

# Advanced Intensive

Day 2

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## Advanced Intensive:

# Goal for Today

*Participants will learn methods for obtaining client feedback about progress and engagement*

*--Competency 2*

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### Outcome Rating Scale (ORS)

Name \_\_\_\_\_ Age (Yrs): \_\_\_\_\_  
ID# \_\_\_\_\_ Sex: M / F  
Session # \_\_\_\_\_ Date: \_\_\_\_\_

Looking back over the last week, including today, help us understand how you have been feeling by rating how well you have been doing in the following areas of your life, where marks to the left represent low levels and marks to the right indicate high levels.

- When scheduling a first appointment, provide a rationale for seeking client feedback regarding outcome.
  - *Work a little differently;*
  - *If we are going to be helpful should see signs sooner rather than later;*
  - *If our work helps, can continue as long as you like;*
  - *If our work is not helpful, we'll seek consultation (session 3 or 4), and consider a referral (within no later than 8 to 10 visits).*

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### Session Rating Scale (SRS V.3.0)

Name \_\_\_\_\_ Age (Yrs): \_\_\_\_\_  
ID# \_\_\_\_\_ Sex: M / F  
Session # \_\_\_\_\_ Date: \_\_\_\_\_

Please rate today's session by placing a hash mark on the line nearest to the description that best fits your experience.

#### Relationship:

I did not feel heard,  
understood, and  
respected

[-----]

I felt heard,  
understood, and  
respected

#### Goals and Topics:

We did not work on or  
talk about what I  
wanted to work on and  
talk about

[-----]

We worked on and  
talked about what I  
wanted to work on and  
talk about

#### Approach or Method:

The therapist's  
approach is not a good  
fit for me.

[-----]

The therapist's  
approach is a good fit  
for me.

#### Overall:

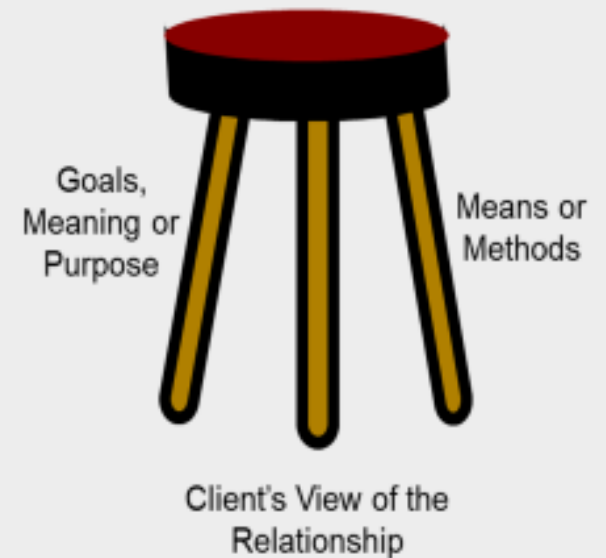
There was something  
missing in the session  
today

[-----]

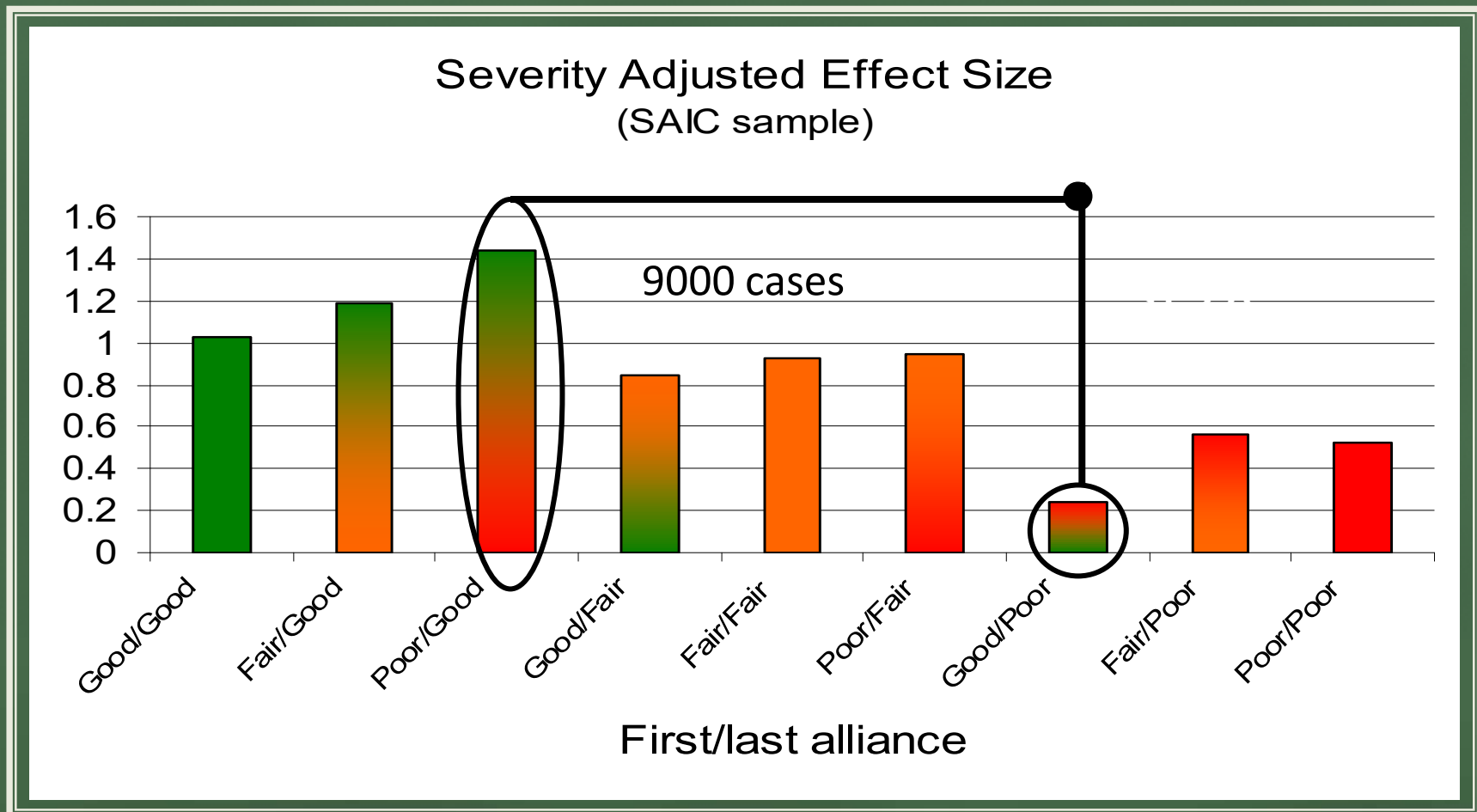
Overall, today's  
session was right for  
me

- Give at the end of visit;
- Discuss with client anytime total score decreases or falls below 36.

#### Client Preferences



# Feedback Informed Treatment



Miller, S. D., Hubble, M. A., & Duncan, B. L. (2007). Supershrinks: What's the secret of their success? *Psychotherapy Networker*, 31(6), 27-35, 56.

Owen, J., Miller, S. D., Seidel, J., & Chow, D. (2016). The working alliance in treatment of military adolescents. *Journal of Consulting and Clinical Psychology*, 84(3), 200-210. <https://doi.org/10.1037/ccp0000035>

# EXERCISE

**Session Rating Scale (SRS V.3.0)**

Name _____	Age (Yrs): _____
ID# _____	Sex: M / F
Session # _____	Date: _____

Please rate today's session by placing a hash mark on the line nearest to the description that best fits your experience.

<b>Relationship:</b>	
I did not feel heard, understood, and respected	I felt heard, understood, and respected
-----	
<b>Goals and Topics:</b>	
We did not work on or talk about what I wanted to work on and talk about	We worked on and talked about what I wanted to work on and talk about
-----	
<b>Approach or Method:</b>	
The therapist's approach is not a good fit for me.	The therapist's approach is a good fit for me.
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<b>Overall:</b>	
There was something missing in the session today	Overall, today's session was right for me
-----	

- Create a compelling rational/narrative for the client to be willing to provide both positive and negative feedback via the SRS

### Session Rating Scale (SRS V.3.0)

Name _____	Age (Yrs): _____
ID# _____	Sex: M / F
Session # _____	Date: _____

Please rate today's session by placing a hash mark on the line nearest to the description that best fits your experience.

- When scheduling a first appointment, provide a rationale for seeking client feedback regarding the alliance.
  - *Work a little differently;*
  - *Want to make sure that you are getting what you need;*
  - *Not interested in perfect scores;*
  - *Feedback is critical to success.*
- Restate the rationale at the beginning of the first session and prior to administering the scale.

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# Feedback Informed Treatment: Getting “Negative” Feedback



- *Descriptive not evaluative*
- *Observations not inferences*
- *Specific not general*
- *Quantities not qualities*
- *Task not person-oriented*
- *Tied to the self-perceived needs of the receiver*
- *Concerned with behavior over which the receiver has control*
- *Clarified with the receiver*

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