

# The CLINICIAN

Winter 1996 Vol. 27 No. 1

The Newsletter of the New York State Society for Clinical Social Work, Inc.

## State Society Funds Legal Brief in Supreme Court Case



On November 18, the Executive Board of the State Society voted to make a gift of \$10,000, with the possibility of \$5,000 additional support, to help fund an Amicus Brief for the Supreme Court hearing on clinical social work confidentiality. An occasion to support a crucial issue as fundamental to the practice of clinical social work as the confidentiality of patient communications rarely appears. This gift ensures that the National Federation will be able to fully participate with the finest legal representation in this most important case, *Jaffee V. Redmond*.

The Supreme Court of the United States has agreed to decide whether psychotherapists can be forced to testify or provide other evidence about patient commu-

nications in federal court cases. All 50 states have adopted some form of protection for confidential information between psychotherapists and their patients; all but three

states protect the social work profession. If the high court concludes that there is such a shield against forced testimony, the justices will also have to determine whether it extends

to non-medical psychotherapists including social workers.

*Jaffee v. Redmond* is a case which involves an Illinois clinical social worker who refused to disclose confidential notes about the treatment of a police officer who had shot and killed a suspect. Following the incident, Mary Lu Redmond was put on administrative leave and sought treatment. The family of the young man sued the officer and the city in civil court and asked that the clinical social worker testify and turn over her notes of conversations and records. The trial judge ruled that there is no privilege between social worker and client. In addition, he told the jurors that because the social worker refused to testify or produce files they could presume that the withheld material would be "unfavorable" to Redmond. The jury awarded the family damages. On appeal,

### Question Before the Court: **Are Clinician/Patient Communications Confidential?**

the Seventh Circuit Court of Appeals reversed the verdict noting that all of the states have recognized some need for "psychotherapist-client privilege" and that it should include "any mental health care provider." The Supreme Court is deciding whether a psychotherapist privilege exists and whether it should include "any mental health provider." The brief was due to be filed on January 2, 1996.

Although persistent efforts were made to include all relevant clinical social work organizations in one joint effort, at this time, the National Federation and the National Association of Social Workers are participating in our brief. Efforts were being coordinated with a number of other groups that were planning to file supporting briefs, including the federal government, the American Psychiatric Association, the American Psychological Association, the American Psychoanalytic Consortium, the ABE Board, AASSWB, the Employee Assistance Professionals Association, the ACLU and the Bazelon Center for Mental Health. ■

#### FEATURE

By  
Marsha Wineburgh,  
MSW, BCD  
Legislative Chair

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Helen Hinckley Krackow

CSW, BCD,  
Society President



## Multiply and Prosper

These are difficult times for our profession and for all Americans. Many of our members are threatened with diminishing practices as the marketplace changes. In the insanity of this unraveling American economy, we must turn anxiety into action. We do well as a Society, but we must do better.

As I begin my second term as State President, I want to thank all our members who have helped build and strengthen the Society. I deeply believe that the Society can provide the protection our members so desperately need. This Society stands for enhancement of the clinical social worker and the field of mental health treatment. But we must grow and harness our potential.

My main goal in the next two years is to build membership and help more of you to take active roles. We must bond together as a functional family to meet a life crisis. There is so much to be done. All of us who do the work of the Society are rewarded with personal and professional support. We are the first to know about changes in the mental health marketplace and to conceive solutions in our "think tank."

Many thanks are due to the members of the State Board, who give so many hours of thoughtful work. Board meetings are usually exhilarating and enjoyable (all of you are welcome to attend at any time). The Chapter Boards and the chairs of the State and local chapters are also due our gratitude, as are those who work on conferences, workshops and newsletters, building our knowledge base and the quality of our writing. All of you who help build the Society in unofficial ways should not escape notice and praise. Every time you enlist a colleague in membership or pass the word along about our work, you help the Society and the field survive.

I begin my second term as State President with gratitude to all members who have helped me build and strengthen the Society in the past two years. My fervent wish for the new term is that we multiply and prosper. Help me make it so. ■



At the Oct. 27th conference in NYC of the National Membership Com. on Psychoanalysis in Clinical Social Work.. (L.to r.) Carol Greifer, Conf. Dir., Keynoter Hon. Karen S. Burstein, Margaret G. Frank, Pres., NMCOP, Fed.Pres. Chad Breckinridge & Soc.Pres.Helen Krackow.

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Professionalism and Laughter:

One Mentee's Experience

By Mary Anne Sessler, C.S.W.

I remember seeing the signs posted for the Clinical Social Work Society's Mentorship Program as I approached completion of my Master's degree. At that time, I immediately rejected the idea of being part of a new group. I felt too emotionally and physically exhausted from the demands of graduate school to join anything. There was a part of me that just wanted to be left alone. The only thing that I really wanted to add to my schedule was professional employment in clinical social work and I felt anxious about the interviews I had attended.

Before I knew it, almost two years had gone by. I felt alone in my work and confused about further professional development. A therapist encouraged me to join the Society and seek out a mentor group. I feel very grateful for that suggestion today.

The Mentorship Program is an invaluable source of support, guidance and inspiration for clinical social

workers. Participating in monthly meetings with an experienced mentor and five to eight other CSWs has greatly aided in my professional growth.

During these monthly meetings we network for employment and referrals, present case material, receive excellent clinical supervision, offer peer support and exchange information about institute training and workshops. All of this is accomplished with a high degree of professionalism and *laughter!*

Also, mentoring extends beyond the group experience. This past summer, I encountered a problematic case in my clinic work. A friend in the field suggested that I consider legal advice. The attorney I phoned reacted with alarm and recommended an expensive consultation.

After calming myself, I decided to seek a second opinion and reached out to my mentor. One phone call and ten minutes later, I was provided with an outline of the necessary steps to take, received clarity regarding my role and experience a much-decreased anxiety level. I feel very grateful to be a member of a mentor group and cherish my membership in the Society. ■

Mary Anne Sessler, a mentee of President Helen Krackow's, is a graduate of the Hunter School of Social Work and on staff at Greenwich House Counseling Center, a substance abuse treatment center.

**FOR INFORMATION** please contact Barbara Bryan, State Director of the Mentoring Program, at (212) 864-5663.

**Group Practice in New York State** by Betsy Owens, CSW, CAC



Practitioners pursuing their livelihood through managed care need to be aware of the issues involved in forming professional group practices. New York State regulates these group formations via the business and education laws. Prior to the passage of limited liability corporation laws, education law prohibited fee-splitting between professions, i.e., group practices with psychologists and social workers forming partnerships. Ironically, fee-splitting for business expenses was and is permitted within an individual profession (via PC's and partnerships, as described below.) This is more ironic when one considers that many public agencies *require* interdisciplinary teams. Following are the general legal implications for the formation of group practices:

**Sole Proprietorship:** As a sole proprietor, one person owns all the assets of a business. The sole proprietor is liable for all of the obligations of the enterprise and is responsible for his/her own malpractice. Income is reported under Schedule C. **Practice Implications:** Safe and simple. Raising capital for new projects or winning capitated contracts may be a problem.

**General Partnership:** This is defined as "an association of two or more (partners) to carry on, as co-owners, a business of profit." Each partner has the power to bind the partnership, and all partners are liable for all the obligations of the partnership. Each partner is liable for malpractice covering him/herself, his/her employees and those providing service in the name of the partnership. Income is taxed to the individual partners. **Practice Implications:** To protect yourself, you should have confidence in the business and ethical integrity of your fellow partners. You may be responsible for their debts.

**Registered Limited Liability Partnership:** A recent development was the passage of legislation which enables the formation of interdisciplinary groups. Registered LLPs are owned by general partners and each partner is only responsible for the obligations of the partnership which each: a.) assumes or b.) incurred prior to registration as a partner. Each partner is liable for his/her own malpractice and any employee under his/her supervision or control. Income is taxed to the individual partners.

**Practice Implications:** This is currently one of the few options in New York State in which interdisciplinary practitioners can form a business relationship (physicians excluded). There has been a boom in this type of group because, as the name implies, there is "limited liability" for co-owners' debts. If you put one dollar into the corporation, that is the limit of your obligation should the enterprise fail. LLPs are common in other states.

**Professional Service Limited Liability Company:** This differs from the above in that it pertains to unincorporated organizations, as opposed to partnerships, and in that interdisciplinary practices are prohibited. Members are only liable for unfunded contributions, their own malpractice and that of any employee under their supervision or control.

**Professional Services Corporation (PC):** This is defined as an artificial person or legal entity created to carry on a profession. Shareholders are not liable for corporate debt unless assumed. Each shareholder is responsible for his/her own malpractice and that of any employee under his/her supervision or control. Interdisciplinary practices are prohibited. **Practice Implications:** There is double taxation, both as a corporation and in personal income returned to shareholders. ■

Betsy Owens, CSW, CAC, is a private practice social worker in Albany. She functions as both a solo practitioner and a member of a limited liability corporation.

The intent of this article is not to promote any form of group practice, but to highlight the differences within the State. Anyone interested in forming one of the above groups should contact an attorney and accountant for professional advice.

# Family Secrets by Susan Gombos, MSW, BCD



Susan Gombos, MSW, BCD, is the Chair of the Westchester Chapter of the Family Practice Committee. She maintains a private practice in family therapy in Scarsdale, and consults to the New York City school system. She serves on the boards of the Westchester Chapter of the State Society and on the Gifted and Talented Development Center at Iona College.

**W**hy is it important to talk about family secrets? When you work with a family that is keeping a secret, you can feel the tension in the room, and the treatment often goes nowhere. When there is a secret, destructive behavior repeats itself across the generations, behavior such as out of wedlock childbirth or suicide in midlife. Stigma and shame are powerfully driven by secret keeping.

Evan Imber-Black, in the book she edited, *Family Secrets*, has provided the most comprehensive look at the clinical questions and issues raised by family secrets yet written. In this article, I will use her insights to examine the purposes that secrets serve in families, the symptomatology and some clinical interventions.

## How do secrets shape relationships?

According to Imber-Black, secrets are systemic phenomena. "They are relational, shaping dyads, triangles, hidden alliances, splits, cut-offs, defining boundaries of who's "in" and who's "out," and calibrating closeness and distance in relationships. Certainly the questions, 'Who knows the secret?' and 'Who does not know the secret?,' orient us to the ways secrets affect relationships."<sup>1</sup>

In families where secret-keeping is common, triangulation can occur and family members may attempt to protect each other by carefully guarding the flow of information which they find threatening. Intergenerational loyalties are often shaped by the secrets. At the same time, otherwise unexplainable behavior, such as delinquency, extramarital affairs and refusal to seek treatment for serious illness, may result from secret keeping. Secrets limit the search for alternative, appropriate solutions to problems. In addition, the repetition of destructive behaviors may actually represent metaphorical attempts to disclose the family secret.

"Since the presence of a toxic secret can disallow discussion in many areas, a family's ability to solve problems or to confront normal developmental issues may be seriously impaired."<sup>2</sup> For example, an eight-year-old girl I saw in treatment became school phobic and no longer wanted to attend classes. Her mother was keeping the secret of her older brother's incarceration for drug dealing and instead told her daughter that he had gone away for a while. The mother was often depressed and tearful and the girl felt that it was necessary to stay home and take care of her mother.

I encouraged the woman to tell her daughter the truth. When the secret was finally revealed, the girl's response was to deal with the reality of the situation — she asked to visit her brother in jail. The mother

sought psychotherapy for her depression and the girl returned to school.

Often secrets are not about current issues, but hidden family history. Secrets shape not only relationships, but inner lives. The secret-keeper thinks "If you knew the truth, you would not accept me," while those kept in the dark grow worried and confused. The reservoir of shame grows. Therapists are aware that low self esteem, anxiety, anger, depression, alienation and feelings of inferiority are symptoms of shame. Shame can be well masked and maintained through our loyalty to the family rules.

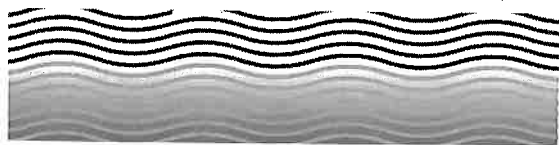
Shame also leaves its marks in lack or fear of intimacy, perfectionism, or self-defeating behaviors, where one partner is overresponsible, and the other underresponsible. The classic example is the overresponsible child in the alcoholic family who attempts to mask the family dysfunction by doing too much, thus permitting the alcoholic member to underfunction.

The keeper of a secret has the illusion of power; those who do not know are often confused and anxious, lose their sense of trust and often blame themselves for the trouble they are in. In searching for a way to explain the inexplicable, private beliefs, myths and fantasies are created. These often get acted out through symptomatic behavior and become a metaphor for the concealment of the system. For example, an adolescent boy trying to break through the veil of secrecy in his family may be arrested for breaking and entering houses. Therapeutic interventions can focus on making the metaphorical statement explicit.

## Secrecy vs. privacy

An important therapeutic issue is how to distinguish between secrecy and privacy. A guideline that I use is the concept that "what is kept secret often engenders shame, while truly private matters do not. Secrets are often connected to fear and anxiety regarding disclosure, while privacy implies a certain zone of comfort, free from the unwanted entry of others. Therapy itself is an arena where the experience of an umbrella of privacy can often be sufficient to enable the opening of painful secrets."<sup>3</sup>

The positive and appropriate use of secrets can be seen in the preservation of cultural traditions and as a strategy for validation and for resistance when people's survival seems threatened. It is extremely important for the therapist to understand that secrets need to be seen contextually. Information that should or should not be kept secret shifts according to cultural and societal mores. Issues such as illegitimacy and homosexuality were once considered very shame-



ful. The silence has since been broken on these and other issues such as alcoholism, abortion, adoption and gay rights. Currently, however, many families with a member who is HIV positive keep it a secret because of the fear and stigma associated with this disease.

Cultural norms once made shameful secrets out of too many issues. But many clients now struggle with an equally rigid assumption, fostered in part by the media. It is the belief that revealing secrets, no matter how, when or to whom, is morally superior and automatically healing. I feel that the saturation and exploitation of sensitive information, which generally does not get processed after the initial and often dramatic disclosure, whether in a weekend workshop or on network television, can be extremely damaging. It can desensitize the public, even to such tragedies as incest and murder, when talk show hosts interview the victims endlessly.

#### Treatment issues

Secrets are one of the most common causes of therapeutic impasse as they block a therapist from knowledge that is essential to understanding and resolving a core problem. The therapist is often treated as an outsider, or many be invited into a secret but rendered ineffective, as when the therapist is forbidden to discuss it with others. Triangles in the family that are shaped by secrets are thus replicated at the family-therapist level.

The initial step in intervention is finding out where in the system the secret is located. Is it within one person or within a dyad, keeping other family members on the outside? Once the location is found, the therapist needs to explore how the secret currently maintains and protects relationships. For example, not revealing to a child that he has been adopted may spring from the fear that the child will someday leave home, search for his or her birth parents and abandon ties to the adoptive parents.

The therapist needs to guide the family toward the understanding that secret-keeping blocks honest communication and maintains high levels of anxiety. The revelation of a secret should come in the middle or toward the end of treatment, not at the beginning. The family needs to develop a solid relationship with the therapist based on trust in order to take a risk which could powerfully change the way the members relate to each other. Once the secret is revealed, the therapist needs to help the family reorganize itself in a more functional way so that the secret loses its destructive influence.

It is important to keep in mind that secrets regarding family violence need to be revealed very carefully, to protect the most vulnerable family members.■

1 Evan, Imber-Black, ed. *Secrets in Families and Family Therapy* (New York: Norton and Company, Inc., 1993) p.9.

2 Ibid, p. 13

3 Ibid, p. 19 [Bibliography available from author]

#### SAVE THE DATE

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# Book Review

by Simcha R. Goldberg, CSW

In the last half of the 20<sup>th</sup> century, the central preoccupation of psychotherapists shifted dramatically from a search for theoretical systems of explanation to a search for the ability to dialogue therapeutically with clients.

It is no accident, as Dr. Fran Levy points out in her fine introduction, that the modality of dance therapy began in the 1940's. This was about the same time that such pioneers as Milton Erikson and Jay Haley were beginning their efforts to push theory from its place of centrality. Levy's subtitle, *When Words are Not Enough*, expresses the theme of this expansive, ambitious work.

A glance at the table of contents gives the reader an idea of the book's scope. It catalogues creative, integrated and therapeutic interventions for a wide range of issues, such as multiple personality disorder, trauma, abuse, addiction, mood disorders and autism.

Levy's article, *Nameless: A Case of Multiplicity*, launches the collection. *Nameless* is an awkward and sad little girl who emerges from Rachel, a 28-year-old professional, through a drawing of a frightened child in a sailor suit. The questions Levy addresses include: how do we increase the depth of communication between therapist and patient and how do we create an expressive environment that affects the whole person? Drawing is a modality she strongly favors with both adults and children. The wonderful thing about drawing, she tells us, is that it can lead into a story and dramatic play. The arts and play can become creative and expressive parts of the therapist-client interaction. In fact, *Nameless* was not the only other "self" to emerge from Rachel and mature through creative expression over a 12-year period.

## Treating Anxiety

Susan Kierr's piece "Treating Anxiety: Four Case Examples" begins with brief explanations of the origins of anxiety based on psychodynamic, behavioral, cognitive and biochemical theories. It demonstrates very effectively that no single approach is sufficient to treat the clients discussed.

Terry, Kierr's first case, learned through dance and drama to behave as if she were self-assured and assertive. She glided between rows of supportive dancers and was helped "to speak" with her whole body. In the case of Adele, Kierr used visualization and movement to reassure her and support her efforts toward separation-individuation.

Adele's image of a park with a mother and baby deer comforted this hyper-anxious client. While this particular image surely represented unmet early childhood needs, Kierr did not address this directly. Instead, she followed Adele's imagery. Images of her husband waiting for her in a restaurant soon replaced the deer image. The combined use of imagery and movement strengthened Adele's ability to cope with her intense fears of being abandoned.

The author concludes with the cautionary point that although the various approaches may be taught separately in our training, we need to remember that, in reality, clients "cannot be divided into separate parts."

As a practitioner who enjoys working with teenagers, one of the

very first articles I read in this volume was Diane Duggan's piece "The 4's: A Dance Therapy Program for Learning Disabled Adolescents."

Duggan's article discusses the developmental issues of adolescence, as complicated by the problem of learning disabilities and impulse control.

No where in the human life cycle are dynamic forces more graphically illustrated than in the adolescent "dance" between separation-individuation and attachment-dependency. If this were not confusing enough, the youngsters presented by Duggan also have difficulties that are neurologic in origin, making it especially difficult for them to organize themselves intellectually and expressively.

Duggan describes the establishment of a powerful "holding structure" through the medium of group dancing, particularly a certain rhythmic pattern. This pattern captured the youngsters' attention and gave vent to their complex drives.

Duggan integrates her knowledge of teen culture, developmental psychology and dynamic theory in her approach. She has a clear passion for dance and a genuine concern for her kids.

These are only three of the 16 colorfully written chapters, all on different patient populations and all with many case illustrations.

My guess is that there are two ways in which you will choose to use this book: you will read it once and find reinvigoration in the richly layered work of the master practitioners presented in it.

And, you will keep it on your office shelf, together with the half-dozen other dog-eared reference works to which you continually return. ■

*Dance and Other Expressive Art Therapies: When Words Are Not Enough*

New York.  
Routledge 1995

Edited by  
Fran J. Levy with  
Judith Pines Fried  
and Fern Leventhal



Fran J. Levy, MSW, Ed.D., is a member of the Staten Island Chapter.

SIMCHA R. GOLDBERG, CSW, has a private practice on Staten Island and is associated with H.I.P. Mental Health Services. He is a board certified hypnotherapist and a member of the Society's Committee on Hypnotherapy. His practice specializes in the treatment of mood disorders.

# R

## COMMITTEE REPORT

### Help Us Decide Which Paths to Explore

With the onset of managed care and accountability, proliferation of treatment models, and universal desire to demonstrate that social work intervention is effective,

social workers have become more interested in clinical research.

In response, several members of the Society have been meeting to explore the possibility of organizing

a research committee for the Society. This effort has resulted in the presentation of one panel discussion, held at the annual meeting in 1994. The panel reviewed some of the current research related to clients diagnosed with Depression, Schizophrenia, Panic Disorders and Borderline Personality Disorders.

The present committee, including Joe Ventimiglia and Ira Frankel from Queens, Bobba Moody and Ellen Leukens from Metropolitan

and Cindy Marschke from Mid Hudson, has been exploring future directions. We'd like to share with you some of the suggestions that have been offered and stimulate your interest enough to consider joining us on the committee.

It has been suggested that the committee initially focus on developing educational programs on research in clinical practice. Activities might include: conferences which review current literature and research on specific client populations, practice models or outcome studies; a mentoring program for MSW students; teaching workshops on current research methods applicable to practice; and/or a research column in the newsletter to review studies, answer clinical research questions or explain design and methodology.

We have a hunch that there might be a lot of interest in workshops about the ins and outs of publication and/or which provide on-going support during the process. If we could increase members' confidence in their ability to write and their knowledge of the publication process, we believe more clinical articles and related research would be generated and ultimately published.

A major research project would be overly ambitious for a volunteer committee, but it would be possible to pursue some descriptive research using existing data sources (membership profiles) to support members' projects through small grants, and to sponsor informative programs about grant writing and funding resources.

The committee will be brainstorming at our next meeting. ■

**The next meeting** will be at Bobba Moody's home in Manhattan on Sun., March 24th, from 10:00 a.m. to 12:30 p.m. We welcome all members and hope to have representatives from Brooklyn, Buffalo, Capital District, Nassau, Rockland, Westchester, Staten Island & Suffolk. Please call Bobba at 212-260-6081 or Cindy Marschke, at 914-255-5466.

**The Hypnosis Practice Committee** of the State Society presented its first full day conference, "Using Hypnosis in Psychotherapy," on Nov. 19th to 160 participants in New York City. Committee Chair William Ballen introduced the keynote speaker, Daniel Araoz, Ed.D., noted author and chair of the Dept. of Counseling & Development, C.W. Post Center of L.I. University.

Dr. Araoz contrasted traditional and new hypnosis and credited Milton Erickson, M.D. with creating the bridge from the more medically oriented, directive traditional approach to the more client centered, indirect, newer method which stresses using material presented by clients in session. A panel discussion followed, moderated by Helen Krackow, President of the Society, and including panelists Bill Ballen, Susan Dowell, Marie McDermott and Jane Parsons-Fein. They ranged over such issues as training, application to various modalities, formal and informal inductions and hypnotic transference.

Beginning, intermediate and advanced workshops were offered in the afternoon by many of the panelists, as well as by Anne Tully Ruderman and Kent Jaratt. Marie McDermott began the intermediate group with a demonstration using ideomotor signaling and conversation while the subject was in trance. Participants then followed an exercise which demonstrated the value of hypnotic technique in working through unresolved grief. Ms. Ruderman concluded with a group induction focused on accessing strengths and resources in order to achieve personal goals.

Evaluations and feedback from the conference were so positive, the Committee has begun planning a second annual conference. (Please see Sunday Brunch announcement on P. 5.)

by Joan Kuver, ACSW, Nassau Chapter



### Institute for Contemporary Psychotherapy

OPEN HOUSE  
Sun., Feb 4 & Fri., Mar. 29, 1996

The Institute for Contemporary Psychotherapy, a non-profit organization chartered by the Board of Regents of the State of New York, offers a four year post-graduate training program in psychotherapy and psychoanalysis with emphasis in:

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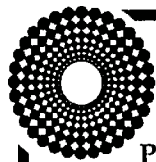
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WELCOMING REMARKS:  
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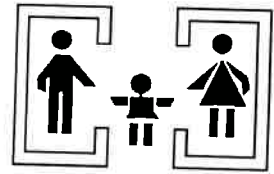
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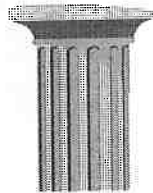
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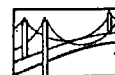
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The Society's definition of clinical social work states, in pertinent part, that, "clinical social work practice methods and approaches include . . . differential diagnostic assessment and treatment planning . . . implementation of appropriate assessment-based treatment plans, including brief and long-term psychotherapy with individuals, couples, families and groups, habilitation, crisis intervention, hypnosis, biofeedback, patient education and client-centered advocacy . . ." Professional practice standards require that clinical social work treatment must be based on a proper differential diagnostic assessment and must be implemented in a planned manner with identified goals, methods, time frames, and criteria to measure its efficacy and appropriateness.

### Elements of an Appropriate Initial Assessment

An initial differential diagnostic assessment, which may be abbreviated or elongated depending on the circumstances of a particular case, provides the basis for the development and implementation of the treatment plan. As with any other area of clinical practice, lack of a proper clinical assessment is likely to result in less than optimal and, perhaps inadequate or inappropriate treatment. Thus, the failure to conduct an appropriate differential diagnostic assessment is a serious deviation from the standard of care owed by a clinical social worker to a patient. The conduct and documentation of a proper initial assessment, includes:

- A. identification of the referral source(s), gathering information about the background and reasons for the referral and assessing the patient's response to and expectations with regard to the referral;
- B. defining the presenting problem(s), both in the patient's own words, as well as in terms of the clinician's perception of the presenting problem(s);
- C. detailing the history and clinical course of presenting problem(s), and the details of services and treatment the patient has sought or received to deal with that problem;
- D. gathering relevant history [family, medical and psychiatric, substance abuse, educational/occupational, interpersonal relationships, etc.] and material from the patient and from collateral sources, in appropriate detail, by topic, identifying the sources of such historical information;
- E. describing the clinician's observations of the patient(s), interview data, mental status examination and material received from collateral sources;
- F. detailing prior clinical services, the background and reasons therefore, the results of such services and the reason(s) for termination of those services;
- G. making a differential assessment - a bio-psycho-social diagnosis, 1) in functional as well as diagnostic terms, 2) distinguishing between observations, hard data and opinions, 3) supporting generalizations and conclusions, and 4) determining the degree of confidence in the assessment;
- H. developing an initial differential treatment/service plan with identified goals, methods to be used, time frames and standards to measure treatment progress in functional terms, with a rationale for prioritizing of treatment goals and for the choice from among various treatment alternatives and strategies;
- I. assessment of prognosis with supporting rationale; and
- J. describing the patient's response to the assessment and to the proposed treatment plan and, if the patient agrees to proceed with that plan, obtaining informed consent for implementation of that plan.

### Elements of a Proper Progress Note

The ongoing provision of clinical social work services should be documented, keeping in mind the seven key purposes of clinical documentation and nine elements of good clinical documentation set forth in the first part of this series. Depending on the evolving circumstances of each case, certain purposes of documentation will be more crucial than others at various points in treatment. For instance, if a patient's mental status deteriorates and he/she becomes threatening, the purpose of carefully documenting the clinician's professional response and clinical decisionmaking and the purpose of risk management/malpractice protection will predominate. In a case where a patient who has significant medical, family and mental health problems is being served by several different professionals, documentation geared toward the purpose of coordination of professional efforts will predominate. A proper progress note, which need not be particularly extensive, in most cases merely several sentences, should include:

- 1) the date of the contact,
- 2) description of the type of contact (i.e.; in person, telephone),
- 3) indication of who initiated the contact (i.e.; regularly scheduled session, phone call by patient's family, inquiry from another clinician/service provider),
- 4) statement of where the contact took place (i.e.; office, if a home visit - the address visited, if by phone - the phone number called),
- 5) indication of who was involved in the contact (i.e.; patient, family, other clinician, family friend),
- 6) a description of the themes of the contact,
- 7) details of any new significant history obtained,
- 8) details and description of relevant problems newly identified,
- 9) details and description of relevant significant new events,
- 10) description of therapeutic interventions with clinical justification and reasoning to support these in relation to the treatment plan and clinical circumstances, particularly when in response to crisis situations or special/markedly changed circumstances,
- 11) statement of what was accomplished in the session,
- 12) statement of what wasn't accomplished in the session that needs to be followed up on,
- 13) details of obstacles noted to progress in treatment, if any, and a plan to address these, and
- 14) description of a plan for further care, changes in treatment plan/goals, if any, and reasoning to support these, particularly when in response to crisis situations or special/markedly changed circumstances.

Writing up appropriate initial assessments and proper progress notes requires thought and reflection. Having to prepare proper clinical documentation serves an important role of helping assure quality patient care by making clinicians think about their patients, review and reflect on their therapeutic interventions, consider the efficacy of their clinical work and weigh alternative approaches to the care of their patients. The capacity for professional self-reflection and self-appraisal of one's professional work is essential to a clinical social worker's professional development, to the maintenance of his or her professional skills and to the provision of high quality clinical services. Rather than viewing clinical documentation as a meaningless chore that consumes precious time, clinical social workers should view it in this light, as a form of self-supervision that is an essential element of their professional practice and of their provision of quality clinical services. ■

Part III will address how to deal with concerns regarding the confidentiality of clinical records.

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