

# Communication skills and women's satisfaction with maternity care

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<b>Registration date</b> 31/07/2008	<b>Overall study status</b> Completed	<input type="checkbox"/> Protocol
<b>Last Edited</b> 30/12/2020	<b>Condition category</b> Pregnancy and Childbirth	<input type="checkbox"/> Statistical analysis plan
		<input checked="" type="checkbox"/> Results
		<input type="checkbox"/> Individual participant data

**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**  
074986; 72

## Study information

**Scientific Title**  
Effect of doctors' training in interpersonal and communication skills on women's satisfaction at labour and delivery: a stepped wedge cluster randomised trial in Damascus

**Study objectives**

Training residents in interpersonal and communication skills would improve women's satisfaction with patient-doctor relationship in labour and delivery rooms.

**Ethics approval required**

Old ethics approval format

**Ethics approval(s)**

Ethics approval received from the Institutional Review Board at Damascus University, Faculty of Medicine on the 28th March 2006 (ref: 671).

**Study design**

A stepped wedge randomised controlled design

**Primary study design**

Interventional

**Study type(s)**

Treatment

**Health condition(s) or problem(s) studied**

Women satisfaction with maternity care

**Interventions**

In the stepped wedged design which is known to be ethically sensitive all will be exposed to intervention by the end of the trial. The timing in which each hospital will receive the intervention (stepping) is randomised. The intervention is a training package which was designed by an international expert in communication skills with activities and role plays based on real example from the maternity wards that were collected from previous research. All residents in the study hospitals will be exposed to training, not necessary at a single point of time as the number of residents in some hospitals is very big to be trained at one time. The training will cover the following themes:

1. An overview of the doctor-patient communication
2. Questioning skills
3. Listening skills
4. Non-verbal communication
5. Answering skills
6. Rapport building skills
7. Counselling skills
8. Skills of persuasion

Effective teaching methods will be used as suggested by Maguire and Pitceathly (2002). The training is carried out by an Arab speaker for three days and 20 hours of training.

The measurement of outcomes will be carried out after the training in each hospital as well as 2 and 6 months afterwards. Rounds of observation will be done, where each round will include an observation in all rooms, for 3 days and for all shifts including day and night shifts. As for the women satisfaction questionnaire; this will be implemented as well in four points of times excluding the baseline. Nearly one hundred women will be recruited from each hospital. Also,

future measurements at 2 and 6 months after the study are considered but will not be part of this study. Thus the expected duration for the intervention in the clusters of hospitals and the measurement will take about 12 months.

**Intervention Type**

Other

**Phase**

Not Applicable

**Primary outcome(s)**

Women's satisfaction with interpersonal relationships of doctors working in labour and delivery rooms.

The measurement of outcomes will be carried out after the training in each hospital as well as 2 and 6 months afterwards.

**Key secondary outcome(s)**

Change in communicative behaviour of the care providers (residents) serving in labour and delivery rooms.

The measurement of outcomes will be carried out after the training in each hospital as well as 2 and 6 months afterwards.

**Completion date**

01/12/2009

**Eligibility****Key inclusion criteria**

1. Care providers including mainly residents working in the public maternity hospitals in Damascus and its surroundings
2. Women as potential beneficiaries from our intervention would include all women (aged 15 - 49 years) using the hospitals under study. We will target in our measurements all women with living babies who agreed to participate in the study, whether the delivery was normal vaginal or by caesarean section. Women using those hospitals are largely from middle and low socio-economic class.

**Participant type(s)**

Patient

**Healthy volunteers allowed**

No

**Age group**

Adult

**Sex**

Female

**Total final enrolment**

2000

**Key exclusion criteria**

All care providers and women who do not meet the inclusion criteria

**Date of first enrolment**

01/07/2008

**Date of final enrolment**

01/12/2009

**Locations****Countries of recruitment**

Syria

**Study participating centre****Faculty of Medicine**

Damascus

Syria

9241

**Sponsor information****Organisation**

Faculty of Health Sciences/American University of Beirut (Lebanon)

**ROR**

<https://ror.org/04pznsd21>

**Funder(s)****Funder type**

Charity

**Funder Name**

The Wellcome Trust (UK) (grant ref: 074986) - funding provided to the Faculty of Health Sciences /American University of Beirut (Lebanon) for the programme on Choices and Challenges in Changing Childbirth

# 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?
<a href="#">Results article</a>	results	14/08/2013	30/12/2020	Yes	No
<a href="#">Participant information sheet</a>	Participant information sheet	11/11/2025	11/11/2025	No	Yes