NORTHWEST INDIAN TREATMENT CENTER

August 31, 2015

Dear Colleague,

The report for the third Quarter, FY2015 is attached. This report provides information identifying the referral source of patients admitted, how many patients were admitted, the percentage completing treatment, the gender mix and total days of treatment. There are summaries of satisfaction, effectiveness, access and efficiency for NWITC programs. Unmet needs are also included on all questionnaires.

Third quarter, FY2015, referents reported that 85% of patients were alcohol and drug free or consume less than before treatment. The Recovery Support Team continues to be successful in keeping contact with most alumni and reports that 95% of patients were alcohol and drug free.

If you have any questions about our services or this report please call me.

Sincerely,

S. Tompkins

Stephanie Tompkins, CDP
Director

Northwest Indian Treatment Center / P.O. Box 477 / 308 E. Young / Elma, WA 98541
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NORTHWEST INDIAN TREATMENT CENTER

Residential Program
Third Quarter ~ FY 2015

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- Patients' Self-Evaluating Progress Report
- Treatment Follow-Up Report
- Referring Agencies Report

PO Box 477 / 308 E. Young St.
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Stephanie Tompkins, Director

Northwest Indian Treatment Center

Residential Program

Statistics

FY 2015 - Third Quarter

Referents	No. Pts
Alta Counseling	1
Benewah Medical	1
BHR - Aberdeen	1
BHR - Olympia	1
Catholic Comm Svcs	3
Chehalis Behavioral Health	4
Colville	2
Community Psychiatric	1
Harborcrest	3
Klallam Counseling	2
Makah	4
Muckleshoot	2
NARA	1
Nimiipuu	1
Nisqually Sub Abuse	2
NW Resources - Olympia	1
Okanogan	1
PCAP	1
Port Gamble	5
Puyallup	1
Quileute	1
Quinault	4
Safe Harbor	1
SeaMar	1
Shoalwater Bay	1
Spokane Sub Abuse	2
Squaxin BHOP	8
St. Peters	1
Suquamish	2
The Right Choice	1
Tulalip	1
West End Outreach	1
Willipa	1
Yakama	4
Yellowhawk	1
Total Admissions	**68**

Referent Type	
Tribal	22
Other	13
Total Referents	**35**

Statistics by Discharge Date*

Patient Days

Total Patients	68
Total Days	2484
Average Stay	**37 days**

Counselor	# Patients	Total Pt. Days	Average Stay
B.P.	11	424	39
K.P.	14	479	34
M.S.	13	427	33
M.T.	4	173	43
S.V.	1	44	44
S.I.	15	571	38
S.D.	10	366	37
TOTALS	**68**	**2484**	**38**

Gender

Male	34
Female	34
Total Patients	**68**

Completed Treatment	Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Leave	Other / Special Circumstances
Males - 27 (40% of all pts)	Males - 2 (3%)	Males - 4 (6%)	Males 1 (1%)	Males 0 (0%)
Females- 23 (34% of all pts)	Females - 8 (12%)	Females - 3 (4%)	Females 0 (0%)	Females 0 (0%)
Total - 50 Pts.	Total - 10 Pts.	Total - 7 Pts.	Total - 1 Pts.	
74% of all pts.	15%	10%	1%	

Third Party Payers

ABP	50
TANF	5
SSI	5
TPO	2
Expansion	2
Grant	1
Benefit Bed	1
Insurance	2
Total Third Party Payers	**68**

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Residential Program
Efficiency and Access Report
FY2015 Third Quarter

Access to residential treatment is measured by the number of days patients must wait for admission to treatment. Efficiency is measured by the payer mix i.e. patients who have a funding source in addition to I.H.S. funds, and a stable number of bed days paid for by purchase orders at the full rate per day.

Access to the residential program is evaluated by the number of days between the date when all required pre-admission information is received by NWITC and the admission date, i.e. how long people are on the waiting list. The waiting list consists of those persons whose referral source has provided all required documentation and who are only awaiting admission. Persons who want admission but whose referral source has not yet supplied the required documentation are kept in pending status. Referrals from within Washington State must be on Alternative Benefit Plan (ABP), qualify for the State of Washington's treatment expansion program, have another payer, or if available use the benefit bed. Referrals that make contact but do not follow through in some way or who are denied admission are placed in closed status.

Factors that can result in long waits in pending status are loss of contact with the patient by the referring organization; loss of contact with the referring organization; or the need for additional health or mental health information.

The intake coordinator maintains contact with all organizations that have a person in pending status or are on the waiting list. Contact occurs frequently. When an individual is denied admission, the reasons are provided and a referral is suggested to the referring organization. The referral is documented.

Efficiency is measured by the number of persons admitted with a payer in addition to I.H.S. and the number of purchase order bed days or other funders paying more per day than state contracts. This helps NWITC achieve a balanced budget by maximizing the revenue in relation to each admission. If the patient is on Alternative Benefit Plan (ABP), they also receive a medical card which helps NWITC coordinate medical care.

April, May, June FY 2015
Efficiency: Here is the payer mix:

ABP	50
TANF	5
SSI	5
Expansion	2
Tribal Purchase Order	2
Insurance	2
Benefit Bed	1
Grant	1

Sixty-eight patients were admitted during this quarter. The number of patients admitted each quarter is usually fifty plus. The payer mix is still solid. There were less purchase order beds reimbursed by either tribes or I.H.S than last quarter.

It is important to monitor the rate of use of state as well as other state funded beds against the contract. Staff, together with the Legal Department, is also monitoring the state budget and its potential impact on patient eligibility and provider contracts. Mental Health revenue has increased. Funding sources are currently unstable and uncertain. We will adjust expenses as needed and become more creative in diversifying markets.

The intensive aftercare provided by the SAMHSA, OVW and I.H.S. MSPI grants help sustain referrals. The recovery coach program implemented through the grants continues to be successful. This quarter one Recovery Coach Academy was presented, training several recovery coaches throughout different tribes. Next quarter a recovery coach campout conference will be held to build relationships between recovery coaches and receive additional training.

Access: Patients who were admitted to the residential program waited an average of twenty-one days. This is slightly more than last quarter. The length of time varied from zero to 107 days. One person waited 107 days for admission, this is because the client refused to come to an earlier bed date.

Denied Access: No prospective patients were denied access.

Summary: The payer mix is good. The revenue for this third quarter of FY 2015 appears to hold.

Satisfaction is very high from referral sources and from patients as indicated on satisfaction questionnaires. Referents tell the Recovery Support Team (funded by the grants) that they are very pleased with the rich resources available to patients after discharge.

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Residential Program
Patients' Input Report
FY2015 - Third Quarter

Patients are surveyed at mid-treatment and again at discharge. The following comparison represents seventy-two percent of all third quarter patients completing treatment. The treatment survey questions are listed with responses in bold type.

1. Was your orientation at admission:

92% Easily understood **8%** Confusing

The percentage of patients finding the orientation to be easily understood is consistent with most quarters.

2. Do you feel that you are treated respectfully? If no, please explain.

100% Yes **0%** No

The percentage of patients felt they were treated respectfully. This is consistent with most quarters.

3. In what ways are you satisfied with your treatment?

Pt. #	Mid-Treatment	Discharge
6	I like how things go into depth.	I've overcome a lot of things that have kept getting me loaded.
8	Ok	I'm learning why I've done certain behaviors in the past and present.
9	Every way.	Every way.
11	I'm learning a lot that I didn't learn in IOP. I like staff and patients. Appreciating culture and Mandy's foods and herbs.	I'm much clearer about what I need to focus on after discharge (good skills I'm still learning, recovery support team, more understanding of Native culture)
13	I'm satisfied with learning and finally dealing with my issues and the cultural aspect.	I'm satisfied with everything I have learned and how caring the staff are.
15	I am satisfied that I am working on deeper issues than the last time I was here.	I work on deep issues that I didn't think affected me so much & I have a lot of peace with it now.
16	Best TA's and best counselors I have ever worked with.	Completely.

17	I have learned a lot about myself, my needs, self-care and this treatment center has taught me far more than any other center I have ever been to.	I learned more than I expected about myself and how family dynamics and history contribute to our cycle of addiction.
18	It is awesome.	I learned the tools to keep me clean & sober, for that I am very grateful.
20	A lot different from other places, you get treated with respect.	All ways.
21	You guys wake me up for breakfast every morning.	The skills that I learned here; I can apply them when I am gone.
22	Being able to let go of most un needed baggage.	N/A
23	I'm very satisfied with every aspect of my treatment, I'm learning to open my mind and feel my emotions. Letting go of my past has helped me to grow.	I couldn't be more satisfied, NWITC is a true blessing. The counselors and TA's are amazing and I can't thank you enough.
24	Very intense – liking it.	Very intense, love this place,
27	Kind, caring patients and staff.	Helpful staff, learn a lot.
29	How the staff gives us chances and opportunities instead of giving up on us. How much they really care for us patients.	All ways the staff counselors are great, best in the pacific northwest.
30	Holistic healing, good food, awesome support, great counselor, good meaty lectures.	In every aspect. I come to this treatment because Natives are the oldest healers; and healing is what I found.
31	Worked well after relapsing.	N/A
32	22 days has helped me dramatically, helping me to open up with others and becoming more comfortable being around others.	Looking back on my handouts / work, I have realized that I have learned a lot more than I expected I would and I find myself using the skills on a daily basis without realizing it.
33	I am coming to grips with who I am becoming.	Many views & opinions of myself have changed about myself. I am open minded & kindhearted.
34	Just getting sober.	I feel free and great.
35	Good counselors, learning a lot here, good people.	Everything, all the counselors, TA's.
36	I felt welcomed and safe here.	It was all around a great experience. I love the counselor they assigned me.

37	Staff is also engaged.	Everything.
38	Comprehending from what I missed out from my last tx center. Especially with opening up and sharing through resentment I didn't know I carried.	Honoring and respecting the knowledge of the culture and heritage of our people.
39	Medically I am grateful for understanding of my sickness. Thank you also to the cooks; the TA's and counselors helpful.	Honest and caring counselors full of wisdom and strength. Great teachings & fun. Healing spiritually and culturally. Safe, great cooks.
40	Everything.	I am satisfied with the availability of the counselors, TA's and the teachings and healings of our Native American culture.
41	In ways that I'm feeling trusted and very respectful.	In the way that all the counselors were here to listen to what's going on with me as well as help me to feel comfortable to open up to my sisters and brothers.
42	N/A	This place digs to the roots of addicts problems.
43	All the tools that you teach us.	Learning the tools like check the facts and setting boundaries like the dear man and those DBT classes were very helpful.
44	Satisfied.	Fully Satisfied.
45	The spirituality, the Native speakers, sweats, drums, singing and beading.	The knowledge I've learned, the DBT skills and all the cultural stuff.
47	Groups, sweats, lectures are all satisfying	Learning how to cope with my feelings and behaviors in a healthy way.
48	I am learning a lot about myself.	I feel that this place is amazing. I've learned so much about myself and who I want to be.
49	It's really teaching me love & self-respect. Really opening up my feelings & how bad I was in my addiction.	This place is amazing, I truly am satisfied.
50	This is the first treatment center I've been to that I've been able to admit the things I've done. I'm so glad I'm here.	I feel like a new person.

In general, patients appreciated the staff, the new knowledge they had gained, and their personal progress. This is consistent with previous quarters.

4. In what ways are you dissatisfied with your treatment?

Pt.#	Mid-Treatment	Discharge

11	I'm unhappy about writing assignments and accessing deeply held feelings.	My personal problems with feelings could have been challenged more.
13	Certain people get in to trouble and complain, then do the same thing and tend to get away with it.	N/A
15	Inconsistency with TA's, one says one thing and the other says something else.	N/A
16	N/A	New men that helped themselves to other person's belongings.
35	When we were on lock down.	N/A
36	It's getting hard to keep up and I would like to read homework assignments when they are given.	N/A
38	Coming in unstable, mentally & physically.	Being such a small amount of time.
39	I seem to be behind because of all my doctors' appointments & ER trips along with my sick days.	N/A
47	Distractions with peers.	Not having enough time or physical activity.
48	I wish there were more exercise activities.	N/A

Only a few varied reasons for dissatisfaction noted.

5. What would you like to see added to or changed about the program?

Pt. #	Mid-Treatment	Discharge
6	N/A	Outside Meetings would be cool.
8	N/A	I'd like to hear about some alternate recovery programs, other than just NA, AA such as smart recovery.
11	The lectures make the handouts make sense and it's hard for me to recapture that understanding later, only looking at the papers.	N/A
15	Maybe go bowling.	Go bowling, go to NA meetings and parenting classes.
17	More sweats at least 1-3 per week, we have quite a bit of free time between evenings and weekends.	N/A

18	More crafts.	More things on store list.
20	N/A	More outside programs.
23	An Exercise or yoga time, sitting most of the day is hard.	An exercise program, Tai-chi, yoga in the evenings after sitting all day.
24	N/A	One on ones with family members.
29	Counselors and TA's come to us with problems a little more, so we as individuals can fix the problem.	More cultural activities like learning to dance.
30	N/A	More cultural activities, carving, dream catchers etc.
32	N/A	A better screening of what comes in and is going on behind closed doors.
36	I would like to see more exercise time, like maybe an exercise class. Our health is a big part of recovery.	Some more physical activities.
37	More walks.	More walks, longer walks.
43	Chips and pizza now and then.	Chips and pizza now and then.
47	I would like to see more exercise opportunity.	More group activities, hands on.
48	Weight room.	Walks to the store maybe… weight room and candy should be allowed.
49	More lectures on weekend, more self-esteem lectures.	The rules should be stricter, like 3 strikes you're out.

Many varied suggestions offered with no particular common theme.

6. Do you have an area of concern you want to share?

Pt. #	Mid-Treatment	Discharge
15	N/A	I have some nervousness about where I am moving and just my old life catching up to me.
16	N/A	It's getting a little old, things getting stolen.
17	N/A	I feel morning meditation books be placed on each table so everyone can read instead of one person reading every morning.

23	Not being strict enough, why have the client not follow through.	I realize it is hard not to cuss, but in the house it should not be allowed when the drum is out on the floor.
33	I feel that any group that are seated at the rectangular table in the lecture room may feel a little removed from the group such as myself.	The T.V. is too high and needs to be moved down. My neck is kinked.
48	A certain TA could be a little nicer.	N/A.

7. Are you an active part of developing your treatment plan with your counselor?

100% Yes **0%** No **0%** No response

All patients indicated the affirmative. This is consistent with most recent quarters.

Northwest Indian Treatment Center
Self-evaluating Progress Report
FY 2015, Third Quarter

Patients were asked to evaluate their progress in the areas shown below. The percentages represent the degrees of improvement from admission to mid-treatment and additional improvement from mid-treatment to discharge. This report represents seventy-two percent of all second quarter graduates. The patient numbers correspond to those used in the Patients' Input Report.

Patient Number	Setting Clear Boundaries		Positive Self Esteem		Anger Management		Taking Responsibility		Cultural Orientation	
	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge
6	20	20	20	20	0	0	20	20	60	0
8	0	0	0	0	0	0	0	0	0	0
9	40	0	40	20	20	0	20	0	0	0
11	20	20	40	20	20	0	20	20	80	0
13	40	20	20	20	0	20	20	0	20	0
15	40	20	40	20	0	20	40	0	0	0
16	40	20	80	0	60	20	40	40	40	0
17	20	20	40	20	0	0	20	0	0	0
18	0	0	20	20	20	20	0	20	20	0
20	60	40	60	40	20	0	20	40	0	40
21	20	20	20	20	0	0	40	0	0	-60
22	20	0	20	0	20	0	20	0	60	0
23	40	0	40	0	40	20	40	0	60	0
24	40	20	40	40	40	0	60	20	100	0
27	20	0	20	0	0	0	20	0	20	0
29	60	20	80	20	100	0	60	-20	80	20
30	20	0	40	20	60	20	60	0	40	20
31	0	80	0	80	0	80	0	80	0	80
32	0	0	20	40	60	20	0	0	0	0
33	40	20	20	0	20	20	40	20	40	20
34	0	0	0	0	0	0	0	0	0	0
35	0	20	0	0	0	20	0	0	0	0

36	60	0	100	0	40	20	40	0	100	0
37	0	0	20	20	0	0	0	20	40	20
38	40	-20	40	-20	40	0	20	20	20	0
39	0	20	40	40	-20	60	40	40	20	20
41	20	20	0	20	0	20	20	0	0	0
42	60	0	40	0	80	0	80	0	60	0
43	20	20	20	40	-60	60	20	0	0	20
45	40	0	0	0	20	20	20	20	60	0
47	60	0	60	40	80	-20	0	40	60	-20
48	60	0	20	20	40	20	20	20	40	0
49	20	40	20	60	20	40	0	40	40	20
50	40	40	40	20	20	0	20	20	60	40

- Substantial improvement occurred in nearly all areas for most patients. The most improvement generally occurred in the first half of treatment. (Zero may indicate that no new skill level was attained and/or it may indicate that the skill level was already high.)

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Residential Program
Treatment Follow-up Report
FY2015 – Third Quarter

The following report represents the results of the telephone interviews with eighty-five percent of the total participants during the second quarter. Survey results are printed in bold type.

1. Are you still clean and sober?

95% Yes **5%** No

The number of alumni reporting they are maintaining sobriety is about the same as most recent quarters.

2. Have you seen your aftercare provider? If not, why not?

91% Yes **9%** No **0%** No Response

- **Scared of going back to jail after taking time off.**
- **Doesn't want to; moving out of state.**
- **Waiting for outpatient to fax assessment / info to counseling center.**

The number of alumni reporting that they have already seen their aftercare provider is higher than more recent quarters.

3. Does your sobriety seem stable? If not, what services do you need?

95% Yes **5%** No

- **To get back into treatment.**

The percentage of alumni who felt their sobriety to be stable is about the same as most quarters.

4. Are you receiving the services you need? If not, what are your unmet needs?

100% Yes **0%** No

The percentage of alumni receiving the services they need is about the same as most recent quarters.

5. Was your treatment with us satisfactory?

100% Yes **0%** No

The percentage of alumni who were satisfied with their treatment experience is less than last quarter.

6. Any follow-up or referral requested during interview today?

- **Recovery Coach Academy.**
- **Housing.**
- **Bus pass.**

7. What referrals were made during the interview today?

- **Recovery Coach Academy info.**

- **Housing info.**
- **Bus pass given.**

Comments:

- **Clients referent reports, client is relapsing but still going through outpatient.**
- **Client says, thank you NWITC.**
- **Client reports feeling pretty good.**
- **Client reports loving my new life, thanks NWITC.**
- **Client reports, thank you for a new chance at life.**
- **Client reports, I miss everyone at NWITC.**
- **Client reports, feeling good.**
- **Client says, OMG I'm living a life worth envy.**
- **Client says, thank you NWITC.**
- **Client says, huge thanks to NWITC.**
- **Client reports, doing great.**
- **Client says, thank you so much, I'm very grateful.**

Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541

Residential Program
Referring Agencies Report
FY2015, Third Quarter

This report represents the perspective of the agencies that refer patients to Northwest Indian Treatment Center. Responses were received from referring agencies for seventy-one percent of third quarter patients. Survey results are printed in bold type.

1. Was the admission and referral process: **(Mark all that apply)**

A. Easily understood	**85%**	B. Easy to comply with	**46%**
C. Confusing	**4%**	D. Too demanding	**4%**

Most referents considered the process to be easily understood.

2. Do you feel that you and your patient were treated respectfully?

Yes	**100%**	No	**0%**

All responses are positive, which is consistent with most quarters.

3. In what ways were you satisfied?

- ***I really like the aftercare; how NWITC stays in touch with the patient really helps.***
- ***The patient got into treatment and made the most of their time in treatment.***
- ***Staff was easy to communicate with.***
- ***Got patient in quickly, communication is great.***
- ***Expectations are very clear.***
- ***Great communication.***
- ***Got patient in quickly.***
- ***Always satisfied with communication and that it is easy to get patients in.***
- ***Great communication, weekly updates from counselor.***
- ***All ways.***
- ***Patient came back with an understanding of the disease of addiction.***
- ***We like that it is culturally competent.***
- ***Individualized treatment, care and compassion.***
- ***Always satisfied.***
- ***Counselor, Kim called and kept me up to date. The recovery coach program is awesome.***
- ***Patient got in quickly.***
- ***Easy to get in, not a long wait.***
- ***It happened very fast and had a good cultural aspect.***
- ***Kept me up to date.***
- ***Great communication with the counselor.***
- ***Kept me up to date, great communication.***
- ***The counselor called and kept me up to speed.***
- ***Patient was exposed to A&D info and got in quick.***
- ***Patient got into treatment quickly.***
- ***Got patients in earlier than original bed dates.***
- ***Counselor kept me updated.***
- ***Communication was good.***
- ***Short wait time, good communications.***
- ***Good communication all around.***
- ***Patient liked treatment.***

- ***Bed date available. Communication open, done fairly quickly.***
- ***Process was smoother that a lot of other places.***
- ***Really satisfied with communication. NWITC is really clear about what we need and help get it done.***
- ***Got patient in quickly.***
- ***Admission was easy and extremely good treatment. Communication was excellent with the counselor.***
- ***Communication was great between me and the counselor.***
- ***Patient seemed to benefit from treatment.***

All referents were satisfied in general and especially with the intake staff, counselors, and communication and treatment components.

4. What changes has your patient made in his/her drug and/or alcohol use?

Drug and alcohol free	**76 %**	Consumes less than before treatment	**9 %**
No change in use	**7 %**	Unsure	**9 %**

Referents and/or the Recovery Support Team reported having contact with or knowledge of 85% of this quarter's post discharge patients that remained drug and alcohol free or consumed less than before treatment.

5. To your knowledge, was the patient's confidentiality protected?

Yes	**100%**	No	**0%**

All referents responded positively, which is consistent with most quarters.

6. What would you like to see added or changed to the NWITC program?

- **More beds (several referents had this response)**
- **The physical for admissions is too demanding.**
- **A process / procedure for Squaxin members for a referral to go to Dr. Ott for Suboxone.**
- **Family groups.**
- **Nothing you guys are my favorite.**
- **60 day program instead of 45.**
- **More Native cultural trainings for staff. More classes around Native Traditions.**
- **More interaction between NWITC counselor and Outpatient counselor.**
- **No complete physical requirement.**
- **Pamphlet sent out to agencies.**
- **I'd like a more extensive relapse prevention program.**
- **Send flyers to agency.**
- **If lab results weren't required for admission.**
- **More beds, increase time to 60-90 days.**
- **Database for beds available at NWITC.**
- **Better communication about what patients can have / bring (email list of what they can/ can't bring to counselor.**

7. Do you have any questions you'd like addressed?

- **Can you guys add detox to your program?**

  Answer: *We are not medically set up for detox at this time.*

- **The client left a disrespectful message to his recovery support person, will that affect his ability to get into treatment in the future?**

  Answer: *Probably not, it would depend on the nature of the comment.*