

# Female sex workers in Myanmar thought that giving FSW friendly HIV/ART services could encourage their service uptake.

## Human Centered Design method through telephone interview is suitable for exploring insights during COVID pandemic.



### Applying Human-centered design approaches to identify barriers to continuous engagement in HIV/ART services among female sex workers and develop service prototypes to promote service uptake in Myanmar

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#### BACKGROUND

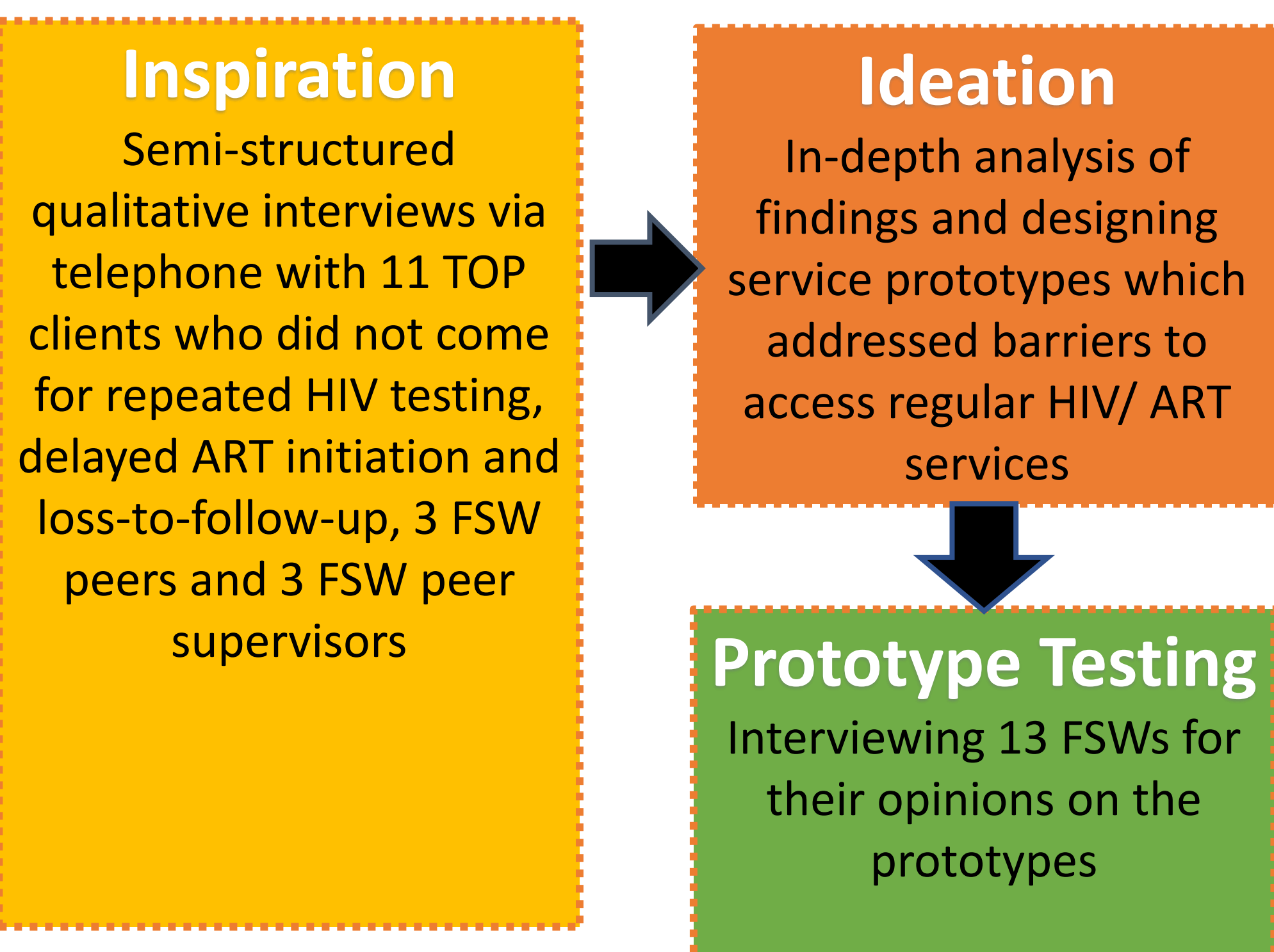
Since 2018, HIV/ART drop-in centers under the Targeted Outreach Program (TOP) located in Myanmar have experienced low repeated HIV testing rates, delays in ART initiation and high loss-to-follow-up after initiation among female sex workers (FSWs).

#### OBJECTIVE

To understand FSWs' barriers to engagement in care and continuous engagement in HIV testing and treatment and design interventions to improve their service utilization in Yangon, Mandalay and Myitkyina

#### METHODS

Human-centered design (HCD) methodology (which puts the target audience at the center of the development process of a solution which is feasible, desirable and conducive to uptake)



Type	No.
FSW	5
FSW HIV patients (delayed ART initiation)	2
FSW ART patients (irregular follow up)	2
FSW ART patients (first time HIV positive at TOP)	2
FSW Peers	3
FSW Peer Supervisors	3

#### RESULTS

**Barriers of FSWs in getting regular testing and treatment**

- Frequent workplace migration
- Prioritizing jobs
- Inability to go outside freely
- Fixed clinic opening hours
- Worrying about breach of confidentiality
- Insufficient transportation reimbursement

**Barriers which cause FSWs delay initiating ART and lost to follow-up**

- Difficulties in disclosing HIV status
- Low risk perception of disease
- Lack of comprehensive information on treatment resources
- Fear of consequences of positive HIV results such as being discriminated by others

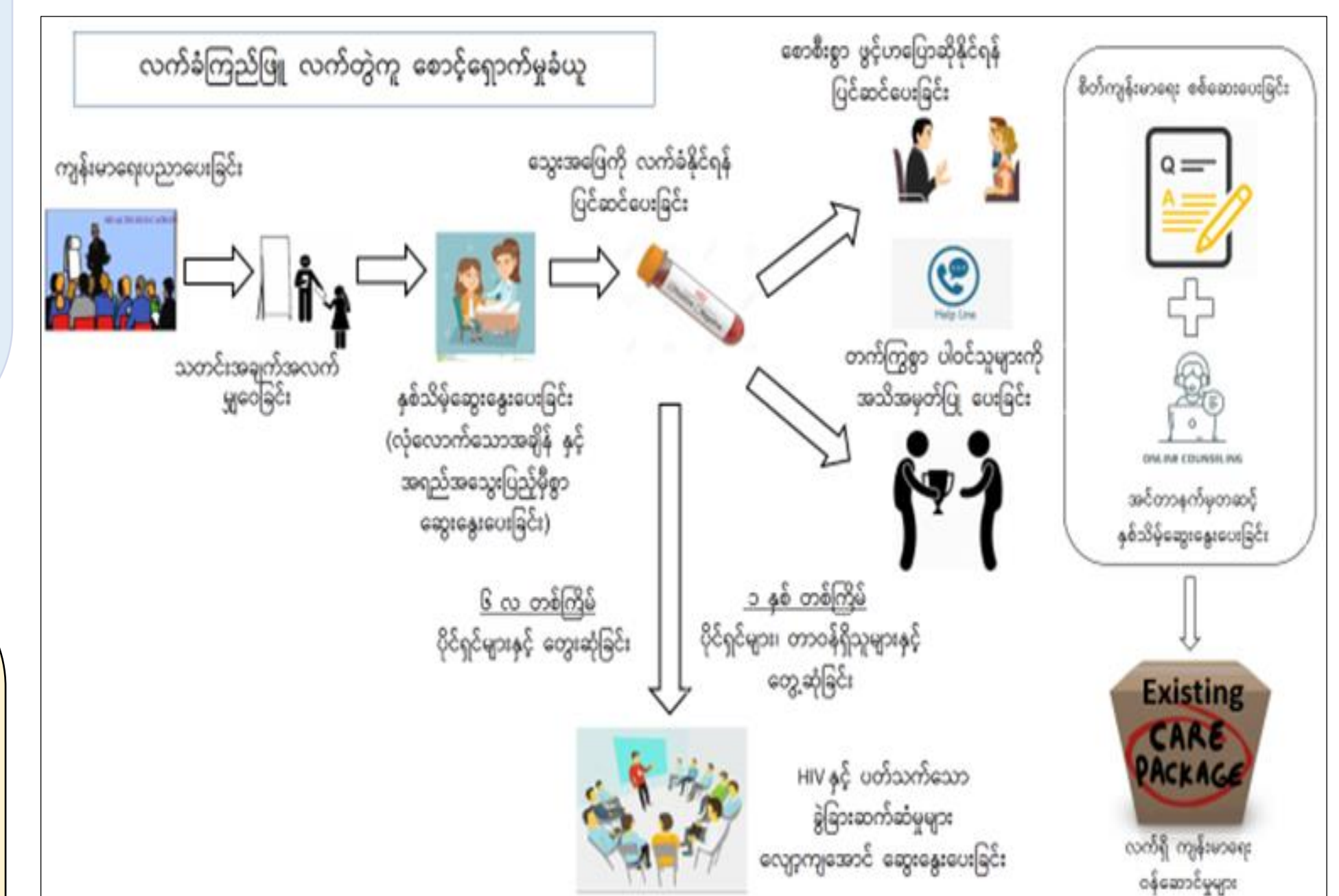
#### Three prototypes developed based on findings

1. Making services more FSW friendly with facilities **which was liked by FSWs the most**

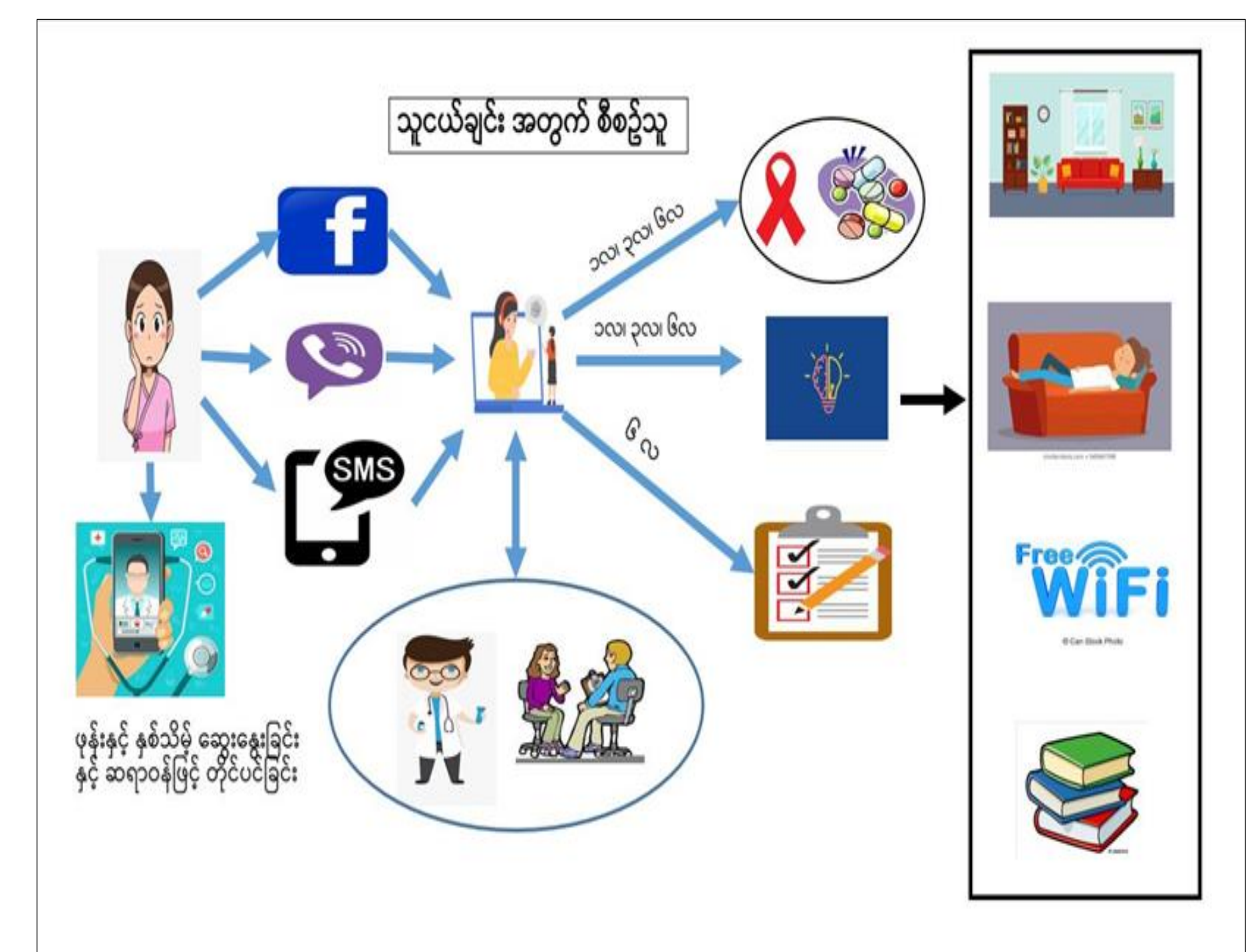


#### Three prototypes (Continued)

2. Advocating brothel managers and authorities through information sessions to reduce FSW's social and occupational challenges



3. Establishing a communication channel which provides health education, treatment sources, regular reminders for HIV/ART services and psychological support to help them manage consequences of positive HIV results



#### CONCLUSION

Applying HCD approach enabled us gain insights into FSW daily lives and barriers in receiving HIV/ART services through interactive discussions and design customized prototypes during COVID pandemic.

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