

**PIMS Measures – no changes for 2021**

**New Measure**

**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: 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 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**

***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 #) \_\_\_\_