

Clinical Trial Protocol

Iranian Registry of Clinical Trials

09 Jun 2026

The Effect of Professional Ethics Training on EMS Staffs on the Recorded Complaint in the Quality Control Department of Arak University of Medical Sciences.

Protocol summary

Study aim

Determine the Effect of Professional Ethics Training on Emergency Medical Staff on the Recorded Complaint in the Quality Control Department of Arak University of Medical Sciences

Design

Clinical trial with one group, non-control group, community-based and pragmatic, without blinding

Settings and conduct

The present study is an interventional study conducted in pre-hospital emergency departments affiliated to Arak University of Medical Sciences. Samples include medical emergency technicians (medical emergency expert, nursing expert, surgical technologist, and others).

Participants/Inclusion and exclusion criteria

Inclusion criteria: At least 6 months work experience at Emergency Center
The desire to participate in the study
Exclusion criteria: Unwillingness to participate in the study
Retirement before study completion

Intervention groups

All complaints received at the Pre-hospital Emergency Complaint Center during a four-month period are considered as complaints before the intervention. After holding two workshops, all complaints are again filed two weeks and one month after the workshops are held. The content of the workshop includes: the necessity of professional ethics in medical care, the principles and ethical values in urgency, professionalism, conflict of interests, privacy, satisfaction, familiarity with the concept of communication and communication levels, methods, and techniques of communication with the patient.

Main outcome variables

Complaints filed by the Quality Control Department of Arak University of Medical Sciences

General information

Reason for update

Acronym

Emergency Medical System (EMS)

IRCT registration information

IRCT registration number: **IRCT20170404033223N2**

Registration date: **2018-12-15, 1397/09/24**

Registration timing: **registered_while_recruiting**

Last update: **2018-12-15, 1397/09/24**

Update count: **0**

Registration date

2018-12-15, 1397/09/24

Registrant information

Name

Ahmadreza Abedi

Name of organization / entity

Arak University of Medical Sciences

Country

Iran (Islamic Republic of)

Phone

+98 86 3417 3524

Email address

abedi.a@arakmu.ac.ir

Recruitment status

Recruitment complete

Funding source

Expected recruitment start date

2018-08-23, 1397/06/01

Expected recruitment end date

2019-01-20, 1397/10/30

Actual recruitment start date

empty

Actual recruitment end date

empty

Trial completion date

empty

Scientific title

The Effect of Professional Ethics Training on EMS Staffs on the Recorded Complaint in the Quality Control Department of Arak University of Medical Sciences.

Public title

The Effect of Professional Ethics Training on EMS Staffs on the Recorded Complaints.

Purpose

Health service research

Inclusion/Exclusion criteria**Inclusion criteria:**

At least 6 months work experience at Emergency Center
The desire to participate in the study

Exclusion criteria:

Unwillingness to participate in the study Retirement before study completion

Age

No age limit

Gender

Male

Phase

N/A

Groups that have been masked

No information

Sample size

Target sample size: **150**

Randomization (investigator's opinion)

Not 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 of Arak University of Medical Sciences

Street address

Shahid Shiroodi St., A'lam-Al-Hoda St.

City

Arak

Province

Markazi

Postal code

3819693345

Approval date

2018-09-25, 1397/07/03

Ethics committee reference number

IR.ARAKMU.REC.1397.122

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

EMS staffs training, Reduction of patient complaints, Accelerating Accountability

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

Complaints filed by the Quality Control Department of Arak University of Medical Sciences

Timepoint

Two weeks and one month after the workshop

Method of measurement

Complaints filed with the emergency department, complaints filed in Ministry of Health System 190 and complaints received in writing form

Secondary outcomes

empty

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

Intervention group: All complaints received at the Pre-hospital Emergency Complaint Center during a four-month period are considered as complaints before the intervention. After holding two workshops, all complaints are again filed two weeks and one month after the workshops are held. The content of the workshop includes: the necessity of professional ethics in medical care, the principles and ethical values in urgency, professionalism, conflict of interests, privacy, satisfaction, familiarity with the concept of communication and communication levels, methods, and techniques of communication with the patient.

Category

Behavior

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

Emergency Centers affiliated to Arak University of Medical Sciences

Full name of responsible person

Paria Bahrami

Street address

University St., Bu Ali Sina St.

City

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Province

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3819693345

Phone

+98 86 3368 6445

Email

info@arakmu.ac.ir

Sponsors / Funding sources**1****Sponsor****Name of organization / entity**

Arak University of Medical Sciences

Full name of responsible person

Mohammad Arjomandzadegan

Street addressArak University of Medical Sciences, Basij Sq.,
Sardasht Region**City**

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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

Arak 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**

Arak University of Medical Sciences

Full name of responsible person

Maryam Lotfi-jahed

Position

Nursing MSc. (Student)

Latest degree

Master

Other areas of specialty/work

Nursing, Medical-Surgical

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Full name of responsible person

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Position

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Latest degree

Master

Other areas of specialty/work

Nursing, Medical-Surgical

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

Arak University of Medical Sciences

Full name of responsible person

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Position

MSc. Student

Latest degree

Bachelor

Other areas of specialty/work

Nursing

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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

Not applicable

Informed Consent Form

Yes - There is a plan to make this available

Clinical Study Report

Not applicable

Analytic Code

Not applicable

Data Dictionary

Not applicable

Title and more details about the data/document

Part of the data, such as information on the main outcome and the demographic information, can be shared.

When the data will become available and for how long

The beginning of the access period is 12 months after the results are published.

To whom data/document is available

Researchers working in academic and scientific institutions.

Under which criteria data/document could be used

In order to utilize scientific purposes and mention the source used.

From where data/document is obtainable

Maryam Lotfi Jahed lotfi7030@gmail.com

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

After receiving the email from the requester, If authorized by the University, the information will be sent within 2 to 3 working days.

Comments