



VALLEY HEALTH PARTNERS

VHP Provider Recruitment

Behavioral Interview Questions

Each Interviewer should select 2 questions from each category. These same questions should be asked of every candidate to keep the process consistent.



Connectedness (Core Values)

1. Describe a situation when you had to work closely with a difficult coworker. How did you handle the situation? Were you able to build a relationship with this person?
2. Talk about a conflict within your healthcare team. What was the conflict and how did you handle it?
3. Describe a time when you were particularly proud of your healthcare team. What was your role in this situation?
4. Give me an example of a time you needed to share the workload with others in order to complete the work. What approach did you take in coordinating the work?
5. Describe a situation when it was critical that you establish an effective working relationship with either an individual or group, outside of your own department, to complete an assignment or deliver a service?

Patient Care

1. Tell me about a time when a patient's family was dissatisfied with your care. How did you handle it?
2. What approach do you take in communicating with people who do not know medical jargon? Give an example of a time you explained medical terminology to someone who is not medically trained.
3. Walk me through how you present complicated information or instructions to patients.
4. Talk about a time a patient or their family were particularly pleased and appreciative of your care.
5. Give an example of a time you had to interact with a hostile patient. How did you handle the situation and what was the outcome?
6. Describe a time when you prioritized the patient's experience even if it took more work on your behalf.
7. Describe a time you were faced with a patient who chose not to communicate or disclose important information. How did you handle the situation and what was the outcome?

Adaptability

1. Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?
2. Describe a time when your facility was undergoing some change. How did that impact you, and how did you adapt?
3. Tell me about a time when you didn't know the answer to something at work? How did you go about finding the information?
4. Give me an example of an awkward situation at work. How did you remove yourself from the situation?
5. Describe a time when you anticipated potential problems with a patient and initiated preventative measures.
6. Give me a specific example of a time when you had to conform to a policy with which you did not agree.

Time Management

1. Talk about a time you worked in a fast-paced setting. How do you prioritize tasks while maintaining excellent patient care?
2. Describe your experience with a very ill patient who required a lot of your time. How did you manage this patient's care while ensuring your other patients were adequately cared for?
3. Talk about a time when you felt overwhelmed with your work or patient-load. What did you do?
4. Give an example of an important goal you set for yourself. Did you accomplish that goal? How did you ensure that you accomplished it?

Communication

1. Talk about a time when you had not communicated well. How did you correct the situation?
2. Describe a time when you received negative feedback and turned it into something positive.
3. Give an example of a time when you were able to successfully persuade a patient to agree to something. How did you persuade this person?
4. How would you describe your communication style?
5. How do you ensure communications successfully reach leadership, physicians and patient families?
6. Describe a situation in which communication was critical to resolve a conflict or issue. How did you effectively communicate to resolve the situation?

Motivation

1. What is one professional accomplishment that you are most proud of and why?
2. How do you learn about the newest medical developments in the field?
3. Describe a time when you went over and above your job requirements. What motivated you to put forth the extra effort?
4. Give an example of a mistake you've made. How did you handle it?
5. Describe a time when you recognized you weren't going to be able to meet multiple deadlines. What did you do? What was the outcome?
6. Give a specific example of a time when you took initiative or went above and beyond to ensure you completed a task well? What motivated you to step up in that situation?

Self-Care / Finance

1. What activities and countermeasures do you put into place to ensure your own wellness? Please give examples demonstrating your ability to manage a budget effectively and would demonstrate your ability to perform this job.
2. Please give examples of things you have done in previous jobs that demonstrate your resourcefulness. What did you do and what resulted from your actions?
3. How do you foster your own wellness?

Compassion (Core Value)

1. Tell me about a recent situation in which you had to deal with a very upset patient or staff member.
2. How do you react when someone comes to you for help?
3. Give me an example of a time when your compassionate attitude caused a patient or colleague to stay positive and calm.
4. Some situations with patients or colleagues require us to express ideas or opinions in a very tactful and careful way. Tell me about a time when you were successful with this particular skill.

Respect (Core Value)

1. What does respect mean to you?
2. Could you tell me about a time you experienced failure at work?
3. What is the biggest mistake you've ever made on the job, and what did you learn from it?
4. Tell me/us about a time when you had to step away from traditional methods to solve a difficult or complex problem.
5. Tell me/us about a time when you had to conform to a policy or procedure you did not agree with.
6. What is your personal philosophy for showing respect to colleagues that you work with? Can you give an example of how your behavior aligns with this philosophy toward those that you work with?
7. Describe the way you handled a problem involving those with differing values, ideas and beliefs.

Excellence (Core Value)

1. What are the standard expectations for a good job in each aspect of your job? Do you meet or surpass them?
2. Do your personal standards exceed the expectations of your organization? If so, give an example.
3. Tell me about a recent experience that you would describe as a real learning experience. What did you learn?
4. Tell me about a suggestion you made to improve the way job processes/operations worked. What was the result?