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 |
| 1. Specify the data you will gather for each of these aspects of the programme. |  |
| 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 |
| 1. Outline which reports will be produced based on data gathered and who will receive the report for review. |  |
| 1. Develop a process for implementing improvements to the programme. | This could include:   * Regular reporting * Meetings with key stakeholders * Surveys of regular users |