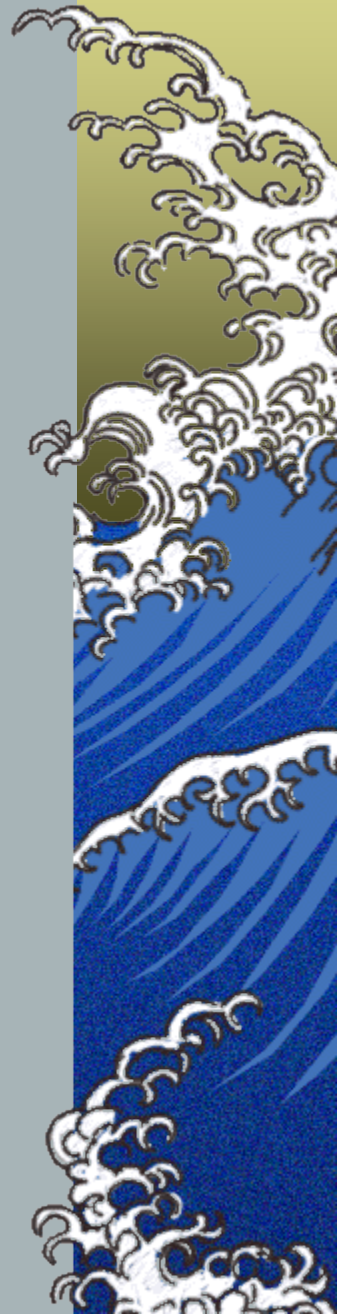




*Questionnaires are not like blood tests:
the art and craft of measurement in
psychotherapy*

Chris Evans



Clients with different problems are different and questionnaires are not blood tests: A template analysis of psychiatric and psychotherapy clients' experiences of the CORE-OM

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Abstract

Aim: To explore the constructions users of mental health services have of outcome and change measures, contrasting those of hospital psychiatric patients with psychotic experiences versus psychotherapy clients in private practice who have not had psychotic experiences.

Method: Twenty-four participants, 12 from each setting, were interviewed about their experiences when answering the Clinical Outcomes in Routine Evaluation-Outcome Measure. Template analysis was used to analyse transcripts from a pragmatic and contextualist position.

Findings: Participants from both settings understood all the items of the CORE-OM and generally saw it as useful to assess the psychological distress and to appreciate the progress within the treatment. However, experience of emotions such as sadness and hopelessness, a focus on functioning and an emphasis on impartiality of the person who offers the questionnaire were themes that emerged only for the hospital participants. This is the first study explicitly comparing the experiences of two types of users of mental health care services when answering the CORE-OM; with the increasing routine use of change measures, reactions of these groups to such measures need to be explored in more detail qualitatively as well as quantitatively. Clinicians in all settings should think carefully about the explanations for the use of change measures, being sure that they address the primary concerns of participants. Scores are not like blood test results, and they arise in the relational context, a construction that includes both local organisational and cultural location.

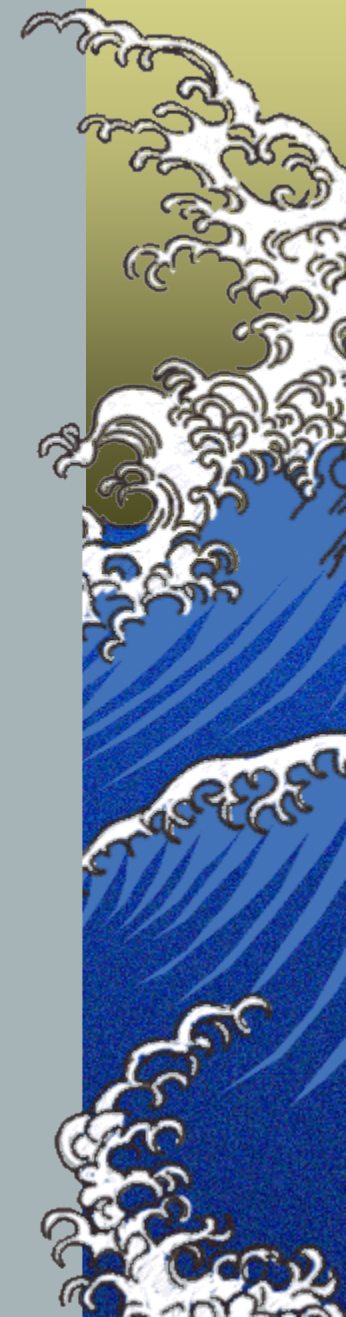
KEYWORDS

CORE-OM, template analysis, outcome measurement, psychosis, care settings, patient perspective

1 | INTRODUCTION

In the last decades, the use of self-report outcome and change measures has increased considerably (Boswell, Kraus, Miller, &

Lambert, 2015), with measures used to evaluate the effects of interventions and increasingly to review change against benchmarks (Fortney et al., 2017). There have been arguments contrasting most such measures, which are "nomothetic", asking the same



Outline

- ▶ In the psych[o|i] fields we implicitly or explicitly equate our measures with blood tests
- ▶ I am hoping to persuade you that this is dangerous. The route is:
 - ▶ Epistemology
 - ▶ Methodology
 - ▶ Mappings
 - ▶ Units of analysis
 - ▶ Implications



Progress!

- ▶ Epistemology
- ▶ Methodology
 - ▶ Mappings
 - ▶ Units of analysis
- ▶ Implications
- ▶ Summarising



THANK YOU FOR YOUR TIME IN COMPLETING THIS QUESTIONNAIRE

Total Scores

2

6

12

3

23

20

Mean Scores

(Total score for each dimension divided by number of items completed in that dimension)

0.5

0.5

1.0

0.5

0.68

0.71

(W)

(P)

(F)

(R)

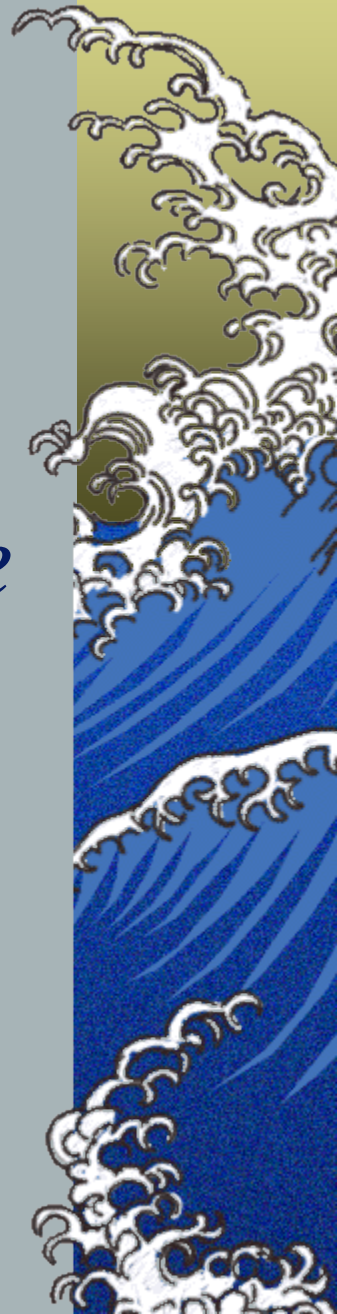
All items

All minus R

Epistemology

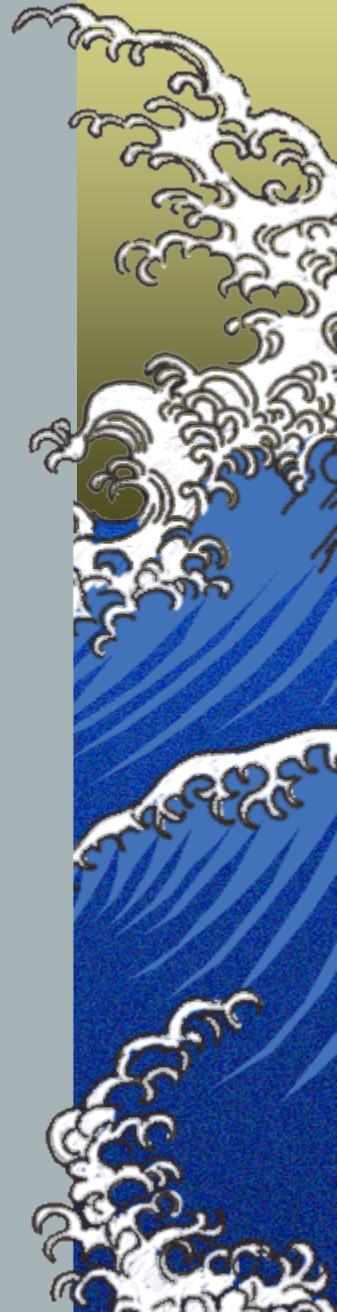
“How is it that we think we know what it is that we think we know?”

(Evans, c. 1984)



Epistemology

- ▶ My position is a mix of:
 - ▶ Critical realist: I do think the idea that there is an external world is useful, I just think we can know it other than by discourse about it.
 - ▶ Contextual: I see those discourses as located in settings, often professions, with preferred modes of discourse.
 - ▶ Pragmatic: I'm largely interested in evidential value in terms of utility.



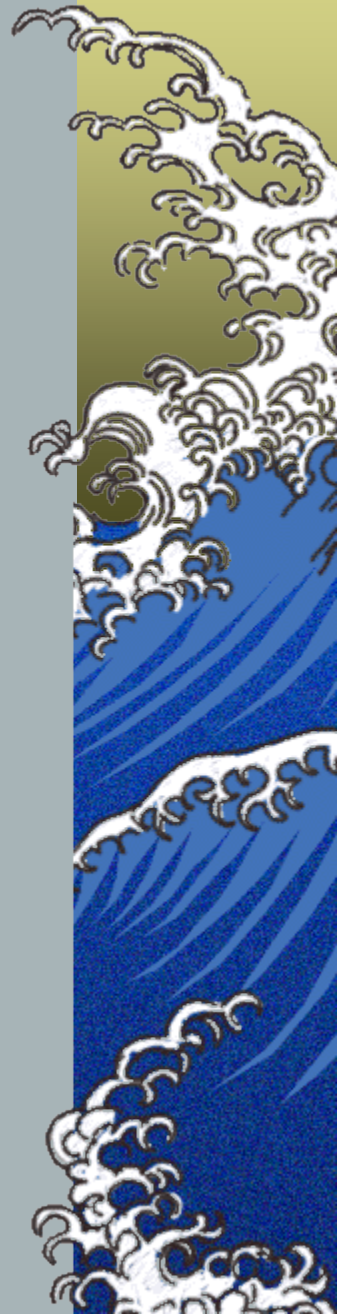
Differences (epistemologically)

Blood tests

- I think there is an external: blood, with components
- I think we have tools to measure the components
- I think those externals, i.e. blood components are there in all of us ...
- ... and that our components vary importantly

Questionnaires

- I think we have “internal” states that matter, are powerful
- We communicate and leak information about them
- These internals may reflect “external” knowables (fMRI, electrode probes) but that’s not usable



Differences (pragmatically)

Blood tests

- Can test the same samples many times
- Can create liquids of known glucose content
- These create referential samples
- Beyond allowing the test (if conscious) the client cannot change the value at the moment of testing

Questionnaires

- One person can only complete one qu'aire once at any one time
- There are no referential values (this is a “1.7 person”)
- Clients are active in creating their scores
- They depend on client understanding the text



Progress!

▲ Epistemology

▲ Methodology

▲ Mappings

▲ Units of analysis

▲ Implications

▲ Summarising

CLINICAL OUTCOMES in ROUTINE EVALUATION OUTCOME MEASURE	Site ID: _____	Age: _____	Sex: Male <input type="checkbox"/> Female <input type="checkbox"/>
	Letters only numbers only	Letters only numbers only	
	Character #: _____	Stage Completed: 1. Screening 2. Patient 3. Assessment 4. Risk Stratification 5. First Therapy Session 6. Post Therapy Assessment 7. Long Term 8. Last Therapy Session 9. Follow-up	Stage: _____
Site codes _____	Date: _____	Form: _____	

IMPORTANT - PLEASE READ THIS FIRST
 This form has 34 statements about how you have been OVER THE LAST WEEK. Please read each statement and think how often you felt that way last week. Then tick the box which is closest to this. Please use a dark pen (not pencil) and tick clearly within the boxes.

	Not at all	Slightly	Moderately	Quite a bit	Very much
1 I have felt terribly alone and isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 I have felt tense, anxious or nervous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 I have felt I have someone to turn to for support when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 I have felt O.K. about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 I have felt totally lacking in energy and enthusiasm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 I have been physically unwell to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 I have felt able to cope when things go wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 I have been troubled by aches, pains or other physical problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 I have thoughts of hurting myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Talking to people has felt too much for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Tension and anxiety have prevented me doing important things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 I have been happy with the things I have done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 I have been disturbed by unwanted thoughts and feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 I have felt like crying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over

Survey 1222 Page 1

Over the last week

	Not at all	Slightly	Moderately	Quite a bit	Very much
15 I have felt panic or terror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 I made plans to end my life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 I have felt overwhelmed by my problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 I have had difficulty getting to sleep or staying asleep	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 I have felt warmth or affection for someone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 My problems have been impossible to put to one side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 I have been able to do most things I needed to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22 I have threatened or intimidated another person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23 I have felt despairing or hopeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24 I have thought it would be better if I were dead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 I have felt ostracised by other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 I have thought I have no friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27 I have felt unhappy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28 Unwanted images or memories have been distressing me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29 I have been irritable when with other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30 I have thought I am to blame for my problems and difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31 I have felt optimistic about my future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32 I have achieved the things I wanted to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33 I have felt humiliated or shamed by other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34 I have hurt myself physically or taken dangerous risks with my health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THANK YOU FOR YOUR TIME IN COMPLETING THIS QUESTIONNAIRE

Total Scores

Mean Scores: (W) (F) (M) (F) (R) (A) (B) (C)

Survey 1222 Page 2



Differences (measurement)

Blood tests

- We believe we have methods to map from concentrations to numbers
- Methods might be chemical or immunological
- Might map via colours or electricity
- But end up with numbers that reflect concentrations

Questionnaires

- We have ways to ask people to map from their internal states to numbers:
 - VAS and other single ratings
 - Multi-item scales
 - More complex methods
- We have no idea how the numbers we get map to the internal states
- But we have statistics and psychometrics



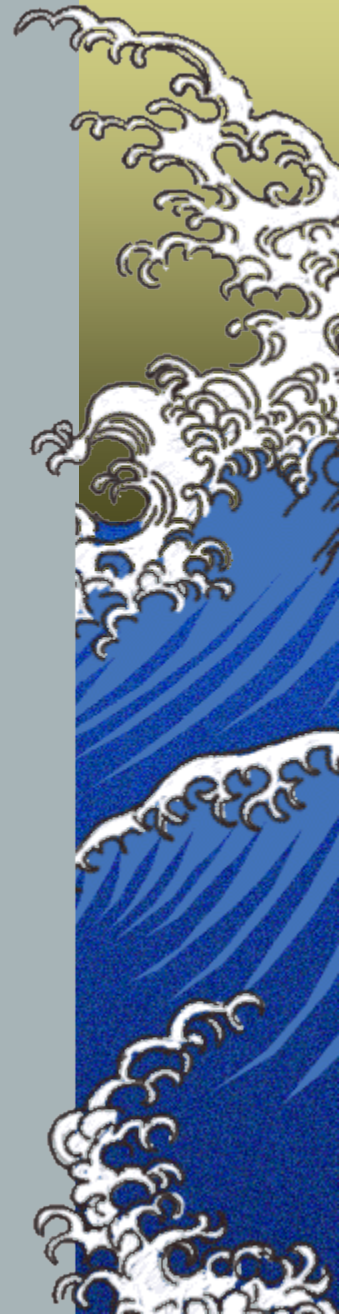
Differences (maths)

Blood tests

- We believe we understand the measurement methods (e.g. glucose sticks)
- We know they're not perfect and perhaps non-linear
- But we have many statistical ways to test their quality

Questionnaires

- We don't know how people map from their internal states to answer q'aires
- So we turn to statistics and psychometrics



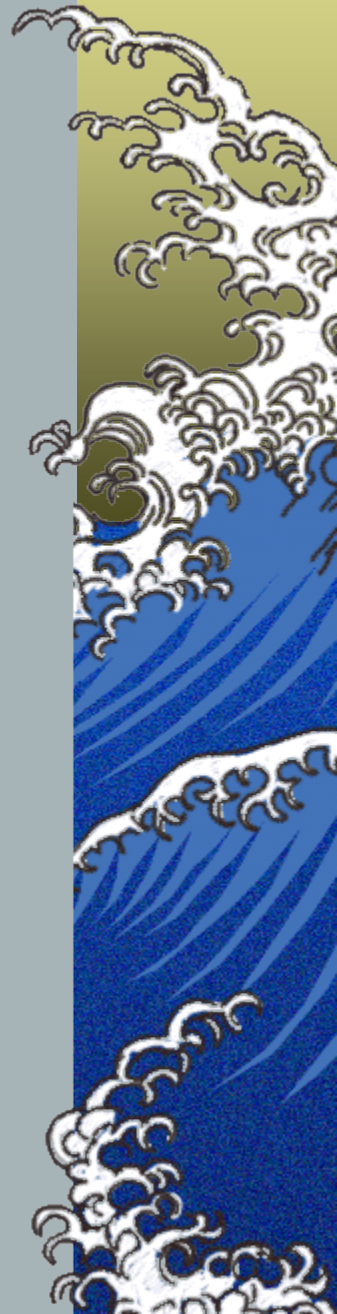
Measurement quality (blood)

- ▶ Reliability: retest (and again and again to catch calibration drift if a laboratory machine)
- ▶ Accuracy/validity: test mean against range of known concentrations
- ▶ Linearity: plot against known concentrations (non-linear but regular is fine: pH)



Measurement quality (blood)

- ▶ We conclude within whatever epistemological position, that our numbers reflect blood concentrations
 - ▶ We can map cheap measures to referential ones
 - ▶ Where needed (screening) we can achieve very high precision and reliability even in the cheap measure and also use that to step from screening to definitive measurement
 - ▶ We can get predictive validity and utility as we start from very good measures



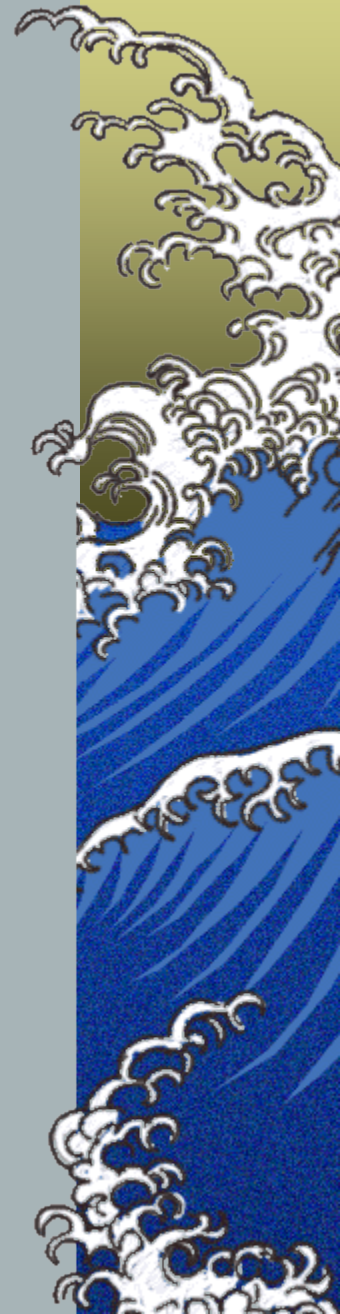
Measurement quality (q'aires)

- ▶ We seem to have the same:
 - ▶ Reliability
 - ▶ Validity
- ▶ Reliability:
 - ▶ Internal (for multi-item measures)
 - ▶ Test-retest (for any but assume no true change)
 - ▶ Inter-rater (for rater/interview/observer measures)
- ▶ Validity: hm, we have no known values for the internal states so this is messy!
- ▶ Linearity? Impossible to judge?



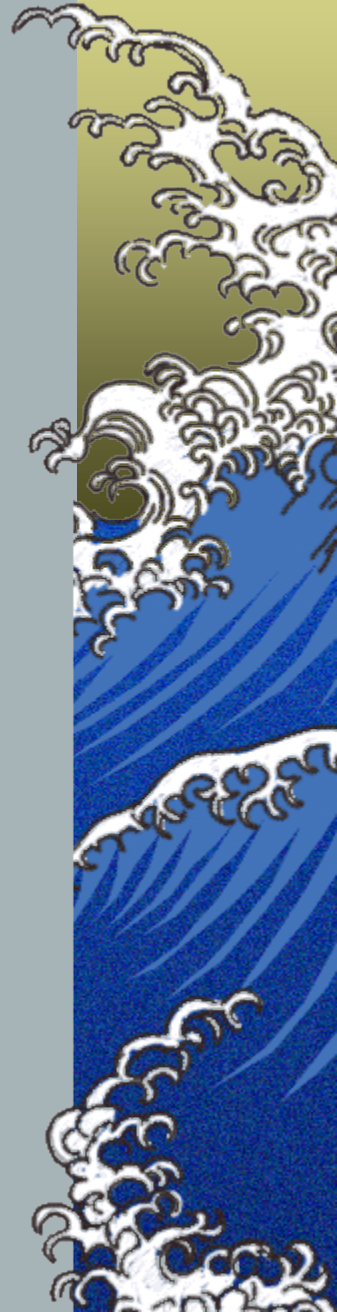
Validity (psychometric)

- ▶ Content (overlaps with construct)
 - ▶ Face (subset of content, whose face(s)?)
- ▶ Construct
 - ▶ Simple
 - ▶ Sophisticated
- ▶ Convergent/divergent
- ▶ Criterion (subset of convergent really)
- ▶ Predictive (have you ever seen this explored?)



Validity (psychometric) #2

- ▶ Internal (within the study)
- ▶ External (across studies)
- ▶ Ecological (about *practical* generalisability)



Progress!

Epistemology

Methodology

Mappings

Units of analysis

Implications

Summarising



CLINICAL OUTCOMES in ROUTINE EVALUATION

OUTCOME MEASURE

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Over the last week	Not at all	Slightly	Somehow	Often	Very often
1 I have felt terribly alone and isolated	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 I have felt tense, anxious or nervous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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4 I have felt O.K. about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 I have felt totally lacking in energy and enthusiasm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 I have been physically violent to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 I have felt able to cope when things go wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 I have been troubled by aches, pains or other physical problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 I have thought of hurting myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Talking to people has felt too much for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Tension and anxiety have prevented me doing important things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 I have been happy with the things I have done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 I have been disturbed by unwanted thoughts and feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 I have felt like crying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over

Over the last week

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17 I have felt overwhelmed by my problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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22 I have threatened or intimidated another person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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24 I have thought it would be better if I were dead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 I have felt criticised by other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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THANK YOU FOR YOUR TIME IN COMPLETING THIS QUESTIONNAIRE

Total Scores

Mean Scores

Survey 222 Page 1

Survey 222 Page 2

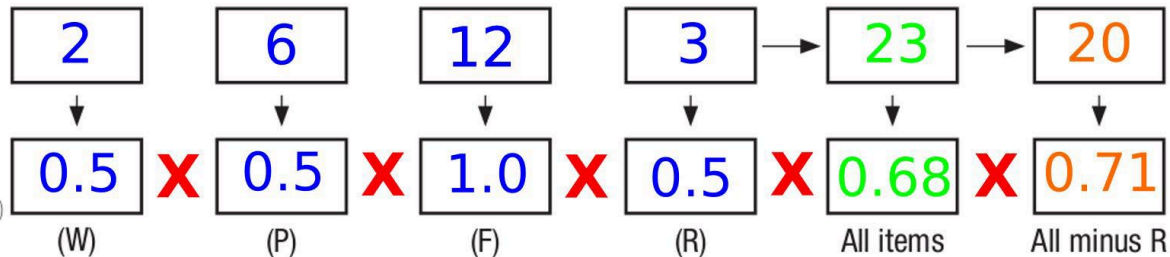
Progress!

- ▶ Epistemology
- ▶ Methodology
 - ▶ Mappings (advanced bit)
 - ▶ Units of analysis
- ▶ Implications
- ▶ Summarising



THANK YOU FOR YOUR TIME IN COMPLETING THIS QUESTIONNAIRE

Total Scores

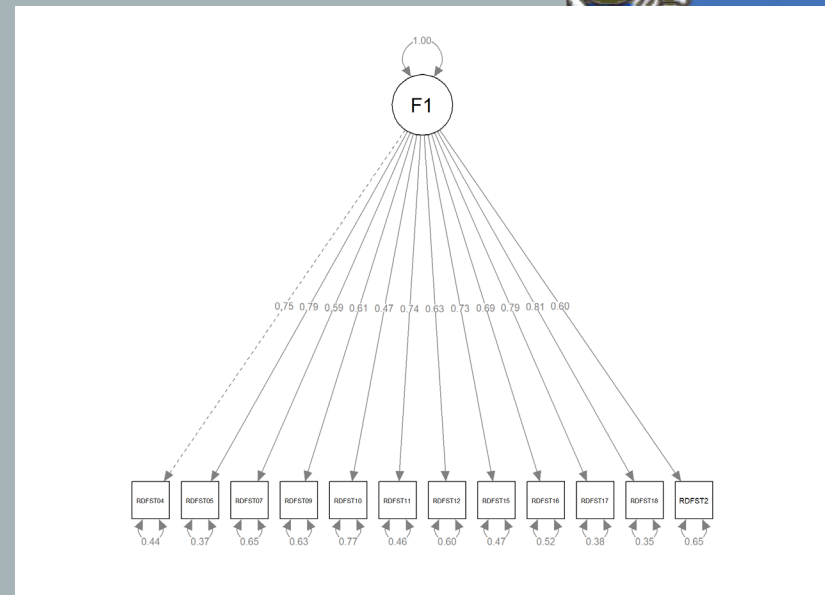
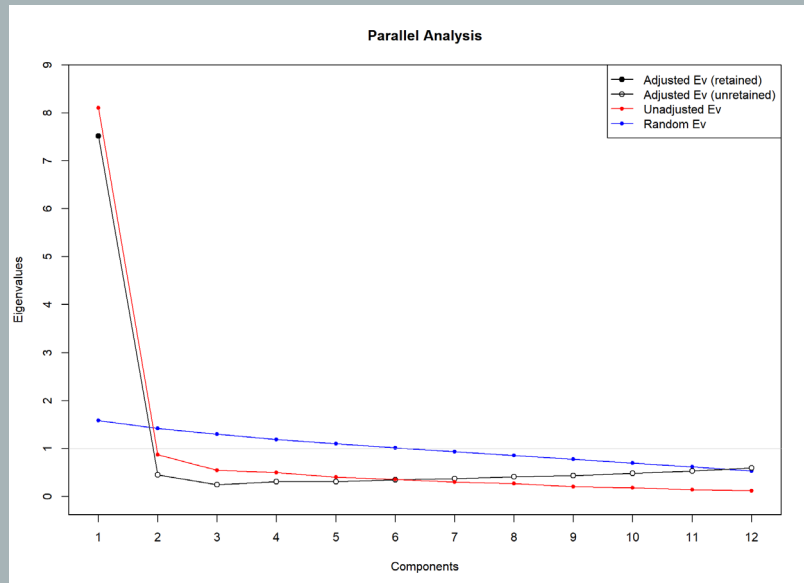


Mean Scores

(Total score for each dimension divided by number of items completed in that dimension)

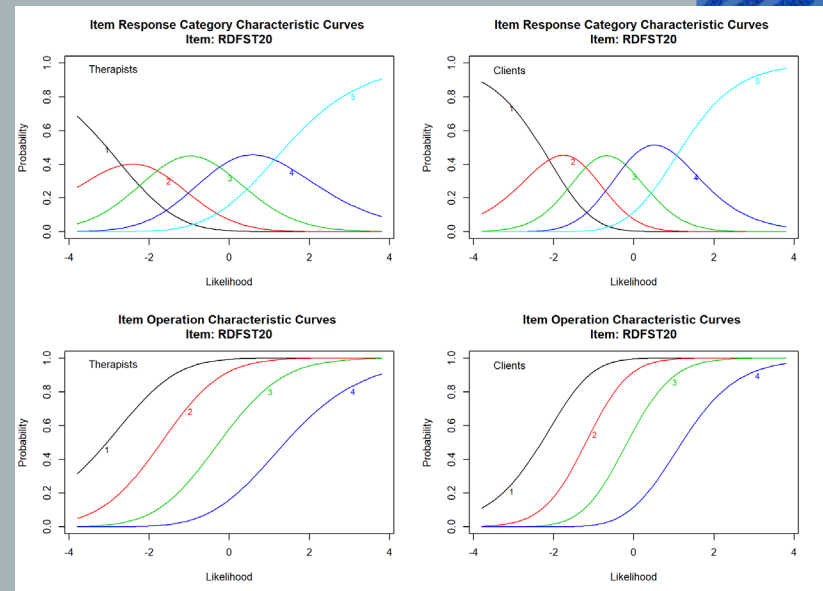
Methodology

Latent variable models



Summarising latent variable models

Our currently dominant methods that seem to map evaluation of questionnaire data to evaluation of physical measurements are large n commonality models only



Progress!

- ▲ Epistemology
- ▲ Methodology
 - ▲ (Back to) Mappings
 - ▲ Units of analysis
- ▲ Implications
- ▲ Summarising



CLINICAL OUTCOMES in ROUTINE EVALUATION

OUTCOME MEASURE

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9 I have thought of hurting myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Talking to people has felt too much for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Tension and anxiety have prevented me doing important things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 I have been happy with the things I have done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 I have been disturbed by unwanted thoughts and feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 I have felt like crying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over

Over the last week

	Not at all	Slightly	Somehow	Often	Very often
15 I have felt panic or terror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 I made plans to end my life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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21 I have been able to do most things I needed to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22 I have threatened or intimidated another person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23 I have felt despairing or hopeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24 I have thought it would be better if I were dead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 I have felt criticised by other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 I have thought I have no friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27 I have felt unhappy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28 Unwanted images or memories have been distressing me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29 I have been intemperate when with other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30 I have thought I like to blame for my problems and difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31 I have felt optimistic about my future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32 I have achieved the things I wanted to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33 I have felt humiliated or shamed by other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34 I have hurt myself physically or taken my life with my health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

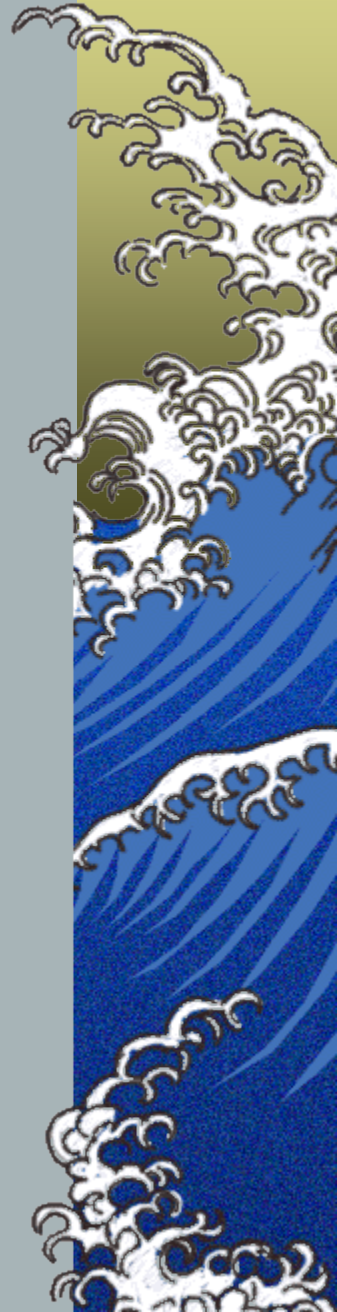
THANK YOU FOR YOUR TIME IN COMPLETING THIS QUESTIONNAIRE

Total Scores

Mean Scores
(Total score for each dimension divided by number of items completed in that dimension)

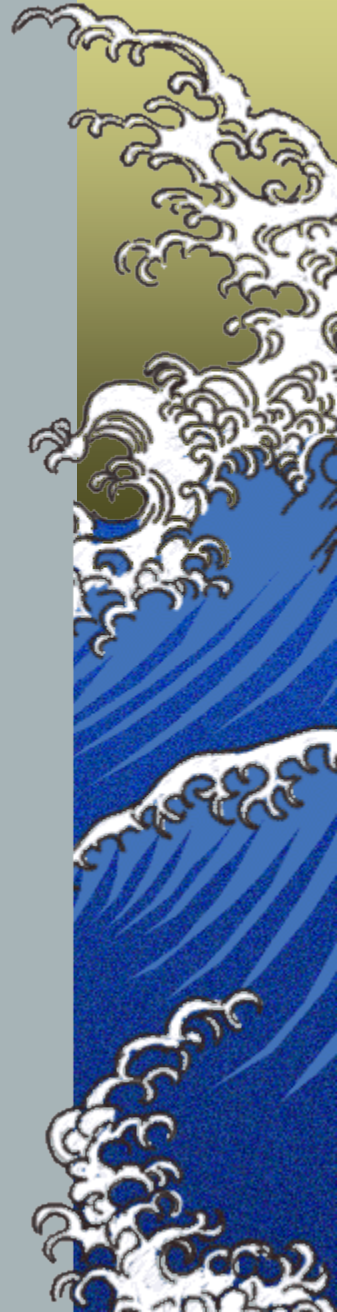
(W) (I) (P) (R) All items All minus R

*Mapping for how
many
participants/clients?*



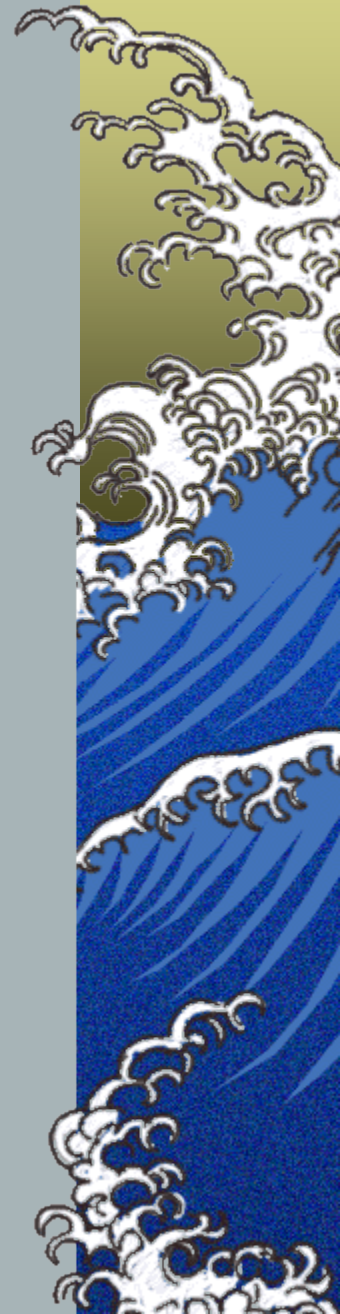
n = 1 versus n ≫ 1

- ▲ “Individual *vs.* group/sample/population”
- ▲ “Unit of analysis”
- ▲ “Idiographic *vs.* nomothetic”
- ▲ “Individual *vs.* aggregated”



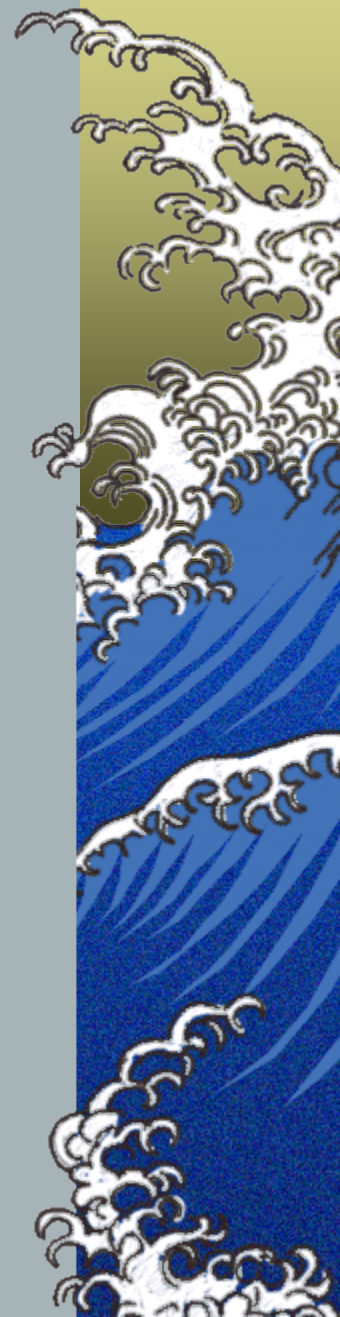
$n = 1$ versus $n \gg 1$

- ▶ Statistically these are very different particularly when scores are unreliable
 - ▶ Aggregation, for which we need $n \gg 1$, improves reliability as it retrieves signal from noise (hence internal reliability)
 - ▶ So a score for one person is as unreliable as scores can be
 - ▶ But if all scores are from same person we can sidestep some issues (for another talk!)



Summary

- ▶ Psychometric methods try to map analysis of multi-item measures to that of blood tests
- ▶ Useful to find commonalities across people for use of measures to rate those commonalities
- ▶ Unlike blood tests this tells us nothing about using the measures within individuals for change measurement



Progress!

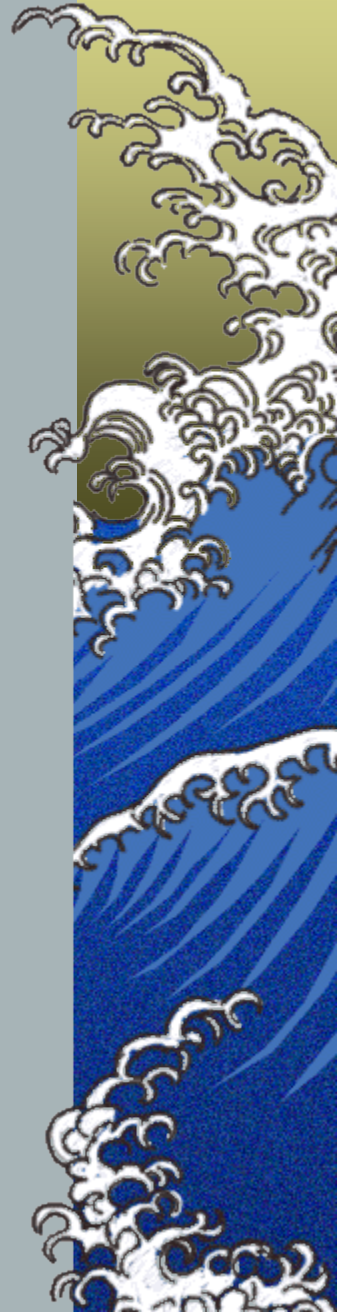
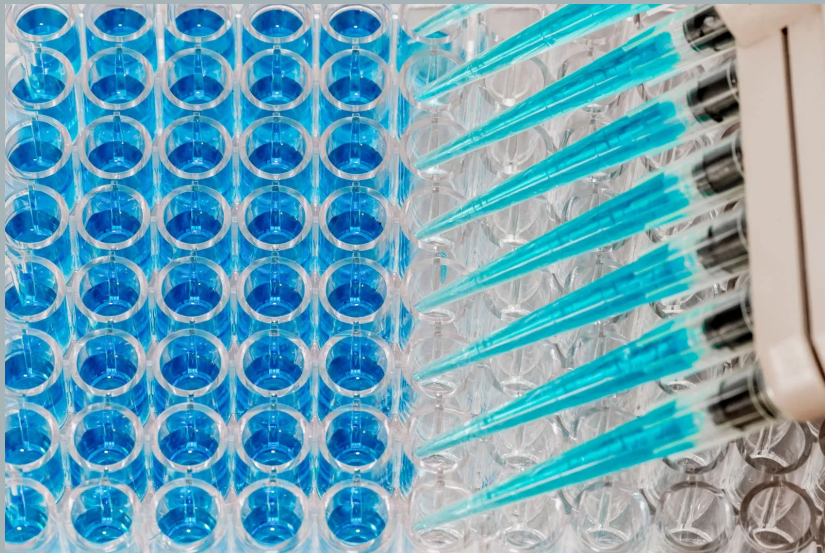
- ▲ Epistemology
- ▲ Methodology
 - ▲ Mappings
 - ▲ Units of analysis
- ▲ Implications
- ▲ Summarising



Pietro Longhi (1701-1785)

Does this matter?
Pragmatic evidential value

Distinguish use for $n = 1$ from $n \gg 1$ use



Utility of tests #1: Blood tests

- ▶ Someone in a crowd falls over unconscious
- ▶ Someone else with diabetes sees the medical alert bracelet saying “diabetes” and does a quick fingerprick “glucostix” test
- ▶ What will it tell A&E?



Utility of tests #1: Blood tests

- ▶ Glucose in the ...
 - ▶ Normal range: coma is probably not diabetic
 - ▶ Low: start giving glucose (or glucagon)
 - ▶ High: start hydrating and bringing glucose down (more complicated than this but that's a good start)



Utility of tests #1: Blood tests

- ▶ Person who collapsed had a blood glucose level of .2 mmol/l
- ▶ So this was a hypoglycaemic crisis/coma
- ▶ What more data/information does the family doctor want?



Utility #2: someone seeks psychological help ...

▲ What more data do we need/want?

CLINICAL OUTCOMES in ROUTINE EVALUATION OUTCOME MEASURE

Site ID: [][][][][][] Age: [][] Male: Female:

letters only numbers only numbers only numbers only

Client ID: [][][][][][][][] Stage Completed: [] Stage: []

Therapist ID: [][][][][][] S Scoring [] R Follow up [] A Assessment [] F Film Therapy Session [] P Psychotherapy (unspecified) [] D Cuing Therapy [] L Live therapy session [] X Follow-up 1 [] Y Follow-up 2 [] Episode:

Sub codes: [][][][][][] Date form given: [][][] [][][] [][][]

IMPORTANT - PLEASE READ THIS FIRST

This form has 34 statements about how you have been **OVER THE LAST WEEK**. Please read each statement and think how often you felt that way last week. Then tick the box which is closest to this. Please use a dark pen (not pencil) and tick clearly within the boxes.

Over the last week

	Not at all	Only Occasionally	Sometimes	Often	Not at all of the time	Most of the time	Always
1 I have felt terribly alone and isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 I have felt tense, anxious or nervous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 I have felt I have someone to turn to for support when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 I have felt O.K. about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 I have felt totally lacking in energy and enthusiasm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 I have been physically violent to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 I have felt able to cope when things go wrong	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 I have been troubled by aches, pains or other physical problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 I have thought of hurting myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Talking to people has felt too much for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Tension and anxiety have prevented me doing important things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 I have been happy with the things I have done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 I have been disturbed by unwanted thoughts and feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 I have felt like crying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over

Survey 1222 Page 1

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Over the last week

	Not at all	Only Occasionally	Sometimes	Often	Not at all of the time	Most of the time	Always
15 I have felt panic or terror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 I have made plans to end my life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 I have felt overwhelmed by my problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 I have had difficulty getting to sleep or staying asleep	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 I have felt warmth or affection for someone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 My problems have been impossible to put to one side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 I have been able to do most things I needed to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22 I have threatened or intimidated another person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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29 I have been irritable when with other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30 I have thought I am to blame for my problems and difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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33 I have felt humiliated or shamed by other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34 I have hurt myself physically or taken dangerous risks with my health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THANK YOU FOR YOUR TIME IN COMPLETING THIS QUESTIONNAIRE

Total Scores: [][] [][] [][] [][] [][] [][]

Mean Scores: [][] [][] [][] [][] [][] [][]

(Total score for each dimension divided by a number of items completed in that dimension)

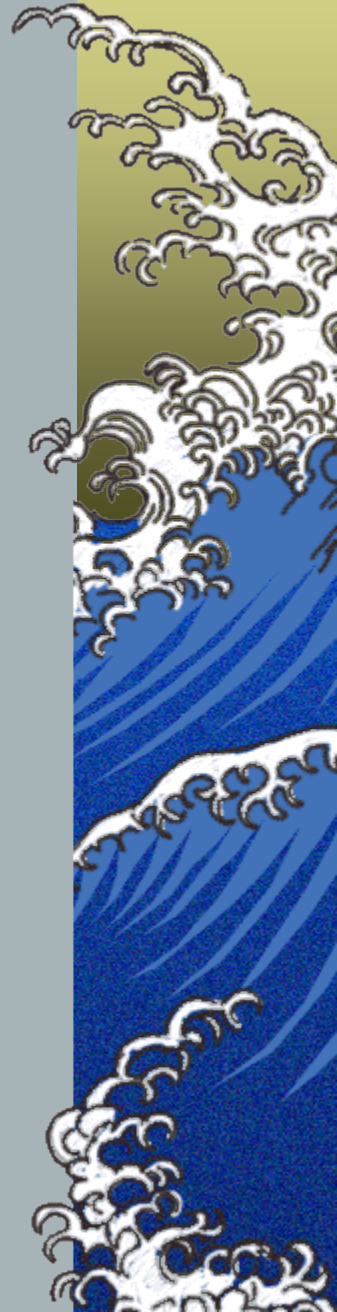
(N) (P) (F) (R) All Items All without R

Survey 1222 Page 2

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Working with the individual

- ▶ In both cases we will want to explore:
 - ▶ How the person understands the problems.
 - ▶ The personal resources they have for this.
 - ▶ Their family, intimate, work and social relationships that will help or hinder them.
 - ▶ How all this means I can best work with them.
 - ▶ How we might monitor that work: what data will help us?



Data to monitor this work

PwDM

- ▲ Blood glucose levels
- ▲ HbA1c
- ▲ Weight/BMI
- ▲ Many “hard” tests for consequences of DM
- ▲ Diet
- ▲ Lifestyle
- ▲ Adherence to agreed regime
- ▲ ... and all of this →→→→

PwPsyT

- ▲ Body language
- ▲ Verbal language: form
- ▲ Verbal language: content
- ▲ Reported life outside the sessions
- ▲ ? “Collateral” information
- ▲ **Measures, “psychometric measures”**



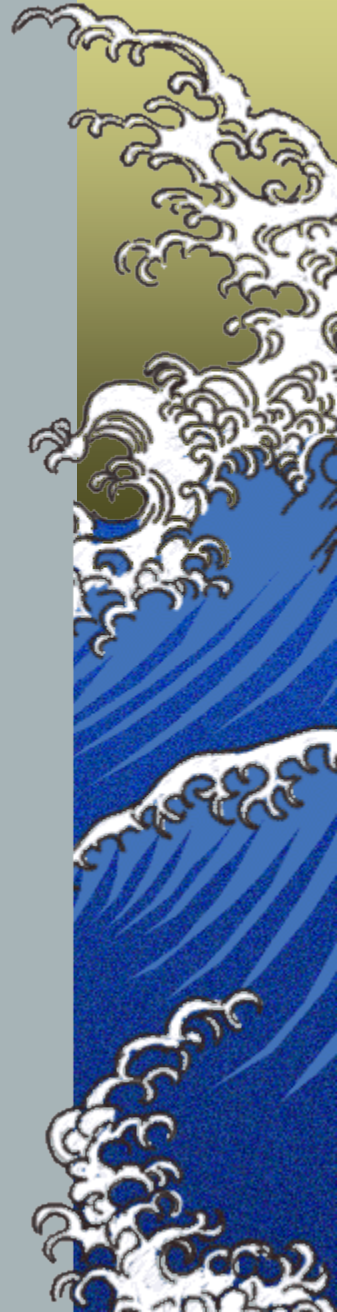
Progress!

- ▶ Epistemology
- ▶ Methodology
 - ▶ Mappings
 - ▶ Units of analysis
- ▶ Implications
- ▶ Summarising



Both have a shared risk

- ▶ Can overvalue the numbers and detach then from their meaning & utility
 - ▶ Blood tests
 - ▶ Relentless focus on the values can risk losing the whole person and their wishes:
 - ▶ Blood glucose but also ...
 - ▶ ... cancer markers?
 - ▶ Questionnaire scores
 - ▶ Can't assume that what matters to the client is covered by the measure
 - ▶ Can't assume that the client just wants to be completely “honest” in responding



References

▲ Email me: chris@psyctc.org !



Thanks!

Resources

- OMbook: <https://ombook.psych.org/book/>
- Glossary: <https://www.psych.org/psych/book/glossary/>
- CORE site: <https://www.coresystemtrust.org.uk/>
Spanish: <https://www.coresystemtrust.org.uk/espanol/>
- Rblog: <https://www.psych.org/Rblog/>
- Shiny apps: <https://shiny.psych.org/>
- CECFfuns: <https://cecfuns.psych.org/>



chris@psych.org

