

Systematic evidence-based assessment and intervention of client feedback in youth
mental health treatment in a private practice setting

Crystal M. Kremer

The purpose of this research is to conduct a systematic investigation to determine whether the use of client feedback measures enhance the mental health treatment of youth in private practice settings. Participants were randomly assigned to one of two groups, treatment as usual or the client feedback condition. Clients who were assigned to the feedback condition completed the feedback measures routinely at each session. The PSC and/or PSC-Y were completed at intake and at each 3-month progress review summary, and/or closure per normal office standards. Significant findings indicated that all participants regardless of condition improved with treatment participation as demonstrated on the PSC and PSC-Y. However, a significant interaction effect indicated that participants in the feedback condition improved more so than the participants who received treatment as usual based on their self-reported symptom reduction on the PSC, but not the PSC-Y. A significant amount of variance in treatment outcome was found to be attributed to previous therapy experience; however, there was not a significant amount of variance explained by condition or clinician above and beyond what was already attributed to prior therapy experience on the PSC. No significant amount of variance was found to predict outcome on the PSC-Y, and no significant differences were found between groups in regard to retention. Results were found to be consistent with previous research and indicates that the use of routine client feedback helps to improve youth mental health treatment outcomes in private practice settings as it has with adults in university and community-based settings.