

# Identifying Measures of Success for a Telehealth Program



A helpful way to organize the goals for your telehealth program is to organize success criteria by the Quadruple Aim of Healthcare, inclusive of Health Equity.

Specifically, think about how telehealth will improve health outcomes, patient experience, and provider satisfaction while also reducing costs.

In doing so, your implementation is more likely to deliver value to the organization, result in a positive ROI, and set you up for success when Making the Case in Step 5.

Below are some specific areas of value to consider when you and your organization are defining the success of your implementation.

HEALTH OUTCOMES	PATIENT EXPERIENCE	REDUCED COSTS	PROVIDER SATISFACTION
<p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Health outcomes</li> <li><input type="checkbox"/> Continuity of care</li> <li><input type="checkbox"/> Compliance with standards of care</li> <li><input type="checkbox"/> Insight about population health</li> <li><input type="checkbox"/> Quality of life</li> <li><input type="checkbox"/> Medication management</li> </ul> <p><b>Reduced:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ER visits</li> <li><input type="checkbox"/> Complications</li> <li><input type="checkbox"/> Admission Rates</li> </ul>	<p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient satisfaction</li> <li><input type="checkbox"/> Patient engagement</li> <li><input type="checkbox"/> Patient retention and loyalty</li> <li><input type="checkbox"/> Convenience of care</li> <li><input type="checkbox"/> Care plan compliance</li> <li><input type="checkbox"/> Safety</li> <li><input type="checkbox"/> Access to care</li> </ul> <p><b>Reduced:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Wait time to receive care</li> </ul>	<p><b>Reduced:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Cancellations/No-Shows</li> <li><input type="checkbox"/> Labor costs</li> <li><input type="checkbox"/> Cost per case</li> <li><input type="checkbox"/> Costs due to readmission penalties</li> <li><input type="checkbox"/> Non-reimbursable care</li> <li><input type="checkbox"/> ER visits</li> </ul> <p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient reach</li> </ul>	<p><b>Reduced:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Burnout</li> <li><input type="checkbox"/> Turnover rate</li> <li><input type="checkbox"/> Appointment length</li> </ul> <p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continuity of care</li> <li><input type="checkbox"/> Efficiency of care delivery</li> <li><input type="checkbox"/> Care team/patient communication</li> </ul>