Instructions for submitting data via Performance Improvement Measurement System

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

Provide the 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

Method Query for Reporting Period

Indicate the method of contact for technical assistance request for this reporting period.

Conference/Meeting or other In-Person Contact
Email
Phone
Referral from Another TRC
Social Media (Twitter, Facebook, LinkedIn, etc.)
TRC Initiated
Website
Other

Types of Services Provided by TRC during the Reporting Period

Provide the topic of query from the selection below:

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

Types of Services Provided by TRC during the Reporting Period

Identify by categories provided the means chosen for training, education and outreach.

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)
Web Site (# unique visitors, # of pages viewed by visitors)
Research Publications (# of publications)
General Media (# interviews/articles)
Social Media
Facebook (# of page likes, # of posts)
Twitter (# of followers, # of tweets)
LinkedIn (# of followers, # of posts)
Other
Technical Assistance/Consultation
Method Used to Respond to Queries
Email (# responses)
Phone (# responses)
Videoconference (# responses)
In Person Visit (# responses)
Group Collaboration/Planning (# 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)
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