

**Measure Changes**

Previous Measure	New Measure
<p><b>1: Service Utilization by Type of Organization Requesting Service and Outcomes for Reporting Period</b></p> <p><u>Category</u></p> <ul style="list-style-type: none"> <li>• Total number of individual clients/departments requesting TRC services and hours of client contact service provided, including preparation time.</li> <li>• Total number of new/first time</li> <li>• 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)</li> <li>• Total number of hours of technical assistance provided including preparation time</li> </ul>	<p><b>1: Service Utilization by State and Type of Organization Requesting Service</b></p> <p><u>Service Utilization</u></p> <ul style="list-style-type: none"> <li>• Total # of clients served</li> <li>• Total # of repeat clients</li> <li>• Direct               <ul style="list-style-type: none"> <li>○ Total # of clients served via technical assistance (ie. consultation)</li> <li>○ Total # of clients served via training</li> <li>○ List each state in your region and total number of clients served in each</li> <li>○ PIMS Form Example: State Acronym ____ Number of Clients Served via consultation ____ via conference, meeting, or training ____</li> <li>○ PIMS Form creates automated: Total Clients Served in TRC Region</li> <li>○ PIMS Form creates automated: Total Clients Served in HRSA Region</li> </ul> </li> <li>• Indirect               <ul style="list-style-type: none"> <li>○ Total # of clients served via education and outreach</li> </ul> </li> </ul> <p><u>Type of Organization Requesting Service</u></p> <ul style="list-style-type: none"> <li>• Academic Institution/School</li> <li>• Associations/Organizations (National, State or Regional)               <ul style="list-style-type: none"> <li>○ Area Health Education Center (AHEC)</li> <li>○ Rural Health Association</li> <li>○ Other</li> </ul> </li> <li>• Clinic               <ul style="list-style-type: none"> <li>○ Free Clinic ____</li> <li>○ Federally Qualified Health Center (FQHC)</li> <li>○ Rural Health Clinic (RHC)</li> <li>○ Other</li> </ul> </li> <li>• Funders (Foundations/Health Plans)</li> <li>• Hospital/Health System               <ul style="list-style-type: none"> <li>○ Critical Access Hospital (CAH) (25 beds or less)</li> <li>○ Small Rural Hospital (50 beds or less)                   <ul style="list-style-type: none"> <li>▪ Medium Rural Hospital (50-99 beds)</li> <li>▪ Large Rural Hospital (100 or more beds)</li> <li>▪ Other</li> </ul> </li> </ul> </li> <li>○ Health Resources and Services Administration (HRSA) Grant Funded Entity</li> <li>○ Government Agency (Federal, State, Regional or Local)</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Corrections</li> <li>▪ Health Department</li> <li>▪ Medicaid/Medicare</li> <li>▪ Mental Health</li> <li>▪ Public Health</li> <li>▪ Social Service</li> <li>▪ State Office of Rural Health (SORH)</li> <li>▪ VA</li> </ul> <p>Tribal/IHS</p> <ul style="list-style-type: none"> <li>▪ Other</li> </ul> <ul style="list-style-type: none"> <li>o Legislator/Policy Maker /staffer(or office)</li> <li>o Telehealth Resource Center</li> <li>o Vendor <ul style="list-style-type: none"> <li>▪ Clinical Service Provider ____</li> <li>▪ Technology</li> <li>▪ Telecommunications</li> <li>▪ Business solutions/consultants</li> <li>▪ Legal</li> <li>▪ Other</li> </ul> </li> <li>o Other (list other and provide total numbers)</li> </ul>
<p><b>2: Method of Query for Reporting Period</b></p> <p><u>Category</u></p> <ul style="list-style-type: none"> <li>• Conference/Meeting or other In-Person Contact</li> <li>• Email</li> <li>• Phone</li> <li>• Referral from Another TRC</li> <li>• Social Media (Twitter, Facebook, LinkedIn, etc.)</li> <li>• TRC Initiated</li> <li>• Website</li> <li>• Other</li> </ul>	<p><b>2: TRC Technical Assistance Communication Method of Inquiry and Response</b></p> <p><u>Method of Technical Assistance Inquiry</u></p> <ul style="list-style-type: none"> <li>• Email</li> <li>• Phone</li> <li>• In-Person Contact at an event (ie. training, conference, meeting, other)</li> <li>• TRC Website Form</li> <li>• Referral from Another TRC</li> <li>• Social Media (Twitter, Facebook, LinkedIn, etc.)</li> <li>• TRC Initiated</li> <li>• Other</li> </ul> <p><u>Method Used to Respond to Inquiries</u></p> <ul style="list-style-type: none"> <li>• Email</li> <li>• Phone</li> <li>• Videoconference</li> <li>• In Person Visit</li> <li>• Other</li> </ul>
<p><b>3: Topic of Query for Reporting Period</b></p> <p><u>Category</u></p> <ul style="list-style-type: none"> <li>• General Information</li> <li>• Clinical Service Program Development/Operations</li> <li>• Equipment and Technology Assessment/Selection</li> <li>• Financial (Reimbursement, Business Models, Grants)</li> <li>• Policy</li> <li>• Other</li> </ul>	<p><b>3: Topic of Inquiry</b></p> <p><u>Category</u></p> <ul style="list-style-type: none"> <li>• Financial (Reimbursement, Business Models, Grants)</li> <li>• Policy/Legal</li> <li>• Market Analysis</li> <li>• About my TRC</li> <li>• Broadband network infrastructure</li> <li>• Readiness Assessment</li> <li>• Distance Learning <ul style="list-style-type: none"> <li>o Project ECHO</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Program Evaluation</li> <li>• Strategic Planning</li> <li>• Tools and Templates</li> <li>• General Telehealth Information</li> <li>• Clinical Service Program Development/Operations <ul style="list-style-type: none"> <li>○ Mental/Behavioral Health</li> </ul> </li> <li>• Equipment and Technology Assessment/Selection</li> <li>• Other</li> </ul>
<p><b>4: Types of Services Provided by TRC during the Reporting Period</b></p> <p><u>Category</u></p> <p>Training/Education and Outreach</p> <p>Events</p> <ul style="list-style-type: none"> <li>• Organize/Host Conference or Training Event (# of Events, Total Direct Service Hours, Total # of Participants)</li> <li>• Presentation at Conferences/Meetings/Webinars (# of Presentations, Total Direct Service Hours, Total # of Participants)</li> <li>• Other</li> </ul> <p>Communications/Promotional Activities</p> <ul style="list-style-type: none"> <li>• Exhibits (# of hours, # of contacts)</li> <li>• Newsletter (# of newsletters, # of subscribers)</li> <li>• Web Site (# unique visitors, # of pages viewed by visitors)</li> <li>• Research Publications (# of publications)</li> <li>• General Media (# interviews/articles)</li> </ul> <p>Social Media</p> <ul style="list-style-type: none"> <li>• Facebook (# of page likes, # of posts)</li> <li>• Twitter (# of followers, # of tweets)</li> <li>• LinkedIn (# of followers, # of posts)</li> </ul> <p>Other</p> <p><b>Technical Assistance/Consultation</b></p> <p>Method Used to Respond to Queries</p> <ul style="list-style-type: none"> <li>• Email (# responses)</li> <li>• Phone (# responses)</li> <li>• Videoconference (# responses)</li> <li>• In Person Visit (# responses)</li> <li>• Group Collaboration/Planning (# responses)</li> </ul> <p><b>Client Satisfaction Survey Results</b></p> <p>The following 4 questions come from the standardized Client Satisfaction Questionnaire – CSQ-8 and ratings are on a 4 point scale)</p> <ul style="list-style-type: none"> <li>• How would you rate the quality of service you received – Excellent, Good, Fair, Poor (# respondents, average rating)</li> <li>• 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)</li> <li>• In an overall, general sense, how satisfied are</li> </ul>	<p><b>4: Types of Services Provided by TRC</b></p> <p><b>Training/Education and Outreach</b></p> <ul style="list-style-type: none"> <li>• # of Conferences/Meetings ____ <ul style="list-style-type: none"> <li>○ Total # of conferences/meetings hosted by TRC ____</li> <li>○ Total # of participants ____</li> <li>○ Total # of TRC presentations at conferences/meetings ____</li> </ul> </li> <li>• # of Trainings ____ <ul style="list-style-type: none"> <li>○ Total # of trainings hosted by TRC ____</li> <li>○ Total # of participants ____</li> </ul> </li> <li>• # of Webinars ____ <ul style="list-style-type: none"> <li>○ Total # of webinars hosted by TRC ____</li> <li>○ Total # of participants ____</li> <li>○ Total # requested by HRSA</li> <li>○ Total # requested by other Federal Agency ____</li> </ul> </li> <li>• # of Other ____ <ul style="list-style-type: none"> <li>○ Describe other</li> </ul> </li> </ul> <p><b>Communications/Promotional Activities</b></p> <ul style="list-style-type: none"> <li>• Exhibit booths at conferences <ul style="list-style-type: none"> <li>○ # of booths ____</li> <li>○ # of contacts ____</li> <li>○ # of hours managing exhibit ____</li> </ul> </li> <li>• General Media <ul style="list-style-type: none"> <li>○ # interviews ____ (decimal/fraction)</li> <li>○ # articles ____ (decimal/fraction)</li> </ul> </li> </ul> <p><b>Tools/Materials/Resources</b></p> <ul style="list-style-type: none"> <li>• Newsletter <ul style="list-style-type: none"> <li>○ # of newsletters ____</li> <li>○ # of subscribers ____</li> </ul> </li> <li>• Website <ul style="list-style-type: none"> <li>○ # website visits ____</li> </ul> </li> <li>• Fact Sheets/One Pagers <ul style="list-style-type: none"> <li>○ # of fact sheets/one pagers ____</li> </ul> </li> </ul>

<p>you with the services you have received – Very satisfied, Mostly satisfied, Indifferent or mildly dissatisfied, Quite dissatisfied (# respondents, average rating)</p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Tools/Materials/Resources (# developed, # distributed)</li> </ul>	<ul style="list-style-type: none"> <li>• Online Education <ul style="list-style-type: none"> <li>○ # Video Modules ____ <ul style="list-style-type: none"> <li>▪ # of views ____</li> </ul> </li> <li>○ # of Toolkits ____ <ul style="list-style-type: none"> <li>▪ # of views ____</li> </ul> </li> <li>○ # of Course Modules ____ <ul style="list-style-type: none"> <li>▪ # of people accessing ____</li> </ul> </li> </ul> </li> <li>• Issue Briefs (# of issue briefs) ____ (decimal/fraction)</li> <li>• Other (list type and #) ____</li> </ul>
<p><b>5. New telehealth sites or services developed</b>  <u>Category</u></p> <ul style="list-style-type: none"> <li>• Number of new telehealth sites established as a result of TRC TA</li> <li>• Number of new telehealth services initiated as a result of TRC TA</li> </ul>	