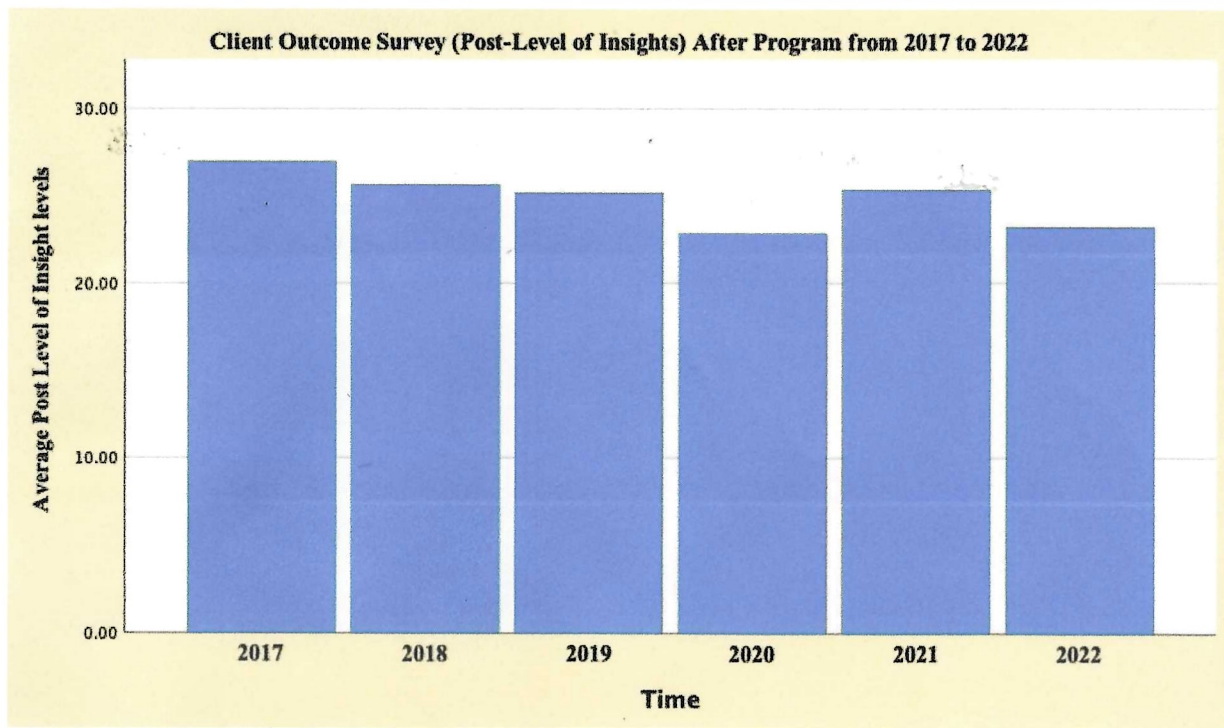# COMPARISON OF CLIENT POST LEVEL OF INSIGHTS AVERAGE SCORES (2017 TO 2022)

Statistical Summaries: Client Satisfaction Survey for Client's Post Level of Insight (2017 to 2022)						
Time	*N*	*Mean*	*Median*	*Std. Deviation*	*Minimum*	*Maximum*
2017	14	26.93	28.00	3.54	19.00	30.00
2018	29	25.62	25.00	3.74	18.00	30.00
2019	32	25.13	26.00	4.44	13.00	30.00
2020	21	22.76	24.00	5.58	10.00	30.00
2021	27	25.30	27.00	4.98	15.00	30.00
2022	14	23.14	23.50	5.52	14.00	30.00
Total	137	24.88	25.00	4.73	10.00	30.00

Layman's Conclusion:

There were a total of 137 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 post level of insights scores after the treatment program had been decreasing in the last preceding four years. Specifically, there was a decreased of about 9.43% from 2019 to 2020 in post-level of insights but not statistically significant from each other. However, this downward trend reversed in 2021 with an approximate increase of 11.16% was detected from previous year.

Client Outcome Survey (Post-Level of Insights) After Program from 2017 to 2022

However, for year 2022, there was an decrease in average client's post level of insights score by approximately 8.54% from the previous year. The decrease in the average score could be attributed to two factors (*i.* Small sample size, *ii.* Business model changed) that occurred in 2022; a much smaller small sample size ($n = 14$) in comparison to previous years that may influence higher variability in the results and the changed of the center's client-service-focus model from residential services to outpatient care.

Importantly, the decrease in average post level of insights in 2022 was not significantly different from other previous averages, meaning the increase in average post level of insights was not different from the previous years.

This current rate of decrease was within the center's benchmark of good client post level of insights and therefore, the latest result was consistent in providing excellent services in the client's post level of insights outcome.