DENTISTRY, BOARD of

Annual Performance Progress Report (APPR) for Fiscal Year (2010-2011)

Proposed KPM's for Biennium (2011-2013)

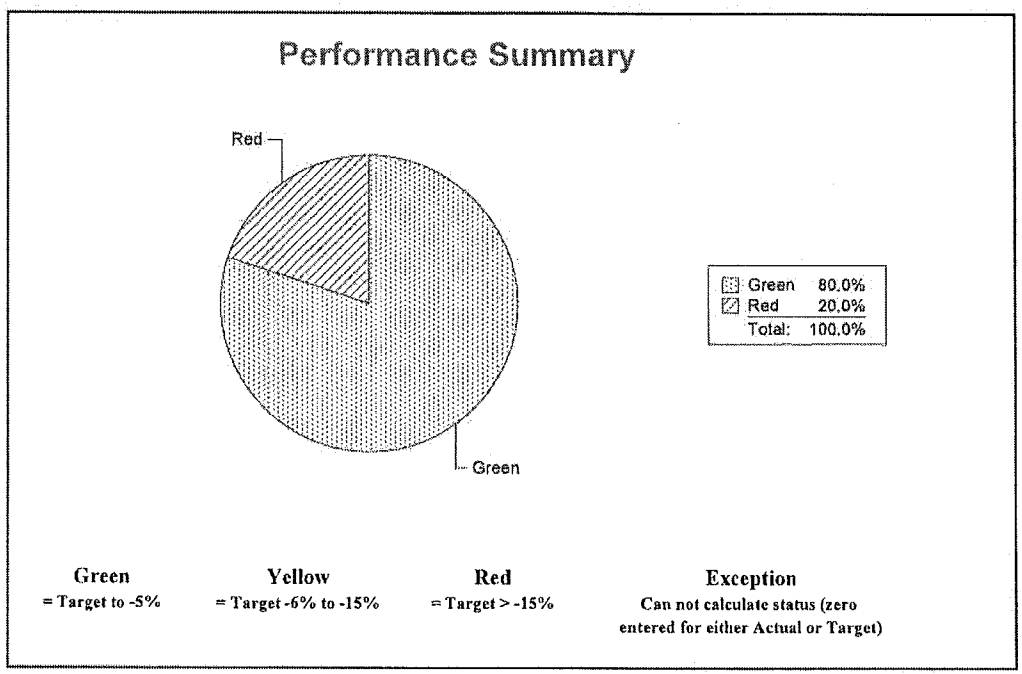
Original Submission Date: 2011

Finalize Date:

New Delete	Proposed Key Performance Measures (KPM's) for Biennium 2011-2013
	Title: Rationale:

BUDGET NARRATIVE

DENTISTRY, BOARD of	I. EXECUTIVE SUMMARY
Agency Mission: To assure that the citizens of Oregon receive the highest possible quality of oral health care.	
Contact: Patrick D Braatz, Executive Director	**Contact Phone:** 971-673-3200
Alternate:	**Alternate Phone:**

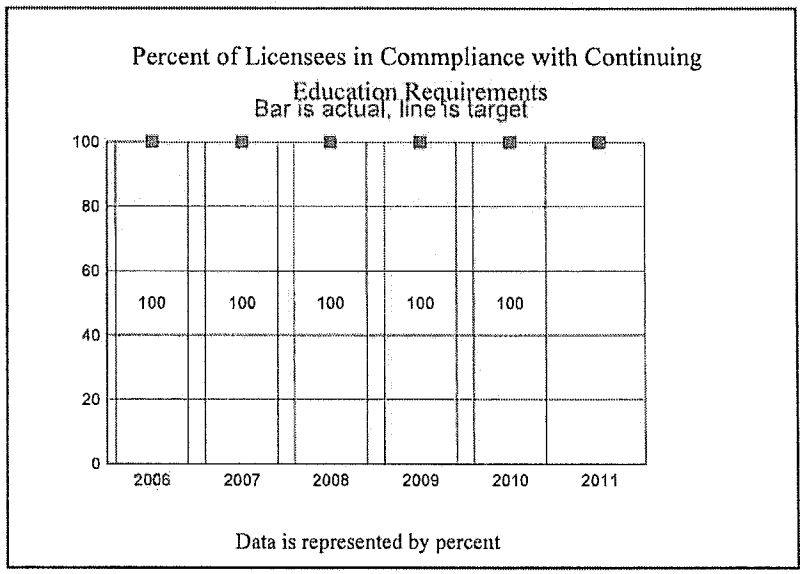


1. SCOPE OF REPORT

The Board of Dentistry is charged with the regulation of the practice of dentistry and dental hygiene by setting standards for entry to practice, examination of applicants, issuance and renewal of licenses, and enforcing the standards of practice. The Board also is required by law to establish standards for the administration of anesthesia in dental offices. The Board determines dental procedures that may be delegated to dental assistants and establishes standards for training and certification of dental assistants. As of August 1, 2009, there were 3,668 dentists, and 3,680 dental hygienists holding Oregon licenses. The Board operates in an atmosphere of constant change, rapidly developing technology, changing treatment modalities, demographic and geographic disparities in access to dental care, growing public demand for a greater diversity of provider groups, and constantly

DENTISTRY, BOARD of	II. KEY MEASURE ANALYSIS

KPM #1	Continuing Education Compliance - Percent of Licensees in compliance with continuing education requirements.	2001
Goal	Public Protection - Protect the public by assuring that all licensees are competent to practice safely and ethically.	
Oregon Context	The Oregon Board of Dentistry has no primary links to the Oregon Benchmarks.	
Data Source	Agency records from continuing education audit logs.	
Owner	Oregon Board of Dentistry, Patrick D. Braatz, Executive Director (971) 673-3200	

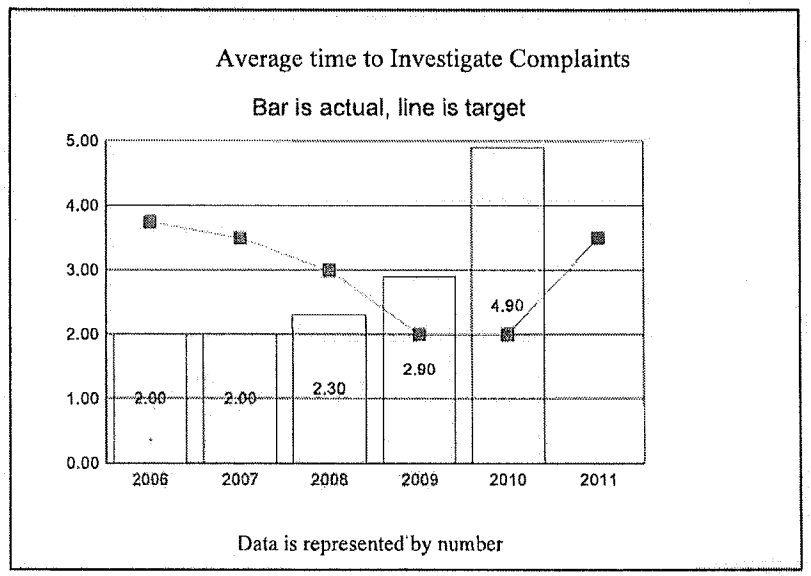


1. OUR STRATEGY

The Boards strategy is that Licensees should keep current on practice issues. One way to do this is to take continuing education courses on a biennial basis. To determine if the licensees are in compliance is to audit approximately 15% of all licensees to establish a baseline.

DENTISTRY, BOARD of	II. KEY MEASURE ANALYSIS

KPM #2	Time to Investigate Complaints - Average time from receipt of new complaints to completed investigation.	2000
Goal	Public Protection - Protect the public by assuring that all licensees are competent to practice safely and ethically.	
Oregon Context	The Oregon Board of Dentistry has no primary links to the Oregon Benchmarks.	
Data Source	Database - investigative files.	
Owner	Oregon Board of Dentistry, Patrick D. Braatz, Executive Director, (971) 673-3200	

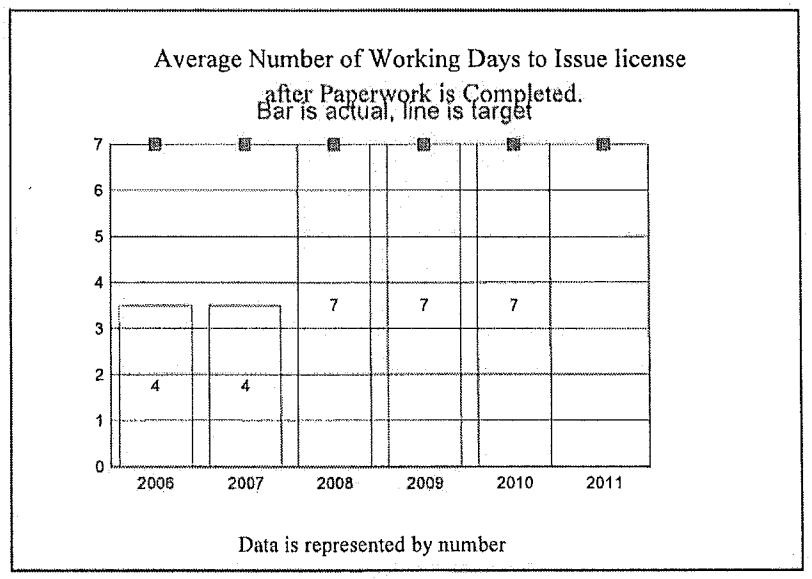


1. OUR STRATEGY

The Boards strategy is that the investigation of complaints should take place in a timely fashion. By establishing the average time from the receipt of a new complaint until the investigation is completed is a way of measuring the timeliness of the Boards workload.

DENTISTRY, BOARD of	II. KEY MEASURE ANALYSIS

KPM #3	Days to Complete License Paperwork - Average number of working days from receipt of completed paperwork to issuance of license.	2003
Goal	Public Protection - Protect the public by assuring that all licensees are competent to practice safely and ethically.	
Oregon Context	The Oregon Board of Dentistry has no primary links ot the Oregon Benchmarks	
Data Source	Database- licensing information	
Owner	Oregon Board of Dentistry, Patrick D. Braatz, Executive Director, (971) 673-3200	

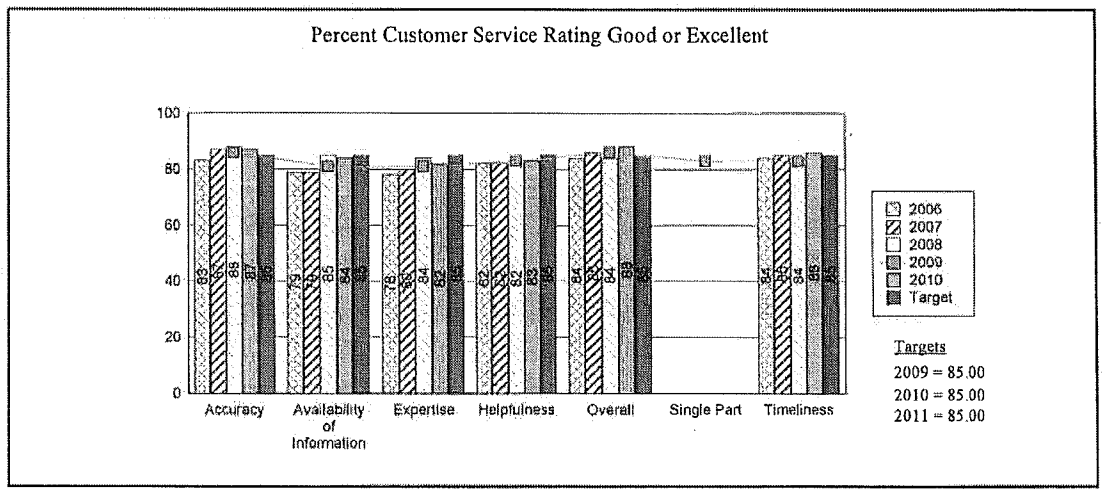


1. OUR STRATEGY

The Boards strategy is that the processing of completed paperwork for the issuance of a license, either new or a renewal, should take place in a reasonable period of time to assure public protection and to assure that those desiring to work in Oregon can do so in a timely fashion.

DENTISTRY, BOARD of	II. KEY MEASURE ANALYSIS

KPM #4	CUSTOMER SATISFACTION WITH AGENCY SERVICES - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.	2006
Goal	Agency Overall Satisfaction Percent of customers rating their overall satisfaction with the agency above average or excellent and Customer Satisfaction Percent of customers rating satisfaction with agency services above average or excellent for: A: Timeliness; B: Accuracy; C; Helpfulness; D: Expertise; E: Information Availability	
Oregon Context	The Oregon Board of Dentistry has no primary links to the Oregon Benchmarks.	
Data Source	Customer Service Surveys completed and returned July 1, 2009 through June 30, 2010.	
Owner	Oregon Board of Dentistry, Patrick D. Braatz, Executive Director, (971) 673-3200	

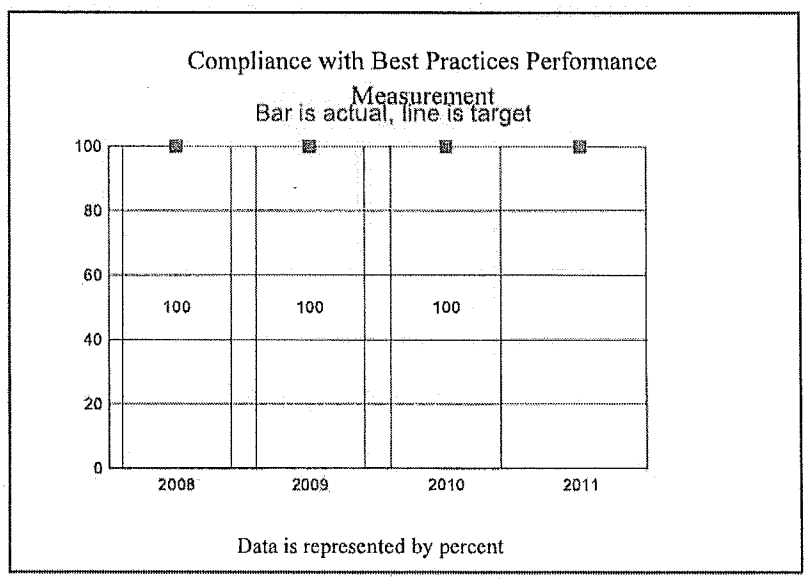


1. OUR STRATEGY

In compliance with the Oregon Legislatures directive, the Board conducted a Customer Service Survey as one tool to determine the customer satisfaction with the accuracy of carrying out the Mission of the Board

DENTISTRY, BOARD of	II. KEY MEASURE ANALYSIS

KPM #5	Board Best Practices - Percent of total best practices met by the Board.	2007
Goal	To have 100% compliance with the Best Practice Perfromance Measures for Governing Boards and Commissions	
Oregon Context	The Oregon Board of Dentistry has no primary links to Oregon Benchmarks.	
Data Source	Evaluation completed by the Oregon Board of Dentistry Members at July 30, 2010 Board Meeting.	
Owner	Oregon Board of Dentistry, Patrick D. Braatz, Executive Director (971) 673-3200	



1. OUR STRATEGY

The Board's strategy is to be in 100% compliance with Best Practices Performance Measurements for Governing Boards and Commissions.

BUDGET NARRATIVE

DENTISTRY, BOARD of	III. USING PERFORMANCE DATA
Agency Mission: To assure that the citizens of Oregon receive the highest possible quality of oral health care.	

Contact: Patrick D Braatz, Executive Director	**Contact Phone:** 971-673-3200
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The following questions indicate how performance measures and data are used for management and accountability purposes.	
1. INCLUSIVITY	* **Staff :** Review of current performance measures on an annual basis. * **Elected Officials:** Approving an making changes to legislatively approved performance measures. * **Stakeholders:** Reviewing letters, telephone calls and e-mails regarding the Board's performance measures. * **Citizens:** Reviewing letters, telephone calls and e-mails regarding the Board's performance measures.
2 MANAGING FOR RESULTS	All data collected on performance measures is reviewed and presented to the Board and Staff. All appropriate changes are made regarding continued compliance with performance measures.
3 STAFF TRAINING	Staff has been informed of all comments provided to the Executive Director regarding performance measures.
4 COMMUNICATING RESULTS	* **Staff :** At staff meetings and through e-mails and memos on customer satisfaction. * **Elected Officials:** Use of Web-site, testimony before Legislatiure and responding to direct inquiries. * **Stakeholders:** Use of Web-stie, presentations and responding to direct inquiries. * **Citizens:** Use of Web-site, presentations and responding to direct inquiries.