

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

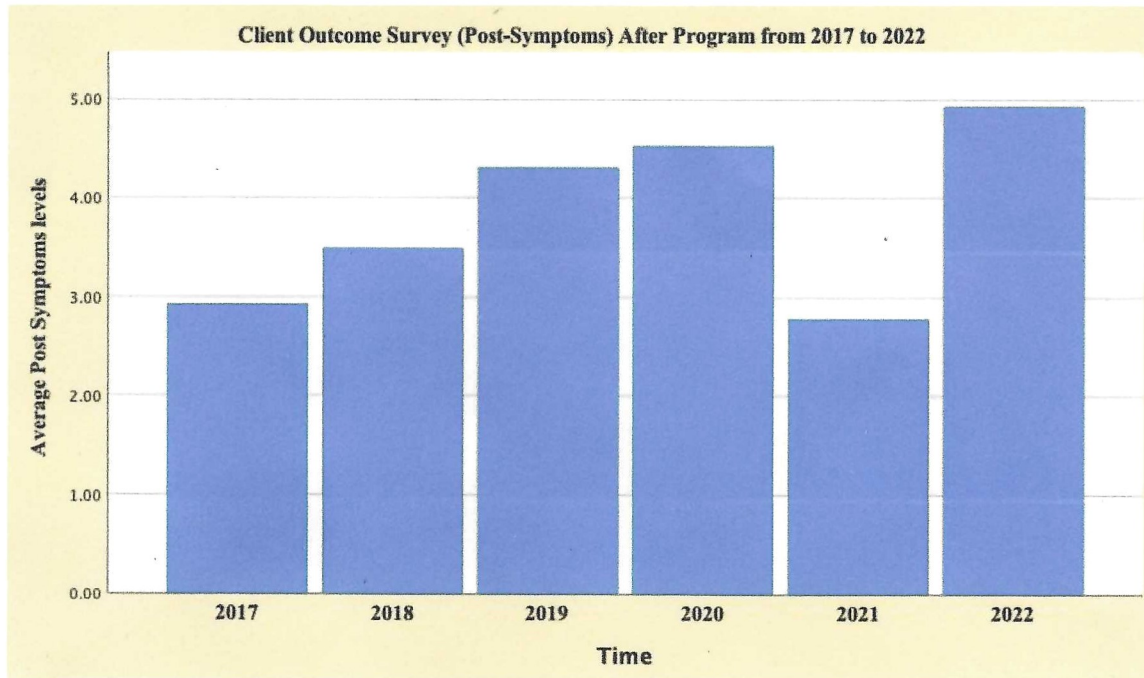
Statistical Summaries: Client Satisfaction Survey for Client's Post Symptoms (2017 to 2022)						
<i>Time</i>	<i>N</i>	<i>Mean</i>	<i>Median</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
2017	14	2.93	3.00	2.09	.00	7.00
2018	29	3.48	3.00	2.60	.00	10.00
2019	33	4.30	3.00	4.88	.00	18.00
2020	21	4.52	4.00	3.52	.00	12.00
2021	27	2.78	1.00	4.13	.00	16.00
2022	14	4.93	4.00	4.16	.00	14.00
Total	138	3.79	3.00	3.82	.00	18.00

### Layman's Conclusion:

There were a total of 138 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 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 2021 result was the lowest average scores of client's post-symptoms after program during the five-year period of data tracking. Although a 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.

However, for year 2022, saw a large increase in average client's post symptoms score by approximately 77.34% from the previous year and thus far this latest result was the largest bump in average score in six years. The sudden jump 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 huge uptick in post symptoms in 2022 was not significantly different from other previous averages, meaning the increase in average post symptoms was not different from the previous years.

Overall, the results was consistent in providing excellent services in the client's post symptoms outcome. of client's post-symptom levels.

