Kenya is now in the midst of a third wave of COVID-19, with a recent alarming rise in the number of cases across the country. Travel restrictions, curfews and rising cases amongst frontline workers present renewed challenges for the health system.

The digital tools and remote support systems we deployed in 2020 position Jacaranda well to assist the government in its response to these challenges. Our teams are working hard to ensure that every mother has access to PROMPTS, and that every provider who serves that mother has been trained in emergency skills. This quarter, we launched activities in our 9th and 10th counties (Kakamega and Busia), and teams are planning to partner with more counties in the next quarter.

As PROMPTS expands across the country, mothers ask us thousands of questions a day about the health of their pregnancy and their newborns. This quarter, we highlight the excellent work done by our growing helpdesk team, who are helping pregnant women and new mothers connect to care when they need it most.
Faith joined Jacaranda Health two months ago and she has been instrumental in delivering care and support to mothers using PROMPTS. Faith is passionate about maternal health and she says that working with the helpdesk team has brought a passion and desire that she has been looking for in her career.

“Working at the helpdesk is very fulfilling especially when you get messages from mums appreciating your help giving them the information they need throughout their pregnancy journey. Mothers are always grateful for the SMS platform because they can ask questions anytime they are in doubt and seek medical advice for further treatment.” said Faith.

The helpdesk team receives over 2,000 questions per day from mothers across ten of Kenya’s largest counties. As the service grew it reached its 400,000th mom, Faith and the team have been working to ensure that they maintain at scale the quality of responses to moms, accuracy of triage in urgency cases, and speedy turnaround. The team is also building their referral network so they can refer mothers to partner organizations providing support with mental health, miscarriage/loss, abuse, and emergency transport.
Overlapping shifts
Quality audits of messages
Lectures to maintain health knowledge

Staffed by a team of nurses and health professionals, our helpdesk team has instituted a series of best practices to maintain excellence:

- Overlapping shifts
- Quality audits of messages
- Lectures to maintain health knowledge

**OUR HELPDESK TEAM RESPONDS TO PROMPTS USER QUESTIONS**

**URGENT CALL VOLUMES HAVE INCREASED OVER THE LAST 6 MONTHS...**

When a pregnant woman or new mother texts in that she is experiencing a danger sign, she receives text message response providing immediate guidance. Our clinical helpdesk agents may make a phone call to check on the mother or review the case further.

**...BUT OUR TIME TO REACH MOTHERS HAS DECREASED**

Despite the increase in required call volumes, the efficient processes instituted by the helpdesk team ensures that our time to reach mothers has actually decreased. Data below includes repeat calls to reach mothers who may not have been available during the first call - most connections are faster.

**Data Showcase:**

**PROMPTS Helpdesk**

- **www.jacarandahealth.org**
- **hello@jacarandahealth.org**

- **79,628 messages answered in Q1 2021**

- **Number of urgent phone calls made**

  - Sep 2020: 250
  - Oct 2020: 500
  - Nov 2020: 750
  - Dec 2020: 1,000
  - Jan 2021: 1,250

- **Time to reach client (days)**

  - Sep 2020: 1.5
  - Oct 2020: 1
  - Nov 2020: 0.5
  - Dec 2020: 0
  - Jan 2021: 0.5