Clinical Trial Protocol
Iranian Registry of Clinical Trials

18 Sep 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
Arak
Province
Markazi
Postal code
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 address
Arak University of Medical Sciences, Basij Sq., Sardasht Region
City
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Province
Markazi
Postal code
3819693345
Phone
+98 86 3417 3505
Email
info@arakmu.ac.ir
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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Arak University of Medical Sciences, Basij Sq., Sardasht Region
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Latest degree
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Other areas of specialty/work
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Person responsible for updating data

Contact
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Maryam Lotfi Jahed
Position
MSc. Student
Latest degree
Bachelor
Other areas of specialty/work
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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