

# 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			
	Date/Time	Time	Score
Video Interaction: Client comfort and end-of-life care	4/20/2023 9:49:35 PM	10 min	70%

Stage 1 (1 of 2 Correct)		
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	"Have the two of you discussed this with your mother?"	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.	
Stage 2 (1 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

<b>Rationale</b>	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.	
<b>Character</b>	Marge Ehlers	
<b>Selected Option/ Result</b>	"It sounds like the two of you have some things to work out."	<b>Result:</b> Incorrect
<b>Rationale</b>	Automatic and stereotypical comments are nontherapeutic communication technique because the use of clichés minimizes the client's importance and concerns.	
<b>Stage 3 (2 of 2 Correct)</b>		
<b>Scenario</b>	Nurse Morgan is caring for Mrs. Longly while dealing with multiple distractions in the room from Mrs. Longly's arguing grandchildren.	
<b>Character</b>	Audra Longly	
<b>Selected Option/ Result</b>	"You are having difficulty resting because of the noise?"	<b>Result:</b> Correct
<b>Rationale</b>	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.	
<b>Character</b>	Karrie Perlman	
<b>Selected Option/ Result</b>	"Your mother needs to take rest periods throughout the day."	<b>Result:</b> Correct
<b>Rationale</b>	Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously discussed topic.	
<b>Stage 4 (2 of 2 Correct)</b>		
<b>Scenario</b>	Nurse Morgan responds to Mrs. Longly's call light and discusses pain medication with her daughters Claire and Karrie.	
<b>Character</b>	Claire Fogel	
<b>Selected Option/ Result</b>	"Tell me about your feelings and concerns about your mother taking pain medication."	<b>Result:</b> Correct
<b>Rationale</b>	Open-ended questions are a therapeutic communication technique because they allow the client to direct the conversation and verbalize related thoughts and concerns.	
<b>Character</b>	Karrie Perlman	
<b>Selected Option/ Result</b>	"This is about your mother's need for medication. Let's ask her if she wants the medication."	<b>Result:</b> Correct

<b>Rationale</b>	Refocusing is a therapeutic communication technique because it allows the nurse to guide the conversation back to a previously discussed topic.	
<b>Stage 5 (1 of 2 Correct)</b>		
<b>Scenario</b>	Nurse Morgan discusses her concerns regarding Mrs. Longly and her family with nurse manager Debra and Dr. Donovan.	
<b>Character</b>	Debra Carlson	
<b>Selected Option/ Result</b>	"Could you help me have a discussion with the family?"	<b>Result:</b> Correct
<b>Rationale</b>	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.	
<b>Character</b>	Dr. Donavan	
<b>Selected Option/ Result</b>	"I think that Dr. Smith explains things to clients in a way that they understand."	<b>Result:</b> Incorrect
<b>Rationale</b>	Shaming is an ineffective style of interpersonal communication because the nurse mistreats a resident or health team member with communication that belittles the other person, making him feel inadequate.	