

## 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 | 9/18/2024 8:02:02 AM | 11 min | 80%   |

| Stage 1 (2 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  | "I will explain everything that is in the papers."                                                                                                                                                                                                 | 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. |                 |
|                          |                                                                                                                                                                                                                                                    |                 |
| 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 (1 of 2 Correct) |                                                                                                                                                                                              |                   |
| Scenario                 | Nurse Darcy is discussing Mr. Silver and Nina's concerns about the transfer.                                                                                                                 |                   |
| Character                | Nina Stein                                                                                                                                                                                   |                   |
| Selected Option/ Result  | "I've seen other residents respond the same way as your mother after a transfer."                                                                                                            | Result: Incorrect |
| Rationale                | Automatic and stereotypical comments are nontherapeutic communication technique because the use of clichés minimizes the client's importance and concerns.                                   |                   |
|                          |                                                                                                                                                                                              |                   |
| 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 (2 of 2 Correct) |                                                                                                                                                                                              |                   |
| Scenario                 | Mr. and Mrs. Silver are not receiving the requested foods in the skilled facility.                                                                                                           |                   |
| Character                | Aide Tim                                                                                                                                                                                     |                   |
| Selected Option/ Result  | "I'll meet with the dietitian to discuss this issue."                                                                                                                                        | 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                | Steve Silver                                                                                                                                                                                 |                   |
| Selected Option/ Result  | "Tell us more about the foods that are appropriate for your diet."                                                                                                                           | Result: Correct   |

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|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 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.           |                   |
|                          |                                                                                                                                                                      |                   |