

# Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Aging client



Individual Name: sylvia sagastume

Institution: Margaret H Rollins SON at Beebe Medical Center

Program Type: Diploma

Time Use and Score			
	Date/Time	Time	Score
Video Interaction: Aging client	9/12/2025 2:32:02 PM	15 min	70%

Stage 1 (1 of 2 Correct)	
<b>Scenario</b>	Case management nurse Darcy and student nurse Jamie are visiting with Mr. and Mrs. Silver.
<b>Character</b>	Nina Stein
<b>Selected Option/ Result</b>	"Tell me what is concerning you most." <b>Result: Correct</b>
<b>Rationale</b>	Open-ended questions are a therapeutic communication technique because they allow the client to direct the conversation and verbalize related thoughts and concerns.
<b>Character</b>	Steve Silver
<b>Selected Option/ Result</b>	"It will be okay. I will read the information to you." <b>Result: Incorrect</b>
<b>Rationale</b>	False reassurance is a nontherapeutic communication technique because it discourages open communication, blocks the client's ability to express feelings, and is not based on facts.
Stage 2 (2 of 2 Correct)	
<b>Scenario</b>	Case management nurse Darcy is meeting with healthcare team members regarding Mr. and Mrs. Silver's transfer to the skilled unit.
<b>Character</b>	AP Trudy
<b>Selected Option/ Result</b>	"We need to involve their daughter in all decisions about their care, so could you go invite her to meet with us?" <b>Result: Correct</b>
<b>Rationale</b>	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.

<b>Character</b>	Student nurse Jamie	
<b>Selected Option/ Result</b>	"We need to continue to remind Mrs. Silver of the move."	<b>Result: Correct</b>
<b>Rationale</b>	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.	
<b>Stage 3 (1 of 2 Correct)</b>		
<b>Scenario</b>	Nurse Darcy is discussing Mr. Silver and Nina's concerns about the transfer.	
<b>Character</b>	Nina Stein	
<b>Selected Option/ Result</b>	"Why do you think your mother is acting differently since the transfer?"	<b>Result: Incorrect</b>
<b>Rationale</b>	Asking a "why" question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question.	
<b>Character</b>	Steve Silver	
<b>Selected Option/ Result</b>	"When did she start acting differently?"	<b>Result: Correct</b>
<b>Rationale</b>	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.	
<b>Stage 4 (2 of 2 Correct)</b>		
<b>Scenario</b>	Mr. and Mrs. Silver are not receiving the requested foods in the skilled facility.	
<b>Character</b>	Aide Tim	
<b>Selected Option/ Result</b>	"I'll meet with the dietitian to discuss this issue."	<b>Result: Correct</b>
<b>Rationale</b>	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.	
<b>Character</b>	Steve Silver	
<b>Selected Option/ Result</b>	"Tell us more about the foods that are appropriate for your diet."	<b>Result: Correct</b>
<b>Rationale</b>	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)	
<b>Scenario</b>	Nurse Darcy has a care conference to discuss Mrs. Silver's care.
<b>Character</b>	Nina Stein
<b>Selected Option/ Result</b>	"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." <b>Result: Correct</b>
<b>Rationale</b>	Exploration is a therapeutic communication technique because it encourages the client to delve deeper into a topic or issue of concern.
<b>Character</b>	Steve Silver
<b>Selected Option/ Result</b>	"Your wife will be down the hall. You won't feel separated at all." <b>Result: Incorrect</b>
<b>Rationale</b>	False reassurance is a nontherapeutic communication technique because it discourages open communication, blocks the client's ability to express feelings, and is not based on facts.