SAMPLE PERFORMANCE MONITORING PLAN – User Satisfaction

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
2. 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
3. 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
4. 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