

Working with Humans: Demonstrating and Committing to Excellence!

(Intermediate; Best Practice, Professionalism)

Dr. Martha Thompson



Does it matter what we do.... As long as we “THINK or FEEL” we are doing good things?

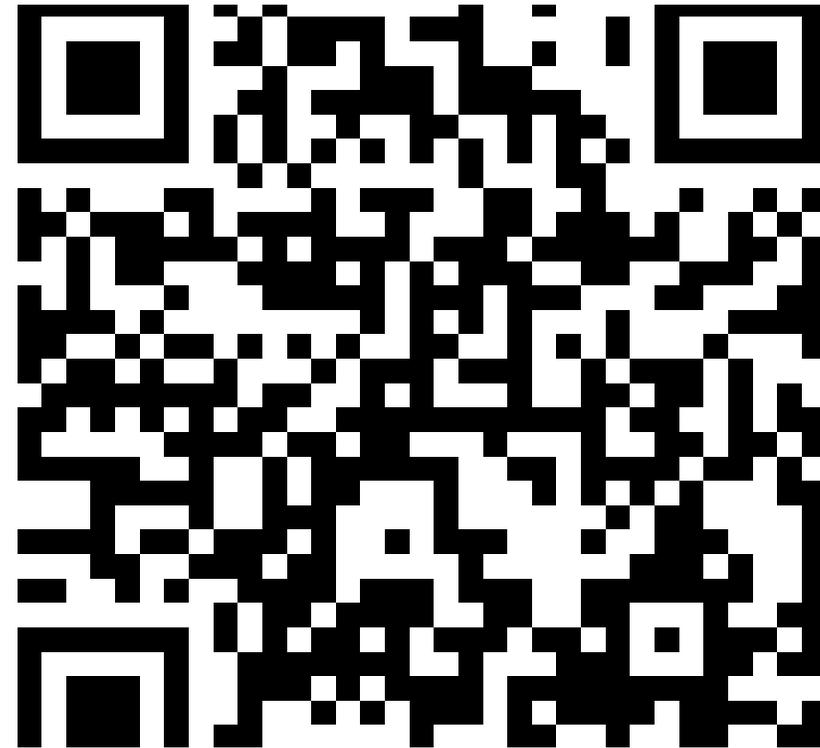


Objectives:

- Participants will identify self-measurement and session outcome rating scales for individuals to use.
- Participants will discuss ways to increase confidence and skills.
- Participants will identify reasons why this information helps to protect you and the individuals you serve.

Scan me:

- Use your phone or other smart device.
- Open the link.
- Add your responses to the questions.
- This is confidential!



Survey Questions:

- What are some reasons you entered the field?
- Has this changed?
- How?
- Do you measure your own outcomes?
- How? Why?
- In your opinion do you think / feel you are doing good work?
- In your opinion do you think / feel you are doing better work than your peers?

Why measure what we are doing?

Connection * Hope * Relationship * Alliance

- Over 1,000 research findings (Orlinsky, Rønnestad, & Willutzki, 2004) demonstrate that a positive alliance is one of the best predictors of outcome.
- Yet, the long-standing debate continues regarding whether psychotherapy outcomes are most heavily determined by these common factors or by factors specific to the type of therapy used.

Common Predictors....

- The most-well-studied common factors, which also are described within the contextual model, include the therapeutic alliance, therapist empathy, positive regard, genuineness, and client expectations.
- Empirical studies have demonstrated that a strong therapeutic alliance, higher ratings of therapist empathy, positive regard, genuineness, and more favorable outcome expectations are related to improved treatment outcomes. (Browne, J., Cather, C., & Mueser, K., 2021)

Are you FIT?

- Feedback-Informed Treatment (FIT) – using measures to solicit feedback about progress and the quality of the therapeutic relationship – is a transtheoretical, evidence-based approach.
- The [most recent research](#) shows clients whose therapists use FIT on an ongoing basis are 2.5 times more likely to experience benefit from treatment. (Scott D. Miller PhD, 2019)

Scott D. Miller PhD.

What is Feedback Informed Therapy?

- FIT clinicians use measures to monitor their performance.
- Feedback reportedly helps clinicians select the most effective treatment methods.
- FIT finds it enhances the therapeutic relationship.

Scott D. Miller PhD.

Outcome & Session Rating Scales:

- One study indicated therapists who used ORS and SRS, in their client's first session alliance scores tended to be lower, indicating the process facilitated the development of a "culture of feedback" early on in care.
- As the researchers note, "having been invited to reflect on any negative aspects of the alliance with a responsive therapist in the first session ... clients had a more considered and realistic view of the early ... [that] facilitated the communication about the treatment process from the first session onward" (p. 10).
- Alliance ratings increased more from session 1 to 2 months' treatment in the outcome's measures than treatment as usual condition, and alliance increase was associated with less posttreatment impairment. Up to 23%! (H. Brattland, et al., 2019)

Scott D. Miller PhD.

What are we selling?

- In the emerging environment, the outcome of the service rather than the service itself is the product that providers and payers have to market and sell. Those unable to systematically evaluate the outcome of treatment will have nothing to sell to purchasers of healthcare services. (p. 393) Brown, Dreis, and Nace (1999)
- Did we start to measure the wrong thing? Program outcome vs personal outcomes?

Program vs Person Centered Treatment

- Program Recommendations:
 - packaged care recommendations, outcomes based on completed / attended vs individual goals
- Person Recommendations:
 - seeing the person as whole, individual, taking into account their wants AND needs to make clinical recommendations. Outcomes based on individual progress.

We can predict outcomes!

- Prediction model development and validation study demonstrated it is possible to predict psychological treatment outcomes with high accuracy, using routinely available outcome measures collected on a session-by-session basis. (C Bone D PsyD, M Simmonds-Buckley PhD, J Delgadillo PhD, 2021)
- Results indicate a dynamic clinical prediction model generalizes to multiple services in different geographical regions, with different therapists, and time at which patients included in the training sample were treated.
- Prediction accuracy was modest for the earliest sessions of therapy!

Yep – guess what session outcomes matter!

- Findings suggest simple, easy to collect, session-by-session symptom scores can yield clinically useful prognostic information, which minimizes problems.
- Results demonstrate that dynamic prediction models outperform the expected treatment response models, which are considered the methodological standard in the field of feedback-informed treatment at present.
- The difference in predictive accuracy (AUC) for the first seven sessions between the expected treatment response model and all other dynamic models.

Treatment model + Treating provider =

- What happens when we combine “GOOD” treatment with “GOOD” providers.... We get the best outcomes!
- How do we know if we are doing more harm than good?
- What really is evidence based?

Why does this matter?

- We want to do good work!
- We want to help people!
- We don't want to do more damage, get sued, hurt others!

- Can we trust what we are being taught / told / teaching others?

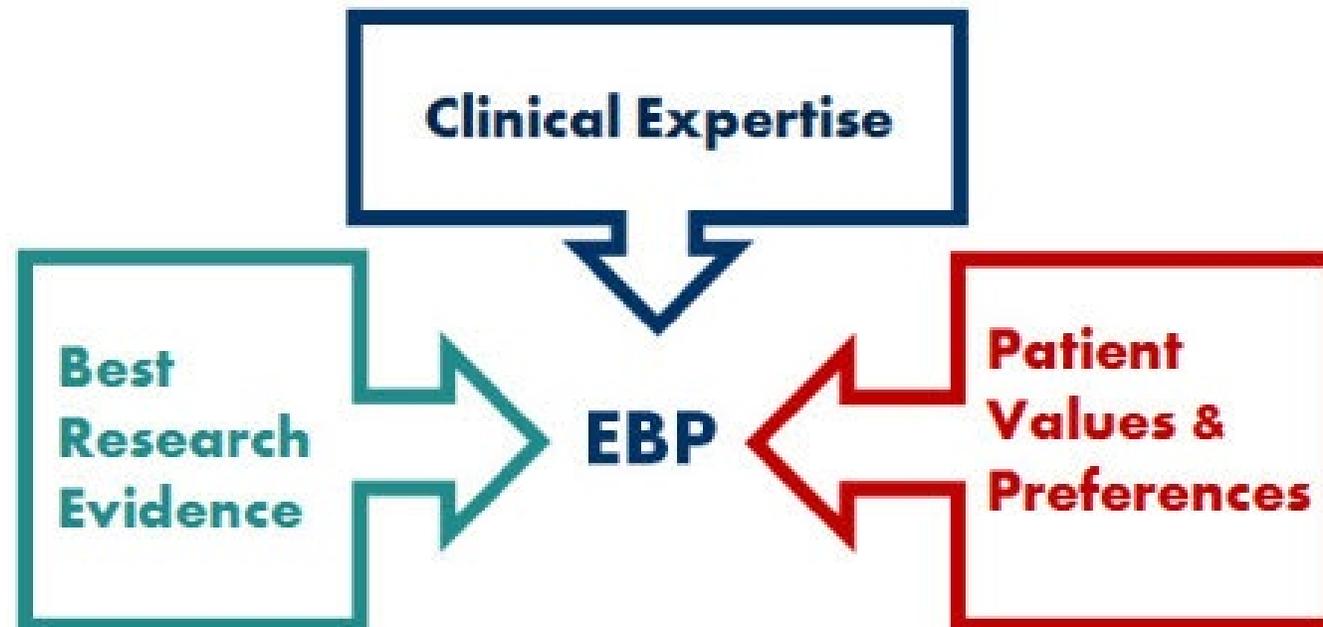
What does best practice mean?????

- The most common definition of Evidence-Based Practice (EBP) is from Dr. David Sackett.
- EBP is “the conscientious, explicit and judicious use of current best evidence in making decisions about the care of the individual patient. It means integrating individual clinical expertise with the best available external clinical evidence from systematic research.” (Sackett D, 1996)

Of course, I am providing evidence best practice methods!

- EBP is the integration of clinical expertise, patient values, and the best research evidence into the decision-making process for patient care. Clinical expertise refers to the clinician's cumulated experience, education and clinical skills.
- The patient brings to the encounter his or her own personal preferences and unique concerns, expectations, and values. The best research evidence is usually found in clinically relevant research that has been conducted using sound methodology. (Sackett D, 2002)

The evidence, by itself, does not make the decision, but it can help support the patient care process. The full integration of these three components into clinical decisions enhances the opportunity for optimal clinical outcomes and quality of life. The practice of EBP is usually triggered by patient encounters which generate questions about the effects of therapy, the utility of diagnostic tests, the prognosis of diseases, and/or the etiology of disorders.



Commit to Excellence!

- Be the good helper not the nice one!

Save Travels! Hope you have enjoyed the conference!

Dr. Martha Thompson

drmartha@empowerthemind.org



References & Resources

- [JBT 2\(2\) pp. 91-100 \(scottdmiller.com\)](http://scottdmiller.com)
- [SessionRatingScale-JBTv3n1.pdf \(scottdmiller.com\)](http://scottdmiller.com)
- Browne, J., Cather, C., & Mueser, K. Common Factors in Psychotherapy. *Oxford Research Encyclopedia of Psychology*. Retrieved 18 Apr. 2022, from <https://oxfordre.com/psychology/view/10.1093/acrefore/9780190236557.001.0001/acrefore-9780190236557-e-79>.
- [Dynamic prediction of psychological treatment outcomes: development and validation of a prediction model using routinely collected symptom data \(thelancet.com\)](http://thelancet.com)

References & Resources Cont.

- Brattland H, Koksvik JM, Burkeland O, Klöckner CA, Lara-Cabrera ML, Miller SD, Wampold B, Ryum T, Iversen VC. Does the working alliance mediate the effect of routine outcome monitoring (ROM) and alliance feedback on psychotherapy outcomes? A secondary analysis from a randomized clinical trial. *J Couns Psychol*. 2019 Mar;66(2):234-246. doi: 10.1037/cou0000320. Epub 2019 Jan 31. PMID: 30702322.