**Measure Changes**

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| **Previous Measure** | **New Measure** |
| **1: Service Utilization by Type of Organization Requesting Service and Outcomes for Reporting Period**  Category   * 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 | **1: Service Utilization by State and Type of Organization Requesting Service**  Service Utilization   * Total # of clients served * Total # of repeat clients * Direct   + Total # of clients served via technical assistance (ie. consultation)   + Total # of clients served via training   + List each state in your region and total number of clients served in each   + PIMS Form Example: State Acronym \_\_\_\_ Number of Clients Served via consultation\_\_\_\_ via conference, meeting, or training \_\_\_\_   + PIMS Form creates automated: Total Clients Served in TRC Region   + PIMS Form creates automated: Total Clients Served in HRSA Region * Indirect   + Total # of clients served via education and outreach   Type of Organization Requesting Service   * Academic Institution/School * Associations/Organizations (National, State or Regional)   + Area Health Education Center (AHEC)   + Rural Health Association   + Other * Clinic   + Free Clinic \_\_\_   + Federally Qualified Health Center (FQHC)   + Rural Health Clinic (RHC)   + Other * Funders (Foundations/Health Plans) * Hospital/Health System   + Critical Access Hospital (CAH) (25 beds or less)   + Small Rural Hospital (50 beds or less)     - Medium Rural Hospital (50-99 beds)     - Large Rural Hospital (100 or more beds)     - Other   + Health Resources and Services Administration (HRSA) Grant Funded Entity   + Government Agency (Federal, State, Regional or Local)     - Corrections     - Health Department     - Medicaid/Medicare     - Mental Health     - Public Health     - Social Service     - State Office of Rural Health (SORH)     - VA   Tribal/IHS   * + - Other   + Legislator/Policy Maker /staffer(or office)   + Telehealth Resource Center   + Vendor     - Clinical Service Provider \_\_\_     - Technology     - Telecommunications     - Business solutions/consultants     - Legal     - Other   + Other (list other and provide total numbers) |
| **2: Method of Query for Reporting Period**  Category   * Conference/Meeting or other In-Person Contact * Email * Phone * Referral from Another TRC * Social Media (Twitter, Facebook, LinkedIn, etc.) * TRC Initiated * Website * Other | **2: TRC Technical Assistance Communication Method of Inquiry and Response**  Method of Technical Assistance Inquiry   * Email * Phone * In-Person Contact at an event (ie. training, conference, meeting, other) * TRC Website Form * Referral from Another TRC * Social Media (Twitter, Facebook, LinkedIn, etc.) * TRC Initiated * Other   Method Used to Respond to Inquiries   * Email * Phone * Videoconference * In Person Visit * Other |
| **3: Topic of Query for Reporting Period**  Category   * General Information * Clinical Service Program Development/Operations * Equipment and Technology Assessment/Selection * Financial (Reimbursement, Business Models, Grants) * Policy * Other | **3: Topic of Inquiry**  Category   * Financial (Reimbursement, Business Models, Grants) * Policy/Legal * Market Analysis * About my TRC * Broadband network infrastructure * Readiness Assessment * Distance Learning   + Project ECHO * Program Evaluation * Strategic Planning * Tools and Templates * General Telehealth Information * Clinical Service Program Development/Operations   + Mental/Behavioral Health * Equipment and Technology Assessment/Selection * Other |
| **4: Types of Services Provided by TRC during the Reporting Period**  Category  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) | **4: Types of Services Provided by TRC**  ***Training/Education and Outreach***   * # of Conferences/Meetings \_\_\_   + Total # of conferences/meetings hosted by TRC \_\_\_\_   + Total # of participants \_\_\_   + Total # of TRC presentations at conferences/meetings \_\_\_\_ * # of Trainings \_\_\_   + Total # of trainings hosted by TRC \_\_\_\_   + Total # of participants \_\_\_ * # of Webinars \_\_\_   + Total # of webinars hosted by TRC \_\_\_\_   + Total # of participants \_\_\_   + Total # requested by HRSA   + Total # requested by other Federal Agency \_\_\_\_ * # of Other \_\_\_\_   + Describe other   ***Communications/Promotional Activities***   * Exhibit booths at conferences   + # of booths \_\_\_   + # of contacts \_\_\_   + # of hours managing exhibit \_\_\_ * General Media   + # interviews \_\_\_ (decimal/fraction)   + # articles \_\_\_ (decimal/fraction)   ***Tools/Materials/Resources***   * Newsletter   + # of newsletters \_\_\_   + # of subscribers \_\_\_ * Website   + # website visits \_\_\_ * Fact Sheets/One Pagers   + # of fact sheets/one pagers \_\_\_ * Online Education   + # Video Modules \_\_\_     - # of views \_\_\_\_   + # of Toolkits \_\_\_\_     - # of views \_\_\_\_   + # of Course Modules \_\_\_\_     - # of people accessing \_\_\_\_ * Issue Briefs (# of issue briefs) \_\_\_\_ (decimal/fraction) * Other (list type and #) \_\_\_\_ |
| **5. New telehealth sites or services developed**  Category   * Number of new telehealth sites established as a result of TRC TA * Number of new telehealth services initiated as a result of TRC TA |  |