Supplementary material

KommRhein Interpro guideline for study nurses: patient interview for study inclusion

1.) Welcome and introduction of the own person
2.) Explaining the rationale

“We are conducting a project in which we train physicians and nurses in communication skills with patients and colleagues.

We need your help to get an idea of how physicians and nurses communicate with their patients on this ward. We are interested in whether you feel comfortable on this ward and are satisfied with the treatment and how you perceive the communication with your practitioners. Participation in the study would be an opportunity for you to give your own assessment of how you feel about the situation here on the ward and how you feel about your role as a patient.”

3.) Asking for interest in participation

“If “no”, the study nurse thanks the patient for his/her time and leaves the room. If “yes”, the study is presented in more detail.

4.) Give detailed information about the KommRhein Interpro study

“This is the KommRhein Interpro study, which is currently running at the four University Hospitals in Aachen, Bonn, Cologne and Düsseldorf. In this study, we want to find out to what extent the communication skills of the treating physicians and nurses can be improved by communication training and how this may affect the patients’ well-being and trust in the treatment. In other words, we have developed a communication training for physicians and nurses in your ward, and now we want to ask you, the patient, about your satisfaction with treatment and your health condition.”

“If you decide to participate in this study, you will receive a total of three questionnaires from us:

  o now, i.e. upon admission to the ward,
  o after discharge from the ward,
  o and three months after discharge from the ward.

Every questionnaire needs approximately 15 minutes to complete. In the three questionnaires we ask, among other things, about your health condition and your confidence and trust in the physicians and nurses who treated you.”

“There are no wrong or right answers – only your assessment of your own personal situation is important to us.”

“With your participation, you will make a long-term contribution to improving communication between health care providers and patients by matching the communication skills of health care providers more effectively with the needs and wishes of patients.”

5.) Make a decision about participation

“Would you like to participate in this study?”

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If “no”, the study nurse thanks the patient for his/her time and leaves the room. If “yes”, the envelope with the consent sheet, the patient information and the questionnaire is opened together with the patient. The consent sheet is explained towards the patients and he/she can independently consent to the different points of the consent sheet by making a cross and signing at the end.

A copy is handed out to the patient, the original informed consent remains at the clinical trial center.