FEEDBACK-INFORMED TREATMENT

2018
David S. Prescott, LICSW
Welcome!

AGENDA/OBJECTIVES
1. Professional Attitudes
2. Impact of Work
3. Professional Development

EVER HEARD THESE?
- I tell my clients that treatment is going to be tough. Change is hard!
- I will not tolerate disrespect of any kind.
- Treatment is a privilege and not a right.
- Getting feedback from clients can be interesting! You should do that every once in a while.
- That guy is hopeless, a knucklehead, etc.

PARADOXICAL COMMUNICATION
- You need to be more motivated to change.
- Treatment holds the promise of a “good life”.
- It is our job to point out your thinking errors; however, it is not acceptable for you to observe when we are using thinking errors.
- We expect you to demonstrate meaningful and consistent behavioral change within a highly controlled environment.
- You need to participate fully in treatment regimens that we professionals cannot agree on ourselves.

PROBLEM
- Even if these statements are factually accurate, would you want to talk about your deepest concerns with that person?

The best way to become enlightened is to argue with people on Facebook.
CHALLENGING OUR COGNITIVE DISTORTIONS...

• Being warm and empathic ≠ being naïve
• Being rewarding and affirming ≠ being a “thug hugger” or “defender of deviants”
• Being kind and generous ≠ being gullible or foolish

• These are frequently confused
• You can be foolish, gullible, and naïve without having these qualities, too. 😃

DEFINITION

Responsivity definition, the quality or state of being responsive (dictionary.com)

WHAT’S MISSING?

Am I the professional that this client can respond to?

PAUL GENDREAU

• “Something works”
• “What works!”

WHAT WORKS?

Who works?
1979: EDWARD S. BORDIN

- Therapeutic alliance:
  - Agreement on relationship
  - Agreement on goals
  - Agreement on tasks
  - (Norcross, 2002, would add client preference)
  - Over 1,000 studies have emphasized the importance of the alliance in psychotherapy since (Miller, 2011)

SEQUENCE FOR STUCK CASES

1. What are this client’s goals?
   - Do you have agreement on them?

2. What is the nature of your relationship with this client?
   - Do you have agreement on this?

3. What approach works best with this client?
   - Do you have agreement on this?

4. What are this clients strong personal values?
   - How can you work within them?

CULTURE OF FEEDBACK

- Superior therapists elicit more negative feedback
- Atmosphere in which clients are free to rate their experiences
  - Without retribution
  - With a hope of having an impact
- Beyond displaying openness, this involves introducing the measures thoughtfully and thoroughly
  - It is not just another form to fill out!

OUTCOME RATING SCALE

<table>
<thead>
<tr>
<th>Overall (General sense of well-being)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individually: (Personal well-being)</td>
</tr>
<tr>
<td>Interpersonally: (Family, close relationships)</td>
</tr>
<tr>
<td>Socially: (Work, school, friendships)</td>
</tr>
</tbody>
</table>

SESSION RATING SCALE

<table>
<thead>
<tr>
<th>I did not feel heard, understood, and respected.</th>
<th>(Relationship)</th>
</tr>
</thead>
<tbody>
<tr>
<td>We did not work on or talk about what I wanted to work on and talk about.</td>
<td>(Goals and Topics)</td>
</tr>
<tr>
<td>The therapist’s approach was not a good fit for me.</td>
<td>(Approach or Method)</td>
</tr>
<tr>
<td>There was something missing in the session today.</td>
<td>(Overall)</td>
</tr>
<tr>
<td>I felt heard, understood, and respected.</td>
<td>(Relationship)</td>
</tr>
<tr>
<td>We worked on and talked about what I wanted to work on and talk about.</td>
<td>(Goals and Topics)</td>
</tr>
<tr>
<td>The therapist’s approach is a good fit for me.</td>
<td>(Approach or Method)</td>
</tr>
<tr>
<td>Overall, today’s session was right for me.</td>
<td>(Overall)</td>
</tr>
</tbody>
</table>

OPENNESS AND SURPRISE
Feedback-Informed Treatment (F-26)

BOTTOM LINE
1. The most important part of the outcome is your ability to build and maintain an alliance
2. Be very humble
3. Compassion is a practice skill

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