

## Communicating with your Client in Therapy (CAM-T)

The purpose of our research is to better understand the different ways that therapists communicate with their clients in therapy.

When responding to these questions, please reflect only on the one client originally been enrolled for the pre-test. If none of your clients completed the pre-test, then please select any client from your caseload who is willing to answer the following questions and follow the same procedures above. We will be summarizing your answers for research purposes. All of your responses will be kept strictly confidential. Your client will NOT EVER see your responses. Please answer as truthfully as you can.

### Section I. About You

1. Your Age? .....

2. Are you a...

#### PLEASE CIRCLE THE CORRECT RESPONSE

Female..... 1

Male..... 2

3. Indicate the degree that you earned in order to become an OT, PT, OTA, or PTA.  
Associates/Certificate..... 1

Bachelors..... 2

Entry Masters..... 3

OTD..... 4

4. Indicate the highest degree you have earned (in any field).  
Associates/Certificate..... 1

Bachelors..... 2

Masters..... 3

Doctorate (OTD, DPT, PhD, EdD, DrPH, etc.) 4

5. How long have you been practicing as a therapist or therapy assistant?  
Less than 1 year..... 1

1 to 5 years..... 2

6 to 10 years..... 3

11 to 20 years..... 4

More than 20 years..... 5

**Section II. Communicating with your Client**

**By circling a number, please rate the extent to which you have done the following with your selected client thus far. For example: "I read a mystery novel"**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**6) I helped this client to get access to resources or people in the community in which he/she lives.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**7) I listened to this client with true interest.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**8) I explained what was happening or told this client what would happen next.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**9) I helped this client think about a problem or activity in a different way.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**10) I pointed out what this client was good at doing.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**11) I allowed this client to choose what would happen next.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**12) I asked questions that made this client feel comfortable talking.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**13) I told this client how to improve his/her performance or behavior.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**14) We talked about legal rights for people with disabilities.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**15) I made sure that this client worked on what mattered most to him/her.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**16) I said things to make this client feel confident.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**17) I explained different choices to this client when guiding him/her make a decision.**

1                      2                      3                      4                      5  
Never                Rarely                Occasionally                Frequently                Very Frequently

**18) I tried to understand this client's thoughts and feelings, no matter what they were.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**19) I improved or changed something when this client indicated that it was not helpful.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**20) I provided this client with clear directions.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**21) Being particularly positive showed that I believed the client was ready to try something he/she was not confident of doing.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**22) I helped this client think about a problem in a clear-headed, non-emotional way.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**23) I said things that enabled this client to feel normal and like other people.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**24) I said things that made this client feel that we were working together as a team.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**25) I revealed something about my personal experience so that this client did not feel alone.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**26) I said things that made this client feel hopeful.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**27) I conveyed a sense of conviction when making a recommendation.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**28) I gave this client control over what he/she accomplished.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**29) I made this client aware of people and resources in the community that were not a part of the traditional medical care system.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**30) I gave this client a compliment or other kind of reward for something he/she did.**

1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**31) I helped this client consider many different ways of doing things.**  
1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**32) I taught this client something.**  
1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**33) I helped this client contact people who had a similar experience or disability.**  
1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**34) I made a special effort to listen and ask as many questions as necessary to understand this client's needs.**  
1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**35) I helped this client look at a problem by breaking it down into smaller parts.**  
1                      2                      3                      4                      5  
Never              Rarely              Occasionally              Frequently              Very Frequently

**Section III. Satisfaction**

**36) Overall, how satisfied do you think your client was with the therapy services he/she received from you?**

1                      2                      3                      4                      5  
Not at all satisfied      Slightly satisfied      Somewhat satisfied      Very satisfied      Extremely satisfied

**37) Overall, how satisfied were you with the way you carried out treatment with this particular client?**

1                      2                      3                      4                      5  
Not at all satisfied      Slightly satisfied      Somewhat satisfied      Very satisfied      Extremely satisfied

**38) If there was any ONE thing you would have done differently with this client, what would it have been? (please choose only your top priority)**

- \_\_\_ been more directive or firm
- \_\_\_ given the client more control
- \_\_\_ introduced the client to others with similar disabilities or connected the client with resources in the community
- \_\_\_ asked more questions and listened more to try to understand the client's needs
- \_\_\_ been more positive or reinforcing with the client, instilled hope more
- \_\_\_ outlined options, analyzed potential consequences of choices, and asked logical questions
- \_\_\_ none of the above, I think that what I did adequately met the needs of this client.

**Thank you for responding to these questions. Is there anything else I have left out that you feel is important for me to know or something you would like to share?**

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