

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Aging client



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Program Type: BSN

Time Use and Score			
	Date/Time	Time	Score
Video Interaction: Aging client	6/17/2021 7:18:40 PM	14 min	60%

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	"I went to the print shop to get the print extra large for you." Result: Incorrect
Rationale	Focusing on self is a nontherapeutic communication technique because it prevents the client's goals from being perceived as important.
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	"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	"Why doesn't she want to get out of bed?"	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.	
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 (0 of 2 Correct)		
Scenario	Nurse Darcy has a care conference to discuss Mrs. Silver's care.	
Character	Nina Stein	
Selected Option/ Result	"I believe the best option is to transfer you mother."	Result: Incorrect
Rationale	Giving advice is a nontherapeutic communication technique because it takes away the client's decision-making ability and creates doubt in relation to decisions made.	
Character	Steve Silver	
Selected Option/ Result	"I understand how difficult this is for you."	Result: Incorrect
Rationale	Automatic and stereotypical comments are nontherapeutic communication technique because the use of clichés minimizes the client's importance and concerns.	