

Module Report

Simulation: Nurse's Touch: The Leader

Module: Case 3: Interprofessional Communication



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Program Type: BSN

Time Use and Score

	Date/Time	Time	Score
Case 3: Interprofessional Communication	9/30/2024 3:58:26 PM	20 min	80%

Results by Stage		
Stage 1 (2 of 3 Correct)		
Question 1	Beverly is preparing to respond to Dr. Craig. She should consider which of the following factors when handling this conflict?	
Selected Option/ Result	Active listening includes recognizing the emotional aspects of a conflict.	Result: Correct
Rationale	Active listening is a positive communication technique that includes acknowledging both the information provided and the related emotions.	
Question 2	Dr. Craig is expressing frustration to Beverly regarding his interactions with Sarah. This is an example of which of the following types of conflict?	
Selected Option/ Result	Intrapersonal conflict	Result: Incorrect
Rationale	Intrapersonal conflict occurs within a single person. It can reflect difficulty with defining goals, values, or responsibilities.	
Question 3	Beverly is planning to respond to Dr. Craig. Which of the following conflict resolution techniques should she utilize?	
Selected Option/ Result	Plan to phrase statements using the "I" pronoun.	Result: Correct
Rationale	Using "I" statements to discuss the area of conflict will minimize the other's perception that they are being attacked. This will enhance the discussion so that the involved parties can continue working toward resolution of the conflict.	

Stage 2 (1 of 1 Correct)		
Question 1	Beverly is determining which conflict resolution strategy to utilize during her discussion with Dr. Craig. Which strategy will most likely leave both parties satisfied with the outcome?	
Selected Option/ Result	Compromising	Result: Correct
Rationale	Compromising results in a win-win situation as long as both parties feel that they have gained more than the other.	
Stage 3 (2 of 2 Correct)		
Question 1	Beverly is discussing her plans to implement the use of SBAR for interprofessional communication. Which of the following information should Beverly include?	
Selected Option/ Result	"Use of the SBAR communication tool contributes to client safety."	Result: Correct
Rationale	Inadequate communication is a root cause of many adverse events, including sentinel events. Use of the SBAR tool assists nurses with relaying critical information in an organized manner to the provider.	
Question 2	If Sarah had utilized an SBAR format to communicate with Dr. Craig, what information should she have included when discussing Mr. Adams's background?	
Selected Option/ Result	Medications Mr. Adams is prescribed	Result: Correct
Rationale	When communicating with the provider using the SBAR format, information regarding the client's admission diagnosis, pertinent medical history, medications, and a brief summary of treatment should be included with the background information.	
Stage 4 (1 of 1 Correct)		
Question 1	Dr. Craig suggests that Beverly makes the decision to continue to use the SBAR communication tool. This action is characteristic of which of the following leadership styles?	
Selected Option/ Result	Autocratic	Result: Correct
Rationale	An autocratic leader makes decisions without input from others.	
Stage 5 (2 of 3 Correct)		
Question 1	Beverly is discussing leadership styles with Dr. Craig. Which of the following is characteristic of an autocratic leadership style?	
Selected Option/ Result	Criticism is constructive.	Result: Incorrect
Rationale	Using the democratic leadership style allows for constructive criticism.	

Question 2	Beverly is working toward becoming a transformational leader. Which of the following qualities is consistent with this type of a leader?	
Selected Option/ Result	Guides others to feel pride in their work.	Result: Correct
Rationale	The transformational leader communicates the vision of the organization empowering the staff to embrace the vision and to feel pride in their work.	
Question 3	Beverly would like to take action to improve interprofessional communication among staff members. To be a successful agent of change, what action should Beverly plan to take first?	
Selected Option/ Result	Collect information about the situation.	Result: Correct
Rationale	Collecting information about the situation occurs in Lewin's first stage of change, when the change agent collects information, assesses the problem, determines if the change is needed, and educates others regarding the need for change.	