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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

Registration date
20/11/2008

Overall study status
Completed

Last Edited
20/11/2008

Condition category
Other

[ ] Prospectively registered
[ ] Protocol
[ ] Statistical analysis plan
[ ] Results
[ ] Individual participant data
[ ] Record updated in last year

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

Contact name
Dr Jana Juenger

Contact details
Innere Medizin II
Universitätsklinikum Heidelberg
Im Neuenheimer Feld 410
Heidelberg
Germany
69120
+48 (0)6221 563 8872
jana.juenger@med.uni-heidelberg.de

Additional identifiers

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 (Landesarztekammer Baden-Wurttemberg [Germany] Körperschaft des Offentlichen Rechts Ethik-kommission) granted approval on the 27th August 2008 (ref: 2008-086-f)

Primary study design
Interventional

Study design
Randomised controlled trial (single centred, single blinded)

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)
c/o Dr Urs Riemann
Am Gesundbrunnen 20
74078 Heilbronn
Germany
Website: http://www.slk-kliniken.de/Klinikum-am-Gesundbrunnen.701.0.html

University Hospital Heidelberg (Germany)
c/o Dr Jobst-Hendrik Schultz
MME Bern
Im Neuenheimer Feld 410
69120 Heidelberg
Germany
Website: http://www.klinikum.uni-heidelberg.de/Klinik-fuer-Psychosomatische-und-Allgemeine-Klinische-Medizin.87.0.html

Joint/Scientific Contact Details:
Professor Wolf Langewitz
Universitätsspital Basel
Psychosomatik
Hebelstr.2
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
69120

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