

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	<input type="checkbox"/> Prospectively registered
Registration date 12/06/2007	Overall study status Completed	<input type="checkbox"/> Protocol
Last Edited 21/12/2011	Condition category Other	<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
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?
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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