



Overview

Case Video

Communication Techniques

View the case video and identify the therapeutic and nontherapeutic communication techniques used in the case.



Case Overview

AP Kammy Bergman is caring for Mr. McCafferty, who is 24 hours postoperative following abdominal surgery.

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



Kammy Bergman



Dwight McCafferty

Begin Case ▶



Overview

Case Video

Communication Techniques

Communication Technique 1

Identify the technique below as therapeutic or nontherapeutic.

[Review Case Video ▶](#)

"I need you to rate your pain on a scale of 0 to 10. Remember 0 represents no pain, and 10 represents the most pain you can imagine."

Results & Remediation

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.

Therapeutic

Nontherapeutic

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Overview

Case Video

Communication Techniques

Communication Technique 2

Identify the technique below as therapeutic or nontherapeutic.

[Review Case Video ▶](#)

"Why not now?"

Results & Remediation

Asking a 'why' question is a nontherapeutic communication technique because it can be perceived as accusatory, causing the client to become defensive and mistrust the person who asked the question.

Therapeutic

✓ **Nontherapeutic**

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