Differential Impact of Feedback on Practitioners

Kim de Jong

Differences between therapists

What predicts this pattern?

- Therapists who are
  - Higher on prevention focus → more trouble w NOT cases
  - Lower on self-efficacy → more trouble w NOT cases

(de Jong et al., 2012; De Jong & De Goede, 2015)

Patient complexity rating

- Complexity rating, based on literature:
  - Marital Status: Widowed or Divorced
  - No education or only primary school
  - Unemployed, long-term sick leave, disabled
  - Comorbid Axis I or II disorders
  - Ethnic minority of non-Western descent

Patient Response Patterns: How Different Patients can Show – or not Show – Differences in Therapy Quality
Differential Impact of feedback on practitioners

Low complexity

Medium complexity

High complexity patients

Potential Mechanisms of action

1. Attention effect

Clinical support tools are especially helpful

No significant effect of feedback

Some overall effects are significant

Risk signal
2. Filling in the blind spots

Effects of providing domain-specific progress monitoring and feedback to therapists and patients on outcome

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3. Altering clinicians’ expectations

- Remember that clinicians are generally poor at predicting which patients will deteriorate?
- What about positive outcomes?
- Would receiving information on patients’ progress alter these expectations?
Predicting recovery

Feedback effect on expectancies

De Jong et al., in preparation

De Jong & Ramoun, in preparation