

OVERVIEW

THERAPEUTIC COMMUNICATION SERIES

The Problem

Practicing therapeutic communication techniques in the clinical environment can be challenging for novice learners as: 1) practicing these complicated techniques on actual patients is high-risk and 2) the opportunities to practice with sensitive and/or challenging patients are rare. This makes it difficult to bridge the gap from the knowledge students are developing in the classroom to its application in patient care settings. To solve this problem, the **Therapeutic Communication Serious Games** storyline was developed.

The Solution

The **Therapeutic Communication Serious Games** storyline is a collection of serious games that uses rich video media to provide students the opportunity to practice communicating therapeutically with “patients” in a low-risk manner prior to more high-risk settings. In addition, whether preparing for class, simulation and/or clinical experiences, students are provided with immediate feedback to further enhance learning.

Instructions

1. Present students with the printed serious game card(s). Printing instructions included.
2. In the ARIS platform, students scan the provided QR code to begin each game.
3. In each of the **Therapeutic Communication Serious Games**, the object is to deliver the most effective therapeutic communication in this patient scenario. Students watch a series of patient videos. These videos are followed by lists of possible therapeutic responses.
4. After each video, students are instructed to select the “most therapeutic” question to “ask” the patient. If they choose correctly, they can review the rationale and then move on to the second patient video/question set. If they choose incorrectly, rationale is provided and they must choose again. This continues until the correct answer is selected.

5. A full rationale screen is displayed after each video/question set further to enhance student learning.
6. Throughout each serious game, students earn “stars” for correct answers. Their goal is to collect all of the possible stars and become a “Star Communicator.”
7. At the end of each game, a “Star Score” screen is displayed on the iPad which shows both the number of stars earned and a statement stating how well they did. Scores and statements correspond to the following table:

Total Stars Awarded	Accompanied iPad Language
100%	Wow! You are a Star Communicator and therapeutic communication skills are amazing! Keep up the great work!
99-93%	Great! Your therapeutic communication skills are top notch!
92-85%	You did well, but we think you can do even better. Try your therapeutic communication skills again.
84-80%	Not bad, but your therapeutic communication skills still need some work. Maybe you should try again!
79% or lower	Try again! We know you can do better next time. Your therapeutic communication skills just need more practice!

8. As an option, a timestamp is also provided on the final “Star Score” screen. Students can take a screen shot of this and email it to their instructor as “evidence” that they completed this serious game successfully.



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