

CIS Call Monitoring Tool

Quality Measures, Indicators, and Scoring Categories



	Scoring Categories		
Quality Measures	Quality Standard	Needs Improvement	Unacceptable
	Meets Expectations		
	Score = 2	Score = 1	Score = 0
Information Needs	Quality Indicators: <ul style="list-style-type: none"> • Conducted appropriate needs assessment • Provided correct information. • Tailored responses to caller's needs and questions • Checked caller's understanding • Explained technical terms • Provided information in organized manner 	Quality Indicators: <ul style="list-style-type: none"> • Assessed needs incompletely • Provided incomplete information • Did not check understanding for portion of call • Did not explain technical terms for portion of call • Provided information in disorganized manner for portion of call 	Quality Indicators: <ul style="list-style-type: none"> • Provided incorrect information • Did not assess caller's need(s) or understanding • Provided inappropriate/extraneous information throughout call • Provided information in a disorganized manner throughout call
Delivery	Quality Indicators: <ul style="list-style-type: none"> • Sounded credible, knowledgeable, professional, and polite. • Established rapport with caller; was engaged in the conversation. • Conveyed empathy: Responded to "coping cues" provided by caller 	Quality Indicators: <ul style="list-style-type: none"> • Credibility: Did not appear knowledgeable/professional for portion of call • Rapport not established: Did not appear interested in or engaged with the caller for portion of call • Forced information on the caller that he/she didn't want. • Failed to respond to coping cues. 	Quality Indicators: <ul style="list-style-type: none"> • Credibility: Did not appear knowledgeable/professional throughout the call • No rapport established: Appeared bored and disinterested in caller throughout call • Made insensitive or impolite remark
Adherence to CIS Policies and Protocols	Quality Indicators: <ul style="list-style-type: none"> • Adhered to CIS policies • Maintained scope of CIS service • Followed CIS protocol(s) 		Quality Indicators: <ul style="list-style-type: none"> • Failed to adhere to CIS policy • Failed to adhere to CIS protocols • Provided service outside scope of CIS/POS.