SAMPLE PERFORMANCE MONITORING PLAN – Program Performance

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| ***Performance Indicator*** | ***Data to Collect*** | ***What the data will indicate*** |
| 1. Percentage of services offered by TeleHealth for a given period of time | * Total number of TeleHealth system bookings during time period compared to non TeleHealth. * Services provided via TeleHealth * Total by type | Overall use of TeleHealth for service provision in your facility |
| 1. Clinical services delivered by TeleHealth during a given time period | * Number of clinical TeleHealth consultations * total and by type | Info on how often the TeleHealth system is used for health related consultations? |
| 1. Non-clinical services delivered by TeleHealth during a given time period | * Number of non-clinical uses of TeleHealth system * by type | Info on how often the TeleHealth system is used for non-clinical services such as training, administration etc? |
| 1. Percent of patient refusals | * Total scheduled TeleHealth consultations * Total number of patient refusals | Monitors refusal rates. Reasons could include:   * Want to see doctor in person * Uncomfortable with the technology * Lack of confidence in the system |
| 1. Sessions negatively impacted by technical issues | * Total number of TeleHealth consultations * Total number impacted by reported technical issues * Total by specific reason | Determines which technical issues are impacting consultations in order for improvements to be made. Technical issues could include:   * Poor audio / video quality * Diagnostic equipment not working |
| 1. Average time per TeleHealth consultation (including prep & charting) | * Start time & End time of consultation by service type | Offers data which is useful for future scheduling |
| 1. TeleHealth services by delivery method | * Total number of TeleHealth services provided during time period, by delivery method. | Provides information on which TeleHealth services are most used. Methods could include:  - Live video consultation  - Store and Forward  - Telemetry |