Improve nurse selection by strengthening the nursing interview process.

Distinguish high performers through use of strategic interviewing questions.

Implement a practical team interview approach.

The author of this presentation declares that they have NO affiliations with or involvement in any organization or entity with any financial interest or non-financial interest in the subject matter or materials discussed in this presentation.
Why Are We Here?

Few resources exist for health care hiring managers

"How to ace that job interview!"

Nursing shortage

Turnover

Nursing Turnover

14.6% average national for all RNs

25% turnover rate for nurses in their first year in organization

30-60% of new grads leave position in first year

Time to fill positions

1% change in retention = $410,050

$38,900 to $59,700 to replace a bedside nurse

Who are we?

Carle Foundation Hospital
Urbana, Illinois

411 beds
Level One Trauma
Level III Perinatal Center
The Application Process
Minimum of two clinical instructor references
Transcripts
HR interview (phone or in-person)
Resumé

Credential verification
Experience verification
Opinion questions
Behavior based questions
Competency and scenario questions

Interview Question Categories
Breakdown of Questions

- Behavior based questions: 50
- Credential verification: 20
- Competency questions: 10
- Experience verification: 15
- Opinion questions: 5

Set Yourself Up for Success

What do you want to know?

What traits make your staff successful?

Resumé Review

- The Eye Test
- Special Skills or Qualifications
- Education
- Job History / Volunteer Work
- Clinical Experiences
Create questions based on the traits you are looking for in an employee
Plan it Out

What questions to ask, and when
Flow of interview
Consistency

Let's Get It Started

Getting my head and heart right
Handshake and eye contact
The exit strategy
Ability to make small talk
Interview nerves
Set interview expectations with candidate

Credential Verification

What was your GPA?
What was the length of your nursing program?
Questions relating to work experience
Experience Verification

How many clinical days did you have?
Tell me about your clinical site experiences.
How long was your clinical day?
What kinds of skills have you been able to practice during your clinical time?

Opinion Questions

What kind of manager are you looking for?
What would you do if you had a conflict with a coworker?
How would you handle a difficult patient / family member?
Do you have any conflicts or barriers to working night shift?

Behavioral Questions

What is some tough feedback that you’ve received from a boss or clinical instructor?
Can you tell us about a time you made a mistake at work?
Can you talk with us about a time you’ve been working alongside someone who has been really frustrating to you?
Competency and Scenario Questions

What is the basic pathophysiology of heart failure?

Your patient doesn’t feel like they’re being heard by the physician. What do you do?

You’ve received two requests at shift change from staff, what is your response?

You’ve made a medication error. What do you do?

The Last Question

How do you want us to remember you?

The Decision

• Debrief with leader
• Score matrix
• Compare answers with your ideal traits
References