Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Aging client

Individual Name: **Allyson McLellan**

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

Program Type: **Diploma**

Time Use and Score

	Date/Time	Time	Score
Video Interaction: Aging client	9/17/2025 6:44:10 PM	4 min	100%

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	**(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.	