

Part I – Agency Profile

Agency Overview

The mission of the Idaho Board of Veterinary Medicine is to promote the public health, safety and welfare by safeguarding the people and animals of Idaho by establishing and enforcing professional standards in the licensure and regulation of veterinary health professionals.

The Board's revenues are dedicated funds generated from licensing and certification fees paid by veterinarians, certified veterinary technicians, certified euthanasia technicians, and certified euthanasia agencies. The Board receives sporadic additional revenue in the form of administrative fines and reimbursements for investigatory and legal expenses associated with discipline settlements. These funds are allocated between the Board's four major areas: 1) Investigation and prosecution of complaints, 2) Veterinary licensing, 3) Veterinary technician certification, 4) Euthanasia technician and euthanasia agency certification.

The Board consists of six members, five veterinarians and one public member, appointed by the Governor from various geographic regions of the state. Veterinary members serve a five-year term, while the public member serves a three-year term. Each of the five veterinary members serves four years as a veterinary board member and a fifth year as liaison officer, reviewing and mediating complaints. The board member serving the fourth year of appointment is the president of the board. The Board's office is located in Boise in the Idaho State Department of Agriculture headquarters. The Board's daily business is conducted by a full-time Executive Director and a full-time Technical Records Specialist II.

Core Functions/Idaho Code

Complaint Investigations/Discipline – safeguard the people of Idaho by initiating and conducting investigations on all matters relating to the practice of veterinary medicine, veterinary technology, and euthanizing of animals, and prosecute violations of the Idaho Veterinary Practice Act. (Idaho Code Title 54, Chapter 21, IDAPA 46.01.01 and Principles of Veterinary Medical Ethics, 2010 Revision)

Veterinary Medicine – determine qualifications for issuance and renewal of licenses, set grounds for discipline, establish standards of professional conduct. (Title 54, Chapter 21, Idaho Code)

Veterinary Technology – determine qualifications for issuance and renewal of certifications, set grounds for discipline, and set supervision standards. (Title 54, Chapter 21, Idaho Code)

Certified Euthanasia Program – appoint Certified Euthanasia Task Force, determine qualifications for certification of euthanasia agencies and euthanasia technicians, grounds for discipline, and provide approved euthanasia training to allow purchase and use of approved drugs by certificant to euthanize animals in a humane manner. (Title 54, Chapter 21, Idaho Code)

Revenue and Expenditures

Revenue	FY 2011	FY 2012	FY 2013	FY 2014
State Regulatory Fund	\$222,900	\$224,100	\$298,500	\$260,400
Total	\$222,900	\$224,100	\$298,500	\$260,400
Expenditure	FY 2011	FY 2012	FY 2013	FY 2014
Personnel Costs	\$119,700	\$117,100	\$140,400	\$131,800
Operating Expenditures	\$63,700	\$67,200	\$66,700	\$72,000
Capital Outlay	0	0	\$2,100	0
Trustee/Benefit Payments	0	0	0	0
Total	\$183,400	\$184,300	\$231,100	\$203,800

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2011	FY 2012	FY 2013	FY 2014
New Veterinary Licenses Issued	52	56	55	45
New Veterinary Technician Certifications Issued	11	19	33	23
New Euthanasia Technician Certifications Issued	12	15	18	7
New Euthanasia Agency Certifications Issued	0	0	1	0
Veterinary License Renewals	1,043	1,050	1,054	1,032
Veterinary Technician Certification Renewals	200	191	192	210
Euthanasia Technician Certification Renewals	61	46	49	57
Euthanasia Agency Certification Renewals	21	20	19	19
*Initial Complaints Received (Total No. By Telephone and E-mail)	-	-	-	31
Formal Written Complaints Received	14	16	13	20
• <i>Complaints Prosecuted</i>	1	1	7	4
• <i>Complaints Investigated; No Violations Found</i>	-	-	-	8
• <i>Warning Letters and Letters of Caution Sent</i>	1	16	3	5

*The Board received 31 initial complaints in FY 2014. Of those, 20 complainants went on to submit formal requests in writing.

Performance Highlights

The Board attempted to purchase licensing and regulatory software from GL Solutions in FY2013. After several attempts to install the program, it was mutually determined that the software was not compatible with ISDA's fiscal program and its security measures, and therefore could not be used by BOVM. In order to accomplish the goal of allowing our licensees to make online payments for license renewals in FY 2014, BOVM staff worked successfully with ISDA's Information Technology Division to create that function on existing software. Because of advances in ISDA's existing software, it appears that BOVM will be able to add further online features in the near future, working towards the goal of making the entire renewal process online, a feature that many of our licensees have requested.

The new Executive Director (ED) successfully completed her first year with the BOVM in July 2014. Because of the steep learning curve inherent in the position, mainly due to the intricacies of statute and legal issues, the first year is critical to the development of the ED.

At the request of Certified Euthanasia Agencies, the Certified Euthanasia Task Force (CETF) developed a new Drug Log Inventory. The new log book is easier to use, and can easily be adapted for euthanasia agencies of different sizes. In addition, the jurisprudence exam for certified euthanasia technicians trainees, used to assess their knowledge of Idaho statutes and rules, was updated in 2014. The exam is used in conjunction with the one-day Certified Euthanasia Technician training courses offered every spring and managed by the Certified Euthanasia Task Force.

Part II – Performance Measures

Performance Measure	2011	2012	2013	2014	Benchmark
1. Review and process new applications from veterinarians and veterinary technicians	52	56	87	74	100%
2. Review and process renewal applications from veterinarians and certified veterinary technicians	1,243	1,241	1,313	1,242	100%
3. Review and process new applications from euthanasia technicians and euthanasia agencies	10	15	19	11	100%
4. Review and process renewal applications from euthanasia technicians and euthanasia agencies	82	66	76	73	100%
5. Triage formal written complaints and send to appropriate person in a timely manner	14	10	13	31	100%
6. Review and/or approve continuing education courses	111	102	104	86	100%
7. Fulfill requests for license verifications and public record lists of licensees	129	133	132	119	100%

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