SAMPLE PERFORMANCE MONITORING PLAN – Program Performance

|  |  |  |
| --- | --- | --- |
| ***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 |