Clinical Trial Protocol
Iranian Registry of Clinical Trials

31 Oct 2026

The effectiveness of education and cognitive rehearsal in managing nurses' incivility behaviors in emergency departments in Imam Hossein and Shohadaye Tajrish Hospitals

Protocol summary

Study aim
Determining the effectiveness of education and cognitive rehearsal in helping nurses to manage incivility in emergency departments

Design
Clinical trial with control group, with parallel groups and non-random assignment on 80 nurses

Settings and conduct
Completing the scale before the intervention in both groups, conducting training sessions and cognitive rehearsal in the intervention group, conducting education without cognitive rehearsal in the control group, one month later completing the scale

Participants/Inclusion and exclusion criteria
Inclusion criteria were BS degree or higher, non-participation in cognitive training courses.

Intervention groups
In the intervention group, education and cognitive rehearsal was done and in the control group, no cognitive rehearsal was performed.

Main outcome variables
managing incivility

General information

Reason for update

Acronym

IRCT registration information
IRCT registration number: **IRCT20200714048104N1**
Registration date: **2020-07-16, 1399/04/26**
Registration timing: **retrospective**

Last update: **2020-07-16, 1399/04/26**
Update count: **0**

Registration date
2020-07-16, 1399/04/26

Registrant information
Name
Foroozan Atashzadeh-Shoorideh
Name of organization / entity
Country
Iran (Islamic Republic of)
Phone
+98 21 8820 2520
Email address
f_atashzadeh@sbmu.ac.ir

Recruitment status
Recruitment complete

Funding source

Expected recruitment start date
2019-11-09, 1398/08/18

Expected recruitment end date
2020-02-20, 1398/12/01

Actual recruitment start date
2019-11-09, 1398/08/18

Actual recruitment end date
2020-02-20, 1398/12/01

Trial completion date
2020-02-20, 1398/12/01

Scientific title
The effectiveness of education and cognitive rehearsal in managing nurses' incivility behaviors in emergency departments in Imam Hossein and Shohadaye Tajrish Hospitals

Public title
The effectiveness of cognitive rehearsal on incivility behaviors

Purpose
Education/Guidance

Inclusion/Exclusion criteria
Inclusion criteria:
All nurses working in the emergency department

Exclusion criteria:
Participate in cognitive rehearsal training courses

Age
No age limit

Gender
Both

Phase
N/A

Groups that have been masked
No information

Sample size
Target sample size: **80**
Actual sample size reached: **80**

Randomization (investigator's opinion)
Not randomized

Randomization description

Blinding (investigator's opinion)
Not blinded

Blinding description

Placebo
Not used

Assignment
Other

Other design features

Secondary Ids

empty

Ethics committees

1

Ethics committee

Name of ethics committee
Unversity/Regional Research Ethics Committee Shahid Beheshti of Medical Sciences

Street address
Vali-Asr Avenue, Cross of Vali-Asr Avenue and Hashemi Rafsanjani (Neiaiesh) Highway, Opposite to Rajaee Heart Hospital, Tehran, Iran.

City
Tehran

Province
Tehran

Postal code
199835119

Approval date
2019-05-05, 1398/02/15

Ethics committee reference number
IR.SBMU.PHNM.1398.021

Health conditions studied

1

Description of health condition studied
incivility behaviors

ICD-10 code

ICD-10 code description

Primary outcomes

1

Description
incivility behaviors

Timepoint
pre-intervention and 1 month after intervention

Method of measurement
incivility scale

Secondary outcomes

empty

Intervention groups

1

Description
Intervention group: education and cognitive rehearsal

Category
Behavior

Recruitment centers

1

Recruitment center

Name of recruitment center
Imam Hosein Hospital and Shohadaye Tajrish Hospital

Full name of responsible person
Foroozan Atashzadeh-Shoorideh

Street address
Vali-Asr Avenue, Cross of Vali-Asr Avenue and Hashemi Rafsanjani (Neiaiesh) Highway, Opposite to Rajaee Heart Hospital, Tehran, Iran.

City
Tehran

Province
Tehran

Postal code
1996835119

Phone
+98 21 8820 2520

Fax
+98 21 8820 2522

Email
f_atashzadeh@sbmu.ac.ir

Sponsors / Funding sources

1

Sponsor

Name of organization / entity
Shahid Beheshti University of Medical Sciences

Full name of responsible person
معاون تحقیقات و فناوری دانشگاه علوم پزشکی شهید بهشتی

Street address
Bldg No.2 SBUMS, Arabi Ave, Daneshjoo Blvd, Velenjak, Tehran, Iran.

City
Tehran
Province
Tehran
Postal code
19839-63113
Phone
+98 21 23871
Email
info@sbmu.ac.ir

Grant name

Grant code / Reference number

Is the source of funding the same sponsor organization/entity?
Yes

Title of funding source
Shahid Beheshti University of Medical Sciences

Proportion provided by this source
1

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
Shahid Beheshti University of Medical Sciences
Full name of responsible person
Foroozan Atashzadeh-Shoorideh
Position
Associate Professor
Latest degree
Ph.D.
Other areas of specialty/work
Nursery
Street address
Vali-Asr Avenue, Cross of Vali-Asr Avenue and Hashemi Rafsanjani (Neiaiesh) Highway, Opposite to Rajaee Heart Hospital, Tehran, Iran.
City
Tehran
Province
Tehran
Postal code
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Phone
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Fax
+98 21 8820 2522
Email
f_atashzadeh@sbmu.ac.ir

Person responsible for scientific inquiries

Contact

Name of organization / entity
Shahid Beheshti University of Medical Sciences
Full name of responsible person
Foroozan Atashzadeh-Shoorideh
Position
Associate Professor
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City
Tehran
Province
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Person responsible for updating data

Contact

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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
Yes - There is a plan to make this available
Analytic Code
Not applicable
Data Dictionary
Not applicable
Title and more details about the data/document
The effectiveness of education and cognitive rehearsal in improving nurses' ability to deal with incivility in emergency departments
When the data will become available and for how long
2020
To whom data/document is available
researchers
Under which criteria data/document could be used
Upon request of the Journal with confidentiality
From where data/document is obtainable
correspondence author
What processes are involved for a request to access data/document
By email of the correspondence author
Comments