

Quality Metrics for Telehealth Evaluation Framework

This resource was created by the NYS DOH AIDS Institute Quality of Care Program. It is intended to guide the selection and development of indicators for quality improvement teams to use in evaluating HIV telehealth care.

- Please note that the term “provider” is used to refer to staff members within the healthcare setting who provide telehealth services.
- Please note that the term “consumer” is used to refer to patients or clients who are living with HIV (PLWH).

All items denoted with an asterisk (*) should be defined by the program or clinic applying the metric.

Telehealth Evaluation Checklist Section	Area of Measurement	Effect Being Measured (Numerator)	Eligibility (Denominator)
Provider Readiness	Provider readiness	Number of checkmarks given during assessment	Total number of fields to check during assessment
	Provider readiness assessment completion	Providers who complete the readiness assessment	All providers
	Equipment availability	Staff members who need access to equipment	All staff members
		Staff members who have access to equipment	Staff members who need access to equipment
	Space availability	Staff members who need access to space	All staff members
		Staff members who have access to space	Staff members who need access to space
	Telehealth training	Staff members who attend telehealth training	All staff members
		Staff members who score passing grade after training*	Staff members who complete telehealth training
Consumer Readiness	Consumer readiness	Consumer readiness assessments offered to telehealth consumers	Consumers with a telehealth appointment
	Consumer barrier assessment completion	Consumers who complete the barrier assessment	Consumers with a telehealth appointment
	Equipment availability	Consumers who need access to equipment	All consumers
		Consumers who have access to equipment	Consumers who need access to equipment

	Space availability	Consumers who need access to space	All consumers
		Consumers who have access to space	Consumers who need access to space
	Telehealth training	Consumers who attend telehealth training	All consumers
		Consumers who score passing grade after training*	Consumers who complete telehealth training
Technical Assistance for Providers/Staff	IT assistance for providers	Number of telehealth visits requiring tech assistance	All telehealth visits
	IT requests made by providers	Number of completed IT request tickets from providers	Number of IT tickets requested by providers
	Completion of services	Completed telehealth visits (that make it to the end-of-visit feedback questionnaire)*	All telehealth visits
	Appointment cancellations/no shows	Appointments cancelled or missed by provider	All appointments scheduled
Technical Assistance for Consumers	IT assistance for consumers	Number of telehealth visits requiring tech assistance	All telehealth visits
	IT requests made by consumers	Number of completed IT request tickets from consumers	Number of IT tickets requested by consumers
	Staffing	TA staff/certified peer workers available	All staff
	Appointment cancellations/no shows	Appointments cancelled or missed by consumer	All appointments scheduled
Effectiveness	Connectivity	Average number of connectivity issues experienced during telehealth visits	N/A
	Telehealth visit length	Average length of telehealth visits	N/A
	Appointment retention	Maintained HIV care appointments through telehealth	All scheduled telehealth appointments for consumers (PLWH)
	Lab appointment retention	Lab appointments attended after telehealth visit	All lab appointments scheduled after telehealth visit
	Diagnostic services	Lab results completed within specific time period*	All lab results requested within specific time period*

	Adherence education	Consumers who receive adherence education	Consumers with a telehealth appointment
	Medication adherence	TBD*	TBD*
	Referrals	Referral appointments kept when made through telehealth	Referrals made through telehealth
	Mental health referrals	Referrals made to mental health services through telehealth	All referrals made through telehealth
			All mental health services referrals
	Health outcomes to measure to compare effectiveness of telehealth vs. in-person visits*	Consumers who are virally suppressed on most recent VL test with VL of less than 200 copies	Consumers who receive VL test
		Consumers who receive VL test	Consumers prescribed ART
		Consumers prescribed ART	All consumers
		Consumers who are linked to HIV care within 3, 7, 30, 90 days	Newly diagnosed consumers
		Newly diagnosed consumers who receive a baseline resistance test	Newly diagnosed consumers
		Consumers with elevated A1C levels	All consumers
	QI method utilization	Process changes made using QI tools and methods	All process changes made in clinic*
	Telehealth evaluative framework utilization	Process changes developed and tested based on telehealth evaluative framework results	All process changes made in clinic*
Provider Experience	Provider satisfaction	Satisfaction surveys distributed to providers	All telehealth visits
		Satisfaction surveys completed by providers	Satisfaction surveys distributed to providers
	Average Likert scale satisfaction rating	N/A	N/A
	Provider feedback	Providers who provide feedback	Providers who complete telehealth visits
		Process changes made based on provider feedback	All process changes made in clinic*

Consumer Experience	Consumer satisfaction	Satisfaction surveys distributed to consumers	All telehealth visits
		Satisfaction surveys completed	Satisfaction surveys distributed to consumers
	Consumer preference	Consumers who choose a telehealth visit	All appointments scheduled (telehealth and in-person)
	Average Likert scale satisfaction rating	N/A	N/A
	Consumer feedback	Consumers who provide feedback	Consumers who complete telehealth visits
		Process changes made based on consumer feedback	All process changes made in clinic*