Quality improvement (QI) methods support frontline health workers to identify and address gaps in care, primarily through process changes. Teamwork and group discussion are key to identifying quality problems, analyzing their root causes and proposing solutions, but convening in-person meetings with all staff can be challenging due to workload and shift changes in health facilities.

New communication technologies can support communication within a team when face-to-face meetings are not possible. WhatsApp, a mobile messaging platform, was implemented as a communication tool by a neonatal intensive care unit (NICU) team in an Indian tertiary hospital seeking to reduce infections in newborns.

This exploratory qualitative study, published in the *Journal of Medical Internet Research (JMIR) - Medical Informatics*, examines the experience of this improvement team and their coach with using WhatsApp as a communication tool to support their aim of improving adherence to aseptic protocols in the NICU.

Read the full article. [2]

**Innovative Technologies** [3]

**Countries:** India [4]

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**ASSIST publication:** no

**Fulltext URL:** Read the full article. [2]