

Title	MomConnect
Organisation	National Department of Health
Innovation	MomConnect was built upon the experiences of various mHealth initiatives in the maternal and child health domain. MomConnect is the first public sector system to use cross-network free-to-user cell phone services to register people onto a service and allow them to provide feedback through the service rating survey. It is also the first Department of Health project to be aligned to the Health Normative Standards Framework which has set the foundations for interoperability between systems. MomConnect has also implemented a help desk which provides support on maternal and child health issues as well as providing a way for women to compliment or complain about the services they receive.
Impact	In the first year of MomConnect project over 500 000 women were registered for maternal and infant health support. A survey shows that overwhelmingly (90%) of mothers found MomConnect useful. All complaints raised through the MomConnect helpline are recorded and handled through a case management process. Details are sent to district focal points who are tasked to investigate and provide feedback within 10 days. One example is of women who complained about stockout of iron tablets. This was investigated and remedied.