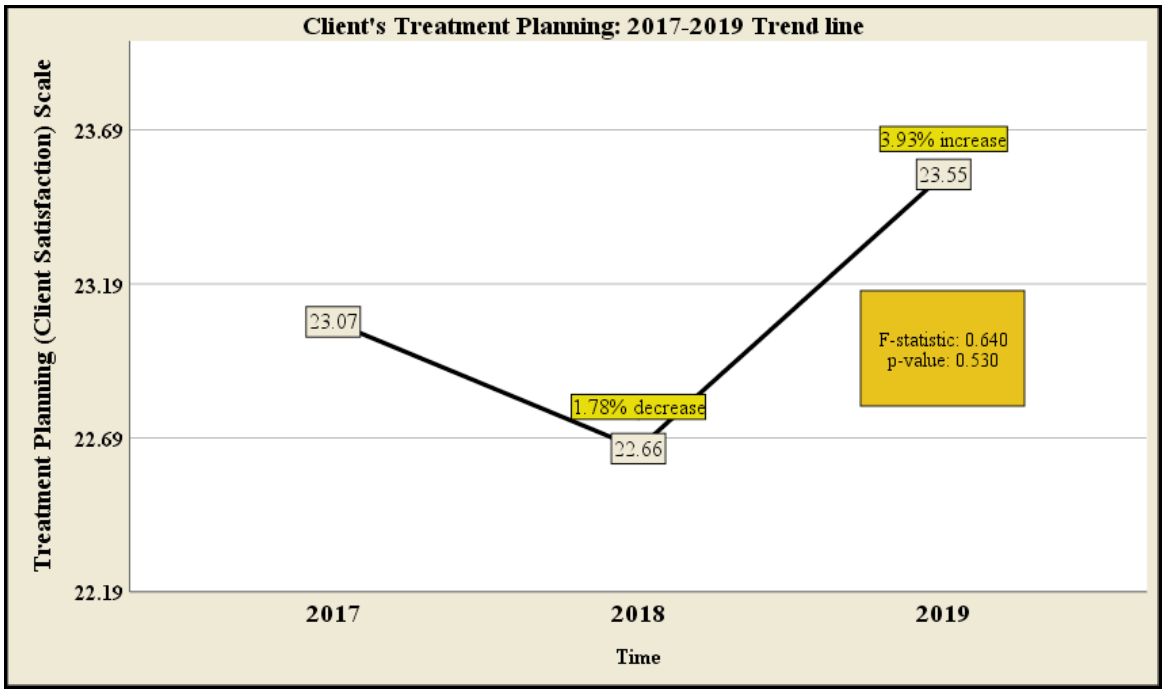
Comparison of Client Treatment Planning average scores (2017, 2018 and 2019)

Statistical Summaries: Client Satisfaction Survey for ClientTreatment Planning (2017 to 2019)

Time	*Sacle Range*	*N*	*Mean*	*Median*	*Std. Deviation*	*Minimum*	*Maximum*
2017	5.0 (unfavorable) to 25.0 (favorable)	15	23.067	25	2.604	19.00	25.00
2018	5.0 (unfavorable) to 25.0 (favorable)	29	22.655	25	3.885	9.00	25.00
2019	5.0 (unfavorable) to 25.0 (favorable)	33	23.546	25	2.451	14.00	25.00
Total		77	23.117	25	3.082	9.00	25.00



Statistical Conclusion:

Examination of the line-plot above, is the *Client Treatment Planning* domain within the *Client Satisfaction Survey* (CSS) measure across three time points (2017, 2018 and 2019) have revealed decreasing trend of 1.78% from 2017 to 2018 and an upward trend of 3.93% from 2018 to 2019. A *One-Way ANOVA* test was conducted and suggested that the *Client Treatment Planning* average scores for 2017 ($N = 15$, $M = 23.067$, $SD = 2.604$), for the 2018 ($N = 29$, $M = 22.655$, $SD = 3.885$) and for 2019 ($N =$

33, $M = 23.546$, $SD = 2.451$) were not statistically different from each other, $F(df = 2) = 0.640$, $p = 0.530$ with a very small size, $ETA^2 = 0.02$ and an observed statistical power of 0.88. The 95% CI for the mean differences between sample means for 2017 and 2018 had a lower bound of -2.00 and an upper bound of 2.82 and the sample means for 2018 and 2019 had a lower bound of -2.82 and an upper bound of 1.04 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 77 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 client treatment planning scores after the treatment program were not statistically different in each of the last preceding three years. The increasing trend in 2019 was within the center's benchmark of good client treatment planning practice and therefore, the latest result was consistent in providing excellent services in the client's treatment planning experience.