How to Measure the Effectiveness of Your Telehealth Program

When measuring the effectiveness of your telehealth program, it’s important to focus on metrics that align with your organizational goals. Telehealth programs can help reduce hospitalizations \(^1,2\), and improve patient quality-of-life and satisfaction.\(^3\) All of this can help increase your marketability and boost referrals.

Before you start your telehealth program, be sure to get a baseline of the metrics you’ve identified as important to your organization (e.g., readmission rate, ER visits, patient satisfaction). Once your program is up and running, keep close track of each of these key performance indicators. Create a team to review the outcomes, determine what’s going well and what needs improvement, and promptly address areas of concern. Always involve your telehealth vendor—they should be partners in your outcomes assessment.

To learn more about effective telehealth solutions, go to [www.philipstelehealth.com](http://www.philipstelehealth.com) or call (800) 422-0768.

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1 Inglis SC. Structured Telephone Support or Telemonitoring Programmes for Patients with Chronic Heart Failure (Review). *The Cochrane Library*. 2010;(8).
