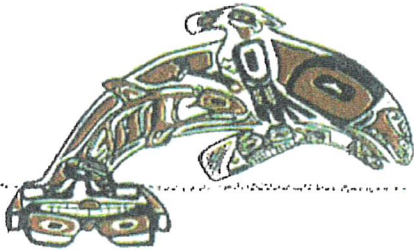


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## NORTHWEST INDIAN TREATMENT CENTER

### Residential Program First Quarter ~ FY 2024



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 December 31, 2023

Dear Colleague,

The report for the First quarter, FY2024 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.

First quarter, FY2024, referents reported that 90% 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 90% 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, consisting of several loops and a long, sweeping tail.

Ofialii Brown  
Director

# Northwest Indian Treatment Center

## Statistics

### FY 2024 - First Quarter

Referents	No. Pts	Statistics by Discharge Date*				
Barth & Associates Clinic	1	<b>Patient Days</b>				
Behavioral Health Care Valley Cities	1	<b>Total Patients</b>	49			
Bridgeway Recovery	2	<b>Total Days</b>	1839			
Colville A & D Program	1	<b>Average Stay</b>	36 days			
Colville Indian Health Center	1					
Compass Health San Juan Island	1					
Comprehensive Healthcare	1					
Harbor Crest	1					
Klallam Counseling	2					
Life line Connections	1					
Lummi Counseling Services	8					
Marimn Health- Jerry Louie	1					
Merit Resources	1					
Nisqually Substance Abuse Progra	3					
Northwest Resources Inc	1					
Northwest Resource II	1					
Olympic Health & Recovery Services	1					
Peninsula Community Health Services	1					
Port Gamble Sklallam Wellness Progra	1					
Quileute Conuseling & Recovery Services	1					
Quinault Wellness Center	1					
Seattle Indian Health board	3					
Snoqualmie BH Services	1					
Spokane Treatment & Recovery Services	1					
Sunrise Centers	1					
Tulalip Family Services	1					
Upper Skagit CD Program	1					
West End Outreach	1					
West Sound Treatment Center	1					
Yakama Nation Tiinawit and Youth Treatment Center	2					
Yakama Nation Tiinawit Program	4					
YMCA	1					
<b>Total Admissions</b>		<b>49</b>				
<b>Referent Type</b>						
	Tribal				13	
	Other				36	
<b>Total Referents</b>		<b>49</b>				
		<b>Gender</b>				
		Male	31			
		Female	18			
		<b>Total Patients</b>	<b>49</b>			
		<b>Completed Treatment</b>				
		Completed Treatment	Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Leave	Other
		Males - 21 (42% of all pts)	Males - 6 (12%)	Males - 4 (8%)	Males 0 (0%)	Males 20 (0%)
		Females- 10 (20% of all pts)	Females - 5 (10%)	Females - 2 (4%)	Females 1 (1%)	Females 0 (0%)
		Total - 31 Pts. 63% of all pts.	Total - 11 Pts. 22%	Total - 6 Pts. 12%	Total - 1 Pts. 2%	
		<b>Third Party Payers</b>				
		Refugee Funding				1
		ABP				41
		TANF				3
		Tribal PO				1
		Expansion				2
		Benefit Bed				1
		<b>Total Third Party Payers</b>				<b>49</b>

# Northwest Indian Treatment Center

## Self-evaluating Progress Report

### FY 2024, First Quarter

Patients were asked to evaluate their progress in the areas shown below. The percentages represent the degrees of improvement from admission to mid-treatment and additional improvement from mid-treatment to discharge. This report represents eighty-one percent of all first-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	80	40	80	40	80	80	80	60	80
2	100	100	100	100	100	100	100	100	100	100
3	60	0	80	0	20	80	80	0	80	0
4	20	80	60	80	60	80	60	80	60	80
5	80	100	80	100	60	80	80	100	80	100
6	60	80	40	60	20	0	60	80	20	60
7	80	80	60	80	80	100	60	100	80	100
8	100	100	20	60	80	20	100	100	100	100
9	100	100	100	100	80	100	100	100	80	100
10	60	80	60	80	40	100	80	100	80	100
11	80	80	60	100	40	100	80	100	60	100
12	40	80	80	100	60	100	100	100	100	100
13	60	80	60	100	80	100	80	100	40	100
14	100	100	100	100	80	100	100	100	100	100
15	40	80	40	80	40	80	80	100	40	60
16	60	100	100	100	100	100	100	100	80	100
17	60	100	80	100	60	100	100	100	100	100
18	60	100	80	80	80	80	80	100	100	100

19	60	100	80	100	80	100	100	100	40	100	60	100
20	0	80	0	100	0	100	0	100	0	100	0	80
21	60	100	80	100	80	100	100	100	80	100	40	80
22	60	100	60	100	40	100	100	100	60	100	60	100
23	100	0	100	0	100	0	0	0	100	0	100	0
24	20	60	40	60	40	60	60	60	40	60	20	40
25	0	80	80	100	80	100	100	100	80	100	80	100
26	80	100	60	80	80	80	80	80	80	80	40	60
27	80	100	60	80	60	80	80	80	80	100	60	80
28	60	100	40	100	80	100	100	100	60	100	60	100
29	100	0	100	0	100	0	0	0	100	0	100	0
30	40	100	40	80	100	80	80	80	100	0	80	100
31	100	0	0	0	100	0	0	0	20	0	100	0
32	20	60	20	60	80	60	100	100	100	0	0	80
33	60	100	100	0	0	0	0	0	20	100	60	100
34	60	80	80	100	60	80	80	80	80	100	80	100
35	100	0	60	80	60	80	80	80	100	0	100	0
36	20	60	20	80	40	80	80	80	60	100	20	40
37	60	0	60	80	80	80	100	100	100	0	60	80
38	60	80	100	0	0	0	0	0	100	0	100	0
39	100	0	20	100	60	100	100	100	100	0	40	100
40	60	40	100	0	80	100	100	100	100	0	100	0

Substantial improvement occurred in nearly all areas for most patients. The most improvement generally occurred in the second 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 FY2024 First 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.

### Oct, Nov, Dec FY 2024

Efficiency: Here is the payer mix:

ABP	41
TANF	3
Tribal PO	1
Expansion	2
Benefit Bed	1
Refugee Funding	1

Forty-nine 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 except for one who waited 61 days. This wait was a result of the Benefit Bed being occupied. To help remedy the extensive wait time there were multiple bed dates offered due to the patient's status/situation those dates were not accepted by the patient.

**Denied Access:** Sixteen patients were denied admission; 6 were too medically acute, 1 2<sup>nd</sup> trimester pregnancy, 6 higher mental health, 2 behavioral modification, 1 long-term facility.

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 first quarter of FY2024 appears to be in lieu of the approved cost-based rate. Access to treatment is improved and satisfaction is still high.



		interesting
6	I like everything about the treatment.	I liked how everything class wise was outlined to the way I felt and what I was going through on print
7	I appreciated the curriculum focus each week. I appreciate the in-depth trauma base, mixed groups we get both sides of the story.	The overall program is awesome
8	I'm satisfied with the food, the counseling and mental health they offer me. The groups were fun and serious when needed to be.	That it taught me more about my triggers and warning signs and I am satisfied with who I am too
9	Everything	I am satisfied with everything.
10	The counseling and staff are very respectful.	The curriculum and the work the counselor helped my work through.
11	I felt like this treatment called me here. I felt like I was welcomed the second I got here. I am very much satisfied.	The intake sees what I was dealing with and the counselors picking and nagging at the right things
12	Just been able to feel heard and express how I feel	Everyone is so helpful and welcoming.
13	Everyway, culture, classes and schedule, DBT skills are the things I am satisfied with.	I have been given tools I never knew existed. These gave me hope. Which enabled me to see the lights. I have wanted to do the work and learn/practice while here.
14	I enjoyed staying sober, making new friends, and learning more about northwest culture.	The skill it taught me and the more it taught me about culture
15	The support I experienced with the counselor help and work.	The respect, the culture, and the circles
16	Satisfied with what the center brought out to me and helped me realize what help I need so far.	My needs was met above and beyond, what I even knew was possible
17	Comprehensive	Excellent TX! Always room for improvement. My counselor truly understood me, respected me, cared about me and wanted to help me. He did an amazing job and I'm extremely grateful for him and his help
18	It has helped me get in touch with my self-way better it is just helping me a lot	I am satisfied with the DBT skills, I have learned and satisfied with unresolved grief issues I was dealing with prior to entering treatment. I feel I have learned how to deal with my grief in a healthier way.
19	The culture aspect, being involved in my treatment plan.	My treatment enabled me to say out loud that I love myself. Epic achievement. As I had never said these words before.
20	I am learning a lot and dealing with past trauma. I love the open-door policy and the sweat. I appreciate all the lectures and learning how to bead, weave and make drums.	The staff members are nice and respectful
21	Everyone is very helpful and kind	Being able to nourish myself with cultural activities like sweat and drumming. I am satisfied with the staff, volleyball, and healing from past traumas.
22	I feel comfortable and safe. I am learning so much about me and how I do mean something.	
23	Everyone is very nice	The topics are covered other the past 6 weeks.
24	I am satisfied with everything so far.	I can write a report on this but if I only have or can say a sentence I say "how deep we go..."
25	Easy going staff	The counselors are cool. The Tas are cool, the patients are cool.

26	The people, staff and patients alike are amazing. The structured schedule is very helpful to my recovery. The sweat and drumming are very helpful.	I've learned a lot, and everything is useful.
27	Most currently how the structure is and timing of the class time, the free time is a perfect balance.	The program is extremely helpful and everyone that works here are kind and helpful as well.
28	Learning coping skills	I am satisfied. I m happy here feels good here. I feel blessed.
29	Crafts and Lectures	I appreciate the attention to underlying trauma and respectful staff.
30	Yes, it's been a one-of-a-kind experience	Everyone here is very friendly and respectful
31	I've learned coping a head and DBT skills	I like how it dives into deep feelings that I have been bottling up for far too many years.
32	The program and the atmosphere are impeccable, love it.	I am glad. I am beginning to understand myself more.
33	Satisfied with learning about myself and liking it a lot.	Being able to understand myself better and by learning healthier ways to deal or handle my emotions and knowing that I have recovery support to help me with sober living when I graduate from here. That is a big pill.
34	I like the lectures, very informational, like the beading and the wellbeing	Recognizing the deeper issues that I held on to and letting them go.
35	Learning new skills such as DBT, opposite actions was my go-to skill along with breathing. I like how we dive into the actual root of our past traumas that I haven't talked about since they have happened.	It is a great program. The staff are great at what they are doing.
36	Learning new health ways to handle different situations in life, being able to let go of what was hurting me and not feeling judged	The program
37	Learning, forgiving and acceptance	The curriculum is very well staged. The staff listens and is very respectful.
38	The staff is alright	
39	I loved what the program addressed when you are here	

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	There isn't anything I am unsatisfied with here at treatment	There isn't anything I am unsatisfied about with treatment.
2	Blackout	None
3	I would say I am not dissatisfied	(Blank)
4	I am not unsatisfied. I am grateful.	I was not satisfied with the way a written request was handled. There was no follow up or communication from my counselor at the time.
5	No exercise equipment	The coffee was weak, and the movie selection could be better in class and free time and beading and artwork could use some improvements. Hands on and directions felt like just trying to fly through it and didn't want to

		teach it.
6	I was satisfied	How it was always different per rules depending on what TA was working
7	I think the program is awesome! I would not change anything. The program is working awesomely for me!	N/A
8	Not at all	I'm not
9	No music	(Blank)
10	Blackout. I didn't come here to be responsible for other men and women's actions. Very unfair to me	(Blank)
11	I'm not	There was no weight room and be cool if the girls had the same CDs as the guys
12	Just the way some of the TA's behavior	Waking up on Sundays
13	Sad to leave but could have used more walks and more beading time	I had to endure 2 weeks of negative vibes, racial jokes, and silent treatment from an individual before NWITC did something about it. I feel like I lost 2 weeks of treatment here.
14	Less walks and misunderstandings	I wasn't
15	The help to work through past trauma	I wanted visits and more phone calls outside meeting are a must
16	Just with the handful of paperwork I get to do but that's fine I get to the end of it sometimes.	Weak coffee and no sleep-in days and only Disney channel
17	As a nonnative, there has been no cultural orientation for me. I have had to quickly learn through asking questions and making mistakes.	The staff mindfulness during split groups several times we were in group one that comes to mind was when we were in class, we could hear the staff laughing and being loud outside of the classroom while someone's letter was being read. It was very distracting and felt disrespectful, it didn't allow for full participation.
18	(Blank)	N/A
19	Not having visits only being to call three times	Can't think of any
20	I just wish for chocolate and maybe just get one day out of the week to sleep in.	None
21	At times I feel like I was treated like a child.	N/A
22	Gender space locations, the women's spaces are located at an inconvenient spot. I am recommending switching off between the gender spaces.	Wish we could have more phone calls
23	Got sick	None. Expectations, if any, one over exceeded that is an understatement actually
24	Nothing I am satisfied with here.	The amount of phone calls, laundry soap, the no visits, should have visitors do covid test to be able to visits
25	The garbage that comes out of the clients mouths all day! No respect for themselves or elders- it is sad	I can't wear pajamas on Sundays
26	(N/A)	N/A

27	The fact that there is a limited amount of phone time, not talking about duration but how many times a day.	No comment
28	Still kind of scared of using	Having to stay 45 days
29	More phone time and TA staff having favoritism	I miss home but aren't going to leave till my discharge, some days are boring, IDK why.
30	Learning my psychological patterns	I would like to see pull up bars and dip to get more physically fit
31	I've enjoyed everything here during my stay. There were times of difficulty, but I learned skills to help me get through the hard times.	Nothing, I am fine
32	(None)	Experienced some stand off attitudes with staff members
33	("No Comment")	Nothing, I am satisfied with everything about NWITC
34	Not being able to watch movies until Friday thru Sunday	Being overbook on phone calls and having extra week added on for no reason or getting to different answers about it
35	No comments to make regarding this question. I am satisfied with NWITC, and it has exceeded my expectations	Get newer recovery movies, also get some good recovery books that we can read
36	Not having more phone calls (10 minutes)	Can't wear hats inside
37	A lot of downtime not enough walks or sweats	No visiting and rotation on fire tenders
38	I do not like how they do corporal punishment when someone gets into trouble, they should be help accountable not the whole program	
39	I cannot wear a hat	

*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	I don't know if there is anything I would like to change.	There isn't anything I would like to change about the program.
2	More time drumming with the group	Visits
3	A telescope in the medicine wheel	Joint graduation would be nice
4	If done with homework, would be nice to be able to read an approved but not necessary AAINA/ Well-briety book on Sundays	Walking track for walking for exercise after meals for students and staff with milage. So, we would know how long we have gone. Permanent exercise stations like the ones at the hospital.
5	Exercise equipment	Some weights would be nice
6	Nothing	Stick games- cultural events to gather relations
7	I wish they had workout equipment (Stay fit and healthy mind). I wish the facility had a designated walking track. Two acres should be able to have	N/A

	for staff and patients track around sweat and maintenance shop	
8	I think it seems pretty good where it is at.	More walks and workout equipment
9	Nothing	A quicker medication line without having to wait 45 minutes
10	Blackout status for all when a few need to be punished	(Blank)
11	Nothing	(Unable to read)
12	(Blank)	Leniency on the men
13	More free time and new topics, different classes.	(Blank)
14	More phone calls and walks	Visits and field trips
15	(Blank)	Outside meetings, more phone calls, bring back family graduations and visits.
16	Id like to see a weight room and basketball team for the ones that would like to join and ones with longer stays.	Everything in the above
17	The women get 3 sweats in a row and the men get 1. This needs to be addressed.	Orientation video with a Squaxin tribal elder explaining the values and the culture
18	Visits	Maybe have someone with long term recovery come in and speak or do zoom NA or AA meeting occasionally
19	Visits with more phone calls. I personally think the group should be with all patients instead of split groups. I think the men should see what woman go through	Little less separation between males and females at least let us graduate together
20	Have sweets and stronger coffee. I'd love to sleep in at least once a week. We will get to do it when we return to society	More phone calls
21	Some aspects of professionalism with staff (i.e. being treated like a child)	N/A
22	Allow patients to suggest meals. Items its like we get stuck on the same foods but made 10x different ways maybe 1x a month clients suggest	(blank)
23	Nothing	I feel the male and female are separated too much. It gives the feeling that we cannot be friends
24	Being able to have visits	Maybe more informational videos
25	Allowed to go to church on Sundays. I don't feel good about that.	Nothing.
26	Vaping	Just the visits
27	To have access to the phone when needed	I got one concern, add more phone calls, or make them longer
28	More sweat days	More of "For you" basis as far as longevity of program
29	Would like to see a quicker medication line. There seems to be a long wait.	Watch movies everyday after groups are done
30	Designs and patterns	I would like to see pull up bars and dip to get more physical and maybe have people make daily goals and read them at morning meditation and at the end of the day meet to see if we achieve them
31	Nothing	Would be cool if men and women could graduate together. So that woman could have a good graduation

		song. Not a lot of women know the songs
32	Visits	I would like to see more real-life documentaries regarding alcohol/drug abuse. Like the video about Norman in lost in Woonsocket. That was interesting
33	More phone calls are my only concern	More sweats throughout the week
34	Be able to watch movies after we are done	Better chairs more sweat, walks, have graduations with females and less separations
35	Setting daily goals @ meditation and meeting before bed to see if they were met to help clean rooms have weekly prize for keeping up or improving on rooms	Get newer recovery movies. Also get some good recovery books that we can read.
36	Men and women graduating together, more than 10-minute phone calls and longer walks	Hats inside
37	More community based, NO TAS on their phones at Nas AAs Etc.	Nothing! The program is very open and worth applying myself
38	At least one more phone call	
39	The ability to wears hats	

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
1	There is not any area of concern	There aren't any concerns I have
2	No	No
3	Great staff and cool staff	Not really
4	The counselors do a great job filing/ resolving any concerns honestly.	Updated video materials. We asked about 2016 video that was outdated.
5	N/A	No
6	No not really	Why can't we war hoop after we drum
7	I made a written request to a staff member a couple of weeks ago and have not heard any feedback at all.	N/A
8	Not that I can think of	No, I'm good
9	No	No
10	The blackout statue of house	A better place (...) lecture room for non-smokers to enjoy meals or free time
11	Nope	No, I don't
12	(Blank)	Leniency on men, waking up on Sundays
13	Not really, just more staff	Shut down any sort of racial abuse immediately or discharge the source. The negativity of it spreads like wildfire among the patients.
14	Not really	No
15	Better smoke area spot for nonsmokers to hang out and not to get secondhand smoke	No
16	Need more group activities maybe more activities after the blackout period	No

17	Too much free time on weekends, maybe schedule "recovery" videos to watch	N/A
18	(Blank)	Maybe more classes on the weekend
19	Outings would help us work on triggers	Little less separation between genders, would like to graduate together
20	My only issue is the negative people here with me that act like they know it all.	No
21	Some aspects of professionalism with staff and being treated like a child	n/a
22	Water machine down by front desk area	(Blank)
23	No	I feel the male and females are separated too much. It gives a feeling that we cannot be just friends
24	No	My discharge date
25	(Blank)	A lunchroom for women, not have to walk to class
26	N/A	Nope
27		Yes just the phone concern is what I'm concern about
28	I need to learn skills about Navajo religion to be respectful	N/A
29	N/A	No
30	I wont ever be same again drugs are gone no alcohol	No
31	(Blank)	N/A
32	No	Just about the movie night situation need better selection for adults
33	No	N/A
34	No	(Blank)
35	No	No
36	I have none	No
37	Not at this time	NO
38	No	
39	No	

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

100%	Yes	0%	No	0%	No response
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All patients indicated the affirmative. This is consistent with most recent quarters.

\*N/A represents patients who did not have a comment on that question.

# Northwest Indian Treatment Center

## PO Box 477, Elma, Washington 98541

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### Treatment Follow-up Report FY2024 - First 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?

**90%** Yes **10%** 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?

**90%** Yes **10%** No

- **The patient relocated and is working on getting into IOP.**
- **The patient states he does not need after care.**

*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?

**90%** Yes **10%**

*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?

**90%** Yes **10%** No

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

5. Was your treatment with us satisfactory?

**90%** Yes **10%** 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:**

1. Grateful for Recovery Support relocating me.
2. Patient is thankful for NWITC.
3. Even though I left treatment early, I feel like I got what I needed.
4. Grateful for Recovery Support.
5. Doing great, thank you NWITC.
6. Grateful for follow up services.
7. Client disagreed with how he was discharged.

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

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## Referring Agencies Report FY2024, First 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 percent of first 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.*

- The 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.
- Nicole 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-5 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	<b>90%</b>	Consumes less than before treatment	<b>10%</b>
No change in use	<b>0%</b>	Unsure	<b>0%</b>

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	<b>100%</b>	No	<b>0%</b>
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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.