**Interview Results Summary**

Candidate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interview Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Key: 1. Strong evidence skill is not present 3. Some evidence skill is present

 2. No evidence skill is present 4. Strong evidence skill is present

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| **Critical Competency** | **Questions** | **Ideal Response & Red Flags** | **Notes** |
| **VALUES** Contributes to the vision, mission and values of the organization by modeling behavior, motivating employees and delivering quality results | * Describe a situation when you worked with a person whose personal beliefs were the opposite of yours. How did you deal with it?
* Tell me about a time one of your co-workers was not modeling the vision and values of the organization. How did you deal with it?
* Tell me about a time you helped to motivate other employees. What did you do? What were the outcomes?

**Follow-up Questions*** What happened?
* What did you do?
* What was the result?
 | **Ideal Responses*** Has incorporated the organizations visions and values into their own

**Red Flags*** Avoids addressing value issues.
* Blames others
 | **Score:**  |
| **TEAMWORK** Demonstrate individual commitment to cooperation and collaboration among staff. | * Share an example of a problem created for you by someone else. How did you handle it? What were the results?
* Describe a time when you were able to help a co-worker solve a problem or improve his or her performance.
* What is the main strength or natural style that you bring to a team? Describe a specific situation and how your work style affected the team's decision.
* Sometimes it is necessary to work in unsettled or rapidly changing circumstances. When have you found yourself in this situation? Tell me what you did.

**Follow-up Questions*** What happened?
* What did you do?
* What was the result?
 | **Ideal Responses*** Takes personal accountability for his or her actions.
* Is proud of team accomplishments.
* Is able to personally resolve conflicts.
* Shares critical information up, down and across the organization.
* Is adaptable to change.
* Is proactive when facing a challenge.

**Red Flags*** Cannot describe any interactions with team members.
* Seems like they forced their ideas on others.
* Dependent on others to solves their interpersonal issues.
 | **Score:**  |
| **INTERPERSONAL SKILLS & CUSTOMER RELATION** Demonstrates effective communication & respectful and positive interpersonal skills with staff & customers. | * Describe a time when you were able to be personally supportive & reassuring to another individual.
* Have you ever had a disagreement with a co-worker? What was it about? What did you do to resolve it and what was the outcome?

**Follow-up Questions*** What is the status of your relationship with that co-worker now?
 | **Ideal Responses*** Can empathize with patient needs.
* Recognizes the importance of service excellence
* Can show evidence of restraint under a difficult situation.
* Has a mature problem-solving attitude.
* Can initiate and carry out a crucial conversation

**Red Flags*** Complains about patients.
* Adheres blindly to established procedures.
* Does not often volunteer assistance.
 | **Score:**  |
| **PERFORMANCE & QUALITY IMPROVEMENT** Provides commitment and skills to support continuous performance & quality improvement including following {your organization’s} Significant adverse Events Policy. | * Have you ever made suggestions for improving a work process? Describe what you did how you achieved improved results.
* Tell me about a problem that you identified and how you resolved it.
* Tell me about a time when you were faced with a situation & there was no clear policy or procedure to follow. What did you do? What were the results?

**Follow-up Questions*** Have you ever worked on a process improvement team?
* What was the issue?
* What did you improve?
* How did you and the team do it?
* Were you able to sustain the improvements over time?
 | **Ideal Responses*** Uses PDSA or other PI tools.
* Discusses concerns and possible solutions with superiors.
* Has take

**Red Flags*** Ignores troublesome issues in their daily work.
* Does not see process improvement as part of their job responsibility.
* Makes changes without discussing them with a superior classes in PI
 | **Score:**  |
| **RESOURCE MANAGEMENT** Demonstrates appropriate and effective financial, professional and time management skills. | * What was the biggest waste of resources in your last job? How did you resolve that?
* How have you helped your employer to save money? What made you think about it? How did you do it?

**Follow-up Questions*** Were you able to sustain the savings over time?
* How did this benefit your employer long term?
 | **Ideal Responses*** Is aligned with the organization and sees themselves as a steward of the organization's resources. Equates efficiency with the long term survival of the organization

**Red Flags*** Does not see this as a job responsibility..
 | **Score:**  |