

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Aging client



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Program Type: Diploma

Time Use and Score			
	Date/Time	Time	Score
Video Interaction: Aging client	9/17/2024 7:01:40 PM	17 min	70%

Stage 1 (1 of 2 Correct)	
Scenario	Case management nurse Darcy and student nurse Jamie are visiting with Mr. and Mrs. Silver.
Character	Nina Stein
Selected Option/ Result	"Tell me what is concerning you most." 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.
Character	Steve Silver
Selected Option/ Result	"It is good that you invited your daughter to be here so she can read the papers for you." Result: Incorrect
Rationale	A judgmental response is a nontherapeutic communication technique because it imposes the nurse's personal attitudes, beliefs, values, and moral standards on the client.
Stage 2 (2 of 2 Correct)	
Scenario	Case management nurse Darcy is meeting with healthcare team members regarding Mr. and Mrs. Silver's transfer to the skilled unit.
Character	AP Trudy
Selected Option/ Result	"We need to involve their daughter in all decisions about their care, so could you go invite her to meet with us?" Result: Correct

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	Student nurse Jamie	
Selected Option/ Result	"We need to continue to remind Mrs. Silver of the move."	Result: Correct
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.	
Stage 3 (2 of 2 Correct)		
Scenario	Nurse Darcy is discussing Mr. Silver and Nina's concerns about the transfer.	
Character	Nina Stein	
Selected Option/ Result	"You're telling me that you feel your mother's behavior is a result of the transfer?"	Result: Correct
Rationale	Paraphrasing is a therapeutic communication technique because it allows the nurse to restate information provided by the client to determine whether or not the communication is mutually understood.	
Character	Steve Silver	
Selected Option/ Result	"When did she start acting differently?"	Result: Correct
Rationale	Focused questions are a therapeutic communication technique because they allow the nurse to clarify a message, collect data, encourage feedback, and confirm the client's ideas and beliefs.	
Stage 4 (1 of 2 Correct)		
Scenario	Mr. and Mrs. Silver are not receiving the requested foods in the skilled facility.	
Character	Aide Tim	
Selected Option/ Result	"This is why Mrs. Silver has not been eating."	Result: Incorrect
Rationale	Shaming is an ineffective style of interpersonal communication because the nurse mistreats a resident or health team member with communication that belittles the other person, making him feel inadequate.	
Character	Steve Silver	
Selected Option/ Result	"Tell us more about the foods that are appropriate for your diet."	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.	
Stage 5 (1 of 2 Correct)		
Scenario	Nurse Darcy has a care conference to discuss Mrs. Silver's care.	
Character	Nina Stein	
Selected Option/ Result	"I hear you say that your father is tired and that you're concerned about your mother's safety, but you want to know about other options."	Result: Correct
Rationale	Exploration is a therapeutic communication technique because it encourages the client to delve deeper into a topic or issue of concern.	
Character	Steve Silver	
Selected Option/ Result	"I understand how difficult this is for you."	Result: Incorrect
Rationale	Automatic and stereotypical comments are nontherapeutic communication technique because the use of clichés minimizes the client's importance and concerns.	