STAR² Center
Solutions, Training, and Assistance for Recruitment and Retention

www.chcworkforce.org
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
Next Webinar

The Power of Stay Interviews
with Richard Finnegan

February 9, 2016
2pm Eastern

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 your 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

- No Discrimination
- Philosophy/Responsibility
- Where to advertise
- Fair and Equitable selection
- Application Process
- Selection Process

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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
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 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?
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](http://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!
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