

Engagement: No Show/Cancellation



STEPS
SUPERVISION TO ENHANCE
PRACTICE STUDY | WASHINGTON

BEHAVIORAL REHEARSAL GUIDELINES

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Remember approximately 5-10 minutes. Do not review the goals of the behavioral rehearsal task. This is meant to provide an estimate of clinician fidelity for this component. Do not interrupt the therapists rehearsing to provide feedback. After the rehearsal, provide feedback on strengths and needed improvements.

PROMPT FOR THERAPIST

You finally reach your client's parent by phone, after a no show/cancellation. Do your best to try and engage the parent to come in/bring their child/adolescent in for the next session.

SUPERVISOR INSTRUCTIONS

You will play the caregiver. Use your knowledge of this parent to portray how this parent might respond on receiving a phone call from the therapist. See possible examples below:

- **Stated reason: "It's just hard to fit this into our schedule."**
 - ♦ Actual reasons include one or more of the following: Don't think it will work; family members against it; bad past experience with mental health; etc.
- **Stated reason: "He/she doesn't want to come."**
 - ♦ Actual reason = child and/or parent is avoidant of discussing/thinking about the trauma
- **Stated reason: : A practical barrier such as transportation, child care, appointment time problem**
 - ♦ Actual reason = same as stated

EXPECTATIONS

- * **Inquires about/addresses missed session in a warm, non-blaming way**
 - "I missed seeing you/your son last week, I'm guessing things have been pretty busy for you lately."
- * **Asks about any treatment concerns/questions**
 - "Sometimes people miss sessions because they have some reservations or concerns about treatment. Do you have any concerns/questions?"
- * **ADDRESSES concerns raised by the parent**
- * **Asks about/makes reference to parent's main concern/problem** wants addressed in therapy; assure that you will make time for this/spend a few minutes on a plan
 - "You mentioned that [child's] behavior at home is really becoming a problem. This is exactly the sort of thing I can help with. Maybe that can be the focus of our next visit..."
- * **If a new case, asks about prior mental health experience; addresses negative past experiences**
 - "Have you or someone in your family worked with a therapist before?"
 - "You're not the only one who has told me about bad experiences. Let me tell you how this is different."
- * **Asks about any challenges with getting to treatment** in a non-blaming way
 - "Lots of parents have some trouble with getting childcare or transportation to appointments, and sometimes our appointment times aren't the best. Is there anything we can talk through to make it easier to get to appointments?"
- * **Schedule/confirm** next appointment

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FEEDBACK	
Strengths (Adherence & Skill)	
Areas to Improve (Adherence & Skill)	

OTHER TOPICS OR COMMON CHALLENGES YOU MIGHT WANT TO DISCUSS WITH THE CLINICIAN...

- If parent truly forgot, consider a reminder call the day before, or alternative reminder (e.g., phone alarm)
- To show parent they were heard, clinician could have a handout related to the parent's main concern at the next appointment AND/OR make sure to bring up/address the parent's concern verbally
- Consider using motivational interviewing strategies of eliciting/reflecting the parent's change talk (e.g., "What are you most hoping tx can help with?"; "So you are really concerned about how this is affecting him socially"; "From your perspective, his behavior really does need to change") and directly tying that in to your plan.