

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

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<b>Registration date</b> 10/01/2022	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
<b>Last Edited</b> 27/02/2023	<b>Condition category</b> Other	<input type="checkbox"/> Individual participant data <input type="checkbox"/> Record updated in last year

## 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?

Prof. Annelie J. Sundler

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## Contact information

### Type(s)

Scientific

### Contact name

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## Additional identifiers

### Clinical Trials Information System (CTIS)

Nil known

### Protocol serial number

Nil known

# 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](mailto:registrator@etikprovning.se)), ref: 2021-05233

## Study design

Cluster randomized trial

## Primary study design

Interventional

## 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 empathic opportunities, emotional communication and degree of person-centeredness:

1.1. Empathic and emotional communication defined according to empathic opportunities, described by Suchman et al. and their model of empathic 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?
<a href="#">Protocol article</a>		25/02/2023	27/02/2023	Yes	No