



# User Satisfaction and Health Outcomes in Urban Zimbabwe: An Assessment of Innovative Community-Based Healthcare Delivery Models

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## Abstract

In urban Zimbabwe, community-based healthcare delivery models have emerged as a promising approach to improve access to medical care and user satisfaction. Data were collected through a mixed-methods approach including surveys, focus group discussions, and observational studies conducted over a period of six months in selected urban communities. Users expressed high satisfaction with the innovative community-based healthcare models, with 85% indicating improved access to care compared to traditional methods. The average health outcomes showed a significant improvement in patient adherence rates ( $p < 0.01$ ) and reduced waiting times by up to 40%. These results suggest that user satisfaction is highly correlated with improved health outcomes. Innovative community-based healthcare delivery models have been successfully implemented in urban Zimbabwe, leading to increased user satisfaction and positive health outcomes. Future research should focus on scalability and sustainability of these models. Healthcare policymakers should prioritise the replication of these successful models in underserved areas to further enhance access to care and improve overall population health. Treatment effect was estimated with  $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^T p X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** *Zimbabwean, Community Health Workers, Participatory Research, Outcome Evaluation, Public Health Models*



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