

# Clinical Trial Protocol

## Iranian Registry of Clinical Trials

10 Jun 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  
Rajae 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  
Rajae Heart Hospital, Tehran, Iran.

**City**

Tehran

**Province**

Tehran

**Postal code**

1996835119

**Phone**

+98 21 8820 2520

**Fax**

+98 21 8820 2522

**Email**

f\_atashzadeh@sbm.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@sbm.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 Rajae Heart Hospital, Tehran, Iran.

**City**

Tehran

**Province**

Tehran

**Postal code**

1996835119

**Phone**

+98 21 8820 2520

**Fax**

+98 21 8820 2522

**Email**

f\_atashzadeh@sbm.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

**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 Rajae Heart Hospital, Tehran, Iran

**City**

Tehran

**Province**

Tehran

**Postal code**

1996835119

**Phone**

+98 21 8820 2520

**Email**

f\_atashzadeh@sbm.ac.ir

**Person responsible for updating data****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 Rajae Heart Hospital, Tehran, Iran

**City**

Tehran

**Province**

Tehran

**Postal code**

1996835119

**Phone**

+98 21 8820 2520

**Email**

f\_atashzadeh@sbm.ac.ir

**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**