



Patient Satisfaction and Utilization Analysis of Mobile Health Clinics in Southern Ethiopian Highlands, 2001

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Abstract

Patient satisfaction and clinic utilization are critical indicators of the effectiveness of mobile health clinics (MHCs). In Southern Ethiopian Highlands, MHCs have been established to address healthcare disparities in remote areas. Data were collected through a structured questionnaire administered to MHC patients who visited clinics between January and March . Respondents provided demographic information, evaluated the healthcare services received, and rated their satisfaction levels on a Likert scale. The analysis revealed that approximately 85% of respondents reported high satisfaction with clinic facilities and service quality. However, only about half (52%) utilised MHCs regularly, primarily due to transportation barriers and perceived inconvenience in accessing services. This study highlights the importance of improving accessibility and reducing costs for MHCs to enhance patient utilization and overall satisfaction. Health authorities should prioritise addressing transportation issues and offer more flexible appointment scheduling options to increase MHC usage.

Keywords: *Ethiopia, Highlands, Mobile Health Clinics (MHCs), Patient Satisfaction, Utilization Analysis, Geographic Medicine, Community-Based Healthcare*

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