

# The Clinical Assessment of Sub-optimal Interactions – 36 item – Observer (CASI-O-36)

Version 1.0  
Single Observation

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**OCCUPATIONAL  
THERAPY  
COLLEGE OF  
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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 complete the assessment below, keep the following points in mind:

- If you as the observer personally perceive it as non-therapeutic, but the client does not appear to perceive it as non-therapeutic (e.g., you are not able to observe any signs of discomfort or other changes in the client), do not score it as a suboptimal response.
- Signs that may indicate a negative response to a provider's non-therapeutic response include a client who shows a brief change in facial expression, glances away or looks askance, pauses, takes a breath or changes breathing pattern, shifts posture, rolls his or her eyes, or shows sudden pupil constriction, ceases talking, physically withdraws, ignores provider's requests or gives a look of confusion, frustration or hurt. The client might also verbally express his or her negative feelings or disapproval.

As you read the statements below, rate how frequently you have observed 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. The client needed something, and the provider made an excuse or did not adequately address the client's need.

0	1	2	3
Never	Rarely	Occasionally	Frequently

2. The provider minimized or dismissed the client's concerns or feelings.

0	1	2	3
Never	Rarely	Occasionally	Frequently

3. The client 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 the client.

0	1	2	3
Never	Rarely	Occasionally	Frequently

5. The provider was inappropriately cheerful or overly polite, and the client did not take comfort in it.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

8. The provider physically distanced him or herself from the client.

0	1	2	3
Never	Rarely	Occasionally	Frequently

9. The provider talked over the client, interrupted them, or did not stop to hear what they were saying.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

11. The provider found humor in something the client said or did during treatment, and it made the client 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 the client may have noticed.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

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 the client with a pet name or nickname that the client did not appear to appreciate.

0	1	2	3
Never	Rarely	Occasionally	Frequently

16. The provider was rushing the client or rushing through treatment.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

18. The client did not appear to 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 the client uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

20. The provider focused too much on the client's problems and not enough on their feelings or experience of treatment.

0	1	2	3
Never	Rarely	Occasionally	Frequently

21. The provider avoided answering the client's questions directly.

0	1	2	3
Never	Rarely	Occasionally	Frequently

22. The provider talked about others in a negative or disparaging way in the client's presence, and it made the client uncomfortable.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

25. The provider said things in a way that made the client feel anxious or pessimistic about their situation or condition.

0	1	2	3
Never	Rarely	Occasionally	Frequently

26. The provider responded to the client's feedback, suggestion, or opinion in a defensive manner.

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently

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

0	1	2	3
Never	Rarely	Occasionally	Frequently



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

0	1	2	3
Never	Rarely	Occasionally	Frequently

30. The provider used technical language or did not speak to the client in a way that the client fully understood.

0	1	2	3
Never	Rarely	Occasionally	Frequently

31. The client 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 the client.

0	1	2	3
Never	Rarely	Occasionally	Frequently

33. The provider spoke to or otherwise regarded the client in a way that conveyed a lack of sensitivity or respect toward the client's 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 the client questions that were too personal or were experienced as intrusive by the client.

0	1	2	3
Never	Rarely	Occasionally	Frequently

35. The provider left too many decisions up to the client, and the client appeared lost or overwhelmed.

0	1	2	3
Never	Rarely	Occasionally	Frequently

36. The provider was too analytical with the client or tried to use logic that did not work for the client.

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

<b>Overall Score</b>	
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