

Outcome Measures – A Review

Outcome measurement is essential for demonstrating the delivery of high quality and effective services, as well as examining the impact of interventions.

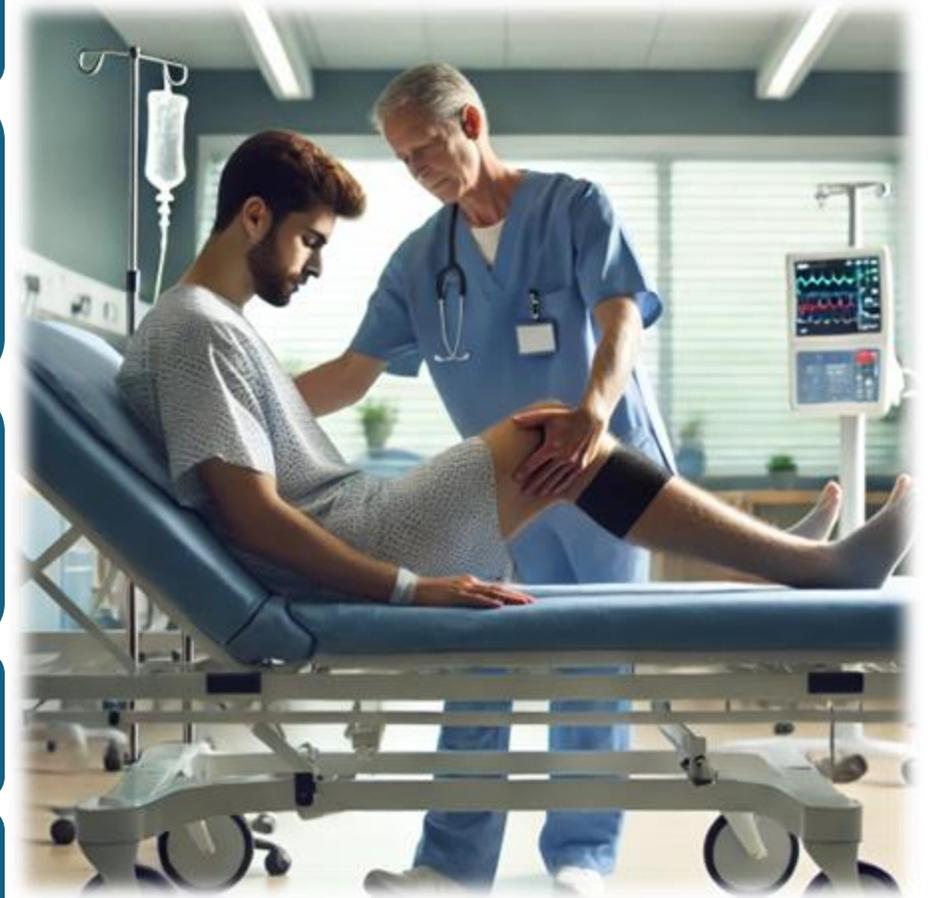
At Ben Holden Ltd, we have been using the Therapy Outcome measure (TOM) since 2021 to ensure quality in our work & to measure outcomes for rehabilitation.

TOM uses an ordinal rating score between 0 (representing the severe end of the scale) and 5 (representing normal given age, sex & culture of the person). Scores are given across four areas; Activity, Impairment, Participation and Wellbeing. Scores are given at the beginning of intervention, at regular intervals during intervention and at the time a case closes. A change of 0.5 is considered clinically significant.

When analysing the results, it is important to look at each client cohort separately, for instance, settled cases are more likely to be long term cases with minimal active rehabilitation & potentially monitoring type support. The indication of positive results for these cases would be consistent scores over a longer period of time, or a very slight increase over long periods.

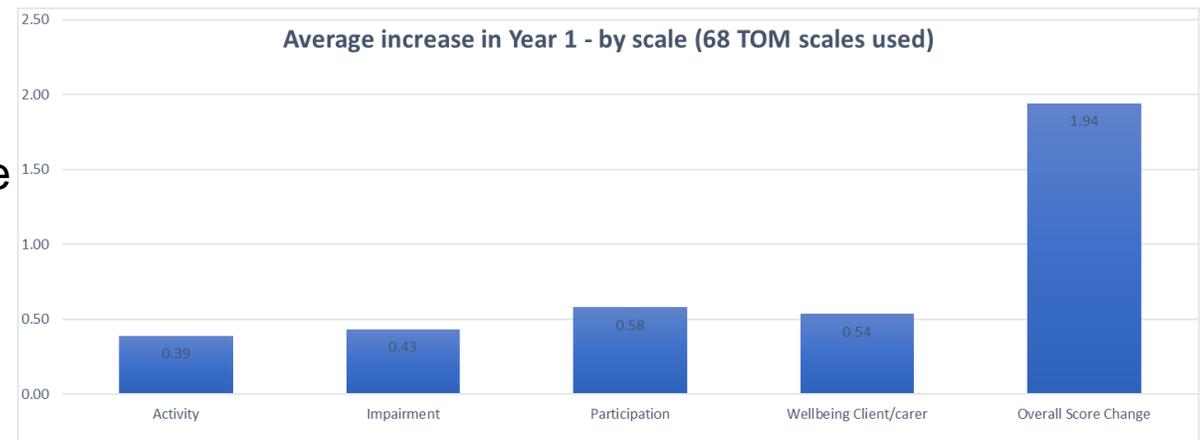
TOM has now been implemented with all clients in order to measure progress & quality of service.

Analysis of the initial results demonstrates positive outcomes across all of our client groups.

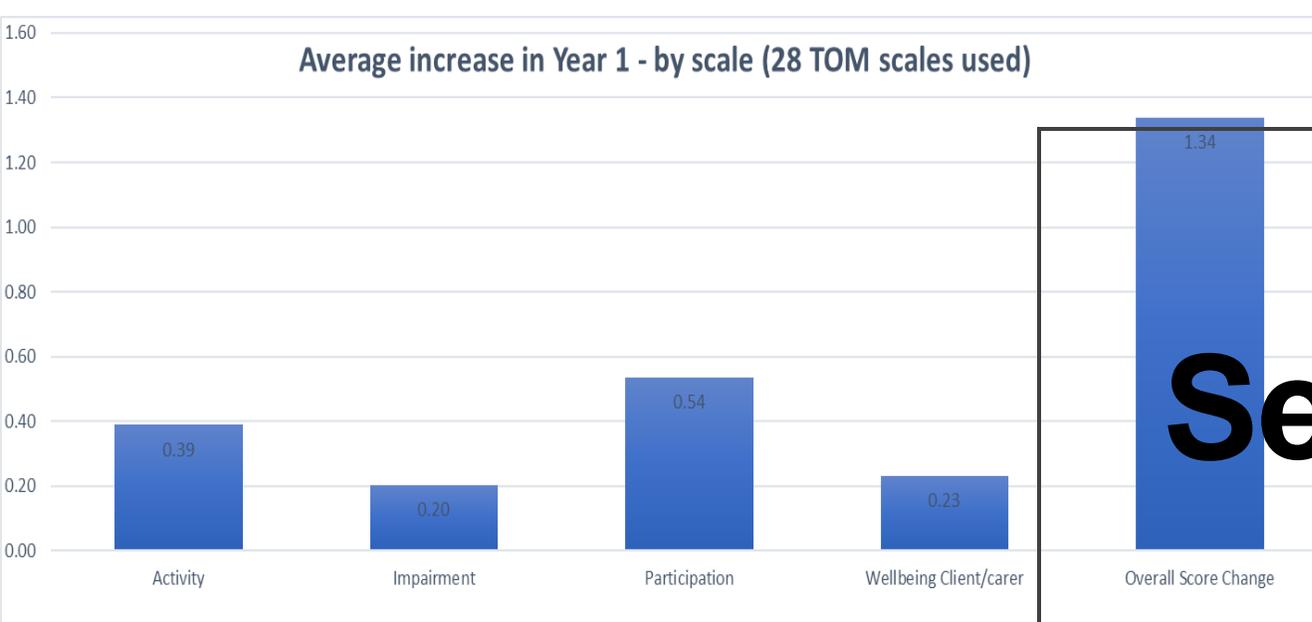


The Results: Cases with **Ongoing Active Litigation**

- The results of the first year of intervention, show an average in score change over the first year and includes results from clients who have two or more scores recorded within the first year, with these scores being at least six months apart.
- This represents a total of 44 clients with 68 TOM Scales being used (some clients have more than 1 TOM Score).
- **Overall average change over first year is 1.94 which is a clinically significant positive change for our clients.**



Average increase in Year 1 - by scale (28 TOM scales used)



Settled Cases

- Same averages taken as for AL cases, over first year. Demonstrates positive overall change for settled cases also.
- Overall Average change of **1.34** over first year which is a clinically significant positive change!



Closed Cases

- This graph demonstrates the average change between the first score and the final score, completed on date of closure, (where more than one score has been completed, at least six months apart).
- This is a mixture of active litigation & settled cases.
- The overall average change is **3.12**, which demonstrates the positive change during the whole period of case management intervention from beginning to end.

