

Enhancement of the physician-patient relationship in inpatient care through a communication and interaction training for assistant and senior physicians in internal medicine

Submission date 29/10/2008	Recruitment status No longer recruiting	<input type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
Registration date 20/11/2008	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
Last Edited 20/11/2008	Condition category Other	<input type="checkbox"/> Individual participant data <input type="checkbox"/> Record updated in last year

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

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Additional identifiers

Protocol serial number
N/A

Study information

Scientific Title

A randomised controlled trial to enhance the physician-patient relationship in inpatient care by a communication training and supervision

Acronym

APKIT

Study objectives

1. Patient satisfaction can be enhanced by systematic communication training for physicians: patient satisfaction within the intervention group is higher after the physicians have completed their training than before the training. Patient satisfaction within the control group will not differ between pre- and post-evaluation.
2. The subjective competence assessment of communication skills of the physicians in the intervention group increases significantly after having completed the communication training
3. The improvement of communication and interaction skills of the intervention group can be shown by performance in a multi-station exercise (MSE)
4. The improvement of communication skills of the intervention group can also be shown in daily physician-patient interaction (through video analysis)
5. The communication training influences patient adherence after discharge: patients seen by physicians of the intervention group show higher adherence levels after the physicians have been trained than before

Ethics approval required

Old ethics approval format

Ethics approval(s)

The local medical ethics committee (Landesärztekammer Baden-Württemberg [Germany] Körperschaft des Öffentlichen Rechts Ethik-kommission) granted approval on the 27th August 2008 (ref: 2008-086-f)

Study design

Randomised controlled trial (single centred, single blinded)

Primary study design

Interventional

Study type(s)

Treatment

Health condition(s) or problem(s) studied

Physician-patient communication

Interventions

Intervention group:

Three-day communication and interaction skills training including role play with standardised patients and supervised ward rounds in between, and a final evaluation with an MSE (multi-station exercise).

Control group:

Waiting-list control group receiving the same literature as the intervention group. Out of ethical reasons the control group will be given the same intervention after data acquisition is completed.

Joint/Scientific Sponsor Details:

SLK Hospital Heilbronn (Germany)

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Joint/Scientific Contact Details:

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CH-4031 Basel

Switzerland

Intervention Type

Other

Phase

Not Specified

Primary outcome(s)

Patient satisfaction measured by a modified version of the Picker Questionnaire before (t1) and after (t3) the intervention group is trained.

Timepoints:

t1: two months before the training

t2: intervention (training period, communication and interaction training)

t3: two months after the training

Key secondary outcome(s)

Physicians:

Communication and interaction skills:

1. Measured by self-rating before (t1) and after training (t3)

2. Measured by performance in a multi-station exercise (MSE) directly after training (t2)
3. Measured by video analysis using the Roter Interaction Process Analysis System (RIAS), before (t1) and after training (t3)

Patients:

Adherence measured through a 4-item assessment by general practitioners (GP) providing follow-up care using the Visual Analogue Scale (0 = not at all adhered to 10 = totally adhered) (t3).

Timepoints:

t1: two months before the training

t2: intervention (training period, communication and interaction training)

t3: two months after the training

Completion date

30/03/2009

Eligibility

Key inclusion criteria

Patients:

1. Given consent
2. Receiving in-patient treatment at the Hospital SLK Heilbronn (Germany)
3. Sufficient German language skills
4. Sufficient literacy
5. Aged from 30 - 85 years, either sex

Physicians:

1. Given consent
2. Employed by the Hospital SLK Heilbronn (Germany)
3. Currently working shifts in the Department of Internal Medicine
4. Aged from 26 - 50 years, either sex

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Adult

Sex

All

Key exclusion criteria

Patients or physicians declined consent.

Date of first enrolment

30/10/2008

Date of final enrolment

30/03/2009

Locations

Countries of recruitment

Germany

Study participating centre

Innere Medizin II

Heidelberg

Germany

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Sponsor information

Organisation

German Health Insurance Company AOK (Bundesgeschäftsstelle AOK Krankenkasse) (Germany)

ROR

<https://ror.org/004cmqw89>

Funder(s)

Funder type

Government

Funder Name

German Health Insurance Company AOK (Bundesgeschäftsstelle AOK Krankenkasse) (Germany)

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?
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