



## NORTHWEST INDIAN TREATMENT CENTER

August 15, 2014

Dear Colleague,

The report for the Third Quarter, FY2014 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, FY2014, referents reported that 83% 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.

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

Sincerely,

A handwritten signature in black ink that reads "Stephanie Tompkins". The signature is written in a cursive, flowing style.

Stephanie Tompkins, CDP  
Director

# D3WX bi Pa lil



**NORTHWEST INDIAN  
TREATMENT CENTER**

## Residential Program Third Quarter ~ FY 2014



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 2014 - Third Quarter

Referents	No. Pts	Statistics by Discharge Date*																																							
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Referent Type	
Tribal	23
Other	9
<b>Total Referents</b>	<b>32</b>

Third Party Payers	
APB	36
Expansion	7
Insurance	1
Purchase Order	3
Third Party	4
TANF	5
<b>Total Third Party Payers</b>	<b>56</b>

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

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**Residential Program  
Efficiency and Access Report  
FY2014 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), to 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 the Alternative Benefit Plan, they also receive a medical card which helps NWITC coordinate medical care.

**April, May, June FY 2014**

**Efficiency:** Here is the payer mix:

ABP	42
Tribal Purchase Order	2
Expansion	14
Insurance	1

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 Alternative Benefit Plan beds 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. 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. Through the grants a "recovery coach" program has been implemented. We have conducted multiple trainings funded through the MSPI grant; training recovery coaches from tribes all over Washington, Idaho, and Oregon.

**Access:** Patients who were admitted to the residential program waited an average of fourteen days. This is more than last quarter. The length of time varied from zero to 96 days. One person waited 96 days due to a family emergency, the patient was given a new bed date. The average 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 third quarter of FY 2014 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**

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**Residential Program  
Patients' Input Report  
FY2014 - Third Quarter**

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

**97%** Easily understood                      **3%** 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%**

*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	<b>I am learning various techniques to deal with my issues (abuse, trauma, relationships, eating healthy, guilt...etc) that although I had been to various TX centers I have never had these issues explained to me so I would understand and move on.</b>	<b>My counselor Sonja was a huge support for all the issues I needed to deal with while I was here. She walked me through all of the hard things I felt like I could never get through because I always felt like I was alone. She helped me.</b>
2	n/a	<b>I've learned a lot from all the counselors that will help me stay clean.</b>
3	n/a	
4	<b>Yes I am, this place has helped me get my life back. Everyone was nice.</b>	<b>I feel that I have gained a lot of tools to change my thinking. I have begun to trust myself and others. I have found myself again.</b>
5	<b>I like that our lectures are explained by counselors in their own recovery with their own story. I don't feel dummy talked and its broke down to where I understand and can apply these big words to my own situation.</b>	<b>Mike and Kim's lectures were very inspiring to want to stay clean and sober.</b>
6	<b>Staying sober.</b>	<b>It is all good ☺</b>
7	<b>I like the program because it's pretty much in touch with its roots. Traditions plus it rains a lot.</b>	<b>I appreciated the walks &amp; culture involvement. I think I made a tremendous improvement in my attitude.</b>
8	<b>Everybody did what they said they would.</b>	<b>Treated with respect and kindness.</b>

9	<b>Learning a lot more than last time. I am addicted to alcohol.</b>	<b>n/a</b>
12	<b>All ways so far.</b>	<b>I am happy with every aspect.</b>
13	<b>It was easy to understand and with help I can change my sinning ways.</b>	<b>Aftercare complete, ready to get on the red road.</b>
14	<b>n/a</b>	<b>Everyone has been very open and caring staff has helped out very much with lectures.</b>
15	<b>It is helping me with my communication skills and being able to express and feel my emotions.</b>	<b>It has given me a new outlook on my everyday walk. Received tools to help me on my journey.</b>
16	<b>I am learning to respect myself and others.</b>	<b>I am happier. I have more skills and a better attitude about myself.</b>
17	<b>I'm talking and taking chances because I'm not afraid anymore.</b>	<b>I have learned much and trust the people here.</b>
19	<b>So far, everyway has been satisfying.</b>	<b>Every way.</b>
20	<b>Glad to be learning DBT skills. Love how caring all the staff is.</b>	<b>Figured a lot out about myself and why I was doing some of the things I did so I can start processing and continue to process.</b>
21	<b>I think it's a good mix of learning. Some of its fun like gardening and plant stuff mixed with skills to help us quit drugs.</b>	<b>I feel confident I can leave and not go back to doing drugs.</b>
22	<b>All the lectures have been very beneficial and seem to be aimed right at me, and also DBT.</b>	<b>Well my treatment here helped me more than I ever expected.</b>
23	<b>I am learning a lot about all my emotions and how to deal with stress.</b>	<b>Learning my communication skills, talking about my deepest darkest secrets has helped me.</b>
25	<b>Bound with love, caring, understanding group settings. Drum and speaker meetings, herbal medicines, Mandy.</b>	<b>I am satisfied with treatment working &amp; accomplishing short term goals, not concentrating on the outside issues. Working on the inner self spiritual and mental.</b>
26	<b>That it's not all lectures lots of interactivity.</b>	<b>All aspects, the staff and almost the whole group. Very friendly atmosphere.</b>
27	<b>I can't think of any unsatisfied ways about this treatment center, most of all just glad to be here.</b>	<b>The food, the staff, respect given, all in general satisfied.</b>
28	<b>I'm comfortable here &amp; spiritual connection is growing and it makes it easier to open up. I also feel like I'm more than just a number.</b>	<b>I've been to numerous treatment facilities and this place helped me identify why I kept relapsing.</b>
29	<b>Food.</b>	<b>I processed a lot of childhood stuff. Food was good.</b>
30	<b>I am learning positive actions and feelings. Finding who I really am and to be more understanding in positive ways.</b>	<b>I have learned a lot more of myself and learn to be mindful every day.</b>
31	<b>So far I am satisfied with my treatment, I am learning a lot in lecture and trying to apply it to myself.</b>	<b>The staff here has helped me grow and has nurtured my positive attributes and helped me create structure and self-esteem. I love and thank miss Mary for everything she has helped me with in my recovery here.</b>
33	<b>I appreciate and am grateful for the help I am getting. Sobriety is what I need for me, thank you.</b>	<b>I found ways to deal with my emotions and to set healthy boundaries.</b>

36	I am getting the help I need. The help I was always looking for.	n/a
38	Great food, medical help, open to talk with counselor or TA.	Completed my goals, exposed my monsters that I have been carrying my whole life.

*In general, patients appreciated the staff, the new knowledge they had gained, and their personal progress. This is consistent with previous quarters. When there is an n/a that patient either had no response to the question or did not complete the questionnaire during that time period.*

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

<u>Pt.#</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	Gambling lectures need more structure. I like Troy but found lectures to be boring. But he seemed to have more interesting lectures and a passion for sobriety and relationships. I was really interested when he talked to us about staying sober I saw everyone paying attention.	n/a
2	n/a	I don't like the fact that my counselor said I was hiding something from her. We have already worked it out and she believes me now.
4	Some of my peers not being able to play volleyball.	Being on lockdown. Or having to deal with people I can't stand being around.
8	I got picked up a day early from detox.	n/a
9	Peers behaviors.	n/a
14	n/a	On Sundays one certain staff has been in my opinion very disrespectful towards patients while visitors are present.
15	Facing old feeling and seeing what issues I have to deal with.	I don't want to leave because it has become a safe zone. Scared to leave.
16	One girl has been disrespectful today.	I didn't get as much stuff that I wanted to get done but I have grown a lot.
17	I still lack confidence.	n/a
20	n/a	No candy and that I tried to manipulate the whole going on a pass situation.
22	Want to be treated respectfully, especially in front of a guest on Sundays.	I am completely satisfied.
25	Just when a TA brings problems from home & takes it out on us, especially on Sundays in front of guests and kids, disrespectful.	n/a
26	That it is so long, the last week is a repeat week.	Would like more phone time on Sunday.
27	I guess I don't see what the big deal about wearing hats on our way outside is. Morning walk, doing chores.	n/a
29	Fraternization, lack of respect of rules by young people.	Length of step and speaker meetings, they are way too long.
30	That everyone needs to be more respectful with each other and actually follow the rules.	n/a

31	<b>So far I am unsatisfied with treatment because I feel I should have had to go to my counselor and try to receive one on one. I feel he should be more active and his responsibility should be on me.</b>	n/a
38	<b>First encounter with counselor and one TA.</b>	<b>Was drilled by 3 counselors, at times was treated like a child.</b>

*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	<b>Gamblers Ed. Not being mandatory and more time to be added to gardening.</b>	<b>More time to garden.</b>
5	n/a	<b>It would be cool if we had some softer towels. The cook staff and TA's were awesome and underappreciated.</b>
7	<b>Some of my peers.</b>	<b>Phone time. More phone calls.</b>
12	<b>More sweats.</b>	<b>More sweats.</b>
15	<b>The only thing is I would like to have more sweats. Sweats help relieve stress.</b>	<b>I would like if we had a sweat every week. Some people have very hard weeks.</b>
16	<b>Game day in the sun.</b>	<b>I would like more active fun instead of sitting down 24/7.</b>
17	<b>Bow flex and treadmill.</b>	<b>They should add the movie <u>Dance Me Outside</u> and <u>Pow Wow Highway</u> to the movie list also Little <u>Big Man</u>.</b>
19	<b>Visits on weekdays, because I couldn't get visits otherwise.</b>	<b>More hands-on herbal food program.</b>
20	<b>More phone calls ☺ Allow candy on weekends.</b>	<b>Candy on weekends, some kind of sober fun outside of here (Pow wows, tribal gatherings)</b>
21	<b>A little more exercise.</b>	<b>More exercise, maybe some weight lifting or something.</b>
22	<b>A lighted horseshoe pit, night games, arts and crafts classes with kids and guests.</b>	n/a
23	n/a	<b>Maybe going to the library to read books for a while.</b>
25	<b>More phone time.</b>	<b>Have person higher up smudge patients rooms, kitchen, and TA office. All kinds of spirits come and go.</b>
26	<b>Sugar for coffee and cereal and a fridge to keep our drinks cool in. More phone time.</b>	<b>Find a Pow wow or go to the beach razor clam digging.</b>
27	<b>I've never heard of a BBQ here before.</b>	<b>More talking circle, little easier for the new patient.</b>
30	<b>Songs should be taught by TA's.</b>	<b>Have a women's sweat lodge.</b>
33	<b>More exercise and healthier foods.</b>	<b>Healthier foods, exercise.</b>
36	<b>Having Gatorade.</b>	n/a

*Many varied suggestions offered with no particular common theme.*



# Northwest Indian Treatment Center Self-evaluating Progress Report FY 2014, 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 sixty-seven 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 Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Mid-Treatment	% Improved from Mid-Treatment to Discharge	% Improved from Admission to Treatment	% Improved from Mid-Treatment to Discharge
1	20	0	40	20	40	40	20	40	20	20
4	20	20	20	40	20	40	0	20	0	20
5	20	20	100	-40	0	0	20	0	0	20
6	40	0	40	0	40	0	0	0	40	0
7	20	0	0	40	20	0	60	0	0	0
8	0	0	40	20	0	0	80	0	80	0
12	0	20	20	20	0	20	0	20	40	20
13	0	20	0	20	20	0	20	0	0	0
15	20	40	40	0	40	0	80	0	60	0
16	20	0	0	0	0	0	0	0	0	0
17	20	40	40	20	0	80	40	20	40	0
19	40	20	20	20	0	0	40	0	80	0
20	40	40	40	60	40	40	-40	40	0	60
21	60	0	60	0	80	20	60	20	60	40
22	60	20	40	20	20	20	20	0	40	0
23	40	0	60	20	0	20	20	20	40	-20
25	20	20	60	0	0	80	0	0	0	0
26	80	0	0	0	0	0	0	0	20	0
27	0	20	0	0	0	0	0	0	0	0
28	0	20	20	40	0	0	20	20	20	0
29	40	20	40	20	40	0	40	20	80	-20
30	40	40	20	40	0	20	0	0	0	20

31	20	20	20	0	20	20	20	10	30	20	40
33	60	20	20	20	0	80	80	20	0	20	40
36	60	0	80	0	-40	0	0	40	0	80	0
38	20	0	60	0	0	40	40	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.)

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

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**Residential Program  
Treatment Follow-up Report  
FY2014 - Third Quarter**

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

1. Are you still clean and sober?

**97%**                      Yes    **3%**                      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?

**74%**                      Yes    **26%**                      No    **0%**                      No Response

- **Appointment is made.**
- **Cannot find outpatient near that accepts the correct insurance.**
- **Doesn't want to.**
- **Appointment is made.**
- **Missed appointment due to work.**
- **Didn't feel comfortable there.**
- **Left for Canoe Journey and have to re-start.**
- **Client is not sure if they want to go.**
- **Refused outpatient.**

*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?

**87%**                      Yes    **13%**                      No

- **Struggling with a place to stay.**
- **Having a hard time.**
- **No meetings, no IOP, not hanging out with clean & sober people.**
- **Needs recovery housing.**
- **Aftercare services.**

*The percentage of alumni who felt their sobriety to be stable is lower than most recent quarters.*

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

**89%**                      Yes    **11%**                      No

- **Outpatient.**
- **Outpatient.**
- **Number for outpatient.**

*The percentage of alumni receiving the services they need is lower than 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?

- **School information.**
- **Housing.**
- **Outpatient.**
- **Oxford house phone numbers.**
- **Outpatient.**
- **Phone numbers for IOP.**
- **Clean and sober housing.**

7. What referrals were made during the interview today?

- **Online School information given.**
- **Oxford housing information given.**
- **Outpatient phone numbers given.**
- **Oxford House phone numbers given.**
- **Several calls to outpatient.**
- **Phone numbers for IOP given.**
- **List of clean and sober housing given.**

#### **Comments:**

- **Client reports feeling stable and loving my new life!**
- **Client reports NWITC is spiritually uplifting and saved my life.**
- **Client reports relocating and starting a new life; it's hard but I'm doing it.**
- **Client reports NWITC makes it easy to succeed! Client is doing great!**
- **Client reports loving new life, huge thanks to NWITC.**
- **Client reports interested in going into oxford housing, but want to think about it more.**
- **Client reports thank you for giving me my life back.**
- **Client reports feeling blessed.**
- **Client reports doing okay.**
- **Client reports feeling good, wants to go to oxford to make sure client and recovery are safe.**
- **Client reports struggling because apartment is too far away. Client is grateful for recovery support.**
- **No contact has been made with client since completion of tx, spoke with referent.**
- **Client reports I owe my life to NWITC, this is the longest I've ever been clean.**
- **Client reports feeling good and loving life.**

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

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**Residential Program  
Referring Agencies Report  
FY2014, 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 eighty-six 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	<b>85%</b>	B. Easy to comply with	<b>17%</b>
C. Confusing	<b>2%</b>	D. Too demanding	<b>4%</b>

*Most referents considered the process to be easily understood.*

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

Yes	<b>100%</b>	No	<b>0%</b>
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*All responses are positive, which is consistent with most quarters.*

3. In what ways were you satisfied?

- **Great to work with.**
- **Quick response, good communication with Jody.**
- **All ways.**
- **Smooth process.**
- **Completely.**
- **Every way.**
- **Contact with intake.**
- **Promptness getting into treatment.**
- **It's by the book, always goes well.**
- **Patient got into treatment.**
- **Return phone calls quick.**
- **Customer service.**
- **Intake.**
- **Patient was bumped up and got in faster.**
- **Totally satisfied, successful program.**
- **Process is easy; I always get a call back.**
- **100% love Jody.**
- **Great to work with.**
- **Worked with us to get patient in.**
- **Able to get patient in.**
- **How the communication is quick and clear. Jody is always on top of it.**
- **Admissions are within a reasonable time, calls from counselors.**

*All referents were satisfied in general and especially with the intake staff and treatment components. There were multiple referents who stated they were satisfied in all ways.*

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

Drug and alcohol free	79%	Consumes less than before treatment	4%
No change in use	4%	Unsure	13%

*Referents and/or the Recovery Support Team reported having contact with or knowledge of 83% of this quarter's post discharge patients that remained drug and alcohol free or consumed less than before treatment. This is lower than last quarter.*

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?

- **Easier process for blood work.**
- **The only obstacle is the physical requirements; we lose patients because they cannot complete the requirements.**
- **Simpler way for all of us to communicate.**
- **Return calls from the director.**
- **If a patient gets bumped into an earlier bed date and cannot make that bed date that they can keep their original bed date.**
- **No physical requirements.**
- **Longer stays.**
- **60-90 day stays.**
- **Return calls faster.**

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

- There were no questions.

