

## **Giving Clients a Voice: A Narrative Review of Implementing Brief Client-Based Feedback Measures In Routine Practice**

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**Introduction and Aims:** Gathering information about clients' treatment progress and assessing its effectiveness for quality improvement purposes has become well-established in many organisational contexts. Yet little is known about the application of client-based feedback measures in therapy and within community-based settings targeting marginalised people, often presenting with drug and alcohol problems, trauma histories and mental health deterioration. This review aimed to better understand the application of these measures in settings targeting these populations.

**Method:** Systematic keyword search of PsycINFO database for peer-reviewed publications to 2021.

**Results:** 554 publications were identified and inspected by title leaving 89. Subsequent reading of abstracts, full papers and reference lists identified 44 papers for review.

**Discussions and Conclusions:** Client-based feedback in substance treatment clinical settings show outcome effects consistent with research undertaken in more general settings. However, the positive feedback effects do not seem to apply as well to people with severe psychiatric presentations. Overall, the existing research knowledge base demonstrates formal client-based feedback measures to monitor the therapeutic alliance and outcomes is a viable evidence-based practice in a range of settings. By privileging the voice and perspective of the client through the collaborative feedback process, feedback measures endorse client self-determination and support the re-distribution of power towards the client, instead of it sitting solely with the clinician in the therapeutic alliance dyad.

**Implications for Practice or Policy:** Incorporating routine client-based feedback into clinical practice enhances the client's sense of agency within the therapeutic process. Barriers include the time and cost involved in training and supporting staff to adopt new measures into routine clinical practice.

**Implications for Translational Research:** Implementing feedback measures fits well with a service delivery style endorsed by many community-based health services committed to client-centred practice underpinned by values of collaboration, openness, and respect.

**Disclosure of Interest Statement:** None to disclose.