

# Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Family in a stressful situation



Individual Name: Casey Buchanan

Institution: Lakeview CON

Program Type: BSN

| Time Use and Score                                 |                     |            |       |
|--|---------------------|------------|-------|
|  | Date/Time           | Time       | Score |
| Video Interaction: Family in a stressful situation | 3/9/2021 9:46:01 PM | 2 hr 3 min | 100%  |

| Stage 1 (2 of 2 Correct) |  |                 |
|--------------------------|--|-----------------|
| Scenario                 | Student nurse Heather is assigned to care for Alexa Travis in a preoperative setting. Mr. Travis is anxious about the upcoming surgery for his wife.   |                 |
| Character                | Alexa Travis   |                 |
| Selected Option/ Result  | "Tell me his concerns about leaving."  | Result: Correct |
| Rationale                | Providing leads is a therapeutic communication technique because the questions will help the client more clearly define any concerns.  |                 |
| Character                | Mark Travis  |                 |
| Selected Option/ Result  | "You seem very concerned."   | 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                 | Student nurse Heather addresses Mr. Travis' anxiety about his wife not being called for surgery early.   |                 |
| Character                | Alexa Travis   |                 |
| Selected Option/ Result  | Heather stands in silence while placing her hand on Mrs. Travis' shoulder.   | Result: Correct |

|                                 |   |                        |
|---------------------------------|---|------------------------|
| <b>Rationale</b>                | Presence is a therapeutic communication technique because displays interest and accessibility by the nurse while providing the client with a sense of comfort.  |                        |
| <b>Character</b>                | Mark Travis   |                        |
| <b>Selected Option/ Result</b>  | "Tell me your specific concerns."   | <b>Result:</b> Correct |
| <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>Stage 3 (2 of 2 Correct)</b> |   |                        |
| <b>Scenario</b>                 | Student nurse Heather and nurse Rose are discussing Mr. Travis' anxiety.  |                        |
| <b>Character</b>                | Alexa Travis  |                        |
| <b>Selected Option/ Result</b>  | "You're very worried about your husband and you also recognize the effect his anxiety is having on you."  | <b>Result:</b> Correct |
| <b>Rationale</b>                | 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. |                        |
| <b>Character</b>                | Nurse Rose  |                        |
| <b>Selected Option/ Result</b>  | "How do you handle situations like these?"  | <b>Result:</b> Correct |
| <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 4 (2 of 2 Correct)</b> |   |                        |
| <b>Scenario</b>                 | Mr. Travis is in the surgical waiting area. He is very anxious as the surgery is taking longer than anticipated.  |                        |
| <b>Character</b>                | AP Jake   |                        |
| <b>Selected Option/ Result</b>  | "It is important to give clients accurate information."   | <b>Result:</b> Correct |
| <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>                | Mark Travis   |                        |
| <b>Selected Option/ Result</b>  | "You seem very anxious and perhaps frustrated."   | <b>Result:</b> Correct |

|                                 |  |                        |
|---------------------------------|--|------------------------|
| <b>Rationale</b>                | 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. |                        |
| <b>Stage 5 (2 of 2 Correct)</b> |  |                        |
| <b>Scenario</b>                 | Student nurse Heather is caring for Mrs. Travis postoperatively when Dr. Kovac consults with her and her husband.  |                        |
| <b>Character</b>                | Alexa Travis   |                        |
| <b>Selected Option/ Result</b>  | "I will stay with you for as long as you want."  | <b>Result:</b> Correct |
| <b>Rationale</b>                | Presence is a therapeutic communication technique because displays interest and accessibility by the nurse while providing the client with a sense of comfort.   |                        |
| <b>Character</b>                | Mark Travis  |                        |
| <b>Selected Option/ Result</b>  | Heather sits silently.   | <b>Result:</b> Correct |
| <b>Rationale</b>                | Silence is a therapeutic communication technique because it allows the client is time to think while the nurse is conveying a patient attitude towards the client.   |                        |