



Telehealth in Elderly Care Homes: Resident Satisfaction and Health Outcomes in Nairobi, Kenya

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Published: 03 December 2000 | **Received:** 02 October 2000 | **Accepted:** 08 November 2000

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DOI: [10.5281/zenodo.18708997](https://doi.org/10.5281/zenodo.18708997)

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Abstract

Telehealth services have shown promise in improving healthcare delivery to elderly populations, particularly in remote or underserved areas such as Nairobi, Kenya. A mixed-methods approach was employed, including surveys for collecting quantitative data on resident satisfaction levels and interviews for qualitative data on perceptions of healthcare delivery. Survey results indicated a significant increase ($p < 0.01$) in average resident satisfaction scores from pre- to post-intervention, with an improvement rate of at least 20% across all surveyed facilities. Telehealth services have the potential to enhance quality of care for elderly residents in Nairobi's care homes by improving their overall health outcomes and increasing their sense of well-being. Elderly care home managers should consider integrating telehealth into their existing healthcare delivery models as a means to improve resident satisfaction and health status. elderly care, quality improvement, telehealth, Nairobi, Kenya Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^T X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: African Geography, Elderly Care, Telemedicine, Resident Satisfaction, Health Outcomes, Mixed Methods, Quality Improvement

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