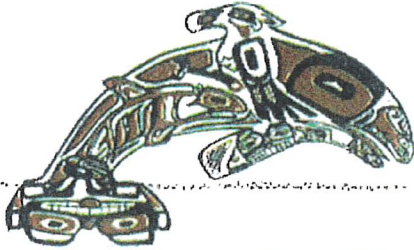


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## NORTHWEST INDIAN TREATMENT CENTER

### Residential Program Fourth Quarter ~ FY 2023



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



Ofiialii Brown, Director



# NORTHWEST INDIAN TREATMENT CENTER

Quarter ending September 30, 2023

Dear Colleague,

The report for the Fourth quarter, FY2023 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.

Fourth quarter, FY2023, referents reported that 88% 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 88% of patients contacted were alcohol and drug free.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Ofiialii Brown', with a stylized flourish at the end.

Ofiialii Brown  
Director

# Northwest Indian Treatment Center

## Statistics

### FY 2023 - Fourth Quarter

Referents	No. Pts	Statistics by Discharge Date*																							
Camas Path	3	<b>Patient Days</b>																							
Catholic Community Services	1	<b>Total Patients</b>		50																					
Cedar Grove	1	<b>Total Days</b>		1919																					
Colville A & D	3	<b>Average Stay</b>		38 days																					
Community Intergrated Health Services	1																								
For the Culture Counseling	1																								
Klallam Counseling Services	1																								
Lummi Counseling	9																								
Makah Recovery	1																								
Merit Resources	3																								
Muckleshoot Behavioral Health Program	3																								
Nara	1																								
Nisqually SUD	3																								
Nooksack Tribe Genesis II	1																								
Northwest Resources II	2																								
Okanogan Behavioral Health Care	1																								
Rainer Springs	1																								
Peninsula Community Health	1																								
Pierce County Alliance	1																								
Port Gamble Sklallam Wellness Program	2																								
Puyallup Tribal Health	1																								
Quileute Counseling & Recovery Services	1																								
Quinault CD Program	1																								
South Sound Behavioral Hospital	2																								
Squaxin Behavioral Health	1																								
Sundown Ranch	1																								
Swinomish Wellness Program	1																								
Yakama Nation Tiinawitt program	2																								
<b>Total Admissions</b>		<b>50</b>																							
<b>Referent Type</b>																									
	Tribal	20																							
	Other	8																							
<b>Total Referents</b>		<b>28</b>																							
		<b>Gender</b>																							
		Male		30																					
		Female		20																					
		<b>Total Patients</b>		<b>50</b>																					
		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Completed Treatment</th> <th style="text-align: center;">Left Against Staff Advice / Aborted</th> <th style="text-align: center;">Disciplinary Discharge - Non-Compliance</th> <th style="text-align: center;">Med. &amp; Emer. Leave</th> <th style="text-align: center;">Other</th> </tr> </thead> <tbody> <tr> <td>Males - 23 (11% of all pts)</td> <td>Males - 4 (2%)</td> <td>Males - 0 (0%)</td> <td>Males 1 (.1%)</td> <td>Males 2 (1%)</td> </tr> <tr> <td>Females - 15 (7.5% of all pts)</td> <td>Females - 4 (2%)</td> <td>Females - 0 (0%)</td> <td>Females 2 (.1%)</td> <td>Females 0 (0%)</td> </tr> <tr> <td style="text-align: center;">Total - 38 Pts. 58% of all pts.</td> <td style="text-align: center;">Total - 8 Pts. 12%</td> <td style="text-align: center;">Total - 0 Pts. 0%</td> <td colspan="2" style="text-align: center;">Total - 3 Pts. 3%</td> </tr> </tbody> </table>				Completed Treatment	Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Leave	Other	Males - 23 (11% of all pts)	Males - 4 (2%)	Males - 0 (0%)	Males 1 (.1%)	Males 2 (1%)	Females - 15 (7.5% of all pts)	Females - 4 (2%)	Females - 0 (0%)	Females 2 (.1%)	Females 0 (0%)	Total - 38 Pts. 58% of all pts.	Total - 8 Pts. 12%	Total - 0 Pts. 0%	Total - 3 Pts. 3%	
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		<b>Third Party Payers</b>																							
		ABP		43																					
		TANF		7																					
		Tribal PO		1																					
		Expansion		0																					
		Benefit Bed		1																					
		<b>Total Third Party Payers</b>		<b>52</b>																					

# Northwest Indian Treatment Center

## Self-evaluating Progress Report

### FY 2023, 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-two percent of all fourth-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 Treatment	% Improved from Mid-Treatment to Discharge
1	80	0	100	0	100	0	100	0	100	0
2	60	80	40	80	40	80	0	80	6	80
3	0	100	60	80	0	0	60	80	60	100
4	60	80	60	80	60	80	80	100	100	0
5	100	0	80	100	80	100	80	100	40	60
6	80	0	60	100	100	0	100	0	100	0
7	60	80	80	0	80	0	80	0	80	0
8	100	0	100	0	100	0	100	0	100	0
9	100	0	100	0	60	80	80	100	80	0
10	100	0	100	0	0	100	100	0	100	0
11	100	0	100	0	100	0	100	0	100	0
12	60	100	60	80	100	0	100	0	80	100
13	60	80	40	80	80	100	60	80	60	80
14	80	100	100	0	80	100	100	0	100	0
15	40	100	60	100	100	0	100	0	100	0
16	100	0	100	0	100	0	80	100	80	100
17	100	0	100	0	100	0	100	0	100	0
18	20	60	40	80	80	80	80	100	20	60

19	60	100	100	60	100	100	60	100	100	60	100	60	100
20	80	100	100	80	100	100	60	100	100	100	0	100	0
21	60	80	80	40	60	80	40	80	80	80	100	80	100
22	20	100	100	40	100	100	60	100	100	60	100	60	100
23	100	0	0	100	0	0	100	0	0	100	0	100	0
24	80	100	100	80	100	100	80	100	100	100	0	100	0
25	60	0	0	60	0	0	20	40	40	40	0	60	0
26	20	40	40	80	0	0	80	0	0	80	0	60	0
27	80	0	0	20	80	80	20	40	40	60	100	60	100
28	60	80	80	20	60	80	20	80	80	20	0	80	0
29	20	80	80	80	0	0	60	0	0	60	0	80	0
30	20	0	0	60	0	0	20	0	0	40	0	40	0
31	80	0	0	80	0	0	80	0	0	20	0	40	0
32	20	40	40	40	80	80	20	40	40	80	0	80	0
33	20	60	60	20	80	80	80	0	0	60	0	20	40
34	80	0	0	60	80	80	60	80	80	20	0	80	0
35	80	0	0	60	80	80	60	80	80	60	80	60	100
36	20	60	60	20	80	80	40	80	80	60	100	20	40
37	60	0	0	60	80	80	80	100	100	100	0	60	80

• 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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### Efficiency and Access Report

### FY2023 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. Medical necessity for residential treatment at ASAM level 3.5 is determined by a review of the referral packet.

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 persons served are on the waiting list. The waiting list consists of those people 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 Medicaid, or have another payer, or, if available and meeting eligibility requirements, access the benefit bed. Out of State referrals must have a payor, including for medical care and medications. 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 to stay abreast of the status of the referred individual. 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 people admitted with a payor in addition to I.H.S. This helps NWITC achieve a balanced budget by maximizing the revenue in relation to each admission. Having a payor other than only I.H.S. provides more easily accessible medical coverage for patients, which helps NWITC respond to health care needs.

#### July, August, September FY 2023

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

ABP	43
TANF	7
Tribal PO	1
Expansion	0
Benefit Bed	1

Fifty patients were admitted during this quarter. The number of patients admitted this quarter has decreased slightly since last quarter.

NWITC continues to be vigilant in ensuring safety for staff and patients. NWITC screens admissions for risk factors and each patient is tested prior to admission by the nurse. Patients presenting symptoms onsite are quarantined and tested for COVID-19, which may extend their treatment stay. This quarter we have revised our testing policy. We are carefully monitoring revenue, expenses, and the needs of the organization.

The cost-based rate package sent by the State of Washington to CMS was approved retroactive from September 12, 2020. Annual adjustments are determined based on a percentage change to the IHS inpatient hospital per diem rate published in the federal register. The cost-based rate supports all the functions needed to provide patient care, recovery support services and cultural activities.

The intensive transition care provided by the OVW grants and the new IHS Substance Abuse Prevention Treatment and Aftercare (SAPTA) grant help sustain referrals and enhance quality of care. The Recovery Support Team works with patients to identify aftercare needs, develop safety plans, arrange transportation, and develop linkages with aftercare providers and housing resources. They help patients manage their legal problems and assist with the requirements for the return of children from foster care. They are also in frequent contact with alumni to assess ongoing needs. Another activity of these positions is to work with tribes to assist in the building of a peer recovery support system in the home community. These services extend treatment outside the walls and across several state areas.

This quarter we have re-instated on-site visits with new and old referents to tour the facility and provide them with updated information on any changes as we slowly transition to how things were, pre-covid.

**Access:** Patients who were admitted waited an average of zero days. This is the same as the second quarter. The wait period is within our target, which is under 20 days.

**Denied Access:** Nine patients were denied admission; two had mental health symptoms that were too acute; one was recommended to behavioral modification program and six were too medically acute.

There is seldom dissatisfaction identified by referral sources and from patients as indicated on satisfaction questionnaires. Suggestions are usually integrated into practices. Referents inform the Recovery Support Team that they are very pleased with the rich resources available to patients after discharge.

**Summary:** The revenue for this fourth quarter of FY2023 appears to be in lieu of the approved cost-based rate. Access to treatment is improved and satisfaction is still high.

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

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## Patients' Input Report FY2023 – Fourth Quarter

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

1. Was your orientation at admission:

**96%** Easily understood                      **4%** Confusing

*All patients except two found the process easily understood.*

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

**100%** Yes    **0%** No

*All patients felt they were treated respectfully.*

3. Are you satisfied with your overall treatment stay?

**100%** Yes    **0%** No

*All patients except two were satisfied with their overall treatment stay.*

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	<b>Staff is good to us, agree with my treatment plan, blessed to get a bed as quick I did.</b>	<b>Treated with respect and kindness, great treatment plan, great lectures.</b>
2	<b>When we play volleyball.</b>	<b>Learned skills.</b>
3	<b>The staff are great, funny, and good people. The weather was good.</b>	<b>The hands-on counseling and the nurse Sara.</b>
4	<b>All the staff are very supportive and friendly.</b>	<b>Coping skills, cultural aspect rediscovered, plant medicine, outreach.</b>
5	<b>Understand my emotions and knowing myself more.</b>	<b>The protocol helped me identify, accept and find a way of processing the traumas.</b>

6	Open door policy of counselors. DBT skills are taught & explained thoroughly.	How counselors always checked on you.
7	The whole outlook has opened my mind and spirit. Am in respect to the housing situation.	It shows me DBT skills.
8	The TAs are nice and easy to work with.	I am satisfied with most of the staff & I learned a lot and let most of my sadness out.
9	The help that treatment gave me.	The whole program.
10	My peers are good people, most of the staff are nice, and the program is awesome.	It was a long road getting here but I made it thankfully.
11	I am loving my overall stay; the program is awesome.	Very satisfied with how culture was involved in my recovery and how much time I get outside.
12	The volleyball games.	This was an extremely tough program: I took a lot out of it.
13	Being outside is uplifting, the food is great, and learning my culture is a major help.	Got DBT skills and everyone was awesome. This facility is the best.
14	The cultural ways, new feelings I have learned, the new look on life the classes have given me.	I learned a lot about my childhood trauma.
15	It was eye opening that I was going to the court system and then go back to using and drinking.	I learned my traumas as a child and released them in a healthy way.
16	Staff are nice and respectful; I have learned more here than I did at other treatment centers.	My treatment plan was intense. I am leaving here with a better understanding of myself. I have obtained a new skill set to regulate my emotions.
17	The program is amazing. The counselors are understanding and easy to understand. Presentations and classes are well constructed and delivered.	In every way.
18	I love the program.	Every staff gave me kind words and loving conversations concerning my recovery. I really was able to grasp a lot from my final stay.
19	Being welcomed back with great concern.	Very good, structured program. All the counselors are great!
20	I am learning slowly, but I am getting it as I ask questions; I like the lectures & material.	I am satisfied with the lectures and group.
21	The structure of the program.	Good treatment center.
22	I am satisfied in all aspects, especially with DBT skills.	Good bros.
23	From the cooks, staff & TAs to counselors.	How the counselors meet you where you at, not made to feel less than.

24	The food is great and everyone who works here is nice.	The counselors and recovery support are really understanding.
25	Good healing process.	I got everything that was keeping me using off my chest. Thank you.
26	I came ready, working on my childhood trauma, loved my counselor & 98% of the staff are great.	Being able to leave my problems behind and I am a better dad, son, brother, and uncle.
27	I am almost halfway, but I'm finally understanding why my drug addiction was such a difficulty.	Got to root of my issues so I could be whole again.
28	Lectures.	Appreciate how welcome I felt when I arrived.
29	Learning my culture.	Learned a lot about myself.
30	I have learned how to control my temper. I keep telling myself how you would like to be mean talk too and it's helping me.	I enjoyed getting back to my culture.
31	The cultural aspect is helping me out, the skills they teach really help too.	Love the cultural classes.
32	Working with my counselor and everyone made it very good.	Got to work on past traumas so I don't relapse.
33	The teachings.	Kia's class brought me back to my Indian.
34	I'm feeling great. I am treated with respect, and I feel staff really do care.	Everyone was so helpful in me reaching my full potential.
35	It's only 45 days, in the blink of an eye.	Staff was helpful & respectful.
36	Time to detox, time for independent study of AA literature.	Food was good.
37		

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

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

<u>Pt.#</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	With some of the staff – I do not appreciate being talked to like a little kid.	Not enough phone calls
2	Waking up early.	The bed and waking up early.
3	The bed suck was very hard. Hard not to be able to talk to everyone.	The women's smoking area and the men's needs to be switched and different food.

4	N/A	We never got to see skins.
5	Learning tools. (DBT)	N/A
6	Down time on the weekends.	N/A.
7	N/A.	N/A
8	N/A.	Unsatisfied with some rules, not enough tobacco runs, Some of the toilet paper sucks.
9	N/A	N/A.
10	Sometimes the TAs are in a bad mood.	N/A.
11	N/A.	Only getting to sweat twice.
12	N/A.	I was upset Brandy named me as a source when she didn't have to.
13	More mixed groups would be nice, that way both genders can get a better understanding of one another.	N/A
14	I am not unsatisfied with anything.	N/A.
15	N/A	N/A
16	I just have a hard time at first not greeting the women and holding doors for them.	I'll be happy if I never have to hear an outdated intercom.
17	I'm not.	Some words said to me by a certain person.
18	N/A	Wishing I had my vape and visiting.
19	Visiting it is ridiculous that they are still going on about COVID, they have got to be one of the last tribes with COVID policies.	Living in such close quarters with other females was a little stressful, but I got used to it.
20	Lots of information at once, so much to relearn about myself.	N/A.
21	Not having my family involved.	N/A.
22	I am not unsatisfied in anyway.	Seriously need a yoga class.
23	Levi not showing up for sweat.	Rooms are too hot; laundry facilities need updated.
24	Sometimes I get home sick for no good reason.	Sometimes when I ask a question, they direct me to someone else then they direct me back.

25	N/A.	N/A.
26	Some of the nit picking.	Work out room.
27	N/A.	N/A.
28	N/A.	N/A.
29	N/A.	N/A.
30	N/A.	N/A.
31	We can't watch powwow dancing.	Not being able to listen to the radio.
32	Being treated as a kid sometimes.	N/A.
33	N/A.	N/A.
34	I don't like that there are still COVID policies.	More zoom visits.
35	Should be more zoom visits.	Go to outside meetings.
36	I feel that we need more class time on weekends.	Exercise room.
37	I feel like I could have been worked with more.	Communication.

*Dissatisfaction was centered around visitation, phone time and exercise equipment.*

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	More phone calls or zoom visits.	At least one more 10-minute call during the week.
2	More physical activities or gym equipment.	Gym staff.
3	Smoking areas rotated every week.	Better smoking areas.
4	Having our families come inside and allow visitations.	Earn bonus minutes for phone calls.
5	This program works, helped me open with communicating my issues.	More White Bison/Wellbriety curriculum.
6	Alumni or outside speakers & a way to commemorate fallen friends.	Change smoking areas once or twice a month.

7	More White Bison materials, red road curriculum and wellbriety books.	N/A.
8	N/A	More activities, counselors come get us just to talk not just for assignments.
9	N/A	N/A.
10	Store runs for men and women every week.	Racks for the sweat house tools.
11	N/A	More mixed groups.
12	Nothing.	I almost wish it was longer, more lectures with Brock, Scott & Mike.
13	More mixed groups would be nice. That way both genders can get a better understanding of each other.	Exercise place.
14	Everything is great but would love to see more of us getting visits from family.	I would like mixed groups; it helps to hear from the female's perspective.
15	Nothing.	Letting men and women attend graduations together.
16	I think it is a good program.	I think it would be beneficial to have daily quiet time set aside to do assignments.
17	More reference materials.	I would love to be able to teach an art class at some point.
18	Visitation added.	That the women have more places to walk, maybe alternate front and back yard.
19	At least a couple of movies throughout the week.	Naps on the weekend.
20	Go help gather the material for the sweat ceremony.	Nothing, it is a great program overall.
21	Individuals graduated on their 45 <sup>th</sup> day, every individual is different.	N/A.
22	Keep it how it is.	A warmup & stretch exercise.
23	The program is excellent.	N/A.
24	I can't really think of anything.	N/A.
25	So far pretty good program.	Nothing honestly.
26	Work outs, yoga, more walks.	More medicine & tea making.
27	The face masks.	Earn TV time during the week.
28	Go fishing.	Native movies or teach dance class.

29	Have people write a timeline or bio paper.	Field trips.
30	I love everything you learn here, don't want to see any change.	Everything good.
31	Watch more powwow & round dance.	More mindful exercises before a few classes.
32	More outside activities on good weather days.	Stick games & weekly sweats, women on Saturdays & men on Sundays.
33	N/A.	N/A.
34	Yoga classes.	Staff and patient activities.
35	Change to 60 days so we can get referred to aftercare instead of I.O.P.	Outside meetings.
36	Limited phone calls & lack of visits are hard for me.	Bring visits back.
37	Go to outside meetings.	Outside activities.

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	A lot of rules are not listed in the rule book, so how am I supposed to know that they aren't just made up.	N/A
3	I think staff should stay home if sick with a slight cough.	N/A
4	My tribes van can get me October 13 <sup>th</sup> on Friday, my original 45 days is Saturday October 14 <sup>th</sup> , can we move it.	Go to a tobacco store instead of a convenient store.
5	N/A	N/A.
6	Open donations for community tobacco.	N/A
7	N/A	N/A
8	N/A	N/A
10	I feel I should be able to cuss because I am an adult, but some TAs get mad at me for it.	N/A



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

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## Treatment Follow-up Report FY2023 - Fourth Quarter

The following report presents the results of the telephone interviews with eighty-eight percent of the total patients admitted during the fourth quarter. Survey results are printed in bold type.

1. Are you still clean and sober?

**88%** Yes **12%** No

*The number of alumni reporting they are maintaining sobriety is slightly higher than last quarter.*

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

**88%** Yes **12%** No

- **Going to meetings instead.**
- **Found aftercare in another state.**
- **One alumna did not attend aftercare due to working.**
- **Relapsed.**

*The number of alumni reporting that they have already seen their aftercare provider is a little higher than last quarter.*

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

**88%** Yes **12%**

- **Detox**
- **To come back**

*The percentage of alumni who felt their sobriety to be stable is higher than last quarter.*

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

**88%** Yes **12%** No

- **Housing and treatment center information.**

*The percentage of alumni receiving the services they need is a little higher than last quarter.*

5. Was your treatment with us satisfactory?

**88%** Yes **12%** No

*Alumni were satisfied with their treatment except for a few who were discharged from treatment early.*

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

- **Need help to find good meetings.**

7. What referrals were made during the interview today?
- **NA/AA meetings in the area we were given.**
  - **Oxford housing and contact information for out-of-state was given.**

**Comments from clients:**

**There were no comments this quarter.**

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

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## Referring Agencies Report FY2023, 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 eighty-eight of fourth quarter patients.

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

A. Easily understood	98%	B. Easy to comply with	2%
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	100%	No	0%
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*All responses are positive, which is consistent with most quarters.*

### 3. Were you satisfied Yes 100% No 0%

#### In what ways were you satisfied?

- *Paperwork for admissions is easy to understand, which makes the process simpler.*
- *Client said his recovery support person was very helpful.*
- *Nicole was helpful with the process.*
- *The professionalism of the staff.*
- *Staff treated me with respect and kindness.*
- *Self-explanative intake forms.*
- *Client came back a change person.*
- *I would send all my clients to you if I could.*
- *The client was able to come back.*
- *Chrystal was super helpful.*
- *I love working with all the NWITC staff.*
- *The way you worked with him over the loss of his father.*
- *The skills they came home with from treatment.*
- *It was nice to see the patient come home with all the tools she learned.*
- *The transition in who we sent, to who came back to us.*
- *Friendly and responsive.*
- *The counselor did a good job with the client.*
- *That the client was able to come straight from jail.*
- *The intake process was quick.*
- *Quick intake, you got him in fast, but he just wasn't ready.*
- *Client came home and was able to tell me about a story she learned from the storyteller.*

- Client learned a lot.
- Good contact with the counselor.
- The client was able to come back.
- I have never been able to get someone somewhere so quickly.
- Staff are easy to work with.
- Chrystal is always so helpful with the intake process.
- Good communication with the counselor.
- Great staff.
- Intake was easy.
- I love working with NWITC.
- Easy intake process, Nicole is so helpful.
- NWITC is where I think everyone should go.
- I have been working with NWITC for twenty years. It's my first choice to send my people. I have nothing but good things to say.

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

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

Drug and alcohol free	88%	Consumes less than before treatment	12%
No change in use	0%	Unsure	0%

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.

#### 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?

There were no changes requested this quarter.

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

There were no questions addressed this quarter.