

Tele-Provider Performance Measure

	EE	ME	NI	NA
Preparation for Encounter				
Professional tele-environment and dress				
Physical space, peripherals, and or manipulatives properly set-up				
Verifies technology is appropriate and functioning properly				
Has access to client specific information				
Necessary paperwork sent and/or collected				
Trained/Communicated with tele-presenter or caregiver				
Complies with federal, state, and local facility practice requirements including privacy and security measures to meet the standards to deliver care via telehealth				
During the Encounter				
Makes introductions on provider and client sides including roles and responsibilities				
Verifies audio and video is working				
Verifies identity, patient location and privacy, and how privacy will be maintained				
Obtains informed consent for encounter and explains contingency plan				
Establishes purpose and expectations for encounter				
Explains to patients the uses, limitations, and benefits of telehealth including technology				
Implements best-practices to address client's goals and desires				
Adapts session plan in real-time to address client's needs				
Uses techniques to engage client and or caregiver according to plan of care				
Appropriately directs tele-presenter				
Concludes session with summary and next steps				
Remains present until client exits session				
Complies with regulatory requirements including privacy and security				
Session Management				
Prepared and organized				
Uses time efficiently				
Uses technology efficiently and effectively and explains limitations as needed				
Uses manipulatives and physical space efficiently and effectively				
Calmly troubleshoots problems on provider and or client sides				
Communication				
Uses client friendly language				
Establishes positive interpersonal interactions				
Uses tele-specific verbal and nonverbal behaviors (eye contact, pausing, minimal gestures)				
Answers questions/confirms understanding (e.g., teach-back)				
Complies with regulatory requirements including privacy and security				
After the Encounter				
Completes appropriate paperwork				
Properly documents encounter noting how tele-environment might have influenced findings				
Complies with regulatory requirements including privacy and security				
Reports technical, environmental and or equipment problems to appropriate personnel				

Exceeds Expectations (EE), Meets Expectations (ME), Needs Improvement (NI); Not Applicable (NA)

Comments: