



Methodological Evaluation of Community Health Centre Systems in Rwanda Using Quasi-Experimental Design for Clinical Outcome Measurement

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Published: 12 November 2009 | **Received:** 14 June 2009 | **Accepted:** 06 October 2009

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DOI: [10.5281/zenodo.18883716](https://doi.org/10.5281/zenodo.18883716)

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Abstract

Community health centers in Rwanda face challenges in providing consistent clinical outcomes due to variability in service delivery and resource allocation. A mixed-methods approach combining quantitative data from standardised patient surveys with qualitative interviews to assess service delivery and patient satisfaction. The analysis revealed significant disparities in the proportion of patients receiving timely follow-up care (35%) compared to scheduled appointments (70%), highlighting areas for improvement in resource management and scheduling efficiency. Quasi-experimental design proved effective in identifying clinical outcomes gaps within community health centers, providing actionable insights for policy reform and resource allocation. Implement targeted interventions focusing on improving appointment scheduling and timely follow-up care to enhance patient satisfaction and service delivery quality. Treatment effect was estimated with $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Rwanda, Quasi-experimental, Community Health Centers, Evaluation, Measurement, Outcome, Design*

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