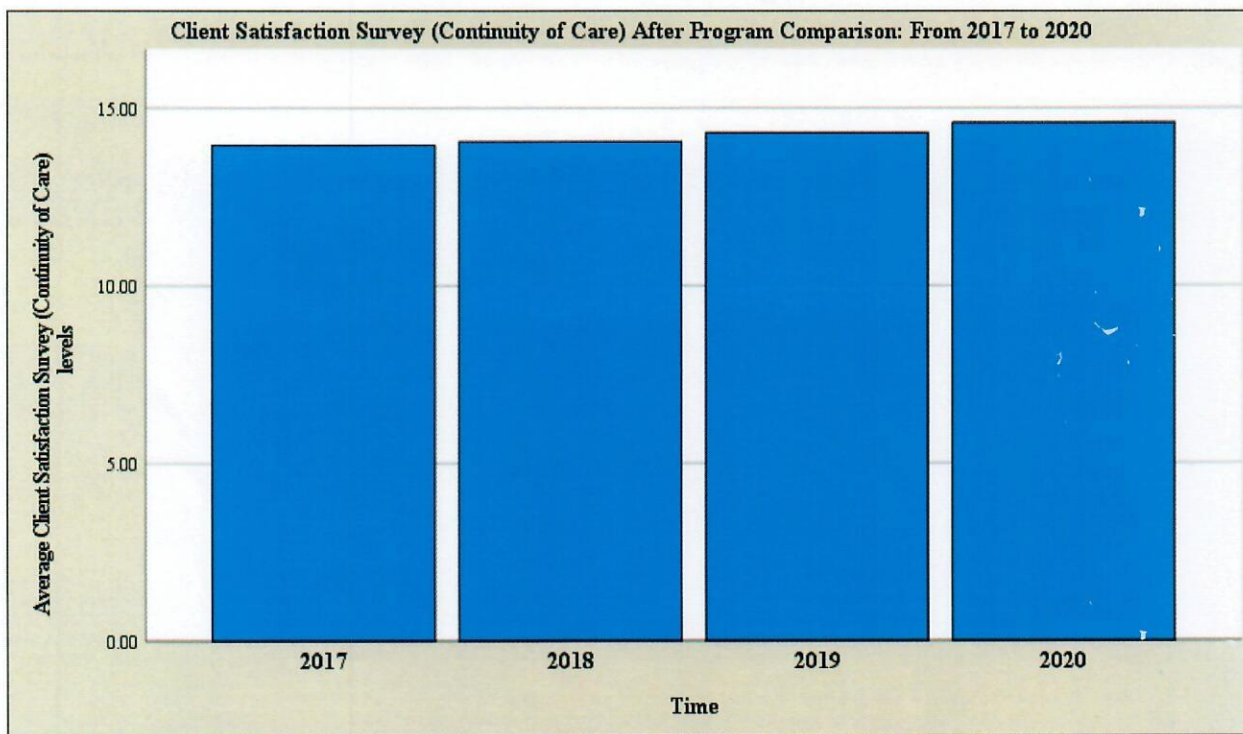




Client Satisfaction Survey: Comparison of Continuity of Care average scores (2017, 2018, 2019 and 2020)

Statistical Summaries: Client Satisfaction Survey for Continuity of Care (2017 to 2020)

Year	Scale Range	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017	3.0 (unfavorable) to 15.0 (favorable)	15	13.93	15.00	1.58	11.00	15.00
2018	3.0 (unfavorable) to 15.0 (favorable)	29	14.03	15.00	2.03	5.00	15.00
2019	3.0 (unfavorable) to 15.0 (favorable)	32	14.28	15.00	1.44	9.00	15.00
2020	3.0 (unfavorable) to 15.0 (favorable)	21	14.57	15.00	0.93	12.00	15.00
Total		97	14.22	15.00	1.57	5.00	15.00



Layman's Conclusion:

There were a total of 97 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 continuity of care scores after the treatment programs were very consistent in the last preceding four 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.