Clinical Trial Protocol
Iranian Registry of Clinical Trials

16 Nov 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

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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

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
552/571

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

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

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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