UK HealthCare
Value Based Interview Questions

UK HealthCare recognizes a set of values that guide us in our daily interactions, and asks each new hire and current employee to commit to these principles. The questions below have been developed to identify these values in a potential employee. A best practice is to select one or two values and choose one question from each of those sections to ask the candidate during an interview.

Diversity – We will foster a people-centered environment that is inclusive of all. We will respect different opinions, acknowledge expertise of everyone, promote cultural sensitivity and awareness, and recognize unconscious bias and overcome barriers.

1. Tell me about a time when you had to adjust your communication style to best serve a patient/colleague/customer.
2. Describe how you have fostered a climate of diversity and inclusion within your team. Please provide an example.
3. Serving a patient/customer who has a different viewpoint can be a challenge. Describe a time when you faced a situation like this. How did you react, and what was the outcome?
4. [*Motivational Fit*] Tell me about a time when you worked in an environment with a diverse patient/customer base. How satisfied/dissatisfied were you with that?
5. [*Reference Check*] Describe a time <candidate's name> demonstrated respectful behavior that was tolerant of another's views?

Innovation – We will embrace continual learning and improvement to drive positive change. We will be visionary with a passion for discovery, and continuously improve quality, safety, and service. In addition, we will commit to being safe, error free, and achieve optimal outcomes with our expertise, research, and resources.

1. Describe a time when you identified an opportunity to enhance your skills. How did you take advantage of that opportunity?
2. Describe a project you've worked on that improved process, workflows, or otherwise enhanced your department's services.
3. Tell me about a specific situation when you recognized that creativity was needed to solve a problem? What did you do?
4. [*Motivational Fit*] Give me an example of a job you've had that provided opportunities for innovation or continual learning. How satisfied/dissatisfied were you with that?
5. [*Reference Check*] Can you describe <candidate's name> typical approach to generating new ideas or positive change? Please provide a specific example when you observed <candidate's name> demonstrating this approach.

Respect – We value our patients and families, our community, our coworkers, ourselves, and the resources entrusted to us. We will foster a people-centered environment, demonstrate professional behavior and ethics, practice stewardship in resource management, and commit to honesty, transparency, dependability, confidentiality, and trust.

1. Describe a scenario where you were asked to divulge confidential information. How did you respond?
2. Tell me about a time when you were able to resolve a difficult situation by finding common ground.
3. Describe a time when you effectively and efficiently used organizational resources to accomplish an important work objective.
4. [*Motivational Fit*] Tell me about a job in which demonstrating a commitment to respect of others was important. Give me a specific example when these practices paid off.
5. [*Reference Check*] Give me an example of when you observed <candidate's name> demonstrating respect to a patient or customer.

Compassion – We express empathy for the needs, thoughts, and feelings of those we serve and with whom we work. We will always display kindness to everyone, do our best to relieve suffering, promote healing and well-being, embrace patient-and family-centered care, and encourage a welcoming and caring environment.

1. Give me an example of a time when you demonstrated compassion towards a patient or colleague in need. What did you do to assist?
2. Give me an example of how you identified with an emotional patient/customer, in order to de-escalate a situation. What steps did you take?
3. What measures have you taken to make a patient or colleague feel comfortable in an environment where they were obviously uncomfortable?
4. [*Motivational Fit*] Describe a position you've held that required you to demonstrate compassion, even when it was difficult to do so. How satisfied/dissatisfied were you with that, and why?
5. [*Reference Check*] Give me an example of when you observed <candidate's name> showing compassion or kindness to another person.

Teamwork – We cultivate meaningful relationships to create positive outcomes. We will always share information to optimize value, be accountable for our actions, embrace interprofessionalism during care delivery, and include and empower all members of the team.

1. Describe a time you involved someone from another area in your work. How did you initially make this contact, and what was the outcome of your efforts?
2. Please give your best example of working cooperatively as a team member to accomplish an important goal. What was the goal or objective? To what extent did you interact with others on this project?
3. What role have you typically played as a member of a team? Please give a specific example.
4. [*Motivational Fit*] Tell me about a position you held that required you to work within a team-oriented atmosphere. How satisfied/dissatisfied were you with that?
5. [*Reference Check*] Give me an example of when you observed <candidate's name> working in a team-oriented environment.