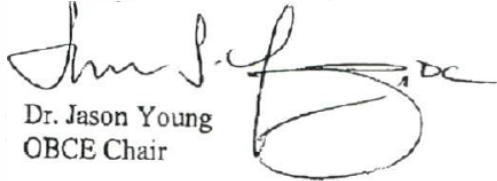
- **KPM 8:** The number of days from when the complaint is received to when the investigation is prepared for Board review/initial action.
- **KPM 9:** The number of days from when the investigation is prepared for Board review/initial action to when it is presented to the Board.
- **KPM 10:** The number of days from Board initial action to case closure.

Budget Requests

Other than packages for vacancy factor, standard and above standard inflation, DAS adjustments, and AG adjustments, the OBCE is requesting no additional policy packages or budget requests.

Thank you for your time and consideration.

Sincerely,



Dr. Jason Young
OBCE Chair



Cassandra C. Skinner, J.D.
OBCE Executive Director