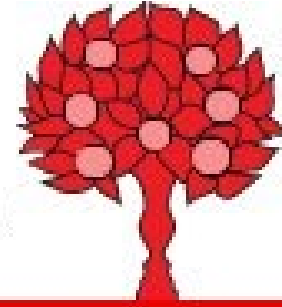


Family Therapy and
Systemic Research Centre



Introducing the new SCORE-15 App

Charlotte Burck & Astrid Winkler

Poll: What is your relationship to SCORE-15?

- Do you use SCORE-15 in your work?
- Have you used it as an outcome measure?
- Within sessions, as part of the therapy process?
- If you don't use it regularly, why not?

Developing the SCORE-15 app

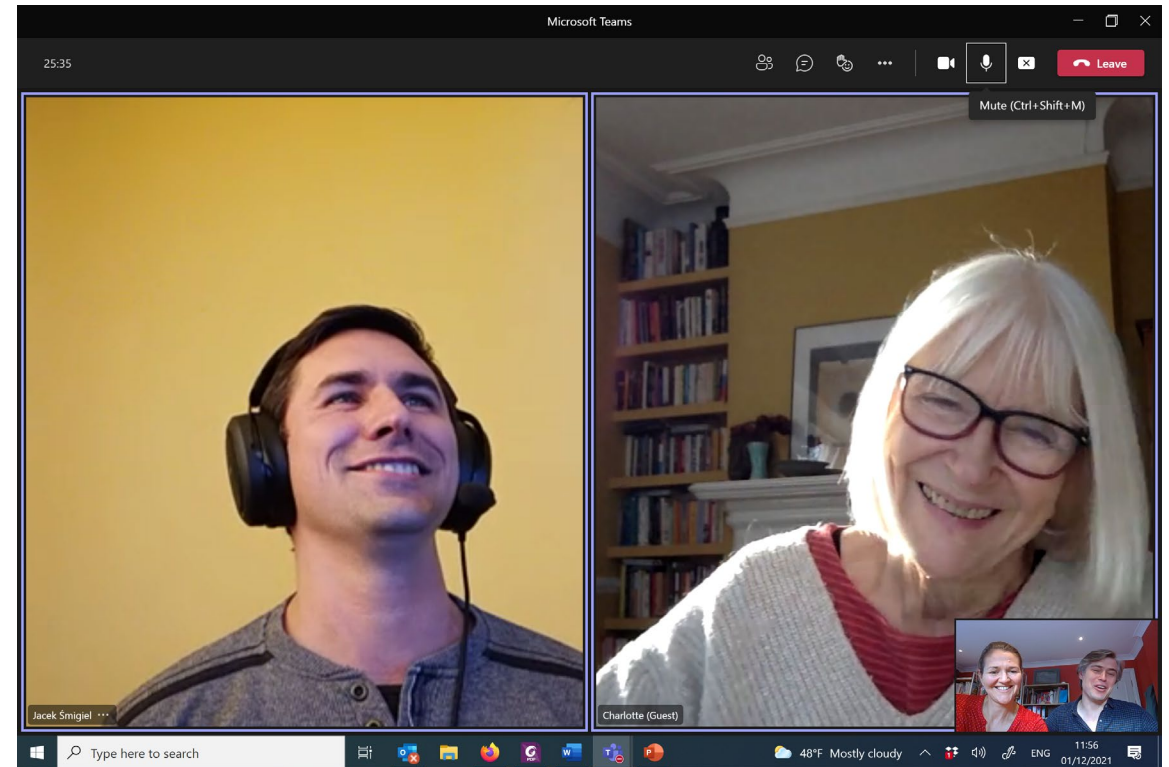
- Driven by desire to use outcome measures more therapeutically
- To enable the use of SCORE 15 as part of the therapy process
- The possibilities of working across two different epistemological paradigms – family meaning-making & researcher data
- With family members' permission allowing everyone to look at similarities and differences in their perspectives of family relationships
- Allowing the family and their therapist to track changes in family members' perspectives of their relationships over time and consider these meanings
- If found useful for the therapeutic process, may lead to an increase in

Why a SCORE-15 app?

- App allows therapists and families to securely document, track and share therapeutic outcomes.
- Much easier for families to complete the SCORE-15 (on their mobile, laptop or on the therapist's device).
- Results are available to view instantly on a user-friendly dashboard, with illustrative graphs and charts.
- Results can be much more easily shared with families.
- Outcomes can be tracked over time, and downloaded as a PDF for saving as needed.
- Keeps data secure and GDPR-compliant.

Developing the SCORE-15 app

- The Family Therapy and Systemic Research identified a clear need.
- Obtained a charity grant.
- Astrid's husband Tom, who works in tech, connected us with a fantastic team of software developers, Marek, Mateusz and Jacek in Krakow, Poland.
- We've spent a fascinating year working remotely with them to develop this app.



Developing the app as Action Research

- Developing the App was a recursive, iterative process of testing the app on ourselves, our own families and our friends and continually feeding back to the app developers. Then we invited and engaged some therapist tester groups and incorporated their feedback each time.
- The app is now ready for your use with your client families. However we would still appreciate your feedback about your and families' experiences and any ideas for its continued development.
 - systemicresearchcentre@gmail.com

Introducing SCORE-15 to a Family

- Prior to seeing the family / at the beginning of meeting with the family, the importance of explaining how gathering each family member's perspective on their family relationships may be helpful for your work together, with everybody's permission.
- If they agree, you can send links beforehand for each family member to fill in their own SCORE questionnaire electronically at home, or have them fill it in at the beginning of the session on their own device or on your laptop or tablet. You and they then have an opportunity to discuss whether and how to look at these together.
- It is up to all family members to decide whether to fill it in or not, and if so whether they wish to share this with other members when they meet or not
- Family members should decide themselves who they consider to be their family.

The SCORE questionnaire

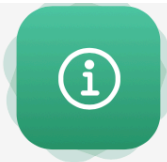


Welcome, Charlotte

For our work together it would be helpful to have your view of your family at the moment.

When we meet we can discuss whether and how to use everybody's views.

Start



How to fill out the questions

Choose who you want to count as your family. It doesn't have to be just the people you live with.

For each statement, choose one of the boxes 1 - 5.

How does it describe your family?
From **1 "very well"** to **5 "not at all"**.

So for the statement “We are always fighting each other”, if you felt this was not especially true of your family, you would select 4: “Describes us - not well”.

Do not think for too long about each question; and please do answer every question.

I am ready to start

Set up phase

- Tell us about yourself.
- Age
- Gender (male, female, non-binary, prefer not to say)
- Ethnicity (write your ethnicity, prefer not to say)
- Education achieved (primary, secondary, university)
- Occupation
- Tick box: I understand the privacy notice which is available here

SCORE questions



Questionnaire

1/15

In my family we talk to each other about things which matter to us

Would you say this describes your family

Describes us
1 - Very well

Describes us
2 - Well

Describes us
3 - Partly

Describes us
4 - Not well

Describes us
5 - Not at all

Next

2/15

People often don't tell each other the truth in my family

Would you say this describes your family

Describes us
1 - Very well

Describes us
2 - Well

Describes us
3 - Partly

Describes us
4 - Not well

Describes us
5 - Not at all

Next

Qualitative questions



Questionnaire

1/5

What words would best describe your family?

Words like:

Conflictual. Tense. Unhappy|

2/5

What is the problem that brought you to therapy?

The main problem is:

Depression|



Questionnaire

3/5

How severe is it?

To record an answer, please move the slider

7



0 - no problem at all



10 - really bad

5/5

Do you think the therapy here has been / will be helpful?

To record an answer, please move the slider

5



0 - Unhelpful



10 - Very helpful



Thank you for giving your view of your family at the moment.

When we meet we can discuss whether
and how to use everybody's views.

Finish

Registering for the SCORE app as a therapist

- Before registering – please email your institution’s IT team:
“Please can you enable receipt of emails from the SCORE-15 app domain? It is: score-15.co.uk. You can find more details at <https://score-15.co.uk/>”
- This will allow you to receive the email for confirmation of your registration
- There have been a few issues with NHS Trusts blocking our confirmation emails

SCORE 15 website: Therapist Log in & Registration page

Family Therapy and Systemic Research Centre

Menu

- About us
- User guide
- Contact us
- Security & privacy information

SCORE-15 app

Therapist log-in

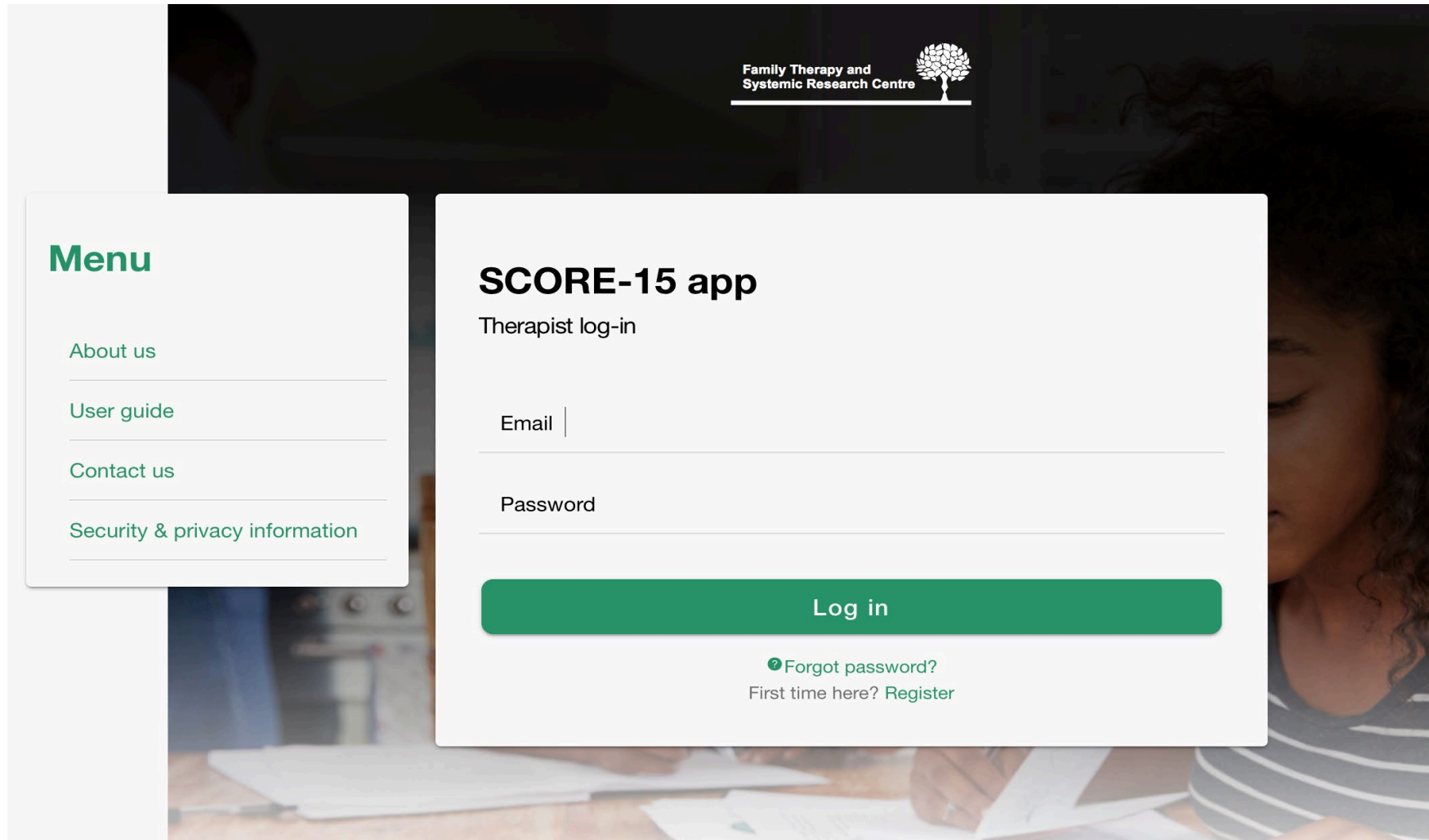
Email

Password

[Log in](#)

[Forgot password?](#)
First time here? [Register](#)

Registering: Choose password (5 letters or more)



The screenshot shows the registration page for the SCORE-15 app. At the top, the logo for the Family Therapy and Systemic Research Centre is visible, featuring a stylized tree icon. On the left, a white menu box contains the following links: About us, User guide, Contact us, and Security & privacy information. The main registration form is titled "SCORE-15 app" and "Therapist log-in". It includes two input fields: "Email" and "Password". Below the fields is a prominent green "Log in" button. At the bottom of the form, there are two links: "Forgot password?" with a circular arrow icon, and "First time here? Register". The background of the page is a dark image of a person's face, partially obscured by the white form elements.

Family Therapy and Systemic Research Centre

Menu

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SCORE-15 app

Therapist log-in

Email

Password

Log in

[Forgot password?](#)

First time here? [Register](#)

Registering: Email confirmation.

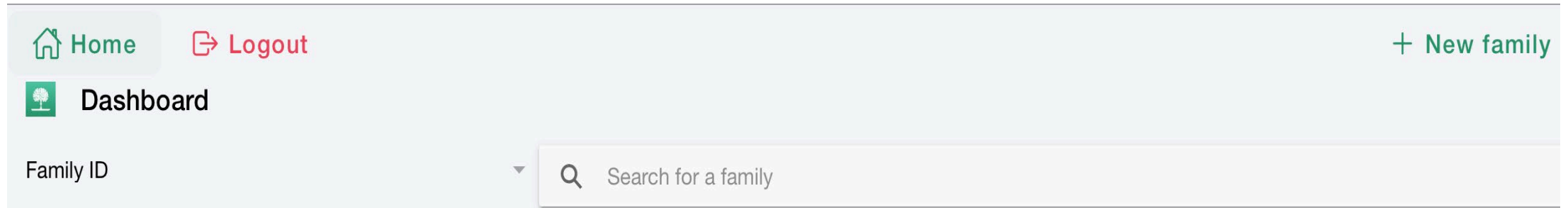
You will receive an email to confirm registration. If you do not receive this:

Check your spam and promotions folders.


If you still can't find it email us:

systemicresearchcentre@gmail.com

Therapist's Dashboard. Adding a family (+ New family)



New family: Number of family members & first names

 **New family**

How many members in family?
4

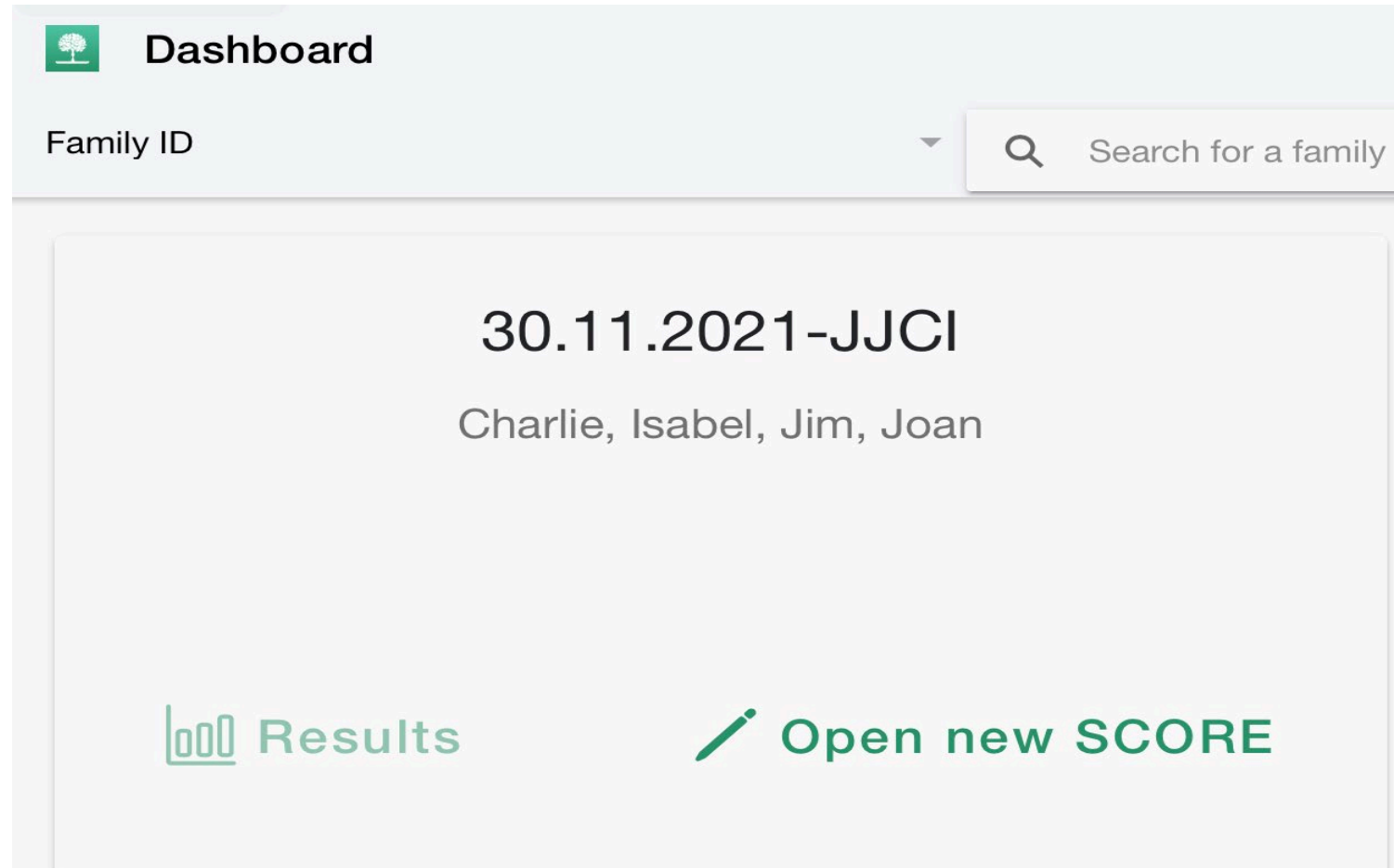
First name

First name

First name

First name

Unique family code: Opening a new SCORE



The screenshot shows a dashboard interface with a light blue header. On the left, there is a tree icon and the word "Dashboard". Below this, there is a "Family ID" label and a dropdown arrow. To the right of the dropdown is a search bar with a magnifying glass icon and the text "Search for a family". The main content area is a light gray box containing the text "30.11.2021-JJCI" in large font, followed by "Charlie, Isabel, Jim, Joan" in smaller font. At the bottom of this box, there are two buttons: "Results" with a list icon and "Open new SCORE" with a pencil icon.

Dashboard

Family ID

Search for a family

30.11.2021-JJCI

Charlie, Isabel, Jim, Joan

Results

Open new SCORE

Opening a SCORE session: Who will participate?



30.11.2021-JJCI

SCORE date

2021-11-30

Select who will be participating?

Charlie

Isabel

Jim

Joan

Share links to SCORE questionnaires

The screenshot shows the SCORE questionnaire management interface. At the top, there is a header "Questionnaire(s)" with a tree icon. Below this, there are three rows of questionnaire entries. Each row contains a "Fill in SCORE" button (pencil icon) and a "Share link" button (share icon). The first row is for "Jim", the second for "Joan", and the third for "Joan".

A modal window is open in the center, displaying the share links for four individuals:

- Charlie:
<https://score-15.co.uk/score-15/score15/446814a2-3f72-4003-99f7-3db319e3e67c/5a5101f3-7e50-4473-981c-e45ce36c34a1/b15253f9-6f9d-4c3e-8c41-171f6ca495c7/Charlie>
- Isabel:
<https://score-15.co.uk/score-15/score15/446814a2-3f72-4003-99f7-3db319e3e67c/5a5101f3-7e50-4473-981c-e45ce36c34a1/b3f50bfb-c08b-4776-b8d7-7e1631ece46e/Isabel>
- Jim:
<https://score-15.co.uk/score-15/score15/446814a2-3f72-4003-99f7-3db319e3e67c/5a5101f3-7e50-4473-981c-e45ce36c34a1/fc354f6b-17c6-41b0-9a0a-82d30c817350/Jim>
- Joan:
<https://score-15.co.uk/score-15/score15/446814a2-3f72-4003-99f7-3db319e3e67c/5a5101f3-7e50-4473-981c-e45ce36c34a1/232a3c65-9c72-43f4-9d10-bab77c4e8f4e/Joan>

At the bottom of the interface, there are three buttons: "Dashboard", "Share links", and "SCORE".

SCORE Questionnaires

Can also use QR code or fill in on Therapist device.
Click SCORE COMPLETE when all completed.
Once clicked no further questionnaires can be returned.

 Mark

 QR code

 Fill in SCORE

 Share link

Dashboard

Share links

SCORE Complete

When Questionnaires completed you can view the SCORE results

The screenshot shows a dashboard interface with a light blue header. On the left, there is a 'Logout' link with a red arrow icon and a 'Dashboard' link with a green tree icon. On the right, there is a '+ New family' link. Below the header, there is a 'Family ID' label and a search box containing the text 'Search for a family'. The main content area features a white card with the following text: '06.07.2021-TALZ' and 'Zara, Astrid, Luke, Tom'. At the bottom of the card, there are two buttons: 'Results' with a bar chart icon and 'Open new SCORE' with a pencil icon.

Logout

Dashboard

Family ID

Search for a family

+ New family

06.07.2021-TALZ

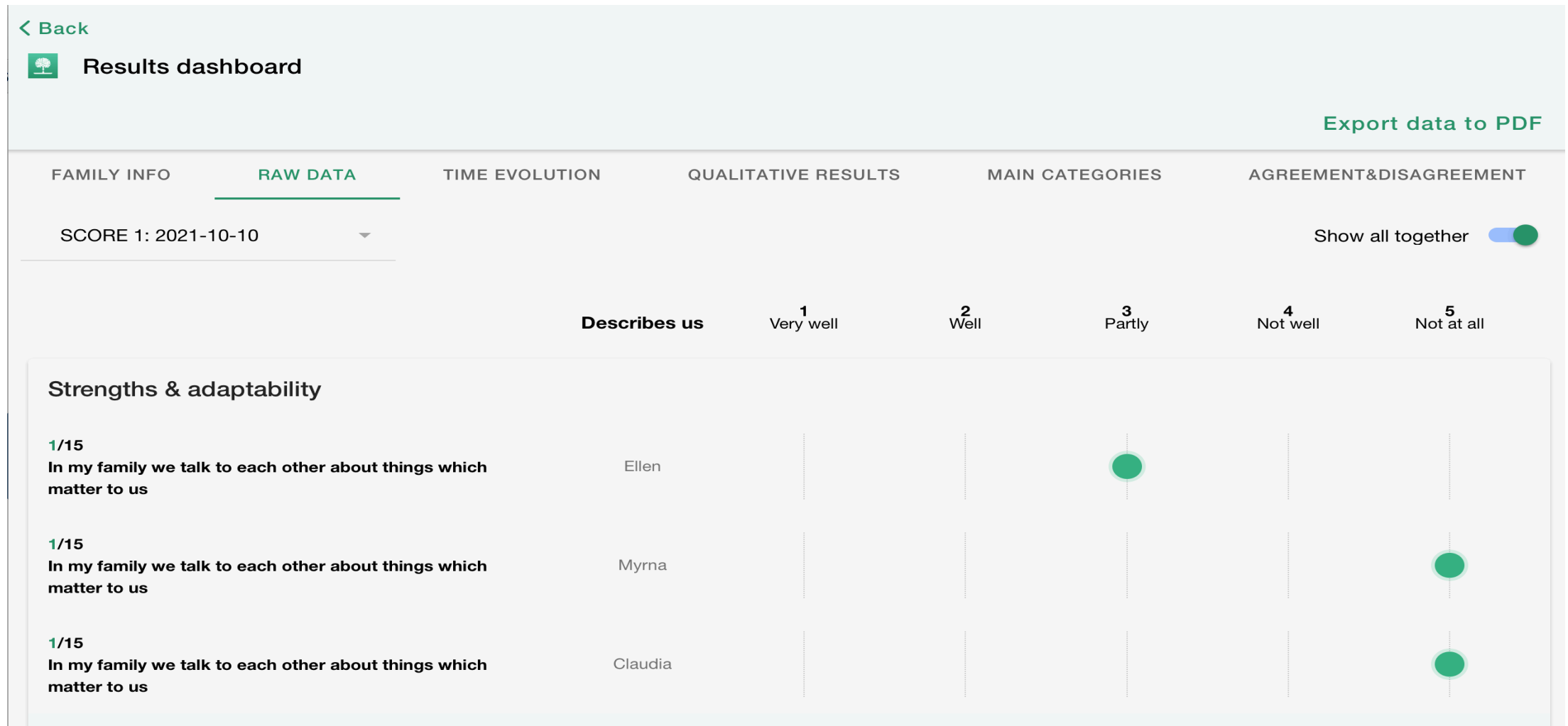
Zara, Astrid, Luke, Tom

Results

Open new SCORE

Individual or all together results can be shown.

Raw data: Questions grouped in three categories



Qualitative questions – can be shown individually or all together

1/5

What words would best describe your family?

Jennifer

Loving, lots of fights, worried.

Julia

divided, unhappy, desperate

Louise

anger, fighting and upset

2/5

What is the problem that brought you to therapy?

Jennifer

Daughter has anger problems and son is depressed.

Julia


daughter's behaviour

Louise

we fight too much

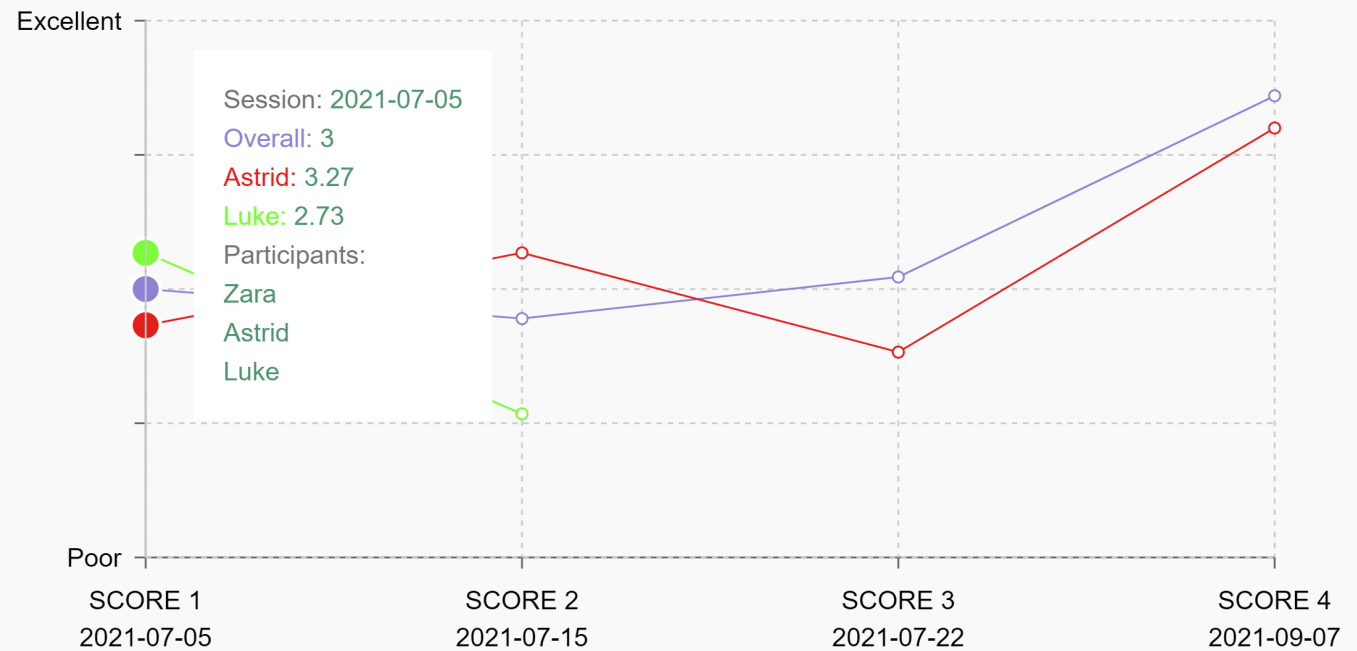
Time Evolution tab.

< Back

 Results dashboard

[Export data to PDF](#)

Average SCORE



Time Evolution tab. Main categories



Strengths & adaptability



⬇️ Worse

Communication



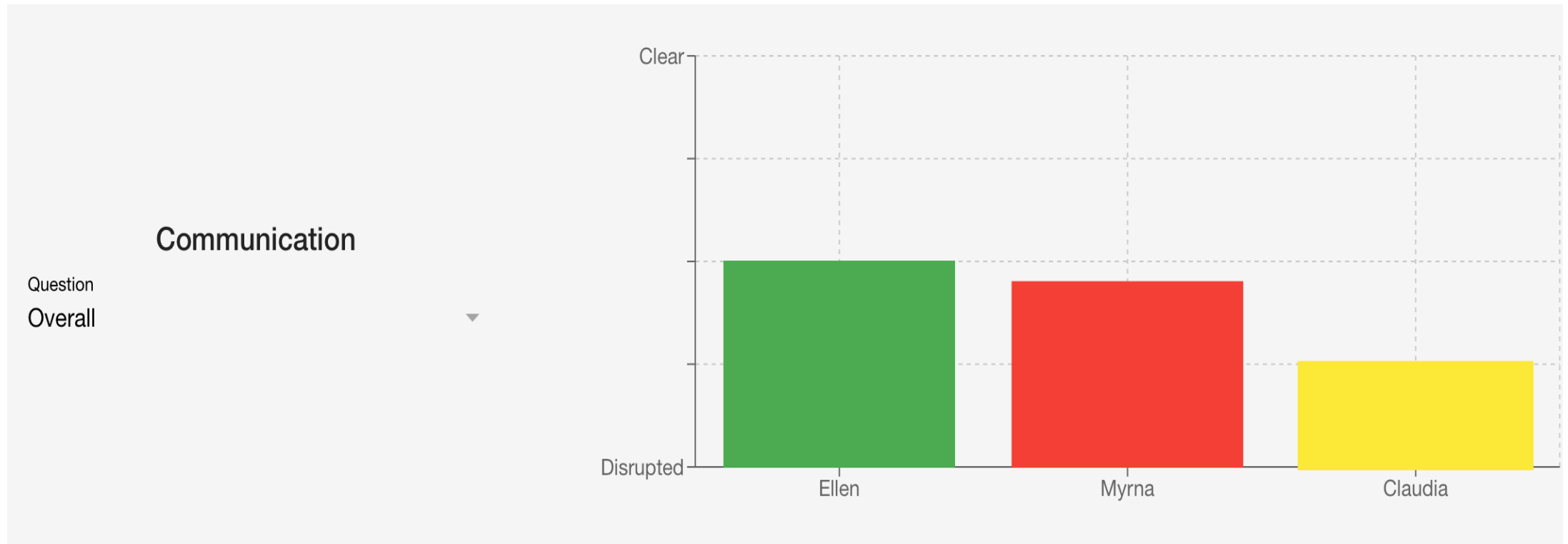
⬇️ Worse

Ability to manage difficulties




⬇️ Worse

Main Categories tab. Comparisons.



PDF export document

 Results dashboard

[Export data to PDF](#)

FAMILY INFO RAW DATA TIME EVOLUTION QUALITATIVE RESULTS MAIN CATEGORIES AGREEMENT&DISAGREEMENT

PDF export document: Family details, Raw data, & Time evolution are included

Family Members Participating in this SCORE

- Ellen
- Myrna
- Claudia

Average SCORE (range 1-5)	Ellen	Myrna	Claudia
Strengths & adaptability	3.0	4.2	5.0
Communication	3.0	3.2	4.0
Overwhelmed by difficulties	3.4	3.8	4.6
Mean score	3.1	3.7	4.5
Total SCORE (range 15-75)	47	56	68

Each question is scored and the total indicates how well people consider that the family is doing together. **The lower the score the better** the family is considered to be functioning. The lowest possible total score is 15 (best family functioning) and the highest possible total score is 75 (very poor family functioning). It has been found that the UK CAMHS clinical population averaged a rating of 39, and non-clinical families averaged 26.

The total scores can be divided into three areas, and a mean (average) score. Again **the lower the score the better** the family is being rated.

- *Strengths and adaptability* relates to positive abilities, characteristics and resources within your family.
- *Overwhelmed by difficulties* relates to worries, fears and difficulties in managing within your family.
- *Disrupted communication* relates to finding it hard to talk or understand each other together.

The most important thing to remember is what the questions and answers mean to family members.

Some feedback about the app so far....

- “Young person in the family loved it, thought it was the best thing about the session.”
- “Wonderful that it calculates everything so quickly. It’s exciting to be able to get the perspectives of people who may not attend the first session but are involved with the work.”
- “Great to see all the responses of family members next to each other”
- “Tracking change in the category of overwhelmed by difficulties has been helpful using SCORE in the past

How can SCORE data feed into organisational data collection?

- Most organisations keep individual records, now mainly electronic.
- Incorporating SCORE relational data may require discussions with your IT department
- NHS Trusts seem to be using different data collection and storage systems – challenges but perhaps possibilities to share ways of doing this?

Security information

- The app has been designed to be compliant with General Data Protection Regulation (GDPR)
- To comply with GDPR the app and data are hosted in Microsoft Azure data centres within the UK, similar to many NHS Trusts who use Microsoft Azure to host their applications and patient data.
- We deliberately do not ask for surnames, dates of birth or addresses to ensure that it would be hard to match SCORE results with an individual.
- Further security details are available if required.

Technological requirements

- For therapists: laptop or tablet to allow results to be looked at in therapy sessions together or to screen-share in a zoom session.
- Browsers: Will not work with Internet Explorer; Chrome recommended for PCs (not for Macs)
- Family members can fill in SCORE questionnaires electronically on phones, tablets or laptops at home (not using Internet Explorer) or on the therapist's device at the beginning of the session.

Once your institution has enabled receipt of emails from the domain score-15.co.uk

Register here

<https://score-15.co.uk/score-15/login>

← → ↻ score-15.co.uk/score-15/signup

Family Therapy and Systemic Research Centre

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SCORE-15 app
Therapist registration

Email

Password |

Register

Already have an account? [Log-in](#)

Trying out the app

- Helpful to have the experience of filling in the SCORE-15 questionnaire as if a family member. Send yourself a questionnaire!
- Experiment with your team role-playing a family, each doing a questionnaire and looking at the results together.
- Get feedback from families about the use of the app
- Keep in touch with us if any issues and we welcome any feedback about how you and families are finding it
- systemicresearchcentre@gmail.com

The SCORE-15 app future?

Contribution to an increased relational focus in therapeutic services?

Exploring the effect of the use of SCORE-15 on therapeutic change process?

Exploring the effect of the ability to track change over time?

Further development of the SCORE-15 measure?

Further development of the SCORE-15 app?

Potential for the use of the app

- Possibilities for easier and more research?
Future research projects?
- Demonstrating impact/effectiveness of systemic therapy

And a final question

What would get in the way of your use
of the app?