

Module Report

Tutorial: The Communicator 2.0

Module: Video Interaction: Clients displaying aggressive behavior



Individual Name: Jenna Helton

Institution: Lakeview CON

Program Type: BSN

Time Use and Score			
	Date/Time	Time	Score
Video Interaction: Clients displaying aggressive behavior	2/13/2020 4:39:06 PM	2 min	100%

Stage 1 (2 of 2 Correct)		
Scenario	Mr. Joe Rogers does not want student nurse Ryan caring for him.	
Character	Joe Rogers	
Selected Option/ Result	"Let me tell you what my role as your student nurse would be."	Result: Correct
Rationale	8f2aea7dbdf943a68b7db78a7c97709a Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message.	
Character	Nikki Rogers	
Selected Option/ Result	"Mrs. Rogers, it sounds like this has been quite a scare for both of you."	Result: Correct
Rationale	693d27ba1a024b9e8969b5de6df35491 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.	
Stage 2 (2 of 2 Correct)		
Scenario	Mr. Joe Rogers is displaying a defensive attitude in reaction to his need for assistance by student nurse Ryan.	
Character	Joe Rogers	
Selected Option/ Result	"I am here to help you and ensure your safety."	Result: Correct

Rationale	Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message.	
Character	Nikki Rogers	
Selected Option/ Result	"I am not sure I understand the reason for you wanting to leave."	Result: Correct
Rationale	Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message.	
Stage 3 (2 of 2 Correct)		
Scenario	Mr. Joe Rogers is dissatisfied with his meal.	
Character	Joe Rogers	
Selected Option/ Result	"Tell me what you ordered."	Result: Correct
Rationale	Providing leads is a therapeutic communication technique because the questions will help the client more clearly define any concerns.	
Character	Nikki Rogers	
Selected Option/ Result	"I saw you fill out the menu yesterday. Did dietary pick that up?"	Result: Correct
Rationale	Clarifying is a therapeutic communication technique because it allows the nurse to validate the message received to ensure that both the nurse and client have a mutual interpretation of the message.	
Stage 4 (2 of 2 Correct)		
Scenario	Mr. Joe Rogers wants to be discharged from the hospital.	
Character	Joe Rogers	
Selected Option/ Result	"It sounds like you're anxious to go home, Mr. Rogers."	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	Nikki Rogers	
Selected Option/ Result	"So, you are concerned that if your husband goes home too early, he could fall and hurt himself?"	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.	
Stage 5 (2 of 2 Correct)		
Scenario	Student nurse Ryan is attempting to clarify Dr. Deane's discharge orders with Mr. and Mrs. Rogers.	
Character	Dr. Deane	
Selected Option/ Result	"I'm calling to clarify your discharge plans for Mr. Rogers."	Result: Correct
Rationale	Using clarity, which is saying exactly what you mean, and brevity, which is using the fewest words necessary, support interprofessional and client communication by providing a message that is simple, direct, and focuses on priority information.	
Character	Joe Rogers	
Selected Option/ Result	"Can you tell me what Dr. Deane said to you?"	Result: Correct
Rationale	Focused questions are a therapeutic communication technique because they allow the nurse to clarify a message, collect data, encourage feedback, and confirm the client's ideas and beliefs.	