TEN INTERVIEW QUESTIONS TO ASK FOR THE BEST MEDICAL STAFF
“If you are looking to discern between excellence and the rest of the population, you have to develop questions that provide candidates the opportunity to provide answers that show separation around how the best performers respond from those that you would not select again.

One of these questions is

‘How do you know when it is appropriate to lead and when to follow?’”

- Todd C. Spohn, director of healthcare, management consulting firm Talent Plus, Inc.
"Are you willing to take the initiative to continue your education while you work?"

I believe that you have to figure out if the person is willing to learn.”

-- Tonya Lanthier, RDH, founder of online employment resource DentalPost
“What do you want to achieve or accomplish?

If you can understand what they want, then you can pick someone that is better aligned, and you know their expectations. I always have my team members write out what the three things are that having a job could help them do.”

– Tonya Lanthier
“What is a challenge you had in the workplace and how did you overcome the challenge?

Situational questions help you determine the candidate’s ability to problem solve and think on his feet.”

– Tonya Lanthier
What does privacy mean to you? How can you help maintain a patient’s privacy while working in a medical office?

– Elyse Watkins, assistant professor of physician assistant studies, High Point University, High Point, N.C.
“How would you handle an angry patient?”

– Elyse Watkins
“Can you tell me about a time when you think patient safety was compromised by a physician’s actions? How did you handle it?

When asking these questions, you are assessing not only the character of the candidate, but also their ability to handle situations and ability to work as a team.”

– Tim Mulvaney, president/CEO/director of recruitment, UHC Solutions, an affiliate of recruitment firm MRI Network
“Can you tell me about how you would balance patient safety, clinic productivity, and financial reimbursements with the need for superior patient results?

This question is really more for a leadership role. The reason we ask this question is that these are very important in the healthcare landscape today. The answer will illustrate not only the capabilities, but the ability to think strategically and the ability to think of the patient as well as the business of medicine.”

—Tim Mulvaney
“Number one, I ask them, ‘Why did you choose a medical career?’

Number two, I always give them a scenario of a difficult patient. Either someone who is abrupt and demanding on the phone, or someone calling in with a complaint, or someone kind of rude and gruff when they are trying to room them.

I want to see how they handle that and see if they are capable of a patient-centric point of view. I always look for people who are capable of looking at the patient’s point of view, because they can then diffuse or turnaround what potentially could be a negative experience.”

– Stephanie McClellan, gynecologist, OC Gynecology, Newport Beach, California
“What do you think is the most important thing you can do when a patient approaches the desk to check in for his/her appointment?”

– Elyse Watkins

10 INTERVIEW QUESTIONS TO ASK

PHYSICIANS PRACTICE