

GAIN Treatment Satisfaction Index (TxSI) Administration instructions

The GAIN Treatment Satisfaction Index (TxSI) is a stand-alone instrument used to measure early engagement and participant satisfaction with treatment. It is a fourteen-item index using a 5-point agreement scale (1 = strongly disagree to 5 = strongly agree). The TxSI was developed as part of the Global Appraisal of Individual Needs (GAIN; Dennis, 2002) and is included in the GAIN-I and GAIN-M90 instruments as a series of dichotomous items (the Treatment Satisfaction Scale, or TxSS); the GAIN version, however, is used for different treatment purposes. This document refers to the stand-alone instrument.

		Site # _____				
		Session # _____				
		Therapist # _____				
		Participant # _____				
		Date _____				
		Edit # _____				
		Edit Date _____				
<p>Treatment Satisfaction Index Version 1.0.3</p> <p>The next questions are about how you feel about the staff in the programs where you have received treatment and/or case management since the last interview. Your answers are private. After each statement, please respond with strongly disagree, disagree, feel mixed, agree or strongly agree.</p>						
		Strongly Disagree	Disagree	Feel Mixed	Agree	Strongly Agree
T1.	You are satisfied that the staff (in this/these programs)...					
a.	did a good job.....	1	2	3	4	5
b.	were fair with client/patients.....	1	2	3	4	5
c.	explained the rules of the program.....	1	2	3	4	5
d.	had the time to see you.....	1	2	3	4	5
e.	respected clients/patients.....	1	2	3	4	5
f.	(staff) and you agreed on what your problems were.....	1	2	3	4	5
g.	explained what your treatment was supposed to accomplish.....	1	2	3	4	5
h.	asked for your opinions about your problems and how to solve them.....	1	2	3	4	5
j.	(staff) and you agreed on what to do about your substance use.....	1	2	3	4	5
k.	helped you do something about your substance use.....	1	2	3	4	5
m.	(staff) and you agreed on what to do about your other problems.....	1	2	3	4	5
n.	helped you do something about your other problems.....	1	2	3	4	5
p.	were sensitive to your cultural background.....	1	2	3	4	5
q.	gave you enough help for now.....	1	2	3	4	5
s.	Who completed this form?					
	Participant.....	1				
	Family member/collateral.....	2				
	Therapist.....	3				
	Other (please give relationship below).....	99				

If you choose to use stand-alone TxSI, be sure you have a current GAIN license. Please contact GAINInfo@chestnut.org about getting a GAIN license if you have not already.

There is only one version, so everyone fills out the same form regardless of whether it is self-administered or whether someone else fills it out, but there is a place at the bottom of the page to note who completed the form.

In GAIN ABS, if your site has access to the TxSI, click on the applicable treatment episode. In the list of available instruments on the left side of the screen, the TxSI will appear in both data entry and interactive options. If the participant will be self-administering the instrument or if non-clinical staff will be administering it to them, choose the interactive option; choose the data-entry option if someone is entering the participant's completed TxSI. Entered data is then pulled from GAIN ABS using the Export tool. If you do not have access to the TxSI, please contact ABS Support at ABSSupport@chestnut.org.

Who completes the measure?

The participant completes the stand-alone TxSI, rating their satisfaction with the staff at their current treatment. The participant should give their response to the items based only on the treatment they are currently receiving. Participants in aftercare should respond based on their feelings about aftercare.

The therapist can also complete the TxSI if the participant is unavailable, though the therapist should complete it based on their perception of how the participant would rate each item, not the therapist's own perception. The TxSI may also be completed by family member or other collateral, though the same requirement applies. For these reasons, completion by the participant is always preferred.

Timing of the administration

The stand-alone TxSI is intended to be a measure of early therapeutic alliance and engagement in the index treatment. It should be completed after the participant's second therapeutic session but no later than their fifth to be considered a valid measure of early therapeutic alliance. If the second session is missed, it is possible to complete the TxSI late at the third, fourth, or fifth treatment session; however, because at that point it is no longer a measure of early therapeutic alliance, it should be coded as late in the GAIN Record Log (if using).

If a collateral attends a session without the participant, the session would not be added to the count of required sessions before the TxSI is completed. For example, if a therapist conducts the first session with the participant alone and the second session with the collateral alone, the participant has attended only one of the two sessions, and therefore they would not complete the TxSI until they had attended a second session (with or without the collateral).

Administration procedures

The participant completes this measure with the understanding that their responses are confidential. Because the participant may not give honest responses if they suspect that their primary therapist will read them, it should be self-administered or administered by the research staff (not the clinical staff). It is also an option for a member of the staff to read the responses from the TxSI and have the participant mark responses on their own copy. The participant's primary therapist must stress that

they will not see the participant's responses either during or after completion of the form.

To begin, the therapist or another member of the staff should record the ID fields at the top and note who completed it (item s), then give the measure to the participant with an envelope in which they can seal it when they are done (the participant should sign their name across the seal for added security). See "Completing identifying information" below for more info.

The participant can complete the measure in a quiet place, preferably without the therapist's presence. If the therapist needs to be in the same room, they should stay a sufficient distance from the participant to ensure confidentiality. The participant should be given an envelope addressed to the research or therapist coordinator with instructions to seal the completed TxSI in the envelope and drop it in a specific location (e.g., the mailbox of the person identified on the envelope or a drop box). If at all possible, do not have the participant give the TxSI back to the therapist.

The therapist should introduce the TxSI to all participants. Below is an example.

Hi _____. I know that you have completed a lot of paperwork to start the program, but we occasionally will be asking you to do a little bit more during the course of treatment. Today, we have a very brief set of questions (only 14) that ask about how you are feeling about your satisfaction with your treatment so far.

I know that this is a bit awkward for me to be giving this to you, but we are really interested in your honest responses. If you have good things to say or bad things to say, we want you to put them down in the answers. It will not get me in trouble; in fact, I will never see your answers and no one will ever discuss them with me.

We think it is an important thing to keep track of for the evaluation of your course of treatment. I promise you that all of your answers will be kept private and confidential. So please be as honest as you can, and consider each question individually. They may sound alike, but they are asking about very different things. If you can't understand any questions, or are having any difficulty with the instructions, please let me know and I will get someone to help you. When you are done, please put the form in this envelope, seal it, and leave it [designated location].

If the participant is having some difficulty completing the TxSI on their own, the therapist should let research staff know that the participant was unable to complete the measure. Every effort should be made for someone from research staff to assist the participant in completing the TxSI. Under no circumstances should any of the clinical staff (such as other therapists on the project) help administer the measure.

If there is a problem with collecting the data at the end of the session (e.g., therapist forgot, no one available from research staff to assist with administration), the therapist should collect the data during the next session. As a last resort, the data can be collected over the phone, but only by research staff.

If a therapist needs to complete the TxSI, they should complete it immediately after the session and give it to the research or therapist coordinator.

Completing identifying information

The fields referred to below can be found on the cover page of the participant's most recent GAIN-M90 prior to the administration of the TxSI.

Site #: Record the site ID (XSITE).

Session #: Record the number of therapeutic sessions the client has completed prior to the administration of the TxSI.

Therapist #: Record staff ID (XSID) for the client's primary therapist as identified on the GAIN and in GAIN ABS.

Participant #: Record the participant ID (XPID).

Date: Record the date the TxSI was completed.

Edit #: Record the staff ID of the person who reviews and edits the TxSI form (if applicable).

Edit Date: Record the date on which the TxSI was edited (if applicable).

Reference

Dennis, M. L., White, M. K., Titus, J. C., & Unsicker, J. (2006). Global Appraisal of Individual Needs (GAIN): Administration guide for the GAIN and related measures, version 5. Bloomington, IL: Chestnut Health Systems. Retrieved from http://www.chestnut.org/LI/gain/GAIN_I/GAIN-I_v_5-6/Index.html.