



NORTHWEST INDIAN TREATMENT CENTER

August 31, 2016

Dear Colleague,

The report for the third Quarter, FY2016 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, FY2016, referents reported that 74% 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 **contacted** were alcohol and drug free.

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

Sincerely,

Stephanie Tompkins, CDP
Director

D3WX bi Pa lil



**NORTHWEST INDIAN
TREATMENT CENTER**

Residential Program Third Quarter ~ FY 2016



Statistics



Efficiency & Access Report



Patients' Input Report



Patients' Self-Evaluating Progress Report



Treatment Follow-Up Report



Referring Agencies Report

PO Box 477 / 308 E. Young St.
Elma, Washington 98541
360-482-2674

Stephanie Tompkins, Director



Northwest Indian Treatment Center

Residential Program

Statistics

FY 2016 - Third Quarter

Referents	No. Pts	Statistics by Discharge Date*																																																																																																		
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**Northwest Indian Treatment Center
PO Box 477, Elma, Washington 98541**

**Residential Program
Efficiency and Access Report
FY2016 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 2016

Efficiency: Here is the payer mix:

ABP	42
TANF	9
SSI	5
Expansion	2
Tribal Purchase Order	4
Insurance	2
Benefit Bed	2

Sixty-seven patients were admitted during this quarter. The number of patients admitted each quarter is usually fifty plus. There were more purchase order beds reimbursed by either tribes or I.H.S as 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. Native Americans are currently carved out of the BHO billing system. We are not contracted with any BHO providers and therefore are only accepting Native clients. State treatment rates have increased; mental health revenue remains the same. 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 OVW grant will be ending this year. The SAMHSA grant has been extended for 6 months to expend carryover. The recovery coach program implemented through the grants continues to be successful. This quarter there were two recovery coach academies. Next quarter one ethics training will be presented and a campout to foster relationships between recovery coaches and alumni.

Access: Patients who were admitted to the residential program waited an average of fourteen days. This the same as last quarter. The length of time varied from zero to 73 days. One person waited 73 days for admission, this is because the referent requested the bed date be set out with no possibility for early admission.

Denied Access: No prospective Native American patients were denied access.

Summary: The revenue for this third quarter of FY 2016 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
FY2016 – Third Quarter**

Patients are surveyed at mid-treatment and again at discharge. The following comparison represents ninety-five 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:

98 % Easily understood **2%** 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?

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	Everyone has a nice personality, and fine educational skills about my problems.	Learned valuable tools to face ones that are using, say no, don't need you around, respect my wishes.
2	Teaching me a lot about AA and a lot about the Native way.	Taught me a lot that other treatments didn't.
4	Today I have hope, learning to love myself. Focusing on me, picking up my morals, beliefs, courage, strength, joy, etc. things that were lost.	I am satisfied. Learning DBT, grief and loss, cultural and spiritual aspect, boundaries.
5	I was welcomed back in a good way with open arms.	N/A
6	Everyone is nice and willing to take time out of their day to help.	I have been to a couple other treatments, none of which came close to this program.
7	I'm satisfied being here at this treatment center.	I'm satisfied with working on guilt, hurt, pain with my uncle, my daughter, being able to work and focus on myself.

9	All ways.	I am now more knowledgeable of my disease and am motivated for my recovery and creating a new life sober.
10	Learning something new daily.	All the help I was here for was completed with great lectures and assignments.
11	With the information and the lectures. The counselors and all of the staff members are respectful and are always willing to help in any way possible.	Exceeded my expectations. I gained many tools to help me understand myself and how I think. I have a solid plan for recovery after treatment with the help of the center. Thank you.
12	Tools, DBT classes, diary cards sure helped, lectures. Shirley's classes were interesting; Squaxin meetings were awesome!	Very satisfied.
13	I love all the love in here. Everybody from the Director down has shown me respect. I feel safe.	Very understood. I felt safe, understood and respected.
14	Counselors are kind, respectful and know my needs for my treatment.	The counselors, brothers and sisters all join in to help you on your journey.
15	Getting healthier, medicine, food.	Good, got healthier, feel better.
16	I am satisfied with the way I am being counseled and treated.	In every single way possible.
17	I'm learning skills and feel loved.	I'm happy I made a family here at NWITC. The house is really loving.
18	In the sense that I had a hand in what issues I wanted to work on and that the program religion is optional.	That I got to choose my treatment plan.
19	Basically everything, I'm leaving from all of it.	I'm satisfied all the way. Culture, spiritual, the learning from lectures.
20	I've learned a lot of tools that I have already tested out and work amazingly. This isn't my first treatment, I've only been here 3 weeks and have already gotten more out of these teachings than any.	I worked on things and felt so comfortable to work and share on things I buried deep.
21	Learning a lot about my recovery. I'm glad I came. Everyone is nice.	I learned a lot of tools to put in my tool bags.
22	Learning a lot about the root of problems in my addiction.	I was taught a lot of new tools to deal with my recovery.
23	Comfortable and the counselors make things easy to understand.	Staff is like family.

24	Spiritual healing, getting down to the core.	Go to the core, faced my fears, gained tools and knowledge.
25	I believe that an all Native treatment center is the only way! Surrounded by people that you trust from day one. Treated well by staff at day one.	I thought we were treated very well.
26	This is a good place. I've already learned a lot.	Learned new skills and ways to live.
27	My sobriety and my healthy eating. Most of all lectures, groups, cooks and counselors.	N/A
28	It brought me back to my Native spiritual beliefs and it really is a unique and wonderful treatment center.	With the cultural activities and all the work I did in groups and how much I learned about myself.
29	The cultural teachings.	The cultural teachings.
30	Glad I'm getting the help that I need.	Happy with all the support.
31	That I'm working with an issue I've never worked through or brought up since I was 7 years old.	Taking care of issues, I've never handled or tackled since the age of 7, letting go and walking through them.
32	I feel very safe here with working through my hardships. I've never in lifer every experienced treatment like this.	Mentally, physically, spiritually and emotionally! My cornerstone to my journey I've been in search of. I feel this has truly been a blessing to have the opportunity to come to this establishment and 45 days is just right!
33	Very easy to get along with everyone.	N/A
34	My counselor explaining in a way that I understand better.	Loved it.
35	All the different lectures, we get all the different skills we learn. The culture, some of the staff.	N/A
36	Easy to understand lectures, Brock is easy to talk with, patients are kind and courteous.	Great lectures, good one on ones, positive group therapy.
37	Very family oriented, treatment plan very well planned out. Natural herbs and medicines added into the food, counselors, TA's and all staff very loving.	N/A
38	All ways.	N/A
39	Treatment system.	In every way, you guys only kept my best interest at hear.

- 40 I love how my child abuse is thoroughly getting out of my addiction cycle. I respect how each week falls in direct line with all my healing, feelings and what I'm going through.
- I appreciate NWITC curriculum, dealing with my abandonment, abuse, neglect and sexual abuse. I love how I have regained my culture and myself.
- 41 Dealing with personal issues, cultural re-orientation and the chance to smudge every day to calm myself in order to learn what I need to do, to deal with my addictions and myself.
- I've identified precisely what my main trigger is. It is not people, places and things. DBT skills that I've learned are going to play a big part of my recovery, especially opposite action and problem solving.

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?

<u>Pt.#</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
4	I wish I didn't waste my time and stopped using every day, minute and hour sooner.	N/A
5	The only way I was unsatisfied is that I didn't get it last time I was here, but I'm working harder to gain the knowledge and re-sharpening my tools.	N/A
9	N/A	I am in no way dissatisfied with my treatment.
10	Just having a heat blast. Too hot in the rooms.	N/A
13	I wish I could call my daughter more.	N/A
14	N/A	At sometimes behaviors are not taken serious and sometimes interrupt class.
15	Screwed up phone.	N/A
17	I have a hard time concentrating when females are around.	N/A
18	That we didn't get more recreational activities.	That I couldn't go see a specialist for a lump I got that could be cancer.
19	Not enough free time.	N/A
22	The shutdown sucked.	Being on blackout for so long.
23	N/A	The schedule is inconsistent.
25	The nurse! If someone is sick I believe they should get bed rest for their benefit and the benefit of others!	I thought the housing was taken care of a little late.
27	Some TA's snap back at you when you ask a simple question.	N/A

28	Some of the rules are unnecessary in my opinion.	A couple of the staff members I felt didn't treat me respectfully.
31	My aches and physical body pain.	The aftercare I thought would be provided earlier in my recovery, but I should be ready for the real world from the beginning.
32	I've been working so hard on my behaviors so many ways and yet I'm still not being able to have phone calls or visits and my mom has been ill and in the hospital and I am stressed and worried about her.	Not enough whiteboard wipes or spray for the lecture hall. There are no compliment cards.
35	Some of the TA's were lazy or disrespectful.	N/A
36	N/A	Not enough phone time.
37	I misunderstood the website, we did not have a Jacuzzi or yoga classes, I was grateful for the sweat lodge.	N/A
38	I want my cloths.	N/A
39	All the confusion.	Staying longer, but it's for my own good.
41	I feel judged on a personal level at times.	N/A

Only a few varied reasons for dissatisfaction noted.

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
2	Be able to go to the store.	Longer phone calls, maybe 3 times per week.
4	More fitness video's, meet with counselor prior to getting here.	More exercise.
6	N/A	More field trips, like nature walks. It felt good to get out and enjoy the nature.
7	N/A	A workout room, music in the am while getting ready.
10	More insight on canoe journey.	N/A
11	More outings.	I was satisfied with everything.
12	I would say that the patients should have their own room, but I know that can't happen, just throwing it out there.	Love this treatment at NWITC.
13	More phone calls. I don't like how you cannot talk to opposite gender, we need to learn healthy boundaries with them, they can learn from us and we can learn from them.	More talking circles and mixed groups.

15	More outings, actually pick plants instead of looking at them.	We should get a T-shirt for graduation.
16	Longer phone calls on Sunday.	Cell phone, longer phone calls on Sunday.
17	I would like to see this become a non-smoking facility.	Whale watching.
19	A little more consistency with patient discipline.	More call time.
20	Rules are not enforced.	It's a wonderful program don't change a thing.
21	Less meds and less classes.	See different foods and less eggs.
22	2 movies Friday, Saturday and Sunday.	No shutdowns or blackouts.
23	Apple juice.	N/A
24	Being able to listen to the radio during breaks, weekends, visiting or am mornings while getting ready.	Listen to music.
25	The program seems great from top to bottom, but I do think Max has more to offer, I believe that he could make the program great.	Things went well.
27	Some exercise equipment.	N/A
28	More physical activities would be good. Guys and girls drumming together with a counselor present.	More physical activities, all the staff having the same rules.
29	Musical instruments.	Musical instruments, more sweats, more storytelling.
32	We so needed the women's focus group at that exact moment. The correct teachings of the drum because our drum leaders are leaving soon.	A coat hook by the med room rather than having to leave our coat on the floor. Drum together at night like in the morning.
35	The TA's should not come to work and take stuff out on us, leave your stuff at the door.	N/A
36	More phone time.	More phone time.
38	Little more time between post office walk and class and DBT and graduation.	N/A

Northwest Indian Treatment Center Self-evaluating Progress Report FY 2016, 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 eighty-five percent of all third 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
1	0	60	0	40	0	0	0	0	0	40
2	0	0	0	20	0	-20	0	0	0	0
4	40	20	80	20	20	40	40	20	60	0
5	60	0	40	0	40	0	40	0	20	0
6	60	20	20	-20	0	0	60	0	20	60
7	40	20	40	40	0	20	20	20	60	20
9	60	20	40	60	60	20	60	40	60	20
10	40	40	40	40	40	40	40	40	40	40
11	0	20	60	20	60	40	60	20	20	20
12	60	40	60	40	60	40	60	40	60	40
13	20	20	0	20	0	0	0	0	0	0
14	20	40	0	40	20	40	0	40	40	40
15	20	20	40	20	20	20	20	0	20	0
16	20	20	80	20	80	20	100	0	40	20
17	20	0	40	20	20	20	0	20	40	20
18	80	0	80	-20	80	-40	40	-20	40	0
19	40	20	60	20	60	40	20	20	40	0
20	20	20	-60	40	20	80	40	20	60	40
21	0	0	0	40	0	0	0	0	0	60
22	40	0	40	0	20	-20	20	-20	20	0
23	60	20	60	20	20	20	20	20	40	20
24	60	0	40	40	60	40	100	0	100	0

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

**Residential Program
Treatment Follow-up Report
FY2016 - Third Quarter**

The following report represents the results of the telephone interviews with eighty-two percent of the total participants during the third 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 higher than most recent quarters.

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

68% Yes **31%** No **0%** No Response

- **Relocating soon.**
- **Still working on it.**
- **Appointment Made.**
- **In Jail.**
- **Still trying to get situated.**
- **Needs to make another appointment.**
- **Fishing**
- **On the run from getting kicked out of house.**
- **Missed appointment.**
- **No near a preferred facility.**
- **Relocating and looking for aftercare in the area.**

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

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

95% Yes **5%** No

- **Unsure if wants to get clean at this time.**

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?

95% Yes **5%** No

- **Fishing.**

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

5. Was your treatment with us satisfactory?

98% Yes **2%** No

The percentage of alumni who were satisfied with their treatment experience is about the same as last quarter.

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

- Interested in attending Recovery Coach Academy.
- Transportation needs.
- Oxford housing.
- Information about Recovery Coach Academy.

7. What referrals were made during the interview today?

- Recovery Coach Academy enrollment information.
- Bus pass given to client.
- Phone numbers and contact names given for desirable oxford houses.
- Recovery Coach Academy enrollment information.

Comments:

- Client reports, is going to jail to serve out time.
- Referent has reports of client drinking.
- Client comments, thank you NWITC for my 2nd chance!
- Client comments, I love NWITC.
- Client comments, thank you for everything.
- Client comments, thank you!
- Client comments, thank you for helping me find my culture.
- Clients comments, thank you for staying in touch even though you guys kicked me out of tx.
- Client reports, working with counselor to come back to NWITC for tx.
- Client reports, loving life.
- Client reports, doing ok, grandmother passed away, thank you for all of your support.
- Client comments, thank you NWITC, thank you for accepting me back.

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

**Referring Agencies Report
FY2016, 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-seven 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	100%	B. Easy to comply with	42%
C. Confusing	0%	D. Too demanding	0%

Most referents considered the process to be easily understood.

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

Yes	99%	No	1%
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All but one response is positive, except one referent who stated the patient reported they were not.

3. In what ways were you satisfied?

- *Professionalism and regular updates.*
- *Consistent contact with counselor on updates.*
- *Let the client come back.*
- *Individualized treatment.*
- *Contact with counselor.*
- *Client was able to get extended.*
- *Intake process.*
- *Individualized care.*
- *Cultural care.*
- *Quick intake process.*
- *Individualized treatment.*
- *Let client go home to take care of personal needs and come back.*
- *Easy intake process.*
- *Everything.*
- *Update by counselors.*
- *Level of professionalism.*
- *Cultural consideration.*
- *Updates by counselors.*
- *Good clinical services.*
- *Appropriate boundaries, patience and tolerance.*
- *Easy admission, good communication, cultural services.*
- *Such a pleasure to work with.*
- *Quick intake process.*
- *If they've been to NWITC they have to write a letter to re-admit.*
- *Communication with client pre-treatment.*
- *Accommodating with all clients and all our needs.*
- *Respectful process.*
- *Great intake process.*
- *Consistent updates.*
- *Professionalism.*
- *Patient learned a lot and feels better than ever.*
- *One-day notice for intake.*

- *Quick intake process.*
- *Professionalism, quality of care.*
- *The quality of work that NWITC does.*
- *Streamline communication.*
- *All questions are answered; intake is always available.*
- *Process is straight forward.*
- *Speedy intake process.*
- *Culture sensitivity, understanding the patient's behavior.*
- *Regular updates, D/C summary, client had a positive report.*
- *NWITC had individualized treatment.*
- *Accountability.*
- *Let the client return.*
- *Great communication.*

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

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

Drug and alcohol free	69 %	Consumes less than before treatment	5 %
No change in use	15 %	Unsure	11 %

Referents and/or the Recovery Support Team reported having contact with or knowledge of 74% 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%
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All referents responded positively, which is consistent with most quarters.

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

- *Several referents would like to see more beds.*
- *Less wait time on beds.*
- *Not enough communication about aftercare with all clients, only with some.*
- *Adding more co-occurring care.*
- *Expand the program, and maybe long term facility for 6 months to 1 year.*
- *Try not to admit on weekends so the client can be seen by the primary right away.*

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

There were no questions on this report.

