

HIPAA APPLIED TO JIGSAW: A COLLABORATIVE COMMUNICATION
IMPROVEMENT PROJECT

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BY

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ABSTRACT

Purpose: To translate the Jigsaw Method of Cooperative Learning into a strategy to improve collaboration in healthcare education through formal online discussions. The Jigsaw Method concept will be utilized to identify any enhancements in collaborative communication among healthcare professionals. *Significance:* Communication failures lead to increased healthcare costs, patient care errors, and greater inefficiency in healthcare delivery. This project can improve collaborative communication that can help to eliminate these failures. *Design:* The design is a mixed method, using quantitative and qualitative strategies for data collection and analysis. *Method:* Online discussions were reformatted into constructive segments using the Jigsaw Technique and implemented to deliver an annual competency training over nine days. A standardized collaboration rubric was used to measure collaboration, with a pre and post testing to measure content retention, closed-ended survey and an open-ended questionnaire to measure perceptions of the participants. *Sample:* The recruitment sample were eight behavioral healthcare professionals with master's degree in psychotherapy. *Results:* The open-ended questionnaire had significant difference between the positive to negative themes with an 8:2 ratio. The post implementation survey percentages were 25% in the neutral category and 75% and higher in the agree and strongly agree categories. The pretest and posttest result were significant based on an alpha value of 0.05, $t(7) = -3.87$, $p = .006$, indicating the null hypothesis can be rejected.

Keywords: collaboration, communication, healthcare, Jigsaw, teambuilding