# Board of Medical Imaging

Annual Performance Progress Report

Reporting Year 2024

Published: 7/3/2024 3:12:47 PM

KPM #	Approved Key Performance Measures (KPMs)
1	Timely Licensure - Percent of initial and renewal license and limited permit applications from qualified applicants that are processed within 5 business days.
2	Timely Resolution of Complaints - Average number of days from the date an investigation is opened to completion of investigation report for Board action
3	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.
4	Discipline Resolution - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
5	Best Practices - Percent of total best practices met by the Board.

- red
- green
- yellow

100%
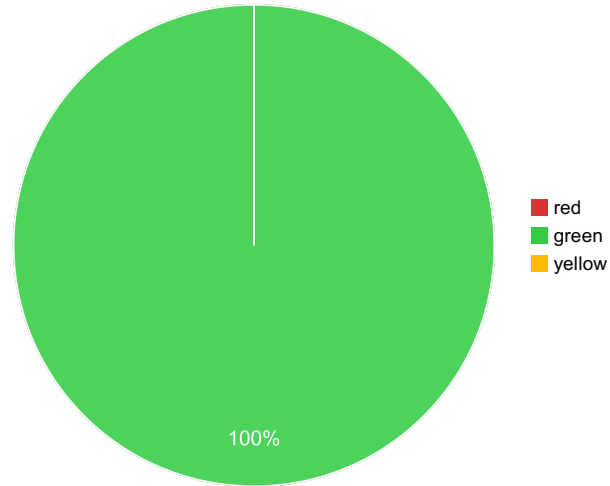
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1	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: Jul 01 - Jun 30

Upward Trend = positive result
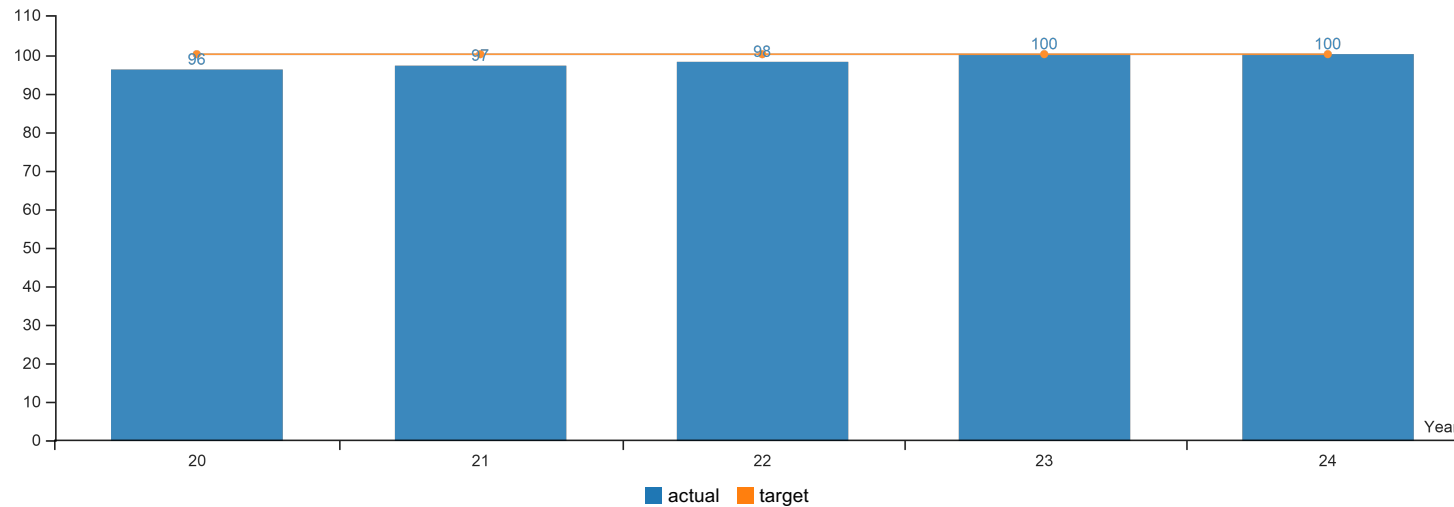
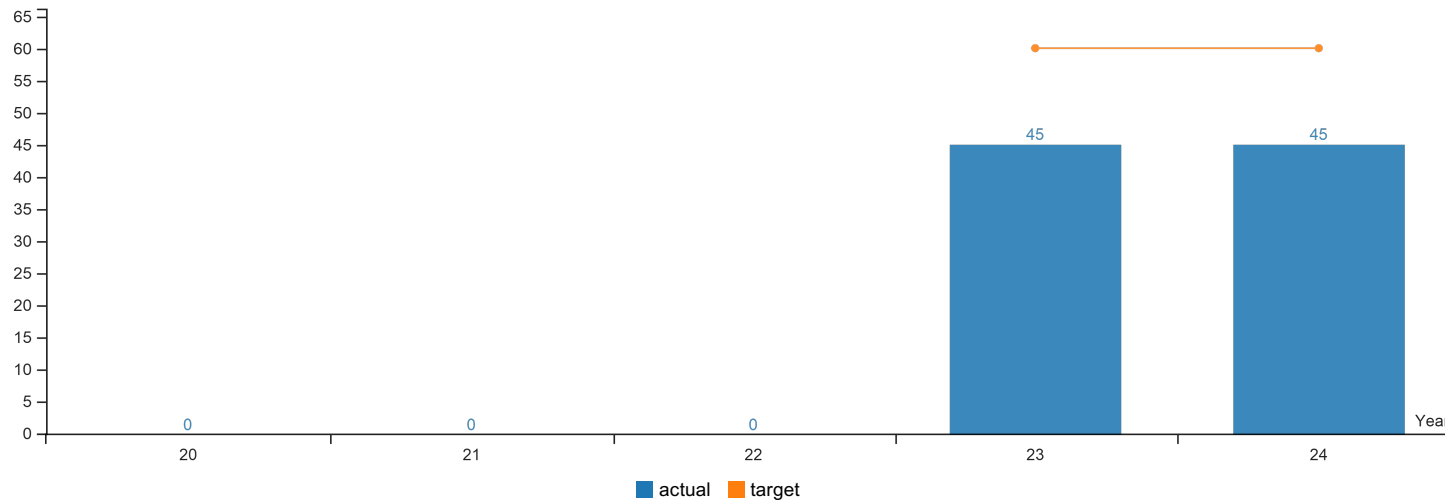| Report Year	2020	2021	2022	2023	2024
Timely Licensure					
Actual	96%	97%	98%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The OBMI went live with a new database in 2021 that is increasing our productivity and decreasing our licensure process time. All licensure procedures are completed without paper and fully on line.

Factors Affecting Results

The OBMI processes 100% of applications that are submitted within three days, provided all required documents are accurate and complete 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 which is often criminal background or education documentation. 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, we immediately release the fingerprints (electronically) to the OSP. The OSP turn-around time for results can take an average of fourteen days and during these past two years, turn around time was a month or more in many cases. We accomodated by passing an Administrative rule that provided an expedited process. Results are 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 #2	Timely Resolution of Complaints - Average number of days from the date an investigation is opened to completion of investigation report for Board action
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = negative result

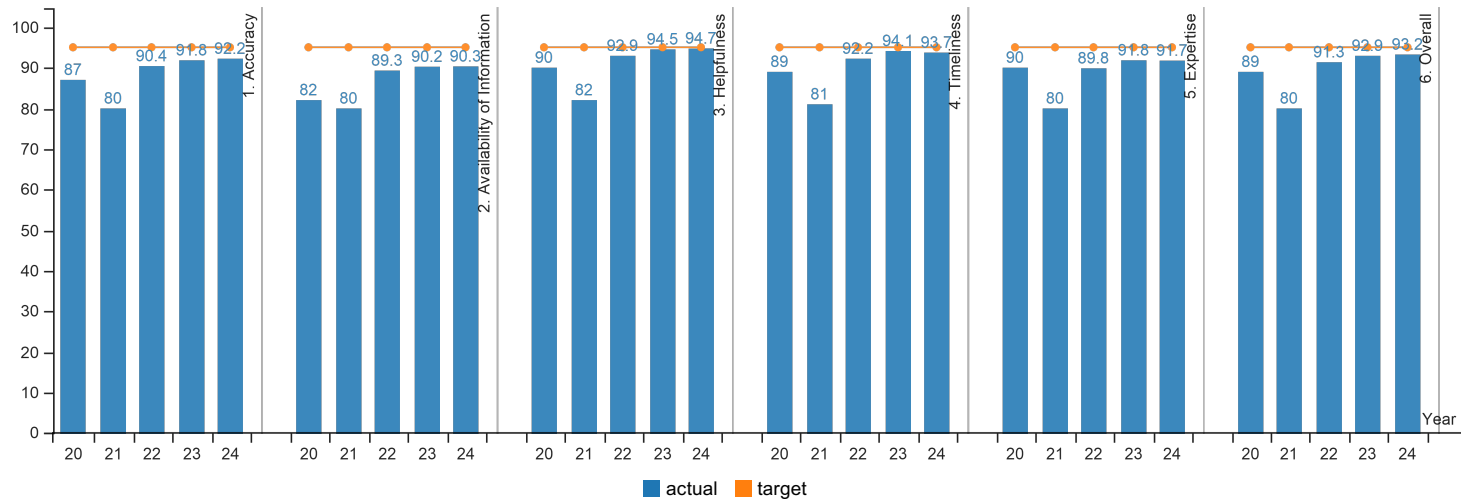| Report Year	2020	2021	2022	2023	2024
TIMELY RESOLUTION OF COMPLAINTS					
Actual				45	45
Target				60	60

How Are We Doing

This is a new KPM. Data submitted on this report is based upon numbers collected since July 1, 2023.

Factors Affecting Results

Total year numbers reflect that target is well within our capabilities.

KPM #3	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: Jul 01 - Jun 30

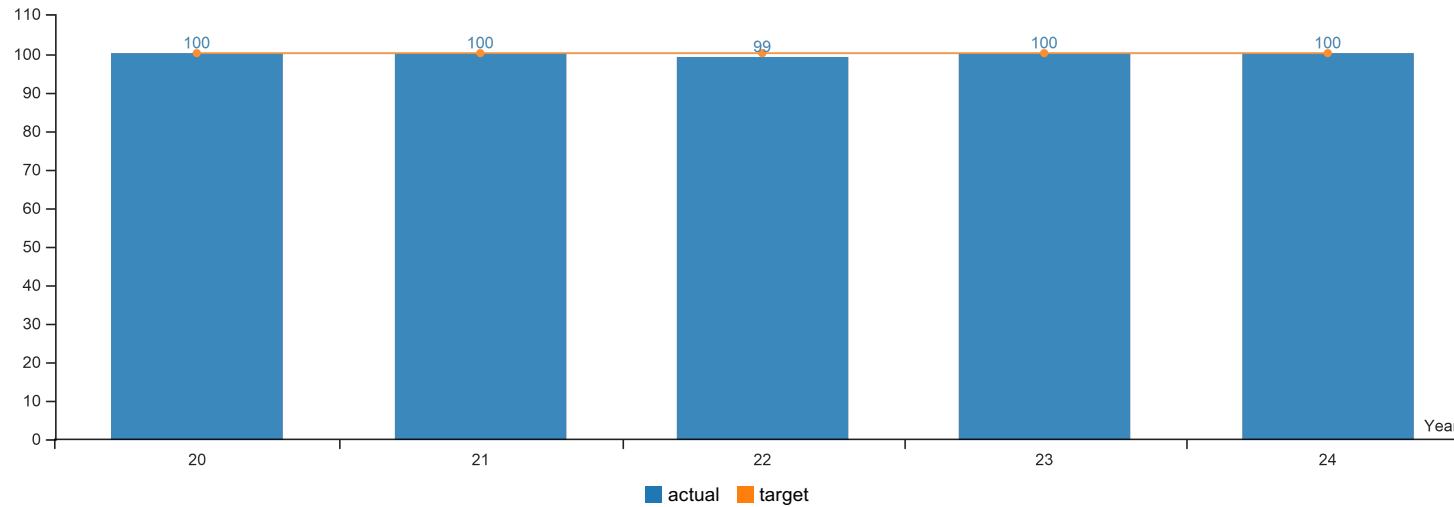| Report Year	2020	2021	2022	2023	2024
1. Accuracy					
Actual	87%	80%	90.40%	91.80%	92.20%
Target	95%	95%	95%	95%	95%
2. Availability of Information					
Actual	82%	80%	89.30%	90.20%	90.30%
Target	95%	95%	95%	95%	95%
3. Helpfulness					
Actual	90%	82%	92.90%	94.50%	94.70%
Target	95%	95%	95%	95%	95%
4. Timeliness					
Actual	89%	81%	92.20%	94.10%	93.70%
Target	95%	95%	95%	95%	95%
5. Expertise					
Actual	90%	80%	89.80%	91.80%	91.70%
Target	95%	95%	95%	95%	95%
6. Overall					
Actual	89%	80%	91.30%	92.90%	93.20%
Target	95%	95%	95%	95%	95%

How Are We Doing

As of January 1, 2021, OBMI instituted a new and completely online Self-Service Portal. We have detailed information on our website on how to navigate the Portal and all renewal applicants are sent multiple automated renewal email reminders.

Factors Affecting Results

Some existing License and Permit holders, in the early stages of the roll-out, had difficulty navigating and were frustrated. We have re-doubled our efforts to accommodate more help for those people. All of the IT issues have been resolved.

KPM #4	Discipline Resolution - Percentage and number of complaints resolved by means other than from formal administrative hearings within a year.
	Data Collection Period: Jul 01 - Jun 30

Upward Trend = positive result

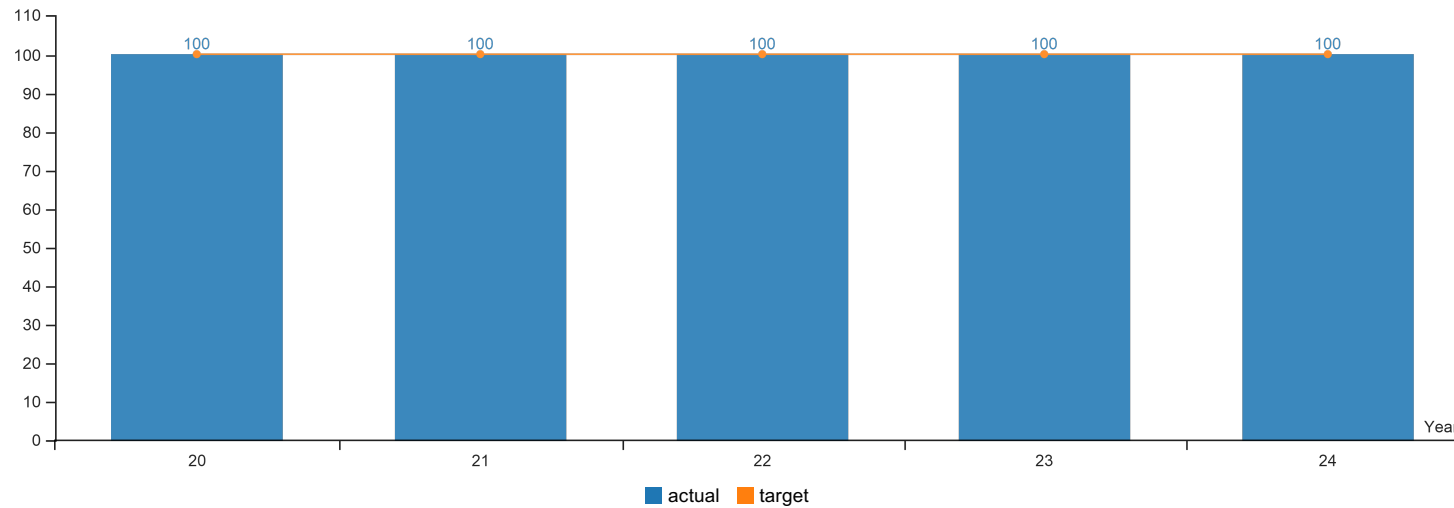| Report Year	2020	2021	2022	2023	2024
Discipline Resolution					
Actual	100%	100%	99%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

100% of all complaint/disciplinary cases have been resolved through negotiation.

Factors Affecting Results

| KPM #5 | 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	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

Factors Affecting Results