

# Workshop session: Using outcomes data to drive service improvement

# Driving service improvement



Speech and language therapy services require robust evidence and outcomes data to:

- demonstrate the impact and contribution of SLT to changes in individuals' real life functioning
- support research and development of innovative practice and the evidence base
- identify what may be best treatment options for service users, and inform local care offers
- support service evaluation (including internal and external benchmarking)
- support business case development and to argue against cuts, putting pressure on SLTs to dilute services beyond the point which they are no longer effective
- demonstrate how SLT interventions are associated with impact on local, regional and national level outcomes

# Workshop session



- What have been your experiences with using outcome measures?
- Have you encountered any challenges and how did you overcome them?
- What are your next steps?

# Next steps for services not currently using outcome measures



- Take a look at the RCSLT Outcome Measurement webpages:  
<https://www.rcslt.org/members/delivering-quality-services/outcome-measurement>
- Speak to colleagues in your Hub, CEN or in your local area about what they find useful.
- Let us know your challenges and how we can support you by contacting [kathryn.moyse@rcslt.org](mailto:kathryn.moyse@rcslt.org)

# Next steps for services who are introducing an outcome measure



- Have you thought about training? If using a 'cascade' model, having champions to be the 'go to' people for queries and to lead on implementation could be useful.
- Start small - consider piloting in one or two clinical areas and evaluate how it is going after a few months.
- Have you thoughts about whether you will be collecting the data digitally or on paper? What support is available locally to you to help with digitising data collection (e.g. informatics teams, quality improvement initiatives).
- If you are using TOMs, have you considered using the ROOT? Visit our [ROOT resources webpage](#) for more detailed information

# Next steps for services who are using outcome measurement routinely

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- What does the data tell you? Is it useful at an individual level and at the level of team/service? Share your findings and reflect with colleagues on how it is going.
- Have you had a look at our recent webinar, in which a service talks about how they have started to use their TOMs data to inform their practice?  
<https://www.rcslt.org/webinars/are-you-root-ready-the-value-of-the-rcslt-online-outcome-tool>
- Remember: this takes time! It may take a while for outcome measurement to become fully embedded in practice.

# Next steps for services who are using outcome measurement to inform practice

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- Celebrate and share your successes, with your immediate colleagues and more widely!
- We would love to hear how outcome measurement is benefitting your service users and your service – e.g.
  - supporting clinical decision making
  - demonstrating the impact of your service
  - informing service delivery
  - improving the quality of care.
- Let us know by contacting [kathryn.moyse@rcslt.org](mailto:kathryn.moyse@rcslt.org)



For more information about the RCSI  
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