

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	7/5/2023 7:29:18 PM	9 min	40%

Stage 1 (0 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	"Why are you feeling this way?" Result: Incorrect
Rationale	Asking a "why" question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question.
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 (0 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	"Why do you disagree with your aunt?" Result: Incorrect

Rationale	Asking a "why" question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question.	
Character	Marge Ehlers	
Selected Option/ Result	"Why do you feel you need a chaplain?"	Result: Incorrect
Rationale	Asking a "why" question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question.	
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	"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	"Will your children sit quietly and read?"	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 4 (1 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	"Why do you think your mother doesn't want medication?"	Result: Incorrect
Rationale	Asking a "why" question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question.	
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
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.	