

Can communication skills training improve therapeutic communication between nurse-patient and patient satisfaction with nursing care?

Submission date 29/01/2024	Recruitment status No longer recruiting	<input checked="" type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
Registration date 08/02/2024	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
Last Edited 02/02/2024	Condition category Other	<input type="checkbox"/> Individual participant data <input type="checkbox"/> Record updated in last year

Plain English summary of protocol

Background and study aims
Communication is the key to giving emotional and spiritual support therapy, especially in advanced diseases such as cancer. The current study investigates both patient satisfaction and nursing therapeutic communication with patients before and after training in communication skills.

Who can participate?
Patients aged >45 years who are having chemotherapy for the first time in 5 years and oncology nurses who are permanent members of staff, providing care to patients with cancer treated with chemotherapy

What does the study involve?
Nurses are randomly allocated into three study groups for training: 1) no training, 2) case-based communication training, and 3) simulated scenario-based communication training.

What are the possible benefits and risks of participating?
Those involved in the study will benefit from the communication skill training of nurses. No risk is involved.

Where is the study run from?
The Center for Fundamental, Biomedical, and Clinical Research.

When is the study starting and how long is it expected to run for?
September 2023 to March 2024

Who is funding the study?
The Center for Fundamental, Biomedical, and Clinical Research.

Who is the main contact?
Ying Zhao, y.zhao@cfbcr.org

Contact information

Type(s)

Public, Scientific, Principal investigator

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Additional identifiers

Clinical Trials Information System (CTIS)

Nil known

ClinicalTrials.gov (NCT)

Nil known

Protocol serial number

Nil known

Study information

Scientific Title

The effect of communication skills training on nurse-patient therapeutic communication and patient satisfaction with nursing care

Study objectives

Communication skills training improves therapeutic communication between the nurse and patient and patient satisfaction with nursing care

Ethics approval required

Ethics approval required

Ethics approval(s)

approved 01/10/2023, Institutional Review Board (IRB) of Center for Fundamental, Biomedical, and Clinical Research (No. 1037 Luoyu Road, Wuhan City, Hubei Province, PR China, Wuhan, 430074, China; +862787542232; irb@cfbcr.org), ref: CFBCRIRB20230214

Study design

Randomized controlled trial

Primary study design

Interventional

Study type(s)

Efficacy

Health condition(s) or problem(s) studied

Improvement of nursing care in patients with cancer

Interventions

This study comprises three study groups randomly assigned for training: 1) no training, 2) case-based communication training, and 3) simulated scenario-based communication training. Randomization codes will be conducted by permuted randomized blocks (blocks of 4, allocation ratio 1:1), by an independent party that will not be involved elsewhere in the trial.

Case-based communication training consists of eight 2-hour sessions. The content for case-based communication training is:

1. An introduction to therapeutic communication codes and skills
2. The application of communication codes and skills to care-providing and discharge planning nurse-patient communication
3. Discussion based on a scenario of a cancer patient, which includes assessment of the needs of patients and their families as a part of care-providing and discharge planning, sufficient nursing instruction regarding care-providing and discharge planning, offering social resources related to discharge planning that meet the needs of cancer patients, and appraisal of the effect of instructions.

The scenario-based simulation course features a comprehensive outline encompassing detailed scenario descriptions, course objectives, essential instructional components (material and equipment selection and management), and achievement standards.

Intervention Type

Behavioural

Primary outcome(s)

Patient satisfaction measured using the La Monica–Oberst Patient Satisfaction Scale (LOPSS) and the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) after the intervention

Key secondary outcome(s)

Nurse communication skills measured using the self-efficacy questionnaire (SE-12) and the Nurse-Patient Therapeutic Communication Questionnaire after the intervention

Completion date

05/03/2024

Eligibility

Key inclusion criteria

Patients:

1. Aged >45 years old
2. Treatment with chemotherapy for the first time in 5 years
3. Not participating in any clinical trial
4. Sufficient command of the Chinese language
5. No cognitive impairment
6. Provision of informed consent

Nurses:

1. Certification to provide oncology care
2. Permanent staff
- 3 Providing care to patients with cancer treated with chemotherapy
4. Providing consent to participate in both pre-and post-test assessments

Participant type(s)

Patient, Health professional

Healthy volunteers allowed

No

Age group

Mixed

Sex

All

Key exclusion criteria

Nursing students

Date of first enrolment

10/02/2024

Date of final enrolment

29/02/2024

Locations**Countries of recruitment**

China

Study participating centre

Center for Fundamental, Biomedical, and Clinical Research

No. 1037 Luoyu Road

Wuhan City, Hubei Province

China

430074

Sponsor information

Organisation

Center for Fundamental, Biomedical, and Clinical Research

Funder(s)

Funder type

Research organisation

Funder Name

Center for Fundamental, Biomedical, and Clinical Research

Results and Publications

Individual participant data (IPD) sharing plan

The data will be available upon request from the main contact (y.zhao@cfbcr.org).

IPD sharing plan summary

Available on request

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