

The Clinical Assessment of Sub-optimal Interactions – Short Form – Client (CASI-C-15)

Version 1.0
Single Observation

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**OCCUPATIONAL
THERAPY
COLLEGE OF
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SCIENCES**



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Version 1.0 – Single Observation

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The purpose of this questionnaire is to assess the different ways that providers communicate with their clients during therapy. This questionnaire was designed to measure client-provider interaction based on the Intentional Relationship Model (Taylor, 2008).

As you read the statements below, rate how frequently you have experienced this type of communication with your provider. If the statement does not apply to the situation, rate the item as “Never.”

1. I needed something, and the provider made an excuse or did not adequately address my need.

0	1	2	3
Never	Rarely	Occasionally	Frequently

2. The provider minimized or dismissed my concerns or feelings.

0	1	2	3
Never	Rarely	Occasionally	Frequently

3. I showed a lack of understanding of what was happening during treatment and this was not fully addressed.

0	1	2	3
Never	Rarely	Occasionally	Frequently

4. The provider was uncomfortable around me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

5. The provider physically distanced themselves from me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

6. The provider talked over me, interrupted me, or did not stop to hear what I was saying.

0	1	2	3
Never	Rarely	Occasionally	Frequently

7. The provider was emotionally distant, too formal, or was not fully present for me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

Reference:

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

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8. The provider was rushing me or rushing through treatment.

0	1	2	3
Never	Rarely	Occasionally	Frequently

9. The provider focused too much on my problems and not enough my feelings or experience of treatment.

0	1	2	3
Never	Rarely	Occasionally	Frequently

10. The provider's expectations about what I could do were too high.

0	1	2	3
Never	Rarely	Occasionally	Frequently

11. The provider said things in a way that made me feel anxious or pessimistic about my situation or condition.

0	1	2	3
Never	Rarely	Occasionally	Frequently

12. The provider used technical language or did not speak to me in a way that I fully understood.

0	1	2	3
Never	Rarely	Occasionally	Frequently

13. I disclosed something personal to the provider and their response was incomplete or inadequate.

0	1	2	3
Never	Rarely	Occasionally	Frequently

14. The provider did not listen carefully and showed a lack of understanding of me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

15. The provider was too analytical with me or tried to use logic that did not work for me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

Scoring Guidelines

To calculate the **raw global score** sum the subscale scores across all 15 items. **The raw global score cannot be calculated if any items are missing.** If items are missing, a mean global score must be calculated. To calculate the **mean global score** sum the subscale scores across all 15 items and divide the sum by the total number of items scored. The global score measures the provider's overall use of sub-optimal therapeutic responses according to the IRM.

0
Never

1
Rarely

2
Occasionally

3
Frequently

Overall Score	
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