



# Oregon Medical Board

2021-2023 Budget Presentation

Joint Ways and Means | Subcommittee on Human Services

# Presentation Objectives

- Mission and Board Composition
- Agency Organization and Services
- Goals and Performance Measures
- Budget and Policy Packages
- Accomplishments



# Mission Statement

The mission of the Oregon Medical Board is to protect the health, safety, and wellbeing of Oregon citizens by regulating the practice of medicine in a manner that promotes access to quality care.



# The Board

Board members are appointed by the Governor and confirmed by the state Senate. Each member is selected for a three-year term, with the opportunity to participate in a second term.

The Board is comprised of seven Medical Physicians (MD)\*, two Osteopathic Physicians (DO), one Podiatric Physician (DPM), one Physician Assistant (PA), and three members of the public who represent health consumers.



**Kathleen Harder, MD**  
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**Robert Cahn, MD**  
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Bend



**Patti Louie, PhD**  
Portland



**Jennifer Lyons, MD**  
Portland



**Ali Mageehon, PhD**  
Coos Bay



**Chere Pereira**  
Corvallis



**Christoffer Poulsen, DO**  
Eugene



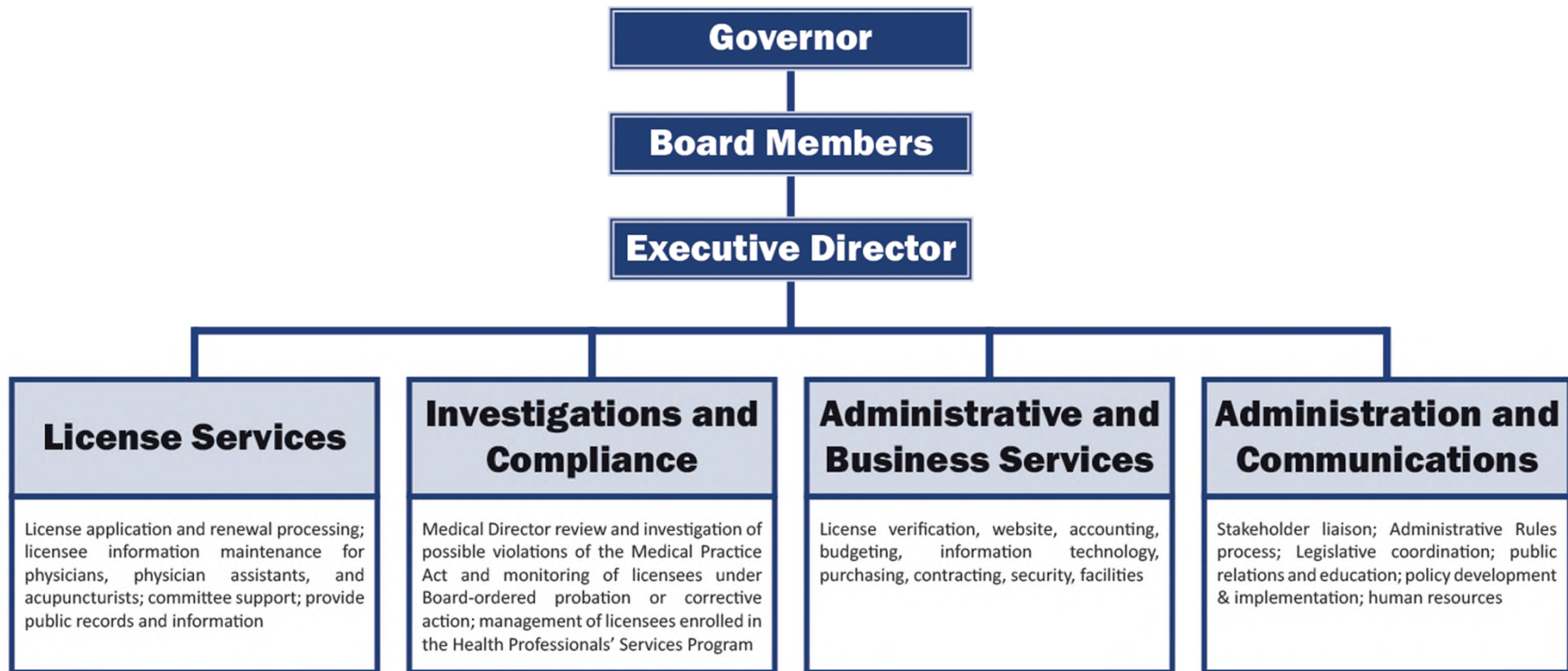
**Jill Shaw, DO**  
Portland

*\*There is currently one vacant MD seat on the Board*



# Organization and Services

100% Other Funded



# Strategic Plan Goals



**Provide Optimal Staffing and Resources to Meet Evolving OMB Customer Needs**



**Recruit and Retain the Highest Qualified Board and Committee Members**



**Continually Improve Access to Quality Care Through Efficient Management and Renewal of Licensure**



**Increase Outreach and Education to the Public, Licensees, Agency Stakeholders, and Partners**



**Investigate Complaints Against Licensees and Applicants; Ensure Board Members Have Sufficient Facts and Information to Take Appropriate Action**



**Remediate Licensees to Safe, Active, and Useful Service to Oregon's Citizens**



**Promote and Maintain the Wellbeing of OMB Applicants and Licensees**

View the entire Strategic Plan online at [omb.oregon.gov/about](http://omb.oregon.gov/about)



# Values

**INTEGRITY**

A commitment to acting honestly, ethically, and fairly.

**ACCOUNTABILITY**

A willingness to accept responsibility for actions in a transparent manner.

**EXCELLENCE**

An expectation of the highest quality work and innovation.

**CUSTOMER SERVICE**

A dedication to provide equitable, caring service to all Oregonians with professionalism and respect.

**EQUITY**

A devotion to creating and fostering an environment where everyone has access and opportunity to thrive.



# Key Performance Measures

Measure	2017	2018	2019	2020
License Appropriately	✓	✓	✓	✓
Discipline Appropriately	✓	✓		✓
Monitor Licensees Who are Disciplined	✓	✓	✓	✓
License Efficiently	✓	✓	✓	✓
Renew Licenses Efficiently	✓	✓	✓	✓
Customer Satisfaction	✓	✓	✓	✓
Board Best Practices	✓	✓	✓	✓





# Operating Environment Drives Agency Change

The OMB responds to environmental factors through...



# Operating Environment Drives Agency Change

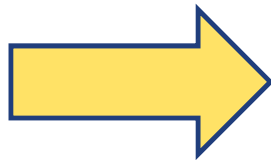
## Response to COVID-19



# Agency Cost Drivers



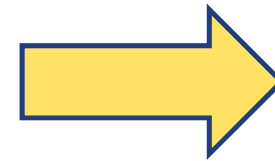
Increasing Number of Licensees



Increasing Overall Agency Workload



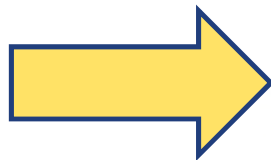
Increasing Personal Services and Inflation



Increasing Board Expenses and Necessary Fees



Increasing Number of Complaints

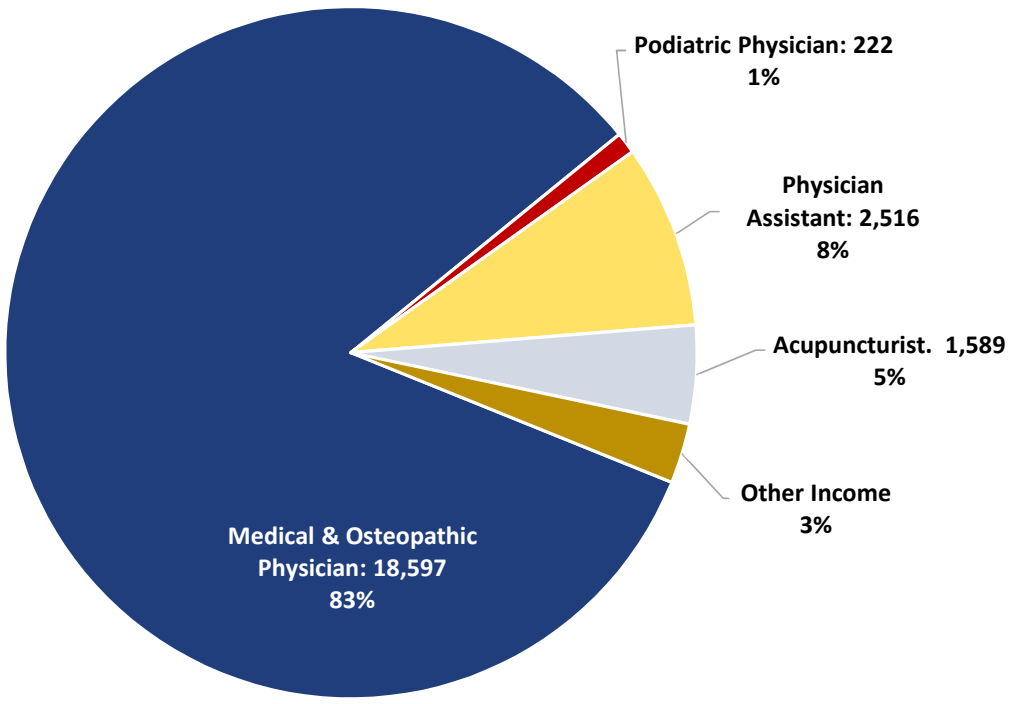


Increasing Investigations Staff, Board Member Workload

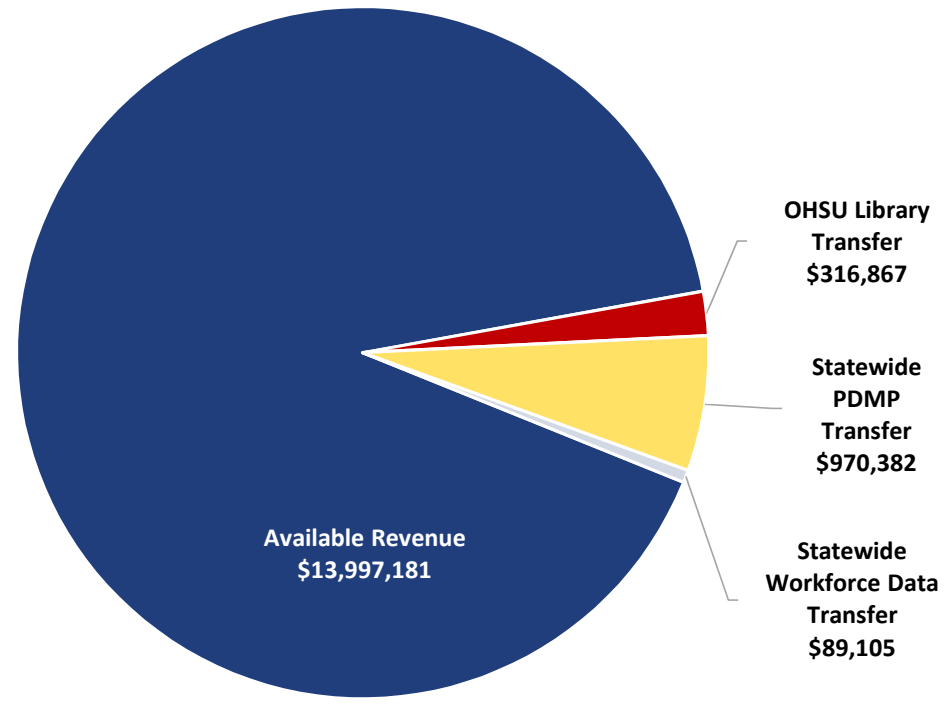


# Revenue

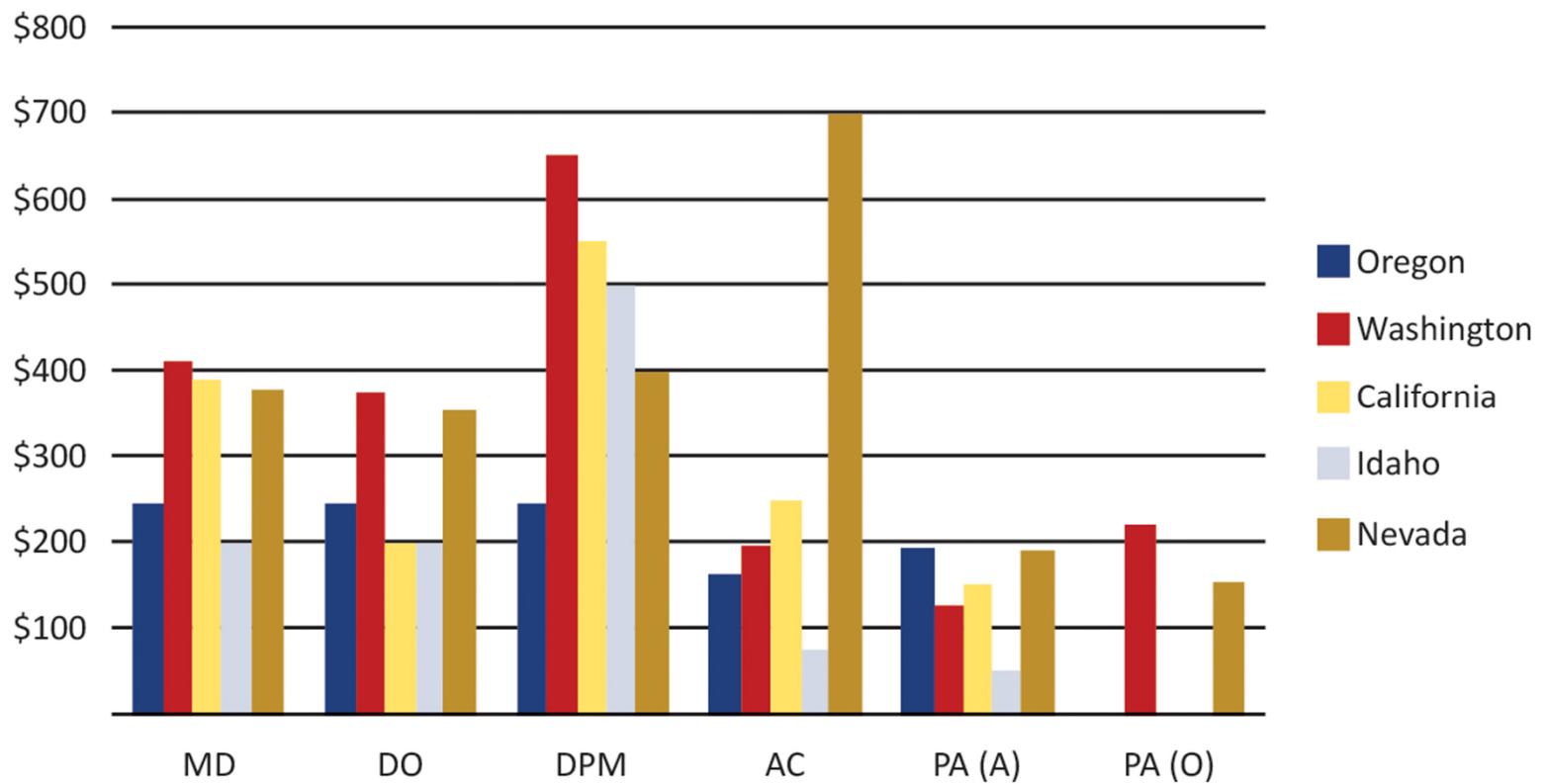
### 100% Other Funded



### Funds Transferred to Other Agencies



# Annual Renewal Fees



# 2021-2023 Policy Packages

## No Fee Increases

- 101 Core Business Suite Software Replacement
- 102 Investigative Resources
- 103 Information Security Management



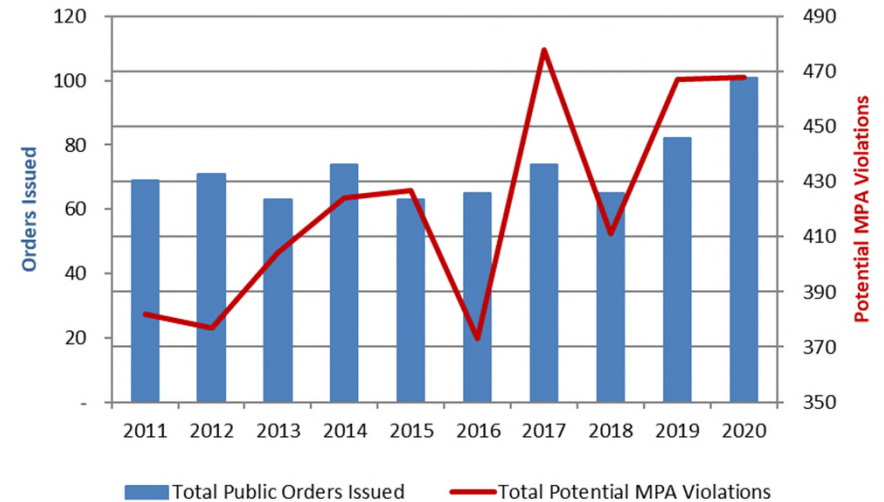
# 101 Core Business Suite Software Replacement

- Reduces risk to agency functions
- Improves efficiencies and flexibility, providing opportunities for enhanced services
- Strengthens equity work through analytics and data collection
- Enhances ADA compliance
- Improves information security



# 102 Investigative Resources

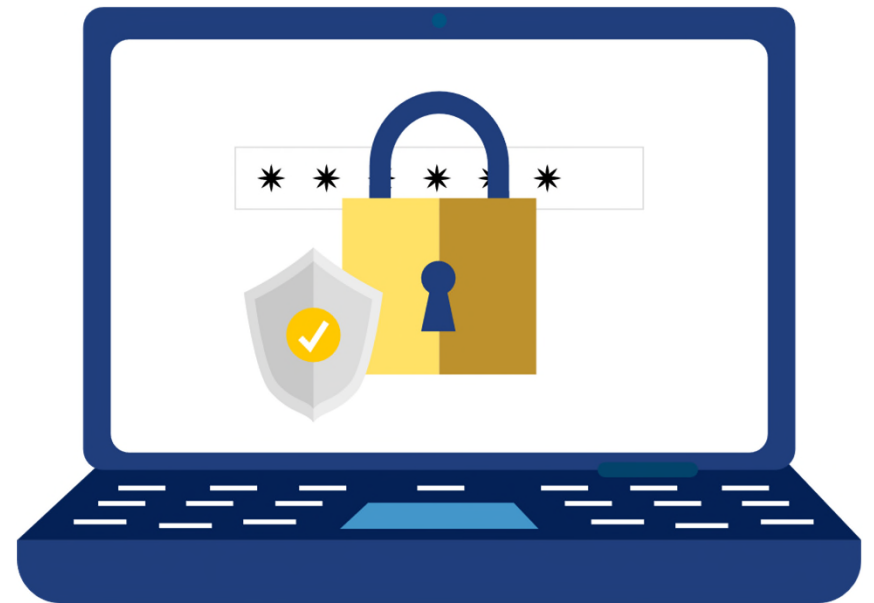
- Removes barriers to accessing investigative resources
- Increases trauma-informed approach and assistance for those requiring ADA accommodation
- Provides expertise to manage electronic medical records
- Helps meet growing workload and increasingly complex cases





# 103 Information Security Management

- Provides reports of security-related incidents and events
- Alerts OMB of potential security issues
- Improves compliance with Statewide Information Security Standards

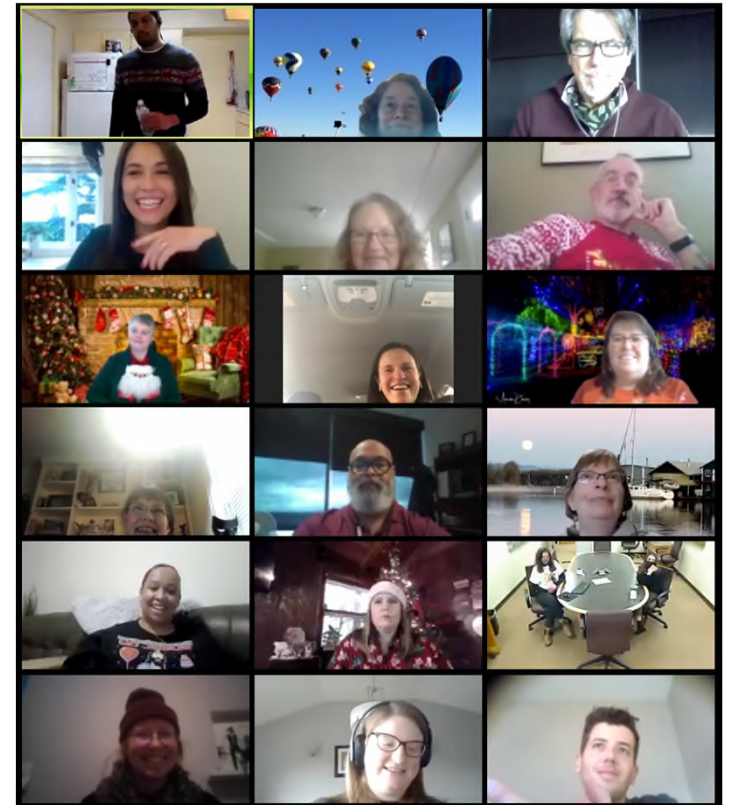


# Agency Accomplishments 2019-2020

- Numerous improvements to licensee online services, including the introduction of self-service printing of certificates
- Improved communication efforts through redesigned quarterly newsletter (OMB Report), new mass notification tools, and new email listserv
- Updated agency website and introduced new search features for licensee lookup
- Improved information security through additional data encryption and improved physical security
- Shifted most agency staff to remote worksites without substantially impacting services to customers
- Received 1,375 Customer Satisfaction Survey comments, 72% of which contained positive feedback or constructive feedback

*Exceptional in an era when such optimal service is increasingly scarce.*

*Considering the current challenges associated with the covid19 pandemic, I expected some delays. I am pleasantly surprised!*





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Board Chair

**Carol Brandt**

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[www.Oregon.gov/OMB](http://www.Oregon.gov/OMB)

