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Telehealth Services for Diabetes Care Access Among Urban Underserved Populations in Nairobi: An Evaluation Study

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Abstract

Urban underserved populations in Nairobi face significant barriers to accessing diabetes care, including limited healthcare facilities and financial constraints. A mixed-methods approach was employed, combining quantitative survey data with qualitative interviews to assess service utilization and patient satisfaction. Telehealth services increased access by 40% compared to traditional in-person appointments (95% CI [32%, 48%]), although there were challenges related to digital literacy among some participants. Telehealth significantly enhanced diabetes care accessibility, particularly for urban underserved populations with improved patient satisfaction and lower travel costs. Expand telehealth training programmes targeting digital literacy gaps and integrate virtual reality simulations for remote consultations to further reduce barriers. Treatment effect was estimated with $text\{logit\}(\pi) = beta0 + \vec{\beta}\ p\ X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Kenya, Urbanization, Diabetes, Telemedicine, E-health, Community Health, Epidemiology*

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