Attachment B

Passive Technical Assistance Protocol

This document will be used to collect information from nursing homes when they contact TMF Health Quality Institute for technical assistance (TA). These items will be in an excel database to collect the information during a call.

Hello, this is [name] from TMF Health Quality Institute. How may I help you?

1. What tool are you using? [if necessary confirm the name of the tool from the Guide]
2. [If necessary] What kind of problem are you experiencing?
3. [Provide TA. Describe what was stated and issues.]
4. Was the issue resolved during the call?
5. Any follow-up needed? By whom?
6. [How long was the call (in minutes)?]
7. [Name of TA provider]
8. [Name of Nursing Home]
9. [Name of person calling from nursing home and contact information (email, phone, etc)]