Client satisfaction is the degree to which client's needs are achieved basing on a number of dimensions. ART clients require monitoring and continuous review to ensure drug adherence and improvement of the quality of their lives, if they are not satisfied with the quality of care they most likely will not adhere to treatment exposing them to opportunistic infection hence increased mobility and mortality.

The number of ART clients in MBH is raising and several complaints are arising from the clients regarding the quality of care at the hospital. The clients' views are a basis to quality improvement yet little is known about their needs, for this reason the study was conducted to determine the factors influencing client satisfaction with the quality of care offered to patients at MBH.

This was a cross sectional study and the target population was clients receiving ART care at MBH. These included inmates, staff, staff families and external community members who get care from Murchison bay prison unit and staff clinic ART unit in particular.

Data was collected by the use of interviewer administered questioners and the respondents were 255 clients which was the estimated sample size. Analysis was done by SPSS statistical package and chi square tests done to determine the significant variables. Results were presented in tables and figures.

The dependent variable was client satisfaction with the quality of care which was determined by the use of the a modified SERQUAL model and Likert scale to determine whether clients were satisfied or not satisfied with the care basing on the deferent dimensions. The independent variables were personal factors, facility factors and social /economic factors.

The key finding was that irrespective of community status whether staff or prisoner all the clients require quality health care. majority of those who were dissatisfied were ART clients (70.5%) compared to 29.5% pre ART clients, reducing waiting time was the most pressing need in terms of health care delivery, most of the economic factors were not significant possibly because of prisoners who are not employed, social factors like stigma was a significant factor were 48.1% of the respondents pointed out that it hinders them from attending the clinic, majority 72.2% of the clients

were affected by the nutrition status and recommended that extra diet and food supplementation be incorporated in the ART care package.

ln conclusion all the 3 independent variables that were studied had an influence on client satisfaction with the quality of care the findings derived from this study could be a basis for designing client centered health services and inturn increase the client satisfaction in MBH.