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Bridging the Gap between Assessment and Treatment – Personalized Feedback Report (PFR)



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Q4 Personalized Feedback Report (Q4PFR)

- We will explore and discuss the utility of the Personalized Feedback Report (Q4PFR)
- Review sections of the Q4PFR to gain a more in-depth understanding of how to use this report in a Motivational Interviewing (MI) session

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Benefits and Utility of Q4PFR

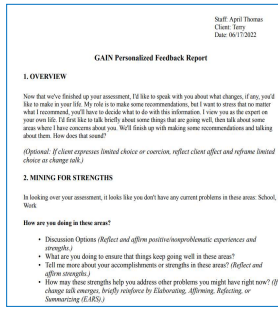
- Provides feedback to the individual on responses given during the GAIN-Q4 assessment.
- Reflects the problem areas identified in the GAIN-Q4.
- Asks the individual to comment on what's worked in the past and what they are doing now to prevent problems.
- Actively involves the individual in determining service/referral planning needs and desires.
- Can serve as a template script for staff when using Motivational Interviewing to discuss service planning.
- Goal = Elicit Motivation to make Changes



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Q4 Personalized Feedback Report (PFR)

- Provides a summary of problem areas identified in the GAIN-Q4.
- Gives the individual a **voice** in prioritizing service and/or referral planning.
- Designed for use as part of Motivational Interviewing (MI).



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Q4PFR Content: Overview

1. OVERVIEW

Now that we've finished up your assessment, I'd like to speak with you about what changes, if any, you'd like to make in your life. My role is to make some recommendations, but I want to stress that no matter what I recommend, you'll have to decide what to do with this information. I view you as the expert on your own life. I'd first like to talk briefly about some things that are going well, then talk about some areas where I have concerns about you. We'll finish up with making some recommendations and talking about them. How does that sound?

(Optional: If client expresses limited choice or coercion, reflect client affect and reframe limited choice as change talk.)

- Provides an introduction for the participant
- Uses motivational interviewing language to set the tone for an open dialogue and problem-solving partnership
- Includes optional motivational strategies if the individual appears resistant.
- Goal is to let the client know that they have a choice and a voice in what the next steps will be, which can in turn increase motivation to change

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Q4PFR Content: Mining for Strengths

2. MINING FOR STRENGTHS

In looking over your assessment, it looks like you don't have any current problems in these areas: School, Work

How are you doing in these areas?

- Discussion Options (Reflect and affirm positive/nonproblematic experiences and strengths.)
- What are you doing to ensure that things keep going well in these areas?
- Tell me more about your accomplishments or strengths in these areas? (Reflect and affirm strengths.)
- How may these strengths help you address other problems you might have right now? (If change talk emerges, briefly reinforce by Elaborating, Affirming, Reflecting, or Summarizing (EARS).)

- Review and discuss any past problems to discuss what has helped
- Opportunity to reflect and affirm strengths
- Eases transition to discussion of problem areas by inviting discussion of how these strengths can be used in other areas

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Q4PFR Example: Substance Use Problems

- Review Terry's reported substance use problems
- Review Terry's main and other reasons for wanting to make changes
- 100% ready to make changes related to their use signifies that the client has a high readiness to change
- Focus of the MI intervention is to consolidate the client's commitment and go right into the Action Planning section

10. SUBSTANCE USE

You reported that your use of alcohol or other drugs had caused you the following kinds of problems in the past 90 days:

- You used alcohol or drugs weekly or more often
- You spent a lot of time getting, using, or feeling the effects (high, sick) of alcohol or other drugs
- You kept using even though it was causing social problems, leading to fights, or getting you into trouble with other people
- Using caused you to give up or reduce your involvement in activities at home, school, work, or social events
- You had withdrawal problems or used alcohol or other drugs to stop being sick or avoid withdrawal problems

You said your main reason for wanting to make changes in behavior related to your use of alcohol or other drugs was "I want to get off probation". We went over a list of personal reasons for wanting to change these behaviors. Here are some reasons you gave:

- You want to get your life on a better path
- You are under legal pressure to quit

Consolidating Commitment

You said that you were 100% ready right now to make changes in your behavior related to your use of alcohol or other drugs. It seems like you have a couple of important reasons to change, and now is a good time to get started. (Wait for reaction to this reflection. If client presses, sustain talk or balks at "getting started," reflect ambivalence and use procedures to elicit and reinforce DARN (Desire, Ability, Reasons, Need) change talk.)

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Q4PFR Example: Substance Use Problems

Action Planning

So how might you go about making changes in this area? What are you trying now or thinking about trying to make changes? (Affirm and elaborate on client ideas. Supplement with asking permission to share your ideas. If client lacks ideas but is motivated, ask permission to share referrals.)

If it is okay, may I make a few suggestions of things that have helped other people who experience similar problems? (Wait for permission.)

(List service ideas.)

Inviting the individual to respond to the suggestions

Work collaboratively to develop a list of steps the client can take toward change

Small steps that should be concrete and measurable

What are your thoughts on these ideas? (If client rejects idea, reflect or use strategies to enhance autonomy. If amenable to ideas, reinforce client's commitment to change.)

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Q4PFR Example: Physical Health

1. Review problems reported in that section/life area
2. Let client reflect and comment/expand on problems
3. Ask about Readiness to Change
4. Follow next step and script to Elicit DARN or Consolidating Commitment

6. PHYSICAL HEALTH

You reported that during the past 90 days, you were bothered by health or medical problems on 1 day, and health problems that kept you from working, your involvement with others. You also told me that in the past 90 days, you had the following problems related to your physical health:

- Last 10 or more pounds when you were not trying to lose a lot of physical mass or discomfort

Ask about Readiness to change

Assessing readiness from 0% for "not ready at all" to 100% for "completely ready," how ready are you right now to make changes in your physical health behavior?

0%	20%	40%	60%	80%	100%
not ready			ready		
to make			to make		
changes			changes		

If under 90%, you'll Elicit Desire, Ability, Reasons, and Need (DARN) and skip Consolidating Commitment.

If 90 to 100%, skip Elicit Desire, Ability, Reasons, and Need (DARN) and go to Consolidating Commitment.

Elicit Desire, Ability, Reasons, and Need (DARN)

You said that one of your reasons for wanting to make changes in your physical health-related behavior was your need of the reason (and drive). Tell me more about this. (Use other important reasons to you here for making changes.) (Use ELAB skills: Elaborate, Affirm, Reflect, and Summarize change talk prior to moving to next step.) How did you see your Assessor Above's ready right now to make changes in your physical health-related behavior. Why are you at Assessor Above's and not 0%? (defend change and not reflecting the expected client's response to change.)

Consolidating Commitment

You said that you were Assessor Above's ready right now to make changes in your physical health-related behavior. It seems like you have an important reason to change, and now is a good time to get started. (Wait for reaction to this reflection. If client presses, sustain talk or balks at "getting started," reflect ambivalence and use procedures to elicit and reinforce DARN (Desire, Ability, Reasons, Need) change talk.)

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Q4PFR Example: Physical Health

Client reports being 10% ready to make changes related to their Physical Health (ambivalent)

Elicit Desire, Ability, Reasons and Need section –

- Client's **desire** to change their problems
- Their **ability** and supports to help the client make changes
- Reasons** why the client might want to make changes
- Ways in which the client feels a **need** to make changes

4. PHYSICAL HEALTH

You reported that during the past 90 days, you were bothered by health or medical problems and I asked you about health problems. For long you have wanted your responsibilities on 0 days. You also told us that you had 0 days. You had the following problems related to your physical health:

- I eat 10 or more pounds when you were not trying to
- Had a lot of physical pain or discomfort

Ask about Readiness to change

Agreeing somewhere from 0% for "not ready at all" to 100% for "completely ready," how ready are you right now to make changes in your physical health behavior?

0%—20%—40%—60%—80%—100%	not ready to make changes	ready to make changes	1.0	If under 90%, go to Elicit Desire, Ability, Reasons, and Need (DARN) and Ask Counseling Commitment.
				If 90 to 100%, skip Elicit Desire, Ability, Reasons, and Need (DARN) and go to Counseling Commitment.

Elicit Desire, Ability, Reasons, and Need (DARN)

You said that one of your reasons for wanting to make changes in your physical health-related behavior was just one of the reasons listed above. Tell me more about this. What other important reasons do you have for making changes? (Use **ELICIT** skills: Elicitation, open-ended, and sometimes change talk prior to moving to next step.) (You also said you were **Amber**. There's a ready sign to make changes in your physical health-related behavior. Stop across to Amber Above's next step? (Standard change talk and responses that indicate client's commitment to change.)

Counseling Commitment

You said that you were **Amber**. Above's ready sign to make changes in your physical health-related behavior. It means like you have an important reason to change, and now is a good time to get started. (Skip the questions in the reflection. If client presents reasons such as health or "getting started," reflect ambivalence and use procedures to elicit and reinforce **ELICIT** (Desire, Ability, Reasons, and Need) change talk.)

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Q4PFR Example: Physical Health

Action Planning

So how might you go about making changes in this area? What are you trying now or thinking about trying to make changes? (Allow and elaborate on client ideas. Supplement with asking permission to share your ideas. If client lacks ideas that re requested, ask permission to share referrals.)

If it is okay, may I make a few suggestions of things that have helped other people who experience similar problems? (Wait for permission.)

(List service ideas)

What are your thoughts on these ideas? (If client rejects ideas, reflect or use strategies to enhance motivation. If amenable to ideas, reinforce client's commitment to change.)

- In any section of the PFR, the goal is to re-enforce change talk and get the client to **make a plan to take action.**
- The clinician and the client should work collaboratively to develop a list of steps the client can take to work toward change. Remember, these can be small steps and they should be concrete, objective and measurable.

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Options to use the PFR report

- Immediately after assessment
- 1st clinical session
- Anyone can use the PFR report with the client, it does not have to be the staff person who did the GAIN-Q4 assessment
- Helpful tool to get the client from the assessment to a working relationship on making changes – Bridge the Gap
- Engage the client, let them know they have a voice!

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Questions about Personalized Feedback Report?