

Adapted from: Duncan, B. L. (2014, 2<sup>nd</sup> ed.). *On becoming a better therapist: Evidence based practice one client at a time*. Washington, DC: American Psychological Association.

### **1. Introducing the scales**

- Two key points
  - 1) collaboratively monitor outcomes and do something different if progress does not occur and
  - 2) evoke the peer/client's voice and perspective to direct what we do
- Put into your own words:
  - a. I may do things a little differently than you have experienced before because your ideas, goals and resources are most important to me and for your long-term recovery.
  - b. I am committed to advocating for your self-directed care and the services that I provide focus on getting what you need for your recovery.
  - c. To do that, it would be helpful to find out how you been in the last week or so and then how well I am providing what you need.
  - d. Many others that I have worked with found the two scales to be very helpful in tracking how thing are going for you and whether or not we are on track. The ORS is an outcome measure that allows us to track where you're at, how you're doing, how things are changing or if they are not. It allows us to determine whether the counseling is being helpful so we can do something different if it's not helping. It also is way to make sure that your perspective stays central here, that we are addressing what you think is most important.
  - e. It will really help me learn about you and your current situation, and it takes only a few minutes.
  - f. Are you willing to do that now?

### **2. Integrating recent experiences and the reason (s) for seeking service into the marks on the subscales**

- Provide feedback about the ORS total score in reference to the clinical cutoff then solicit the peer/client's sense of the accuracy of this comparison.
- Connect the described experiences with the marks on the ORS subscales and encourage revising the marks to match the described experiences.
- Relate the peer/client's reasons for seeking services to marks on one or more of the ORS subscales – refer to that in subsequent interactions
- At the end of the interaction, review the SRS scores and solicit feedback on how the next interaction could be better or more useful to her/him.



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### 3. Tailoring services based on the client's voice and feedback

- Compare the current and last ORS score and look at the pattern of change over time.
- When positive change occurs on the ORS, listen for and empower self-efficacy by PINK OARSI.
- If no change or a lower ORS than the last interaction, discuss what needs to happen next. If decreases persist over two sessions, check SRS/RRS/GSRS scores and discuss alliance issues then engage in an urgent discussion to brainstorm options, the client's resources/capital and suggest the possibility of referral or transfer to another service provider.
- If ORS change still does not occur, even if the SRS/RRS/GSRS score(s) is high, begin successful transition via a warm handoff to another service provider or program.

