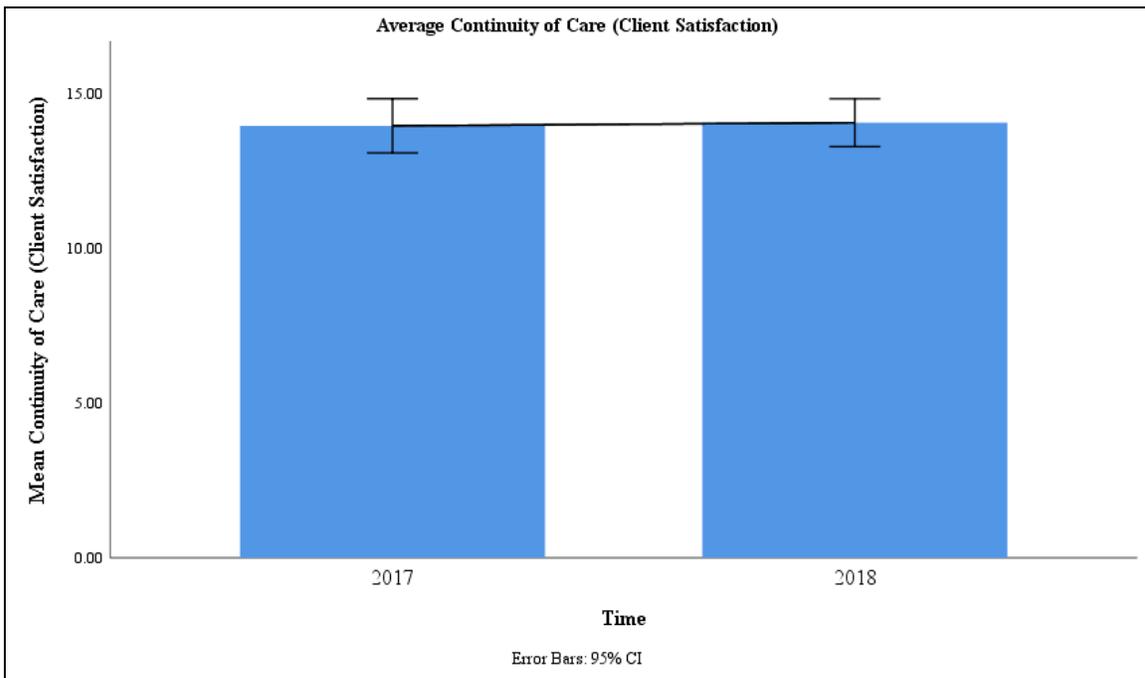




Comparison of Client Continuity of Care average scores (2017 vs. 2018)

Statistical Summary: Client Satisfaction Survey for Continuity of Care (2017 vs 2018)

| | | Continuity of Care (Client Satisfaction) | | | | | | |
|------|-------|--|-------|-------|--------|--------------------|---------|---------|
| | | Scale Range | Count | Mean | Median | Standard Deviation | Minimum | Maximum |
| Time | 2017 | 3.0 (unfavorable) to 15.0 (favorable) | 15 | 13.93 | 15 | 1.580 | 11 | 15 |
| | 2018 | 3.0 (unfavorable) to 15.0 (favorable) | 29 | 14.03 | 15 | 2.030 | 5 | 15 |
| | Total | | 44 | 14 | 15 | 1.870 | 5 | 15 |



Bar charts of Client Continuity of Care domain between 2017 and 2018

Statistical Conclusion:

For the *Client Continuity of Care* domain of the *Client Satisfaction Survey (CSS)* measure between time points (2017 vs. 2018) have shown an increase of about 0.72% in client continuity of care satisfaction from 2017 to 2018. A pairwise comparison

(*MANOVA* was used across the 9 domains of CSS with $n = 2,000$ bootstrap samples and a 95% bias correction) have revealed that the client continuity of care scores for 2017 ($M = 13.93$, $SD = 1.580$), was almost equal in average client continuity of care satisfaction scores from the 2018 ($M = 14.03$, $SD = 2.030$) and was not statistically different from each other, $F(df = 1) = 0.082$, $p = 0.776$ with a non-existent effect size, $partial\ \eta^2 = 0.002$ and an observed statistical power of 0.059. The 95% CI for the difference between sample means had a lower bound of -1.429 and an upper bound of 1.074. Lastly, the 9 domain of CSS for both time periods have an adequate inter-item reliability of, $\alpha = 0.98$ and $\alpha = 0.95$, respectively.

Layman's Conclusion:

There were a total of 44 Dedicato clients that completed the center's intervention and rehabilitation program and subsequently measured their satisfaction and outcome results between the years of **2017 & 2018**. The results have shown that the participant's average continuity of care scores after the treatment program in both years were essentially identical which indicate the center is consistent with excellent services in the client's continuity care process.