

Legislatively Proposed 2019 - 2021 Key Performance Measures

Published: 2/5/2019 4:08:48 PM

Agency: Chiropractic Examiners, Board of

Mission Statement:

To protect the health, safety, and welfare of the public in all matters of chiropractic care by setting a national standard in educating, licensing, and regulating our licensees.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2020	Target 2021
1. Average number of days to resolve a complaint.		Approved	191	180	180
2. Percent of sexual misconduct/boundary complaints resolved in 180 days		Approved	20%	50%	50%
3. The Percentage of new complaints that are assessed, investigated, and presented to the board for an initial decision within 120 days.		Approved	59%	90%	90%
4. Percentage of chiropractic physicians meeting the annual continuing education requirements.		Approved	90.20%	95%	95%
5. The Percentage of licenses issued within 5 days once all application components (that are the responsibility of the applicant) have been received.		Approved	90.60%	100%	100%
6. 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.	Helpfulness	Approved	98%	90%	90%
	Accuracy		91.40%	90%	90%
	Timeliness		91.40%	90%	90%
	Expertise		94.70%	90%	90%
	Overall		91%	90%	90%
	Availability of Information		93.90%	90%	90%
7. Board Best Practices - Percent of total best practices met by the Board.		Approved	98.10%	100%	100%
8. Days between complaint receipt and investigation preparation for Board. - Percent of cases having investigative reports written within 120 days from when a complaint is received to when the investigation is prepared for Board review/action.		Approved	35.20%	80%	80%
9. Days between investigation preparation and presentation to the Board. - Percent of cases, with a prepared investigation that is ready for Board review/action, that are presented to the Board within 30 days of completion.		Approved	88.90%	90%	90%
10. Days between Board review/initial action and case closure. - Percent of cases closed within 90 days of Board review/initial action.		Approved	89.20%	75%	75%

LFO Recommendation:

Legislative Fiscal Office recommends approval of the request.

SubCommittee Action: