TRC Performance Indicator Data Collection Tool

The Telehealth Resource Center (TRC) Performance Indicator Data Collection Tool is intended to collect data elements that are required for reporting to the Office for the Advancement of Telehealth (OAT) on TRC performance measures. The performance measures and associated data elements are designed to assess how the TRC program is meeting its goals to:

1. Expand the availability of telehealth services in underserved communities

2. Improve the quality, efficiency, and effectiveness of telehealth services

3. Promote knowledge exchange and dissemination about efficient and effective telehealth practices and technology

4. Establish sustainable technical assistance (TA) centers providing quality, unbiased TA for the development and expansion of effective and efficient telehealth services in underserved communities

OAT will require all TRC grantees to complete this tool every six months based on TRC activity for the preceding six-month reporting period. The TRC Performance Indicator Data Collection Tool collects telehealth service data at the telehealth program/network level, the originating site level, and also collects data on TRC activities, client service assessments and the impact of TRC activities. Please respond to **all** questions based on the **current reporting period**.

<u>COMPLETE QUESTIONS 1-5</u>

1. **Service Utilization by Type of Organization Requesting Service and Outcomes for Reporting Period**

Total number of individual clients/departments requesting TRC services and hours of client contact service provided, including preparation time.

Total number of new/first time _____

Total number of repeat clients ((those who received service in the past – prior to the current reporting period – who are returning for more/other services) _____

Total number of hours of technical assistance provided including preparation time _____

2. **Method of Query for Reporting Period**

☐☐Conference/Meeting or other In-Person Contact
☐☐Email

☐☐Referral from another TRC
☐☐Social Media (Twitter, Facebook, LinkedIN, etc.)
☐☐TRC Initiated
☐☐Website
☐☐Other

_____

3. **Topic of Query for Reporting Period**

☐☐General Information
☐☐Clinical Service Program Development/Operations
☐☐Equipment and Technology Assessment Selection
☐☐Financial (Reimbursement, Business Models, Grants)
☐☐Policy
☐☐Other

_____

4. **Types of Services Provided by TRC during Reporting Period**
    Training/Education and Outreach

☐☐Events
☐☐Organize/Host Conference or Training Event
# of Events _____ Total Direct Service Hours _____ Total # of Participants_____
☐☐Presentation at Conferences/Meetings/Webinars
# of Presentations _____ Total Direct Service Hours _____ Total # of Participants _____
☐☐Other _____

Communications/Promotional Activities

Exhibits
# of Hours _____ # of contacts _____

Newsletter
# of newsletters _____ # of subscribers _____

Website
# of unique visitors _____ # of pages viewed by visitors _____

Research Publications
# of publications _____

General Media
# of interviews/articles _____

Social Media
Facebook # of pages likes, _____   # of posts_____
Twitter # of followers _____   # of tweets _____
LinkedIn # of followers _____   # of posts _____

Technical Assistance/Consultation

Method Used to Respond to Queries

Email (# of responses) _____
Phone (# responses) _____
Videoconference (# of responses) _____
In Person Visit (# of responses) _____
Group Collaboration/Planning (# of responses) _____

Client Satisfaction Survey Results
The following 4 questions come from the standardized Client Satisfaction Questionnaire –
CSQ-8 and ratings are on a 4 point scale)

How would you rate the quality of service you received – Excellent, Good, Fair, Poor
respondents _____ average rating _____

If a colleague were in need of similar help, would you recommend our program to him or her
– No, definitely not, No, I don't think so, Yes, I think so, Yes definitely
respondents _____ average rating _____

In an overall, general sense, how satisfied are you with the services you have received – Very
satisfied, Mostly satisfied, Indifferent or mildly dissatisfied, Quite dissatisfied
respondents _____ average rating _____

If you were to seek help again, would you come back to our program – No, definitely not,
No, I don't think so, Yes, I think so, Yes, definitely
respondents _____ average rating _____

Tools/Materials/Resources
developed _____ # distributed _____

---

5. New telehealth sites or services developed

Number of new telehealth sites established as a result of TRC TA _____

Number of new telehealth services initiated as a result of TRC TA _____