

The Clinical Assessment of Sub-optimal Interactions – 36 item – Client (CASI-C-36)

Version 1.0
Single Observation

Taylor, R.R., & Popova, E.S.

The Intentional Relationship Model Clearinghouse
Department of Occupational Therapy, College of Applied Health Sciences
University of Illinois at Chicago, Chicago, IL

**OCCUPATIONAL
THERAPY
COLLEGE OF
APPLIED HEALTH
SCIENCES**



Clinical Assessment of Sub-optimal Interactions – 36 item – Client (CASI-C-36)

Version 1.0 – Single Observation

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

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 complete the assessment below, keep the following points in mind:

As you read the statements below, rate how frequently you have experienced this type of communication being used by the provider. If the statement does not apply to the situation you have observed, 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 by the provider.

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 was inappropriately cheerful or overly polite, and I did not take comfort in it.

0	1	2	3
Never	Rarely	Occasionally	Frequently

6. The provider was overly critical or failed to acknowledge or compliment me for trying.

0	1	2	3
Never	Rarely	Occasionally	Frequently

7. The provider was too casual with me, and it made me uncomfortable.

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.

Citing this assessment:

Taylor, R.R., Popova, E.S., (2014). Clinical Assessment of Sub-optimal Interactions – Client, Version 1.0. The 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/>

8. The provider physically distanced themselves from me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

9. 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

10. The provider told me things about his or her personal life, political beliefs, religious beliefs, or otherwise imposed his or her personal opinions in a way that made me uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

11. The provider found humor in something I said or did during treatment, and it made me uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

12. The provider shared judgmental glances or facial expressions with other health care professionals during treatment that I noticed.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

14. The provider conveyed a feeling or undertone of condescension, judgment, or superiority.

0	1	2	3
Never	Rarely	Occasionally	Frequently

15. The provider referred to me with a pet name or nickname that I did not appreciate.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

17. The provider touched or handled me without any warning or touched me in a way that made me uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

18. I did not trust the information that the provider provided.

0	1	2	3
Never	Rarely	Occasionally	Frequently

19. The provider was controlling or dominated the treatment in a way that made me uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

21. The provider avoided answering my questions directly.

0	1	2	3
Never	Rarely	Occasionally	Frequently

22. The provider talked about others in a negative or disparaging way in my presence, and it made me uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

23. The provider made jokes or used humor in a way that made me uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

25. 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

26. The provider responded to my feedback, suggestion, or opinion in a defensive manner.

0	1	2	3
Never	Rarely	Occasionally	Frequently

27. The provider openly argued with me in a way that was not helpful to me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

28. The provider said something in a tone that was overly dramatic or patronizing to me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

29. The provider used a shallow cliché, phrase, or idiom that was not helpful for me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

30. 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

31. I disclosed something personal to the provider and the provider's response was incomplete or inadequate.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

33. The provider spoke to or otherwise regarded me in a way that conveyed a lack of sensitivity or respect toward my diversity (e.g., race, ethnicity, religion, gender, sexual orientation, religious views or other personal characteristic).

0	1	2	3
Never	Rarely	Occasionally	Frequently

34. The provider asked me questions that were too personal or were experienced as intrusive by me.

0	1	2	3
Never	Rarely	Occasionally	Frequently

35. The provider left too many decisions up to me, and I felt lost or overwhelmed.

0	1	2	3
Never	Rarely	Occasionally	Frequently

36. 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 36 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 36 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	
----------------------	--