Department of Consumer Affairs

Naturopathic Medicine Committee

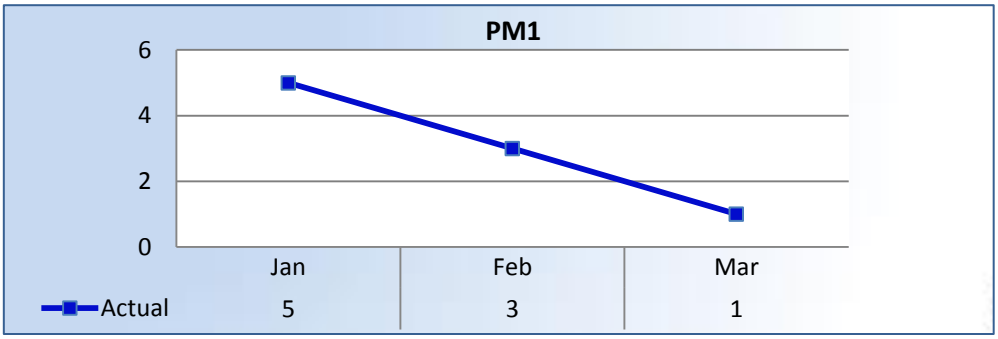
Performance Measures

Q3 Report *(January – March 2016)*

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

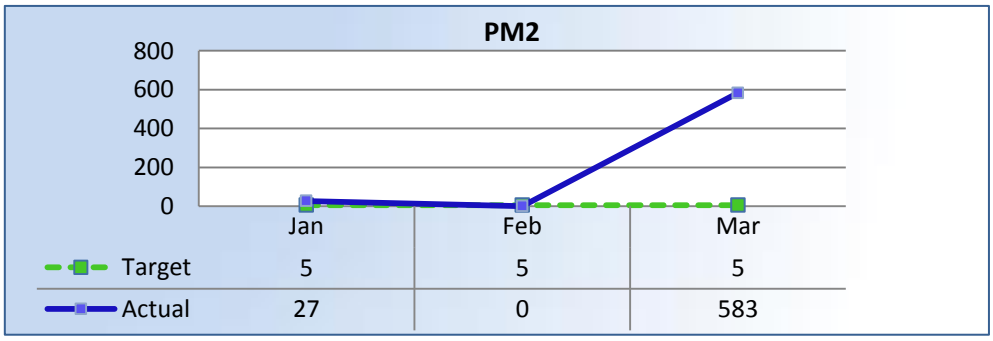


Total Received: 9 **Monthly Average**: 3

Complaints: 9 | **Convictions**: 0

PM2 | Intake *(*see endnote)*

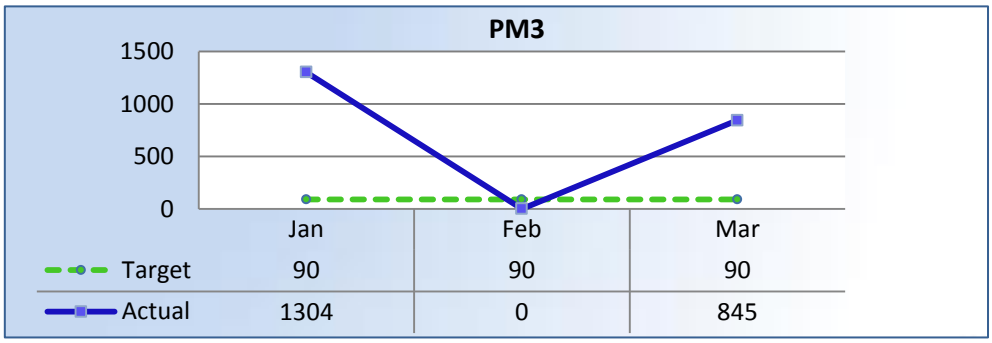
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 30 Days | **Actual Average:** 361 Days

PM3 | Intake & Investigation *(*see endnote)*

Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation).



Target Average: 360 Days | **Actual Average:** 1,273 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline.
(Includes intake, investigation, and transmittal outcome).

The Committee did not have any cases closed in formal discipline this quarter.

Target Average: 540 Days | **Actual Average:** N/A

PM7 |Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Committee did not contact any new probationers this quarter.

Target Average: 10 Days | **Actual Average:** N/A

PM8 |Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Committee did not have any new probation violations this quarter.

Target Average: 10 Days | **Actual Average:** N/A

The Committee processed a backlog of cases in Q3, facilitated by staffing additions. This accounts for the variation in PM2 and PM3 volume and case aging statistics, compared against previous quarters.