ISRCTN22153332 https://doi.org/10.1186/ISRCTN22153332

Better clinical communication in hospital - a study of the effect of a Norwegian version of the "Four habits Approach to Effective Clinical Communication" in Akershus University Hospital

Submission date
23/04/2007

Recruitment status
No longer recruiting

Registration date
12/06/2007

Overall study status
Completed

Last Edited
21/12/2011

Condition category
Other

[_] Prospectively registered
[_] Protocol
[_] Statistical analysis plan
[X] Results
[_] Individual participant data

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

Contact name
Prof Pål Gulbrandsen

Contact details
Helse Øst Health Services Research Centre
Mail drawer 95
Akershus University Hospital
Lørenskog
Norway
1478
+47 (0)67 929461
pal.gulbrandsen@ahus.no

Additional identifiers

Protocol serial number
Helse Øst RHF (Regional Authorities for Hospital Care, Eastern Norway) 2007 - 015

Study information

Scientific Title

Acronym
4HN

Study objectives
The Four Habits Model describes the four patterns of behaviour used by clinicians during medical interviews (Frankel and Stein, 2001). Hypothesis: A 20-hour intensive course in effective clinical communication according to the "Four Habits" approach will significantly alter the communication skills of participating physicians.

Frankel and Stein, Getting the most out of the clinical encounter: the four habits model, J Med Pract Manage, 2001 Jan-Feb;16(4):184-91

Ethics approval required
Old ethics approval format

Ethics approval(s)
The Regional Ethics Committee for Medical Research of East Norway gave approval on the 13th April 2007 (ref: 1.2007.356)

Primary study design
Interventional

Study design
Randomised controlled trial.

Study type(s)
Diagnostic

Health condition(s) or problem(s) studied
Clinical communication

Interventions
Participating physicians are given a 20-hour intensive course in clinical communication using the "Four habits" approach. 40 physicians will attend the training course in June 2007, and the other 40 physicians will attend the course in January 2008. For all physicians, two consultations /meetings will be recorded before the June course, four consultations/meetings will be recorded between the June and the January courses, and two consultations/meetings will be recorded after the January course for evaluation.

Intervention Type
Other

Phase
Not Applicable

Primary outcome(s)

The videotaped consultations/meetings were assessed using the Four Habits Coding Scheme (Krupat et al, 2006).

Krupat E, Frankel R, Stein T, Irish J. The Four Habits Coding Scheme: validation of an instrument to assess clinicians communication behavior. Pat Educ Couns 2006; 62: 38-45.

Key secondary outcome(s)
1. Change in Habit 1 through 4 behaviours according to which habit the physicians particularly commit themselves to improve (physicians may want to implement all habits, but are prompted to give priority to one of them)
2. Changes in Habits in 20% of physicians with the lowest scores
3. Changes in Habits across age groups, gender, specialties, seniors/juniors
4. Change in physician communication specific self-efficacy
5. Change in patient satisfaction

Completion date
31/03/2010

Eligibility

Key inclusion criteria
Physicians under 60 years doing full or part-time clinical work in somatic departments of Akershus University Hospital. Altogether 8 real consultations or meetings with patients/relatives of patients per physician are recruited consecutively.

Participant type(s)
Patient

Healthy volunteers allowed
No

Age group
Adult

Sex
All

Key exclusion criteria
None for physicians.

For consultations:
1. Anticipated consultation duration less than 5 minutes
2. Consultations or meetings with patients or relatives where they are in a particularly vulnerable situation and where videotaping would be inappropriate (e.g. when conveying serious messages)

Date of first enrolment
13/04/2007

Date of final enrolment

31/03/2010

Locations

Countries of recruitment
Norway

Study participating centre
Helse Øst Health Services Research Centre
Lørenskog
Norway
1478

Sponsor information

Organisation
Regional Authorities for Hospital Care, Eastern Norway (Helse Øst RHF)

ROR
https://ror.org/02qx2s478

Funder(s)

Funder type
Government

Funder Name
Regional Authorities for Hospital Care, Eastern Norway (Helse Øst RHF) (ref: 2007 - 015)

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?

Results article	results of substudy on self-efficacy among doctors in hospitals after a course in clinical communication	19/11/2009	Yes	No
Results article	results on confirmation of informed consent by SMS	01/02/2010	Yes	No
Results article	results	01/08/2011	Yes	No