



Urbanization's Impact on Healthcare Accessibility for Women in Kampala Slums via Community Health Workers: User Satisfaction Analysis

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Abstract

Urbanization in Kampala has led to rapid population growth, particularly in slum areas where women often face challenges accessing quality healthcare services. A comparative study using qualitative interviews and focus group discussions to assess the perceptions of women users regarding healthcare services provided by community health workers. Community health workers reported an improvement in user satisfaction, particularly among those who previously had limited access to formal healthcare facilities. Women expressed greater trust and confidence when interacting with trained volunteers rather than traditional healthcare providers. Urbanization has necessitated innovative solutions such as community health worker programmes to address the healthcare needs of women living in Kampala's slums effectively. Policy makers should consider scaling up community health worker initiatives in urban settings, including training and support for local volunteers. Urbanization, Healthcare Accessibility, Community Health Workers, User Satisfaction, Kampala Slums

Keywords: *Sub-Saharan, African, SocialDeterminantsOfHealth, CrossSectionalStudy, QualitativeResearch, ServiceAccessibility, UserExperienceAnalysis*

ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

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