

Clinical Trial Protocol

Iranian Registry of Clinical Trials

05 Jul 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

Shiraz university of medical sciences

Country

Iran (Islamic Republic of)

Phone

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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 measurement 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

Street address

Vice chancellor for research, Shiraz 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

Contact**Name of organization / entity**

Shiraz University of Medical Sciences

Full name of responsible person

Marzieh Moattari

Position

PHD in Nursing, Faculty Member, Shiraz University of Medical Sciences

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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