This quarter, the Help Desk team has responded to 20,452 questions from new and expecting moms. We adapted our AI technology to provide automated guidance to danger signs from incoming SMS messages. This provides mothers with immediate guidance, and puts them at the top of the Help Desk list.

90% of the mothers found the immediate response helpful, with 25% of those mothers taking action to seek care at a hospital.

The team held training sessions in Makueni and Kiambu Counties, expanding the in-facility network to more than 110 government nurses. Makueni County covered the cost of the training session through county budgets, bringing us to a 42% cost-share of the program in the county. Our network of mentors across counties are now meeting via Zoom to discuss clinical challenges and successes.

We started the evaluation of our 'Walezi Pamoja' program - a new PROMPTS module designed to increase rates of continuation of exclusive breastfeeding. Rapidly testing a series of modifications to the PROMPTS and MENTORS programming to enhance digital support during the COVID-19 period (see below).
HELPING MOTHERS & BABIES DURING COVID-19

COVID-19 RESPONSE

Since the first cases broke out in Kenya in early March, the team has been adapting their work, and tracking challenges and initiatives in Counties. Recognizing that vulnerable populations are indirectly and disproportionately impacted during epidemics, we have been making adjustments to our tools and programs to ensure continuity of care for mothers and babies during this difficult time.

- We launched COVID-19 pregnancy and postpartum care info bots, with versions for both moms and healthcare providers. These bots offer a menu of options for FAQs including the effects of COVID-19 on pregnancy and infant health, care-seeking advice and the most up-to-date clinical information on the virus. Learn more in our blog.

- We are adapting our obstetric and newborn care educational content for digital delivery (SMS, messaging apps) to help providers continue learning even as they respect social distancing policies. Given that women are reluctant to visit facilities, or may be told not to see care as frequently, we are piloting SMS-based “virtual” ANC appointments to act as a teletriage service, the goal of which is to identify potential complications that need to be addressed through a physical visit.

- We have triangulated our various data sources (PROMPTS, mentor reports, facility reports) to create comprehensive dashboards that are now informing county health managers about service challenges and possible solutions.
**DATA SHOWCASE - PROMPTS**

**Number of PROMPTS enrollments**

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment</td>
<td>10,000</td>
<td>20,000</td>
<td>30,000</td>
</tr>
</tbody>
</table>

**Number of questions responded to by PROMPTS Help Desk**

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions</td>
<td>5,000</td>
<td>10,000</td>
<td>15,000</td>
</tr>
</tbody>
</table>

**Help Desk care-seeking outcomes**

Did not go to hospital

- 5%

Went to hospital

- 95%

*When we detect danger signs based on mothers questions or comments, our helpdesk calls the users to confirm the danger sign and then refers them to care.*

**Active monthly users on PROMPTS platform (asked at least one question)**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q4 2019</th>
<th>Q1 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>25,000</td>
<td>75,000</td>
</tr>
</tbody>
</table>