

## SAMPLE PERFORMANCE MONITORING PLAN TEMPLATE

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| <p>1. Ascertain which aspects of the TeleHealth programme you will focus on for data gathering</p>                  | <p>List areas here. Examples could include:</p> <ul style="list-style-type: none"> <li>• Percentage of TeleHealth consultations vs non TeleHealth consultations</li> <li>• User Satisfaction</li> <li>• Percentage use for clinical vs non clinical appointments</li> <li>• Timing for TeleHealth consultations</li> <li>• Patient refusals</li> <li>• Technical issues</li> </ul> |
| <p>2. Specify the data you will gather for each of these aspects of the programme.</p>                              |  |
| <p>Aspect 1</p>   | <p>Data to be collected</p>  |
| <p>Aspect 2</p>   | <p>Data to be collected</p>  |
| <p>Aspect 3</p>   | <p>Data to be collected</p>  |
| <p>Aspect 4</p>   | <p>Data to be collected</p>  |
| <p>Aspect 5</p>   | <p>Data to be collected</p>  |
| <p>3. Determine tools &amp; tactics for gathering data</p>  | <p>List tools here. Examples could include:</p> <ul style="list-style-type: none"> <li>• Patient feedback forms</li> <li>• Technical support request forms</li> <li>• TeleHealth scheduling system</li> <li>• Patient database</li> </ul>  |
| <p>4. Outline which reports will be produced based on data gathered and who will receive the report for review.</p> |  |
| <p>5. Develop a process for implementing improvements to the programme.</p>   | <p>This could include:</p> <ul style="list-style-type: none"> <li>• Regular reporting</li> <li>• Meetings with key stakeholders</li> <li>• Surveys of regular users</li> </ul>   |