# Naturopathic Medicine, Board of

Annual Performance Progress Report

Reporting Year 2018

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| KPM #	Approved Key Performance Measures (KPMs)
1	Average time from receipt of a new complaint to completion of the investigation (months). -
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.
4	Percent of total best practices met by the Board. -

red
green
yellow
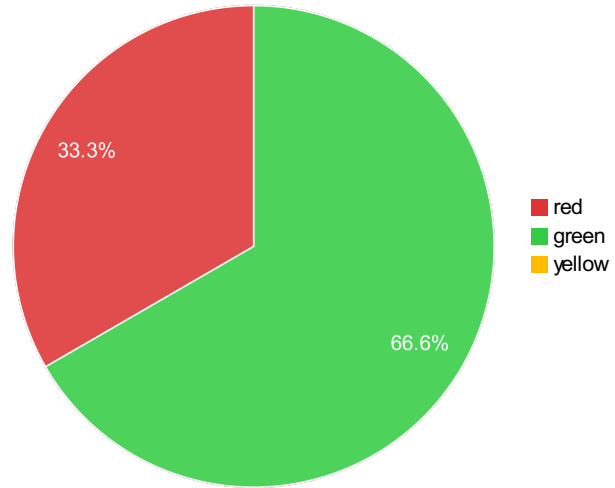
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	66.67%	0%	33.33%

| KPM #1	Average time from receipt of a new complaint to completion of the investigation (months). -
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = positive result
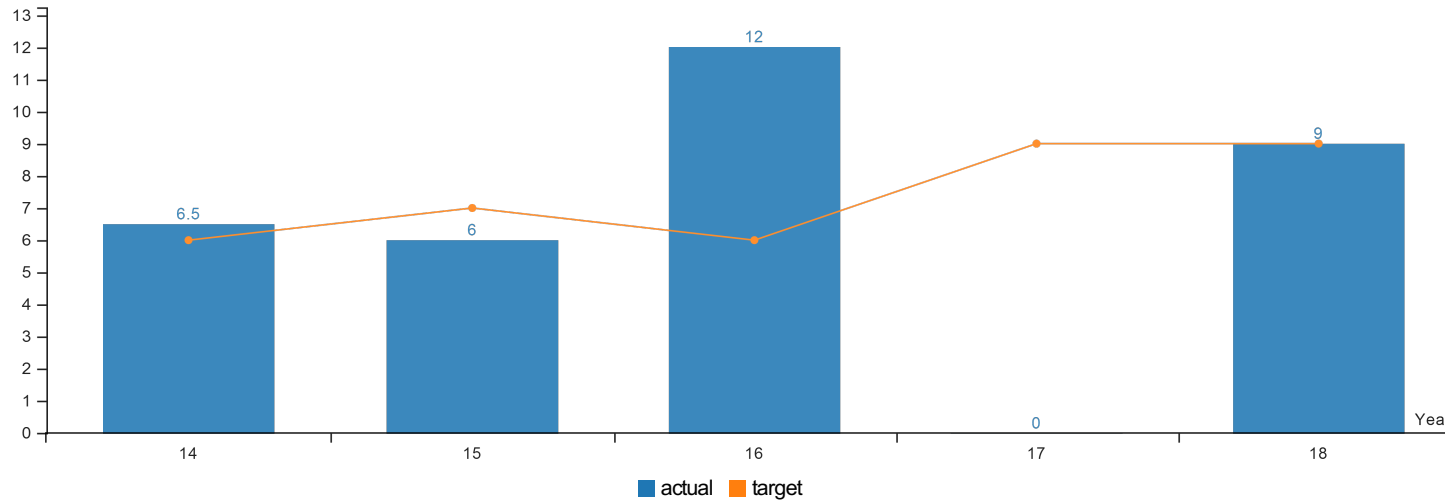
Report Year	2014	2015	2016	2017	2018
RECEIPT OF COMPLAINT TO COMPLETION OF INVESTIGATION					
Actual	6.50	6	12	No Data	9
Target	6	7	6	9	9

How Are We Doing

Factors Affecting Results

| KPM #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.
	Data Collection Period: Jan 01 - Jan 01
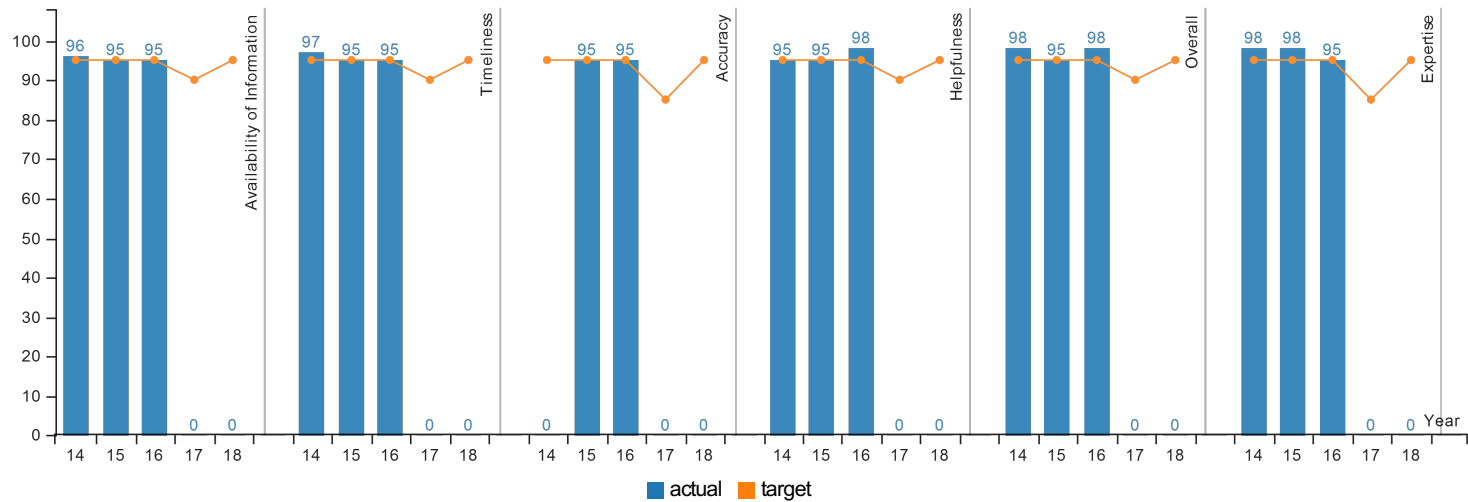
Report Year	2014	2015	2016	2017	2018
Availability of Information					
Actual	96%	95%	95%	No Data	No Data
Target	95%	95%	95%	90%	95%
Timeliness					
Actual	97%	95%	95%	No Data	No Data
Target	95%	95%	95%	90%	95%
Accuracy					
Actual	No Data	95%	95%	No Data	No Data
Target	95%	95%	95%	85%	95%
Helpfulness					
Actual	95%	95%	98%	No Data	No Data
Target	95%	95%	95%	90%	95%
Overall					
Actual	98%	95%	98%	No Data	No Data
Target	95%	95%	95%	90%	95%
Expertise					
Actual	98%	98%	95%	No Data	No Data
Target	95%	95%	95%	85%	95%

How Are We Doing

Factors Affecting Results

KPM #4	Percent of total best practices met by the Board. -
	Data Collection Period: Jan 01 - Jan 01

Upward Trend = positive result
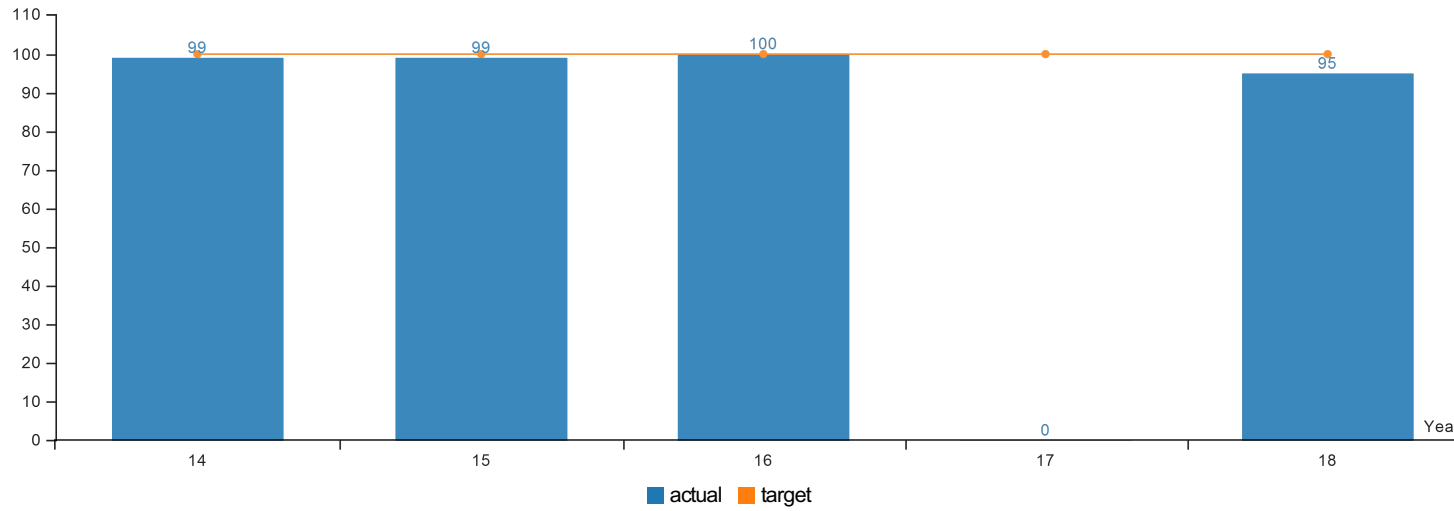
Report Year	2014	2015	2016	2017	2018
Best Practices					
Actual	99	99	100	No Data	95
Target	100	100	100	100	100

How Are We Doing

Factors Affecting Results