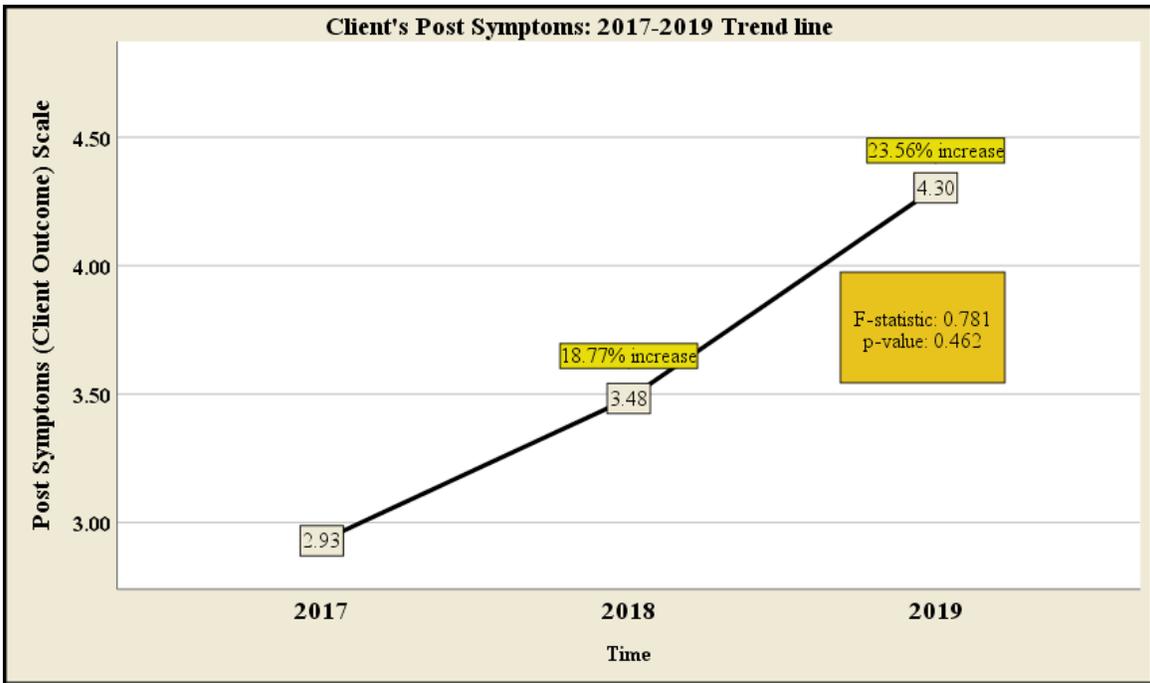




Comparison of Client Post Symptoms average scores (2017, 2018 and 2019)

Statistical Summaries: Client Satisfaction Survey for Client Post Symptoms (2017 to 2019)

Time	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	0.0 (favorable) to 20.0 (unfavorable)	14	2.929	3	2.093	0.00	7.00
2018	0.0 (favorable) to 20.0 (unfavorable)	29	3.483	3	2.600	0.00	10.00
2019	0.0 (favorable) to 20.0 (unfavorable)	33	4.303	3	4.883	0.00	18.00
Total		76	3.737	3	3.707	0.00	18.00



Statistical Conclusion:

Examination of the line-plot above, is the *Client Post Symptoms* domain within the *Client Satisfaction Survey* (CSS) measure across three time points (2017, 2018 and 2019) have revealed increasing trend of 18.77% from 2017 to 2018 and another uptick of 23.56% from 2018 to 2019. A *One-Way ANOVA* test was conducted and suggested that

the *Client Post Symptoms* average scores for 2017 ($N = 14$, $M = 2.929$, $SD = 2.093$), for the 2018 ($N = 29$, $M = 3.483$, $SD = 2.600$) and for 2019 ($N = 33$, $M = 4.303$, $SD = 4.883$) were not statistically different from each other, $F(df = 2) = 0.781$, $p = 0.462$ with a very small size, $ETA^2 = 0.02$ and an observed statistical power of 0.99. The 95% CI for the mean differences between sample means for 2017 and 2018 had a lower bound of -3.52 and an upper bound of 2.41 and the sample means for 2018 and 2019 had a lower bound of -3.14 and an upper bound of 1.50. Additionally, the 9 domain of CSS across the three time periods have an adequate inter-item reliability of, $\alpha = 0.90$ and lastly, there were no demographic effects detected in both age and gender factors across the nine domains of CSS and thus were not accounted for in the statistical model.

Layman's Conclusion:

There were a total of 76 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of 2017, 2018 and 2019. The results have shown that the participant's self-reported average post symptoms scores after the treatment program were not statistically different in each of the last preceding three years. Although a decreasing trend was detected, the current rate of decrease was within the center's benchmark of good client post symptoms practice and therefore, the latest result was consistent in providing excellent services in the client's post symptoms outcome. However, in order to reverse the increasing trend of client's post-symptom levels, further clinician education, monitoring and identifying the factors that may impact the program will be needed.