

Feedback Inspired Dialogical Therapy

Inviting a culture of feedback
as a space for the client's 'no'

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Leuven, 13-02-2015

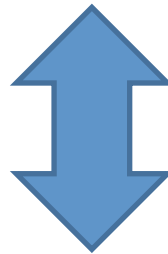
In this lecture

- Monitoring
 - Bridging the gap between research and practice
- Dialogical Feedback Protocol
 - Development
- A case example

Accountability

- Psychotherapy as an economic product
 - Be responsible (and to blame)
 - **Prove** that psychotherapy works!

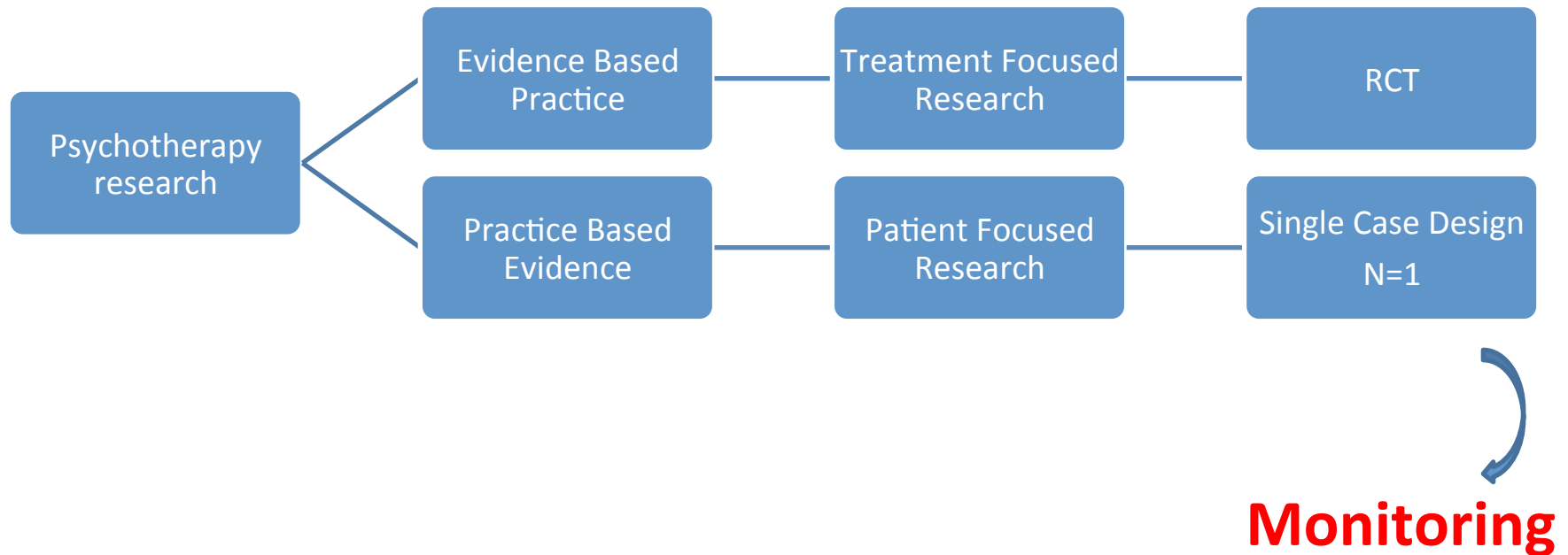
RCT



- Psychotherapy as a relationship
 - Feel responsible
 - Want to take responsibility for and understand the therapeutic **process**

Monitoring

From Evidence Based Practice to Practice Based Evidence



Specificity of non-specific (common) factors

- Relational conceptualisation
- Working with the broader system instead of the Identified Patient
- Unique conceptualisation of the alliance
- A dialogue full of tensions with *real life consequences*
- Multiplicity of voices from 'yes' to 'no'
- Different expectations, motivations, goals and forms of pressure

A unique conceptualisation of the alliance

- Engagement in Therapy
- Emotional connectedness with Therapist
- Safety
- Common goals in Therapy

(SOFTA; Friedlander, Escudero,
Heatherington & Diamond,
2011)

Our mission

- Development of a protocol for client feedback in couple and family therapy
 - Based on the QIT online model
(Stinckens, Smits, Rober & Claes, 2012)
- Using the instruments as conversational tools
(Sundet, 2014)

Monitoring WORKS .!.

- Improved outcome

(Bickman, 2008; 2011; Duncan & Sparks, 2009; 2010; Reese, Toland, & Slone, 2010; Anker, Duncan & Sparks, 2009; Miller, Duncan, Brown, Sorrell, & Chalk, 2006)

- Drop-out reduction &

- Better dose/effect ratio

(Shimokawa, Lambert, & Smart, 2010; Westmacott, Hunsley, Best, Rumstein-McKean, & Schindler, 2010)

Monitoring *works* .?.

- Impact on outcome is less consistent
 - Mostly small positive effect compared with control group
 - Especially with NOT clients (in short therapies)
 - Perhaps more effective when feedback is delivered to both Therapist and Client(s)

Monitoring has potential .!.

- Fits the '*measuring is knowing*' culture

(Stinckens, Smits, Rober & Claes, 2012; Buwalda, Nugter, van Tilburg & Beekman, 2013)

- More accurate diagnostics en communication in medicine and mental health care

(De Jong, 2014)

Monitoring has potential .!.

- Bridges the gap between research and clinical practice

(Stinckens, Smits, Rober, & Claes, 2012; Pinsof, Goldsmith, & Latta, 2012)

- Insight in request for help and better goal directedness

(Haber, Carlson & Braga, 2014)

- Co-construction of working alliance

(Sundet 2010; 2011; 2012)

Monitoring has potential .!.

- Motivation and empowerment of Clients

(De Jong, 2014)

- Experienced as useful and helpful by Clients

(Anker et al., 2011)

But ... not often used ...

- 67% doesn't make use of monitoring even if they believe that clients will benefit (Walter et al., 1998; Willis et al. 2009)
- Therapist are hesitating, waiting, suspicious or even quite negative (Trauer et al. 2009)
- However clinical judgement is a bad predictor of negative change (Hannan et al. 2005; Hatfield, McCullough, Frantz, & Krieger, 2010)

(Smits et al.; De Jong, 2014)

And ... sometimes counterproductive.!.

- Top-down or mandatory use
 - Unreliable, incomplete data
 - More incomplete monitoring trajectories
 - Clients are less willing/prepared to participate (Walter et al., 1998)
 - Clients report more disturbing than helpful processes (Smits et al., 2014)
 - No positive effect on outcome (De Jong et al., 2012)

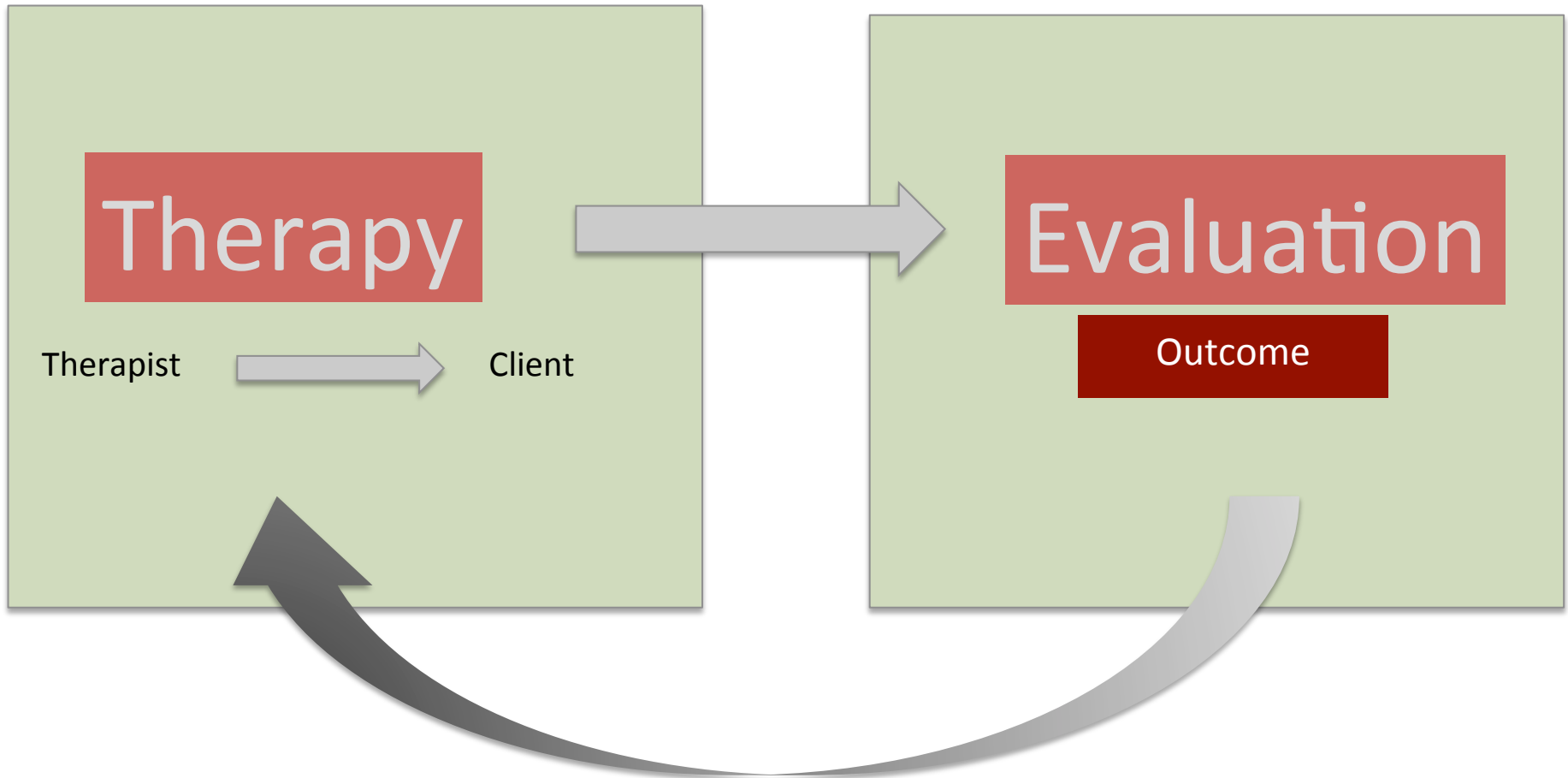
Our Dialogical Feedback Protocol

- *Practice Based, Process oriented* and *feedback driven*
 - Systematically, session by session collecting data about outcome (symptoms) and process (helpful and disturbing events)
 - Delivering this feedback to therapist and client as soon as possible
- To improve the *working alliance / attunement* and eventually the outcome of (this unique) therapy

Traditional model outcome management

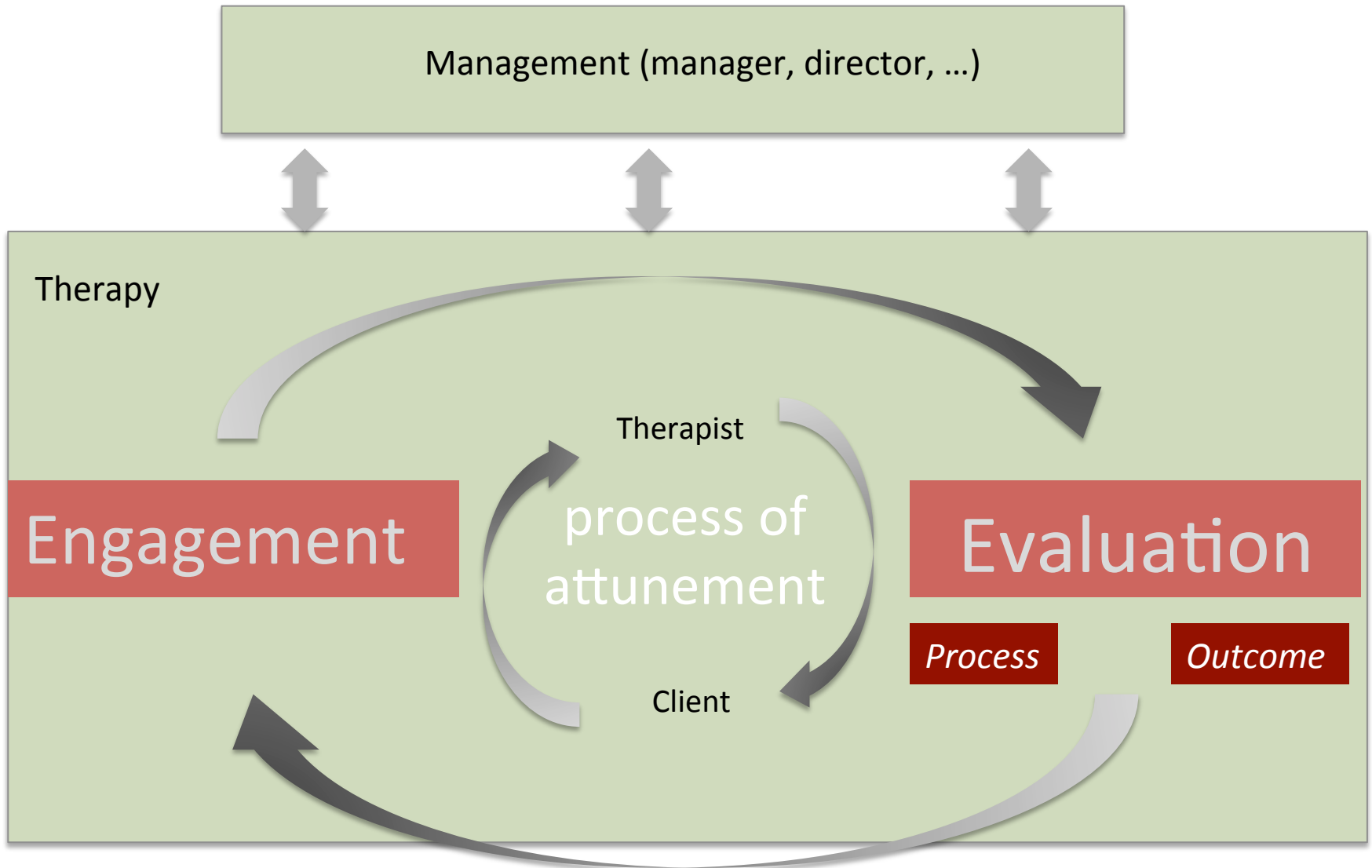
Therapist + Client

Management (manager, director, ...)



Our model

(Inspired by QIT online)



Dialogical Feedback Protocol

Instruments	Time table
Questionnaire Previous Service Use	Intake
Worries Questionnaire	Intake, S1, every 4 sessions, End, Follow Up (3 months later)
Dialogical Feedback Scale	At the end of every session
Dialogical Feedback Tool	At the end of every session
These instruments can also be used to involve teachers, grandparents and other care givers or professionals	

Van Tricht, K., Sundet, R. & Rober, P. (in progress). Feedback Inspired (Dialogical) Therapy:
The Introduction of Dialogical Feedback Measurements

Questionnaire Previous Service Use

Name:

Date:

Did you have therapy or any kind of psychosocial counseling before? One or more times? Can you explain it a little bit?

What was your positive experience with it? How has it been useful for you or for your family?

QPSU, Rober
& Van Tricht,
2014

What was your negative experience with it? How has it been not useful for you or for your family? What has hurt you or disappointed you?

Questionnaire Previous Service Use

- Implicit guidelines that increase the chance for a healing encounter
- Offered before intake together with the Worries Questionnaire
- Discussed in the first session

Worries **Questionnaire** **for** **Kids** **(WQk,** **Rober & Van Tricht, 2014)** **page 1**

Name:

Date:

Worries Questionnaire for Kids (WQk, Rober & Van Tricht, 2014)

A family therapist is someone who talks with families, when someone in the family is worried about something.
Before we start with the therapy we want to ask you some questions.

Who in your family is the most worried at this moment?



- ☐ me
- ☐ mother
- ☐ father
- ☐ brother
- ☐ sister
- ☐ someone else

How worried is that person at this moment on a scale from 0 to 10 when 0 means “not worried at all” and 10 means “very worried”.



0	1	2	3	4	5	6	7	8	9	10
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**Worries
Questionnaire
for
Kids
(WQk,
Rober & Van Tricht, 2014)
page 2**

Can you write in a few words what this person is worried about, or can make a drawing about it?



Can you write in a few words why this person finds therapy useful, or can make a drawing about it?



Worries Questionnaire for Kids (WQk, Rober & Van Tricht, 2014) page 3

If you are not the most worried family member, how worried are you at this moment on a scale from 0 to 10 when 0 means “not worried at all” and 10 means “very worried”.



0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Can you write in a few words what you are worried about, or can make a drawing about it?



Can you tell why you find therapy useful or can you draw it?



Worries Questionnaire

- For children, adolescents/adults and couples
- Introduction

“This instrument is an aid to talk about the worries or concerns that exist in your family.”

- For all clients at intake, first session, every 4 sessions, end and follow-up (3 months later)
- Discussed in the first session
 - Similarities and differences
 - Everyone’s voice counts
 - Hesitations/risks/good reasons to keep silent

Name:

Date:

Dialogical Feedback Scale (DFS, Rober & Van Tricht, 2014) Page 1

1. Were you able to talk about what you wanted in the session?

0	1	2	3	4	5	6	7	8	9	10
Not at all										Totally

A word of explanation:

2. Did you feel understood by the therapist(s) in the session?

0	1	2	3	4	5	6	7	8	9	10
Not at all										Totally

On these subjects I felt understood:

On these subjects I felt not understood:

**Dialogical
Feedback
Scale
(DFS, Rober & Van Tricht,
2014)
Page 2**

3. Did you feel understood by your partner/the other family members in the session?

0	1	2	3	4	5	6	7	8	9	10
Not at all										Totally

On these subjects I felt understood:

On these subjects I felt not understood:

4. What surprised you most about what happened or what was said during the session?

5. What moved you most about what happened or what was said during the session?

Dialogical Feedback Scale

- For adolescents and adults
- Introduction
 - “Take some time to look back at the session or reflect on the session”*
- Administered at the end of every session
- Discussed at the end of this session or at the beginning of the next session
 - Dialogical perspective
 - Dialectics are central focus
 - What’s remarkable? What strikes them? Do they have questions for each other?
 - Process, evolution, red thread
- Show special interest to criticism and disappointment

Dialogical Feedback Tool (Rober & Van Tricht, 2014)

Name:

Date:

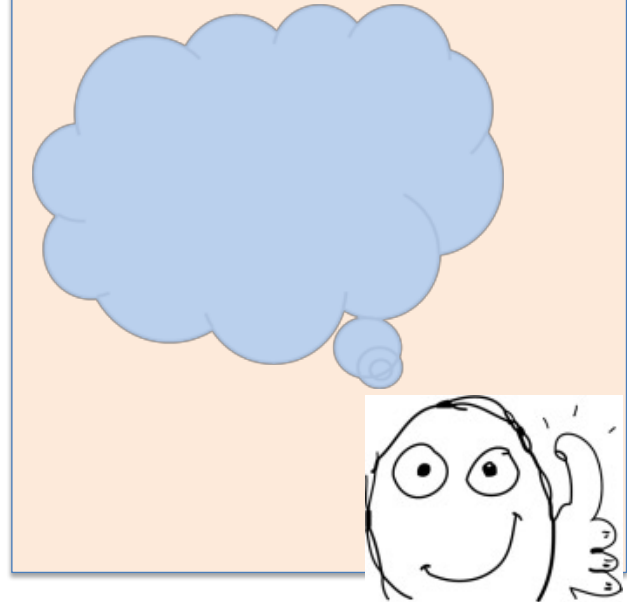
Dialogical Feedback Tool
(DFT; Rober & Van Tricht, 2014)

These 2 characters were present in the therapy session today...

This one comes out like this ☹.
What would he think about the session?



This one comes out like this ☺.
What would he think about the session?



Dialogical Feedback Tool

- For children and adults
- Introduction

“This instrument is and aid to think about / reflect on the session”
- At the end of every session, for all clients
- Be sensitive to the process of filling it out
- Discussed at the end of the session or at the beginning of the next session
 - What strikes them? Do they have questions for each other?
 - Process, evolution, red threat

Pilot studies: developing the protocol in a naturalistic setting

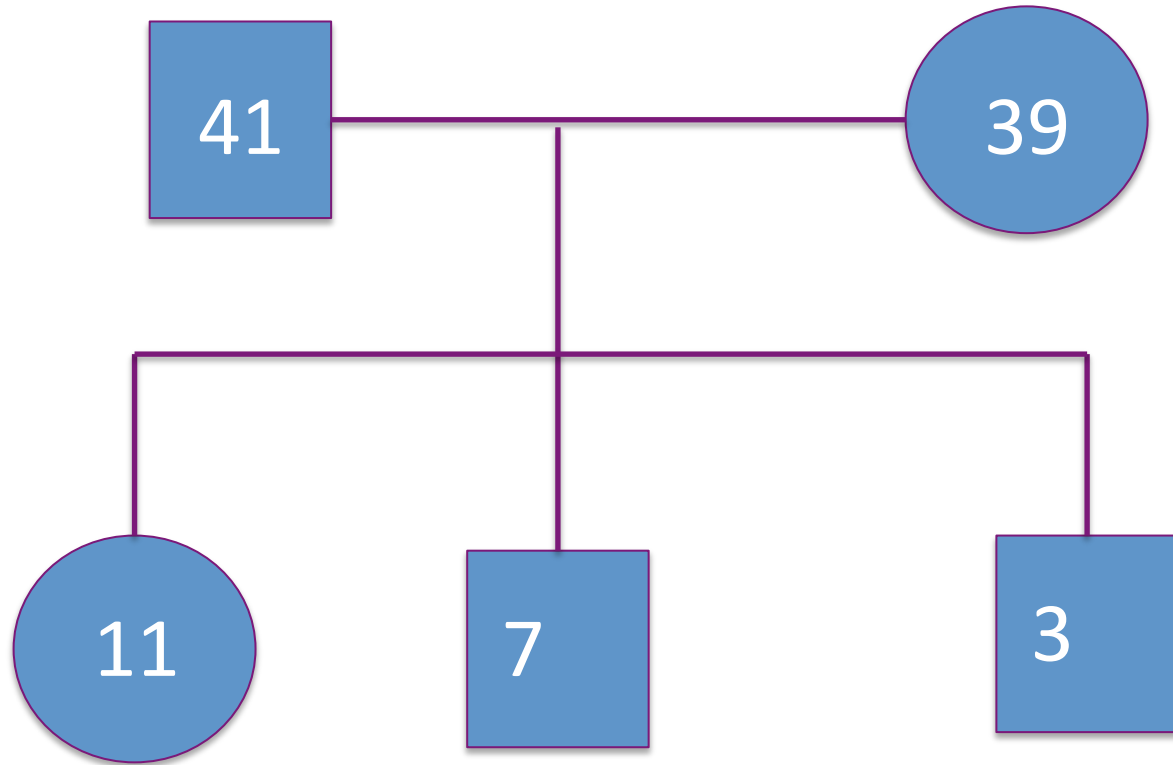
- 6 therapies were monitored with the DFP
 - Each session was video taped from two different camera perspectives
- Coaching of external therapists in centres for mental health care and institutes for child and adolescent psychiatry

Case example 1

Introducing Feedback Informed Therapy: Being there in Responsiveness

Parents	Therapists
<p>How to explain what is going to happen?</p> <ul style="list-style-type: none"> - Not to blame, stigmatize, scape goat - Be honest and transparant 	<p>Hm, sounds nice the way you will handle it, we will support you in explaining it some more during the first session</p>
<p>Involve the youngest child?</p>	<p>Everyone is welcome, in general the more people the better they can help us understand what is going on but you are the experts on your family and may decide who is coming</p>
<p>Bring medical and psychological reports?</p> <ul style="list-style-type: none"> -A: Difficult child – Highly gifted, esp. Verbal Intelligence -J: Easy child – Bit distracted, suspected ADD 	<p>You can bring them but it isn't necessary for us to have them in advance</p>
<p>The use of video registration?</p> <ul style="list-style-type: none"> - Does it disturb spontaneity 	<p>We will install the camera's, usually people get used to them very easily but feel free to decide otherwise</p>

The Jacksons

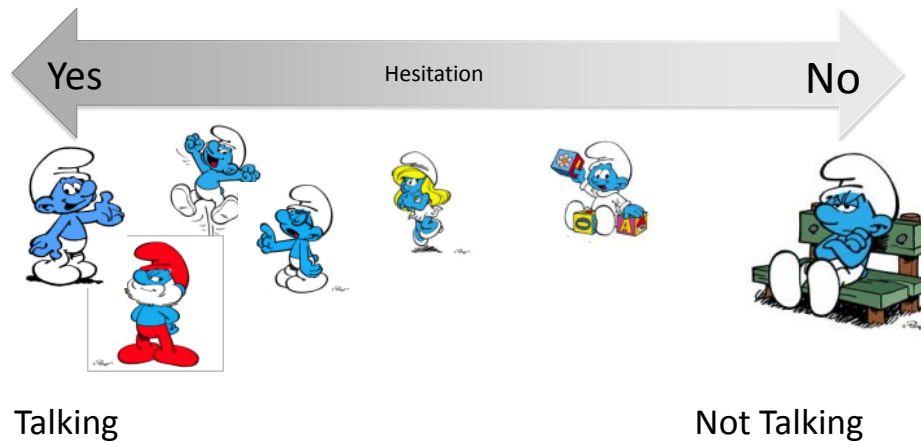


IP Conduct Disorder

Worries Question naire To	Who is the most worried?	What is he/she worried about?	How worried (0-10)?	How worried are you, yourself (0-10)?	What are you worried about?
Father	Mother	The disfunctioning of our family, esp. the <i>agressiveness</i> and furiosity of An. The <i>absence and inhibition</i> of Jan is a bit alarming too.	6	5	I think therapy is useful for the same reasons but I am a little bit less worried.
Mother	I am (probably also my husband).	Tension because of aggressive way of behaving towards each other. I feel powerless and don't see any solution.	8		
Jan	Mother	My sister, An. She teases a lot and has a huge morning mood (sarcastic).	8	6	My <i>dad</i> , he can be very <i>hot-tempered</i> .
An (IP)	Mother	She is worried because there is to much noise and we are too wild!	6	4	<i>I don't have a reason!</i>

Giving voice to the client's NO

Tension between talking and not-talking



The First Session: Making Connection



3y



7y



11y



41y



39y

Tension between Talking and Not-Talking



Yes

Hesitation

No



11y

*She yells & fights but I
tease & nag her*

7y

*I can't
control
myself*



Talking

Not Talking

Dialogical Feedback Tool (Rober & Van Tricht, 2014)

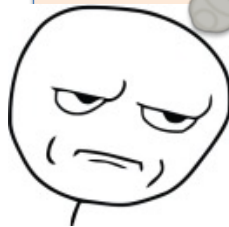
Name:
Date:

Dialogical Feedback Tool
(DFT; Rober & Van Tricht, 2014)

These 2 characters were present in the therapy session today...

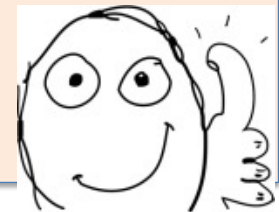
This one comes out like this ☹.
What would he think about the session?

Nothing is solved!



This one comes out like this ☺.
What would he think about the session?

There will be less
fights at home.



First session: Jan

Dialogical Feedback Tool (Rober & Van Tricht, 2014)

Name:

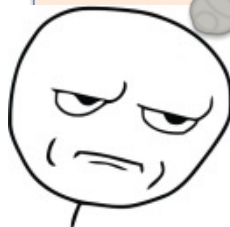
Date:

Dialogical Feedback Tool
(DFT; Rober & Van Tricht, 2014)

These 2 characters were present in the therapy session today...

This one comes out like this ☹️.
What would he think about the session?

My brother got
all of the attention!



This one comes out like this 😊.
What would he think about the session?

It was nice to
draw together!



First session: An (IP)

Dialogical Feedback Tool (Rober & Van Tricht, 2014)

Name:

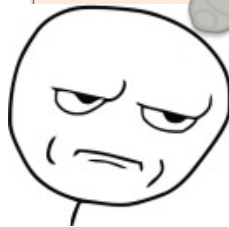
Date:

Dialogical Feedback Tool
(DFT; Rober & Van Tricht, 2014)

These 2 characters were present in the therapy session today...

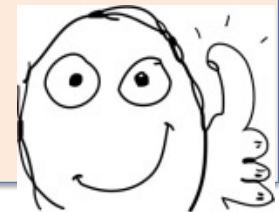
This one comes out like this ☹.
What would he think about the session?

Time passed to fast!
We make good plans
but don't initiate
them.



This one comes out like this ☺.
What would he think about the session?

It was a pleasant
conversation,
we moved up a stage
but we haven't reached
the top yet.



Third session: Jan



Naam: . Third session An.

Datum: 10/12/2013

Dialogische Feedback Schaal
(DFS; Rober & Van Tricht, 2013)

Deze 2 mannetjes zijn vandaag samen met jullie in de sessie geweest.

Wat denkt hij over het gesprek?

het was
Niet leuk!
Omdat het te
kort was!



Wat denkt hij over het gesprek?

het was TOPIE!
TOPIE TOPIE
+ DPIE TOPIE



Dialogical Feedback Scale

Ninth session: Father

1. Were you able to talk about what you wanted in the session?

0 1 2 3 4 5 6 7 8 9 10

Not at all Totally

A word of explanation:

My 'list' totally completed.

2. Did you feel understood by the therapist(s) in the session?

0 1 2 3 4 5 6 7 8 9 10

Not at all Totally

In this area I felt understood:

As the conversation went on there came tranquillity and insight.

In this area I felt not understood:

3. Did you feel understood by your partner/the other family members in the session?

0 1 2 3 4 5 6 7 8 9 10

Not at all Totally

In this area I felt understood:

The tension between us diminished, also because we were on the same wavelength.

In this area I felt not understood:

4. What surprised you most about what happened or what was said during the session?

5. What moved you most about what happened or what was said during the session?

Our understanding of the emotional stages An goes through.

Dialogical Feedback Scale

Dialogical Feedback Scale

Ninth session: Mother

1. Were you able to talk about what you wanted in the session?

0 1 2 3 4 5 6 7 8 9 10

Not at all Totally

A word of explanation:
Good overview of the last month,
highs & lows.

2. Did you feel understood by the therapist(s) in the session?

0 1 2 3 4 5 6 7 8 9 10

Not at all Totally

In this area I felt understood:

In this area I felt not understood:

3. Did you feel understood by your partner/the other family members in the session?

0 1 2 3 4 5 6 7 8 9 10

Not at all Totally

In this area I felt understood:

In this area I felt not understood:

4. What surprised you most about what happened or what was said during the session?

Positive confirmation. Analysis of An's personality, the puzzle fits.

5. What moved you most about what happened or what was said during the session?

An's heavy inner life. The intensity lasts!

Dialogical Feedback Scale

Worries Questionnaire

Follow Up

WQ Tfu	Who is the most worried?	What about?	How much ?	You, your self ?	What are you worried about at the moment?	Was therapy useful?	Why?
An	Nobody	Nobody is worried	0	0	I don't have any worries at the moment!	1	I could tell how I felt
Jan	Nobody, for the moment	/	/	1-2	My youngest sister (4y) doesn't understand our family	8	The bond between me and my family became stronger

What we have learned till now ...

- It is impossible to measure without influencing things
 - Even process oriented research changes clients and therapists
 - There is a tendency towards social desirability, data are subjective instead of objective



- **Explore the meaning of the feedback**
 - Now/ as opposed to / in comparison with...
 - Look at evolutions
 - Handle feedback scores/scales as scale questions (cfr solution focused therapy)
- **Listen to your inner dialogue**
 - What does this feedback mean for me as a therapist?
 - Does it correspond with my view as a therapist?
- **Measuring is not-knowing**
 - Dialogical Feedback as a legend and facilitator of the enactment of family dynamics

- It's all about *attunement*
 - Being there, staying there and knowing how to go on, together
- The process of attunement becomes explicitly clear and discussable by means of interactive responsiveness (Rober, 2015)

Thanks for your attention!

Any questions?

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