



Patient Satisfaction Feedback Loops in Digital Health Records Integration within Gambian Public Clinics: A Feasibility Study

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Abstract

Patient satisfaction is a critical metric for evaluating the effectiveness of digital health records (DHR) integration in public healthcare settings. In The Gambia, where primary care services are underutilized, integrating DHR into public clinics could enhance service quality and patient trust. A mixed-methods approach was employed, including pre- and post-integration surveys ($n=200$) and depth interviews ($n=15$). Patient satisfaction scores were analysed using a Likert scale from 1 to 5. Patient satisfaction scores improved by an average of 3.4 points post-integration, with significant variation across different clinic types (urban vs rural; $p<0.05$). The feedback loop mechanism demonstrated potential for enhancing patient engagement and service quality in DHR integration. Further studies should explore scalability of the feedback loop model and its impact on long-term patient outcomes. digital health records, public clinics, patient satisfaction, feedback loops, The Gambia

Keywords: *Sub-Saharan, GIS, interoperability, mHealth, feedback loops, stakeholder engagement, geographic information systems*

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