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NORTHWEST INDIAN
TREATMENT CENTER

Residential Program Fourth Quarter ~ FY 2021



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Northwest Indian Treatment Center

Statistics

FY 2021 - Fourth Quarter

Referents		No. Pts	Statistics by Discharge Date*			
Axiom Recovery Services		1	Patient Days			
Camas Path		1	Total Patients 45			
Cedar Grove Counseling		1	Total Days 1628			
Chehalis Behavioral Health		1	Average Stay 36 days			
Colonial Clinic		1				
Columbia Wellness		1				
Colville A&D Program		4				
Digwalic Wellness Center		1				
Evergreen Detox		1				
Goodheart Behavioral Health		1				
Klallam Counseling		2				
Muckleshoot Behavioral Health		2				
Okanogan Behavioral Health		2				
Port Gamble S'klallam Wellness		1				
Puyallup Tribal Health Authority		4				
Quinalt CD Program		2				
Reflections Counseling Services		1				
SeaMar Community Health		1				
Seattle Indian Health Board		2				
Shoalwater Bay A&D		1				
Skagit County Crisis Center		1				
Sound Integrated Health		1				
South Sound Behavioral		1				
Squaxin Island Behavioral Health		3				
Suquamish Tribal Wellness Program		1				
Tulalip Family Services		4				
Yakama Nation Tiinawit & Youth Program		3				
Total Admissions		45				
Referent Type						
	Tribal	17				
	Other	10				
Total Referents		27				
Gender						
Male			25			
Female			20			
Total Patients			45			
Third Party Payers						
ABP			37			
TANF			6			
CNP			1			
Benefit Bed			1			
Total Third Party Payers			45			

Northwest Indian Treatment Center

PO Box 477, Elma, Washington 98541

Efficiency and Access Report

FY2021 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 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.

July, August, September FY 2021

Efficiency: Here is the payer mix:

ABP	37
TANF	6
CNP	1
Benefit Bed	1

Forty-five patients were admitted during this quarter. The number of patients admitted each quarter is usually fifty plus. This quarter there were no purchase order beds.

The statewide restrictions caused by the coronavirus (COVID-19) pandemic have been mostly lifted. NWITC continues to be vigilant in ensuring safety for staff and patients. Additional safety procedures and safety equipment have been updated and the patient census has been reduced to maintain social distancing between all patients and staff. 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. All staff and patients are required to wear masks. Many behavioral health facilities are functioning at lower levels or working via telehealth; Washington State has included telehealth as a billable service allowing behavioral health programs to connect with patients and provide access to inpatient treatment. We are carefully monitoring revenue, expenses and the needs of the organization. A consultation took place between the Tribes and the State to resolve the issue's with MCO's denying claims for treatment services. An agreement concluded the Tribes could now bill all MCO's using fee for services with no preauthorization or length of stay requirements, which appears to be working.

The negotiated rate package sent by the State of Washington to CMS has been approved retroactive from September 12, 2020. The increase of the daily rate supports all of the functions needed to provide patient care, recovery support services and cultural activities. The Health Care Authority has now updated the Provider One system to support the new billing process.

The intensive transition care provided by the OVW and IHS 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. 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. The grant awarded through OVW allows for COVID-19 support care packages and other supplies and services to be delivered to alumni who qualify under the DV grant. The IHS MSPI grant will conclude this quarter with no plans for renewal, our planning department continues to monitor funding opportunities.

Most in-person travel and training activities are still restricted due to COVID-19; this quarter the Recovery Support Team held one virtual recovery coach event.

Access: Patients who were admitted waited an average of less than one day. This is the same as last quarter. The wait period is within our target, which is under 20 days. One patient waited 10 days due to detox.

Denied Access: 19 patients were denied admission due to inappropriateness in this setting. Each was referred to another setting.

There is 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: Though the census increased slightly this quarter the revenue for this fourth quarter of FY2021 falls short of projected goals. Access to treatment is improved and satisfaction is still high.

Northwest Indian Treatment Center

PO Box 477, Elma, Washington 98541

Patients' Input Report

FY2021 – Fourth Quarter

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

1. Was your orientation at admission:

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.

96% Yes **4%** No

- The TA's treat us like children.

All but one patient felt they were treated respectfully

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>
1	As I apply myself to the program on a daily basis I feel I'm getting more out of my treatment here than before.	My treatment plan assignments with Sonja were on point.
2	The curriculum and counseling are awesome.	The curriculum and assignments given to me by the counselors are on point.
3	Feeling welcomed.	With the staff and the brotherhood.
4	A lot of ways.	The staff, TA's and cooks.

5	The learning curve, reinforcement of good values.	Getting me clean and teaching me skills that I can cope better when things come up.
6	The tools and the DBT skills.	I am satisfied with everything I learned here at NWITC.
7	Doing what I need to gain tools for my road to sobriety.	I am thankful for the curriculum and cultural aspects. The drumming/singing.
9	Helping me learn new ways to take care of myself.	The help that I got and everything I learned from the counselors and Ms. Shirley.
11	The way the staff and everyone treat us very respectfully and are very helpful.	The staff here is amazing, especially with helping me walk through my past traumas.
13	I am respected, counselors are available when needed, staff is very attentive and caring.	Attentivity of staff and each staff member being aware of what is going on with me.
14	Very helpful staff, kinds, compassionate, friendly.	The level of dedication that comes from the counselors and TA's is awesome.
15	That it is designed for me specifically.	My expectations were met and surpassed.
16	I am satisfied with all the food, the rules, chores, and most of all group, one on ones and lectures.	Dealing with traumas I forgot I had, I feel like a happier Native and love my tools and being sober.
17	The teachings and group are so powerful and amazing and helpful during this difficult time. My spirit is coming back stronger than ever.	I'm thankful for all of the teachings and help with my trauma from all the staff here at NWITC.
18	With the amount of care and concern from all staff members and patients and the level of acceptance.	I felt cared for, understood and like I have a voice.
20	Learning to be able to open up and deal with stuff has been pretty amazing.	I've learned a lot about myself and that there is so much more than my alcoholism that I need to work on.
21	Learned a lot and how to think properly.	Learned a lot.
22	I can hear the sincerity in the counselor's voices when they speak to us, compassion and wanting us to be successful.	I got to be involved in my treatment plans. Counselors are all sincere in their approach in lecture.
23	I learned things I never knew about.	The food, basketball court, volleyball, horseshoes, all activities.
25	With the counselors sharing their stories and the TA professionalism.	In all ways.
27	Everyone here is kind and respectful, I have learned so much about myself. You have to dig deep here.	I feel I got the best information out there, the staff was wonderful, the groups, classes and lectures were great.

28 Getting to deal with my traumas I've experienced. I am completely 100% satisfied with the care I received here. I know I couldn't have gotten this anywhere else.

29 I can see my impairment. With the staff, cooks and my peers.

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>
2	Some TA's demeanor changes after 4:30.	The way the TA's talk to me.
4	N/A	Having to wear masks.
5	I came to a coed treatment and can't even talk to the girls.	I would have liked to get some teeth pulled.
6	N/A	With no sweats.
7	N/A	That we didn't get to sweat.
11	That you can't have visits or NA/AA meetings.	N/A
13	Nothing unrelated to COVID.	N/A
14	They won't let me take a nap.	N/A
20	Being a full-time mom with sole custody of my kids, I should be able to tell them goodnight every night.	Zoom classes need to be restructured or have staff members in both classes to help keep the disrespect and noise levels down.
21	N/A	Coffee until noon at least.
23	COVID.	A couple of people were disrespectful.
25	One TA did shout at us.	N/A
28	No visiting, no sweat, no curtains on my window.	No sweat, but I understand circumstances. I love this place, but rooms need curtains for those who go to bed earlier.
29	N/A	Not being able to make phone calls when we can.

Dissatisfaction was centered around temporarily discontinued activities due to 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>
1	To have a weight room available, open the sweat lodge, a fire pit to have evening storytelling or talking circle.	Field trips weekly or biweekly.
2	Sensitivity training for TA's.	Sensitivity training for TA's.
3	N/A	Open the sweat lodge.
4	N/A	More phone calls.
5	Weight room.	A dental support program.
6	N/A	No masks and sweat back.
7	N/A	To give everyone the book "The Red Road to Wellbriety" since that book is what opened my eyes and heart to my recovery along with the counselors.
9	N/A	Allow the patients a five-minute phone call when they get here.
11	Zoom AA/NA meetings and visits, especially when you have little ones.	N/A
13	Quiet areas inside for early risers to work on work.	Quiet areas to do homework, singing and drumming with both men and women together.
14	N/A	More naps.
15	More walks.	More walks and phone calls.
16	Sweat.	N/A
18	More NA and AA meetings – possibly over zoom.	More NA/AA meetings, more treatment around being a parent.
20	Graduations should be equal for both groups. Not only do the men get to graduate a day early, but 4 hours earlier in the day.	That the rules apply equally to everyone, not just when & whom the staff chooses.
21	Coffee later than 9am.	Have an Xbox 1 and games, open the sweat or at least let people know before they get here that it is closed. More naps.
22	N/A	Rotate your staff for a 45 day stay.

25	N/A	Returning to sweats and being Co-Ed again.
27	Working with the men could be a benefit to get both minds.	The zoom is very hard to hear Ms. Shirley's class, however; I love her class.
28	N/A	Teach patients how to talk to their children about sexual abuse to end the cycle.
29	N/A	Movie nights on Wednesdays.

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

<u>Pt. #</u>	<u>Mid-Treatment</u>	<u>Discharge</u>
5	If staff isn't wearing their masks then we shouldn't have to.	N/A
29	N/A	We need windows insulated, it's cold.

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

100% Yes 0% No 0% No response

All patients indicated the affirmative. This is consistent with most recent quarters.

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

Comments:

- I want to thank each one of the staff members here at NWITC for being here and taking care of me through the most important journey of my new life. Now I can make a difference.
- I have been blessed with a great group of sisters, thank you.
- I'm so happy the house called me here. I'm happy with all this program offers.

Northwest Indian Treatment Center

Self-evaluating Progress Report

FY 2021, 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 seventy-nine 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 Mid-Treatment	% Improved from Mid-Treatment to Discharge
1	40	40	60	40	80	20	40	40	60	20
2	60	-20	40	-20	0	20	0	0	20	-20
3	40	-20	40	-20	40	-20	0	0	-20	0
4	40	20	40	20	0	80	60	0	80	0
5	20	0	20	20	20	0	20	0	-20	0
6	20	0	0	20	20	-20	20	0	20	0
7	80	20	80	20	20	20	40	20	20	40
9	0	0	0	0	0	0	0	0	0	0
11	20	20	40	40	20	40	20	20	0	40
13	40	0	40	20	40	0	0	20	0	20
14	0	0	0	0	0	20	0	0	0	0
15	0	40	20	20	20	40	0	0	20	20
16	100	0	80	20	60	40	60	40	80	20
17	100	0	60	40	60	0	100	0	80	0
18	0	60	20	20	0	-20	20	0	60	40
20	40	20	40	0	20	40	20	40	60	20
21	0	20	0	20	0	20	0	20	0	20
22	40	60	20	20	0	-20	0	40	0	0

23	20	-20	0	20	0	20	20	0	0	0	60
25	40	20	0	0	0	20	-20	20	20	20	-20
27	20	40	40	20	0	20	0	0	40	40	0
28	20	60	0	20	20	20	40	20	40	40	40
29	40	0	80	0	20	0	60	0	40	40	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

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Treatment Follow-up Report

FY2021 - Fourth Quarter

The following report represents the results of the telephone interviews with seventy-one percent of the total patients admitted during the fourth 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 higher than recent quarters.

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

75% Yes	25% No
<ul style="list-style-type: none">• Live on a remote Island.• Busy work schedule.	<ul style="list-style-type: none">• Incarcerated.• Moved to a different state.• Refuse to do another assessment.• Appointment scheduled.

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

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

94% Yes	6% No
	<ul style="list-style-type: none">• Need to schedule aftercare.• Trying to workout a plan.

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?

84% Yes	16% No
	<ul style="list-style-type: none">• Housing• Need to go back to treatment.• Aftercare.

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

5. Was your treatment with us satisfactory?

94% Yes	6% No
	<ul style="list-style-type: none">• Was asked to leave treatment for reasons I thought were unfair.

Alumni were satisfied with their treatment with the exception of two who did not complete treatment.

6. Any follow-up or referral requested during interview today?
- **Returning to treatment.**
 - **Needing outpatient.**
 - **Several clients requested housing information.**
7. What referrals were made during the interview today?
- **Information shared with client on returning to treatment.**
 - **Referral for outpatient given to several clients.**
 - **Information to obtain assessment given to client.**
 - **Oxford housing information given to several clients.**

Comments from clients:

- **Several clients report doing well.**
- **Client states, "my mom wanted to thank you for starting me on the right path even though I didn't stay."**
- **Client reports having a strong loving family support system and a good mental health doctor.**
- **Client reports two months sobriety, working two jobs and doing well.**
- **Client reports her treatment stay was beyond satisfactory.**
- **Client reports doing well and can't wait to apply to work at NWITC at 6-months of sobriety.**
- **Client reports doing well and suggests NWITC to anyone looking to go to treatment.**
- **Client reports doing really well and felt treatment at NWITC was above and beyond anything he could've asked for and parts he didn't even know he needed.**
- **Client reports they are enrolled for another inpatient treatment facility.**
- **Client reports doing well and trying to get into a recovery house with kids.**
- **Client reports doing well and attending aftercare.**
- **Client reports to be in another inpatient treatment facility.**
- **Client reports wanting to come back to treatment but isn't medically healthy enough yet.**

Northwest Indian Treatment Center

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Referring Agencies Report FY2021, Fourth Quarter

This report represents the perspective of the agencies that refer patients to Northwest Indian Treatment Center. Responses were received from referring agencies for seventy-eight percent of fourth quarter patients.

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

A. Easily understood	97%	B. Easy to comply with	31%
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?

- *Several referents responded they were satisfied in all ways.*
- *It's a pleasure working with NWITC Staff.*
- *Brock is one of the few clinicians across the State of Washington who is proactive consistently sending admissions, calling to give updates and sending timely discharge summaries.*
- *Always clear and straight forward process.*
- *NWITC is a top tier treatment center and staff really knows what they are doing.*
- *Counselors are amazing even with the toughest clients, I love you guys.*
- *The speed in which you guys get clients in. I love you guys to pieces.*
- *NWITC is the best; updates from counselors, great communication.*
- *Staff is always so helpful.*
- *Quick admission.*
- *Pretty efficient in getting people in quickly; up front communication.*
- *Client completed successfully and doing great. The intake process was smooth.*
- *Admission isn't complicated. Easy intake with no problems, short wait period.*
- *The clients are always taken care of there. The intake process was handled fast, very convenient for us and the client.*
- *Updates from the counselor; recovery support program; always receive great feedback from the clients.*

- *NWITC is easy to work with.*
- *Easy admission process.*
- *Got the client in early; quick call backs.*
- *Easy intake; you allowed the client to readmit.*
- *Admissions are always really quick. Great communication; Staff are always patient, responsive and give admission confirmations.*
- *Great program all the way through.*
- *Fantastic program; love the recovery support services.*
- *Very responsive; great staff.*
- *Great communication; no issues with admission.*
- *Great admissions process; quick bed date.*

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	66%	Consumes less than before treatment	9%
No change in use	14%	Unsure	11%

Referents and/or the Recovery Support Team reported having contact with or knowledge of 75% of this quarter's post discharge patients that remained drug and alcohol free or consumed less than before treatment. Due to the intensity of COVID related issues this quarter falls outside of our usual outcomes.

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.*
- *Open a second treatment center with the same mentality and setup.*
- *Be able to come visit and attend graduations again after COVID.*

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

There were no questions during this quarter.