

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Role as interprofessional team member



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Program Type: BSN

Time Use and Score			
	Date/Time	Time	Score
Video Interaction: Role as interprofessional team member	4/19/2023 10:11:41 AM	4 min	80%

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 (1 of 2 Correct)		
Scenario	Brianna needs to go to another department for diagnostics for tests.	
Character	Brandon Grant	
Selected Option/ Result	"I would need to discuss with the provider whether or not my client needs this test."	Result: Incorrect

Rationale	Passive-aggressive communication is an ineffective style of interpersonal communication because the nurse indirectly expresses negative and manipulative behaviors to create conflict that makes other individuals appear wrong or incompetent.	
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 (2 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	"Friends can come back, but it's up to you."	Result: Correct
Rationale	Summarizing is a therapeutic communication technique because it restates the main points discussed and provides closure.	
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 (2 of 2 Correct)		
Scenario	Michelle told Brianna that Joey was killed in the accident.	
Character	Brianna Newcastle	
Selected Option/ Result	"Your silence tells me that you are sad."	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.	
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.	