SAMPLE PERFORMANCE MONITORING PLAN – User Satisfaction

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| ***Performance Indicator*** | ***Data to Collect*** | ***What the data will indicate*** |
| 1. Percentage of medical practitioners indicating overall satisfaction with Telehealth system
 | Number of satisfied responses* By Total
* By Reason
 | Overall satisfaction using Telehealth system. Reasons could include: - Session made efficient use of time- The technology was reliable- Felt comfortable with technology/facility- Patient was cooperative- Allowed for adequate patient exam |
| 1. Percentage of medical practitioners indicating overall dissatisfaction with Telehealth system
 | Number of dissatisfied responses* By total
* By Reason
 | Overall dissatisfaction using Telehealth system.Reasons could include:- Inefficient use of time- Technology was unreliable- Patient uncooperative- Would have preferred face to face- Did not allow for adequate patient exam |
| 1. Percentage of patients indicating overall satisfaction with Telehealth system
 | Number of satisfied responses* By total
* By reason
 | Overall satisfaction using Telehealth system. Reasons could include:- Session made efficient use of time- The technology was reliable- Felt comfortable with technology/facility- Did not have to travel far |
| 1. Percentage of patients indicating overall dissatisfaction with Telehealth system
 |  | Overall dissatisfaction using Telehealth system.Reasons could include:- Inefficient use of time- Technology was unreliable- Would have preferred face to face- Had to travel too far- Necessary info unavailable during consult |