TOMs for AAC: A review from the National Outcome Measures Working Party

Overview
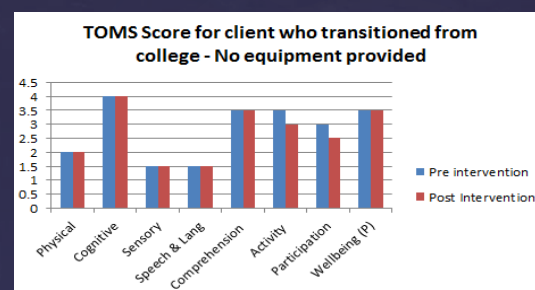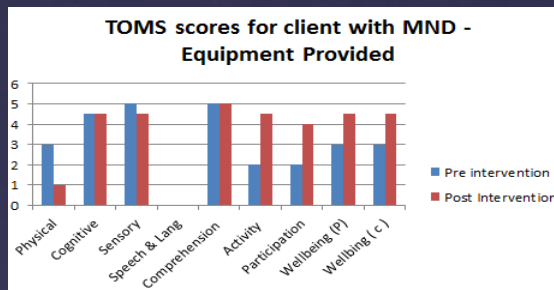
Augmentative and Alternative Communication (AAC) services in England are compromised of 14 different centres specially commissioned by NHSE. In November 2016, a national working party was established to standardise the use of TOMs. Two years into the project and data collection is standardised. This poster summarises data from the Bristol AAC hub.
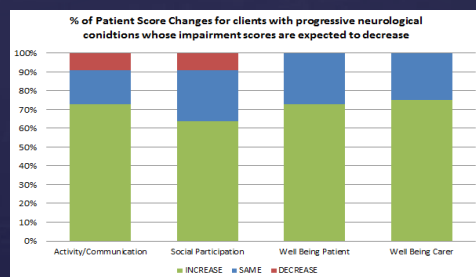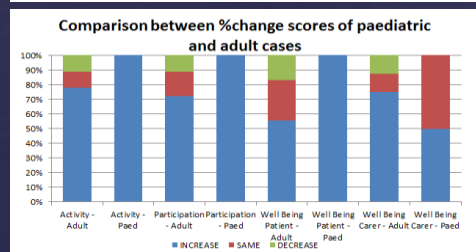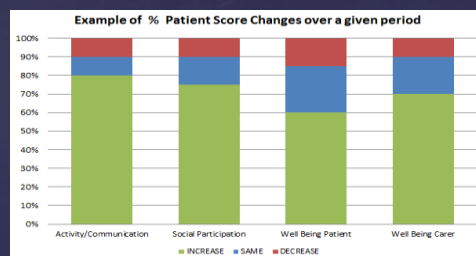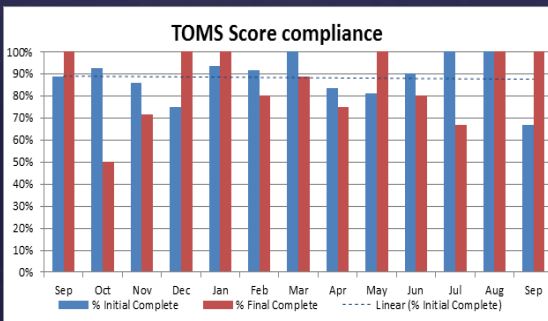
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The Data

Patient Level

The information that therapists gain from TOMs can be used to evidence:

- Clinical decision making, for example whether an AAC device should be prescribed
- The functional impact of an AAC device prescription

TOMS scores for client with MND - Equipment Provided

TOMS Score for client who transitioned from college - No equipment provided

Patients and their Overall Experience

Service Level

TOMs can be used to measure the effectiveness of a team. Once completion compliance is in place (set to 85%), data can be analysed. For example:
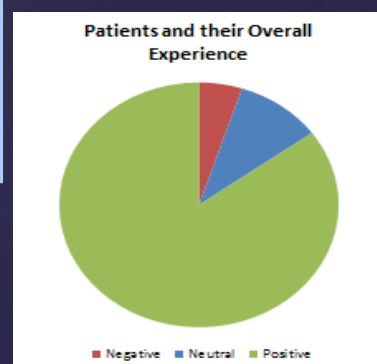
- Overall effectiveness in terms of change scores
- Specific client groups within the cohort e.g. by diagnosis
- Comparisons between groups e.g. ages

If themes arise from the data that cause concern, changes to service provision can be implemented.

Example of % Patient Score Changes over a given period

Comparison between %change scores of paediatric and adult cases

TOMS Score compliance

% of Patient Score Changes for clients with progressive neurological conidtions whose impairment scores are expected to decrease

Commissioner Level

Commissioners requested basic data to evidence that the services they pay for are effective, and are having a positive impact on the population they serve.

Next Steps and Conclusions

The AAC working party is now working towards achieving the following aims:

- **National Data set for TOMs for AAC:** To agree a core data set that all specialised services will provide to NHSE
- **National outcome monthly reporting sheet**: To produce a standardised sheet providing a quarterly overview of all outcomes services collect including patient reported outcome measure (PROMS) and patient reported experience measures (PREMS)
- **National upload to ROOT:** All 14 of the specialised services uploading TOMs data to ROOT.
- **Local services compliant with TOM process:** To support local services to use TOMs in the same way as the specialised services so that data can be tracked long term.
- **Audit**: To ensure that inter-rater reliability is maintained throughout the 14 specialised services. This will be established via a yearly audit process.