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	9/15/2025 8:05:01 PM	12 min	90%

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 will be okay. I will read the information to you."	**Result:** Incorrect
Rationale	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)	
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	**(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.	