

Clinical Trial Protocol

Iranian Registry of Clinical Trials

20 Sep 2026

The effect of the nurses empowerment program on the quality of care in patient, nurses communication skill and job stress management in CCU wards

Protocol summary

Summary

The aim of this study is to evaluate the effect of the nurses empowerment program on the quality of care in patient. The sample of the study includes 50 nurses working in CCUs and 200 patients in Fatemeh Zahra (SA) hospital in Mazandaran, Iran. This study is a randomized clinical trial and multi-stage sampling. First between of two existing buildings randomly assigned to the intervention group and the other one in the control group. In the next step, two wards of the buildings were randomized to intervention and control groups are selected and all of the nurses will be recruited. Intervention include for 16 hours workshop on empowering nurses in 4 sessions for one day a week for 4 hours each day in two parts are held managing stress and communication skills. Communication skills questionnaire and job stress questionnaire by nurses and quality of care questionnaire by patients, before and 4 weeks after the intervention, be completed in two groups.

General information

Acronym

IRCT registration information

IRCT registration number: **IRCT2016051624342N3**

Registration date: **2017-04-13, 1396/01/24**

Registration timing: **retrospective**

Last update:

Update count: **0**

Registration date

2017-04-13, 1396/01/24

Registrant information

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Name of organization / entity

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Recruitment status

Recruitment complete

Funding source

Vice-Chancellor of Research and Technology,
Mazandaran University of Medical Sciences

Expected recruitment start date

2016-10-21, 1395/07/30

Expected recruitment end date

2017-01-19, 1395/10/30

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

The effect of the nurses empowerment program on the quality of care in patient, nurses communication skill and job stress management in CCU wards

Public title

The effect of the nurses empowerment on the quality of care in patient

Purpose

Health service research

Inclusion/Exclusion criteria

Inclusion criteria for nurses: working in the CCU, having a nursing degree (undergraduate and graduate), at least a yearwork experience, without taking classes to manage

job stress and nurses communication skills. Exclusion criteria for nurses: absence in one of the two workshops, leave or transfer to other parts of the CCU or other hospitals, using drugs such as sedatives; anti-depressants; anti-psychotic and anti-anxiety, a psychological crisis in the past 6 months dealing with incidents such as the death of loved ones; accident; divorce and family disputes is. Inclusion criteria for patients: being alert, admitted to CCU, the desire to complete the questionnaire, are older than 18 years. Exclusion criteria for patients: have mental illness (depression, schizophrenia, cognitive disorders, personality disorders), blindness and deafness.

Age

No age limit

Gender

Both

Phase

N/A

Groups that have been masked

No information

Sample size

Target sample size: 200

Randomization (investigator's opinion)

Randomized

Randomization description

Blinding (investigator's opinion)

Not 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 Mazandaran University of Medical Sciences

Street address

Moalem Square.

City

sari

Postal code

Approval date

2016-10-05, 1395/07/14

Ethics committee reference number

IR.MAZUMS.REC.95.2389

Health conditions studied

1

Description of health condition studied

Quality of Care in Patient

ICD-10 code

Z73.3

ICD-10 code description

Stress, not elsewhere classified

Primary outcomes

1

Description

Nurses communication skill and job stress managment

Timepoint

Before the intervention and one month after the intervention.

Method of measurement

Communication skills questionnaire (HP-CSS) and nurses job stress questionnaire (NSS)

Secondary outcomes

1

Description

Quality of patient care

Timepoint

Before the intervention and one month after the intervention.

Method of measurement

Quality of patient care questionnaire (QUALPACS)

Intervention groups

1

Description

Intervention group 16 hours nurse empowerment workshop in 4 sessions for one day a week for 4 hours each day, in two parts held managing stress and communication skills. Learning approach for presentations using PowerPoint and worksheet exercises are operation. In the two sessions of stress management training will be held 4 hours on one day of the week with the participation of the participants in the use of concrete examples for four hours. In the two sessions of communication skills training will be held 4 hours on one day of the week according to the directory for nurses communication skills (Communication Skills for Nurese) and communicate with the patient in addition examples of the difficult topics of communication skills in CCU for 4 hours. 4 weeks after finishing fourth session, communication skills and stress questionnaire by the nurses and the quality of care by patients is completed.

Category

Behavior

2

Description

In the control group there is no intervention, just before and 4 weeks after study, communication skills and stress questionnaires by nurses and quality of care by patients is completed .

Category

N/A

Recruitment centers

1

Recruitment center

Name of recruitment center

Fatemeh Zahra (SA) Hospital

Full name of responsible person

Maryam Alizadeh

Street address

Artesh Boulevard, shahrdari square

City

Sari

Sponsors / Funding sources

1

Sponsor

Name of organization / entity

Vice-Chancellor of Research and Technology,
Mazandaran University of Medical Sciences

Full name of responsible person

Dr.Esmaeili

Street address

Moalem Square

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Grant name

Grant code / Reference number

Is the source of funding the same sponsor organization/entity?

Yes

Title of funding source

Vice-Chancellor of Research and Technology,
Mazandaran University of Medical Sciences

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

Name of organization / entity

Mazandaran University of Medical Sciences

Full name of responsible person

Seyedeh Sakineh Salimi

Position

Master Critical Care Nursing Student

Other areas of specialty/work

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Person responsible for scientific inquiries

Contact

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Full name of responsible person

Vida Shafipour

Position

Phd.Educational Nursing-faculty member

Other areas of specialty/work

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Web page address	<i>empty</i>
Sharing plan	Informed Consent Form
	<i>empty</i>
Deidentified Individual Participant Data Set (IPD)	Clinical Study Report
<i>empty</i>	<i>empty</i>
Study Protocol	Analytic Code
<i>empty</i>	<i>empty</i>
Statistical Analysis Plan	Data Dictionary
	<i>empty</i>