

# American Addiction Centers - River Oaks Treatment Effectiveness Report



Providing insightful data to help treatment  
programs improve their outcomes

**May 20, 2018 - April 30, 2019**

# TABLE OF CONTENTS

	<u>Page</u>
1. Background	3
2. Patient Characteristics at Intake	
a. Demographics	4
b. How Feeling Overall Before Treatment	4
c. What Brought Patients to Treatment	5
d. Alcohol or Drug Usage	6
e. Addiction Severity	7
f. Previous SUD Treatment Episodes	8
g. Use of Medication-Assisted Treatment	9
h. Presence of Mental Disorders	10
i. Eating Disorders	12
j. Suicidal Thoughts and Self-Harming Behaviors	13
3. Progress During Treatment	
a. Improvement in Co-occurring Disorders	15
b. Reduced Suicidal Thoughts	18
4. Treatment Success	
a. Treatment Completion Rate vs. National Norms	19
b. Satisfaction with Treatment	20
c. Meeting Treatment Goals – Regular Treatment	21
d. Meeting Treatment Goals – Detox	22
Appendix A: Patient Demographic Information	23
Appendix B: Sample Patient Comments	25

# BACKGROUND

River Oaks is an American Addiction Centers (AAC) facility in Tampa, Florida. The center aims to provide a compassionate, comprehensive, and quality recovery experience for adults who are battling substance addiction and co-occurring mental health disorders. It offers medically-supervised detox as well as Residential, PHP/IOP and Intensive Outpatient Treatment.

River Oaks started enrolling patients in INSIGHT Addiction™ on May 20, 2018. This report summarizes data reported by clients being treated at River Oaks during the period between May 20, 2018 and April 30, 2019.

This report was released on May 30, 2019.

# PATIENT CHARACTERISTICS AT INTAKE

INSIGHT Addiction™ received Intake data from 746 clients who attended treatment at River Oaks at some point between May 20, 2018 and April 30, 2019.

## Demographics

There were more male (59%) than female (40%) patients. Patients were predominantly white (80%), with most patients either single/never married (46%) or married (33%). The median age was 36. 29% held a college degree of some kind, and a further 27% had attended college without receiving a degree. Most of the patients (79%) were in a stable living environment.

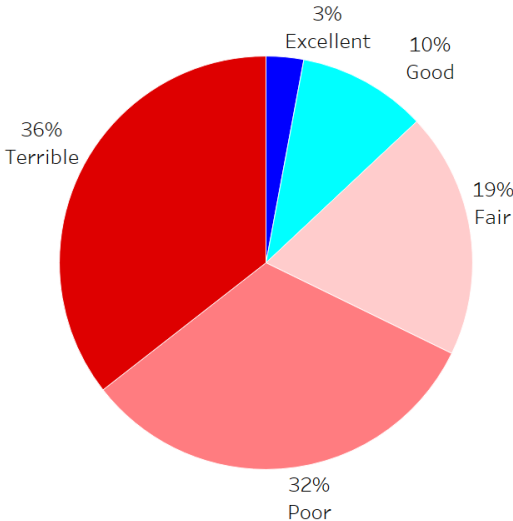
Appendix A contains detailed demographics of the patients submitting Intake questionnaires.

## How Feeling Overall Before Treatment

Among patients submitting the full intake survey, 68% reported feeling poor or terrible during the 30 days before beginning treatment.

### Overall Feeling Prior to Treatment

(Among 546 patients in treatment between 5/20/2018 and 4/30/2019)

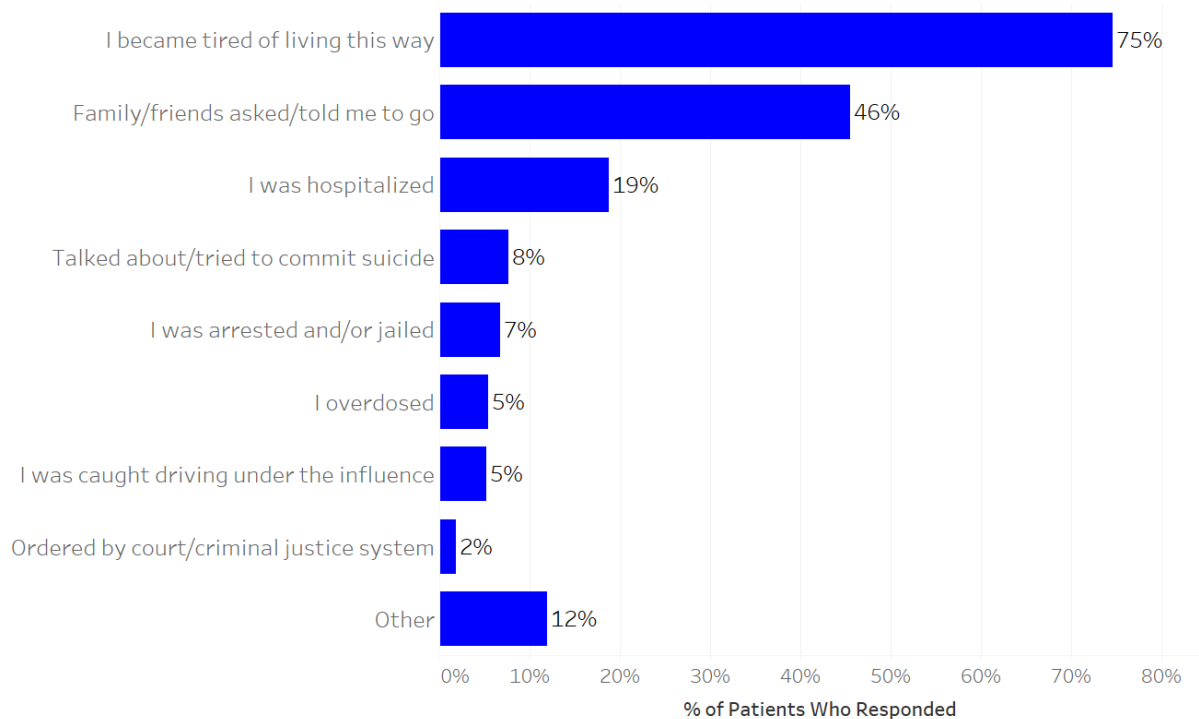


## What Brought Patients to Treatment

The majority of patients (75%) reported that they had started treatment because they became tired of living the way they were. 46% reported being asked to go to treatment by family or friends, while 19% had been hospitalized immediately beforehand.

### What Happened Right Before that Led to Treatment

(Among 746 patients in treatment between 5/20/2018 and 4/30/2019)

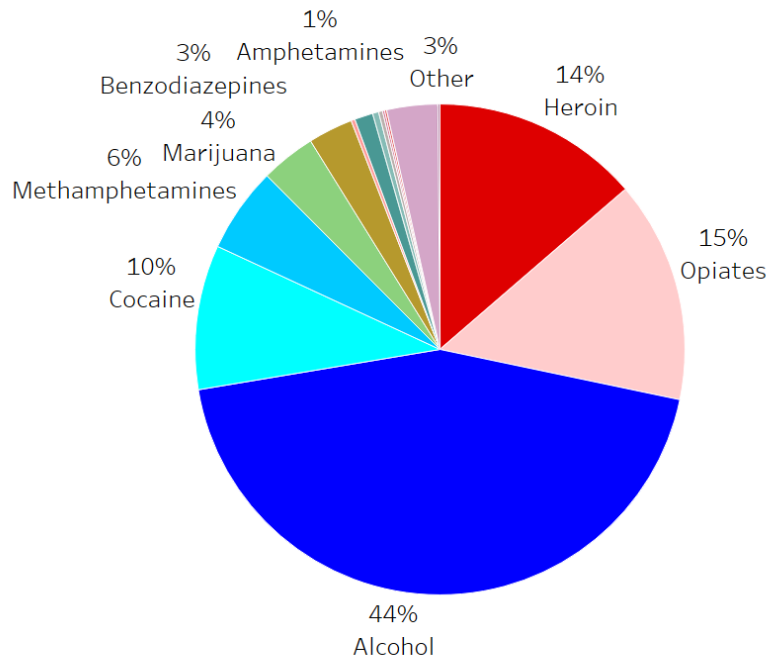


## Alcohol or Drug Usage

Alcohol was the primary drug of choice for 44% of the patients. There were also significant numbers reporting opiates (15%), heroin (14%) or cocaine (10%) as their primary drug of choice.

### What is Your Primary Drug of Choice?

(Among 746 patients in treatment between 5/20/2018 and 4/30/2019)

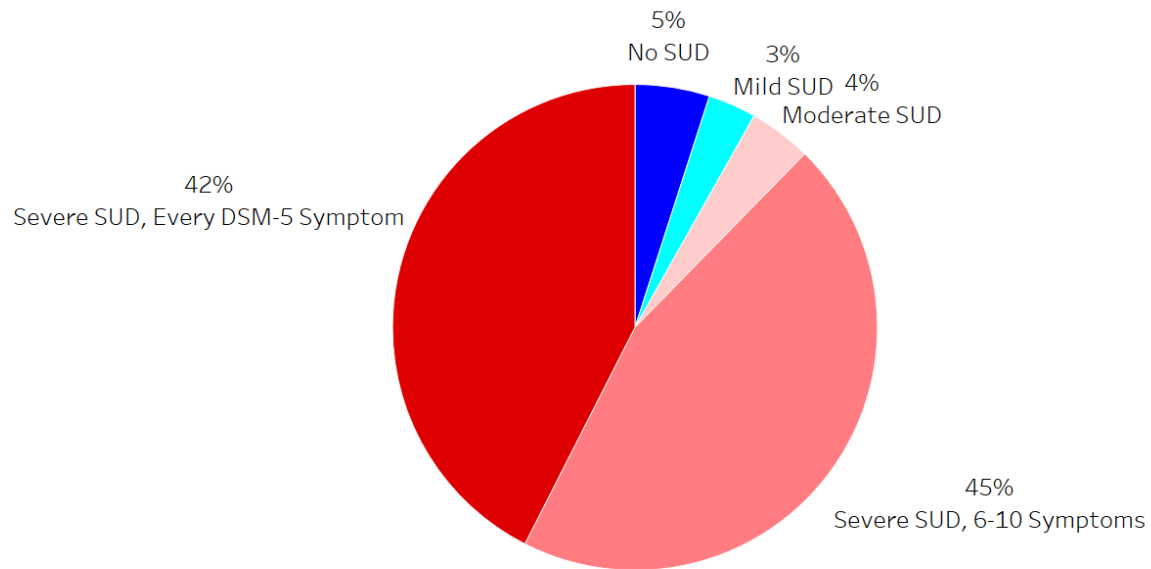


## Addiction Severity

The vast majority of River Oaks's patients (88%) met the definition of having a severe alcohol or drug use disorder, and 42% reported having experienced all 11 of the DSM-5 SUD criteria in the year before starting treatment.

### Addiction Severity

(Among 746 patients in treatment between 5/20/2018 and 4/30/2019)

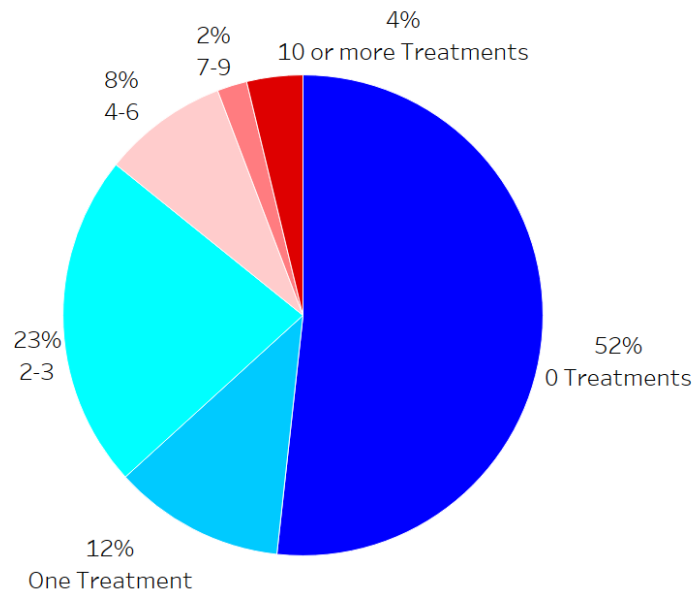


## Previous SUD Treatment Episodes

Among the 746 patients, just under half (48%) had been in substance use disorder treatment before, and 14% had been in treatment on 4 or more occasions.

### No. of Previous Treatments

(Among 746 patients in treatment between 5/20/2018 and 4/30/2019)



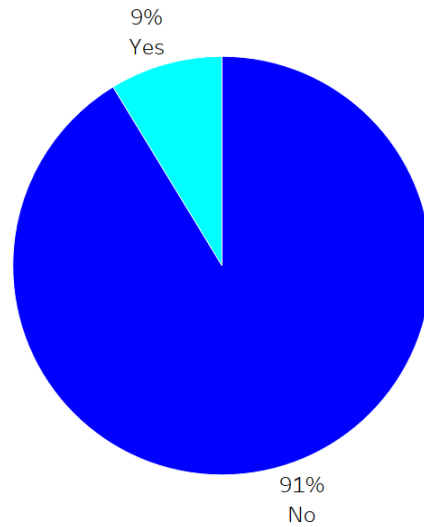


## Use of Medication Assisted Treatment

A small percentage of River Oaks's patients (9%) reported using Opioid Maintenance Therapy:

**Are you enrolled in a drug maintenance program where you use methadone, buprenorphine, Suboxone, Subutex or another opioid drug on a regular basis?**

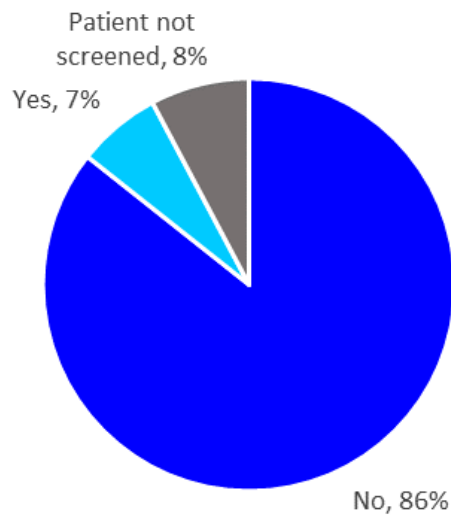
(Among 746 patients in treatment between 5/20/2018 and 4/30/2019)



Slightly fewer (7%) reported using Vivitrol or Naltrexone to control cravings:

**Are you receiving Vivitrol (naltrexone) injections?**

(Among 746 patients in treatment between 5/20/18 and 4/30/19)



## Presence of Mental Disorders

As part of their Intake Questionnaire, the patients were asked a series of screening questions about the 30 days before they started treatment. If they answered one or more of the screening questions for a particular co-occurring disorder positively, they were taken to a full academically-validated instrument to measure the severity of their symptoms of that disorder. If a patient answered the screening questions for a specific disorder negatively, they are classified as “Symptom Unlikely” in the following charts.

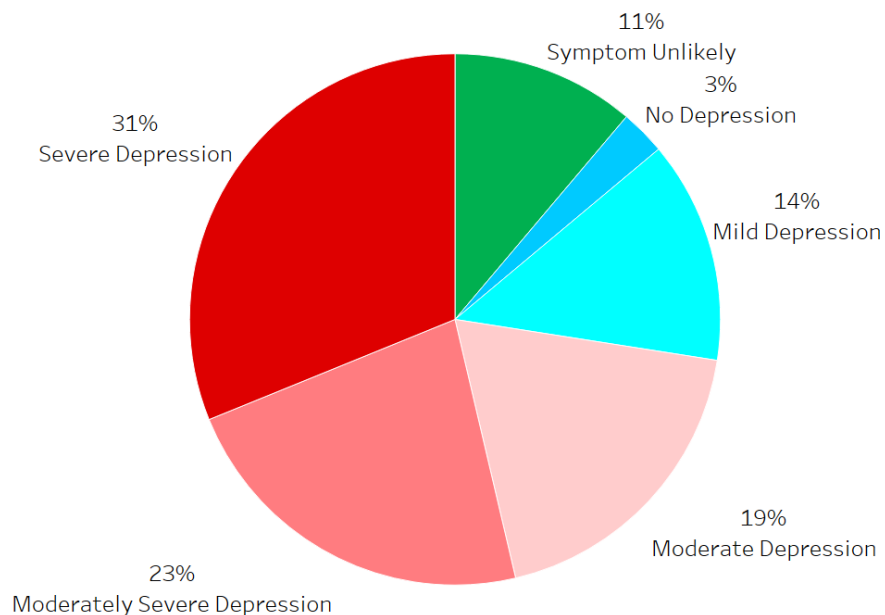
The majority of patients entering River Oaks reported suffering moderate or severe symptoms of one or more co-occurring disorders in the 30 days prior to entering treatment:

### Patients with Moderate or Severe Symptoms at Intake

Depression	73%
Anxiety	68%
PTSD	62%
Eating Disorder	28%

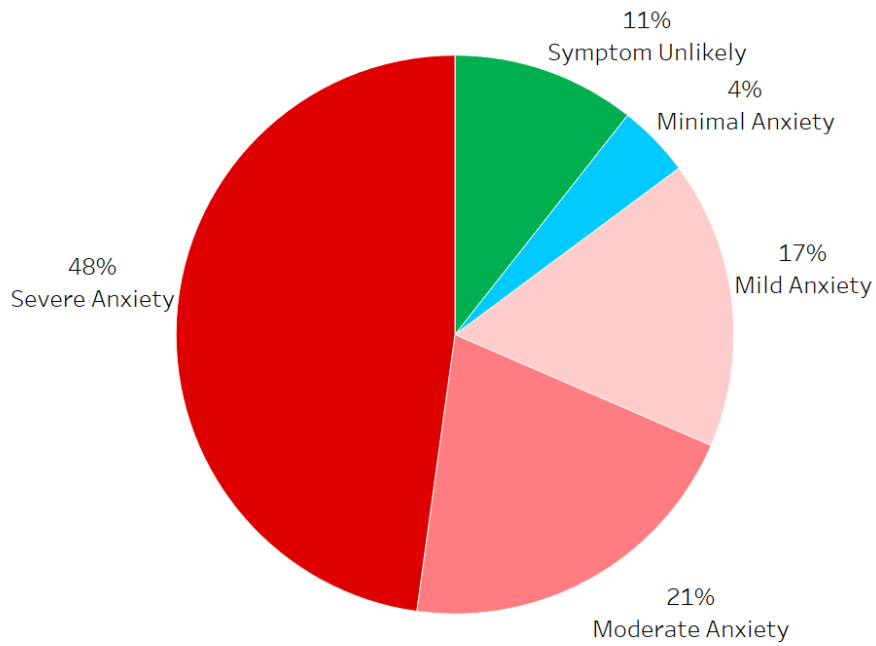
### Depression Symptoms at Intake

(Among 546 patients in treatment between 5/20/2018 and 4/30/2019)



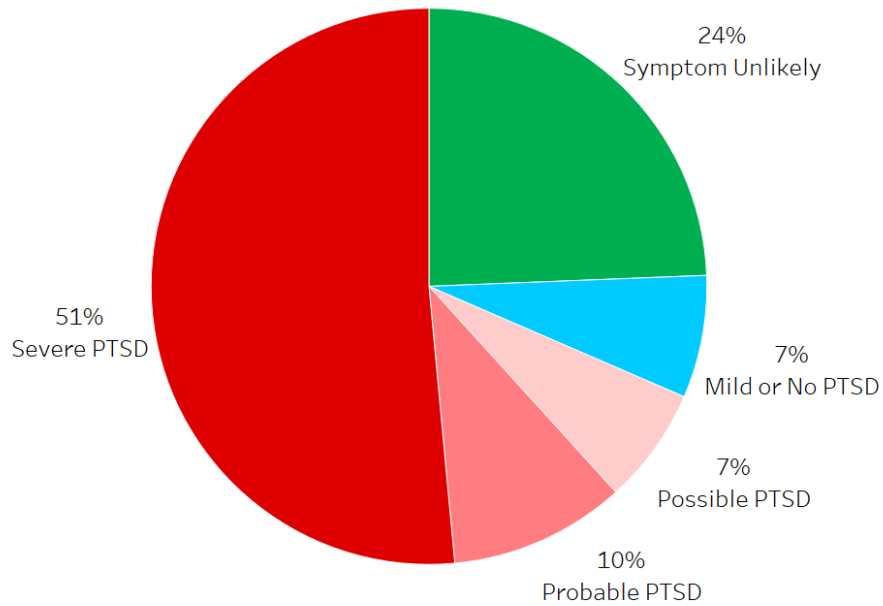
### Anxiety Symptoms at Intake

(Among 546 patients in treatment between 5/20/2018 and 4/30/2019)



### Trauma Symptoms at Intake

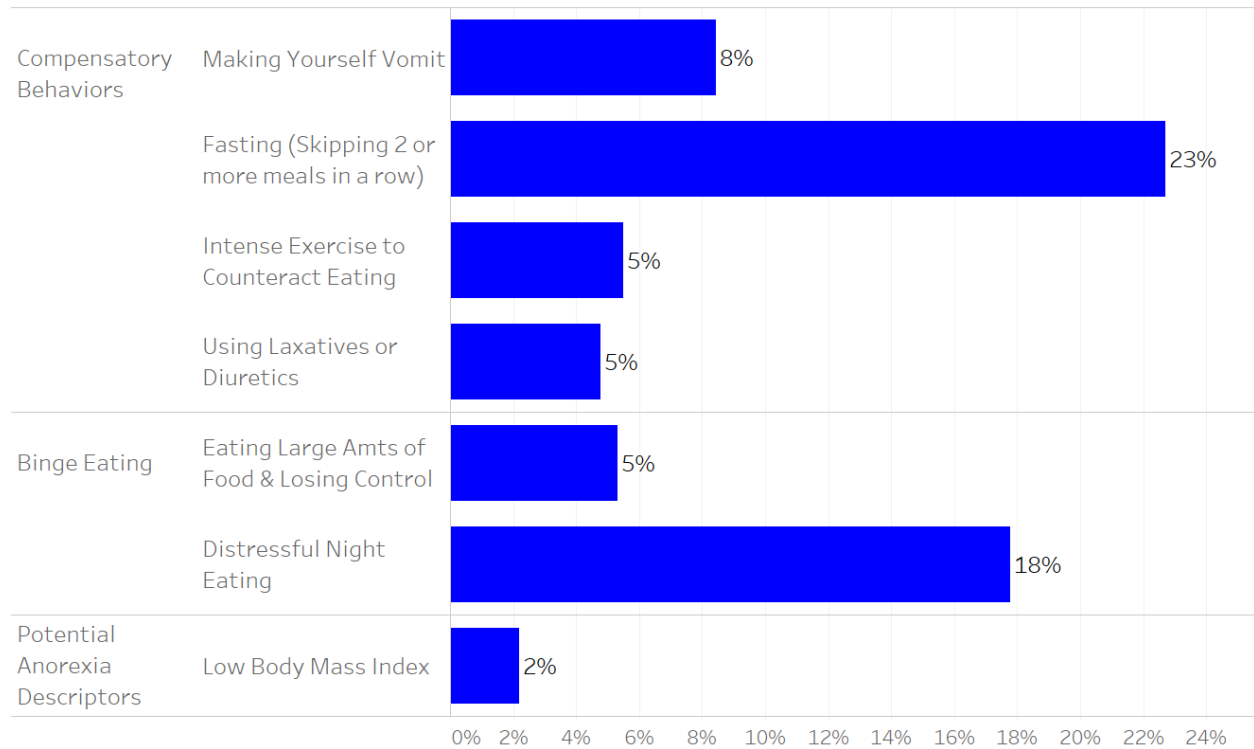
(Among 546 patients in treatment between 5/20/2018 and 4/30/2019)



## Eating Disorders

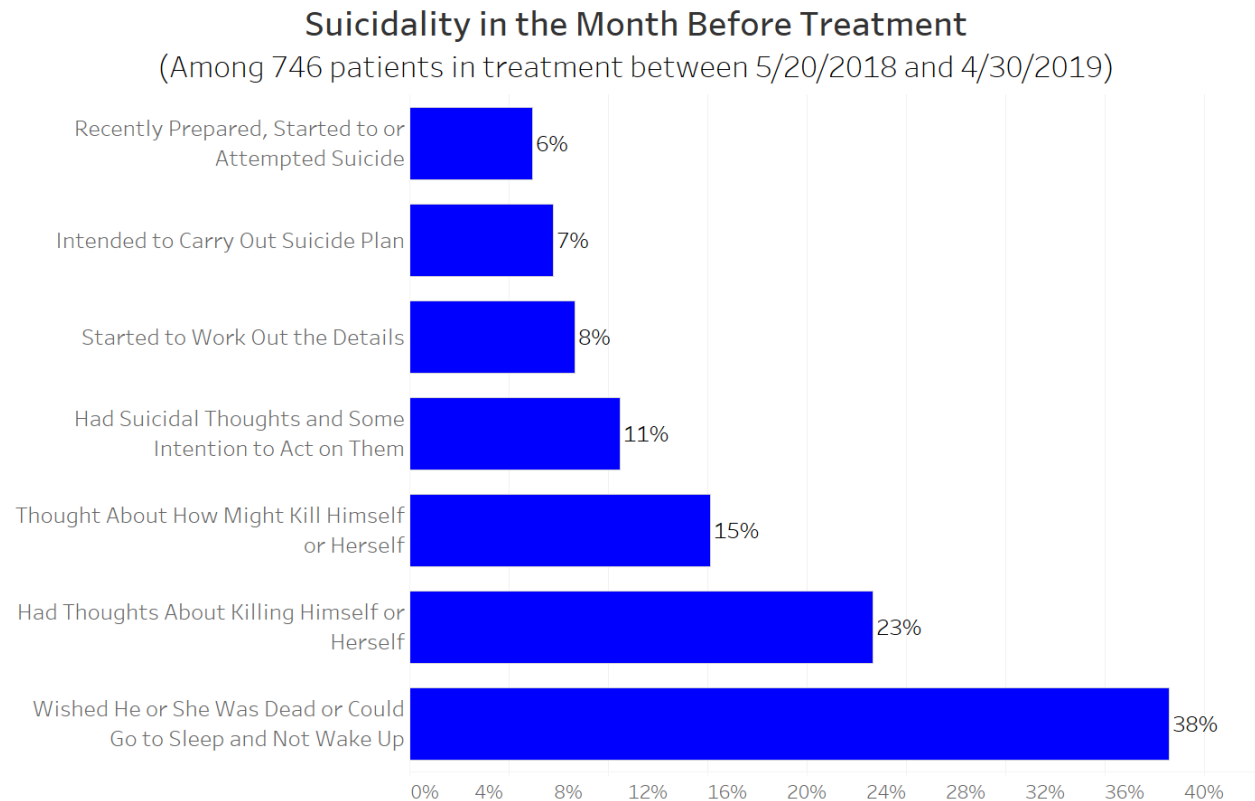
36% of River Oaks’s patients reported behaviors typically associated with eating disorders in the 30 days before starting treatment. The most common behavior was fasting (skipping two or more meals in a row), which 23% of patients reported. The next most common was eating during the night after awakening from sleep or eating an unusually large amount of food after their evening meal and being distressed by the night eating (18%).

**% of Patients Exhibiting Eating Disorder Symptoms**  
(Among 546 patients in treatment between 5/20/2018 and 4/30/2019)



## Suicidal Thoughts and Self-Harming Behaviors

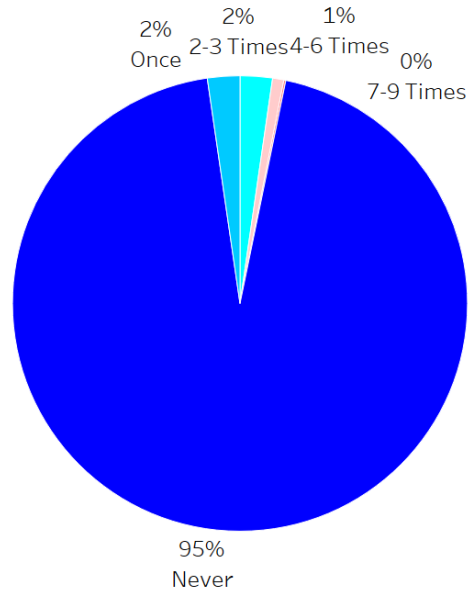
Over one-third (38%) of the River Oaks patients reported wishing they were dead or could go to sleep and not wake up in the 30 days prior to treatment. 11% of the patients had some intention to act on their suicidal thoughts, while 6% claimed to have actually prepared, started to or attempted to commit suicide in the month before treatment.



Instances of self-harm in the month before starting treatment were reported by 5% of River Oaks patients.

### Times Self Harmed in the 30 Days Before Treatment

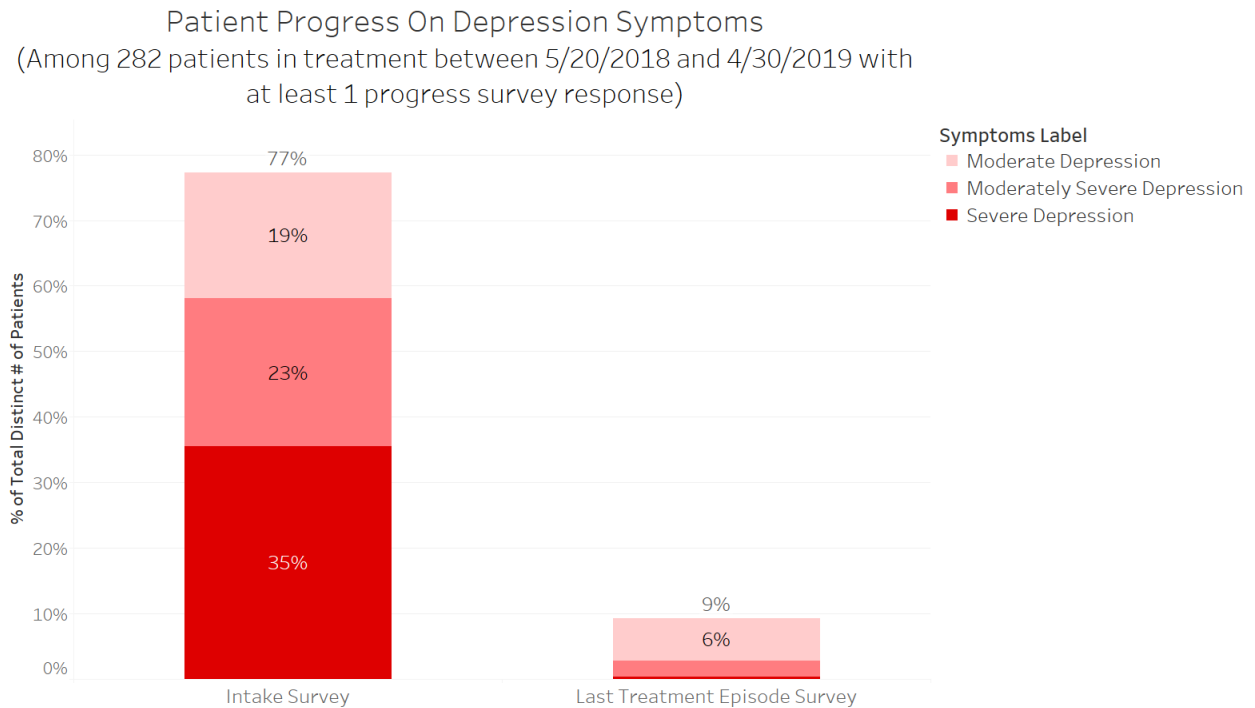
(Among 746 patients in treatment between 5/20/2018 and 4/30/2019)



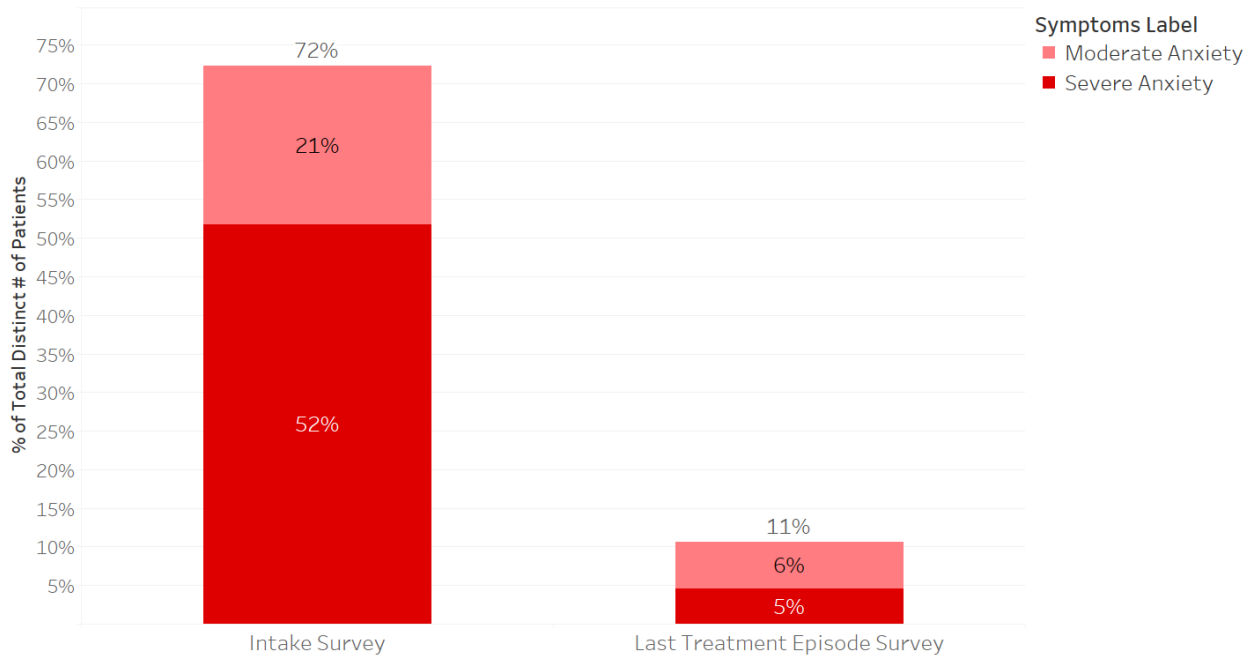
# PROGRESS DURING TREATMENT

## Improvement in Co-Occurring Disorders

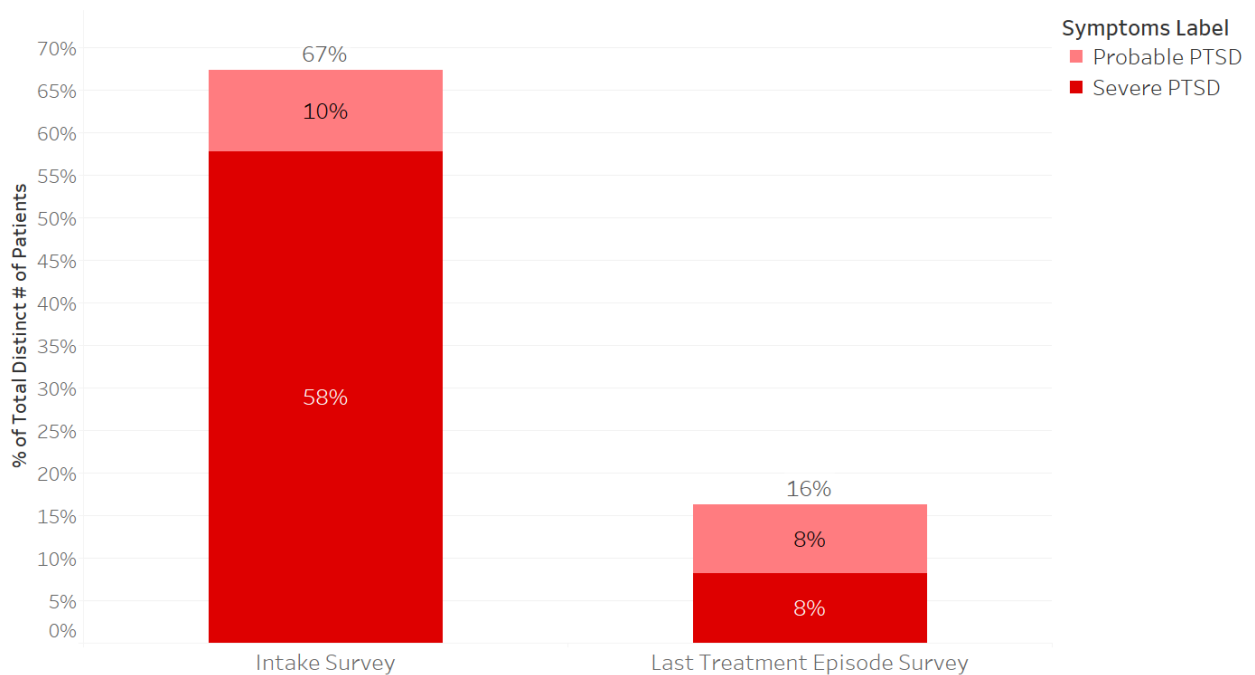
During the time they were in treatment, the severity of the co-occurring disorder symptoms that River Oaks patients were experiencing declined dramatically. The following graphs compare how the percentage of patients reporting moderate to severe symptoms of depression, anxiety, and PTSD declined between the intake and the last progress monitoring survey they submitted:



Patient Progress On Anxiety Symptoms  
 (Among 282 patients in treatment between 5/20/2018 and 4/30/2019 with at least 1 progress survey response)

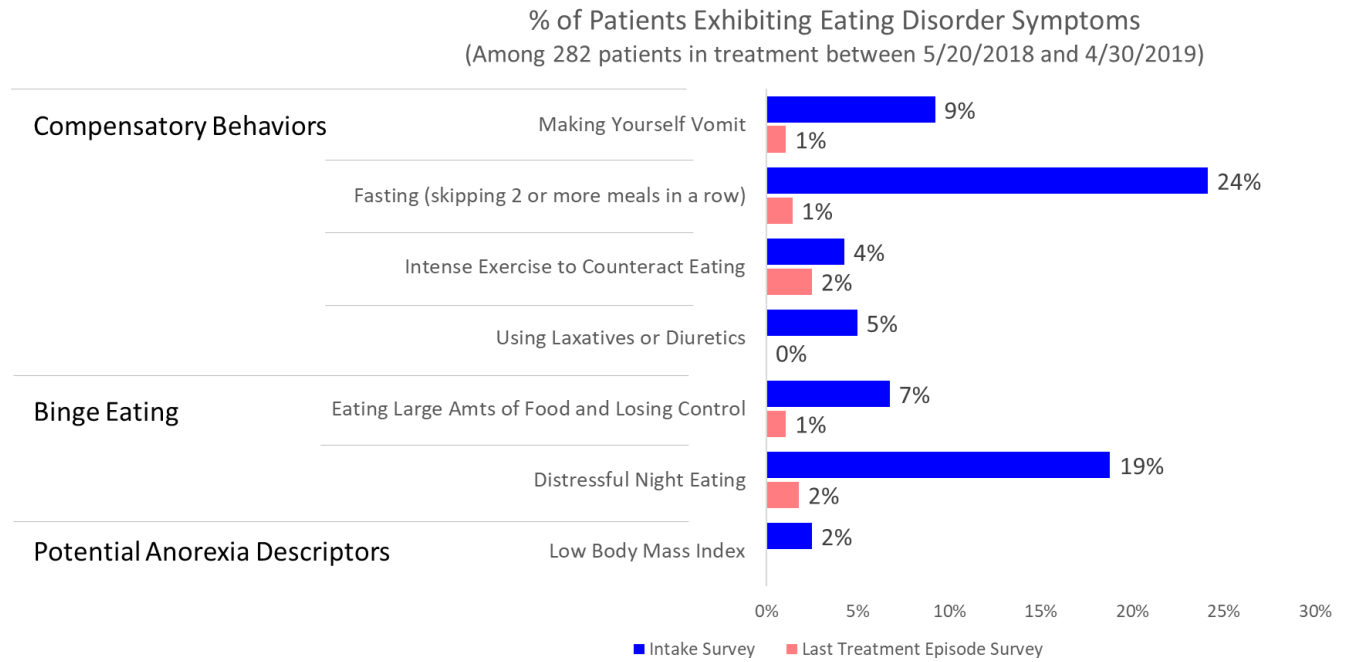


Patient Progress On Trauma Symptoms  
 (Among 282 patients in treatment between 5/20/2018 and 4/30/2019 with at least 1 progress survey response)





Eating disorder symptoms, though they did not disappear entirely during treatment, did decline considerably for those patients submitting at least one update survey, with no more than 2% of patients exhibiting any particular symptom on their last survey in treatment:

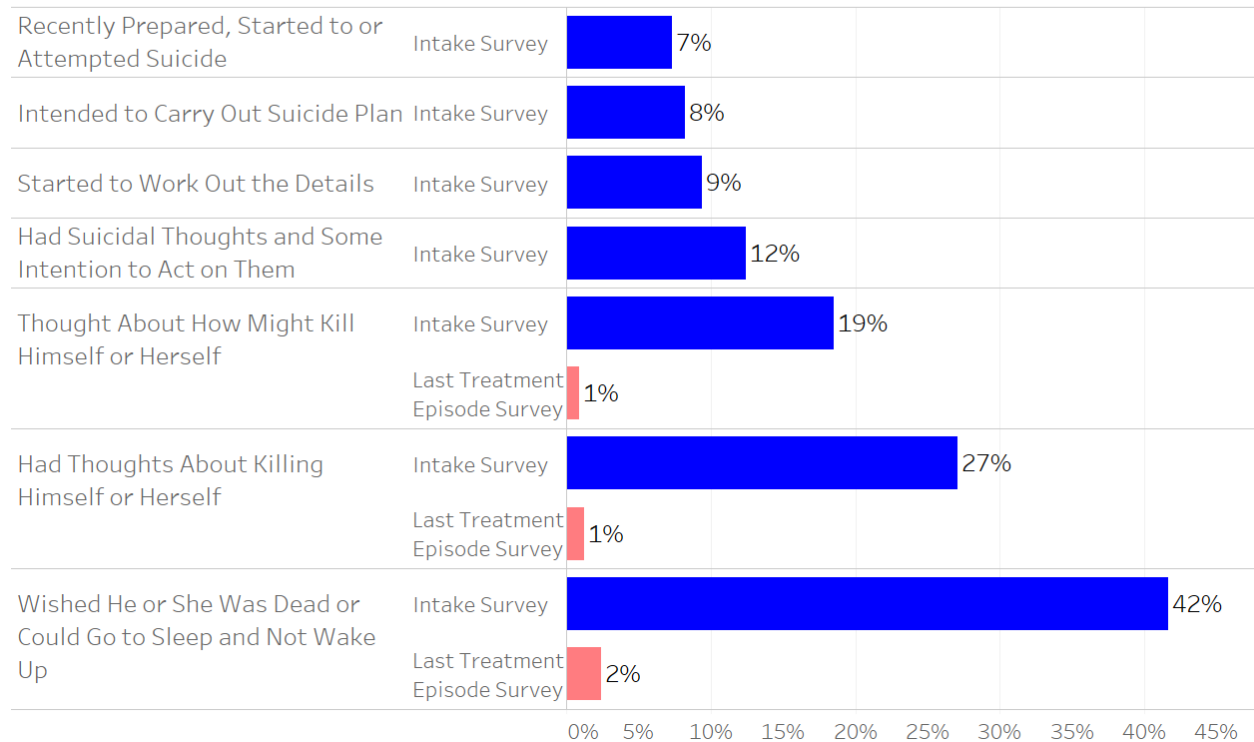


## Reduced Suicidal Thoughts

By the time of their last survey, only 2% of the patients reported having suicidal thoughts, even though 42% mentioned having these at intake.

### Patient Progress On Suicidal Thoughts and Intentions

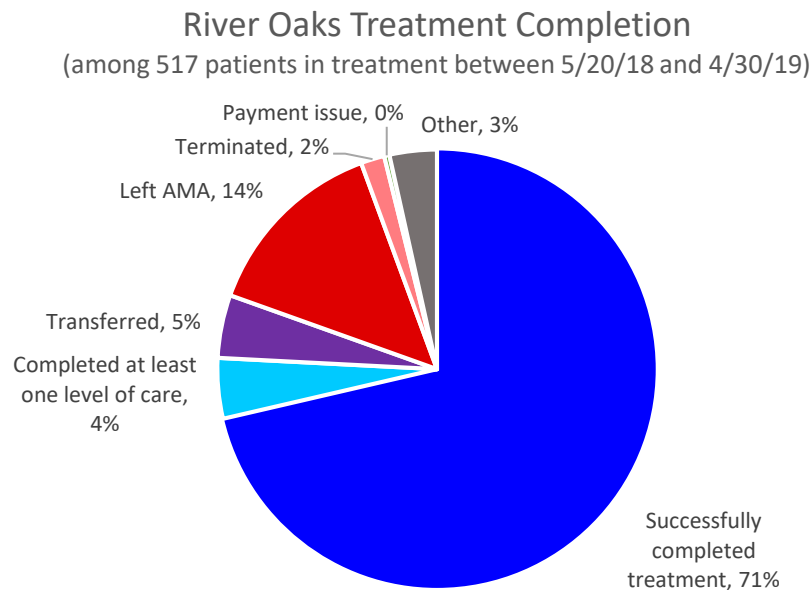
(Among 329 patients in treatment between 5/20/2018 and 4/30/2019 with at least 1 progress survey response)



# TREATMENT SUCCESS

## Treatment Completion Rate vs. National Norms

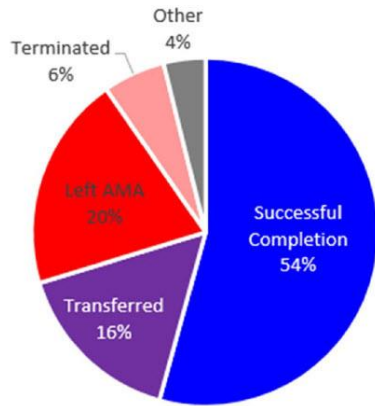
Among the 517 clients who discharged from River Oaks during the period between May 20, 2018 and April 30, 2019, 369 (71%) successfully completed treatment, and another 23 (4%) completed at least one level of care:



The median length of stay for River Oaks patients completing treatment was 38 days.

Because River Oaks provides an entire continuum of care, directly comparable national data does not currently exist. Perhaps the best comparison is to look at treatment completion rates for two of the primary modalities of treatment that River Oaks provides – short-term residential treatment (< 30 days) and IOP treatment. Because many of River Oak’s clients successfully completed both a short-term residential program and an intensive outpatient program, the fact that their 75% successful completion rate is substantially higher than the nationwide completion rate for both short-term residential programs and IOP programs is a very positive finding.

### Short-Term Residential (< 30 days)

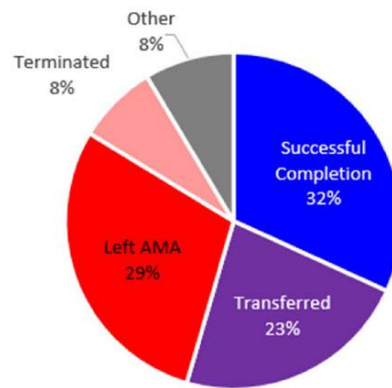


**Successful Completion Rate: 54%**

Median Length of Successful Treatment: 24 days

Basis: 149,986 SUD discharges in 2016

### Intensive Outpatient



**Successful Completion Rate: 32%**

Median Length of Successful Treatment: 83 days

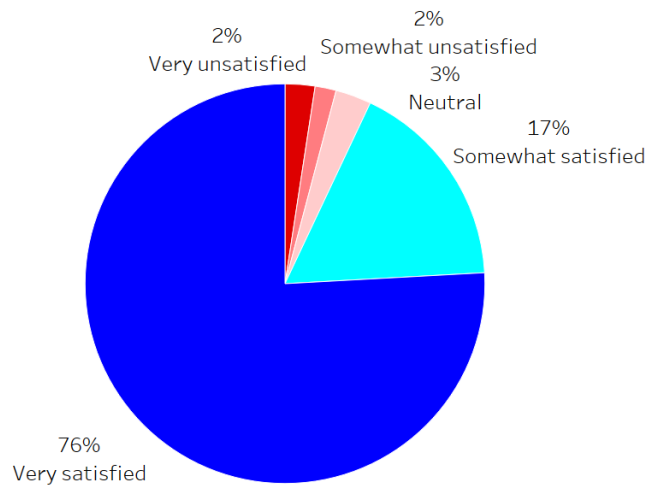
Basis: 185,451 non-MAT SUD discharges in 2016

## Satisfaction with Treatment

The majority (76%) of River Oaks patients submitting ongoing progress monitoring surveys were very satisfied with the treatment they were receiving:

### Patient Satisfaction with Treatment

(Based upon 999 patient reports for patients in treatment between 5/20/2018 and 4/30/2019)



Sample comments from patients about the treatment they were receiving at River Oaks are included in Appendix B.

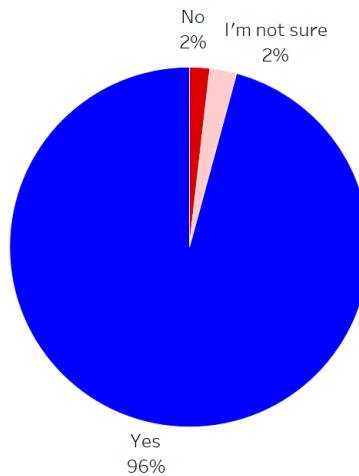
## Meeting Treatment Goals (Non-Detox)

Patients who indicated that a survey was likely to be the last one they were asked to submit during treatment were asked several questions about their treatment goals.

Of these, almost all (96%) of the patients leaving regular treatment reported that they had been asked about their goals. 90% reported their goals had been met:

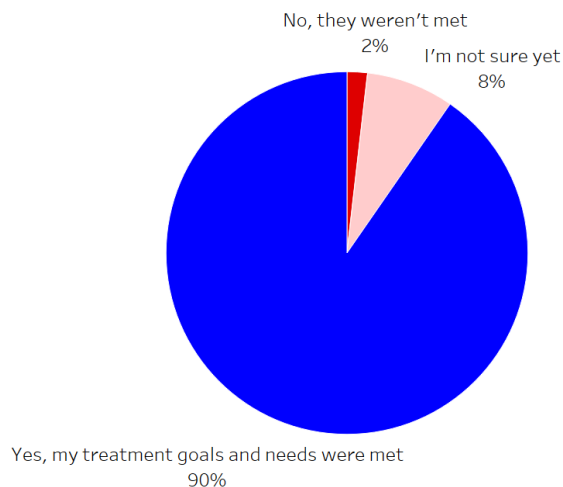
### Were Patients Asked About Treatment Goals?

(Reported by 166 patients on their final survey in treatment between 5/20/2018 and 4/30/2019)



### Were Your Treatment Goals Met?

(Reported by 166 patients on their final survey in treatment between 5/20/2018 and 4/30/2019)

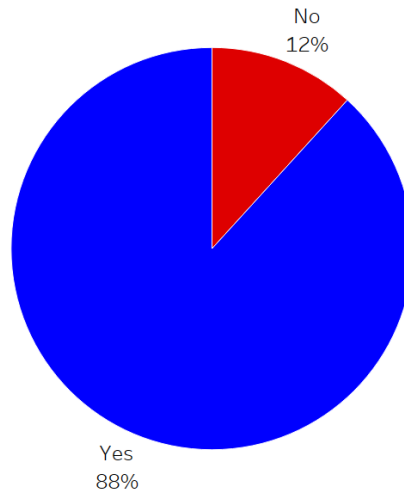


## Meeting Treatment Goals - Detox

While it appears that very few detox patients submitted surveys near the end of their detox treatment, most of those who did (88%) reported having been asked about their detox goals during treatment and that their detox goals were met:

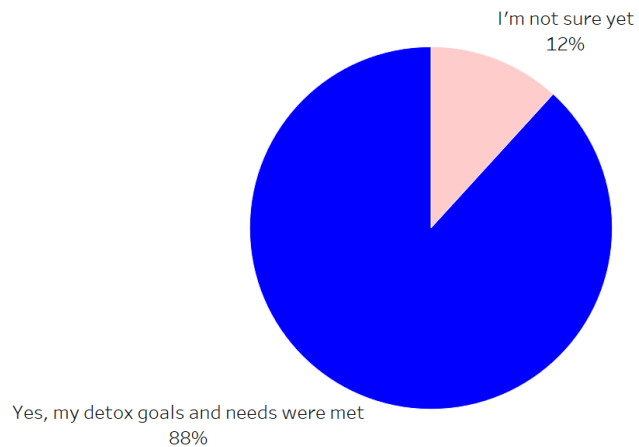
### Were Patients Asked About Detox Goals?

(Reported by 17 patients on their final survey in detox treatment between 5/20/2018 and 4/30/2019)



### Were Your Detox Goals Met?

(Reported by 17 patients on their final survey in detox treatment between 5/20/2018 and 4/30/2019)



## APPENDIX A: PATIENT DEMOGRAPHIC INFORMATION

<u>Characteristic</u>	<u>Total River Oaks</u>
Number of Patients	746
Gender:	
Male	59%
Female	40%
Transgender	0%
Age (years):	
Median	36
Range	18–70
Ethnicity:	
White, non-Hispanic	80%
African-American	10%
Hispanic/Latino	5%
Native American	2%
Asian	1%
Other	4%
Marital Status:	
Married	33%
Single, never married	46%
Divorced	13%
Separated	7%
Widowed	1%
Highest Level of Education Completed:	
Attended high school, but have not graduated	7%
Have graduated from high school or received a GED	32%
Attended college, but have not received a degree	27%
Associate's degree	10%
Bachelor's degree	14%
Master's degree	4%
Ph.D. degree	1%
Other	5%

Employment Prior to Treatment\*:

Employed	61%
Student	3%
Neither (by choice)	11%
Fired/kicked out	4%
Working in the home	3%
In jail	1%
Other	20%

Living Arrangements Prior to Treatment\*:

Living in their own home, apartment or dorm room	50%
Living in their parent's, guardian's or other family member's home	26%
Living in a sober living environment, such as a half-way house	2%
Living somewhere they could stay as long as they wanted	1%
Stable Living Arrangement	79%

Moving from place to place	7%
Homeless	4%
In jail	0%
Other	10%
Unstable Living Arrangement	21%



## APPENDIX B: SAMPLE PATIENT COMMENTS

### Positive

- At this moment, I feel really good about staying and maintaining a sober life. I am actually really looking forward to it. I appreciate what I have at this moment.
- Christine YOU are the BEST. Thank You once again for all your help and Guidance! Keep being You. Your techniques are out of the box and really give me a fresh perspective on life and recovery. I hope you keep influencing people and keep your “swag” and uniqueness.
- Crystal ~ I miss you! I hope you will always know what a tremendous impact you made on my life! As long as I live I will never forget you or how you helped me all of my days away. I wish you nothing but happiness always ~ you little sweetheart! :)
- I am 100 percent committed and Karah and Kailyn are the best. Thank you so much!
- I appreciate the effort Kathy and the entire therapy team and staff of river oaks put forth on my behalf. I feel well, strong, competent and able to continue my new lifestyle choices. I made a lot of progress in a short time span with kathy.
- I have appreciated Karah's input on my mental health and sobriety. Her feedback has been valuable in helping me see, both, things I need to work on and things I do well. I look forward to our discussions and love having her as a sounding board. Thank you Karah!!
- I have been a great mood and going above and beyond to maintain my sobriety.
- I just want to personally recognize my therapist Anthony Gonzalez, he has helped me from out of my worst and lowest bottoms in life; transforming me into the man I am today. I can't begin to thank him enough but I will show him how much I care by striving to remain sober every day.
- I really appreciate all the love, and compassion, that I have received during my stay at River Oaks! Honestly my therapy, and adjusted medications have change my perception of life. I'm a testament that recovery is not unreachable. Thanks again Mr. Barker!!!
- I was encouraged to attend all classes and meetings, which for the most part I have. I feel confident and want to continue embracing a new sober life thanks to all the professionals who delivered their materials so excellently to me so I could understand.
- Just want to say thank you. This program has saved my life. I have gained so much knowledge in this stay. if a client uses the tools availble then this is a successful place. River Oaks, Kathy Williams, Risha Fliming, and multiple other woman in this establishment have impacted my life in ways that I can not repay.
- Ms. Hirely has been very thorough and treated me with much dignity and respect. I have enjoyed talking with her while I've been in treatment. I feel as if shes helped me get some much needed clarity.
- Overall, I feel that I am making excellent progress as I apply the various coping techniques that I'm learning. I beginning to see with more clarity how to make a direct application of the learning modules. My anxiety level is starting to diminish and I'm getting better at reinforcing positive thoughts to replace my old habits.
- Thank you for just lending me your ear so I can get all of those negative thoughts and feelings I had off my chest...You're the best
- This place is amazing and I will definitely never forget all the help and what i learned here and i still have weeks to go. now that I'm feeling better i am excited to be more involved in classes

#### Feelings about MAT:

- Because I no longer have cravings and I can finally enjoy life being happy and sober
- It makes me feel secure with my recovery

#### Why goals were or were not met:

- I feel that this is a caring and supportive environment. I believe i am receiving adequate treatment for a problem i have.
- Because I have an amazing therapist that cares
- Every staff member went over and beyond the scope of their job.
- I am thankful for Crystal my therapist. She was able to help me with numerous situations that I had no clue with how to cope. Our sessions were incredibly productive!
- I got through detox without issue and within a reasonable timeframe.
- I had a very mild detox because of the care and attention of staff
- I have an after treatment plan in place that I will follow.
- This place change my life. I'm a better man then when I showed up here.

#### Why satisfied/dissatisfied with treatment:

- All the pieces are coming together. The interconnections of the exercises are helping me to put together a unique recovery plan that works just for me. The level of care by staff has also aided in making my experience a very satisfying one.
- Because I'm experiencing a true transformation in my decision making and thinking. I feel better than I've ever felt in my life.
- Because without the help I needed I would have left this place and went back to the old me
- Crystal help me identify and work through my issues and was proactive in helping me. She is easy to talk to, empathic, and is honest.
- Crystal is an extremely great listener and great at getting you to open up.
- Everybody loves what they do for a living
- Excellent beds, 3 meals a day, overall great staff, I had an excellent therapist , great connection with fellow clients, and got to play sports like basketball, kickball and ping pong .
- Great treatment center, wonderful counselor and staff. It's been very educational for me.
- I am learning multiple styles of counseling and gaining the knowledge I need to return a productive alcohol and drug free member of society.
- I could not have become sober without the tools I have learned here and the support of the staff. I have tried it on my on many times. This program is excellent.
- I feel safe, cared for in all ways, I am around people I think I can trust.
- I wanted to be here, this is a great place to have detoxed and learned tools to help me in furthering my sobriety! It's open and airy and all the things that would distract me from sobriety have been eliminated. eg just concentrate on your sobriety everything else is taken care of, with a little bit of the real world mixed in!
- I've found most of the groups helpful, the staff caring and willing to listen, and the environment to be beautiful, which helps calm me.
- My therapist is really easy to talk to. I value her opinion and she's definitely changed my perspective on some things. Also my peers have helped me out a lot and the staff in general has been very helpful to me.

- The classes are super informative and helpful and the therapists and staff really care about your wellbeing.
- The facility really offers so many ways to treat your illness.
- The staff and fellowship here are outstanding.
- The therapists, nurses, doctors and BHT's have been wonderful...very pleased with the level of care I am receiving.
- Therapy has been effective in targeting my problems. We worked through them. Some issues arose that I was not aware of and addressed.
- Working on setting up healthy boundaries and dealing with important home situations concerning my mother's concerns for my safety and how to best approach instability at home.

## Negative

- Need to be pushed more!

Feelings about MAT:

- I can't sleep and I'm fixing to lose my cool.

Why goals were or were not met:

- Because my cravings have gotten worse since ive been on the outside IOP.

Why satisfied/dissatisfied with treatment:

- A lot of younger people and a few my age aren't taking this treatment seriously. I feel like in the groups lead by our staff could be controlled differently. Tired of hearing about the young women they've screwed and they think it's funny that they took advantage of someone who's young enough to be their daughter.
- BHT's do not need to scream at us!
- Changing of class locations cause anxiety
- Christine is the only true benefit here. I feel I should be challenged more instead of coddled.
- I don't think the doctors get enough one on one time with the clients in order to treat them properly
- I feel as though the classes should be more intense and take out the art class. We need to be but in uncomfortable and challenging to prepare us for the outside world.
- It desperately needs more structure and more consequences for bad behavior.
- Some things take a lot of follow up. Delay in getting meds/ changes to meds not initially sure why.
- Treatment center was not a safe place. On 3 separate occasions people left to drink and then came back and nothing happened. Also they made me an appointment to get suboxen when I did not want suboxen and because of this I ran out of the medication I was taking that they could not prescribe me for another 3 weeks. The treatment center did nothing to help me out during my stay and very disappointed with them.

## Suggestions For Improving Patient Safety

- I would encourage a desk in rooms to work on. I would like more flavored water in the dorms.
- Overall morale from the behavioral health technicians could be improved.
- i would like to see the linens changed more often, and the furniture disinfected daily
- I feel like there should be more rules in place to keep men and women separate so that they can focus on treatment and not trying to have relationship with other clients
- Give suggestions on how to work your way back into society and how to function once your in it
- Better on-boarding process for new clients.
- Add some additional classes with differing subjects on the topic of recovery. More training for BHTs who teach classes.
- Be consistent. Too many many BHT's with their own rules and ways of doing things.