

## SAMPLE PERFORMANCE MONITORING PLAN – User Satisfaction

<i>Performance Indicator</i>	<i>Data to Collect</i>	<i>What the data will indicate</i>
1. Percentage of medical practitioners indicating overall satisfaction with TeleHealth system	Number of satisfied responses <ul style="list-style-type: none"> <li>• By Total</li> <li>• By Reason</li> </ul>	Overall satisfaction using TeleHealth system. Reasons could include: <ul style="list-style-type: none"> <li>- Session made efficient use of time</li> <li>- The technology was reliable</li> <li>- Felt comfortable with technology/facility</li> <li>- Patient was cooperative</li> <li>- Allowed for adequate patient exam</li> </ul>
2. Percentage of medical practitioners indicating overall dissatisfaction with TeleHealth system	Number of dissatisfied responses <ul style="list-style-type: none"> <li>• By total</li> <li>• By Reason</li> </ul>	Overall dissatisfaction using TeleHealth system. Reasons could include: <ul style="list-style-type: none"> <li>- Inefficient use of time</li> <li>- Technology was unreliable</li> <li>- Patient uncooperative</li> <li>- Would have preferred face to face</li> <li>- Did not allow for adequate patient exam</li> </ul>
3. Percentage of patients indicating overall satisfaction with TeleHealth system	Number of satisfied responses <ul style="list-style-type: none"> <li>• By total</li> <li>• By reason</li> </ul>	Overall satisfaction using Telehealth system. Reasons could include: <ul style="list-style-type: none"> <li>- Session made efficient use of time</li> <li>- The technology was reliable</li> <li>- Felt comfortable with technology/facility</li> <li>- Did not have to travel far</li> </ul>
4. Percentage of patients indicating overall dissatisfaction with TeleHealth system		Overall dissatisfaction using TeleHealth system. Reasons could include: <ul style="list-style-type: none"> <li>- Inefficient use of time</li> <li>- Technology was unreliable</li> <li>- Would have preferred face to face</li> <li>- Had to travel too far</li> <li>- Necessary info unavailable during consult</li> </ul>