

The New Currency of Services - Outcome Measures

Our Story



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BACKGROUND

Today, in the delivery of health and social care, outcomes are described as the “new currency”. Traditionally outcomes have focused on inputs, processes and outputs, with little focus on impact. This context, coupled with the drivers of our Professional Body, RCSLT (Royal College of Speech and Language Therapists) encouraged us to introduce outcome measurement as a core part of our service by way of TOMs (Therapy Outcome Measures)

STANDARD

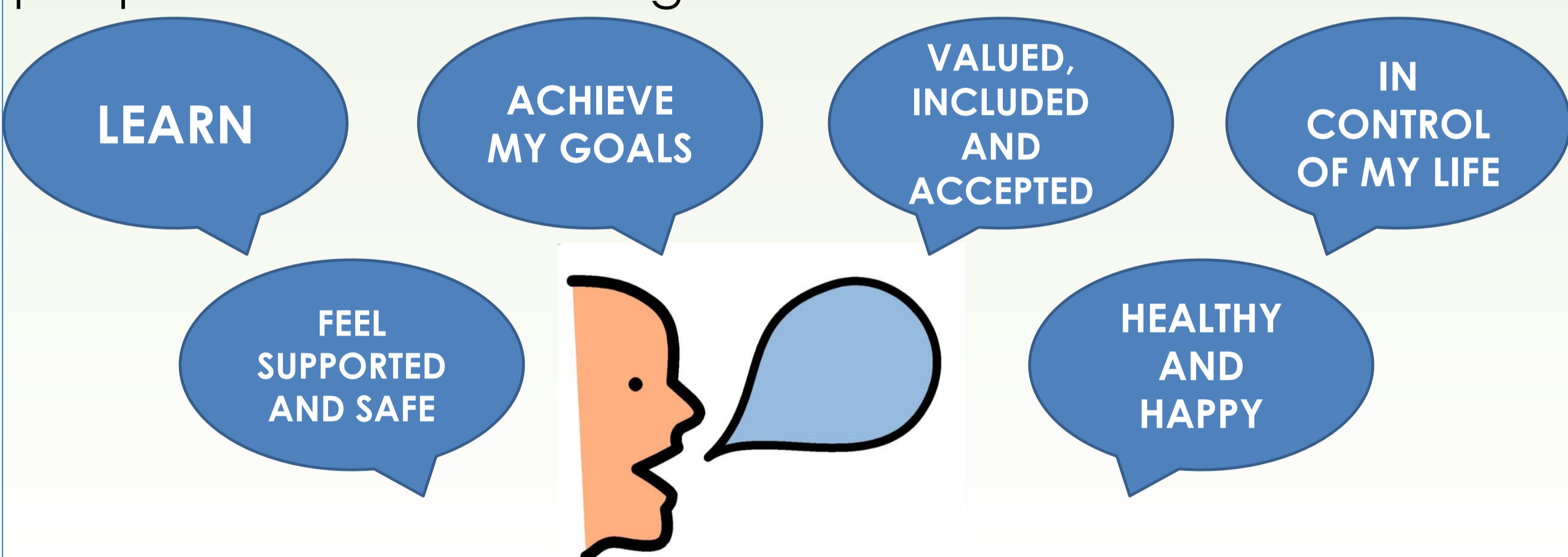
TOMs (Enderby and John 2015) have been devised in line with the International Classification of Functioning, Disability and Health (WHO, 2007).



The scales pertaining to clinical presentation/diagnosis e.g. Autism Spectrum Disorder address four aspects of an individual as follows:

- Impairment:** the severity of the presenting difficulty/condition
- Activity:** the impact of the difficulty on level of independence
- Participation:** impact on levels of social engagement and autonomy
- Wellbeing:** impact on mental and emotional wellbeing

Each dimension is measured on a 0-5 scale. RCSLT is the professional body for speech and language therapists in the UK, providing leadership and setting professional standards. A recent publication “Placing children and young people at the heart of delivering quality speech and language” (2018) have found that children and young people want the following outcomes from SLT:

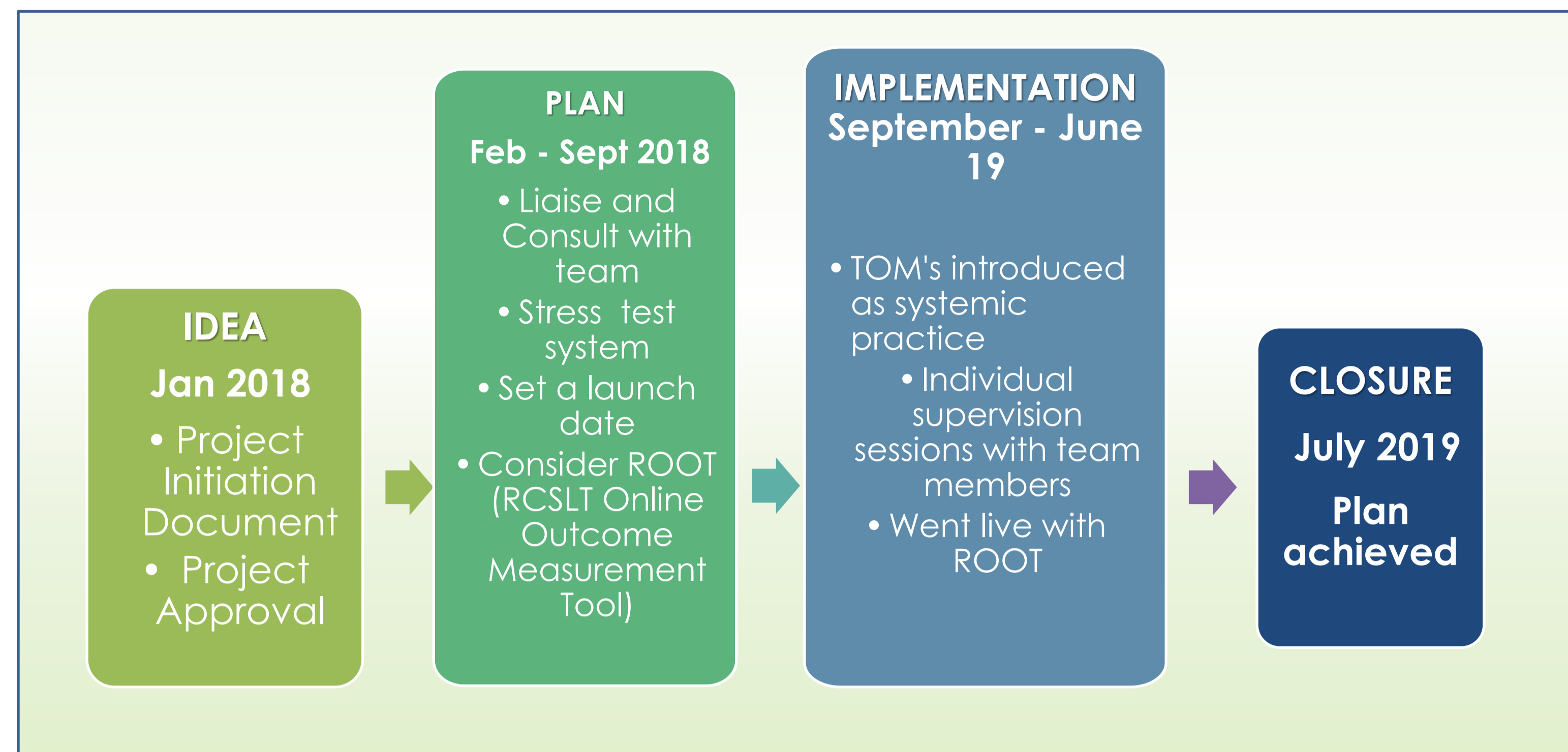


AIM

- The aim of this project was to introduce an outcome measurement system to children’s SLT that:
- aligns with the health and social care national strategic thinking, i.e. the “new currency”
 - provide the SLT outcomes that our children and young people want and need

METHOD

A **project management** approach was taken to achieve the aims of this project. The project life cycle of idea, plan, implement and close were carried out by the designated project manager

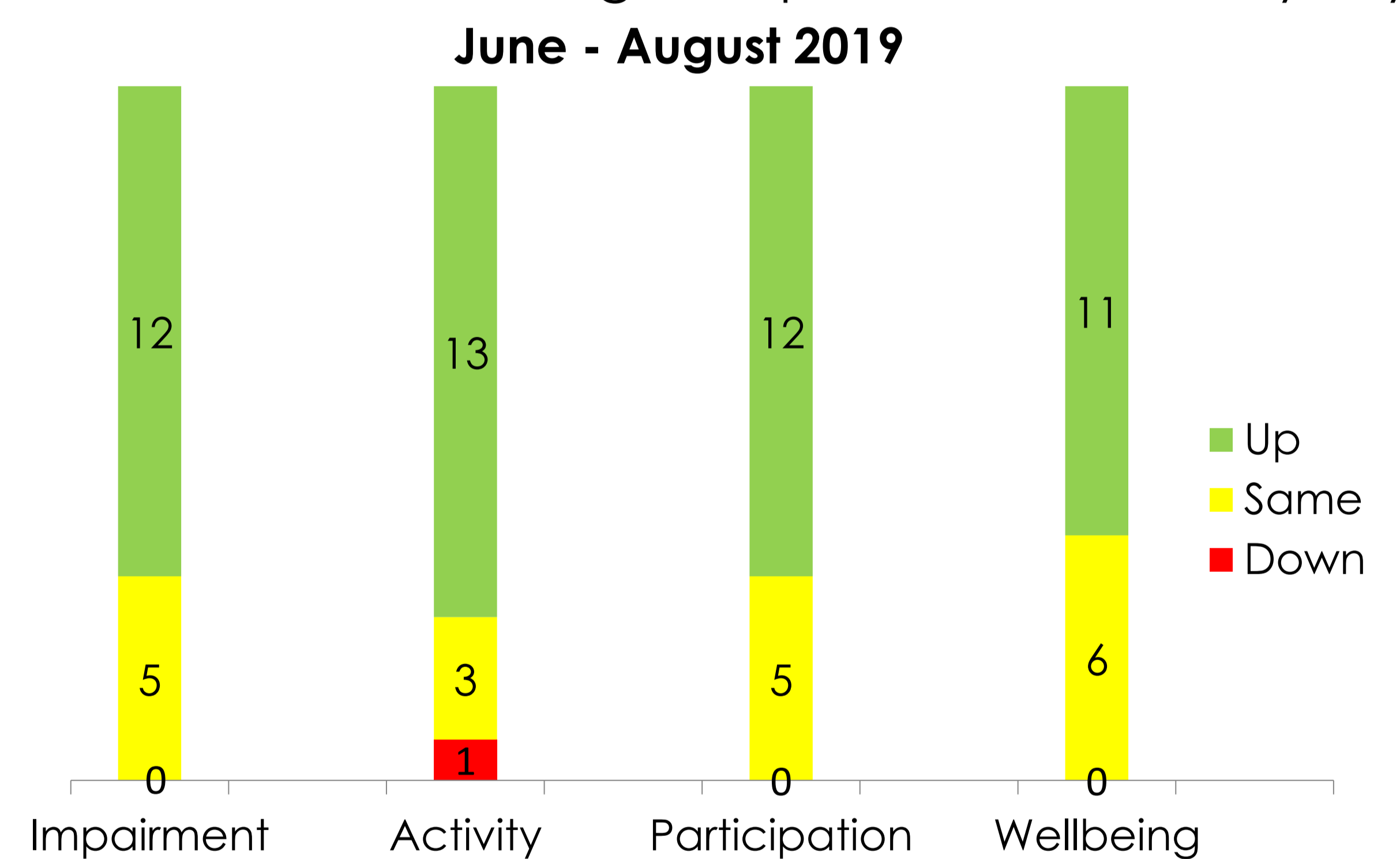


Collaboration was also used with RCSLT and the Information and Data Team within Your Healthcare for consultation, advice and technical support. **Co-production** was used with the team to shape the system design and practise guidelines

RESULTS

The results of this project are:

- An outcome measurement system has been designed and implemented to children’s SLT that aligns with the national and strategic planning for health and social care services
- Data collected to date, demonstrates a positive change in the SLT outcomes for children and young people where these outcomes are what our children and young people want and have a meaningful impact on their everyday life.



CONCLUSION

The data, albeit a small sample to date, represents the outcomes that children and young people accessing SLT want. As a service with a unique skill in the area of speech, language and communication as well as eating and drinking difficulties, we understand the challenges people can face in everyday life. We will use the data accordingly to shape this.

NEXT STEPS

- ✓ To continue to use TOMs in our practise
- ✓ To critically examine the data, which will be produced quarterly
- ✓ To adjust service delivery according to the data
- ✓ To share with colleagues our work to date