# Medical Imaging, Board of

Annual Performance Progress Report

Reporting Year 2018

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| KPM #	Approved Key Performance Measures (KPMs)
3	TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.
4	AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.
5	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
6	DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
7	BEST PRACTICES - Percent of total best practices met by the Board.

■ red
■ green
■ yellow
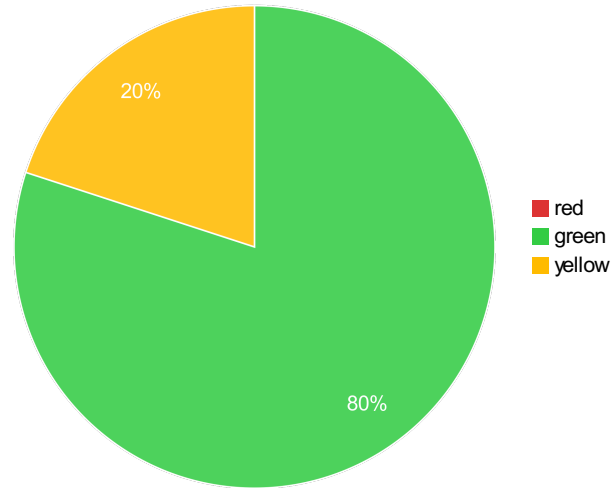
Performance Summary		Green	Yellow	Red
		= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:		80%	20%	0%

KPM #3	TIMELY LICENSURE - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.
	Data Collection Period: Jan 01 - Jun 30

Upward Trend = positive result
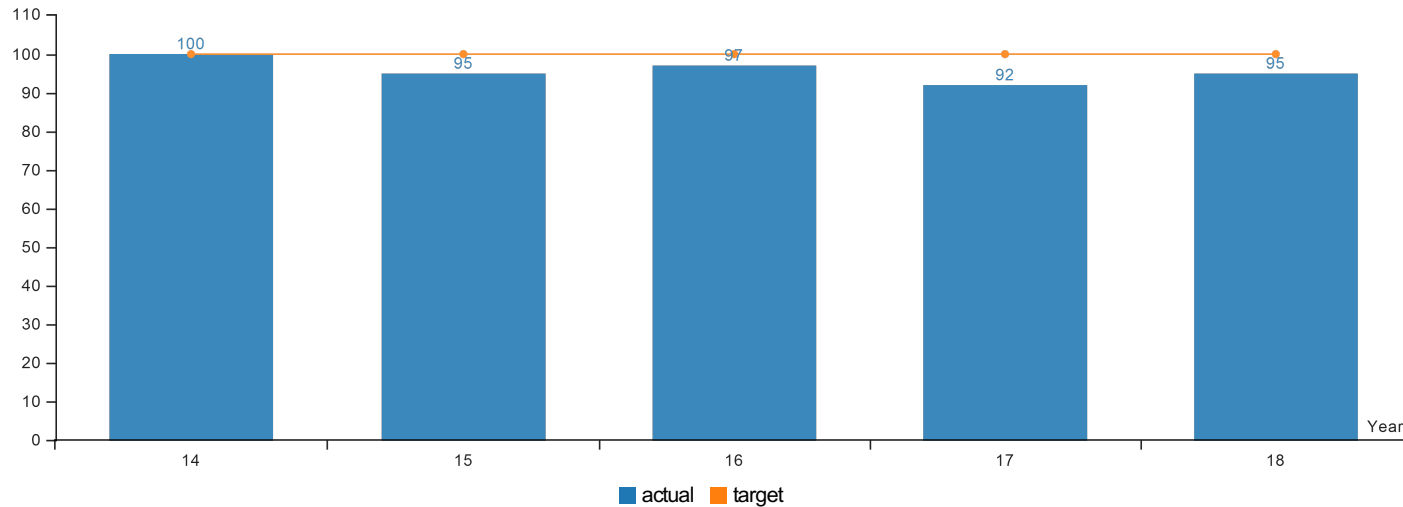
Report Year	2014	2015	2016	2017	2018
Timely Licensure					
Actual	100%	95%	97%	92%	95%
Target	100%	100%	100%	100%	100%

How Are We Doing

During the 1997 legislative session, this KPM was amended. Before 2017, the KPM measured how many applications are processed with ten days from receipt. The new KPM measurees how many applications are processed within five days.

Factors Affecting Results

The OBMI is able to process 95% of applications that are submitted within five days, so long as all required documents are provided with the application. If required documentation is not provided, we attempt to contact the applicant by telephone or email and indicate information that is missing from the application -- often including criminal background documentation.

Also, for initial license applications, we must submit fingerprints to the Oregon State Police (OSP) for a background check. When we receive an initial license application in the mail or delivered in person, we immediately release the fingerprints (on a website) to the OSP. Getting the results back from the OSP can take an average of five days (sometimes more; sometimes less), delivered electronically through a web-based program. For initial licenses, the Board's application process effectively begins not when we receive the application, but when we receive the background check from the OSP.

KPM #4	AUTOMATION - Percent of license and limited permit applications from qualified applicants that are processed using an automated procedure.
	Data Collection Period: Jan 01 - Jun 30

Upward Trend = positive result
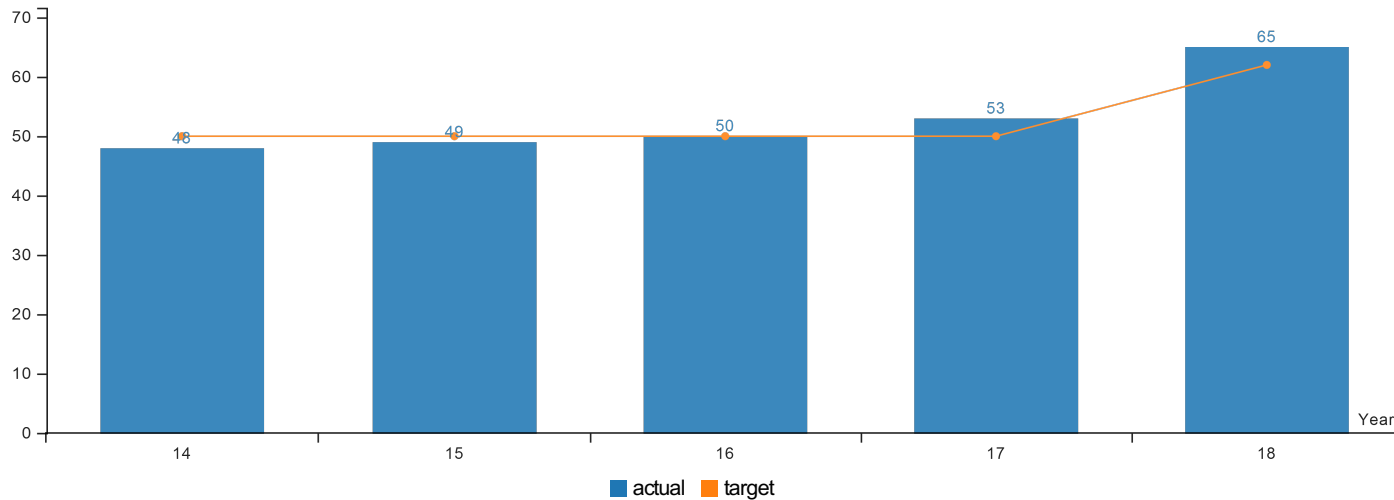
Report Year	2014	2015	2016	2017	2018
Automation					
Actual	48%	49%	50%	53%	65%
Target	50%	50%	50%	50%	62%

How Are We Doing

In the past, the target automated applications was 50%. Recently the Board voted to increase the target to 62%, based upon current performance and current license and renewal trends.

Factors Affecting Results

The way the Board currently operates, we can't accept initial licenses through an online process, because we need to receive the pertinent information and set up an account for the applicant/licensee. Once the account is set up, therafter a license applicant can renew online. Of those who can renew online -- license renewals -- over 90% take advantage of that convenience.

Ten percent of OBMI's constituency have limited x-ray permits. Because the Board audits continuing education with every renewal application. limited permit renewals cannot be accepted through an online process.

Because initial license applicants and all limited permit applciations (initial and renewal) cannot submit applications using an online process, the overall rate of online renewal typically hovers between 60 and 65 percent. Within that total, the group that can renew online (license renewals) do so over 90 percent of the time.

| KPM #5	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jan 01 - Jun 30
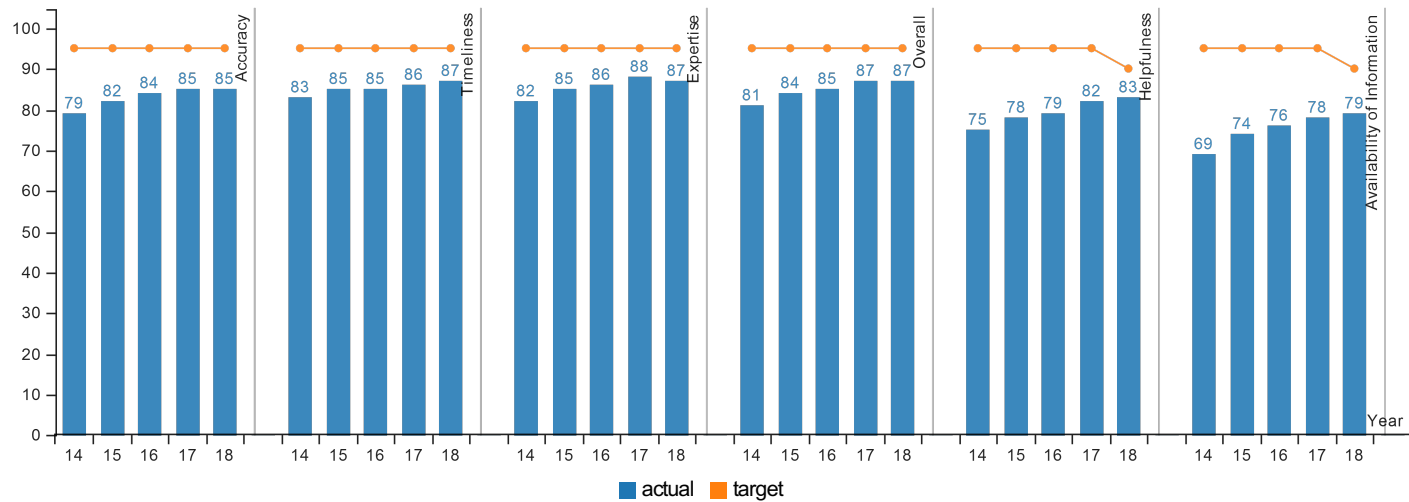
Report Year	2014	2015	2016	2017	2018
Accuracy					
Actual	79%	82%	84%	85%	85%
Target	95%	95%	95%	95%	95%
Timeliness					
Actual	83%	85%	85%	86%	87%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	82%	85%	86%	88%	87%
Target	95%	95%	95%	95%	95%
Overall					
Actual	81%	84%	85%	87%	87%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	75%	78%	79%	82%	83%
Target	95%	95%	95%	95%	90%
Availability of Information					
Actual	69%	74%	76%	78%	79%
Target	95%	95%	95%	95%	90%

How Are We Doing

Factors Affecting Results

KPM #6	DISCIPLINE RESOLUTION - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
	Data Collection Period: Jan 01 - Jun 30

Upward Trend = positive result
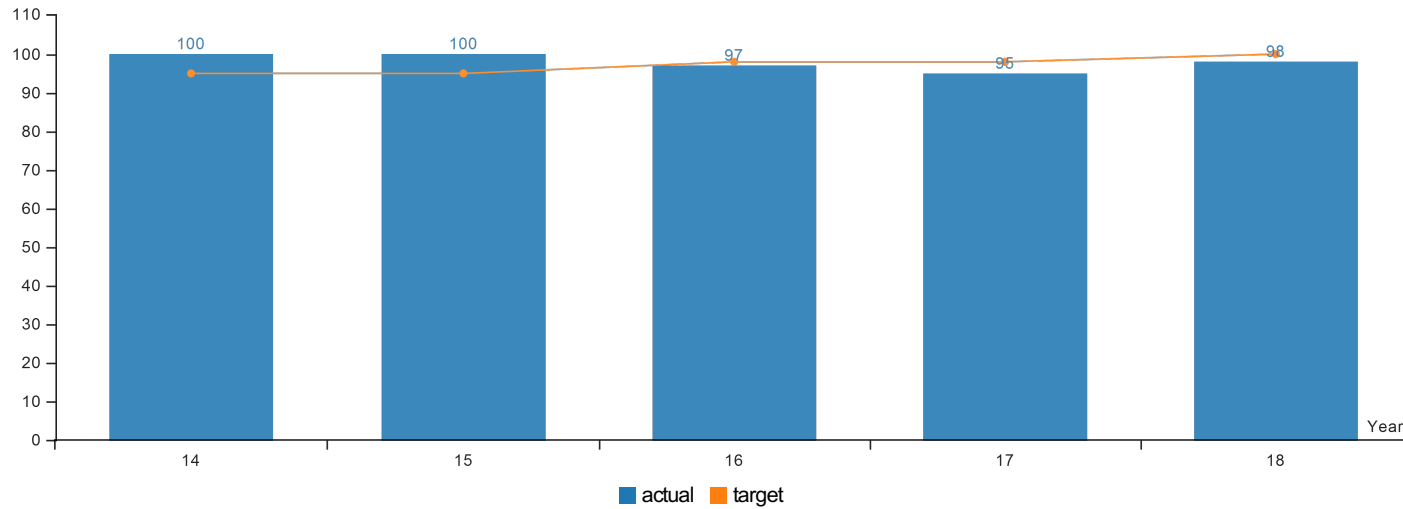
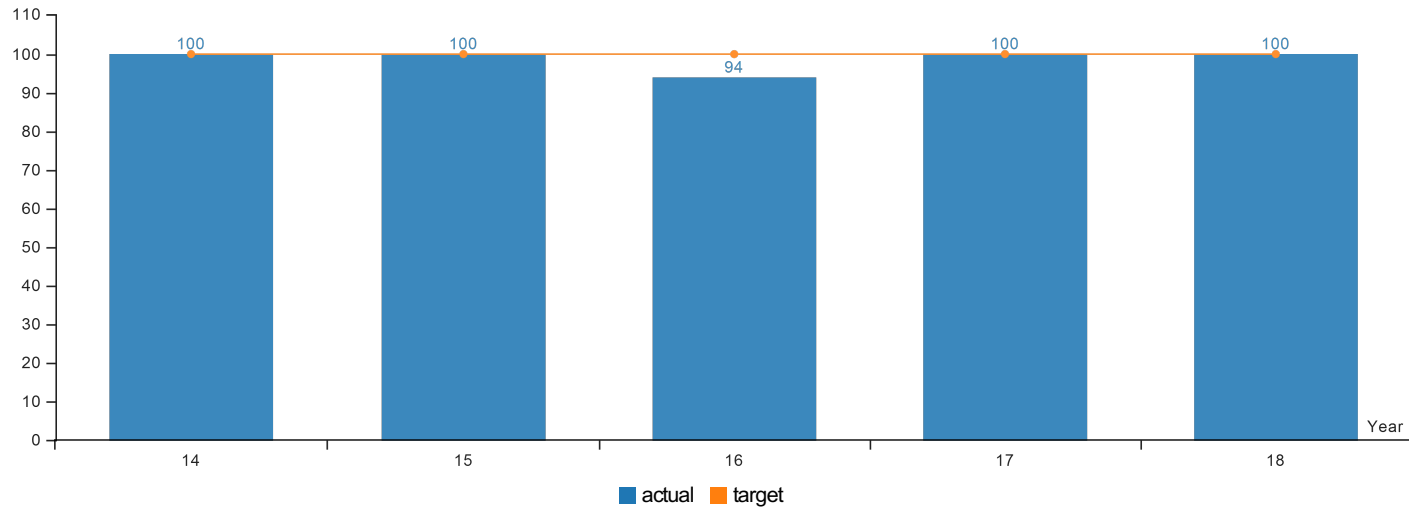| Report Year	2014	2015	2016	2017	2018
Discipline Resolution					
Actual	100%	100%	97%	95%	98%
Target	95%	95%	98%	98%	100%

How Are We Doing

In the past year, the Board has had two cases (out of 100 disciplinary cases opened) appealed to an administrative law judge. Both cases were due to out-of-state technologists applying for licensure in Oregon and failing to fully report criminal background with their initial applications.

Factors Affecting Results

Once the OBMI instituted OSP/FBI fingerprint background checks, the agency has been catching many out-of-state applicants for failure to fully report criminal background. Before fingerprint background checks, the Board was unable to check for criminal background that occurred outside Oregon.

KPM #7	BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Jun 30

Upward Trend = positive result

Report Year	2014	2015	2016	2017	2018
Best Practices					
Actual	100%	100%	94%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results