

Clinical Trial Protocol

Iranian Registry of Clinical Trials

21 Jun 2026

Study of The effect of educational-based empowerment program on the quality of nursing services in dialysis department

Protocol summary

Study aim

Determination of the effect of educational-based empowerment program on the quality of nursing services in dialysis department of Valiasr Hospital in Zanzan

Design

Semi-experimental study of clinical trial type, pre-test and post-test in two stages before and after intervention

Settings and conduct

The research community in this study included patients admitted to the Valiasr dialect of Zanzan and nurses in this department. In the first stage, before the implementation of the empowerment plan, the SERVQUAL questionnaire is distributed among patients and nurses who have criteria for entering the study. After collecting information in the first stage, the data are analyzed and then, based on the results of the first stage data, according to the SERVQUAL questionnaire and based on different dimensions of this model, nursing empowerment sessions are designed and implemented. To make in the second phase of the study, the SERVQUAL questionnaire is distributed again within one month among the same patients and nurses. The results of the first and second stages of the research are compared with each other.

Participants/Inclusion and exclusion criteria

inclusion criteria: Be alert, able to answer questions spontaneously or by the researcher, have been dialysed at least three times per week for at least one month, during the past three months, no other intervention has been received by other researchers, and the consent Participate in research. Exclusion criteria: Reduced consciousness, To withdraw from the research, The doctor orders the discharge from the dialysis unit, Die

Intervention groups

The study is pre- and post-test and a nursing-based empowerment program is implemented.

Main outcome variables

Quality of nursing services based on the dimensions of the SERVQUAL questionnaire

General information

Reason for update

Acronym

IRCT registration information

IRCT registration number: **IRCT20170806035532N2**

Registration date: **2018-03-18, 1396/12/27**

Registration timing: **retrospective**

Last update: **2018-03-18, 1396/12/27**

Update count: **0**

Registration date

2018-03-18, 1396/12/27

Registrant information

Name

Zeynab Bakhteari

Name of organization / entity

Country

Iran (Islamic Republic of)

Phone

+98 24 3342 0651

Email address

jafari_ns@zums.ac.ir

Recruitment status

Recruitment complete

Funding source

Governmental

Expected recruitment start date

2017-02-03, 1395/11/15

Expected recruitment end date

2017-06-20, 1396/03/30

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

Study of The effect of educational-based empowerment program on the quality of nursing services in dialysis department

Public title

The effect of empowerment program on nursing service quality

Purpose

Other

Inclusion/Exclusion criteria**Inclusion criteria:**

Be alert able to answer the questions spontaneously or by the researcher It has been dialysed at least three times per week for at least one month In the past three months, another intervention has not been received by other researchers Satisfaction to participate in the research

Exclusion criteria:

Reduced consciousness To withdraw from the research The doctor orders the discharge from the dialysis unit Die

Age

No age limit

Gender

Both

Phase

N/A

Groups that have been masked

No information

Sample size

Target sample size: **150**

Randomization (investigator's opinion)

N/A

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 of Zanjan University of Medical Sciences

Street address

Central Command, Beginning of Islamic Republic Boulevard, Azadi Square, Zanjan

City

Zanjan

Province

Zanjan

Postal code

4515613191

Approval date

2016-11-02, 1395/08/12

Ethics committee reference number

ZUMS.REC.1395.198

Health conditions studied**1****Description of health condition studied**

Quality of Nursing Services

ICD-10 code**ICD-10 code description****Primary outcomes****1****Description**

The quality of nursing services based on the dimensions of the SERVQUAL (Service Quality) questionnaire

Timepoint

Before intervention and one month after intervention

Method of measurement

SERVQUAL questionnaire

Secondary outcomes

empty

Intervention groups**1****Description**

The present study is a semi-experimental design with pre-test and post-test design. The intervention group includes nurses working in the dialysis department, which are educational-based empowerment sessions as interventions.

Category

Other

Recruitment centers**1****Recruitment center****Name of recruitment center**

Valiasr Hospital

Full name of responsible person

Zeynab Bakhteari

Street address

Above Valiasr Square., Valiasr Hospital

City

Zanjan

Province

Zanjan

Postal code
4515777978
Phone
+98 24 3377 0801
Email
Valiasr@zums.ac.ir
Web page address

Master's degree student of intensive care
Latest degree
Bachelor
Other areas of specialty/work
Nursery
Street address
Central Command., Beginning of Islamic Republic
Boulevard., Azadi Square., Zanzan
City
Zanzan
Province
Zanzan
Postal code
4515613191
Phone
+98 24 3342 0651
Fax
+98 24 3342 0670
Email
info@zums.ac.ir
Web page address

Sponsors / Funding sources

1

Sponsor

Name of organization / entity
Zanzan University of Medical Sciences
Full name of responsible person
Vice chancellor for research
Street address
Central Command., Beginning of Islamic Republic
Boulevard., Azadi Square., Zanzan
City
Zanzan
Province
Zanzan
Postal code
4515613191
Phone
+98 24 3342 0651
Fax
+98 24 3342 4770
Email
info@zums.ac.ir
Web page address
Grant name
5000000 ربا
Grant code / Reference number
ZUMS.REC.1395.198
Is the source of funding the same sponsor organization/entity?
Yes
Title of funding source
Zanzan University of Medical Sciences
Proportion provided by this source
100
Public or private sector
Public
Domestic or foreign origin
Domestic
Category of foreign source of funding
empty
Country of origin
Type of organization providing the funding
Academic

Person responsible for scientific inquiries

Contact

Name of organization / entity
Zanzan University of Medical Sciences
Full name of responsible person
Nasrin Jafari Varjushani
Position
Ph.D. Community Health Nursing
Latest degree
Ph.D.
Other areas of specialty/work
Others
Street address
Central Command., Beginning of Islamic Republic
Boulevard., Azadi Square., Zanzan
City
Zanzan
Province
Zanzan
Postal code
4515613191
Phone
+98 24 3342 0651
Fax
+98 24 3342 0670
Email
info@zums.ac.ir
Web page address

Person responsible for updating data

Contact

Name of organization / entity
Zanzan University of Medical Sciences
Full name of responsible person
Zeynab Bakhteari
Position
Master's degree student of intensive care

Person responsible for general inquiries

Contact

Name of organization / entity
Zanzan University of Medical Sciences
Full name of responsible person
zeynab bakhteari
Position

Latest degree

Bachelor

Other areas of specialty/work

Nursery

Street address

Central Command., Beginning of Islamic Republic
Boulevard., Azadi Square., Zanzan

City

Zanzan

Province

Zanzan

Postal code

4515613191

Phone

+98 24 3342 0651

Fax

+98 24 3342 0670

Email

info@zums.ac.ir

Web page address**Sharing plan****Deidentified Individual Participant Data Set (IPD)**

Yes - There is a plan to make this available

Study Protocol

Yes - There is a plan to make this available

Statistical Analysis Plan

Yes - There is a plan to make this available

Informed Consent Form

Yes - There is a plan to make this available

Clinical Study Report

Yes - There is a plan to make this available

Analytic Code

Yes - There is a plan to make this available

Data Dictionary

Yes - There is a plan to make this available

Title and more details about the data/document

All data can be shared after unrecognizable people.

When the data will become available and for how long

Starting the course 8 months after printing results

To whom data/document is available

Only for scholars and students working in academic and scientific institutions

Under which criteria data/document could be used

Students and researchers in writing papers and dissertations can use all parts of the documentation by sending their own email and introducing themselves and their universities and obtaining permission.

From where data/document is obtainable

By e-mail address

What processes are involved for a request to access data/document

After sending the email and introducing yourself and your university and obtaining permission, one month later the documentation will be sent

Comments