



Patient Satisfaction and Service Utilization in Mobile Health Clinics Addressing Non-Communicable Diseases Among Urban Kenyan Slum Populations

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Abstract

Urban Kenyan slums face significant health challenges due to limited access to healthcare services. A mixed-method approach including surveys and focus group discussions was employed, with a sample size of 150 patients from urban slums. Patients reported high levels of satisfaction (92%) with clinic services, indicating positive patient experiences despite challenges in accessing healthcare infrastructure. Mobile health clinics have shown promise in improving access to non-communicable diseases care among urban slum populations. Further implementation and expansion of mobile health clinics is recommended alongside addressing structural barriers such as inadequate transportation and limited clinic hours. Patient satisfaction, service utilization, non-communicable diseases, urban slums, Kenya Treatment effect was estimated with $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: Kenya, Non-Communicable Diseases, Mobile Health Clinics, Patient Satisfaction, Service Utilization, Qualitative Research, Geographic Medicine

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