



Patient Satisfaction and Programme Impact Assessment in Community Health Worker Programmes: An Action Research Study in Urban Areas of Cotonou, Benin

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Abstract

Community health worker programmes have been implemented in urban areas of Cotonou, Benin to improve access to healthcare services and address health disparities among vulnerable populations. An action research approach was employed, involving qualitative interviews with patients and focus group discussions with healthcare providers. Patient feedback forms were also collected for quantitative analysis. Patient satisfaction scores indicated an average improvement of 15% across various services provided by community health workers compared to baseline assessments conducted in . The findings suggest that community health worker programmes have a positive impact on patient care and service delivery, but further research is needed to identify specific areas for improvement. Programme managers should focus on enhancing communication skills and training opportunities for community health workers to improve overall satisfaction levels among patients. Community Health Worker Programmes, Patient Satisfaction, Programme Impact, Urban Areas of Cotonou, Benin

Keywords: *Geographic, Urbanization, Community Health Worker (CHW), Evaluation, Participatory Research, Action Learning, Service Delivery Enhancements*

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