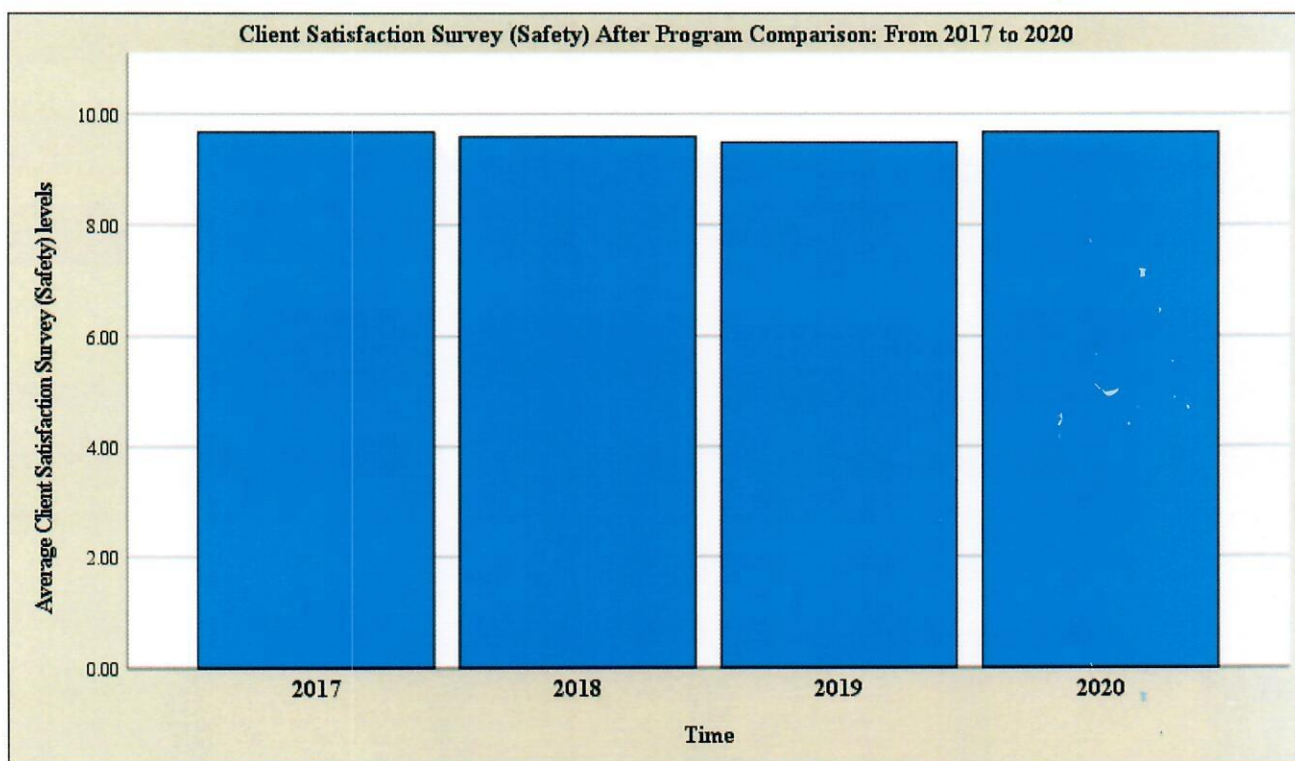




Client Satisfaction Survey: Comparison of Client Safety average scores (2017, 2018, 2019 and 2020)

Statistical Summaries: Client Satisfaction Survey for Client Safety (2017 to 2020)

Year	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	2.0 (unfavorable) to 10.0 (favorable)	15	9.67	10.00	0.72	8.00	10.00
2018	2.0 (unfavorable) to 10.0 (favorable)	29	9.59	10.00	0.68	8.00	10.00
2019	2.0 (unfavorable) to 10.0 (favorable)	33	9.48	10.00	0.91	7.00	10.00
2020	2.0 (unfavorable) to 10.0 (favorable)	21	9.67	10.00	0.66	8.00	10.00
Total		98	9.58	10.00	0.76	7.00	10.00



Layman's Conclusion:

There were a total of 98 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, 2019 and 2020. The results have shown that the

participant's self-reported average perceived client safety scores after the treatment program have been decreasing in the last preceding three years but an increased of about 2.0% was detected in client safety for the year 2020. Reversing the decreasing trend in the previous years prior to 2020 was within the center's benchmark of good client safety practice and therefore, the latest result was consistent in providing excellent services in the client's safety experience.