

California Board of Naturopathic Medicine | Fiscal Year 2023-24

	OCT	NOV	DEC
PM1 Complaints	9	8	4
PM1 Convictions	0	1	0
PM1 Total Volume	9	9	4
PM2 Volume	10	8	6
PM2 Cycle Time	7	3	20
PM2 Target	10	10	10
PM3 Volume	7	0	3
PM3a Intake	6	0	8
PM3b Investigations	98	0	13
OM3c Post-Investigation	1	0	1
OM3 Total Cycle Time	105	0	22
PM3 Target	90	90	90
PM4 Volume	0	0	0
PM4a Intake	0	0	0
PM4b Investigation	0	0	0
PM4c Pre-AG Transmittal	0	0	0
PM4d Post-AG transmittal	0	0	0
PM4 Total Cycle Time	0	0	0
PM4 Target	540	540	540

Performance Measure Definitions

PM1 - Complaints	Number of complaints received ('Complaint' case type)
PM1 - Convictions	Number of complaints received ('Conviction' case type)
PM1 - Total Volume	Sum of complaints + convictions
PM2 - Volume	Number of complaints closed at intake or assigned to an investigator
PM2 - Cycle Time	Average number of days from complaint receipt to the date closed or assigned to an investigator
PM2 - Target	Target PM2 cycle time
PM3 - Volume	Number of investigations closed (not including cases transmitted to the Attorney General)
PM3a - Intake	Intake portion of 'PM3 - Total Cycle Time' (not applicable to non-BreEZe programs)
PM3b - Investigation	Investigation portion of 'PM3 - Total Cycle Time' (not applicable to non-BreEZe programs)
PM3c - Post-Investigation	Post-investigation portion of 'PM3 - Total Cycle Time' (not applicable to non-BreEZe programs)
PM3 - Total Cycle Time	Average number of days to complete the intake and investigation steps of the enforcement process for closed cases not resulting in formal discipline
PM3 - Target	Target PM3 cycle time
PM4 - Volume	Number of cases closed, of those transmitted to the Attorney General
PM4a - Intake	Intake portion of 'PM4 - Total Cycle Time' (not applicable to non-BreEZe programs)
PM4b - Investigation	Investigation portion of 'PM4 - Total Cycle Time' (not applicable to non-BreEZe programs)
PM4c - Pre-AG Transmittal	Pre-AG submittal portion of 'PM4 - Total Cycle Time' (not applicable to non-BreEZe programs)
PM4d - Post-AG Transmittal	Post-AG submittal portion of 'PM4 - Total Cycle Time' (not applicable to non-BreEZe programs)
PM4 - Total Cycle Time	Average number of days to complete the enforcement process (intake, investigation, and formal discipline steps) for those cases closed at the discipline stage
PM4 - Target	Target PM4 cycle time