

# 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	7/4/2023 12:43:48 AM	7 min	80%

Stage 1 (0 of 2 Correct)	
<b>Scenario</b>	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.
<b>Character</b>	Claire Fogel
<b>Selected Option/ Result</b>	"Why are you feeling this way?" <b>Result: Incorrect</b>
<b>Rationale</b>	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.
<b>Character</b>	Karrie Perlman
<b>Selected Option/ Result</b>	"Have the two of you discussed this with your mother?" <b>Result: Incorrect</b>
<b>Rationale</b>	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)	
<b>Scenario</b>	Mrs. Longly's sister and daughter are in disagreement regarding Mrs. Longly's willingness to meet with the hospital chaplain.
<b>Character</b>	Claire Fogel
<b>Selected Option/ Result</b>	Morgan continues to listen to the conversation between the family. <b>Result: Correct</b>

<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>	"Let's talk about this more."	<b>Result:</b> Correct
<b>Rationale</b>	Exploration is a therapeutic communication technique because it encourages the client to delve deeper into a topic or issue of concern.	
<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 (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. Donavan	
<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.	