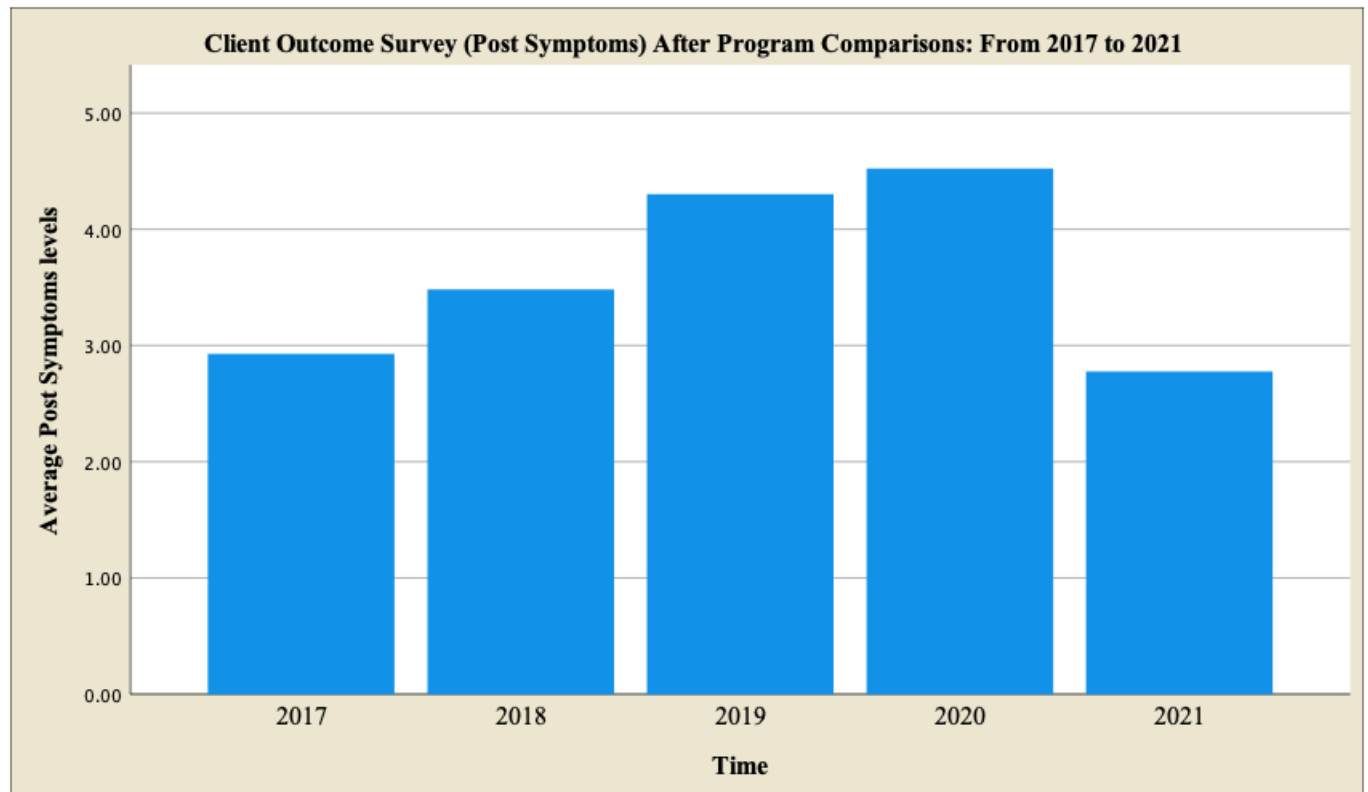


Patient Satisfaction Post Symptoms

Client Outcome Survey: Comparison of Client Post Symptoms average scores (2017 to 2021)

Statistical Summaries: Client Satisfaction Survey for Client's Post Symptoms (2017 to 2021)						
<i>Time</i>	<i>N</i>	<i>Mean</i>	<i>Median</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
2017	14	2.93	3.00	2.09	.00	7.00
2018	29	3.48	3.00	2.60	.00	10.00
2019	33	4.30	3.00	4.88	.00	18.00
2020	21	4.52	4.00	3.52	.00	12.00
2021	27	2.78	1.00	4.13	.00	16.00
Total	124	3.66	3.00	3.78	.00	18.00



Layman's Conclusion:

There were a total of 124 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of 2017 to 2021. The results have shown that in the first four years (2017 to 2020) of participant's self-reported average post symptoms scores have been increasing before reversing that trend in 2021 when a substantial decrease of almost 39.0% was observed. The latest result was the lowest average scores of client's post-symptoms after program during the five-year period of data tracking. Although an increasing trend was detected during the prior years, the rate of increase was within the center's benchmark of good client post symptoms practice and importantly, reversing such trend in year 2021 was largely due the center's established target goals in the beginning of 2021 to improve client's post-symptom levels. Overall, the results was consistent in providing excellent services in the client's post symptoms outcome. of client's post-symptom levels. Additionally, the sudden increase in post-symptom level in the year 2020 could be the external effects of the COVID-19 pandemic. In the recent study of the COVID-19 pandemic impacts on mental health and wellbeing (Cullen et al., 2020) stated that "people with pre-existing mental health and substance use disorders will be at increased risk of negative and psychological effects stemming from the pandemic".

Reference:

W Cullen, G Gulati, B D Kelly, Mental health in the COVID-19 pandemic, QJM: An International Journal of Medicine, Volume 113, Issue 5, May 2020, Pages 311–312, <https://doi.org/10.1093/qjmed/hcaa110>