Outcomes Planning Worksheet

Telehealth Program:

What is the problem you are trying to solve?

Indicate at least one metric for each domain and identify where this data will come from:

Domain	Definition	Metrics	Data Source
Utilization metric	The number of telehealth interactions completed in a given period		
Patient and provider experience metrics	Indication of the experience of people involved in a service to monitor user-friendliness of experience		
Quality of care delivery metrics	Measure of efficiency of care delivery or clinical effectiveness		
Technical reliability metric	Assesses reliability of telehealth platform		
Sustainability metric	Financial metric to demonstrate program value or return on investment		

How will you examine health equity across your measures?