

COMPARISON OF CLIENT CONTINUITY OF CARE AVERAGE SCORES (2017 TO 2022)

Statistical Summaries: Client Satisfaction Survey for Client's Continuity of Care (2017 to 2022)						
<i>Time</i>	<i>N</i>	<i>Mean</i>	<i>Median</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
2017	15	13.93	15.00	1.58	11.00	15.00
2018	29	14.03	15.00	2.03	5.00	15.00
2019	32	14.28	15.00	1.44	9.00	15.00
2020	21	14.57	15.00	0.93	12.00	15.00
2021	27	13.78	15.00	2.15	7.00	15.00
2022	14	13.64	14.50	1.82	9.00	15.00
Total	139	14.07	15.00	1.72	5.00	15.00

Layman's Conclusion:

There were a total of 139 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 2022. The results have shown that the participant's self-reported average continuity of care scores after the treatment programs in the last preceding four years had an increasing trend before dipping to about 5.42% in year 2021. For year 2022, the downward trend continued with a very minimal decrease in average client's continuity of care score by approximately 1.02% from the previous year. Although a downward trend was observed in 2021 and 2022, these average scores when compared to other years was not significant, meaning the decrease in average continuity of care was not different from previous years.

Overall, the result of the six-year period saw an increasing trend in the first four years before dipping in the last two years but these differences was not statistically significant. The results have shown the center's benchmark of good client continuity of care practice was achieved and therefore, the latest result was consistent in providing excellent services in the client's continuity of care outcome.

