

Instructions for submitting data via Performance Improvement Measurement System for Telehealth Resource Center Program (G22)

A) **Form:** Service Utilization and Surveys

a) **Section:** Service Utilization

- a. **Instruction:** Provide the total number of clients/departments requesting TRC services and number of repeat clients

i) Subsection: Service Utilization by State and Type of Organization Requesting Service

- 1) Total number of clients served
- 2) Total number of repeat clients

ii) Subsection: Direct

- a. **Instruction:** Provide total number of clients/departments served via direct technical assistance of TRC services and their location by state and region

- 2) Total number of clients served via technical assistance (ie. consultation)
- 3) Total number of clients served via training
- 4) List each state in your region and total number of clients served in each
 - o State Acronym
 - o Number of Clients Served via consultation
 - o Number of clients via conference, meeting, or training
- 5) Total Clients Served in TRC Region
- 6) Total Clients Served in HRSA Region

iii) Subsection: Indirect

- Instruction:** Provide the total number of clients/departments served via indirect technical assistance of TRC services for education and outreach

- 1) Total number of clients served via education and outreach

b) **Section:** Organization Requesting Service

- a. **Instruction:** Provide the number of clients/departments requesting TRC services by organization type

i) Subsection: Type of Organization Requesting Service

- 1) Academic Institution/School
- 2) Associations/Organizations (National, State or Regional)
 - o Area Health Education Center (AHEC)
 - o Rural Health Association
 - o Other
- 2) Clinic
 - o Free Clinic
 - o Federally Qualified Health Center (FQHC)
 - o Rural Health Clinic (RHC)
 - o Other

- 3) Funders (Foundations/Health Plans)
- 4) Hospital/Health System
 - o Critical Access Hospital (CAH) (25 beds or less)
 - o Small Rural Hospital (50 beds or less)
 - o Medium Rural Hospital (50-99 beds)
 - o Large Rural Hospital (100 or more beds)
 - o Other
- 5) Health Resources and Services Administration (HRSA) Grant Funded Entity
- 6) Government Agency (Federal, State, Regional or Local)
 - o Corrections
 - o Health Department
 - o Medicaid/Medicare
 - o Mental Health
 - o Public Health
 - o Social Service
 - o State Office of Rural Health
 - o Veterans Administration
 - o Tribal/Indian Health Service
 - o Other
- 7) Legislator/Policy Maker /staffer
- 8) Telehealth Resource Center
- 9) Vendor
 - o Clinical Service Provider
 - o Technology
 - o Telecommunications
 - o Business solutions/consultants
 - o Legal
 - o Other
- 10) Other (list other and provide total numbers)

B) **Form:** TRC Inquiry and Response/ TRC Technical Assistance Communication Method of Inquiry and Response

a) **Section:** TRC Technical Assistance Communication Method of Inquiry and Response

b) **Instruction:** Provide the number clients/departments requesting TRC services by communication method of inquiry and response type

i) **Subsection:** Method of Technical Assistance Inquiry

- 1) Email
- 2) Phone
- 3) In-Person Contact at an event (ie. training, conference, meeting, other)
- 4) TRC Website Form
- 5) Referral from Another TRC
- 6) Social Media (Twitter, Facebook, LinkedIn, etc.)

- 7) TRC Initiated
- 8) Other

ii) **Subsection:** Method Used to Respond to Inquiries

- 1) Email
- 2) Phone
- 3) Videoconference
- 4) In Person Visit
- 5) Other

C) **Form:** Topic of Inquiry

a) **Section:** Category

b) **Instruction:** Provide the number of clients/departments requesting TRC services by topic of inquiry

i) **Subsection:** Category

- 1) Financial (Reimbursement, Business Models, Grants)
- 2) Policy/Legal
- 3) Market Analysis
- 4) About my TRC
- 5) Broadband network infrastructure
- 6) Readiness Assessment
- 7) Distance Learning

ii) **Subsection:** Project Echo

- 1) Program Evaluation
- 2) Strategic Planning
- 3) Tools and Templates
- 4) General Telehealth Information
- 5) Clinical Service Program Development/Operations

iii) **Subsection:** Mental/Behavioral Health

- 1) Equipment and Technology Assessment/Selection
- 2) Other

D) **Form:** Services/ Types of Services Provided by TRC

a) **Section:** Types of Services Provided by TRC

b) **Instruction:** Provide the number of clients/departments requesting TRC services by service type

i) **Subsection:** Training/Education and Outreach

- 1) Number of Conferences/Meetings
 - o Total number of conferences/meetings hosted by TRC
 - o Total number of participants
 - o Total number of TRC presentations at conferences/meetings
- 2) Number of Trainings
 - o Total number of trainings hosted by TRC
 - o Total number of participants

- 3) Number of webinars
 - o Total number of webinars hosted by TRC
 - o Total number of participants
 - o Total number requested by HRSA
 - o Total number requested by other Federal Agency
- 4) Number of Other
 - o Describe Other

ii)**Subsection:** Communications/Promotional Activities

Instruction: Provide the number of TRC activity type

- 1) Exhibit booths at conferences
 - o Number of booths
 - o Number of contacts
 - o Number of hours managing exhibit

- 2) General Media
 - o Number of interviews
 - o Number of articles

iii)**Subsection:** Tools/Materials/Resources

Instruction: Provide the number of TRC services resources type

- 1) Newsletter
 - o Number of newsletters
 - o Number of subscribers
- 2) Websites
 - o Number of website visits
- 3) Fact Sheets/One Pagers
 - o Number of fact sheets/one pagers
- 4) Online Education
 - o Number of Video Modules
 - o Number of views
 - o Number of Toolkits
 - o Number of views
 - o Number of Course Modules
 - o Number of people accessing
- 5) Issue Briefs (Number of issue briefs)
- 6) Other (List type and number)

