



Gender-Neutralized Healthcare Models and Patient Satisfaction in Nigerian Public Hospitals: An Analysis

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Abstract

Healthcare in Nigeria's public hospitals often faces challenges related to patient satisfaction due to traditional gender biases in service delivery models. A mixed-methods approach involving surveys and qualitative interviews was employed to collect data from a representative sample of patients in various public hospitals across Nigeria. Analysis revealed that the introduction of gender-neutralized services led to an average increase of 15% in patient satisfaction scores, with notable improvements observed among both women and men who felt their specific needs were better addressed. The implementation of gender-neutral healthcare models significantly enhanced overall patient satisfaction in Nigerian public hospitals, particularly benefiting patients from traditionally marginalized groups. Public health authorities should continue to promote and implement gender-neutral healthcare practices to further improve service quality and patient outcomes. Gender-neutrality, Patient Satisfaction, Healthcare Delivery, Nigeria Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^T p X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *African Healthcare, Gender Bias, Patient Satisfaction, Mixed Methods, Public Health Systems, Quantitative Research, Qualitative Analysis*

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