

Communication management: a trial comparing two strategies for information communication to patients

Submission date 13/11/2013	Recruitment status No longer recruiting	<input checked="" type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
Registration date 29/11/2013	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
Last Edited 29/11/2013	Condition category Mental and Behavioural Disorders	<input type="checkbox"/> Individual participant data <input type="checkbox"/> Record updated in last year

Plain English summary of protocol

Background and study aims

In health care, no less than in other aspects of life, we live in an age in which technology can give us almost immediate access to an overwhelming amount of information. But communication involves more than access to information. It comprises the transmission of information, thoughts and feelings, so that it is perceived and understood satisfactorily.

The aim of this study is to compare two strategies for information communication to patients.

Who can participate?

Men and women admitted to Donostia University Hospital chronic patient service.

What does the study involve?

Over the period of one year participants will be invited to participate in this study and they will be randomly allocated to one of the two strategies.

The first strategy is the current communication in Donostia University Hospital

The second strategy is based on the existence of a nurse communication manager. This nurse manager is responsible for reconciling the transmission of information between doctors and patients on admission and discharge. The schedule of the nurse manager will be from 8:00 to 15:00.

At the end of the study we will compare the emotional distress, the number of contradictory messages detected and the perceived communication quality measured by a questionnaire between the two strategies.

What are the possible benefits and risk of participating?

Participants will benefit from better disease information and possibly a reduction in emotional distress.

Participation in this study does not involve any additional risk.

Where is the study run from?

The study will run from Donostia University Hospital (Spain).

When is study starting and how long is expected to run for?

The study is expected to start at the end of November 2013. Participants will be enrolled for a period of one year.

Who is funding the study?

Donostia University Hospital (Spain)

Who is the main contact?

Dr Jose Ignacio Emparanza

Contact information

Type(s)

Scientific

Contact name

Dr Jose Ignacio Emparanza

Contact details

Pº Doctor Beguiristain 107-115

San Sebastian-Donostia

Spain

20014

Additional identifiers

Protocol serial number

05/2013

Study information

Scientific Title

A prospective randomized controlled clinical trial comparing two strategies for information communication to patients

Study objectives

The existence of an information manger that standardizes the information transmission (change of service, discharged home) will decrease emotional distress or discomfort and improve communication quality perceived by the patient.

Ethics approval required

Old ethics approval format

Ethics approval(s)

Clinical Research Ethics Committee of Guipuzcoa Health Area, 22/05/2013

Study design

Randomized controlled clinical trial

Primary study design

Interventional

Study type(s)

Quality of life

Health condition(s) or problem(s) studied

Emotional distress

Interventions

Control group: this group will be subject to the current communication strategy in Donostia University Hospital.

Experimental group: this strategy is based on the existence of a nurse communication manager. This nurse manager is responsible for reconciling the transmission of information between doctors and patients on admission and discharge. The schedule of the nurse manager will be from 8:00 to 15:00. For reconciliation to be as homogeneous as possible between the various nurse managers there will be a written document to follow.

Intervention lasted till discharge.

Intervention Type

Other

Phase

Not Applicable

Primary outcome(s)

1. Emotional distress measured by the distress thermometer. Quantitative variable is measured at entry and exit from the study.
2. Number of contradictory messages detected. Quantitative variable will be collected daily by the communication manager. They will be identified by comparing the clinical record information with the information the patient has.

Key secondary outcome(s)

Perceived communication quality measured by a questionnaire, communication assessment tool. Quantitative variable will be measured at the end of the study.

Completion date

29/11/2014

Eligibility**Key inclusion criteria**

Patients, male and female aged over 18 years admitted to Donostia University Hospital chronic patient service.

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Adult

Lower age limit

18 years

Sex

All

Key exclusion criteria

1. Already included in another trial
2. Patients with moderate or severe dementia

Date of first enrolment

29/11/2013

Date of final enrolment

29/11/2014

Locations**Countries of recruitment**

Spain

Study participating centre

Pº Doctor Beguiristain 107-115

San Sebastian-Donostia

Spain

20014

Sponsor information**Organisation**

Donostia University Hospital (Hospital Universitario Donostia) (Spain)

ROR

<https://ror.org/04fkwzm96>

Funder(s)

Funder type

Hospital/treatment centre

Funder Name

Donostia University Hospital (Hospital Universitario Donostia) (Spain)

Results and Publications

Individual participant data (IPD) sharing plan**IPD sharing plan summary**

Not provided at time of registration

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Participant information sheet	Participant information sheet	11/11/2025	11/11/2025	No	Yes