

California Telehealth Resource Center  
Telehealth Program Monitoring Data Project

Performance Indicators and Data Element Matrix

Revised to include data elements or aggregated data elements. Also includes column to consider core, desirable or remove. Decisions would be impacted by the aggregated data element matrix.

Indicator	Data Elements/Aggregated Data Elements	Purpose / Value	Outpatient Services Chronic	Disease Home Monitoring	eICU	ED Services	Admin	Educational Services	Selected Indicators
<b>Program Performance</b>									
1. Percent of all health services / encounters performed using telehealth: total and by specific service type.	<ul style="list-style-type: none"> <li>• <b>Non telehealth services/ encounters</b> total number total by service type</li> <li>• <b>Services provided / obtained through telehealth:</b> total number total by service type</li> </ul>	Indicates overall use of telehealth in the facility – total and by specific service types.	X	X	X	X	X	X	
2. Telehealth services provided: total and by type	<ul style="list-style-type: none"> <li>• <b>Completed telehealth encounters:</b> total number total by service type</li> </ul>	General overview of telehealth use	X	X	X	X	X	X	
3. Clinical services provided: total and by type	<ul style="list-style-type: none"> <li>• <b>Clinical service encounters:</b> total number total services by type</li> </ul>	General overview of clinical services.	X	X	X	X	X	X	
4. Administrative services provided: total and by type	<ul style="list-style-type: none"> <li>• <b>Administrative service usage:</b> total number total services by type total participants total hours</li> </ul>	General overview of administrative services. Types could include: <ul style="list-style-type: none"> <li>• Administrative meetings</li> <li>• Community / business non-health meetings</li> <li>• Commercial conferencing services</li> </ul>	X	X	X	X	X	X	
5. Educational services provided: total and by type	<ul style="list-style-type: none"> <li>• <b>Educational services provided:</b> total number total number by type total attendees total hours</li> </ul>	General overview of educational services. Types could include: <ul style="list-style-type: none"> <li>• Education for health professionals</li> </ul>	X	X	X	X	X	X	

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		<ul style="list-style-type: none"> <li>• Elective education for health professionals</li> <li>• Case reviews Grand rounds</li> <li>• Community Health education programs</li> <li>• Patient support groups</li> </ul>							
6. Clinical versus non clinical uses, in percent.	<ul style="list-style-type: none"> <li>• <b>Clinical encounters:</b> Total</li> <li>• <b>Non-clinical encounters:</b> Total</li> </ul>	General indicator of service use	X	X	X	X	X	X	
7. Percent of requested telehealth services / encounters that were successfully scheduled.	<ul style="list-style-type: none"> <li>• <b>Telehealth encounters requested:</b> Total number of requests Total number by type</li> <li>• <b>Telehealth encounters scheduled:</b> total number scheduled total number scheduled by type</li> </ul>	<ul style="list-style-type: none"> <li>• May identify telehealth provider shortages or long wait times.</li> <li>• May identify scheduling operations problems.</li> </ul>	X	X	X	X	X	X	
8. Percent of scheduled telehealth encounters completed.	<ul style="list-style-type: none"> <li>• <b>Telehealth encounters scheduled:</b> total number scheduled total number scheduled by type</li> <li>• <b>Telehealth encounters completed:</b> total number completed total number completed by type</li> </ul>	Alerts to low completion rates. May be affected by (partial list): provider availability, technical problems, patient site staffing, patient no show	X	X	X	X	X	X	
9. Percent of scheduled telehealth encounters not completed: total, by type, and by specific reason.	<ul style="list-style-type: none"> <li>• <b>Telehealth encounters scheduled:</b> Total number scheduled Total by type</li> <li>• <b>Telehealth encounters not completed:</b> Total number completed Total number by type Not completed by specific reason</li> </ul>	Alerts to low completion rates. Reason codes could include: <ul style="list-style-type: none"> <li>• Provider not available</li> <li>• Patient failed to appear</li> <li>• Patient presenter unavailable</li> <li>• Participants not available</li> <li>• Patient refused service</li> <li>• Required workup/ tests results or other clinical data not available</li> </ul>	X	X	X	X	X	X	

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		<ul style="list-style-type: none"> <li>• Technical / equipment problem</li> </ul>							
10. Percent of encounters that are started but can not be completed: total and by reason.	<ul style="list-style-type: none"> <li>• <b>Telehealth encounters started</b> Total Total by type</li> <li>• <b>Telehealth encounters started ut not completed:</b> Total Total by type Total by reason</li> </ul>	Alert to low completion rates. Reasons could include: <ul style="list-style-type: none"> <li>• Patient refused after visit began</li> <li>• Presenter of provider call away during visit</li> <li>• Required work/up test results not available</li> <li>• Technical/Equipment problem</li> </ul>	X	X	X	X	X	X	
11. Percent of patient refusals: total and by reason.	<ul style="list-style-type: none"> <li>• <b>Scheduled telehealth encounters:</b> Total scheduled Total by type</li> <li>• <b>Patient refusals:</b> Total refusals Total by type Total by reason</li> </ul>	Monitors refusal rates and reasons for refusal. Reasons could include: <ul style="list-style-type: none"> <li>• Uncomfortable with technology</li> <li>• Unsure that technology is effective</li> <li>• Want to see doctor in person</li> </ul>	X	X	X	X	X	X	
12. Completed encounters impacted by a technical issue: percent of total completed encounters and percent by reason.	<ul style="list-style-type: none"> <li>• <b>Encounters completed:</b> Total completed Total by type</li> <li>• <b>Encounters with technical issue reported</b> Total Total by specific reason</li> </ul>	Monitors types of technical situations that are impacting operations. By capturing the reasons, performance improvement measures can be implemented. Reasons could include: <ul style="list-style-type: none"> <li>• Dropped calls</li> <li>• Poor video quality</li> <li>• Poor audio quality</li> <li>• Diagnostics not working</li> </ul>	X	X	X	X	X	X	
13. Scheduled encounters cancelled or not completed due to technical issues: percent of total scheduled encounters and percent by	<ul style="list-style-type: none"> <li>• <b>Scheduled telehealth encounters:</b> Total scheduled Total scheduled by type</li> </ul>	Monitors types of technical situations that are causing service cancellations. Reasons could include:	X	X	X	X	X	X	

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reason (13, 14).	<ul style="list-style-type: none"> <li><b>Scheduled telehealth encounters cancelled or not completed due to technical issues:</b> Total Total by reason</li> </ul>	<ul style="list-style-type: none"> <li>No network connection</li> <li>Dropped calls</li> <li>Poor video quality</li> <li>Poor audio quality</li> <li>Diagnostics not working</li> </ul>							
14. Most frequent times for Telehealth services delivery.	<ul style="list-style-type: none"> <li><b>Encounter start time</b></li> </ul>	This has value for “on demand” telehealth services to identify staffing patterns.			X	X			
15. Average time from Telehealth service request to Telehealth encounter scheduled – non high risk.	<ul style="list-style-type: none"> <li><b>Encounter request date</b></li> <li><b>Encounter scheduled date</b></li> </ul>	Provides information on scheduling system performance and provider availability.	X	X			X	X	
16. Average time from service request to the on demand provider to start of the encounter – high risk.	<ul style="list-style-type: none"> <li><b>Time encounter requested</b></li> <li><b>Time encounter scheduled</b></li> </ul>	Provides information on scheduling system performance and provider availability.			X	X			
17. Average time from identification of need for a Telehealth encounter until S&F package sent.	<ul style="list-style-type: none"> <li>Date and time of patient image capture</li> <li>Date and time of Store and Forward Package Transmission</li> </ul>	Store and forward service type specific. This detects patient site performance issues.	X		X	X			
18. Average time from S&F package sent to assessment/ results returned.	<ul style="list-style-type: none"> <li><b>Date and time of Store and Forward package transmission</b> All services By service type</li> <li><b>Date and time of provider response</b></li> </ul>	Store and forward service type specific. This detects remote provider site performance issues.	X		X	X			
19. Average time per telehealth encounter (including prep and charting): all services and by specific service type.	<ul style="list-style-type: none"> <li><b>Start time of encounter</b></li> <li><b>End time of encounter</b></li> <li><b>Specific service type</b></li> </ul>	Provides information on total encounter time at either patient or provider side. Useful for scheduling.	X	X	X	X	X	X	
20. Average number of video minutes per encounter: total and by	<ul style="list-style-type: none"> <li><b>Start time of live video</b></li> <li><b>End time of live video</b></li> </ul>	Provides information on time required for different	X	X	X	X	X	X	

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specific service.	<ul style="list-style-type: none"> <li>• <b>Service type</b></li> </ul>	specialties / services (without pre and post provider activity. Useful for scheduling, service negotiations.							
21. Time required to obtain service telemedicine versus non-telemedicine: total and by specific service.	<ul style="list-style-type: none"> <li>• <b>Estimated time to in person service delivery</b> Specific Type Service method</li> <li>• <b>Date of service telehealth request</b></li> <li>• <b>Date of service telehealth encounter</b></li> </ul>	Indicates relative availability of telemedicine services; ability to impact service scheduling	X	X	X	X	X	X	
22. Percent of allocated telehealth appointment time used.	<ul style="list-style-type: none"> <li>• <b>Time allocated to Telehealth appointments</b></li> <li>• <b>Allocated time used for appointments</b></li> </ul>	Measures use of available resources and available resources unused.	X				X	X	
23. Result of telehealth encounter by reason.	<ul style="list-style-type: none"> <li>• <b>Total encounters</b></li> <li>• <b>Encounter result by reason</b></li> </ul>	Reasons may include: <ul style="list-style-type: none"> <li>• Corroborated initial diagnosis/treatment plan</li> <li>• Resulted in definitive diagnosis/treatment plan</li> <li>• Confirmed need for face to face visit with remote provider</li> <li>• Confirmed need for urgent/emergent transport</li> <li>• Avoided need for face to face visit with remote provider</li> <li>• Avoided need for urgent/emergent transport</li> <li>• No change in diagnosis or treatment plan</li> <li>• Changed diagnosis or treatment plan</li> </ul>	X	X	X	X	X	X	

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24. Telehealth services by delivery method.	<ul style="list-style-type: none"> <li>• <b>Telehealth encounters completed</b></li> <li>• <b>Total number by delivery method</b></li> </ul>	Provides distribution by delivery method. Methods could include: <ul style="list-style-type: none"> <li>• Live interactive</li> <li>• Store and Forward</li> <li>• Hybrid</li> <li>• Telemetry</li> </ul>	X	X	X	X			
25. Percent of patient encounters no subsequent in person encounter was necessary.	<ul style="list-style-type: none"> <li>• <b>Total number of telehealth encounters</b></li> <li>• <b>Total number of telehealth encounters with no subsequent in-person required</b></li> </ul>	Provides information on how often telehealth visits replaced an office visit?	X	X	X	X		X	
26. Primary diagnosis by service type	<ul style="list-style-type: none"> <li>• <b>Service type</b></li> <li>• <b>CPT codes for primary diagnosis</b></li> <li>• <b>CPT codes for secondary diagnosis</b></li> </ul>		X	X	X	X		X	
<b>Home/Chronic Disease monitoring</b>									
27. Improved quality of life scores Aggregate change in quality of life rating; percent improved percent no change, percent decreased.	<ul style="list-style-type: none"> <li>• <b>Quality of Life scores</b></li> </ul>	Provides improvement in Quality of Life rates through telehealth use. Balances under patient measures provider.	X	X	X	X	X	X	
28. Physiologic measurements collected by type compared to number indicated in care plan.	<ul style="list-style-type: none"> <li>• <b>Number physiologic measures scheduled for collection</b></li> <li>• <b>Number physiologic measures collected</b></li> </ul>	Non adherence to care plan by type: human and technology.		X					

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29. Percent change in admission and readmission rates.	<ul style="list-style-type: none"> <li>• <b>Average readmission rate before Telehealth</b></li> <li>• <b>Average readmission rate after Telehealth</b></li> </ul>	Provides change in inpatient admissions resulting from telehealth use.		X					
30. Percent change in visits to Primary Care Provider.	<ul style="list-style-type: none"> <li>• <b>Average PCP visit rate before Telehealth</b></li> <li>• <b>Average PCP visit rate after Telehealth</b></li> </ul>	Provides reduction in PCP visits resulting from telehealth use.		X					
31. Average number of in-home care nurse encounters per episode of care for home monitoring telehealth programs.	<ul style="list-style-type: none"> <li>• <b>Number of in-home nurse encounters</b></li> <li>• <b>Number of episodes of care</b></li> </ul>	Provides overall utilization on nursing services		X					
32. Nurse contacts per episode of care due to out of range reading NEW	<ul style="list-style-type: none"> <li>• <b>Nurse contacts for out of range readings</b></li> <li>• <b>Number of episodes of care</b></li> </ul>	Provides information on out of range readings per episode of care		X					
33. Average time between in-home nurse interventions compared to non telehealth	<ul style="list-style-type: none"> <li>• <b>Number of home clinical visits</b></li> <li>• <b>For telehealth enrollees</b></li> <li>• <b>For non telehealth enrollees</b></li> <li>• <b>Number of days between visits</b></li> <li>• <b>For telehealth enrollees</b></li> <li>• <b>For non telehealth enrollees</b></li> </ul>	Allows tracking of the length of stable periods		X					
34. Unplanned telehealth encounters by episode of care	<ul style="list-style-type: none"> <li>• <b>Number of unplanned telehealth encounters</b></li> <li>• <b>Number of episodes of care</b></li> </ul>			X					
35. Average number of nurse encounters per unit of time (hour, shift).	<ul style="list-style-type: none"> <li>• <b>Number of nurse encounters</b></li> <li>• <b>Unit of time</b></li> </ul>	Provides productivity information		X					

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<b><u>eICU</u></b>									
36. Percent change in mortality rate.	<ul style="list-style-type: none"> <li>• Average mortality rate before Telehealth</li> <li>• Average mortality rate after Telehealth</li> <li>• Average ICU length of stay before</li> </ul>	Provides reduction in mortality rate through telehealth use. Requires historical data collection and comparison. A common indicator for effectiveness and cost avoidance			X				
37. Percent change in ICU length of stay.	<ul style="list-style-type: none"> <li>• Telehealth</li> <li>• Average ICU length of stay after Telehealth</li> </ul>	Provides reduction in ICU length of stay that in eICU programs use. Required historical data for comparison.			X				
38. Percent change in complications.	<ul style="list-style-type: none"> <li>• Average complication rate before Telehealth</li> <li>• Average complication rate after Telehealth</li> </ul>	Provides reduction in complications in eICU programs. Requires historical data collection and comparison. Provides reduction in overall length of stay in eICU programs. Requires historical data for comparison.			X				
38. Percent change in complications.	<ul style="list-style-type: none"> <li>• Average length of stay before Telehealth</li> </ul>				X				
<b><u>Emergency Department</u></b>									
40. Percent of appropriate TPA Percent reduction in overall length of stay. delivery in allowable timeframe.	<ul style="list-style-type: none"> <li>• Number of patients presenting with stroke symptoms that are eligible for TPA.</li> <li>• Number of patients TPA was administered within the allowable timeframe.</li> </ul>	Provides a measure of telehealth impact on delivery of TPA in appropriate cases. Requires historical data comparison.				X			



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41. Percent change in time required for triage or evaluation in ED.	<ul style="list-style-type: none"> <li>• <b>Time triage or evaluation services requested</b> Total By service type</li> <li>• <b>Time triage or evaluation services provided</b> Total By service type</li> </ul>	Provides measure of change in obtaining triage or evaluations and use of ED beds. Requires historical data comparison.							
<b>Provider Measures</b>									
42. Practitioners referring patients for telehealth: percent of total practitioners.	<ul style="list-style-type: none"> <li>• <b>Number of practitioners</b></li> <li>• <b>Number of practitioners with telehealth referrals</b></li> </ul>	Provides an indicator of the acceptance and use of telemedicine by referring practitioners.	X	X	X	X		X	
43. Percent of providers that indicated overall satisfaction levels of satisfied or above: total and by reason.	<ul style="list-style-type: none"> <li>• <b>Number of satisfaction instruments collected</b></li> <li>• <b>Number of responses that indicate satisfied or above:</b> Total responses Total responses by reason.</li> </ul>	Identified overall satisfaction and reasons. Reasons could include: <ul style="list-style-type: none"> <li>• Makes efficient use of time</li> <li>• Integrated into workflow</li> <li>• Presenter knowledgeable</li> <li>• Technology is reliable</li> <li>• Technology is appropriate</li> <li>• Patient comfortable / cooperative</li> </ul>	X	X	X	X	X	X	
44. Percent of providers indicating unsatisfied: total and by specific reason.	<ul style="list-style-type: none"> <li>• <b>Number of satisfaction instruments collected</b></li> <li>• <b>Number of responses that indicate unsatisfied or below by reason</b></li> </ul>	Detects provider concerns. Reasons may include: <ul style="list-style-type: none"> <li>• Technology did not perform as expected</li> </ul>	X	X	X	X	X	X	

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		<ul style="list-style-type: none"> <li>• Patient site not prepared</li> <li>• Proper video etiquette was not followed</li> <li>• Poor patient presentation skills</li> <li>• Protocol not followed</li> <li>• Necessary information unavailable</li> <li>• Ineffective use of time</li> <li>• Patient uncooperative</li> </ul>							
45. Percent of patients for whom Telehealth encounter were deemed appropriate.	<ul style="list-style-type: none"> <li>• <b>Total encounters</b></li> <li>• <b>Inappropriate encounter</b></li> </ul>	An indicator of referral pattern behaviors. Detects opportunities for provider education.	X	X	X	X	X	X	
46. Percent of patients for whom Telehealth encounter were deemed appropriate.	<ul style="list-style-type: none"> <li>• <b>Number of encounters where provider participated in the encounter</b></li> <li>• <b>Number of providers that indicated increased understanding</b></li> </ul>	This only applies to patient site providers that participated in teleconsultation. This is a measure of effectiveness and impact.	X		X	X			
47. Percent of patient sites indicating satisfied or above and by specific reason.	<ul style="list-style-type: none"> <li>• <b>Number of satisfaction instruments collected</b></li> <li>• <b>Number of responses that indicate satisfied or above and by specific reason</b></li> </ul>	Identified overall satisfactions and reasons. Reasons could include: <ul style="list-style-type: none"> <li>o Makes Efficient use of time</li> <li>o Integrated into workflow</li> <li>o Provider knowledgeable</li> <li>o Technology is reliable</li> <li>o Technology is inappropriate</li> <li>o Patient comfortable / cooperative</li> </ul>	X	X	X	X	X	X	

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48. Percent of patients indicating unsatisfied: total and by specific reason.	<ul style="list-style-type: none"> <li>• <b>Number of satisfaction instruments collected</b></li> <li>• <b>Number of responses that indicate unsatisfied or below by specific reason</b></li> </ul>	Detects patient site concerns of concern. Reasons my include: <ul style="list-style-type: none"> <li>• Technology did not per form as expected</li> <li>• Provider site not prepared</li> <li>• Proper video etiquette was not followed</li> <li>• Poor provider presentation skills</li> <li>• Necessary information unavailable</li> <li>• neffective use of time</li> </ul>	x	x	x	x	x	x	
49. Percent of providers / presenters that are trained to use the system.	<ul style="list-style-type: none"> <li>• <b>Number of Telehealth providers/ presenters in system</b></li> <li>• <b>Number that received formal training</b></li> </ul>	Identifies training levels.	x	x	x	x	x	x	
50. Percent of providers / presenters that demonstrate adequate ability in telehealth service delivery.	<ul style="list-style-type: none"> <li>• <b>Number of Telehealth providers/ presenters in system</b></li> <li>• <b>Number that demonstrated skill in telehealth service delivery</b></li> </ul>	Direct observation needs to support assessment of skills. Identifies need for additional training.	x	x	x	x	x	x	
<b>Patient Measures</b>									
51. Percent of patients that indicated overall satisfaction levels of satisfied or above.	<ul style="list-style-type: none"> <li>• <b>Number of patient responses collected</b></li> <li>• <b>Number of patient responses with satisfied or above</b></li> </ul>	Identifies overall satisfaction.	x	x	x	x		x	

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52. Percent of patients that indicated they would recommend the telehealth system to a friend or family member.	<ul style="list-style-type: none"> <li>• <b>Number of patient responses collected</b></li> <li>• <b>Number of favorable patient responses</b></li> </ul>	Identifies overall satisfaction.	x	x	x	x		x	
<b>Cost Benefit</b>									
53. Estimated reduction or avoidance in travel costs as a result of using Telehealth system: total, by type of transport, and by payer of transport.	<ul style="list-style-type: none"> <li>• <b>Total sessions held</b></li> <li>• <b>Total travel miles avoided</b> <ul style="list-style-type: none"> <li>By patients</li> <li>By providers</li> <li>By payer</li> <li>By service type</li> </ul> </li> <li>• <b>Estimated cost of travel miles</b> <ul style="list-style-type: none"> <li>By patients</li> <li>By providers</li> <li>By payer</li> <li>By service type</li> </ul> </li> </ul>	<p>This indicator reflects all types of travel cost avoidance – both patient and provider. Should be captured with each appropriate encounter or by use of algorithm. Many programs develop algorithm to identify where provider or patient would have to travel without telehealth, determine mode of transportation and estimates costs of the transportation including: vehicle charges (personal vehicle, ambulance, public transportation, air ambulance), mileage costs, salary costs while traveling, overtime / swing shift cost etc. Payer types may include patient, health system, insurer, government program.</p> <p>Provides indicator of the environmental impact</p>	x	x	x	x	x	x	
54. Carbon Footprint Impact	<ul style="list-style-type: none"> <li>• <b>Total travel miles avoided</b></li> <li>• <b>Total reduction in carbon footprint</b></li> </ul>								

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		resulting from telehealth services							
55. Net cost and revenue per telehealth service delivery unit: total and by service type.	<ul style="list-style-type: none"> <li>• <b>Net cost of telehealth service delivery</b> Total cost per unit Total cost per unit by service type</li> <li>• <b>Net revenue per telehealth service delivery</b> Total revenue per unit Total revenue per unit by service type</li> </ul>	Provides per unit cost for services provision. Requires work with the organization's Administration and Finance offices to develop and apply a model. Organization creates model customized to specific application and situation. Data elements could include: o cost of equipment, o amortization period, o cost of development, o staffing costs o overheado Insuranceo IT supporto trainingo cost of provider services, revenues – direct and indirect	X	X	X	X	X	X	
56. Return on Investment.	<ul style="list-style-type: none"> <li>• <b>Revenue / Gain from Investment in telehealth</b></li> <li>• <b>Cost associated with Investment in telehealth</b></li> </ul>	Measure to compare the cost of a program with the anticipated gain from the program. Requires work with the organization's Finance Office to develop ROI model and collect data.	X	X	X	X	X	X	
57. Cost Benefit.	<ul style="list-style-type: none"> <li>• <b>List of costs by item</b></li> </ul>	Overall picture of program	X	X	X	X	X	X	

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	<ul style="list-style-type: none"> <li>List of benefits with associated financial value – can be both direct and indirect; tangible and intangible</li> </ul>	value that allows program to quantify and place a value on tangible and intangible costs and benefits							
58. Percent of total revenue generated by telehealth services NEW	<ul style="list-style-type: none"> <li>Total revenues</li> <li>Revenue associated with telehealth service.</li> </ul>	How telemedicine contributes to the overall revenue of the organization. May be useful to look at gross revenue and net revenue	X	X	X	X	X	X	
59. Percent of services reimbursed: total and service by type	<ul style="list-style-type: none"> <li>Total number of telehealth services Total Total by type</li> <li>Total number of reimbursed services Total Total by type</li> </ul>	Provides telehealth specific information on reimbursement	X	X	X	X	X	X	
60. Percent of total provided telehealth services that are not reimbursed.	<ul style="list-style-type: none"> <li>Total number of encounters</li> <li>Total number of telehealth services that were reimbursed Total by service type Total dollar amount</li> <li>Total number of services not reimbursed (not billed) Total by service type Total dollar amount</li> </ul>	Provides information on the number of unpaid telehealth services.	X	X	X	X	X	X	
61. Comparative cost to put 24 hour internist	<ul style="list-style-type: none"> <li>Cost of telehealth on demand internist</li> <li>Cost of 24 hour on-site internist</li> </ul>								
62. Productivity loss avoided	<ul style="list-style-type: none"> <li>Estimated hours of work lost due to travel</li> </ul>	Requires application of an	X	X	X	X	X	X	
	<ul style="list-style-type: none"> <li>Estimated cost of travel time</li> </ul>	algorithm to associate time savings with productivity loss reduction.	X	X	X	X		X	



## Have you covered everything?

Take a look at the Performance Monitoring Plan. You may see some things to consider before you move on.

<b>Develop Performance Monitoring Plan Checklist</b>	Yes	No	Unsure
1. You have developed an approach to measure, track, and achieve your target for telehealth volume and utilization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. You have developed a plan to measure success in achieving your project goals, objectives and outcomes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. You have determined how you will know what impact telehealth has made in your organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. You have identified data collection methods for obtaining the needed data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If the performance objectives are not being met, you have developed a process for identifying and implementing the necessary changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. You have determined how the program improvements will be defined, planned, implemented, tested, and managed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>