

Clinical Trial Protocol

Iranian Registry of Clinical Trials

17 Sep 2026

Effect of sending a letter of condolences to the family of the deceased in Rasoul e- Akram hospital on their perception of the performance of the medical care and hospital services.

Protocol summary

Study aim

The aim of study was to investigate the effect of sending condolences letter on patient's family to view of medical staff and Rasoul e-Akram hospital services.

Design

The randomization in this study was blocked. 200 samples were selected, that will be assigned to each study group 100.

Settings and conduct

This study will be carried out at Rasoul e-Akram Hospital. A condolence letter will be sent to the family of the deceased at the time of study. This letter will not be sent to another group. Participants in the study and the person will be data collection was blinded to the type of group assigned.

Participants/Inclusion and exclusion criteria

Family of all those who died at the time of the study in the hospital will be included in the study.

Intervention groups

In this study, a letter of condolence to the intervention group will be sent to their family. No intervention will be given to the control group.

Main outcome variables

The perceived family of the deceased towards the medical staff and hospital services

General information

Reason for update

Acronym

IRCT registration information

IRCT registration number: **IRCT20140528017891N5**

Registration date: **2018-06-01, 1397/03/11**

Registration timing: **registered_while_recruiting**

Last update: **2018-06-01, 1397/03/11**

Update count: **0**

Registration date

2018-06-01, 1397/03/11

Registrant information

Name

Nader Tavakoli

Name of organization / entity

Iran University Of Medical Science

Country

Iran (Islamic Republic of)

Phone

+98 21 8891 5410

Email address

tavakoli.n@iums.ac.ir

Recruitment status

Recruitment complete

Funding source

Expected recruitment start date

2018-04-03, 1397/01/14

Expected recruitment end date

2018-07-05, 1397/04/14

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

Effect of sending a letter of condolences to the family of the deceased in Rasoul e- Akram hospital on their perception of the performance of the medical care and hospital services.

Public title

Effect of sending a letter of condolences to the family of the performance of the medical care and hospital services.

Purpose

Supportive

Inclusion/Exclusion criteria

Inclusion criteria:

Having a permanent resident place in Tehran

Exclusion criteria:

Having a permanent resident other than Tehran

Age

No age limit

Gender

Both

Phase

N/A

Groups that have been masked

- Participant
- Outcome assessor

Sample size

Target sample size: **200**

Randomization (investigator's opinion)

Randomized

Randomization description

This study randomization method is blocked.

Blinding (investigator's opinion)

Double blinded

Blinding description

The family of the deceased will be blinded to the type of intervention of other participants in the study. In addition, the person who receives information about the checklist by telephone from the family of the deceased will be unaware of the receipt or non-receipt of the letter.

Placebo

Not used

Assignment

Parallel

Other design features

Secondary Ids

empty

Ethics committees

1

Ethics committee

Name of ethics committee

Ethics committee of Iran University of Medical Sciences

Street address

Iran University of Medical Sciences, Hemmat Highway

City

Tehran

Province

Tehran

Postal code

1445613131

Approval date

2017-11-19, 1396/08/28

Ethics committee reference number

IR.IUMS.REC 1396.31737

Health conditions studied

1

Description of health condition studied

Satisfaction with medical staff and hospital services

ICD-10 code

Z40-Z54

ICD-10 code description

Persons encountering health services for specific procedures and health care

Primary outcomes

1

Description

The perceived family of the deceased towards the medical staff and hospital services

Timepoint

A month after the letter was sent

Method of measurement

Satisfaction questionnaire

Secondary outcomes

1

Description

Nursing services

Timepoint

A month after the letter was sent

Method of measurement

Satisfaction questionnaire

2

Description

Hoteling services

Timepoint

A month after the letter was sent

Method of measurement

Satisfaction questionnaire

3

Description

Medical services

Timepoint

A month after the letter was sent

Method of measurement

Satisfaction questionnaire

4

Description

Admission and discharge process

Timepoint

A month after the letter was sent

Method of measurement

Satisfaction questionnaire

Intervention groups

1

Description

Intervention group: In this group five days after the death of the individual, a letter of condolence will be sent to the family of the deceased by the head of the hospital. Questions about the satisfaction of health services and hospitals will be asked a month after the letter was sent from the person who took the most time with the patient in the hospital.

Category

Behavior

2

Description

Control group: In this group intervention will not be prescribed. One month after the patient's death, the person with the most time attending the patient at the hospital will be asked questions about the satisfaction of the health services and the hospital.

Category

Behavior

Recruitment centers

1

Recruitment center

Name of recruitment center

Rasoul e- Akram Hospital

Full name of responsible person

Nader Tavakoli

Street address

Rasoul e- Akram Hospital, Niyayesh St, Sattarkhan St

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Sponsors / Funding sources

1

Sponsor

Name of organization / entity

Iran University of Medical Sciences

Full name of responsible person

Kazem Malakouti

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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

Iran 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 general inquiries

Contact

Name of organization / entity

Iran University of Medical Sciences

Full name of responsible person

Pooya Hedayati

Position

Consultant

Latest degree

Bachelor

Other areas of specialty/work

Health Service Management

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Person responsible for scientific inquiries

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Full name of responsible person

Nader Tavakoli

Position

Associate professor

Latest degree

Specialist

Other areas of specialty/work

Emergency Medicine

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Sharing plan**Deidentified Individual Participant Data Set (IPD)**

Undecided - It is not yet known if there will be a plan to make this available

Study Protocol

Undecided - It is not yet known if there will be a plan to make this available

Statistical Analysis Plan

Undecided - It is not yet known if there will be a plan to make this available

Informed Consent Form

Undecided - It is not yet known if there will be a plan to make this available

Clinical Study Report

Undecided - It is not yet known if there will be a plan to make this available

Analytic Code

Undecided - It is not yet known if there will be a plan to make this available

Data Dictionary

Not applicable

Person responsible for updating data**Contact****Name of organization / entity**

Iran University of Medical Sciences

Full name of responsible person

Pooya Hedayati

Position

Consultant

Latest degree

Master

Other areas of specialty/work

Health Service Management

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