



The Value of the Therapeutic Relationship in Clinical Practice



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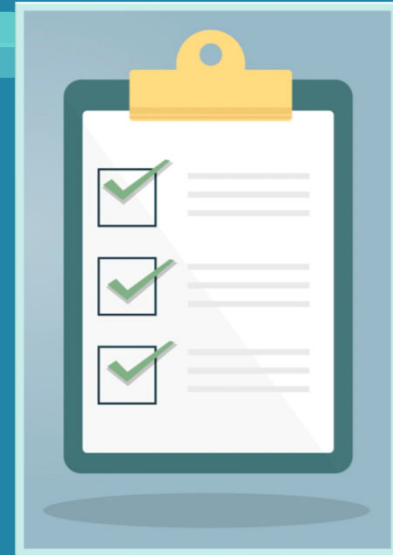
Disclosures

I have no actual or potential conflict of interest in relation to this program/presentation



Learning Objectives

- Attendees will be able to name and describe the key characteristics of a positive professional therapeutic alliance.
- Attendees will be able to list the fundamental ethical concepts that underlie a quality therapeutic alliance.
- Attendees will be able to name, describe and utilize at least 3 strategies that enhance communication and connection in the clinical relationship.



Why Talk, “The Therapeutic Relationship”?

- It underlies → Why We Do What We Do
- Pathway to → Growth, Change, Healing
- Influences → Outcomes
 - Engagement
 - Compliance
 - Satisfaction



Defining: The Therapeutic Relationship

- The ongoing relationship between a clinician & a client
- Established to support the client's therapeutic / treatment goals
- A relationship of service
- A helpful resource for the client

(Medical Dictionary, 2009)

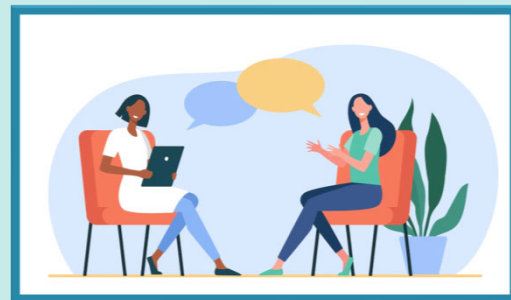


Defining: The Therapeutic Relationship

“A therapeutic relationship is defined as “an interactive relationship with a patient and family that is caring, clear, boundaried, positive, and professional...” (Ridling, Lewis-Newby & Lindsey, 2011)

The collaborative and affective bond between a healthcare professional and a client or patient (Garske and Davis, 2000)

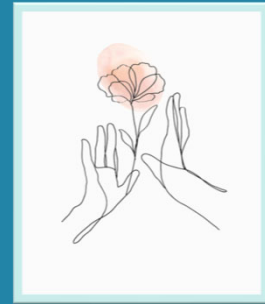
It is the means by which a therapist and a client hope to engage with each other and effect beneficial change in the client



Also Known As..



The Therapeutic Alliance
The Therapeutic Use of Self
The Helping Alliance
The Working Alliance
The Clinical Relationship



Source: Flückiger, Del Re, Wampold, & Horvath (2018)

The Therapeutic Relationship



- Focus is on the client
- Professional & appropriate
- Client-Centered
- Purposeful
- Goal-Oriented
- Time Dependent
- Power Dynamic

Defining: The Therapeutic Relationship



3 Common Themes...

1. The collaborative nature of the relationship
2. The affective bond between patient and therapist
3. And the patient's and clinician's ability to agree on treatment goals and tasks

Source: Stubbe D. E. (2018)

A *Quality* Therapeutic Relationship

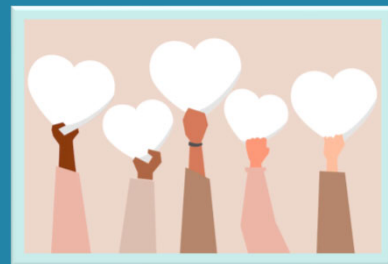
Carl Rogers (1951):
The active components of a
therapeutic relationship...

- Empathy
- Congruence
- Unconditional Positive Regard



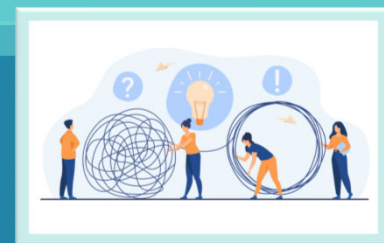
A *Quality* Therapeutic Relationship

- Trust
- Congruence
- Attunement
- Mutual Respect
- Caring
- Rapport
- Authenticity
- Healthy, Appropriate Communication



A *Quality* Therapeutic Relationship

- Shared Decision Making
- Nonjudgment
- Safe
- Reliable
- Consistency
- Boundaries
- Personal awareness
- Insight



- Trust
- Respect
- Safety
- Authenticity
- Acceptance
- Empathy
- Collaborative agreement

A Quality Therapeutic Relationship, Summarized...

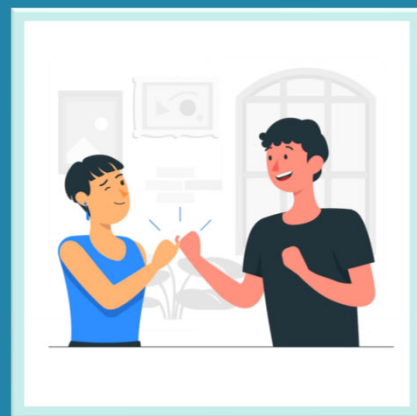
- Empathy
- Bond
- Congruence
- Collaboration
- Mutuality
- Agreement
 - (On goals, interventions, plan)
- Unconditional Positive Regard



The Therapeutic Relationship in the Practice of Case Management

- Outcomes
- Compliance
- Engagement
- Enhances Engagement
- Benefits to Pain Management Patients

“Physical treatments alone cannot fully account for the improvement of patient outcomes*”



*Ambady, Rosenthal, Winograd (2002)

Research: The VALUE of the Therapeutic Relationship

There is consistent evidence that the quality of the therapeutic alliance is linked to the success of psychotherapeutic treatment across a broad spectrum of types of patients, treatment modalities used, presenting problems, contexts, and measurements***

Research tells us that the relationship between the therapist and client is a key factor in the success and helpfulness of therapy, regardless of the theoretical orientation**



Ardito & Rabellion (2011) *Stubbe D. E. (2018)

The RESEARCH, cont...



“Research shows that the therapeutic relationship is one of the strongest predictors of successful treatment**”

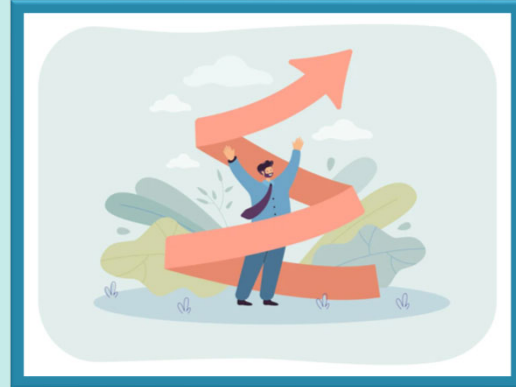
“The quality of the therapeutic relationship has been found to predict treatment compliance and outcomes across a range of client/patient diagnoses and treatment settings***”

“Research on the power of the therapeutic relationship has accumulated over 1,000 findings that include its ability to predict adherence, compliance, concordance, and outcomes across a wide range of diagnoses and treatment settings*”

*Orlinsky, Ronnestad, & Willutski (2004) **Hall et al (2010)

The RESEARCH, cont...

“...Studies have linked strong therapeutic relationships with improving medication adherence, treatment retention, patient activation—or readiness to take on a role in one’s own mental health, and mood while reducing distress”



*Flückiger, Del Re, Wampold & Horvath (2018)

The RESEARCH, cont...



The therapeutic alliance is one of the most frequently researched elements contributing to the effectiveness of therapy...

...It functions as a microcosm in which clients are able to work through deep-seated issues, build trust, take risks, and learn how to relate in healthy ways*

*Flückiger, Del Re, Wampold & Horvath (2018)

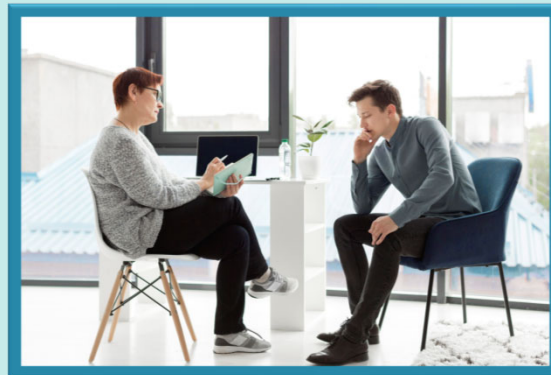
What Can We Do?...



How to Build a Quality Therapeutic Relationship...

A Quality Therapeutic Relationship

- Ongoing PROCESS
- Unique
 - Every individual
 - Every Situation
- Nurtured, Fostered over time



A Person-Centered Approach

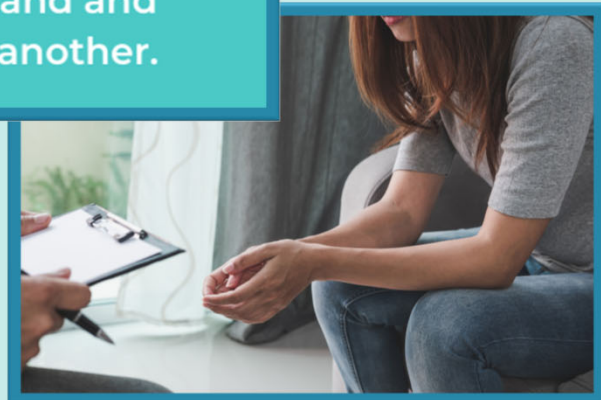
- Person-Centered Case Management strives to encourage individual empowerment and ownership of their situation, making the client an active participant in improving their living situation
- Collaborative
- Keep Focus on the Client



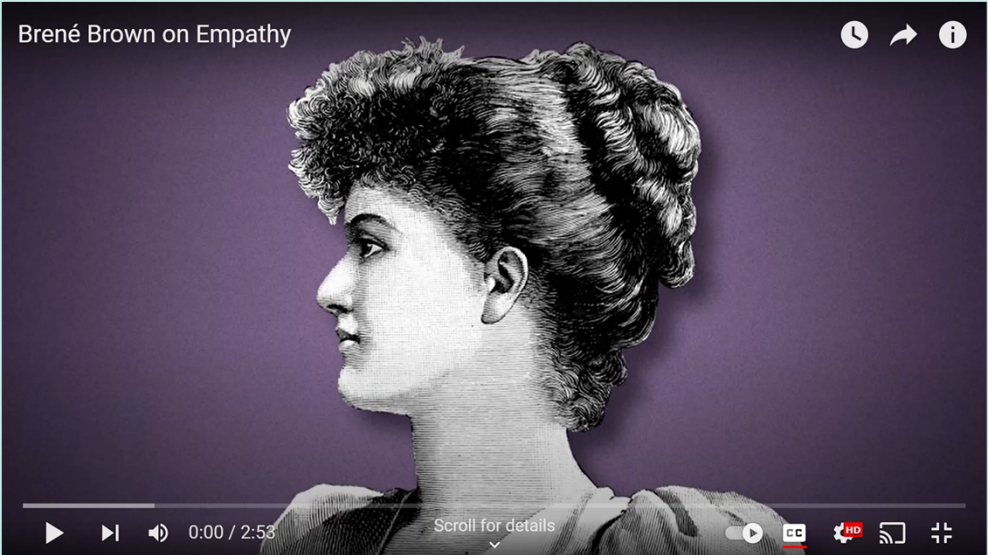
EMPATHY

/empəTHē/
noun

the ability to understand and share the feelings of another.




Brené Brown on Empathy (Source: <https://brenebrown.com/videos/rsa-short-empathy/>)



A screenshot of a YouTube video player. The video title is "Brené Brown on Empathy" and the source is cited as "https://brenebrown.com/videos/rsa-short-empathy/". The video content shows a black and white profile portrait of a woman with voluminous, curly hair, set against a dark purple background. The video player interface includes a play button, a progress bar at 0:00 / 2:53, and various control icons like volume, closed captions, and full screen.

Brené Brown on Empathy (Source: <https://brenebrown.com/videos/rsa-short-empathy/>)



A framed image of a woman's profile with curly hair, identical to the one shown in the video player above. The image is presented in a simple white frame against a light blue background.

Empathy Attributes

From Nursing Scholar, Theresa Wiseman

1. Perspective taking
2. Nonjudgement
3. To acknowledge, understand another's feelings
4. To communicate that understanding of that person's feelings



Motivational Interviewing

A collaborative, person-centered form of guiding to elicit and strengthen motivation for change



- Focuses on exploring and resolving ambivalence
- Centers on motivational processes within an individual that facilitates change
- Does not impose change
- Internally-driven method
- Supports change in a manner congruent with the individual's values

*Miller & Rollnick 2012

Motivational Interviewing

- Partnership / Collaborative
- Nonjudgement
- Acceptance
- Compassion, Empathy



*Miller & Rollnick 2012

“Stages of Change”

Prochaska & DiClemente (1984)

PRE-CONTEMPLATION

Build awareness for my need to change

CONTEMPLATION

Increase my pros for change and decrease my cons

PREPARATION

Commit and plan for change

ACTION

Implement and revise my plan as needed

MAINTENANCE

Integrate change into my lifestyle



Zimmerman, Olsen, Bosworth, 2000

“Meeting them where they’re at”



*Miller & Rollnick 2012

Motivational Interviewing: OARS

O PEN-ENDED QUESTIONS

A FFIRMATIONS

R EFLECTIONS

S UMMARIES



*Miller & Rollnick 2012

Motivational Interviewing: DARES

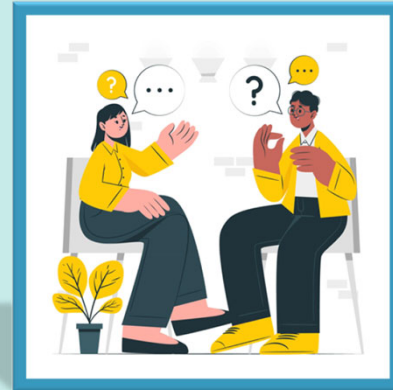
DEVELOP DISCREPENCY

AVOID ARGUMENTATION

ROLL WITH RESISTANCE

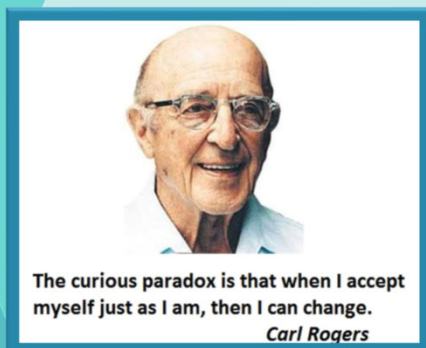
EXPRESS EMPATHY

SUPPORT SELF-EFFICACY

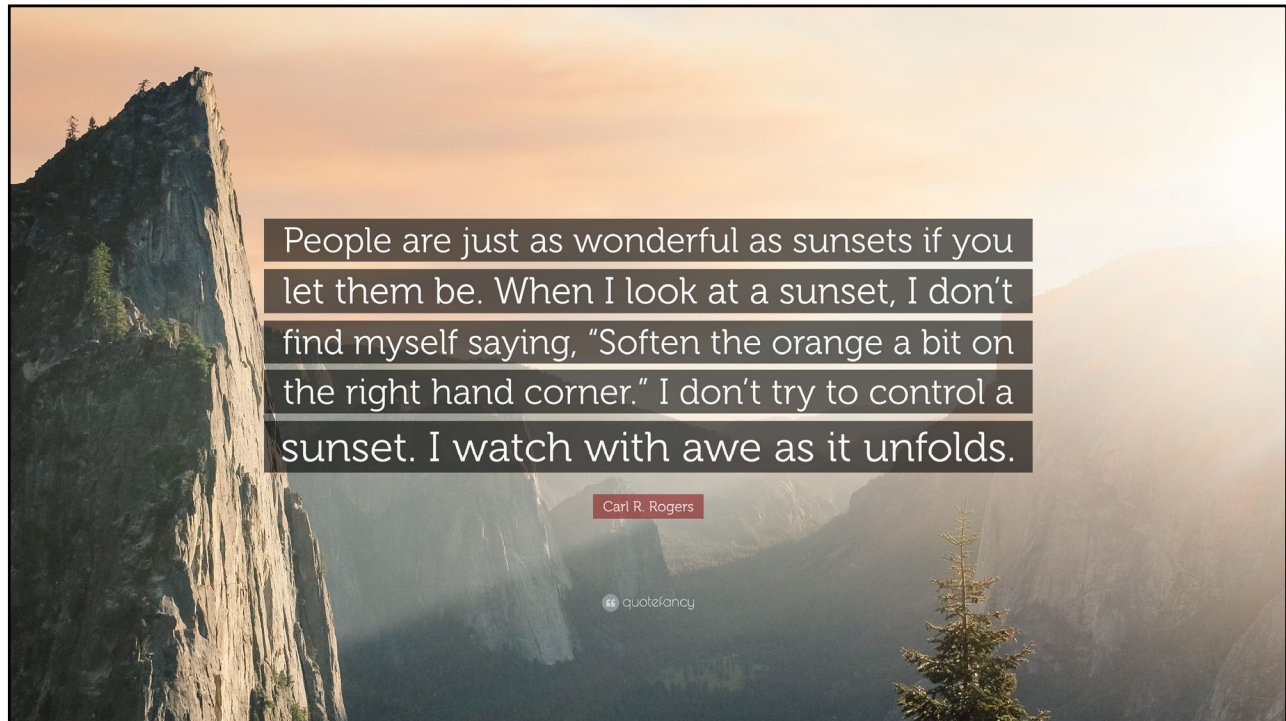


*Miller & Rollnick 2012

Unconditional Positive Regard



- Carl Rogers, Humanistic Psychologist (1902 – 1987)
- Focused on the “Therapeutic Relationship”
- Developed “Client Centered Therapy”
- First to use term “client” vs “patient”
- Providing unconditional acceptance and support of another person, without any judgement, and regardless of what they say or do
- Showing unconditional respect and value for our client(s)
- Distinguished from always agreeing with or condoning



Self-Awareness – A Critical Component

- Aware of own beliefs, perspectives
- Unconscious bias
- Cultural competence
- Empathy
- Perspective taking
- Transference – be aware

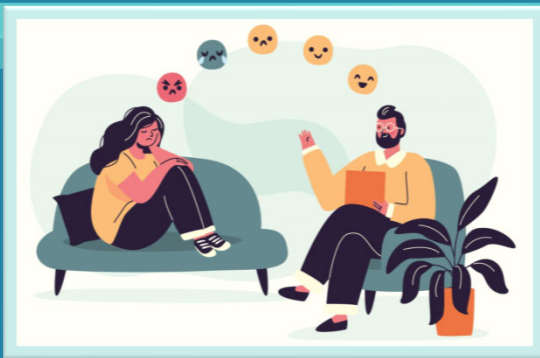


Communication

- Reflective listening
- Attunement
- Advocacy
- Non-verbal communication
- Talk about the **PROCESS** of Treatment
- Informed Consent
- Clarity
- Comprehension



Ongoing Communication & Collaboration



- Regularly Encourage & Elicit Feedback
- Review & Discuss Ongoing
- Communicate your appreciation & value of their honest, input and feedback, whether positive or negative

Review / Discuss Ongoing:

- The Therapeutic Relationship
- The treatment process
- The relationship
- The treatment plan/ goals
- Satisfaction with treatment
- The therapeutic relationship
- Communication practices
- Concerns
- Progress in therapy
- What's working, what's not?
- Modifications
- Options


Dr John Norcross PhD, ABPP
Board Certified Psychologist, Clinical Professor of Psychiatry, past APA President & Author

Dr. John Norcross and the significance
of the therapist / client relationship.

www.psychalive.com

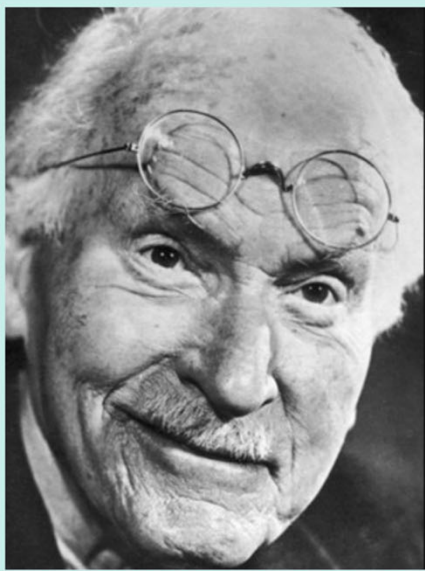
Source: www.youtube.com/watch?v=QKHAQQO_xpE

Dr John Norcross PhD, ABPP
Board Certified Psychologist, Clinical Professor of Psychiatry, past APA President & Author



www.psychalive.com


Source: www.youtube.com/watch?v=QKHAQQO_xpE



Until you make the unconscious conscious, it will direct your life and you will call it fate.

— Carl Jung —

Thank You!



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Resources

- Link to Dr. John Norcross video on the “Significance of Therapeutic Relationship”
 - https://www.youtube.com/watch?v=QKHAOQO_xpE
- Link to empathy video (Brene Brown):
 - <https://brenebrown.com/videos/rsa-short-empathy/> and here:
 - <https://www.youtube.com/watch?v=1Ewgu369Jw>
- Book: “The Therapeutic Relationship, 2nd ed.” by Petruska Clarkson
- Website: www.motivationalinterviewing.org
- Book: “The Gift of Therapy” by Irvin Yalom
- Book: “Client-Centered Therapy” by Carl Rogers

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