

Overview

Stage 1

Stage 2

Stage 3

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Stage 5



## Case Overview

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

Brianna Newcastle was a driver in a car that was involved in a motor vehicle accident. Brianna is taken to the Emergency Department of a local hospital via ambulance.

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



**Brianna Newcastle**



**Michelle Newcastle**



**Marilyn Hughes**



**Cassie Bloomer**



**Grace Cruz**



**Jose Ramirez**



**Stacy Cox**



**Cheryl Cannon**





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### Character Information

As the nurse, what is the best communication option?



**Name:** Brianna Newcastle

**Age:** 16

**Overview:** Brianna Newcastle arrives at the hospital in an immobilizer due to being involved in a motor vehicle accident.

#### Communication options:

#### Results & Remediation:

#### Character Response:

"You will be just fine."	✕ <u>Why?</u>	Play ▶
"You were involved in an automotive accident. We are doing tests to check you for injuries."	✓ <u>Why?</u>	Play ▶
"I don't know yet. I haven't had time to check."	✕ <u>Why?</u>	Play ▶
"You told me what happened."	✕ <u>Why?</u>	Play ▶
"Let's not talk about that right now."	✕ <u>Why?</u>	Play ▶
"You don't need to know the details about this right now."	✕ <u>Why?</u>	Play ▶

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### Character Information

As the nurse, what is the best communication option?



**Name:** Michelle Newcastle

**Age:** 48

**Overview:** Michelle is Brianna's mother.

#### Communication options:

#### Results & Remediation:

#### Character Response:

"Brianna just arrived to the emergency department. We don't have a lot of information yet."	✓ <u>Why?</u>	Play ▶
"She is doing fine."	✕ <u>Why?</u>	Play ▶
"Do you know that she was in an accident?"	✕ <u>Why?</u>	Play ▶
"We are doing everything we can, as fast as possible for her."	✕ <u>Why?</u>	Play ▶
"I can't focus on you right now. I need to take care of Brianna."	✕ <u>Why?</u>	Play ▶
"You know just as much as I do."	✕ <u>Why?</u>	Play ▶

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