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NORTHWEST INDIAN
TREATMENT CENTER

Residential Program Third Quarter ~ FY 2020



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Treatment Follow-Up Report



Referring Agencies Report

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Northwest Indian Treatment Center

Statistics

FY 2020 - Third Quarter

Referents	No. Pts	Statistics by Discharge Date*			
Axium Recovery Service	1	Patient Days			
Camas Path	5	Total Patients		55	
Cedar Grove	1	Total Days		2187	
Chehalis Behavioral Health	2	Average Stay		40 days	
Columbia Wellness	1				
Colville A & D	10				
Harborcrest	1				
Klallam Counseling Services	1				
Muckleshoot Behavioral Health Program	1				
Port Gamble S'klallam	4				
Providence St. Peters (Everett)	1				
Puyallup Tribal Health	1				
Quileute C & R Services	5				
Quinault CD Program	1				
Seamar (Aberdeen)	1				
Seattle Indian Health Board	1				
Skokomish Hope Project	3				
Spokane Substance Abuse	2				
Squaxin BHOP	5				
STOP	1				
Tulalip Family Services	6				
Yakima Nation Tiinawit & Youth Center	1				
Total Admissions		55			
Referent Type					
Tribal		12			
Other		10			
Total Referents		22			
		Gender			
		Male		34	
		Female		21	
		Total Patients		55	
		Completed Treatment			
		Left Against Staff Advice / Aborted	Disciplinary Discharge - Non-Compliance	Med. & Emer. Other / Special Leave Circumstances	
		Males - 3 (5%) Females - 4 (7%)	Males - 7 (13%) Females - 1 (2%)	Males 2 (4%) Females 1 (2%)	Males 0 (0%) Females 0 (0%)
		Total - 7 Pts. 13%	Total - 8 Pts. 15%	Total - 3 Pts. 5%	
		Third Party Payers			
		ABP		39	
		TANF		11	
		CNP		3	
		TPO		1	
		Benefit Bed		1	
		Total Third Party Payers		55	

Northwest Indian Treatment Center

PO Box 477, Elma, Washington 98541

Efficiency and Access Report

FY2020 Second 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.

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 Medicaid, or have another payer, or, if available and meeting eligibility requirements, access the benefit bed. Out of State referrals must have a payer, 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 current 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 persons admitted with a payer in addition to I.H.S. This helps NWITC achieve a balanced budget by maximizing the revenue in relation to each admission. Having a payer other than only I.H.S. provides more easily accessible medical coverage for patients, which helps NWITC respond to health care needs.

April, May, June FY 2020

Efficiency: Here is the payer mix:

ABP	39
TANF	11
CNP	3
TPO	1
Benefit Bed	1

Fifty-five patients were admitted during this quarter. The number of patients admitted each quarter is usually fifty plus. This quarter there were less purchase order beds than previous quarters.

Last quarter the coronavirus (COVID-19) pandemic caused a “stay at home order” issued by the state of Washington. Tribal governments closed along with many behavioral health facilities resulting in a lower census. We are carefully monitoring revenue, expenses and the needs of the organization, this quarter the revenue appears to hold. This quarter all billings were reimbursed within a reasonable timeframe with the exception of one MCO, which denied claims due to preauthorization; attempts are underway to resolve this issue. Washington State has included tele-health as a billable service allowing behavioral health programs to connect with patients and provide access to inpatient treatment. NWITC pre-admission process intensely screens each admission for signs/symptoms of COVID-19 and each patient is tested, if a patient presents signs of any illness prior to admission they are sent home until they are symptom free for two-weeks. Patients presenting symptoms onsite are quarantined and tested for COVID-19.

The intensive transition care provided by the OVW and I.H.S. MSPI grants help sustain referrals and enhance quality of care. This team works with patients to identify aftercare needs, develop safety plans, arrange transportation and develop linkages with after care 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, for some, during this time when aftercares are closed, is the only support system the alumni has. 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 a several state area.

All travel and training activities were cancelled due to COVID-19 and will become available when the state is no longer under state of emergency and Tribes begin to stabilize.

Access: Patients who were admitted waited an average of 1 day. This is less than last quarter. The wait period is within our target, which is under 20 days. The length of time varied from zero to 45 days. One person waited 45 days due to missing several bed dates.

Denied Access: 12 patients were denied admission due to inappropriateness in this setting. Each was referred to another setting.

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

Summary: The revenue for this third quarter of FY 2020 appears to be within projected goals. Access to treatment due to COVID-19 presents some barriers, satisfactions is still high.

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

Patients' Input Report FY2020 – Third Quarter

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

92% Easily understood **8%** 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%** No

The percentage of patients felt they were treated respectfully. This is consistent with most quarters.

3. Are you satisfied with your overall treatment stay?

100% Yes **0%** No

All patients 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>
2	I like the skills I am learning.	I learned how to regulate my emotions better.
3	Very respectful. I feel like I'm getting a lot out of it.	I learned a lot more about myself.
4	Helping me find and use skills in recovery.	Well managed and comfortable.
5	I feel this is really helping me to find the things from my past that were holding me back.	I enjoyed everything.

6	It's exactly what I was looking for, Scott is an awesome counselor. His counseling skills and classes are top notch.	The food was great, great program, classes, lectures and staff.
7	I was able to return to NWITC.	I like how all the staff are respectful.
8	I get a lot out of every lecture, group and NA/AA meetings.	I got all kinds of new tools and I was helped with aftercare and housing. I was able to learn how to work through my problems.
9	I'm satisfied by everything including the cultural activities and that I can stay sober this long. I love being her.	That I am willing to stay clean here and learn new things in my classes and get involved in new cultural activities.
10	I opened up more this time being here. Last time I was here I was quiet and just listened.	I learned what affected me in my childhood and why I staying in bad relationships and now I feel comfortable in my own skin.
11	That we are working on core issues not just drugs and alcohol.	Covered underlying issues of addiction such as trauma and abuse and my counselor never gave up on me.
12	The staff are an amazing group here at NWITC.	With the grief & loss, abandonment and abuse. I cannot think of all the things that helped me throughout my stay here at NWITC.
13	They're actually focused on my recovery and helping me through all the pain, they actually care.	The staff were all really supportive, you can tell they all really care, you feel at home.
14	Good respectful staff, healthy boundaries, rules, clean environment, fun activities to do during free time and good eats.	I learned new coping skills and dealt with a lot of emotional problems I haven't faced.
15	All ways.	NWITC has a great way of allowing you to process feelings and letting you get to the core. Thanks guys - life changing.
16	Was able to learn about how to communicate with my children better.	I had a good counselor, was able to look at situations that may have caused me to relapse in the past.
17	The ways it focuses on our past.	I love the skills I was taught. Everything met my expectations.
18	The staff is very nice and helpful.	Treatment plan was great.
19	It helped me realize that treatment was the best thing for me.	Everything was handled alright.
20	I learned a bunch of skills that are cool.	I am glad we have a lot of classes to stay busy.
21	DBT skills, the staff and counselors are awesome. The food and the cultural activities are great.	Loved learning the DBT skills, staff was awesome, food was great.

22	All ways.	I found myself, I know who I am.
23	The way they had me go back to my inner child, I have never done that before. Teaching us to bead and how to drum.	I am very happy that I found “my little girl” and I am the one who is responsible for her, I am very happy to have dealt with my grief & loss and forgiveness.
24	Learning new skills.	I got out a lot of stuff I was holding onto. I got my emotions back.
25	It’s okay so far.	All the staff, TA’s and cooks did a groovy job, going to miss you all.
26	With my treatment by all the helping hands that make my treatment and life successful.	With DBT, recovery support team, counseling, treatment plan, TA’s, and cooks.
28	The counselor I have and all the different counselors have to offer as well.	The NWITC process of healing and all the realms of the food and medicine program.
29	The way that I get treatment.	The overall way everyone treats you with respect.
30	With the amount of information provided and how I am comfortable with myself.	With the counseling and lectures.
31	I am being given every opportunity to better myself with lots of help from the team here.	I have had a chance to look deeply at the feelings that have kept me in addiction.
32	N/A	The staff is extremely supportive and understanding. The food is great and the work we do is extremely helpful.
33	It has given me responsibility and the ability to take action.	I feel I’ve learned a lot here.
34	How my counselor was able to have me push forward through my assignments.	How the counselors and TA’s could relate to our stories.
35	NWITC has met all my needs and has taught me things about myself that I didn’t realize were contributing to my anger and addiction.	I liked the cultural teachings and group sessions and the support from all the staff was so helpful.
36	This is a comfortable and safe place to work on myself as well as giving me the tools I need to pick up and utilize.	It pushed me to dig up my past that I was holding onto and helped me identify feelings and cope with them in a healthy manner.
37	I finally got to talk about my feelings instead of holding on to such guilt.	The fact that I got to tell my stories, secrets and emotions here and leave it all 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>
3	That there is no sweat lodge, walks or tobacco run.	N/A
7	That I am on blackout and my sister and uncle could not come and see me.	
8	I feel overwhelmed with my homework, just the amount of homework we do.	I am satisfied the whole way through.
10	A TA erased my name from the call list and put another patients name in my spot.	N/A
11	That we can't go on walks, sweat or have visitors at this time.	N/A
13	N/A	That there were no sweats, there wasn't really any activities to do on the weekends.
16	N/A	Too much down time on the weekends.
18	The chairs and bed caused by back a lot of pain.	N/A
20	No visits or volleyball.	Waking up early is hard.
23	Due to coronavirus no walks, outside meetings or visitors.	No outside N.A. Meetings.
24	Lots of rule changes different from the rule book.	Having no or limited free time.
25	N/A	Some bullies
28	How all the peers get to shout out answers in class, they should have to raise their hands.	N/A
31	I wish I could see my family but I know that we are under special circumstances.	N/A
32	No proper workout equipment; TA's assuming you are not awake on-time because you don't go downstairs until 7am.	N/A
35	I had a poor attitude the first week and did not take advantage of the skills that I should have learned.	N/A

36	No sweat due to COVID-19.	No sweat, but because of COVID-19 it is understandable.
37	N/A	The fact that the TA's could not talk in NA/AA meetings.

Dissatisfaction was centered around the activities that were temporarily discontinued as a result of COVID-19.

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
2	More phone calls.	To have the patient see the counselor as soon as they get into treatment.
3	More movies and get to listen to our own music.	More movies during the week and field trips.
4	N/A	Allow vaping.
6	More coed groups.	More coed groups.
9	N/A	Workout room.
10	N/A	More outside lectures when the weather is good.
11	I would like this pandemic to be over.	TA's sharing more in AA/NA. Someone to teach women's songs drumming.
12	A weight room with free weights, treadmill and stationary bikes.	N/A
13	Make stick game sticks.	Have more activities to do on the weekends.
14	Nap time on Sundays.	Naps.
16	Exercise program.	N/A
17	Being able to drum more with the guys.	More phone calls during COVID-19.
18	N/A	TA's be able to share at NA/AA meetings; longer or more phone calls during COVID-19.
19	Some workout equipment.	Some type of workout equipment, even a treadmill.
20	Visits and more phone calls.	Wake up later.
23	N/A	Maybe the groups could be split into 2 or more, that would be great.

24	N/A	More free time, more beading classes.
25	Walks, sweat, vending machine, 2 basketball hoops, more board game and puzzles.	More mixed groups, coed horseshoes and corn hole, more coed volleyball.
26	More walks.	More in-person speakers vs. zoom. More root picking.
28	Better communication between staff and patients.	More movies during times of COVID-19 since we get no visits or passes.
30	More cultural activities.	N/A
31	Exercise equipment.	N/A
32	Workout equipment.	Workout equipment.
33	A running track.	N/A
34	N/A	It would be nice to use a feather during smudging.
36	Bring back walks and sweat.	2-20-minute phone calls during the week.
37	More split groups.	Split men's group.

Many varied suggestions offered with no particular common theme.

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
5	Volleyball is fun but we from bonds and then want to talk to the opposite gender for which we get in trouble.	N/A
9	N/A	I'm concerned about the sweatlodge not being open and wish it would open soon.
14	N/A	I just miss home.
19	It's hard to open up in group, I feel like it's nobody's business.	None, I know with the coronavirus we can't do much.
25	Please fix the heater in room 4.	Just going to miss everyone here, the staff, cooks, June and the recovery support team, thank you.

Northwest Indian Treatment Center

Self-evaluating Progress Report

FY 2020, 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 ninety-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
2	0	0	60	0	0	0	20	40	0	40
3	20	20	60	20	20	20	20	20	40	0
4	60	20	20	20	40	0	0	20	0	20
5	60	0	60	0	80	0	0	0	40	0
6	20	20	20	0	20	10	20	0	40	0
7	40	20	20	0	0	80	20	0	0	0
8	40	0	20	20	0	0	40	0	40	20
9	0	0	0	0	0	0	0	0	0	0
10	80	20	100	0	100	0	0	0	0	0
11	60	40	60	40	60	20	40	20	20	0
12	0	0	20	80	0	0	0	0	0	0
13	40	20	40	0	20	0	20	0	20	20
14	40	20	0	0	20	0	20	20	0	0
15	0	20	0	20	0	20	0	20	0	20
16	0	0	40	0	0	20	0	0	0	0
17	40	20	60	0	0	100	60	0	80	0
18	60	20	60	40	40	0	80	0	60	40
19	20	20	20	20	80	20	80	20	80	20
20	10	0	10	0	20	20	20	20	20	0

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

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.)

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Treatment Follow-up Report FY2020 - Third Quarter

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

1. Are you still clean and sober?

87% Yes **13%** No

The number of alumni reporting they are maintaining sobriety is about the same as recent quarters.

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

82% Yes **18%** No

- **Moved to another state, need to change insurance.**
- **Turned self into jail upon returning home.**
- **In Jail.**
- **Using.**
- **Closed due to COVID-19.**
- **Relapsed.**

The number of alumni reporting that they have already seen their aftercare provider is higher than recent quarters.

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

87% Yes **13%** No

- **To relocate.**
- **Attend aftercare.**

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

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

89% Yes **11%** No

- **Most services are closed due to COVID-19.**
- **Lives in isolated area with few services.**

The percentage of alumni receiving the services they need is the same as recent quarters.

5. Was your treatment with us satisfactory?

98% Yes **2%** No

Alumni were satisfied with their treatment with the exception of one.

6. Any follow-up or referral requested during interview today?
 - Several patients requested information on Oxford housing.
 - Job information.
 - A copy of their discharge summary.
 - Job listings, HEN program.
 - Detox.

7. What referrals were made during the interview today?
 - Oxford house phone numbers and information provided to several patients.
 - Information on workers union was provided.
 - Routed the request to the front office to provide a copy of the discharge summary.
 - Job listings and the HEN program application given.
 - Detox phone numbers given.

Comments:

- Several patient report doing well.
- Patient reports, loving her oxford house.
- Patient left the oxford house and moved to another state the day after arriving.
- Patient reports, doing great and likes his oxford house.
- Patient asked to no longer be contacted.
- Patient requested information on workers union and reports, doing great.
- Patient reports, enjoying oxford so far.
- Patient states she learned a lot at NWITC and has 60 days clean.
- Patient reports, doing well and remains abstinent.
- Patient reports, he completed inpatient treatment yesterday at another facility.
- Patient reports a relapse.
- Patient reports, doing great, living in an oxford house and attending groups and meetings.
- Patient reports, went into custody upon completion of treatment.
- Patient reports, going great and remains abstinent.

Northwest Indian Treatment Center

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Referring Agencies Report FY2020, 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 seventy-four percent of third quarter patients. Due to COVID-19 we were able to contact fewer referents than normal. Survey results are printed in bold type.

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

A. Easily understood	92%	B. Easy to comply with	0%
C. Confusing	7%	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?

- *Very smooth process, good at returning calls.*
- *Timely communication.*
- *Good patient care.*
- *Easy intake process, the communication is perfect.*
- *Working with staff, easy to work with, stays in touch.*
- *Amazing work, notice a huge difference in clients.*
- *NWITC has great staff.*
- *Professionalism, fast intake process.*
- *Got the client in with no problem, good timing.*
- *The client was treated fairly.*
- *Always satisfied with NWITC.*
- *Able to get the client in sooner than planned.*
- *Easy process, excellent patient care.*
- *Inpatient process during COVID went amazing.*
- *Always respectful.*
- *Great communication, easy process.*
- *Finally got the client in, NWITC kept working with us.*

- *DBT is amazing.*
- *Good communication.*
- *Great cultural program, highly recommended.*
- *Professionalism, great communication.*
- *Amazing staff and always someone available.*
- *Everything between the bed date to the discharge summary is done in a timely manner and completed and written very well and professional.*

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	64%	Consumes less than before treatment	10%
No change in use	14%	Unsure	12%

Referents and/or the Recovery Support Team reported having contact with or knowledge of 74% 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?

- *Several referents would like to see more beds.*
- *Less medical paperwork requirements for admission.*
- *The process to get started is a handful, but well worth it when the client returns.*

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

There were no questions during this quarter.