

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	5/25/2025 9:31:39 PM	2 min	90%

Stage 1 (1 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	"Let's talk about your difference of opinion." 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 2 (2 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	Morgan continues to listen to the conversation between the family. Result: Correct

Rationale	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.	
Character	Marge Ehlers	
Selected Option/ Result	"Let's talk about this more."	Result: Correct
Rationale	Exploration is a therapeutic communication technique because it encourages the client to delve deeper into a topic or issue of concern.	
Stage 3 (2 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	"Your mother needs to take rest periods throughout the day."	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 4 (2 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	"Tell me about your feelings and concerns about your mother taking pain medication."	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.	
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.	