

Clinical Trial Protocol

Iranian Registry of Clinical Trials

08 Sep 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

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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

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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
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Person responsible for scientific

inquiries

Contact

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Full name of responsible person
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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