

## Sample Instrument

### UTILIZATION OF HEALTH CARE

#### Healthy Futures Focus Area

**Output:** Number of unduplicated individuals who are uninsured, economically disadvantaged, medically underserved, or living in rural areas utilizing preventive or primary health care services and programs (H1).

#### Sample Instrument

##### ***Referral and Service Utilization Log***

This instrument is a sample demonstrating how your program might track the number of individuals who receive information on preventive and/or primary health care services and programs and how many of those individuals utilize that information. This log also collects basic client contact information.

## Referral and Service Utilization Log

### Instructions

What is the purpose?	To determine how many clients who received information on preventive and primary health care services and programs utilized that information (H1).
Who should complete this instrument?	National service participants should be responsible for tracking the client contacts.
When should we complete this instrument?	At the start of every client contact. After sharing information with client, allow an appropriate amount of time for client to utilize information.
What should we do to prepare?	Modify the “Referral and Service Utilization Log” to fit your health program’s delivery of services. Developing this log in an Excel Spreadsheet will allow you to easily add more names and sort alphabetically for duplications.
What should we do afterwards?	Keep all the attendance logs together in a safe place; <b>these are your data</b> . You will aggregate these data later to determine if you met your output target.
Can I use an alternative instrument?	Different forms can be developed/used to document unduplicated individuals who participate in your health program. It is recommended that you develop an electronic tracking system (e.g., Excel Spreadsheet). However, whether your instrument is in paper format or electronic format, remember to save the “raw” data as proof that a systematic process was used to document these outputs.

## Referral and Service Utilization Log

**Health Program Name:** \_\_\_\_\_

**Person completing this log:** \_\_\_\_\_ **Week/Month:** \_\_\_\_\_

**Instructions:** Enter the clients' names and contact information in the first columns; enter the date and issue or need and the referral or action suggested. At \_\_\_\_ weeks/months after initial contact with the client, contact the client and check to see if she/he utilized the service or program (1=YES, utilized service/program and 0=NO, did not utilize service/program).

CLIENT CONTACT			HEALTH SERVICE REFERRAL /ACTION				HEALTH SERVICE UTILIZED		
Client Name <sup>1</sup>		Phone	Email	Date of Inquiry	Issue or Need	Referral or Action	Date of Follow-up call	Used service? 1=YES 0=NO	Notes
Last	First								
<i>example:</i> Lopez	Ana	333-123-4567	abc@def.com	5-11-12	mother fears hearing loss, needs hearing test for toddler, Omar	Children's Health Clinic, Dr. Leon	6/25/12	1	Dr. Leon is treating Omar for lead exposure
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									

**H1. Total number** of clients who utilized preventive and/or primary health care services and programs: \_\_\_\_\_.

<sup>1</sup> Clients must meet risk criteria to be counted: uninsured, economically disadvantaged, medically underserved or living in rural areas. An intake may be necessary to determine eligibility. Add columns as needed.