



Patient Satisfaction and Outcome Dynamics in Community Health Centers: A Mixed-Methods Analysis in South African Eastern Cape

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Abstract

Community health centers in the South African Eastern Cape are pivotal for providing accessible healthcare services to underserved populations. Patient satisfaction and outcomes have been identified as critical indicators of service quality, yet empirical studies addressing these aspects remain limited. The research employed a combination of quantitative surveys ($N=500$) assessing patient satisfaction levels \wedge qualitative interviews ($n=30$) exploring detailed outcomes. Data was analysed using thematic content analysis for qualitative data and descriptive statistics for quantitative results. Patient satisfaction rates were notably high, with approximately 85% reporting satisfactory service experiences. Qualitative findings revealed themes of improved health management and reduced healthcare costs as key outcomes associated with patient satisfaction. The study underscores the positive impact of enhanced patient satisfaction on health outcomes within community health centers in the Eastern Cape region. Policy recommendations include optimising resource allocation, enhancing training for service providers, and promoting community engagement to sustain improved healthcare services. Patient Satisfaction, Community Health Centers, Mixed-Methods Study, South Africa, Eastern Cape

Keywords: *Sub-Saharan, Mixed-Methods, Qualitative, Quantitative, Community Health, ServiceEvaluation, OutcomeAnalysis*

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