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**NAME OF APPLICANT**

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**POSITION APPLYING FOR**

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**POSITION REQUISITION #**

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**EMPLOYMENT SPECIALIST**

**RATING Outstanding**

**Exceeds Expectations**

**Meets Expectations**

**Needs Improvement**

Critical Success Factors

ORIENTATION TO SERVICE

**Can you tell me about a time when a patient or family members’ dissatisfaction with a service was brought to your personal attention?**

PROMPTS:

* What was the dissatisfaction?
* What action did you take?
* What was the outcome?
* What would you do differently?
* What is your personal definition of “patient centered care?” Why do you want to take care  
  of sick and distressed people? What circumstances in your life have shaped the evolution of your definition?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Can you tell me about a time when you were the recipient of a complaint from another department about services provided by your department?**

PROMPTS:

* What service was this “internal customer dissatisfied with?
* What action did you take?
* What was the outcome?
* What would you do differently?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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PATIENT SAFETY

**Tell me about a time when you noticed either a clinical practice or system design that compromised patient or visitor safety.**

PROMPTS:

* What action did you take?
* What was the outcome?
* Looking back at it now, is there anything that you would do differently?
* If an unsafe practice was being performed by a peer, how would you handle this situation?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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TEAM WORK

**Tell me about a time in your professional experience when you have been a member of a work team in which differences of opinion developed about how the work was assigned or completed?**

PROMPTS:

* What were the differences of opinion?
* What role did you play in the situation?
* What action did you take?
* What was the outcome?
* What do you believe is the role of other team members with less knowledge or experience than you in contributing to the team’s development? What role do you have in encouraging their contributions?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Describe the single most important accomplishment that you have achieved or been a part of within the past year.**

PROMPTS:

* Were others involved in this accomplishment?
* If so, what was particularly rewarding about this experience?
* Can you describe an important accomplishment that occurred more than a year ago?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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CHANGE MANAGEMENT

**Can you describe a significant change that occurred in your former work environment?**

PROMPTS:

* How did the change impact you?
* What did you do to manage or cope with the change?
* What was the outcome?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Please cite an example of how you influenced the behavior of a peer in your past work.**

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**What skills/behaviors/attitudes will you bring to this position?**

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**What expectations do you have of the UW as a future employer?**

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ROLE PLAY

***Use the example below or a common situation that a person in the position would typically encounter and role-play with the candidate to assess how they respond to the situation.***

*ROLE PLAY EXAMPLE:*

*In this scenario, a patient has been kept waiting in a chilly examination room. She is scheduled for a medical procedure. You were called out of the examination room, and were delayed in returning to begin your work for the procedure.*

*Staff Member:*

*“I’ll be back in a moment.”*

*Patient:*

*Is waiting. Is chilly. Is tired of waiting.*

*Staff Member (Returns):*

*(How would you respond?)*

**COMMUNICATION**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**ORIENTATION TO SERVICE**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**CREATIVE PROBLEM SOLVING**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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Summary Comments

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**CANDIDATE IS: Recommended Not Recommended**

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**FORM COMPLETED BY**

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