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**NORTHWEST INDIAN
TREATMENT CENTER**

Residential Program Fourth Quarter ~ FY 2015



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 2015 - Fourth Quarter

Referents	No. Pts	Statistics by Discharge Date*			
Alta Counseling	1	Patient Days			
Camas Path	2	Total Patients		64	
Cascade Behavioral Health	1	Total Days		2388	
Cedar Grove	1	Average Stay		37 days	
Colville	2				
Community Services NW	2				
Cowlitz	3				
Eugenia Center	1				
Fair Fax	1				
First Things First 123	1				
Harborcrest	2				
Health and Associates	1				
Intercept	1				
King County Criminal Justice	1				
Kitsap Recovery	1				
Klallam Counseling	5				
Lakeside Milam Recovery Center	1				
Makah	2				
Merit Resources	1				
Muckleshoot	3				
NARA	1				
Nimiipuu	1				
Olympic Personal Growth	1				
Port Gamble	3				
Quinault	3				
Raging River	1				
Safe House	1				
Seattle Indian Health Board	2				
Social Tx Program	1				
Spokane	3				
Squaxin	5				
Suquamish	1				
Trilliam Tx	2				
Tulalip	2				
West Sound	1				
Whatcom Detox	1				
Willipa B.H.	1				
Yakima	1				
Total Admissions		64			
Referent Type					
		Tribal	16		
		Other	22		
Total Referents		38			
Gender					
		Male		39	
		Female		25	
Total Patients				64	
Completed Treatment					
Completed Treatment	Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Leave	Other / Special Circumstances	
Males - 28 (44% of all pts)	Males - 7 (11%)	Males - 2 (3%)	Males 2 (3%)	Males 0 (0%)	
Females - 20 (31% of all pts)	Females - 3 (5%)	Females - 1 (2%)	Females 1 (2%)	Females 0 (0%)	
Total - 48 Pts.	Total - 10 Pts.	Total - 3 Pts.	Total - 3 Pts.		
75% of all pts.	16%	5%	5%		
Third Party Payers					
		ABP		46	
		TANF		10	
		SSI		3	
		Expansion		1	
		Tribal PO		2	
		Insurance		2	
Total Third Party Payers				64	

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

**Residential Program
Efficiency and Access Report
FY2015 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 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.

July, August, September FY 2015

Efficiency: Here is the payer mix:

ABP	46
TANF	10
SSI	3
Expansion	1
Tribal Purchase Order	2
Insurance	2

Sixty-four 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 the same amount of 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. 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. Last quarter one Recovery Coach Academy was presented, training several recovery coaches throughout different tribes. This quarter a recovery coach campout conference was held to build relationships between recovery coaches and receive additional training.

Access: Patients who were admitted to the residential program waited an average of sixteen days. This is lower than last quarter. The length of time varied from zero to 121 days. One person waited 121 days for admission, this is because the client had a family emergency. 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 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 - Fourth Quarter**

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

1. Was your orientation at admission:

91% Easily understood **9%** 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.

98% Yes **2%** No

- **There are players here and they think it's funny.**

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	I learned to feel and that it is ok to let the pain out & be uncomfortable. Also learned its ok to love myself and not get angry when I'm called out on my stuff.	I'm learning new tools to deal with all the emotions I've never felt before.
2	It's safe & I'm finally getting comfortable here and being around people.	I've been able to open up so much about myself and bonded with the sisters and see the changes I still need to make.
3	I like the information because it helps me realize a lot about myself.	N/A
4	I'm very satisfied with my treatment.	I'm very satisfied with my treatment. Got a lot out of it, really helped.
5	All of them.	Every way; learned a lot and had a blast.
6	I'm learning to forgive myself and set healthy boundaries.	I've worked on a lot of my issues here. I feel much more at ease.
7	Taking a good look at my inner-self and using it to heal and yes, I am happy with it.	Very satisfied. Got to the root of my problems and able to heal.
8	All of it because they are always so quick to help if I need it.	I got to learn a lot.

9	Counselors, lectures, TA's and cooks. The respectfulness and concern in my tx awareness. Also the great speakers and Native American teachers.	Have awareness of alcohol addiction. Now I know how to cope with my recovery.
10	I'm learning a lot about myself.	Counselors, recovery.
12	Getting along with everybody and talking to a counselor.	Got a lot of help.
13	I'm glad to be sober and no longer dependent on alcohol just to get through the day.	I'm sober and I learned a lot.
14	The lectures and assignments are much targeted and in depth. Information is current and some is new time.	Every counselor & instructor is knowledgeable and always has time to address urgent needs or emergency phone calls.
15	Yes I was.	My treatment was awesome, the staff was really professional.
17	I'm clean and sober. I can see how I was when I used to drink.	The counselors made it easy to understand what they taught. I understand my disease better.
18	Welcoming, comforting, unique, positive, powerful lectures, in-depth strong cultural based and good at approaching issues needed to work on. In comparison to other treatments for me 5 stars.	Clarity on issues I need to focus on; spiritual and cultural.
19	N/A	I'm thankful the staff and patients here helped bring me out of my shell because while using I was isolated.
20	Blessed, able to feel relaxed, loved and wanted. Able to eat, not over worry as much. Did connect me back to my higher power.	I'm very appreciative, blessed and thankful. I hope and pray my tools stay with me.
21	Counselors are great!	Great facility and lectures.
22	The counselors and teachers are effective in drawing me out of myself and getting me to deal with the core of my issues. Also understanding my addiction and taking responsibility. I've been in counseling for 4 years and never had that. I know I needed it.	In every way. I've spent 4 years with a counselor that never got me to do the work I've done here. I've absorbed a lot and am taking pieces of everyone and the insight and wisdom home with me. Thank you NWITC.
23	I feel like I am getting more spirituality than other treatment centers.	I can feel the love and support, that I am cared for here.
24	I'm working on every aspect of my life.	Well I feel like I'm succeeding in my recovery.
25	All ways.	N/A
26	Everything and everyone especially Brad, cooks, TA's and Scott.	The TA's cooks, counselors, Miss Molly, Cheryl, Chrystal, Mandy, Brad, Miss Mary, Jody, Nicole, Isa, Mike.
27	I really like the holistic/native approach compared to the pounding 12 step into your brain.	Very happy with the counselors, staff, cooks and food was excellent. Felt very well taken care of; spoiled. TA's were sweet.
28	I like my counselor and other patients, as well as my treatment plan.	I have been able to start the steps I need to be a strong Native American woman. I am learning to love myself one day at a time.
29	Writing letters.	N/A
30	Native American oriented, culture based. Focus on other types of abuse other than alcohol & drugs.	I was treated kindly by staff and patients; learned more tools.
32	Learning to deal with my depression instead of just isolating.	I got the tools to stay sober.

33	The food & my peers.	The group of patients as a whole at my stay this time are an amazing group of people. Staff and TA's were awesome!!
34	Able to set boundaries better and bring out my other problems I never dealt with.	Very.
35	With the facility, cooks, TA's, counselors. Groups in treatment will help me with my sobriety when I return home. Thank you all.	Everything was a very good learning experience.
36	I love how it's from a Native prospect, it clarifies a lot of issues.	Learning its cool to be myself.
37	The staff are all very respectful and professional. Beds are comfy and the feel is good.	Healthy food and nutrition, helpful staff, plenty of information to learn and beautiful property.
38	I have a better understanding of why I feel the way I feel.	I am more aware of my feelings and being able to identify them instead of running to get loaded.
39	Feels great to be here, feels like I am coming back to life.	I feel a lot better about myself.
40	I'm actually walking through this.	I really worked and learned about myself.
41	I learned here what I couldn't learn elsewhere (4 other treatments) with 6 years of college. Why I hated myself. I'm constantly thinking "wow" in lectures and with assignments.... Immeasurable.	I learned the basis for my past alcohol abuse & negative self-image. Education was outstanding. It wasn't like boot camp. The things we had to do were extremely clear cut and explained. Learned to trust people.
42	This treatment gets to the core of issues that kept me drinking.	In all ways. Work with counselor and groups and lectures have helped me immensely.
43	Welcomed with open hands by staff, TA's and my brothers and sisters.	The center has shown me that there's other ways of life eyes besides drinking all the time.
44	My counselors and all the staff here are very helpful and friendly. Pretty much everything from lectures to speakers. A lot different from the last center I went to.	I'm very satisfied with all the counselors. The program itself, very informative.
46	N/A	The food, how welcome I felt.
47	I'm not anti-social anymore.	It's not just an alcohol and drug program.
48	Different lectures and topics.	All areas, the lecture and cultural aspects. I am greatly satisfied.

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>
1	I feel I haven't met with my counselor enough.	Nothing, I really feel like this place is amazing.
3	I feel like some TA's and counselors brush off my concerns.	N/A
14	More in-depth time with mental health/CD relationship would be nice. Thank you for the care you have taken there. Most centers have none at all, I am so grateful.	N/A
19	N/A	I don't like how some staff members undermine us and make us feel undeserving or not good enough.

20	N/A	Would have loved to get a copy of all the songs we learned and sang here.
21	Would like to see and speak to my husband more.	N/A
22	One counselor curses so much, it's hard for me to focus on the lectures. I feel it's unprofessional. We have to be mindful of our language, so they especially should too.	N/A
24	More outside meetings every week.	Well I got cut off from fraternizing.
26	No sweat dresses for larger people. Do not like counselors using loud voices or talking down to me.	There are no sweat dresses for larger women, meds sometimes not on time when short staff.
28	I don't feel like I have resolved any issues yet.	I believe family should be more involved in the treatment process.
29	N/A	Didn't really bond with my counselor.
30	My family is far away, no visits.	The phone calls and visits.
32	Rules are confusing.	N/A
33	Gained too much weight too soon.	N/A
37	N/A	The honey gets locked up at night.
38	I am still letting myself get in the way of my own growth in recovery.	I don't want to go.
39	Still trying to work on my self-esteem.	N/A
41	N/A	I do not consider myself and drug addict or alcoholic. At one time in my past yes, but these things I defeated on my own long ago except once in the last 2 years & that was after oral surgery.
44	No personal books to read. Not being able to make a few more phone calls (but NWITC counselors work with you on that situation).	N/A
46	N/A	More phone time.

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>
1	I think you should get some community creamer.	People should be praised even when they choose their own recovery plan.
2	Some yoga, light exercise and music would be nice.	More field trips.
4	N/A	Need to go on more walks.
5	Ipod.	Sugar packets, candy, and music.
8	N/A	More fun activities.
12	Wish walks were mandatory.	Can talk to opposite sex, more music and free time.
13	Maybe some work out equipment. I think it's a pretty good setup here.	Not make it mandatory to wake up at 6:30; maybe 7:00 if you get to class on time.
14	More time with Mandy & Shirley. Both lectures are very helpful. More information from Mandy on which herbs to use to heal damage done by us and how to use them.	Actual instruction on drumming songs for those of us who are non-native or grew up off the res.

17	N/A	Need to be able to talk to opposite sex, were only human.
19	N/A	Include a little more cultural values and teachings as well as outdoor activities like when we went on the adventure to the ponds on July 3 rd to help bring up peoples self-esteem.
20	Coffee creamer, able to share with brothers and sisters in morning if needed.	Somehow the tables in a circle. The words of the songs we sing be on T.V. Add two tether balls.
22	A good exercise program. Maybe crossfit for health and venting or at least yoga for calming.	A quit smoking and exercise class.
23	More time to exercise or holistic healing.	Consequences for not following rules, exercise daily.
24	More outside meetings including Squaxin NA meetings.	More outside meetings.
26	For people to get phone time taken away for not doing chores.	That on hot days visitors can use lecture room, my family has high blood pressure and diabetes and are over 70.
27	N/A	Maybe more fitness equipment (weights, treadmill, bowflex).
28	N/A	A family portion where they can come and have class.
29	N/A	A lot of people talk about drugs and it bothers me.
30	Walking to the post office later because when we arrive they're still sorting mail.	People that live 7 hours away should be able to have a walking pass.
32	Better orientation.	N/A
33	Some Asian, African American, and Whites instead of 28 Natives.	I think the cooks should have a little tip jar.
34	More phone call times.	More phone call times.
36	A bath tub for patients that come in with sore muscles and bodies.	The Jahari Window would be an awesome exercise.
37	More walks.	Pool table, more honey.
38	N/A	I feel the patients would benefit more if we could camp out at Sundance.
39	A room to workout with free weights.	Weights.
40	No changes love this program.	Soccer ball.
41	More info, lectures, speakers like Native traditions and values and songs.	Too lenient at times.
42	More crafts.	N/A
44	Nothing, every time I have a question is quickly resolved.	I wish I could make more phone calls, but it is what it is. Have the program a bit longer.
47	CMA meetings.	Chips, candy, Red Bull.
48	Real creamer and sugar.	Pizza parties.

Many varied suggestions offered with no particular common theme.

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
3	I think everyone should be checked for lice. If people are detoxing they shouldn't be around the general population.	N/A

19	N/A	I want to work on building back my trust with people, accepting peoples love, finding my identity and not thinking like an addict.
23	More stuff for kids visiting.	Consistency with TA's.
24	Activities for visitors.	New basketballs and no soccer balls.
26	Scared of smoke house, do not understand it.	People do not do chores, being disrespectful to TA's for silly reasons.
27	I'd just like to share that I'm grateful to be here. People should return dishes to kitchen and clean up after themselves.	My experience here at NWITC was very informative and helped my understand the nature of my disease a whole lot better. Thank you.
28	N/A	I am scared to go home because I can tell already things are going to be the same but I'm different.
30	It should be longer than 45 days of treatment.	N/A
34	N/A	Safety of the patients, if someone reports something, it should get looked into; makes me very uncomfortable.
37	I would prefer to use the wet mop sometimes.	The basketball court could us a tune up.
42	N/A	The handicap railings in bathroom, but that has been taken out because it was not securely attached to the wall.
43	N/A	The center has treated me with open arms as if I were part of a family that was a great feeling through my healing.

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, 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 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	
1	40	20	60	40	80	20	20	80	20	60	40
2	40	0	60	0	80	20	20	20	40	20	40
3	20	0	20	0	40	0	0	0	0	0	0
4	60	0	60	20	60	0	0	60	0	80	20
5	20	-20	60	40	0	0	0	0	0	0	0
6	40	20	40	0	0	20	20	40	-20	60	-20
7	0	40	20	40	-40	40	40	40	0	0	0
8	20	20	20	0	20	20	20	20	0	20	0
9	0	0	20	20	0	0	0	0	0	0	0
10	20	0	80	20	60	0	0	40	0	80	20
12	60	20	40	0	0	20	20	40	20	60	0
13	0	20	40	0	0	20	20	20	0	0	0
14	40	20	40	20	60	20	20	60	40	40	40
15	-20	100	-20	100	-40	100	100	0	100	0	100
17	0	0	20	0	0	0	0	0	0	0	0
18	0	40	20	20	20	20	20	20	0	40	40
20	20	60	60	0	100	-100	0	0	20	0	20
21	20	0	20	0	20	0	0	0	0	0	0
22	60	0	20	0	20	0	0	40	20	80	0
23	60	40	40	0	40	-40	0	0	0	40	0
24	40	20	20	20	20	0	0	0	0	40	40
25	20	0	60	0	40	0	0	20	0	40	0

26	40	-20	60	40	40	0	-60	0	0	0	0
27	0	40	20	50	10	20	20	20	20	60	20
28	0	0	20	20	0	40	40	40	40	80	0
29	60	-20	20	20	-40	40	40	20	20	20	0
30	80	0	20	-20	60	-60	0	20	20	0	40
32	40	20	40	20	0	0	40	0	60	40	40
33	20	20	40	20	20	0	20	20	80	0	0
34	20	20	40	20	-20	20	20	0	40	40	0
35	40	0	0	0	0	0	0	0	0	0	0
36	-20	60	20	60	20	60	0	40	20	20	40
37	20	20	20	0	0	0	20	20	20	20	20
38	40	20	20	20	60	20	20	20	60	60	20
39	40	40	20	80	40	40	20	40	40	40	40
40	40	20	0	20	0	60	0	20	40	40	20
41	20	20	30	20	40	20	30	20	30	0	0
42	20	40	20	20	20	40	0	40	40	40	40
43	60	0	100	0	-60	0	0	0	20	0	0
44	20	20	20	40	0	0	20	20	20	20	20
46	20	40	0	20	40	20	0	40	40	40	40
47	0	-20	0	20	0	-20	0	0	0	0	0
48	-40	40	30	30	0	100	20	20	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.)

7. What referrals were made during the interview today?

- Bus pass given to client.
- Oxford House information.
- Bus pass ordered for client.

Comments:

- Client reports feeling great.
- Client misses everyone.
- Client reports woo hoo, loving life.
- Client reports, loving new life, thanks NWITC.
- Client comments, thank you for all the love and support.
- Client reports doing great.
- Client reports feeling ok.
- Client comments, thank you, thank you, thank you. I love NWITC.
- Client comments, thank you for giving me my life back.
- Client requested follow up services stop.
- Client reports leaving oxford housing.
- Recovery support comments client seemed in great spirits.
- Client reports doing great and living a happy recovery life.

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

**Residential Program
Referring Agencies Report
FY2015, 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 seventy-five percent of fourth 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	44%
C. Confusing	2%	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	100%	No	0%
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All responses are positive, which is consistent with most quarters.

3. In what ways were you satisfied?

- *Great communication.*
- *Counselor contact; always allowed to talk to the patient.*
- *Continues to call back, very respectful.*
- *Quick admission process, weekly updates.*
- *Professional staff, great communication.*
- *First and only treatment center to accept patient will all the medical issues and medication.*
- *Weekly updates, contact even after patient left.*
- *Stayed in contact with patient issues & when they were doing well also.*
- *Stayed in contact about patient.*
- *Were able to get patient in early. Very helpful with paperwork.*
- *She always treated me with kindness, always accommodating patients.*
- *The weekly client updates; Information on the admit process.*
- *The client is still raving about the program.*
- *Weekly updates, was kept very informed about the progress.*
- *Patient came to the facility, graduated and raved about the program and what it had to offer.*
- *Good communication from referent to staff. Excellent therapeutic services for client. Very professional staff.*
- *Good communication skills between staff and patients.*
- *Patients come back with such success.*
- *Dealt with boundary issues & was very commutative on those issues.*
- *With aftercare follow up after graduation.*
- *Treated well.*
- *Helpful, professional staff.*
- *Dealt with family issues and court issues.*
- *Everything; paperwork, callbacks, updates.*
- *Smooth process, weekly updates.*
- *Communication, great program.*
- *Treated well.*
- *Very supportive, you have a wonderful program.*
- *All communications were in a timely fashion, really good program.*

- Returned phone calls in the same day & instant notification on admit process.
- Weekly updates about patient so helpful with information and admit process.
- The constant updates about patient.
- Quick placement.
- Aftercare calls even after graduation; weekly updates.
- Easy process.
- Professional staff.
- Quality of care.
- Prompt attention.
- Quick referral process, good follow up with intake.
- Being able to get patient back into treatment.
- Great communication, appreciated discharge summary.
- Easy to communicate with.
- Always treated with kindness, accommodated patient at last minute.
- Everything
- Smooth process.
- Smooth admission process.
- Well informed about client support services even after patient left.

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	73 %	Consumes less than before treatment	8 %
No change in use	4 %	Unsure	8 %

Referents and/or the Recovery Support Team reported having contact with or knowledge of 81% 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?

- Able to assist the needs of different insurances.
- Many referent stated they would like more beds.
- Bus issues: having layovers for clients.
- More detox resources.
- Only got a couple calls from counselor.
- Move NWITC up to our area.
- Sooner bed dates.
- Attention to emergency calls.

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

- Do you accept non-natives?

Answer: Yes, however we are Native American preference.

