



## UK HealthCare Culture Driven Interview Questions

*The Behavioral Expectations for Service Excellence: Commitments to Performance provide a blueprint for how UK HealthCare employees should conduct themselves in every patient, customer and coworker interaction. Based on these commitments the questions below have been developed for use throughout the hiring and selection process to ensure your candidates have the necessary skills, motivations, and experience to provide exceptional service regardless of the position.*

**Customer Centered** – Being *customer centered* means our behaviors will reflect: doing our very best in every interaction; and providing a helpful and caring experience with every interaction.

1. Our customer is every person we come into contact with during our work day. Tell me about a time when you went out of your way to help someone who wasn't your direct or typical customer.
2. Tell me about a time when you adjusted your communication style based on a customer's perception, preferences, or differences. How did you know that you needed to adjust your communication style for that situation?
3. Give me an example of a time when you were challenged to provide exceptional customer service to a patient or customer. How did you overcome this challenge, what did you do?
4. Occasionally we wish we could change how we've interacted with a customer or patient. Tell me about a recent interaction you wish you had handled differently.
5. [Reference Check] Have you had an opportunity to observe <candidate's name> providing exceptional customer service on a consistent basis? If so, tell me about a specific interaction where he/she provided this type of service.

**Service Focused** – Being *service focused* means that our behaviors will reflect: verbal, nonverbal and written communications delivered with courtesy, clarity, thoughtfulness and a smile; and abiding by the University of Kentucky privacy standards and keeping conversations about patients and UK HealthCare employee private and truthful.

1. Service focused is being flexible, courteous and respectful while anticipating and fulfilling the needs of our customers. Describe a time when you identified and helped a customer with a need before they requested assistance.
2. Tell me about a time when you had to listen carefully and ask questions to fully understand a customer's needs.
3. Privacy and confidentiality are both extremely important in health care. How do you know what information to share with whom? Tell me about a specific time when your responsibility to maintain confidentiality was challenged. What did you do?
4. Give me an example of a time when you had to involve others in order to fully satisfy a customer's or patient's request. How did you follow-up with the customer or patient?
5. [Reference Check] Can you describe <candidate's name> typical approach to assisting customers or patients? Please provide me with a specific example when you observed him/her use this approach.

**Quality Driven** – Being *quality-driven* means that our behaviors will reflect: instruction, mentoring continuing education and ongoing competency evaluations; safety conscious attitudes, actions and continuous safety instruction; supporting, recognizing, and providing resources or assistance for our customers; and ongoing effort to complete our work promptly and accurately at all times.

1. Knowledge, expertise and safety awareness are essential to quality driven service. Tell me about how you've stayed informed on changing policies, procedures, and/or regulations in your field. Give me a specific example.
2. Tell me about a time when you observed a co-worker or colleague breaking a policy or procedure. What did you do?
3. Have you had the opportunity to improve a procedure to make it more efficient or effective? If so, what prompted the change, what did you do and how did you implement the changes? Who was affected by the change?
4. Tell me about the things you do to ensure you complete your work promptly and accurately. Give me a specific example when these practices paid off.
5. [Reference Check] Give me an example of when you observed <candidate's name> providing accurate information/service/care to a patient or customer. How did you know it was accurate or appropriate?

**Resource Wise** – Being *resource wise* means that our behaviors will reflect our beliefs that: our patients, other customers and co-workers deserve the very best - we need to create an environment that attracts and retains the best people; every unit must examine and allocate equipment, supplies and resources in a fair-minded and efficient manner; each of us must do our part to help maintain and keep our facilities clean and in good repair; and we are responsible for appropriate accounting practices and the missions of the University.

1. Careful, efficient and responsible management of our resources is vital to our success. Tell me about a time when you used a resource in a new or different way which allowed you to solve a problem or provide exceptional service.
2. Tell me about a time when you streamlined a process or procedure to be more efficient and/or effective. What prompted you to improve the process or procedure?
3. Tell me about a time when you failed to utilize resources available to you in order to fulfill a customer's or patient's request. How did you realize that you hadn't provided complete information?
4. Describe a task you carried out that required paying close attention to and following a specific protocol.
5. [Reference Check] Give me an example of when you observed <candidate's name> value another person's time by assuming an appropriate sense of urgency.

**Growth Oriented** – Being *growth oriented* means that our behaviors will reflect: outstanding customer service to all we serve by responding quickly with competence; a consistent focus on acquiring new skills and participating in process improvement.

1. Tell me about a time when you took advantage of an opportunity to learn a new skill.
2. Describe a time when you advised a customer of additional resources available outside of your department in order to best service the customer.
3. Tell me about a time when you were able to improve your work environment. What did you do? What was the outcome?
4. Tell me about a time that you mentored, trained or assisted a colleague to develop a new skill or learn a process. How did you go about doing this?
5. [Reference Check] Give me an example of when you observed <candidate's name> learn and apply a new skill.