

Module Report

Simulation: Nurse's Touch: The Leader

Module: Case 3: Interprofessional Communication



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Program Type: BSN

Time Use and Score			
	Date/Time	Time	Score
Case 3: Interprofessional Communication	1/21/2022 1:06:05 PM	19 min	100%

Results by Stage		
Stage 1 (3 of 3 Correct)		
Question 1	Beverly is preparing to respond to Dr. Craig. She should consider which of the following factors when handling this conflict?	
Selected Option/ Result	Active listening includes recognizing the emotional aspects of a conflict.	Result: Correct
Rationale	Active listening is a positive communication technique that includes acknowledging both the information provided and the related emotions.	
Question 2	Beverly is preparing to respond to Dr. Craig's anger regarding the present situation with his client. Which of the following behaviors is appropriate?	
Selected Option/ Result	Establishing ground rules	Result: Correct
Rationale	The nurse should establish ground rules to establish and maintain a safe environment in which both parties can speak freely	
Question 3	Beverly is now responding to Dr. Craig. Which of the following is an appropriate response by Beverly?	
Selected Option/ Result	"Tell me more about your phone call with the nurse."	Result: Correct
Rationale	This response demonstrates active listening and provides the opportunity to obtain more information about the problem.	

Stage 2 (1 of 1 Correct)		
Question 1	Beverly recognizes that the best solution to this conflict is a win-win outcome. Which of the following conflict resolution strategies will result in a win-win outcome?	
Selected Option/ Result	Collaborating	Result: Correct
Rationale	When using collaborating to resolve conflict, both parties work together to establish mutual goals. This will result in a win-win outcome.	
Stage 3 (2 of 2 Correct)		
Question 1	Beverly is explaining the use of the SBAR as a communication tool when providing a telephone report to a provider. Which of the following statements by Beverly is appropriate?	
Selected Option/ Result	"Use of the SBAR communication tool contributes to client safety."	Result: Correct
Rationale	Inadequate communication is a root cause of many adverse events, including sentinel events. Use of the SBAR tool assists nurses with relaying critical information in an organized manner to the provider.	
Question 2	Beverly is explaining the components of the SBAR communication tool to Dr. Craig. She refers to the nurse's communication about Mr. Adams' fall as an example. She informs Dr. Craig that the nurse should include information about Mr. Adams recent medications in which component of the SBAR?	
Selected Option/ Result	Background	Result: Correct
Rationale	In this component of the SBAR, the nurse provides the client's diagnosis, relevant medical history, and recent medications.	
Stage 4 (1 of 1 Correct)		
Question 1	Dr. Craig suggests that Beverly makes the decision to continue to use the SBAR communication tool. This action is characteristic of which of the following leadership styles?	
Selected Option/ Result	Autocratic	Result: Correct
Rationale	An autocratic leader makes decisions without input from others.	
Stage 5 (3 of 3 Correct)		
Question 1	Beverly tells Dr. Craig about the advantages of an autocratic leadership style. Which of the following is an advantage of an autocratic leadership style?	
Selected Option/ Result	It is the most efficient.	Result: Correct
Rationale	The autocratic leadership style is the most efficient because time is not lost seeking input from others.	

Question 2	Beverly is explaining leadership styles with Dr. Craig. Which of the following characteristics should Beverly include when discussing transformational leadership?	
Selected Option/ Result	Guides others to feel pride in their work.	Result: Correct
Rationale	The transformational leader communicates the vision of the organization empowering the staff to embrace the vision and to feel pride in their work.	
Question 3	Dr. Craig and Beverly are discussing the concept of change and how it affects the nursing staff. Which of the following actions should Beverly take first as a change agent to promote change?	
Selected Option/ Result	Collect information about the situation.	Result: Correct
Rationale	Collecting information about the situation occurs in Lewin's first stage of change, when the change agent collects information, assesses the problem, determines if the change is needed, and educates others regarding the need for change.	