



MCB

OREGON MORTUARY & CEMETERY BOARD

Regulating Death Care Facilities & Practitioners in Oregon.

Oregon Veterinary Medical Examining Board (OVMEB)

*Supplemental Document to the
Agency's Budget Presentation*

*Before the
Joint Committee on Ways and Means
Subcommittee on Education*

February 8, 2023

The Origins of the Oregon Veterinary Medical Examining Board (OVMEB)

The Veterinary Medical Examining Board was established in 1903 to test, license, monitor and regulate practitioners of veterinary medicine in the state. The Board works in the interest of animal health and welfare, public health, and consumers of veterinary services. The Board's authority comes from the Veterinary Practice Act, Chapter 686 of the Oregon Revised Statutes and Chapter 875 of the Oregon Administrative Rules.

OVMEB's Mission Statement

The mission of the Board is to protect animal health and welfare, public health, and consumers of veterinary services.

Overview of OVMEB's Performance and Outcome Measures

Our agency currently has five approved Key Performance Measures (KPMs) that are reported on an annual basis for the fiscal year: *July 1st through June 30th*.

The five Key Performance Measures are as follows:

| KPM # | Approved Key Performance Measures (KPMs) | |
|-------|--|--|
| 1 | Public Protection | Average time from receipt of a new complaint to completion of the investigation. |
| 2 | Public Protection | Percent of decisions not contested, appealed and/or upheld on appeal. |
| 3 | Customer Service | Percent of customers rating their overall satisfaction with the agency above average or excellent. |
| 4 | Best Practices | Percent of total best practices met by the Board. |
| 5 | Facility Inspections | Percent of registered veterinary facilities inspected not less than once per biennium. |

For 2022, the following data and narratives were reported:

KPM #1: Public Protection – Average time from receipt of a new complaint to completion of the investigation.

| Complaint to Investigation Completion | |
|---------------------------------------|----------|
| Actual | 264 days |
| Target | 175 days |

OVMEB has not met this target for the current period.

Factors Affecting Results

With the onset of COVID and people staying and working from home, there was a large wave of animal adoptions and purchases. With this came the increasing need for veterinary care. Furthermore, that need was met with a decline in the number of veterinarians to provide that level of care. As a result, OVMEB has been inundated with a near doubling of complaints within the last two years, creating a significant backlog. We are working our way through these cases diligently. Simultaneously the agency is pursuing hiring another investigator on a temporary basis. As a longer term response, we have included a request for a second permanent investigator position as a Policy Option Package within our 2023-25 Agency Request Budget.

KPM #2: Public Protection – Percent of decisions not contested, appealed and/or upheld on appeal.

| Board Decisions | |
|-----------------|-----|
| Actual | 97% |
| Target | 95% |

OVMEB has met and exceeded this target.

KPM #3: Customer Service – Percent of customers rating their overall satisfaction with the agency above average or excellent.

| Customer Service | |
|------------------------------------|-------|
| Overall | |
| Actual | 74.4% |
| Target | 95% |
| Availability of Information | |
| Actual | 70.8% |
| Target | 95% |
| Helpfulness | |
| Actual | 68.4% |
| Target | 95% |
| Accuracy | |
| Actual | 71.4% |
| Target | 95% |
| Timeliness | |
| Actual | 66.6% |
| Target | 95% |
| Expertise | |
| Actual | 66.1% |
| Target | 95% |

It is unclear how these values were determined in reporting years prior to 2021, whether the "excellent," "good," and "fair" responses were added together or just the "excellent" and "good." If the "fair" responses were added, the results are more similar to the trends seen in years past. By comparing 2021 results with 2022 including "fair" responses, we see continued improvement in every criteria: Timeliness: 76.0% to 77.9%; Accuracy: 78.5% to 84.5%; Helpfulness: 69.7% to 72.4%; Expertise: 67.7% to 82.1%; Availability of Information: 80.3% to 82.1%; Overall: 79.8% to 84.5%. However, the results within the chart are for "excellent" and "good" responses only. By either measure, there has been improvement in each area.

Factors Affecting Results

In addition to the agency going primarily remote as of March 2020, the long-term Executive Director retired after 20 or so years with no overlap in time with the Interim Executive Director who began with the agency as of January 2021. Of those who had contact with the board (and who responded to the survey), 83.3% were for licensing/renewal issues and 10.3% was in regard to consumer complaints.

KPM #4: Best Practices – Percent of total best practices met by the Board

| Best Practices | |
|----------------|-----|
| Actual | 94% |

| | |
|--------|------|
| Target | 100% |
|--------|------|

"No data" was documented for this KPM in reporting years 2017, 2019, and 2020. For the missing 2020 reporting year, the agency was able to obtain information from 5 of 7 board members, which resulted in 52% of best practices having been reportable by the Board. For 2021, we were able to determine a 74% of best practices being met. For the current reporting period, we have received responses from all seven board members who reported 94% of best practices being met.

Factors Affecting Results

As board members become more familiar with these types of evaluations, and more familiar with their roles and the materials reviewed at their meetings, I anticipate that the board will continue to improve and meet this KPM at the next reporting period.

KPM #5: Percent of registered veterinary facilities inspected not less than once per biennium.

| Timely Resolution of Complaints | |
|---------------------------------|------|
| Actual | 40% |
| Target | 100% |

The OVMEB has not met this target. However, by law and rule, facility inspections are required every 3 years, rather than every 2. There is actually an additional year to complete inspections. As of June 30, 2022, 40% of all veterinary facilities had been inspected. If a facility was not due for a full facility inspection during this reporting period, that facility got selected for a virtual pharmacy inspection for the 2022-23 fiscal year. All facilities that are due for a full facility inspection will be inspected in 2022-23 and the inspection numbers are on track to be closer to 100% completion rate for our next reporting period. These facilities will also get the pharmacy inspection at the same time as the full inspection. Completion rate for pharmacy inspections is 98% for this reporting period because they can and have been done virtually.

Factors Affecting Results

COVID restrictions and statewide safety protocols had greatly impacted the completion rate during this reporting period. OVMEB had not completed any in-person full facility or pharmacy inspections while statewide restrictions were in place until January 2022. Once restrictions were lifted, OVMEB Inspector attempted to recommence inspections but immediately contracted COVID. On site inspections were put on hold again. No full facility inspections were conducted during April, May, or June 2022 due to the impending retirement of the Inspector. The Inspector is developing a training plan for transitioning to a replacement.

Summary of OVMEB's Programs

OVMEB serves Oregon licensees and consumers who engage with licensees and licensed facilities. It is the Board's responsibility to license and regulate the practice of individuals and facilities, and protect the interest of animal health and welfare, public health, and consumers of veterinary services.

The Board protects the public and the industry by promoting and enforcing compliance with statutes and rules established for that purpose.

For budgetary purposes, the Board is considered a single program unit. For practical purposes, the Board's principal activities are organized into three sections:

1. **Licensing & Examination;**

- 2. **Compliance;**
- 3. **Administration & Policy**

| Licensing & Examination | Compliance | Administration & Policy |
|---|---|--|
| <p>The Board licenses both animal care professionals and facilities. Individual licenses include: Veterinarians; Veterinary Interns; Certified Veterinary Technicians; Certified Euthanasia Tech; & Certified Euthanasia Technician Interns. Facilities include: Animal Hospitals; Animal Clinics; Emergency Hospitals; Mobile Veterinary Care Centers</p> <p>The Board verifies national examination requirements as part of its licensing procedure and facilitates the requisite jurisprudence examination.</p> | <p>Inspection: ORS 668.600 authorizes the Board “to inspect a veterinary facility to ensure that the veterinary facility is in compliance with this section and rules adopted under this section.”</p> <p>Complaint & Investigation: ORS 686.260 authorizes “upon the complaint of any resident of this state, or upon the board’s own initiative, the Oregon State Veterinary Medical Examining Board may investigate any alleged violation of this chapter.</p> | <p>The Board’s administrative functions are carried out by the Executive Director with the assistance from staff. Principal functions include: Program and project planning, development, management and evaluation; budget oversight and accountability; performance measurement; legislative coordination; rulemaking; personnel recruitment, management and retention; contracting and purchasing; accounting oversight; information systems and database management; meeting planning and facilitation; public relations; and maintaining industry partnerships and collaborative relationships with other agencies and community partners.</p> |

Additional Licensing Information:

The Board currently issues the following license types:

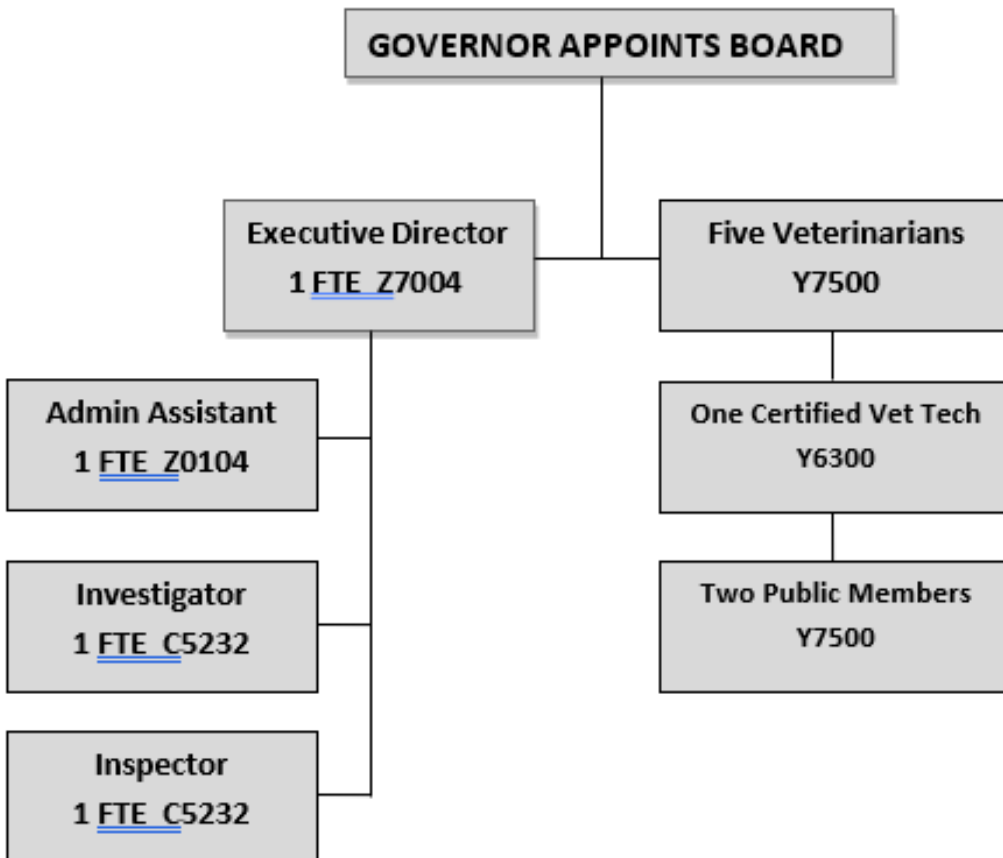
| Individual Licenses | | Facility Licenses | |
|---------------------|---|-------------------|------------------------------------|
| 1 | <i>Veterinarians</i> | 1 | <i>Animal Hospital</i> |
| 2 | <i>Veterinarian Interns</i> | 2 | <i>Animal Clinic</i> |
| 3 | <i>Certified Veterinary Technicians</i> | 3 | <i>Emergency Hospital</i> |
| 4 | <i>Certified Euthanasia Technicians</i> | 4 | <i>Mobile Veterinary Care Unit</i> |
| 5 | <i>Certified Euthanasia Technicians Interns</i> | | |

| License Types Issued | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|-------------------------------------|------|------|------|------|------|------|
| Initial Individual Licenses: | 176 | 435 | 476 | 375 | 349 | 290 |
| Initial Facility Licenses: | 216 | 80 | 65 | 65 | 39 | 30 |

OVMEB's Organizational Information

OVMEB employs 4 FTE and the Board is comprised of eight members appointed by the Governor and confirmed by the Senate. The Board consists of Five Veterinarians; one Certified Veterinary Technician; and two Public Members. There is currently one open Board position.

2021-2022 ORGANIZATIONAL CHART



Link to our Agency's 2021-23 Governor's Budget

Our agency's 2021-23 Governor's Budget chrome

https://www.oregon.gov/ovmeb/docs/2021_23_OVMEB_GRB.pdf

Program Prioritization & Other Funds Ending Balance for 2021-23