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Investigating the implementation of education with a focus on person-centered communication in homecare services targeting nursing assistants

Submission date 04/01/2022	**Recruitment status** No longer recruiting	[X] Prospectively registered [X] Protocol [_] Statistical analysis plan [_] Results [_] Individual participant data [_] Record updated in last year
Registration date 10/01/2022	**Overall study status** Completed	
Last Edited 27/02/2023	**Condition category** Other	

Plain English summary of protocol

Background and study aims

In this study, the researchers focus on how to support key competence development needed for in-home nursing assistants. The care of older persons in clinical practices, i.e. in the older person' s home, can be challenging with regard to the nature of the interpersonal interactions and communication needed to care for and respond to diverse needs of older people who seek to live well in our communities. This implies a need to offer more person-centred care (PCC) to older persons. However, there is a lack of knowledge on how to develop such competence. The researchers therefore developed A Person-centred CommunicaTION (ACTION) program, a web-based educational intervention aimed to support key competence development for nursing assistants. The aim of this study is to evaluate the ACTION program with respect to participants' responses to and the effect of the intervention.

Who can participate?

Nursing assistants working within home care for older persons and older persons who are 65 years and older and are receiving home care.

What does the study involve?

The ACTION contains the implementation and testing of an education intervention in person-centred communication, targeting nursing assistants within home care for older persons. ACTION program will be implemented in home care organisations in two different geographic areas in Sweden. Assessments will be performed before and after the program with data collected using: a) audio recordings of communications, b) a questionnaire on self-efficacy communication skills, PCC, empathy and job satisfaction, c) user data, evaluation form, field notes and observations, and d) interviews.

What are the possible benefits and risks of participating?

Possible benefits include contributing to a flexible and easily accessible, web-based education within a complex and multifaceted care context, and competence development on person-

centred care for nursing assistants, caring for frail older people in the community.
There are few risks connected to the study; however, both audio recordings of home visits and interviews can be perceived as violating privacy. For example, audio recordings can be sensitive and it can feel uncomfortable to be audio-recorded, for both nursing assistants and older persons who receive home care. In connection with interviews with older persons, a situation may arise where the informant is emotionally affected in the dialogue and discloses information that the person in question did not really want to share.

Where is the study run from?
The University of Borås and the Mälardalen University (Sweden)

When is the study starting and how long is it expected to run for?
March 2021 to December 2025

Who is funding the study
The University of Borås and the Mälardalen University (Sweden)

Who is the main contact?
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Contact information

Type(s)
Scientific

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Study information

Scientific Title
Implementing A person-centered CommunicaTION (ACTION) educational intervention for in-home nursing assistants

Acronym
ACTION

Study objectives
The research objective is to evaluate the full-scale implementation of the ACTION program with respect to participants' responses to and the effect of the intervention. The hypothesis is that nursing assistants in the intervention group will have a greater number of empathic responses after intervention than those in the control group.

Ethics approval required
Old ethics approval format

Ethics approval(s)
Approved 02/11/2021, The Swedish Ethical Review Authority (Etikprövningsmyndigheten, Box 2110,
750 02, Uppsala, Sweden; +46 10-475 08 00; registrator@etikprovning.se), ref: 2021-05233

Primary study design
Interventional

Study design
Cluster randomized trial

Study type(s)
Other

Health condition(s) or problem(s) studied
Competence development by implementing a training intervention in person-centered communication, aimed at nursing assistants working within in-home care for older people

Interventions
The ACTION program will be implemented in home care organisations in two different geographic areas in Sweden. A total of 300 nursing assistants will be recruited; 150 for the intervention group and 150 for the control group. The researchers will evaluate impact measures and the process.

Home care organisations will be contacted in both urban and rural areas with a request to participate. Each participating home care organisation will be randomly assigned to either the control or the intervention group. The control groups will be offered the education after completion of all data collection, to compensate for their effort to gather data as controls.

The education in ACTION is mainly web-based and the course is divided into six learning modules. The ACTION program has a blended learning approach, combining e-learning and face-to-face instructions, and each course is estimated to last for 6-8 weeks.

Intervention Type
Behavioural

Primary outcome(s)
1. Person-centred communication measured with audio recordings of communication during home care visits collected at baseline (e.g. before education) and after education (e.g. 8 weeks

later), and analysed and coded by sequences of empathic statements and responses to emphatic opportunities, emotional communication and degree of person-centeredness:
1.1. Emphatic and emotional communication defined according to empathic opportunities, described by Suchman et al. and their model of emphatic communication
1.2. Emotional communication coded by the Verona Coding Definitions on Emotional Sequences (VR-CoDES)
1.3. Degree of person-centered communication coded by the Roter Interaction of Analysis (RIAS)
The coding will be made by two independent coders after training, and interrater reliability will be calculated with Cohen's kappa coefficient or with Pearson correlation analysis.

Key secondary outcome(s)
1. Communication skills measured with the Self-efficacy questionnaire (SE-12) at baseline (e.g. before education) and after education (e.g. 8 weeks later)
2. Person-centred care measured with the Person-centered Care Assessment Tool (P-CAT) at baseline (e.g. before education) and after education (e.g. 8 weeks later)
3. Empathy measured with the Jefferson Scale of empathy (JSE) at baseline (e.g. before education) and after education (e.g 8 weeks later)
4. Job satisfaction measured with the Measure of Job Satisfaction at baseline (e.g. before education) and after education (e.g 8 weeks later)
5. Process evaluation with interviews, field notes and observations during the education with a focus on qualitative aspects and experiences of the implementation, weekly at weeks 1-6 during the education
6. Older persons' perceptions measured with interviews about the meaning of and experiences from nursing assistant's person-centred communication at weeks 6 - 8

Completion date
31/12/2025

Eligibility

Key inclusion criteria
Nursing assistants:
1. Permanent employment
2. Understand and speak Swedish

Older persons receiving in-home care:
1. 65 years or older
2. Understand and speak Swedish
3. No cognitive impairment

Participant type(s)
Mixed

Healthy volunteers allowed
No

Age group
Mixed

Sex
All

Key exclusion criteria
Participants not able, or willing, to give their written informed consent to participate

Date of first enrolment
01/03/2022

Date of final enrolment
31/12/2023

Locations

Countries of recruitment
Sweden

Study participating centre
University of Borås
Borås
Sweden
50190

Study participating centre
Mälardalen University
Box 883
Västerås
Sweden
72123

Sponsor information

Organisation
University of Borås

ROR
https://ror.org/01fdxwh83

Organisation
Mälardalen University

ROR
https://ror.org/033vfbz75

Funder(s)

Funder type
University/education

Funder Name
Högskolan i Borås

Alternative Name(s)
University of Borås, HB

Funding Body Type
Government organisation

Funding Body Subtype
Universities (academic only)

Location
Sweden

Funder Name
Mälardalens högskola

Alternative Name(s)
Mälardalen University, Mälardalen University

Funding Body Type
Private sector organisation

Funding Body Subtype
Universities (academic only)

Location
Sweden

Results and Publications

Individual participant data (IPD) sharing plan
Participant level data will not be shared publicly, i.e., outside the research group, due to directives in the ethical approval.

IPD sharing plan summary
Not expected to be made available

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Protocol article		25/02/2023	27/02/2023	Yes	No