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 |