



Oregon

Tina Kotek, Governor

Board of Naturopathic Medicine
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February 6, 2025

To: Joint Committee on Ways and Means Subcommittee

From: Mary-Beth Baptista, J.D. – Executive Director Oregon Board of Naturopathic Medicine

Re: OBNM Budget Presentation

WEBLINKS AND REFERENCE DOCUMENTS

Weblinks:

- [Governor's Recommended Budget - 2025-2027](#)
- Oregon Board of Naturopathic Medicine - <https://www.oregon.gov/obnm>
- OBNM Board Members, OBNM Board Member Handbook: <https://www.oregon.gov/obnm/Pages/Board-Members.aspx>
- Naturopathic Formulary Council Members, Meeting Minutes
- <https://www.oregon.gov/obnm/Pages/Formulary%20Council.aspx>
- [Oregon Revised Statutes Chapter 685 – Naturopathic Physicians Occupations and Profession](#)
- [Oregon Administrative Rules Chapter 850 - Oregon Board of Naturopathic Medicine](#)
- OBNM Complaint Process: <https://www.oregon.gov/obnm/Pages/Complaints.aspx>
- OBNM Discipline: <https://www.oregon.gov/obnm/Pages/Discipline.aspx>
- OBNM Continuing Education Requirements and Applications for Approval: <https://www.oregon.gov/obnm/Pages/ContinuingEducation.aspx>
- OBNM Strategic Plan / Affirmative Action Plan / Diversity Equity and Inclusion Plan: <https://www.oregon.gov/obnm/Pages/OBNM-Strategic-Plan.aspx>

Reference Documents (Attached)

- OBNM Key Performance Measures
- OBNM Vacancies (no Vacancies)
- OBNM 10% Reduction Options
- OBNM Ending Balance
- Oregon NDs by County

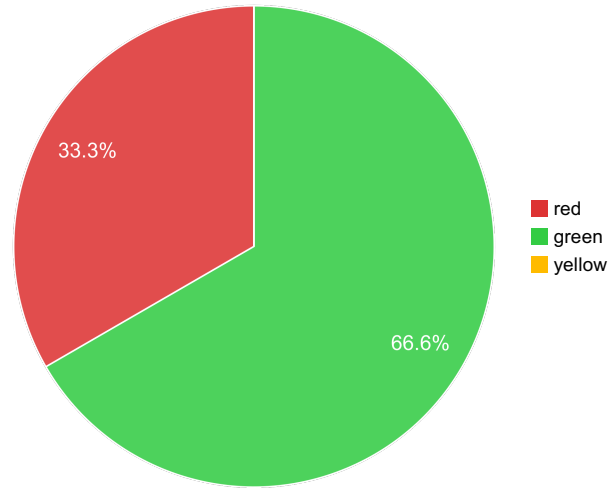
Board of Naturopathic Medicine

Annual Performance Progress Report

Reporting Year 2024

Published: 10/10/2024 11:33:16 AM

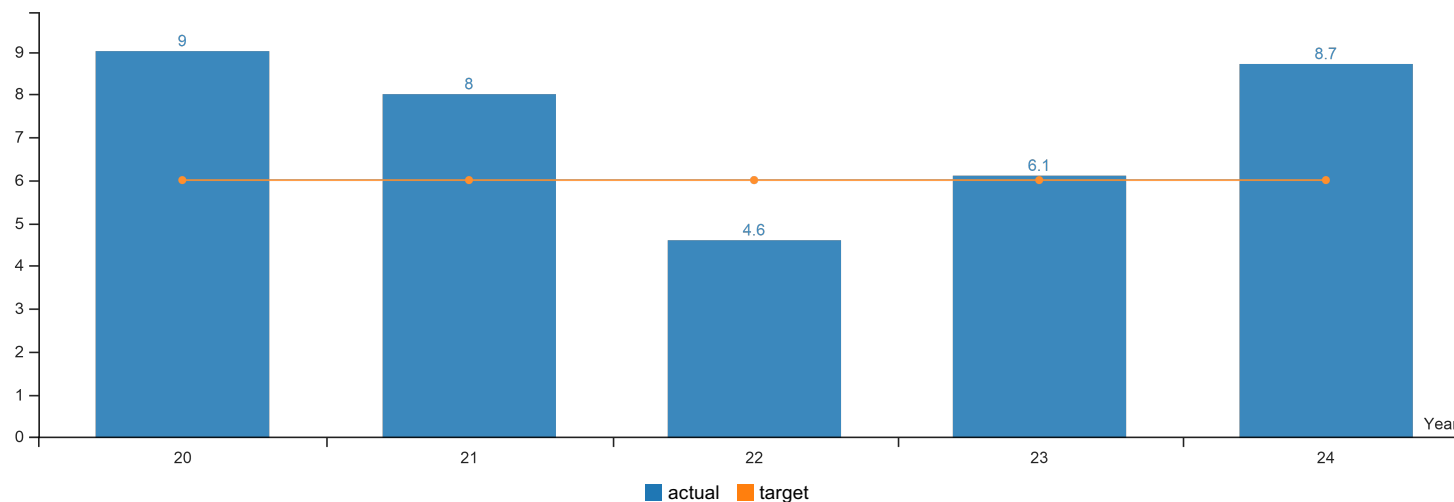
KPM #	Approved Key Performance Measures (KPMs)
1	Investigations - Average number of months from receipt of a new complaint to completion of the investigation.
3	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as good or excellent for overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
4	Best Practices - Percent of total best practices met by the Board.



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

KPM #1	Investigations - Average number of months from receipt of a new complaint to completion of the investigation.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
RECEIPT OF COMPLAINT TO COMPLETION OF INVESTIGATION					
Actual	9	8	4.60	6.10	8.70
Target	6	6	6	6	6

How Are We Doing

The 8.7 month average time from receipt of complaint to completion of the investigation is for calendar year January 1- December 31, 2023. The Board opens an investigation into every complaint received. The Board saw an uptick in the number of complaints submitted in 2023, closing the year with a high of 43 investigations.

Factors Affecting Results

One-third of the cases opened in calendar year 2023, were completed within the six-month target; nine (9) cases were completed within nine (9) months, and six (6) within one year. Five (5) investigations took 13-18 months to complete. The 18-month-long investigation was due to the Licensee having a prior complaint, and the case was put on hold to be investigated concurrently and deliberated with the second case. Two investigations, one completed in 14 months, the other 16 months, were stalled due to Licensees' failure to cooperate. One case took 14 months due to jurisdictional challenges. One case took 14 months due to the complexity of the complaint, the investigation included over 250 pages of medical records.

As of October 2024, nine (9) cases remain open. Three (3) cases have been open for more than one year; two of which are on hold pending civil litigation, one is being held to be deliberated with a second case that came in late 2023. Six (6) have been open between nine (9) months – to a year.

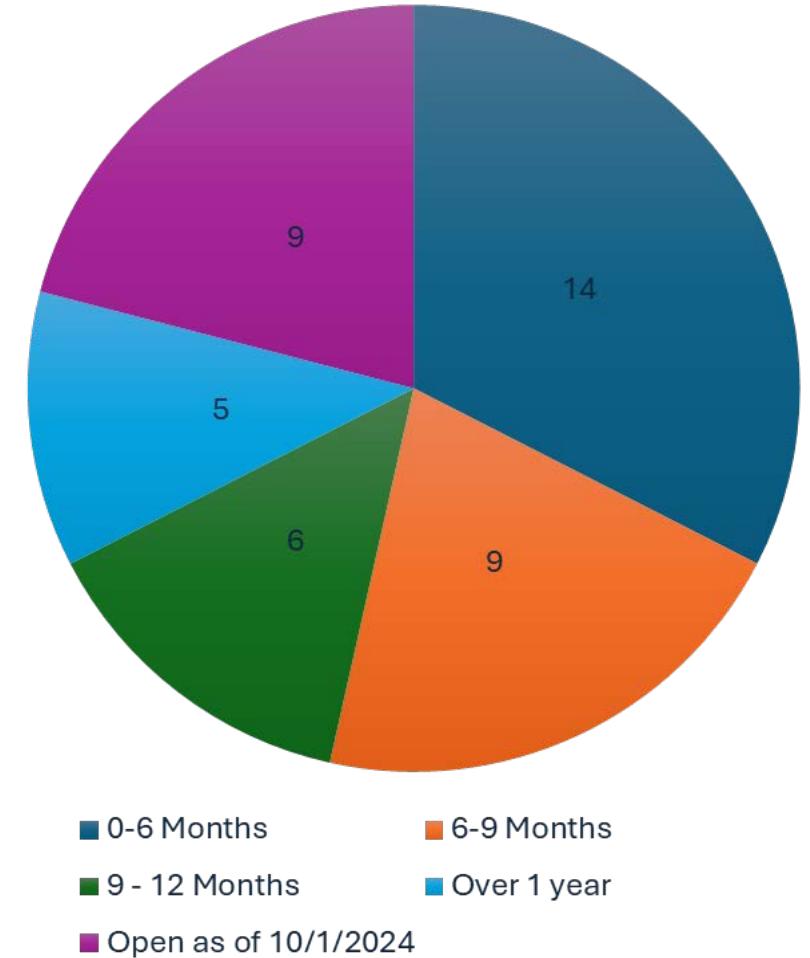
2023 Investigation Statistics and Factors Affecting Results

One-third of the cases were completed within the six-month target; nine (9) cases were completed in nine (9) months, and six (6) within one year. Five (5) investigations took 13-18 months to complete. The 18-month-long investigation was due to Licensee having a prior complaint and both complaints were investigated together. Two investigations, one completed in 14 months, the other 16 months, were stalled due to Licensees' failure to cooperate. One case took 14 months due to jurisdictional challenges. One case took 14 months due to the complexity of the complaint, the investigation included over 250 pages of medical records.

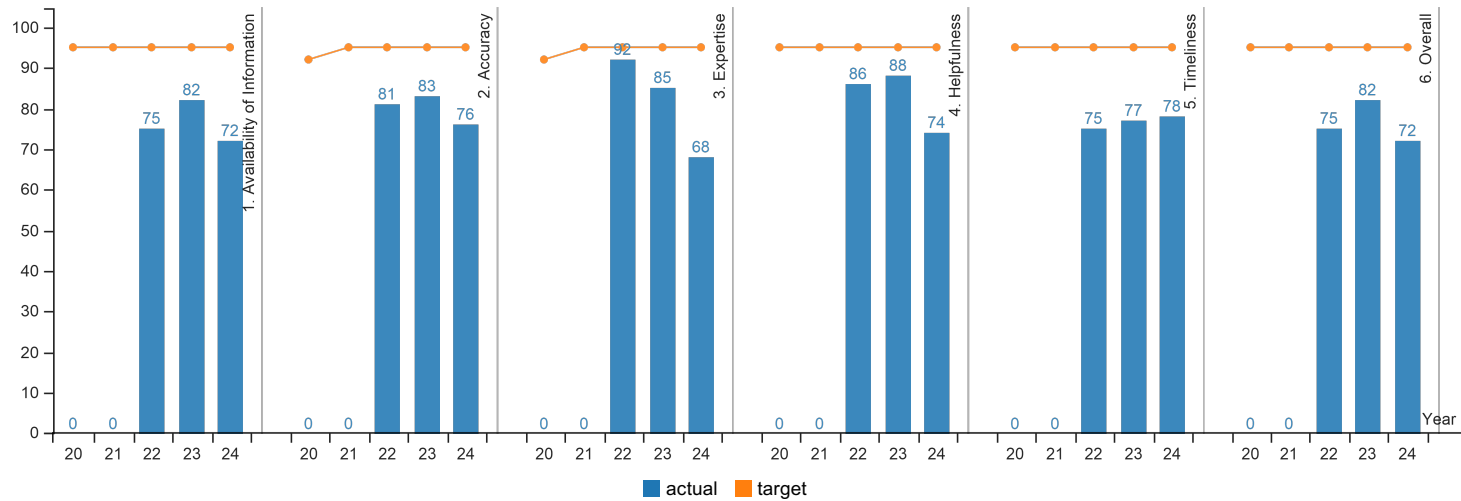
As of October 2024, nine (9) cases remain open. Three (3) cases have been open for more than one year; two are on hold pending civil litigation, one was held to be deliberated with a second case that came in late 2023. Six (6) have been open between nine (9) months – to a year.

UPDATE As of December 2024, Four (4) of the remaining nine (9) cases opened in 2023 were completed.

2023 Investigations Complaint to Completion



KPM #3	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as good or excellent for overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jan 01 - Oct 01



Report Year	2020	2021	2022	2023	2024
1. Availability of Information					
Actual			75%	82%	72%
Target	95%	95%	95%	95%	95%
2. Accuracy					
Actual			81%	83%	76%
Target	92%	95%	95%	95%	95%
3. Expertise					
Actual			92%	85%	68%
Target	92%	95%	95%	95%	95%
4. Helpfulness					
Actual			86%	88%	74%
Target	95%	95%	95%	95%	95%
5. Timeliness					
Actual			75%	77%	78%
Target	95%	95%	95%	95%	95%
6. Overall					
Actual			75%	82%	72%
Target	95%	95%	95%	95%	95%

How Are We Doing

The Board received a 130 responses to the survey from Jan 1-Oct 1, 2024.

Factors Affecting Results

The response rate was slightly higher than previous years, but due to the small sample size, a few responses can impact the statistical significance of results. For example, the category "Expertise" shows 68% of respondents rated the Board's performance as excellent or good. This could lead to an inaccurate conclusion that the remaining 32% responded with fair or poor, when in fact 20% responded "I don't know." Small samples hinder the ability to draw inferences across varying data points, e.g. the reason for the contact and the category of respondent (member of the public, complainant, licensee) responding to the survey. This can lead to misleading conclusions whereby the reported percentages may not be representative of the population interacting with the Board as a whole.

Oregon Board of Naturopathic Medicine

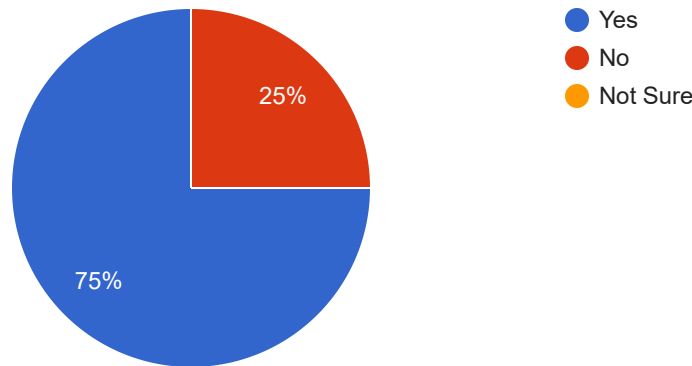
4 responses

[Publish analytics](#)

Have you had any contact with the Board in the last year?

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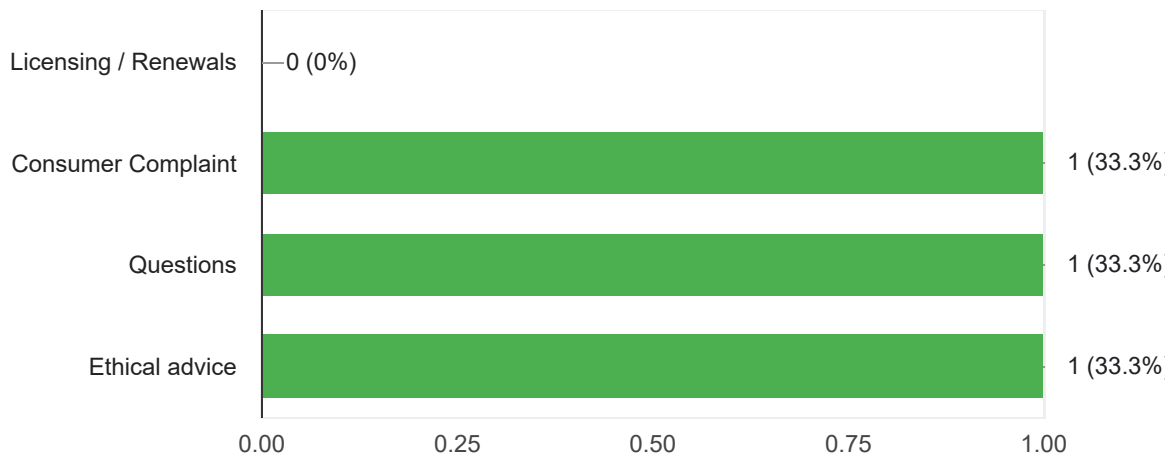
4 responses



If yes, what was the purpose of your contact with the Board? (Check all that apply)

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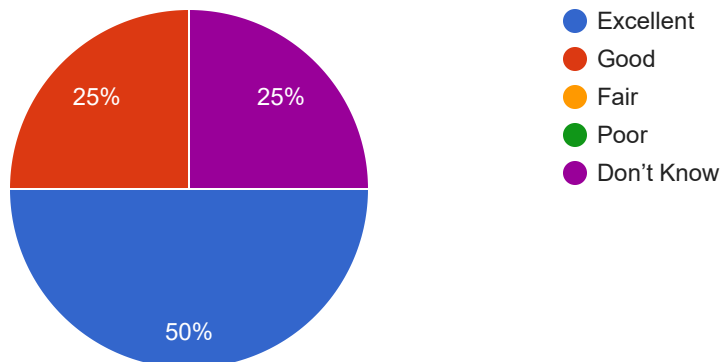
3 responses



TIMELINESS - How do you rate the timeliness of services provided by the Oregon Board of Naturopathic Medicine?

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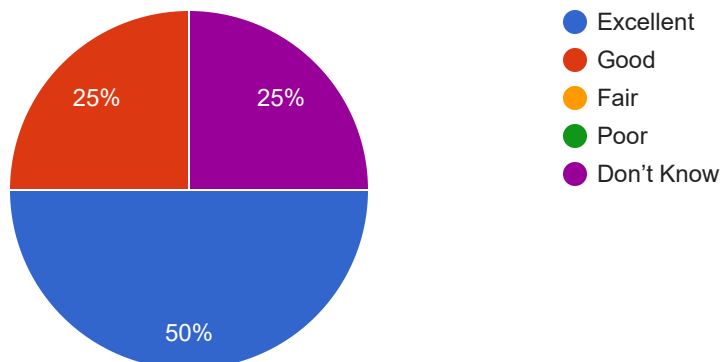
4 responses



ACCURACY - How do you rate the ability of the Board to provide services correctly the first time?

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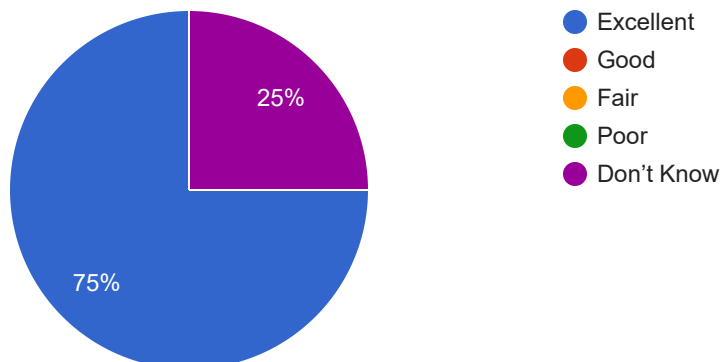
4 responses



HELPFULNESS - How do you rate the helpfulness of the Board employees?

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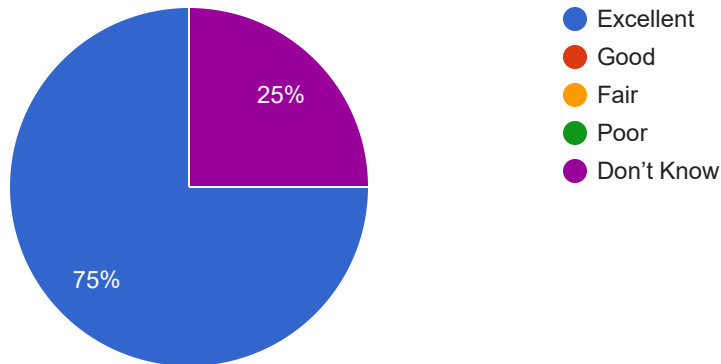
4 responses



EXPERTISE - How do you rate the knowledge and expertise of the Board employees?

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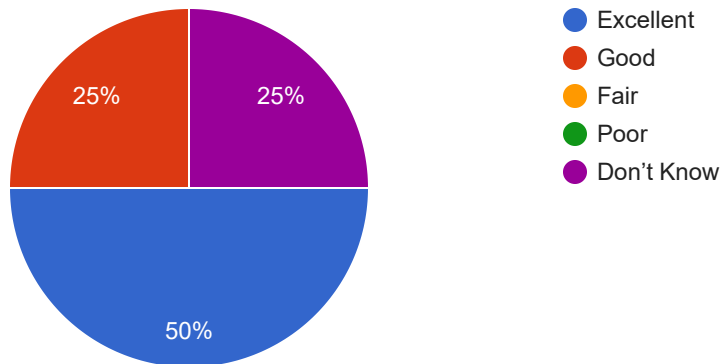
4 responses



AVAILABILITY OF INFORMATION - How do you rate the availability of information from the Board?

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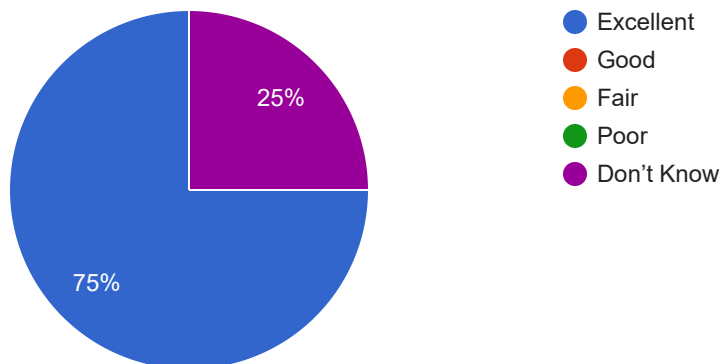
4 responses



OVERALL SERVICE - How do you rate the overall quality of service provided by the Board?

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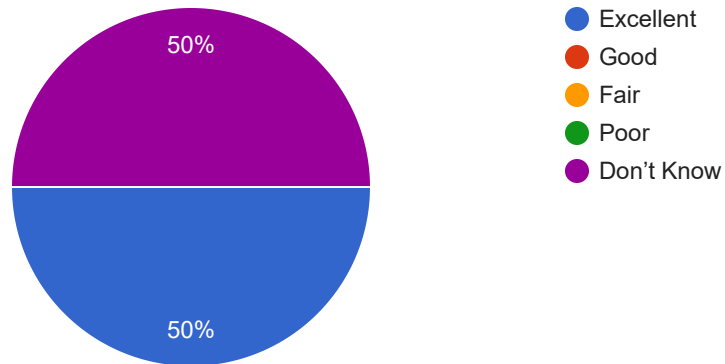
4 responses



OTHER JURISDICTIONS - How does the service you received from the Board compare to that provided by other states?



4 responses



Do you have any additional comments?

4 responses

Keep it up folks!

None

no

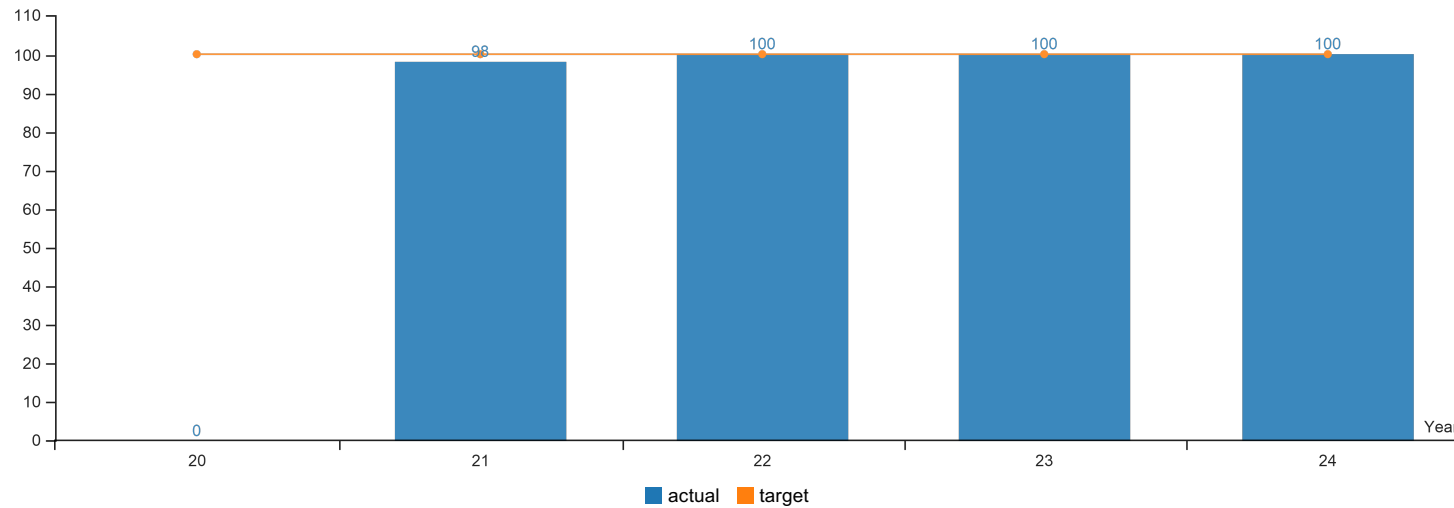
no

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KPM #4	Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Best Practices					
Actual		98	100	100	100
Target	100	100	100	100	100

How Are We Doing

Board staff is pleased that we continue to meet our goal of 100% best practices.

Factors Affecting Results

The Board Executive Director and staff took action on feed back from a prior year the Board did not reach 100% to ensure we meet the 100% goal annually going forward.

OREGON BOARD OF NATUROPATHIC MEDICINE (OBNM)

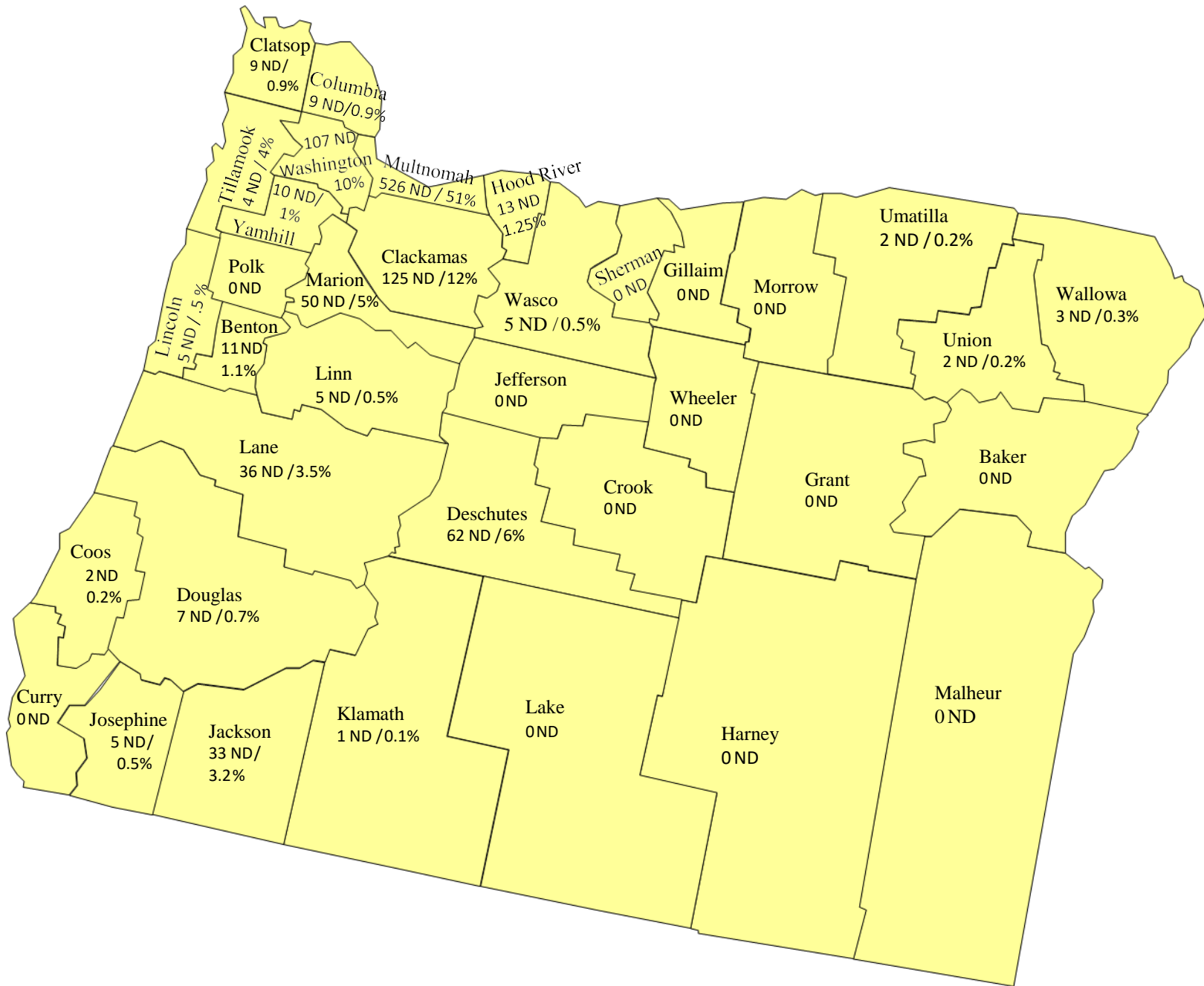
2025-27 Biennium

Long-term vacancies as of December 31, 2024																				
NO VACANCIES																				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Agency	SCR	DCR	Pos No	Position Class Comp	Position Title	Pos Type	GF Fund Split	LF Fund Split	OF Fund Split	FF Fund Split	FTE	2025-27 GF PS Total	2025-27 LF PS Total	2025-27 OF PS Total	2025-27 FF PS Total	2025-27 Total Bien PS BUDGET	Vacant Date	Position eliminated in GRB? Y/N	Reason for vacancy	
OBNM					NO VACANCIES							-					-			
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						TOTAL		0.00	0.00	0.00	0.00	-	0	0	0	0	0			

OBNM 10% REDUCTION OPTIONS

10% Reduction Options (ORS 291.216)

Activity or Program	Describe Reduction	Amount and Fund Type									Rank and Justification
(WHICH PROGRAM OR ACTIVITY WILL NOT BE UNDERTAKEN)	(DESCRIBE THE EFFECTS OF THIS REDUCTION. IDENTIFY REVENUE SOURCE FOR OF, FF. INCLUDE POSITIONS AND FTE FOR 2025-27 AND 2027-29)	GF	LF	OF	NL-OF	FF	NL-FF	Total Funds	Pos.	FTE	(RANK THE ACTIVITIES OR PROGRAMS NOT UNDERTAKEN IN ORDER OF LOWEST COST FOR BENEFIT OBTAINED)
RENT / FACILITIES REDUCTION	OBNM has an excess of office space			\$ 45,000				\$ 45,000	-	-	1
EMPLOYEE TRAINING / PROFESSIONAL SERVICES	OBNM will not provide outside training to employee or board members			\$ 11,000				\$ 11,000			2
Out of State Travell	OBNM will not provide outside training to employee or board members			\$ 1,500				\$ 1,500			2
OTHER SERVICES / SUPPLIES	OBNM will eliminate inperson board meetings and Board retreats			\$ 50,000				\$ 50,000	-	-	3
INSTATE TRAVEL	OBNM will eliminate inperson board meetings and Board retreats			\$ 15,000				\$ 15,000	-	-	3
OFFICE EXPENSES	OBNM will eliminate inperson board meetings and Board retreats			\$ 6,000				\$ 6,000	-	-	3
								\$ -	-	-	
Total		\$ -	\$ -	\$ 128,500	\$ -	\$ -	\$ -	\$ 128,500	-	-	



Oregon ND's by County 2/9/2023		% of Practicing OR NDs
Oregon County	ND in County	
Benton County	11	1.06
Clackamas County	125	12.14
Clatsop County	9	0.87
Columbia County	9	0.87
Coos County	2	0.19
Deschutes County	62	6.02
Douglas County	7	0.68
Hood River County	13	1.26
Jackson County	33	3.2
Josephine County	5	0.48
Klamath County	1	0.1
Lane County	36	3.5
Lincoln County	5	0.48
Linn County	5	0.48
Marion County	50	4.86
Multnomah County	526	51.12
Tillamook County	4	0.39
Umatilla	2	0.19
Union County	2	0.19
Wallowa County	3	0.29
Wasco County	5	0.48
Washington County	107	10.4
Yamhill County	10	0.97