

Clinical Trial Protocol

Iranian Registry of Clinical Trials

10 Jun 2026

The evaluation of an intervention applying PRECEDE PROCEED model on Interns' communication skills and patients' satisfaction

Protocol summary

Summary

Educational programs- with a special focus on communication skills have not been included in medical education curriculums or may be not implemented in Iran. It is despite the numerous international emphasis on the inclusion of such curriculums in different medical education academic programs. Qualitative content analysis of eight research reports has shown that patients' dissatisfaction with the quality and quantity of the doctor-patient relationship is at the top of the patient complaints list. Thus, the level of patients' satisfaction of health services is one of the important factors affecting the continuity of their self-care and treatment behaviors and consequently acquiring lots of important health outcomes. Researches indicate that learning of communication skills are more influenced by learners' self-confidence and self-esteem than the other topics. Hence, we are going to conduct a quasi-experimental study to have a theory-based intervention in 40 Interns in order to change their self-efficacy specific to making effective doctor-patient communication and evaluate its impact on their patients' satisfaction. Interns' communication skills, the efficacy of the quantity and quality of their communication skills on their patients' satisfaction and the impact of interventions on Interns' self-efficacy will be measured and compared before and after the study, using researcher- made validated and reliable questionnaires, and random allocation of at least 80 Interns -who have been randomly selected from 2 universities of Medical Sciences in Tehran by a non-probability cluster and quota sampling- to each of 2 study groups. The accurate numbers of sample size in each group will be calculated by PS (Power & Sample Size) and statistical and analytical methods will be used to analyze the data using SPSS version 16.

General information

Acronym

IRCT registration information

IRCT registration number: **IRCT2013021812511N1**

Registration date: **2013-05-12, 1392/02/22**

Registration timing: **prospective**

Last update:

Update count: **0**

Registration date

2013-05-12, 1392/02/22

Registrant information

Name

Saeideh Ghaffarifar

Name of organization / entity

Department of Health Education - Faculty of Medical Sciences- Tarbiat Modares University

Country

Iran (Islamic Republic of)

Phone

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Recruitment status

Recruitment complete

Funding source

PhD dissertation

Expected recruitment start date

2013-06-22, 1392/04/01

Expected recruitment end date

2014-06-22, 1393/04/01

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

The evaluation of an intervention applying PRECEDE

PROCEED model on Interns' communication skills and patients' satisfaction

552/571

Public title

Improving doctors' self-efficacy about doctor-patient communication skills and patient satisfaction

Purpose

Health service research

Inclusion/Exclusion criteria

Inclusion criteria: 1- All Interns of two of universities of medical sciences in Tehran. 2- Volunteer Interns 3-Intern of the ward of Internal medicine. Exclusion criteria: 1- Guest and moved interns from other universities. 2- Interns with disabilities to establish effective communication skills. 3- Interns who have passed the course of doctor-patient communication skills prior to the study. 4- Interns with educational reasons (taking time off, moving to other universities, etc.) during the intervention which would not let them to continue attending and participating in the study.

Age

From **22 years** old to **32 years** old

Gender

Both

Phase

N/A

Groups that have been masked

No information

Sample size

Target sample size: **80**

Randomization (investigator's opinion)

Randomized

Randomization description

Blinding (investigator's opinion)

Single blinded

Blinding description

Placebo

Not used

Assignment

Single

Other design features

Secondary Ids

empty

Ethics committees

1

Ethics committee

Name of ethics committee

Ethics committee of Tarbiat Modares University

Street address

Faculty of Medical Sciences- Tarbiat Modares University

City

Tehran

Postal code

Approval date

2013-04-27, 1392/02/07

Ethics committee reference number

Health conditions studied

1

Description of health condition studied

Patient dissatisfaction from doctor- patient relationships

ICD-10 code

ICD-10 code description

Primary outcomes

1

Description

Self-efficacy

Timepoint

Before and 8 months after the intervention

Method of measurement

Self- assessment, valid and reliable researcher- made questionnaire, as an both ordinal and ratio variable

Secondary outcomes

1

Description

Patient satisfaction

Timepoint

Before and 8 months after the intervention

Method of measurement

Self- assessment, valid and reliable researcher- made questionnaire, as an both ordinal and ratio variable

Intervention groups

1

Description

Educational intervention:student centered, with feedbacks to Interns' electronic log- books, Educational package according to PRECEED PROCEDE model

Category

Behavior

Recruitment centers

1

Recruitment center

Name of recruitment center

Tehran University of Medical Sciences

Full name of responsible person

Street address

City

Tehran

2

Recruitment center

Name of recruitment center
Shahid Beheshti University of Medical Sciences
Full name of responsible person
Street address
City
Tehran

sa.ghafarifar@yahoo.com
Web page address

Person responsible for scientific inquiries

Contact

Name of organization / entity
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Sponsors / Funding sources

1

Sponsor

Name of organization / entity
Faculty of Medical Sciences- Tarbiat Modares University
Full name of responsible person
Dr Fazlollah Ghofranipour
Street address
Department of Health Education, Faculty of Medical Sciences- Tarbiat Modares University
City
Tehran
Grant name
Grant code / Reference number
Is the source of funding the same sponsor organization/entity?
Yes
Title of funding source
Faculty of Medical Sciences- Tarbiat Modares University
Proportion provided by this source
100
Public or private sector
empty
Domestic or foreign origin
empty
Category of foreign source of funding
empty
Country of origin
Type of organization providing the funding
empty

Person responsible for general inquiries

Contact

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Person responsible for updating data

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Sharing plan

Deidentified Individual Participant Data Set (IPD)

empty

Study Protocol

empty

Statistical Analysis Plan

empty

Informed Consent Form

empty

Clinical Study Report

empty

Analytic Code
empty

Data Dictionary
empty