



User Satisfaction with Mobile Health Clinics in Remote Northern Tigray, Ethiopia: A Longitudinal Survey Over Four Years

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Abstract

Mobile health clinics (MHCs) have been established in remote areas of northern Tigray, Ethiopia to improve access to primary care services. A longitudinal survey was conducted among users who accessed MHCs within a specific region in northern Tigray, employing quantitative methods for data collection and analysis. Among the surveyed group, 78% reported increased satisfaction with MHC services over four years, particularly noting improvements in accessibility and healthcare quality. User satisfaction with MHCs remains high despite potential challenges such as limited resources and infrastructure limitations. Further efforts should be made to enhance service delivery by addressing identified issues and improving user engagement strategies. mobile health clinics, primary care access, user satisfaction, remote healthcare, longitudinal survey 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: Ethiopia, Remote Areas, Mobile Health Clinics, User Satisfaction, Access Services, Geographic Distribution, Community Engagement

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