

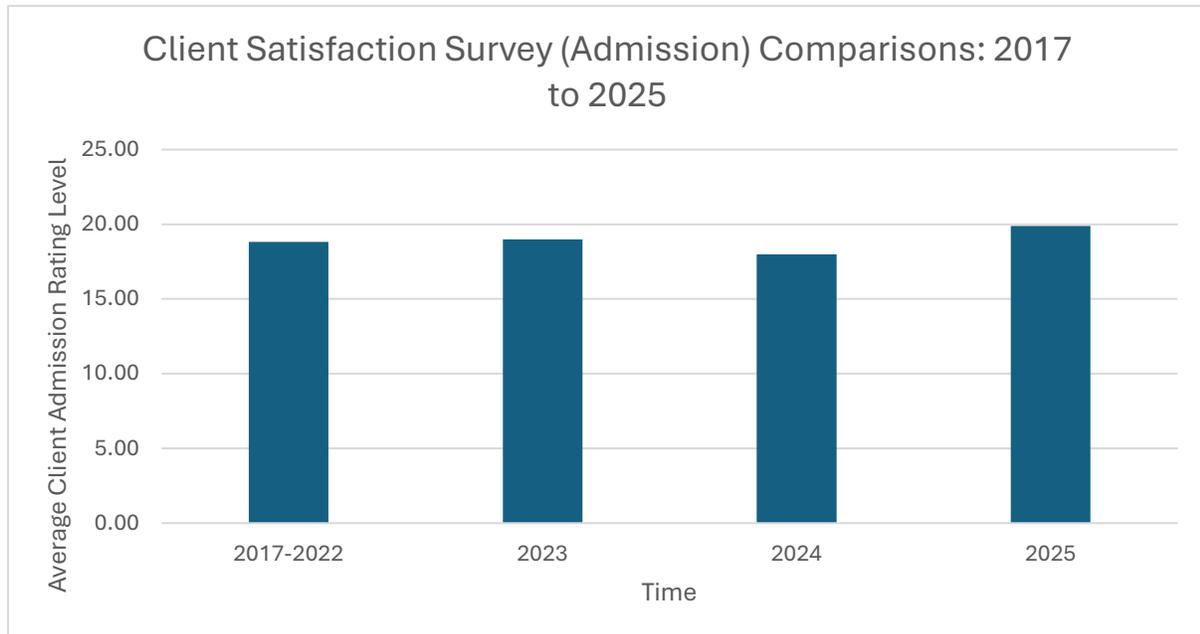
DEDICATO TREATMENT CENTER

Client Satisfaction & Outcome Surveys (2017–2025)

At Dedicato Treatment Center, we are committed to delivering high-quality, client-centered care. The following results reflect client feedback collected after completion of treatment episodes across both residential (2017–2022) and outpatient (2023–2025) levels of care.

These surveys are designed to evaluate the **quality of services provided**, the **client's experience**, and the **client's perception of their growth and understanding during treatment**.

Admission Process Experience



Clients report a strong and supportive first experience when entering treatment.

Clients consistently rated the admission process between **18–20 out of a possible 20**, with 20 being the highest possible score.

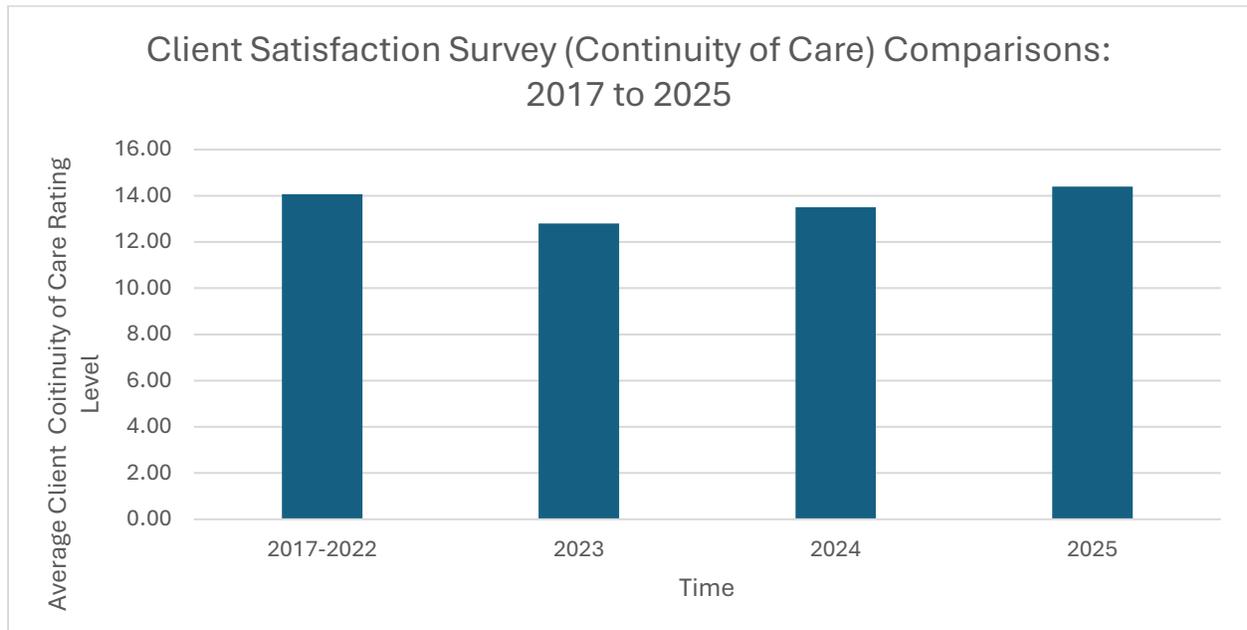
👉 What This Means:

A score of 18–20 indicates that clients felt:

- Welcomed
- Respected
- Clearly informed

This shows that Dedicato provides a **high-quality first point of contact**, which is critical for engagement and retention.

Continuity of Care



Clients experience consistent support and coordination throughout treatment.

Clients rated continuity of care between **12–15 out of a possible 15**, with 15 being the highest possible score.

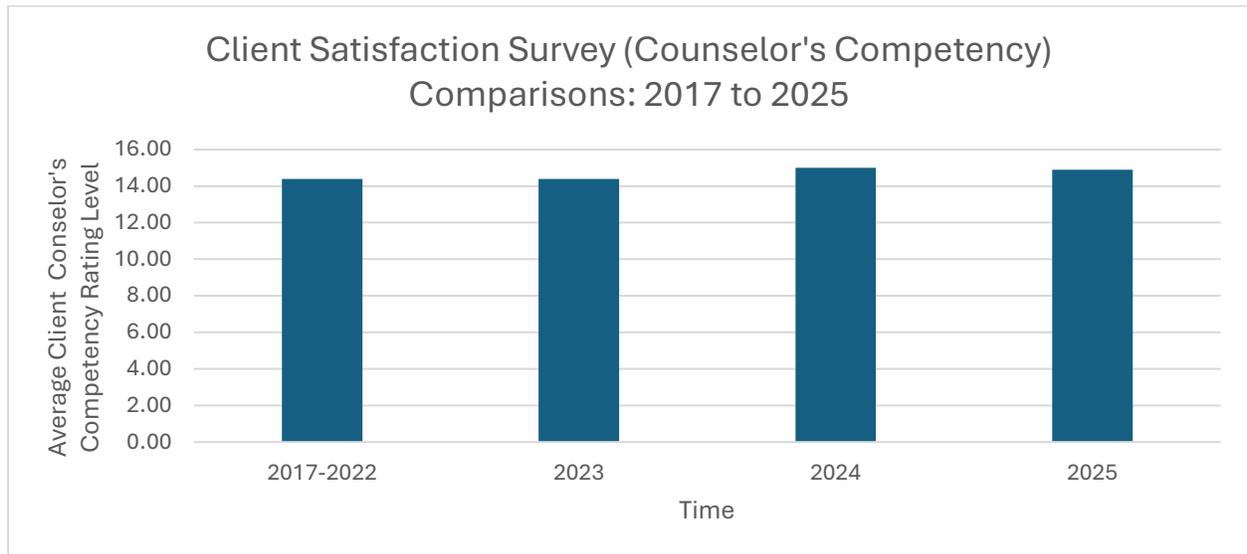
👉 **What This Means:**

These scores indicate that clients felt:

- Supported throughout treatment
- Connected to services
- Consistently followed up with

This reflects strong coordination and ongoing support across the treatment process.

Counselor Competency



Clients consistently report high confidence in the quality of clinical care.

Clients rated counselor competency between **14–15 out of a possible 15**, with 15 being the highest possible score.

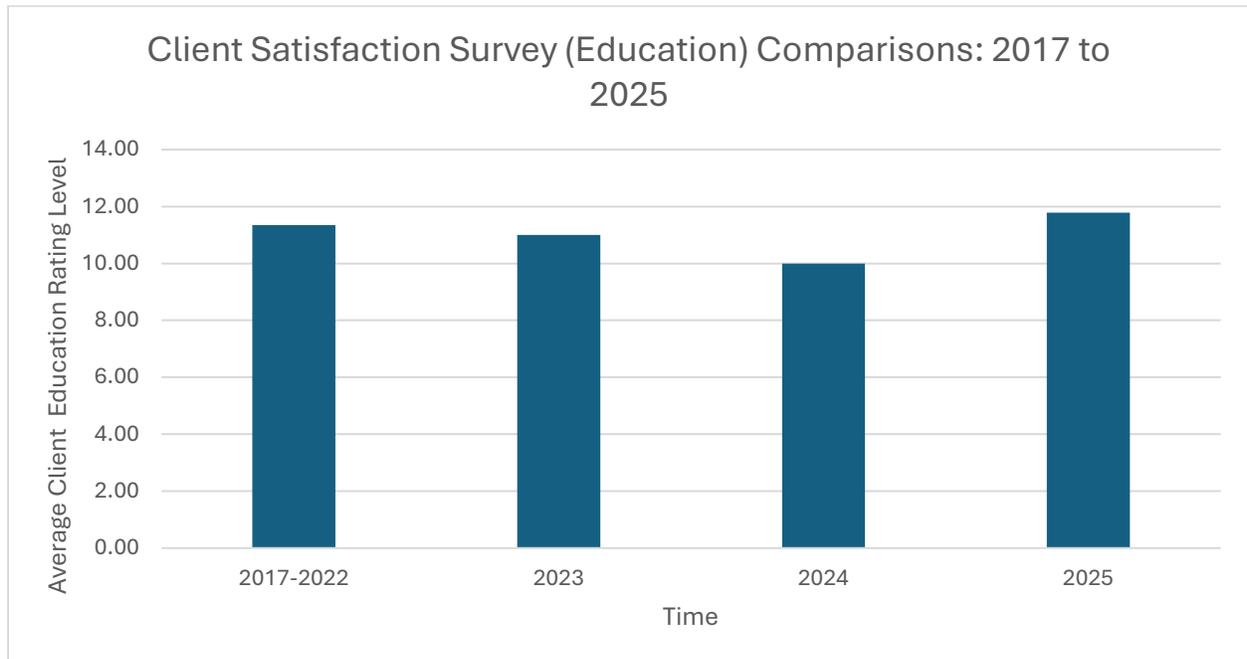
👉 What This Means:

Clients are reporting that:

- Counselors are knowledgeable
- Counselors are effective
- Counselors provide meaningful guidance

This reflects a **high level of trust in clinical staff and treatment delivery.**

Client Education



Clients gain knowledge and tools that support long-term recovery.

Clients rated education between **10–12 out of a possible 12**, with 12 being the highest possible score.

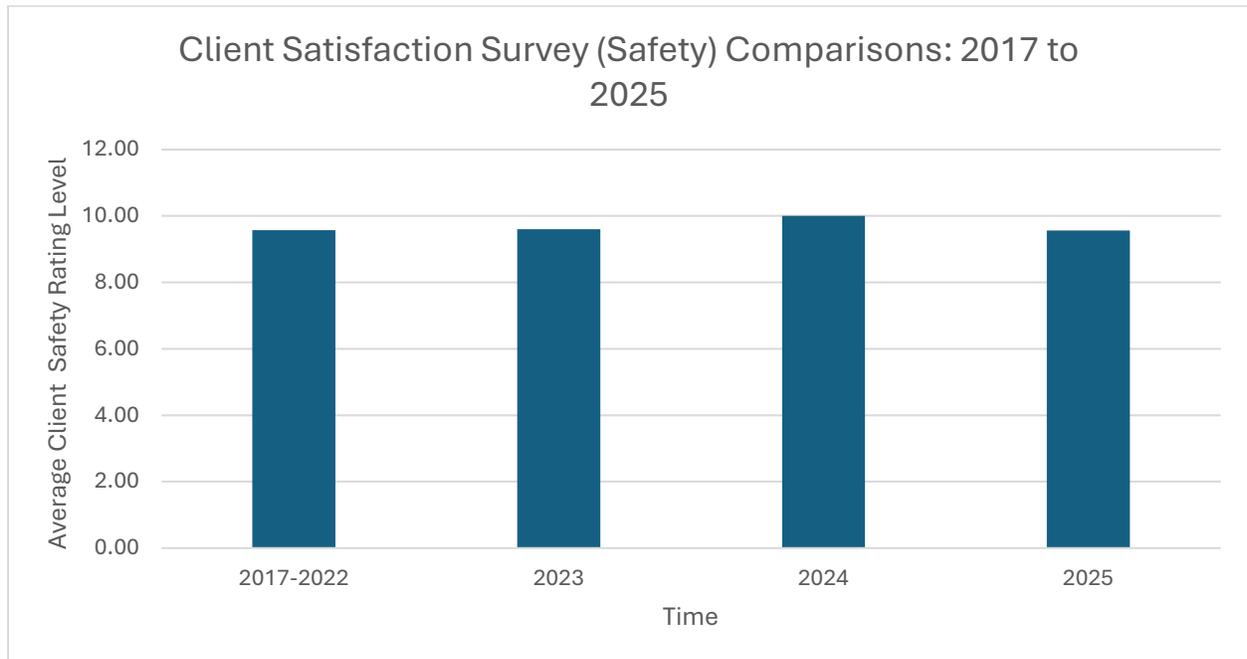
👉 **What This Means:**

Clients feel they:

- Understand their condition
- Are learning coping strategies
- Can apply what they learned

This reflects effective **psychoeducation and skill-building**.

Client Safety



Clients consistently feel safe and supported during treatment.

Clients rated safety between **9–10 out of a possible 10**, with 10 being the highest possible score.

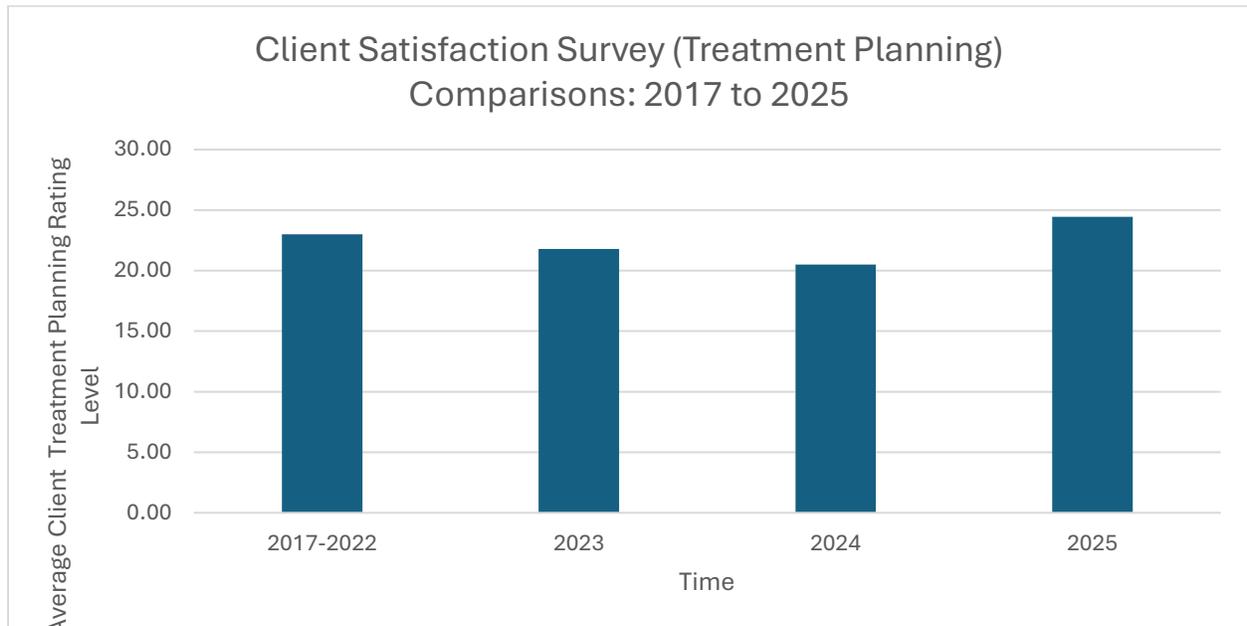
👉 **What This Means:**

Clients feel:

- Physically safe
- Emotionally supported
- Comfortable in the environment

Safety is a **core foundation of effective treatment**, and these scores reflect strong performance.

Treatment Planning



Clients are actively involved in building their recovery plan.

Clients rated treatment planning between **20–25 out of a possible 25**, with 25 being the highest possible score.

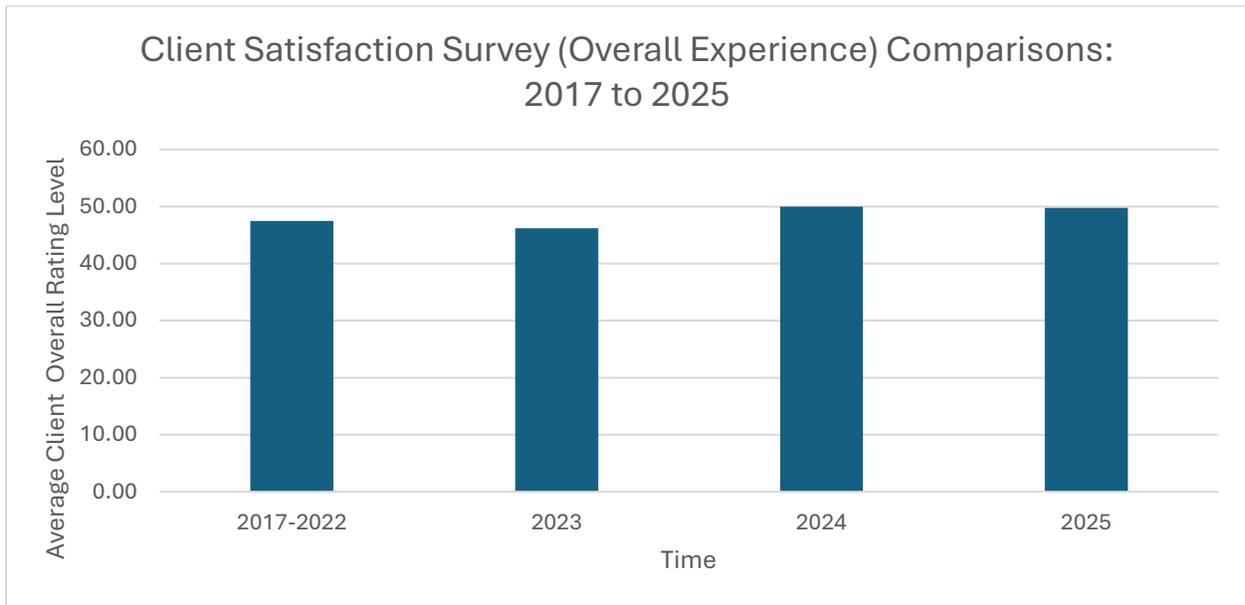
👉 What This Means:

Clients feel:

- Involved in their care
- Heard in the process
- That treatment is personalized

This reflects strong **collaboration between clients and clinicians.**

Overall Experience



Clients report a highly positive overall treatment experience.

Clients rated overall experience between **46–50 out of a possible 50**, with 50 being the highest possible score.

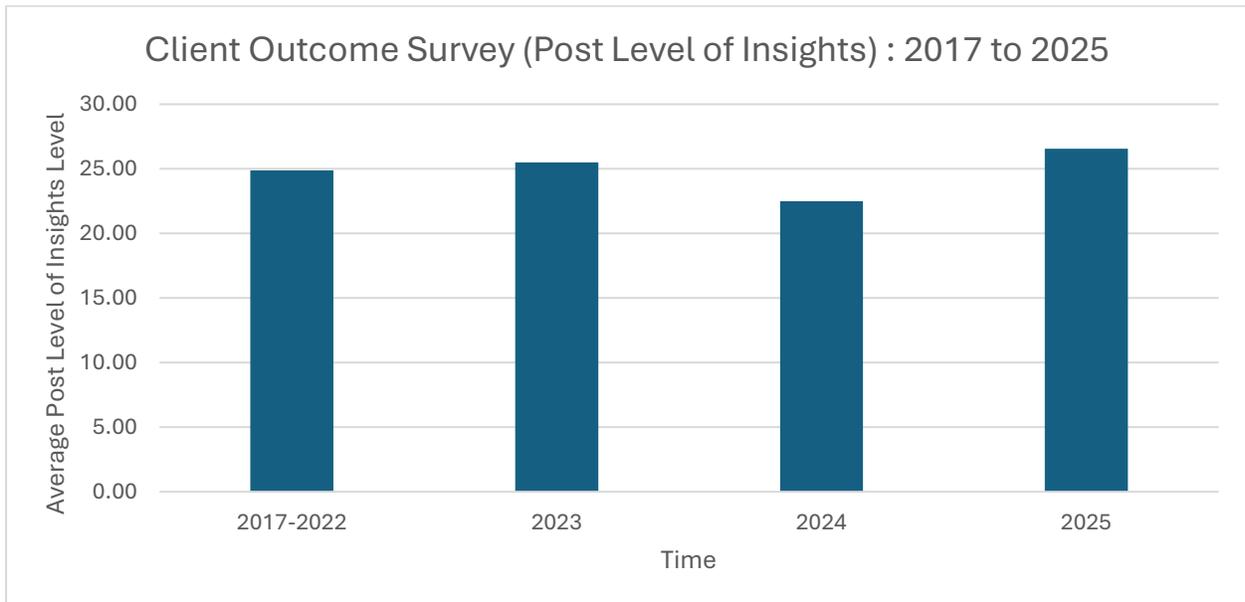
👉 **What This Means:**

Clients view their experience as:

- Positive
- Meaningful
- Beneficial to recovery

This reflects strong **overall satisfaction with services.**

Post-Treatment Insight & Growth



Clients leave treatment with increased self-awareness and understanding.

Clients rated insight between **22–26 out of a possible 30**, with 30 being the highest possible score.

👉 **What This Means:**

Clients feel they:

- Better understand themselves
- Recognize triggers and behaviors
- Are more prepared for recovery

This reflects growth in **self-awareness and readiness for continued recovery.**

Important Note on Treatment Settings

Please be advised that there is a difference between residential and outpatient treatment when interpreting these results.

- **Residential Treatment (2017–2022):**
Highly structured, 24-hour environment with limited exposure to external stressors
- **Outpatient Treatment (2023–2025):**
Clients engage in treatment while living in real-world environments

👉 What This Means:

- Outpatient clients are actively applying skills in real time
- They face real-world challenges during treatment
- High satisfaction scores in this setting reflect **strong program effectiveness under real-life conditions**

Understanding the Data (Surveys & Outcomes – Simple Explanation)

To help interpret these results in simple terms:

- **Scores (Example: 18 out of 20):**
This means the client gave a high rating close to the maximum possible score.
👉 The closer the score is to the maximum, the better the experience.
 - **Mean (Average):**
The average of all client responses.
👉 Shows overall performance of the program.
 - **Median:**
The middle score of all responses.
👉 Shows what a “typical” client experienced.
 - **Maximum Score:**
The highest possible rating for that category.
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What We Are Measuring in These Surveys:

These surveys are not measuring symptoms.

They are measuring:

- Client satisfaction
- Client experience
- Client perception of care
- Client understanding and growth

👉 Key Takeaway:

Higher scores = higher satisfaction, stronger engagement, and better perceived outcomes.