

REPUBLIC OF KENYA



GOVERNMENT OF MAKUENI COUNTY



DEPARTMENT OF HEALTH SERVICES

OFFICE OF THE CHIEF OFFICER HEALTH SERVICES

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A Standard Template for Partner Collaboration

COLLABORATION BETWEEN THE DEPARTMENT OF HEALTH AND ITS PARTNERS IN IMPLEMENTING
PUBLIC HEALTH INITIATIVES

Department of Health Project/Program Report Template

Project/Program Title: PROMPTS

Partner Organization: Jacaranda Health

Date Submitted: 21/06/2024

1. Background/Overview of the Project/Program:

PROMPTS is an AI-enabled digital health service that, through two-way SMS exchange, empowers women to seek care at the right time and place, and gives them greater agency in the health system. The platform improves care-seeking behavior by sending mothers SMS messages tracked to their stage of pregnancy, alongside an AI-enabled helpdesk service that triages and responds to mothers' questions, and sparks a rapid referral chain if a risk is identified.

2. Implementation/Intervention Sites/Duration:

- **Sites:** The Program is being implemented in 32 facilities across the 6 sub counties

	Facility	Sub County
1	Kisau_Sub_County_Hospital	Mbooni
2	Kalawa_Health_Centre	Mbooni
3	Tulimani_Health_Centre	Mbooni
4	Mbooni_Sub_County_Hospital	Mbooni
5	Tawa_Sub_County_Hospital	Mbooni
6	Ngai Dispensary	Mbooni
7	Kali Health Centre	Mbooni
8	Ngwata_Health_Centre	Kibwezi East
9	Masongaleni_Health_Centre	Kibwezi East
10	Kambu_Sub_County_Hospital	Kibwezi East
11	Kibwezi_Sub_County_Hospital	Kibwezi East
12	Mtito_Andei_Sub_County_Hospital	Kibwezi East
13	Nthongoni_Health_Centre	Kibwezi East
14	Athi_Kamunyuni_Health_Centre	Kibwezi East
15	Mukuyuni_Health_Centre	Kaiti

16	Kikoko_Mission_Hospital	Kaiti
17	Kilungu_Sub_County_Hospital	Kaiti
18	Kilala_Health_Centre	Kaiti
19	Kyambeke_Health_Centre	Kaiti
20	Makindu_Sub_County_Hospital	Kibwezi West
21	Ilatu_Health_Centre	Kibwezi West
22	Kalulini_Health_Centre_Kibwezi	Kibwezi West
23	Emali_Model_Health_Centre	Kibwezi west
24	Matiliku_Sub_County_Hospital	Makueni
25	Makueni_County_Referral_Hospital	Makueni
26	Nziu_Health_Centre	Makueni
27	Kathonzweni_Health_Centre	Makueni
28	Mavindini_Health_Centre	Makueni
29	Kanzokea_Health_Centre	Makueni
30	Kasikeu_Dispensary	Kilome
31	Itumbule_Health_Centre	Kilome
32	Sultan_Hamud_Sub_County_Hospital	Kilome

- **Duration:** PROMPTS was launched in Makueni in June, 2019 and is still ongoing.

3. Achievements and Impact:

Reach: PROMPTS has overtime, reached and empowered **117,751** pregnant and new mothers with Health messages to help them seek care at the right time at the right place.

Engagement: Since the PROMPTS launch, we have received more than 150,000 questions from mothers. This demonstrates a strong demand for information, as mothers are actively using the platform to navigate their pregnancy and postpartum journeys.

Success Story from Kibwezi Sub county hospital

“Mom came to the facility and said that she send an SMS to PROMPTS asking about bleeding at 36 weeks as she had been spotting for two days, she got a call from Jacaranda and was advised to visit the nearest facility since she was experiencing a danger sign..She went to Kibwezi sub county hospital and on examination she was diagnosed with Antepartum Hemorrhage (APH), immediately she was scheduled for an emergency CS and the facility was able to save the mother and the baby”

4. Challenges:

1. Delays in Mothers Consenting: To start receiving messages, mothers must consent as per the Data Protection Act. We faced a challenge where only an average of 24% of enrolled mothers were consenting. To address this, we changed the enrollment process to ensure mothers consent in real-time.

2. Lack of phones: We have a small percentage of mums who do not own phones and this can prevent them from benefiting from the program. We encourage the mothers to provide phone numbers of their spouses or other family members or friends through whose phones they can access the messages

3. Some staff members were not well informed about the program, leading to inconsistencies in enrollment when others went on leave. We have addressed this by conducting a comprehensive sensitization for all healthcare workers in the facilities to ensure everyone understands and supports the program.

5. Associated Publications:

List any publications, reports, or articles associated with the project/program. Include titles, authors, publication dates, and any relevant links or references.

This is the [story](#) of a Sultan Hammud Community Health Promoter based in Makueni County speaking about the impact of PROMPTS on her work.

Additional Notes/Comments:

Makueni county has continually been a supportive county with committed and passionate leaders and Health care workers who work towards improving health outcomes.

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Submission Instructions:

Please submit this report electronically to county.health@makueni.go.ke.

If you have any questions or need assistance, please contact webmaster@makueni.go.ke.

Thank you for your cooperation and contribution to our efforts in promoting health and well-being.