

Table 5 Mean scores on each item of the client–provider interaction checklist of health care providers at pre-training and at initial and 6 months post-training (n = 23)

Performance item	A	B	C	ANOVA P-value	Significant post- hoc results <sup>a</sup>
	Pre-training Mean (SD)	Initial post-training Mean (SD)	6 months post- training Mean (SD)		
Greeting client	5.5 (1.4)	5.8 (1.2)	9.2 (1.1)	< 0.001	A–C; B–C
Putting on ID tags	0.0 (0.0)	2.2 (2.0)	3.6 (1.5)	< 0.001	A–B; A–C; B–C
Seating client	8.4 (2.0)	10.6 (1.4)	13.9 (1.1)	< 0.001	A–B; A–C; B–C
Use client's familiar name	3.8 (1.0)	5.9 (1.2)	11.7 (1.7)	< 0.001	A–B; A–C; B–C
Active listening to the client	7.7 (2.1)	9.9 (1.3)	11.8 (1.3)	< 0.001	A–B; A–C; B–C
Allow for relevant questions	6.2 (1.1)	9.1 (2.0)	11.8 (1.5)	< 0.001	A–B; A–C; B–C
Proper nonverbal communication	4.0 (1.5)	7.6 (1.3)	10.5 (1.7)	< 0.001	A–B; A–C; B–C
Using simple language	10.8 (2.0)	10.7 (1.1)	13.5 (1.2)	< 0.001	A–C; B–C
Using health education materials	2.2 (2.3)	2.6 (2.2)	3.9 (1.9)	0.012	A–C; B–C
Optimum response to client inquiries	2.2 (1.5)	5.6 (1.4)	7.3 (1.7)	< 0.001	A–B; A–C; B–C
Privacy and confidentiality	6.1 (1.6)	7.7 (1.1)	14.2 (1.2)	< 0.001	A–B; A–C; B–C

<sup>a</sup>A–B: between mean pre-training and initial post-training scores; A–C: between mean pre-training and 6 months post-training scores; B–C: between mean initial and 6 months post-training scores.

SD = standard deviation.