

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	6/30/2023 11:11:45 AM	7 min	80%

Stage 1 (2 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	"Brianna just arrived to the emergency department. We don't have a lot of information yet."	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.	
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 (1 of 2 Correct)		
Scenario	Dr. Cannon is consulting with Michelle.	
Character	Brianna Newcastle	
Selected Option/ Result	"Could you rate your pain on a scale of 0-10?"	Result: Incorrect
Rationale	Changing the subject is a nontherapeutic communication technique because it places the nurse in control over the direction of the communication while dismissing the client's feelings and desires.	
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	"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	"This will get easier over time."	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.	

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.	