



SENTIO
COUNSELING CENTER



The Sentio Model for Best Practices and Quality Assurance in Clinical Supervision

SCRP Elevate Conference, 2023

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www.sentiocc.org



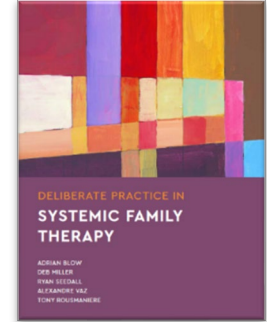
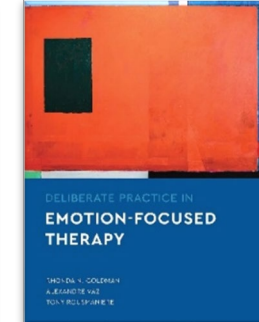
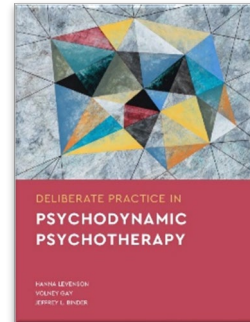
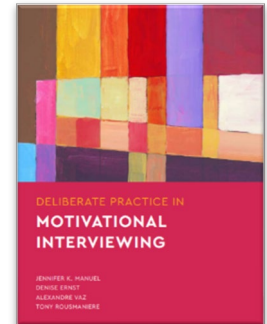
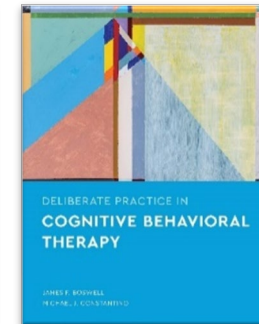
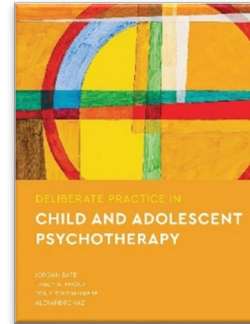
SENTIO

COUNSELING CENTER



- *Sliding scale online counseling*
- *Practicum & supervisor training*
- *New MFT graduate program*

www.sentiocc.org



About You

- New or experienced supervisor?
- Supervise practicum / interns / associates?
- CBT, EFT, Psychodynamic, 3rd Wave CBT, humanistic, systemic
- *Why are you here?*

Option A: “Sometimes I wonder if I could be a more effective supervisor.”

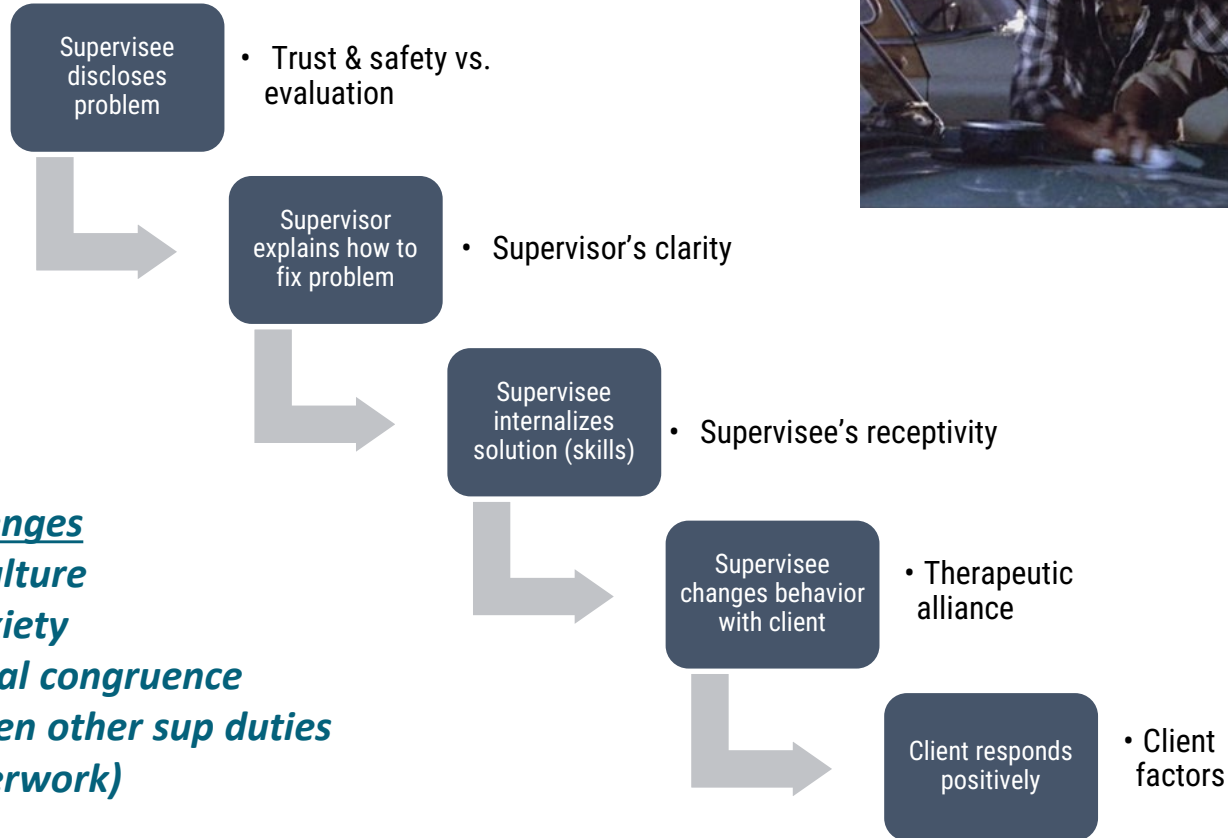
Option B: “The BBS thinks I could be a more effective supervisor.”

Option C: “Free yoga and farm-to-table dinner.”

My goal as a supervisor



Reality: supervision is hard!

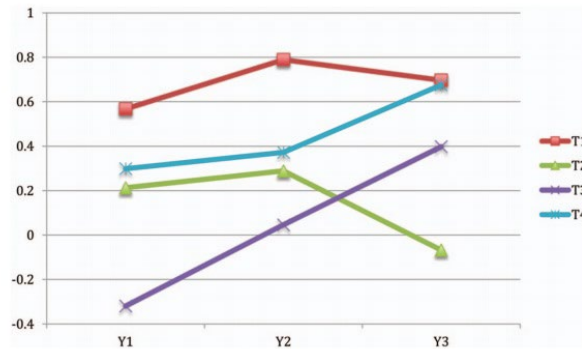


Additional challenges

- *Institutional culture*
- *Supervisee anxiety*
- *Sup/See cultural congruence*
- *Time limits given other sup duties (e.g., BBS paperwork)*

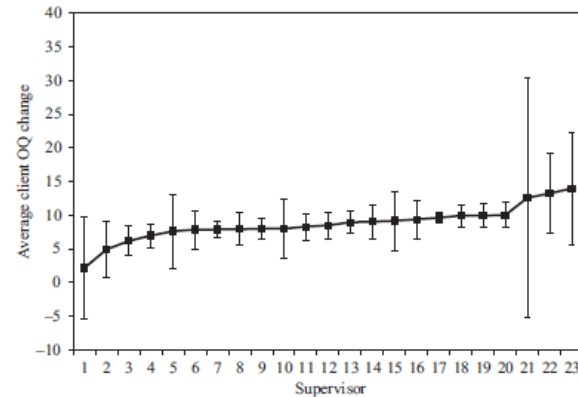
Research on the effectiveness of supervision

Variance in trainee outcomes



114 trainees/interns, 2-7 years
(Owen et al., 2016)

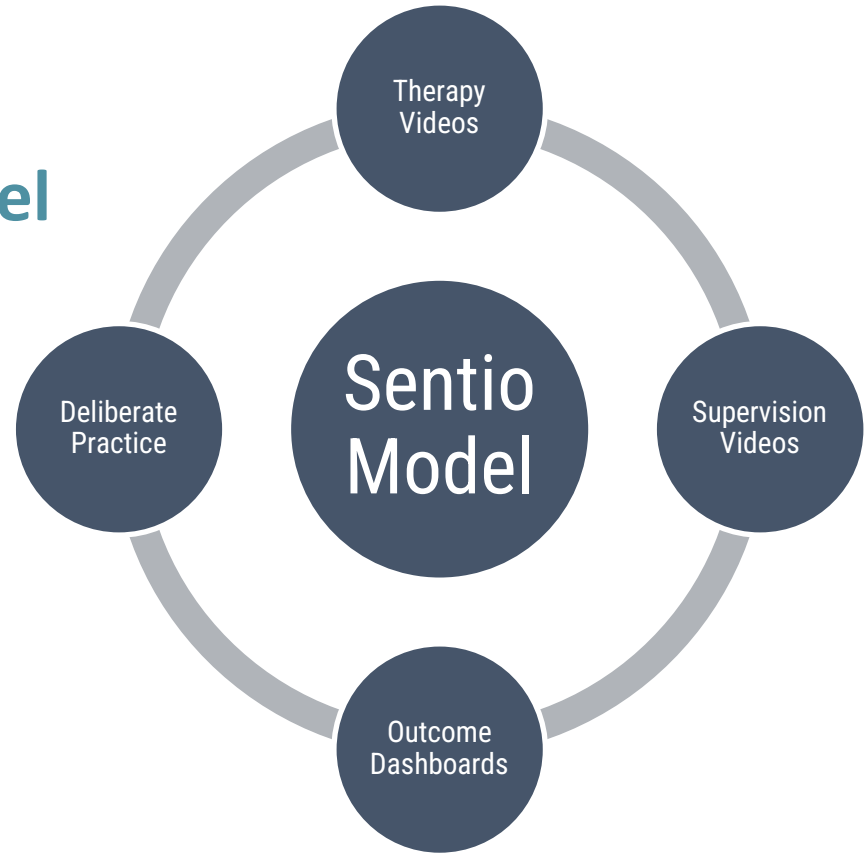
Lack of variance in supervisor outcomes



23 supervisors, 5 years
Supervisors =< 1% of variance
(Rousmaniere et al., 2014)

The Sentio Supervision Model

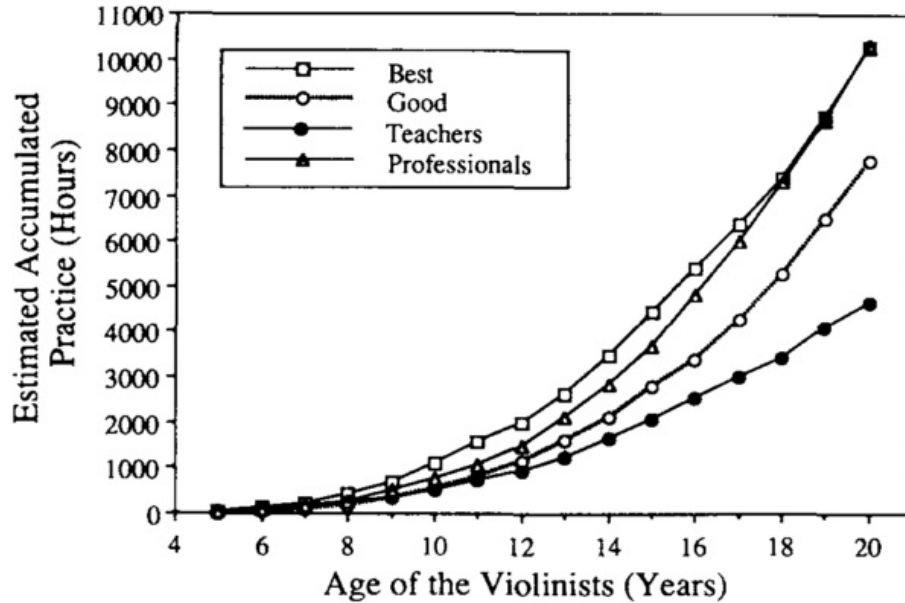
- Deliberate Practice
- Therapy videos
- Supervision videos
- Outcome Dashboards



How do professionals become more effective? Deliberate Practice



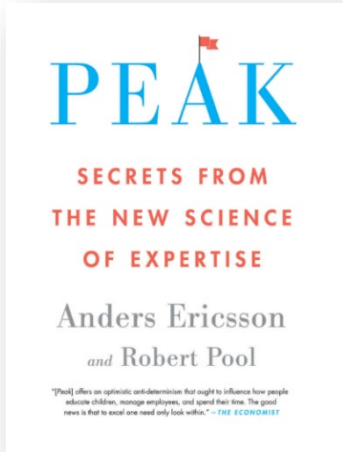
Origins of Deliberate Practice



(Ericsson, Krampe, & Tesch-Romer, 1993)



Deliberate Practice




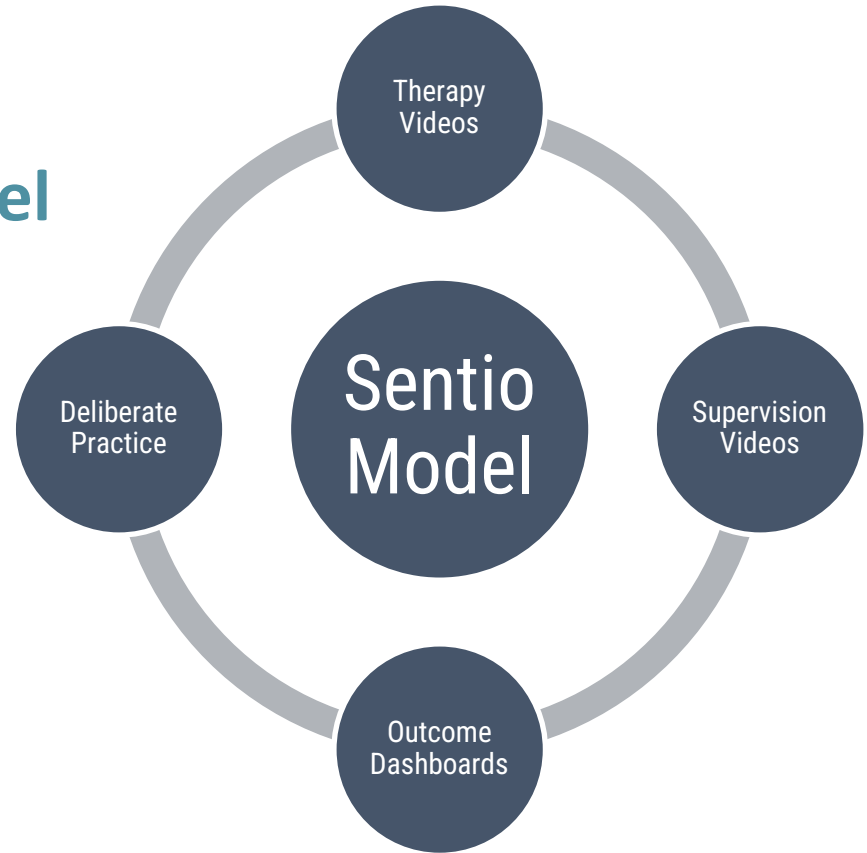
(Goodyear & Rousmaniere, 2017; Ericsson et al., 1993; Ericsson & Pool, 2016; Miller et al., 2017; Wampold, 2017)

Authors	Year of pub.	Paper title	Journal
Chow et al.	2015	The Role of Deliberate Practice in the Development of Highly Effective Psychotherapists	<i>Psychotherapy</i>
Goldberg et al.	2016	Creating a Climate for Therapist Improvement: A Case Study of an Agency Focused on Outcomes and Deliberate Practice	<i>Psychotherapy</i>
Hill et al.	2019	Deliberate practice for the skill of immediacy: A multiple case study of doctoral student therapists and clients	<i>Psychotherapy</i>
Perlman et al.	2019	The impact of alliance-focused and facilitative interpersonal relationship training on therapist skills: An RCT of brief training	<i>Psychotherapy Research</i>
Rósen	2019	Learning how to learn: Psychology Trainees' Self-compassion while implementing Deliberate Practice, with FIT at a Psychotherapy Training Clinic	<i>Umeå University (Unpublished master thesis)</i>
Barrett-Naylor et al.	2020	Brief Training In Psychological Assessment And Interventions Skills For Cancer Care Staff: A Mixed Methods Evaluation Of Deliberate Practice Techniques	<i>Psycho-Oncology</i>
Anderson et al.	2020	Modeling therapist responses with structured practice enhances facilitative interpersonal skills	<i>Journal of Clinical Psychology</i>
Clements-Hickman, & Reese	2020	Improving Therapists' Effectiveness: Can Deliberate Practice Help?	<i>Professional Psychology: Research and Practice</i>
Westra et al.	2020	Testing a Deliberate Practice Workshop for Developing Appropriate Responsivity to Resistance Markers	<i>Psychotherapy</i>
Di Bartolomeo et al.	2020	Rolling with resistance: A client language analysis of deliberate practice in continuing education for psychotherapists	<i>Counselling and Psychotherapy Research</i>
McLeod, J.	2021	How students use deliberate practice during the first stage of counsellor training	<i>Counselling and Psychotherapy Research</i>

For a full list of these resources, visit: www.sentio.org

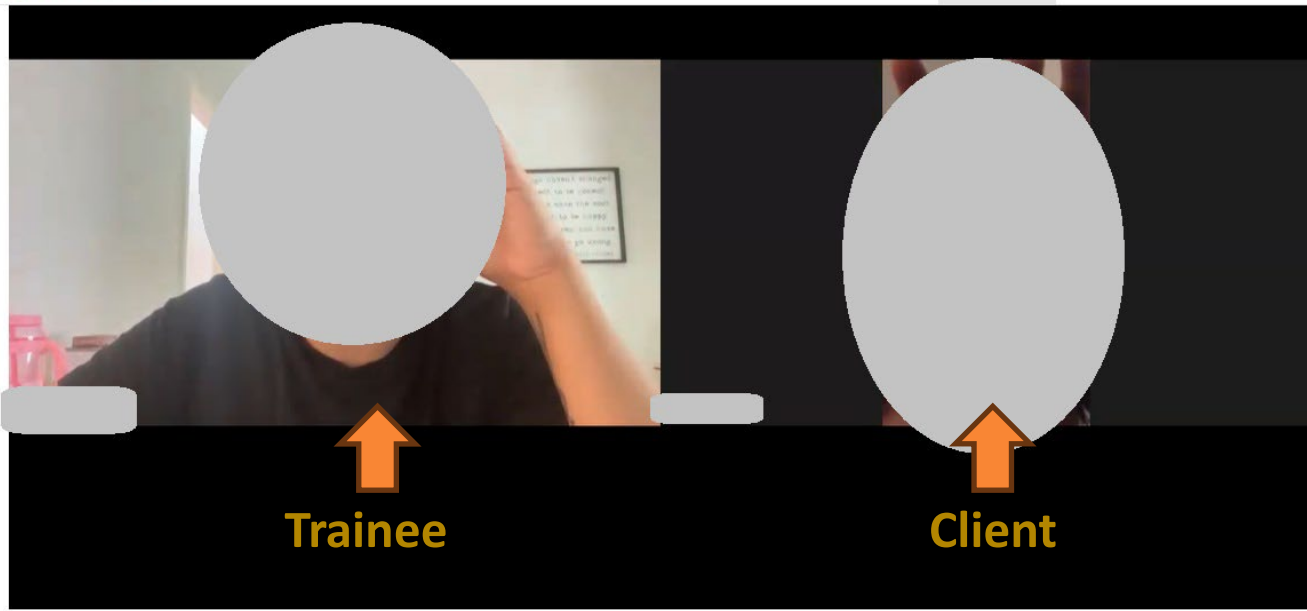
The Sentio Supervision Model

- 
- Deliberate Practice
 - Therapy videos
 - Supervision videos
 - Outcome Dashboards



Therapy Videos

- 100% recorded
- HIPPA-compliant
- Auto-deleted
- Therapist Bookmarks

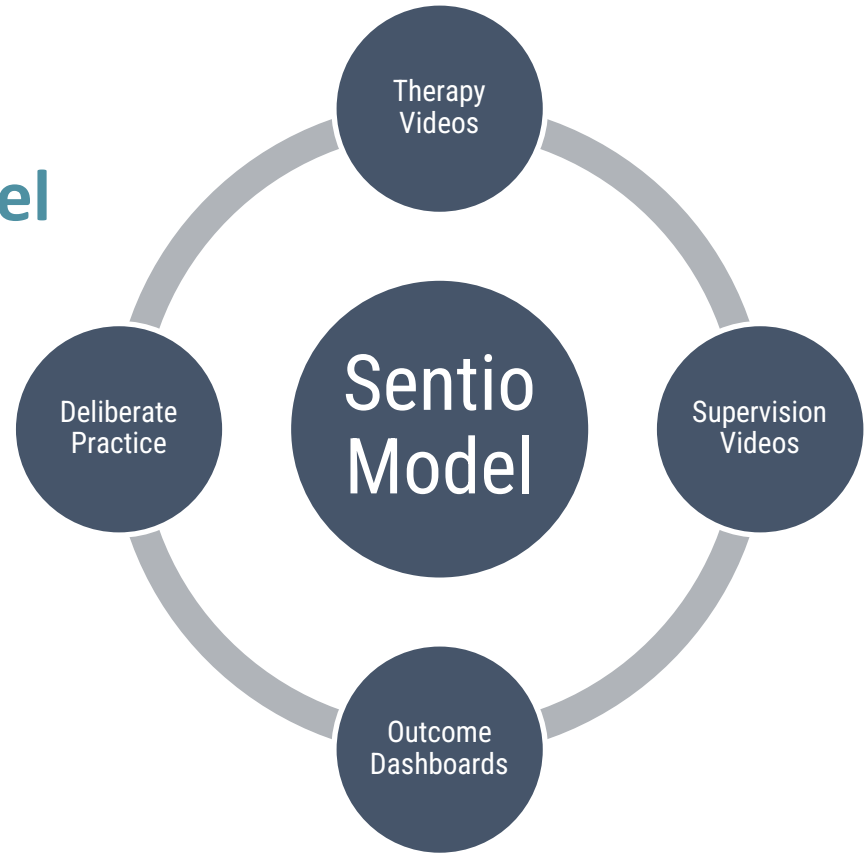


Bookmarks

	Bookmark Time	Created By	Created Date/Time	Comment
Go To Remove	8 minutes, 11 seconds			Going through a time in which memories keep coming up and is having a difficult time processing
Go To Remove	10 minutes, 51 seconds			Getting triggered because she feels as if she needed help as a child yet didn't receive it. Mother is not being supportive of the work in which she is doing towards her mental health and progress
Go To Remove	11 minutes, 42 seconds			Last time was not on medications she stabbed her bf.
New Bookmark				

The Sentio Supervision Model

- Deliberate Practice
- Therapy videos
- Supervision videos
- ➔ ▪ Outcome Dashboards



Outcome Data Dashboard

Individual Report Selector

Select clinician:

Select filter:

- Discharged Episodes
- Open Episodes

Include secondary assignments

Generate Client Status Report

Generate Full Client List

Individual Report Detail

Person ID	Client Name	Medical Record Number	Birthdate	Gender	Clinician Name	Clinic	Episode Number	Instrument	Session Number	Last Admin. Date	Setting of Care	Empirical Alert	Rational Alert	Change Metric	
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	16	08/12/2023	Online	White	White	Deteriorated	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	6	08/02/2023	Online	Green	Green	No reliable change	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	19	08/11/2023	Online	Green	Green	No reliable change	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	36	08/01/2023	Online	Green	Yellow	No reliable change	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	18	08/08/2023	Online	White	White	Reliably Improved	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	17	06/24/2023	Online	Green	Green	Reliably Improved	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	18	07/31/2023	Online	White	White	Reliably Improved	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	7	08/10/2023	Online	Green	Red	No reliable change	Clinician Rpt.
██████	██████████	██████████	██████████	U	██████████	Sentio Counseling Center	1	OQ@-45.2 English	5	07/22/2023	Online	White	White	No reliable change	Clinician Rpt.

QQA: OQ® Clinician Feedback Report - Google Chrome
oqanalyst.com/sentiocc/ClinicianReports/OQ_ClinicianReport.aspx

Name: **ID:** 11

Session Date: **Session:** 11

Clinician: Unknown Diagnosis **Clinic:** Sentio Counseling Center

Diagnosis: Unknown Diagnosis

Algorithm: Empirical

Instrument: OQ®-45.2 English

Questionnaire Status: Valid

Alert Status: Green

Most Recent Score: 104

Baseline Score: 129

Change From Initial: Reliably Improved

Current Distress Level: Moderately High

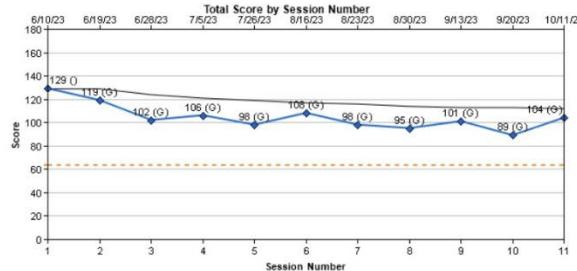
Graph Type: Total

Most Recent Critical Item Status:

8.	Suicide - I have thoughts of ending my life.	Rarely
11.	Substance Use -After heavy drinking, I need a drink the next morning to get going.	Never
26.	Substance Use -I feel annoyed by people who criticize my drinking (or drug use).	Rarely
32.	Substance Use -I have trouble at work/school because of drinking or drug use.	Never
44.	Workplace Dissatisfaction - I feel angry enough at work/school to do something I might regret.	Rarely

Subscales	Current	Outpat. Norm	Comm. Norm
Symptom Distress:	65	49	25
Interpersonal Relations:	27	20	10
Social Role:	12	14	10
Total:	104	83	45

Total Score by Session Number



Session Number	Date	Score	Label
1	6/9/23	129	(O)
2	6/19/23	119	(G)
3	6/28/23	102	(G)
4	7/5/23	106	(G)
5	7/26/23	98	(G)
6	8/16/23	108	(G)
7	8/23/23	98	(G)
8	8/30/23	95	(G)
9	9/13/23	101	(G)
10	9/20/23	93	(G)
11	10/11/23	104	(G)

Select number of administrations on graph: All

Graph Label Legend:

(R) = Red: High chance of negative outcome (Y) = Yellow: Some chance of negative outcome

(G) = Green: Making expected progress (W) = White: Functioning in normal range

Feedback Message:

Although the patient has not yet recovered his/her progress appears to be on track. Progress is judged to be within the range of expected response. Further progress is expected.

REMARKS: THE USER IS SOLELY RESPONSIBLE FOR ANY AND ALL DECISIONS AFFECTING PATIENT CARE. THE OQ-45 IS NOT A DIAGNOSTIC TOOL AND SHOULD NOT BE USED AS SUCH. IT IS NOT A SUBSTITUTE FOR A MEDICAL OR PROFESSIONAL EVALUATION. RELIANCE ON THE OQ-45 IS AT USER'S SOLE RISK AND RESPONSIBILITY. (SEE LICENSE FOR FULL STATEMENT OF RIGHTS, RESPONSIBILITIES & DISCLAIMERS)

55°F
Partly cloudy

7:24 AM
10/15/2023

OOA: OQ® Clinician Feedback Report - Google Chrome
oqanalyst.com/sentiocc/ClinicianReports/OQ_ClinicianReport.aspx

Name: [Redacted]

Session Date: [Redacted]

Clinician: [Redacted]

Diagnosis: Unknown Diagnosis

Algorithm: Empirical

Instrument: OQ®-45.2 English

Questionnaire Status: Valid

ID: 10

Session: 10

Clinic: Sentio Counseling Center

Alert Status: Red

Most Recent Score: 77

Baseline Score: 62

Change From Initial: Reliably Worse

Current Distress Level: Moderate

Graph Type: Total

Most Recent Critical Item Status:

8.	Suicide - I have thoughts of ending my life.	Sometimes
11.	Substance Use - After heavy drinking, I need a drink the next morning to get going.	Never
26.	Substance Use - I feel annoyed by people who criticize my drinking (or drug use).	Never
32.	Substance Use - I have trouble at work/school because of drinking or drug use.	Never
44.	Workplace Dissatisfaction - I feel angry enough at work/school to do something I might regret.	Never

Subscales	Current	Outpat. Norm	Comm. Norm
Symptom Distress:	43	49	25
Interpersonal Relations:	20	20	10
Social Role:	14	14	10
Total:	77	83	45

Total Score by Session Number

Session Number	Date	Score	Label
1	6/1/23	62	(G)
2	6/8/23	44	(W)
3	6/15/23	54	(W)
4	6/22/23	56	(W)
5	6/29/23	70	(G)
6	7/6/23	74	(R)
7	7/20/23	88	(R)
8	7/27/23	79	(R)
9	8/18/23	73	(Y)
10	8/24/23	77	(R)

Select number of administrations on graph: 10

Graph Label Legend:
 (R) = Red: High chance of negative outcome (Y) = Yellow: Some chance of negative outcome
 (G) = Green: Making expected progress (W) = White: Functioning in normal range

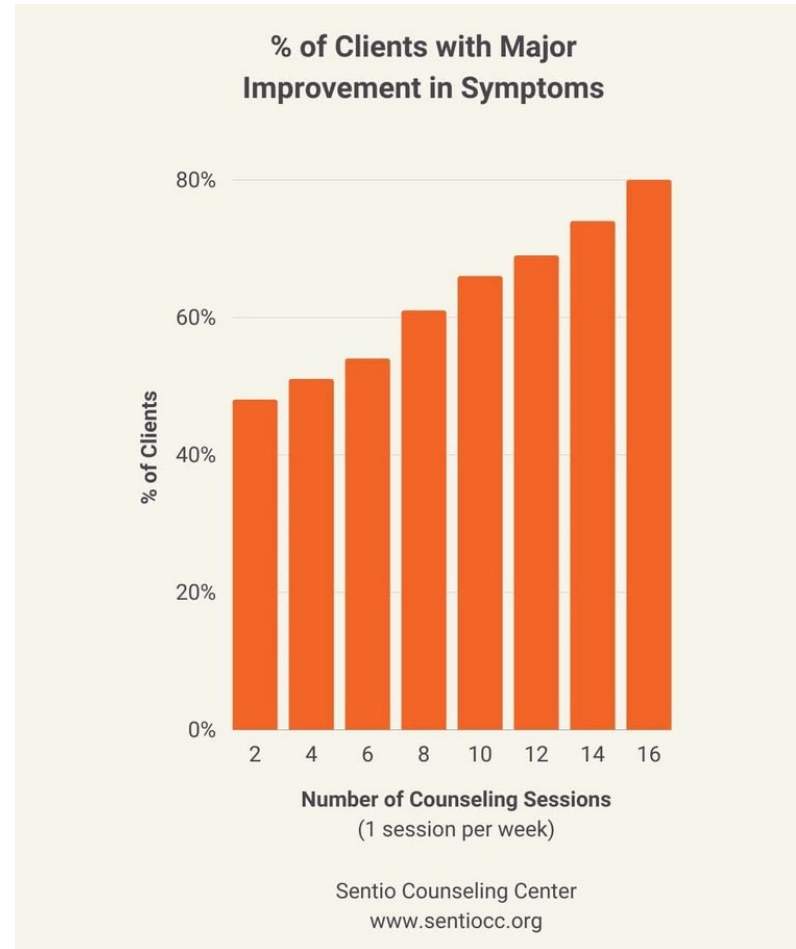
Feedback Message:

The patient is deviating from the expected response to treatment. They are not on track to realize substantial benefit from treatment. Chances are they may drop out of treatment prematurely or have a negative treatment outcome. Steps should be taken to carefully review this case and identify reasons for poor progress. It is recommended that you be alert to the possible need to improve the therapeutic alliance, reconsider the client's readiness for change and the need to renegotiate the therapeutic contract, intervene to strengthen social supports, or possibly alter your treatment

55°F Partly cloudy 7:32 AM 10/15/2023

Clinical Outcomes

Less than 1% deterioration in closed cases



Free Online Training

www.sentiocc.org/webinars

- [Learn Psychotherapy podcast](#)
- [Practice Time!](#) video DP demonstrations
- [Deliberate Practice for Multicultural Therapy videos](#)
- [Deliberate Practice for Therapist Inner Skills](#)
- [Webinars](#) on Deliberate Practice for CBT, EFT, MI, DBT, Psychodynamic Psychotherapy, Suicidality, REBT, Interpersonal Therapy, and more

Thank you!

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