

# Psychometric characteristics of outcome and feedback management systems: preliminary findings based on the multi-dimensional, web-based Tool for Outcome Measurement (TOM)

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Despite increasing interest in routine outcome and feedback management systems in Flanders, outcome questionnaires are hardly part of community mental health daily practice. Reasons to ignore them are their time-consuming and uni-dimensional nature. The goal of this study was to validate a multi-dimensional Tool for Outcome Measurement (TOM). The TOM contains fourteen visual analogue scales about client's symptoms, interpersonal relationships, satisfaction with treatment, and therapeutic alliance. Two-hundred clients completed the TOM online during three consecutive sessions, along with the Outcome Questionnaire (OQ-45), Quality of Life Questionnaire (WHOQOL-brief), the adapted Dutch treatment satisfaction scale, and the Working Alliance Inventory (WAI). Construct and convergent validity of the TOM were examined using Confirmatory Factor Analysis (CFA) and Pearson's correlations. The internal consistency of factors was expressed in terms of Cronbach's alphas. CFA confirmed the four-factor-structure of the TOM, although three items were dropped due to low factor loading. The TOM-symptom subscale was highly associated with OQ-45 symptom distress (.65), WHOQOL-brief physical (.68) and WHOQOL-brief psychological well-being (.59). The TOM-interpersonal subscale was highly associated with WHOQOL-brief-daily life (.51) and WHOQOL-brief-social relationships (.51). The TOM-alliance subscale was moderately associated with WAI-task (.41), WAI-aim (.47) and WAI-band (.39). Finally, both the TOM-satisfaction and TOM-alliance subscales were highly associated with client's treatment satisfaction (respectively .88 and .82). Coefficient alphas were high for all factors (.88-.95). It can be concluded that the TOM was confirmed to be a psychometrically sound instrument, which provides professionals with useful information concerning the outcome and progress of their clients.

**Keywords:** Scale; Feedback systems