

Congratulations, you've completed the game!

You have shown a strong ability to use your communication and assessment skills to address Irina's needs. Review your feedback below.

Your Results:
(first attempts)

 7 Correct	 2 Not the Best	 4 Incorrect
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Here is your summary report with an assessment of your first response in the form of Correct, Correctable or Incorrect response. Beside the response is links to the suggested module readings related to the topic. Below your first response is your subsequent responses, if you click on them you will also receive information and links to the module readings related to the topic.

If you replay the game, make sure you save this report before playing a new game, as the results will be reset each time.

Your Summary Report

Scenario 1: How do you introduce yourself to the client?

 **Attempt 1: Refer to arranged appointment - Correct Response**

You have introduced yourself and provided the client with information about your role. This is appropriate for the Orientation Phase of the therapeutic nurse-client relationship, as you are meeting Irina for the first time.

Additional reading:

- *Module 1: Three Phases of the Therapeutic Relationship*

Scenario 2: Where do you choose to sit?

 **Attempt 1: Ask where to sit - Not the Best Response**

Reflective Question:

What seating arrangement will promote active listening as well as maintain your safety?

Additional reading:

- *Module 1: Strategies to support therapeutic communication*
- *Module 3: Communication strategies when screening for abuse*

Attempt 2: Offer to sit down at the table - Correct Response

You need to ensure your personal safety when visiting a client at home, particularly when you suspect the presence of another person (as suggested here by the work boots in the hall). The table provides you with an accessible route to the exit, should you need it.

Additional reading:

- *Module 3: Communication strategies when screening for abuse*

Scenario 3: How do you respond to an unexpected person?



Attempt 1: Introduce yourself and remain sitting - Incorrect Response

Reflective Question:

Joseph has interpreted your response as a challenge to his authority. What action should you have taken instead to maintain your safety as well as Irina's?

Additional reading:

- *Module 3: Communication strategies when screening for abuse*

Attempt 2: Advocate for Irina - Incorrect Response

Reflective Question:

The man has interpreted your verbal response as a challenge to his authority. You should not endanger yourself by trying to protect Irina. What action should you have taken instead to maintain your safety as well as Irina's?

Additional reading:

- *Module 3: Communication strategies when screening for abuse*

Attempt 3: Introduce yourself and move to the exit - Correct Response

Your personal safety is important in a threatening situation. If you leave, you will be able to get help for Irina as well as maintain your own safety.

Additional reading:

- *Module 3: Communication strategies when screening for abuse*

Scenario 4: You noticed bruises, how do you bring this up with the client?



Attempt 1: Ask about the bruises - Correct Response

The nurse's role includes asking questions when abuse is suspected. An open-ended question encourages the client to share her story, while asking for permission to examine the bruises

conveys respect for the client.

Additional reading:

- Module 1: Strategies to support therapeutic communication
- Module 3: Nursing Role in Assessing an Adult for Abuse

Scenario 5: Do you accept a cup of tea?

Attempt 1: No - Correct Response

As you are still in the orientation phase of the relationship, it is better to fully assess the situation before accepting tea from Irina. At a later point you may accept a cup of tea from her or you may offer to make the tea with Irina. Sharing a cup of tea has the potential to build the therapeutic relationship but it is not the best action at this time.

Additional reading:

- Module 1, Three Phases of the Therapeutic Relationship

Scenario 6: How can you support Irina now?

Attempt 1: Inform Irina of her rights and offer to help - Correct Response

Acknowledging the abuse and offering assistance opens up the possibility of working with the client to address the situation in a way that makes her feel comfortable.

Additional reading:

- Module 3: Nursing Role in Assessing an Adult for Abuse

Scenario 7: Which response will help with your assessment of Irina?

Attempt 1: Refer to social worker - Incorrect Response

Reflective Question:

How can you support Irina to determine if referral to a social worker is appropriate for Irina?

Additional reading:

- Module 3: Nursing Role in Assessing an Adult for Abuse

Attempt 2: Ask about Joseph and document the answers - Incorrect Response

Reflective Question:

Listening is an important therapeutic communication strategy. How can you complete your assessment without the documentation becoming the focus of the interaction?

Additional reading:

- Module 1: Strategies to support therapeutic communication

Attempt 3: Ask Irina what would be helpful - Not the Best Response

Reflective Question:

What do you need to do before you can work with Irina to find ways to be helpful?

Additional reading:

- *Module 3: Nursing Role in Assessing an Adult for Abuse*

Attempt 4: Ask about Joseph and listen - Correct Response

Beginning with an open-ended question and listening to the client fosters development of a therapeutic nurse-client relationship and facilitates assessment of a domestic violence situation.

Additional reading:

- *Module 1: Strategies to support therapeutic communication*
- *Module 3: Communication Strategies for Screening for Abuse*

Scenario 8: What do you say to Irina now?



Attempt 1: "What would you want your life to be like?" - Correct Response

You have asked an open-ended question that will help you determine Irina's goals for herself and how you can support those goals.

Additional reading:

- *Module 1: Strategies to support therapeutic communication, Three phases of the Therapeutic relationship*
- *Module 3: Nursing Role in Assessing an Adult for Abuse*

Scenario 9: How do you respond to Irina's disclosure?



Attempt 1: Assess mood, sleep and appetite - Incorrect Response

Reflective Question:

What effect has multiple questions had on your interaction with Irina? What aspect of mental status could you focus on to begin your assessment?

Additional reading:

- *Module 2, Completing a mental status assessment, Depression*

Attempt 2: Ask Irina how often she cries - Not the Best Response

Reflective Question:

You have used a closed-ended question to assess one aspect of mental status. How could you use an open-ended question to encourage Irina to share more information?

Additional reading:

- *Module 1: Strategies to Support Therapeutic Communication*
- *Module 2, Completing a mental status assessment, Depression*

Attempt 3: Inquire about mood - **Correct Response**

Reflective Question:

Providing reassurance can be a barrier to further communication. Based on Irina's previous statement, what should you assess regarding her mental health?

Additional reading:

- *Module 2, Completing a mental status assessment, Depression*

Scenario 10: How should you respond to gather further data?



Attempt 1: Summarize and continue assessment - **Not the Best Response**

Reflective Question:

What response could convey empathy and encourage Irina to share more?

Additional reading:

- *Module 1: Strategies to Support Therapeutic Communication*

Attempt 2: Apologize and explain purpose of questions - **Incorrect Response**

While acknowledging errors can contribute to building trust, explaining the purpose of the questions focuses on the nurses' needs, not Irina's needs, and thus does not support the therapeutic relationship.

Additional reading:

- *Module 1: Essential capacities for Establishing the Therapeutic Nurse-Client relationship*

Attempt 3: Apologize and validate - **Correct Response**

Acknowledging errors and validating contribute to building trust. This helps Irina to feel comfortable disclosing more information.

Additional reading:

- *Module 1: Strategies to Support Therapeutic Communication*

Scenario 11: Which response would be your priority?



Attempt 1: Provide reassurance - **Incorrect Response**

Reflective Question:

Providing reassurance can be a barrier to further communication. Based on Irina's previous statement, what should you assess regarding her mental health?

Additional reading:

- *Module 2: Completing a mental status assessment, Depression, Suicide Risk Assessment*

Attempt 2: Refer Irina to a doctor - Incorrect Response

Reflective Question:

According to Irina's chart, she does not have a family doctor. Based on Irina's previous statement, what should you assess regarding her mental health?

Additional reading:

- *Module 2: Completing a mental status assessment, Depression*

Attempt 3: Encourage expression of feelings - Not the Best Response

Reflective Question:

Based on Irina's previous statement, what should you assess regarding her mental health?

Additional reading:

- *Module 2: Completing a mental status assessment, Depression, Suicide Risk Assessment*

Attempt 4: Assess suicide risk - Correct Response

Given that Irina may be depressed, it is important to determine if she is at risk for suicide.

Additional reading:

- *Module 2: Depression, Suicide Risk Assessment*

Scenario 12: How do you proceed with this conversation?



Attempt 1: Ask if Irina has a plan to hurt herself - Correct Response

Asking if Irina has a plan to hurt herself is an important part of assessment for risk of suicide. In this case, knowing that her child depends on her serves as a protective factor for Irina.

Additional reading:

- *Module 2: Suicide Risk Assessment*

Scenario 13: How do you bring your visit to an end?



Attempt 1: Book another appointment to explore resources - Correct Response

In two days you will meet with Irina again to discuss community resources. Irina will need continuing support, so offering to meet again conveys commitment to working with her, and helps to build trust. For personal safety, it would be appropriate to meet at a local coffee shop.

Additional reading:

- *Module 1: Three Phases of the Therapeutic Relationship*