

Supporting Client Engagement through Critical Self-Reflection: The Intentional Relationship Model

Celeste Januszewski, OTD, OTR/L, CPRP

Evguenia S. Popova, MS, OTR/L

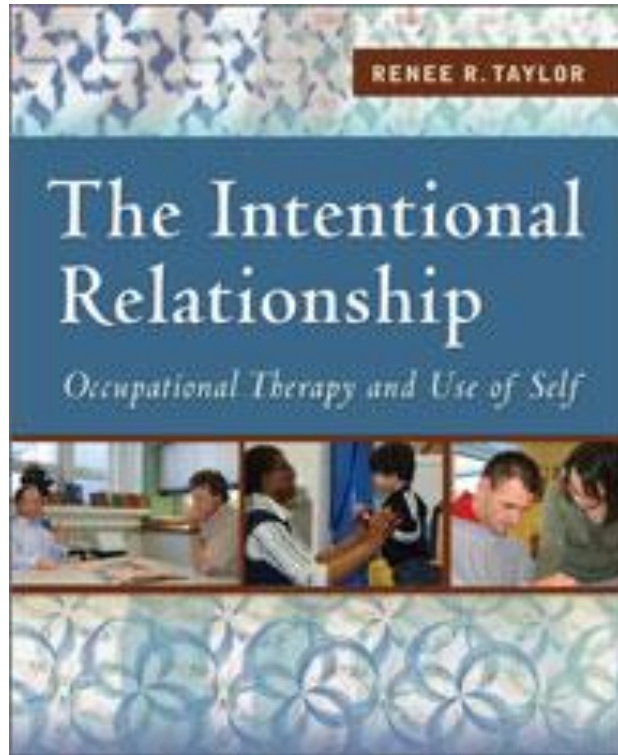
Jenica Lee, OTD, OTR/L

Renee R. Taylor, PhD

**OCCUPATIONAL
THERAPY
COLLEGE OF
APPLIED HEALTH
SCIENCES**

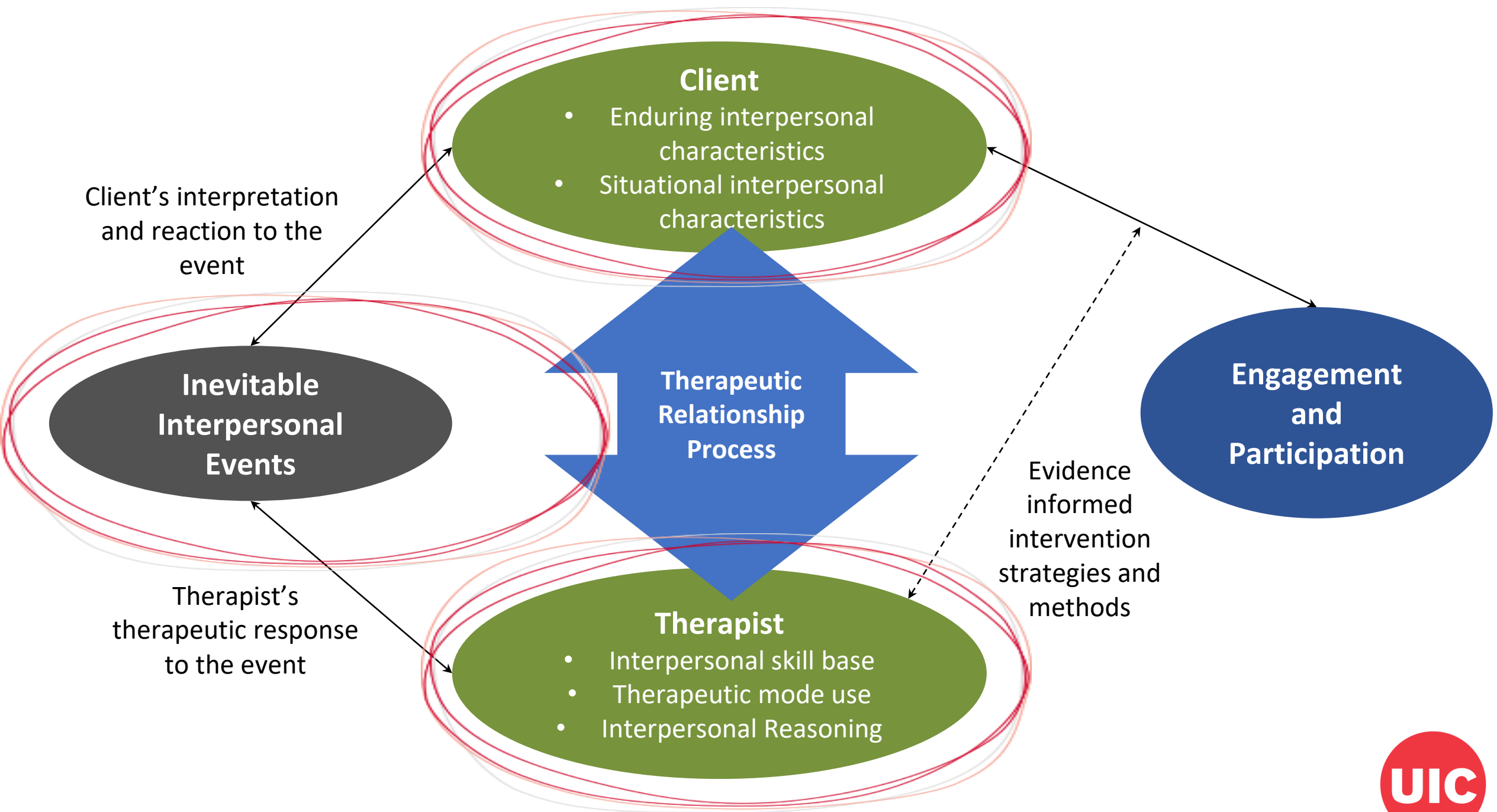


The Intentional Relationship Model (IRM)



Therapeutic use of self
“is a skill that must be developed, reinforced, monitored, and refined”

(Taylor, 2008, p. 45)



Therapeutic Communication Modes

1. Advocating



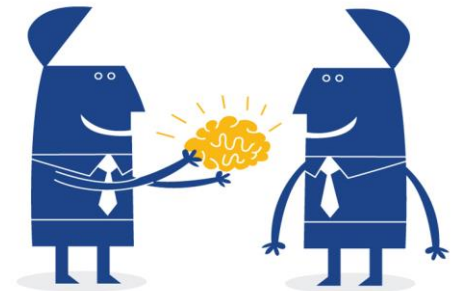
2. Collaborating



3. Empathizing



4. Encouraging



5. Instructing



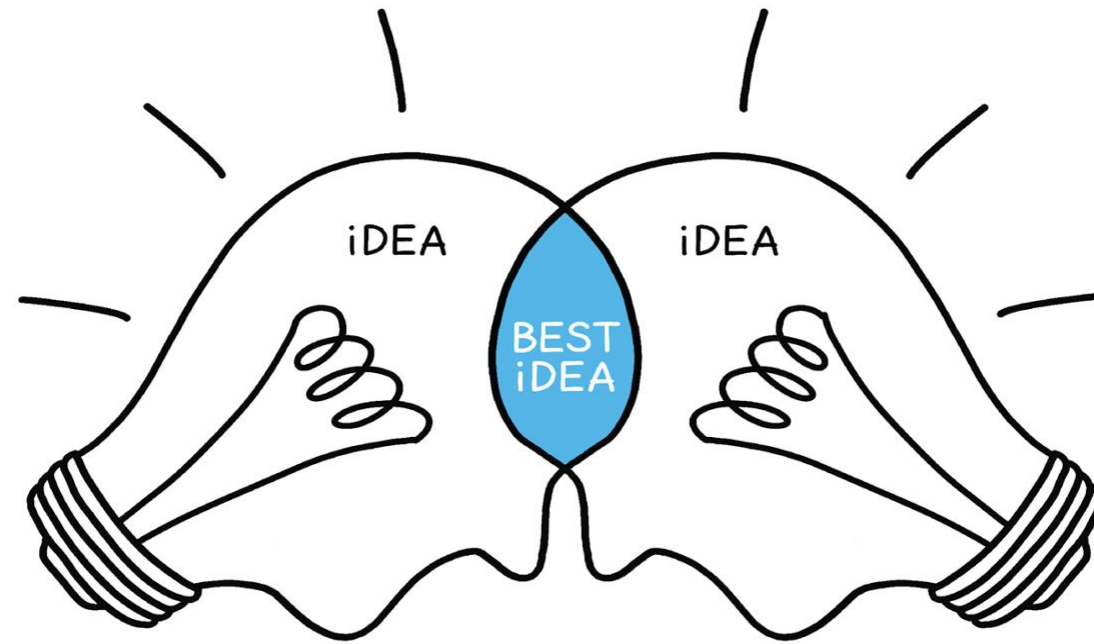
6. Problem-solving



Clinical Assessment of Modes (CAM)

- Designed to evaluate the provider's use of therapeutic communication modes defined by the IRM
- 30 ordinal level questions rated on a 4-point scale
- Reliability and validity:
 - Good face validity based on expert review
 - Adequate construct validity based on the evidence from Rasch analysis
 - Good internal consistency (Chronbach's alpha ranging from 0.86 to 0.94)
 - Adequate interrater reliability (ICC ranging from 0.57 to 0.79)
- **Free** download from the IRM Clearinghouse:
<http://irm.ahslabs.uic.edu/assessments/>





EXAMPLE: Problem-Solving Mode

Utilizing logic, facilitating problem-solving and analytic reasoning, use of strategic questioning, outlining the options available to their client as well as any potential outcomes.

EXAMPLE: CAM - Problem-Solving Mode

0 = Never

1 = Rarely

2 = Occasionally

3 = Frequently

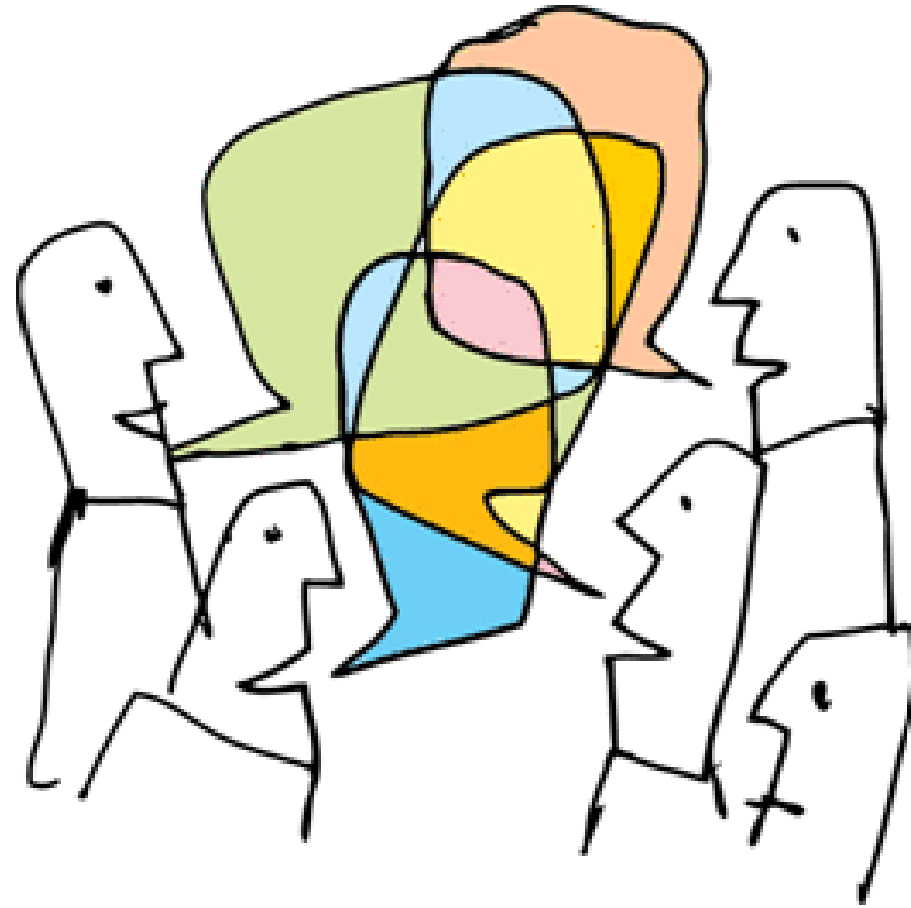
1. I helped the client to think about a problem or activity in a different way.
2. I explained different alternatives when guiding the client to make a decision or to complete an action.
3. I helped the client think about a problem in a clear-headed, non-emotional way.
4. I helped the client consider many different ways of doing things.
5. I helped the client look at a problem by breaking it down into smaller parts.



Conclusions

- The IRM offers the practitioner a structured guide to facilitate effective client-therapist communication, particularly during challenging interpersonal events which can arise during the rehabilitation process.
- Effective client-therapist communication has been shown to positively contribute to the client's ability to participate in the rehabilitation process.
- The CAM has been shown to be a valid and reliable measure of provider's use of therapeutic communication modes in acute care and inpatient rehabilitation.
- The CAM can be used to evaluate the impact of therapeutic use of self on patient participation and patient outcomes in practice, education and research.

Discussion



References

- Fan, C.W., & Taylor, R. R. (2016). Assessing therapeutic communication during rehabilitation: The Clinical Assessment of Modes. *American Journal of Occupational Therapy*, 70(4), 1-10. <https://doi.org/10.5014/ajot.2016.018846>
- Taylor, R. R. (2008). *The intentional relationship: Occupational therapy and use of self*. Philadelphia: F.A. Davis Co.





Email us!

- Celeste Januszewski, OTD, OTR/L, CPRP
- Evguenia S. Popova, MS, OTR/L
- Jenica Lee, OTD, OTR/L
- Renee R. Taylor, PhD

celestej@uic.edu

epopov3@uic.edu

jenlee22@uic.edu

rtaylor@uic.edu

Download the CAM from the IRM website: <http://irm.ahslabs.uic.edu>

