



A Direction from COMPASS

Creating a context for change...

COMPASS and Outcomes

Howard, et al. (1996)

- ◆ Managing as opposed to measuring
- ◆ The clinical success
- ◆ A commercial failure





The Working Alliance as Performance Feedback (Comerford, 2003)

- ◆ Working Alliance Inventory

Horvath & Greenberg, 1989

- ◆ Performance feedback

- ◆ Substance Abuse Relapse Reduction
System (SARRS)(Now CD)

Psybermetrics, 2002 (Now Polaris Health Systems)

Table 7 Changes in total pre-feedback (T1 & T2) versus total post-feedback (T3 & T4) in SARRS psychiatric scores

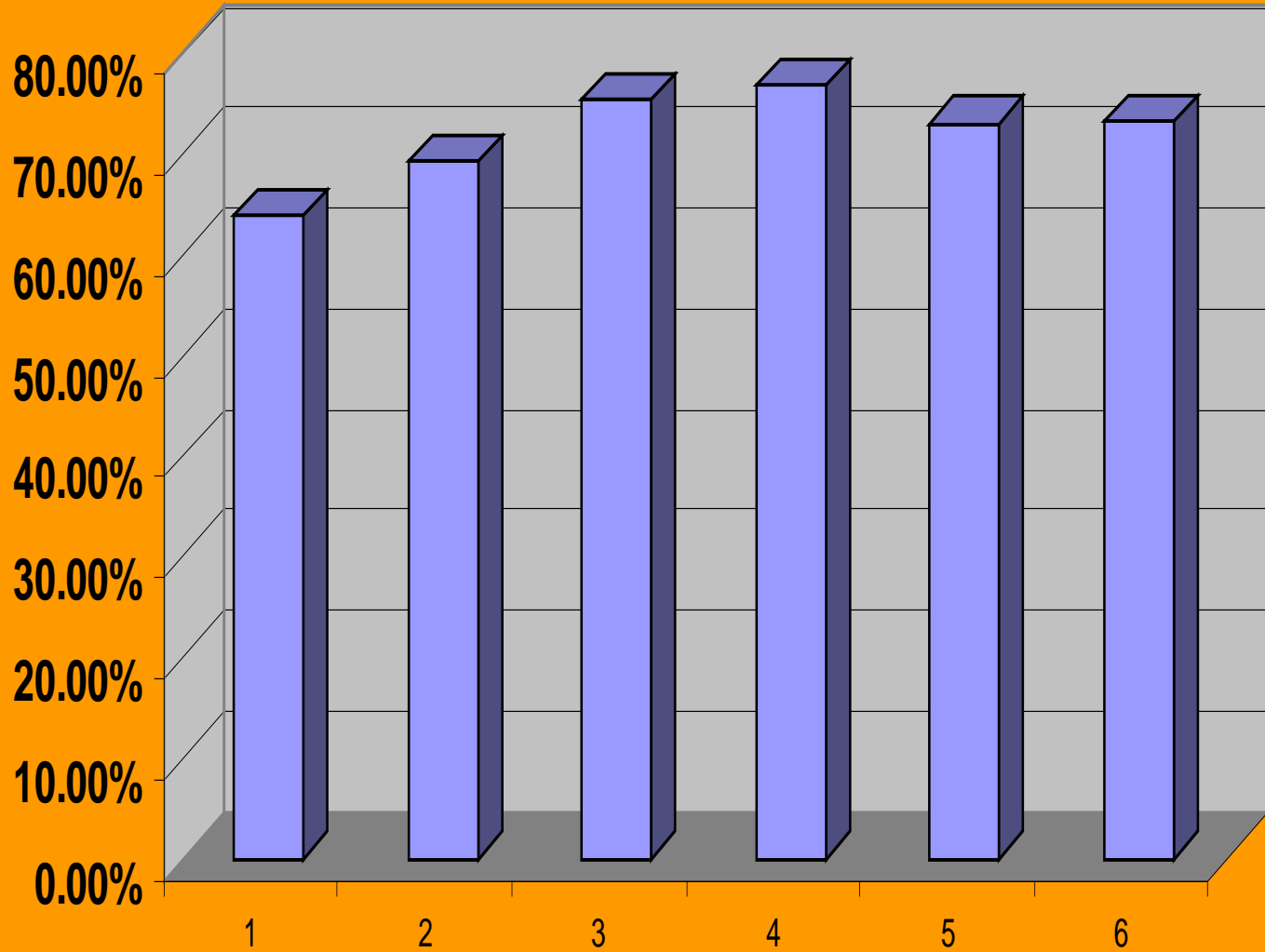
Treatment Period	Intake mean (sd)	Update mean (sd)	Wilcoxon signed-rank	Effect Size	Change Score
Pre-feedback (T1 & T2) (n=60)	0.23 (0.20)	0.16 (0.17)	$z=-3.66, p < .001$	0.39	0.07 (0.14)
Post-feedback (T3 & T4) (n=66)	0.27 (0.24)	0.14 (0.16)	$z=-4.98, p < .001$	0.63	0.13 (0.18)
Total Sample (n=126)	0.25 (0.22)	0.15 (0.17)	$z=-6.17, p < .001$	0.52	0.11 (0.16)
Mann-Whitney U	$z=-1.02, ns$	$z=-0.06, ns$			
Between Group Effect size	0.20	0.10			

$z=-1.76, p < .05$

0.36



Completed Treatment



2000 Through 2005



Client Directed Outcome Informed

Miller & Duncan, 2004



Psychotherapy Outcomes

- ◆ Client factors (40%)
- ◆ Therapeutic relationship (30%)
- ◆ Techniques (15%)
- ◆ Placebo effect (15%)

Lambert (1992)

◆ Client Theory of Change

Miller & Duncan (2004)



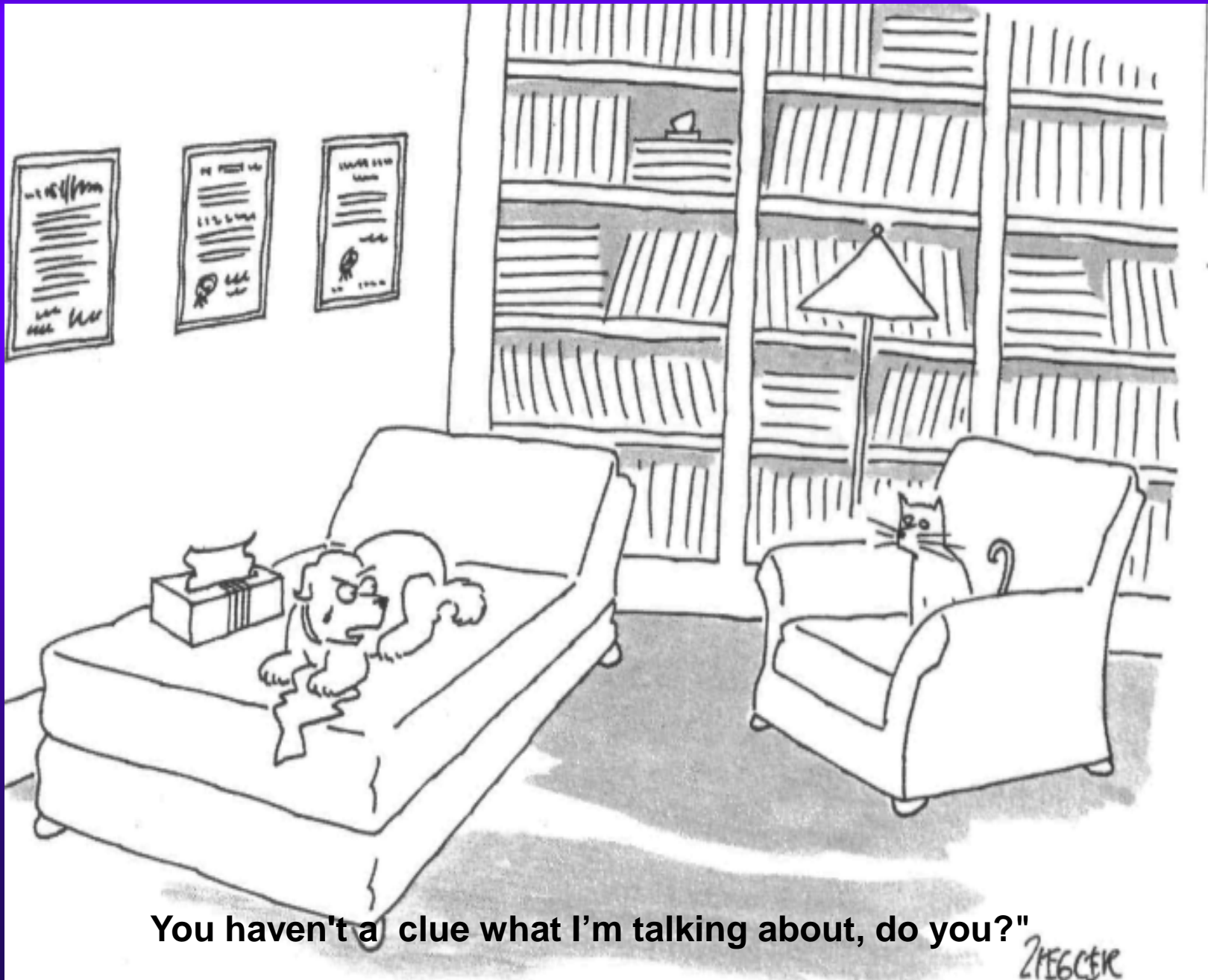
Client Directed

- ◆ Unless you develop a working alliance, nothing you do will work.
- ◆ Only what the client believes counts; the “client’s theory of change.”
- ◆ If the client doesn’t think it will work it probably won’t.
- ◆ The client is the best judge of whether or not you’re doing a good job.



Outcome Informed

- ◆ Only the client knows if it's working.
- ◆ You don't know if it's working if you don't ask.
- ◆ If it's not working more of the same won't work.
- ◆ A higher level of care is not always the answer.



You haven't a clue what I'm talking about, do you?"

ZHEGGER



Two Instruments

- ◆ The Outcome Rating Scale (ORS)
- ◆ Session Rating Scale (SRS)

Miller, Duncan, 2004



ORS

How have you been feeling?

- ◆ Individually (Personal well-being)
- ◆ Interpersonally (Family, close relationships)
- ◆ Socially (Work, School & Friends)
- ◆ Overall (General sense of well-being)

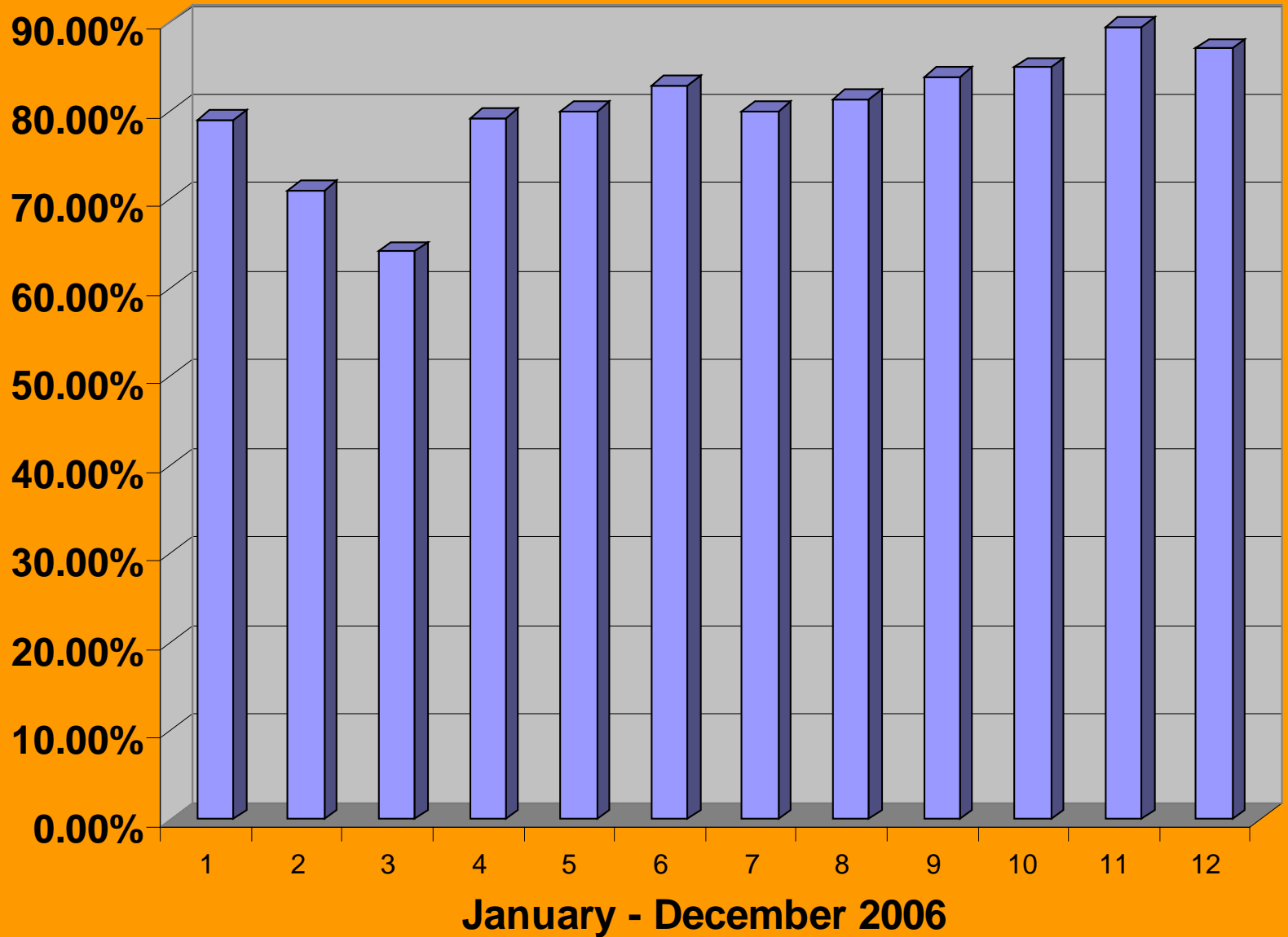


SRS

How am I doing?

- ◆ Relationship (Bond)
- ◆ Goals and topics (Goals)
- ◆ Approach or method (Task)
- ◆ Overall

Completed Treatment





Organizational Influences

Navigating the Labyrinth



Context...

Drugs delivered in similar doses to comparable patients produced significantly different results attributable to the facilities where they were delivered.

Feighner, Aden, Fabre, Rickels & Smith (1983)

Rickes, Fisher, Park, Lipman & Mock (1966)

Greenblatt, Grosser & Wechsler (1964)



Staff Training and Selection

- ◆ Personal qualities appear to be the factor that make some therapists more helpful than others.

Luborsky, McLellan, Woody, O'Brien & Auerback (1985)
Orlinsky & Howard (1980)

There is no significant difference in effectiveness between professionals and paraprofessionals.

Christensen & Jacobson (1994)



WATERMAN

GOOD SHRINK, BAD SHRINK



Rethinking Systems

- ◆ Outcome Building
 - Effectiveness
- ◆ Outcome Support
 - Efficiency



The Basic Questions...

How do we:

- ◆ Eliminate non-essential activities,
- ◆ Make support functions more efficient, and
- ◆ Increase activities that drive outcomes?



Payers are asking...

- ◆ What do we need to know?
- ◆ What do our requirements cost?
- ◆ What are we really buying?
- ◆ Can we Purchase Outcomes instead of services...



Every Patient carries her or his own
doctor inside.

Albert Schweitzer (1875-1965)



Resources

- ◆ www.talkingcure.com
- ◆ Duncan, B. L., Miller, S. D., & Sparks, J. A. (2004). **The heroic client**: A revolutionary way to improve effectiveness through client-directed, outcome informed therapy. New York: Jossey-Bass.
- ◆ Hubble, M. A., Ducan, B.L., & Miller, S.D. (1999). **The heart & soul of change**: What works in therapy. Washington, DC: American Psychological Association.



*"I'll come back and buy it someday when there's
a less judgmental sales clerk."*