



— COMMUNITY HOSPITAL —

WOMEN'S HEALTH DIVISION

**Module Title:** Improving Maternal Outcomes for African-American Mothers

**Target Audience:** Hospital staff in the maternal medicine ward, including nurses, physicians, administrative staff, and allied health professionals, who are diverse in age ranging from 20s to 60s with varied educational backgrounds (from certifications to advanced degrees). They represent a mix of cultural and linguistic backgrounds.

**Learning Objectives:**

**Terminal LOs:** By the end of the course the learners will be able to

1. Implement active listening techniques by paraphrasing patients
2. Implement empathetic verbal communication techniques
3. Implement empathetic nonverbal communication

**Seat Time: 20 Min**

**Outline:**

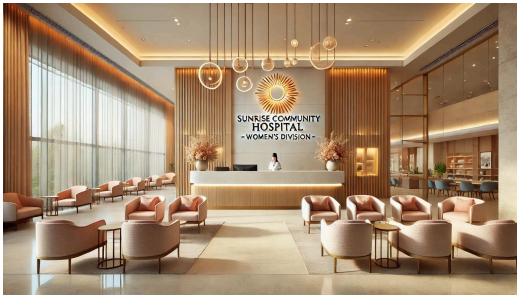
- Welcome
- Navigation
- Learning Objectives
- Introduction
- Maternal Mortality
- Three focuses
- Key Components of Active Listening
- Knowledge Check Active Listening
- Verbal Communication
- Key Components of Verbal Communication
- Knowledge Check Verbal Communication
- Key Components of Nonverbal Communication
- Knowledge Check- Set-up of Scenario
- Knowledge Check: Active Listening
- Knowledge Check: Verbal Communication
- Knowledge Check: Nonverbal Communication
- Summary
- Final Assessment
- Congratulations

**Font:** Papyrus for Title, Open Sans throughout

**Color Palette:** Sunrise Gold (#D1A86A), Soft Beige (#F9F3EE), Dusty Rose (#C49A9A), Muted Coral (#E6B8A2), Deep Brown (#6E4C40), Soft Cream (#FFF5E9), Warm Terracotta (#D89C7A), Rich Espresso (#4A2F2A), Muted Steel Blue (#678EA5)

Sunrise Gold	Soft Beige	Dusty Rose	Muted Coral	Deep Brown	Soft Cream	Warm Terracotta	Rich Espresso	Muted Steel Blue
--------------	------------	------------	-------------	------------	------------	-----------------	---------------	------------------

Use the Logo, Lobby photograph, and photograph of Nurse Washington in her hospital room



**Directions:** [Notes for Reviewers]

Please review all fields. To leave feedback, please add a comment or track suggestions within the document text. Please ensure that your comments provide actionable feedback that can be implemented, aiming to ensure that the module is comprehensive and accurate.

Ex. Instead of writing, “This is confusing,” please write, “This would be clearer if it said: \_\_\_\_\_,” (and suggest language that works better).

**Global Comments:**

- The narrator is Dr. Alise Jones, MD, FACOG, FACS, Assistant Director of Women’s Health at Sunrise Community Hospital, She is also the main avatar used.
- The second voiceover actor is Jasmine Washington, RN, BSN, MSN a nurse in Women’s Health. She will be noted with JW.
- Slide dimensions are 16:9 ratio with slide size (1280:720)
- Use Modern Player in Storyline.
- Text in [brackets] should not appear on the slide [or be recorded in voiceover (VO)]
- Slide numbers with letters (ex. 1.8a) indicate layers for corresponding slide number
- Use custom color scheme for shapes throughout; white font on colored background / black font on white background

Slide: 1.1 / Menu Title: Welcome			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image: Logo</p> <p>Course title is set in pentagon to the left side</p> <p>Right side box with directions</p> <p>Custom start and Navigation buttons</p>	<p>[Title] Improving Maternal Outcomes for African-American Mothers</p> <p>[directions] Click the <b>Start</b> button to begin. Click the <b>Navigation</b> button for a navigation tutorial</p> <p>[buttons] START  NAVIGATION</p>	<p>Welcome to Sunrise Community Hospital- Women's Health Division Training. This training covers ways to improve the maternal outcomes for African-American Mothers</p>	<p>The start button will jump to slide 1.3</p> <p>The navigation button will jump to slide 1.2</p> <p>The previous and Next Buttons are hidden</p>
<b>Notes:</b>			

Slide: 1.2 / Menu Title: Navigation			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Screenshot of the welcome slide with menu open</p> <p>Sunrise icon labeling</p> <p>Title is set in pentagon at top left of screen</p>	<p>[Slide Title]Navigation</p> <p>[directions] Click on the markers with suns to reveal information</p> <p>[sunrise markers] Menu- here you can see the topics covered in the training</p> <p>Play and Pause- You can play and pause each slide</p> <p>Seekbar- You can adjust the seekbar at any time</p>	<p>Take a moment to orient yourself to the navigation features of this module. The menu on the left lists the topics for each slide. A check mark will appear after you have visited each page. So you can use the menu to keep track of your progress. The button in the lower left corner will allow you to play and pause the screen. You will see the seekbar next to the play button. You may click and drag the seekbar as you see fit. The refresh button allows you to restart the slide from the</p>	<p>Sunrise icons appear in time with audio</p> <p>Icons click to reveal text</p> <p>Next button jumps to slide 1.3</p> <p>Previous button jumps to slide 1.1</p>

	<p>Refresh- You can restart the slide at any time</p> <p>Volume- You can adjust the sound</p> <p>Previous and Next- You can go back or move on from each slide</p> <p>Closed Captions- You can turn on and off the captions</p> <p>Settings- You can control the settings</p>	<p>beginning. You may adjust the volume by clicking on the speaker. You can turn on or off the closed captions by selecting this icon</p>	
<b>Notes:</b>			

Slide: 1.3 / Menu Title: Learning Objectives			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title is set in pentagon at top left of screen</p> <p>LO's are contained on rectangle</p> <p>Each LO is bulleted with sunrise icon</p>	<p>[Slide Title] Learning Objective</p> <p>[subtitle] By the end of this module you will</p> <p>[LO] IMPLEMENT:</p> <p>[timed with audio] active listening techniques by paraphrasing patients</p> <p>empathetic verbal communication</p> <p>empathetic nonverbal communication</p>	<p>By the end of this module you will be able to implement active listening techniques by paraphrasing patients, also, empathetic verbal communication techniques and finally empathetic non-verbal communication</p>	<p>Next button is hidden until audio completes</p> <p>LO's enter timed with audio</p> <p>Next jumps to slide 2.1</p> <p>Previous jumps to slide 1.1</p>
<b>Notes:</b>			

Slide: 2.1 / Menu Title: Welcome [Hidden from Menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Avatar - smiling looking forward with holding hands in front of body  Caption box  User name Variable box bottom left  Employee ID variable box bottom right  Directions and submit below variable boxes	[caption box] Hello, and welcome! I'm Dr. Alise Jones, and I'm honored to have you join this important training session. Please type your name and employee ID in the appropriate boxes.  [user name box] Type your name here  [Employee ID box] Employee ID  [directions] Click Submit when you are done  [button] Submit	Hello, and welcome! I'm Dr. Alise Jones, and I'm honored to have you join this important training session. Please type your name and employee ID in the appropriate boxes.	Caption bubble tracks audio narration  Next button hidden at beginning of timeline  Next button appears after submit button is clicked  User name box is Variable UserName  Employee ID box is Variable EmployeeID
Notes:			

Slide: 2.2 / Menu Title: Maternal Mortality [Hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Avatar on left side has three poses : facing left pointing to caption bubble, facing forward with neutral face pointing forward, and smiling holding clipboard- Change is timed with	[caption box] <ul style="list-style-type: none"><li>42% of cases of maternal mortality involving African-American mothers had opportunities to</li></ul>	Did you know that in our state 42% of cases of maternal mortality involving African-American mothers had opportunities to improve care, and approximately half of those	Next button is hidden at the beginning of timeline  Next button returns to normal at end of audio

<p>audio</p> <p>Caption box with disappearing text timed with audio</p>	<p>improve care</p> <ul style="list-style-type: none"> <li>• Half were considered potentially preventable</li> <li>• The critical need to examine how we communicate and care for our patients</li> </ul> <p>Communication Strategies</p> <ul style="list-style-type: none"> <li>• validate patient concerns</li> <li>• build trust</li> <li>• improve outcomes</li> </ul> <p>Practical Techniques</p> <ul style="list-style-type: none"> <li>• feels heard</li> <li>• supported</li> </ul> <p>Your commitment to this training is a step toward making meaningful change.</p> <p><b>Let's get started!</b></p>	<p>cases were considered potentially preventable? These numbers highlight the critical need for us to examine how we communicate and care for our patients.</p> <p>Today, we'll focus on communication strategies that validate patient concerns, build trust, and improve outcomes—particularly in maternal health. Together, we'll explore practical techniques to ensure every patient feels heard and supported during some of the most vulnerable moments of their lives.</p> <p>Your commitment to this training is a step toward making meaningful change. Let's get started!</p>	<p>Avatar changes poses at each new paragraph</p> <p>Text is timed with audio and disappears when new text replaces it on the screen.</p>
<p><b>Notes:</b></p>			

Slide: 2.3 / Menu Title: Introduction			LO: 1, 2, 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Pentagon at top with title</p> <p>Directions under pentagon</p> <p>Three icons: ear, person with hand extended, head with speaking sounds</p>	<p>[Slide Title][UserName Variable] Let's Get Started</p> <p>[directions] Click on each icon</p> <p>Active Listening</p> <p>Verbal Communication</p>	<p>Let's get started. Click on each icon to learn how to implement these strategies. Once you have visited each icon, click next</p>	<p>Next button is hidden until all layers are viewed</p> <p>Each icon is a button to display layer- buttons are disabled until audio completes. Icons can be clicked in any order</p>

with labels: Active Listening, Verbal Communication, Nonverbal Communication	Nonverbal Communication		
<b>Notes:</b>			

Slide: 2.3 a / Menu Title: Active Listening [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Layer beneath is visible</p> <p>Large Rectangle box to the right of the icons with curved corners is visible with text on top</p>	<p>[text on rectangle] Definition: fully focusing, understanding, and responding in a way that demonstrates genuine attention and empathy.</p> <p>Techniques: -maintaining eye contact -nodding -paraphrasing -asking clarifying questions</p>	<p>The definition of active listening is the process of fully focusing on, understanding, and responding to a speaker in a way that demonstrates genuine attention and empathy.</p> <p>It involves verbal and nonverbal techniques such as maintaining eye contact, nodding, paraphrasing, and asking clarifying questions to confirm understanding and build trust</p>	<p>Icons on base layer are disabled until audio completes on this layer</p> <p>Text appears timed with audio</p>
<b>Notes:</b>			

Slide: 2.3 b / Menu Title: Verbal Communication [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same format as layer 2.3 a	<p>[Text on Rectangle ] Definition: spoken words and voice to convey information,</p>	The definition of verbal communication is the use of spoken words and tone of voice	Icons on base layer are disabled until audio completes on this layer



	<p>express empathy, and build understanding.</p> <p>Techniques:</p> <ul style="list-style-type: none"> <li>-acknowledging concerns</li> <li>-open-ended questions</li> <li>-providing affirmations</li> </ul>	<p>to convey information, express empathy, and build understanding.</p> <p>It includes specific techniques such as acknowledging concerns, asking open-ended questions, and providing affirmations to validate the speaker's feelings and experiences, ensuring they feel heard and respected</p>	Text appears timed with audio
<b>Notes:</b>			

Slide: 2.3 c / Menu Title: Nonverbal Communication [hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same format as layer 2.3 a	<p>[Text on Rectangle]</p> <p>Definition: body language, facial expressions, gestures, posture, and eye contact to convey empathy, understanding, and attentiveness without words.</p> <p>Techniques:</p> <ul style="list-style-type: none"> <li>• maintaining open body language</li> <li>• using appropriate facial expressions</li> <li>• demonstrating active listening <ul style="list-style-type: none"> <li>◦ nodding</li> <li>◦ consistent eye contact</li> </ul> </li> </ul>	<p>The definition of nonverbal communication is the use of body language, facial expressions, gestures, posture, and eye contact to convey empathy, understanding, and attentiveness without words.</p> <p>It involves techniques such as maintaining open body language, using appropriate facial expressions, and demonstrating active listening behaviors like nodding and consistent eye contact to validate and support the speaker's concerns</p>	<p>Icons on base layer are disabled until audio completes on this layer</p> <p>Text appears timed with audio</p>
<b>Notes:</b>			

Slide: 2.4 / Menu Title: Key Components of Active Listening			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Avatar on left side with four poses: facing forward with hands out, facing forward left hand indicating up, facing forward left hand indicating the middle text, facing forward with hands out</p> <p>Large rectangle with rounded corners covering a large portion of the screen</p> <p>Button below avatar</p>	<p>[Text in Rectangle]</p> <p>Active Listening- Key Points</p> <ul style="list-style-type: none"> <li>• Ensure you fully focus on the patient's words without interrupting</li> <li>• Distinguish the main ideas or emotions expressed by the patient</li> </ul> <p>Rephrase in Your Own Words</p> <ul style="list-style-type: none"> <li>• Use phrases like "So what I'm hearing is..." or "It sounds like you're saying..."</li> </ul> <p>Check for Accuracy</p> <ul style="list-style-type: none"> <li>• Confirm with the patient: "Did I get that right?" or "Is there anything I missed?"</li> </ul> <p>[button] Return to Jasmine</p>	<p>Active Listening-Key Points. Ensure you fully focus on the patient's words without interrupting. Distinguish the main ideas or emotions expressed by the patient. Rephrase in Your Own Words. Use phrases like 'So what I'm hearing is...' or 'It sounds like you're saying...' Check for Accuracy. Confirm with the patient: 'Did I get that right?' or 'Is there anything I missed?'</p>	<p>Next button hidden until audio completes</p> <p>Return to Jasmine Button hidden until Slide 3.2 is viewed</p> <p>Avatar changes poses with each section in time with the audio</p>
Notes:			

Slide: 2.5 / Menu Title: Active Listening Practice [Knowledge Check]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>Title at top</p> <p>Bar underneath title with text on it</p> <p>Three caption bubbles at the top of the screen</p> <p>Three different images of Jasmine while pregnant in cropped into circles</p> <p>Three drag and drop circles labeled 1, 2, 3</p> <p>Rectangle at bottom of screen with text on top</p> <p>Two dividing lines to separate different texts</p>	<p>[Slide Title] Practice Paraphrasing</p> <p>[bar with text] DRAG- AND-DROP</p> <p>[Left caption bubble] I've been feeling this sharp pain in my lower back, and it's been getting worse over the past few days</p> <p>[middle caption bubble] I'm worried because I haven't felt the baby move as much today as I normally do.</p> <p>[right caption bubble] I've been having this constant headache, and I'm not sure if it's normal or something I should be worried about.</p> <p>[left circle drag option] 1</p> <p>[middle circle drag option] 2</p> <p>[right circle drag option] 3</p> <p>[left answer choice] You're concerned because the baby's movements today don't seem as frequent as they usually are. Is that what you're saying?</p> <p>[middle answer choice] You're dealing with a headache and wondering if it could be a cause for concern. Am I understanding that correctly?</p>	<p>Now Let's practice paraphrasing. Read the patient's comments then find the correct paraphrase. Drag the number circle to the correct patient. Hit submit when you are finished</p>	<p>Next and previous buttons hidden</p> <p>Submit button visible</p> <p>User gets two attempts</p> <p>Drag and Drop items can be dropped in the wrong answer</p> <p>Number 1 goes with middle picture</p> <p>Number 2 goes with right picture</p> <p>Number 3 goes with left picture</p>
--	---	---	--

	[right answer choice] It sounds like you're feeling a sharp, worsening pain in your lower back that started a few days ago. Is that right?		
<b>Notes:</b>			

Slide: 2.5 a / Menu Title: Correct [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Green check in center of screen  continue button	Correct!  That's right [UserName Variable]! You selected the correct response  [button] Continue		Continue button jumps to slide 2.6
<b>Notes:</b>			

Slide: 2.5 b / Menu Title: Incorrect [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Red x in center of screen  Continue button	Incorrect  You did not select the correct response. Statement 1 goes with the middle patient, while statement 2 goes with the patient on the right, and		Continue button jumps to slide 2.6

	statement 3 goes with the patient on the left.  [button] Continue		
<b>Notes:</b>			

Slide: 2.5 c / Menu Title:			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Red x  Try Again Button	Incorrect  That is incorrect. Please try again [UserName Variable]  [button] Try Again		Try Again button returns to base layer with dropped items where they were left
<b>Notes:</b>			

Slide: 2.6 / Menu Title: Validation [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Large pentagon taking up most of the screen with text on it.	[text on pentagon]  Why Validate Patients Concerns?  Validation Definition: the act of recognizing and affirming someone's feelings, experiences,	Why Validate Patients Concerns? The definition of validation is the act of recognizing and affirming someone's feelings, experiences, or concerns as legitimate and worthy of attention. By using empathetic acknowledgment the	Text appears timed with audio  Next button hidden until audio completes

	<p>or concerns as legitimate and worthy of attention.</p> <p>Patient Feels:</p> <ul style="list-style-type: none"> <li>• Understood</li> <li>• Respected</li> <li>• Supported</li> </ul>	<p>patient will feel understood, respected and Supported</p>	
<b>Notes:</b>			

Slide: 2.7 / Menu Title: Key Components of Verbal Communication			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same format as slide 2.4</p> <p>Use avatar with same poses</p>	<p>[text on rectangle]</p> <p>Verbal Communication</p> <ul style="list-style-type: none"> <li>• <b>Acknowledge</b> patients concerns with phrases: <ul style="list-style-type: none"> <li>◦ "I understand why that's concerning for you."</li> <li>◦ "That sounds very uncomfortable; let's talk more about it."</li> </ul> </li> <li>• <b>Clarify Concerns</b> by asking open-ended questions: <ul style="list-style-type: none"> <li>◦ "Can you tell me more about how this feels for you?"</li> <li>◦ "When did you first notice this symptom?"</li> </ul> </li> <li>• <b>Reassure Through</b></li> </ul>	<p>There are three main parts to Verbal Communication. First Acknowledge patients' concerns with phrases like: 'I understand why that's concerning for you.' 'That sounds very uncomfortable; let's talk more about it.' Then Clarify their Concerns by asking open-ended questions like: 'Can you tell me more about how this feels for you?' 'When did you first notice this symptom?' Finally Reassure the patient with Empathy by providing affirmations like: 'You're absolutely right to bring this up; it's important.' 'I can see why this is worrying for you, and I want to make sure we address it thoroughly.'</p>	<p>Next button hidden until audio completes</p> <p>Return to Jasmine Button hidden until Slide 3.3 is viewed</p> <p>Avatar changes poses with each section in time with the audio</p>

	<p><b>Empathy</b> by providing affirmations:</p> <ul style="list-style-type: none"> <li>○ “You’re absolutely right to bring this up; it’s important.”</li> <li>○ “I can see why this is worrying for you, and I want to make sure we address it thoroughly.”</li> </ul> <p>[button] Return to Jasmine</p>		
<b>Notes:</b>			

Slide: 2.8 / Menu Title: Verbal Communication Practice			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title centered at top</p> <p>Three rectangles with labels that act as anchors for drag and drop</p> <p>Six plaques 1-3 on the top row and 4-6 on the bottom row with text inside under the three rectangles used as items to drag</p>	<p>[Slide Title] Drag and Drop</p> <p>[left rectangle] Acknowledge</p> <p>[middle rectangle] Clarify</p> <p>[right rectangle] Reassure</p> <p>[plaque 1] “That’s definitely something important to address; I’m glad you told me.”</p> <p>[plaque 2] “Can you tell me more about how this is affecting you?”</p> <p>[plaque 3] “It’s good that you brought this up; we’ll work through it step by step.”</p>	<p>Drag and Drop. Drag the different statements to the types of validation you can give patients through verbal communication</p>	<p>Each item appears in order slowly across the screen in a staggered manner</p> <p>Next and previous button are hidden</p> <p>Submit button is enabled</p> <p>Drag and drop items will shake and return to original spot if dropped to the wrong choice</p> <p>Plaque 1 - Acknowledge</p> <p>Plaque 2- Clarify</p> <p>Plaque 3 - Reassure</p>

	<p>[plaque 4] “Could you describe what you’re feeling in more detail?”</p> <p>[plaque 5] “I’m here to help, and we’ll make sure you get the care you need.”</p> <p>[plaque 6] “Your concerns are valid, and we’ll work together to figure this out.”</p>		<p>Plaque 4- Clarify</p> <p>Plaque 5- Reassure</p> <p>Plaque 6- Acknowledge</p>
<b>Notes:</b>			

Slide: 2.8 a / Menu Title: correct [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Green check</p> <p>Continue button</p>	<p>Correct</p> <p>That’s right [UserName Variable]! You selected the correct response.</p> <p>[button] Continue</p>		<p>Continue button jumps to slide 2.9</p>
<b>Notes:</b>			

Slide: 2.8 b / Menu Title: incorrect [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:



Red x  Continue Button	You did not select the correct responses.  [button] Continue		Continue button jumps to slide 2.9
<b>Notes:</b>			

Slide: 2.9 / Menu Title: Key Components of Nonverbal Communication			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same format as slide 2.4  Use avatar with same poses	<p>[Text on Rectangle]</p> <p>Nonverbal Communication</p> <ul style="list-style-type: none"> <li>• <b>Maintain Open Body Language</b> to demonstrate empathy and understanding: <ul style="list-style-type: none"> <li>◦ Sit facing patient and at the same level</li> <li>◦ Lean slightly forward</li> <li>◦ Avoid Crossing arms</li> </ul> </li> <li>• <b>Using Facial Expressions</b> by matching the patients emotions: <ul style="list-style-type: none"> <li>◦ Smile gently</li> <li>◦ Show concern</li> </ul> </li> <li>• <b>Demonstrate Active Listening</b> to show empathy and understanding:</li> </ul>	<p>Now let's look at Non - Verbal Communication. First start by Maintaining Open Body Language which demonstrates your empathy and understanding. One way To achieve this is to sit facing the patient and if possible at the same level. Also, you can Lean slightly forward while listening and Avoid Crossing your arms. Then practice Using Facial Expressions that match the patients emotions by Smiling gently to encourage their communication and Show concern when they are discussing something difficult or painful. Finally, you can Demonstrate Active Listening to show empathy and understanding by Nodding occasionally during the conversation. also, Maintaining consistent eye contact without staring. consider Raising your</p>	<p>Next button hidden until audio completes</p> <p>Return to Jasmine Button hidden until Slide 3.4 is viewed</p> <p>Avatar changes poses with each section in time with the audio</p>

	<ul style="list-style-type: none"> <li>○ Nod occasionally</li> <li>○ Maintain consistent eye contact</li> <li>○ Raise your eyebrows</li> <li>○ Maintain an attentive facial expression</li> </ul> <p>[button] Return to Jasmine</p>	eyebrows and remember to Maintain an attentive facial expression throughout the conversation	
<b>Notes:</b>			

Slide: 3.1 / Menu Title: Scenario			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Avatar is facing forward with portfolio in her right arm located on the lower left side of slide</p> <p>Caption bubble with text is near the top of slide in the middle</p> <p>Background is soft beige</p>	<p>[caption]</p> <p>Now join me as I implement these strategies with my next patient.</p>	<p>Now join me as I implement these strategies with my next patient</p>	<p>Next button is hidden</p> <p>Slide automatically advances to 3.2 at the end of the audio</p>
<b>Notes:</b>			

Slide: 3.2 / Menu Title: Scenario- Active Listening [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>Background is hospital room scene with Jasmine in the hospital bed</p> <p>Avatar is in the same location as the previous slide. First pose is with a clipboard facing right taking notes, the second pose is facing forward with hands by side.</p> <p>Caption bubble is in the same location as the last slide alternating between who is talking</p> <p>Large rectangle covering hospital bed with two smaller rectangles inside with option buttons with question above and directions below the inner rectangles</p>	<p>[Narrator caption]</p> <p>Hello Jasmine, how have you been feeling lately?</p> <p>[JW Caption]</p> <p>I've been feeling really anxious and overwhelmed. I'm not sure if what I'm experiencing is normal, and it's making me quite worried.</p> <p>[question] How should I respond so that I am using attentive listening and paraphrasing?</p> <p>[left rectangle <b>correct choice</b>]</p> <ul style="list-style-type: none"> <li>• make eye contact</li> <li>• nod</li> <li>• responds without interrupting:</li> </ul> <p>"It sounds like you're feeling quite overwhelmed and anxious about your symptoms. Can you tell me more about what you're experiencing?"</p> <p>[right rectangle]</p> <ul style="list-style-type: none"> <li>• stands by the door</li> <li>• glance at notes</li> <li>• quickly responds:</li> </ul> <p>"Anxiety is common in pregnancy. It's probably nothing serious."</p> <p>[directions] Click on the best response</p>	<p>[Narrator] Hello Jasmine, how have you been feeling lately?</p> <p>[JW] I've been feeling really anxious and overwhelmed. I'm not sure if what I'm experiencing is normal, and it's making me quite worried.</p> <p>[Narrator] How should I respond so that I am using attentive listening and paraphrasing? Click the best response</p>	<p>Slide fades in at a rate of .7 seconds</p> <p>Next button hidden</p> <p>Audio begins after fade</p> <p>Text appears in caption aligned with audio</p> <p>Avatar changes poses when narrator says "How should I...,"</p> <p>Large rectangle and two smaller rectangles appear in time with audio "How should I..."</p> <p>Clicking on left rectangle will go to layer 3.2 a</p> <p>Clicking on right rectangle will go to layer 3.2 b</p> <p>Slide resets to original state when slide is revisited</p>
<p><b>Notes:</b></p>			

Slide: 3.2 a / Menu Title: Correct [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Layer is a duplicate of base layer with the left rectangle's state changed to selected</p> <p>Avatar's pose changes to right fist in air and excited</p> <p>Caption box is connected to avatar</p> <p>Same large and small rectangles are visible with same text</p> <p>Directions are not visible</p> <p>Review button on upper right side above Jasmine's head</p>	<p>[Caption] Great Job, [UserName Variable]</p> <p>You're on the right track with attentive listening and paraphrasing.</p> <p>[left rectangle <b>correct choice</b>]</p> <ul style="list-style-type: none"> <li>• make eye contact</li> <li>• nod</li> <li>• responds without interrupting:</li> </ul> <p>"It sounds like you're feeling quite overwhelmed and anxious about your symptoms. Can you tell me more about what you're experiencing?"</p> <p>[right rectangle]</p> <ul style="list-style-type: none"> <li>• stands by the door</li> <li>• glance at notes</li> <li>• quickly responds:</li> </ul> <p>"Anxiety is common in pregnancy. It's probably nothing serious."</p> <p>[Button] Review</p>	<p>Great Job!</p> <p>You are on the right track with attentive listening and paraphrasing.</p> <p>Click next if you want to continue or click review if you would like to review this skill</p>	<p>Next button appears when Audio ends on this layer</p> <p>Review Button appears in time with the audio and jumps to slide 2.4</p>
Notes:			

Slide: 3.2 b / Menu Title: Incorrect [hidden from menu]	LO: 1
---	-------

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Layer is a duplicate of base layer with the right rectangle's state changed to selected</p> <p>Avatar's pose changes to right finger pointing to head looking concerned</p> <p>Caption box is connected to avatar</p> <p>Same large and small rectangles are visible with same text</p> <p>Directions are not visible</p> <p>Review button on upper right side above Jasmine's head</p>	<p>[Caption] That is not quite right. Click the Review button to go over the key points in attentive listening and paraphrasing.</p> <p>[left rectangle <b>correct choice</b>]</p> <ul style="list-style-type: none"> <li>• make eye contact</li> <li>• nod</li> <li>• responds without interrupting:</li> </ul> <p>"It sounds like you're feeling quite overwhelmed and anxious about your symptoms. Can you tell me more about what you're experiencing?"</p> <p>[right rectangle]</p> <ul style="list-style-type: none"> <li>• stands by the door</li> <li>• glance at notes</li> <li>• quickly responds:</li> </ul> <p>"Anxiety is common in pregnancy. It's probably nothing serious."</p> <p>[Button] Review</p>	<p>That is not quite right. Click the Review button to go over the key points in attentive listening and paraphrasing.</p>	<p>Review button appears in time with the audio and jumps to slide 2.4</p>
<b>Notes:</b>			

Slide: 3.3 / Menu Title:			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Appears as the same scene as the previous slide with the same format for the question</p>	<p>[Caption] Well, I have been having these sharp pains in my side that come and</p>	<p>[JW] Well, I have been having these sharp pains in my side that come and go, but last night they were</p>	<p>Next button hidden</p> <p>Text appears in caption aligned with audio</p>

<p>Avatar goes back to listening pose with clipboard in hand taking notes</p> <p>Caption box is facing Jasmine</p>	<p>go, but last night they were worse, and I hardly slept.</p> <p>[question] How should I respond so that I am using good verbal communication</p> <p>[left rectangle] Interrupt and say: “Sharp pains are normal during pregnancy; it could just be the body stretching. Try to get some rest.”</p> <p>[right rectangle <b>correct choice</b>] Maintaining an open posture ask: “When these pains occur, can you describe where exactly they are and what you’re doing at the time? Understanding this will help us a lot.”</p> <p>[directions] Click on the best response</p>	<p>worse, and I hardly slept.</p> <p>[Narrator] How should I respond so that I am using good verbal communication? Click the best response</p>	<p>Large rectangle and two smaller rectangles appear in time with audio “How should I...”</p> <p>Clicking on right rectangle will go to layer 3.2 a</p> <p>Clicking on left rectangle will go to layer 3.2 b</p> <p>Slide resets to original state when slide is revisited</p>
<p><b>Notes:</b></p>			

Slide: 3.3 a / Menu Title: Correct [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Layer is a duplicate of base layer with the right rectangle's state changed to selected</p> <p>Avatar's pose changes to right fist in air and excited</p>	<p>[Caption] Great Job, [UserName Variable]! You're on the right track with good verbal communication.</p> <p>[question]</p>	<p>Great Job! You are on the right track with good verbal communication. Click next if you want to continue or click review if you would like to review this skill."</p>	<p>Next button appears when Audio ends on this layer</p> <p>Review Button appear in time with the audio jumps to slide 2.7</p>

<p>Caption box is connected to avatar</p> <p>Same large and small rectangles are visible with same text</p> <p>Directions are not visible</p> <p>Review button on upper right side above Jasmine's head</p>	<p>How should I respond so that I am using good verbal communication</p> <p>[left rectangle] Interrupt and say: "Sharp pains are normal during pregnancy; it could just be the body stretching. Try to get some rest."</p> <p>[right rectangle <b>correct choice</b>] Maintaining an open posture ask: "When these pains occur, can you describe where exactly they are and what you're doing at the time? Understanding this will help us a lot."</p>		
<b>Notes:</b>			

Slide: 3.3 b / Menu Title: incorrect [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Layer is a duplicate of base layer with the left rectangle's state changed to selected</p> <p>Avatar's pose changes to right finger pointing to head looking concerned</p> <p>Caption box is connected to avatar</p> <p>Same large and small rectangles are visible with same text</p>	<p>[Caption] That's not quite right. Click on the Review button to go over the key points in verbal communication</p> <p>[question] How should I respond so that I am using good verbal communication</p> <p>[left rectangle] Interrupt and say:</p>	<p>That is not quite right. Click the Review button to go over the key points in verbal communication</p>	<p>Review button appears in time with audio and jumps to slide 2.7</p>

<p>Directions are not visible</p> <p>Review button on upper right side above Jasmine's head</p>	<p>"Sharp pains are normal during pregnancy; it could just be the body stretching. Try to get some rest."</p> <p>[right rectangle <b>correct choice</b>] Maintaining an open posture ask: "When these pains occur, can you describe where exactly they are and what you're doing at the time? Understanding this will help us a lot."</p>		
<p><b>Notes:</b></p>			

Slide: 3.4 / Menu Title: Scenario- nonverbal communication [hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Appears as the same scene as the previous slide with the same format for the question</p> <p>Avatar goes back to listening pose with clipboard in hand taking notes</p> <p>Caption box is facing Jasmine</p>	<p>[Caption] The pain is right here on my right side. It mostly happens at night, especially when I have been very active during the day.</p> <p>[question] How should I demonstrate good nonverbal communication?</p> <p>[left rectangle] Remain standing at the door, looking indifferent. Dismissively wave hand and say: "Just try to take it easy. It is common to have such pains. Let's not worry unless it becomes</p>	<p>[JW] The pain is right here on my right side. It mostly happens at night, especially when I have been very active during the day.</p> <p>[Narrator] How should I demonstrate good non- verbal communication? Click the best response</p>	<p>Next button hidden</p> <p>Text appears in caption aligned with audio</p> <p>Large rectangle and two smaller rectangles appear in time with audio "How should I..."</p> <p>Clicking on right rectangle will go to layer 3.2 a</p> <p>Clicking on left rectangle will go to layer 3.2 b</p> <p>Slide resets to original state when slide is revisited</p>



	<p>constant.</p> <p>[right rectangle <b>correct choice</b> Lean forward slightly, showing concern through facial expressions. Say gently: “I see why that worries you. It’s important that we monitor this closely and run some tests to ensure everything is okay. We’ll address this together.”</p> <p>[directions] Click on the best response</p>		
<b>Notes:</b>			

Slide: 3.4 a / Menu Title: Correct [hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Layer is a duplicate of base layer with the right rectangle’s state changed to selected</p> <p>Avatar’s pose changes to right fist in air and excited</p> <p>Caption box is connected to avatar</p> <p>Same large and small rectangles are visible with same text</p> <p>Directions are not visible</p> <p>Review button on upper right side above Jasmine’s head</p>	<p>[Caption] Great Job, [UserName Variable]! You’re on the right track with good nonverbal communication.</p> <p>[question] How should I demonstrate good nonverbal communication?</p> <p>[left rectangle] Remain standing at the door, looking indifferent. Dismissively wave hand and say: “Just try to take it easy. It is common to have such pains. Let’s not worry unless it becomes constant.</p>	<p>Great Job! You are on the right track with good nonverbal communication. Click next if you want to continue or click review if you would like to review this skill.</p>	<p>Next button appears when Audio ends on this layer</p> <p>Review Button appears in time with the audio jumps to slide 2.9</p>

	<p>[right rectangle <b>correct choice</b>]  Lean forward slightly, showing concern through facial expressions. Say gently:  “I see why that worries you. It’s important that we monitor this closely and run some tests to ensure everything is okay. We’ll address this together.”</p> <p>[button]  Review</p>		
<b>Notes:</b>			

Slide: 3.4 b / Menu Title: Incorrect [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Layer is a duplicate of base layer with the left rectangle’s state changed to selected</p> <p>Avatar’s pose changes to right finger pointing to head looking concerned</p> <p>Caption box is connected to avatar</p> <p>Same large and small rectangles are visible with same text</p> <p>Directions are not visible</p> <p>Review button on upper right side above Jasmine’s head</p>	<p>[Caption]  That’s not quite right. Click on the Review button to go over the key points in nonverbal communication</p> <p>[question]  How should I demonstrate good nonverbal communication?</p> <p>[left rectangle]  Remain standing at the door, looking indifferent. Dismissively wave hand and say:  “Just try to take it easy. It is common to have such pains. Let’s not worry unless it becomes</p>	<p>That is not quite right. Click the Review button to go over the key points in non verbal communication</p>	<p>Review button appears in time with audio and jumps to slide 2.7</p>

	<p>constant.</p> <p>[right rectangle <b>correct choice</b> Lean forward slightly, showing concern through facial expressions. Say gently: “I see why that worries you. It’s important that we monitor this closely and run some tests to ensure everything is okay. We’ll address this together.”</p> <p>[button] Review</p>		
<b>Notes:</b>			

Slide: 3.5 / Menu Title: Scenario Wrap-up [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Appears as the same scene in previous slide to start</p> <p>Background uses the hospital room photo then fades to the background of muted steel blue</p> <p>Caption box is connected to avatar</p> <p>Avatar has two poses first holding notebook in her right facing forward then second pose is facing forward with both hand out.</p>	<p>[Caption]</p> <p>By choosing active listening, empathetic verbal communication, and nonverbal communication techniques.</p> <p>We accurately assessed Jasmine’s condition and built trust to ensure she felt supported and understood.</p>	<p>By choosing active listening, empathetic verbal communication, and nonverbal communication techniques.</p> <p>We accurately assessed Jasmine’s condition and built trust to ensure she felt supported and understood.</p>	<p>Next button hidden until audio completes</p> <p>Caption timed with audio</p> <p>When audio says “We accurately assessed...” screen zooms to just Dr and caption box and photo in background fades to the muted blue steel background. Pose changes at this time.</p>

**Notes:**

Slide: 4.1 / Menu Title: Summary			LO: 1, 2, 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is hospital lobby</p> <p>Avatar is located on the lower left side appearing to stand on the floor</p> <p>Avatar has five different poses. First is thinking with right hand on chin, second is hands out facing, third is a questioning face with right hand out, fourth is smile with hands on hips and the fifth pose is same as the original pose</p> <p>Pentagon title in top left side</p> <p>Large rounded rectangle taking up the middle and right side of slide with text inside</p>	<p>[Title Pentagon] Summary</p> <p>[caption]</p> <p><b>Active Listening:</b> Attentive Listening, Paraphrasing, Clarification, and Feedback</p> <p><b>Empathetic Verbal Communication:</b> Acknowledgement, Supportive Language, and Affirmation</p> <p><b>Empathetic Nonverbal Communication:</b> Open Body Language, Eye Contact, and Facial Expressions</p> <p><b>Implementation:</b> Combine these techniques to create a holistic approach to patient interactions</p>	<p>Now let's summarize what we have learned today.</p> <p>First there is Active Listening: the Definition is that Active listening involves fully concentrating, understanding, responding, and then remembering what is being said. The Key Components are Attentive Listening. you show this by Giving your full attention to the speaker without interruptions. Paraphrasing is Restating the speaker's concerns to confirm understanding. Use phrases like 'So what I'm hearing is...' or 'It sounds like you're saying...' then we have Clarification. You demonstrate this by Asking open-ended questions to clear up any ambiguity and dive deeper into the patient's concerns. finally provide Feedback to show you are engaged and understand the patient's feelings and message.</p> <p>Next we covered Empathetic Verbal Communication: The Definition is Using words to express understanding and empathy towards a patient's</p>	<p>Next is hidden until audio ends</p> <p>Text appear in line with audio narration</p> <p>Avatar changes poses with the start of each section of captions in line with audio</p>

		<p>emotional and physical state. The Techniques we discussed are Acknowledgements. This is where you Recognize the patient's feelings with statements like 'I see why that worries you.' Then you use Supportive Language, by Using phrases that show support and reassurance, such as 'We're going to address this together.' Next you provide Affirmation by Validating their experiences and concerns, affirming their feelings are normal and important.</p> <p>The last thing we discussed was Empathetic Nonverbal Communication: The Definition is Communicating empathy through body language, facial expressions, and other physical gestures without spoken words. The Techniques are using Open Body Language. to demonstrate this you should Maintain an open posture, uncross arms, and adopt a stance that is welcoming rather than closed off. then use Eye Contact by Keeping consistent, gentle eye contact to show attentiveness and respect. and finally use your Facial Expressions. You can Use facial expressions that match the emotional tone of the conversation. Nod occasionally to show understanding.</p> <p>Now we are going to discuss some Implementation Tips: You can Combine these techniques to create a holistic approach to</p>	
--	--	---	--

		<p>patient interactions. Start with active listening to understand the issue fully, use empathetic verbal cues to communicate understanding and support, and reinforce these messages with empathetic nonverbal gestures. If you Practice these skills regularly to make them a natural part of patient interactions. This summary offers practical steps that can be immediately integrated into daily medical practice to enhance communication, build trust, and improve patient care outcomes</p>	
<b>Notes:</b>			

Slide: 4.2 / Menu Title: Quiz			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Appears as the same scene from the previous slide with the same layout and format</p> <p>Avatar has three poses: first is thinking, second is hands on hips, the third is two hand out with smile</p>	<p>[Pentagon Title] Graded Quiz</p> <p>[Caption]</p> <p>Demonstrate what you have learned</p> <p>Answer 5 questions- earn 80%</p> <p>Review answers after the quiz</p> <p>Unlimited retake opportunities</p> <p>Click on the next button to begin</p>	<p>Now you are ready to take the graded quiz. This is where you can demonstrate what you have learned. You will need to answer all five questions. To pass you need to earn 80 percent. You will be able to review your answers after the quiz. You will have unlimited retake opportunities. click on the next button to begin.</p>	<p>Next button is hidden until audio ends</p> <p>Text appear in line with audio narration</p> <p>Avatar changes poses with the start of each section of captions in line with audio</p>

**Notes:**

Slide: 4.3 / Menu Title: Scenario- 1 [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Basic soft cream background</p> <p>Question and choices are on the lower <math>\frac{2}{3}</math> of the slide so that on the review layer a rectangle can fit at the top of the screen</p>	<p>[Question] <b>Scenario:</b> A pregnant patient in her second trimester visits the ER. You are called in for a consultation. The patient tells you, "I've been feeling a lot of pressure in my lower abdomen, and sometimes it feels like something is pulling. I'm worried this might be something serious" <b>Question:</b> How would you paraphrase the patient's statement to confirm your understanding? <b>Choose the Best Response</b></p> <p>[answer a] "You should try to relax; the baby is just moving around a lot."</p> <p>[answer b <b>correct choice</b>] "It sounds like you're experiencing pressure in your abdomen and you're concerned it might be a sign of something more serious. Let's take a closer look."</p> <p>[answer c] "You're feeling discomfort because of your growing belly, and it's probably nothing to worry about."</p>	<p>Scenario: A pregnant patient in her second trimester visits the ER. You are called in for a consultation. The patient tells you, "I've been feeling a lot of pressure in my lower abdomen, and sometimes it feels like something is pulling. I'm worried this might be something serious" How would you paraphrase the patient's statement to confirm your understanding? Choose the Best Response</p>	<p>Next and Previous buttons are hidden</p> <p>Only submit button available</p> <p>Score each question with 1 attempt for each quiz question as the learner progresses through quiz. They will be able to retake entire quiz at the end if they do not pass.</p> <p>Results slide is 4.8</p> <p>The learner will not get immediate feedback. They will receive feedback after they answer all 5 questions.</p>

	[answer d] "I understand that you're worried about your pregnancy, but this is a normal part of being pregnant."		
<b>Notes:</b>			

Slide: 4.3 a / Menu Title: Review [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The slide is visible through the layer</p> <p>Large rectangle at the top of the screen that does not cover any of the text on the base layer</p>	<p>The Correct response accurately paraphrases the patient's concerns, acknowledging both the symptom and the worry about something serious. The incorrect responses fail to accurately paraphrase the patient's concerns, instead dismissing, assuming, or generalizing the experience, which doesn't effectively validate the patient's feelings or specific worries</p>		<p>Review layer shows the correct choice along with their choice</p> <p>Learner can click next to advance through the review feedback</p>
<b>Notes:</b>			

Slide: 4.4 / Menu Title: Scenario 2 [Hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same format as previous question	<p>[Question]</p> <p><b>Scenario:</b> You are caring for a</p>	<p>Scenario:</p> <p>You are caring for a patient in</p>	Next and Previous buttons are hidden



	<p>patient in active labor who is expressing concerns about intense abdominal pain. She mentions that she is worried something might be wrong.</p> <p><b>Question:</b> How should you respond to validate her concerns using empathetic verbal communication techniques?</p> <p><b>Choose the two best responses:</b></p> <p>[Answer a <b>Correct choice</b>] "I understand why that would be concerning. Can you tell me more about when the pain started?"</p> <p>[answer b <b>correct choice</b>] "I hear that you're worried, and it's important that we take your concerns seriously. When did you first notice this pain?"</p> <p>[answer c] "Labor can be very painful, so it's likely just the contractions. You don't need to worry."</p> <p>[answer d] "It's completely normal to feel discomfort during labor, but we'll keep monitoring you closely."</p>	<p>active labor who is expressing concerns about intense abdominal pain. She mentions that she is worried something might be wrong. How should you respond to validate her concerns using empathetic verbal communication techniques? Choose the two best responses:</p>	<p>Only submit button available</p> <p>Score each question with 1 attempt for each quiz question as the learner progresses through quiz. They will be able to retake entire quiz at the end if they do not pass.</p> <p>Results slide is 4.8</p> <p>The learner will not get immediate feedback. They will receive feedback after they answer all 5 questions.</p>
<b>Notes:</b>			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The slide is visible through the layer</p> <p>Large rectangle at the top of the screen that does not cover any of the text on the base layer</p>	<p>[rectangle ]</p> <p>The correct responses both demonstrate empathetic verbal communication techniques that acknowledge the patient's feelings and encourage open dialogue.</p> <p>The incorrect responses minimize the patient's concern by assuming the pain is just a normal part of labor, which does not fully validate the patient's feelings or provide space for her to express her specific concerns.</p>		<p>Review layer shows the correct choice along with their choice</p> <p>Learner can click next to advance through the review feedback</p>
<b>Notes:</b>			

Slide: 4.5 / Menu Title: Scenario 3 [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same format as previous question</p>	<p>[Question]</p> <p><b>Scenario:</b> You are caring for a patient who has just given birth. She expresses feeling sharp chest pain and is worried that something might be wrong.</p> <p><b>Question:</b> How should you respond to clarify her concerns using open-ended questions?</p> <p><b>Choose the best response:</b></p> <p>[answer a]"Sharp chest pain is</p>	<p>Scenario: You are caring for a patient who has just given birth. She expresses feeling sharp chest pain and is worried that something might be wrong. How should you respond to clarify her concerns using open-ended questions?</p> <p>Choose the best response:</p>	<p>Next and Previous buttons are hidden</p> <p>Only submit button available</p> <p>Score each question with 1 attempt for each quiz question as the learner progresses through quiz. They will be able to retake entire quiz at the end if they do not pass.</p> <p>Results slide is 4.8</p>

	<p>common after delivery and is likely just stress. Try to take some deep breaths."</p> <p>[answer b <b>correct choice</b>] "Can you tell me more about how this sharp chest pain feels for you?"</p> <p>[answer c] "You've just given birth, so this could just be a normal part of the recovery process."</p> <p>[answer d] "Chest pain is usually harmless after childbirth, so it's probably nothing to worry about."</p>		The learner will not get immediate feedback. They will receive feedback after they answer all 5 questions.
<b>Notes:</b>			

Slide: 4.5 a / Menu Title: review [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The slide is visible through the layer</p> <p>Large rectangle at the top of the screen that does not cover any of the text on the base layer</p>	<p>[rectangle]</p> <p>The correct response uses an open-ended question that allows the patient to provide more details about her chest pain, which is essential for accurately understanding her symptoms. The incorrect responses minimize the patient's concern and make assumptions about the cause of the chest pain, without allowing her to express her experience fully. Chest pain should always be carefully evaluated, and the patient's specific concerns should be addressed before jumping to</p>		<p>Review layer shows the correct choice along with their choice</p> <p>Learner can click next to advance through the review feedback</p>

	conclusions.		
<b>Notes:</b>			

Slide: 4.6 / Menu Title: Scenario 4 [hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same format as previous question	<p>[Question]</p> <p><b>Scenario:</b> You are caring for a patient who is concerned about persistent headaches. She expresses that she is feeling anxious and overwhelmed by the pain. <b>Question:</b> How should you use empathetic nonverbal communication to validate her concerns?</p> <p><b>Choose the three best responses</b></p> <p>[answer a <b>correct choice</b>] Sit facing the patient with your arms uncrossed and lean slightly forward to show you are actively engaged.</p> <p>[answer b <b>correct choice</b>] Maintain consistent eye contact with the patient, avoiding distractions like looking at your watch or phone.</p> <p>[answer c] Cross your arms and avoid making eye contact to avoid making the patient feel uncomfortable.</p> <p>[answer d <b>correct choice</b>] Raise</p>	<p>Scenario:</p> <p>You are caring for a patient who is concerned about persistent headaches. She expresses that she is feeling anxious and overwhelmed by the pain. How should you use empathetic nonverbal communication to validate her concerns?</p> <p>Choose the three best responses</p>	<p>Next and Previous buttons are hidden</p> <p>Only submit button available</p> <p>Score each question with 1 attempt for each quiz question as the learner progresses through quiz. They will be able to retake entire quiz at the end if they do not pass.</p> <p>Results slide is 4.8</p> <p>The learner will not get immediate feedback. They will receive feedback after they answer all 5 questions.</p>

	<p>your eyebrows and maintain an attentive facial expression to show empathy and understanding.</p> <p>[answer e] Smile broadly while nodding frequently to indicate agreement, even if you don't fully understand her concerns.</p>		
<b>Notes:</b>			

Slide: 4.6. A / Menu Title: review [hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The slide is visible through the layer</p> <p>Large rectangle at the top of the screen that does not cover any of the text on the base layer</p>	<p>[Rectangle]</p> <p>The correct choices demonstrate effective empathetic nonverbal communication by using open body language, maintaining eye contact, and showing appropriate facial expressions to convey active listening and validate the patient's concerns. The incorrect choices fail to effectively validate the patient's concerns, as they either show insincerity or use closed body language and lack of eye contact, which can make the patient feel dismissed or ignored.</p>		<p>Review layer shows the correct choice along with their choice</p> <p>Learner can click next to advance through the review feedback</p>
<b>Notes:</b>			

Slide: 4.7 / Menu Title: Scenario 5 [hidden from menu]	LO: 3
--	-------

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same format as previous question	<p>[Question]</p> <p><b>Scenario:</b> The laboring mother's partner leaves the room and finds you in the hallway, visibly concerned about the mother's increasing pain and discomfort during contractions. The partner asks for reassurance, expressing worry that the pain may be too much for the mother to handle. <b>Question:</b> As a member of the patient's care team, how should you use empathetic nonverbal communication to validate the partner's concerns?</p> <p><b>Choose the best response:</b></p> <p>[answer a <b>correct choice</b>] Keep your posture open, with your arms uncrossed, and sit at the same level as the partner to demonstrate empathy and understanding.</p> <p>[answer b] Maintain brief eye contact while standing rigidly with your arms crossed, giving the partner no indication of understanding or engagement.</p> <p>[answer c] Stand with your arms crossed while listening to the partner's concerns to appear professional and composed.</p> <p>[answer d] Smile and nod, but look away from the partner occasionally to check the hallway.</p>	<p>Scenario:</p> <p>The laboring mother's partner leaves the room and finds you in the hallway, visibly concerned about the mother's increasing pain and discomfort during contractions. The partner asks for reassurance, expressing worry that the pain may be too much for the mother to handle.</p> <p>As a member of the patient's care team, how should you use empathetic nonverbal communication to validate the partner's concerns?</p> <p>Choose the best response:"</p>	<p>Next and Previous buttons are hidden</p> <p>Only submit button available</p> <p>Score each question with 1 attempt for each quiz question as the learner progresses through quiz. They will be able to retake entire quiz at the end if they do not pass.</p> <p>Results slide is 4.8</p> <p>The learner will not get immediate feedback. They will receive feedback after they answer all 5 questions.</p>
<b>Notes:</b>			

Slide: 4.7 a / Menu Title: Review [hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The slide is visible through the layer</p> <p>Large rectangle at the top of the screen that does not cover any of the text on the base layer</p>	<p>[Rectangle]</p> <p>The correct response demonstrates empathetic nonverbal communication by maintaining an open posture. This gesture validates the partner's concerns and shows you are actively engaged in the conversation. The incorrect responses all involve body language that is closed, disengaged, or inattentive, which can make the partner feel dismissed or that their concerns are not being fully acknowledged.</p>		<p>Review layer shows the correct choice along with their choice</p> <p>Learner can click next to advance through the review feedback</p>
Notes:			

Slide: 4.8 / Menu Title: Quiz Results [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is Hospital waiting room</p> <p>Rounded rectangle centered at top with text</p> <p>Box in center with user score and</p>	<p>[rounded rectangle] Quiz Results</p> <p>Your Score: XX%</p> <p>Passing Score: 80%</p>	<p>[Narration only on layers]</p>	<p>Next button is hidden</p> <p>Use a Result side to show Success layer 4.8a when timeline starts if results are equal to or greater than the passing score.</p>

passing score			<p>Show Failure layer 4.8b when timeline starts if results are less than passing score.</p> <p>Base layer will be visible (show through) from Success or Failure slide layers.</p> <p>Results variable reference shows the percent score only. Do not show the points variable reference.</p> <p>Built in graded quiz variable reference displays learner score where <b>XX</b> appears on slide.</p>
<b>Notes:</b>			

Slide: 4.8 a / Menu Title: Success [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Avatar is on the left side appearing to stand on the floor. She is smiling holding sign to her left with text inside of sign</p> <p>Green check mark</p> <p>Two buttons centered at bottom</p>	<p>[Sign Caption] Nice Job, [UserName Variable] you passed!</p> <p>[left button] Review Quiz</p> <p>[right button] Continue</p>	<p>Nice Job! You passed. Click the review quiz button to review the questions and your answers. Click continue to proceed</p>	<p>Review quiz button reviews questions showing review layer</p> <p>Continue jumps to slide 5.1</p> <p>Next button appears after audio ends on this layer</p>
<b>Notes:</b>			



Slide: 4.8 b / Menu Title: Failure [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Avatar is on the right side appearing to stand on the floor. She is smiling holding sign to her right with text inside of sign</p> <p>Red x mark</p> <p>Two buttons centered at bottom</p>	<p>[Sign Caption] Sorry, [UserName Variable], you didn't pass.</p> <p>[Left button] Review Quiz</p> <p>[Right button] Retake Quiz</p>	<p>Sorry! You didn't pass. Click review quiz to see the questions and your answers. Click Retry quiz to retake the quiz. Remember you need 80 percent to pass.</p>	<p>Next button is hidden</p> <p>Review quiz button reviews questions showing review layer</p> <p>Retake quiz buttons jumps to slide 4.3 to retake quiz</p>
<b>Notes:</b>			

Slide: 5.1 b / Menu Title: Conclusion			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is hospital lobby</p> <p>Avatar is in the lower left corner appearing to stand on the floor. She has four poses: first pose is hands on hips, second in pointing with left hand to top script, third pose gesturing with two hands forward, and the fourth pose is with left hand forward and right hand on hip</p> <p>Pentagon Title</p> <p>Large Rounded Rectangle that covers the center and right side</p>	<p>[Pentagon Title] [UserName Variable]</p> <ul style="list-style-type: none"> <li>Active Listening</li> <li>Empathetic Verbal Communication</li> <li>Nonverbal Communication</li> </ul> <p>[button] Exit Course</p>	<p>Now that you have finished this course. You can use Active Listening, Empathetic Verbal Communication, and finally Nonverbal Communication to create a holistic approach to patient interactions.</p> <p>If you Practice these skills regularly to make them a natural part of patient interactions you will help our hospital reduce maternal mortality with our African-American mothers. This is key in improving outcomes for all our patients and reducing disparities in care</p>	<p>No next button</p> <p>Three bullet points appear in time with audio</p> <p>Avatar changes poses during once audio ques begin</p> <p>Pose 1-2 "use Active Listening..."</p> <p>Pose 2-3 "Empathetic Verbal..."</p> <p>Pose 3-4 "If you practice..."</p> <p>Exit Course Button appears after audio completes</p>

3 check marks that appear with  
the bulleted text

Exit course button in lower right  
side

**Notes:**