

February 24, 2004

Oregon Progress Board
155 Cottage St. NE
Salem, OR 97301

Re: Veterinary Medical Examining Board Annual Performance Report

Accomplishments to Date

The key performance measures tracked by the Board include the following results to date:

Average time to renew a license: Review of 2004 renewals to date indicates that the average renewal time for 1,573 veterinary licenses was 9 days. This represents a vast improvement over the 2000 estimate of six weeks. The improvement is attributed to changes in staff and better utilization of upgraded database software.

Percent of decisions not contested, appealed and/or upheld on appeal:

In 2003, the Board issued 13 notices of discipline for violations of the Veterinary Practice Act. Only one licensee has requested a contested case hearing, which is in progress. Additionally, two appeals were resolved in the Board's favor, and one lawsuit was dismissed. These results indicate that the Board's disciplinary decisions are legally sound and consistent with its mission of public protection.

Future Actions

Continued improvements in data collection and extraction will enable the Board to calculate efficiency of complaint resolution and license issuance. The Board will distribute to licensees a survey to gauge perception of efficiency of response to information requests as well as overall perception of the Board's performance as good or better.

Sincerely,

Lori Makinen
Director