

# The Clinical Assessment of Sub-optimal Interactions – 36 item – Provider (CASI-P-36)

Version 1.0  
Single Observation

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

- If you as the provider 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 used this type of communication with your client. If the statement does not apply to the situation, rate the item as "Never."

1. The client needed something, and I made an excuse or did not adequately address the client's need.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

2. I 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 me.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

4. I was uncomfortable around the client.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

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

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

6. I 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. I was too casual with the client, and it made the client uncomfortable.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

8. I physically distanced myself from the client.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

9. I 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. I told the client things about my personal life, political beliefs, religious beliefs, or otherwise imposed my personal opinions in a way that made the client uncomfortable.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

11. I 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. I 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. I was emotionally distant, too formal, or was not fully present for the client.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

14. I conveyed a feeling/undertone of condescension, judgment, or superiority.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

15. I 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. I was rushing the client or rushing through treatment.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

17. I 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 I provided.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

19. I was controlling or dominated the treatment in a way that made the client uncomfortable.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

20. I focused too much on the client's problems and not enough on his or her feelings or experience of treatment.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

21. I avoided answering the client's questions directly.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

22. I 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. I made jokes or used humor in a way that made the client uncomfortable.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

24. My expectations about what the client could do were too high.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

25. I 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. I responded to the client's feedback, suggestion, or opinion in a defensive manner.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

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

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

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

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

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

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

30. I 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 me, and my response was incomplete or inadequate.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

32. I did not listen carefully and showed a lack of understanding of the client.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

33. I 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. I 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. I left too many decisions up to the client, and the client appeared lost or overwhelmed.

|       |        |              |            |
|-------|--------|--------------|------------|
| 0     | 1      | 2            | 3          |
| Never | Rarely | Occasionally | Frequently |

36. I 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> |  |
|----------------------|--|