

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Client comfort and end-of-life care



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Program Type: BSN

| Time Use and Score | | | |
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| | Date/Time | Time | Score |
| Video Interaction: Client comfort and end-of-life care | 3/26/2023 10:20:23 PM | 6 min | 90% |

| Stage 1 (2 of 2 Correct) | | |
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| Scenario | Nurse Morgan is assigned to care for the client, Mrs. Longly, who is nearing the end of life. Mrs. Longly's family is at the bedside. | |
| Character | Claire Fogel | |
| Selected Option/ Result | "I hear you saying that you are not ready for your mother to give up." | Result: Correct |
| Rationale | Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message. | |
| Character | Karrie Perlman | |
| Selected Option/ Result | "Let's talk about your difference of opinion." | 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 2 (2 of 2 Correct) | | |
| Scenario | Mrs. Longly's sister and daughter are in disagreement regarding Mrs. Longly's willingness to meet with the hospital chaplain. | |
| Character | Claire Fogel | |
| Selected Option/ Result | Morgan continues to listen to the conversation between the family. | Result: Correct |

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| Rationale | Active listening is a therapeutic communication technique because the nurse takes in information using all the senses while conveying an open attitude toward the client. | |
| Character | Marge Ehlers | |
| Selected Option/ Result | "Let's talk about this more." | 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 3 (1 of 2 Correct) | | |
| Scenario | Nurse Morgan is caring for Mrs. Longly while dealing with multiple distractions in the room from Mrs. Longly's arguing grandchildren. | |
| Character | Audra Longly | |
| Selected Option/ Result | "They aren't that noisy." | Result: Incorrect |
| Rationale | Arguing or disagreeing are nontherapeutic communication techniques because they infer that the client is misinformed, lying, or uneducated, subsequently causing the client to become defensive. | |
| Character | Karrie Perlman | |
| Selected Option/ Result | "Your mother needs to take rest periods throughout the day." | 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 4 (2 of 2 Correct) | | |
| Scenario | Nurse Morgan responds to Mrs. Longly's call light and discusses pain medication with her daughters Claire and Karrie. | |
| Character | Claire Fogel | |
| Selected Option/ Result | "Tell me about your feelings and concerns about your mother taking pain medication." | 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 | Karrie Perlman | |
| Selected Option/ Result | "This is about your mother's need for medication. Let's ask her if she wants the medication." | Result: Correct |

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| Rationale | Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously discussed topic. | |
| Stage 5 (2 of 2 Correct) | | |
| Scenario | Nurse Morgan discusses her concerns regarding Mrs. Longly and her family with nurse manager Debra and Dr. Donovan. | |
| Character | Debra Carlson | |
| Selected Option/ Result | "Could you help me have a discussion with the family?" | 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 | Dr. Donavan | |
| Selected Option/ Result | "I feel that the family could use some reinforcement of the things that you have already taught them." | 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. | |