SAMPLE PERFORMANCE MONITORING PLAN TEMPLATE

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| 1. Ascertain which aspects of the TeleHealth programme you will focus on for data gathering
 | List areas here. Examples could include:* Percentage of TeleHealth consultations vs non TeleHealth consultations
* User Satisfaction
* Percentage use for clinical vs non clinical appointments
* Timing for TeleHealth consultations
* Patient refusals
* Technical issues
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| 1. Specify the data you will gather for each of these aspects of the programme.
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| Aspect 1 | Data to be collected |
| Aspect 2 | Data to be collected |
| Aspect 3 | Data to be collected |
| Aspect 4 | Data to be collected |
| Aspect 5 | Data to be collected |
| 1. Determine tools & tactics for gathering data
 | List tools here. Examples could include:* Patient feedback forms
* Technical support request forms
* TeleHealth scheduling system
* Patient database
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| 1. Outline which reports will be produced based on data gathered and who will receive the report for review.
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| 1. Develop a process for implementing improvements to the programme.
 | This could include:* Regular reporting
* Meetings with key stakeholders
* Surveys of regular users
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