Measure Changes

Previous Measure	New Measure

1: Service Utilization by Type of Organization Requesting Service and Outcomes for Reporting Period
 <u>Category</u>
 • 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
	 <u>Service Utilization</u>
	 • Total # of clients served
	 • Total # of repeat clients
	 • Direct
	     o Total # of clients served via technical assistance (ie. consultation)
	     o Total # of clients served via training
	     o List each state in your region and total number of clients served in each
	     o PIMS Form Example: State Acronym ____ Number of Clients Served via consultation____ via conference, meeting, or training ____
	     o PIMS Form creates automated: Total Clients Served in TRC Region
	     o PIMS Form creates automated: Total Clients Served in HRSA Region
	 • Indirect
	     o Total # of clients served via education and outreach
	
	 <u>Type of Organization Requesting Service</u>
	 • Academic Institution/School
	 • Associations/Organizations (National, State or Regional)
	     o Area Health Education Center (AHEC)
	     o Rural Health Association
	     o Other
	 • Clinic
	     o Free Clinic ___
	     o Federally Qualified Health Center (FQHC)
	     o Rural Health Clinic (RHC)
	     o Other
	 • Funders (Foundations/Health Plans)
	 • Hospital/Health System
	     o Critical Access Hospital (CAH) (25 beds or less)
	     o Small Rural Hospital (50 beds or less)
	        ▪ Medium Rural Hospital (50-99 beds)
	        ▪ Large Rural Hospital (100 or more beds)
	        ▪ Other
	 o Health Resources and Services Administration (HRSA) Grant Funded Entity
	 o 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 - o Legislator/Policy Maker /staffer(or office) - o Telehealth Resource Center - o Vendor ■ Clinical Service Provider ___ ■ Technology ■ Telecommunications ■ Business solutions/consultants ■ Legal ■ Other - o Other (list other and provide total numbers)
2: Method of Query for Reporting Period <u>Category</u> - 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** <u>Method of Technical Assistance Inquiry</u> - 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 <u>Method Used to Respond to Inquiries</u> - Email - Phone - Videoconference - In Person Visit - Other
3: Topic of Query for Reporting Period <u>Category</u> - General Information - Clinical Service Program Development/Operations - Equipment and Technology Assessment/Selection - Financial (Reimbursement, Business Models, Grants) - Policy - Other	**3: Topic of Inquiry** <u>Category</u> - Financial (Reimbursement, Business Models, Grants) - Policy/Legal - Market Analysis - About my TRC - Broadband network infrastructure - Readiness Assessment - Distance Learning - o 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	**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 ___

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)
	• Online Education
	   o # Video Modules ___
	      ▪ # of views ____
	   o # of Toolkits ____
	      ▪ # of views ____
	   o # of Course Modules ____
	      ▪ # of people accessing ____
	• Issue Briefs (# of issue briefs) ____ (decimal/fraction)
	• Other (list type and #) ____

5. New telehealth sites or services developed <u>Category</u> • Number of new telehealth sites established as a result of TRC TA • Number of new telehealth services initiated as a result of TRC TA	