OREGON HEALTH LICENSING AGENCY

Agency Overview 2013
**Mission Statement:** The Oregon Health Licensing Agency (OHLA) protects the health, safety and rights of Oregon consumers by ensuring only qualified applicants are authorized to practice. OHLA establishes, communicates and ensures compliance of regulatory standards for multiple health and related professions.

**Interim Director:** Holly Mercer  
700 Summer Street, Suite 320, Salem, Oregon 97301  
Phone: 503-373-2084  
Email: holly.mercer@state.or.us

FY 2013-15 agency budget: $7.6 million  
Total number of authorizations: 70,969  
Number of authorizations by license type (below):

- **Athletic Trainers, Board of**  
  Athletic Trainers .................................................. 284

- **Body Art Practitioners, Board of**  
  Body Piercers ....................................................... 422  
  Tattoo Artists ...................................................... 898  
  Electrologists ...................................................... 79  
  Facilities.................................................................. 531

- **Cosmetology, Board of**  
  Barbers................................................................... 4,004  
  Hair Designers ..................................................... 21,656  
  Estheticians ......................................................... 13,715  
  Nail Technologists ................................................ 13,432  
  Facilities.................................................................. 4,524  
  Independent Contractors ..................................... 7,094  
  Freelance............................................................. 486

- **Denture Technology, Board of**  
  Denturists.......................................................... 110

- **Direct Entry Midwifery, Board of**  
  Direct Entry Midwives................................. 81

- **Environmental Health Registration Board**  
  Environmental Health Specialists .................. 266  
  Waste Water Specialists ...................................... 9

- **Hearing Aids, Advisory Council on**  
  Hearing Aid Specialists ..................................... 297

- **Licensed Dietitians, Board of**  
  Dietitians.......................................................... 641

- **Nursing Home Administrators Board**  
  Nursing Home Administrators ....................... 435

- **Respiratory Therapist and Polysomnographic Technologist Licensing Board**  
  Respiratory Therapists .................................. 1,692  
  Polysomnographic Technologists .................. 231

- **Sex Offender Treatment Board**  
  Clinical Sex Offender Therapists .................... 70  
  Associate Sex Offender Therapists.................. 12
Authorization Volume

Total Volume: 70,969

Cosmetology, Board of, 64,911, 91.46%

Body Art Practitioners, Board of, 1,930, 2.72%

Respiratory Therapists and Polysomnographic Technologists Licensing Board, 1923, 2.71%

Licensed Dietitians, Board of, 641, 0.90%

Nursing Home Administrators Board, 435, 0.61%

Hearing Aids, Advisory Council on, 297, 0.42%

Athletic Trainers, Board of, 284, 0.40%

Environmental Health Registration Board, 275, 0.39%

Denture Technology, Board of, 110, 0.15%

Sex Offender Treatment Board, 82, 0.12%

Direct Entry Midwifery, Board of, 81, 0.11%
### Key Agency-wide Statistics

<table>
<thead>
<tr>
<th>Statistics Category</th>
<th>FY 2010</th>
<th>FY 2011</th>
<th>FY 2012</th>
<th>FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of new authorizations issued</td>
<td>5,593</td>
<td>6,019</td>
<td>6,051</td>
<td>6,849</td>
</tr>
<tr>
<td>Total number of authorization renewals processed</td>
<td>27,765</td>
<td>33,364</td>
<td>33,705</td>
<td>30,311</td>
</tr>
<tr>
<td>Total number of inspections conducted</td>
<td>5,658</td>
<td>8,250</td>
<td>7,187</td>
<td>6,660</td>
</tr>
<tr>
<td>Total number of examinations conducted</td>
<td>5,284</td>
<td>6,714</td>
<td>7,047</td>
<td>7,783</td>
</tr>
<tr>
<td>Total number of consumer complaints received and investigated</td>
<td>366</td>
<td>378</td>
<td>390</td>
<td>301</td>
</tr>
</tbody>
</table>

### Number of Agency FTE

<table>
<thead>
<tr>
<th>Budget Cycle</th>
<th>Positions</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-2015</td>
<td>35</td>
<td>35.00</td>
</tr>
<tr>
<td>2011-2013</td>
<td>33</td>
<td>33.00</td>
</tr>
<tr>
<td>2009-2011</td>
<td>33</td>
<td>33.00</td>
</tr>
<tr>
<td>2007-2009</td>
<td>33</td>
<td>32.11</td>
</tr>
</tbody>
</table>

### Agency Key Performance Measures

<table>
<thead>
<tr>
<th>Status</th>
<th>KPM Title</th>
<th>Description</th>
<th>Target</th>
<th>FY 2010</th>
<th>FY 2011</th>
<th>FY 2012</th>
<th>FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>Critical Status Complaints</td>
<td>Percent of critical status complaints investigated within 7 days</td>
<td>97%</td>
<td>99%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Establish</td>
<td>High Risk Health Complaints</td>
<td>Percent of high risk health complaints with an investigation initiated within 2 days</td>
<td>96%</td>
<td>N/A</td>
<td>N/A</td>
<td>26%</td>
<td>48%</td>
</tr>
<tr>
<td>No Change</td>
<td>Online Renewals</td>
<td>Percent of renewals processed online</td>
<td>38%</td>
<td>44%</td>
<td>46%</td>
<td>49%</td>
<td>55%</td>
</tr>
<tr>
<td>No Change</td>
<td>Customer Service Survey</td>
<td>Rating overall service as service good or excellent</td>
<td>90%</td>
<td>89%</td>
<td>89%</td>
<td>93%</td>
<td>78%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rating information accuracy as good or excellent</td>
<td>90%</td>
<td>88%</td>
<td>89%</td>
<td>94%</td>
<td>78%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rating availability of information as good or excellent</td>
<td>90%</td>
<td>85%</td>
<td>88%</td>
<td>95%</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rating staff expertise as good or excellent</td>
<td>90%</td>
<td>87%</td>
<td>90%</td>
<td>92%</td>
<td>85%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rating helpfulness as good or excellent</td>
<td>90%</td>
<td>86%</td>
<td>90%</td>
<td>93%</td>
<td>87%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rating timeliness as good or excellent</td>
<td>90%</td>
<td>75%</td>
<td>90%</td>
<td>95%</td>
<td>72%</td>
</tr>
</tbody>
</table>
Agency Overview

The Oregon Health Licensing Agency (OHLA) is unique in structure compared to other state regulatory bodies, incorporating a central agency model and director rather than a single board of directors from one profession.

Volunteer citizen boards represent OHLA-regulated professions and related professions as well as consumer and public protection interests.

OHLA boards provide profession-specific expertise and consultation as well as consumer and public protection viewpoints but are not directly responsible for nor have authority over agency operations, planning and performance.

In general, OHLA boards provide consultation in the following areas:
- Training and education
- Qualifying examinations
- Practice standards
- Code of conduct
- Advising the agency

OHLA provides the following licensing and regulatory services and oversight for all boards/professions under its jurisdiction:
- Issues authorizations to practice for all professions
- Administers qualifying examinations and audits continuing education for ongoing practitioner competence
- Responds to and resolves consumer complaints
- Conducts inspections of cosmetology and body art facilities statewide
- Administers and provides oversight to 12 volunteer citizen boards and multiple health and related professions
- Conducts administrative rulemaking and legislative activities

Agency Short-Term and Long-Term Goals

OHLA’s short-term and long-term goals are aligned in three key areas:
- Protect the health and safety of consumers
- Promote a positive business environment
- Provide excellent customer service

OHLA continues to find efficiencies in how it licenses and regulates to maximize the central agency model’s effectiveness. One key strategy driving increased efficiencies is finding and implementing initiatives to make overarching licensing and regulatory requirements for all professions more consistent.

One major example of an overarching initiative to make the investigative process more consistent among all OHLA-regulated professions in the last biennium is the agency’s Investigative Protocol. The step-by-step process provides a “regulatory roadmap” for OHLA regulatory staff and for licensees under investigation.

Continuing to find efficiencies in the central agency model is imperative as the agency continues to take on new volunteer citizen boards.
OHLA: Major Agency Changes

The Oregon State Legislature established the Oregon Health Licensing Agency (OHLA) in 1999. In recent years, OHLA has taken on licensing and regulatory oversight of additional volunteer citizen boards as well as administrative oversight of other state government bodies such as the Citizens’ Initiative Review Commission.

Following are highlights of recent major changes to OHLA:

2013

- **OHLA Moves to Oregon Health Authority (OHA):** Passage of House Bill 2074 moves OHLA to OHA effective July 1, 2014.

- **Behavior Analysis Regulatory Board:** The newest board under OHLA oversight was established by the 2013 Oregon Legislative Assembly, becoming the twelfth board under OHLA oversight. Legislation also requires insurance coverage for applied behavior analysis treatment for children eight years old or younger diagnosed with autism spectrum disorder.

- **Midwife Mandatory Licensing:** Legislation establishes mandatory licensing for the state’s midwives.

- **Natural Hair Care:** Legislation adds a new field of practice to cosmetology separate from hair design.

2012

- **Health and Safety Standards Raised for Body Art:** OHLA requires new applicants for body piercing registration to complete 1150 hours of training and education and pass a written and practical examination.

- **OHLA Assists Citizens’ Initiative Review Commission:** OHLA provides administrative oversight, including administrative rulemaking, website development and collaboration on two ballot measure reviews with commission members and Healthy Democracy Oregon, the non-profit organization that helped establish the commission. The commission transferred to semi-independent status as of July 1, 2013.

- **Hearing Aid Specialist Education, Training Standards Raised:** Hearing aid specialist entry-to-practice qualifications increase to 520 hours of practical training and education as well as completion of a comprehensive distance learning program.

2011

- **Board of Body Art Practitioners Established:** OHLA provides the Legislature with evidence that body art practices such as “scarification” and “dermal implanting,” as well as ongoing public health and safety concerns with body piercing and tattooing, require a closer regulatory look, resulting in establishment of the new board.
• **Sleep Disorder Treatment Gains Regulatory Oversight:** The growing field of sleep disorder medicine results in the licensing of polysomnographic technologists and establishment of the Respiratory Therapist and Polysomnographic Technologist Licensing Board.

• **Board of Licensed Dietitians Moves to OHLA:** The Legislature transfers licensing and regulatory oversight of this previously stand-alone board to OHLA.

**2010**

• **Midwifery Practice Gains Greater Regulatory Scrutiny:** OHLA addresses risk factors, informed consent, statistical reporting and how to make what is currently voluntary licensure more palatable to practitioners in a series of administrative rulemaking and outreach meetings culminating in changes to protect mother and baby.

• **Uniform Standards Set for Sex Offender Treatment:** The Sex Offender Treatment Board, in collaboration with OHLA, establishes practice standards for the evaluation, treatment and management of juvenile, adult male and developmentally disabled sex offenders.

**2009**

• **Board of Nursing Home Administrators Moves to OHLA:** The Legislature transfers licensing and regulatory oversight of this previously stand-alone board to OHLA.

**2007**

• **Legislation Establishes Sex Offender Treatment Board within OHLA:** Legislation creates this new board to oversee the specialized standards and requirements for therapists who provide treatment to sex offenders.