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NORTHWEST INDIAN
TREATMENT CENTER

Residential Program
Fourth Quarter ~ FY 2013

- Statistics
- Efficiency & Access Report
- Patients' Input Report
- Patients' Self-Evaluating Progress Report
- Treatment Follow-Up Report
- Referring Agencies Report

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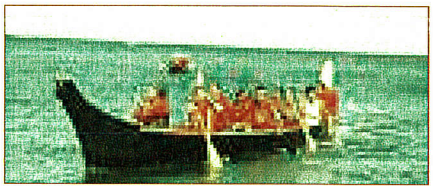

Northwest Indian Treatment Center

Residential Program

Statistics

FY 2013 - Fourth Quarter

Referents	No. Pts
ADEPT	1
Behavioral Health Resources	1
Benewah Medical Center	2
Camas Path	2
Chehalis B.H. Outpatient	3
Colville A&D Program	2
Cowlitz Indian Tribal Health Services	4
Genesis II	1
Heath & Associates	1
Jamestown Sklallam	1
Klallam Counseling Services	1
Lummi Care	2
Merit Resources	1
Moms Program	2
Muckleshoot B.H. Program	4
New Alliance Counseling	2
Pierce County Alliance	1
Port Gamble S'Klallam	6
Puyallup Tribal Health	1
Quileute Counseling & Recovery Svcs	1
Quinault C.D.P.	5
Sauk-Suiattle	1
Skokomish Hope Project	3
Spokane Substance Abuse Program	3
Squaxin Behavioral Health Program	9
St. Peters - Lacey	1
Swinomish CD Services	1
Upper Skagit C.D.P	1
Warm Springs	1
Yakima Comp. Comm. Alcohol Program	2
Total Admissions	**66**

Referent Type

Tribal	20
Other	10
Total Referents	**30**

Statistics by Discharge Date*

Patient Days

Total Patients	66
Total Days	2423
Average Stay	**37 days**

Counselor	# Patients	Total Pt. Days	Average Stay
B.P.	9	292	32
K.P.	13	494	38
M.S.	11	382	35
M.T.	9	346	38
S.I.	14	518	37
S.D.	10	391	39
TOTALS	**66**	**2423**	**37**

Gender

Male	39
Female	27
Total Patients	**66**

Completed Treatment	Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Leave	Other / Special Circumstances
Males - 26 (39% of all pts)	Males - 10 (15%)	Males - 3 (5%)	Males 0 (0%)	Males 0 (0%)
Females- 22 (33% of all pts)	Females - 4 (6%)	Females - 1 (2%)	Females 0 (0%)	Females 0 (0%)
Total - 48 Pts.	**Total - 14 Pts.**	**Total - 4 Pts.**	**Total - 0 Pts.**	
73% of all pts.	**21%**	**6%**	**0%**	

Third Party Payers

ADATSA	30
Expansion	11
Insurance	6
P.O. / I.H.S.	1
Purchase Order	6
TANF	12
Total Third Party Payers	**66**

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

Residential Program
Efficiency and Access Report
FY2013 Fourth 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 ADATSA, qualify for the State of Washington's treatment expansion program or have another payer. 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 ADATSA, they also receive a medical card which helps NWITC coordinate medical care.

July, August, September FY 2013
Efficiency: Here is the payer mix:

ADATSA only	26
Insurance	0
Insurance/P.O.	0
Purchase Order	6
TANF	14
I.H.S.	0
S.S.I.	11
Family Medical	1
Benefit Bed	2

Fifty-nine 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 ADATSA 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. 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 seem to have reclaimed some tribes whose referrals had decreased. The MSPI funds have been increased and extended for an additional year so the rich services will help sustain referrals.

Access: Patients who were admitted to the residential program waited an average of thirteen days. This is slightly more than last quarter. The length of time varied from zero to ninety-nine days. One person waited one hundred and twenty-two day for admission and the reason was the patient had medical issues requiring hospitalization. The wait period is under 20 days, which is within our target.

Denied Access: No prospective patients were denied access.

Summary: The payer mix is good. The revenue for this fourth quarter of FY 2013 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
FY2013 - Fourth Quarter

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

95% Easily understood **5%** 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.

97% Yes 3% No

Pt. #4 UA'd after certain family member's visited.

Pt. #48 Always getting picked on.

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
1.	**NWITC helped me to open and express myself and show more of feelings of hurt and a new happiness.**	**My Counselor was concerned with my treatment and brought out feelings I found out I was hiding or stuffing.**
2.	**N/A**	**I feel changed.**
3.	**I have learned to open up, not use my old behaviors because I feel like a better person. Today I love myself.**	**I'm grateful to be here and get the help that I needed.**
4.	**Treated all areas of my life.**	**N/A**
5.	**My counselor is the best! She know what I'm going through.**	**All the lectures were everything I needed. Counselors are great!!**
6.	**I am clean, thank you. I am mending relations with my daughter and her mother and straightening my life out.**	**Satisfied in all ways.**
7.	**I am learning new ways to thing and I'm very grateful for that. I couldn't think of a better place to get treatment.**	**I am very satisfied with my treatment plan. I have learned a new way of thinking. Thank you for everything.**
8.	**The staff is very helpful and makes everything understandable.**	**All the lectures and the DBT classes.**
9.	**Much clearer understanding of my higher power and how to use him. New tools & techniques to help me stay sober.**	**When I didn't understand, time was taken to explain so I could understand. The patient of the staff with me.**

10.	One on one with my counselor. I have a better understanding. I really like most of the lectures.	Everyone here that cares about me and supports me. The lectures, tools and skills.
11.	I am learning about my culture. I am learning tools I can use on the outside.	N/A
12.	I love that this treatment plan is helping me with my emotions and is showing me with coping skills.	I am satisfied with the progress of this treatment center. With all of the tools they have showed me to help me on this path.
13.	Everyone and all aspects.	N/A
14.	I am satisfied with everything.	I loved everything.
15.	I feel comfortable and safe here. I like all of the lectures, counselors, and TA's are doing an awesome job.	Sharing and lectures helped me to realize that I do want sobriety for myself and that I need to work on my thoughts, feelings, & behaviors.
16.	I'm more into my higher power, and I have better self-esteem.	I've learned some good skills. I learned that I need to tell someone when something happens to me.
17.	Not feeling rushed on home work can work at own pace. Not pressured to do thing I don't want.	Everything was at a good pace, was not rushed and you were still able to complete assignments.
18.	Respected, honorable, listened to.	The way my counselor and the staff have been respectful, concerned, and compassionate about my issues.
19.	Every way, felt welcome and comfortable from the start. My needs were met.	Safe environment to work and heal, great caring staff, knowledgeable & helpful.
20.	I have learned tools here and hope to learn more.	I have learned so much about myself using my DBT skills.
21.	It is easily understood.	Satisfied with treatment, learned a lot.
22.	Comfortable, good people, great counselors, TA's and great cooks.	N/A
23.	I get along with everyone. I understand more than I thought I would and really sticks in my daily routine.	I learned the abuse is not my fault and now I finally believe that. It's OK to say no, I love me.
24.	The food is good, I'm learning a lot and the staff is cool.	Everybody is nice and I need anything, I need only ask.
25.	I work well with the staff and vice versa.	N/A
26.	I've learned a lot about myself even though I didn't think I needed it.	I learned to understand where my insecurities and issues stem from and I learned to be open instead of holding it in and getting angry about it.
27.	Every way possible, you guys ROCK!	Lecture content, lecture delivery, staff willing to answer questions, discuss concerns, opportunity to be outside every day.
28.	I love what I have learned here. It's only been three weeks and I have three more to learn so much more.	I am satisfied with the knowledge and tools I have learned here.
29.	N/A	N/A
30.	I am very satisfied, they explain more in detail. They break down to where you understand.	I have come a long way with my emotions.
31.	Yes, I am satisfied because I am learning new things.	A lot of new things to learn.
32.	That it's Native American, they have the sweat and cultural events.	I found out who I was and because I am spiritually awakened.

33.	***	When I came I was not sure what to expect but now I'm glad I came, this place is awesome
34.	I am so ready to be done and there is so much passion about it here.	I am satisfied with my whole experience.
35.	N/A	N/A
36.	Information, skills and cultural activities.	Love the cultural activities! DBT is very helpful as well, lecture are great.
37.	Learning new skills.	Addressing issues I have never faced.
38.	All in one, thank you NWITC for all of your help and for the great meals.	Completed as planned and all of my needs were met.
39.	The counselors explain the classes they keep it simple and real.	The DBT skills made a real difference in my recovery.
40.	Learning coping skills as well as why I was drinking in the first place.	I have learned to respect myself and other and have learned to use my DBT skills.
41.	I like keeping myself bus with a lot of paperwork.	I feel good about myself, I feel like I accomplished a lot more than before and I finally let my story out.
42.	I'm addressing problems I have never been able to face in my life.	I found out how to love myself again and how to handle my fears and abuse issues.
43.	The lectures are very informational.	The lectures.
44.	The lectures and groups are awesome and a helpful learning experience.	N/A
45.	The lectures are good. I can learn in a lot in 45 days and there is more to learn, other than that I am satisfied.	I am satisfied with this program I took it more serious than last time.
46.	N/A	I think that I can lead a sober life with the aid of Alcoholics Anonymous.
47.	N/A/	N/A
48.	Good recovery tools and skills, I love it.	N/A
49.	N/A	N/A
50.	Learning tools with every class and what cycles I have been stuck in.	N/A
51.	N/A	N/A
52.	New curricula, all counselors are willing to help and listen. Employees are knowledgeable and help me address my issues without feeling forced.	N/A
53.	Very spiritual, different than any other treatment center, very personal.	N/A
54.	I'm satisfied because I am more open and I can talk about my problems.	They helped me to get rid of past issues.
55.	N/A	N/A
56.	I enjoy the activities here at NWITC. I feel at home when we able to participate in drumming, singing, and beading.	N/A
57.	In every way.	N/A
58.	N/A	N/A
59.	N/A	N/A
60.	I am sober.	N/A
61.	N/A	It is a good treatment center.

62.	**It is teaching me a lot about myself and my recovery.**	**N/A**
63.	**N/A**	**N/A**
64.	**I am learning skills to deal with things other than not dealing with them.**	**N/A**
65.	**Happy with my counselor, staff, and tools are great.**	**N/A**
66.	**N/A**	**N/A**

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
1.	**N/A**	**The fraternizing going on, it's distracting.**
3.	**I want to stay longer.**	**N/A**
4.	**Not supporting my goals**	**N/A**
9.	**N/A**	**I feel I was judged to harshly my second week here when there were phone privileges.**
15.	**I'm not getting enough time to stay involved with my children.**	**N/A**
17.	**I wish there were weights to work out with.**	**No weights, alarm clock/radio.**
32.	**Waking up too early, not being to go to your room until a certain time.**	**N/A**
46.	**N/A**	**Elder respect, I have limitations as to what I can do**
62.	**Some of the rules, kind of like I'm in jail.**	**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
1.	**Would like more exercise.**	**More strict on rules and reprimand the culprits.**
4.	**More one on one time with counselor.**	**N/A**
7.	**More exercise.**	**More exercise.**
9.	**Common courtesy and respect from certain members of the staff.**	**N/A**
10.	**More activities, more walks even if it is raining.**	**Add fry bread.**
11.	**More exercise or physical activities.**	**N/A**
12.	**More phone calls.**	**Yoga, acupuncture will really help patients relax and feel good about themselves.**
15.	**More phone time to talk with children.**	**N/A**
16.	**Vending machines, longer phone time.**	**Longer walks, vending machines and more phone time.**
17.	**N/A**	**Listen to music, it's not a distraction.**

18.	**Basket weaving or cedar hats.**	**N/A**
21.	**N/A**	**Radio or TV would be nice.**
22.	**N/A**	**More movies or new movies.**
24.	**More breakfast items.**	**N/A.**
27.	**N/A**	**More phone time and phone privacy.**
31.	**More cedar weaving**	**N/A**
32.	**More sugar and candy**	**N/A**
34.	**Not so much down time on the weekend.**	**Add a drumming class.**
36.	**N/A**	**More beading and drumming instruction.**
39.	**More drumming and drum circle.**	**Would like to see drum group come and teach.**
40.	**More phone calls during the week.**	**N/A**
43.	**More discipline with the young people.**	**More discipline with the young people.**
44.	**A parent class.**	**N/A**
46.	**N/A**	**Respect for age and age like conditions.**
53.	**More phone calls.**	**N/A**
54.	**Drum class**	**Drum class**
61.	**N/A**	**More activities for visitors.**

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
1.	**You should be able to have a pass to shop for yourself if you need items for your stay.**	**Traditional activities outside the center to encourage patients to cope with sober environment before they leave treatment.**
9.	**Common courtesy and respect used by certain members of the staff when dealing with patients one on one.**	**Respect for the drum and the circle need to be emphasized more.**
12.	**N/A**	**Domestic violence program should be certified for legal/court/family services.**
15.	**More phone time to talk with son.**	**More phone time to communicate with family.**
18.	**CDC professional present during the night. Better system for patient feedback.**	**Thankful I waited to come here.**
27.	**This treatment center and all those that make it happen – You Guys ROCK!**	**N/A**
36.	**N/A**	**Classes with August can be dry and boring.**

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

98% Yes **2%** 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 2013, Fourth 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 ninety-three 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	60	0	20	0	-40	60	80	0	80	-20
2	0	0	0	0	0	0	0	0	0	0
3	40	0	60	0	0	0	100	0	80	0
4	40	0	40	0	0	0	60	0	40	0
5	0	0	0	0	0	0	0	0	0	0
6	80	20	80	20	40	0	80	20	80	20
7	20	20	60	20	40	20	60	0	40	0
8	0	0	0	0	0	0	0	0	0	0
9	20	20	40	20	0	20	20	40	60	20
10	40	0	20	0	0	0	0	0	0	0
11	20	0	40	0	20	0	60	0	60	0
12	60	40	40	40	0	0	60	20	0	0
13	40	0	0	0	20	0	0	0	20	0
14	0	0	0	0	0	0	0	0	0	0
15	20	40	60	20	40	20	0	20	40	20
16	0	20	0	40	0	40	0	40	0	0
17	20	20	20	20	0	0	0	0	0	80
18	20	20	40	0	20	0	0	0	0	0
19	0	0	40	0	40	20	20	0	60	20
20	80	20	60	0	60	20	0	0	40	-20
21	0	0	0	0	0	0	0	0	0	0
22	20	0	40	0	80	0	20	0	0	0

23	60	0	60	20	60	20	40	20	60	20
24	20	0	0	0	0	0	0	0	40	0
25	40	0	20	20	0	0	0	0	20	0
26	40	0	0	20	20	20	0	0	40	20
27	60	40	20	80	-20	40	20	20	40	40
28	0	0	40	0	0	0	60	0	0	0
29	0	0	0	0	0	0	0	0	0	0
30	20	40	80	20	80	20	60	0	60	40
31	40	0	20	0	40	0	0	0	60	0
32	40	0	100	-20	0	20	80	0	100	0
33	20	20	20	20	20	20	20	0	20	0
34	0	40	40	20	20	20	0	0	40	40
35	0	0	0	0	0	0	0	0	0	0
36	20	20	20	20	0	20	20	0	20	0
37	20	20	40	40	0	0	20	20	40	20
38	100	0	100	0	-60	100	40	0	40	0
39	20	0	40	0	-60	40	0	0	40	0
40	40	40	40	20	40	20	60	20	40	40
41	20	0	20	0	20	0	0	0	0	0
42	20	20	60	20	0	0	0	0	80	0
43	0	-20	0	0	0	20	0	-20	0	0
44	0	0	0	0	0	0	0	0	0	0
45	0	-20	0	0	0	20	0	0	0	-20
46	0	0	0	0	0	0	0	0	0	0
47	0	0	0	0	0	0	0	0	0	0
48	40	0	40	0	40	0	40	0	20	0
49	0	0	0	0	0	0	0	0	0	0

50	60	0	60	0	10	0	80	0	80	0
51	0	0	0	0	0	0	0	0	0	0
52	0	0	0	80	0	80	0	20	0	0
53	40	0	0	0	0	0	20	0	20	0
54	0	0	20	0	0	0	20	0	0	0
55	0	0	0	0	0	0	0	0	0	0
56	0	40	0	60	0	40	0	60	0	60
57	40	0	80	0	40	0	20	0	60	0
58	0	0	0	0	0	0	0	0	0	0
59	0	0	0	0	0	0	0	0	0	0
60	40	0	40	0	0	0	40	0	0	0
61	0	20	20	20	0	0	0	0	0	0
62	40	0	20	0	0	0	40	0	0	0
63	0	0	0	0	0	0	0	0	0	0
64	0	0	0	0	20	0	0	0	40	0
65	0	0	20	0	0	0	0	0	0	0
66	0	0	0	0	0	0	0	0	0	0

- 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
FY2013 - Fourth Quarter

The following report represents the results of the telephone interviews with sixty-eight percent of the total participants during the third quarter. Survey results are printed in bold type.

1. Are you still clean and sober?

98% Yes **2%** 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?

78% Yes **22%** No **0%** No Response

- **Patient is elapsing and has a warrant.**
- **Appointment has been made.**
- **Client switched locations for aftercare to make it more convenient.**
- **Client doesn't want to go to outpatient.**
- **Unable to attend due to no funding.**
- **Client was in jail and judge rescheduled it for a different day.**

The number of alumni reporting that they have already seen their aftercare provider is about the same as recent quarters.

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

91% Yes **9%** No

- **Roommates in Oxford House need to not be so dramatic and fighting.**
- **Client is not sure what they need, just struggling.**

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?

98% Yes **2%** 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 the same as last quarter. All patients were satisfied.

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

- **Client requests information concerning housing.**
- **Client requests to attend Recovery Coach Academy.**
- **Client requests assistance with housing.**

7. What referrals were made during the interview today?

- **Client was referred to rental assistance website.**
- **Client was connected with Recovery Coach and meetings.**

Comments:

- **Client is interested in the Recovery Coach Academy in December.**
- **Client asked to be sent sweet grass.**
- **Client said "I love it there and I would honestly recommend NWITC to anyone and everyone.".**
- **Client stressed the importance of staying in contact with their Recovery Coach.**
- **Client is feeling strong.**
- **Client is doing well and adjusting well to their environment.**

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

Residential Program
Referring Agencies Report
FY2013, Fourth Quarter

This report represents the perspective of the agencies that refer patients to Northwest Indian Treatment Center. Responses were received from referring agencies for ninety-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	**88%**	B. Easy to comply with	**7%**
C. Confusing	**2%**	D. Too demanding	**3%**

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?
   - ***Great communication with NWITC staff.***
   - ***NWITC Staff respect the patients.***
   - ***NWITC went above and beyond given the patients behavior.***
   - ***The whole referral process was easy.***
   - ***Total patient care.***
   - ***The NWITC program is fantastic.***
   - ***Professionalism, good dialog.***
   - ***Recovery Support contacted the patient and the patient is very engaged.***
   - ***The NWITC program is wonderful.***
   - ***Patient got into NWITC in a timely manner.***
   - ***It is a pleasure working with Jody.***
   - ***Very impressed with Cultural component.***
   - ***NWITC staff always offer assistance.***
   - ***Prompt return of phone calls.***
   - ***Patient came back feeling cured, feeling very good about themselves.***
   - ***Love the aftercare program and the Recovery Coach program.***
   - ***Totally satisfied with everything.***
   - ***Working with Jody, ease of contacting her and the communication is great.***

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	**50%**	Consumes less than before treatment	**7%**
No change in use	**7%**	Unsure	**36%**

Referents and/or the Recovery Support Team reported having contact with or knowledge of 88% of this quarter's post discharge patients that remained drug and alcohol free or consumed less than before treatment. This is higher than last quarter.

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 gardening activities.**
   - **Contract beds with Cowlitz.**
   - **The physical portion, admit processed reduced.**
   - **Waited too long for a bed.**
   - **Add a family program.**
   - **Sooner bed dates.**
   - **More beds.**
   - **Build another house so more beds are available.**
   - **Move closer.**
   - **Longer inpatient time.**

7. Do you have any questions you'd like addressed?
   - Can we get a copy of the NWITC drumming CD? *Answer: CD's are currently not available.*
   - Patient was involved in a relationship during treatment and was allowed to stay, why was patient allowed to stay? *Answer: NWITC works on relationship issues individually.*