

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Aging client



Individual Name: **Phylicia Reed**

Institution: **Margaret H Rollins SON at Beebe Medical Center**

Program Type: **Diploma**

Time Use and Score			
	Date/Time	Time	Score
Video Interaction: Aging client	9/15/2025 10:33:18 AM	16 min	80%

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 (1 of 2 Correct)		
Scenario	Nurse Darcy is discussing Mr. Silver and Nina's concerns about the transfer.	
Character	Nina Stein	
Selected Option/ Result	"Why do you think your mother is acting differently since the transfer?"	Result: Incorrect
Rationale	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.	
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

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 (2 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	"Fifty-five years is a long time."	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.	