

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Family in a stressful situation



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Program Type: **BSN**

Time Use and Score

	Date/Time	Time	Score
Video Interaction: Family in a stressful situation	2/11/2020 4:12:29 PM	13 min	100%

Stage 1 (2 of 2 Correct)		
Scenario	Student nurse Heather is assigned to care for Alexa Travis in a preoperative setting. Mr. Travis is anxious about the upcoming surgery for his wife.	
Character	Alexa Travis	
Selected Option/ Result	"Tell me his concerns about leaving."	Result: Correct
Rationale	Providing leads is a therapeutic communication technique because the questions will help the client more clearly define any concerns.	
Character	Mark Travis	
Selected Option/ Result	"You seem very concerned."	Result: Correct
Rationale	Reflection is a therapeutic communication technique because it directs questions and feelings back to the client in relation to what the nurse understood and heard, while encouraging the client to explore feelings and ideas about a situation.	
Stage 2 (2 of 2 Correct)		
Scenario	Student nurse Heather addresses Mr. Travis' anxiety about his wife not being called for surgery early.	
Character	Alexa Travis	
Selected Option/ Result	Heather stands in silence while placing her hand on Mrs. Travis' shoulder.	Result: Correct

Rationale	Presence is a therapeutic communication technique because displays interest and accessibility by the nurse while providing the client with a sense of comfort.	
Character	Mark Travis	
Selected Option/ Result	"Tell me your specific concerns."	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	Student nurse Heather and nurse Rose are discussing Mr. Travis' anxiety.	
Character	Alexa Travis	
Selected Option/ Result	"You're very worried about your husband and you also recognize the effect his anxiety is having on you."	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	Nurse Rose	
Selected Option/ Result	"How do you handle situations like these?"	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.	
Stage 4 (2 of 2 Correct)		
Scenario	Mr. Travis is in the surgical waiting area. He is very anxious as the surgery is taking longer than anticipated.	
Character	AP Jake	
Selected Option/ Result	"It is important to give clients accurate information."	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	Mark Travis	
Selected Option/ Result	"You seem very anxious and perhaps frustrated."	Result: Correct

Rationale	Reflection is a therapeutic communication technique because it directs questions and feelings back to the client in relation to what the nurse understood and heard, while encouraging the client to explore feelings and ideas about a situation.	
Stage 5 (2 of 2 Correct)		
Scenario	Student nurse Heather is caring for Mrs. Travis postoperatively when Dr. Kovac consults with her and her husband.	
Character	Alexa Travis	
Selected Option/ Result	"I will stay with you for as long as you want."	Result: Correct
Rationale	Presence is a therapeutic communication technique because displays interest and accessibility by the nurse while providing the client with a sense of comfort.	
Character	Mark Travishtml>	
Selected Option/ Result	Heather sits silently.	Result: Correct
Rationale	Silence is a therapeutic communication technique because it allows the client is time to think while the nurse is conveying a patient attitude towards the client.	