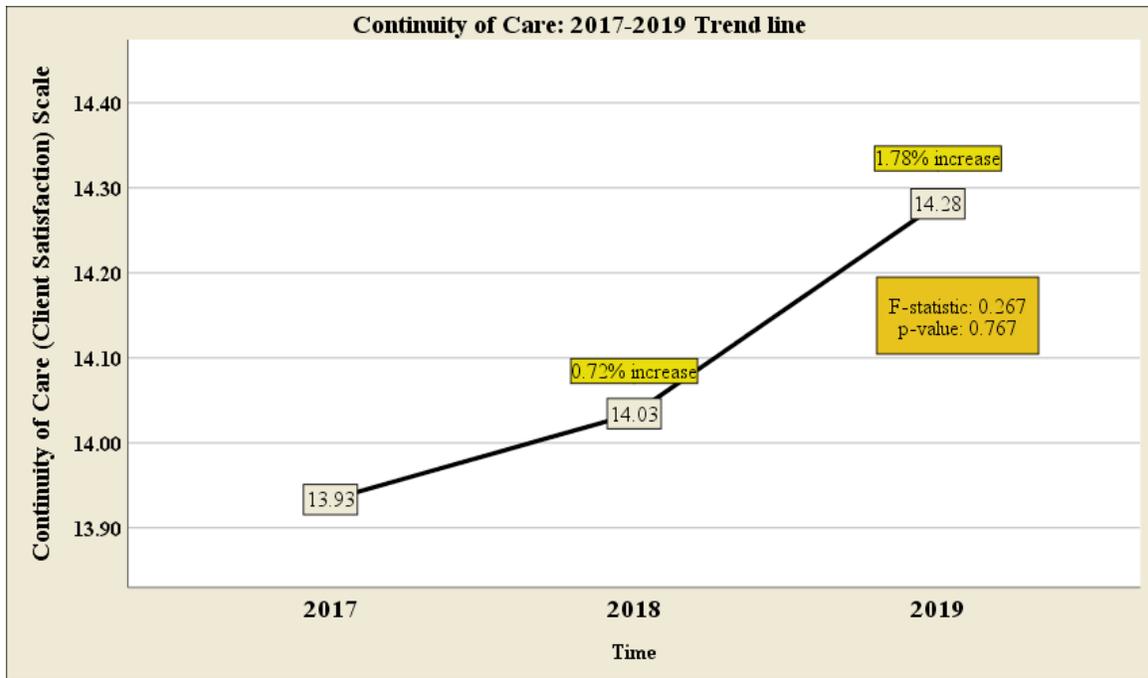




Comparison of Continuity of Client Care average scores (2017, 2018 and 2019)

Statistical Summaries: Client Satisfaction Survey for Continuity of Care (2017 to 2019)

Time	Scale Range	Count	Mean	Median	Std. Deviation	Minimum	Maximum
2017	3.0 (unfavorable) to 15.0 (favorable)	15	13.933	15	1.580	11.00	15.00
2018	3.0 (unfavorable) to 15.0 (favorable)	29	14.035	15	2.026	5.00	15.00
2019	3.0 (unfavorable) to 15.0 (favorable)	32	14.281	15	1.442	9.00	15.00
Total		76	14.118	15	1.697	5.00	15.00



Statistical Conclusion:

Examination of the line-plot above, is the *Continuity of Client Care* domain within the *Client Satisfaction Survey* (CSS) measure across three time points (2017, 2018 and 2019) have revealed an increasing trend of 0.72% from 2017 to 2018 and a larger increase of 1.78% from 2018 to 2019 with an average rate of increase of 1.25% in the three year period. A *One-Way ANOVA* test was conducted and suggested that the

Continuity of client care average scores for 2017 ($N = 15$, $M = 13.933$, $SD = 1.580$), for the 2018 ($N = 29$, $M = 14.035$, $SD = 2.026$) and for 2019 ($N = 32$, $M = 14.281$, $SD = 1.442$) were not statistically different from each other, $F(df = 2) = 0.267$, $p = 0.767$ with a non-existent effect size, $ETA^2 = 0.007$ and an observed statistical power of 0.18. The 95% CI for the mean differences between sample means for 2017 and 2018 had a lower bound of -1.47 and an upper bound of 1.23 and the sample means for 2018 and 2019 had a lower bound of -1.32 and an upper bound of 0.83. 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 continuity of care scores after the treatment program were not statistically different in each of the last preceding three years. The increasing trend was within the center's benchmark of good client continuity of care practice and therefore, the latest result was consistent in providing excellent services in the client's continuity of care outcome.