**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)
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| **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
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| **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
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| **4: Types of Services Provided by TRC during the Reporting Period**CategoryTraining/Education and OutreachEvents* 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 #) \_\_\_\_
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| **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
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