

## Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Role as interprofessional team member



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Program Type: Diploma

### Time Use and Score

|                                                          | Date/Time            | Time  | Score |
|----------------------------------------------------------|----------------------|-------|-------|
| Video Interaction: Role as interprofessional team member | 9/20/2023 3:47:58 PM | 5 min | 100%  |

| Stage 1 (2 of 2 Correct) |                                                                                                                                                                                                        |                 |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Scenario                 | Nurse Marilyn is caring for Brianna in the emergency department following a motor vehicle accident.                                                                                                    |                 |
| Character                | Brianna Newcastle                                                                                                                                                                                      |                 |
| Selected Option/ Result  | "You were involved in an automotive accident. We are doing tests to check you for injuries."                                                                                                           | Result: Correct |
| Rationale                | Summarizing is a therapeutic communication technique because it restates the main points discussed and provides closure.                                                                               |                 |
|                          |                                                                                                                                                                                                        |                 |
| Character                | Michelle Newcastle                                                                                                                                                                                     |                 |
| Selected Option/ Result  | "Brianna just arrived to the emergency department. We don't have a lot of information yet."                                                                                                            | Result: Correct |
| Rationale                | Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message. |                 |
|                          |                                                                                                                                                                                                        |                 |
| Stage 2 (2 of 2 Correct) |                                                                                                                                                                                                        |                 |
| Scenario                 | Brianna needs to go to another department for diagnostics for tests.                                                                                                                                   |                 |
| Character                | Brandon Grant                                                                                                                                                                                          |                 |
| Selected Option/ Result  | "All clients have rights. They have the right to refuse treatment."                                                                                                                                    | Result: Correct |

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|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Rationale                | Assertive communication is an effective style of interpersonal communication because the nurse uses a combination of honesty and tactfulness to ensure the rights of self and others. |                 |
|                          |                                                                                                                                                                                       |                 |
| Character                | Brianna Newcastle                                                                                                                                                                     |                 |
| Selected Option/ Result  | "These tests are important to figure out what is wrong with you."                                                                                                                     | Result: Correct |
| Rationale                | Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously discussed topic.                                       |                 |
|                          |                                                                                                                                                                                       |                 |
| Stage 3 (2 of 2 Correct) |                                                                                                                                                                                       |                 |
| Scenario                 | Dr. Cannon is consulting with Michelle.                                                                                                                                               |                 |
| Character                | Brianna Newcastle                                                                                                                                                                     |                 |
| Selected Option/ Result  | Marilyn looks at Michelle and Brianna, waiting for a response.                                                                                                                        | Result: Correct |
| Rationale                | Silence is a therapeutic communication technique because it allows the client time to think while the nurse is conveying a patient attitude towards the client.                       |                 |
|                          |                                                                                                                                                                                       |                 |
| Character                | Michelle Newcastle                                                                                                                                                                    |                 |
| Selected Option/ Result  | "I will stay here in the room with you and Brianna."                                                                                                                                  | Result: Correct |
| Rationale                | Presence is a therapeutic communication technique because displays interest and accessibility by the nurse while providing the client with a sense of comfort.                        |                 |
|                          |                                                                                                                                                                                       |                 |
| Stage 4 (2 of 2 Correct) |                                                                                                                                                                                       |                 |
| Scenario                 | Michelle is in the waiting room and having a conversation with Brianna's friends when Stacy, Joey's mother, approaches with some bad news.                                            |                 |
| Character                | Michelle Newcastle                                                                                                                                                                    |                 |
| Selected Option/ Result  | "Friends can come back, but it's up to you."                                                                                                                                          | Result: Correct |
| Rationale                | Summarizing is a therapeutic communication technique because it restates the main points discussed and provides closure.                                                              |                 |
|                          |                                                                                                                                                                                       |                 |
| Character                | Stacy Cox                                                                                                                                                                             |                 |
| Selected Option/ Result  | "How would you feel about talking with a chaplain?"                                                                                                                                   | Result: Correct |

|                          |                                                                                                                                                                                                                                                    |                 |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Rationale                | Exploration is a therapeutic communication technique because it encourages the client to delve deeper into a topic or issue of concern.                                                                                                            |                 |
|                          |                                                                                                                                                                                                                                                    |                 |
| Stage 5 (2 of 2 Correct) |                                                                                                                                                                                                                                                    |                 |
| Scenario                 | Michelle told Brianna that Joey was killed in the accident.                                                                                                                                                                                        |                 |
| Character                | Brianna Newcastle                                                                                                                                                                                                                                  |                 |
| Selected Option/ Result  | "Your silence tells me that you are sad."                                                                                                                                                                                                          | Result: Correct |
| Rationale                | Reflection is a therapeutic communication technique because it directs questions and feelings back to the client in relation to what the nurse understood and heard, while encouraging the client to explore feelings and ideas about a situation. |                 |
|                          |                                                                                                                                                                                                                                                    |                 |
| Character                | Michelle Newcastle                                                                                                                                                                                                                                 |                 |
| Selected Option/ Result  | "What can I do for you?"                                                                                                                                                                                                                           | Result: Correct |
| Rationale                | Open-ended questions are a therapeutic communication technique because they allow the client to direct the conversation and verbalize related thoughts and concerns.                                                                               |                 |
|                          |                                                                                                                                                                                                                                                    |                 |