

STAR² Center

Solutions, Training, and Assistance
for Recruitment and Retention

www.chcworkforce.org

Association of Clinicians for the Underserved



Current Resources

Self
Assessment
Tool

Key Informant
Interviews

Resource
Center

Best Practice
Form

Newsletter

Data Profiles!

Association of Clinicians for the Underserved

2016 Training

Monthly Webinar Series

- Hot Topics

Video Tutorials

- Data Profiles

State & Regional Trainings

- PCA Conferences

Advisory Groups

- PCAs, CHCs, Clinicians

Association of Clinicians for the Underserved

Personalized Technical Assistance

- Phone
- Email
- On-Site



Association of Clinicians for the Underserved

Next Webinar

The Power of Stay Interviews

with Richard Finnegan

February 9, 2016

2pm Eastern



Association of Clinicians for the Underserved



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Association of Clinicians for the Underserved



Behavioral Interviewing

Association of Clinicians for the Underserved
January 12, 2016

Ann Hogan, M.Ed., SPHR
Ann Hogan Consulting, LLC



My Background

- ◆ 25 years as a Human Resource Professional
- ◆ 19 years in a Migrant/Community Health Center
- ◆ Recruited all levels of staff
- ◆ Remote areas and in cities

Important to know the laws

- ◆ Title VII of the Civil Rights Act of 1964
 - ◆ Race
 - ◆ Color
 - ◆ Religion
 - ◆ National Origin
 - ◆ Sex

- ◆ Pregnancy Discrimination Act of 1978

Important to know the laws

- ◆ The Age Discrimination Act of 1967
- ◆ Title 1 of the Americans with Disabilities Act of 1990
- ◆ The Genetic Information Non Discrimination Act of 2008
- ◆ State and/or Local Laws – these laws may take precedence over Federal Laws

Current Environment

- ◆ What does the employment environment look like in you State and/or City?

Bureau of Labor statistics

- ◆ Unemployment Rate as of December 2015 5%
- ◆ Kansas 4%
- ◆ Iowa 3.4%
- ◆ Mississippi 6.0%
- ◆ California 5.1%
- ◆ Vermont 3.7%

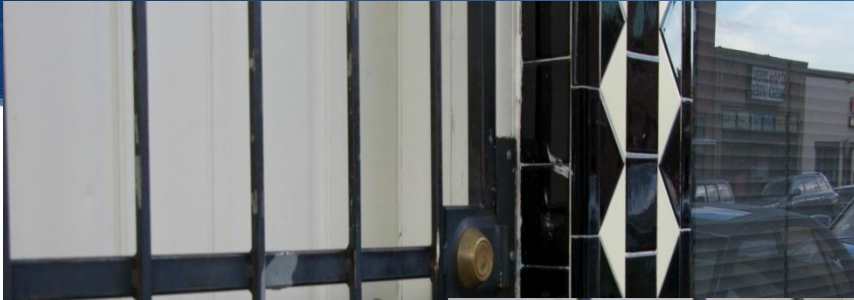
- ◆ Reference U. S. Department of Labor

Recruitment plan



Selection process

Door 1, 2 or 3



Interview question types

- ◆ Close ended questions
 - ◆ Direct
 - ◆ Yes/No

- ◆ Behavioral Based - Open ended questions
 - ◆ Situational
 - ◆ Requires a response beyond yes and no, if asked correctly

Close ended question

Are you a
team player?

Yes.



When to use Close ended ?'s

- ◆ When you need a direct answer
- ◆ Such as:
 - ◆ Are you able to work 8 a.m. – 5 p.m.?
 - ◆ Are you willing to work overtime, if needed?
 - ◆ Have you ever been convicted of Medicaid or Medicare fraud?

Behavioral based ?'S

- ◆ Based upon specific situations
- ◆ What was the interviewee's role in the situation
- ◆ What did they act upon in the situation
- ◆ What was the outcome

STAR

💧 S = Situation

💧 T = Task

💧 A = Action

💧 R = Result



S=Situation

- ◆ Describe a situation
- ◆ Let the person know to draw upon their experience in previous work, school or volunteer positions
- ◆ Give enough detail so the the interviewee understands that you want to know how they handled the situation
- ◆ Practice Practice and Practice

T=Task

- ◆ What was the task at hand or goal of what they were working on

A = Action

- ◆ You want them to describe their actions, not those of other but what was their contribution

R=Result

- ◆ You want them to describe the outcome to you
- ◆ What was the result of what they did, not that of others
- ◆ Continue with follow up questions until you get an answer

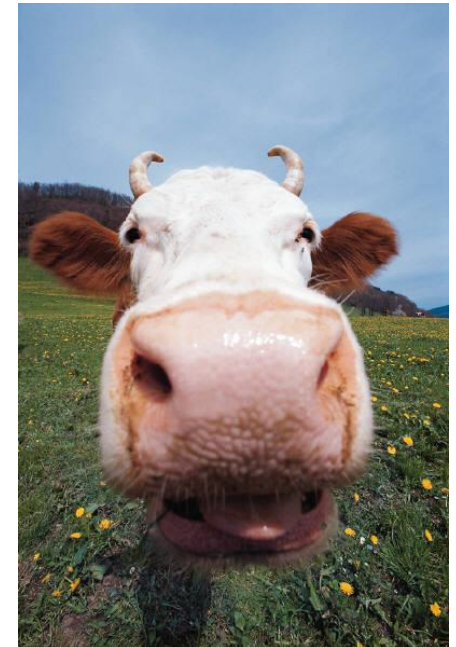
Example – Team Work

- ◆ Since you are interviewing for a front desk position, please tell me about a time when you had to put your work aside to help another team member complete a task.
- ◆ What action did you take?
- ◆ How did you decide that helping with their tasks took priority over completing your own?
- ◆ What was the result of taking this action?



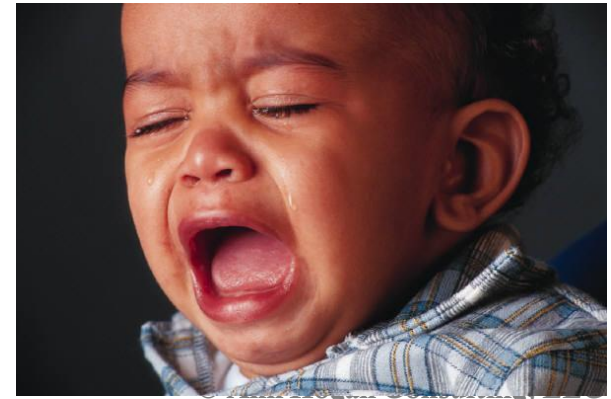
Example – Customer Service

- ◆ Tell me about a time when you made sure a patient received really good service.
- ◆ What action did you take?
- ◆ What was the outcome?



Example – Customer Service

- ◆ As a Medical Assistant you have always worked with people. Please tell me about a time when you had to work with a difficult patient.
- ◆ What steps did you take to resolve the situation?
- ◆ What was the outcome?



Example – Problem Solving

- ◆ We all learn from our successes and failures. Please tell me about a time when you learned a valuable lesson from a time you had success or had something failed at work or school.
- ◆ How did this lesson change your approach to problem solving?



Example – Team Work

- ◆ Give me an example of a time when you have had a lot of change on your team.
- ◆ How did you adapt to the changes?
- ◆ How did you impact the change in a positive way?



Make the best decision you can

- ◆ Make sure to take notes
- ◆ Document the answers
- ◆ Use a spreadsheet for rating
- ◆ Equally rate each person objectively

Resources

STAR2 Center

- ◆ Star2 Center www.chcworkforce.org
- ◆ Resource Center
- ◆ Training and Technical Assistance

NACHC Recruitment and retention toolkit

- ◆ Web based and easy to use
- ◆ www.nachc.com/clinicalworkforcerecruitretain.cfm
- ◆ My NACHC www.nachc.com

Resources continued

- ◆ State Primary Care Associations
- ◆ Regional Primary Care Associations
- ◆ NHSC
- ◆ Mission Driven Careers
- ◆ Social Media Sites – LinkedIn, Google +, Facebook, etc...
- ◆ Local Chamber of Commerce

Thank you!

Contact information

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