

DEDICATO TREATMENT CENTER'S  
CLIENT SATISFACTION AND OUTCOME  
SURVEY RESULTS

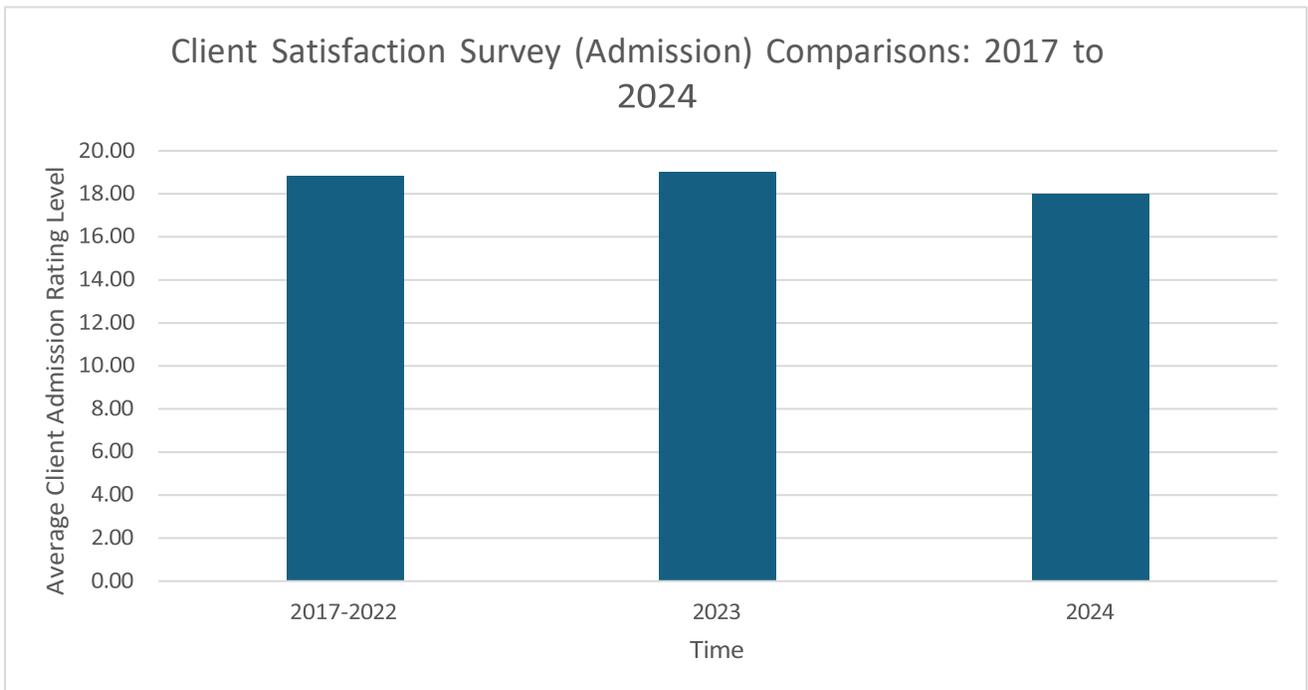
2017-2024

## COMPARISON OF CLIENT ADMISSION PROCESS AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Client's Admission (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	18.82	20.00	2.03	11.00	20.00
2023	5	19.00	20.00	1.55	16.00	20.00
2024	2	18.00	18.00	1.00	17.00	19.00

### Layman's Conclusion:

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show a high satisfaction score of 18-20 range, and there is no substantial difference between residential and outpatient treatment.

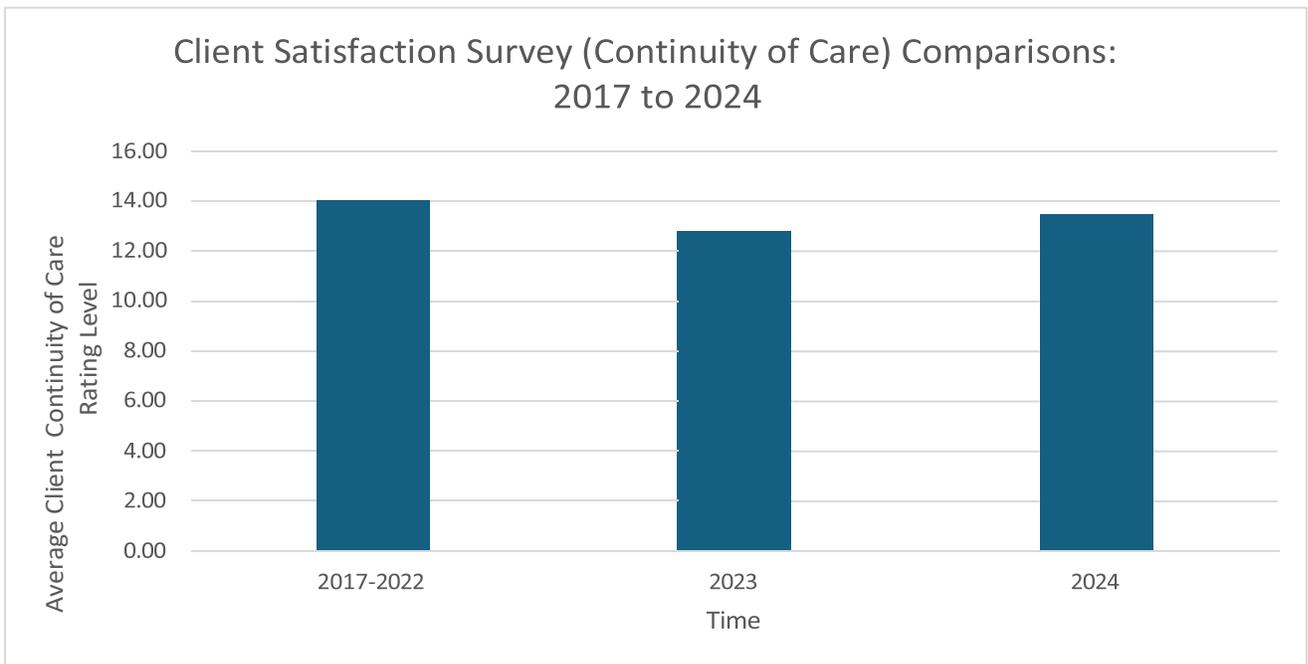


Overall, the results of the eight-year period are within the center's benchmark of good client admission process practice. Moreover, the latest two-year results are consistent in providing excellent services in the client's admission process experience with the outpatient setting.

## COMPARISON OF CLIENT CONTINUITY OF CARE AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Client's Continuity of Care (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	14.07	15.00	1.72	5.00	15.00
2023	5	12.80	15.00	1.47	12.00	15.00
2024	2	13.50	13.50	1.50	12.00	15.00

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show a high satisfaction score of 12-15 range, and there is no substantial difference between residential and outpatient treatment.

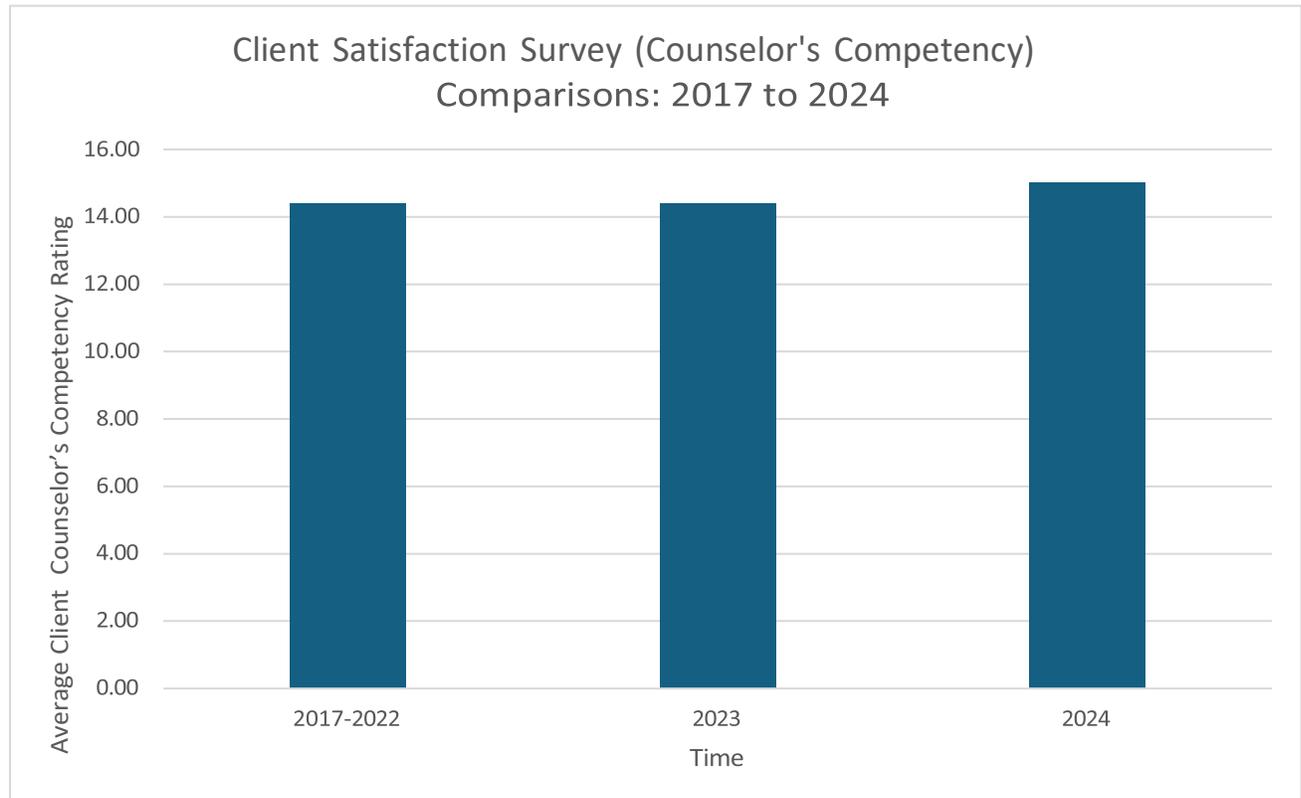


Overall, the results of the eight-year period are within the center’s benchmark of good client continuity of care practice. Moreover, the latest two-year results are consistent in providing excellent services with the client’s continuity of care experience with the outpatient setting.

## COMPARISON OF CLIENT COUNSELOR'S COMPETENCY AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Counselor's Competency (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	14.39	15.00	1.25	11.00	15.00
2023	5	14.40	15.00	1.20	12.00	15.00
2024	2	15.00	15.00	0.00	15.00	15.00

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show a high counselor's competency score of 14-15 range, and there is no substantial difference between residential and outpatient treatment.

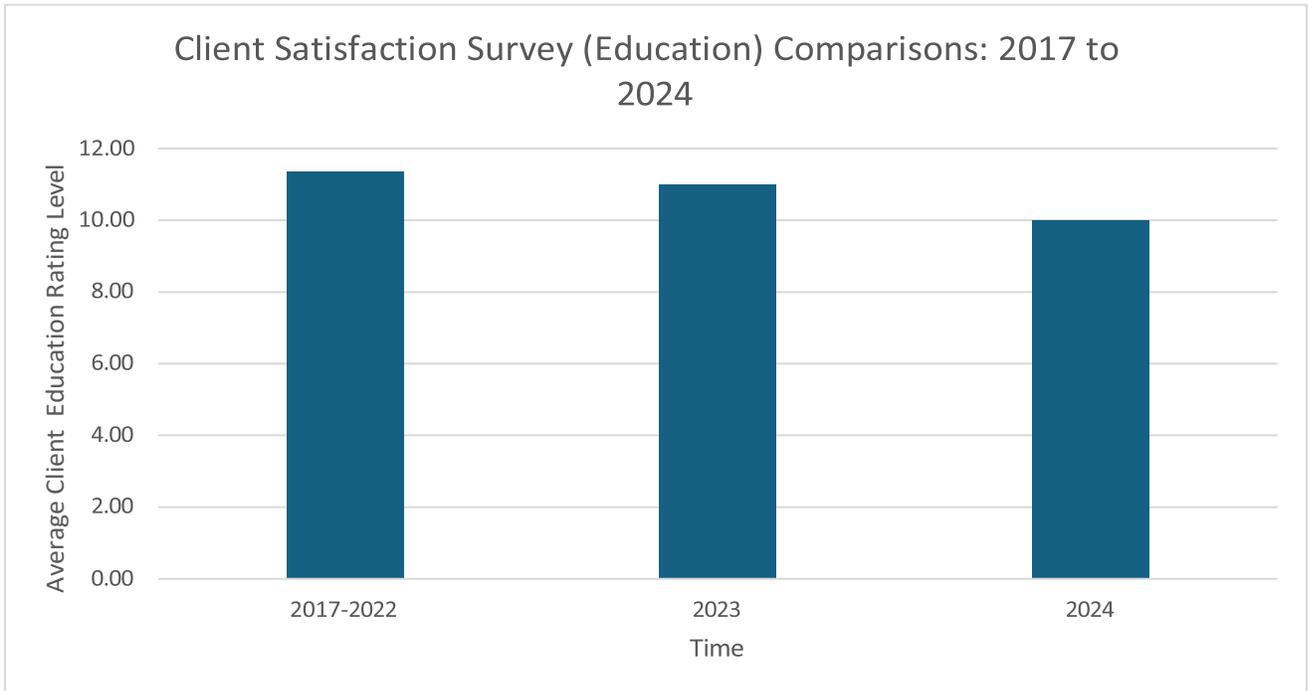


Overall, the results of the eight-year period are within the center's benchmark of good client counselor's competence. Moreover, the latest two-year results are consistent in providing excellent services in the client's counselor's competency with the outpatient setting.

## COMPARISON OF CLIENT EDUCATION AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Client's Education (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	11.35	12.00	1.30	5.00	12.00
2023	5	11.00	12.00	1.26	9.00	12.00
2024	2	10.00	10.00	0.00	10.00	10.00

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show a high education score of 10-12 range, and there is no substantial difference between residential and outpatient treatment.

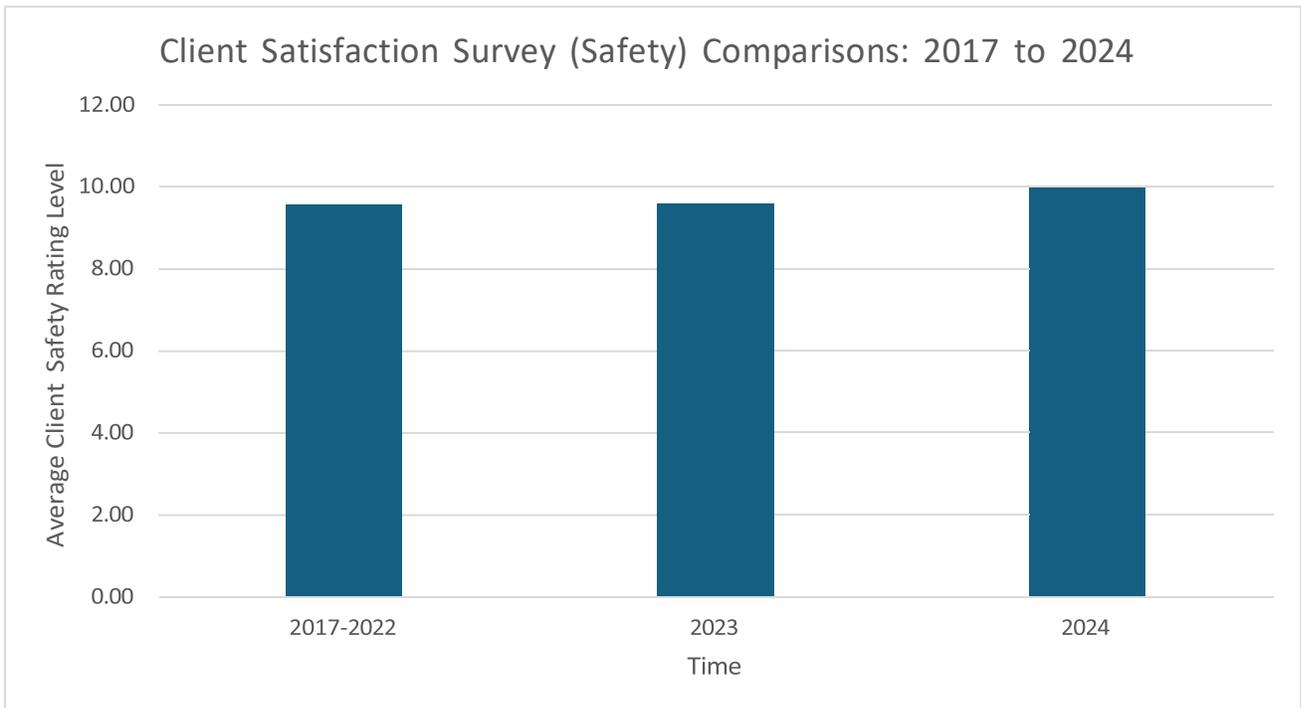


Overall, the results of the eight-year period are within the center’s benchmark of good client education. Moreover, the latest two-year results are consistent in providing excellent services in the client’s education with the outpatient setting.

## COMPARISON OF CLIENT SAFETY AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Client's Safety (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	9.57	10.00	0.83	6.00	10.00
2023	5	9.60	10.00	0.80	8.00	10.00
2024	2	10.00	10.00	0.00	10.00	10.00

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show a high client safety score of 9-10 range, and there is no substantial difference between residential and outpatient treatment.

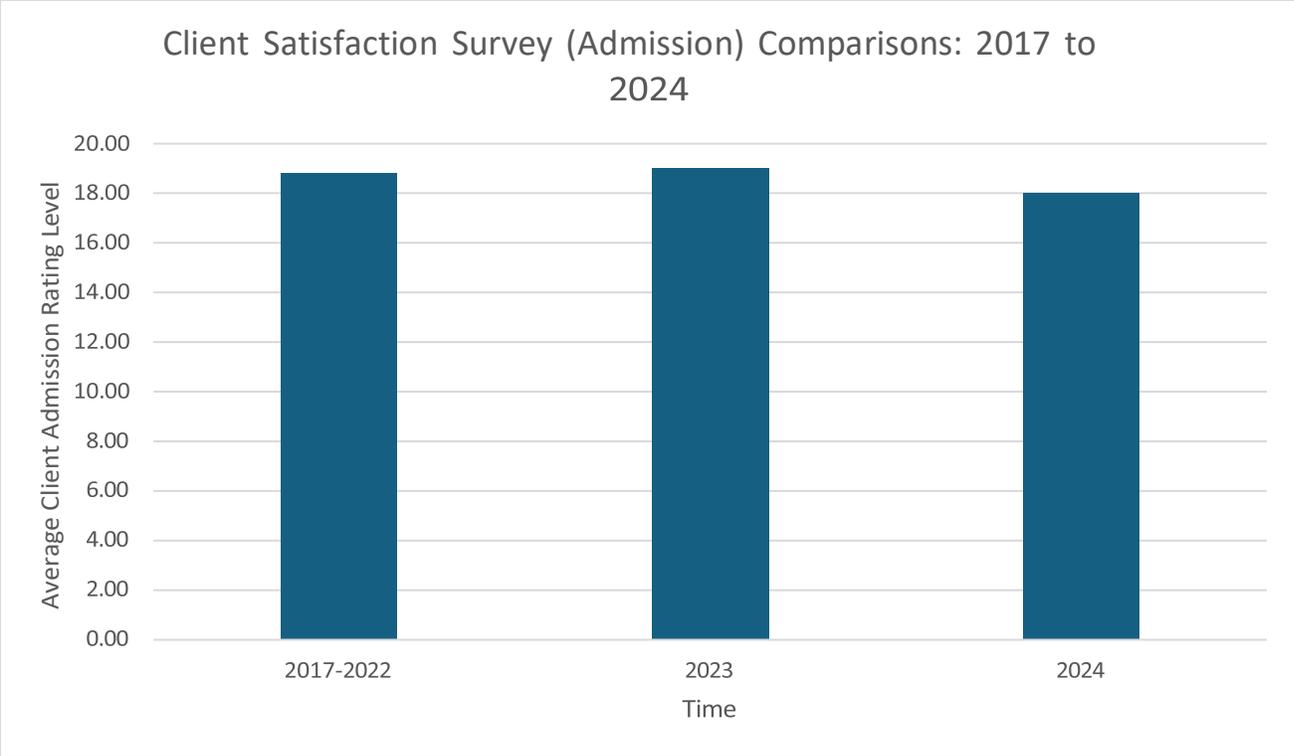


Overall, the results of the eight-year period are within the center's benchmark for good client safety. Moreover, the latest two-year results are consistent in providing excellent services in the client's safety with the outpatient setting.

## COMPARISON OF CLIENT TREATMENT PLANNING AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Client's Treatment Planning (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	22.99	25.00	3.18	9.00	25.00
2023	5	25.00	20.00	2.64	19.00	25.00
2024	2	20.50	20.50	3.50	17.00	24.00

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show high client treatment scores of 20-25 range, and there is no substantial difference between residential and outpatient treatment.

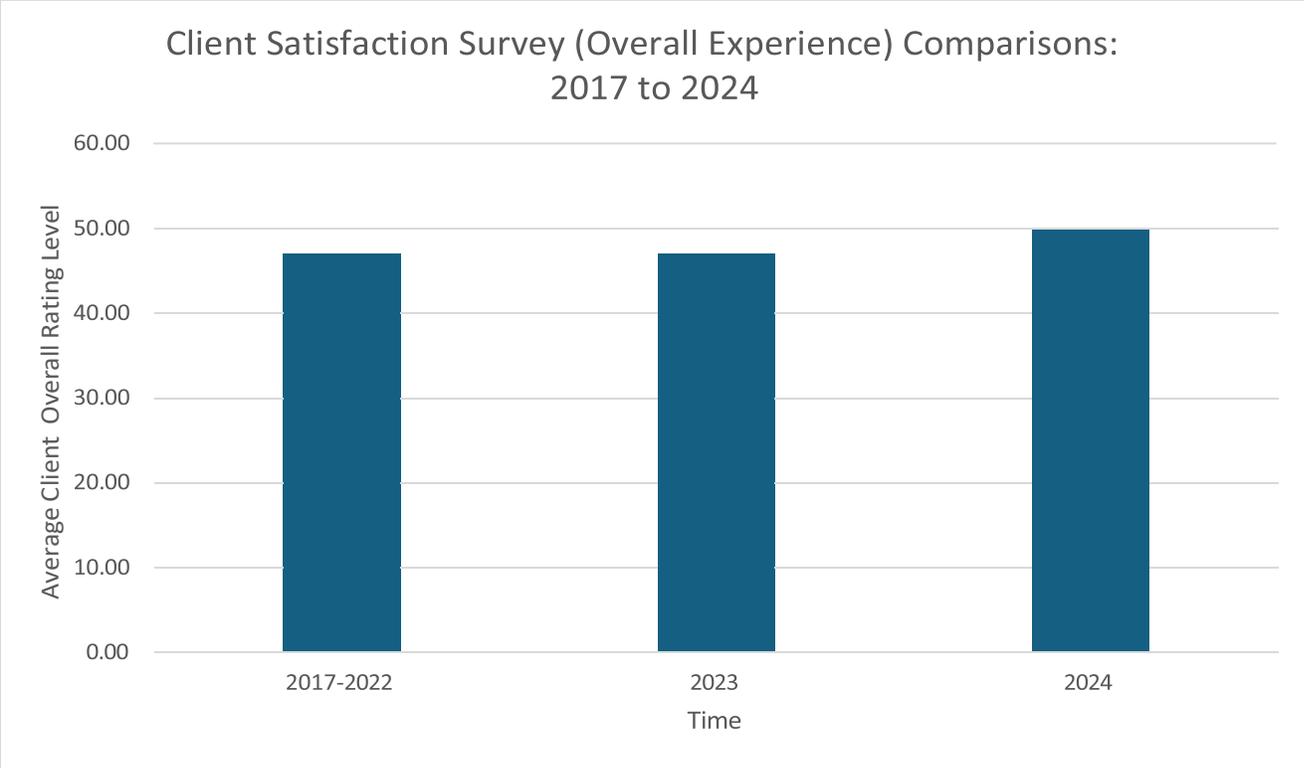


Overall, the results of the eight-year period are within the center’s benchmark of good client treatment planning. Moreover, the latest two-year results are consistent in providing excellent services in the client’s treatment planning with the outpatient setting.

## COMPARISON OF CLIENT OVERALL EXPERIENCE AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Client's Overall Experience (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	47.46	50.00	4.05	27.00	50.00
2023	5	46.20	46.00	3.71	40.00	50.00
2024	2	50.00	50.00	0.00	50.00	50.00

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show high client overall experience score of 46-50 range, and there is no substantial difference between residential and outpatient treatment.

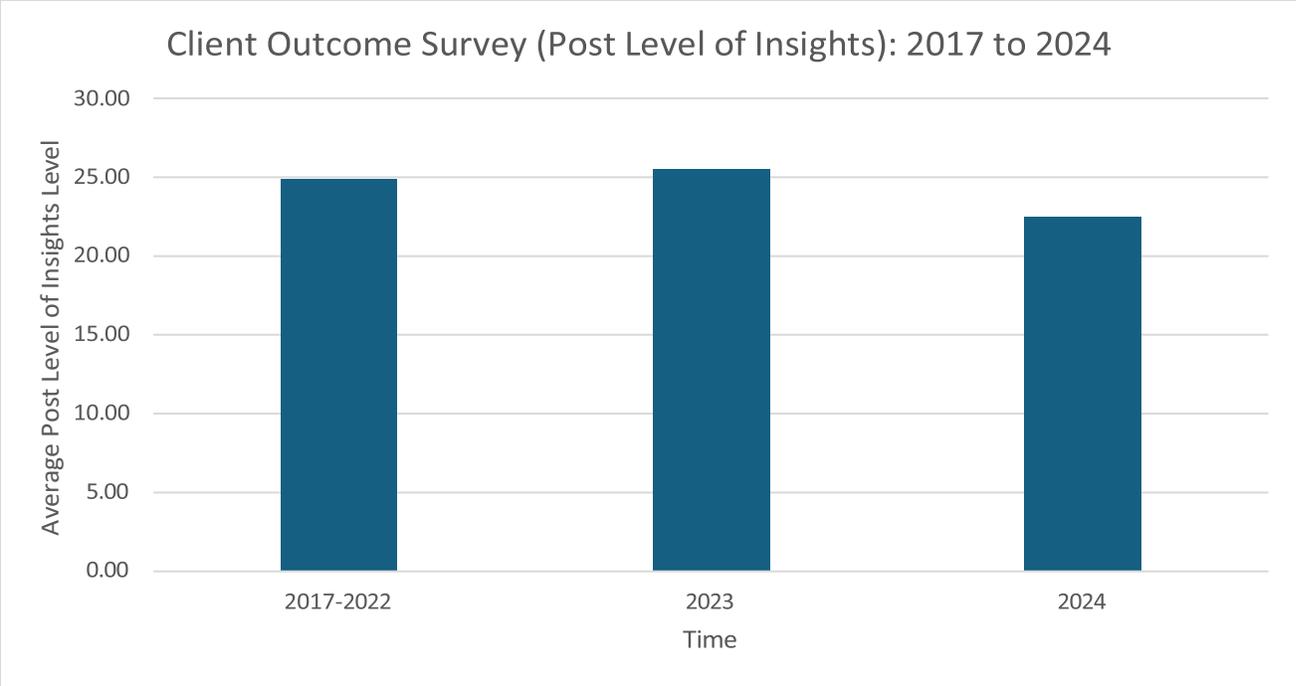


Overall, the results of the eight-year period are within the center’s benchmark of good client overall experience. Moreover, the latest two-year results are consistent in providing excellent services with the client’s overall experience with the outpatient setting.

## COMPARISON OF CLIENT POST LEVEL OF INSIGHTS AVERAGE SCORES (2017 to 2024)

Statistical Summaries: Client Satisfaction Survey for Client's Post Level of Insight (2017 to 2024)						
Time	N	Mean	Median	Std. Deviation	Minimum	Maximum
2017-2022	139	24.88	25.00	4.73	10.00	30.00
2023	5	25.50	24.50	5.94	19.00	34.00
2024	2	22.50	22.50	2.50	20.00	25.00

There was 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. There were five clients who completed the survey in 2023, and 2 clients completed the survey in 2024. The clients from the year 2017 to 2022 were residential, while the clients from the year 2023 and year 2024 were outpatients. These data all show high client post level of insights score of 22-25 range, and there is no substantial difference between residential and outpatient treatment.



Overall, the results of the eight-year period are within the center’s benchmark of good client post level of insights. Moreover, the latest two-year results are consistent in providing excellent services in the client’s post level of insights with the outpatient setting.