

# Clinical Trial Protocol

## Iranian Registry of Clinical Trials

18 Sep 2026

### Investigating the effect of directing and guidance on the level of satisfaction of patients referring to the emergency department

#### Protocol summary

##### Study aim

Investigating the effect of directing and guidance on the level of satisfaction of patients referring to the emergency department

##### Design

Clinical trial with control group, with parallel groups, single-blind, randomized, on 70 patients. The randomization function of Excel software was used for randomization

##### Settings and conduct

A study on the effect of the implementation of the directing and guidance protocol on the level of satisfaction of patients and emergency nurses of Baqiyat Allah Al-Azam Hospital, which sampling will be done in two groups before and after the implementation of the protocol and with single blinding.

##### Participants/Inclusion and exclusion criteria

Entry requirements: Patient admission in the emergency department Having at least basic literacy Informed consent to participate in the study Full consciousness and GCS15 Does not require resuscitation room. Non-entry conditions: Not willing to cooperate with the treatment team Discharge with personal consent required to Resuscitation operation Reluctance to complete the questionnaire after receiving it Failure to answer more than 20% of the questions in the questionnaire

##### Intervention groups

Patients referred to the emergency department before directing and guidance Patients referred to the emergency department after directing and guidance

##### Main outcome variables

awareness of relevant officials regarding the existing situation in hospital emergencies; quality and quantity of services provided in hospital emergencies; quality of nursing care in hospital emergencies; satisfaction of emergency; nurses and patients referring to hospital emergencies;

#### General information

##### Reason for update

##### Acronym

##### IRCT registration information

IRCT registration number: **IRCT20220815055713N1**

Registration date: **2023-01-29, 1401/11/09**

Registration timing: **prospective**

Last update: **2023-01-29, 1401/11/09**

Update count: **0**

##### Registration date

2023-01-29, 1401/11/09

##### Registrant information

##### Name

Mohsen Dajlari

##### Name of organization / entity

##### Country

Iran (Islamic Republic of)

##### Phone

+98 21 2912 2000

##### Email address

mohodaj@gmail.com

##### Recruitment status

**Recruitment complete**

##### Funding source

##### Expected recruitment start date

2023-02-04, 1401/11/15

##### Expected recruitment end date

2023-03-20, 1401/12/29

##### Actual recruitment start date

empty

##### Actual recruitment end date

empty

##### Trial completion date

empty

##### Scientific title

Investigating the effect of directing and guidance on the level of satisfaction of patients referring to the emergency department

**Public title**  
Investigating the effect of directing and guidance on the level of satisfaction of patients referring to the emergency department

**Purpose**  
Health service research

**Inclusion/Exclusion criteria**  
**Inclusion criteria:**  
 Admission of the patient in the emergency department  
 Having at least basic literacy Informed consent to participate in the study Full consciousness and GCS15  
 Does not require resuscitation room  
**Exclusion criteria:**  
 Not willing to cooperate with the treatment team  
 Discharge with personal consent required to Resuscitation operation Reluctance to complete the questionnaire after receiving it Failure to answer more than 20% of the questions in the questionnaire

**Age**  
No age limit

**Gender**  
Both

**Phase**  
N/A

**Groups that have been masked**

- Data analyser

**Sample size**  
Target sample size: **100**

**Randomization (investigator's opinion)**  
Randomized

**Randomization description**  
Sampling of patients will be done by random method and patients referred to emergency triage will be marked using odd and even numbers and will be selected through lottery, so that the first group of patients will be before the implementation of the protocol and the second group of patients will be after implementation of the protocol. Sampling of emergency department nurses included in the study will be done in two times (before and after the implementation of the protocol).

**Blinding (investigator's opinion)**  
Single blinded

**Blinding description**  
Patients and clinical caregivers are not informed about not receiving all the referrals from directing and guidance.

**Placebo**  
Not used

**Assignment**  
Parallel

**Other design features**

**Secondary Ids**  
empty

## Ethics committees

### 1

#### Ethics committee

##### Name of ethics committee

Research Ethics Committees of Baqiyatallah Hospital

##### Street address

Baqiyatullah Al-Azam University of Medical Sciences,  
South Sheikh Bahai St., Mollasadra St., Vanak Square

##### City

Tehtan

##### Province

Tehran

##### Postal code

1435916471

#### Approval date

2022-12-26, 1401/10/05

#### Ethics committee reference number

IR.BMSU.BAQ.REC.1401.087

## Health conditions studied

### 1

#### Description of health condition studied

Patients referred to the emergency department

#### ICD-10 code

#### ICD-10 code description

## Primary outcomes

### 1

#### Description

level of patient satisfaction based on the score obtained from the patient satisfaction questionnaire

#### Timepoint

Before and after the implementation of the patient directing and guidance protocol

#### Method of measurement

To determine the level of patient satisfaction, the patient satisfaction questionnaire of Salami et al. (2016) is used. The questionnaire of patients' satisfaction with hospital services has 26 questions and 3 subscales (technical-professional care, trust and education to the patient) and its purpose is to check the level of patients' satisfaction with the services provided by the hospital. 7 items are related to technical-professional care scale, 13 items are related to trust subscale and 6 items are related to patient education subscale. Each item is rated on a 5-point Likert scale from strongly agree (score 5) to strongly disagree (score 1). 14 items were positive and 12 items were negative and their scores were calculated inversely. The score range is between 26 and 130. A score less than 78 equals dissatisfaction, 78 to 104 equals moderate satisfaction, and 104 and above equals full satisfaction. The reliability of this questionnaire was obtained by Salami et al. (2013) with Cronbach's alpha test of 0.87

## 2

### **Description**

The level of nurses' satisfaction based on nurses' job satisfaction questionnaire

### **Timepoint**

Before and after the implementation of the patient directing and guidance protocol

### **Method of measurement**

To determine the level of satisfaction of nurses, Manukian's satisfaction questionnaire (33) related to nurses' job satisfaction is used, including (21 questions), which consists of two parts: internal satisfaction (seven questions) and external satisfaction (14 questions). The basis of this questionnaire is based on the satisfaction scales job satisfaction questionnaire, which in Manukian's study titled "Comparison of job satisfaction of nurses in cancer and maternity departments, three questions were added to the internal satisfaction part and ten questions were added to the external satisfaction part. Answering these questions is based on a six-point rating scale (1-6), where number one indicates the lowest level of satisfaction and number six indicates the highest level of satisfaction. The minimum score for internal satisfaction questions is seven and the maximum score is 42. In terms of external satisfaction, the minimum score is 14 and the maximum is 84, and in the case of overall job satisfaction, the minimum score is 21 and the maximum is 126. Internal and external job satisfaction Total job satisfaction is divided into two levels, high and low, using the average. The average score for internal satisfaction is 24, external job satisfaction is 49, and overall job satisfaction is 74, and high and low levels are determined according to the mentioned numbers. The scientific validity of this questionnaire was done through content validity, and to determine the scientific reliability of the tool, the retest method was used in the research of Khosrovan et al. (2013) and the obtained reliability coefficient was 0.8

## **Secondary outcomes**

empty

## **Intervention groups**

### 1

#### **Description**

Control group: In the first stage, for the patients who have been selected as research samples, the researcher provides explanations regarding the research and its purpose. After providing the necessary information, those interested volunteers who complete the participation and cooperation consent form in this research plan will enter the research. Candidates are assured of confidentiality. The research participants are asked to complete the questionnaire of this research project, which includes two parts of demographic information and patient satisfaction.

#### **Category**

Other

## 2

### **Description**

Control group: In the first stage, for the nurses who have been selected as research samples, the researcher provides explanations regarding the research and its purpose. After providing the necessary information, those interested volunteers who complete the consent form to participate and cooperate in this research project will enter the research. Candidates are assured of confidentiality. The research participants are requested to complete the questionnaire of this research plan which includes two parts of demographic information and nurses' satisfaction.

### **Category**

Other

## 3

### **Description**

Intervention group: After examining the condition of hospital emergency centers and the methods adopted regarding the guidance and direction of patients as best as possible for the implementation of the research, a protocol to guide and guide patients in the optimal way and in a way that reduces confusion and more awareness and reaches patients as quickly as possible It is implemented to the appropriate hospital emergency services and reducing unnecessary referrals to nurses and personnel and increasing the efficiency and satisfaction of nurses due to reducing unnecessary referrals and increasing satisfaction based on increasing work concentration and less energy wasted on wasted affairs. In the next step, the protocol designed as a pilot will be implemented for four weeks in the emergency department under the supervision of the researcher. In order to implement the protocol, full face-to-face explanations and training regarding the correct implementation of the measures and the purpose of the measures will be announced to the relevant personnel by the researcher. becomes After four weeks of the implementation of the protocol, the demographic and satisfaction questionnaire of the patients will be completed by the participating patients who have received the services explained in the protocol, it should be noted that the patients participating in the research before and after the implementation of the directing and guidance protocol (due to the impossibility of accessing patients participating in the first group after four weeks) will be different. Samples related to patients will be collected by the available method. Questionnaires will be collected and analyzed after the end of the four-week project implementation period.

### **Category**

Other

## 4

### **Description**

Intervention group: After examining the condition of hospital emergency centers and the methods adopted regarding the guidance and direction of patients as best as possible for the implementation of the research, a

protocol to direct and guide patients in the optimal way and in a way that reduces confusion and more awareness and reaches patients as quickly as possible. It is implemented to the appropriate hospital emergency services and reducing unnecessary referrals to nurses and personnel and increasing the efficiency and satisfaction of nurses due to reducing unnecessary referrals and increasing satisfaction based on increasing work concentration and less energy wasted on wasted affairs. In the next step, the protocol designed as a pilot will be implemented for four weeks in the emergency department under the supervision of the researcher. In order to implement the protocol, full face-to-face explanations and training regarding the correct implementation of the measures and the purpose of the measures will be announced to the relevant personnel by the researcher. After four weeks of the implementation of the protocol, the nurses' demographic and satisfaction questionnaire will be completed by the participating nurses who have participated in providing the services explained in the protocol, samples of nurses will be collected by census method. Questionnaires will be collected and analyzed after the end of the four-week project implementation period.

#### Category

Other

## Recruitment centers

### 1

#### Recruitment center

##### Name of recruitment center

Baqiyatallah Hospital

##### Full name of responsible person

Hamidreza Javadzadeh

##### Street address

Baqiyat Allah Hospital , Mollasadra St., Vanak Square

##### City

Tehran

##### Province

Tehran

##### Postal code

1435915371

##### Phone

+98 21 8126 4115

##### Email

mail@bmsu.ac.ir

##### Web page address

<https://bmsu.ac.ir/portal/home/>

## Sponsors / Funding sources

### 1

#### Sponsor

##### Name of organization / entity

Bagheiat-allah University of Medical Sciences

##### Full name of responsible person

Mohsen Saberi Asfidavajani

##### Street address

Baqiyatullah Al-Azam University of Medical Sciences,

South Sheikh Bahai St., Mollasadra St., Vanak Square

##### City

Tehran

##### Province

Tehran

##### Postal code

1435916471

##### Phone

+98 21 8126 7455

##### Email

msaberi@bmsu.ac.ir

##### Web page address

<https://research.bmsu.ac.ir/portal/home/>

##### Grant name

##### Grant code / Reference number

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

Yes

##### Title of funding source

Bagheiat-allah 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

Bagheiat-allah University of Medical Sciences

##### Full name of responsible person

Forough Sarhangy

##### Position

Faculty member

##### Latest degree

Master

##### Other areas of specialty/work

Nursery

##### Street address

Faculty of Nursing, Baqiyatullah-ul-Azam University of Medical Sciences, South Sheikh Bahai St., Mollasadra St., Vanak Square

##### City

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##### Province

Tehran

##### Postal code

1435916471

##### Phone

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##### Email

sarhangy@yahoo.com

## Person responsible for scientific inquiries

### Contact

**Name of organization / entity**

Bagheiat-allah University of Medical Sciences

**Full name of responsible person**

Forough Sarhangy

**Position**

Faculty member

**Latest degree**

Master

**Other areas of specialty/work**

Nursery

**Street address**

Faculty of Nursing, Baqiyatullah Al-Azam University of Medical Sciences, South Sheikh Bahai Street, Mulla Sadra Street, Vanak Square

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+98 21 8755 5496

**Email**

sarhangy@Yahoo.com

## Person responsible for updating data

### Contact

**Name of organization / entity**

Bagheiat-allah University of Medical Sciences

**Full name of responsible person**

Mohsen Dajlari

**Position**

University student

**Latest degree**

Bachelor

**Other areas of specialty/work**

Nursery

**Street address**

Faculty of Nursing, Baqiyatullah Al-Azam University of Medical Sciences, South Sheikh Bahai Street, Mulla Sadra Street, Vanak Square

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**Postal code**

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**Phone**

+98 21 8755 5496

**Email**

mohodaj@gmail.com

## Sharing plan

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

Yes - There is 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**

Yes - There is a plan to make this available

**Clinical Study Report**

Yes - There is 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**

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

**Title and more details about the data/document**

Demographic information and completed questionnaires

**When the data will become available and for how long**

The access period starts 6 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**

Applications with the intention of studying in the health system

**From where data/document is obtainable**

Email to mohodaj@gmail.com , the name Mohsen Dajlari

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

After sending the email and clearly presenting the request and the purpose of accessing the information, the response will be done within one working week.

**Comments**