

EVALUATION PLAN

Using the Service Planning Tool to Develop an Evaluation Plan

Part Four of the Service Planning Tool is designed to support rehabilitation providers and clinicians in planning for ongoing monitoring, evaluation, and continuous improvement of telerehabilitation services. The reflective questions in this section prompt you to consider how you will measure success, engage service users and communities in evaluation, and ensure that your telerehabilitation offerings remain effective, equitable, and responsive over time.

By working through **Part Four**, you will be able to establish clear indicators of success, develop mechanisms for regular feedback and reflection, and create processes for agile service improvement. This will help ensure that your telerehabilitation services continue to meet the needs of your organisation, staff, and the communities you serve.

INSTRUCTIONS:

Use the prompts and questions from the Service Planning Tool (Part Four) to guide team discussions and document your monitoring and evaluation plan for telerehabilitation. This worksheet will help you track progress, assess outcomes, and identify opportunities for ongoing enhancement as telerehabilitation becomes embedded in your service.

RELEVANT SECTIONS:

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- For each success indicator or outcome (e.g., clinical effectiveness, user satisfaction, equity of access, staff experience), specify how it will be measured (e.g., surveys, data audits, interviews).
- Assign responsibility for monitoring each indicator.
- Describe feedback mechanisms (e.g., service user forums, staff meetings, community consultations).
- Indicate how often each indicator will be reviewed (e.g., monthly, quarterly, annually).
- Use the last column to record actions for improvement, notes, or follow-up steps.

Success Indicator / Outcome	How Will It Be Measured?	Who Is Responsible?	Feedback Mechanisms	Frequency of Review	Actions for Improvement / Notes