



Establishing Your Telehealth Performance Management System

SUMMARY

“If you can’t measure it, you can’t improve it.” is one of Peter Drucker’s famous quotes. Many member organizations quickly stood up telehealth in the wake of the Covid-19 health crisis.

Now is the time to standardize and optimize your telehealth services and a Telehealth Performance Management System provides the foundation. This engagement will enable your leadership to assess and manage the performance of your telehealth services.

Without systematic performance management costly problems such as clinician, staff or patient dissatisfaction, financial losses, or technical challenges can go unnoticed and are not corrected.

PROCESS

We will work with your administrative, financial, clinical, and operational leadership to create and share:

- Principles of Data-Driven, Action-Focused Decision Making
- Performance Data Collection, Analysis, and Presentation
- Dashboard Design & Implementation for individual Telehealth Services/ overall Telehealth Program

CUSTOMIZATION OPTIONS

This engagement can be structured as Advisory, Collaborative or Managed:

- A) Advisory: “We’ll guide you” with tailored, just-in-time education & training, ongoing advisory guidance
- B) Collaborative: “We’ll do it with you” with tailored training, collaborative execution (design, creation, etc.)
- C) Managed: “We’ll do it for you” with project management, tailored implementation, post-implementation support and guidance.

The consultation and pricing will be adjusted based on structure of the engagement, types and number of provider organizations within the ACO or CP.

Contact us at : [MA-TA@ spreadinnovation.com](mailto:MA-TA@spreadinnovation.com)

PRICE:
\$15,000

TIME FRAME:
Ongoing Availability

PROJECT LENGTH:
4-12 weeks depending on client availability and on the number and types of organizations within the ACO or CP

THIS PROJECT IS FOR:
Individual delivery organizations within an ACO (e.g., an FQHC) or Community Based Organization.

DOMAINS:
Telehealth
Performance Improvement