Clinical Trial Protocol
Iranian Registry of Clinical Trials

17 Sep 2026

The effect of effective communication skills education on patient satisfaction and nurses communication skills in OSCE exam

Protocol summary

Summary

Effective communication is a vital component of nursing care. However there is some evidence supporting the need for the improvement of nurses' communication skills. This study was conducted to evaluate the effect of nurses' communication skills education on their competency and performance in communication. Method: In this randomized controlled trial 70 eligible nurses were randomly assigned to an experimental and control group. The experimental group participated in a two-day workshop on communication skills. The competency of the nurses in communication skills were evaluated in an OSCE exam. Nurses' performance was evaluated by measurement of patient satisfaction with nurses' communication skills. Both competency and performance were measured before and two months after the workshop.

General information

Acronym

OSCE

IRCT registration information

IRCT registration number: **IRCT201204042621N11**
Registration date: **2012-11-16, 1391/08/26**
Registration timing: **retrospective**

Last update:
Update count: **0**

Registration date

2012-11-16, 1391/08/26

Registrant information

Name

Marzieh Moattari

Name of organization / entity

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Iran (Islamic Republic of)

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Recruitment status

Recruitment complete

Funding source

Vice chancellor for research, Shiraz university of medical sciences

Expected recruitment start date

2012-02-01, 1390/11/12

Expected recruitment end date

2012-05-29, 1391/03/09

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

The effect of effective communication skills education on patient satisfaction and nurses communication skills in OSCE exam

Public title

The effect of effective communication skills education on nurses' competency and performance

Purpose

Health service research

Inclusion/Exclusion criteria

Inclusion criteria: written consent, holding bachelor degree in nursing and not participating in any communication skills training in the past 6 months. Exclusion criteria: not participating in workshop; not participating in OSCE; not tending to continue to participate in the study.

Age

From **23 years** old to **37 years** old

Gender
Both

Phase
N/A
Groups that have been masked
No information
Sample size
Target sample size: **500**
Randomization (investigator's opinion)
Randomized
Randomization description
Blinding (investigator's opinion)
Not blinded
Blinding description
Placebo
Not used
Assignment
Parallel
Other design features

Secondary Ids

empty

Ethics committees

1

Ethics committee
Name of ethics committee
Shiraz University of Meedical Sciences
Street address
Zand street
City
Shiraz
Postal code
73145197
Approval date
2012-01-15, 1390/10/25
Ethics committee reference number
5932

Health conditions studied

1

Description of health condition studied
Nursing
ICD-10 code
Z75
ICD-10 code description
Problems related to medical facilities and other health care

Primary outcomes

1

Description
nurses competency in Communication skills
Timepoint
Before & 2 month after ending the intervention
Method of measurement
objective structured clinical examination (OSCE)

Secondary outcomes

1

Description
Patient satisfaction regarding nurses'communication skills
Timepoint
Before & 2 months after intervention
Method of measurement
a valid and reliable Questionnaire for measurment of patient satisfaction regarding nurses'communication skills

Intervention groups

1

Description
The experimental group participated in a 2 day workshop on communication skills. Subjects included in this workshop were: basic communication skills, the importance of communication (verbal and non verbal), patient teaching, problem solving, decision making, cross cultural communication and breaking bad news, initiating the session, active listening and questioning technique. Appropriate teaching strategies such as brain storming, role play, group discussion, reflection on films and demonstration and mini lecture were applied to enhance participants learning. All the sessions were held in small groups.
Category
Other

2

Description
Control group without education
Category
N/A

Recruitment centers

1

Recruitment center
Name of recruitment center
Shohada hospital of Neyriz
Full name of responsible person
Dr. Saleh Tavana
Street address
Taleghani street, Neyriz
City
Neiriz

Sponsors / Funding sources

1

Sponsor
Name of organization / entity
Shiraz University of Medical Sciences
Full name of responsible person
Vice chancellor of research; 7 th floor, Shiraz university of medical sciences
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Vice chancellor for research, Shirasz University of Medical Sciences, Zand Street
City
Shiraz
Grant name
Grant code / Reference number
Is the source of funding the same sponsor organization/entity?
Yes
Title of funding source
Shiraz 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

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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