

## Module Report

Simulation: Nurse's Touch: The Leader

Module: Case 3: Interprofessional Communication



Individual Name: Macy Clark

Institution: Lakeview CON

Program Type: BSN

### Time Use and Score

|                                         | Date/Time             | Time  | Score |
|-----------------------------------------|-----------------------|-------|-------|
| Case 3: Interprofessional Communication | 2/20/2025 10:40:39 AM | 4 min | 100%  |

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| Results by Stage         |                                                                                                                                                                                                                                               |                 |
| Stage 1 (3 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  | Interpersonal conflict                                                                                                                                                                                                                        | Result: Correct |
| Rationale                | Interpersonal conflict often results from communication breakdown. This is a common type of conflict and can disrupt relationships between colleagues, acquaintances, and partners.                                                           |                 |
|                          |                                                                                                                                                                                                                                               |                 |
| 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. |                 |

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| 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 (3 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  | It is the most efficient.                                                                                                                                                                                                                        | Result: Correct |
| Rationale                | The autocratic leadership style is the most efficient because time is not lost seeking input from others.                                                                                                                                        |                 |

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| 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. |                 |
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