

Overview

Stage 1

Stage 2

Stage 3

Stage 4

Stage 5



Case Overview

This case is organized into stages. Communicate with each character at each stage to practice applying communication techniques and strategies.

Nurse Rose Hall and student nurse Heather Aspen are assigned to care for Alexa Travis in a preoperative setting. Mr. Travis is anxious about his wife's upcoming surgery.

Character Overview (Select the characters below for more information.)



Alexa Travis



Mark Travis



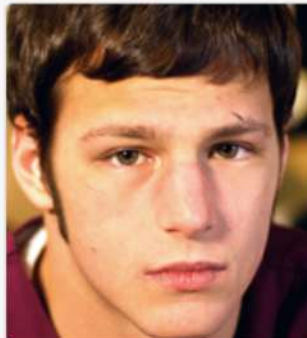
Rose Hall



Heather Aspen



Anton Kovac



Jake Smith



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Character Information

As the nurse, what is the best communication option?



Name: Mark Travis

Age: 28

Overview:

Mark is Alexa's husband. He is very anxious about his wife's upcoming surgery.

Communication options:

Results & Remediation:

Character Response:

"Has your wife had surgery before?"	✕ <u>Why?</u>	Play ▶
"This degree of concern is really not necessary for her surgery."	✕ <u>Why?</u>	Play ▶
"It isn't my rules that you need to step out."	✕ <u>Why?</u>	Play ▶
"Why won't you step out for a little bit?"	✕ <u>Why?</u>	Play ▶
"You seem very concerned."	✓ <u>Why?</u>	Play ▶
"I promise you, it won't be very long of a wait."	✕ <u>Why?</u>	Play ▶

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Character Information

As the nurse, what is the best communication option?



Name: Alexa Travis

Age: 26

Overview:

Alexa is being admitted for an exploratory laparoscopy related to unrelieved abdominal pain. She is calm about having her surgery, but is worried about her husband's reaction to everything.

Communication options:

Results & Remediation:

Character Response:

"I don't understand why your husband won't leave."	✕ <u>Why?</u>	Play ▶
"Tell him that everything will be fine."	✕ <u>Why?</u>	Play ▶
"He shouldn't worry so much."	✕ <u>Why?</u>	Play ▶
"Tell me his concerns about leaving."	✓ <u>Why?</u>	Play ▶
"If he doesn't step out, your surgery will be delayed."	✕ <u>Why?</u>	Play ▶
"Do you have a problem with doing this yourself?"	✕ <u>Why?</u>	Play ▶

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