



# CO-CREATING HEALTH SOLUTIONS WITH THE MARGINALIZED, INDIGENOUS BATWA COMMUNITIES: A HUMAN-CENTERED DESIGN APPROACH

PRIMARY AUTHOR: FORTUNATE KAGUMAHO

## BACKGROUND

The Batwa community faces significant barriers to accessing essential maternal healthcare services. Despite efforts to improve healthcare outcomes, this marginalized community continues to rely on indigenous or biomedical healthcare or often chooses to forego healthcare altogether. To better understand these challenges and develop effective solutions, the USAID Uganda Health Activity, in collaboration with the USAID Social Behavioral Change Activity (SBCA), conducted a co-creation session with the Batwa communities in Kisoro, Kanungu, and Kabale districts. This community-centered approach aimed to identify the specific barriers to positive health-seeking behavior and gather insights from the community itself on how to address these challenges.

## OBJECTIVE

To understand the challenges faced by the Batwa community in accessing healthcare and to develop community-led solutions to improve health outcomes.

## METHODS

We implemented a human-centered design methodology, involving over 300 Batwa people in groups of youths, health care workers, men, and women, including individuals with disabilities. The comprehensive approach extended across the three districts of Kabale, Kanungu, and Kisoro. Data collection was structured and conducted through targeted group dialogues, key informant interviews, and careful observation.

The data were manually analyzed by creating themes and the key areas of concern listed by the community. Key insights were drawn to inform follow-up interventions aimed at bolstering health-seeking behaviors. These included having participants from the community trained as VHTs; local districts empowered to coordinate all IPs as compared to pre-existing silos and intensified integrated community outreaches and health education.



## RESULTS

**5**

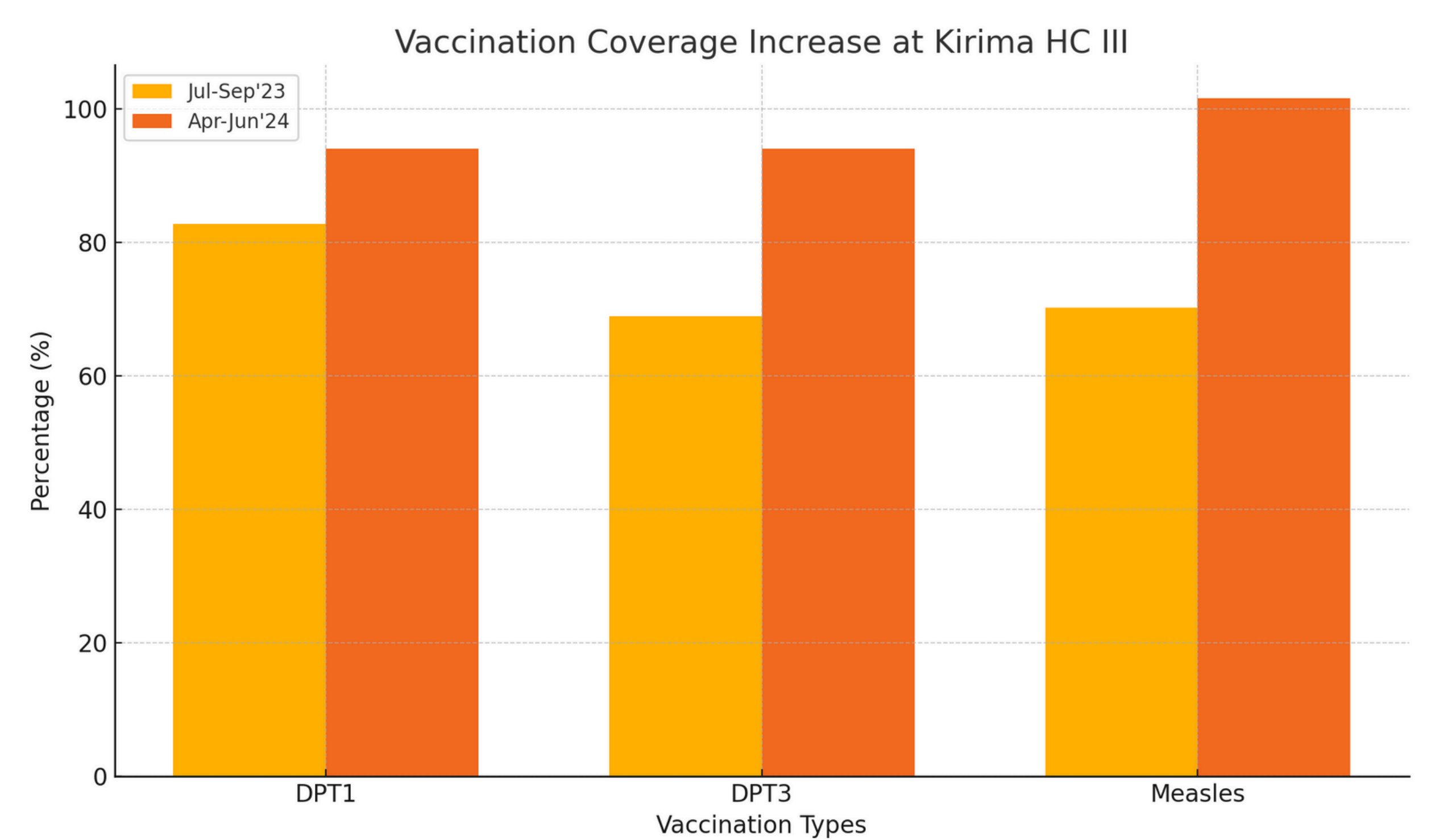
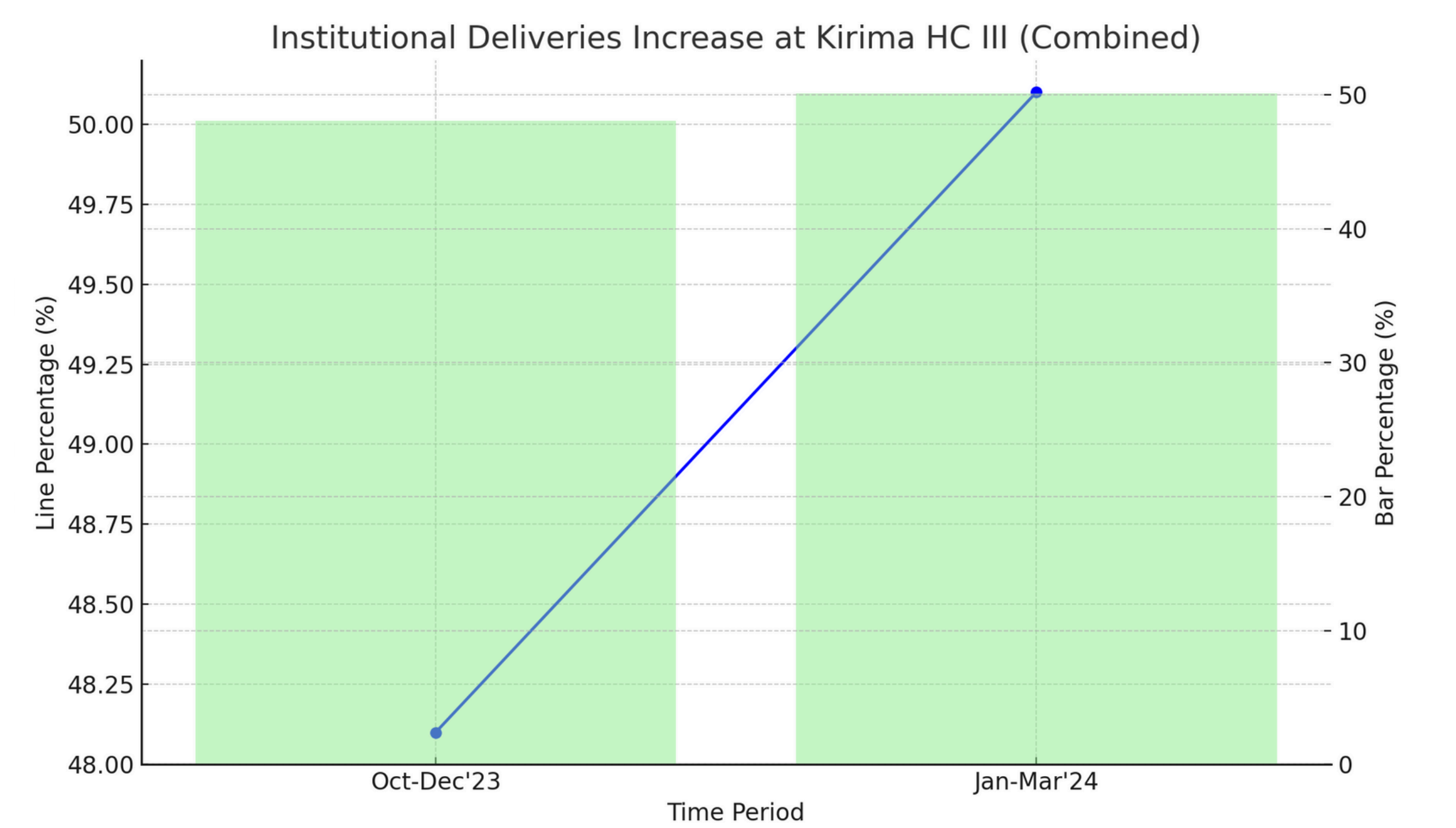
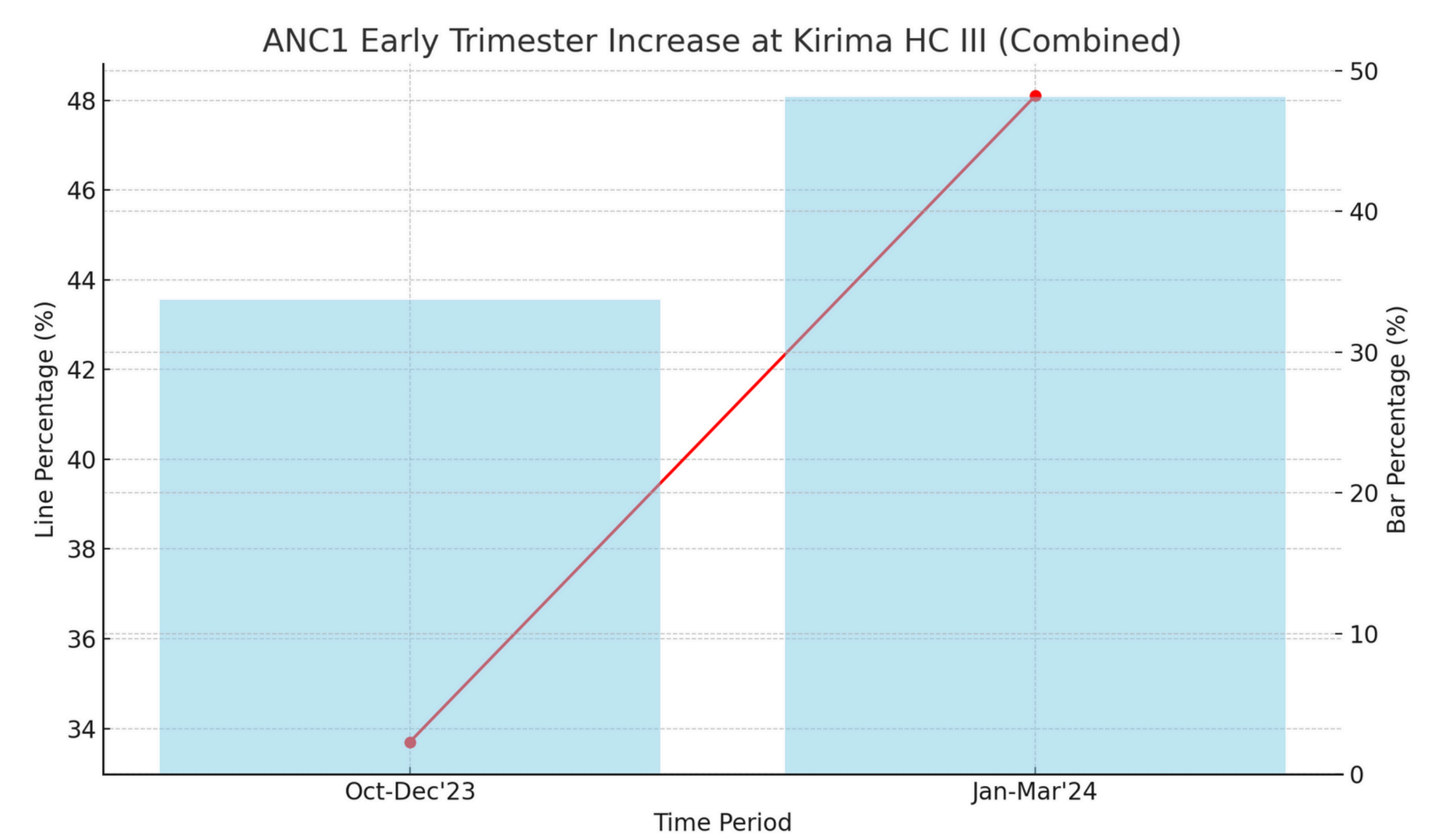
Batwa communities visited

**8**

Health facilities engaged

**300**

Batwa Respondents



## CONCLUSION

Human centered design elicits client solutions to healthcare challenges that influence the programming approach to address the disparities among marginalized groups.

The poster is made possible by the generous support of the American People through the United States Agency for International Development (USAID). The contents of this poster are the responsibility of URC and do not necessarily reflect the views of USAID or the United States Government