



Q1 IMPACT REPORT

January - March 2023
Jacaranda Health



Changing the forecast for 2030

In February, the UN launched its Global Estimates of Maternal Mortality report for 2010-2020, presenting both a sobering view of the past decade and a grave forecast for SDG 2030 targets. Two points were abundantly clear: (1) reductions in maternal and newborn mortality have plateaued across Sub-Saharan Africa, and (2) a deliberate investment in quality is critical to the next wave of improvements.

We commit to breaking this cycle by scaling solutions that not only work to improve quality in the here and now, but embed within government health agendas and budgets in the long-term. The work you'll read about in our Q1 Impact Report speaks to this - from expanding a data-driven approach to ensure respectful maternity care (p3), to defining 'exemplars for quality' in hospitals and health systems (p4), and making deep user-centered research the foundation of program design (p5).

We hope you enjoy reading.





A Quarterly Snapshot of Scale

Q1 signaled the start of a new strategic cycle and with it a set of ambitious new targets to improve outcomes for mothers and babies in government health systems. The figures below represent a solid baseline to build from as we chart our way towards 2025.

[Read our 2025 Strategic Plan.](#)



500k

safe deliveries annually in facilities where we provide training



2.23+ million

mothers enrolled to PROMPTS (220K new in Q1)



700+

nurse mentors trained in emergency maternal care (45 new in Q1)



1,300+

government health facilities partnering with Jacaranda

AMPLIFYING MOTHER'S VOICES:

A data-driven approach to ensuring respectful care for mothers

If women find themselves mistreated, they have two options: seek health services elsewhere or don't seek care at all. Respectful care is paramount to timely, quality care, but in Kenya, few formal channels exist for mothers to share feedback.

Each month, mothers receive an SMS from our digital health tool PROMPTS asking them to share whether they were treated with respect during their facility visits. They are asked to explain instances of disrespectful care, helping pinpoint the often-invisible issues hindering care provision.

In Q1, we rolled out new Quality of Care dashboards, consolidating data from millions of mothers' experiences with data from facilities to help nurses and their managers rapidly identify the drivers of poor quality care - from skills gaps and stock-outs to disrespectful care.

Traffic light coding (right) helps easily and routinely identify gaps, from issues of privacy, poor communication or confidentiality breaches, to instances where care is refused or held back.

Over the coming months, we will closely monitor uptake and use of these dashboards among our government partners - with the hope that 'client-side' data becomes a driving factor in ensuring all mothers receive dignified care during and after pregnancy.

Data dashboards for dignified care. – When the in-charge a Nairobi-based facility noticed reports of mothers being turned away from prenatal care, she called an urgent meeting. It was quickly apparent that while her colleagues were keen to offer services to all mothers in the waiting room, poor scheduling, heavy workloads, and patients turning up outside hours meant it wasn't always possible. New measures have since transformed their capacity to offer services, including time management training, streamlined service delivery across, posters in the waiting areas indicating service times, and new ticketing systems.

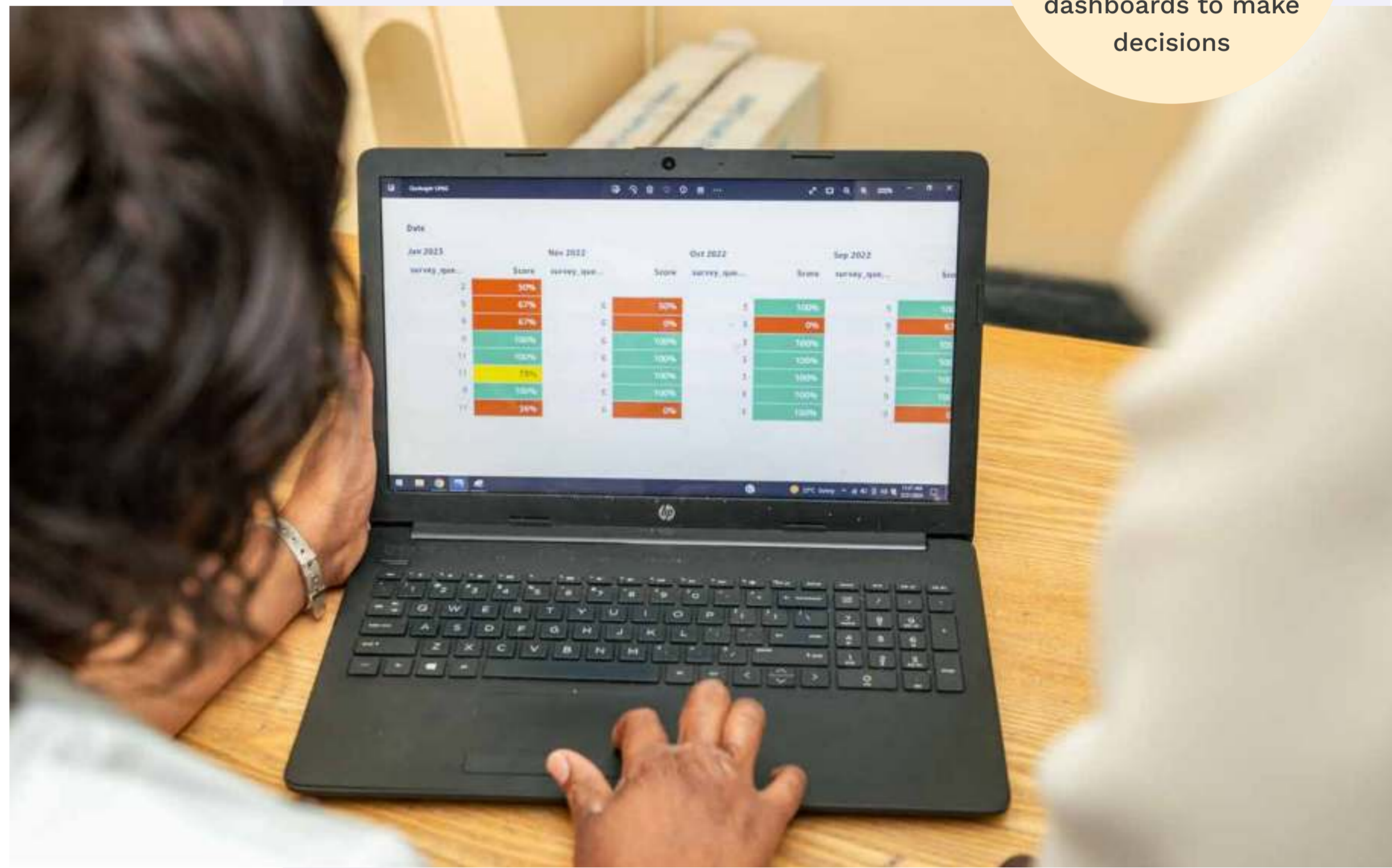
1,300+
health facilities using Quality of Care dashboards to make decisions



FROM PROMPTS
Hi Mum. Your anonymous feedback will help us help you get the best care during your pregnancy. On your last check-up, were you treated with respect? This means; no physical abuse, treated with dignity, addressed directly, consenting to procedures and privacy.

90K+

mothers have shared their feedback on respectful care through PROMPTS.



▲ A nurse in Bissil Health Center, Kajiado County, reviews client-reported respectful care scores as part of a set of Quality of Care dashboards they receive from Jacaranda each month.

EXEMPLARS FOR QUALITY:

How rethinking Kakamega's hospitals and health systems could define new standards of care for the future.

“ My intention and that of our partners is to redesign how we offer health services to ensure that expectant mothers and other members of our community access facilities with competent medical personnel and appropriate equipment as quickly as possible. ”

– H.E. Hon. FCPA Fernandes Barasa, OGW Governor of Kakamega County, Chairperson Finance, Planning and Economic Affairs Committee (CoG)

Poor quality care is a complex, cross-sectional issue, but too often its drivers are dealt with in silos. In March, Jacaranda representatives joined Kakamega's Governor and County Health Management teams to launch Tutunze Kakamega, a cross-sectoral strategy that tests how to improve maternal and newborn survival by shifting where and when mothers access care.

Since 2019, Jacaranda and a coalition of local partners have supported Kakamega's government to expand the capacity of delivery services in hospitals while improving the quality of antenatal and postnatal care in clinics. Malava Sub-County Hospital (right) is the first of a number of Kakamega's hospitals to welcome an increased volume of deliveries in line with the shift.

Its capacity will be routinely assessed against new 'Facility Readiness' standards, which take into account a range of factors influencing services - financing, staff, equipment, beds and medicines - to consistently ensure the best possible outcomes in even the most complex of cases.

Behind every safe delivery is a set of co-dependent drivers that ensure mothers get timely, quality care. Between October 2022 and February 2023, we saw notable improvements at Malava Sub-County Hospital.

1 new maternity wing, with an equipped delivery room, maternity & newborn units

21% increase in staffing, including new pediatricians and anesthetists

57% increase in available essential commodities for mothers and babies



▲ H.E. Hon. FCPA Fernandes Barasa, OGW Governor of Kakamega County, Chairperson Finance, Planning and Economic Affairs Committee formally launches Tutunze Kakamega outside Malava Sub-County Hospital alongside Jacaranda's Country Director Cynthia Kahumbura, CEC, Health Services Dr. Benard Wesonga and Shirugu Mugai Ward MCA, Hon. Peter Wanami.

A DEEPER DIVE

How research is helping us to unearth answers to the critical questions facing mothers and babies today

Research is the backbone of design. It ensures our innovations continue to reach the evolving needs of those they serve, and serve as sustainable solutions to the pressing issues facing mothers in government health systems.

Our research capacity continues to grow at Jacaranda. In Q1, our Research, Design & Evaluation team, including data analysts, field researchers, and biostatisticians, reached double figures.

The same quarter saw the completion of data collection and preliminary analysis of a large-scale USAID-funded Randomized Control Trial, led by independent evaluators at Harvard University, with data collection completed by IPA, to generate deeper, cross-cutting insights into the impact of our programs. **We also forged new research partnerships to answer some of the critical questions in maternal and newborn health today (right).**

How can AI improve **point-of-care ultrasound** for mothers in underserved areas?

How do **environmental factors** like air quality and sanitation impact outcomes for mothers and babies?

How could digital health tools offer targeted **postpartum family planning** support?

What barriers do **informal maternity facilities** face to enter formal networks of care?

How can AI be trained to connect **high-risk mothers** with the right type of care?

How can machine learning support mothers in **low-resourced languages**?



DATA SNAPSHOT

Putting mothers in the driving seat of defining and reporting on technical quality

The thousands of daily interactions we have with mothers on PROMPTS helps inform the clinical quality of prenatal care. Prenatal check-ups help ready women for birth and spot early signs of complications but, across Kenya, their quality varies by facility. After each check-up, mothers are asked whether the appropriate clinical steps were taken using a simple 'yes/no' SMS format. 'Was your blood pressure taken?', 'Did you discuss labor signs?'

This feedback helps health system managers track and standardize the clinical quality of prenatal care across the facilities they manage, and dig into issues, from informational gaps (eg. birth plan), to systemic gaps like medicine stock-outs or equipment shortages.

It also gives mothers the confidence to demand the right care. A nurse in-charge recently remarked to a member of our field team that their clients now actively request certain services - during their prenatal care visits as a result of PROMPTS messages.

“Our clients are now asking questions about blood tests, blood pressure, and birth plans when they come in. It has opened up conversations about their health, as well as physical examinations.”

– Zila Mangale, Nurse,
Kiwandani Dispensary

12K+

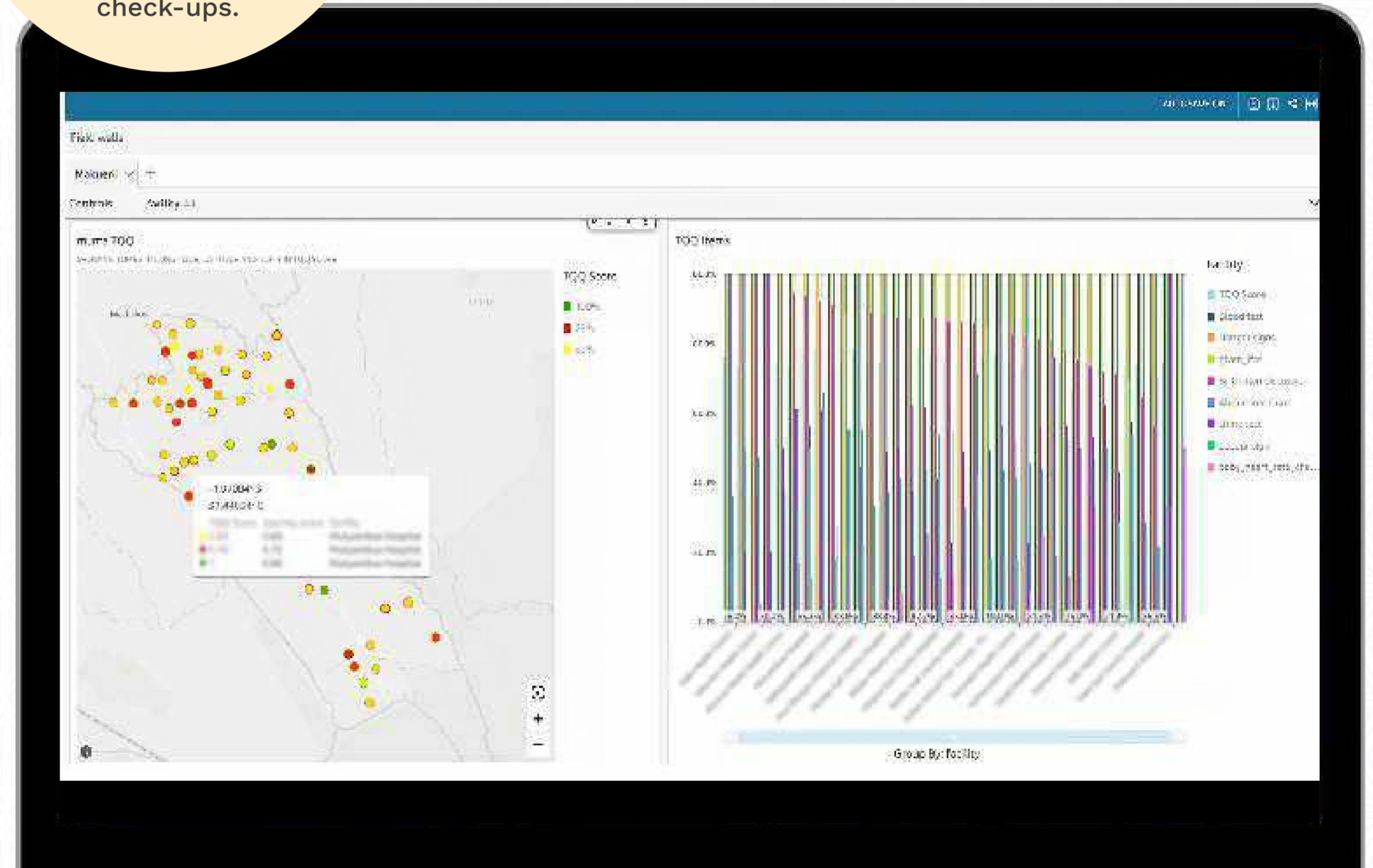
mothers have reported on the clinical quality of their prenatal care check-ups.



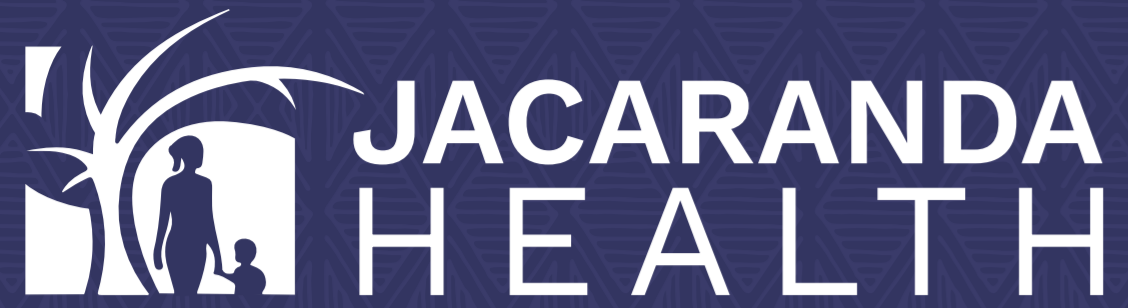
As we scale PROMPTS and, accordingly, the volume of data we collect from mothers, our hope is that these dashboards will become an essential, finger-on-the-pulse resource for governments to ensure country-wide clinical quality at every visit.”

– Anneka Wickramanayake

Director, Research, Design & Evaluation, Jacaranda Health



▲ An example dashboard mapping clinical quality of care in clinics and hospitals across Makueni County via 'traffic light' coding, with a breakdown of performance against the recommended clinical steps during prenatal care visits



Embracing #DigitALL for International Women's Day

On March 8th, we joined the world in celebrating digital equity, the theme for this year's International Women's Day. The theme felt acutely relevant to the work we're doing now; exploring participatory approaches to digital design, testing alternative means to reach 'last mile' mums through PROMPTS, and translating women's voices into actionable data for governments.

Our 2025 Strategy looks to make inclusive digital tools a driving force behind better maternal and newborn health outcomes - empowering women to confidently navigate the health system and fortifying the frontline health workforce to ensure they receive quality, dignified care. [Learn how we are embracing #DigitalEquity.](#)

📖 [Read our 2025 Strategy](#)

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Disclaimer: This report discusses pregnancy and motherhood. While we use the term "mother" throughout the piece to mirror the language of the community we are collaborating with; we also acknowledge that not all pregnant people identify as "mothers." We would like to recognize that pregnancy and motherhood can be experienced by people of all genders.

