

Lessons Learned Worksheet



This worksheet can be used to gather feedback from your Implementation team following the initial rollout of telehealth to identify lessons learned and opportunities for improvement as you plan to scale across your practice or organization.

What were the strongest and weakest aspects of your implementation?

Were you surprised by unanticipated challenges or resistance from physicians, staff, and/or patients?

Were the teams you assembled engaged? Did any one individual become an unexpected champion for telehealth?

What was the team's attitude toward the implementation/process? Has anything changed from pre- to post-implementation?

Was the care team prepared for the implementation of telehealth?

If not, where did implementation break down and what caused the failure?

How can this be corrected as you scale?

Lessons Learned Worksheet (Cont.)



Was there additional knowledge and/or gaps revealed during the initial implementation?

Were there any unanticipated patient barriers?

Were any health IT barriers revealed?

Did telehealth increase workload or streamline it?

What actions will you take next? Are there any adjustments needed prior to scaling?

What were your key takeaways from your initial implementation that you can apply to in your expansion?

What is needed to solidify support for expansion (i.e., request additional funding, improve key metrics, project full organizational benefits, etc.)?

Notes