

# ANNUAL PERFORMANCE PROGRESS REPORT - EXECUTIVE SUMMARY

**TIME PERIOD: FISCAL YEAR 2003 – 2004**

Please read the instructions before completing. Instructions can be found in Appendix C of the 2005-07 Budget Instructions and online at [www.oregon.gov/DAS/OPB](http://www.oregon.gov/DAS/OPB)

September 30, 2004

Oregon Progress Board

155 Cottage Street, N.E.

Salem, Oregon 97301

SUBJECT: Oregon Board of Dentistry Performance Report

## 2004 Accomplishments

The Oregon Board of Dentistry's primary accomplishments for fiscal year beginning July 1, 2003 and ending June 30, 2004 was a decrease in the number of months and days it requires to complete an investigation and prepare a report for the Board to review and act upon, as well as the time it takes to process the licensing and renewal applications. Both of these performance measures saw a reduction in the number of months and days required for these activities.

Performance Target Achievements		#
Total Number of Key Performance Measures (KPMs)		5
# of KPMs at target for most current reporting period		4
# of KPMs not at target for most current reporting period		1

In the fiscal year 2003-2004 the Board issued 324 new licenses, 157 were issued to dentists and 167 to Dental Hygienists. The Board renewed 1553 of Dental Licenses and 1465 Dental Hygiene Licenses.

The Board opened 240 cases and closed 170 cases during fiscal year 2003-2004.

The Board conducted an audit of 15% of all Dentists and Dental Hygienists who renewed their licenses and found 97% of the licensees were in compliance with the continued education requirements.

## Future Challenges

The Board will be relocating to new office space on August 1<sup>st</sup> of 2004. This new office space will allow the investigative staff the ability to conduct more than one investigative interview at one time, which should provide for a further improvement in the number of days that it takes to complete an investigation and prepare the report to the Board.

As with all state agencies, those that are funded by Other Funds continue to be challenged by adhering to all revenue and expenditure guidelines outlined by the Governor and the Legislature, even though no direct taxpayer dollars fund the Oregon Board of Dentistry.

Sincerely



Patrick D. Braatz

Executive Director

- Performance Accomplishments.

**OREGON BOARD OF DENTISTRY  
ANNUAL PERFORMANCE PROGRESS REPORT 2004**

<b>Performance Measure Definition</b>	<b>2004 Goal</b>	<b>2004 Performance</b>
<b>#1 Percent of licensees in compliance with continuing education requirements</b>	<b>98%</b>	<b>97% are currently in compliance. 3% found not to be in compliance and are currently under investigation for possible disciplinary action.</b>
<b>#2 Average time from receipt of a new complaint to completed investigation (ready to be submitted to the Board)</b>	<b>5 months</b>	<b>Cases opened and investigations completed during the period 7/1/2003 through 6/30/2004.  2.9 months.</b>
<b>#3 Average number of working days from the receipt of completed paperwork to issuance of license (new or renewal)</b>	<b>9 Days</b>	<b>8 Days</b>
<b>#4 Percent of User Surveys returned from Web site reporting that the site provides the appropriate information and is easily understood.</b>	<b>90%</b>	<b>45%*</b>  <b>*Only 12 surveys were completed.</b>
<b>#5 Standards and regulations will be collaboratively reviewed and updated annually by the OBD and interested stakeholders.</b>	<b>Annual Review by the OBD Rules and Oversight Committee.</b>	<b>Rules and Oversight Committee met January 9, 2004.</b>

**ANNUAL PERFORMANCE PROGRESS REPORT - PART I, MANAGING FOR RESULTS****TIME PERIOD: FISCAL YEAR 2003 – 2004**

Agency: Oregon Board of Dentistry	Date Submitted: 06-30-04	Version No.1
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Agency Name: Oregon Board of Dentistry	Agency No.:834000
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**The following questions shed light on how well performance measures and performance data are leveraged within your agency for process improvement and results-based management.**

1 How were staff and stakeholders involved in the development of the agency's performance measures?	<b>The Board and staff developed and reviewed the agency's performance measures at a Board Meeting. Stakeholders were given an opportunity to comment and provide input.</b>
2 How are performance measures used for management of the agency?	<b>The Board directs OBD staff to review the performance measures in an effort to seek improvement in efficiency for the processing of applications and disciplinary cases.</b>
3 What training has staff had in the use performance measurement?	<b>Management reviews with OBD Staff the performance measures and seeks input in improving performance.</b>
4 How does the agency communicate performance results and for what purpose?	<b>The OBD places the Performance Progress Report on the Board's Web site.</b>  <a href="http://www.oregon.gov/dentistry">www.oregon.gov/dentistry</a>
5 What important performance management changes have occurred in the past year?	<b>The OBD hired a new Executive Director and has increased the number of hours for Board Consultants to assist with the investigation of complaints.</b>

**ANNUAL PERFORMANCE REPORT- PART II, KEY MEASURE ANALYSIS**

**TIME PERIOD: FISCAL YEAR 2003 – 2004**

Agency Name: Oregon Board of Dentistry		Agency No.834000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# - 1 Percent of Licensees in compliance with continuing education requirements.	Target	N/A	N/A	97%	97%	98%	98%	100%	100%	100%
	Data	N/A	N/A	97%	97%	90%	97%			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked? **Goal # 1 Public Protection.**

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? **The Oregon Board of Dentistry does not have any primary links to the Oregon Benchmarks.**

What is the impact of your agency?

**Without the threat of an audit there would be no assurance that continuing education courses are being completed per the requirement.**

How does the performance measure demonstrate agency progress toward the goal?

**It shows that the goals are being met.**

Compare actual performance to target and explain any variance.

**There is none.**

Summarize how actual performance compares to any relevant public or private industry standards.

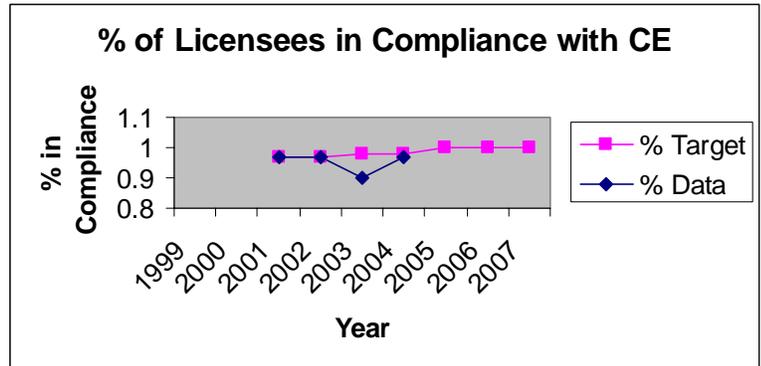
**There is no real comparison to the private sector**

What is an example of a department activity related to the measure?

**The mailing of audit letters to 15% of all licensees.**

What needs to be done as a result of this analysis?

**Nothing at this time.**



Agency Name: Oregon Board of Dentistry		Agency No.834000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# - 2 Average time from receipt of a new complaint to completed investigation(ready to be submitted to the Board).	Target	N/A	7 Months	6 Months	5.75 Months	5.5 Months	5 Months	4 Months	3.75 Months	3.5 Months
	Data	N/A	6.5 Months	5.8 Months	4.6 Months	3.2 Months	2.9 Months			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked?

**Goal # 1 Public Protection.**

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? **The Oregon Board of Dentistry does not have any primary links to the Oregon Benchmarks.**

What is the impact of your agency? **Without the Oregon Board of Dentistry the public would not be protected from bad dental practices.**

How does the performance measure demonstrate agency progress toward the goal?

**It shows that there has been a reduction in the time that complaints are investigated and presented to the Board for review and disposition.**

Compare actual performance to target and explain any variance.

**We are currently ahead of our targets.**

Summarize how actual performance compares to any relevant public or private industry standards.

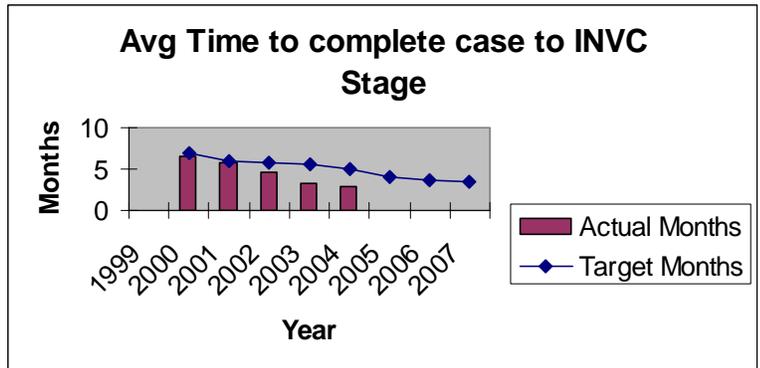
**There is no real comparison to the private sector.**

What is an example of a department activity related to the measure?

**All complaints filed with the Board are investigated.**

What needs to be done as a result of this analysis?

**Nothing at this time.**



Agency Name: Oregon Board of Dentistry		Agency No.834000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# - 3 Average number of working days from the receipt of completed paperwork to issuance of license(either new or renewal).	Target	N/A	N/A	N/A	N/A	10 Days	9 Days	10 Days	7 Days	7 Days
	Data	N/A	12 Days	N/A	N/A	8 Days	8 Days			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked?

**Goal # 1 Public Protection.**

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? **The Oregon Board of Dentistry does not have any primary links to the Oregon Benchmarks.**

What is the impact of your agency? **Without the Oregon Board of Dentistry there would be no one to process these papers.**

How does the performance measure demonstrate agency progress toward the goal?

**We are processing paperwork in a timely fashion.**

Compare actual performance to target and explain any variance.

**We are currently ahead of our targets.**

Summarize how actual performance compares to any relevant public or private industry standards.

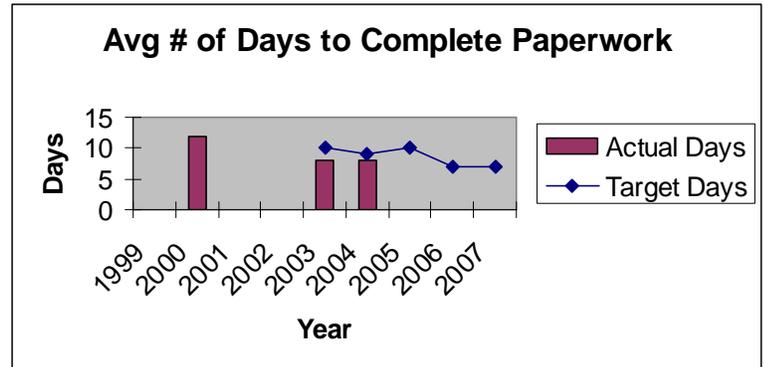
**It would compare as to an order being placed for a good or service and that being handled in a timely fashion.**

What is an example of a department activity related to the measure?

**Licensees are sent licenses on a weekly basis.**

What needs to be done as a result of this analysis?

**Nothing at this time.**



Agency Name: Oregon Board of Dentistry		Agency No.834000								
Key Performance Measure (KPM)		1999	2000	2001	2002	2003	2004	2005	2006	2007
# - 4 Percent of User Surveys returned from Web site reporting that the Web site provides the appropriate information and is easily understood	Target	N/A	N/A	N/A	New Measure	90%	90%	95%	95%	95%
	Data	N/A	N/A	N/A	New Measure	35%	45%			

Data Source:

**Key Performance Measure Analysis**

To what goal(s) is this performance measure linked?

**Goal # 2 Excellent Communication.**

What do benchmark (or other high-level outcome) data say about Oregon relative to the goal(s)? **The Oregon Board of Dentistry does not have any primary links to the Oregon Benchmarks.**

What is the impact of your agency?

**Without proper communication to the public and the Licensee harm could result to the public.**

How does the performance measure demonstrate agency progress toward the goal?

**We are striving for better communication with the public.**

Compare actual performance to target and explain any variance.

**We have a very small number of people who complete the survey and many of them think that the Web site can provide them with information that is simply not available.**

Summarize how actual performance compares to any relevant public or private industry standards.

**Would be similar to a customer service survey given after a good or service has been delivered.**

What is an example of a department activity related to the measure?

**We update the Web site with new material at least once a month.**

What needs to be done as a result of this analysis?

**Nothing at this time.**

