

SAMPLE PERFORMANCE MONITORING PLAN – Program Performance

<i>Performance Indicator</i>	<i>Data to Collect</i>	<i>What the data will indicate</i>
1. Percentage of services offered by TeleHealth for a given period of time	<ul style="list-style-type: none"> 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
2. Clinical services delivered by TeleHealth during a given time period	<ul style="list-style-type: none"> Number of clinical TeleHealth consultations total and by type 	Info on how often the TeleHealth system is used for health related consultations?
3. Non-clinical services delivered by TeleHealth during a given time period	<ul style="list-style-type: none"> 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?
4. Percent of patient refusals	<ul style="list-style-type: none"> Total scheduled TeleHealth consultations Total number of patient refusals 	Monitors refusal rates. Reasons could include: <ul style="list-style-type: none"> - Want to see doctor in person - Uncomfortable with the technology - Lack of confidence in the system
5. Sessions negatively impacted by technical issues	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> - Poor audio / video quality - Diagnostic equipment not working
6. Average time per TeleHealth consultation (including prep & charting)	<ul style="list-style-type: none"> Start time & End time of consultation by service type 	Offers data which is useful for future scheduling
7. TeleHealth services by delivery method	<ul style="list-style-type: none"> Total number of TeleHealth services provided during time period, by delivery method. 	Provides information on which TeleHealth services are most used. Methods could include: <ul style="list-style-type: none"> - Live video consultation - Store and Forward - Telemetry