

## Clinical Assessment of Modes

(Therapist Version 2.0)

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**Taylor, R.R. & Popova, E.S. (2015)**

The purpose of our research study is to better understand the different ways that health care providers communicate with their patients in therapy. This questionnaire was designed to measure effective communication based on the Intentional Relationship Model (Taylor, 2008). The researchers want you to think about your session with your patient and answer the questions below. We will be summarizing your answers for research purposes only. Your responses are strictly confidential and your patient or anyone else outside of the research team will never see your answers.

### **PART 1: Overall Impressions**

**1. Overall, based on this treatment session alone, how effective were you in communicating with your patient?**

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

**2. Overall, based this treatment session alone, how effective were you in helping the patient work towards their goals?**

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

#### **Reference:**

Taylor, R. R. (2008). *The intentional relationship: Occupational therapy and use of self*. Philadelphia, PA: F.A. Davis.

#### **Citing this assessment:**

Taylor, R. R. & Popova, E. S. (2015). Clinical Assessment of Modes – Therapist, Version 2.0. Intentional Relationship Model Clearinghouse, Department of Occupational Therapy, College of Applied Health Sciences, University of Illinois at Chicago, Chicago, IL. Retrieved from <http://irm.ahslabs.uic.edu/assessments/>

**3. Based on this treatment session, is there anything you think you should have done differently? (*check all that apply*)**

- Could have introduced my patient to other people with similar experiences and/or connected my patients with resources in the community
- Could have given my patient more control, allowed them to make more choices and decisions, or allowed them to take the leadership role during the session
- Could have asked more questions, observed or listened more to try to understand my patient thoughts, feelings, or needs
- Could have been more positive, reinforcing, or instilled hope more
- Could have been more directive or provided more information to create more structure for my patient
- Could have outlined options, analyzed potential consequences of choices, or asked strategic or logical questions to help my patient problem-solve through challenging situations
- None of the above, I am satisfied with what I did

## PART 2: INSTRUCTIONS

Please rate how often you have done the following with specific patient.  
For example: "I arrived on time."

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**1. I helped the patient get access to resources or people in the community in which he or she lives.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**2. I taught the patient something.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**3. I helped the patient consider many different ways of doing things.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**4. My positive attitude showed the patient that I believed the patient was ready to do something the patient thought he or she could not do.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**5. I asked the patient questions with a high level of sensitivity such that the patient felt comfortable.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**6. I talked to the patient about legal/educational/social rights for people with disabilities.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**7. I made sure that the patient worked on what mattered most to him or her.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**8. I showed a sense of conviction when making a recommendation.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**9. I reminded the patient that other people like them shared similar experiences, feelings, and/or thoughts.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**10. I made the patient aware of individuals, social groups and/or places in the community that were not a part of the hospital or clinic.**

1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>11. I gave the patient control over what he or she accomplished.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>12. I helped the patient make contact with people who had a similar experience or disability.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>13. I tried hard to understand the patient's needs by listening, observing and/or asking as many questions as necessary.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>14. I made the patient feel confident about what he or she was doing.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>15. I allowed the patient to choose what would happen next.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>16. I explained different alternatives when guiding the patient to make a decision or to complete an action.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>17. I tried to understand the patient's thoughts and feelings, no matter what they were.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>18. I improved or changed something when the patient pointed out that it was not helpful.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>19. I said or did things that made the patient feel like he or she was an active participant and decision-maker in the therapy process.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>20. I said things that made the patient feel hopeful.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>21. I listened to the patient with true interest.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently

<b>22. I helped the patient look at a problem by breaking it down into smaller parts.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>23. I gave the patient clear directions.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>24. I pointed out what the patient was good at doing.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>25. I told or demonstrated to the patient how to improve his or her performance or behavior.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>26. I shared something about my personal experience so that the patient did not feel alone.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>27. I explained what was happening or told the patient what would happen next.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>28. I helped the patient think about a problem in a clear-headed, non-emotional way.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>29. I gave the patient a compliment or other kind of reward for something he or she did.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>30. I helped the patient to think about a problem or activity in a different way.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently

**PART 3: Clinical Assessment of Suboptimal Responses**

**(Provider Version 2.0)**

**Taylor, R.R., Popova, E. & Wong, S. (2014)**

**PART 3: INSTRUCTIONS**

**Please rate how often you have done the following within this session.**

**For example: "I got angry with the patient."**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**1. The patient needed something and I made an excuse or did not adequately address the patients' need.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**2. I minimized or dismissed patients' concerns or feelings.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**3. The patient showed a lack of understanding of what was happening during treatment and I did not fully address my patients' needs.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**4. I was uncomfortable around the patient.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**5. I was inappropriately cheerful or overly polite and the patient did not take comfort in it.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**6. I was overly critical, failed to acknowledge the patient or compliment the patient for trying.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

**7. I was too casual with the patient, and it made the patient uncomfortable.**

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

<b>8. I physically distanced myself from the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>9. I talked over the patient, interrupted him or her and/or did not stop to hear what he or she was saying.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>10. I told the patient things about my personal life, political beliefs, religious beliefs, or otherwise imposed my personal opinions in a way that made the patient uncomfortable.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>11. I found humor in something the patient said or did during treatment and it made the patient uncomfortable.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>12. I shared judgmental glances or facial expressions with other health care professionals during treatment that the patient may have noticed.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>13. I was emotionally distant, too formal and/or was not fully present for the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>14. I conveyed a feeling/undertone of condescension, judgment, or superiority.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>15. I referred to the patient with a pet name/nickname that the patient did not appear to appreciate.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>16. I was rushing the patient or rushing through treatment.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>17. I touched or handled the patient without any warning or touched the patient in a way that made him or her uncomfortable.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>18. The patient did not appear to trust the information that I provided.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently

<b>19. I was controlling or dominated the treatment in a way that made the patient uncomfortable.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>20. I focused too much on the patients' problems and not enough on his or her feelings or experience of treatment.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>21. I avoided answering the patient's questions directly.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>22. I talked about others in a negative or disparaging way in the patient's presence and it made the patient uncomfortable.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>23. I made jokes or used humor in a way that made the patient uncomfortable.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>24. My expectations about what the patient could do were too high.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>25. I said things in a way that made the patient feel anxious or pessimistic about his or her situation/condition.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>26. I responded to the patient's feedback, suggestion, or opinion in a defensive manner.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>27. I openly argued with the patient in a way that was not helpful to the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>28. I said something in a tone that was overly dramatic or patronizing to the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>29. I used a shallow cliché, phrase, or idiom that was not helpful for the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently



<b>30. I used technical language or did not speak to the patient in a way that the patient fully understood.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>31. The patient disclosed something personal to me and my response was incomplete/inadequate.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>32. I did not listen carefully and showed a lack of understanding of the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>33. I spoke to or otherwise regarded the patient in a way that conveyed a lack of sensitivity or respect toward the patient's diversity (i.e., race, ethnicity, religion, gender, sexual orientation, religious views or other personal characteristic).</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>34. I asked the patient questions that were too personal or were experienced as intrusive by the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>35. I left too many decisions up to the patient and the patient appeared lost or overwhelmed.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently
<b>36. I was too analytical with the patient or tried to use logic that did not work for the patient.</b>				
1 Never	2 Rarely	3 Occasionally	4 Frequently	5 Very Frequently

**THANK YOU FOR COMPLETING THIS QUESTIONNAIRE**

**Please make any additional notes that you feel are relevant to this session but were not adequately captured elsewhere in the space below.**