ISRCTN13214256 https://doi.org/10.1186/ISRCTN13214256

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	[X] Prospectively registered [_] Protocol [_] Statistical analysis plan [_] Results [_] Individual participant data [_] Record updated in last year
Registration date 08/02/2024	**Overall study status** Completed	
Last Edited 02/02/2024	**Condition category** Other	

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

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

Primary study design
Interventional

Study design
Randomized controlled trial

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 passements

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