Leading Practice in Health Care Recruitment: Interview Simulation Circuit (ISC)

Project Summary

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WHAT WAS THIS STUDY ABOUT?

Within a complex healthcare setting, the traditional approach to staff recruitment is limited in its ability to evaluate a candidate’s ability to provide compassionate, person-centred care. Furthermore, the traditional hiring practices are resource heavy while yielding average results.

Research shows that Multiple Mini Interviews (MMI) – developed by the Michael Degroote School of Medicine at McMaster University – provide a more authentic and global representation of the candidate, while being more objective, leaving less room for interviewer bias and giving better access to non-cognitive skills¹.

The MMI offers the opportunity for a candidate to demonstrate their ability and willingness to work with families, communicate effectively and be responsive to cultural and individual preferences – all key tenets of person-centred care.²

WHAT DID WE DO?

1. Co-created a user guide with the Ontario Hospital Association
2. Hosted a signature event at Holland Bloorview for HR personnel from hospitals across Ontario
3. Hosted a webcast to educate members of the Ontario hospital community on the Interview Simulation Circuit (process, advantages and application)
4. Produced a video demonstrating ISC

Our Goals

Our goal for this project was to develop capacity across hospitals in Ontario to use this approach by

- Co-create a User Guide with the Ontario Hospital Association and hosting a signature event at Holland Bloorview for HR personnel from hospitals across Ontario
- Host a workshop for participants to teach them about the Interview Simulation Circuit (ISC) process and how to do it in their own environment
- Invite members of the Ontario Hospital Association (OHA) and the Council of Academic Hospitals of Ontario (CAHO)

² Conway et al, 2006; Institute of Medicine, 2001
WHAT DID WE LEARN?

At Holland Bloorview, we are encouraged and supported. We’ve created a safe environment where new processes can be attempted and where mistakes are opportunities, not failures.

NEXT STEPS?

Evaluate the uptake and impact of the ISC process across the province. On April 11, a follow up call with Workshop participants revealed two organizations have launched and implemented the ISC at their organization, while others have plans to explore the ISC further.

TO LEARN MORE ABOUT THIS STUDY, PLEASE CONTACT:

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THANK YOU!

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