



NovoPsych

The new standard in psychometric testing

FEEDBACK INFORMED TREATMENT

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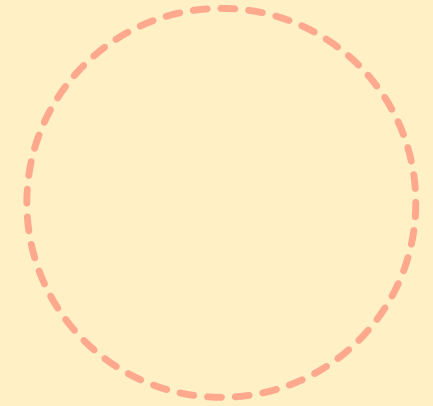
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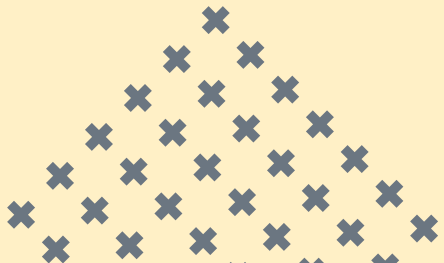




GET TO KNOW
OUR AUDIENCE



**Poll: Have you
used a alliance
measure before?**



LEARNING POINTS

- FIT Research summary
- Feedback Informed Treatment (FIT) with Symptom based or model based measures
- The Alliance Measure
- Improving feedback in FIT
- **Exercise:** Creating your ultimate feedback question
- Lack of progress (LOP) in treatment
- **Examples:** Weaker & stronger responses when client experiences Lack of Progress
- Client Satisfaction Surveys
- Question & Answer



FEEDBACK INFORMED TRAINING EXAMPLE

FEEDBACK - ON TRACK / OFF TRACK

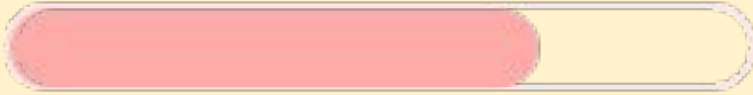
TRAINING INFORMATION IS RELEVANT



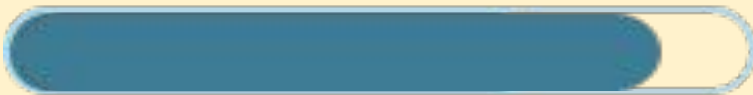
TRAINING MET MY EXPECTATIONS



I CAN IMPLEMENT SKILLS INTO MY PRACTICE



I WOULD RECOMMEND TRAINING TO OTHERS



GAINING ACTIONABLE FEEDBACK

“Loved presenters talking about their own experiences, more of this please”

“Needed less theory and more strategies, I’m already sold on why I would do this I need tips on how to do it better”

“Would like resources”

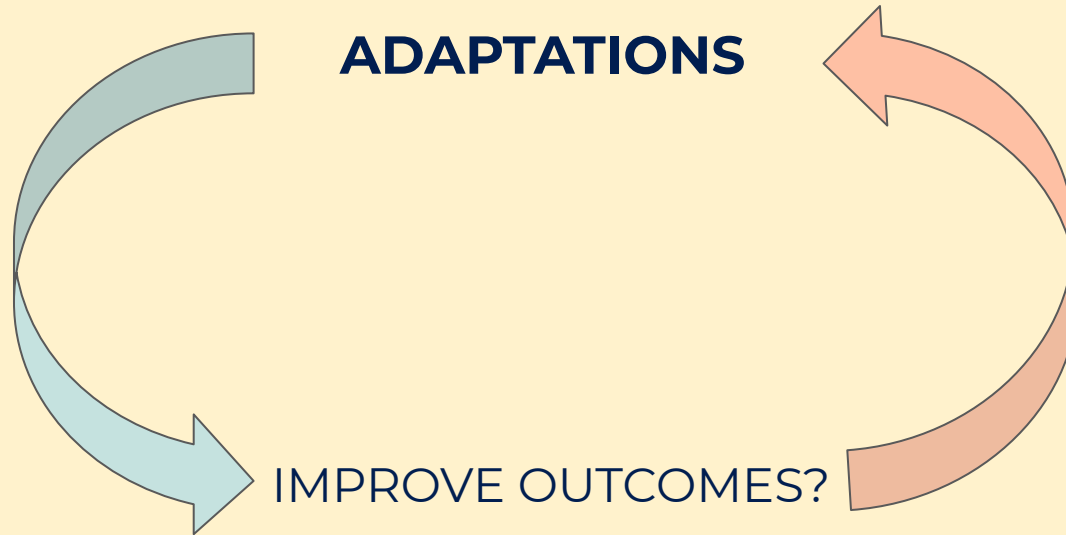
“More practical and less info”

“I wanted to hear more about how people do this in practice”



FEEDBACK INFORMED TRAINING EXAMPLE

ADAPTING TRAINING FOR BETTER PARTICIPANT OUTCOMES



A reminder to always revisit & review



FEEDBACK INFORMED TREATMENT: A SUMMARY OF THE RESEARCH

Therapy is very effective

(Smith & Glass, 1977)

All therapy models are equally effective

(Wampold, 1997)

Therapist effectiveness plateaus after 2 years

(Clement, 2008; Goldberg et al, 2016)

Alliance is biggest predictor of client outcome

(Wampold, 2001)

Improvement within 4 sessions is associated with end of treatment improvement

(Hubble, Duncan & Miller, 1999)

Outcome measures need to be integrated to get best improvements in therapy

(Prescott, Maeschalck & Miller, 2017)

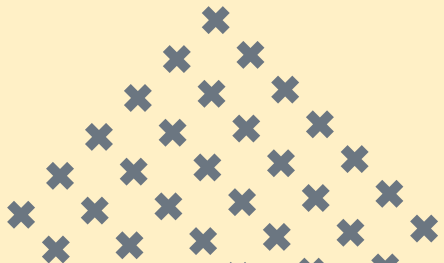


FEEDBACK INFORMED TREATMENT

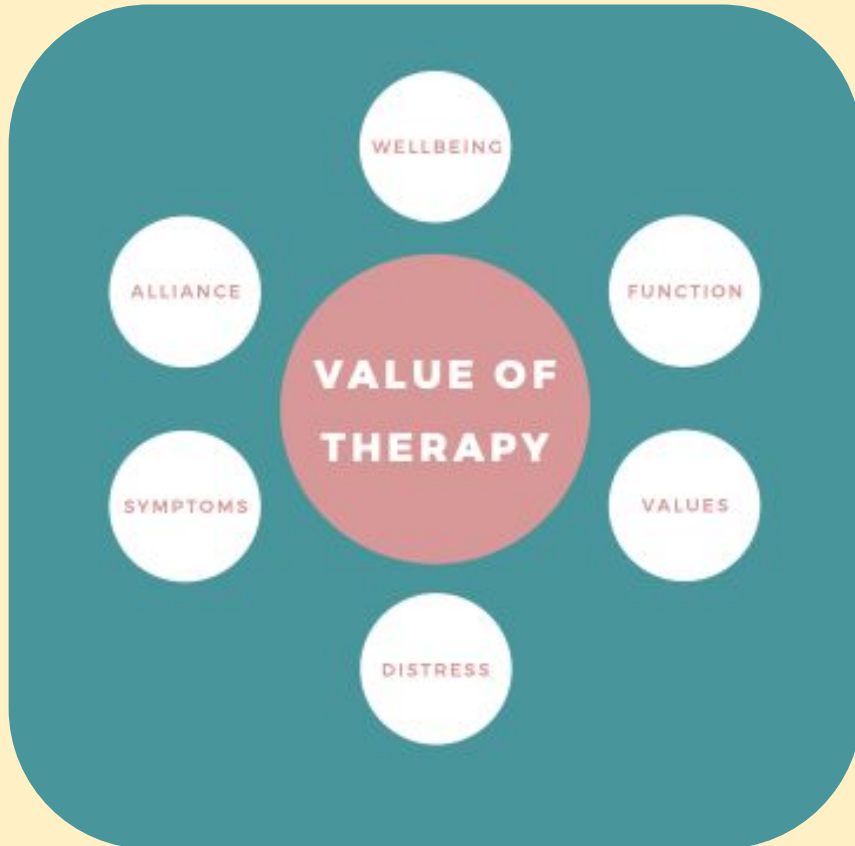


The FIT Journey takes time. The key steps to putting FIT into practice are:

- 1) Choose the measures that FIT for you
- 2) Learn how to create a culture of feedback so your therapy FITs your clients
- 3) Learn how to adapt your therapy in response to your clients feedback



FEEDBACK INFORMED TREATMENT (FIT) CHOOSING THE MEASURE THAT FITS YOU



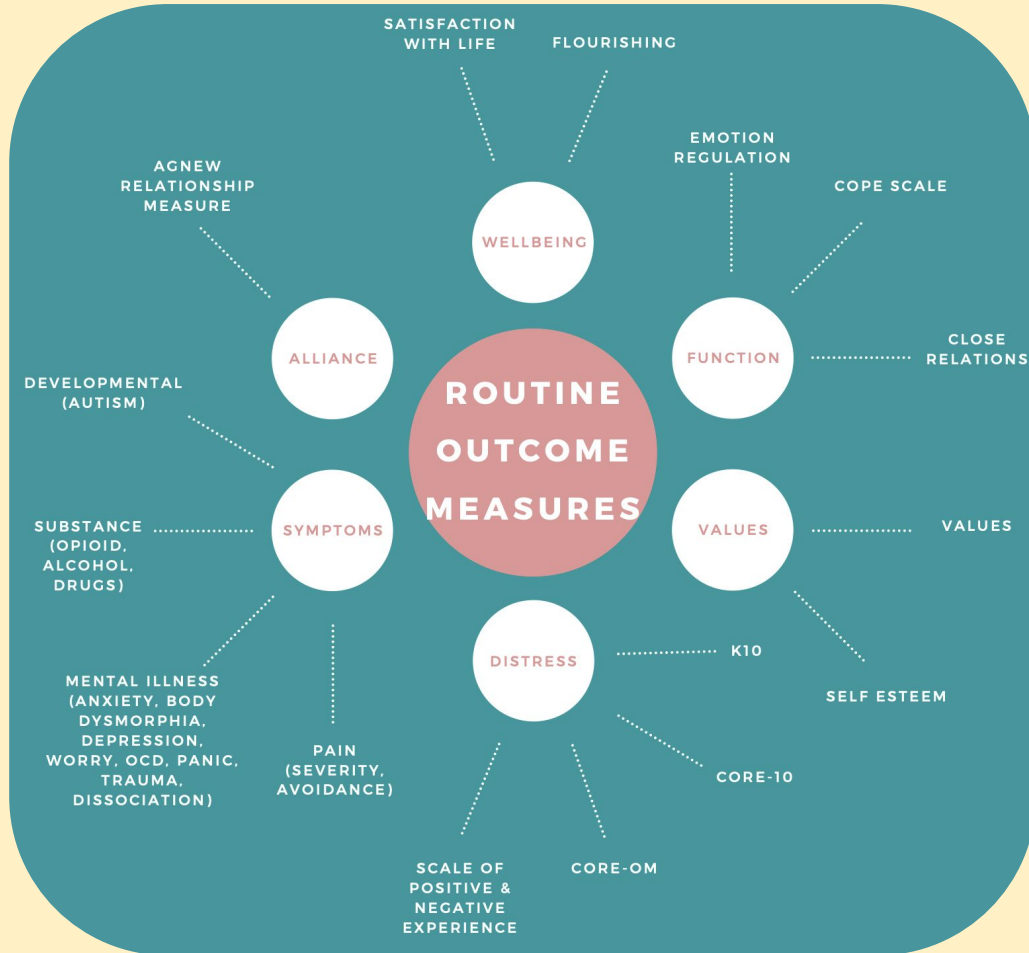
FIT REQUIRES:

- 1) AN ALLIANCE MEASURE
- 2) A PROGRESS MEASURE

WHICH MEASURE YOU CHOOSE
DEPENDS ON YOUR VALUES
AND WHAT YOU THINK YOU
IMPROVE IN THERAPY

ZOOM POLL: WHAT IS IMPORTANT FOR
YOU TO TRACK IN THERAPY BASED ON
YOUR VALUES AND WHAT YOU THINK
CHANGES IN TREATMENT?

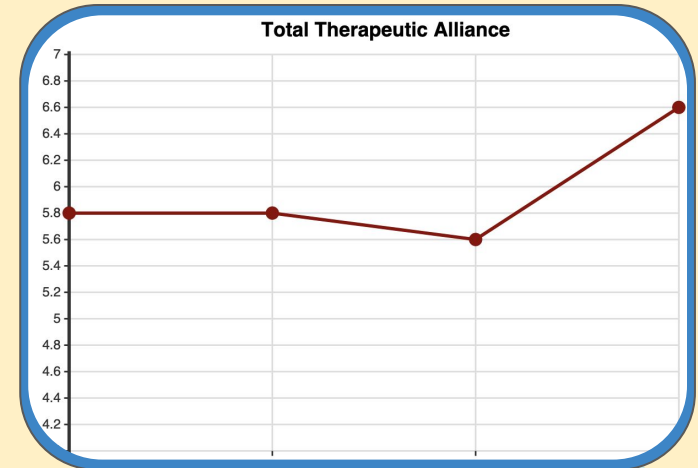
FIT: CHOOSING THE MEASURE THAT FITS YOU



ARM - 5

Measures alliance every session & is completed at the end of each session

(approx 1 minute to complete)



THE ALLIANCE MEASURE TRICKIER THAN IT SEEMS!

90% of clients will rate the alliance measure as if everything is OK, no matter what alliance measure you use

ZOOM POLL: Why would clients struggle to provide honest feedback when discussing the alliance between themselves & the therapist?



THE ALLIANCE MEASURE, TRICKIER THAN IT SEEMS!

	MISTRUTHS IN	THERAPY	HIGH TO LOW
MOST COMMON	Pretending to like therapists suggestions (29%)	Why sessions were missed or attended late (29%)	Pretending therapy is more effective than it is (29%)
SOMEWHAT COMMON	Pretending to do homework or therapy actions (26%)	Real opinion of therapist (18%)	Not disclosing wanting to end therapy (16%)
LEAST COMMON	Therapist makes client uncomfortable (12%)	Client can't afford therapy (8%)	Romantic feelings toward therapist (5%)

Blanchard, M., & Farber, B. A. (2016). Lying in psychotherapy: Why and what clients don't tell their therapist about therapy and their relationship. *Counselling Psychology Quarterly*, 29(1), 90-112.



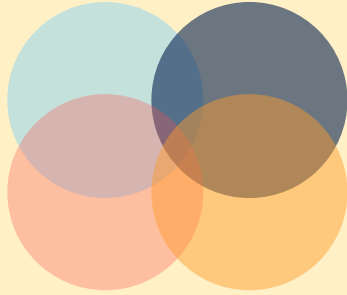
THE ALLIANCE MEASURE, HOW CAN WE IMPROVE THE CHANCES OF FEEDBACK FROM OUR CLIENTS?

After providing the alliance measure it is important to ask for feedback. So that therapy can be tailored to the client

For example, *“What can I do differently next time we meet so you will find the next session more helpful?”*



THE ALLIANCE MEASURE, HOW CAN WE IMPROVE THE CHANCES OF FEEDBACK FROM OUR CLIENTS?



4 KEY ELEMENTS TO A GOOD FEEDBACK QUESTION

- 1) Specific
- 2) Detailed
- 3) Task oriented
- 4) Here and now focus

“What would need to happen more often for the score on the session alliance measure to improve by one point?”

“Thinking back on the session, what specific moments come to mind when the session alliance score might have been a bit lower or higher? What caused that?”

“Is there anything that happened, or didn’t happen, during the session today that would make the score on bond or goals increase by one point?”

THE ALLIANCE MEASURE, LETS GET MORE CLIENT FEEDBACK!

RESOURCE: IMPLEMENTING YOUR NEW ALLIANCE FEEDBACK QUESTION

Implementation of your client feedback question *(Take a photo of this screen)*

Step 1: Choose your client feedback question

Step 2: Use this for 2 weeks with every client

Step 3: Take reflective notes about what you notice is different using this question & the type of client feedback you get

Step 4: At two weeks adapt the question to fit your style whilst holding the principles that are important to a client feedback question

- Specific, Detailed, Task Oriented, Here & now focus

“What would need to happen more often for the score on the session alliance measure to improve by one point?”

“Thinking back on the session, what specific moments come to mind when the session alliance score might have been a bit lower or higher? What caused that?”

“Is there anything that happened, or didn't happen, during the session today that would make the score on bond or goals increase by one point?”

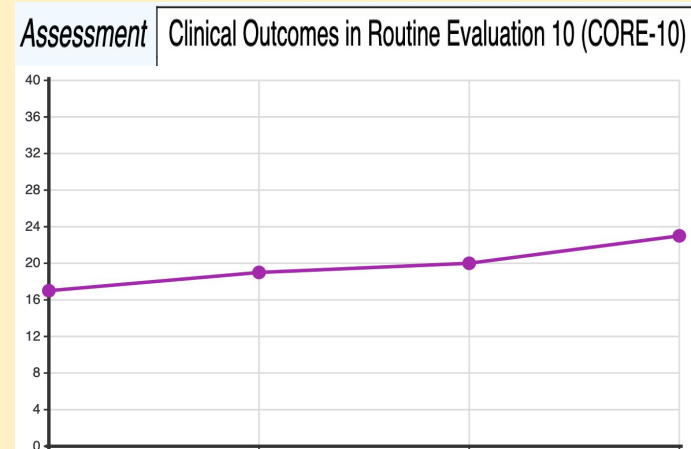
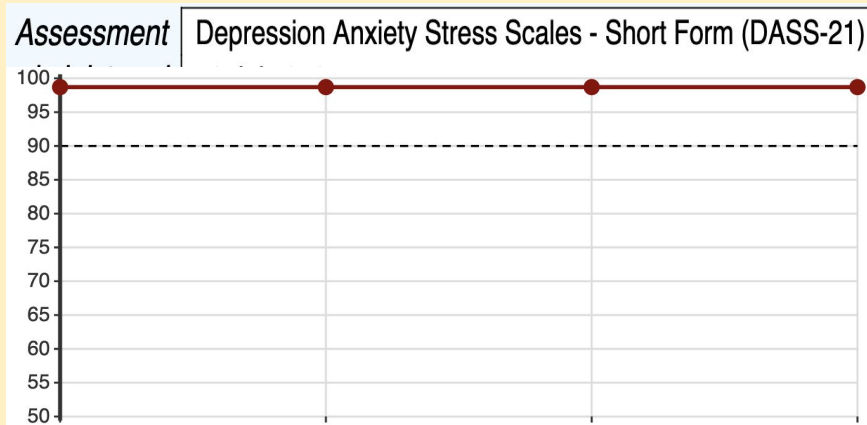


PROGRESS MEASURE, PROBLEM SOLVING CLIENTS AT RISK OF A POOR OUTCOME

FIRST: Ensure there is a culture of feedback where progress measure results are discussed in therapy

Resource emailed to everyone with example scripts of how to do this

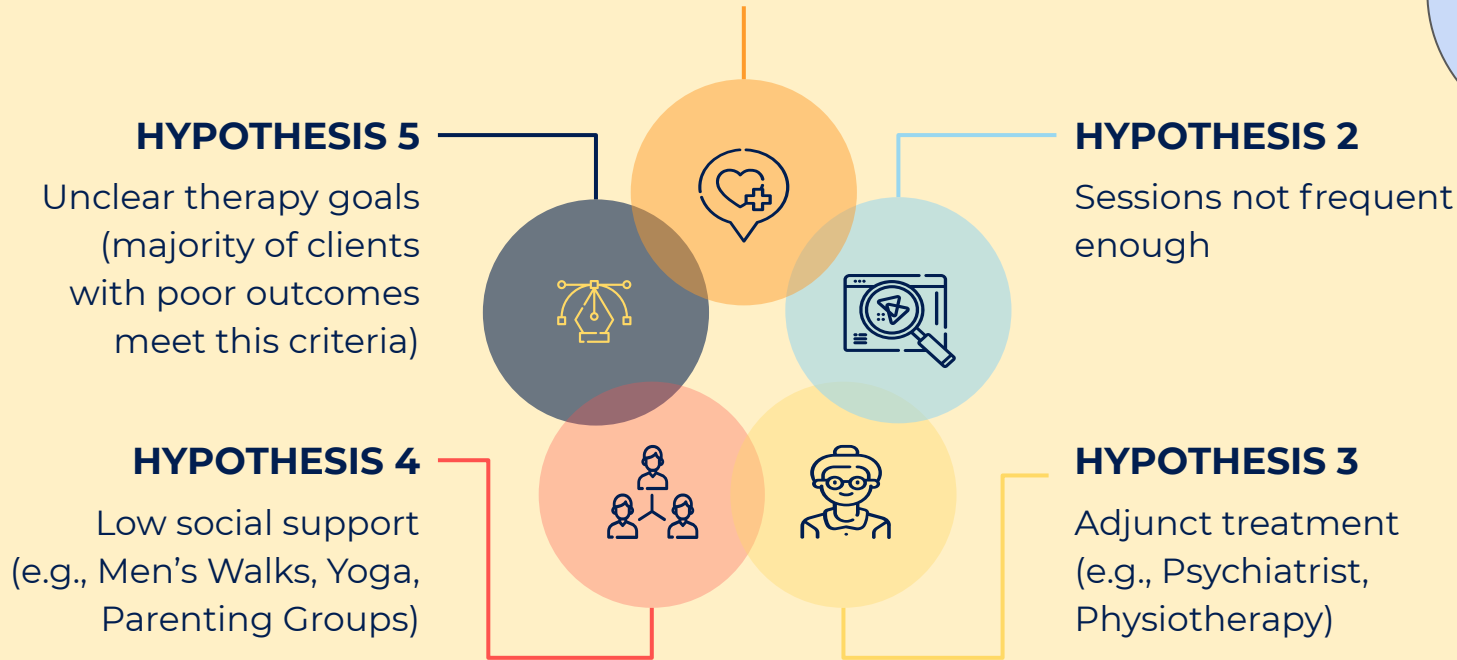
SECOND: Identify lack of progress when you see it



PROGRESS MEASURE, PROBLEM SOLVING CLIENTS AT RISK OF A POOR OUTCOME

HYPOTHESIS 1

Poor motivation



Reminder:
Start with
the alliance
first!

EXAMPLES OF WEAK VERSUS STRONG RESPONSES TO A CLIENTS LACK OF PROGRESS



WHAT DOES IT LOOK LIKE?



EXAMPLES OF WEAK VERSUS STRONG RESPONSES TO A CLIENTS LACK OF PROGRESS



WHAT DOES IT LOOK LIKE?



EXAMPLES OF WEAK VERSUS STRONG RESPONSES TO A CLIENTS LACK OF PROGRESS



WHAT DOES IT LOOK LIKE?



CLIENT SATISFACTION SURVEYS



NovoPsych

Client Information

Client Name jonny smith
Date of birth (age) 20 October 2000 (19)

Assessment Information

Assessment Client Satisfaction Survey (CSS)
Date administered 10 May 2020
Assessor Dr Ben Buchanan'
Time taken 0 minutes 54 seconds

Results

	Value
Total Satisfaction	33

Interpretive Text

This individual was very satisfied

On average this individual strongly agreed that they were satisfied with the service.

Scoring and Interpretation Information

A numerical score between 0 and 40 is presented, where higher scores mean higher levels of satisfaction. The clients are also asked to make comment on the following two questions.

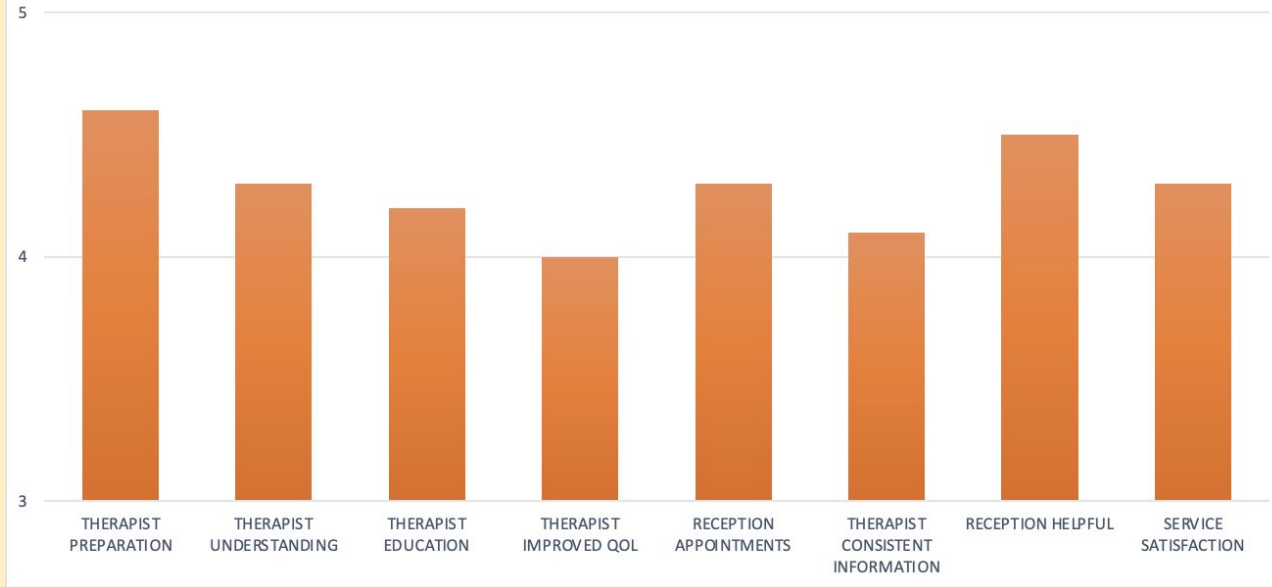
1. Other areas of strength
2. Suggestions for improvements

Client Responses

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	The practitioner was prepared for my visits	5	4	3	2	1
2	The practitioner understood my concerns	5	4	3	2	1
3	The practitioner gave me as much information as I wanted about what I could do to manage my condition	5	4	3	2	1
4	Therapy has helped me improve the quality of my life	5	4	3	2	1
5	I was able to schedule appointments at times that suited me	5	4	3	2	1
6	The information I received (materials, what staff/practitioners told me, etc.) was consistent	5	4	3	2	1
7	The reception staff were friendly and helpful	5	4	3	2	1
8	All things considered, I am satisfied with the service I received	5	4	3	2	1
9	Other areas of strength					
	Really felt a strong connection with my psychologist. Thank you!					
10	Suggestions for improvements					
	I found it difficult to get the appointment times i needed.					

CLIENT SATISFACTION SURVEYS

CLIENT SATISFACTION RESULTS 2020/2021



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

QUALITATIVE THEMES

STRENGTHS

- Non-judgmental
- Calm
- engaging

GAPS

- More time in sessions needed



RESOURCE SUMMARY: WHAT YOU CAN USE TO PUT FIT INTO PRACTICE

RESOURCE 1:

Worksheet of principles to gain actionable alliance feedback & your choice of new alliance feedback question to trial over the next 2 weeks

RESOURCE 2:

Scripts of how to enhance your culture of feedback, to adapt to fit your own style



IMPLEMENTATION SUMMARY: TIPS ON HOW TO PUT INTO PRACTICE

TIP 1: STEPS TO INTEGRATE PROGRESS MEASURE INTO YOUR THERAPY

1. Gain feedback as to whether you are on track or off track as indicated by your progress measure graph
2. Hypothesise with your client as to why they might be off track and get actionable feedback from your client on how to adapt therapy to better fit their needs
3. Put in place the treatment adaptations
4. Review progress measures and see if they have improved as a result of the adaptations

TIP 2: MONITOR ALLIANCE AS IT IMPROVES CLIENT OUTCOME

1. Create your own alliance feedback question
2. Use it with every client
3. Be open to their feedback and use it to tailor your delivery of treatment

TIP 3: ENHANCE PRACTICE QUALITY VIA SATISFACTION SURVEYS

1. Email Client Satisfaction Surveys to clients annually
2. Use the information to reflect as a therapist or part of a team on what you can enhance
3. Implement client feedback to enhance the quality of your practice



FEEDBACK LINK

<https://novopsych.com.au/feedback>

**Actionable
Feedback**

FEEDBACK

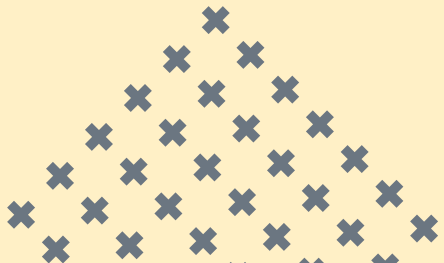
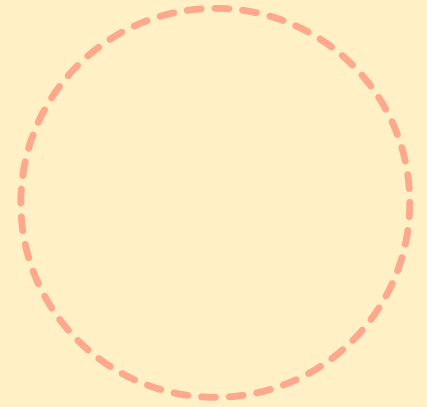




QUESTIONS?

Ask away!

*Question & Answer time is
sometime the most
educational*



UPCOMING TRAINING

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Dr Ben Buchanan • August 4, 2021

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Webinar: Imposter Syndrome Among Mental Health Clinicians. How to Handle (and Harness) Professional Self Doubt Imposter syndrome can affect psychologists and other mental health professionals at

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Webinar: Feedback Informed Treatment in Private Practice

This free webinar focusses on how psychologists can integrate a set of simple innovations into practically any form of psychological intervention. We will explore ways to gather feedback

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Dr Ben Buchanan • July 6, 2021





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The new standard in psychometric testing

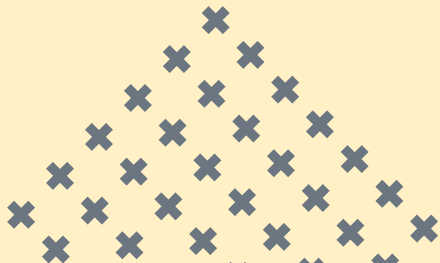
THANKS!


If you want to claim this as Active CPD, please stay online for a brief questionnaire to test your knowledge

Do you have any questions?

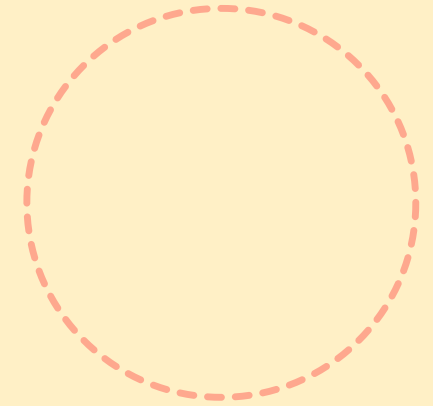
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**ACTIVE CPD
KNOWLEDGE
QUESTIONNAIRE**



**3 POLL
QUESTIONS**

