

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

<b>Submission date</b> 29/01/2024	<b>Recruitment status</b> No longer recruiting	<input checked="" type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
<b>Registration date</b> 08/02/2024	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
<b>Last Edited</b> 02/02/2024	<b>Condition category</b> 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

### Contact name

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## Additional identifiers

### EudraCT/CTIS number

Nil known

### IRAS number

### ClinicalTrials.gov number

Nil known

### Secondary identifying numbers

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

**Secondary study design**

Randomised controlled trial

**Study setting(s)**

Hospital, Other

**Study type(s)**

Efficacy

**Participant information sheet**

No participant information sheet available

**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 measure**

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

**Secondary outcome measures**

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

**Overall study start date**

01/09/2023

**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

**Age group**

Mixed

**Sex**

Both

**Target number of participants**

120 nurses

**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

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## **Sponsor information**

**Organisation**

Center for Fundamental, Biomedical, and Clinical Research

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**Sponsor type**

Research organisation

## **Funder(s)**

**Funder type**

Research organisation

**Funder Name**

Center for Fundamental, Biomedical, and Clinical Research

## **Results and Publications**

**Publication and dissemination plan**

Planned publication in a high-impact peer-reviewed journal

**Intention to publish date**

05/03/2025

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

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

**IPD sharing plan summary**

Available on request