

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Role as interprofessional team member



Individual Name: Chelsea Grubb

Institution: Lakeview CON

Program Type: BSN

Time Use and Score			
	Date/Time	Time	Score
Video Interaction: Role as interprofessional team member	11/17/2022 2:07:19 AM	10 min	90%

Stage 1 (1 of 2 Correct)		
Scenario	Nurse Marilyn is caring for Brianna in the emergency department following a motor vehicle accident.	
Character	Brianna Newcastle	
Selected Option/ Result	"You were involved in an automotive accident. We are doing tests to check you for injuries."	Result: Correct
Rationale	Summarizing is a therapeutic communication technique because it restates the main points discussed and provides closure.	
Character	Michelle Newcastle	
Selected Option/ Result	"We are doing everything we can, as fast as possible for her."	Result: Incorrect
Rationale	Giving a defensive response is a nontherapeutic communication technique because it implies that the client does not have the right to express personal feelings.	
Stage 2 (2 of 2 Correct)		
Scenario	Brianna needs to go to another department for diagnostics for tests.	
Character	Brandon Grant	
Selected Option/ Result	"All clients have rights. They have the right to refuse treatment."	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	Brianna Newcastle	
Selected Option/ Result	"These tests are important to figure out what is wrong with you."	Result: Correct
Rationale	Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously discussed topic.	
Stage 3 (2 of 2 Correct)		
Scenario	Dr. Cannon is consulting with Michelle.	
Character	Brianna Newcastle	
Selected Option/ Result	Marilyn looks at Michelle and Brianna, waiting for a response.	Result: Correct
Rationale	Silence is a therapeutic communication technique because it allows the client time to think while the nurse is conveying a patient attitude towards the client.	
Character	Michelle Newcastle	
Selected Option/ Result	"I will stay here in the room with you and Brianna."	Result: Correct
Rationale	Presence is a therapeutic communication technique because displays interest and accessibility by the nurse while providing the client with a sense of comfort.	
Stage 4 (1 of 2 Correct)		
Scenario	Michelle is in the waiting room and having a conversation with Brianna's friends when Stacy, Joey's mother, approaches with some bad news.	
Character	Michelle Newcastle	
Selected Option/ Result	"This all must seem like a shock to you, but it will get better."	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.	
Character	Stacy Cox	
Selected Option/ Result	"How would you feel about talking with a chaplain?"	Result: Correct
Rationale	Exploration is a therapeutic communication technique because it encourages the client to delve deeper into a topic or issue of concern.	

Stage 5 (1 of 2 Correct)		
Scenario	Michelle told Brianna that Joey was killed in the accident.	
Character	Brianna Newcastle	
Selected Option/ Result	"Would you like to talk about it?"	Result: Incorrect
Rationale	Asking a closed-ended question is a non-therapeutic communication technique because it does not allow the client to express what she is thinking or how she is feeling.	
Character	Michelle Newcastle	
Selected Option/ Result	"What can I do for you?"	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.	