

# Improving Clinicians Effectiveness by Feedback Informed Treatment (FIT)

(Miller et.al.2012)

Thomas Villiger, lic.phil., Psychotherapeut FSP, CH-Biel/Bienne  
www.psychologiebiel.ch

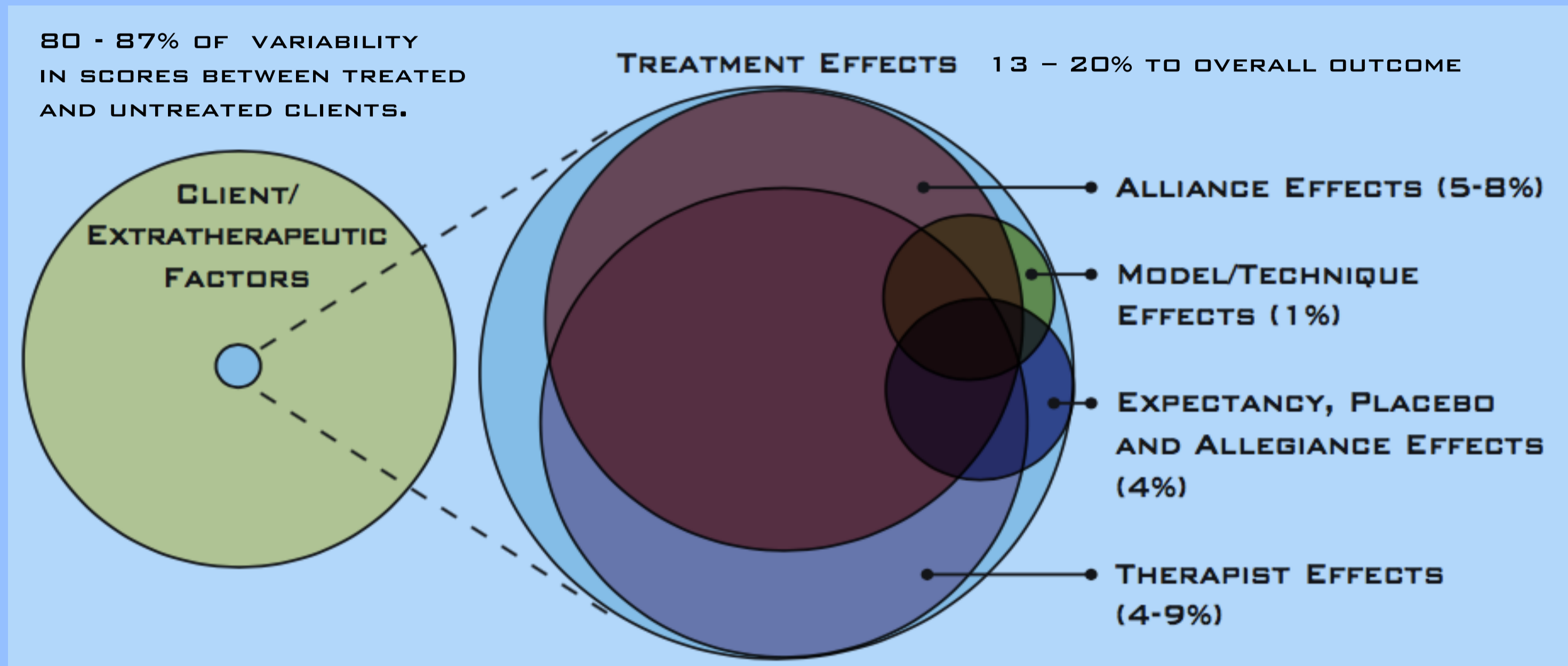
## Introduction

### What works in Psychotherapy?

„In most studies of treatment conducted over the last 40 years: The average treated person is better off than 80 % of the untreated sample“ (Miller 2015) = **effect size**

### What are the challenges ?

- Drop out rates average 25 % (clients that made an appointment and did not make reliable change)
- Mental Health professionals frequently fail to identify „at risk“ and failing cases
- 1 out of 10 consumers accounts for 60 – 70 % of the expenditures
- Feedback Informed Treatment (FIT) opens the chance to improve and to counter those challenges → **Failing Successfully**



## Procedure

### Outcome Ratingscale (ORS)

Brief, client-rated, four-item VAS measuring the client's experience of well-being in individual, interpersonal, and social functioning.

**Outcome Rating Scale (ORS)**

Name \_\_\_\_\_ Age (Yrs) \_\_\_\_\_ Gender \_\_\_\_\_  
Session # \_\_\_\_\_ Date \_\_\_\_\_ Please check one: Self \_\_\_\_\_ Other \_\_\_\_\_  
Who is filling out this form? If other, what is your relationship to this person? \_\_\_\_\_

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. If you are filling out this form for another person, please fill out according to how you think he or she is doing.

**Individually** (Personal well-being) \_\_\_\_\_

**Interpersonally** (Family, close relationships) \_\_\_\_\_

**Socially** (Work, school, friendships) \_\_\_\_\_

**Overall** (General sense of well-being) \_\_\_\_\_

### Session Ratingscale (SRS)

Four-item, client-completed therapeutic-alliance measure, VAS

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

Name \_\_\_\_\_ Age (Yrs) \_\_\_\_\_  
ID# \_\_\_\_\_ Date \_\_\_\_\_ Gender \_\_\_\_\_  
Session # \_\_\_\_\_

Please rate today's session by placing a 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.

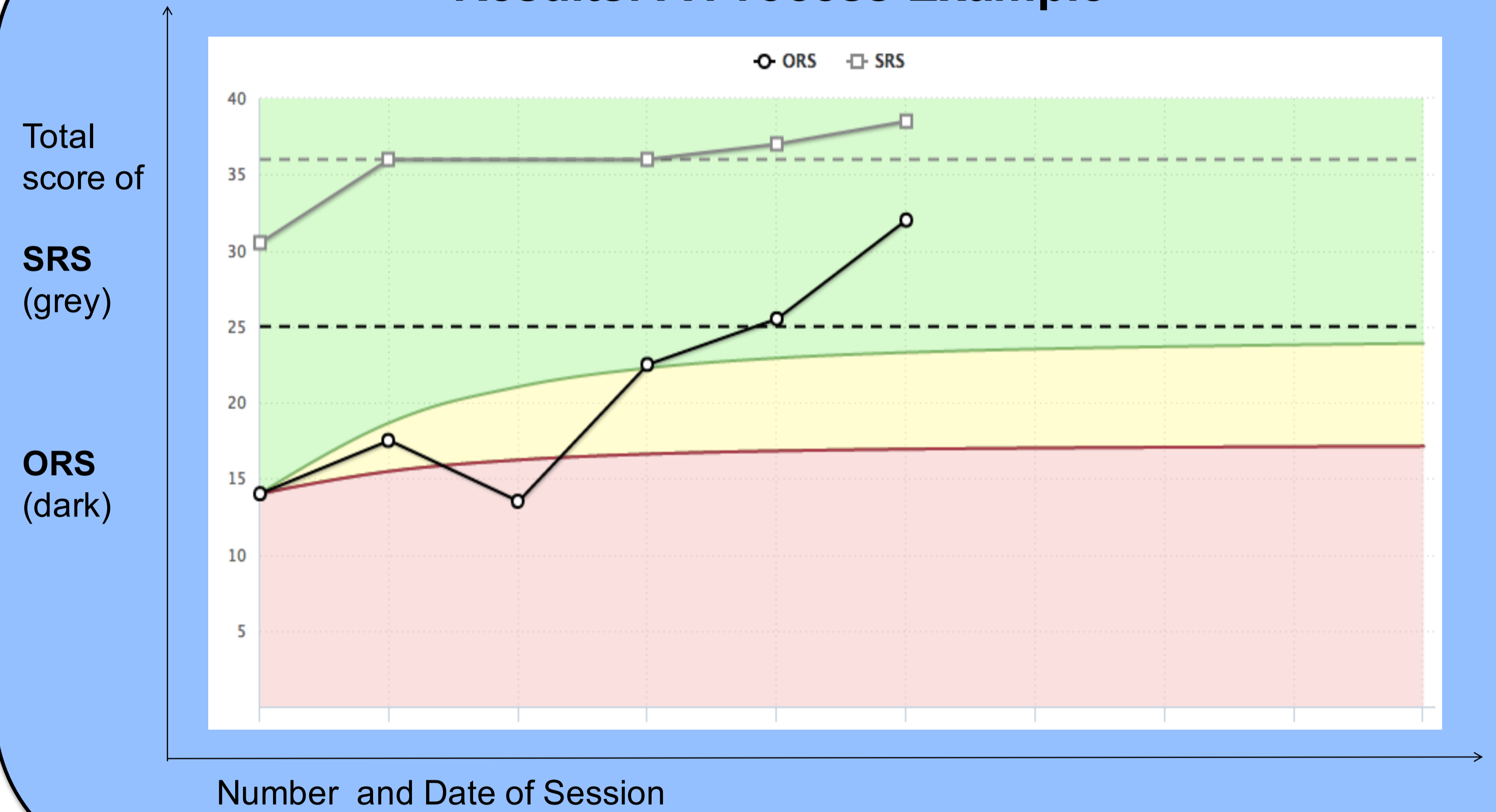
**Approach or Method**

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.

## Results: A Process Example



## Definition of FIT

**Empirically supported approach for evaluating and improving the quality and effectiveness of behavioral health services**

- that involves routinely and formally soliciting **feedback** from consumers regarding the therapeutic alliance and outcome
- using the resulting information to inform and tailor service delivery
- using two brief valid, reliable, feasible measures, the ORS and SRS.

### The Focuses of FIT

- Client directed and guided (FIT)
- Outcome – informed (Effect)
- Emphasis on benefit over need
- Restoring real – life functioning

### What can be Useful Feedback ?

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

## Evidence for FIT

### The power of the relationship: The Clients Voice

- Research on the power of the relationship reflected in over 1100 research findings (Norcross, 2010): "It is the client's perception of the therapist positive regard that has the strongest association with outcome."
- Study of the 331 consumers seen by 80 therapists:  
Results: "...that **therapist** variability in the alliance predicted outcome, whereas **patient** variability in the alliance was unrelated to outcome (Baldwin et al., 2007).

### Outcome Monitoring and Feedback Informed Treatment (FIT)

Results from RCT's and metaanalyses of routine outcome monitoring and feedback:  
Routine outcome monitoring and feedback

- decrease drop out rates by as much as half
- help to identify ruptures and tensions
- as much as doubles the „effect size“ = reliable clinically significant change
- Reliable change i.e. greater than
  - > chance
  - > maturation
  - > time
  - > measurement error (Miller, (2014).

## Take Home Message

**“Ever tried? Ever failed? No matter. Try again. Fail again. Fail better and successfully.” (Beckett featuring FIT)**

Soliciting **Feedback** i.e.

- consistently measuring to a known baseline,
- reviewing, tracking and adjusting plan + steps
- to overcome “automaticity“ (= deliberate practice),

is critical to success and essential to improve expertise

### Top performing clinicians ...

- are good at soliciting negative feedback
- have more unilateral unplanned therapist initiated contact with clients
- have alliance scores that increase over time
- are prepared to embrace negative feedback that is used and utilized to tailor services
- reassure that they won't be offended or take negative feedback personally
- look for small process steps that provide opportunities to improve practice

**Clinicians Negative consumer feedback is associated with better treatment outcome.**  
Further investigation is needed on

➤ „Failing Successfully“. (Miller et.al. 2016)

## References

- Baldwin, S. et al. (2009): Rates of change in naturalistic psychotherapy. Journal Consulting and Clinical Psychology, 77, 203-211
- Baldwin, S., Wampold, B., & Imel, Z. (2007). Untangling the Alliance- Outcome Correlation. Journal of Consulting and Clinical Psychology, 75(6), 842-852
- Miller, S.D. et.al. (2016): Training of the Trainers / Fit Prof. Development Trainings. Chicago.
- Miller, S.D. (2015): Snatching Victory from the Jaws of Defeat. Workshop CH - Bern
- Miller, S.D. (2014). Psychometrics of the ORS and SRS. Results from RCT's and metaanalyses of routine outcome monitoring and feedback. <http://www.slideshare.net/scotttmiller/measures-and-feedback-miller-schuckard-2014>
- Miller, S.D., Bertolino, B. (2012): The ICCE Manuals. Chicago
- Norcross, J.(2010): The Therapeutic Relationship. In B. Duncan et.al.(eds.). The Heart and Soul of Change. Washington, D.C.: APA Press.
- Wampold, B., Brown, J. (2005). Estimating variability in outcomes attributable to therapists: A naturalistic study of outcomes in managed care. Journ. of Consulting+Clinical Psychology, 73 (5)