



Helsinki

A focus on client experience

Feedback Informed Treatment | FIT

Our service employs Feedback Informed Treatment, known as FIT

FIT is an evidence-based, client-oriented approach to evaluating our work with clients and improving the quality of social and healthcare services. We use two surveys in our sessions: at the beginning of the visit, clients complete the **ORS survey** (Outcome Rating Scale), which is designed to monitor **the progress of their wellbeing**. At the end of the visit, clients complete the **SRS survey** (Session Rating Scale), which is used to monitor **the quality of the working relationship** between clients and staff.

Based on this feedback, we adapt the sessions to ensure that clients experience them to be as beneficial as possible. In this way, each client's individual needs are heard, and we can meet them better at future appointments.

What does fit mean for you in practice?

1. At the beginning of your visit, you will fill in an **ORS survey** that we use to monitor your or your family member's wellbeing. We will discuss the survey results and the progress of your wellbeing together.

Me
(How am I doing?)



Family
(How are things in my family?)



School
(How am I doing at school?)



Everything
(How is everything going?)





2. At the end of your visit, you will complete the **SRS survey** and discuss with staff how you thought the appointment went. Based on that discussion, we will adapt the sessions to work better for you.

Employee did not always listen to me.

Listening

Employee listened to me.



What we did and talked about was not really that important to me.

How Important

What we did and talked about were important to me.



I did not like what we did today.

What We Did

I liked what we did today.



I wish we could do something different.

Overall

I hope we do the same kind of things next time.



How FIT benefits you

FIT is a way for you and our staff to build mutual understanding.
With FIT, you can be more involved in the evaluation
and planning of your sessions.

This way, the service becomes tailored to your needs.

**Please contact our staff for more information
about feedback informed treatment**

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