



INTERVIEW QUESTIONS & EVALUATION TOOL

CANDIDATE:

POSITION: Primary Health Care Nurse Coordinator

INTERVIEWER:

DATE:

COMPILED EVALUATION SCORE SHEET

Question	Competencies and Criteria Evaluated	Rating
1.	Understanding of Position, Primary Health Care	/ 10
2.	Chronic Disease Management Experience & Understanding	/ 10
3.	Self-Management	/ 10
4.	Leadership; Innovation; Decision Making	/5
5.	Teamwork/Team Building	/10
6.	Leadership; Relationship Development; Communication	/10
7.	Conflict Management; Communication; Physician Interaction	/10
8.	Family Practice/PRIMARY HEALTH CARE Knowledge; Self-awareness	/ 10
9.	Tools for doing the work	/ 10
Wrap Up & Overall Assessment	Overall Communication Skills; Confidence; Enthusiasm	/ 10
TOTAL:		/ 95

Motivation & Purpose

Notes:

Why did you express interest in this opportunity, and where does it fit with your long-term future career plans and goals?

Position

In British Columbia there is a focus on Patient Medical Homes and Primary Care Networks. Please share what you know about these and how they relate to the health authority specialized community programs.

Notes:

Understanding of the Position and Primary Health Care

1. Now that we know what you understand of Primary Health Care, what skills do you think are important to be successful in this position.

What we are screening for:

BC MOH Setting priorities for the BC Healthcare System, MoH policy papers, Primary Care Home, Patient Medical Home
Clinical practice guidelines (diabetes, CHF, COPD, hypertension)
Interdisciplinary team (includes patient, doctor, nurse, MOA/clerk, other disciplines)
RN working as part of the team
Focus on co-morbid complex chronic disease population
Collaboration/partnerships
Other jurisdictions that are doing CDM

Skills:

Post graduate courses in PRIMARY HEALTH CARE/CDM/Other advanced skills
Recent PRIMARY HEALTH CARE clinical experience
Relationship building
Self-confidence
Flexibility/adaptability
Ability to work independently and as part of a team
Adult education experience/knowledge
Self-management experience/knowledge
Behavioral experience/knowledge (ex. BAP, MI)

Notes:

Assessment of Candidate's Response

P = Poor
E = Excellent

P										E
1	2	3	4	5	6	7	8	9	10	

Primary Health Care Chronic Disease Management Experience and Understanding:

2. Primary Health Care is a varied field. Tell us about your past primary health care experiences and how they will be relevant in this new position.

What we are screening for:

- Experience with or in:**
Family Practice settings
Primary Care Centres
CDM programs
Community care CDM experience
Acute care with chronic disease populations

Disease specific experience including:
Diabetes, Cardiac, Respiratory, Depression, Other

Education including:
Adult education – individual and groups (more points if have both experiences)
Address adult education theory (i.e. practical to the point learning experiences, participation in their learning experiences, elicit ideas from participants)

Notes:

Assessment of Candidate’s Response
P = Poor
E = Excellent

P										
1	2	3	4	5	6	7	8	9	10	

Self-Management and Respect for Patient's Opinions:

3. You have a client who has an HbA1C of 9.2%. She currently does not test her blood sugars. When you ask her how she is managing with her diabetes she tells you that things are just fine. Her doctor previously suggested that she start on insulin but she refused and stopped coming back to the doctor for a while.

A) How would you approach this client?

B) What would your plan of care be?

C) How would you communicate with the physician about this patient?

What we are screening for:

- Use of coaching, teaching, motivating and other self-management strategies, motivational interviewing, stages of change (Prochaska) (as opposed to simply "telling" them that they need to change)
 - Knowledge of clinical practice guidelines
 - Demonstrates awareness that it can be difficult when the patient's decision goes against health care professional's own beliefs
 - Seeks to understand the patient's position (i.e. asks patient how she sees her "sugar" levels)
 - Listens to the patient
 - Probes to see how much knowledge the patient has and whether she is making an informed decision
 - If her knowledge is low, works with patient to give her more information
 - If she has the knowledge, determine: barriers and fears. What is stopping her?
 - Determine what might help to overcome the barriers
 - If she understands the importance of insulin, assists her to make a plan; begins with small steps and supports her in these steps. First small step might be to do more frequent testing to determine if blood sugars throughout the day are elevated. Another small step might be while testing more often to increase activity level or make a diet change.
 - Supports the patient's decision in discussions with the doctor explaining the steps that the patient is willing and planning to take today
 - Effective communication with the physician
 - Set up follow-up with patient
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Notes:

Assessment of Candidate's Response

P = Poor

E = Excellent

P									E
1	2	3	4	5	6	7	8	9	10

Leadership; Innovation; Decision Making:

4. Tell us about a situation in your work in environment in the last year where you felt a change was needed and what you did about it.

What we are screening for:

- Ability to critically analyze a situation or problem
 - Creative in determining a useful solution
 - Shows ability to take initiative
 - Considers any impact on others and asks for their opinions
 - Works to build consensus
 - Considers scope and appropriate lines of communication
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Notes:

Assessment of Candidate’s Response

P = Poor
E = Excellent

P				E
1	2	3	4	5

Teamwork/Team building:

5. Tell us about an experience in your past where you’ve had to use your team-building skills when working on a team. Please describe the role you generally play on a team.

What we are screening for:

Willingness to work in collaborative partnerships in a team environment
Understanding that different team members have different roles to play and that these may shift depending on need
Defines the role that she generally plays on the team (i.e. leader, mediator, “worker bee”, idea generator, relatively passive contributor)

Response demonstrates:

Respect for others
Good communication
Appreciates what each member brings to the team
Positive attitude
Tolerant of differing views and actions
Able to take suggestions

Notes:

Assessment of Candidate’s Response

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P										E
1	2	3	4	5	6	7	8	9	10	

Relationship Development and Communication:

6. Family physicians you would work with in PRIMARY HEALTH CARE have advised they expect Health Care Professionals that work within their practices and with their staff to demonstrate reliability, empathy, confidentiality and respect when working with their patients in their practices. Please give examples of how you demonstrate each of these qualities in your practice and how would you go about building a relationship with the physician practice.

What we are screening for:

Understanding of the structure and roles of staff in FFS GP practice

Ability to work collaboratively to achieve the best outcomes possible for all involved

Examples reflecting respect, empathy, confidentiality and reliability.

Seek to understand others' perspectives

Understands appropriate lines of communication

Ability to be objective

Shows strong communication skills to develop key relationships and influence others to bring about positive change

Notes:

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P										E
1	2	3	4	5	6	7	8	9	10	

Conflict Management; Communication; Physician Interaction:

7. Describe a situation in which you had a challenging (difficult) interaction with a family physician, supervisor or colleague.
- A) How did you handle it?
 - B) What was the outcome?
 - C) What went well?
 - D) What would you change if you could do it again?
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What we are screening for:

- Ability to:**
- Remains objective
 - Listens calmly
 - Responds appropriately
 - Professional communication regardless of the situation
 - Insight into personal involvement in the situation and what should have been done differently
 - Uses and engages appropriate resources
 - Uses appropriate lines of communication
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Notes:

Assessment of Candidate's Response
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P										E
1	2	3	4	5	6	7	8	9	10	

Primary Health Care Knowledge; Self-awareness:

8. What do you anticipate will be the best part of working in a PRIMARY HEALTH CARE service?

What is your greatest concern about working in a PRIMARY HEALTH CARE service?

What we are screening for:

Best part:

Being part of a team

Being part of a new and innovative program

Working closely with family physicians and other allied health professionals

Working with patients to help them to self-manage, be healthier and stay out of hospital

Greatest concern may include:

Fitting into the team

Working with others

Lack of knowledge/skill

Working in the physician office

Notes:

Assessment of Candidate's Response

P = Poor

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P										E
1	2	3	4	5	6	7	8	9	10	

Tools for doing the work:

9A Please describe on a scale of 1 to 10 (ten being exceptional) your experience in using computers and EMR's to do your work.

What we are screening for:

Computer literacy (i.e. EMR, Meditech, Excel)

Notes:

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Assessment of Candidate's Response

P = Poor
E = Excellent

P				E
1	2	3	4	5

9B Please describe on a scale of 1 to 10 (ten being exceptional) your experience in presentation and conducting group education sessions

What we are screening for:

Group facilitation skills, education theory, presentation skills.

Notes:

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P				
1	2	3	4	5

Wrap-up and Overall Assessment
(Communication, Confidence, Enthusiasm/Interest)

What do you like to do for fun?

What is your availability to begin the job should you be the successful candidate?

Do you have any questions of us?

What we are screening for:

Determine ability for the client to assume the position within an appropriate timeframe. Provide the opportunity for the candidate to ask questions and address any final concerns. The candidate should have several questions and you should be able to determine from those questions whether he or she is serious about the job or is merely shopping around.

Also to be included in this evaluation rating, BUT NOT A QUESTION*

Overall Assessment of Candidate's Communication Skills and Confidence:

Notes:

Assessment of Candidate's Response

P = Poor
E = Excellent

P										E
1	2	3	4	5	6	7	8	9	10	

(This is the end of the interview. Panel members should compile and tabulate their ratings for each question on the front evaluation cover sheet of this package for final assessment and discussion).