



# Implementing Digital Health Records to Enhance Access and Quality of Care Among Urban Youth in Nairobi's Slums: Performance Outcomes and Cost Savings

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## Abstract

Urban youth in Nairobi's slums often face challenges accessing healthcare services due to geographical barriers and financial constraints. A mixed-methods approach was employed, including surveys, focus groups, and cost-benefit analysis to assess performance outcomes and financial impact. The digital health records system improved patient appointment scheduling by an average of 15% and reduced waiting times for appointments by approximately 20 minutes. Implementation of the digital health records significantly enhanced access to healthcare services, with a notable decrease in waiting time, thereby improving care quality among urban youth in Nairobi's slums. Further expansion should include training programmes for healthcare providers and ongoing system maintenance to sustain positive outcomes. Treatment effect was estimated with  $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** *African Geography, Urban Health Services, Digital Healthcare Implementation, Youth Access, Quality Improvement Metrics, Cost-Benefit Analysis, Data Analytics*

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