

Communication skills and women's satisfaction with maternity care

Submission date 25/07/2008	Recruitment status No longer recruiting	☐ Prospectively registered
Registration date 31/07/2008	Overall study status Completed	☐ Protocol
Last Edited 30/12/2020	Condition category Pregnancy and Childbirth	☐ Statistical analysis plan
		☒ Results
		☐ 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
074986; 72

Study information

Scientific Title
Effect of doctors' training in interpersonal and communication skills on women's satisfaction at labour and delivery: a stepped wedge cluster randomised trial in Damascus

Study objectives

Training residents in interpersonal and communication skills would improve women's satisfaction with patient-doctor relationship in labour and delivery rooms.

Ethics approval required

Old ethics approval format

Ethics approval(s)

Ethics approval received from the Institutional Review Board at Damascus University, Faculty of Medicine on the 28th March 2006 (ref: 671).

Primary study design

Interventional

Study design

A stepped wedge randomised controlled design

Study type(s)

Treatment

Health condition(s) or problem(s) studied

Women satisfaction with maternity care

Interventions

In the stepped wedged design which is known to be ethically sensitive all will be exposed to intervention by the end of the trial. The timing in which each hospital will receive the intervention (stepping) is randomised. The intervention is a training package which was designed by an international expert in communication skills with activities and role plays based on real example from the maternity wards that were collected from previous research. All residents in the study hospitals will be exposed to training, not necessary at a single point of time as the number of residents in some hospitals is very big to be trained at one time. The training will cover the following themes:

1. An overview of the doctor-patient communication
2. Questioning skills
3. Listening skills
4. Non-verbal communication
5. Answering skills
6. Rapport building skills
7. Counselling skills
8. Skills of persuasion

Effective teaching methods will be used as suggested by Maguire and Pitceathly (2002). The training is carried out by an Arab speaker for three days and 20 hours of training.

The measurement of outcomes will be carried out after the training in each hospital as well as 2 and 6 months afterwards. Rounds of observation will be done, where each round will include an observation in all rooms, for 3 days and for all shifts including day and night shifts. As for the women satisfaction questionnaire; this will be implemented as well in four points of times excluding the baseline. Nearly one hundred women will be recruited from each hospital. Also,

future measurements at 2 and 6 months after the study are considered but will not be part of this study. Thus the expected duration for the intervention in the clusters of hospitals and the measurement will take about 12 months.

Intervention Type

Other

Phase

Not Applicable

Primary outcome(s)

Women's satisfaction with interpersonal relationships of doctors working in labour and delivery rooms.

The measurement of outcomes will be carried out after the training in each hospital as well as 2 and 6 months afterwards.

Key secondary outcome(s)

Change in communicative behaviour of the care providers (residents) serving in labour and delivery rooms.

The measurement of outcomes will be carried out after the training in each hospital as well as 2 and 6 months afterwards.

Completion date

01/12/2009

Eligibility**Key inclusion criteria**

1. Care providers including mainly residents working in the public maternity hospitals in Damascus and its surroundings
2. Women as potential beneficiaries from our intervention would include all women (aged 15 - 49 years) using the hospitals under study. We will target in our measurements all women with living babies who agreed to participate in the study, whether the delivery was normal vaginal or by caesarean section. Women using those hospitals are largely from middle and low socio-economic class.

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Adult

Sex

Female

Total final enrolment

2000

Key exclusion criteria

All care providers and women who do not meet the inclusion criteria

Date of first enrolment

01/07/2008

Date of final enrolment

01/12/2009

Locations**Countries of recruitment**

Syria

Study participating centre**Faculty of Medicine**

Damascus

Syria

9241

Sponsor information**Organisation**

Faculty of Health Sciences/American University of Beirut (Lebanon)

ROR

<https://ror.org/04pznsd21>

Funder(s)**Funder type**

Charity

Funder Name

The Wellcome Trust (UK) (grant ref: 074986) - funding provided to the Faculty of Health Sciences /American University of Beirut (Lebanon) for the programme on Choices and Challenges in Changing Childbirth

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	14/08/2013	30/12/2020	Yes	No