

## Module Report

Tutorial: The Communicator 2.0

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



Individual Name: Paige Hennessy

Institution: Lakeview CON

Program Type: BSN

### Time Use and Score

|                                                        | Date/Time            | Time   | Score |
|--------------------------------------------------------|----------------------|--------|-------|
| Video Interaction: Client comfort and end-of-life care | 6/27/2023 3:15:46 PM | 13 min | 90%   |

| 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 (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   |

|                          |                                                                                                                                                                                                       |                 |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 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 (2 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  | "You are having difficulty resting because of the noise?"                                                                                                                                             | Result: Correct |
| Rationale                | 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. |                 |
|                          |                                                                                                                                                                                                       |                 |
| 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 |

|                                 |                                                                                                                                                                                       |                        |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <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 (2 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. Donovan                                                                                                                                                                           |                        |
| <b>Selected Option/ Result</b>  | "I feel that the family could use some reinforcement of the things that you have already taught them."                                                                                | <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. |                        |
|                                 |                                                                                                                                                                                       |                        |