

# LEARNING TO PROVIDE EFFECTIVE FEEDBACK TO FAMILIES

## QUALITY CHECKLIST

### Instructions for Use:

The following checklist is designed to be used by trainees in psychology and other professions that provide evaluation results, feedback and recommendations to families of children with an autism spectrum disorder or other similar diagnosis. The checklist reviews the most important components of a good feedback session as presented in the Feedback Training Video and Instructor's Manual as well as the clinician characteristics we consider most likely to result in a successful interaction with the family during feedback.

The checklist may be used in a variety of ways. Students may use the checklist as a summary of important points to remember prior to going into a feedback session or afterward as part of the learning process. Instructors or supervisors may also use the checklist to rate the trainee's performance and gauge improvement. The checklists may be used in the clinical setting or with videotaped feedbacks and for individual learning or as part of group discussion.



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Feedback Session Quality Checklist

**Preparing for the Feedback Session**

Components of the Session	Rating			Examples
	Absent	Emerging	Present	
1. Clinician has reviewed results and planned for the session. If the child has completed a team evaluation, team members have met and worked together to organize the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Families have been told that they can invite other family members or friends to attend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Feedback session has been scheduled to allow all interested participants to attend.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Clinician has scheduled enough time to allow for questions and discussion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Feedback room ensures privacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Feedback room is organized with enough chairs in a manner that is conducive to discussion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Tissues are available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. The clinician has all necessary forms and paperwork readily available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Beginning the Session**

Components of the Session	Rating			Examples
	Absent	Emerging	Present	
1. Clinician greets family with introductions (if necessary) and a handshake (if a handshake is appropriate within the family's culture).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Clinician determines whether there have been any changes since the assessment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Clinician makes positive comments about the family's participation in the evaluation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Clinician provides the family with an overview of what will occur during the feedback session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Assessment process is reviewed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Child's strengths are noted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## Feedback Session Quality Checklist

### Presenting the Diagnosis

Components of the Session	Rating			Examples
	Absent	Emerging	Present	
1. Clinician describes the diagnosis in a clear, direct, and understandable manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Clinician discusses the diagnosis and supporting evidence in adequate detail.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Clinician provides reasons for hope and optimism.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Clinician explains the difference between a research outcome and an individual trajectory.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Clinician explicitly explains that family behavior is not the cause of their child's ASD diagnosis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Clinician discusses diagnoses other than ASD, if appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Clinician asks the family for their reactions, questions and comments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Clinician accurately summarizes the family's statements and questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Clinician answers family questions in an honest and direct manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Discussion of Next Steps

Components of the Session	Rating			Examples
	Absent	Emerging	Present	
1. Clinician makes key recommendations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Clinician discusses and prioritizes next steps.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Follow-up meetings and/or phone calls are scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Clinician discusses ongoing support (if available).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Clinician provides written information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Clinician gives information about the written report and what to expect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. The session ends on a positive note.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Feedback Session Quality Checklist

**Characteristics of the Clinician**

Components of the Session	Rating			Examples
	Absent	Emerging	Present	

- |   |                          |                          |                          |  |
|---|--------------------------|--------------------------|--------------------------|--|
| 1. Clinician maintains eye contact in a way that is appropriate within a family's culture.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 2. Clinician has a good working knowledge of the results that are presented; the clinician is focused on talking with the family and does not spend too much time looking through papers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 3. Clinician does not interrupt family members.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 4. Clinician patiently addresses all concerns.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 5. Clinician serves as a mediator if family differences arise.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 6. Clinician demonstrates a friendly and supportive tone throughout the session.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 7. Clinician respects and responds to family's need for more or less detail about each topic that is discussed.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 8. Clinician gently and respectfully refocuses family's attention to assist in maximizing benefit from the feedback, if redirection is needed.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 9. Clinician maintains a positive and supportive attitude throughout the evaluation session.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 10. Positive statements about the child and family are made whenever possible.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 11. Clinician conveys an appropriate balance between being professional and being approachable. Clinician is confident but empathetic.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| 12. Clinician maintains a positive or neutral stance about family beliefs and practices.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |

